

Wandsworth Borough Council

Organisational Assessment (Summary version)

Dated 9 December 2009



oneplace

for an independent overview
of local public services

Wandsworth Borough Council

Overall, Wandsworth Borough Council performs excellently

Managing performance	4 out of 4
Use of resources	3 out of 4
Managing finances	3 out of 4
Governing the business	3 out of 4
Managing resources	3 out of 4

Description of scores:

1. An organisation that does not meet minimum requirements, Performs Poorly
2. An organisation that meets only minimum requirements, Performs Adequately
3. An organisation that exceeds minimum requirements, Performs Well
4. An organisation that significantly exceeds minimum requirements, Performs Excellently

Summary

Overall the London Borough of Wandsworth (the Council) performs excellently. It has continued to maintain an excellent rate of improvement. Continued improvement has been achieved in corporate and community priorities, including children's services, tackling crime, and delivering high-quality value for money services. Over three quarters of residents feel that they receive fair treatment by local services which are in the best performing levels of measurement and above London average. Council tax in Wandsworth is the lowest in England.

There is a difference between the scores that make up the two parts of this assessment: use of resources and managing performance. We believe that most of the Council's services perform excellently and continue to improve. For this reason, the Council is rated as performing excellently overall rather than performing well.

Contributions to wider community outcomes are strong with good partnership working with different organisations in the area such as health services, the police, private businesses, landlords and also people from community and voluntary groups and organisations. The Council has clear and challenging goals to build on its existing achievements to make the area an even better place to live while keeping spending under tight control. These ambitions include continuing improvements in education, health, social care, support for older people and housing alongside making the area safer. Good progress has been made in improving the environment and building a prosperous and vibrant community. Key successes over the last few years include reducing health and employment inequalities, tackling crime and anti-social behaviour and reducing carbon use by the Council.

The Council's response to the impact of the economic recession has also been timely and effective. It has introduced good systems to implement tight financial controls as well as ensuring that risks are minimised. This has enabled the Council to achieve savings in both money and staff time which are above target. Almost all services are of outstanding quality and provide excellent value for money. Political and professional managerial leadership is effective. Performance management is excellent. Service performance is reviewed regularly within service areas and reported to senior officers and elected members through the Council's comprehensive annual quality and performance reviews.

The Council's ability to improve including the management of its services remains excellent and links appropriately with corporate priorities. This is obvious in the Council's consistently high performance across service areas particularly in areas identified as important. Leadership by managers is effective and professional. Alongside a stable administration, the Council has retained staff that have been in Wandsworth for many years and have recently recruited other key senior staff of high standard. The Council has a delivery-focused work culture, the 'Wandsworth Way', which is practical and based on a philosophy of "can-do" which is well understood by staff. As a result, all staff remain clear about their responsibility to deliver effective and continuously improving services.

People in Wandsworth have good physical health and healthier and safer lifestyles to help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support.

Overall the Council scores three out of four for its Use of Resources assessment and is performing well. It continues to deliver excellent value for money in relation to the services it delivers in line with its long-standing corporate objectives.

Ofsted has rated children's services as performing excellently and the Care Quality Commission has rated the Council's adult social care as performing well.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>

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