

## **CORPORATE IMPROVEMENT BOARD**

**Venue: Town Hall, Moorgate  
Street, Rotherham.**

**Date: Monday, 8 September 2008**

**Time: 10.00 a.m.**

### **A G E N D A**

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Minutes of the previous meeting held on 7th July, 2008 (herewith) (Pages 1 - 3)
4. Matters Arising.
5. National Indicator Set (report herewith) (Pages 4 - 10)
6. Consultation Paper - Joint Consultation Comprehensive Area Assessment (report herewith) (Pages 11 - 25)
7. CPA Direction of Travel Statement 2008 (report herewith) (Pages 26 - 34)
8. Data Quality Arrangements (Lorna Kelly to report)

**CORPORATE IMPROVEMENT BOARD**  
**Monday, 7th July, 2008**

Present:- Councillor Sharman (in the Chair) and Councillor S. Wright.

Apologies for absence were received from Councillors Austen, Whelbourn and Wyatt.

**7. MINUTES OF THE PREVIOUS MEETING HELD ON 2ND JUNE, 2008**

Resolved:- That the minutes of the meeting held on 2nd June, 2008 be approved as a correct record.

**8. CUSTOMER ACCESS STRATEGY**

Further to Minute No. 5(3) of the meeting of this Board held on 2nd June, 2008, Mark Evans, Customer Services Client Manager, presented briefly the submitted report relating to the above which had been endorsed by Corporate Management Team at its meeting on 9th June, 2008, approved by Cabinet at its meeting on 25th June, 2008 and supported by Performance and Scrutiny Overview Committee at its meeting on 27th June, 2008.

The report introduced the refreshed Customer Access Strategy that had been updated to cover the period 2008-2011.

Members were informed that the Council adopted its first Customer Access Strategy in 2005. To ensure that the Strategy remained appropriate going forward, the Council made a commitment within its 2007/08 Year Ahead Statement to carry out a review of the Strategy.

At the same time the ICT Strategy had also been refreshed and both documents had been developed concurrently to ensure that there was a co-ordinated and strategic approach to delivery.

Delivering the overall vision of the Customer Access Strategy had been built around five strategic objectives. These were:-

- Strategic Objective 1 Improving the customer experience – Using customer information to shape service delivery around our customers needs so that they are delivered responsively, accurately and cost effectively.
- Strategic Objective 2 Refocusing our priorities - Ensuring that we are an efficient and effective Council. One that continually reviews its processes and technological requirements to deliver cost efficient quality services in a timely manner that are appropriate to our customers needs.

- Strategic Objective 3 Joined-up service delivery - Proactively seeking out opportunities to work collaboratively with our partners to improve continually access to information and services provided to our customers.
- Strategic Objective 4 Marketing and promoting ways to access our services - Encouraging self service where this is appropriate, for those who are able to contact the Council in this way, and publishing our achievements.
- Strategic Objective 5 Learning, development and training - Providing empowered, well-trained, professional and knowledgeable staff to support the delivery of services and assist customers to be confident and competent users of ICT based access.

Delivery of significant elements of this Strategy would be supported by the refreshed ICT Strategy which would be funded from the existing ICT Capital Programme and existing Council budgets. Any additional funding for the Customer Access Strategy would be identified in the implementation plan and individual business cases developed as appropriate.

The Board considered the Customer Access Strategy in detail and discussed the feasibility of delivering and developing processes for the giving of any amendments to details.

Discussion and a question and answer session ensued and the following issues were covered:-

- awareness of Streetpride Champions, access to them and testing out of the access arrangements, and level of work emanating from contact with Streetpride Champions
- value for money of Streetpride Champions
- promotion of the community newspaper
- co-ordinated approach to deal with the customer at the first point of contact

Resolved:- That the Customer Access Strategy 2008/2011 be supported.

## **9. LOCAL AREA AGREEMENT**

Further to Minute No. 2 of the meeting of this Board held on 2nd June, 2008, Vince Roberts, Rotherham Partnership Manager, updated the meeting on the latest position relating to the above indicating that the associated report had been agreed by Cabinet in May, 2008 and approved by Council at its meeting on 4th June, 2008.

Vince outlined the monitoring arrangements and indicated that progress reports would be submitted to this Board every couple of months.

## 10. COMMISSIONING FRAMEWORK

Further to Minute No. 3(2) of the meeting of this Board held on 2nd June, 2008, Julie Slatter, Head of Policy and Performance, gave a presentation entitled "Commissioning Framework – Possible Next Steps".

The presentation covered :-

- Background
- Use of Resources 2008/09
- Creating Strong, Safe and Prosperous Communities
- Commissioning Principles
- Principles
- Possible Next Steps
- How to Progress

Discussion and a question and answer session ensued and the following issues were covered :-

- how area assemblies fit into the process
- partnership working and governance arrangements
- motivation of staff/services to commission differently
- incentives to programme areas

Resolved:- That the information be noted and further progress reports be awaited.

## 11. NEXT MEETING

Resolved:- That the next meeting be held on Monday, 8th September, 2008 at 10.00 a.m.

**Appendix A - National Indicator Set**

NI No	Definition of indicator	Which Directorate will report on the NI	NI Manager	Are mechanisms in place to report the NI in Qtr 1?	If not please advise when data and mechanisms will be available	Comments	Is this included in Corporate Plan & under what theme
1	% of people who believe people from different backgrounds get on well together in their local area	Chief Executive's via Place Survey	Zafar Saleem	No	Feb 09 when Place Survey results are available		Yes - Proud
2	% of people who feel that they belong to their neighbourhood	Chief Executive's via Place Survey	NAS?	No	Feb 09 when Place Survey results are available		
3	Civic participation in the local area	NAS	Jan Leyland	No	Annual Place Survey results in 4th quarter.		Yes - Proud
4	% of people who feel they can influence decisions in their locality	Chief Executive's Should be NAS lead	Tracy Holmes/Jan Leyland	No	Annual Place Survey results in 4th quarter.		Yes - Proud
5	Overall/general satisfaction with local area	Chief Executive's via Place Survey	All Directorates		Feb 09 when Place Survey results are available		Yes - Proud
6	Participation in regular volunteering	VAR via Chief Executive's	Chris Dayson				
7	Environment for a thriving third sector	Chief Executive's	Miles Compton?			changed from EDS	Yes - Proud
8	Adult participation in sport	EDS	Steve Hallsworth	No	Date cannot be confirmed	PI's NI 8 - NI 11 are new PI's. They will be measured via responses to new questions added to the Sport England / MORI Active People Survey from April 2008. The annual outturns will be reported after March 2009.	Yes - Alive
9	Use of public libraries	EDS	Elenore Fisher	No	Date cannot be confirmed	These are new PI's. Initial outturns will provide baseline data	Yes - Alive
10	Visits to museums or galleries	EDS	Elenore Fisher	No	Date cannot be confirmed		Yes - Alive
11	Engagement in the arts	EDS	Elenore Fisher	No	Date cannot be confirmed		Yes - Alive
12	Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity	NAS	Mark Ford	No	To commence 2009/10	PI Deputy Manager/Co-ordinator, Lewis Coates	
13	Migrants English language skills and knowledge	CYPS	Helen Shaw	Yes		Definition is adult learning not equalities so CYPS state this is in their remit	
14	Avoidable contact: The average number of customer contacts per resolved request	All Directorates	Mark Evans				Yes - Proud
15	Serious violent crime rate	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
16	Serious acquisitive crime rate	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
17	Perceptions of anti-social behaviour	NAS	Mark Ford/SYP CI Jason Harwin Jason.Harwin@southyorks.pnn.police.uk	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
18	Adult re-offending rates for those under probation supervision	NAS	Jenny Naylor Jenny.Naylor@southyorkshire.probat ongsi.gov.uk 01142766911	No	6 month time delay in provision of info, 1st Quarter available October 08	PI Deputy Manager / Co ordinator SRP-Robin Walker	
19	Rate of proven re-offending by young offenders	CYPS	Simon Perry	No	3rd Quarter	PI Deputy Manager / Co ordinator SRP-Robin Walker	
20	Assault with injury crime rate	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	NAS	Mark Ford/SYP CI Jason Harwin Jason.Harwin@southyorks.pnn.police.uk 01142202020	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
22	Perceptions of parents taking responsibility for the behaviour of their children in the area	CYPS	All Directorates CYPS Cath Ratcliffe NAS SRP-Robin Walker	No	Annual Place Survey results in 4th quarter.	CYPS state this is in their remit but not reported by them at moment	
23	Perceptions that people in the area treat one another with respect and consideration	Chief Executive's via Place Survey	All partners to have responsibility to improve this PI	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
24	Satisfaction with the way the police and local council dealt with anti-social behaviour	NAS	Mark Ford/SYP CI Jason Harwin Jason.Harwin@southyorks.pnn.police.uk 01142202020	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour	NAS	Mark Ford/SYP CI Jason Harwin Jason.Harwin@southyorks.pnn.police.uk 01142202020	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
26	Specialist support to victims of a serious sexual offence	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	Yes	Possible issues with data	PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe

**Appendix A - National Indicator Set**

NI No	Definition of indicator	Which Directorate will report on the NI	NI Manager	Are mechanisms in place to report the NI in Qtr 1?	If not please advise when data and mechanisms will be available	Comments	Is this included in Corporate Plan & under what theme
27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	NAS	Mark Ford/SYP CI Jason Harwin Jason.Harwin@southyorks.pnn.police.uk	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
28	Knife crime rate	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	No	Not available. To be confirmed.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
29	Gun crime rate	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	No	Not available. To be confirmed.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
30	Re-offending rate of prolific and priority offenders	NAS	Terry Mann Terry.Mann@southyorks.pnn.police.uk 01142202020	?	SY Police do not have the capacity to begin to measure it. Probation would also struggle to provide the figures.	PI Deputy Manager / Co ordinator SRP-Robin Walker	
31	Re-offending rate of registered sex offenders	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020		Deleted in NI set		
32	Repeat incidents of domestic violence	NAS	Mark Ford	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
33	Arson incidents	NAS	Gordon Charlesworth / Nicola Smith nsmith@syfire.org.uk 01142532282	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	
34	Domestic violence – murder	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
35	Building resilience to violent extremism	NAS	Terry Mann Terry.Mann@southyorks.pnn.police.uk 01142202020	No	Anticipated that by end of August it will be identified how to measure, therefore possible 2nd Quarter report.		
36	Protection against terrorist attack	NAS	Terry Mann Terry.Mann@southyorks.pnn.police.uk 01142202020	No	Anticipated that by end of August it will be identified how to measure, therefore possible 2nd Quarter report.		
37	Awareness of civil protection arrangements in the local area	EDS	Ian Smith / Alan Matthews	No	Date cannot be confirmed		
38	Drug-related (Class A) offending rate	NAS	SYP Superintendent Keith Lumley Keith.lumley@southyorks.pnn.police.uk 01142202020	Yes	Possible issues with data	PI Deputy Manager / Co ordinator SRP-Robin Walker	
39	Alcohol-harm related hospital admission rates	Hospital via Chief Executive's	Mel Howard (Hospital)				Yes - Alive
40	Drug users in effective treatment	NAS	Anne Charlesworth / Debbie Stovin Anne.charlesworth@rotherhampct.nhs.uk	No	Available in 2nd Quarter	PI Deputy Manager / Co ordinator SRP-Robin Walker	yes - Safe
41	Perceptions of drunk or rowdy behaviour as a problem	NAS	SY CI Marissa Cooper Marissa.cooper@southyorks.pnn.police.uk 01142202020	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
42	Perceptions of drug use or drug dealing as a problem	NAS	Malc Chiddey (PCT) Malcolm.chiddey@rotherhampct.nhs.uk	No	Annual Place Survey results in 4th quarter.	PI Deputy Manager / Co ordinator SRP-Robin Walker	Yes - Safe
43	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	CYPS	Paul Grimwood	No	2nd Quarter		
44	Ethnic composition of offenders on Youth Justice System disposals	CYPS	Paul Grimwood	No	2nd Quarter		
45	Young offenders engagement in suitable education, employment or training	CYPS	Paul Grimwood	No	2nd Quarter		
46	Young offenders access to suitable accommodation	CYPS	Paul Grimwood	No	2nd Quarter		
47	People killed or seriously injured in road traffic accidents	EDS	Ken Wheat / Stuart Savage	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe
48	Children killed or seriously injured in road traffic accidents	EDS	Ken Wheat / Stuart Savage	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe
49	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	NAS	Gordon Charlesworth	Yes - Information only at region level but if requested borough info can be given.		PI Deputy Manager/co-ordinator Nicola Smith nsmith@syfire.org.uk 01142532282	
50	Emotional health of children	CYPS	Margaret Murphy	No	Tellus Survey - results end of Sept, rpt 2nd quarter		
51	Effectiveness of child and adolescent mental health (CAMHs) services	CYPS	Margaret Murphy	No	annual CAMHS mapping - 4th qtr		
52	Take up of school lunches	CYPS	Ron Parry	Yes			
53	Prevalence of breastfeeding at 6-8 weeks from birth	CYPS	Rebecca Atchinson	Yes		CYPS state this is in their remit	Yes - Alive
54	Services for disabled children	CYPS	Peter Rennie/Ian Atkinson	No	Unknown new annual DSCF parent survey still in development		

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55	Obesity among primary school age children in Reception Year	CYPS	Carol Weir	No	Annual - 4th qtr. Actual data release date to be confirmed with PCT		Yes - Alive
56	Obesity among primary school age children in Year 6	CYPS	Carol Weir	No	Annual - 4th qtr. Actual data release date to be confirmed with PCT		Yes - Alive
57	Children and young people's participation in high-quality PE and sport	EDS	Steve Hallsworth	No	Date cannot be confirmed		Yes - Alive
58	Emotional and behavioural health of children in care	CYPS	Louise Bishop/Sue May	No	Part of annual 903 return. Unvalidated data 4th qtr. Validated by mid-June.		
59	Initial assessments for children's social care carried out within 7 working days of referral	CYPS	Locality Managers	Yes			
60	Core assessments for children's social care that were carried out within 35 working days of their commencement	CYPS	Locality Managers	Yes			
61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	CYPS	Sue May	Yes			
62	Stability of placements of looked after children: number of moves	CYPS	Sue May	Yes			
63	Stability of placements of looked after children: length of placement	CYPS	Sue May	No	Part of annual 903 return. Unvalidated data 4th qtr. Validated by mid-June. Under review for qtrly rpt		
64	Child protection plans lasting 2 years or more	CYPS	Jim Stewart	Yes			Yes - Safe
65	Children becoming the subject of a Child Protection Plan for a second or subsequent time	CYPS	Jim Stewart	Yes			
66	Looked after children cases which were reviewed within required timescales	CYPS	Jim Stewart	Yes			
67	Child protection cases which were reviewed within required timescales	CYPS	Jim Stewart	Yes			
68	Referrals to children's social care going on to initial assessment	CYPS	Locality Managers	Yes			
69	Children who have experienced bullying	CYPS	Cath Ratcliffe	No	Tellus Survey - results end of Sept, rpt 2nd quarter		
70	Hospital admissions caused by unintentional and deliberate injuries to children and young people	CYPS	Jim Stewart	No	To be confirmed. Published annually but quarterly reporting under review/development with partners.		
71	Children who have run away from home/care overnight	CYPS	Moira McDermott	No	On hold until 2009/10 as still under central government development.		
72	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	CYPS	David Light	No	Outturn - 2nd qtr		Yes - Learning
73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
74	Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
75	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
76	Achievement at level 4 or above in both English and Maths at KS2 (Floor)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
77	Achievement at level 5 or above in both English and Maths at KS3 (Floor)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
78	Achievement of 5 or more A*-C grades at GCSE and equivalent including GCSEs in English and Maths (Floor)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
79	Achievement of a Level 2 qualification by the age of 19	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
80	Achievement of a Level 3 qualification by the age of 19	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
81	Inequality gap in the achievement of a Level 3 qualification by the age of 19	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
82	Inequality gap in the achievement of a Level 2 qualification by the age of 19	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
83	Achievement at level 5 or above in Science at Key Stage 3	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
84	Achievement of 2 or more A*-C grades in Science GCSEs or equivalent	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
85	Post-16 participation in physical sciences (A Level Physics, Chemistry and Maths)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
86	Secondary schools judged as having good or outstanding standards of behaviour	CYPS	Katy Edmondson	Yes			
87	Secondary school persistent absence rate	CYPS	Cath Ratcliffe	No	Outturn - 2nd Qtr, depending on DCSF validation		
88	Number of Extended Schools	CYPS	Helen Shaw	Yes			
89	Number of schools in special measures	CYPS	David Light	Yes			
90	Take up of 14-19 learning diplomas	CYPS	David Light	No	Outturn - 2nd Qtr		
91	Participation of 17 year-olds in education or training	CYPS	Colette Bailey	Yes			
92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	CYPS	David Light	No	Outturn - 2nd Qtr		Yes - Learning
93	Progression by 2 levels in English between Key Stage 1 and Key Stage 2	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
94	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
95	Progression by 2 levels in English between Key Stage 2 and Key Stage 3	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
96	Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
97	Progression by 2 levels in English between Key Stage 3 and Key Stage 4	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
98	Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
99	Children in care reaching level 4 in English at Key Stage 2	CYPS	David Light/Martin Smith	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
100	Children in care reaching level 4 in Maths at Key Stage 2	CYPS	David Light/Martin Smith	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning

**Appendix A - National Indicator Set**

NI No	Definition of indicator	Which Directorate will report on the NI	NI Manager	Are mechanisms in place to report the NI in Qtr 1?	If not please advise when data and mechanisms will be available	Comments	Is this included in Corporate Plan & under what theme
101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	CYPS	David Light/Martin Smith	No	Outturn - 3rd Qtr, depending on DCSF validation		Yes - Learning
102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
103	Special Educational Needs – statements issued within 26 weeks	CYPS	Helen Barre	Yes			
104	The Special Educational Needs (SEN)/non-SEN gap - achieving Key Stage 2 English and Maths (Threshold)	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSE inc. English and Maths	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
106	Young people from low income backgrounds progressing to higher education	CYPS	To be confirmed	No	Ownership under development with partners. Data released annually by DIUS, 4th quarter		
107	Key Stage 2 attainment for Black and minority ethnic groups	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
108	Key Stage 4 attainment for Black and minority ethnic groups	CYPS	David Light	No	Outturn - 3rd Qtr, depending on DCSF validation		
109	Number of Sure Start Children Centres	CYPS	Helen Shaw	No	2nd Quarter		
110	Young people's participation in positive activities	CYPS	Colette Bailey	No	Tellus Survey - results end of Sept, rpt 2nd quarter		Yes - Proud
111	First time entrants to the Youth Justice System aged 10 – 17	CYPS	Paul Grimwood	No	2nd Quarter		Yes - Safe
112	Under 18 conception rate	CYPS	Teenage Pregnancy Co-ordinator (Mike Brown until appointment completed on 1st August 2008)	Yes			Yes - Alive
113	Prevalence of Chlamydia in under 20 year olds	CYPS	Mike Brown	No	Under development- est 2nd quarter	CYPS state this is in their remit	
114	Rate of permanent exclusions from school	CYPS	Katy Edmondson	No	Annually published for previous academic year. Est. 3rd qtr dependant on DCSF release.		
115	Substance misuse by young people	CYPS	Paul Theaker	No	Tellus Survey - results end of Sept, rpt 2nd quarter		
116	Proportion of children in poverty	CYPS	Joyce Thacker	No	to be developed with benefits service. 4th qtr.		
117	16 to 18 year olds who are not in education, training or employment (NEET)	CYPS	Colette Bailey	Yes			Yes - Learning
118	Take up of formal childcare by low-income working families	CYPS	Helen Shaw	No	to be developed with benefits service. 4th qtr.		
119	Self-reported measure of people's overall health and wellbeing	PCT via Chief Executive's	John Radford				
120	All-age all cause mortality rate	PCT via Chief Executive's	John Radford				Yes - Alive
121	Mortality rate from all circulatory diseases at ages under 75	PCT via Chief Executive's	John Radford				
122	Mortality from all cancers at ages under 75	PCT via Chief Executive's	John Radford				
123	16+ current smoking rate prevalence	PCT via Chief Executive's	John Radford				
124	People with a long-term condition supported to be independent and in control of their condition	NAS	Ian Love PCT Tel:01709 302184			Ian Love will provide this information when it is available. Robin Walker advises that 1st qtr data will be available at end of 2nd qtr	Yes - Alive
125	Achieving independence for older people through rehabilitation/intermediate care	NAS	David Stevenson	No	September 08 - 2nd Quarter	Deputy PI Manager/Coordinator Karen Smith	
126	Early access for women to maternity services	PCT via Chief Executive's	John Radford			Karen Norton for CYPS but not reported	
127	Self reported experience of social care users	NAS	Sam Newton	No	User Survey 2009/10		
128	User reported measure of respect and dignity in their treatment	NAS	Sam Newton	No	User Survey 2009/10		
129	End of life care – access to appropriate care enabling people to be able to choose to die at home	NAS	Steve Hawkins				
130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	NAS	Tim Gollins	Yes			Yes - Alive
131	Delayed transfers of care from hospitals	NAS	Mark Joynes	Yes		Deputy PI Manager/Co-ordinator Lindsay Bishop	
132	Timeliness of social care assessment	NAS	Mark Joynes	Yes		Deputy PI Manager/Co-ordinator Debbie Beaumont	
133	Timeliness of social care packages	NAS	Mark Joynes	Yes		Deputy PI Manager/Co-ordinator Debbie Beaumont	
134	The number of emergency bed days per head of weighted population	PCT via Chief Executive's	John Radford				
135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	NAS	Sam Newton	Yes		Deputy PI Manager/Co-ordinator Helen Dennis	Yes - Alive



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NI No	Definition of indicator	Which Directorate will report on the NI	NI Manager	Are mechanisms in place to report the NI in Qtr 1?	If not please advise when data and mechanisms will be available	Comments	Is this included in Corporate Plan & under what theme
136	People supported to live independently through social services (all ages)	NAS	Mark Joynes	No	4th Quarter	Deputy PI Manager/Co-ordinator Darren Rickett	
137	Healthy life expectancy at age 65	PCT via Chief Executive's	John Radford				
138	Satisfaction of people over 65 with both home and neighbourhood	NAS	Sam Newton	No	Annual Place Survey results in 4th quarter.		
139	The extent to which older people receive the support they need to live independently at home	NAS	Sam Newton	No	Annual Place Survey results in 4th quarter.		
140	Fair treatment by local services	Chief Executive's via Place Survey	All partners to have responsibility to improve this PI		Feb 09 when Place Survey results are available		
141	Number of vulnerable people achieving independent living	NAS	Tim Gollins	Yes			Yes - Alive
142	Number of vulnerable people who are supported to maintain independent living	NAS	Tim Gollins	Yes			Yes - Alive
143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	NAS	Jenny Naylor Jenny.Naylor@southyorkshire.probat ongsi.gov.uk 01142766911	Yes			
144	Offenders under probation supervision in employment at the end of their order or licence	NAS	Jenny Naylor Jenny.Naylor@southyorkshire.probat ongsi.gov.uk 01142766911	Yes		PI Deputy Manager / Co ordinator SRP-Robin Walker	
145	Adults with learning disabilities in settled accommodation	NAS	Jackie Bickerstaff	No	2nd Quarter		
146	Adults with learning disabilities in employment	NAS	Jackie Bickerstaff	No	2nd Quarter		
147	Care leavers in suitable accommodation	CYPS	Sue May	Yes			
148	Care leavers in employment, education or training	CYPS	Sue May	Yes			
149	Adults in contact with secondary mental health services in settled accommodation	NAS	Ian Jevons	No	4th Quarter		
150	Adults in contact with secondary mental health services in employment	NAS	Ian Jevons	No	4th Quarter		
151	Overall employment rate	EDS	Neil Rainsforth / Simeon Leach	Yes		data already collated, see EDS NI's Q1 08-09	
152	Working age people on out of work benefits	EDS	Neil Rainsforth / Simeon Leach	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Achieving
153	Working age people claiming out of work benefits in the worst performing neighbourhoods	EDS	Neil Rainsforth / Simeon Leach	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Achieving
154	Net additional homes provided	NAS / EDS	Nick Ward/Andy Duncan	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe
155	Number of affordable homes delivered (gross)	NAS	Paul Walsh	Yes		Deputy PI Manager/co-ordinator Tracie Seals	Yes - Safe
156	Number of households living in Temporary Accommodation	NAS	Sandra Wardle	Yes		Deputy PI Manager/co-ordinator Emma Burley	Yes - Safe
157	Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types	EDS	Bronwen Peace/Karl Battersby	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe
158	% decent council homes	NAS	Romona Youhill, 2010 Rotherham LTD	Yes		Deputy PI Manager/co-ordinator Joanne Crossley	Yes - Safe
159	Supply of ready to develop housing sites	EDS	Andy Duncan/Nick Ward	Yes		data already collated, see EDS NI's Q1 08-09	
160	Local authority tenants' satisfaction with landlord services	NAS	Robin Walker	No	Status Survey to be completed by November 2008	Deputy PI Manager/co-ordinator Gail Kettleborough	Yes - Safe
161	Learners achieving a Level 1 qualification in literacy	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
162	Learners achieving an Entry Level 3 qualification in numeracy	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
163	Working age population qualified to at least Level 2 or higher	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr	Not reported qtrly in CYPS	Yes - Learning & Achieving
164	Working age population qualified to at least Level 3 or higher	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		Yes - Learning
165	Working age population qualified to at least Level 4 or higher	CYPS	Bob Johnson	No	Under negotiation with LSC - estimate 3rd qtr		
166	Average earnings of employees in the area	EDS	Neil Rainsforth / Simeon Leach	No	Date cannot be confirmed		
167	Congestion – average journey time per mile during the morning peak	EDS	Ken Wheat/Ian Ashmore	No	Date cannot be confirmed		Yes - Sustainable Development

**Appendix A - National Indicator Set**

NI No	Definition of indicator	Which Directorate will report on the NI	NI Manager	Are mechanisms in place to report the NI in Qtr 1?	If not please advise when data and mechanisms will be available	Comments	Is this included in Corporate Plan & under what theme
168	Principal roads where maintenance should be considered	EDS	Bob Stock	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe
169	Non-principal roads where maintenance should be considered	EDS	Bob Stock	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe
170	Previously developed land that has been vacant or derelict for more than 5 years	EDS	Andy Duncan / Nick Ward/Scott Thurlby	Yes		data already collated, see EDS NI's Q1 08-09	
171	VAT registration rate	EDS	Neil Rainsforth / Simeon Leach	No	Date cannot be confirmed		
172	VAT registered businesses in the area showing growth	EDS	Neil Rainsforth / Simeon Leach	No	Date cannot be confirmed		
173	People falling out of work and on to incapacity benefits	EDS	Neil Rainsforth / Simeon Leach	No	Date cannot be confirmed		Yes - Achieving
174	Skills gaps in the current workforce reported by employers	EDS	Neil Rainsforth / Simeon Leach	yes		data already collated, see EDS NI's Q1 08-09	
175	Access to services and facilities by public transport, walking and cycling	EDS	Ken Wheat/Paul Gibson SYPTE	No	Date cannot be confirmed		Yes - Achieving
176	Working age people with access to employment by public transport (and other specified modes)	EDS	Ken Wheat/Paul Gibson SYPTE	No	Date cannot be confirmed		
177	Local bus passenger journeys originating in the authority area	EDS	Ken Wheat/Paul Gibson SYPTE	No	Date cannot be confirmed		Yes - Achieving
178	Bus services running on time	EDS	Ken Wheat/SYPTE/Ian Ashmore/Richard Baker	No	Date cannot be confirmed		
179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Chief Executive's	Rob Houghton				
180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	(RBT) BENEFITS	Kate Wright/Alan Ainsworth	Yes, although figures are calculated in service quarterly and verified by DWP at a later date so we cannot guarantee their accuracy.			
181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	(RBT) BENEFITS	Kate Wright/Alan Ainsworth	Yes, although figures are calculated in service quarterly and verified by DWP at a later date so we cannot guarantee their accuracy.			
182	Satisfaction of businesses with local authority regulation services	NAS	Alan Pogorzelec	Yes			
183	Impact of local authority regulatory services on the fair trading environment	NAS	Alan Pogorzelec	No	Awaiting info on availability of government data.		
184	Food establishments in the area which are broadly compliant with food hygiene law	NAS	Alan Pogorzelec	Yes			
185	CO <sub>2</sub> reduction from Local Authority operations	EDS	Alan Platt/Emma Bridge	No	Date cannot be confirmed	Report will be produced in quarter 2.	Yes - Sustainable Development
186	Per capita reduction in CO <sub>2</sub> emissions in the LA area	EDS	Alan Platt/Emma Bridge	No	Date cannot be confirmed		Yes - Sustainable Development
187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	(RBT) BENEFITS / NAS	Angela Smith	Yes		Deputy PI Manager/co-ordinator Paul Maplethorpe	Yes - Sustainable Development
188	Adapting to climate change	EDS	Emma Bridge/Alan Platt	No	Date cannot be confirmed		Yes - Sustainable Development
189	Flood and coastal erosion risk management	EDS	Phil Turnidge / Alan Bamforth	No	Date cannot be confirmed		
190	Achievement in meeting standards for the control system for animal health	NAS	Alan Pogorzelec	No	Subject to Govt guidance being issued		
191	Residual household waste per head	EDS	Adrian Gabriel/John Bell	Yes - 1st Qtr figure is an estimate		data already collated, see EDS NI's Q1 08-09	
192	Household waste recycled and composted	EDS	Adrian Gabriel/John Bell	Yes - 1st Qtr figure is an estimate		data already collated, see EDS NI's Q1 08-09	Yes - Safe
193	Municipal waste landfilled	EDS	Adrian Gabriel/John Bell	Yes - 1st Qtr figure is an estimate		data already collated, see EDS NI's Q1 08-09	Yes - Safe
194	Level of air quality - reduction in NO <sub>x</sub> and primary PM <sub>10</sub> emissions through local authority's estate and operations	EDS / NAS	Ian Smith / Craig Simpson / Mark Ford / Paul Maplethorpe	No	Date cannot be confirmed	Alan Platt looking into this one to establish who can supply the info, NAS spreadsheet shows this as EDS only, not joint	
195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	EDS	Andy Shaw/Andy Roddis	No for 195a,b & d. Yes for 195c	3 Tranches of inspections to take place in quarters 2,3 and 4, for 195a, b & d	data already collated for 195c, see EDS NI's Q1 08-09	Yes - Safe
196	Improved street and environmental cleanliness – fly tipping	EDS	Andy Shaw/Andy Roddis	Yes		data already collated, see EDS NI's Q1 08-09	Yes - Safe

**Appendix A - National Indicator Set**

NI No	Definition of indicator	Which Directorate will report on the NI	NI Manager	Are mechanisms in place to report the NI in Qtr 1?	If not please advise when data and mechanisms will be available	Comments	Is this included in Corporate Plan & under what theme
197	Improved local biodiversity – active management of local sites	EDS	Steve Hallsworth/Carolyn Barber	No	Date cannot be confirmed		Yes - Sustainable Development
198	Children travelling to school – mode of travel usually used	EDS	Ken Wheat	No	Date cannot be confirmed	CYPS collected the data - Deborah Johnson	

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Corporate Improvement Board</b>
<b>2.</b>	<b>Date:</b>	<b>8<sup>th</sup> September 2008</b>
<b>3.</b>	<b>Title:</b>	<b>Consultation Paper – Joint Consultation, Comprehensive Area Assessment</b>
<b>4.</b>	<b>Directorate:</b>	<b>Chief Executive’s Department</b>

### **5. Summary**

Following on from earlier consultation on the general principles and approach to Comprehensive Area Assessment (CAA), inspectorates have now published their second joint consultation paper setting out more detailed proposals for CAA. CAA will be introduced with effect from April 2009 with first public reports published in November 2009.

This report summarises the key elements of the consultation on CAA, including proposals on what the assessments will look like, how evidence will be gathered and how the CAA will be delivered. It also highlights the questions the Audit Commission are requesting responses on from local authorities (Appendix A).

Consultation on CAA will be open until Monday 20<sup>th</sup> October 2008.

### **6. Recommendations**

**Corporate Improvement Board note the summarised proposals contained within the CAA consultation document and the timescales for responding to the CAA consultation document.**

## 7. Proposals and Details

The Audit Commission published an initial consultation document in November 2007 on the general principles and approach to Comprehensive Area Assessment (CAA). Inspectorates have now published their second joint consultation paper setting out more detailed proposals for CAA that will take effect from 1 April 2009.

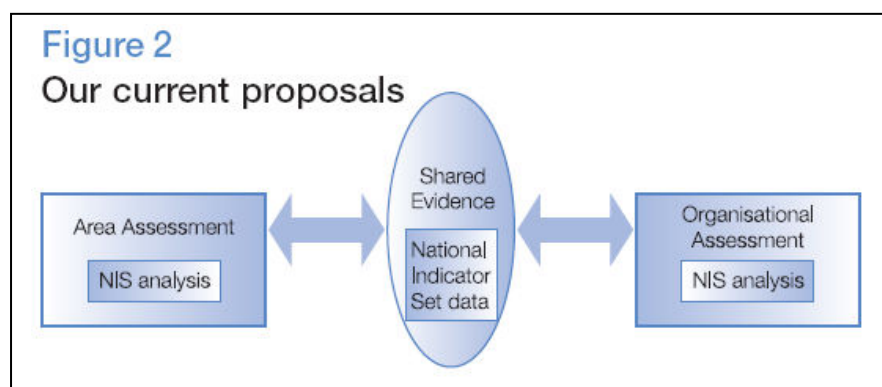
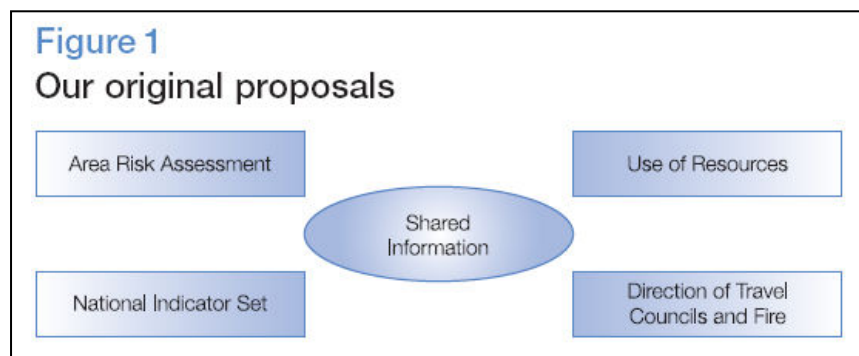
### Changes made in response to feedback on previous consultation

There have been two major changes made in response to the feedback on the previous consultation.

Change 1 - In November 2007 consultation there were four key elements of CAA:

- Reporting performance against the National Indicator Set;
- An area risk assessment;
- Use of resources assessment;
- Direction of travel assessments;

It is now proposed a simpler approach combining the original proposals into an area assessment and organisational assessment for the council (this will combine the use of resources themes and managing performance theme). The National Indicator set will be a key source of evidence for both the area and organisational assessments.



Change 2 - The area assessment will no longer be referred to as a 'risk assessment'. The assessment will nevertheless retain a strong forward looking element as reporting will focus on prospects of priority outcomes being achieved and improvement being sustained.

The remainder of this report summarises the detail around:

- a) How will CAA be undertaken
- b) The Area Assessment
- c) The Organisational Assessment
- d) Reporting CAA
- e) Inspection and Improvement Planning
- f) Timescales
- g) The next steps
- h) Responding to the consultation
- i) Initial views on issues arising from the consultation paper.

a) How CAA will be undertaken

CAA is a joint inspectorate assessment, inspectorates will share information at local and national level. CAA leads (appointed by the Audit Commission) will help co-ordinate local assessment and local teams.

Inspectorates will gather evidence from a range of sources including:

- The Local Area Agreement
- The Sustainable Community Strategy and Housing Strategy
- The Local Development Framework
- Joint Needs Assessment
- Views of services users
- Self evaluation and local performance management information including monitoring of local priorities
- National Indicator Set and other nationally available data
- Inspection, regulation and audit findings
- Other intelligence, briefings or evidence from other agencies including the Government Offices, Strategic Health Authorities, the Homes and Communities Agency and Regional Development Agencies

Inspectorates will only undertake additional work to fill evidence gaps where necessary.

b) The Area Assessment

The Area Assessment will look at how well local public services are delivering better results for local people in local priorities such as health, economic prospects and community safety and how likely they are to improve in the future. Taking the area covered by the Local Area Agreement (LAA) as a starting point, by area, the commission mean the scope of any outcomes the council is delivering alone or in partnership with other public, voluntary, community or business organisations. The aim of the assessment is not to assess the quality of the management or other process arrangements but to assess the impact that local services are having on improving outcomes for citizens. Sustainability considerations will be integral to the

three main questions, see below, and the assessment will seek to determine whether performance trends in an area are sustainable.

The area assessment will focus on three main questions (each accompanied with supporting questions highlighted at Appendix B):

- How well do local priorities express community needs and aspirations?  
*(this will focus on evidencing robust decision making across local partners, evidence of effective implementation and the duty to involve and whether local partners are focusing on the right things)*
- How well are the outcomes and improvements needed being delivered?  
*(inspectors will take each Local Area Agreement targets and ambitions in the Sustainable Community Strategy as a starting point and will look beyond the LAA)*
- What are the prospects for future improvements?  
*(the answers to the above questions will provide key sources of evidence for this question which will also look at capacity and management arrangements. This question reflects the main purpose of the Area Assessment))*

Inspectorates will use flags to draw attention to performance issues.

A 'red' flag will indicate the significant concerns about outcomes, performance or future prospects are not being adequately addressed. A red flag will not be raised if the council and partners are effectively tackling the issue.

A 'green' flag will indicate where others may learn from innovative or exceptional success in the area. It will represent more than 'good' performance or steady

### c) The Organisational Assessment

There will be a single, scored organisational assessment for all councils and fire and rescue services. The assessment will focus on each organisation's effectiveness by looking at how well it delivers value for money through the use of resources assessment (Audit Commission assessment) and how well it manages its performance (a joint inspectorate judgement).

The Organisational Assessment will comprise of two assessments, based on four themes (three that make up the use of resources assessment and one the managing performance assessment)

**Manages finances** – how effectively does the organisation manage its finances to deliver value for money

**Governs the business** – how well it governs itself and commissions services that provide value for money and deliver better outcomes for local people

**Manages resources** – how well the organisation manages its natural resources, physical assets and people to meet current and future needs and deliver value for money

**Manages performance** - how well it is delivering services, outcomes and sustainable improvements in its priorities that are important locally, including whether it has the leadership, capacity and capability to deliver future improvements.

There will no longer be a separate direction of travel assessment for councils this has been replaced by the managing performance assessment. The key lines of enquiry for the organisational assessment are detailed at Appendix C.

d) Reporting CAA

The Audit Commission are still exploring ways of publishing reports arising from areas and organisational assessments and have developed a prototype web reporting tool that inspectorates are considering. The tool and other illustrative examples are available on the Audit Commission website at <http://www.audit-commission.gov.uk/caa/consultation.asp>

The first CAA Reports will be published in November 2009 to inform the LAA review and budget setting. In future years they may report earlier in the Autumn.

**Area Assessment** – Inspectorates will publish a joint report of the area assessment with a concise summary and more detailed report containing underlying information. The report will provide an overview of key priorities identified by the area, overall successes and challenge in improving outcomes for local people more widely and a summary of prospects and to where different or further action is needed. As set out above, flags will be used to identify performance issues.

**Organisational Assessment** – The Audit Commission are consulting on three options for scoring the organisational assessment.

Option 1 – An overall score for the organisational assessment is generated by combining the scores for managing performance and use of resources. Where the managing performance and use of resources scores are not the same the managing performance score is more heavily weighted in determining the overall organisational assessment score.

Option 2 – The overall score allows for more professional discretion in weighing up evidence and context. Inspectorates will consider the individual scores from the four organisational assessment themes and take account of the local context in determining which themes should carry more weight when the use of resources and managing performance scores are different.

The above two options will then represent the following descriptors of performance:

1	An organisation that does not meet minimum requirements	Performs Poorly
2	An organisation that meets only minimum requirements	Performs Adequately
3	An organisation that exceeds minimum requirements	Performs Well
4	An organisation that significantly exceeds minimum requirements	Performance Excellently



Option 3 – This option entails not having an overall score for the organisational assessment. The inspectorates will report the 1-4 managing performance score and use of resources score separately in the organisational assessment report.

**National Indicator Set** – Performance against the full national indicator set will also be published annually.

e) Inspections and Improvement Planning

A key aspect of CAA is to ensure that inspection activity is risk based and tailored to local circumstances. Although reduced in volume, inspection will continue to be an important feature of public service and assessment and will be necessary when:

- Performance or improvement levels are not satisfactory or are declining or are insufficiently clear
- It has been identified the service, outcome of service user groups are subject to significant risk
- Where risk and / or underperformance can not be addressed properly through other means
- Where ministers have given direction for an inspection to take place

In 2009/10 other inspection activity will be triggered by the emerging findings and reports from the area and organisational assessment and/or informed by assessments under existing performance frameworks reported in late 2008 or early 2009.

The inspectorates are committed to undertake joint inspection planning. In addition they will work with Government Offices and Regional Improvement and Efficiency partnerships to ensure inspection planning is coordinated with wider improvement planning and any plans for sector led support.

f) CAA Timescales

The timeline below highlights key milestone dates for the implementation of CAA.

Date	
April 2008	New National Indicator Set comes into effect
May 2008	Published response to consultation on scope of CAA by partner inspectorates
June 2008	New style Local Area Agreements agreed
July to October 2008	Trialling CAA methodology by cross inspectorate teams in ten areas
July 2008	Published partner inspectorate CAA framework proposals for consultation
September / October 2008	Series of national CAA consultation events run by partner inspectorates
October 2008	CAA framework consultation closes
November 2008	CAA trialling ends with evaluation
December 2008	Finalise detail of CAA framework for publication

February 2009	Publish final CAA framework by partner inspectorates
April 2009	CAA comes into effect
Autumn 2009	First results under CAA published by partner inspectorates

g) Next Steps

There is still much work to do in order to prepare for CAA.

As the prime focus of the area assessment is around delivery of outcomes and prospects for future delivery it is essential to ensure that the council and partners are on track to deliver the priorities in the LAA and Sustainable Community Strategies.

CAA represents a fundamental change in the way councils and partners are assessed – moving away from focusing on past performance towards a forward looking assessment of the prospects for the future. The council has an important role in ensuring that this ambition is properly understood at local level amongst members, officers and partners.

CAA will also place greater emphasis on the quality of local performance management data – therefore it is important that there are effective performance management arrangements across the partnership and council to ensure high quality data.

CAA will place important on citizen and customer views – it is essential that the council and partnership can demonstrate effective mechanisms are in place to understand community needs, priorities and service delivery expectations and how we are responding to them.

As the CAA will take full account of council/partner performance it may be beneficial to conduct an honest self assessment across the partnership. LGA/IDeA have published a self assessment tool to assist in conducting the self assessment.

h) Responding to the Consultation

The council will submit a response to the consultation incorporating responses from partners in accordance with the Audit Commission deadline of 20<sup>th</sup> October 2008. The timescales below outline the council's internal timescales for responding to the consultation document.

Date	
18 <sup>th</sup> August 2008	Report to CMT on consultation document
12 <sup>th</sup> September 2008	Responses from Directorates and Partners to be received by CEX Performance & Quality Team
29 <sup>th</sup> September 2008	Response to consultation to be approved by CMT
1 <sup>st</sup> October 2008	Response to the partnership CEX Officer group
15 <sup>th</sup> October 2008	Response to consultation to be approved by Cabinet
20 <sup>th</sup> October 2008	Response to be submitted to the Audit Commission

In addition to responding to this consultation the Council has a role to play in influencing the shape of CAA through:

- Discussing the proposals with members and partners in Rotherham.

- Representation at the LGA's national conference on CAA on 10 September, the LGA/IDeA support offer will be launched at this conference.
- Attending joint inspectorate regional workshops – dates to be confirmed shortly on the Audit Commission Website.
- The IDeA are also requesting that Councils consider committing resources to help develop the sector offer on are based self assessment. The Performance and Quality team are currently seeking more detail on what this would involve.

### i) Initial views on issues arising from the consultation

In reviewing the consultation document and briefings from national bodies, for example the LGA, the performance and quality team have identified the following key issues for consideration in both our consultation response and in ensuring that the council and partners are ready for CAA.

#### **Area Assessment**

- The forward looking nature of the area assessment is welcomed rather than making judgements based on past performance.
- We will be interested to see how quality assurance is integrated into the Area Assessment, particularly around the raising of red flags. Similarly to the view of the LGA we feel that during the CAA trials the AC need to test how quality assurance can be built in around the rising of red flags and that involvement of peers to resolve flag disputes is also tested.
- The council would question why the priorities set by localities and agreed with government form part of the area assessment as these have already been through a robust negotiation. The area assessment should judge if they are being delivered not whether they are the right ones.
- The CAA should test the capacity of partnerships to deliver.

#### **Organisational Assessment**

- The consultation document does not outline in detail how the 'managing performance assessment' element of the organisational assessment will be assessed. We are concerned that the scored nature proposed will require another set of KLOEs which will create another complex assessment process.
- The proposals for the scope of the 'Use of Resources' assessment does not appear to have been significantly reduced as anticipated.

#### **Reporting CAA**

- The proposal to report the Area Assessment as a narrative and not to score is welcomed. However the narrative needs to be carefully balanced to avoid CAA becoming a deficit model. Additionally the purpose of the red flags i.e to identify issues needing further action should be clear and language non judgemental.
- The proposal to publish annually a joint report for the area is welcomed. This will reduce the number of reports and ease the co-ordination of managing and monitoring separate individual inspection reports.

- The timeframe allowed for discussion of the draft CAA report prior to publication with partners and councils appears to be very tight.
- Councils should consider how to link their own website to the eventual CAA reporting tools as a useful and potentially valuable source of information for local people.

### ***Inspections and Improvement Planning***

- The approach for a co-ordinated approach to improvement planning and triggered inspection is welcomed.

### ***General observations***

CAA attempts to reduce the burden of inspection in a number of ways however, it will be difficult to assess whether this is the case until CAA goes live. Key to the success in this will be how the role of the CAA leads is defined, how other frameworks align with CAA and the volume of triggered inspection.

### **8. Finance**

Additional costs maybe incurred by the council and partners in relation to the performance management arrangements relating to CAA and the underlying national indicator set. These will be identified when the scope and operation of the CAA framework are established.

### **9. Risks and Uncertainties**

No firm arrangements have yet been published in relation to CAA. However it is very clear that although we already have a strong LSP and partnership management arrangements in place, improved joint working is required to ensure coherence of specific working practices to meet the requirements of CAA.

### **10. Policy and Performance Agenda Implications**

CAA will provide the first holistic independent assessment of the prospects for local areas and the quality of life for people living there. The proposals for CAA will have an impact upon the council's policy and performance agenda.

The focus on outcomes requires CAA to look across all organisations responsible for local public services which are expected to work in partnership to tackle the challenges facing communities. CAA will specifically recognise the importance of effective local partnership working and the enhanced role of the Sustainable Community Strategies and Local Area Agreements.

Joint working across partners to ensure robust arrangements for performance managing the proposed national indicator set is required. This will require individual partner's contribution to individual NI's to be clearly identified.

**11. Background Papers and Consultation**

“Comprehensive Area Assessment” Joint Inspectorate Proposals for consultation  
(November 2007)

“Comprehensive Area Assessment” Joint Inspectorate Proposals for consultation  
(Summer 2008)

**Contact Name :**

*Lorna Kelly, Corporate Improvement Manager, ext 276*

**Appendix A - Comprehensive Area Assessment (CAA) – Consultation Questions**

- 1) Do you broadly agree with our proposals for the overall CAA framework?
- 2) Are the area assessment and the organisational assessment, as the two key elements of the framework, clearly explained?
- 3) Is the link between these two assessments clear?
- 4) Do you agree that the three questions and supporting issues proposed for the area assessment are the right ones? If not, please suggest alternative questions and/or issues.
- 5) Do you agree that we should use the green and red flag approach for reporting the area assessment? If not, please suggest an alternative approach.
- 6) Do you agree that we should have one overall organisational effectiveness judgement, drawn from integrating the managing performance theme and the use of resources themes?
- 7) Do you agree with our proposals for the key questions and focus for the managing performance theme of the organisational assessment for:
  - a) councils?
  - b) fire and rescue services?If not, please suggest alternative questions and/or focus.
- 8) Which of the three options for scoring the organisational assessment should we adopt? If you disagree with all the options, please propose an alternative approach to scoring.
- 9) Do the proposals provide for an appropriate focus to be given to people in vulnerable circumstances?
- 10) Do you agree that CAA should evolve over time?
- 11) Do you broadly agree with the way we are proposing to use the National Indicator Set within the CAA framework?
- 12) Do you support our proposals to report the assessments as set out in our prototype CAA reporting tool? If not, please suggest alternative proposals for reporting.
- 13) Do you agree with our proposals for peer involvement? If you have other suggestions about this, please outline your ideas.
- 14) Do you agree with our approach to self-evaluation?
- 15) Do you agree with our approach to gather relevant information from sources such as Citizens Advice Bureaux and Regional Business Forums? Are there any other sources we should consider?

**Appendix B – Area Assessment Questions**

- 1) How well do local priorities express community needs and aspirations?
  - How well do local partners understand their diverse communities?
  - How well do they engage with, involve and empower local people?
  - How well do local people feel they are listened to?
  - To what extent do local people feel their contributions make a difference to decisions about setting local priorities and are they involved in reviewing progress against them?
  - Does this engagement encompass all communities?
  - Are priorities in the sustainable community strategies and Local Area Agreement sufficiently appropriate and ambitious to meet the locality's challenges and context?
  - Do they take account of national priorities and standards, inequality in the area, the needs of the most vulnerable members of the community, local needs analyses and weigh up the views of local stakeholders?
  
- 2) How well are outcomes and improvements needed to be delivered?
  - How safe is the area?
  - How healthy and well supported are people?
  - How well kept is the area?
  - How environmentally sustainable is the area?
  - How strong is the local economy?
  - How strong and cohesive are local communities?
  - How well is inequality being addressed?
  - How well is housing need met?
  - How well are families supported?
  - How good is the well-being of children and young people?
  
- 3) What are the prospects for future improvements?
  - Do the local partners have the capacity and capability to deliver their ambitions, strategies and plans?
  - Are local partners taking adequate action to manage, mitigate or address and concerns, risks identified in questions 1 and 2?
  - Are local partners engaged in any exceptional innovative practice which has been or promises to be successful and which others might learn from?
  - How well improvement planning has been implemented?
  - Have local partners got robust plans for improving?
  - Are there any significant weaknesses in arrangements for securing continuous improvement, of failures in governance that would prevent improvement levels being sustained?

**Appendix C – Organisational Assessment Questions**

**Use of resources:**

**Managing finances: How effectively does the organisation manage its finances to deliver value for money?**

1.1 - Does the organisation plan its finances effectively to deliver its strategic priorities and secure sound financial health?

KLOE focus, The organisation:

- integrates financial planning with strategic and service planning processes on a medium- to long-term basis;
  - engages local communities and other stakeholders in the financial planning process;
  - manages spending within available resources and is financially sound over the medium term; and
  - recognises individual and collective responsibilities for financial management and values and develops financial skills.
- 

1.2 - Does the organisation have a sound understanding of its costs and performance and achieve efficiencies in its activities?

KLOE focus, The organisation:

- understands its costs, including whole life, transaction and unit costs, the main factors that influence these and how they link to performance;
  - takes account of this understanding of its costs and performance in decision making and commissioning; and
  - identifies the scope for making efficiencies and is on track to achieve planned efficiencies.
- 

1.3 Is the organisation's financial reporting timely, reliable and does it meet the needs of internal users, stakeholders and local people?

KLOE focus, The organisation:

- produces relevant, timely and reliable financial monitoring and forecasting information;
  - uses financial and related performance information to monitor performance during the year;
  - produces financial reports that are clear, relevant and concise to support strategic decision making;
  - prepares accounts that meet statutory requirements, financial reporting standards and present fairly, or give a true and fair view of, the financial performance and position; and
  - publishes reports that provide an objective, balanced and understandable assessment of the organisation's performance in the year.
-



**Governing the business: How well does the organisation govern itself and commission services that provide value for money and deliver better outcomes for local people?**

**2.1 - Does the organisation commission and procure quality services and supplies, tailored to local needs, to deliver sustainable outcomes and value for money?**

KLOE focus, The organisation:

- has a clear vision of intended outcomes for local people which shapes its commissioning and procurement, and is based on an ongoing analysis and understanding of needs;
  - involves local people, partners, staff and suppliers in commissioning services;
  - seeks to improve the customer experience, quality and value for money of services through service redesign, making effective use of IT;
  - understands the supply market and seeks to influence and develop that market;
  - evaluates different options (internal, external and jointly with partners) for procuring services and supplies; and
  - reviews the competitiveness of services and achieves value for money, while meeting wider social, economic and environmental objectives.
- 

**2.2 - Does the organisation produce relevant and reliable data and information to support decision making and manage performance?**

KLOE focus, The organisation:

- produces relevant and reliable data and works with partners to ensure the quality of partnership data;
  - understands the needs of its decision makers and provides them with information that is fit for purpose and is used to support decision making;
  - ensures data security and compliance with relevant statutory requirements; and
  - monitors performance against its priorities and targets, and addresses underperformance.
- 

**2.3 - Does the organisation promote and demonstrate the principles and values of good governance?**

KLOE focus, The organisation:

- has adopted, promotes and demonstrates, the principles of good governance;
  - maintains focus on its purpose and vision;
  - demonstrates a strong ethical framework and culture; and
  - applies the principles and values of good governance to its partnership working.
- 

**2.4 - Does the organisation manage its risks and maintain a sound system of internal control?**

KLOE focus, The organisation:

- has effective risk management which covers partnership working;
  - has a clear strategy and effective arrangements, including allocation of appropriate resources, to manage the risk of fraud and corruption; and
  - has a sound system of internal control including internal audit.
-

**Managing resources: How well does the organisation manage its natural resources, physical assets, and people to meet current and future needs and deliver value for money?**

**3.1 - Is the organisation making effective use of natural resources?**

KLOE focus, The organisation:

- understands and can quantify its use of natural resources and can identify the main influencing factors;
  - manages performance to reduce its impact on the environment; and
  - manages the environmental risks it faces, working effectively with partners.
- 

**3.2 - Does the organisation manage its assets effectively to help deliver its strategic priorities and service needs?**

KLOE focus, The organisation:

- has a strategic approach to asset management based on an analysis of need to deliver strategic priorities, service needs and intended outcomes;
  - manages its asset base to ensure that assets are fit for purpose and provide value for money; and
  - works with partners and community groups to maximise the use of its assets for the benefit of the local community.
- 

**3.3 - Does the organisation plan, organise and develop its workforce effectively to support the achievement of its strategic priorities?**

KLOE focus, The organisation:

- has a productive and skilled workforce;
  - knows in the medium to longer term what staff it will need, with what skills, and has plans to achieve this;
  - engages and supports staff in organisational change; and
  - has policies that support diversity and good people management.
- 

**Managing Performance:**

**4.1 - How well is the organisation delivering its priority services, outcomes and improvements that are important to local people?**

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

KLOE focus, The organisation is:

- effective in identifying and delivering priority services and outcomes;
  - improving the services and outcomes for which it is responsible;
  - contributing to wider community outcomes; and
  - tackling inequality and improving outcomes for people in vulnerable circumstances.
-

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Corporate Improvement Board</b>
<b>2.</b>	<b>Date:</b>	<b>8<sup>th</sup> September 2008</b>
<b>3.</b>	<b>Title:</b>	<b>CPA Direction of Travel Statement 2008</b>
<b>4.</b>	<b>Directorate:</b>	<b>Chief Executive's</b>

### **5. Summary**

The Direction of Travel Assessment is part of the Comprehensive Performance Assessment (CPA) framework. The Direction of Travel provides assurances each year about whether a council is making arrangements to secure continuous improvement.

Direction of travel is an assessment of improvement. It defines the progress made over the previous year and the plans and resources put in place to sustain and strengthen improvement. In particular it:

- Assesses the track record of achievement of outcomes during the previous year and the robustness and delivery of improvement plans
- Helps keep momentum and focus in delivering improvement priorities
- Signals further support and improvement work
- Informs audit and assessment programmes to ensure they target the right areas
- Provides learning about good and poor practice to inform improvement planning

The deadline for submitting our self assessment is 1<sup>st</sup> October 2008.

### **6. Recommendations**

**Corporate Improvement Board consider the outline self assessment and note the timetable and process for producing the direction of travel assessment.**

## 7. Proposals and Details

Each direction of travel assessment is based upon a self assessment submitted by the council using the Audit Commissions DOT key lines of enquiry (KLOE's) detailed in Appendix A. The result will be:

- A judgement label indicating the extent of improvement
- An executive summary in the form of the CPA scorecard which will be published in February 2009
- Summary paragraphs will be included in the council's annual audit and inspection letter

The framework will apply a set of labels to reflect council progress each year.

These will appear in the published summary for the council as follows:

- Improving strongly;
- Improving well;
- Improving adequately; and
- Not improving adequately or not improving

### Process

Evidence gathering, analysis will take place between October 2008 and December 2008 where the Audit Commission will draw on the following information:

- Self Assessment
- Performance assessments from other inspectorates and regulators
- Use of Resources Assessment for the VFM theme
- Relevant performance indicators
- Key council documents including improvement plans and performance reports showing delivery against improvement plans
- Audit Commission inspection reports published in the last 12 months
- Published reports, preliminary findings and self assessment information of auditors and other inspectorates and regulators relating to outcomes.

### Information Request from Directorates

In addition to the above information, in order to obtain a holistic picture of the council additional information is required from Directorates. Directorates are asked to:

- Look at the Key Lines of Enquiry available at the following web link <http://www.audit-commission.gov.uk/cpa/stcc/stccdot.asp>
- Review the outline self assessment at Appendix B to ensure all the Directorates key achievements over the last 12 months are included
- Highlight any key issues / achievements / good performance / quotes etc with evidence to demonstrate impact under the relevant KLOE and submit to Performance and Quality team in accordance with the schedule below.

Timetable

Key dates include:

Date	Milestone
July 2008	DOT guidance published by Audit Commission
July / August 2008	Outline self assessment prepared by Chief Executive's Performance and Quality Team
11 <sup>th</sup> August 2008	Outline self assessment to be submitted to Corporate Management Team
22 <sup>nd</sup> August 2008	Deadline for inputs from directorates / departments
W/C 25 <sup>th</sup> August 2008	Collate first draft of self assessment
September 2008	Performance data packs provided by the Commission
8 <sup>th</sup> September 2008	First draft to CMT for comments
9 <sup>th</sup> September 2008	Input to Members via Leaders Meeting
15 <sup>th</sup> September 2008	Finalise Self Assessment working with Communications Team
22 <sup>nd</sup> September 2008	Final Self Assessment approved by CMT
1 <sup>st</sup> October 2008	Final Self Assessment approved by Cabinet
1 <sup>st</sup> October 2008	Submit DOT Self Assessment to Audit Commission
1 <sup>st</sup> October – 14 <sup>th</sup> December 2008	Audit Commission fieldwork
January 2009	Final data packs published
26 <sup>th</sup> February 2009	Scorecards published
31 <sup>st</sup> March 2009	Annual Audit and Inspection Letter Published

**8. Finance**

No direct finance implications.

**9. Risks and Uncertainties**

CPA is a key driver and it is important the council is well prepared for the forthcoming Comprehensive Area Assessment (CAA). The direction of travel assessment is a key document which is an important communication tool both internally and externally. It is essential that it provides an accurate, up to date and honest assessment of progress.

**10. Policy and Performance Agenda Implications**

CPA is fundamental to this area of work. The direction of travel statement is published and provides a key overview of the council's improvement which is seen by a wide range of stakeholders.

**11. Background Papers and Consultation**

Direction of Travel Guidance 2008 – July 2008, Audit Commission

**Contact Name :**

*Lorna Kelly, Corporate Improvement Manager, ext 2764*

**Appendix A - Direction of Travel – Questions and Key Lines of Enquiry (KLOE)**

**1. What evidence is there of the council improving outcomes?**

- 1.1 Are services improving in areas the council has identified as priorities and areas the public say are important to their communities?
- 1.2 What contribution is the council making towards wider community outcomes?
- 1.3 To what degree is the council improving both access and the quality of service for all its citizens, focusing on those who are vulnerable by their circumstances?
- 1.4 Is value for money improving as well as quality of services?

**2. How much progress is being made to implement improvement plans to sustain improvement?**

- 2.1 Does the council have robust plans for improving (aligned with other plans, SMART, detailed, resourced, agreed and widely communicated)?
- 2.2 How well is the improvement planning being implemented: are key objectives and milestones being achieved?
- 2.3 Does the council have the capacity to deliver its plans?
- 2.4 Are there any significant weaknesses in arrangements for securing continuous improvement, or failures in corporate governance, that would prevent the improvement levels being sustained?



**Comprehensive Performance  
Assessment**

**Direction of Travel - Self  
Assessment**

**Date: 1<sup>st</sup> October 2008**

## Introduction

- Opening message from the Leader and Chief Executive

## Context

- Overall picture of the borough using information from:
  - Ward and Area Assembly Profiles
  - Indices of Multiple Deprivation Work 2007
  - Refreshed State of the Borough
- Outline future challenges and opportunities using:
  - State of the borough 2020 projections

## Section 1 - What evidence is there of the council improving outcomes?

### 1.1 *Are services improving in areas the council has identified as priorities and areas the public say are important to their communities?*

- Consultation and analysis of borough has informed refreshed priorities within the LAA, Community Strategy and Corporate Plan
- Joint Strategic Needs Assessment developed in partnership with the PCT
- Joint working with Government Office Yorkshire and Humber and partners to determine LAA
- Also mention key internal priorities determined corporately i.e. Year Ahead and Our Future

A number of key services are continuing to improve (structure this section around the priority themes):

- Educational Attainment – Good work on GCSE and KS2 and KS3 – improved from 2006 to 2007 but still behind TQ performance
- Benefits – Maintained maximum score of 4 out of 4 and continue to improve performance in relation to: The average time for processing new claims, Speed of processing, Accuracy of processing Housing and Council Tax Benefit claims, The amount of housing benefit overpayments recovered as a % of all housing benefit overpayment
- Private Fostering Inspection – Good Inspection Score
- Waste – recycling is the key national and local focus – continuing to improve waste sent for recycling and reducing the amount of waste sent for landfill
- Housing – forecasting and improved CPA housing block score. Improved Decent Homes performance. Some issues to solve in relation to the ALMO.
- Social services – remains a key priority – older people – inspection but still some issues – Direct Payments and Assessment waiting times continuing to improve.



- Children services – APA rating for 2007 demonstrated improvement in 2 of the 6 themes. Winners of the LGC Children's Services Award 2008.
- Culture – libraries, culture, leisure – museum etc visitor numbers, sports leisure facilities. Six new libraries, Clifton Park grant for major revamp, museum VAQAS Award, Kimberworth Park Active programme

### *1.2 What contribution is the council making towards wider community outcomes?*

- Community leadership role – Local Area Agreement, Multi Area Agreements
- Community Safety – Overall crime has reduced by 9%. Significant reductions in all crime types.
- Health - Percentage of schools achieving Healthy School status, Health Strategy implementation, Smoke Free Rotherham, Local Involvement Network (LINK), Jamie Oliver Initiative, Herringthorpe Sports Village, Drugs, Breathing Space
- Housing Market Renewal Pathfinder Programme – 100% delivered with on over-programming of £2m spent
- Town Centre Renaissance – Yorkshire Business Insider Awards - Local Authority of the Year – in connection with the Rotherham Renaissance Work
- PFI - The buildings are designed to enable extended use by the community, incorporating many aspects such as Youth Centres, SureStarts, Space for Sports and Arts, Children's Centres, Primary Care Trust and Social Services facilities. These centres will provide increased community access to the 15 buildings and therefore play a key part in the regeneration of Rotherham.
- Environment - The natural environment is improving with Rotherham receiving Beacon status for 'Better Public Spaces', particularly for gateway and street scene improvements, three of our Country Parks being awarded Green Flag status and with 65% of residents being satisfied with cleanliness, a 7% increase since 2004
- Economy – New business centres – include figures etc. jobs created, construction partnership, PSA target etc, establishment of the Public Sector Apprenticeship Scheme providing over 30 places in response to performance information around NEETs, Rotherham Ready Project Outcomes
- Regeneration – progress, Economic Master Plan

### *1.3 To what degree is the council improving both access and the quality of service for all it's citizens, focusing on those who are vulnerable by their circumstances?*

- Customer Access Strategy
- Charter marks
- Working towards obtaining Cabinet Office Customer Excellence Standard, Neighbourhoods and Adult Services accredited and have become standard bearers

- Communications work – Partnership newsletter, A-Z of Services, Branding. Pooling resources
- RBT Work – One stop shops
- Website work
- Access to buildings – improved DDA compliance
- Learning from Customers best practice
- Improving customer profiling
- Area Assemblies –winners of the LGYH Stepping up to the challenge award
- Role of neighbourhood management and teams, safer neighbourhoods etc
- Hard to reach groups – proactive work??? Equalities progress etc
- Focus on older people – e.g. supporting people team, extra care housing, learning disabilities etc
- Focus on children and disadvantaged e.g. youth offending, attainment, children in care, SEN
- Refresh of Reachout Citizen Panel to increase the involvement of BME members of the community in the survey.
- Councillor Call For Action

*1.4 Is value for money improving as well as quality of services?*

- Extract information from the previous Use of Resources VFM Report
- Refer to the self assessment to be submitted in 2008 – some key services where VFM has been improved or challenged

**Section 2 - How much progress is being made to implement improvement plans to sustain improvement?**

*2.1 Does the council have robust plans for improving (aligned with other plans, SMART, detailed, resourced, agreed and widely communicated)?*

- Local Area Agreement – LSP Led, praised by GOYH
- Year Ahead
- Corporate Improvement Plan
- Refreshed Corporate Plan and Community Strategy in parallel, joint launch
- White Paper Implementation Plan
- Economic Master Plan
- Refreshed MTFS
- Public Health Strategy
- Service Plans and associated framework
- Policy Refresh
- Older People Plan
- Housing Strategy
- Customer Perception / Satisfaction Project
- Our Future Recommendations / Organisational Development Strategy

Any other key plans?

*2.2 How well is the improvement planning being implemented: are key objectives and milestones being achieved?*

- Inspections and recommendations monitoring - % achieved
- Year Ahead implementation of commitments - % achieved
- Performance Management – amongst best in country

- Quarterly performance monitoring of corporate plan / LAA / Our Future
- Proposals for preparing for Comprehensive Area Assessment

### 2.3 *Does the council have the capacity to deliver its plans?*

- Regional Improvement Board
- Member Development
- Management Development
- Workforce – sickness levels continued improvement, results from the latest employee opinion survey
- Partnership working – RBT re-negotiations, joint commissioning
- Use of Resources
- Workforce Planning

### 2.4 *Are there any significant weaknesses in arrangements for securing continuous improvement, or failures in corporate governance, that would prevent the improvement levels being sustained?*

- Continue to make significant progress on the weaknesses identified a few years ago
- Governance testing in partnerships
- Improved Risk Management, Data Quality obtained maximum rating, Audit Committee, Internal Audit,
- Annual Governance Statement

## **Appendices**

Propose a case study on aftermath of floods and how the council and partners have continued to strengthen performance as well as dealing with flooding effects – Alan Matthews to provide information on this.

Any other case studies???