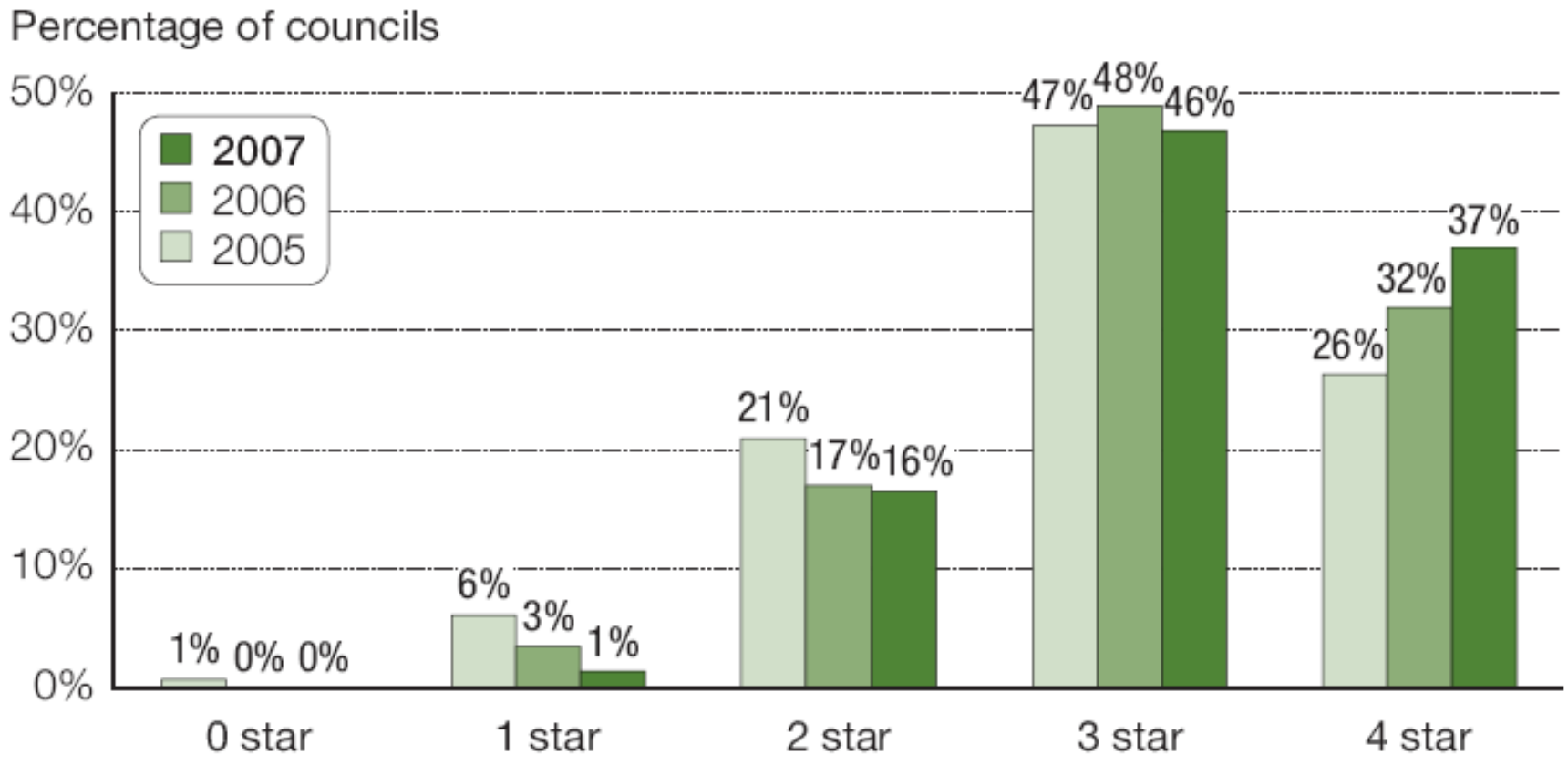
CAA – the rationale

Delivering better outcomes through the new assessment framework

18 February 2009

audit commission

Local government performance has improved



Source: Audit Commission, CPA – The Harder Test. Scores and analysis of performance in single tier and county councils 2007

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Public satisfaction with local authority services has reduced…

Public satisfaction with the overall service in 2000-01, 2003-04 and 2006-07				
	% satisfied 2000-01	% satisfied 2003-04	% satisfied 2006-07	Change 00/01 to 06/07
Single tier & county council average	61	53	51	- 10
…but in some service areas satisfaction is increasing				
Satisfaction with cleanliness of public land	63	60	68	+5
Satisfaction with household waste collection	86	84	79	-7
Satisfaction with recycling (local facilities)	66	68	70	+4
Satisfaction with waste disposal (local tips)	71	75	79	+8

Source: Best Value User Satisfaction Surveys 2006-07, CLG, 2007

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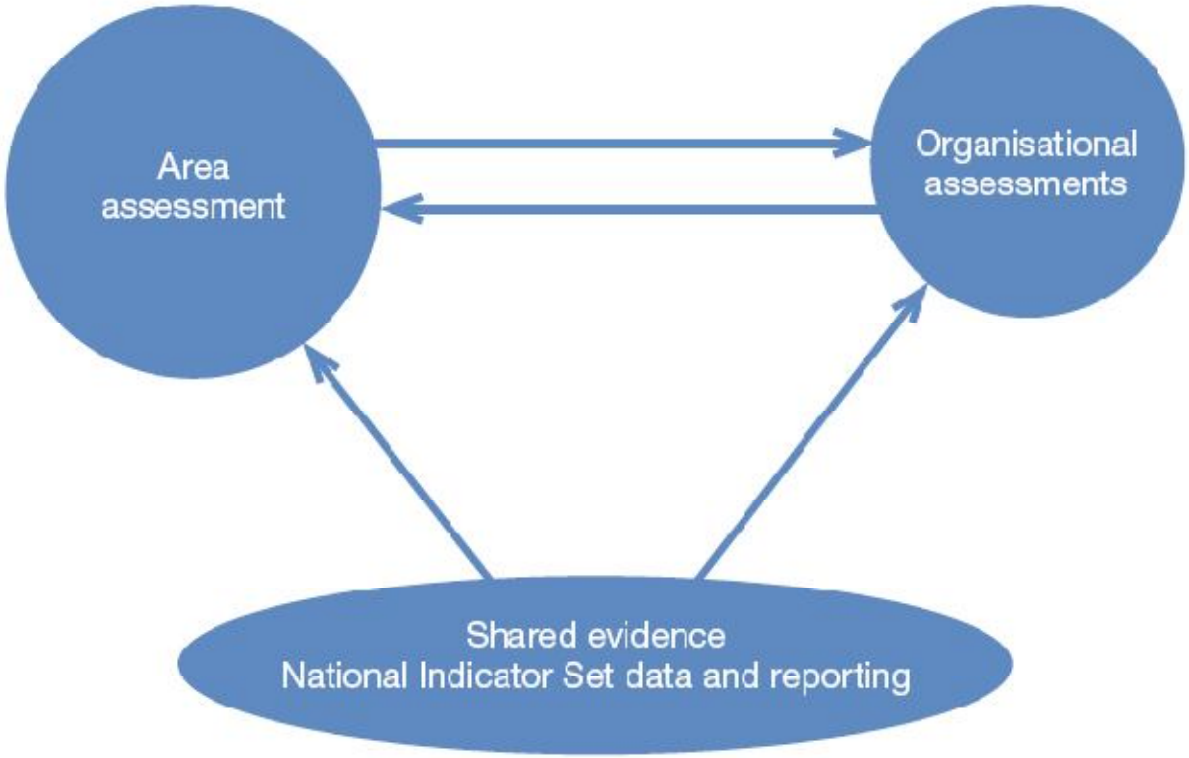
The CAA framework



- **Area assessments**
  - looking at how well public services are delivering against local priorities in individual areas

- **Organisational assessments**
  - looking at the effectiveness of individual public service providers

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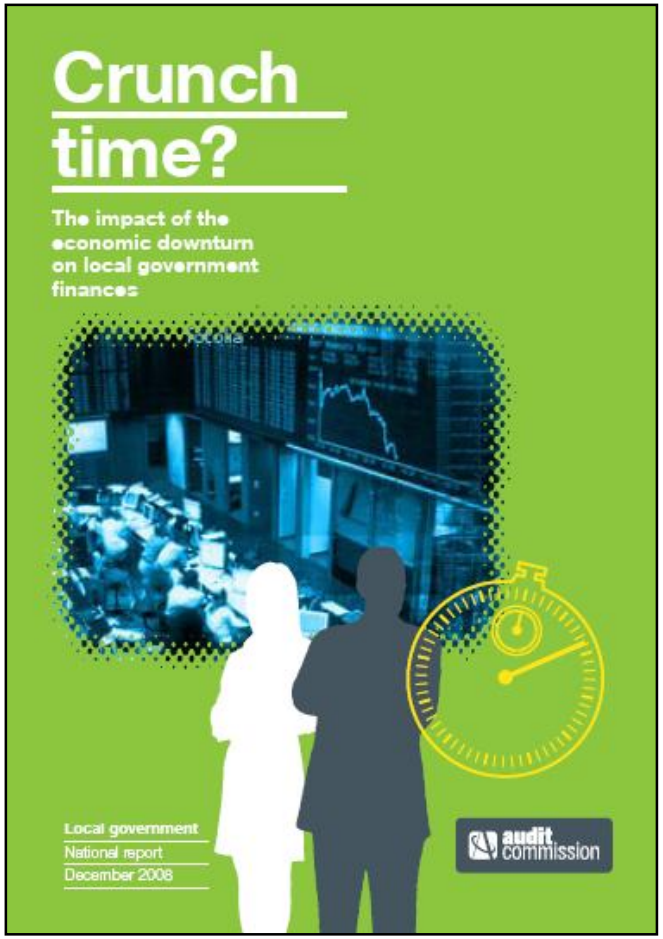
Responding to the current economic climate



- The impact on council finances is real

But councils are coping well:

- Many anticipated pressures
- Effective action is being taken to cut costs

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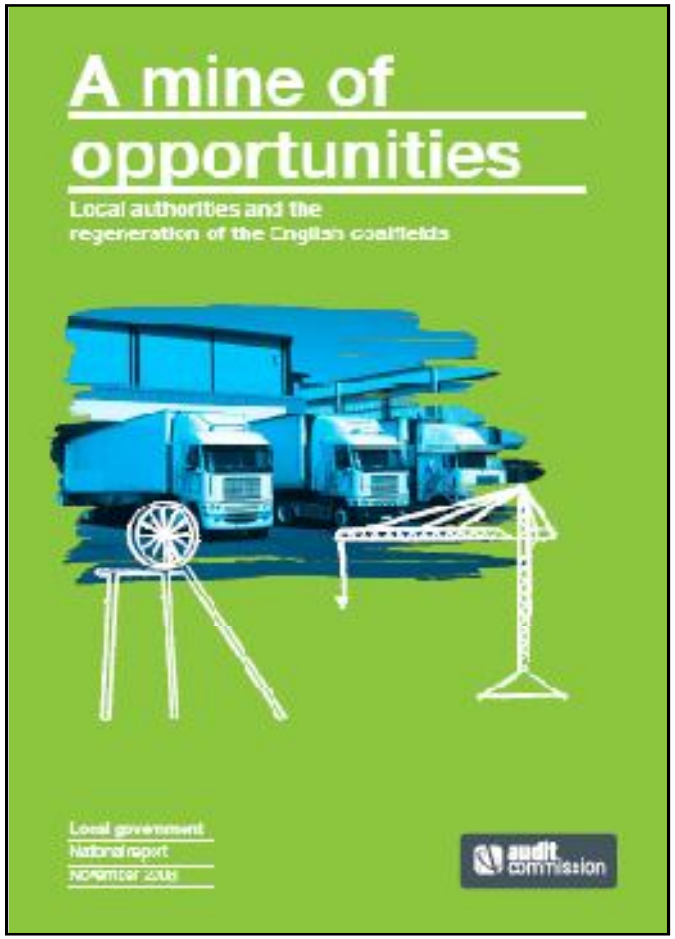
A mine of opportunities: cooperating for growth



- Cross border partnership was crucial in overcoming economic disadvantage
- Acceptance that jobs could be replaced outside of area borders, and promotion of outward commuting

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The right time for an assessment framework that:

- focuses on the priorities in each individual area
- takes a flexible and responsive approach to changing circumstances
- reduces the burden of inspection on public service providers
- focuses on outcomes – especially for disadvantaged and vulnerable groups

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