

Report to Finance & Performance Management Scrutiny Panel



Date of meeting: 9th September 2010

Subject: Measurement of Avoidable Contact (LPI NI 14) - Improvement Plans arising from 2009/10 exercise, establishment of milestones for indicator and timetable for 2010/11 exercise.

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Committee Secretary: A. Hendry (01992 564246)

Recommendations/Decisions Required:

- (1) That the Panel note the Improvement Plans for 2010/11.**
- (2) That the Panel note the milestones for the achievement of the 2010/11 exercise and the timetable for the 2010/11 exercise.**

Reason for decision:

To note the work of the Avoidable Contact Working Party in producing the Improvement Plans based on the results of the 2009/10 exercise, the development of the milestones for the 2010/11 exercise and the timetable and services involved in the exercise.

Other options considered and rejected:

None

Report:

1 At the Panel's meeting on 10th June 2010 it was agreed that although the statutory requirement to measure Avoidable Contact through National Indicator 14 had been removed, it should be kept as a Local Performance Indicator. It was also agreed that the indicator should be based on the achievement of milestones rather than as a percentage target and that these be reported to this meeting. In addition, the Working Party was tasked with scoping out this year's exercise.

2 The first milestone was the production of an improvement plan for 2010/11 based on the results of the 2009/10 exercise. The improvement plan is attached as Appendix 1 and is broken down into firstly a corporate plan picking up common themes across all services, whilst the remainder of the plan is split up into the individual services reflecting more service-specific actions. Staff within the Directorates who undertook the exercise were consulted as part of the development of the plan. The progress against this action plan will be reported back to this Panel's future meetings as part of the indicator's milestones.

3 The indicators milestones are:

Quarter 1	Production of improvement plan for 2010/11 Production of timetable for current year's exercise
Quarter 2	Update on progress against improvement plan Update report on this year's exercise
Quarter 3	Update on progress against improvement plan Update report on this year's exercise
Quarter 4	Production of annual report summarizing results, improvements and planned action.

4 With regard to the exercise for 2010/11 it was determined that for the services that had already undertaken the exercise in previous years, the focus would be on telephone contact where the majority of avoidable contact lies. It is hoped that by concentrating on this specific area and designing the exercise for telephone contact, better data can be obtained to drive improvements in this area, particularly around misdirected calls which were identified as key concerns.

5 The Working Party also agreed to invite other services within the Council to undertake the exercise in 2010/11. The previous National Indicator prescribed which services were included, which meant that other areas of the Council's activity were not benefitting from undertaking the exercise. Other services are now included in the exercise for 2010/11 which means that Avoidable Contact can be addressed in a much broader range of services. It is anticipated that services which have not undertaken will gather data from all channels of contact - face to face, correspondence, e-mail and telephone. The services to be involved in the 2010/11 exercise and the timetable are attached as Appendix 2.

Resource implications:

There are currently no resource implications.

Legal and Governance Implications

Key Performance Indicator NI 14.

Safer, Cleaner and Greener Implications

There are no specific implications.

Consultation Undertaken

All Directorates are represented on the Working Party and in the development of the improvement plans staff who undertook the exercise were consulted.

Impact Assessments:

Risk Management

No risk management issues have been identified.

Equality and Diversity

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications?

No

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken? N/A

What equality implications were identified through the Equality Impact Assessment process?

N/A

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group? N/A