

Exeter City Council

Organisational Assessment (Summary version)

Dated 9 December 2009



oneplace

for an independent overview
of local public services

Exeter City Council

Overall, Exeter City Council performs well

Managing performance	3 out of 4
Use of resources	2 out of 4
Managing finances	2 out of 4
Governing the business	3 out of 4
Managing resources	2 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, Exeter City Council performs well. It is doing well at the things that people in Exeter think are priorities. The Council is making good progress with its plans despite having to deal with more demand for services and less income. It is improving the right things for people in Exeter. This includes working with the Police to reduce crime, increasing recycling levels, and developing the city so it becomes a better place to live and work in. Many residents are satisfied with Exeter as a place to live.

The Council scores 3 out of 4 for Managing Performance. Most people are happy with the way the Council runs things. Managers and councillors show good leadership and as a result, staff know what to do and are given the training and resources to do their job well. Prospects for improvement are good. The Council has a strong track record in improving its services. Housing, leisure, benefits, and waste services are improving quickly.

However, the Council is grappling with some big challenges. The biggest challenge is in improving the prospects for those living in the poorest areas. The Council is responding well and working closely with its partners to help more people make benefit claims, pay bills quicker, and fund credit unions that help protect vulnerable people from loan sharks.

The Council has different scores for value for money and managing performance. We have decided the Council is performing well overall because it has strong achievements in priority areas and has improved some key services. It has managed this despite having to spend £2 million more than it receives from government on a national free bus travel scheme.

The Council scores 2 out of 4 for use of resources. Exeter City Council manages its finances well. It checks on and improves value for money by

making changes to poorly performing services. Services such as recycling are delivering better value for money. But the Council can do more to compare its costs with others to check they are low. Department plans do not always show a strong link to the Corporate Plan.

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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