BEST COUNCIL PLAN
2019/20 – 2020/21
Tackling poverty and reducing inequalities

**Inclusive Growth**
- Supporting growth and investment, helping everyone benefit from the economy to their full potential
- Supporting businesses and residents to improve skills, helping people into work and into better jobs
- Targeting interventions to tackle poverty in priority neighbourhoods
- Tackling low pay

**Safe, Strong Communities**
- Keeping people safe from harm, protecting the most vulnerable
- Helping people out of financial hardship
- Tackling crime and anti-social behaviour
- Being responsive to local needs, building thriving, resilient communities
- Promoting community respect and resilience

**Housing**
- Housing of the right quality, type, tenure and affordability in the right places
- Minimising homelessness through a greater focus on prevention
- Providing the right housing options to support older and vulnerable residents to remain active and independent
- Improving energy performance in homes, reducing fuel poverty

**Health & Wellbeing**
- Reducing health inequalities and improving the health of the poorest the fastest
- Supporting healthy, physically active lifestyles
- Supporting self-care, with more people managing their own health conditions in the community
- Enabling people with care and support needs to have choice and control

**Sustainable Infrastructure**
- Improving transport connections, safety, reliability and affordability
- Improving air quality, reducing pollution and noise
- Improving the resilience of the city’s infrastructure and the natural environment, reducing flooding and other risks from future climate change
- Promoting a more competitive, less wasteful, more resource efficient, low carbon economy
- Strengthening digital and data ‘Smart City’ infrastructure and increasing digital inclusion

**Culture**
- Growing the cultural and creative sector
- Ensuring that culture can be created and experienced by anyone
- Enhancing the image of Leeds through major events and attractions

**Child-Friendly City**
- Supporting families to give children the best start in life
- Improving educational attainment and closing achievement gaps for children and young people vulnerable to poor learning outcomes
- Improving social, emotional and mental health and wellbeing
- Helping young people into adulthood, to develop life skills and be ready for work
- Enhancing the city now and for future generations

**Age-Friendly Leeds**
- Developing accessible and affordable transport options which help older people get around
- Making Leeds’ public spaces and buildings accessible, safe, clean and welcoming
- Promoting opportunities for older people to be healthy, active, included and respected
- Helping older people participate in the city through fulfilling employment and learning

**BEST CITY PRIORITIES**
What we and our partners are focusing on in 2019/20 to improve outcomes with the city’s Inclusive Growth and Health & Wellbeing Strategies as key drivers

**BEST CITY PLAN**
2019/20 – 2020/21
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**OUTCOMES**
We want everyone in Leeds to...
- Be safe and feel safe
- Enjoy happy, healthy, active lives
- Live in good quality, affordable homes in clean and well cared for places
- Do well at all levels of learning and have the skills they need for life
- Enjoy greater access to green spaces, leisure and the arts
- Earn enough to support themselves and their families
- Move around a well-planned city easily
- Live with dignity and stay independent for as long as possible

Leeds
Best City Ambition
A Strong Economy and a Compassionate City

Leeds
Best Council Ambition
An Efficient, Enterprising and Healthy Organisation
BEST COUNCIL PLAN
2019/20 – 2020/21

Key Performance Indicators
The set of key performance indicators (KPIs) below helps us measure progress in delivering our Best City and Best Council ambitions, outcomes and priorities. They are strategic indicators that we track over the long-term and report on regularly. They can change in-year so please check the online Best Council Plan for the latest version. Detailed performance information for both the Best Council Plan as well as the range of supporting strategies and plans is available on the council’s leeds.gov.uk website.

KPIs
How we will measure progress and achievements – these can change in-year so please check online for the latest version

Best City KPIs
- Private sector employment in Leeds
- GVA (Gross Value Added) per head (balanced approach)
- Number of new business start-ups and scale-ups
- Business survival rate
- Change in business rates payable since 2017 revaluation
- Visitor economic impact for Leeds
- Number of new business premises
- GVA (Gross Value Added) per household
- Change in-year so please check the online Best Council Plan for the latest version.

Best Council KPIs
- Workforce more representative of our communities
- Number / percentage of apprentices employed by the council
- Score out of ten given by staff for working for Leeds City Council [part of staff survey]
- Average staff sickness levels
- Reduction in workplace accident and incident reports
- Increase in collaboration between the council and Health & Care providers across the city around Mental Health First Aid
- Number of employees who believe that their immediate manager/supervisor looks out for their general health and wellbeing
- Percentage of staff appraisals and mid-year reviews completed

Key Best City strategies and related documents:
For more detail on the issues, work in progress and planned activity, please refer to:

- Safer Leeds Plan
- Prompt payment of invoices against target
- Number of ICT service desk calls fixed at the first point of contact
- Level of customer complaints
- Proportion of customers using self-service when getting in touch with the council
- Percentage of information requests received responded to within statutory timescales (Freedom of Information, Subject Access Requests and Environmental Information Regulations)