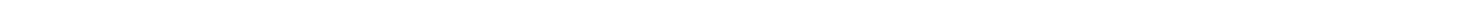


# ***BEST VALUE PERFORMANCE PLAN: APPENDICES***



# THE KEY PRIORITIES ADOPTED BY THE COUNCIL

## A Safe City

Everyone should be able to live their lives free from the fear of crime, and that's why this is one of our key priorities. With the police, we will make Nottingham a safer city.

### Future Plans

- Continue to improve the way Nottingham tackles Crime and anti-social behaviour through the re-organisation of City Council Staff
- Deliver legislation making it much harder to sell stolen goods, reducing the motivation for crime.
- Prioritise street lighting by investing half a million pounds a year over the next four years
- Reduce re-conviction rate of young burglars
- Continue to cut truancy through providing an extra truancy sweep team
- Reduce the number accidents involving children by providing safe routes to school
- Reduce begging by developing the Diverted Giving scheme
- Work to reduce the number of accidents in the home
- Make Nottingham's streets safer through use of traffic calming measures and speed cameras.
- Work to ensure excluded pupils remain in full time education
- Continue to support Local Residents Associations in the city

## A Clean City

We believe in a city we can all take pride in, with well cared for streets, decent community parks and less pollution. Nottingham deserves to be a clean city.

### Future Plans

- Make Nottingham a cleaner city by delivering better street cleaning, grass cutting and tree pruning through allowing local people to have a say in how local services are delivered
  - Invest half a million pounds a year in pavements over the 4 years of this council
  - Maintain the free special collection service for bulky waste
  - Continue to prioritise the removal of abandoned cars
  - Ensure the swift removal of graffiti from council property
  - Work to bring derelict land back into use, making Nottingham a cleaner and more attractive city
  - Target street cleaning around 'hot spots' such as bus shelters and phone boxes
  - Continue to replace Council vehicles with those using cleaner fuel technologies
  - Reduce vehicle emissions through a cleaner modern bus fleet, and the Zero Emission tram
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# A Green City

We believe in developing the city whilst maintaining people's quality of life, believing a green environment is important to all of us. Nottingham will continue to be a Green City.

## Future Plans

- Expand kerbside recycling city-wide, making recycling easier and more efficient
- Continue to insulate council houses across the city - delivering modern insulation for the people of Nottingham.
- Support modern transport choices through future lines of the tram
- Continuing to increase quality of bus services
- Supplying 'Real Time' timetable information
- Develop Transport interchanges making it easier to transfer between buses, trains, trams and bikes.
- Deliver improvements in transport across the city, through funding generated by the Workplace Parking Levy
- Introduce a high quality Ring Road Bus service linking the city's two hospitals, as well as a number of major employers
- Increase the number of parks with Green Flag status

# A Modern City

We believe that we need a growing and vibrant economy, creating jobs for local people, with a dynamic city centre at the heart of a prosperous modern city.

## Future Plans

- Rebuild or refurbish at least six schools over the life of the council
  - Major new shopping developments at Broadmarsh and Trinity Square
  - Provide a new Children's Library in the city centre
  - Investigate the opportunity for a major new art gallery in the city
  - Work to regenerate Nottingham Mainline Station, and the surrounding area
  - Provide modern standards of kitchens and bathrooms in 10,000 Council homes
  - Work to ensure that Nottingham has a Modern Transport Network
  - Deliver a new bus station at the improved Broadmarsh centre
  - Carry on the regeneration of the Eastside, begun with the National Ice Centre
  - Develop the exciting potential of Nottingham's Waterside area
  - Develop a major new attraction at the Castle
  - Promote E-access to local council democracy, making it easier to get involved in the political process
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# A Fairer City

We believe in sharing the prosperity of the city and in allowing everyone to benefit from opportunities created by the city's growth, making this a fairer city.

## Future Plans

- By the end of the next council we will meet nationally set GCSE targets
  - Improve housing benefits service
  - Expand the Sure Start scheme to other sites across the city
  - Aim to cut teenage pregnancy rates in the city
  - Increase the number of people visiting our leisure centres referred through the 'Leisure on Prescription' scheme
  - Ensure bus service coverage on estates away from main roads
  - Reduce the number of children living in residential homes by supporting fostering and adoption
  - Improve care for the elderly - helping more people to stay at home
  - Maintain the benefits of current concessionary fares scheme to 2007, and extend concessionary fares scheme to the new tram
  - Improve access to transport, by increasing the number of 'low floor' buses
  - Promote disabled access to leisure centres and other council buildings
  - Hold NHS spending to account
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## PROPOSED LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Although these had not been finally agreed at the time of writing, it is anticipated that they will consist of:

- 5 mandatory national targets, which are specified by the lead government department, relating to:

Crime Reduction – reducing the re-offending rate of young people

Education – improving Key stage 3 educational achievement in Nottingham (mandatory target)

Health/Social Care – improving the quality of life and independence of older people so that they can live at home wherever possible by increasing the number of those supported intensively to live at home

Transport – increasing use of public transport

Council Cost Effectiveness – improving performance against a basket of PIs

- 7 additional targets to be agreed from the following:

Crime Reduction – reducing the market for stolen goods

Education – raising the standards of black children in City schools

Health Inequalities – reducing the number of teenage conceptions  
 – achieving a reduction in the directly standardised rate of heart disease deaths in Nottingham City in the under 75's  
 – increasing the successful participation of problem drug users in drug treatment programmes

The local environment – increasing satisfaction levels with street cleansing  
 – increasing the number of derelict and long term vacant properties brought back into use for housing

Employment and Social Inclusion – increasing the number of people with disabilities, ethnic minorities and city residents gaining employment with Nottingham City Council

Key services – improving the Housing Benefits service

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We have negotiated these targets with the Government to reflect the key priorities for service and 'quality of life' improvements which we share with our partners in the One City Partnership. In some cases, the targets therefore overlap with our priorities for service improvement, and in others they complement them, focusing on other issues which are known to be local concerns.

The LPSA covers a 3 year period and though we will beginning work towards meeting the agreed targets this year, most of our efforts will be in the coming 2 years.

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## Our Best Value Review Programme

### Overview

Government legislation requires us to carry out Best Value Reviews of our services. Best Value Reviews are designed to ensure that all the services we provide respond to local needs, provide good value for money and continually improve.

Each year, we publish a review programme for the coming five years and report on the reviews we have already carried out. Details of reviews we have already carried out are shown in Part 3 of the Plan..

We reported last year that the Council had agreed a radically revised programme of reviews for 2002 – 2007 in line with advice issued by the Audit Commission. Since then, we have given further consideration to our programme of reviews and concluded that it was not appropriate to carry out some of those we had previously planned. The consequent reduction in the number of reviews for last year has allowed us to focus our efforts on ensuring a robust review process is undertaken, leading to clear and significant outcomes, in the key areas of concern.

The following reviews therefore did not commence or will no longer be undertaken:

In 2002/03	– Protecting the Public	Preliminary work undertaken was used as the basis of a smaller, management review of the services involved
	– Regeneration	Key issues in relation to regeneration will be addressed in our work to refresh our regeneration vision in response to the CPA recommendations
In 2003/04	– Management Services to Schools	Any issues in this area will be identified and addressed in the forthcoming OFSTED inspection

In addition, we have included Design Services within the scope of our Central and Support Services Review and discontinued the other elements of the Property Asset Management, Design Services and Facilities Management Review. A number of issues relating to Property Asset Management will be addressed within our property asset management planning process.

The following reviews which we were undertaking in 2002/03 have not yet been completed and we will report on them in next year's BVPP:

- Central and Support Services
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- Children Looked After
- Services to Older People
- Services to Young People

At present, we have not made any other changes to our review programme for future years. However, as we firm up our plans for improving services, including finalising our Support and Inspection Programme with the Audit Commission, it is likely that we will want to make changes to ensure we are using Best Value Reviews where they can most effectively help to achieve the desired service improvement.

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## CURRENT BEST VALUE REVIEW PROGRAMME

2003/04	2004/05	2005/06	2006/07
Crime & Community Safety <i>starting before end of the financial year</i>	Crime & Community Safety		
Communications & Access to Services	Services for vulnerable adults	Corporate Management & Democratic Services	Services to Vulnerable Children (incl. Educational Services)
Housing Direct <sup>1</sup>	Culture	Built Environment	Streetscene
Children Looked After <i>continuing from 2001/2 – anticipated completion June 2003</i>	Transportation	Housing Strategy	Council Housing Construction & Maintenance
Services to Older People <i>continuing from 2001/2 – anticipated completion June 2003</i>		Services to Promote Educational Access	
Services To Young People <i>continuing from 2002/3 – anticipated completion November 2003</i>			
Central & Support Services <i>continuing from 2001/2 – anticipated completion September 2003</i>			

<sup>1</sup> Our Housing Direct Services covers Housing Management, Housing Repairs, Housing Aid and Housing Services for Older People

## OUR CORE VALUES

Our 'Core Values' inform every service we provide and are reflected in our work with other organisations.

### ***How we make the Core Values work***

We make sure that we build the core values into every service plan and every Best Value Review. We also take the core values into account when shaping major pieces of policy – for instance our commitment to “our people” is reflected in our authority-wide policy of working towards ‘Investors in People’ accreditation for all services. Similarly, our commitment to regeneration is demonstrated in the wide range of regeneration work that we do to build-up communities and bring about economic renewal. By building the core values into policy at every level, we ensure they become effective throughout the whole organisation.

### ***Our Customers***

Nottingham City Council puts its customers first. That means equal access to services that keep getting better as our customers' expectations rise. We will set high standards for access to services and will continually watch our performance, publish our achievements and ensure that we give a service that is worth every penny of public money.

### ***Our People***

The Council recognises that good services will only be provided by a caring, and enthusiastic workforce, who represent and identify with the community they serve. This means turning our commitments on equalities into reality, giving everyone the opportunity to grow into professionals, managers and leaders of the future.

### ***Partnerships***

Nottingham City Council works in partnership with other public bodies, the private, voluntary and community sectors to achieve our objectives as set out in the city's community plan. Through partnerships with those who share our vision and values, we seek to influence other key players in Nottingham to bring about the strong strategic leadership required for the capital of the East Midlands and a great European city.

### ***Social Inclusion***

Our frontline services are aware of different needs and experiences of local people. Services will be designed to secure equal opportunities and to empower people to address the difficulties brought about by poverty and social exclusion, so that everyone has a secure and promising future.

### ***Sustainability***

The Council recognises that, as the largest organisation in the city and a major employer, it is a significant consumer of natural resources. The council seeks to protect and improve the environment for future generations through minimising the impact of Council activities and the good management of scarce natural resources.

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### Neighbourhood Renewal Floor Targets

#### Education - SR 2002 Floor Targets include:

- Between 2002 and 2006, the proportion of those aged 16 who get qualifications equivalent to 5 GCSEs at grades A\* to C rises by 2 percentage points each year on average, and in all schools at least 20% of pupils achieve this standard by 2004, rising to 25% by 2006.
- Increase the percentage of pupils obtaining five or more GCSEs at A\* - C with at least 38 % to achieve this standard in every Local Education Authority (LEA) by 2004.

#### Crime – SR 2002 Floor Target:

- Reduce crime and the fear of crime; improve performance overall, including by reducing the gap between the highest Crime and Disorder Reduction Partnership areas and the best comparable areas; and reduce;
  - Vehicle crime by 30% from 1998-99 to 2004
  - Domestic burglary by 25% from 1998-99 to 2005
  - Robbery in the ten Street Crime Initiative areas by 14% from 1999-2000 to 2005and maintain that level.

#### Health – SR 2002 Floor Targets:

- By achieving agreed local conception reduction targets, reduce the national under-18 conception rate by 15% by 2004 and 50% by 2010, while reducing the level of inequality in rates between the worst fifth of wards and the average by at least a quarter.
  - Starting with Local Authorities, by 2010 to reduce by at least 10% the gap between the fifth of areas with the lowest life expectancy at birth and the population as a whole.
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**Employment – SR 2002 Floor Target:**

- Over the three years to Spring 2006, increase the employment rates of disadvantaged areas and groups, taking account of the economic cycle – lone parents, ethnic minorities, people aged 50 and over, those with the lowest qualifications, and the 30 local authority districts with the poorest initial labour market position, and significantly reduce the difference between their employment rates and the overall rate.

**Housing – SR 2002 Floor Target;**

- By 2010, bring all social housing into decent condition with most of this improvement taking place in deprived areas, and increase the proportion of private housing in decent condition occupied by vulnerable groups.

**Transport – 2002 SR Floor Target:**

- Reduce the number of people killed or seriously injured in Great Britain in road accidents by 40%, and the number of children killed or seriously injured by 50%, by 2010 compared with the average for 1994-98, tackling the significantly higher incidence in disadvantaged communities.
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