Excellence for Leicestershire – Working Together to Deliver Quality Services
Leicestershire County Council Policy Commitments on 'Better Access to Better Services'

Policy Area	Policy Commitment by Leicestershire County Council
Leicestershire County Council Medium Term Corporate Strategy 2001/2005	"We will provide community leadership for the County. We will ensure that Leicestershire communities play an important part in identifying the problems that affect them and help them shape the solutions to those problems. We will take the lead role in this important task, which will include the preparation of a community strategy covering a range of public services." "We will work to bring services closer to where people live and to improve access to services for people who live in rural areas or away from town centres. Services will be accessible to all groups in the community and responsive to people's needs. We will act positively to tackle inequality and discrimination building on our existing approach to equal opportunities. We believe that the multi tier system of local government in Leicestershire gives opportunities both to plan services strategically and to bring services closer to people. We will work with the district, parish and town councils and with other agencies to achieve this." "We will introduce new and improved arrangements to co-ordinate service delivery with other agencies. These will include arrangements to address how the Government's target, that 100% of services that can be delivered by electronic means should be available electronically by 2005, can be implemented within the resources available." "We will pursue the development of a Public Service Agreement with the Government."

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Mr H Barber, The Leader of Leicestershire County Council - The Leaders comments on Public Service Agreements and Community Strategies. (County and District Leaders Meeting, 17th September 2001)	"We want to establish some new ways of working, within the County Council and with others, to ensure that our priorities are identified and met. A corporate strategy, a public service agreement, and a Leicestershire community strategy are key tools to help us achieve these aims." "A positive approach to working in partnership with others to improve public services in Leicestershire will be at the centre of our approach. Joint work with district councils – to make two-tier local government work effectively in Leicestershire – is particularly important to us." "The whole process will, of course, need to be overseen by a local strategic partnership." "I hope that the partnership can also oversee some detailed work to secure some practical initiatives to improve service co-ordination in the County. These might include improved arrangements for co-ordinating consultation, better sharing of information about Leicestershire communities and some joint approaches to the problems and opportunities of introducing 'e-government'. "However, before we get along this road too far, we need to talk to you and other key partners in more detail".

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Statement by Professor Preston, Deputy Leader of Leicestershire County Council on E-government and Access to Services. (County and District Leaders Meeting 17th September 2001)	"The County Council is embarking on a process to consider the wider issues of access to services and information, of which electronic solutions form just a part. In fact, we believe that the solutions should not be led by ICT but by an assessment of client expectations about the means of delivery, its location, service availability times and the acceptability of the format in different circumstances and to different groups."
Implementing Electronic Government Statement	"The Council is committed to ensuring that delivery of public services is integrated, effective and appropriate. To achieve this we will: ❑ Establish the needs of customers for public services and organise service delivery in ways which meet those needs. ❑ Foster partnerships and work in partnership with other service providers from the public, private and voluntary sectors. ❑ Offer Choice and flexibility; using technology to complement the way services are accessed, not to replace them."

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Policy Area	Policy Commitment by Leicestershire County Council
Information and Communications Technology Strategy, Policies and Guidelines (1999)	" To make the best use of opportunities to enhance the quality, accessibility and cost-effectiveness of front-line services and supporting functions through the innovative and effective use of Information and Communications Technology."
Corporate Information Management Policy (1999)	"To offer choice in terms of where, when, and how information can be accessed. To aim to make information available as widely as possible, as close to the user as possible, and as speedily as possible"
Corporate Information Management Strategy (1999)	"The Authority will aim to maximise the range of formats and delivery methods in which information is published, and will vary them according to type of information and target audience. The Authority will aim to maximise public access to information by providing kiosks, public internet access points, and other forms of terminal as appropriate."

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Policy Area	Policy Commitment by Leicestershire County Council
Best Value Performance Plan 2001/02	"We will produce an E-government strategy in 2001/02 outlining how we will develop electronic service delivery in line with the Government's requirements in this area." "Promoting better Government by improving the ways in which we work to ensure the right services are delivered to the people of Leicestershire."
Interim Report of the Property Review Panel	"A more corporate approach should be taken to ownership and occupation of property by the County Council. Property should be managed in a planned integrated fashion. The County Council should seek to work in partnership with other agencies, where appropriate, and deliver services from jointly occupied premises where this is a cost-effective means of meeting service needs."
Corporate Asset Management Plan	"It is a requirement that all services deal with property issues as part of Best Value Review and service planning."

Policy Area	Policy Commitment by Leicestershire County Council
Rural Services Review	" The County Council should seek better co-ordination by departments working more closely together in the delivery of individual services provided by the County Council to ensure that efficient service delivery is achieved."
	"The County Council should seek to develop a range of outlets for information about the County Council services and facilities."
	"The County Council should develop its consultation strategies and protocols to ensure arrangements for consultation are co-ordinated between services."
	"The County Council, in undertaking its community leadership role, should work in partnership with other bodies to:
	❑ Ensure that information and services provided by ICT are co-ordinated between agencies.
	❑ Develop co-ordinated approaches to the delivery of services with all relevant agencies.
	❑ Develop a range of inter agency outlets for information about services and facilities including the use of 'access' centres.
	"In order to make this information and services available to the public the County Council should also invest in ICT, including public access points."

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Policy Area	Policy Commitment by Leicestershire County Council
Leicestershire Rural Strategy 2001 –2006	"The Partnerships vision is that rural Leicestershire will be made up of thriving and inclusive rural communities where there is access for all to a range of services and facilities and the opportunity to develop both existing and new facilities." "The information and electronic services programme will develop ICT through co-ordinated action between service providers to make services and information more accessible."
Review of the Libraries and Information Services Network, Service Delivery Policy and Strategy (1999)	"The County Council has an exciting opportunity to transform its library and information service into a modern, high-performance, cost-effective service, relevant to the needs of all people in Leicestershire, now and in the foreseeable future. From rural areas to market towns, by harnessing the latest Information and Communications Technology (ICT), and in line with current corporate thinking, people will be able to access all County Council and other public services, at, or close to their homes. By involving communities, and other partners including the Health Authority, District and Parish Councils, and the voluntary and private sectors, in planning services and looking at innovative ways of delivering them, even the smallest communities can experience massive improvements in access to those services. This includes the improvement of the bookstock at all libraries, the easy availability of ICT services, and, in some places, longer opening hours and increased staffing levels to ensure adequate access to these facilities, especially for people living in rural areas who have to travel to access some facilities."

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Social Services IT Strategy	"Our vision for the social care community is that information management, systems and technology are used to deliver the maximum improvement in the quality of services to the public. We will do this by making information about services available and accessible to members of the public and service users, thereby ensuring fair access to those services;" and,"using ICT to support greater intergration and partnership working, particularly with the Health community."
Better Care Higher Standards – A Local Charter for Leicestershire 2000-02	"Information will be widely available in different languages and formats giving accurate and clear information…"

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