

How is Manchester City Council performing?

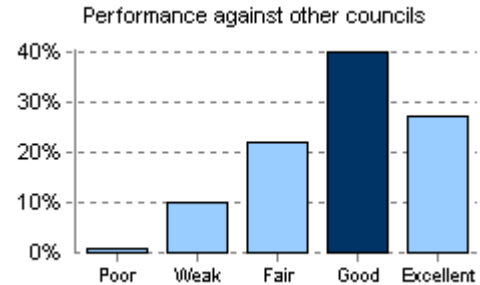
Overall Performance

good

Manchester City Council has been measured as **good** 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 **Manchester City Council** is run; and
2. How **Manchester City Council's** main services perform.



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

Manchester City Council continues to be a good council.

It has made improvements in housing services for vulnerable people and education over the last year. Almost two-thirds of indicators of performance have improved and there has been progress in raising standards in education and community safety although from a low starting position.

The council is working effectively with local partners to tackle issues which affect the quality of life of local people such as high levels of crime, poor health, low levels of employment and the condition of neighbourhoods. It has made significant progress in promoting race equality. Challenges remain in addressing priorities for improvement particularly in enhancing schools and children's services and improving work place skills of local people.

The council continues to address areas in need of improvement including developing its staff, managing its performance and developing new technology.

Based on Manchester City Council's 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 **Manchester City Council** received a measurement of 3 out of 4 for the way it is run.

2. How do Manchester City 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 **3** out of 4

