

THE EXECUTIVE

11 NOVEMBER 2003

REPORT OF THE DIRECTOR OF CORPORATE STRATEGY

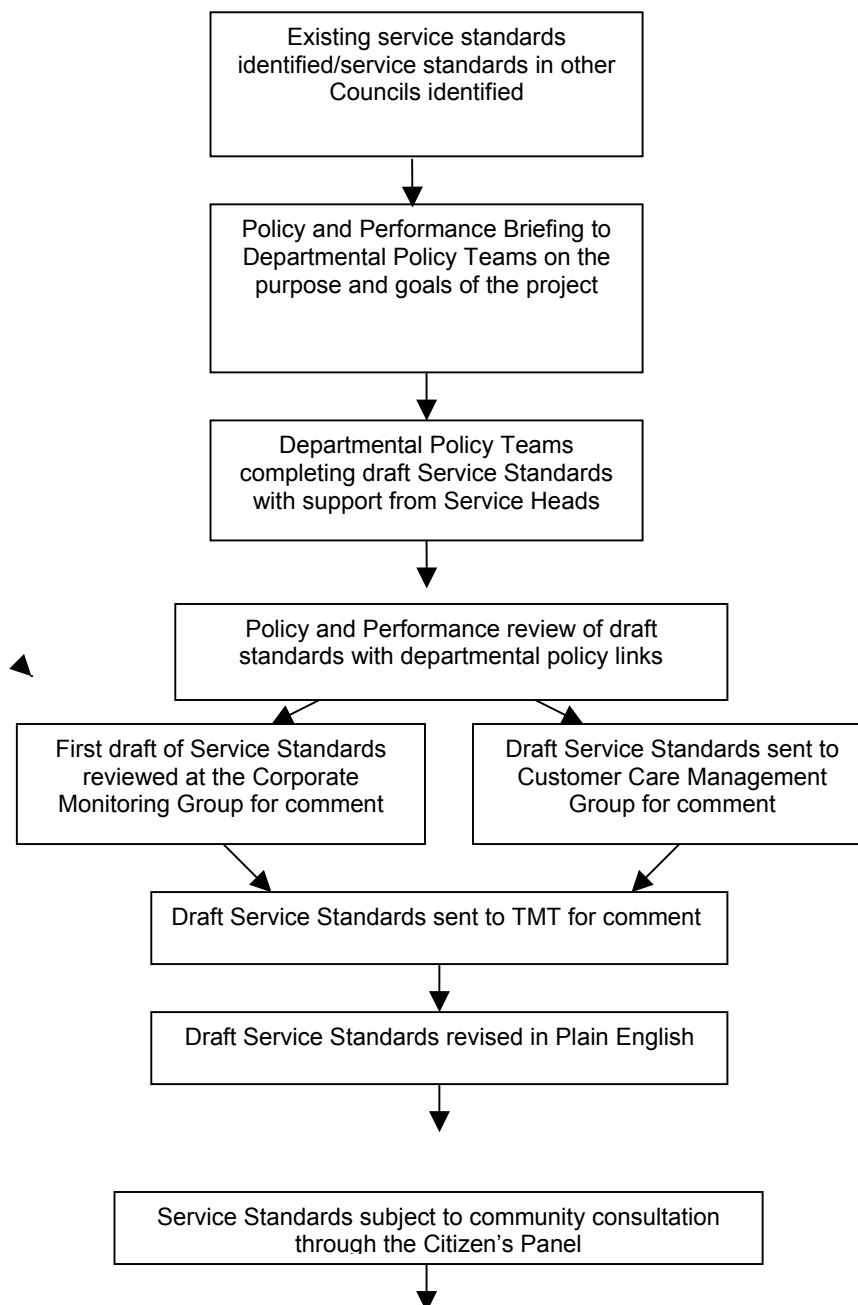
SERVICE STANDARDS	FOR DECISION	
<p><i>This report makes recommendations about adopting service standards across the Council, and how they will be publicised and reviewed.</i></p> <p><u>Summary</u></p> <p>This report provides the finalised version of the Council's Service Standards. In the report on Service Standards presented to TMT on the 18th March 2003, it was agreed that these standards should be produced and made available to the public by January 2004. The CPA self-assessment identified that the Council did not currently have information about all our services. The progress in completing this work has been overseen by the Corporate Monitoring Group. These standards have been produced following extensive consultation, which is outlined in this report.</p> <p><u>Recommendation</u></p> <p>The Executive is asked to agree:</p> <ol style="list-style-type: none">1. The Council's Service Standards in the current format;2. That the January 2004 edition of the Citizen is a special issue devoted to the Service Standards;3. That the Standards are put on the Council's website;4. That Service Standards will be reviewed in light of targets being set and improved on a constant basis; and5. That a full review of the standards will be undertaken once every three years, and that the review of these standards will be integrated into the Customer First programme. <p><u>Reason</u></p> <p>The standards are completed in order to provide better information to the community about our services.</p>		
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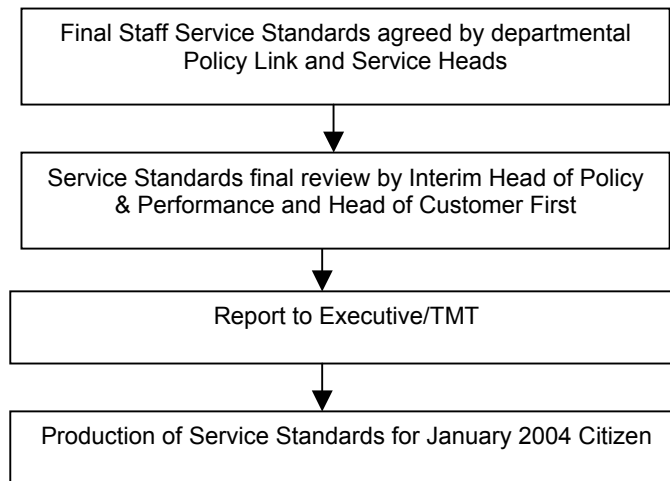
1. Background

- 1.1 During the CPA self-assessment completed in 2002, the Council identified that it did not currently have service standards, which informed the local community about the services it provides, and what the public could reasonably expect.
- 1.2 These standards have been completed following extensive consultation, which have involved all service departments, and the local community. The project has also recently benefited from a collaborative approach to this work with the Customer First division.

2. The Process involved in completing the Service Standards

The following chart outlines the sequence of events, which have lead to these service standards.





3. Review of Service Standard Project

3.1 The completion of this project has presented challenges in producing clear, accessible, and realistic standards, which can be agreed by all.

3.2 The Executive are asked to consider the following issues which arose from the consultation:

- The timescale for standards have been set to ensure they are realistic and achievable and provide the best possible service within existing resources.
- These standards represent a starting point for which the Council can work towards continuous improvement and revision year on year.
- Consultation with the Citizens' Panel demonstrated that local residents valued the idea of service standards, and confirmed that they were clear and easy to understand.
- The Citizens' Panel agreed with the view that the standards would be best produced within the Citizen, but also requested that they are available on the Council's website.
- The Citizens' Panel stated that they welcomed information on service standards on all services, including those they have not previously used. One example of this was planning. This challenged our initial assumption that the standards may be too lengthy, and suggests that their current length is appropriate.

4. Conclusion

- 4.1 The production of these standards is clearly not a one off activity. The Executive are asked to agree that these standards are revised once every three-years, and to consider in what format it is best to do this. The Executive are also asked to note that Policy & Performance and Customer First will undertake any further work on these standards as a collaborative project in the future.

Background papers:

TMT report on Service Standards (20th March 2003)

CPA Improvement Plan