

London Borough of Hackney

Comprehensive Performance Assessment (CPA) scorecard 2007

Overall performance for this Council

This is a council that is improving strongly and demonstrating a 3 star overall performance.



We reached this overall rating by looking at:

- What progress London Borough of Hackney has made in the last year – direction of travel
- How London Borough of Hackney manages its finances and provides value for money – use of resources
- How London Borough of Hackney's main services perform – service performance
- How London Borough of Hackney 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 London Borough of Hackney has made in the last year

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

The following summary has been provided to support the 2007 direction of travel assessment:

Hackney Council is improving strongly. Hackney has a record of improvement in its priority areas and in contributing effectively to wider community outcomes. Performance indicators for the last year show one of the highest rates of service improvement in London and a top quartile improvement rate nationally. The Council still has some indicators within the lower quartiles, for example, satisfaction with sports and leisure facilities. The Council has improved its housing services, recycling rates and the time to process benefit claims. Hackney has also scored well in recent assessments of children's services and adult social care and has improved its overall resident satisfaction ratings. The way the Council uses its resources has improved in the last year. Hackney has strong and effective management and provides good community leadership which is continuing to improve civic pride. Hackney has the capacity to deliver its robust plans for further improvement. It has a good understanding of where it needs to improve further and the appropriate actions required. There are no weaknesses or failures in corporate governance that would prevent improvement being sustained.

Use of resources

How London Borough of Hackney manages its finances and provides value for money

Use of resources	2005	2006	2007
We have assessed how well the Council manages its finances and provides value for money.	2	2	3

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

Auditor judgements	2007
Financial reporting	2
Financial management	3
Financial standing	3
Internal control	3
Value for money	2

Service performance

How London Borough of Hackney's main services perform

Service area	2005	2006	2007
Benefits - The Council's performance in providing housing and council tax benefit services. The assessment is made by the Benefit Fraud Inspectorate and is based primarily on achievement against the 2005 housing benefits/council tax benefits performance standards.	2	2	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
Culture - The Council's performance in services, such as libraries and leisure, as assessed by the Audit Commission.	1	2	2
Environment - The Council's performance in services, such as transport, planning and waste, as assessed by the Audit Commission.	2	3	2
Housing - The Council's performance in community housing and, where applicable, housing management services, as assessed by the Audit Commission.	2	2	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

Corporate assessment

How London Borough of Hackney is run

Corporate assessment	2007
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?	2

Score used is from the 2006 corporate assessment.

The way we carried out corporate assessments changed from 2005 onwards. Until 2008, when all councils will have been assessed using the new-style corporate assessment, the CPA category will be based on either its new corporate assessment score or the previous one if that is higher.

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