

| Report of                          | Meeting                         | Date               |
|------------------------------------|---------------------------------|--------------------|
| Director of Policy and Performance | Overview and Scrutiny Committee | 20th February 2007 |

## CPA SERVICE PERFORMANCE TOOLKIT 2005/06

### PURPOSE OF REPORT

- To outline the key messages emerging from the recently published CPA Performance Information Toolkit from the Audit Commission.

### CORPORATE PRIORITIES

- Ensure Chorley Council is a performing organisation.

### RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

|            |   |                  |   |
|------------|---|------------------|---|
| Strategy   | ✓ | Information      | ✓ |
| Reputation | ✓ | Regulatory/Legal |   |
| Financial  |   | Operational      |   |
| People     |   | Other            |   |

- The Audit Commission's revised approach to CPA in District Councils sees increasing importance afforded to service performance and associated performance information. It is critical that we actively communicate the messages contained within the Audit Commission's toolkit and manage any performance issues arising.

### BACKGROUND

- District Councils that feel that they have made significant progress are invited to apply for CPA reassessment according to the timetable detailed below.
  - 1 February 2007
  - 1 June 2007
  - 1 October 2007
  - 1 February 2008
  - 1 June 2008
  - 1 October 2008
- We are currently working to a possible submission date of 1 October 2007. The strength of case for re-categorization will be the primary driver for determining whether a request for reassessment is accepted.
- In determining whether or not to undertake a corporate assessment of our performance, regionally co-ordinated panels will take into account both quantitative and qualitative evidence of improvement or deterioration. The key test panels will apply is whether there

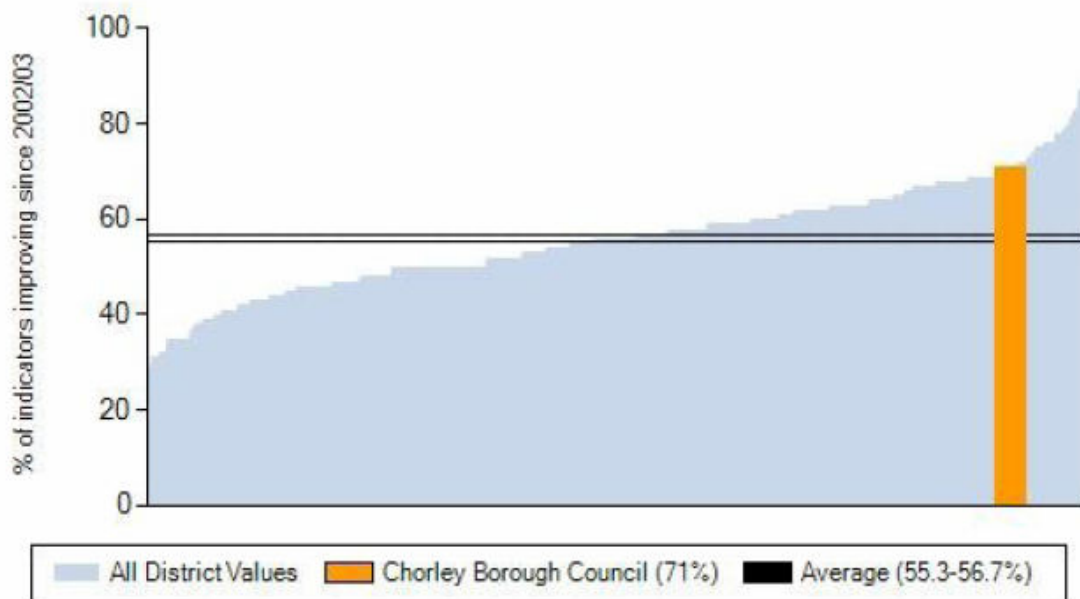
is a realistic prospect of a change in CPA category. The Commission has produced a toolkit, which sets out improvement and current performance on the agreed set of PIs and which will be a key source of information for this decision making process.

8. Performance Indicators have increased in importance in new CPA methodology, particularly with regards to triggering a reassessment; this increase is a reflection of the Audit Commission's high profile and well-publicised commitment to reduce the burden of inspection on authorities, and to make the process of inspection and categorisation more streamlined. To this end a greater emphasis has been placed on key performance information in the place of service inspections, in triggering a reassessment. Consequently, performance information will have a significant role in determining whether our current performance is at a level which would trigger a reassessment, and ultimately the result of any Corporate Assessment.
9. The Audit Commission has identified a number of Performance Indicators, both Best Value PIs and other performance measures, which will be used in the analysis of service performance information for district councils.
10. In August of 2006 the Audit Commission produced a toolkit which examined our 2004/05 performance information and set out our level of improvement and our relative positioning nationally in terms of this basket of indicators. In December of 2006 the Audit Commission updated this toolkit looking examining our 2005/06 performance in the same way.

## **KEY MESSAGES**

11. Chorley Council has a great record in service delivery and this message is echoed in the recent toolkit produced by the Audit Commission. The toolkit sets out our level and extent of improvement in 2005/06 against 2002/03 performance. The toolkit also looks at the percentage of our performance indicators in the top 25% nationally in 2005/06. The diagrams below are a powerful way of communicating our positioning. The first chart looks at the percentage of performance indicators showing improved performance from 2002/03 to 2005/06, and Chorley is at the very top of this spectrum with 71% of indicators showing improved performance, compared to a national average of between 55.3% and 56.7%.

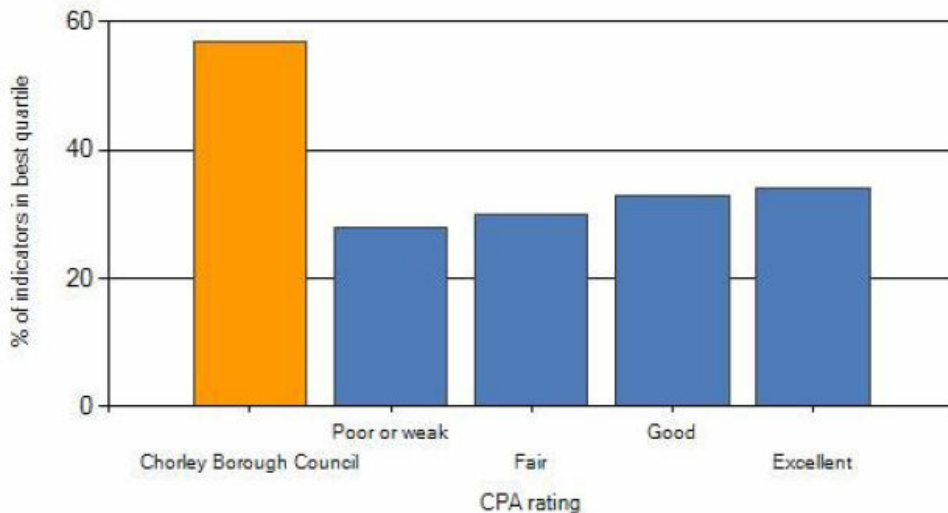
## Proportion of PIs that have improved since 2002/03



12. 57% of Chorley Council's indicators fell into the top quartile (top 25%) in 2005/06, this compares extremely well to an average for fair Councils (our current categorisation) of 30%, and an average for excellent Councils of 34%. The message from this is that we are currently performing well above the level of most excellent Council's in terms of service performance.

The current CPA rating for this council is Fair.

## Proportion of indicators in the 'best' quartile in 2005/06



13. The report (as appended) looks at each of the performance indicators in the CPA Basket in more detail examining individual performance trends and quartile positioning. This information will be utilised going forward to identify areas for improvement for target setting and to inform resource targeting.
14. Clearly the CPA toolkit as produced by the Audit Commission is a powerful tool for us in demonstrating that we are delivering on our commitment to continuous improvement and to show that in terms of service performance we are an excellent Council.

### COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

15. There are no human resources implications associated with this report.

### COMMENTS OF THE DIRECTOR OF FINANCE

16. There are no financial implications associated with this report.

### RECOMMENDATION(S)

17. That the report be noted

LESLEY-ANN FENTON  
DIRECTOR OF POLICY AND PERFORMANCE

There are no background papers to this report.

| Report Author | Ext  | Date    | Doc ID          |
|---------------|------|---------|-----------------|
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