



Single Outcomes Framework

2018 - 2022

Engagement Report

August 2017

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Introduction

Background

Leicestershire County Council has developed this Strategic Plan by focussing on the things that will make life better for people in Leicestershire. We have developed a shared vision across the Council of the outcomes we want people to experience.

A clear vision for our place and its people will strengthen the Council's leadership role. It will enable the Council to have a more joined up approach to delivery.

In developing this vision we have made a commitment to working together across different services and with others to make best use of all the resources available. By investing in local priorities we aim to deliver real and lasting benefits for Leicestershire and its people.

The outcomes are aspirational and seek to outline the end results that we want to see for the people of Leicestershire. The Council alone cannot deliver all the change that will be needed but is seeking to understand the issues where it is the lead organisation or has significant influence to drive positive change. Through collaboration with our partners to coordinate and integrate our plans we hope to have maximum impact in addressing the most pressing problems that we face.

This vision has been informed by evidence of the current baselines and trends for Leicestershire, existing partnership commitments and national statutory requirements and measures.

Methodology

The draft Single Outcomes Framework was the subject of a 6-week engagement exercise which took place from 26th June to 4th August 2017. The engagement was targeted at key stakeholder organisations (45 consultees) and partnerships (13 consultees).

A discussion document including consultation questions was sent to the organisational stakeholders listed at the end of this report. The discussion document was also either mailed or presented to all of the partnerships included in the stakeholder list and comments invited. The questionnaire consisted of a range of open-ended questions which were used to guide the structure and content of responses but all stakeholders were free to provide their feedback in any format. All the documents (draft Single Outcomes Framework and questionnaire) were available in different formats and languages upon request.

Targeted notifications were sent to all County Councillors and Leicestershire MPs and a presentation was provided to the County Council's Scrutiny Commission as part of the engagement process.

Results

This report includes the combined results for all 20 respondents.

The County Council has developed a shared vision across the Council of the outcomes we want people to experience. The outcomes are aspirational and seek to outline the end results that we want to see for the people of Leicestershire.

'Leicestershire has a strong economy, people are well and safe, we have great communities and quality homes are affordable.

We are a strong, sustainable and successful organisation leading modern, highly effective services – which empower people to be independent, fulfilled and healthy in their own lives.

We have built strong, trusted relationships with our partners, customers and communities to improve people's lives - now and in the future.'

1. To what extent do you agree or disagree with the County Council's proposed vision for Leicestershire?

The vast majority of respondents broadly agree with the proposed vision.

a) Why do you say this?

b) Is there anything else you think we should consider?

Several respondents acknowledged that the vision aligned closely with their own and that it reflected the key priorities for the County Council.

There was a commonly held view that it is too long and should focus on the place and community of Leicestershire rather than incorporating the Council's organisational vision.

There was strong support for the commitment to work in partnership.

Alignment with Leicester and Rutland was requested by one organisation which covers the whole area.

There was one call for the environment to be added to the vision.

The County Council have agreed the following principles to shape the way they work together.

- We make the best use of all the resources available to get the best return
- We make good decisions, based on evidence of what works and try new things
- We have outstanding staff who aim high to make a real difference – focusing on the outcomes for people not just the delivery
- We work together with partners, communities and residents to build on our existing strengths
- We listen to and empower local people; keep them informed and involve them in our plans
- We contribute positively to the environment and are committed to equality

2. To what extent do you think our principles will help us to deliver our vision?

a) Why do you say this?

b) Is there anything else you think we should consider?

There was strong support for the principles with minor changes suggested and a broad alignment with other organisations.

Several respondents suggested separating equality and environment.

It was suggested that 'prevention' should underpin all outcomes, not just be referenced in the Wellbeing and Opportunity outcome.

The Outcomes

The Council has developed five strategic outcomes that we think are essential for good quality of life in Leicestershire.

Strong Economy

Leicestershire's economy is growing and resilient so that people and businesses can fulfil their potential.

Wellbeing and Opportunity

The people of Leicestershire have the opportunities and support they need to take control of their health and wellbeing.

Keeping People Safe

People in Leicestershire are safe and protected from harm.

Great Communities

Leicestershire communities are thriving and integrated places where people help and support each other and take pride in their local area.

Affordable and Quality Homes

Leicestershire has a choice of quality homes that people can afford.

3. Do you agree with the five strategic outcomes for Leicestershire?

a) **Why do you say this?**

b) **Is there anything else you think we should consider?**

The five strategic outcomes were supported by most of the respondents.

The environment and education were recommended as additional outcomes for consideration in several responses.

Several respondents felt it would be helpful to reflect the County Council's role in each of the themes e.g. lead, support, influencer, advocate

Strong Economy

Leicestershire's economy is growing and resilient so that people and businesses can fulfil their potential.

- **Leicestershire has a highly skilled and employable workforce.**
- **Leicestershire is well connected county.**
- **Leicestershire has attractive places and an enhanced environment.**
- **Businesses are supported to flourish.**

4. Do you agree that the priorities identified will help to deliver the strategic outcome?

- a) Is there anything else you think we should consider?**
- b) How well does this align with your own organisational strategy?**

The priorities were supported by all respondents to this question.

Respondents felt that the importance of market towns and the rural economy should be better reflected.

Transport as a key enabler for growth and development and providing access to services and opportunities was highlighted in several responses.

Inward investment was suggested as an additional priority for consideration.

The priorities aligned well with other organisational and partnership strategies.

Wellbeing and Opportunity

The people of Leicestershire have the opportunities and support they need to take control of their health and wellbeing.

- **There is equality in health and wellbeing outcomes for different people and places in Leicestershire**
- **Children are living in families and get the best start in life**
- **There is access to high quality education for everyone to support their wellbeing**
- **People plan ahead to age well with independence and connection to their community throughout their lives**
- **People receive seamless, integrated support to maximise their**

independence and meet their needs where family and community cannot

5. Do you agree that the priorities identified will help to deliver the strategic outcome?

- a) Is there anything else you think we should consider?**
- b) How well does this align with your own organisational strategy?**

The priorities were supported by all respondents with some minor amendments suggested.

Good mental health support, physical activity, working age adults and more emphasis on educational attainment were all suggested amendments.

There was concern that the focus on 'independence' could be worrisome for those that require support to be independent or may be dependent on support.

One respondent requested that the health equality outcome should be amended to clarify that we seek **improved** health and wellbeing outcomes that are equitable.

Keeping People Safe

People in Leicestershire are safe and protected from harm.

- People with health and social care needs in Leicestershire are safeguarded**
- Children and young people in Leicestershire are living in families safe and free from harm**
- People in Leicestershire are safe in their daily lives**
- Leicestershire residents, businesses and communities are prepared for emergencies**

6. Do you agree that the priorities identified will help to deliver the strategic outcome?

- a) Is there anything else you think we should consider?**
- b) How well does this align with your own organisational strategy?**

There was broad support for the outcome and priorities which aligned to partner strategies.

There was strong support for the reflection of community safety and resilience planning.

Several respondents called for references to crime, anti-social behaviour and vulnerability.

Great Communities

Leicestershire communities are thriving and integrated places where people help and support each other and take pride in their local area.

- **Diversity is celebrated in Leicestershire communities: people integrate, feel welcome and are included**
- **Communities participate in the design and delivery of initiatives and plans for the future**
- **Local cultural, historical and natural heritage is celebrated and conserved**

7. Do you agree that the priorities identified will help to deliver the strategic outcome?

- a) Is there anything else you think we should consider?**
- b) How well does this align with your own organisational strategy?**

There was broad support for the outcome and priorities and good alignment to partner strategies.

One respondent called for the inclusion of the community's responsibility to support those in difficulty.

One respondent highlighted the importance of dealing with income disparities and one noted that this outcome should reflect the "strength, value and offer already delivered by communities".

One respondent called for the creation of new local councils to be included as a priority.

Affordable and Quality Homes

Leicestershire has a choice of quality homes that people can afford.

- **Leicestershire has the right number and type of homes to meet needs and support economic growth**

- **There is enough suitable housing to support independence for those with social care needs**
- **Development has a positive impact on the environment and existing communities**

8. Do you agree that the priorities identified will help to deliver the strategic outcome?

a) Is there anything else you think we should consider?

b) How well does this align with your own organisational strategy?

There was broad support for the outcome and priorities with close alignment to partner strategies.

Respondents highlighted the importance of a “variety of homes” in the “right place”.

Several respondents sought clarification of the County Council’s role and highlighted the district and borough council’s statutory duties in this area.

The importance of transport infrastructure was highlighted in several responses.

One respondent suggested that a positive impact on “health and wellbeing” be added to the ‘homes’ priorities.

Any other Comments

9. Do you have any other comments on the Leicestershire County Council draft outcomes framework?

Several points made throughout the comments and in this section were concerned with knowing *how* the strategy would be realised, what involvement partners could have in the future development and governance and whether the resources would be available in order to achieve the vision and outcomes.

There were calls for the County Council to be more ambitious in leading the county to work together against a set of common outcomes and a joint performance framework with locality targets.

There was interest in how success of the plan will be evaluated.

There was criticism of the short engagement period not allowing time for formal governance processes.

Stakeholders targeted

The following contacts were included in a targeted engagement process on the Single Outcomes Framework:

External – key partnerships

Leicestershire Health and Wellbeing Board
Leicester and Leicestershire Enterprise Partnership (LLEP)
Local Safeguarding Children Board
Local Safeguarding Adults Board
Children and Family Partnership
Leicester-Shire and Rutland Sport
Leicestershire Safer Communities Strategy Board
Leicestershire Rural Partnership
Leicestershire Educational Excellence Partnership
Transport Advisory Group
Housing Services Partnership

Organisational stakeholders

Leicester City Council
District councils and Rutland County Council
Leicestershire Police
Leicestershire Fire and Rescue Service
University Hospitals Leicester
East Leicestershire and Rutland Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
Leicester City Clinical Commissioning Group
Leicestershire Partnership NHS Trust
Loughborough University
Further education colleges
Leicestershire & Rutland Association of Local Councils
Healthwatch Leicestershire
Representative organisations covering LGBT, faith, disability, age and poverty
Voluntary Action Leicestershire

Youth Council
Leicestershire Business Council
Leicestershire MPs

Respondents

Partnerships/groups

1. Leicestershire Rural Partnership
2. County Youth Council for Leicestershire (CYCLe)
3. Leicestershire County Council Scrutiny Commission
4. Leicestershire Health and Wellbeing Board
5. Safer Communities Partnership Board (individual response from attendee)
6. Transport Advisory Group (BEIS and DfT attendees)
7. Leicestershire Educational Excellence Partnership
8. Leicester and Leicestershire Enterprise Partnership

Organisations

1. Leicestershire Police
2. University Hospitals Leicester NHS Trust
3. Melton Borough Council
4. Harborough District Council
5. Hinckley and Bosworth Borough Council
6. Oadby and Wigston Borough Council
7. Charnwood Borough Council
8. Rutland County Council
9. Loughborough University

Individuals

Nicky Morgan MP



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ਐ ਆਪ ਆ ਮਾਭਿਨੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ ਈਝਨਾਂ ਡੋ ਨੋ 0116 305 6803 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰਥੋ ਅਨੇ ਅਮੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਆਵਥਾ ਕਰੀਥੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 6803 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

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假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci pomożemy.

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