

Agenda item:

**[No.]**

**CABINET**

**15 December 2009**

Report Title: **Comprehensive Area Assessment (CAA)**

Report of: **Wayne Longshaw Assistant Chief Executive PPP&C**

Signed :

Contact Officers: **Eve Pelekanos, Head of Policy and Performance, 020 8489 2508**

Wards(s) affected: **All**

Report for: **Non-key decision**

**1. Purpose of the report**

1.1. To report to Cabinet the results of the 2009 Comprehensive Area Assessment prior to their publication in December 2009.

**2. Introduction by the Leader**

2.1. It is encouraging to see that in many important areas and services the council is performing well, and this has been recognised in this independent report, we still have some way to go in improving child protection. Major changes have already been made and officers and councillors are committed to achieving the highest standard for the safeguarding of children in Haringey,

**3. State link(s) with Council Plan Priorities and actions and /or other Strategies:**

3.1. The Comprehensive Area Assessment (CAA) considers how the council is delivering its priorities for local people as set out in the Council Plan and how well we are delivering outcomes with partners for the area through the Sustainable Community Strategy.

**4. Recommendations**

4.1. That Cabinet note the results of the 2009 CAA.

## **5. Summary**

5.1. The CAA replaced the Comprehensive Performance Assessment (CPA) in April 2009. It is the Audit Commission's framework for assessing how well the council and its partners are delivering outcomes for local people. The assessment involves judgements from a range of inspectorates for the different aspects of the Council's and partners' activity, the most influential of which are:

Care Quality Commission	Adult Social Care Services	3 out of 4
Ofsted	Children's Services	1 out of 4
Audit Commission	Use of Resources	3 out of 4

5.2. This report presents the findings which the Audit Commission has shared with the council and the Haringey Strategic Partnership (HSP) in advance of publication on 9 December 2009.

## **6. Head of Legal Services Comments**

6.1. The Head of Legal Services has been consulted on the content of this report. The arrangements for the new inspection regime were initially set out in the Local Government White Paper, "Strong and Prosperous Communities". The Local Government and Public Involvement in Health Act 2007 provides the legal basis for the new performance assessment framework implemented through the CAA.

6.2. There is no legal requirement on the Council, or indeed any partner organisation, to produce self assessments for the CAA. However if such a self assessment is produced it is in the interests of the Council to present an accurate and robust picture of its work.

## **7. Chief Financial Officer Comments**

7.1. Any costs associated with producing the self evaluations should be contained within existing budget resources.

7.2. Cabinet will be able to use the feedback from the CAA to inform their decisions on the 2010/11 budget proposals which will eventually be taken to Full Council in early February.

## **8. Equalities & Community Cohesion Comments**

8.1. The CAA aims to judge how citizens experience services in a given area, across the range of different communities, including those groups who are hard to reach. It assesses how cohesive communities are. The area assessment considers how well councils and partners know and engage with their communities and understand the needs of marginalised groups. The

organisational assessment focuses attention on improving outcomes for people whose circumstances make them vulnerable.

## **9. Consultation**

- 9.1. The preparation of the CAA area assessment was undertaken in conjunction with the HSP and partners and with staff within the council.

## **10. Service Financial Comments**

- 10.1. There are no direct financial implications other than preparation costs centrally and within services for the self evaluations.
- 10.2. Safeguarding in Children's Services is the most important area identified for improvement and resources have been targeted to this service.

## **11. Use of appendices /Tables and photographs**

- 11.1. Appendix 1 – summary of strengths and areas for improvement from the Area Assessment.
- 11.2. Appendix 2 – summary of strengths and areas for improvement from the Organisational Assessment.

## **12. Local Government (Access to Information) Act 1985**

## **13. Background**

- 13.1. The Comprehensive Area Assessment replaced the CPA in April 2009. It has two parts; the Area Assessment and the Organisational Assessment.
- 13.2. **The Area Assessment** looks at the outcomes delivered by the Council and its partners, focussed on the activities of the Strategic Partnership and what has been achieved against priorities. The Area Assessment is not scored, however, where there are exceptional or innovative outcomes achieved, a Green Flag is awarded. If outcomes are not on track, a Red Flag is given.
- 13.3. The **Organisational Assessment** is focussed on the Council and has two sections:
- 1) **Use of Resources**
    1. **Managing finances** looks at planning finances effectively, having a sound understanding of costs and performance;
    2. **Governing the business** considers the commissioning and procurement of quality services and the delivery of sustainable outcomes and value for money. It is also focused on having reliable data and

information to support decision making, together with good governance and management of risk.;

**3. Managing resources** assesses the use of natural resources, management of assets and workforce organisation and development. Workforce issues were not included in this year's assessment, but will be part of the 2009/10 assessment.

**2) Managing Performance**

Managing Performance assesses the Council's achievements. It looks at outcomes against council priorities and the prospects for future improvement, through consideration of what has been achieved, and whether the council has robust strategies and plans in place for the future. In making this judgement the Audit Commission consider the findings of the Ofsted inspection of Children's Services and the Quality Care Commission's assessment of Adult Social Care services.

**14. Scores and findings**

14.1. Haringey's CAA results for 2009

<b>Area Assessment</b>	
Draft narrative report with one red flag for safeguarding children.	
<b>Organisational Assessment – overall score of 1 out of 4</b>	
<b>Managing Performance – overall score</b>	<b>1 out of 4</b>
Adults Social Care Services – performing well	3 out of 4
Children's Services rating – performing poorly	1 out of 4
<b>Use of Resources- overall score</b>	<b>3 out of 4</b>
Managing Finances	3 out of 4
Governing the Business	2 out of 4
Managing Resources	3 out of 4

14.2. The Area Assessment report presents a positive picture of achievements, however, a red flag was given for safeguarding children.

14.3. Though the report for the Council's Managing Performance assessment has many examples of positive outcomes, the overall score is 1 out of 4, reflecting Ofsted's assessment of the Children and Young People's safeguarding service, which carries considerable weight in the overall assessment.

14.4. The Use of Resources assessment scores three out of four; when combined with the Managing Performance score of one out of four, the overall score for

the **Organisational Assessment** is one out of four with a judgement that overall, Haringey London Borough Council performs poorly.

- 14.5. Details of the strengths and areas for improvement for the Area Assessment and the Organisational Assessment are contained in appendices 1 and 2. The full reports can be viewed on [www.direct.gov.uk/oneplace](http://www.direct.gov.uk/oneplace).

## 15. Moving Forward

- 15.1. The Council recognises the areas where improvements need to be made. Ofsted will undertake a further inspection of Children's Services in January 2010 and the Audit Commission will inspect Housing Services in May 2010.
- 15.2. We will continue to strive to improve performance across a range of services provided by the Council and its partners that the inspection bodies recognised areas where improvements have been made or that are performing well. These include:
- Street cleaning
  - Tackling climate change
  - Parks
  - Reducing crime
  - Adult Social Care
  - Financial Management
  - Managing resources.
- 15.3. Overall, 2009 was a challenging year, progress has been made and we continue to work hard to address the fundamental problems in Children's safeguarding services. We look forward to 2010 where we aim to continue to make sustainable improvements in key services that matter most to the residents of Haringey.

## APPENDIX 1

### Area Assessment for Haringey Strategic Partnership

Sustainable Community Strategy Outcomes	Positive comments	Area for improvement
<p>People at the heart of change</p>	<p>“The partnership works well to help build a community where local people get on well together.”</p> <p>“Volunteering is also used by local partners to build a community where local people get on well together.”</p> <p>“Local partners are making Haringey cleaner and greener ... Partnership working with community groups is increasing green spaces around libraries and promoting green activities.”</p>	<p>“The partnership has a lot more to do to make sure there is enough housing for local people.”</p> <p>“We will undertake an inspection of homelessness and housing allocations in 2009-10.”</p>
<p>An environmentally sustainable future</p>	<p>“Local partners are making good progress in meeting current environmental needs without damaging the ability of future generations to meet theirs. Improvements are likely to continue.”</p> <p>“Local partners are raising awareness and involvement of local people in these issues in several ways. For example, the Going Green conference is a well attended annual event where progress is reported to local people and partners.”</p> <p>“Some good progress is being made in limiting the impact of public services on the environment.”</p>	<p>“Recycling is being improved ... but the target was not met.”</p>

Sustainable Community Strategy Outcomes	Positive comments	Area for improvement
<b>Economic vitality and prosperity shared by all</b>	<p>“Plans for major developments are focusing on Tottenham Hale and Haringey Heartlands and are being progressed.”</p> <p>“Local partners understand their challenges in relation to worklessness well and are working to tackle these.”</p> <p>“Local partners are working well to support young people who are out of work and to increase their levels of skills.”</p> <p>“Improvements are likely to continue in this area.”</p>	<p>“At age 11, achievement at level 4 or above in English and mathematics remains stable for the third year running and performance remains below that in similar areas and the national average.”</p>
<b>Safer for All</b>	<p>“The Fire Brigade's work with the Council and local community groups has contributed to a 20 per cent estimated reduction of accidental fires in the home.”</p> <p>“Local partners are working well to tackle domestic violence.”</p> <p>“An independent inspection of adult social care services in January 2009 found that the safeguarding of vulnerable adults was adequate. Following on from the inspection, an action plan has been developed and key actions have been implemented.”</p>	<p>“Theft, robbery and burglary have continued to reduce, meeting the target, but are higher than similar areas ... However, local people are still concerned about the levels of crime.”</p> <p>“Safeguarding of children has been red flagged.”</p>
<b>Healthier people with a better quality of life</b>	<p>“Local partners are working with local people to help them manage their own health.”</p> <p>“Drug treatment services were rated as excellent by an independent assessment.”</p>	<p>“The partnership is making some progress in improving the health of local people. However, there are still some key challenges.”</p> <p>“More needs to be done to improve the health of children.”</p>

Sustainable Community Strategy Outcomes	Positive comments	Area for improvement
		<p>“The number of teenage pregnancies remains a key concern.”</p> <p>“Significant challenges remain in reducing alcohol harm.”</p> <p>“Given the challenges with regard to health we will be tracking this area – including the number of teenage pregnancies and reducing alcohol harm.”</p>
<b>People and customer focussed</b>	<p>“Local priorities express community needs and aspirations well.”</p> <p>“Greater opportunities are being provided for local people to get involved in decision making.”</p> <p>“Local partners are working well with voluntary and community organisations overall.”</p>	<p>“The partnership has made some progress in meeting their aim for local people to have high quality, customer focused services.”</p> <p>“The partnership is committed to delivering value for money for people in Haringey but capacity to improve in key areas needs to continue to be tackled.”</p>



## APPENDIX 2

### Organisational Assessment for Haringey Council

Positive comments	Area for improvement
<ol style="list-style-type: none"> <li>1. The Council has a <b>clear long term vision</b> for what it wants to achieve for local people. The council's five key aims tackle the big issues Haringey faces and focus on the areas local people think are important and need improvement.</li> <li>2. The aims also link well to the priorities of the Local Strategic Partnership</li> <li>3. The Council <b>works well with local people</b> and uses their views to help it make decisions. 40 per cent of local people feel they can influence decisions in their local area which is better than similar areas.</li> <li>4. Sustained progress is being made in <b>educational attainment</b> at most key stages.</li> <li>5. <b>Adult Social Care Services</b> are performing well</li> <li>6. The Council is making <b>good progress in sustainability</b></li> <li>7. The Council has clear plans in the Greenest Borough Strategy' to reduce the council's impact on the environment</li> <li>8. The Council has made <b>reductions in CO2 emissions</b></li> <li>9. The Council is actively encouraging staff to use other forms of transport</li> <li>10. The Council adopts new ways of working that are likely to further improve the impact on the environment.</li> <li>11. The Council is <b>improving recycling</b></li> <li>12. Improvements have been made to Haringey's <b>open spaces</b> by the Council and 72 per cent of local people are happy with parks and open spaces</li> </ol>	<ol style="list-style-type: none"> <li>1. Violent crime is not reducing at the same rate as other crimes</li> <li>2. A lower than average proportion of <b>childminding</b> and childcare provision is good or outstanding</li> <li>3. The proportion of <b>primary schools</b> that are good or better is below that of similar areas and the national average</li> <li>4. Of the three <b>children's homes</b> two are satisfactory and one is inadequate</li> <li>5. The difference in the performance of children and young people whose circumstances make them vulnerable is still too wide</li> <li>6. Key challenges remain in <b>improving the health of local people</b></li> <li>7. More needs to be done to <b>improve the health of children</b></li> <li>8. The number of children that die before they reach the age of 5 and the numbers of 11 year olds who are obese are areas that need to be improved</li> <li>9. The Council still has some significant challenges to tackle in making sure children are safeguarded.</li> <li>10. Need to improve how adults are safeguarded.</li> <li>11. <b>Children's services in Haringey perform poorly</b> there are significant weaknesses in areas of social care provision</li> </ol>

Positive comments	Area for improvement
<p>13. The Council is making sure that the <b>streets are cleaner</b></p> <p>14. The number of reports of <b>dumped rubbish</b> has more than halved in the last two years</p> <p>15. Crime in Haringey is reducing overall</p> <p>16. The Council is working with partners to <b>reduce anti-social behaviour</b></p> <p>17. The number of children killed or seriously hurt continues to decrease</p> <p>18. The Council works well with partners in <b>tackling domestic violence</b></p> <p>19. <b>Nursery schools, secondary and sixth form schools are above average</b>, with a high proportion of good and outstanding provision</p> <p>20. Provision for pupils whose circumstances make them vulnerable in the four special schools and two pupil referral units is at least good.</p> <p>21. The <b>fostering agency</b> and private fostering arrangements are good</p> <p>22. Performance against a very large majority of national indicators, including those for staying safe and enjoying and achieving, is in line with or above similar areas and national figures</p> <p>23. Sustained progress is being made in educational attainment at most key stages and this is especially notable at Key Stage 4</p> <p>24. Local data suggests there has been progress in narrowing the results gap between schools across the borough.</p> <p>25. Progress is being made in the proportion of young people from low income backgrounds achieving level 2 and 3 qualifications by the age of 19</p> <p>26. There has been a very good reduction in the number of young people <b>not in education, employment or training</b></p> <p>27. The Council has increased the quality of buildings and range of services to help children and young people do well</p>	<p>12. The Council has a lot more to do to make sure there is <b>enough housing for local people</b></p> <p>13. <b>Data quality</b> has been assessed as inadequate</p>

Positive comments	Area for improvement
<p>28. The Council is successfully <b>increasing leisure and cultural opportunities</b></p> <p>29. The Council's <b>Bruce Castle</b> local history museum runs a wide range of events each year involving local people.</p> <p>30. The Council works in partnership to tackle <b>worklessness</b></p> <p>31. There is an increasing variety of <b>services to support independence</b> and well being. The use of residential care has decreased and the balance of care has continued to shift towards community and preventative support</p> <p>32. Overall the majority of the Council's schools, the pupil referral units and the college are good or better</p> <p>33. <b>76 per cent of schools are Healthy Schools</b> beating the target for last year.</p> <p>34. The numbers of people using <b>direct payments</b> to buy their care has increased</p> <p>35. The Council has worked well to help build a community where people get along together.</p> <p>36. The time taken to deal with new housing benefit and council tax benefit claims has improved and met the target.</p> <p>37. <b>Access to services</b> has been improved by the Council during the last year</p> <p>38. The Council has delivered and projects to support and <b>develop skills among Muslim women.</b></p> <p>39. The Council <b>uses its resources well.</b></p>	