

Council Business Plan – PP&I Directorate Priorities 2011-15 (Updated 28 February 2011)

Priority/Objective	Key actions and timescale	Milestones/Indicators/Targets	
		2011-12	2012-13
<p>Lead role for co-ordinating the delivery of Cross Council Priorities:</p> <ul style="list-style-type: none"> • We will consult with local people on changes that may affect their lives • Equality Impact Assessments (EIA) influence council policy and decision making 	<ul style="list-style-type: none"> • Developing a clear approach for local engagement • Process for embedding EIA's in decision making agreed and implemented – May 2011 • Implement quality assurance process for EIA – December 2011 	<p>% of key and major decisions which have evidence that consultation has taken place with local people</p> <p>% of key and major decisions where there is evidence that Equality issues have been fully considered</p>	
<p>Creating the environment for effective partnership working</p>	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
<p>Delivering a customer focused culture and service delivery ethos across the Council</p>	<ul style="list-style-type: none"> • Transform customer access arrangements across the whole of the council through undertaking a range of end-to-end service reviews which increase the range of services provided through e- service arrangements and support channel shift – March 2014 • Deliver a customer responsive internet site – March 2012 • Deliver a comprehensive face-to-face one stop service in the city centre to support changing the workplace aspirations – March 2013 • Review the provision of public facing services in each locality with an aim to maximise the number of locations where services are co-located 	<ul style="list-style-type: none"> • Increase the number of services with end-to-end e-enabled customer pathways • Improved overall customer satisfaction of internet site • Consolidate all face-to-face city centre access points into Great George Street one stop centre • Locality service delivery plan available by March 2012 	

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Deliver more cost effective ways of working	<ul style="list-style-type: none"> • Consolidation of city centre office accommodation into key sites which have adopted the principles of changing the workplace – March 2015 • Rationalisation of office accommodation in localities and adoption of changing the workplace principles – March 2015 • Delivery of the Record Management Facility – March 2012 • Corporately wide implementation of Electronic Records and Document Management System, subject to funding requirement – March 2015 	<ul style="list-style-type: none"> • Solution delivered for all city centre office based staff • Asset management plan developed for each local wedge by March 2013 • Facility operational by March 2012 • Introduced in x% of services by March 2012, March 2013, March 2014 and March 2015 	
Establish a research and intelligence capability for the city.	<ul style="list-style-type: none"> • Establish a one-council approach to research and intelligence through the establishment of a new corporately led operating model – December 2011 • Establish an effective intelligence partnership across the city and wider region – July 2012 	<ul style="list-style-type: none"> • Consolidation of core research and intelligence resources into the corporate team by December 2011 • Partnership up and running and fully effective by July 2012 	
Establish the new streamlined Leeds Initiative partnership structure and oversee delivery of the city priority plans	<ul style="list-style-type: none"> • City Priority Plans produced – July 2011 • Outcome based accountability approaches introduced across the council and wider city – March 2012 • New Leeds Initiative structure up and running and functioning effectively – March 2012 • City Priority Plans delivered – March 2015 	<ul style="list-style-type: none"> • All plans agreed by Full Council by July 2011 • Outcome based accountability performance management arrangements applied to 100% of City Priority Plans and Council Business Plan • 100% of existing arrangements fully transitioned into new structure by March 2012 • x% of City Priority Plan priorities delivered as planned as at March 2012, 2013, 2014 and 2015 	

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Deliver an effective approach to neighbourhood planning and service delivery	<ul style="list-style-type: none"> • Deliver the agreed locality working design principles – March 2015 • Improve the quality, range and significance of delegations to Area Committees – May 2012 • Develop an effective approach to neighbourhood planning – March 2013 	<ul style="list-style-type: none"> • x% progress against delivery of design principles as at March 2012, 2013, 2014 and 2015 • x% Members who feel responsible for local decision making on key issues • % people who feel they are involved in their local community 	
Deliver effective leadership and governance arrangements for local and city-region economic development related functions.	<ul style="list-style-type: none"> • Deliver a new company to deliver inward investment, marketing and tourism services for the city – October 2011 • Support the development of the Local Enterprise Partnership to stimulate investment and jobs and becomes the best LEP in the UK – March 2013 	<ul style="list-style-type: none"> • New company fully operational by October 2011 • LEP functioning effectively with relevant powers and resources by March 2013 	
Transform communications and workplace culture within the context of the council's new values.	<ul style="list-style-type: none"> • Delivery of the new one council communications operating model – July 2011 • Communications and marketing activity proactively planned and resourced to meet the needs of the council – March 2012 • The new council Values are fully embedded and are influencing behaviour and the quality of service provision – March 2012 	<ul style="list-style-type: none"> • Structure in place and recruited to by July 2012 • % services who feel their communications needs are being met effectively • % staff who believe the values are positively affecting their behaviour and the quality of service provision 	