

Performance Management in WALH

Glossary of Key Terms

Term	Definition
Audit Commission	An independent body that is responsible for the appointment of external auditors to local authorities and their agents (e.g. ALMOs). They have responsibility for ensuring that proper provision is made to secure economy, efficiency and effectiveness in the use of resources. The objectives are partly achieved through inspections, which are intended to help organisations focus on improvement.
Benchmarking	Measuring our processes and performance and then comparing them to the performance of others. This allows us to judge how well we are doing and identify best practice.
BVPI	<i>Best Value Performance Indicator</i> – a set of performance indicators which were set by Government for all authorities to report their performance. BVPIs were replaced by a smaller set of National Indicators for 2008/09.
CAA	<i>Comprehensive Area Assessment</i> – CAA came into force from April 2009. It is a cross-inspectorate approach to looking at how well people are served by all their local public services, not just Councils. The National Indicators will be used as a key evidence source for CAA and one of the themes that will be assessed is 'How well is housing need met'.
CPA	<i>Comprehensive Performance Assessment</i> – An external assessment by the Audit Commission which made a judgement of the whole Council. This was replaced in 2009/10 by CAA.
Golden Thread	The link between the different plans and strategies in our organisation and the Council.
KLOE	<i>Key Line of Enquiry</i> – a set of questions and statements from the Audit Commission designed to provide inspectors and organisations with a framework to view and assess services.

LAA	<i>Local Area Agreement</i> – The LAA sets out the priorities for a local area, in our case Wigan Borough, agreed between central government, Wigan Council and the Local Strategic Partnership. There are 35 targets in the Local Area Agreement for Wigan Borough and both deprivation and housing feature strongly.
LSP	Local Strategic Partnership – a partnership which has overall responsibility for producing and implementing the Sustainable Communities Strategy. In Wigan this is called the Wigan Borough Partnership. It brings together local level representatives from the public, private, community and voluntary sectors in a single strategic body to develop and deliver the vision for Wigan.
National Indicator	Introduced from 1 st April 2008, a set of 198 performance indicators set by the Government for Authorities to report performance. We are directly responsible for reporting 3 National Indicators plus we feed into a number of others: <ul style="list-style-type: none"> • Overall tenant satisfaction • % of non-decent council stock • Number of households living in temporary accommodation
Performance Indicator (PI)	A measure of the quality, cost or volume of a service provided.
Quartile	Values that divide data into four equal groups or quarters. For example, if an organisation is said to be in the top quartile where 60 organisations have provided data, it is within the top group of 15 organisations with the best performance.
Sustainable Community Strategy	The Sustainable Community Strategy for Wigan Borough is called vision2026. It contains 4 priorities: <ul style="list-style-type: none"> • Economy, Environment, Culture and Housing • Health & Well being • Building Stronger Communities • Children, Young People & Families
Target	Targets are linked to what we want to achieve and specify the level of improvement we are aiming for over future years.