

PRIORITIES IN THE MEDIUM TERM CORPORATE STRATEGY AND THE COMMUNITY STRATEGY

SECOND QUARTER PROGRESS REPORT 2003/04

A: WORKING WITH PARTNERS TO DELIVER QUALITY AND RESPONSIVE SERVICES

	Dept.	MTCS Priority	Commitment	Time-Scale (Where Stated)	Responsible Officer	Progress to Date, Explanation for any Shortfall and Corrective Action
1	Chief Exec Chief Exec	High High	Complete a Countywide Community Strategy A strategy agreed by Council	July 2003	Andy Robinson	Completed and agreed by Council 7 th July, 03.
2	Chief Exec	High	Top quartile for community satisfaction with the area as a place to live in 2003/04 survey.	2003/04	Andy Robinson	Question included in 2003 user satisfaction survey. Field work commencing October 2003. Results available January 2004.
3	Chief Exec	High	Progress the Better Access to Better Services Initiative		Andy Robinson	Overall 2 nd year programme has slipped, because of delays in agreeing Access Strategy. But there has been the following progress: <ul style="list-style-type: none"> • established Joint Delivery Officers Group; • assessments for automated telephone services underway; • first four locations for service shops identified for implementation during the first half of 2004; • Fleckney multi-agency centre opened and further centres planned for Coalville etc.; • Saturday afternoon opening to be introduced

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						<p>at Fleckney and Shepshed;</p> <ul style="list-style-type: none"> • pilot scheme in place for instant interpretation; • information points in new libraries due for implementation (Measham by summer 04 and Broughton Astley and Barwell); • initial improvements to County Council web site to be implemented with new CMS by March 2004; • Customer Care Manager appointed; • Customer Care Charter to be completed by end of 2003; • options being scoped for ten additional ICT self help points; • community information portal to be available from January 2004.
4	Chief Exec	High	Top quartile for resident satisfaction with ease of access to services.	2005/06	Andy Robinson	Baseline position to be established through summer 04 Citizens' Panel questionnaire.
8	Chief Exec	Other	To Promote County and District Local Strategic Partnerships as Key Partnerships		Andy Robinson	Joint LSPs workshop October, some difficulties in LSEP linkages. Website and quarterly newsletter for LLSP planned for late '03 and logo being prepared.
8a	Chief Exec	Other	PSA targets involving joint working.		Bill Nichols	PSA targets agreed involving joint working with police, district councils, PCTs, voluntary sector.
9	Chief Exec	Other	LSP commitments included in Council plans/actions.		Andy Robinson	On target – performance management system being introduced to ensure community strategy actions are implemented.

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		Other	Work towards the Government's e-government target			
10	RES	Other	100% subject to Government making resources available	2005	Andy Roberts	On target.
11	Chief Exec Chief Exec	Other Other	Meet the national Equality Standard Level 5 of the Equality Standard.	2007	Bill Nichols/ Equalities Board	Designated Lead Member appointed. Designated Corporate Chief Officer appointed. Revised officer structure and support agreed by Corporate Management Team. New corporate Equalities Board established with Race Equality Task Group and Disability Task Group. Equalities Board to prepare work programme by January 2004 for adopting the Equalities Standard and commitments in the Race Equality Scheme.
12	Chief Exec	CS 15	Community Strategy Commitments Work together to use Information Communications Technology in a pilot project to enhance information, booking and enquiry services for local visitor attractions. (Leicestershire County Council, Leicester Promotions, North West Leicestershire District Council)	2005	Gayle Wells	Project now managed centrally by Leicester Shire Promotions. Plans are underway to roll out to the District Councils in the future and also to develop and enhance the features of the ICT system (known as the DMS).

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15	Chief Exec	CS 33	Arrangements to provide access to areas and groups which are hard to reach	2006	Andy Robinson	On target – bid for ISB funding to enhance access to rural areas 04/05 – 06/07. Further work required for hard to reach groups.
16	Chief Exec	CS 39	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	Bill Nichols/ Equalities Board	Audit of County Council services to be completed by December 2003. Discussions to take place with district councils on similar audits of their services during 2003/04.
17	RES	CS 39	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)	2005/ 06	Carole Bramley	On target.

F: SEEKING A SAFER COUNTY

	Dept.	MTCS Priority	Commitment	Time-Scale (Where Stated)	Responsible Officer	Progress to Date, Explanation for any Shortfall and Corrective Action
73	Chief Exec	High	Progress Partnership Working to Reduce Crime and the Fear of Crime in Local Communities	Autumn 2003	Bill Nichols/ Phil Hawkins	Best Value Review and action to be reported to Cabinet October/November 2003, along with County Council corporate community safety strategy and revised arrangements for community safety partnership working. Restructuring undertaken to bring together management of Youth Offending Service, DAAT and corporate community safety functions under Head of Youth Offending Service and Community Safety located in Chief Executive's Department. Cabinet Lead Member for safer communities designated. Chief Executive designated as Chief Officer lead.
	Chief Exec	High	Produce a strategy to improve our contribution to agreed priorities in local crime and disorder and other community safety strategies.			
74	Chief Exec	PSA	Increase the Number of Drug Users Completing Treatment Programmes	2005/06	Phil Hawkins	On target.
	Chief Exec	PSA	Increase the number of drug user in treatment programmes from 972 to 1150.	2005/06	Phil Hawkins	
75	Chief Exec	PSA	Involvement of 6 GPs in treating drug users.	2005/06	Phil Hawkins	On target.

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76	Chief	PSA	Reduce vehicle crime	2005/06	Phil Hawkins	On target.
	Exec	PSA	Reduce car crime by 20% from current levels			
77	Chief	PSA	Reduce Domestic Violence	2005/06	Bill Nichols/ Phil Hawkins	On target.
	Exec	PSA	Increase reporting of the number of incidents from 4781 to 5539			
78	Chief Exec	PSA	More support for victims to reduce the repeat victimisation rate from 1808 to 1682	2005/06	Bill Nichols/ Phil Hawkins	Awaiting police data.
79	Chief	PSA	Improve Basic Skills of Young People Receiving Community Supervision	2006/07	Bill Nichols/ Phil Hawkins	The project is now underway and to date 18 young people have commenced on the programme. The project is on target for the first quarter of operation to achieve the required number of starts in 2003/04.
	Exec	PSA	Delivery of a new programme so that 85% of young people with poor basic skills go into, or are working towards, full time education, training or employment by summer 2006.			

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80	Chief Exec	CS 63	<p>Community Strategy Commitments</p> <p>Develop initiatives to prevent anti-social behaviour and crime through:</p> <ul style="list-style-type: none"> ▪ information videos; ▪ use of drama workshops; ▪ raising awareness of issues through citizenship classes in schools and colleges <p>(Leicestershire County Council, Cultural Strategy Forum, Leicestershire Constabulary).</p>	2005	Phil Hawkins	<p>The County Council contributes to the funding of Crimebeat which in turn grant aids a range of projects run by young people, including the production of information videos and drama workshops which have the aim of preventing anti-social behaviour and crime.</p> <p>See also 56 above.</p> <p>Leicestershire Constabulary Youth Involvement Officers contribute to citizenship classes in a number of schools and colleagues.</p>

G: MAKING THE PRIORITIES WORK

	Dept.	MTCS Priority	Commitment	Time-Scale (Where Stated)	Responsible Officer	Progress to Date, Explanation for any Shortfall and Corrective Action
	Chief Exec	High	Improve Public Satisfaction with Council Services			
82	Chief Exec	High	Top quartile for satisfaction with services.	2003/04	Andy Robinson	Questions included in general user satisfaction survey to be undertaken October 2003.
83	RES RES	PSA PSA	Improve Effectiveness of Service Delivery Improvements in our cost effectiveness on a range of services giving 7.5% improvement overall.	2005/06	Danny Frederick	On target.
84	Chief Exec	Other	Making Continuing Use of a Citizen's Panel		Bill Nichols	The second wave of the Panel, on Transportation, was undertaken in March 2003. An 83% response rate was achieved. The third consultation is planned for late October/early November and will focus on community services with some additional questions around Early Years. A fourth wave is planned for March and will have an environmental theme covering sustainable development and waste management.
85	Chief Exec	Other	Top quartile for adults surveyed who feel they can influence decisions affecting their area.	2003/04		Additional question inserted into the 2003 General User Satisfaction Survey. Timetable as for 84 above.

	Dept.	MTCS Priority	Commitment	Time-Scale (Where Stated)	Responsible Officer	Progress to Date, Explanation for any Shortfall and Corrective Action
86	RES RES	Other Other	Develop Medium Term Financial Planning The first medium term financial plan to Feb 2004 Council.	Feb 2004	Alan Youd	On target for three-year plan to be approved by the budget County Council.
87	RES RES	Other Other	Improve Service Planning and Performance Management Top quartile on performance indicators in priority service areas.		David Armstrong	Targets set for top quartile.
88	RES	Other	All key building blocks established in Departments.	April 2004	David Armstrong	Managers' Handbook published and distributed Sept 03.
89 89a	Chief Exec Chief Exec	Other Other	Implement a Human Resource Strategy Investors in People status across services.	March 2005	Steve Shipton Steve Shipton	Human Resources Strategy agreed by CMT September 03. Action Plan currently being implemented. Activity to achieve Investors in People status occurring within all departments of the County Council.