

How is Hillingdon LBC performing?

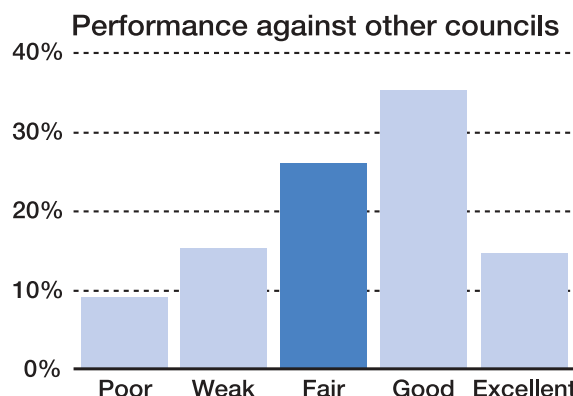
Overall performance

fair

Hillingdon LBC has been measured as **fair** in the way that it serves its local people. The chart opposite shows what share of councils also received this rating.

We reached this overall rating by looking at:

1. how **Hillingdon LBC** is run; and
2. how **Hillingdon LBC's** main services perform.



1. How is Hillingdon LBC run?

Hillingdon LBC received a measurement of **2 out of 4** for the way it is run.

The Council provides mixed quality services for local people. Education, housing and benefits administration are stronger than social care provision. Environmental services are weak, as is the Council's ability to effectively manage its resources. The Council is committed to improvement by removing barriers to this, but progress is slow and is not helped by competing corporate visions and plans. There are examples of innovative working, but partners are frustrated by the lack of direction. The Council has invested in ICT to improve services, but programmes to improve procurement and financial management have yet to be adopted.

2. How do Hillingdon LBC's main services perform?

We have assessed core service performance in the service areas shown alongside. Each service is scored on a scale from 1 to 4, with 1 being the lowest and 4 being the highest. Education and social care are given more importance in reaching the overall service score than other areas.

Service performance	1 (lowest) 4 (highest)
Education	3 out of 4
Social care – children	3 out of 4
Social care – adults	2 out of 4
Environment	1 out of 4
Housing	3 out of 4
Libraries and leisure	2 out of 4
Benefits	4 out of 4
Use of resources	2 out of 4
Overall service performance	3 out of 4