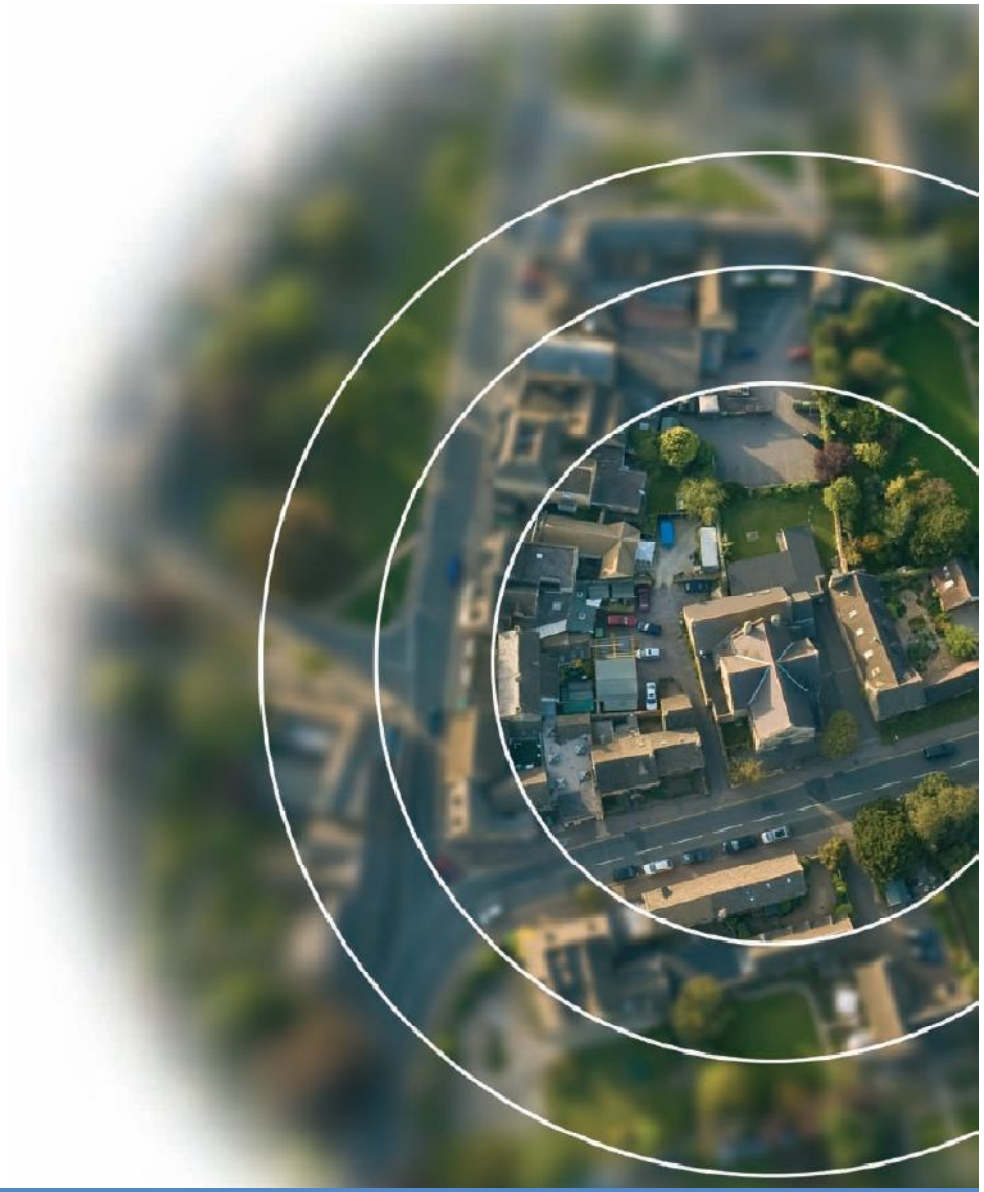
The CAA framework



Comprehensive Area Assessment

audit commission

Commission for Social Care Inspection csci Making Social Care Better for People

Healthcare Commission

HMIC

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What is CAA?

- Catalyst for improvement: 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

Outcome focus

- "How well are people being served by local public services?" not just "How good is the council?"
- "What are the prospects for better outcomes?" not just "How good was performance last year?"
- Therefore, CAA:
  - is a joint effort across the local public service inspectorates
  - has at its heart a new area assessment, linked to the revised assessments of local public bodies and services
  - reports performance on the new National Indicator Set with a particular focus on Local Area Agreement priorities in each place
  - responds flexibly to changing circumstances, such as the economic downturn
  - retains a focus on services for vulnerable people everywhere

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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

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 others may learn from
- Red flags will be able to be formally challenged but the absence of ‘green flags’ will not
- Where relevant we will link area assessment flags to individual organisational assessments

Organisational assessments for councils

- **Value for money:** How well is the council managing its finances, assets and natural resources?

Audit Commission use of resources assessment

- **Managing performance:** How well is the council delivering sustainable improvements in its priority services? Does it have the leadership, capacity and capability it needs to deliver future improvements?

Joint inspectorate assessment

Scored on a scale from 1 to 4

How we will carry out CAA

- Audit Commission CAA Leads co-ordinate local assessments, working with colleagues from other inspectorates
- Less reliance on rolling programmes of major inspections – using the information used already
- Shared evidence and analysis across the inspectorates
- Increased account of service user, resident and third sector views
- Involvement of peers and experts by experience
- Quarterly feedback dealing with issues as they arise

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Assessing the quality of life where you live

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Your local area

Welcome to Comprehensive Area Assessment (CAA)

Comprehensive Area Assessment (CAA), brings together the expertise and knowledge of seven inspection bodies to give an independent and accurate view of the quality of local services across England.

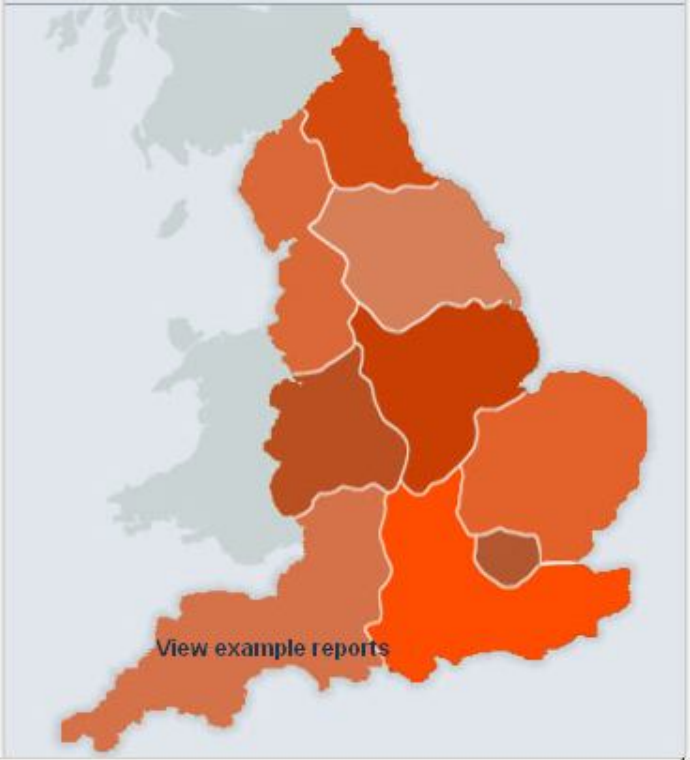
CAA provides clear and impartial information on how well your local council, health, education, police and emergency services are performing — and how they compare with services in other parts of England.

Find out more about CAA.

Your views matter

Your views are an important part of our assessments; after all, it is your money that is being spent and your quality of life that is affected. You can give us feedback on this site or your local area.

Please select the region of England that you are interested in



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Barshire

- Quality of life in Barshire - the area assessment in detail
- Improvement activity
- Search by theme
- Best performers for this theme
- 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
- How to get involved?

Search for another area

Barshire Find

Barshire, in summary

This assessment sets out how your local public services are working together to tackle the major issues facing the people of Barshire. Where we use a red flag this is to highlight where something more or different needs to happen to ensure that the most important challenges in Barshire are delivered. Where we use a green flag, this means that public bodies are achieving exceptional outcomes in priority areas, or something innovative, and that others can learn from.

Where different action is needed to deliver desired improvements	Local innovation and excellence in Barshire
Providing choice in social care Educational attainment Reducing unemployment and worklessness, and improving skills	Improving the environment and housing through energy efficient homes

Find out about what's being done in response to these flags

Over a million people live in the county of Barshire. There are six districts, with big differences in the quality of services provided by their district councils and varying levels of health, wealth and safety. Most people are satisfied with living in Barshire, 73 per cent compared to 64 per cent in similar areas and 62 per cent nationally. Noticeable

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Coordinating inspection

- A gatekeeper for each major public body to coordinate inspection, ensure it is proportionate to risk and manage the overall impact on the body
- Publish inspection plan for each organisation and area
- Overall inspection volume down by one third from 2003/04 baseline
- Rolling programmes of inspection restricted to inherently high risk services
- Shorter notice periods for some types of inspection to reduce the burden