

## How is London Borough of Hillingdon performing?

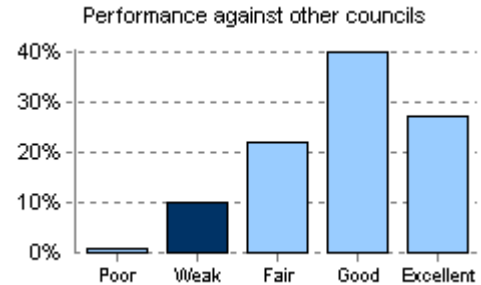
### Overall Performance

**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 continues to be a weak council.

Results have been mixed. The council has achieved significant improvements in environment services and made improvements in education, housing services and in its use of resources over the last year.

Waste management has improved, with one of the top recycling rates in London. The planning and highways services are improving but from low bases. Progress on improving social care, a council priority, and libraries and leisure has been mixed and overall these areas have shown the least improvement.

The council has continued to focus on building its capacity, managing its performance better and improving its financial base. There are some effective partnerships, for example, with the police to deliver community safety initiatives, but in general partnership working could be better coordinated. The council also lacks an up to date community plan, although it is now taking steps to address this.

Hillingdon Council needs to continue to focus its developing capacity on delivering service improvement for local people. We will continue to monitor 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

