

# Working together on the Improvement Agenda

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**Champions of Participation Workshop**  
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# The Audit Commission...

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- ...is an independent watchdog, driving economy, efficiency and effectiveness in local public services to deliver better outcomes for everyone;
- ...promotes value for money, auditing the £200 billion spent by 11,000 public bodies; and
- ...works in partnership to assess local public services and make practical recommendations for promoting a better quality of life for local people.

# Comprehensive Area Assessment (CAA)

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## AC needs to determine:

- How well the council and its partners know and understand the needs of local people, and engage and involve them in identifying priorities and assessing outcomes.

...and...

- How well they co-ordinate their engagement activities and communicate the impact of engagement on decisions.
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# Oneplace

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CAA reports are brought together on the Oneplace website in December:

<http://oneplace.direct.gov.uk/Pages/default.aspx>

“The Audit Commission, Care Quality Commission, HM Inspectorates of Constabulary, Prisons and Probation and Ofsted are working together to provide an independent overview of the quality of life in your area. You can also discover how well local public organisations, such as councils and police forces work together to meet local needs.”

CAA is a continuous process, now in Year 2.

# CAA: independent review of Year 1

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- Carried out by Shared Intelligence with Cardiff University Business School and Ipsos MORI.
- Available from: <http://www.audit-commission.gov.uk/localgov/audit/CAA/caareview/Pages/default.aspx>
- Clear intention of CAA is that more accessible information for citizens leads to direct public accountability for all, with:
  - More people interested in performance locally; and
  - More direct accountability

# But there are challenges...

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- People think independent inspection is important but few know how to access relevant information – or access it by accident;
- Services feel that CAA is unlikely to increase accountability to local people; and
- Review found that 3<sup>rd</sup> sector was least engaged in, and more marginal to, the CAA process – needs to be more involved because of provider role but also because it often acts on behalf of citizens in holding other providers to account.

# Looking ahead, assessment needs to:

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- Ensure that it engages with the right stakeholders so that assessment is as rounded as possible;
- Achieve more with less – recognise that this is the case across services – but still hold providers to account for meeting the needs of local people; and
- Broaden the base of people accessing assessment reports, increasing their ability to use this information to hold services to account.

# Thankyou for listening!

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