

How is London Borough of Hillingdon performing?

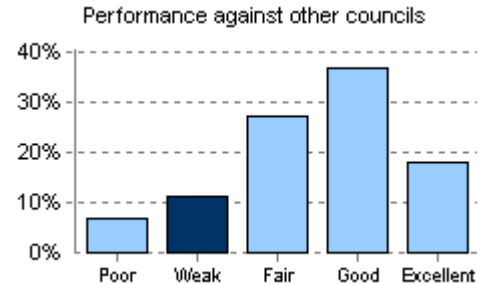
Overall Performance

weak

London Borough of Hillingdon has been measured as **weak** 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 **London Borough of Hillingdon** is run; and
2. How **London Borough of Hillingdon's** main services perform.



1. How is London Borough of Hillingdon run and what progress has the council made in the last year?

London Borough of Hillingdon has changed from being fair to weak.

The council has generally maintained its services at the level we saw last year. The only area of overall service deterioration is in social care for children and this has a significant impact on its overall performance rating. Housing services, which are good, and education services have been maintained at last year's level. Social services serve some children and some adults well. Waste recycling, services for under-fives and careers guidance to teenagers have improved. The planning service is making some progress from a comparatively low base. The council has also invested in its capacity and arrangements to deliver improvements. Hillingdon Council needs to continue the work it has started on developing effective management and business processes, whilst retaining its focus on service improvement. The council has put plans in place to do this and we will be monitoring progress over the next 12 months.

In December 2002 **London Borough of Hillingdon** received a measurement of 2 out of 4 for the way it is run.

2. How do London Borough of Hillingdon'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.

Overall service performance **2** out of 4

