

EXECUTIVE

19 JANUARY 2010

REPORT OF THE CORPORATE DIRECTOR OF FINANCE AND COMMERCIAL SERVICES

Title: Corporate Performance Report – January 2010	For Information
<p>Summary:</p> <p>The Executive is presented with a range of high-level performance information from across the Council. A report on the Council's financial position as at 30 November 2009 is presented separately on the agenda.</p> <p>National Indicators</p> <p>Local Area Agreements Indicators which are performing well are:</p> <ul style="list-style-type: none">▪ Rate of proven re-offending by young offenders (NI 19)▪ Take up of school lunches – Secondary Schools (NI 52b)▪ Children's participation in high quality PE and sport (NI 57)▪ Young people's participation in positive activities (NI 110)▪ Household waste recycled (NI 192) <p>A focus on performance is required for the following LAA Indicators:</p> <ul style="list-style-type: none">▪ Percentage of people who believe people from difference backgrounds get on well together (NI 1)▪ Overall/general satisfaction with the local area (NI 5)▪ Number of most serious violent crimes per 1000 population (NI 15)▪ Number of recorded serious acquisitive crimes per 1000 population (NI 16)▪ Effectiveness of child and adolescent mental health services (NI 51)▪ Under 18 conception rate (per 1000 girls) (NI 112)▪ 16 to 18 year olds who are not in education, training or employment (NEET) (NI 117)▪ Mortality rate from all circulatory diseases at ages under 75 (per 100,000 population) (NI 121)▪ Working age population qualified to at least Level 2 or higher (NI 163) <p>Comprehensive Area Assessment (CAA)</p> <p>The CAA 2008/09 result was made public on the 9th December 2009</p> <p>Organisational Assessment</p> <p>Overall score 3 (out of 4, 4 being the highest)</p> <p>Made up of:</p> <ul style="list-style-type: none">▪ Use Of Resources -2▪ Managing Performance -Overall 3 (Children's 3 & Adults 4) <p>Area Assessment</p> <p>The Council does not receive a 'score', but is given green and red flags. The Council has received a green flag for 'Creating an environmentally sustainable and resilient borough' and red flags for 'Burglary, Robbery and Theft' and 'Health outcomes and partnership working'.</p>	

Customer Information

Departmental Management Teams regularly review customer information to ensure performance is monitored and managed appropriately.

- There has been a significant improvement from September to October in reducing avoidable contact. The top two reasons include Refuse (missed collections) and Revs & Bens (Rents, Business Rates, Parking).
- Response times for written enquiries, email enquiries and telephone calls answered within 20 seconds have all slightly reduced. There is ongoing work to pin point the causes and ensure performance can be increased.
- Services receive a monthly analysis of their complaints data to enable them to identify and mitigate and issues which arise. The headline issues regarding complaints for September were missed 'Refuse Collections' and 'Gas Servicing – Enterprise.'
- The majority of 'Tell us' suggestions relate to Environment & Enforcement, Housing, Community Safety & Neighbourhood services and Community services and Libraries Services.

Wards Affected: None

Recommendation(s)

The Executive is recommended to note the key areas of good performance and areas for improvement across the Council.

Reason(s)

Performance across the council significantly influences judgements made in the Comprehensive Area Assessment (CAA). It is therefore important to monitor, challenge and provide feedback on performance at all levels within the Council on a regular basis.

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1. Background

- 1.1 The Executive receive quarterly performance reports on a range of performance information from across the Council. The previous performance report was presented to the Executive on 20 October 2009 (Minute 70 refers).

2. National Indicators

2.1 The National Indicator performance and commentary presented below related to the end of Quarter 2 (2009/10), therefore any reporting since this time may have provided a more updated position.

2.2 Performance has been rated against the LAA target. Where this is not available, performance has been rated against the London average.

2.3 Local Area Agreement (LAA) National Indicators performing well:

National Indicator Number	Description	Latest performance	Direction of Travel against previous year	2009/10 Target	Comments
NI 19	Rate of proven re-offending by young offenders (Average number of re-offences per young person)	0.81 (2008/09)	n/a	Target to be set	There is a time lag of seven months between the end of a quarter and the release of re-offending statistics.
NI 52b	Take up of school lunches - Secondary Schools	48.1% (2008/09)	better	Awaiting target	This NI is new. Results are sourced from an annual school survey
NI 57	Children's participation in high quality PE and sport	86% (2008/09)	n/a	Target not set as 2009/10 is baseline year	The methodology for the calculation of this performance indicator changed slightly from 2008/2009 onwards.
NI 110	Young People's participation in positive activities	73.70% (2008/09)	n/a	77.40%	Our performance is above London, Children's Services statistical neighbour average and National average
NI 192	Household waste recycled	33.59% (Quarter 2 09/10)	better	27%	Performance at first quarter shows a significant improvement which exceeds our LAA targets for the next two years

2.3.1 Rate of proven re-offending by young offenders (NI 19)

Our achievements in relation to NI 19 have been recognised by the Youth Justice Board (YJB) which has commended our embedding of parenting and family interventions, our holistic strategic approach and our creativity in reducing repeat youth crime.

The Youth Offending Service (YOS) partnership performance has shown good improvement in this area, and is significantly below re-offending rates for its family average (0.83 offences per young person in cohort). This improvement may also be linked to the fact that the YOS has a good range of intervention programmes which

focus on relevant offending patterns such as Knife Crime and gangs. The specialist teams are also very strong within the YOS with all young people being screened for needs in areas such as mental health, substance misuse and Education, Training and Employment.

2.3.2 Take up of school lunches - Secondary Schools (NI 52b)

This performance indicator is sourced from an annual survey conducted by the School Food Trust. Performance has improved year-on-year at both Primary and Secondary phase and is comfortably above the national, regional and Statistical Neighbour averages, though remains a little way below target at Secondary phase.

2.3.3 Children's participation in high quality PE and sport (NI 57)

Data is sourced from the Annual School Sports Survey, which measures the percentage of 5-16 year olds participating in at least two hours a week of high quality curriculum time PE and sport at school.

Performance is above both national and Statistical Neighbour averages for 2008/2009 (the latest result available).

2.3.4 Young people's participation in positive activities (NI 110)

This is defined as 'The proportion of young people in school year 10 responding 'yes' to the question: *"In the last 4 weeks, have you participated in any group activity led by an adult outside school lessons (such as sports, arts or a youth group)?"*. Data for this Indicator is collected via the Ofsted 'Tell Us' Survey.

During January and February 2009, 1,232 young people aged 14 to 19 years took part in consultation as part of the re-branding and marketing of our youth provision. This has influenced the following work areas:

- The creation of a fully Integrated Youth Support Services (IYSS) service with pooled funding for all youth provision; and a restructure of the Youth Service and contracts to provide services for an estimated 1500 young people per week.
- A range of programmes - both universal and targeted e.g. volunteering and sports; the opening of the Foyer Information Advice and Guidance (IAG) Centre and a comprehensive youth 'offer' branded by Young People as "Street Base". This was launched in Dagenham Park on September 13th

The Youth Access Card project is being developed to give young people control, reducing replication in registration and helping Council and NHS services to gather accurate demographic and activity data without requiring young people to fill in multiple forms.

2.3.5 The percentage of household waste recycled (NI 192)

The figures for recycling for the 2nd quarter of the year (2009/10) are still showing a significant increase in household recycling and as a result, a decrease in the household waste that is being produced per household. The last roll-out stages of the wheelie bin scheme to all households should increase these figures even further. Recycling Surveyors will be providing door-to-door advice and guidance on recycling.

2.4 A focus on performance is required for the following Local Area Agreement (LAA) Indicators:

NI	Definition	2008/09	Direction of Travel against previous year	2009/10 Target	Commentary
1	Percentage of people who believe people from different backgrounds get on well together	49.1%	better	54.10% set for 2010/11 as Biennial survey	An interim Place Survey is being conducted. Headline results will be available by Feb 2010. This will help determine the impact of our actions on changing perceptions and increasing satisfaction.
5	Overall/general satisfaction with local area	56.6%	better	65% set for 2010/11 as Biennial survey	
15	Number of most serious violent crimes per 1,000 population	1.84 (2009/10 Second quarter – 1.23)	worse	1.78	2009/10 performance is showing an increase in the number of offences. Performance against target also has a Red RAG rating.
16	Number of recorded serious acquisitive crimes per 1,000 population	28.56 (2009/10 Second quarter– 15.13)	worse	25.28	
51	Effectiveness of child and adolescent mental health services	12	n/a	16	Performance is determined via a self-assessment. LBBB performance in 2008/09 was the lowest in London.
112	Under 18 conception rate (per 1000 girls)	60 (2007)	worse	28.20	As there is a significant time-lag in data release, work is being carried out to identify proxy indicators which could provide interim measures of performance.
117	16 to 18 year olds who are not in education, training or employment (NEET)	8.90%	better	8.50%	Projects within NEET hotspots areas are taking place and their effectiveness will be monitored
121	Mortality rate from all circulatory diseases at ages under 75 (per 100,000 population)	101.21	better	98	Close work with the PCT is vital if improvements in health inequality are to be made.
163	Working age population qualified to at least Level 2 or higher	54.60%	better	53%	The Improvement Plan has identified a number of risks which require careful monitoring.

2.4.1 Percentage of people who believe people from different backgrounds get on well together (NI 1)

In 2008/09 Barking and Dagenham's result of 49.1% was the lowest in London. An interim Place Survey is being conducted and headline results will be available in February 2010. This will provide an insight as to whether key projects are making a positive impact.

These projects include: A network of community communicators who assist the Council in delivering its message, identify and 'bust' myths as they are heard in the community; and the Stronger Borough Board action plan focusing on events to bring people from different backgrounds together, including: Intergenerational activities, Big Lunch and the mapping of local community activities, promotion and filling gaps.

2.4.2 Overall/general satisfaction with local area (NI 5)

Satisfaction levels of Barking and Dagenham residents are significantly below the London and National average. An interim Place Survey is being conducted and headline results will be available in February 2010. This will provide an insight as to whether key projects are making a positive impact.

These projects include: The Safer Homes Project where victims of residential burglary are offered a free lock changing service to their homes; Designated Public Places Order put in place to tackle alcohol related disorder; and the Community Payback agreement reached with the National Offender Management Scheme which will see B&D receive approximately 3,000 Community Payback hours to 'own' and be delivered in a highly visible way.

2.4.3 Number of most serious violent crimes per 1,000 population (NI 15)

Current performance at quarter 2 shows 1.23 offences per 1,000 population which is an 18% increase compared with the previous year to date. As of May 2009 the rate of increase was much higher, however a concentrated effort on this crime type by the partnership has led to a vast reduction in the rate of increase in year, with early indications showing that by Quarter 3 we will be showing an actual decrease when compared to last year. If this trend continues we will be on course to meet the target within the Local Area Agreement, and also better than the Met Average.

A recent initiative using 'knife arches' has been conducted at various locations across the borough to detect if any knives are being carried and ensure they are confiscated. Further current projects to tackle violent crime in the Borough include: The creation of a new Hub team which will specifically deal with the Barking Town Centre; Youth Violence Working Group to understand and address the issues around youth violence and emerging gangs; and the Domestic Violence Action Plan to reduce the number of incidents that occur and provide help for victims in the borough. The Police are also running Operation Staysafe which is jointly with the YOS. This involves patrols of hotspot areas for youth violence where officers safely return young people to their homes or other safe place after being found unsupervised on the streets late on a Friday and Saturday night. The Partnership has been extremely successful in reducing Serious Youth Violence, currently showing a reduction of 10.8% compared to same period

2.4.4 Number of recorded serious acquisitive crimes per 1,000 population (NI 16)

Performance for Quarter 2 shows 15.13 offences per 1,000 population which is a 15% increase compared with the previous year to date. The theft of motor vehicles has shown a reduction of 15%. Residential Burglary remains high, however the rate of increase has reduced considerably from 84.9% in May and has now stabilised at approximately 47% for the year. Although this still remains high, this is a trend across London – 20 out of the 32 London boroughs are all showing an increase in burglary offences so far in this financial year, including each of our neighbouring boroughs.

The Safer and Stronger partnership are undertaking a targeted campaign over the winter months to provide local residents with crime prevention advice. As well as a distribution of timer switches for lights, to give the impression that properties are not empty. Other recent key projects in this area include: Adopt a Burglar initiative where the Safer Neighbourhood Team visiting newly released offenders from prison that have convictions for robbery to act as a deterrent from committing further acts of crime; Publicity and Victim Support programme that sees the distribution of a burglary pack which is given to all victims of domestic burglary within 72 hours of reporting the crime; and the Relaunch of Operation BumbleBee which is a campaign that will ask Londoners to 'Think like a Burglar' and encourage them to take action to protect their properties. If a council tenant is charged with a criminal offence in the borough this will be cross-checked against Council tenant records and, where appropriate, warned their actions may lead to both criminal prosecution and eviction from their council home.

The borough has been selected to take part in the Home Office Vigilance Programme, a tailored support package focusing on areas where Burglary and Robbery are presenting a particular challenge. The Vigilance programme includes the provision of analytical support, training and additional resources for areas that have seen a recent rise in burglary and robbery offences. The Partnership have recruited to the posts of a Police officer, a link-officer with the Probation Service and an admin. officer to facilitate the B+D and Havering's scheme.

- 2.4.5 Effectiveness of child and adolescent mental health services (NI 51)
Performance is below average. A target of 16 has been set for each year to 2011/2012 which is challenging for the Council.

Key projects in this area include: the increase in the number of in-post clinical staff providing specialist CAMHS services; A unique Pilot Project Primary School Therapy Service to 11 primary schools supporting early intervention enabling young children access to emotional support within school; and the extension of the Secondary School Counselling Service.

- 2.4.6 Under 18 conception rate per 1,000 population (NI 112)
Data in this area is subject to an 18-month time delay.

Key projects include:

- Services provided at Barking Child and Family Centre, Upney Lane Walk-in Centre and Parsloes Clinics. There are new extended practices sited on the Barking Hospital site, Parsloes Park and at Barking Town Centre and also extended hours for the Upney Lane Walk-in-Centre.
- 'Healthy Children, Healthy Futures' project – This long-term primary care prevention project is aimed at helping young people make better life choices and

to improve sexual health. ('Primary care' refers to health services that play a central role in the local community such as GPs, pharmacists, dentists and midwives). Additional investment (equivalent to £125K) is provided to support substantial growth in prevention activity through education in schools, outreach to high-risk groups and roll-out of a risk assessment tool.

- Sex and Relationship Education (SRE) Programmes – Integrated strategy for sexual and reproductive health services for young people.

2.4.7 16-18 year olds who are not in education, training or employment (NEET) (NI 117)
The percentage of 16-18 years NEET young people has reduced year-on-year with performance for 2008/09 achieving 8.9%. This is comparable with our statistical neighbour average (8.9%) but much higher than the London average (5.8 %).

Key projects include:

- Foundation Learning Tier (FLT) Progression Pathways Pilot - Foundation Learning aims to improve the skills of learners working below level 2 and for those aged 14 and over, through developing high-quality credit-based qualifications. The curriculum requires coverage of: Personal and Social Development (PSD); Functional Skills (ICT, English, Mathematics); and Vocational/subject-based areas (including Employability)). This project has now been extended to cover 14-19 year olds in the borough. More local learning providers are participating, including two more secondary schools and the Tuition Centre.
- The Local Authority has recently secured £5.0m of DCSF funding to create a Skills Centre which will target those young people who are already NEET, or who are assessed by schools as vulnerable to becoming NEET. It will provide them with high quality learning environments that resemble a place of work rather than a traditional school or college classroom.
- Mentoring / volunteering scheme which is based around the recruitment of community volunteers to support the social development of NEET children and to help them engage in employment and training.
- Inspiring Communities – £450k of external funding has been awarded which will be targeted in the Heath Ward at white indigenous boys and girls to raise their aspirations and reduce the number of NEET children and Teenage Pregnancies.

2.4.8 Mortality rate from all circulatory diseases at ages under 75 (NI 121)
The mortality rate from all circulatory diseases continues to decrease and should reach the 2010 target of a 40% fall. However, other areas of the country have shown more rapid declines in death rates.

Key projects include: £156k additional investment in tobacco control and stop smoking services; Vascular Risk Screen (Heart MOT) roll out into more accessible community areas, targeting specific areas of known low participation in screening; and the introduction of Health Trainers as Part of Fit for Life programme providing tailored fitness programmes and support via GP referral.

2.4.9 Working age population qualified to at least Level 2 or higher (NI 163)
Barking and Dagenham residents have a legacy of low skills with 21% of working age adults having no qualifications at all, compared to 14% in London. To raise adult skill levels a number of projects are in place, including; Family learning programmes (Skills for Life – literacy) delivered at 35 locations across the borough by the Adult College; and 'Employability Skills Programme' and 'Skills for Jobs' that

has enabled residents to access bespoke training that has led to jobs that can progress them onto Level 2 qualifications.

2.5 Further information on the Local Area Agreement National Indicators is attached in Appendix 1.

2.6 **Local Area Agreement**

Barking and Dagenham's Local Area Agreement (LAAs are three-year agreements, developed by local councils with their partners in a local strategic partnership). Runs from 2008/09 to 2010/11.

As part of the development of LAAs, a growing proportion of government funding streams are now combined in a single Area Based Grant (ABG). This funding is used alongside mainstream budgets to support the achievement of specific 'improvement targets' identified in LAA.

Appendix 2 sets out the projected reward for the Local Area Agreement.

3. **Comprehensive Area Assessment (CAA)**

3.1 Under Comprehensive Performance Assessment (CPA) Barking and Dagenham was one of the most improved Councils in the country over the last few years and received the top accolade of Four Stars and "Improving Strongly" direction of travel.

3.2 The results of Comprehensive Area Assessment (CAA), the new inspection regime) were publicly released on the 9th of December 2009 on the One Place website: <http://www.audit-commission.gov.uk/localgov/audit/CAA/Pages/oneplace.aspx>

3.3 CAA has two main assessment elements: Area Assessment and Organisational Assessment.

3.3.1 Organisational Assessment

The Council's overall score is 3 (out of 4, 4 being the highest)

Made up of:

- Use of Resources -2
- Managing Performance -Overall 3 (Children's 3 and Adults 4)

3.3.2 Area Assessment

A score is not attributed to the area assessment; judgements are made in narrative format and by assigning flags. The inspectorates noted a number of areas which stand out in terms of positive performance; highlights include:

- People receiving care are given choice and control over the support that they receive. For example, rather than providing traditional day services, the Council is working with providers to better meet clients' individual needs. Many clients are taking more of a role in managing their care, but they need support to organise other aspects of their lives.
- Children's participation in high-quality PE and sport has improved rapidly and is very good, and the take up of school lunches, particularly in secondary schools is much higher than in similar areas.
- Barking and Dagenham was the first boroughs in London to introduce free swimming both for under 18s and over 65s. Around 10,000 young people have

taken advantage of this initiative since April 2008, and most pupils now participate in sports at school.

- Partners are working well together to improve prospects for local people. A number of schemes to help develop the local economy have been put in place. For example, contractors are obliged to use local labour when recruiting. The Council has signed the Skills Pledge in order to train and develop its lower paid staff many of whom are borough residents. Apprenticeship programmes are in place with the main public sector organisations within the partnership committing to 400 placements, out of a borough-wide target of 750.
- Partners have successfully attracted funding from external sources to help develop the local economy. Dagenham Dock and Barking Town Centre have both benefited from funding from the Government and Europe. Plans to refurbish and build new schools, provide a new leisure centre and new health facilities, redevelop the Further Education College and provide 2,000 new homes have brought in around £440m of additional investment.
- The proportion of young people who are not in education, employment or training has fallen rapidly since 2004, and is in line with similar areas.
- Partners are working well to help residents get the skills they need. The Barking Learning Centre provides library services, training to obtain a range of skills from basic to degree level courses, help to get employment, and a Council One Stop Shop. The 15 Children's Centres across the borough also provide help for children and families, including health advice, education for very young children and assistance for parents to gain employment.

3.4 The Council was awarded a green flag 'Exception performance or innovation that others can learn from' for 'Creating an environmentally sustainable and resilient borough'

3.4.1 Creating an environmentally sustainable and resilient borough

- The Council received a national award (Beacon status) for its arrangements towards tackling climate change. Planning policies ensure that new developments have higher construction and design standards including use of renewable energy technology, green roofs and water saving features. These design features are included, for example, in the Barking Learning Centre, with its green roof, and the Millennium Centre in Eastbrookend Country Park which is wind-powered.
- A sustainable technology park has been developed in the Dagenham Dock area, to support the borough's innovative and robust response to the challenges posed by climate change. The sustainable technology plant is part of a joint venture with two other neighbouring boroughs. But Barking and Dagenham is well ahead of others in turning its plans into real businesses bringing jobs and wealth into the borough.
- Good progress is being made in improving the local environment. In a recent survey, two thirds of residents agreed that the Council is making Barking and Dagenham cleaner and greener, and a better place to live.

3.5 In the area assessment two red flags have been assigned under CAA. These are for 'Health outcomes and partnership working' and 'Burglary, robbery and theft'.

3.6 The Council is disappointed with the CAA judgement on red flags, especially as we are recognised centre of innovation and excellent services to tackle deep and difficult underlying socio-economic challenges.

- 3.7 Barking and Dagenham is often described as a 'northern metropolitan borough' on the edge of London, typified by national factors such as a decline in manufacturing industry over the last 30 years. We are saddened that so many authorities in the north of the country with whom we have much in common in terms of challenges have also been marked in this way in the CAA process.
- 3.8 We will continue to improve services and outcomes and maintain our passion to improve conditions for all residents in the borough. The Council has maintained a good rating as a stand alone body which reflects our many good services.
- 3.9 An improvement plan is being developed with our CAA lead, to take immediate and positive action in both of these areas and the following actions have already taken place.
- 3.9.1 Health outcomes and partnership working
To deliver maximum impact on areas of health inequalities, partnership working is key and we recognise arrangements must be strong. To this accord:
- At the recent Public Services awayday (which was attended by both the Chair and Interim Chief Executive of NHS B&D as well as the Leader of the Council) there was a clear commitment to strengthen joint working arrangements. A further such event is planned in January 2010.
 - Our Health & Wellbeing Strategy has been recently approved by the Health & Wellbeing Board, and contains a range of actions which respond to the issues raised in the Joint Strategic Needs Assessment, in particular around our most stark health inequalities challenges.
- 3.9.2 Burglary, robbery and theft
Discussions have taken place with our new Metropolitan Police Borough Commander, Chief Superintendent Matt Bell, to establish a range of actions across key areas of work.
- We have strong processes to manage anti-social behaviour, domestic violence, serious offending and youth offending, which are some of our residents' top concerns. We have previously demonstrated an excellent track record in partnership responses to 'volume crime', with Operation Cougar and our burglary response. We are however experiencing some challenging trends in crime locally, and are aware that we need to focus work in this area.
 - We are supporting our local Police Senior Management Team in the implementation of their improvement plan following their recent inspection.
 - At the Safer Borough Board away-day on 17 November we were pleased to have the Home Office's Partnership Development Unit join the group for that session. An open discussion and appraisal of the challenges that face the area and how strengthening of relationships and joint working was held with positive steps forward identified.
- 3.10 Sustained focus in the above areas will also help to deliver key outcome areas of the Council.

4. Customer Information

4.1 Departmental Management Teams (DMTs) regularly review customer information to ensure performance is monitored and managed appropriately.

4.2 Customer Responsiveness

The percentage meeting the response times for written and email enquiries over the past 6 month period April 2009 to September 2009 has reduced:

- Emails responded to within 10 days at September 2009 was 97%, from 99% in March
- Written responses within 10 days at September 09 was 70.9%, from 85.2% in March 2009
- Telephone calls answered within 20 seconds in September 09 was 80% from 92.2% in April 08.

These are being carefully monitored and responded to through DMTs to understand the causes and ensure an improvement in performance can be achieved.

4.3 Complaints

The complaints data for the period April 2009 to September 2009 has been analysed by department and has identified Customer Services department as having the highest level of complaints at 90.7%.

The number of Stage 1 & 2 complaints responded to within the agreed deadlines have reduced to 37% and 47% respectively at September 09. The headline issues regarding complaints for September are Missed refuse collections and Gas servicing – Enterprise.

Services receive detailed monthly reports analysing their complaints and the percentage responded to within the corporate standards, these are then raised as part of the performance management of the service.

4.4 Avoidable Contact

The top 5 reasons for avoidable contact for the Authority for the September 2009 are as follows:

- Service failure (service not delivered)
- Incorrect / insufficient sign posting
- Service failure –phone call not returned
- Unnecessary progress chasing (within service standard time)
- Unnecessary clarification(e.g. letter received confusing or incomplete)

The levels of avoidable contact sampled through the Contact Centre were 24% for September 09. This is a significant improvement on the initial levels of avoidable contact recorded in October 2008 of 58%.

The top two reasons account for 46% of Septembers avoidable contact with Refuse (missed collections) having 80% of the avoidable contact under 'service not delivered' and Revs & Bens (Rents, Business Rates, Parking) with 30% of the avoidable contact 'under incorrect / insufficient sign posting'.

4.5 Tell Us

The majority of the suggestions refer to Environmental & Enforcement, Housing, Community Safety & Neighbourhood Services and Community services and Libraries. The main issues raised were as follows:

- Street Cleansing
- Housing Advice
- Anti Social Behaviour and burglary
- Specific reference to ventilation in Thames View Library

Further analysis of this information is to take place to assist departments to fully understand each of the areas raised, this will therefore enable performance to be positively influenced.

4.6 Customer Insight reports

Customer Insight reports were produced for all services in September with a series of recommendations to assist services to plan for the year ahead. Mystery Shopping will be increased across services areas as a tool to identify, understand and then support the improvements in performance.

5. Links to Corporate and Other Plans and Strategies

5.1 The Council Plan - This lists the Council's Key Strategic Priorities

<http://lbbd.barking-dagenham.gov.uk/council-plan/cp-update-2009-10.htm>

6. Consultees

6.1 The following were consulted in the preparation of this report:

Councillor Bramley – Cabinet Member for Finance and Human Resources

Guy Swindle, Head of Strategy and Performance

Tracie Evans, Corporate Director of Finance and Commercial Services

Winston Brown, Legal Partner

Danny Caine)

Mary Farinha) Departmental Group Managers, Policy, Partnerships and Performance

Tony Sargeant)

Anne-Marie Trimby)

7. Background Papers Used in the Preparation of the Report:

None

8. List of Appendices:

Appendix 1: National Indicators Performance pack

Appendix 2: Estimated reward grant from the Local Area Agreement.