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|  | <p>Executive 16th April 2007</p> <p>Report from the Chief Executive</p> |
| For Action | Wards Affected: ALL |
| 2005/06 Annual Audit and Inspection Letter | |

Forward Plan Ref: F&CR-06/07-35

1. SUMMARY

- 1.1 This report accompanies the Annual Audit and Inspection Letter for 2005/06. The Letter is issued by the Audit Commission and draws on the work by PricewaterhouseCoopers (PwC) as the Council's appointed auditors from the statutory audit.

2. RECOMMENDATIONS

- 2.1 Members are recommended to note its contents and that a report responding to the main recommendations will be presented to a future meeting of the Executive.

3. DETAIL

- 3.1 This report provides an overall summary of the Audit Commission's assessment of the Council.
- 3.2 The document constitutes the detail and representatives from the Audit Commission and PwC will be at the meeting. However a report will be brought to a future meeting of the Executive which will provide detailed proposals and options to address the main recommendations and themes in the report.
- 3.3 The Letter will be sent to all Members of the Council and be made available to residents in each Library and on the internet.
- 3.4 In February 2007 the Audit Commission announced the results of the annual refresh of Comprehensive Performance Assessment (CPA) scores for the year 2006. Details of the council's CPA scores are included with the Annual Audit and Inspection letter. For 2006 the council retained its overall CPA rating of 3 stars and improving well. This included improving the score

achieved for our Environmental Services to 3 stars from 2. However, despite improved performance in a number of sports related indicators the score for our Culture block decreased from 3 to a 2, largely due to changes in the weighting of some indicators within this service block.

- 3.5 Actions have already been put in place to respond to a number of the improvement priorities covered by the Letter. These include setting up high level corporate groups to support and monitor the implementation of improvement plans for adult social care, culture and waste management. Significant progress has also been made in rolling out the Performanceplus system across the council and to partner agencies in the Local Area Agreement. A streamlined service planning process has also been introduced for 2007/08 based upon best practice models for effective performance management.
- 3.6 The BV satisfaction survey undertaken as part of the 2006 CPA refresh showed that public satisfaction with individual council services and its performance overall has continued to increase. Overall satisfaction now stands at 52% which is just above the London average. This result was achieved against a national trend for decreasing public satisfaction with the performance of public services.
- 3.7 A detailed report on the council's response to the Annual Audit and Inspection Letter, including the impact on service delivery, will be presented to a future meeting of the Executive.

4. FINANCIAL IMPLICATIONS

- 4.1 The Audit Letter is directly linked to the financial performance and management of the Council.

5. LEGAL IMPLICATIONS

- 5.1 None specific.

6. DIVERSITY IMPLICATIONS

- 6.1 The proposals in the report have been subject to screening and officers believe that there are no specific diversity implications arising from it.

7. STAFFING IMPLICATIONS

- 7.1 Several of the key issues have specific and obvious implications for individual staff and Members. However, the Letter addresses the overall good health of the Authority and is therefore of great significance to all managers.

8. BACKGROUND INFORMATION

All the background information is contained in the Letter appended to this report.

9. CONTACT OFFICERS

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