

# Democratic Support

## ‘Putting Customers First’

By Nina Clark

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Corporate Strategy Department

# Our Service Areas

- Democratic
- Electoral
- Complaints
- Information Management
- Member Support
- Scrutiny
- Whistle-blowing
- Standards and Ethics

# Our Customers

- The whole community of Barking & Dagenham
- Parents
- Community Groups
- The 'electorate'
- Licensees
- Planning Applicants
- Young People
- The world!

# What do we do for people in Barking and Dagenham?

# Develop their rights and responsibilities

- enable people to register and vote at elections
- help to engage people in decision-making processes
- give everyone a right to complain
- deal with requests for information
- make sure data is protected
- education appeals
- local democracy week
- youth forum
- licensing & planning

# Promote equal opportunities & celebrate diversity

- Examine services- no barriers
- Youth in democracy
- Scrutiny Panels
- Anti-age Discrimination Policy Commission
- Accessible Venues
- Multi-language leaflets

# Raise general pride in the Borough

- Learning from complaints to improve services
- Facilitating Mayoral arrangements
- Forum budgets- local schemes
- Citizenship
- High ethical standards

# Some Annual Statistics...

- Over 3500 corporate complaints

Corporate Strategy	- 125
Education, Arts & Libraries	- 36
Finance	- 547
Housing & Health	- 832
Regeneration & Environment	- 1965
Social Services	- 14

- Main areas of complaint- refuse collection, benefits assessments, Council tax collection
- 150 Social Services statutory complaints
- 60 Schools complaints



# Some Annual Statistics...

- 200 Freedom of Information requests
- 465 School Appeals (04/05)
- 44 Licence applications (since September)
- 91% of the Borough registered to vote
- 12% for postal vote

# Targets

- More complaints dealt with at first point of contact
- New focus 2006/07
- Less complaints overturned at the appeal stage (5%)
- 95% FOI requests dealt with on time
- Effective community engagement in decision-making processes
- Efficiently run local elections

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