

Area	Ref	Recommendations	Response & Actions	By	Change to Constitution	Timescale A 1-3 months B 3-6 months C 6-12+ months
Relationships	1	<b>Build relations between councillors, and between councillors and officers through a programme of development workshops to build trust and openness</b>	<p>The Chief Executive and Directors meet with the leading group fortnightly to discuss a range of topics and embryonic policy development.</p> <p>Officers have regular Portfolio Holder and shadow Portfolio Holder meetings.</p> <p>The Chief Executive meets with political groups by invitation.</p> <p>Informal workshops are held on key topics of interest (waste service, budget, housing improvement, audit).</p> <p>A comprehensive member induction is held following Council elections. Investment has been made in a member development and training programme.</p> <p>Cross party working informally and formally on key projects – i.e. waste review.</p> <p>Members views on how to address this recommendation specially will be sought through Corporate Scrutiny and Cabinet meetings. Would external support (for example from the LGA) assist with helping to address this recommendation?</p>	Chief Executive	No	<b>Ongoing but additional items over the next 6-12 months.</b>
Risk Management	2	<b>Use the Risk Register and the Annual Governance Statement to raise situational awareness and future concerns</b>	<p>The Corporate Risk Register is regularly reported to Audit and Governance Committee and to Corporate Leadership Team.</p> <p>The Annual Governance Statement (AGS) is presently drafted by the Section 151 Officer and subsequently reviewed by both the Chief Executive and the Monitoring Officer. In the future the AGS will be developed in</p>	Director Resources	No	<b>12 months</b>

			<p>partnership with the corporate leadership team and aligned with the Oflog best value guidance.</p> <p>The Council has been recognised as an exemplar by the LGA for its work on Governance and Assurance</p> <p>Departmental and Service Plans contain risk registers to cover their specific areas of service across the Council.</p> <p>A Corporate Risk Group has been established comprising representatives from each department to oversee the development of the corporate and service risk registers and to regularly review the Council's approach to risk management and to ensure key risks have been identified and mitigating actions put in place.</p> <p>Training for CLT and extended leadership team and members has been delivered.</p>			
<b>Financial Management</b>	3	<b>Ensure that financial transactions and contracts are under consistent and robust review</b>	<p>The Council has recently procured the services of V4 – a procurement and contracts specialist to provide additional procurement support to the Council.</p> <p>The key focus will be the finalising a new Procurement Strategy and support in maintaining robust contracts' register that is regularly reviewed by CLT to ensure the Council is compliant with its contract procedures.</p> <p>The introduction of the Procurement Act 2023 provides additional complexity to procurement activity. A task and finish group is currently reviewing the changes to systems and processes. A key element of this is the review of the Council's contract procedure rules. This work is already in train, however, V4 should be able to provide additional advice and support.</p> <p>Officers will also receive training in respect of the Procurement Act 2023.</p>	Director of Resources	Yes – change to contract procedure rules.	<b>6 months</b>

			<p>The S151 Officer has been working closely with the new external auditors to ensure successful transition and good progress has been made in publishing the 2021/22 and 2022/23 Statement of Accounts. In respect of the Statement of Accounts for 2023/24 the Council will not be in a position to meet the backstop date like many councils across the Country. The Council is not an outlier in this regard; however, the S151 Officer has made contact with MHCLG to inform them of this and awaits further guidance. The Council's external auditors is fully sighted on this issue and will be working closely with the Council to mitigate this position.</p> <p>Significant work has been undertaken with the Council's Internal Audit Service to ensure a comprehensive Internal Audit Plan is delivered.</p>			
<b>Communications</b>	4	<b>Establish a thorough two-way Corporate Communications Engagement Plan</b>	<p>The Corporate Communications Strategy is updated every year. This year includes a focus on developing new channels for internal communications. This includes internal comms brand "We are NWL".</p> <p>A separate Communications Strategy has been developed for the Council's transformation programme and is being rolled out. Staff roadshows took place in July and in early November across the Council including for front-line and remote workers.</p> <p>Virtual "in conversation" topic-based all-staff information and dialogue sessions are planned, the first one being in respect of governance.</p> <p>There is an expanded weekly all-staff email and there are now knowledge sharing events in place. There are also specific communications plans for certain activities and areas – e.g. Transformation and the Housing Service.</p>	Chief Executive	No	<b>Completed</b>

Transformation	5	Enhance the newly adopted Transformation Plan with a clear set of financial outcomes, deliverable dates, benefits, third party dependencies and risks across all programme areas	<p>A monitoring form has been established with key metrics for the delivery of each project/scheme. This is monitored by the Transformation Steering Group.</p> <p>The successful appointment of a Transformation Programme Officer, together with the LGA Graduate, will ensure that all future projects/schemes are regularly reviewed.</p> <p>Transformation performance is reported regularly to Members as part of the quarterly performance monitoring to Cabinet and Scrutiny including the monitoring of the £500k allocated for transformation work.</p> <p>Business cases for new projects and schemes are reviewed by the Council's Transformation Steering Group, with funding requests drawn from the £500k Transformation Fund.</p>	Director of Resources	No	12 months
Housing	6	Conduct a wholesale process mapping and review of systems in Housing Repairs	<p>The Council has recognised its housing service is not providing as good a service as it should be. In recognition of this Cabinet set up a Housing Improvement Board in the Spring 2024 consisting of representatives of all major political parties and is working its way through a number of topics including repairs management and has already drawn up a Housing Improvement Plan.</p> <p>Between the Peer Review and the publication of this action plan the Council has already reviewed its repairs policy. This has gained political agreement and has been actioned.</p> <p>Since the Peer Review a whole home contractor has been procured to assist with the management and delivery of the repairs service, focusing on the work in progress and delayed repairs delivery.</p> <p>At the time of the Peer Review there were significant gaps in the housing management team inhibiting the ability to deliver services. Significant work has been undertaken over the summer to recruit to key roles to enable the delivery of the service and progress improvements. A Knowledge Information Management self-assessment as set out by the Regulator for Social Housing has also been undertaken and an action plan will be developed. In addition, work around the culture issues covered in the</p>	Director Communities	No	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Within 6/12 months</p>

			report are and continue to be addressed as part of the Improvement Plan process.			
External Stakeholders	7	Engage more proactively in partnership working in all settings, ensuring the maximum benefit for the district's businesses and residents	The Council has reinvigorated its Parish Liaison meetings, including being led by a member of the senior leadership team. The Chief Executive, Director of Resources and other members of the CLT have attended a meeting of parish clerks and have agreed to share the Council's Forward Plan in the future to ensure that key items of interest are flagged in advance.	Director of Communities	No	Completed and ongoing in terms of Forward Plan
			The Council has recently agreed a District-wide Regeneration Frameworks to sit alongside its Coalville Regeneration Framework. The Council engaged with a range of partners in its development and will work closely with key partners on its delivery over the next few years.	Director of Place	No	12 months Annual Review
			The Chief Executive will continue to have regular planned 'catch up' meetings with the two MPs covering North West Leicestershire, Trade Unions, The National Forest Company, East Midlands Airport, Health providers, the East Midlands Freeport and social housing providers.	Chief Executive	No	Ongoing
			The Chief Executive will continue to play an active role in the District Chief Executives' meeting for Leicestershire as well as the Public Sector Leaders' meeting involving the County Council, City Council, Police, Health and Government Department liaison officers.			
			The Leader will continue to attend the Leicestershire District Leaders' meeting on a quarterly basis and will be participating in a MPs Summit in December. North West Leicestershire will be chairing the Leaders' meeting in 2025/26.	Leading Members	No	Ongoing

		<p>A member of the Alliance has recently represented the Alliance administration at the annual Local Government Association Conference and plays a leading role in the Independent Group of the LGA.</p> <p>Cabinet members are also well represented on other sub regional boards such as the East Midlands Freeport.</p> <p>Members are also regular attendees at other meetings such as Parish Councils and represent the Council on other boards and forums as agreed at Annual Council.</p> <p>Members of CLT attend a range of local, regional and national forums on topic specific issues.</p> <p>The Head of HR and Organisational Development leads the Council's work with the Local Resilience Partnership</p> <p>The Council is also currently collaborating with East Midlands Councils on project to support recruitment and retention of key staff to support its emerging Workforce Strategy which will be considered by CLT in December. A Health and Wellbeing Strategy was approved for consultation earlier this year and is being finalised.</p> <p>The Council is on course for its Investor in People assessment in March 2025.</p>	CLT	No	<b>12 months and ongoing</b>
			Head of HR and OD	No	<b>Ongoing</b>
			Head of HR and OD	No	<b>6 months</b>