



Leicester
City Council

WARDS AFFECTED
All Wards (Corporate initiative)

FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:

Cabinet

29 July 2002

2001 Residents Survey Action Plan

Report of the Chief Executive

1. Purpose of Report

To present the draft Residents Survey Action Plan and to seek approval for its inclusion into the 2002/03 BVPP.

2. Recommendation

That the Residents Survey Action Plan attached to this report be approved for its inclusion into the 2002/03 BVPP.

3. Financial Implications

One of the cost benefits of including the action plan in the BVPP will be to reduce the cost of producing a separate document and all the costs of distribution and publicity.

4. Report

4.1 Introduction

4.1.1 The MORI Residents Survey was conducted between July and October 2001. 1535 residents were surveyed across Leicester with an additional 102 African-Caribbean residents surveyed.

4.1.2 The initial results were presented to Directors Board on 20 November 2001 and to Members on 26 November 2001.

- 4.1.3 The final report was received by the Council on 1 February 2002. The report details the main findings of the survey providing the Council with useful comparisons with other similar authorities across the country.
- 4.1.4 Comparisons have not been made within the Residents Survey report with the 2000 BVPI survey results which were reported to Cabinet on 12 February 2001. The 2000 BVPI survey was conducted using a different methodology to that of the Residents Survey and it would be unfair to compare these two different surveys. A better comparison will be possible once the 2003 BVPI survey is carried out and the results are known.
- 4.1.5 The report draws out the most salient issues for local residents. The seven issues most important to residents and/or those areas where the Council has not performed well in the survey have been brought together to form an action plan (attached to this report).

4.2 The 2001 Residents Survey Action Plan

- 4.2.1 An action plan was established after the 1998 residents survey to tackle the key concerns arising from that survey. The action plan was considered to be a useful tool to improve performance against the results of the survey. The majority of tasks were achieved. The Council was successful in meeting over 83% of the targets that were due for completion at the time of the report to Directors Board on 14 August 2001.
- 4.2.2 The 2001 MORI survey report has highlighted some key issues for the Council to consider. The most salient issues were considered by an inter-departmental group brought together for the purpose of drawing up an action plan (attached to this report). There are seven top priorities identified in the survey report which are listed below. Each priority has been numbered 1 – 7 for ease of reference. The numbering does not signify importance rankings between priority areas. The 7 priority areas contained within the action plan are:
 - Priority 1 To improve levels of information provision to residents;
 - Priority 2 To tackle community safety issues of concern to local residents
 - Priority 3 To improve facilities for children/teenagers
 - Priority 4 To improve satisfaction ratings among users of Council housing services
 - Priority 5 To improve satisfaction ratings among users (attached to this report) of secondary school services
 - Priority 6 To improve satisfaction ratings for the street cleaning service
 - Priority 7 Improving contact with the Council

4.2.3 The key below provides an explanation to the headings contained within the action plan:

Column heading	Definition
Current Activity	This column explains what current activities are happening in relation to the issue identified under the respective priority area/issue. This may include Best Value reviews, Community Plan

	activities, Public Service Agreement etc
Response to survey findings	This will include activities which are directly a response to the survey findings or will positively contribute to the improvement of identified service delivery areas.
Department/Partnership responsible	This identifies the Department or Partnership responsible for delivering the targets set within the plan.
PI with which performance will be measured	This column identifies the performance indicator by which performance of the priority areas will be measured.
Current Performance	This identifies the most current performance data available.
Target performance	This is the improvement target to be achieved.
Completion Date	The date at which the target should be achieved.

4.2.4 Most of the targets included do involve tackling equalities and diversity issues. For example, the development of the youth strategy includes support for community cohesion. The crime and disorder strategy includes as one of its priorities the commitment to tackle racial harassment.

4.2.5 The effects of Revitalising Neighbourhoods on improving services and facilities to residents has been referred to in the introduction to the action plan.

4.2.6 In the meetings of the residents survey action-planning group it was agreed that the action plan should be included within the BVPP for 2002/03. This would ensure that the action plan was integral to Best Value and would help to keep costs to a minimum in publicising and distributing the action plan. It would also enable progress to be monitored and reported through the performance management framework of the Council.

4.2.7 Following consultation with Members and Directors Board some minor amendments have been made to the action plan. These have been underlined.

5. Other Implications

OTHER IMPLICATIONS	YES/NO	Paragraph reference(s) within Supporting Information
Equal Opportunities	Yes	Paragraph 4.2.3
Policy	Yes	All
Sustainable and Environmental	Yes	Paragraph 4.2.2
Crime & Disorder	Yes	Paragraph 4.2.2
Human Rights	No	
Elderly/People on Low Income	No	

6. Consultation

The Residents Survey Action Planning Group

Directors Board 30 April 2002

Members Best Value Working Group 15 May 2002

Cabinet Members 10 June 2002

7. Background Papers – Local Government Act 1972

The 2001 MORI Residents Survey Report

8. Report Author/Officer to contact:

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