



Policy and Overview Committee

8th July 2009

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Comprehensive Area Assessment

A new way of assessing local public services



Cover

- A little bit of looking back
- Principles behind CAA
- CAA the framework
 - Area assessment
 - Organisational assessment
- CAA and Policy and Overview Committee
- Questions



Audit Commission

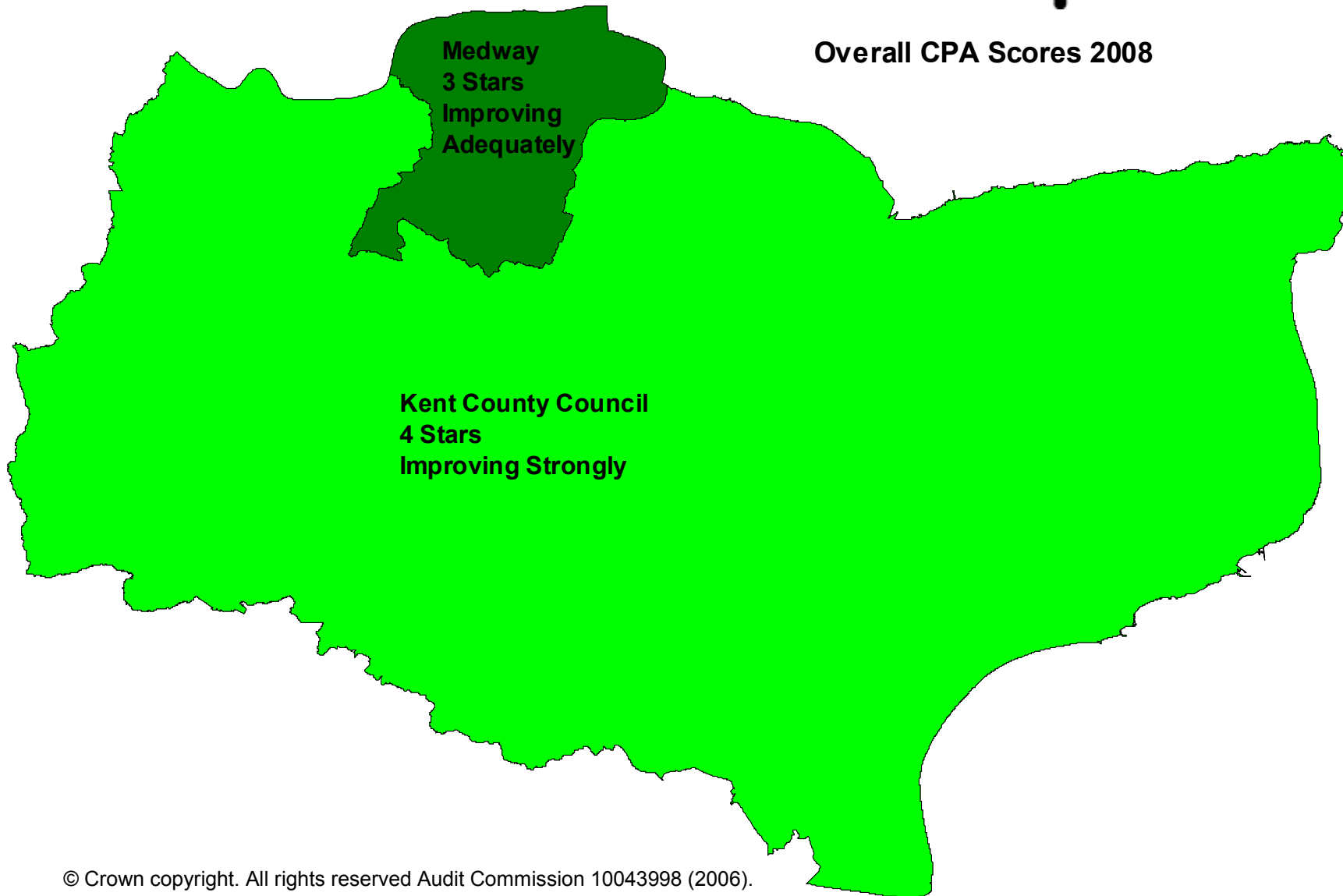
- Provide assurance public money spent wisely to achieve high quality local services for the public
- Our work covers local government, health, housing, community safety and fire and rescue services
- It's not just about the Audit Commission

...looking back





Overall CPA Scores 2008

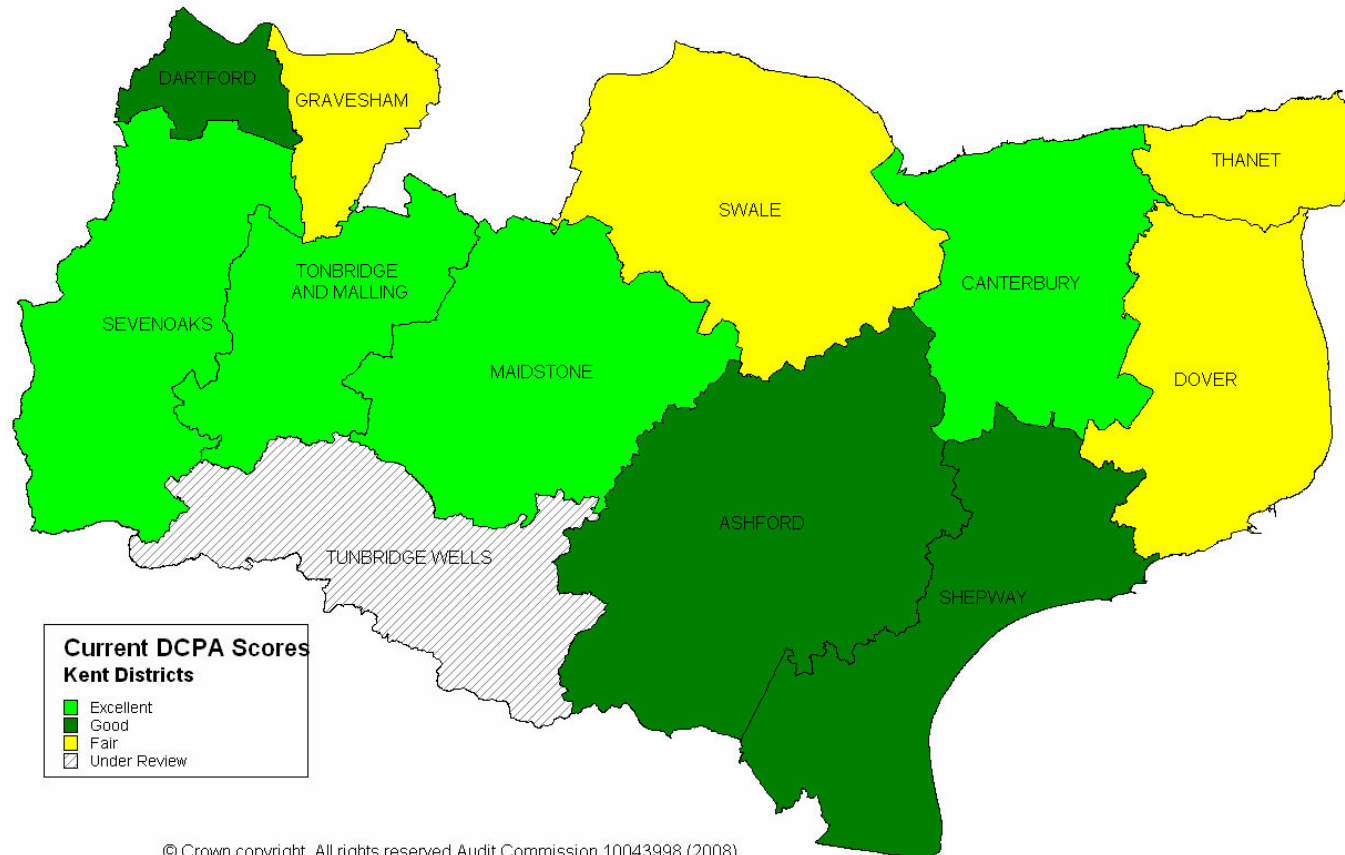




Care Quality Commission



Ofsted
raising standards
improving lives



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What's driving CAA?

“If we carry on measuring what we're measuring, we're going to carry on getting what we've got”

- Public sector organisations are performing better...
 - But intransigent issues still exist
 - Gap between assessed performance and citizen perceptions
 - Delivery landscape is changing
-



Underlying principles of CAA

- Interested in people:

**“How well are people served by their local public services...
...and not just how good public sector organisations are”**

Five key CAA facts:

1. It assesses what makes a real difference to people
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

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](#)

Tips on using the site

There's a lot of information in this site - covering different aspects of local areas and the organisations that operate there. Visit our 'tips' page to help you make the most of your time.

[Tips on using 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



enter area or postcode...

Search

example: BD17 or Bradford

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...

Search

example: Alesbury Vale District Council or North Bradford Primarycare Trust

Latest release

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- [Bradford City Council](#)
- [Organisational assessment](#)

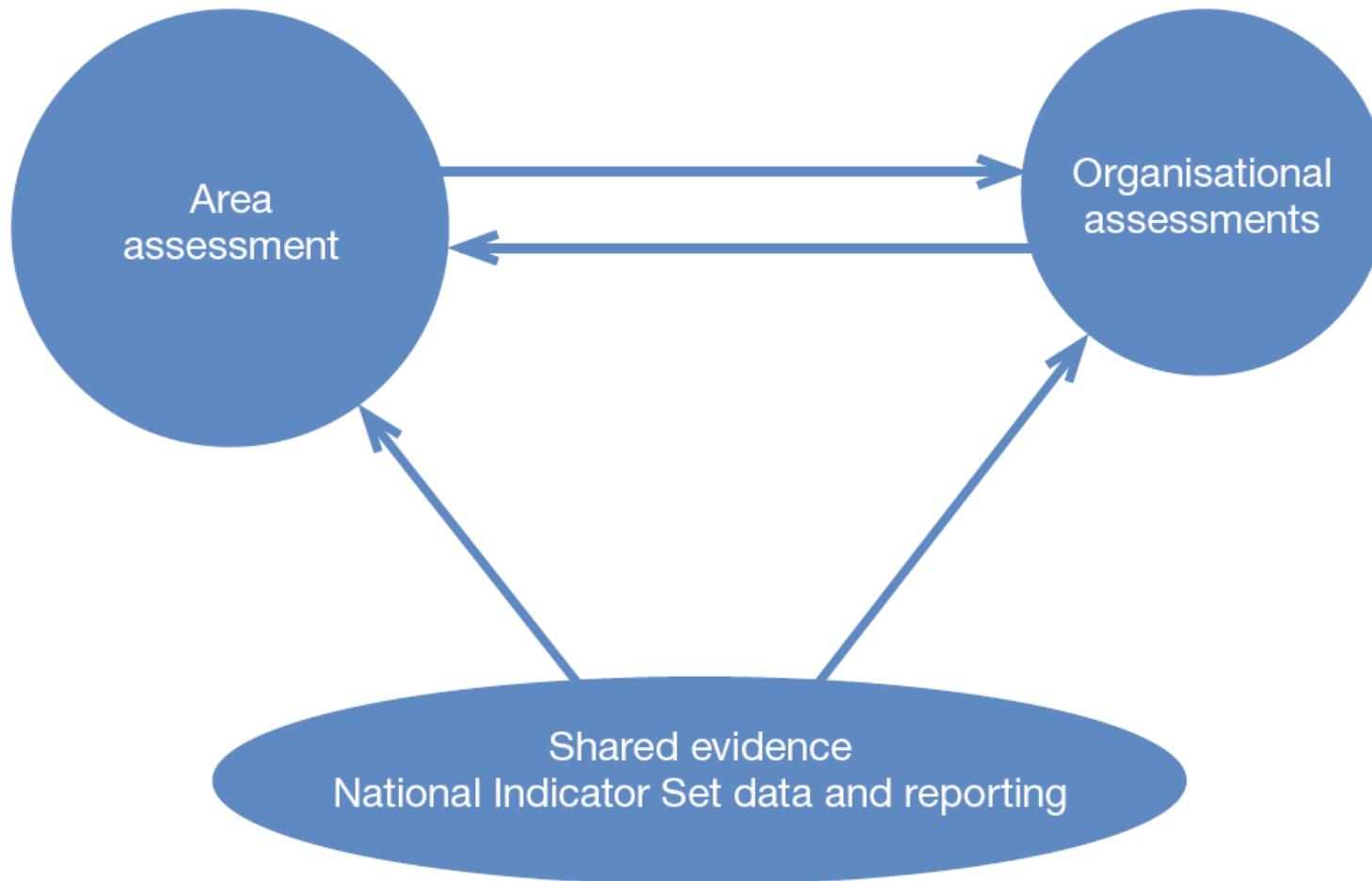
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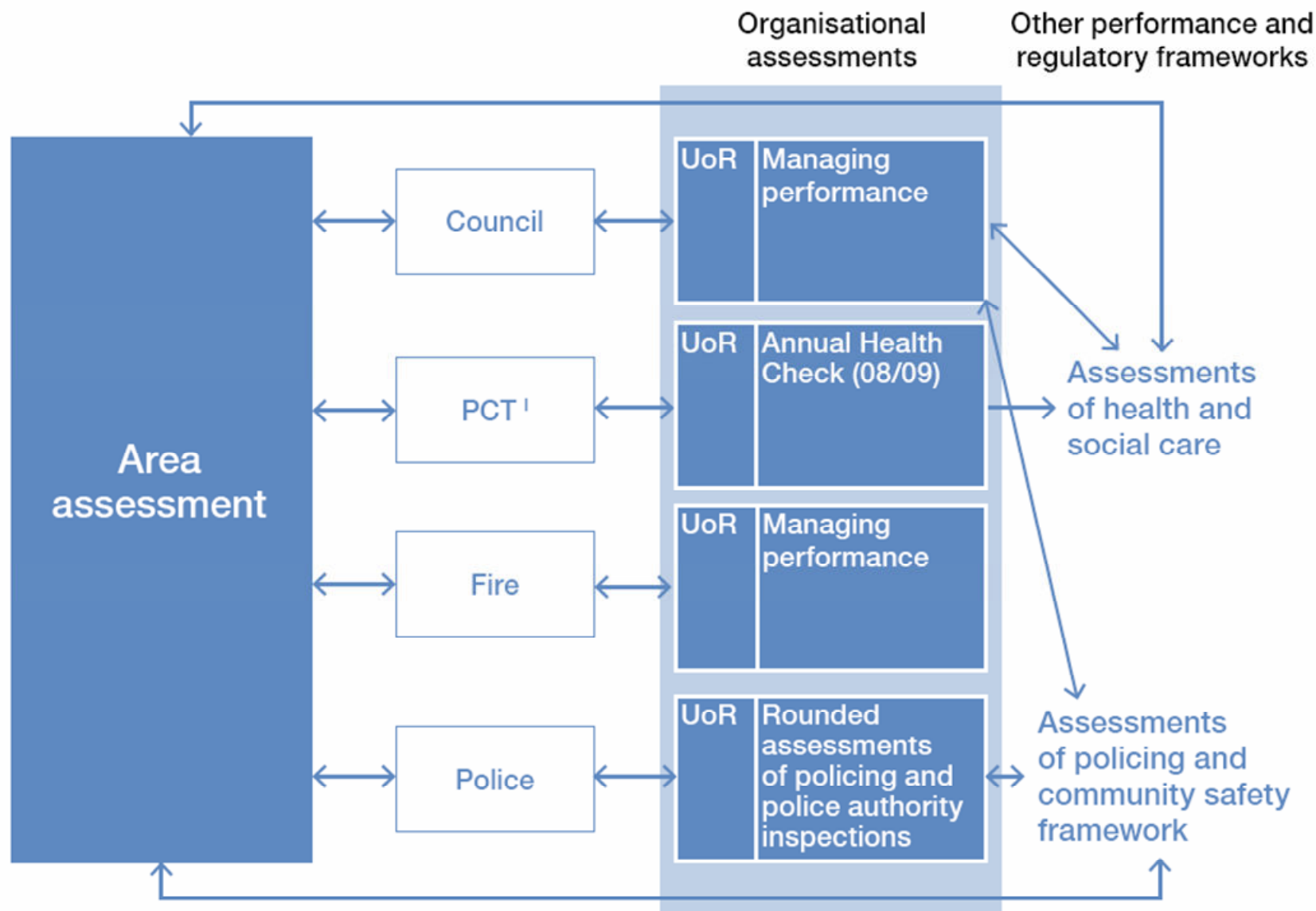


The CAA framework





How CAA will align to other performance frameworks





Area Assessment *(joint inspectorate)*

- **Will focus on 3 overarching 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?**



Green 'flags' will signal exceptional performance, improvement or innovation



Red 'flags' will signal significant concerns about future outcomes

sustainability, inequality, vulnerable people and value for money

...linked to organisational assessments



We are following your agenda

Vision for Kent



Kent people in partnership for a better tomorrow



Local Area Agreement targets

Theme	KA2 Indicators
Economic Success	<p>NI 163 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher</p> <p>NI 171 New business registration rate</p> <p>NI 152 Working age people on out of work benefits</p> <p>NI 188 Planning to Adapt to Climate Change</p>
Learning For Everyone	<p>NI 161 Learners achieving a Level 1 qualification in literacy</p> <p>NI 162 Learners achieving an Entry Level 3 qualification in numeracy</p> <p>NI 117 16-18 year olds who are not in education, employment or training (NEET)</p>
Improved Health, Care & Wellbeing	<p>NI 120 All-age all cause mortality rate (All persons)</p> <p>NI 55 Obesity in primary school age children in Reception</p> <p>NI 39 Rate of Hospital Admissions per 100,000 for Alcohol Related Harm</p> <p>NI 40 Number of drug users recorded as being in effective treatment</p> <p>NI 125 Achieving independence for older people through rehabilitation/intermediate care</p> <p>NI 51 Effectiveness of child and adolescent mental health (CAMHS) services</p>
Environmental Excellence	<p>NI 189 Flood and coastal erosion risk management</p> <p>NI 186 Per capita CO2 emissions in the LA area</p> <p>NI 191 Residual household waste per household</p> <p>NI 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented</p>
Stronger & Safer Communities	<p>NI 195 Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)</p> <p>NI 15 Serious Violent Crime Rate</p> <p>NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police</p> <p>NI 111 First time entrants to the Youth Justice System aged 10-17</p> <p>NI 32 Repeat incidents of domestic abuse</p> <p>NI 3 Civic participation in the local area</p> <p>NI 6 Participation in regular volunteering</p>
Enjoying Life	<p>NI 11 Engagement in the Arts</p> <p>NI 8 Adult participation in sport and active recreation</p> <p>NI 110 Young people's participation in positive activities</p>
Keeping Kent Moving	<p>NI 198 Children travelling to school – mode of travel usually used</p> <p>NI 175 Access to services and facilities by public transport, walking and cycling</p> <p>NI 47 People killed or seriously injured in road traffic accidents</p>
High Quality Homes	<p>NI 159 Supply of ready to develop housing sites</p> <p>NI 187 Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating</p> <p>NI 154 Net additional homes provided</p> <p>NI 155 Number of affordable homes delivered (gross)</p> <p>NI 141 Percentage of vulnerable people achieving independent living</p>



Summary of areas of focus for reporting this year

- Preparing for and meeting the needs of Kent's ageing population
- Tackling skills deficit and gaps in educational attainment
- Meeting the housing needs of Kent's People
- Responding to the impact of economic climate
- Tackling health inequalities
- Reducing traffic congestion
- Actions to mitigate against / adapt to impact of climate change
- Access to services, particularly health
- Tackling the most deprived areas / communities
- How well met are the needs of vulnerable groups - learning disabilities
- Role of community / voluntary sector

Report on because important to local people (from Place Survey) :

- Community safety
- Quality of local environment - clean streets and parks
- Quality of road and pavements

Area Assessment over time

- What is the concern?
- How bad is it?
- How big is it?
- Is it getting better? Will it get better?
- What will help it get better?

Later years...

- Has it got better?
- What's new?
- What's changed?



...Year 1 will be an initial take



Organisational assessment for Kent CC

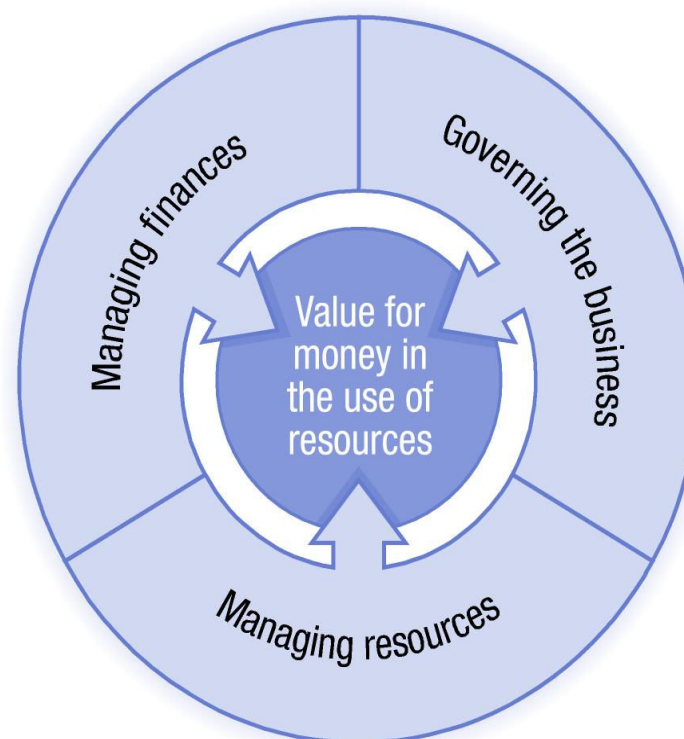
One overall score, derived from two elements, covering four themes in total

VFM score Scored (1 to 4)	Managing Performance Scored (1 to 4)
Themes	Themes
Managing finances Governing the business Managing resources	Managing Performance <i>(Joint inspectorate)</i>



Use of resources assessment framework

- Considers how well organisations are managing and using their resources to deliver value for money and better and sustainable outcomes for local people.
- Three themes resulting in an overall judgement on value for money in the use of resources.
- Scored on 1 – 4 scale.





Managing performance

Question 1

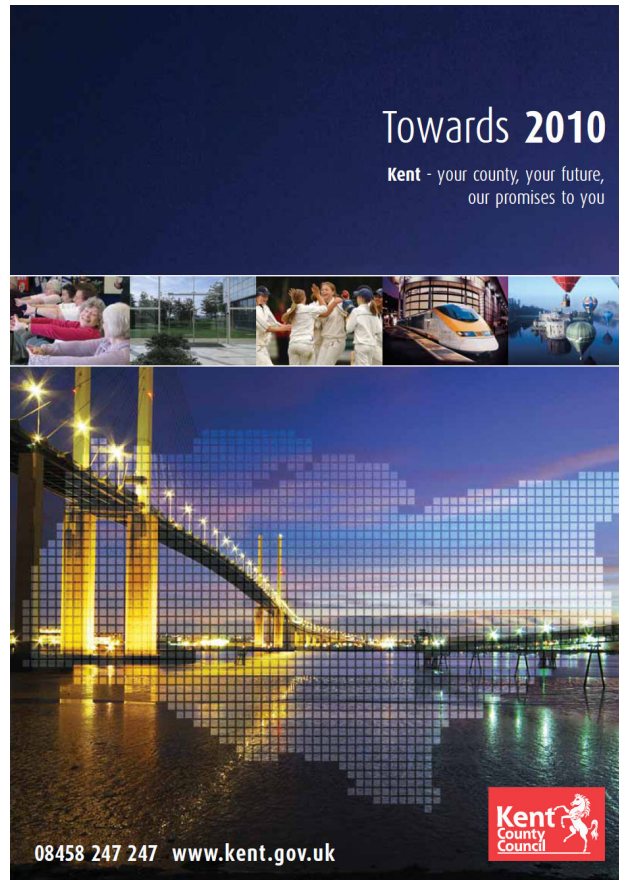
- How well is the organisation delivering its priority services, outcomes and improvements that are important to local people?
 - Identifying and delivering priority services and outcomes
 - Improving the services and outcomes for which it is responsible
 - Contributing to improving wider community outcomes
 - Tackling inequality and improving outcomes for people in vulnerable circumstances

Question 2

- Does it have the leadership, capacity and capability it needs to deliver future improvements?





Identifying and delivering priority service and outcomes



- **Economic success** – opportunities for all
- **Learning for everyone**
- **Preparing for employment**
- **Enjoying life**
- **Keeping Kent moving**
- **Environmental excellence and high quality homes**
- **Improved health, care and well-being**
 - Staying healthy
 - Independent living
- **Stronger and safer communities**
- **Continued improvements in services while keeping council tax down**



Policy and Overview committee – Questions?

- No prescription on how councillors should get involved
 - Will do as part of your work with partners, peer work...
- What role do you think POC could have?
 - How do you think you should be engaged as part of CAA?
 - Could your work programme inform us?...duty to involve?
 - How could we pick up your perspective on challenges and improvement?
- Do you think our areas of focus for year 1 are about right?
 - Any potential  areas, or  areas from your perspective?