

Council Business Plan

We are an intellegent organisation, using good quality information to deliver better outcomes		
Code	Improvement Priority	Accountable Director
IO-1a	Improve our systems and processes to enable us to use our information effectively and efficiently	James Rogers
IO-1b	Use our information to shape service provision, provide constructive challenge and improve our decision making at all levels	James Rogers
IO-1c	Ensure we have the right intelligence to inform our strategic planning	James Rogers
IO-1d	Develop arrangements to protect and share information in line with legislative and regulatory requirements	James Rogers
IO-2a	Improve our understanding of our customers - BIG IDEA	James Rogers
IO-2b	Increase choice so customers can access services in more convenient ways	James Rogers
IO-2c	Improve our services based on customer feedback	James Rogers
IO-2d	Manage customer expectation and deliver on our promises	James Rogers
IO-2e	Develop joined up and person centred services designed around the needs of our customers	James Rogers
IO-2f	Enhance the links between front and back office services to deliver excellent end-to-end services	James Rogers
IO-3a	Increase involvement, engagement and participation of all communities especially hard to reach groups	James Rogers
IO-3b	Build trust with local communities to encourage greater engagement	James Rogers

Our resources are clearly prioritised to provide excellent services and value for money		
Code	Improvement Priority	Accountable Director
VfM-1a	Deliver our 5 year financial strategy to align resources to our strategic priorities	Alan Gay
VfM-1b	Embed sustainability in our resource management processes	Alan Gay
VfM-1c	Consider all additional sources of funding available to support our priorities	Alan Gay
VfM-2a	Improve the efficiency of our services including maximising savings delivered through procurement, ICT and asset management	Alan Gay
VfM-2b	Embed value for money at all levels	Alan Gay
VfM-3	Implement a commissioning approach which delivers value for money and ensures the best provider	Nicolé Jackson
VfM-4a	Ensure strategic business transformation/improvement activity is prioritised and co-ordinated	James Rogers
VfM-4b	Enhance service improvement capacity to support business change at directorate/service level	James Rogers
VfM-4c	Embed a consistent approach to service planning which clearly links workforce and asset management planning, risk, financial and performance management	James Rogers
VfM-4d	Explore opportunities for collaboration with private and public sector bodies - BIG IDEA	James Rogers
VfM-5a	Develop sustainable and effective partnership governance framework	Nicolé Jackson
VfM-6a	Improve quality and efficiency of support services	Alan Gay

We are a values led organisation and our people are motivated and empowered					
Code	Improvement Priority	Accountable Director	Code	Improvement Priority	Accountable Director
VP-1a	Ensure we have the right staff, in the right place with the right skills at the right time	Alan Gay	VP-3b	Maximise member involvement in policy development, decision making and accountability	Nicolé Jackson
VP-1b	Empower, support and develop our staff and members by embedding core skills and behaviours with performance based appraisals	Alan Gay	VP-4a	Ensure colleagues reflect the diversity of our communities	Alan Gay
VP-1c	Improve understanding and transparency of our decision-making and accountability processes	Nicolé Jackson	VP-4b	Ensure fair access to all our services	James Rogers
VP-2a	Improve leadership at all levels including officers and elected members	Alan Gay	VP-4c	Embed equality and diversity throughout the organisation	James Rogers
VP-2b	Enhance our leadership of the city	James Rogers	VP-5a	Reduce the carbon emissions arising from our buildings, vehicles and operations - BIG IDEA	Alan Gay
VP-2c	Strengthen communication (skills and mechanisms) at all levels	James Rogers	VP-5b	Increase the proportion of socially responsible goods and services that we procure	Nicolé Jackson
VP-3a	Strengthen our democratic processes to improve governance and policy making	Nicolé Jackson	VP-5c	Support the achievement of our strategic outcomes through our corporate social responsibility programme	Alan Gay

Leeds Strategic Plan		
Environment		
Code	Improvement Priority	Accountable Director
ENV-1b	Reduce emissions from public sector buildings, operations and service delivery and encourage others to do so	Jean Dent