

Wigan Council

Comprehensive Performance Assessment (CPA) scorecard 2008

Overall performance for this Council

This is a council that is **improving well** and demonstrating a **4 star** overall performance.



We reached this overall rating by looking at:

- What progress Wigan Council has made in the last year – direction of travel
- How Wigan Council manages its finances and provides value for money – use of resources
- How Wigan Council's main services perform – service performance
- How Wigan Council is run – corporate assessment

Service assessments, use of resources and corporate assessments are scored on the Local Services Inspectorate Forum scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Direction of travel

The progress Wigan Council has made in the last year

Direction of travel	2005	2006	2007	2008
This assessment indicates the progress being made, or otherwise, to achieve improvement.	improving well	improving well	improving well	improving well

The following summary has been provided to support the 2008 direction of travel assessment:

Wigan Council is improving well. Performance improvement is significantly better than the average for similar councils across services. In priority areas, educational attainment, school attendance and young people in employment all improved. A continued focus on a clean and green environment is now having a significant impact. Partnerships are delivering improved outcomes such as reductions in road accidents, better health for older people and fewer people are committing offences. Local people now have more opportunities to influence service development, supported by a strong Council commitment to community engagement. Good performance in children and young people's services has been enhanced by better safeguarding arrangements. Adult social care performance remains good overall and outcomes for most users are positive. However, the timeliness of assessment has deteriorated and arrangements to safeguard vulnerable adults are only adequate. Housing services performance has dipped slightly. Some people are spending longer in temporary accommodation but most key outcomes have still been delivered, including improvements in non-decent homes. Value for money remains good. A Council reorganisation has increased the funds available for front-line services and is improving access to services.

Use of resources

How Wigan Council manages its finances and provides value for money

Use of resources	2005	2006	2007	2008
We have assessed how well the Council manages its finances and provides value for money.	3	4	4	4

This use of resources judgement is drawn from five individual judgements provided by the Council's appointed auditor:

Auditor judgements	2008
Financial reporting	3
Financial management	4
Financial standing	4
Internal control	4
Value for money	3

Service performance

How Wigan Council's main services perform

Service area	2005	2006	2007	2008
Benefits - The Council's performance in providing housing and council tax benefit services as assessed by the Department for Work and Pensions and is based primarily on achievement against the 2005 housing benefits/council tax benefits performance standards.	3	3	3	3
Children and young people - The Council's performance in providing children's services, such as children's education and social care. The joint assessment is made by the Commission for Social Care Inspection and Ofsted following a review of the Council's overall performance and key indicators.	3	3	3	3
Culture - The Council's performance in services, such as libraries and leisure, as assessed by the Audit Commission.	3	2	2	3
Environment - The Council's performance in services, such as transport, planning and waste, as assessed by the Audit Commission.	3	3	3	3
Housing - The Council's performance in community housing and, where applicable, housing management services, as assessed by the Audit Commission.	3	3	4	3
Social care (adults) - The Council's performance in adult social care services. The assessment is made by the Commission for Social Care Inspection following a review of the Council's overall performance and key indicators.	3	3	3	3

Corporate assessment

How Wigan Council is run

Corporate assessment	2005-2008
In assessing how the Council is run, the Commission considers what the Council, together with its partners, is trying to achieve; what the capacity of the Council, including its work with partners, is to deliver what it is trying to achieve; and what has been achieved? Under CPA - The Harder Test, corporate assessments were undertaken once for each single tier and county council between 2005 and 2008.	4

Percentage figures may not total 100 per cent due to rounding.

Please visit the Audit Commission website (www.audit-commission.gov.uk) for the full version of this scorecard.