Increasing transparency and public accountability in local public services

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Chair – Audit Commission

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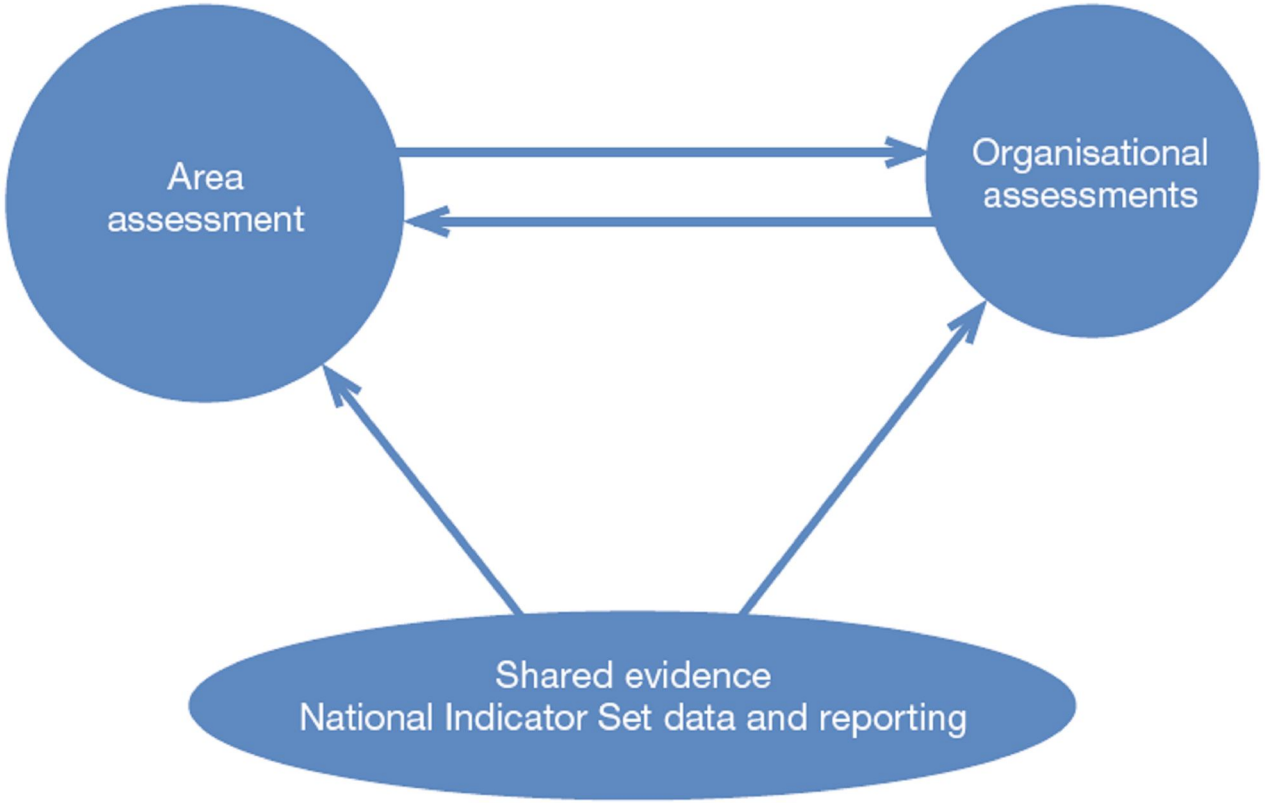
CAA recognises the need for local flexibility…



focusing on progress of local bodies against priorities of the individual area.

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oneplace

An independent guide to the performance of public services in your area

Search for enter text... in All regions All areas Search

eg. knife crime, children

Directgov

Home | About the site | Information by area | Information by organisation | Performance indicators

New to this site?

Welcome to oneplace.

This site is unique in that it brings together information from the main government inspectorates into one site.

- Providing independent information about local areas and organisations
- Empowering people to hold their local organisations to account

About the site

Information by area

Click on a region on the map or enter a postcode or area name in the search box

1 North East
2 North West
3 Yorkshire & Humberside
4 East Midlands
5 West Midlands
6 East
7 South East
8 South West
9 London

Information by organisation

Use the dropdown boxes to find a local organisation or public service provider

Yorks & Humberside

All areas

All local services

Search

Know which organisation you're looking for?

enter name...

Latest release

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- Bradford City Council
- Organisational assessment

Most viewed

- Bradford area assessment
- Lorem area assessment
- Another area assessment

Trusted sites

Transparency in decision making may help improve public trust in professionals.

Latest figures from MORI suggest there is still work to be done:

Public sector group	Percentage of the public that trust each group to tell the truth
Politicians	21%
Government ministers	24%
Civil servants	48%
Teachers	87%
Doctors	92%

Source: Ipsos MORI Trust in professionals 2008

and transparency is a prerequisite to accountability…

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The experience of South Tyneside paints a positive picture…

Service area	Satisfaction level 2003/04	Satisfaction level 2006/07
Overall service provided by authority	**56%**	**61%**
Cleanliness standards	51%	72%
Provision of public transport information	47%	63%
Sports/leisure facilities	62%	68%
Libraries	73%	82%
Museums/galleries	57%	68%
Theatres/concert halls	57%	57%
Parks and open spaces	71%	77%

Source: South Tyneside Council

demonstrating that public satisfaction with services can increase

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