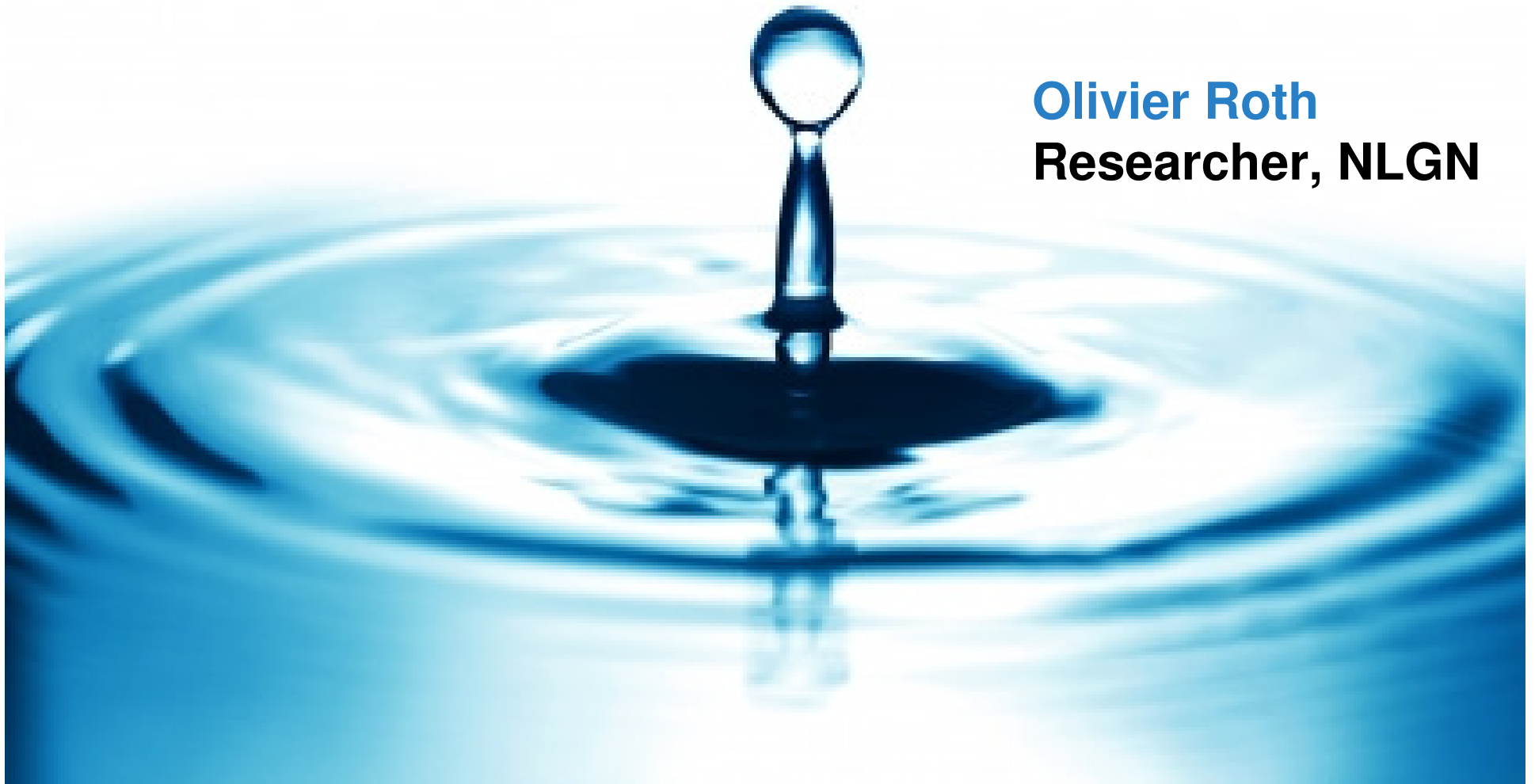




# ***The Future of Assessment***

**Olivier Roth**  
**Researcher, NLGN**



# ***Why did we decide to look at Assessment?***

## Politically

- Political Criticism
- New coalition pledge to abolish CAA

## Financially

- Limited resources of both central and local government

## Structurally

- Total Place and the changing nature of public services

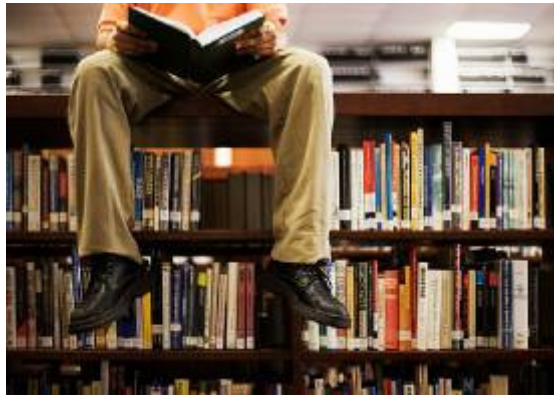


## ***Research question:***

How can we design an assessment framework that puts citizen outcomes in an area, accountability and service improvement at its heart?



# Methodology

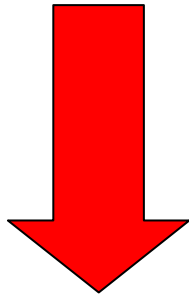


# *How do you solve a problem like CAA?*

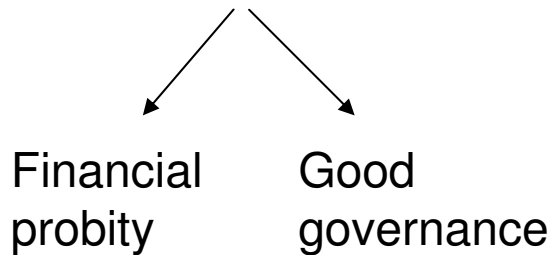
- Define the nature and function of Assessment
- Analyse what is being assessed
- Find ways to balance the tensions
- Learn from CAA
- Design a fit-for-purpose Assessment Framework



# ***Nature and Function of Assessment***

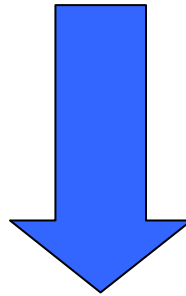


Accountability

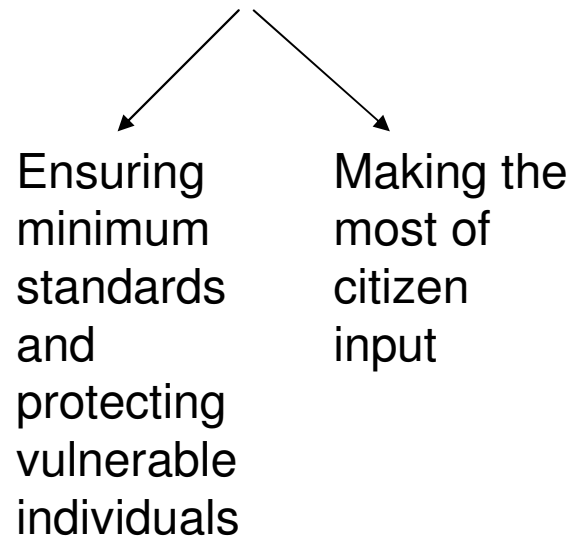


Financial probity

Good governance

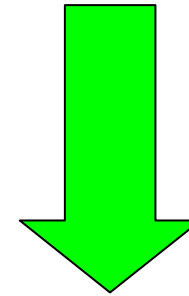


Citizen Outcomes

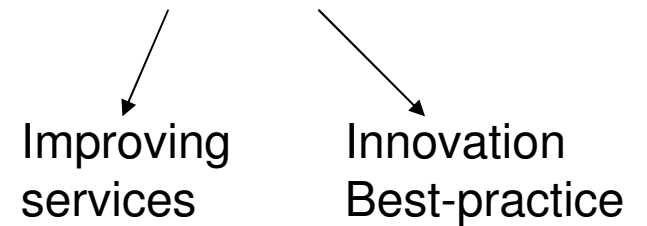


Ensuring minimum standards and protecting vulnerable individuals

Making the most of citizen input



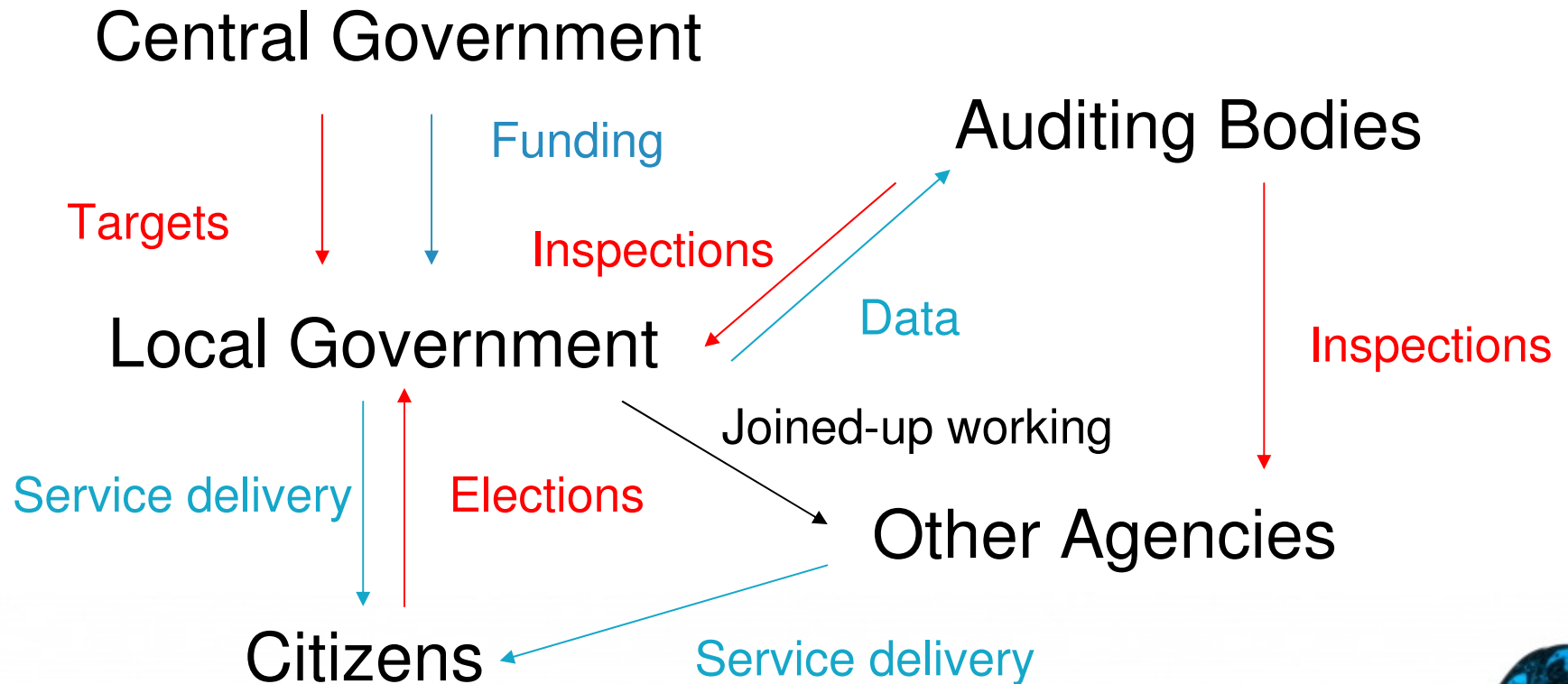
Service Improvement



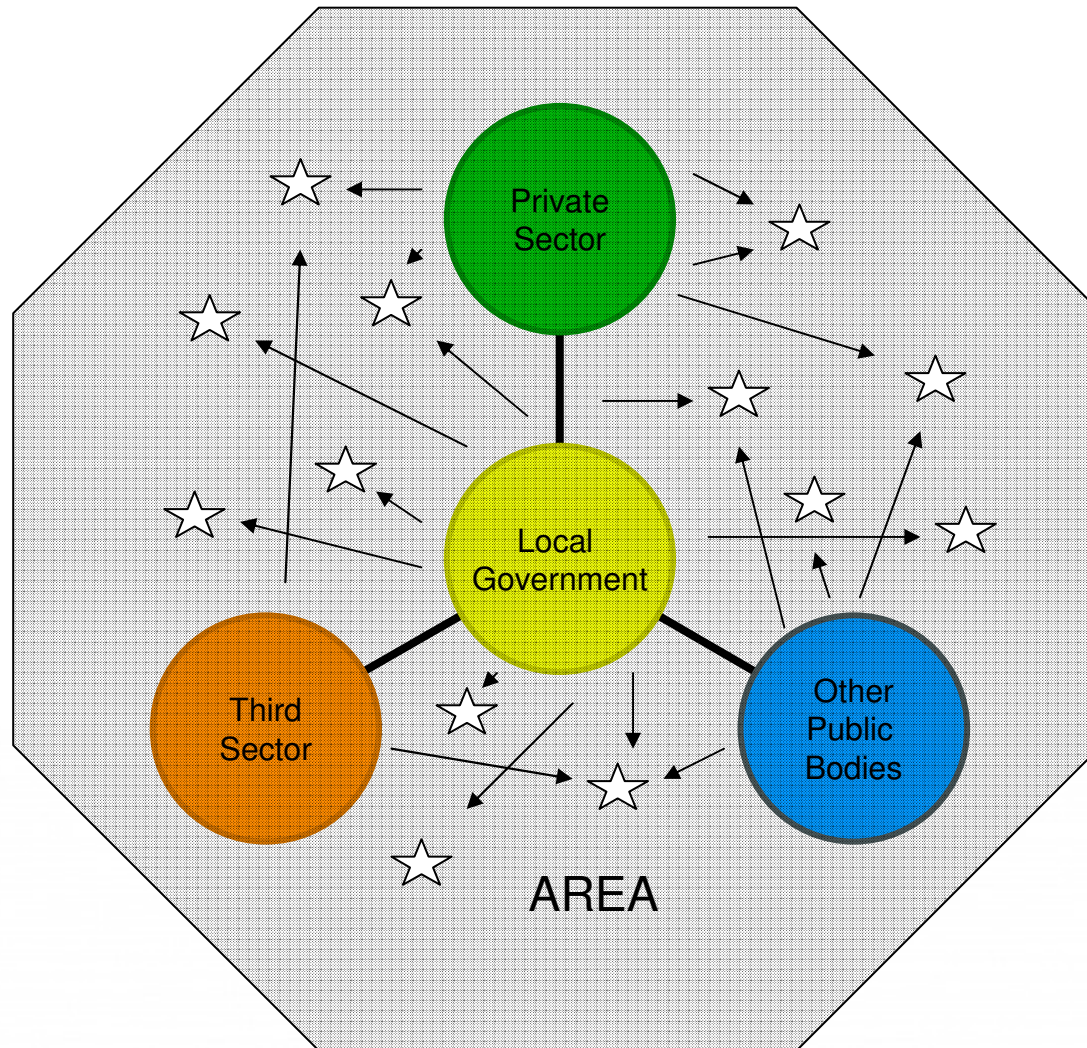
Improving services

Innovation Best-practice

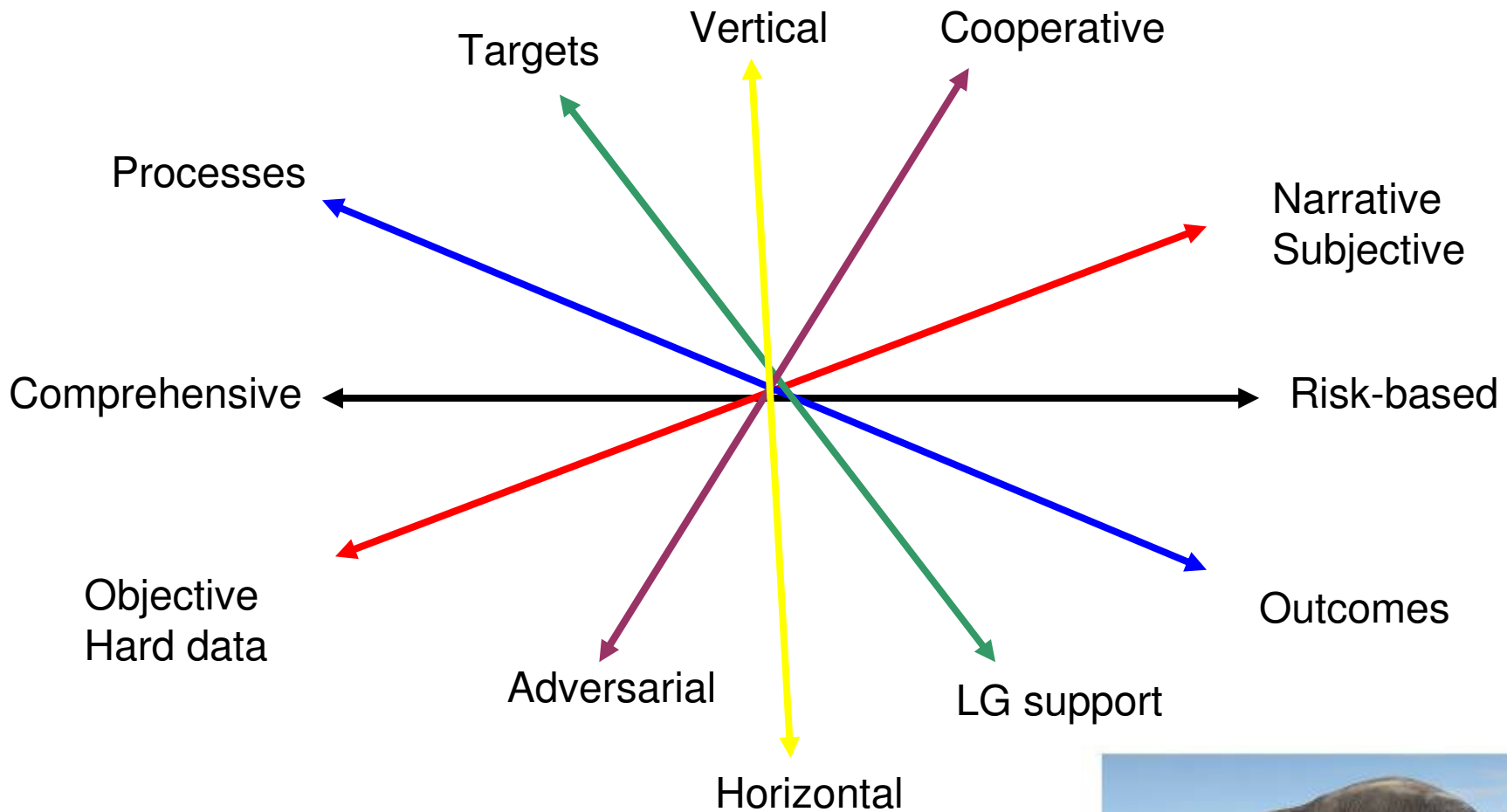
# What is being assessed?



# *What is being assessed?*



# Balancing the Tensions



# Learning from CAA

## The Good

Principles

Reporting

## The Ugly

Too focused  
on processes

Too reliant  
on targets



## The Bad

Too comprehensive

Too expensive

Too vertical

# Emerging Findings

## Obvious:

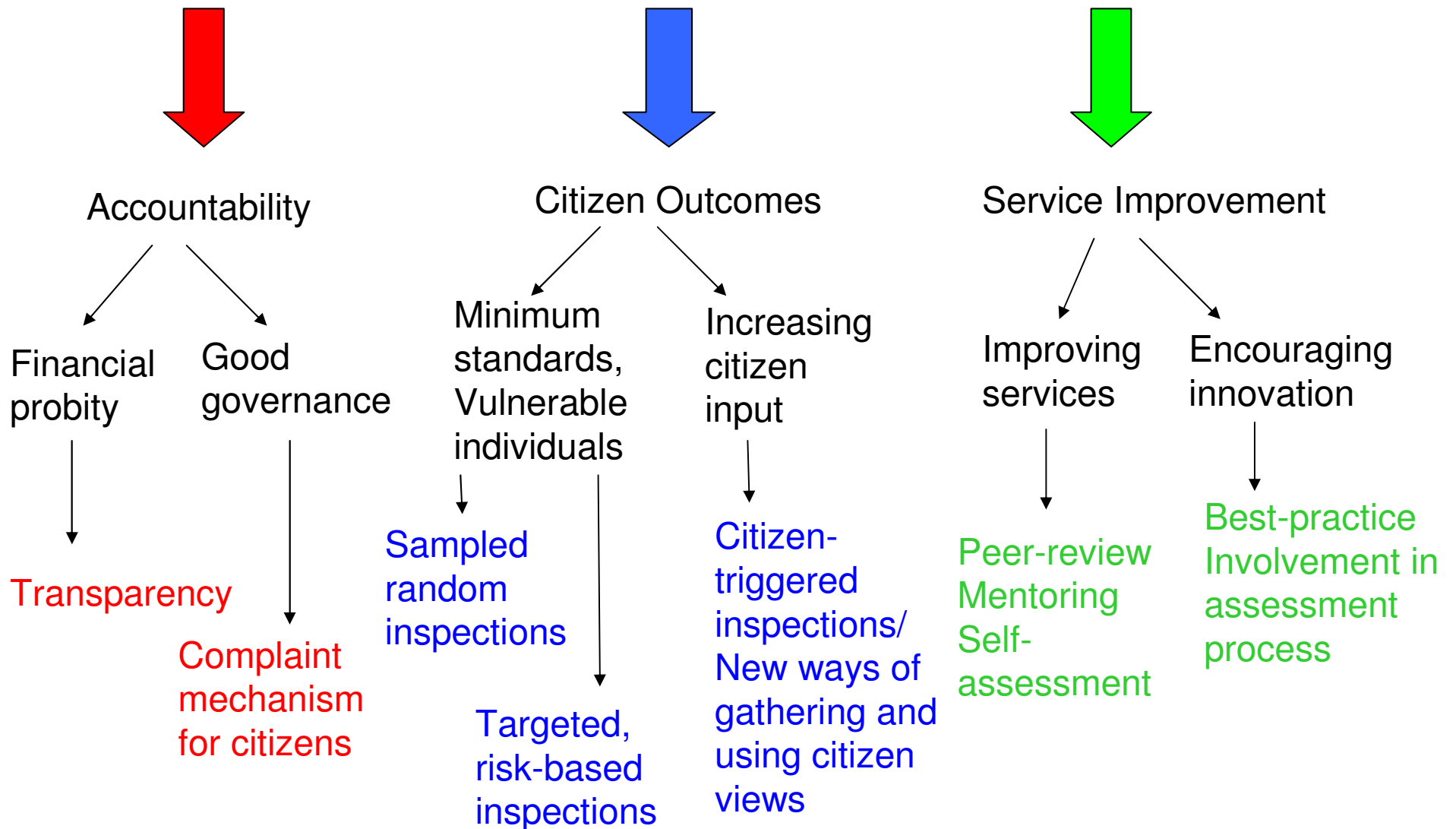
- CAA is still too expensive, time-consuming, resource intensive, disjointed, and focused on processes.
- England is the only country in Western world with such a comprehensive system of audit/inspection for local government.
- The current Assessment process is not adapted to the current nature of public services



## Less Obvious:

- A constitutional settlement between central and local government would simplify and clarify the assessment process
- Most services could be assessed through targeted and random inspections
- Improvement should be driven by local government family

# Recommendations and Conclusions



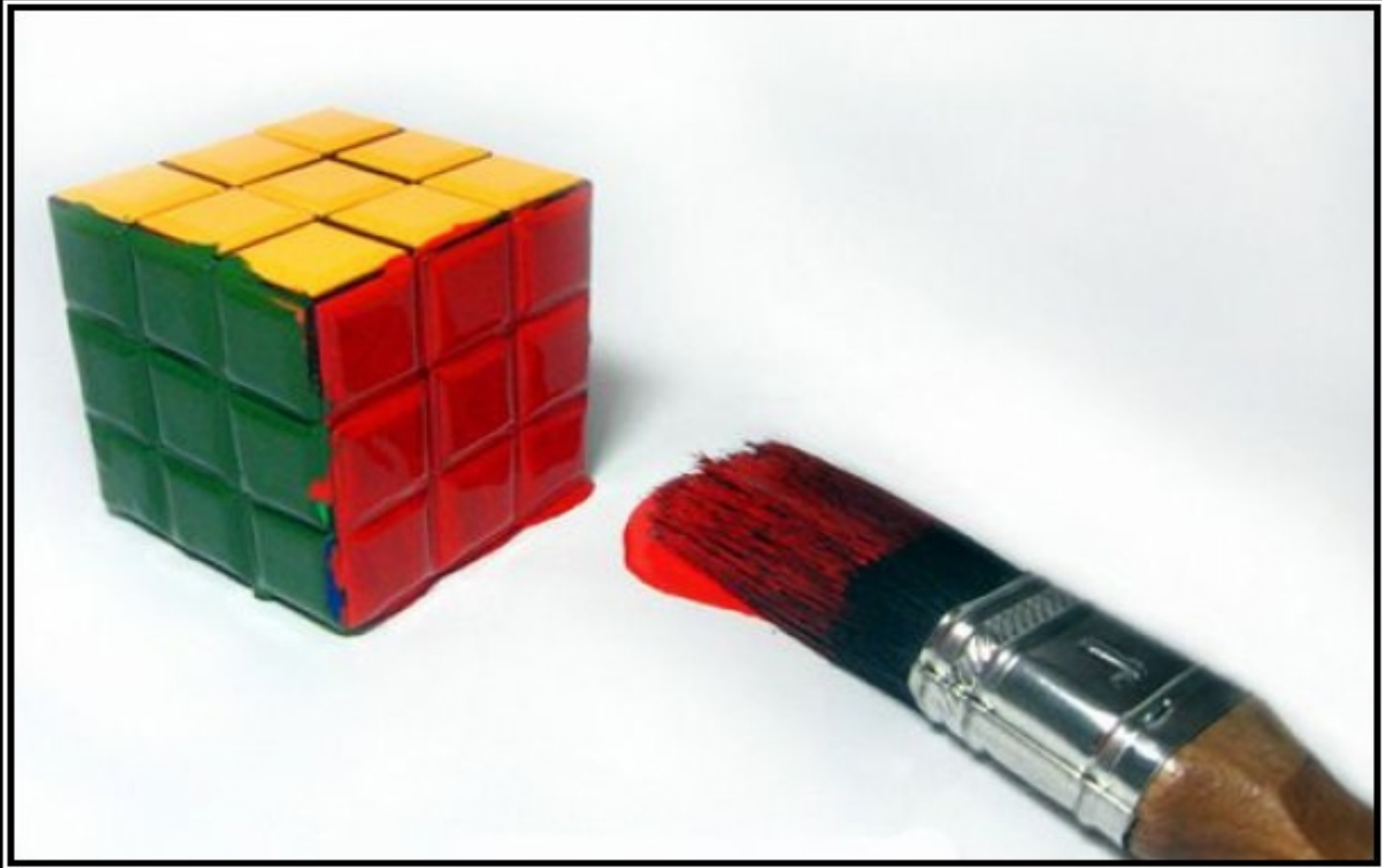
# What next?

## What this will achieve:

- Significantly reduce the burden of inspection in the vast majority of services, without creating additional risk
- Give local authorities better tools for improvement, and support from local government family
- Free local authority from having to meet so many artificial targets, enabling them to focus on delivering the services that citizens want
- Create transparency so citizens know how their taxes are being spent
- Give citizens greater input into the kind of services they want.

## What still needs to be done:

- Clarify the role of central government and its relationship with the centre
- Change the way local authorities are funded
- Give a formal role to LGA/RIEPS in supporting improvement



**THERE ARE MANY WAYS TO SOLVE A PUZZLE**

**But some are clearly better than others**