

CABINET – MAY 2018

RESOURCES AND SERVICES COMMITTEE – JUNE 2018

TENDRING DISTRICT COUNCIL PEER REVIEW

ACTION PLAN

K = Key Recommendation

M = Misc other recommendations

Ref	Recommendation	Action	By whom	By when
K1	Improve how you tell the story of your ambition, plans, successes and positive impact across the whole District. <ul style="list-style-type: none">Improve public awareness of impacts across the District.	<p>Establish TDC Corporate Facebook page.</p> <p>Raise the national profile re Garden Communities and Jaywick Sands</p> <p>Develop proactive Communications Plans in relation to agreed priorities (and as part of new project approvals).</p>	<p>ID lead WL</p> <p>EG</p> <p>WL</p>	<p>October 18</p> <p>Sept 2018</p> <p>Ongoing</p>
K2	Devise a TDC approach to Project Management, project delivery and performance reporting – strengthen governance. <ul style="list-style-type: none">Be clear from outset of projects re desired outputs / outcomes.Establish a clear decision making process re priorities / projects and ensure it is understood by members, staff, partners.	TDC Project Management approach <p>Proposed “fit for purpose” approach to be worked up and presented to MT by end July 2018. (To include formation of a Project Board). Formal decision by Cabinet in September 18</p>	<p>MBK lead</p>	<p>Cabinet Sept 18</p>

	<ul style="list-style-type: none"> • Develop a TDC approach to Project Governance – eg business cases, PID, risk, dependencies, budget, tolerances, milestones, performance management. • Set out clear “golden thread” to members / staff / partners linking Corporate Plan, annual priorities, budgets, performance monitoring. • Quarterly Performance report should cover all Cabinet priorities and projects. • Strengthen role of Members on Performance Management - ensure new O+S arrangements add value and align strongly with key priorities and projects. 	<p>Performance Reporting</p> <p>Cabinet priorities / projects to be formally reported to Cabinet.</p> <p>All Cabinet priorities to be incorporated into the Performance Monitoring report</p> <p>Member role in Performance Management</p> <p>Performance reporting split so each new Committee reviews performance relevant to its terms of reference to enable focus.</p> <p>Quarterly performance report to each O+S will cover Cabinet priorities and allow scrutiny of them.</p> <p>Briefing to be provided to each of the new Committees re their Performance Management role. (MBK)</p> <p>Corporate Risk Register review</p> <ul style="list-style-type: none"> • Re-assess and re-confirm TDC appetite for risk and review Corporate Risks accordingly. • Revise risk approach to clearly differentiate between Corporate risks, Risks to delivery of individual projects / priorities and Financial Risks. • Agree the most appropriate reporting mechanism for each of the differentiated 		<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Quarterly</p> <p>May/June 18</p> <p>May / June 18</p>
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		risks identified from the above exercise.		
K3	Bring the 4 elements of Transformation work together into a single Programme. <ul style="list-style-type: none"> • Single Board for overall programme. • Deliver swiftly • Ensure good staff communication • Clear monitoring and reporting to Members. • Equality impact assessments to be completed for all of the Transformation plans. • Likely need for additional resources to deliver the programme. 	Transformation Board Establish single Transformation Board. All four workstreams <ul style="list-style-type: none"> - Office accommodation - Digitisation - Customer Service / channel Shift - People Include Portfolio Holder. Chaired by MBK. Additional Resources Full time fixed term agency Building Surveyor engaged. Additional capacity for Operational Services to give in house capacity to deliver – to be identified and resourced. Speed of project delivery / Programme Programme to be finalised and communicated to staff and members. Monitoring and reporting to Members Via Transformation Board meetings to Portfolio Holder Quarterly to Cabinet and O+S Equality Impact assessments Methodology to be developed. Included as an action in the Performance Monitoring report.	MBK lead	Began April 18 and to meet monthly. May 18 May 18 From May 18 October 18?

K4	<p>Review how you deal with underspends, savings, risk and phasing of the Capital Programme.</p> <ul style="list-style-type: none"> • Review the balance between holding reserves and managing risks • Review current and past underspends and build more into base budgets • Incorporate risk assessed assumptions re increased income in future years in the forecast. • Strengthen approach to financial risk management. • Develop more detail re how savings / new income will be achieved projected into the forecast. • Profile Capital budgeting projected into the forecast. 	<ul style="list-style-type: none"> • The 2019/20 Forecast (and beyond) to be revised and include an assessment of: <ul style="list-style-type: none"> i) Risk assessment of potential favourable items such as planning income and other potential savings to identify amounts to be built into the budget. This is especially important to offset potential reductions in services that may be required to meet the long term savings target or alternatively be used for invest to save activities. ii) Historic underspends to be reviewed to identify budgets that can be removed – initial target of £100k suggested. iii) Each line of the long term forecast to be risk scored to focus management action on key deliverables and be included in a more detailed financial performance report to MT and Members alongside the current Budget Monitoring Report. iv) Financial Risks to be included in future Spending / Investment Project Appraisal Template v) Services to be requested to review all Capital Projects and identify likely spending profile to be included in the first quarter's CBM for 2018/19 	MBK / RB lead	<p>By July 2018</p> <p>By June 2018</p> <p>By Aug 2018</p> <p>By Aug 2018</p>
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K5	<p>Add Housing to the existing key strands of joined up working / Community Leadership.</p> <p>Housing Strategy to reflect work with partners and private sector and contribution to growth and regeneration.</p> <ul style="list-style-type: none"> • Speed up development of Housing Strategy which should include: • District development programme and timetable – for own stock and enabling private sector building • Plan for engagement with private landlords • Enforcement of housing regulations against rogue landlords • Extending the scope of mandatory licensing of HMOs. • Then develop a partnership to deliver the strategy to include registered providers, private sector landlords and developers. 	<p>Housing Strategy / Community leadership</p> <p>Recruit an additional post to focus on Strategic Housing across Housing and Planning Services. To</p> <ul style="list-style-type: none"> • Develop / align housing and planning policy for public and private housing • Establish links with PRP's • Develop community leadership dimension of housing 	PP lead	June 18

K6	<p>Be confident in your plans for Jaywick Sands. Build a shared commitment with community and other partners – prepare a strategic development plan.</p> <ul style="list-style-type: none"> • More formal approach needed – write the plan down. • Develop a strategic development plan with partners and the community to set out ambitious outcomes. 	<p>Jaywick Sands stakeholder event to develop next steps for development process (already programmed for CCT to lead on this). Identify a programme plan for decisions.</p> <p>Develop formal supplementary planning guidance (Place Plan or SPD) to cover Jaywick Sands development.</p> <p>Join the Community Interest Company to demonstrate commitment to community led initiatives</p> <p>Consider transport and connectivity challenges in the wider west Clacton context.</p>	PP lead	<p>June 18</p> <p>October 18</p> <p>June 18</p>
M7	<p>Training for Members to clarify roles of Councillors and Officers – especially re Planning.</p> <ul style="list-style-type: none"> • Include awareness training re Planning for non-planning members. 	<p>Training for Planning Committee members</p> <p>All Member Briefing</p>	EG lead (CB)	<p>June / July 18</p> <p>July 18</p>
M8	<p>Internal Communications opportunities to improve:</p> <ul style="list-style-type: none"> • More corporate information to staff • Tell story re outcomes / delivery • Staff keen to learn more about other parts of the Council / interact more across departments. • Improvements to PING! (intranet) 	<p>The Memo (staff bulletin) to be produced more frequently – every 2 months.</p> <p>To include each issue</p> <ul style="list-style-type: none"> - Focus on a specific service (to inform/engage staff) - Progress on delivery of one of the Corporate priority outcomes <p>Operation and effectiveness of PING to be reviewed and proposals to increase use by / value to staff to be submitted to Management Team.</p> <p>Responsibility for Internal Comms and relevant staff</p>	MBK / WL lead	<p>From April 2018</p> <p>By Sept 18</p>

		resources to be brought together under a single Head of Service.		June 18
M9	Capacity issues identified <ul style="list-style-type: none"> • Strategic housing • Planning – day job vs strategic • Delivery of major projects 	Reshape Planning and Regeneration to ensure capacity is in place to deliver services and strategic projects. Additional post of Executive Projects Officer to be established to support delivery of projects. See above re Strategic Housing / Planning post.		Completed Completed
M10	Review the SME Growth Fund and its links to delivery of the Economic Strategy.	Report to Cabinet on delivery performance to date and to propose re-focus and streamlining of the scheme.	EG lead	Completed