

LEICESTERSHIRE - WHERE THERE ARE QUALITY SERVICES FOR ALL

A County where all have access to quality services

This chapter of the Community Strategy is about improving and maximising access to quality services for everyone in Leicestershire.

The people of Leicestershire want:	In Leicestershire:	We will:
<p><u>Agencies</u> to work together to deliver improved and more accessible services and facilities for all</p> <p>Access to public services:</p> <ul style="list-style-type: none"> ▪ Which are easy to contact, friendly and helpful ▪ That use the most convenient method (such as telephone, letter, email, fax or personal visit) for them ▪ Which are open at times that suit local people ▪ Where a range of services can be accessed at the same time 	<p>People think that telephone, internet and face to face will be their three most important contact demands in three years time.</p> <p>68.5% of public libraries have Internet access, This figure is likely to increase to 100%. Six libraries have videophones.</p> <p>There are 20 “Self Help” points within libraries and County and District Councils jointly run 6 service shops to provide ‘one stop’ access to council services.</p> <p>31 schools and colleges provide sports facilities, whilst 54 are community education providers</p> <p>31% of the public transactions that are capable of being dealt with by electronic means are delivered in this way by the</p>	<p>Ensure continuous improvement in the economy, efficiency and effectiveness of local services by overall annual improvements in cost effectiveness of 2% or more. (<i>Leicestershire Local Strategic Partnership, PSA Target 11, 2006</i>)</p> <p>Agree multi-agency arrangements for better access to services through new joint face to face access centres and better arrangements for receiving telephone calls and managing web sites, including:</p> <ul style="list-style-type: none"> • one access centre in each town • new arrangements for sharing information between agencies • <u>provide each village with the opportunity to develop and populate a community portal</u> • extending the hours so that some services are available <u>during</u> evenings and <u>at</u> weekends

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	<p>County Council.</p> <p>Each rural community in Leicestershire has been provided with the opportunity to develop a website through the village websites project.</p>	<ul style="list-style-type: none"> • new web sites covering Leicestershire, young people, public safety, public transport and health • a joint A-Z to signpost all locally delivered public services • arrangements to provide access to areas and groups which are hard to reach <p><i>(Leicestershire Local Strategic Partnership & District Local Strategic Partnerships, Joint Strategy agreed by 2004 with substantial improvements in place by 2006)</i></p> <p><u>Prepare a Strategic Assessment of the key service delivery issues in the county, indicating where these relate to specific localities and reflect these, where relevant, in district Community Strategies</u> <u>(Local Strategic Partnerships, 2004)</u></p> <p>Implement improved arrangements for reporting road issues. <i>(Leicestershire County Council, 2004)</i></p> <p>Meet the Government's e-government target. <i>(Leicestershire County Council, 2005)</i></p> <p>Leicestershire Local Strategic Partnership partners to co-ordinate use of communication media such as leaflets, magazines, newsletters and websites to</p>
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<p>Access to good quality affordable and energy efficient homes and a reduction in homelessness</p>	<p>House prices in Leicestershire have risen by 25% <u>on average</u> in the last year compared to the national average of 18%. This figure <u>includes</u> (masks) rises of 31% in Melton and 32% in Harborough <u>and has had a particular impact in terms of the amount and choice of affordable housing available in rural areas.</u></p> <p><u>Leicestershire now has a Rural Housing Enabler working with rural communities to assess the nature of rural housing needs, and to develop schemes to address these needs.</u></p> <p>Local councils, at 1st April 2001, accepted 517 households as homeless. This is lower than the recent average.</p> <p>There is an under provision of services for single homeless people and homeless families across the county.</p>	<p>promote public services. (<i>Leicestershire Local Strategic Partnership, 2005</i>)</p> <p>Develop websites to share information between agencies and with the public about Leicestershire Communities (<i>Leicestershire Local Strategic Partnership & Leicester Shire Economic Partnership, 2005</i>)</p> <p>Produce local <u>multi-agency</u> homelessness strategies to <u>reduce</u> homelessness and support people who are homeless. (<i>District Councils, 2004</i>)</p> <p><u>Promote policies that encourage the provision of affordable housing in the county, including the work of Rural Housing Enablers.</u> (<i>District Councils, 2004</i>)</p> <p>Develop and deliver flexible housing related support services to enable vulnerable people to live more independently (<i>Supporting People, 2004</i>)</p>
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Equality of access to **services and facilities** for everyone, including disabled people, older people, **BME groups**, **teenage parents**, people who are vulnerable and people who live in deprived areas, so that everyone can have a voice and secure independent living

2,477 people are supported by the County Council in residential and nursing home care. Of these 1,971 were 65 years of age or older.

5,500 people in Leicestershire aged 65 or over are **being** helped to live at home. 958 adults with learning disabilities are also **being** helped to live at home.

In Leicestershire 36% of the County Council's buildings open to the public are suitable and accessible to physically disabled people, as defined under part M of the Building Regulations. As part of the Authorities Capital Programme further access works will be carried out over the next three years, which should provide access to the balance of these buildings.

27% of the County Council's buildings open to the public are suitable and accessible to disabled people.

74% of the Police Authority buildings in Leicestershire, Leicester and Rutland, which are open to the public, are suitable for and accessible to disabled people.

Leicestershire has an ethnically diverse community, **13% of the population is from Black and Minority Ethnic Groups of**

Roll out the 'Teenagers to Work' project countywide to develop work experience opportunities for looked after young people within public agencies.

(Leicestershire County Council, 2005)

Raise aspirations and encourage future participation by providing opportunities for looked after children and their carers to access services **by developing links with other providers, including District Councils , and providing new opportunities for culture and leisure pursuits.** *(Leicestershire County Council, 2005)*

Improve disabled access to County Council buildings open to the public to 60% by the end of 2003/04, 90% by 2004/05 and 100% by 2005/06
(Leicestershire County Council, 2006)

Undertake a disability audit of local services, taking account of the views and knowledge of local disability access groups and organisations, to make them more accessible for disabled people.
(Leicestershire County Council, 2004)

Modernise services for people with learning disabilities, initially focusing on Day Services, Respite and Accommodation in

	<p><u>which 5.3% are non-white.</u></p> <p>The ten wards where access to services (post office, food shops, GP and primary school) is most difficult are located in the districts of Melton (Gaddesby, Wymondham, Croxton Kerrial, Waltham on the Wolds, Frisby on the Wreake), Harborough (Easton, Langton, Peatling, Tilton), and Hinckley and Bosworth (Twycross and Shackerstone).</p> <p>There are pockets of deprivation in Leicestershire. Greenhill ward in North West Leicestershire and Woodthorpe and Hastings wards in Charnwood are amongst the 20% most deprived in England according to the Index of Multiple Deprivation, 2000.</p>	<p>Melton, Oadby & Wigston and Blaby, and then rolling out to the rest of the County. <i>(Leicestershire County Council, 2005 and Ongoing)</i></p> <p>Establish specialist residential care services in each Primary Care Trust area designed to promote the independence of vulnerable older people and to support their carers <i>(Leicestershire County Council, 2005)</i></p> <p>Develop prevention and rehabilitation services for older and disabled people. <i>(Leicestershire County Council, 2005)</i></p> <p>Pursue further integration between Social Services and the NHS <i>(Leicestershire County Council and NHS, 2005)</i></p> <p>Improve home care services <i>(Leicestershire County Council, 2005)</i></p> <p>Improve services to carers of people with mental ill health, increasing the number of carers' assessments, respite breaks and carer support groups. <i>(Leicestershire County Council, 2005)</i></p> <p>Contribute to an increase in the employment rate for people with disabilities – four specific targets relating to paid work, permitted paid work, voluntary work and</p>
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<p>Safe roads, with a strong transport system that enables people to access key services when they want and wherever they are</p> <p>Reliable, safe and comfortable public</p>	<p>91% of all households are within a 13 minute walk of an hourly or better bus service.</p> <p>In 2000/01, 65% of users were satisfied with bus services overall and 69% were</p>	<p>the number of LCC employees meeting DDA disability definition. (<i>Leicestershire County Council PSA Target 5, 2006</i>)</p> <p>Work within the new integrated adult mental health service to enhance opportunities for people with mental ill health to access education, leisure and employment opportunities. (<i>Leicestershire County Council, 2005</i>)</p> <p>Continue to liaise and consult with local disability groups, using appropriate methods, to improve local services for disabled people. (<i>Leicestershire Local Strategic Partnership, ongoing</i>)</p> <p>All public agencies and authorities to set challenging targets against the Equalities Standard. (<i>Leicestershire Local Strategic Partnership, 2005</i>)</p> <p>Co-ordinate activities to improve conditions for the most disadvantaged communities in the County (<i>Leicestershire Local Strategic Partnership, Ongoing</i>)</p> <p>Increase patronage on commercially run and County Council contract bus services (<i>Leicestershire County Council and bus operators, 2006</i>)</p> <p>Increase percentage of households within</p>
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transport (buses, trains and community transport) and integration with walking and cycling facilities, so that people can more easily access essential services such as education, shopping, employment, health and leisure.

satisfied with public transport information.

In rural Leicestershire **61%** of people have access to an hourly or better bus service.

Leicestershire people usually travel to work by:

- Car or van (71%)
- Bus or train (6%)
- Bicycle (3%)
- Walking (3%)

These are similar to regional and national averages.

a 13 minute walk of an hourly or better daytime bus service to 95% **by 2004**.
(Leicestershire County Council, 2004)

Work with the Rural Transport Partnerships **to ensure that the 5% of people who do not have access to an hourly daytime bus services have appropriate access to facilities by 2003 and thereafter work to improve this access further.**

(Leicestershire County Council, ongoing)

Ensure that there is countywide coverage of transport schemes for people with mobility impairments by **the end of 2004**.

(Leicestershire County Council, 2004)

Prepare a pilot strategy and action plan for providing better access to health services **from rural areas** by public transport by 2004 and review in 2005. *(Leicestershire County Council, Rural Transport Partnerships, Primary Care & NHS Trusts, 2004)*

Implement road safety measures, including road improvements, road safety education and safety camera enforcement to bring about by 2005/06 a reduction of 28% in numbers killed or seriously injured in road accidents (compared with the 1994-98 average) to 235 on County Council roads and 42 on Trunk Roads.

Safer roads, where there is less speeding, and reduced congestion

In 2002, 315 people were killed or seriously injured on the roads, excluding motorways, this was less than the national average (per 100,000 people

<p>Clean roads and pavements in a good state of repair.</p> <p>Communities safe from crime and disorder where people feel safe as individuals - at home and within their own community</p> <p>A reduction in crime and anti-social behaviour in particular violent crime, burglary, vehicle crime and domestic violence</p>	<p><u>In 2002/03, 17% of principal roads were in need of strengthening and 24% of non-principal and 15% of minor roads had significant visual defects.</u></p> <p><u>About</u> two thirds of people do not feel well informed about <u>planned roadworks and about</u> who to contact with regard to road issues.</p> <p>16.8% of people are very worried about burglary and 24.5% are very worried about violent crime.</p> <p>A survey indicates that only 42.6% of domestic violence incidents and 23% of 'crimes because of ethnicity' in Leicestershire, Leicester and Rutland are reported.</p> <p>1.3 per 1,000 population have recorded</p>	<p><i>(Leicestershire County Council and Leicestershire Constabulary, PSA Target 12, 2005)</i></p> <p>Halt the deterioration of roads by 2004 <u>and thereafter work to remove the backlog of worn out carriageway by 2010.</u> <i>(Leicestershire County Council, 2010)</i></p> <p><u>Improve information about planned roadworks, and improve arrangements for customers to contact the service, such that public satisfaction with these aspects of the service increase from 36% satisfied in 2001 to at least 55% satisfied in 2006.</u> <i>(Leicestershire County Council, 2003)</i></p> <p>Ensure that roads and pavements are cleaned to an appropriate standard compatible with the national code of practice. <i>(District Councils, Ongoing)</i></p> <p>Map and target the specific causes of crime to:</p> <ul style="list-style-type: none"> • Direct resources to individuals, young people and families most at risk of offending • Identify priority neighbourhoods suffering from disproportionately high rates of crime • Focus resources on rehabilitating people released from prison
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<p>A reduction in the availability and misuse of drugs including alcohol</p> <p>Improved support for victims of crime particularly racially motivated crime and domestic violence</p>	<p>drug offences in 2001/2 compared to the national figure of 2.4.</p> <p>Over the last 3 years in the County and Rutland:</p> <ul style="list-style-type: none"> ▪ Burglary from dwellings has fallen by 24% ▪ Theft of motor vehicles has fallen by 20% ▪ Theft <u>from</u> motor vehicles has fallen by 19% 	<ul style="list-style-type: none"> • Map out the nature of hate crime (religious, racial, homophobic and domestic violence) to concentrate resources where they are most needed (<i>Leicestershire Partnership for Safer Communities, 2005</i>) <p>Increase the participation of problem drug users in drug treatment programmes from 972 in 2001/02 to 1,150 and increase the proportion of users successfully sustaining or completing treatment <u>programmes</u> (two specific targets for Charnwood and North West Leicestershire) (<i>Drug and Alcohol Action Team, PSA Target 6, 2006</i>)</p> <p>Reduce the overall level of domestic violence by increasing the number of incidents reported to the police from 4,294 in 2001/02 to 4,852, reducing the number of repeat incidents reported from 12.6% to 10.2% and reducing the number of victim retractions from 38.1% to 30.1% (<i>Crime and Disorder Reduction Partnerships, PSA Target 7, 2006</i>)</p> <p>Reduce the number of vehicle crimes per annum from 8,379 (2001/02) to 6,961 – a reduction of 672 crimes. (<i>Crime and Disorder Reduction Partnerships, Leicestershire Constabulary, PSA Target 8, 2006</i>)</p>
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<p>Healthy communities where people</p>	<p>Circulatory disease (coronary heart disease, stroke and related diseases) kills</p>	<p>Improve cross agency working to reduce levels of crime and disorder in targeted priority areas by co-ordinating the work of key agencies such as the Youth Service, Youth Offending Service, Probation Service, drugs agencies and Connexions. <i>(Leicestershire Partnership for Safer Communities working with Crime and Disorder Reduction Partnerships and Statutory Bodies, 2005)</i></p> <p>Improve and co-ordinate communications to provide information to reduce the fear of crime. <i>(Leicestershire Partnership for Safer Communities, 2005)</i></p> <p>Map 'community wardens' across public agencies to assess their relationship or accreditation to Community Support Officers. <i>(Leicestershire Partnership for Safer Communities, 2005).</i></p> <p>Recruit 25 uniformed Community Support Officers to specific areas to address local, low level crime and disorder problems. <i>(Leicestershire Constabulary, 2003)</i></p> <p><u>Reverse the trend of increasing violent crime</u> <i>(Crime and Disorder Partnerships, 2005)</i></p> <p>Establish health promotion plans amongst all employees of partnership agencies.</p>
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<p>look after themselves and each other</p> <p>Better health for all, better and equal access to health care, treatment and social care</p> <p>Promotion of healthy active lifestyles that prevent illness and reduce accidents</p>	<p>more people under the age of 75 than any other disease.</p> <p>Cancer is the second most common cause of death for people under 75, accounting for about one in five deaths</p> <p>Children, young adults and elderly persons are particularly at risk of injury due to accidents, in many instances leading to loss of mobility and/or permanent incapacity.</p> <p>A high proportion of attendance by persons at Accident and Emergency Departments is due to alcohol and /or drug misuse.</p> <p>Nearly 40% of children aged 12 or under have decayed, missing or filled teeth.</p> <p><u>Increased levels of sexually transmitted diseases are leading to deteriorating sexual health.</u></p>	<p><i>(Public Health & Health Promotion Services , Primary Care & NHS Trusts, Connexions, District Councils, Leicestershire County Council, schools and colleges, 2005)</i></p> <p>Identify <u>'target community action zones'</u> for priority attention for healthcare. <i>(Primary Care & NHS Trusts, 2005)</i></p> <p><u>Promote activities to reduce the prevalence and effect of sexually transmitted diseases.</u> <i><u>(Primary Care and NHS Trusts, Public Health and Health Promotion Services, ongoing)</u></i></p> <p>Undertake joint measures to reduce the levels of smoking in the public at large. <i>(Primary Care & NHS Trusts, Public Health & Health Promotion Services, 2005)</i></p> <p><u>Provide sexual health services for young people in local settings. (Primary Care & NHS Trusts, Public Health & Health Promotion Services, 2005)</u></p> <p><u>Review measures to promote healthier exercise through GP Referral and other means (Primary Care and NHS Trusts, 2005)</u></p> <p>Work together to encourage improved diet</p>
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		<p>with emphasis on increased consumption of fruit and vegetables. (<i>Primary Care & NHS Trusts, Public Health & Health Promotion Services, ongoing</i>)</p> <p>Develop a combined plan to reduce the number of accidents to children, very young adults and elderly persons. (<i>Primary Care & NHS Trusts, <u>Local Authorities</u>, Public Health & Health Promotion Services, 2005</i>)</p> <p><u>Promote the physical, intellectual and social development of babies and young children (Leicestershire County Council, Leicestershire Early Years Development and Childcare Partnership, 2005)</u></p>
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