

LEICESTER CITY COUNCIL

DRAFT CPA IMPROVEMENT PLAN – SUMMARY

A. ONGOING IMPROVEMENT PRIORITIES

In our self assessment we highlighted three key priorities, set out in the Annual Report (2002) for the Council in the year ahead.

Service Improvement

Whilst the last annual report acknowledged that performance management was a weakness, the change programme commissioned at that time to re-engineer our effectiveness has proved its worth and has been endorsed by the District Auditor. We still need to lift our game further on performance management to see more services performing in the top quartile to meet national as well as local priorities.

Revitalising Neighbourhoods

The City Council's approach for many years has been to develop neighbourhood services based on a strong citywide perspective. The Community Plan strongly reflects local opinion that the City Council should work with local people and neighbourhoods enabling local views and ideas to influence what goes on. Voter turnout at local elections is low. Revitalising Neighbourhoods aims to:

- Increase the level of involvement by local people in their communities and in the decisions made about their communities.
- Improve the delivery of services to local communities.

Community Cohesion

Community cohesion and integration of our diverse communities remain central priorities to Leicester's well-being. The encouragement and support we have received from the Beacon Council process, the Cattle report and the CRE has, if anything, raised the threshold of what needs to be achieved.

B. OUTCOMES FROM COMPREHENSIVE PERFORMANCE ASSESSMENT

The CPA has identified specific improvement priorities as set out in our draft improvement plan. These will now be embedded in our developing Corporate Plan and delivered through our improved Performance Management Framework.

i. IMPROVING CORE SERVICES

Education and Lifelong Learning

- GCSE Results
- GCSE Results of Looked After Children
- Social Inclusion
- Surplus Primary School Places
- Satisfaction with Libraries

Social Care and Health

- Support for Older People Living at Home
- Improve Outcomes for Looked After Children
- Improve Management and Use of Information

- Child Protection Registration

Housing

- Housing Benefits
- Customer Satisfaction
- Rent Collection
- Fuel Poverty
- Council Tax and Business Rate Collection

Environment, Regeneration and Development

- Street Cleaning particularly City Centre
- Refuse Collection
- Planning Applications and Searches
- Road Safety
- Refugees into Employment

Culture and Neighbourhood Renewal

- Participation in Cultural Activities
- Domestic Burglary

WORKING DRAFT

ii. IMPROVING COUNCIL ABILITY

Strategic Planning

- Strategic Direction and Corporate Plan

Performance Management

- Accelerate Implementation of PMF
- Improve Target Setting and Monitoring
- New Appraisal Scheme
- Embed Risk Management
- Develop Evaluation Process
- E government
- Property

Political Management

- Improve Scrutiny
- Member Development

Revitalising Neighbourhoods

- Co-ordinated Services
- Community Forums
- Culture Change

Community Cohesion

- Research Report
- Pathfinder Bid
- Community Cohesion Strategy