

How is Kent County Council performing?

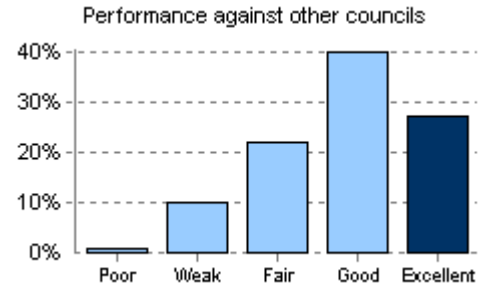
Overall Performance

excellent

Kent County Council has been measured as **excellent** 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 **Kent County Council** is run; and
2. How **Kent County Council's** main services perform.



1. How is Kent County Council run and what progress has the council made in the last year?

Kent County Council continues to be an excellent council.

It has made improvements in a number of areas including significant improvements in satisfaction levels and in performance indicators. In education, grades for 11-14 year olds have improved significantly. In social services the council has improved supported admissions for older people and home care services. Recycling, satisfaction with planning, and providing facilities for disabled people have also shown major improvement. These improvements have resulted from targeted investment in line with the council's strategic plans.

The council continues to provide high quality services and has introduced a range of measures to address those areas where there is scope for improvement. These include addressing the decline in maths for 7-11 year olds and the proportion of schools in special measures by completing a best value review of school improvement services.

The council has also significantly developed its financial planning processes and now has an integrated medium term financial plan in place.

Based on Kent County Council's current plans, the council is well placed to continue to improve the way it works and the services it provides to local people.

In December 2002 **Kent County Council** received a measurement of 4 out of 4 for the way it is run.

2. How do Kent County Council'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 **4** out of 4

