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Care Quality Commission

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Comprehensive Area Assessment

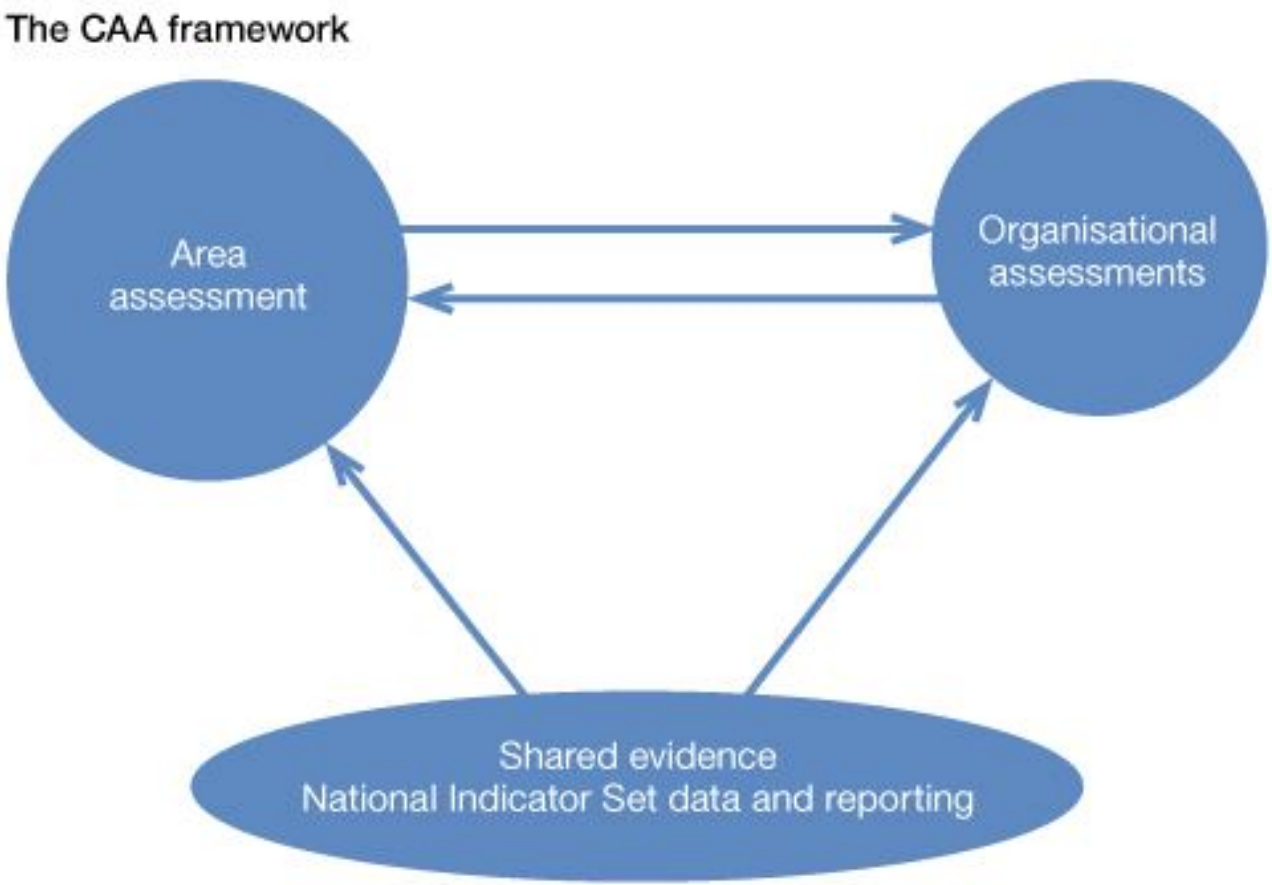
and Community Consultation

Headlines

Five key CAA characteristics:

1. It assesses what makes a real difference to people's lives
2. It looks at how public services work together – as well as individual organisational performance
3. It focuses on local, as well as national, priorities
4. It provides robust, but proportionate, assessment of local services
5. We will report our assessments directly to the public in straightforward language

How will CAA work?



Area assessment

Forward looking, focused on outcomes and local priorities

Answers three questions:

1. How well do local priorities express community needs and aspirations?

2. How well are the outcomes and improvements needed being delivered?

3. **What are the prospects for improvement?**

Organisational assessment

- These assessments inform (and are informed by) the area assessment
- Different public services will continue to be assessed by the relevant inspectorate – these join up to form the area assessment
- Focus on the contribution local bodies make to improving outcomes, as well as individual performance and value for money

Evidence & working together

- CAA will consider:
  - **Local performance management information, including that used for monitoring performance against Local Area Agreements and Sustainable Community Strategies**
  - **Performance against 188 national indicators (National Indicator Set (NIS))**
  - **Evidence from inspection and audit**
  - **Information from government offices and other agencies**
  - **Views of local people, the third sector and local businesses**
- Providing the evidence for a shared judgment by inspectors working together

Evidence of citizen experience

- Intelligence gathered and used by councils and their partners
- National surveys (e.g. place survey)
- Results of user-focused inspections
- Caseload analysis from LG Ombudsman
- Caseload analysis from CAB
- Views of MPs

Reporting CAA

- Annual public reporting (in late November)
- Consumer-oriented look and feel to CAA, with more accessible public name
- Website will be main communication tool, with plain English summaries of each assessment
- Will also provide non web-based reporting
- Green flags will help share good practice
- LSPs and other local bodies will be given regular updates on emerging judgements

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Website

Your local area
Assessing the quality of life where you live

Home | Search | News | About CAA

You are here: Home

Your local area

Welcome to Comprehensive Area Assessn

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

CAA provides clear and impartial information on how local council, health, children's services, police and er services are performing — and how they compare wit other parts of England.

Find out more about CAA.

Your views matter

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

Click on the map or search for your area or postc

Barshire | Find

Demonstration site, Indicative only

Comprehensive Area Assessment

Your local area
Assessing the quality of life where you live

Home | Search | News | About CAA | Methodology | National Reports | Contact us / provide feedback

You are here: Home > Your Local Area > Barshire

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

Demonstration site, Indicative only

Barshire, at a glance

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 addressed. 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	

Barshire is a large county with a population of just over 1 million. Since 2005 the Barshire economy has been improving, though the recession is starting to bite. The county is split into three quite distinct areas, the main town and the relatively affluent built-up districts around it; deprived towns and villages in the south and east of the county still affected by the collapse of the coal industry; and the prosperous market towns and villages of the mainly rural north and west.
There are six districts in Barshire, but there are big differences in the quality of services provided by their district councils. Demands on public services are higher in the more deprived districts which can be found mainly in the south of the county. In these areas, school results and health are poorer, and there's more crime there. Numbers of older residents are growing across the county.
Barshire's public services have agreed the following five major challenges that they need to tackle:

- Supporting communities to be healthy and well cared-for;

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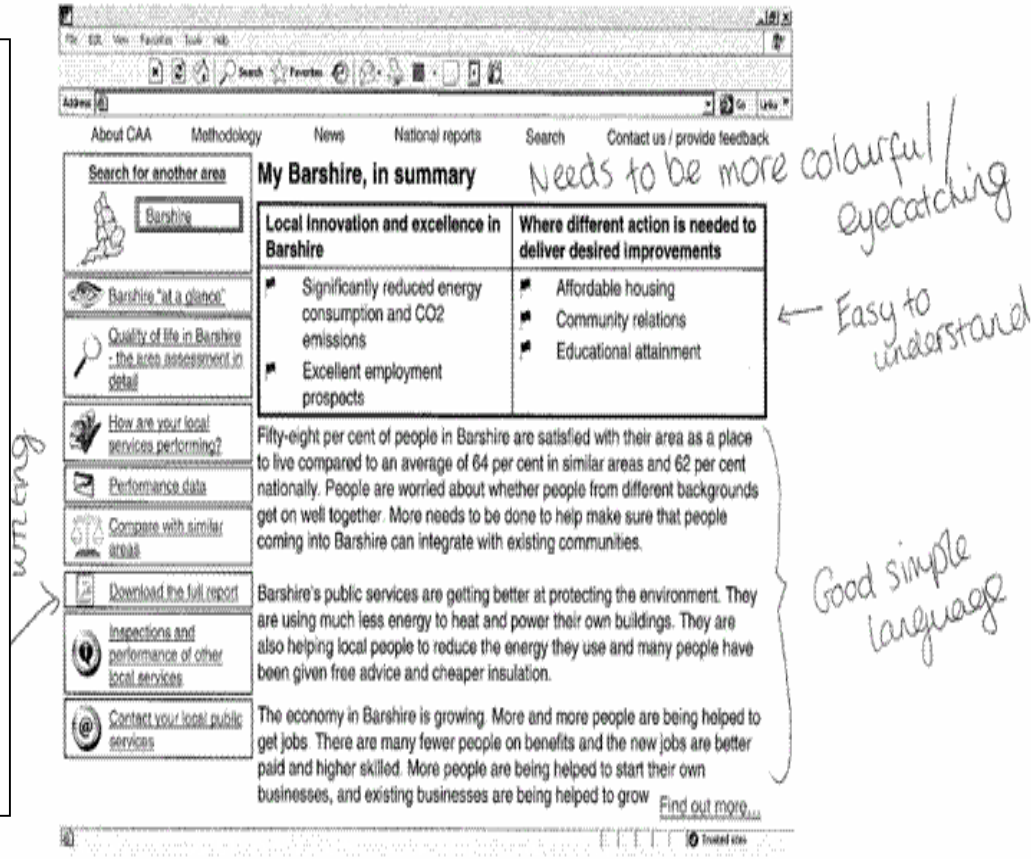
We have listened to key audiences...

Local Public Services	Government Departments	Citizens and Users

…and tested our proposals with citizens

- Positive about direction
- Web-tool well received
- Improvements
  - Look/feel of website
  - Structure
  - Language/jargon
  - Feedback
  - Non-web reporting



CAA and community consultation

- We will ask the council and its partners:
  - how well do you understand your diverse communities and how they are changing?
  - how well do you engage with, involve and empower local people (including through the third sector)?
  - are local people and community groups involved in shaping local priorities?
  - do local leaders agree priorities that take account of the diverse needs and aspirations of stakeholders, and balance long and short term needs?

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Comprehensive Area Assessment

A new way of assessing local public services