

Assembly Presentation on Customer Service

1 Feb 2006

Killer PI's

- Planning has 3 Performance Indicators which are Comprehensive Performance Assessment (CPA) critical, based on the time taken to determine major, minor and other planning applications
- The Government has set targets of 60%, 65% & 80% respectively. In 04/05 we achieved 60%, 85% & 96%

04/05 Performance

- In the year 04/05 Barking & Dagenham were the quickest in Borough in London on 2 of the 3 PI's
- Our current figures to date for 05/06 are 87%, 89%, & 96%.
- We hope that this will keep us near the top, but other Boroughs are making major efforts to catch up.

Customer Satisfaction

- Our last Customer Service Survey was in 03/04 and included all external users of the service including applicants and agents
- We received a rating of 81% of good or very good, higher than our 3 neighbouring Boroughs (Newham, Redbridge and Havering)

Customer Satisfaction

- This result was achieved because the Development Control officers and support staff are available to discuss planning matters at all times between 8:45am and 5:30pm either on the telephone or at our reception desk.
- Many Authorities have reduced this element of service in the drive to meet the performance indicators

Customer Service Initiatives

- Scanning of all current planning applications to allow customers to view, track and comment via the internet.
- Back Scanning of all planning applications since 1948 and facility for electronic submission.
- Enforcement and planning queries through the B & Direct with software interface.
- Increased opening hours for planning reception.

Future Initiatives

- Video phones to the planning office from one stop shops to allow face to face contact.
- Information point in the One Stop Shop