



Office of the  
Deputy Prime Minister

Creating sustainable communities

# The Test for North West Improvement

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local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal



## The Improvement Challenge

Today

Tomorrow

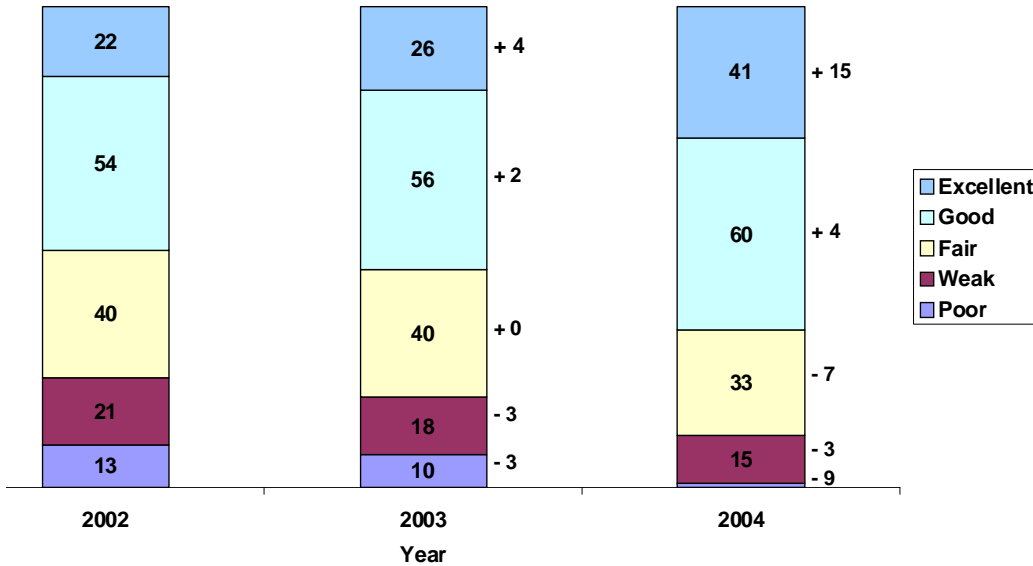
What is the test for North West Improvement?



# Local Government Performance

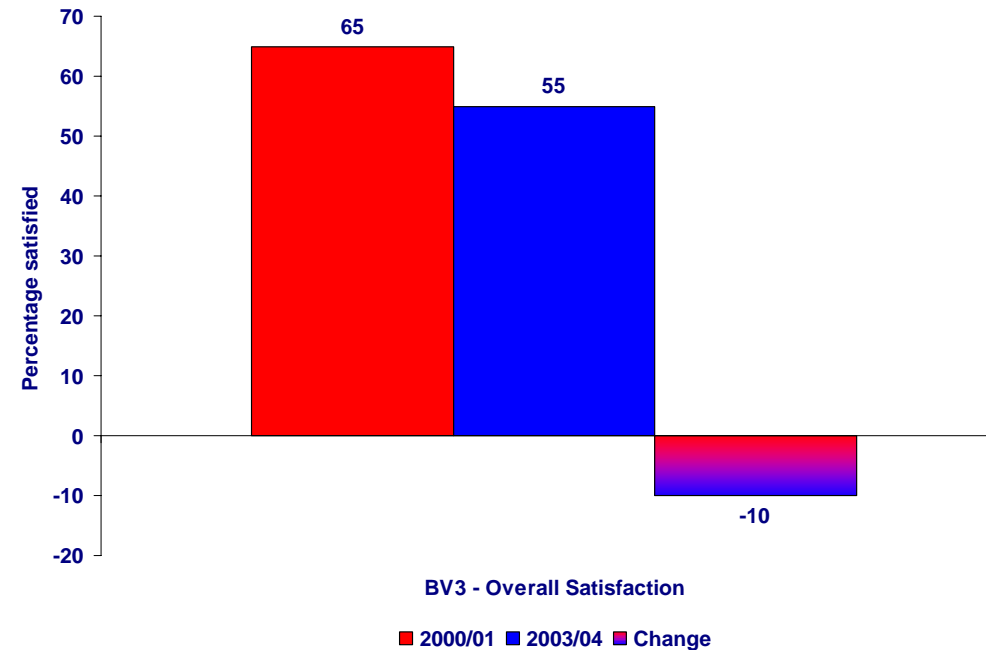
## CPA category changes 2002 to 2004

Number of upper tier authorities in each CPA category (net change from previous year given)



CPA results show 17% more 'good' and 'excellent' single tier and county councils in December 2004 than two years previously, while the number of 'weak' and 'poor' councils has fallen from 34 to 16.

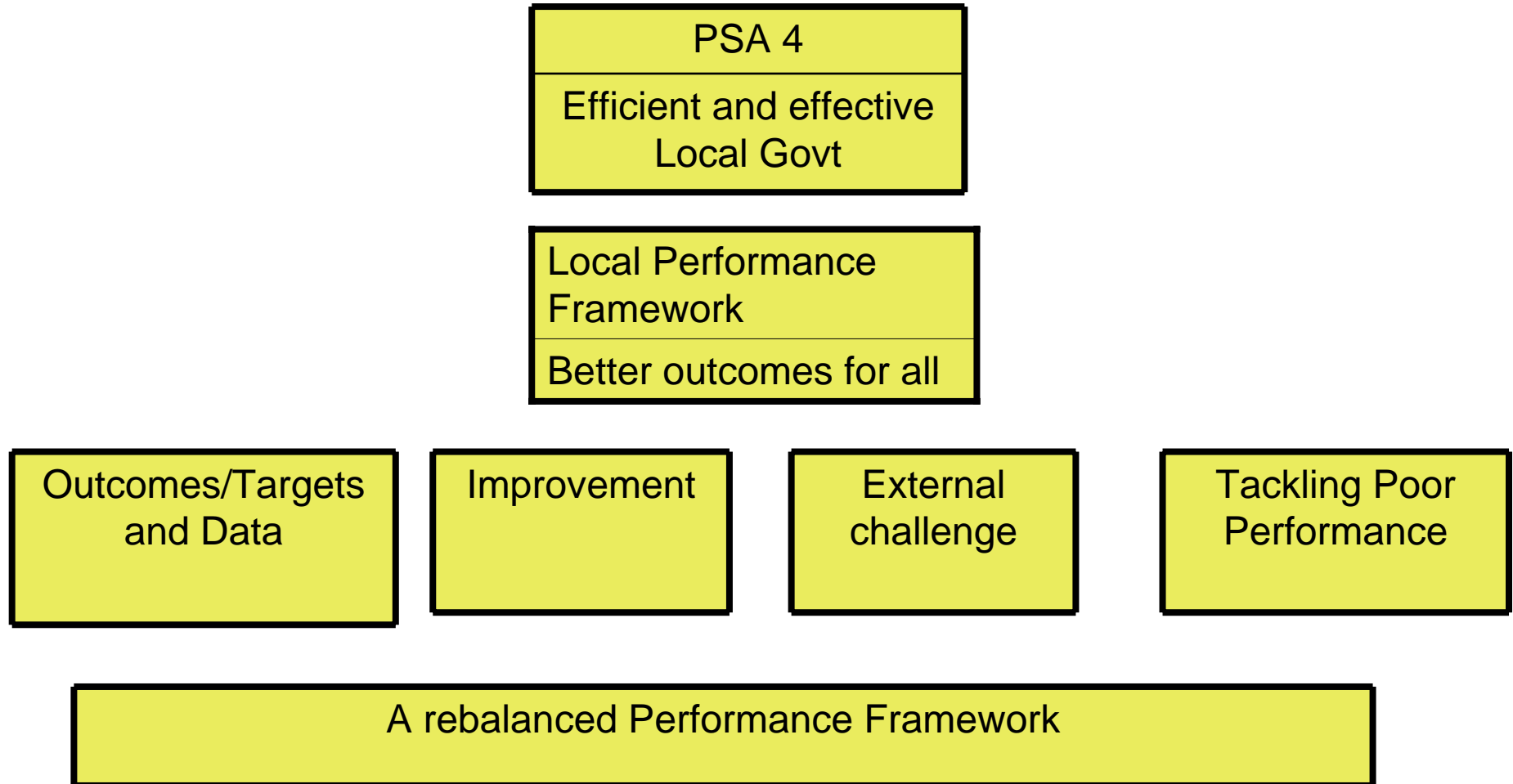
## Overall satisfaction with the local authority 2000-01 to 2003-04



Despite significant improvements in other performance indicators, satisfaction among customers of local government services declined by 10% between 2000-01 and 2003-04.



# A Commitment to Improvement



- Tailored working with Councils proportionate to risk and opportunity
  - LAAs
  - Capturing Excellence and Sharing Practice
  - Engagement and Intervention
- Key strategies
  - E Government
  - Pay and workforce
  - Efficiency
- Improvement and Capacity Building

- £150 million over 3 year Spending Review Period
- Balanced between:
  - National Programmes
  - Direct support
  - Improvement Partnerships
- £57 million for Improvement Partnerships over next three years



# The Future Challenge

- Managing difference
- Responding to demography and economy
- Helping the public to resolve hard choices
- Building relationships and brokering different interests
- Enabling communities and individuals to play a greater part

# The Test for North West Improvement

- Are you equipping tomorrow's leaders with the capacity to lead, advocate and champion their communities?
- Are you providing the foundation for real user and citizens empowerment?
- Are you helping to develop the capacity and culture that will secure effective leadership of public services right across functional and sector boundaries?
- Does NWIN contribute significantly to greater efficiency in the use of public resources in the Region as well as to higher levels of public satisfaction?
- Does NWIN help make a reality of genuine shared learning and support, and is it more than the sum of its parts?