

Report of the Assistant Director of Resources (Customer Service & Governance)

## **2007/08 CPA result for City of York Council**

### **Purpose of the Report**

- 1 To present Executive Members with the result of York's Comprehensive Performance Assessment (CPA) and Direction of Travel (DoT) for 2007/08.

### **Background**

- 2 The Audit Commission will make/made public all CPA results for top tier councils on Thursday 5<sup>th</sup> March 2009. This is the final assessment authorities will receive before the transition is made to the Comprehensive Area Assessment (CAA). The first inspection results for CAA will be published in November 2009, based on 2008/09 improvement and assessments.

#### York's 2007/08 CPA result

- 3 The City of York Council (CYC) has been awarded a '2 star' (fair) CPA result with a judgement of 'improving adequately' for Direction of Travel. Annex 1 provides the full Direction of Travel Statement.

#### Key changes from 2006/07 CPA

- 4 Annex 2 provides a full breakdown of all the CPA category scores used to calculate the overall score. It also includes York's CPA assessment results over the previous 5 years. Four CPA category scores changed in 2007/08:
  - The corporate assessment reduced from **3** to **2**.
  - Adult social care reduced from a **3** to **2**.
  - Housing increased from **3** to **4**.
  - Culture increased from **2** to **3**.
- 5 Importantly, the Children & Young People block retained a score of **4**, and in fact improved again by scoring 4 across all six sub-categories - moving up from a 3 to a 4 on 'being healthy' in 2007/08.
- 6 CYC's overall *CPA score* and *Direction of Travel* have changed since the last CPA in 2006/07, when a 3 star (good) with an 'improving well' Direction of Travel was awarded. The scoring methodology used does not reflect improvements made across the full range of CPA categories. Of the 10 CPA sub-categories assessed, the council now scores two 4 star ratings (excellent), six 3 star ratings (good) and just two 2 star ratings (fair). This is much better range of scores than when the council was assessed as being a 3 star (good) council.

7 In 2007, the Audit Commission changed the rules and methodology for CPA, making it much tougher under new guidance called 'CPA – the harder test'. As a result, the Commission have confirmed that the council league tables in the final 2007/08 round of CPA show a drop in the overall scores awarded, with many councils experiencing a fall in their star ratings, some to just one star. This has mainly been as a result of the Level 1 assessments (see paragraph 10 below) such as Adult Social Care and recent reduced corporate assessment results for 2007/08 being used for the first time within the methodology.

How does the CPA scoring methodology work?

- 8 The overall score is drawn together using corporate assessment ratings (Use of Resources and corporate assessment), and a number of service block ratings. The individual ratings are added together to produce an overall council CPA score. The scores are awarded on a 1 to 4 scale, with 4 the best and 1 the worst.
- 9 The corporate assessment was carried out by the Audit Commission last year and examined how well the council was run overall. The criteria for the corporate assessment inspection were changed in 2005 and were significantly tougher compared to those used in 2002. Over the past five years, York's corporate assessment score of 3 had been carried over from the last formal corporate inspection, which took place in 2002. However, the recent corporate inspection scored 2 and is being used for the first time to calculate the council's 2007/08 CPA score.
- 10 Under the CPA methodology, the areas assessed are given different weightings in the overall star rating calculation. The importance of the different areas can be more easily understood by separating them into level 1 and level 2 assessment scores.

Level 1 assessments	Level 2 assessments
<ul style="list-style-type: none"><li>• Corporate assessment</li><li>• Use of Resources</li><li>• Adult Social Care</li><li>• Children &amp; Young People</li></ul>	<ul style="list-style-type: none"><li>• Benefits</li><li>• Culture</li><li>• Environment</li><li>• Housing</li></ul>

11 The CPA methodology does not allow a council to score higher than an overall 2 star rating if more than one of its level 1 assessments score 2 or less – and if one of these is the corporate assessment. This is why CYC has dropped to a 2 star council, despite high scoring and improved results across the rest of the CPA scorecard.

How is the Council is addressing the Level 1 assessment reduced scores?

- 12 The corporate assessment inspection took place in early 2008 and since then the council has developed a Single Improvement Plan (SIP) to improve organisational effectiveness and address all major areas for improvement. Significant progress has been made against the milestones detailed in a paper to the Executive dated 30 June 2008, and Annex 3 provides members with further details and a progress report. The SIP is currently being reviewed and refreshed in preparation for the second year of delivery based on identified areas of organisational effectiveness improvement. This will help to address the Level 1 scores both for the corporate assessment and for Use of Resources next year.
- 13 The issues identified by the Commission for Social Care Inspection (CSCI) in the Adult Social Care inspection were not considered to be systemic. There is excellent performance in other areas such as social care clients receiving self-directed support (sometime referred to as direct payments). The CSCI recommendations are being addressed and HASS, working with the government office, have already identified the actions needed to bring performance back up to normal standards in 2009. Its clear that CYC's Adult Social Services are not viewed as a priority for special attention.

Direction of Travel (DoT)

- 14 From 2006 the Government introduced a second headline assessment for CPA called a Direction of Travel. This represents the direction and strength of improvement in an authority and is reported alongside the overall CPA star rating. York's 2007/08 DoT statement has now been issued by the Audit Commission and is set out in Annex 1. York has been assessed as 'improving adequately', on a 4 point scale:

1. Not improving	2. Improving adequately	3. Improving well	4. Improving strongly
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- 15 Aside from the performance results already covered in this report, the largely positive statement highlights:
- strong managerial leadership and effective political leadership, which is enabling the council to work well with its partners; and
  - sustained focus on improving corporate capacity through the delivery of the Single Improvement Plan.

Conclusion

- 16 The final headline CPA score and DoT score do not fully reflect the improvements outlined in the detail in Annex 1 and Annex 3. The council has made significant progress over the past twelve months, not just in terms of the improvements to services scores, but also in terms of organisational effectiveness. The Government has acknowledged the limitations of CPA by introducing a more outcome based Comprehensive Area Assessment and York is well positioned to do well under this in future.

## **Consultation**

- 17 Extensive consultation took place across all directorates and with Executive members for the 2008 corporate assessment process. Other sessions also took place with directors and assistant directors between October and December 2008 to develop a Direction of Travel self-assessment in collaboration with the Audit Commission.

## **Options**

- 18 There are no options to present to Executive members.

## **Analysis**

- 19 This report is for information only and no decision is required from Executive members.

## **Corporate priorities**

- 20 CPA and the DoT only place a limited weight on how well the council has delivered improvement in line with its corporate priorities. However, under the new CAA arrangements significant emphasis will be placed on how well the council is delivering Local Area Agreement targets in partnership.

## **Implications**

- 21 The implications are:
- Financial – None.
  - Human Resources - None.
  - Equalities – Some parts of the Direction of Travel performance indicator assessment looked at how well the council was performing in terms of staff and customer based equalities. Improvements for equalities, including Equalities Impact Assessments and an engagement strategy for York were also supplied as evidence of progress.
  - Legal – None.
  - Crime and Disorder - Some parts of the Direction of Travel performance indicator assessment looked at a number of community safety indicators.
  - Information Technology – None.
  - Property – Progress on the project to move the council into a single headquarters was mentioned in the Audit Commission's Direction of Travel statement, but this was positive in terms of the council's future arrangements.

## **Risk Management**

- 24 The Council has identified a strategic risk (KCR0008) relating to the implementation of changes required for the new CAA & Use of Resources assessments and officers are working on action plans to respond to guidance recently issued by the Audit Commission.

## Recommendations

22 Executive Members are asked to:

- a) note the Council's 2007/08 CPA and DoT result;
- b) note the progress made in addressing areas identified for improvement.

*Reason: to allow Members to assess external inspection results against service improvements achieved and planned.*

## Contact Details

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Report Approved

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## Specialist Implications Officers

Not applicable

Wards Affected:

All

For further information please contact the author of the report

## Background Papers:

None

## Annexes

- 1 Direction of Travel Report 2007/08
- 2 City of York Council's CPA Scores
- 3 Single Improvement Plan Progress