

COMPREHENSIVE AREA ASSESSMENT – ORGANISATIONAL ASSESSMENT RESULTS

1. INTRODUCTION

The Comprehensive Area Assessment (CAA) looks at how well local public services, working together, are meeting the needs of the people they serve. The CAA is a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities.

2. DETAIL

- #
- 2.1 CAA is a new way of assessing local public services in England. On 9 December 2009, the results of the CAA Organisational Assessment results were published on a new Audit Commission 'One Place' website. A copy of the summary version of the Organisational assessment is attached as Appendix 1. A full version of the document can be found on the 'One Place' website at audit-commission.gov.uk/oneplace
- 2.2 Within Hampshire the assessment has looked at how well local public services are tackling the major issues. In arriving at its judgement, an independent assessment was undertaken of each public service body, including local councils, health, police and fire and rescue.
- 2.3 Each body is assessed to find out how well public money is being used and services are being delivered to local people, this is known as the organisational assessment. The Organisational Assessment combines information and scores on two issues – how good services are (the 'managing performance' assessment) and how the organisation is using its resources (the 'Use of Resources' assessment).
- 2.4 The assessment for New Forest District Council shows that it is providing good value for money and is performing well.

3. PORTFOLIO HOLDER COMMENTS

- 3.1 The Policy and Resources Portfolio Holder comments that

This is a tremendous outcome on how the Council is fairing, especially during this difficult financial climate.

I am pleased that the people of the New Forest are more satisfied with what this Council is doing for them than appears the case in other councils.

I would like to thank my portfolio holders and all councillors for all their hard work in delivering such good performance during these most difficult times. I would also like to thank all the staff of the council for delivering so many good outcomes for the people of the New Forest.

As a Council, we are continually striving to meet local needs in a cost-effective manner and proud that our services have been so highly-rated.

4. CRIME AND DISORDER, ENVIRONMENTAL AND EQUALITY AND DIVERSITY IMPLICATIONS

- 4.1 There are no crime and disorder, environmental or equality and diversity implications arising directly from this report.

5. RECOMMENDATIONS

- 5.1 It is recommended that the Comprehensive Area Assessment – Organisational Assessment be noted.

For Further Information:

Bob Jackson
Executive Director
Tel: (023)8028 5263
E-Mail: bob.jackson@nfdc.gov.uk

Background Papers:

New Forest District Council

Organisational Assessment (Summary version)

Dated 9 December 2009



oneplace

for an independent overview
of local public services

New Forest District Council

Overall, New Forest District Council performs well

Managing performance	3 out of 4
Use of resources	3 out of 4
Managing finances	3 out of 4
Governing the business	3 out of 4
Managing resources	2 out of 4

Description of scores:

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, Performs Excellently

Summary

New Forest District Council performs well. The Council is providing good value for money and is managing its performance well. It provides consistently good services as shown in its high level of performance in national and local indicators. Crime is low and reducing and the Council and its partners successfully address anti-social behaviour and reduce fear of crime. It is effective in helping supporting businesses through the recession. It works well with the Primary Care Trust in improving health and wellbeing and in encouraging people to be active and healthy. The Council leads the area in reducing its own carbon footprint and in encouraging local people to reduce emissions, tackle climate change and use natural resources better. It achieves a good level of recycling and reduces the amount of waste produced. Its housing services are good with high tenant satisfaction levels. It helped deliver 171 affordable homes last year exceeding its target of 100. Good consistent progress is being made in assuring services address equality and diversity. More people in the New Forest are satisfied with their council and the area where they live when compared with other councils.

Some problems remain in the district but action and plans are in place to improve them. Housing waiting list, waiting times for disabled people to get home adaptations and the time spent by homeless families in bed and breakfast or hostel accommodation are all too long. Joint working between the Council and the National Park Authority has not been fully effective, especially in long term planning, but this is now improving.

The Council has clear ambitions for the district and works well with most partners to deliver them. It provides good community leadership. Officers and councillors are enthusiastic and work well together and share a passion for the district. It has good capacity and plans to deliver its priorities and further improvement. Performance management is good and is used to improve

services. It has the money and capacity needed to deliver its ambitions and provides good value for money. It still needs to better ensure the quality of some of its performance data and to make sure that risk is fully assessed in all decision making. The Council needs to improve its challenge as to how it delivers services to make sure that it benefits from different ways of delivering future services, such as for example sharing more services with other councils or allowing other organisations to deliver more of its services.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>

Alternative formats - If you require a copy of PDF documents in this site in large print, in Braille, on tape, or in a language other than English, please call: 0844 798 7070

Audit Commission, 1st Floor, Millbank Tower, Millbank, London SW1P 4HQ
Telephone: 0844 798 1212
Fax: 0844 798 2945
Textphone (minicom): 0844 798 2946

audit.commission.gov.uk



for an independent overview
of local public services