Joined up assessment for joined up local services

Andy Walford

Comprehensive Area Assessment

What is CAA?

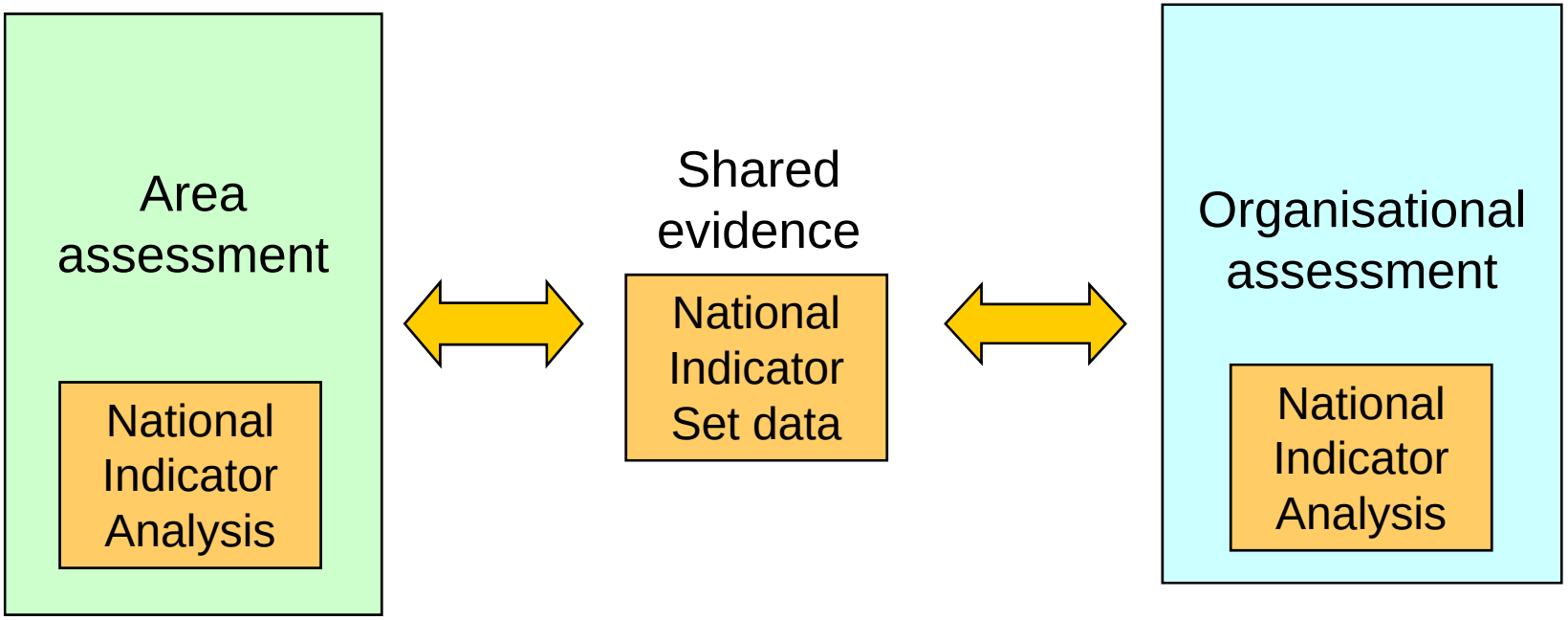
- Catalyst for better local outcomes for people, better partnership working, more responsive services and better value for money
- Source of information and independent assurance for citizens, service users and taxpayers
- Independent evidence base for central government on progress against national priorities
- Means of rationalising and coordinating inspection

An evolving assessment

CAA will:

- evolve and mature
- tell a story of the place over time
- take account of recent local service assessments such as annual health checks, annual performance assessments and CPA
- make use of improving data as it becomes available
- adapt to major developments such as national or local organisational changes

Our current proposals



Reduced assessment of councils

From this…

Corporate Assessment
- Ambition
- Prioritisation
- Capacity
- Performance Management
- Achievement
  - Sustainable communities, including transport
  - Safer and stronger
  - Healthier communities
  - Older people
  - Children and Young People

CPA Category

Use of Resources
- Financial reporting
- Financial management
- Financial standing
- Internal control
- Value for money

Plus

Direction of travel
- Improving outcomes
- Progress on improvement plans

Children & Young People | Social Care (adults) | Housing | Environment | Culture | Benefits | Fire

Reduced assessment of councils

…to this

Organisational assessment:

- Managing finances
- Governing the business
- Managing resources
- Managing performance

Contribution, with partners, to area assessment

How we will carry out CAA

- Better ways of gathering evidence and understanding
- Shared evidence and analysis across the inspectorates
- Audit Commission CAA Leads covering all LAA areas will co-ordinate local assessments and liaise with Government Offices
- Increased emphasis on self-evaluation through local performance management
- Increased account of service user, resident and third sector views
- Clear cross-referencing between area and organisational assessments

Area assessment – three key questions

- How well do local priorities express community needs and aspirations?
- How well are the outcomes and improvements needed being delivered?
- What are the prospects for future improvement?

Focus on priority outcomes targeted within Local Area Agreements and Sustainable Community Strategies

Outcome focus (influenced by priorities)

- How safe is this area?
- How healthy and well supported are people?
- How well kept is the area?
- How environmentally sustainable is the area?
- How strong is the local economy?
- How strong and cohesive are local communities?
- How well is inequality being addressed?
- How well is housing need met?
- How well are families supported?
- How good is the well-being of children and young people?

Reporting the area assessment

- There will not be an overall score
- A ‘red flag’ will indicate significant concerns about outcomes, performance or future prospects that are not being adequately addressed. Further or different action is needed to secure sustained improvement
- A ‘green flag’ will indicate innovative or exceptional success that other may learn from
- ‘Red flags’ will be able to be formally challenged but the absence of ‘green flags’ will not
- Where possible we will link area assessment ‘flags’ to individual organisational assessments

Organisational assessments for councils and fire & rescue authorities

- **Managing finances**: How effectively does the organisation manage its finances to deliver value for money?
- **Governing the business:** How well does the organisation govern itself and commission services that provide value for money and deliver better outcomes for local people?
- **Managing resources**: How well does the organisation manage its natural resources, physical assets and people to meet current and future needs and deliver value for money?

Audit Commission use of resources assessment

- **Managing performance:** How well is the organisation delivering sustainable improvements in its priority services and outcomes that are important to local people? Does it have the leadership, capacity and capability it needs to deliver future improvements?

Joint inspectorate assessment

What CAA isn't

- CAA isn't a compliance check
- It isn't a check of professional standards
- It isn't a numbers game
- So its not a check of what regulators do…

  …but it does end up assessing what local regulators achieve.

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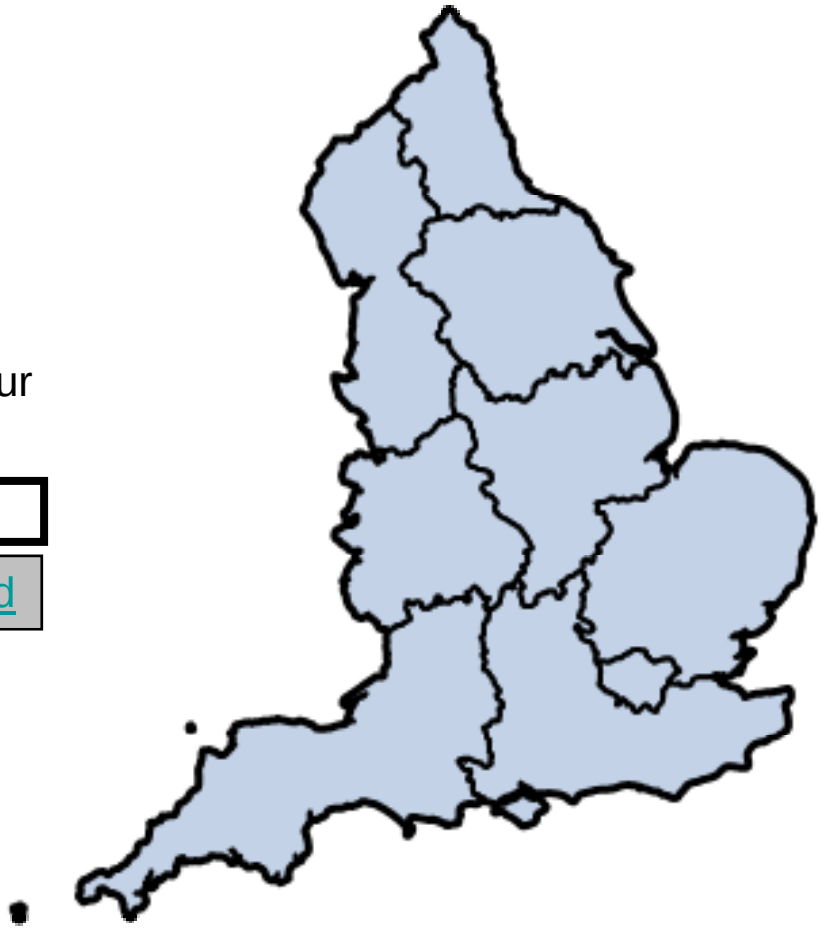
My local area

Click on the map or search for your area or postcode

Barshire

Find



Comprehensive Area Assessment 2009

Providing independent assessments of local services and quality of life

Trusted sites

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Barshire

Barshire "at a glance"

Quality of life in Barshire - the area assessment in detail

How are your local services performing?

Performance data

Compare with similar areas

Download the full report

Inspections and performance of other local services

Contact your local public services

My Barshire, in summary

Local innovation and excellence in Barshire	Where different action is needed to deliver desired improvements
Significantly reduced energy consumption and CO2 emissions Excellent employment prospects	Affordable housing Community relations Educational attainment

Fifty-eight per cent of people in Barshire are satisfied with their area as a place to live compared to an average of 64 per cent in similar areas and 62 per cent nationally. People are worried about whether people from different backgrounds get on well together. More needs to be done to help make sure that people coming into Barshire can integrate with existing communities.

Barshire's public services are getting better at protecting the environment. They are using much less energy to heat and power their own buildings. They are also helping local people to reduce the energy they use and many people have been given free advice and cheaper insulation.

The economy in Barshire is growing. More and more people are being helped to get jobs. There are many fewer people on benefits and the new jobs are better paid and higher skilled. More people are being helped to start their own businesses, and existing businesses are being helped to grow

Find out more…

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Barshire

Barshire "at a glance"

Quality of life in Barshire - the area assessment in detail

Best performers for this theme

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How environmentally sustainable is Barshire now and for the future?

Back to the "at a glance" summary

Green – Significantly reduced energy consumption and CO_2 emissions

Barshire's is significantly reducing its carbon footprint and further reductions are expected in future years. Barshire County Council, the district councils and other local partners are taking a proactive and long term approach to tackling climate change and protecting the natural environment. Improvement targets are stretching and good progress is being made. The council is committed to leading by example and has an Environmental Management System in place for all departments to reduce their carbon emissions. Barshire has been recognised as a best practice example for its work on climate change, particularly efforts to increase energy efficiency in people's homes and in council and partner's buildings. The council is making good progress in getting local communities involved in environmental issues. It has run a successful 'Act on CO_2' campaign and has set up a some pilot 'Green Neighbourhood' areas in which energy use has fallen considerably and recycling rates continue to increase.

An energy management project is reducing energy use and CO_2 emissions at sports facilities, council buildings, some council owned housing, and other public sector buildings. Combined Heat and Power (CHP) schemes supplying

Go to the next theme: How strong is the local economy?

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How well is housing need being met?

Back to the "at a glance" summary

Red – Affordable housing

Barshire is among the least affordable places in the country to live. Providing new housing, particularly affordable housing and rural housing and the related roads and transport links, is a priority across the county which is not being addressed. There is a significant risk that plans to develop 28,000 new housing units, of which 11,500 are to be affordable, by 2015 will not be achieved. Only 312 new affordable housing units were delivered in 2009. There is evidence that the lack of affordable housing has already contributed to a 15 per cent increase in homelessness in the last two years and numbers on the waiting list for social housing have increased by over 40 per cent in the last three years. Satisfaction with housing, and particularly social housing, has fallen by 12 per cent over the last three years. The councils are aware of the scale of the challenges they face and the communities of greatest need. However, there is little knowledge of the new communities entering the county, their housing needs or the impact this will have in future years. A major change is needed to achieve the regional plan target of delivering 70,000 new homes by 2020. Housing growth, on the scale proposed, will impact on the local environment and create new demands on transport and schools. Plans and funding are not currently in place to meet future needs. While demand for new affordable housing is being met in some areas, Henford and Northly

Go to the next theme: How well are families supported?

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Northly District Council

Overall Northly District Council performs adequately	
Managing performance **2 out of 4**	**Value for money** **2 out of 4**

See a more detailed report or find out about Northly

Summary

Northly District Council performs adequately.

Northly uses public money adequately to deliver its priorities. The cost of some services is higher than for similar services at other councils. More action is needed to improve value for money. This year Northly has made savings on energy use and staff costs. Its council tax increase is the lowest in ten years. Priorities in Northly include increasing recycling, improving housing and having a community that get on well together. On these issues they are not improving as quickly as similar councils. The council is starting to work with local people to set priorities and develop services. But people are not kept informed about progress or what happens as a result of their input.

The council is reducing anti-social behaviour. It looks after public places well

So what will inspectorates be looking for?

- High levels of engagement with and knowledge and understanding of your communities
- Ambitious shared vision for your place and communities
- Productive relationships across public, private and third sectors
- Self-awareness & effective performance management across organisations and partnerships
- Innovation and well-managed risk-taking, and
- **Sustainable improvements in citizen satisfaction, priority outcomes and value for money**

Timeline

- 29 July – published consultation document
- July to October – trialling in 10 areas
- Monday 20 October – consultation closes
- October - November – analyse consultation responses and learning from trial sites
- Early 2009 – publish final CAA framework
- February 2009 – publish final council CPA results
- November 2009 – publish first CAA results