IDeA/MJ Comprehensive Area Assessments Conference

Delivering better outcomes through the new assessment framework

Local public services and accountability

Lucy de Groot CBE, Executive Director, IDeA
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Local democratic accountability

- Community leadership by elected representatives
- Tough choices
- Overview and scrutiny
- Record of improvement

Current challenges

- Public trust and national reputation
- Public assurance issues: safeguarding governance, probity
- Confidence in regulation and regulators threatened with global financial crisis

Can CAA help us get better outcomes?

- Forest of partnerships
- Keep focus on local priorities, not just LAA targets
- Shared outcomes means shared organisational challenges
- But continued separate inspection frameworks

Shared accountability within partnerships

- For contribution, resources and commitment
- For actions and milestones
- Importance of streamlined systems
- Locality self-evaluation – an active process that drives improvement

Accountable community leadership

- What do residents want to know?
- Reporting on performance
  - timely, accessible and engaging
- A key part of engagement
  - ‘we asked, you said, we did’
- Local leadership
- Owning improvement plans

Advice and benefits
Business and jobs
Community and living
Council and democracy
Education and leisure
Environment and planning
Housing
Transport and streets
Visiting us

We love listening to you – that's why we've launched a campaign to show you how we've listened and responded

Shaping current services and the overall future of the borough is a two-way process. That's why we're always devising new and better ways of asking what you think, then listening hard to what you say and then doing something about it.

You'll see our special posters popping up all over the place in coming weeks as we show you the power of what you say to us.

What you said and what we did...

Parks

We asked you about our parks
You said "...restore our parks to their natural beauty."
We listened and starting with South Marine Park we're investing £3.8m lottery funding.

Beverley Rutherford
Park Ranger

Find out more about how we're improving our parks...

Libraries

We asked you about our libraries
You said "...accessible libraries and more books."
We listened and starting with Boldon Lane, South Shields Central and Hebburn we've improved the design, layout and book stocks in our libraries.

Anne Wilkin
Assistant Librarian

Find out more about how we're making libraries better...

Facilities for Young People

We asked you about facilities for young people
You said "more things for young people."
We listened and worked with young people to build Temple Park skate park.

Inspection - the challenges

- Independent inspection should provide the public with
  - assurance, diagnosis, accountability and promote improvement
- Better regulation should be
  - proportionate; accountable; consistent; transparent and targeted
- LGA plan for CAA
  - Inspection must be focused
  - CAA must reduce the burden
  - It must be more than statistics
  - There must be peer involvement
  - It must be relevant to two tier areas

“Physician, heal thyself”

- Stronger community leadership
- Service delivery reform
  - radical improvement, focus on outcomes for customers, users and communities, VFM and working in partnership
- Transformational change and innovation
  - member/officer relationships, pro-active performance management and capacity building, efficiency
- Sector led engagement and role of peers
- Closer working across the improvement bodies - health, police

10 years of learning from Peer Review

"We found your team professional, challenging and focussed on whether or not ***we were actually delivering both the processes and the outcomes*** *by which we could ensure that everyone in South Tyneside has the opportunity to contribute, prosper and succeed... your contribution means that we are* ***clearer about where to focus our efforts in the future****."*

Irene Lucas, Chief Executive, South Tyneside Council, 2008

“I also know that we could do better. There is no plateau in local government. You don’t take a breath and relax - it is always about driving up the quality of service. Residents have higher and higher expectations of what you can deliver.”

Councillor Clyde Loakes, Leader - London Borough of Waltham Forest

“We might be excellent, but we’re not perfect - yet. Now we have to make the journey from excellent to brilliant. We are out in front now, and we have to stay there.”

Councillor Graham Baxter, Leader North East Derbyshire District Council

"At the end of the day, if change is imported from the outside, it is difficult to embed in the organisation. You can't 'box tick' culture change, it's about hearts and minds, and it takes time, effort, patience and good communication."

Councillor Carl Minns
Leader Hull City Council

"Consultation with residents is not about telling them what has been decided, it is about saying 'this is the problem, this is how we think we should tackle it, but do you agree, and if not, what would you do instead."

Councillor Iain Malcolm
Leader South Tyneside Metropolitan Borough Council

“I repeat, that all power is a trust, that we are accountable for its exercise, and that, from the people, and for the people, all springs, and all must exist.”

Benjamin Disraeli (1804 –1881)

”It is rather for us to be here dedicated to the great task remaining before us... that government of the people, by the people, for the people, shall not perish from the earth.”

Abraham Lincoln (1809 –1865)