

Council: Tuesday, 8 April 2014

Non-Executive Business Item: Councillor Rowan Quigley Turner

One Barnet Performing Well

Council notes the latest performance figures for the Customer Support Group (CSG) and welcomes the fact that they show the One Barnet contracts are performing well and that services are improving.

Council notes that:

- Customer satisfaction with Customer Services has already increased by 15% to 74%.
- There has been a 13% increase in the proportion of calls resolved at the point of first contact.
- £3.4m in procurement savings have already been identified, ahead of the target.
- 86% of HR queries are resolved at the point of first contact, compared to 73% previously.
- The collection rate for the Council Tax Support Scheme has exceeded its target by more than 10% and Business Rate collection now exceeds 99%.

Council recognises that delivering high quality services, in a climate of reduced funding, was the key driver behind the One Barnet transformation programme.

Council notes that the many bundles that make up One Barnet will deliver combined savings of £275m over ten years. Council welcomes the fact that 77% of savings so far have come from the back office and management costs. Council further notes that within the overall programme there are many different methods of service delivery:

- In-house e.g. the new recycling service was brought back in-house and has seen tonnages increase substantially.
- Outsourcing e.g. the CSG contract and Re joint venture. Together, they account for 8% of the council's budget (formerly 11% pre-transformation). These contracts are set to deliver combined savings of £165m over ten years.
- Shared services e.g. Public Health with Harrow. Barnet is now ranked 4th nationally for tackling health inequalities.
- Working with charitable trusts e.g. to deliver music services to schools.
- Engaging the community e.g. the Community Coaches scheme, which worked with residents facing significant life challenges and managed to reduce healthcare costs by 73% and homelessness by 80% within the first target group.

Council recognises that all these models focus on improving services whilst delivering efficiency.

Council recognises that funding challenges will continue for many years and therefore calls upon the council administration to continue in its drive to improve services and cut costs.

Under Council Procedure Rule, Section 1, Standing Order 23.5: if my item is not dealt with by the end of the meeting I ask that it be voted upon at the Council meeting.