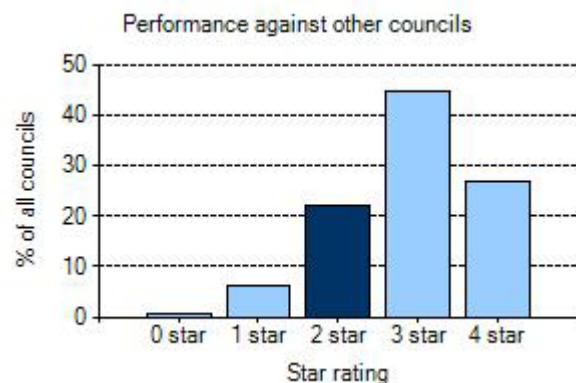
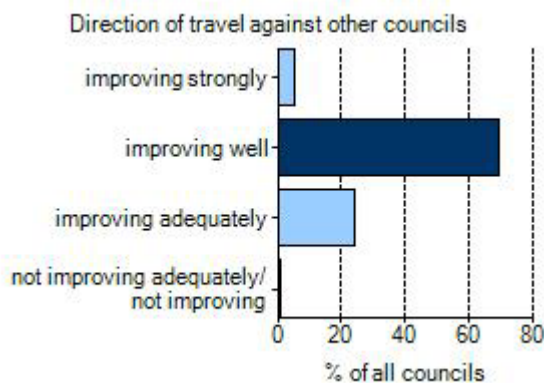


London Borough of Hillingdon 2005 scorecard

Comprehensive Performance Assessment (CPA)

Overall performance for this council

This is a council that is **improving well** and demonstrating a **2 star** overall performance.



We reached this overall rating by looking at:

1. How London Borough of Hillingdon's main services perform – service performance
2. How London Borough of Hillingdon uses its resources – use of resources
3. How London Borough of Hillingdon is run – council ability

What progress has London Borough of Hillingdon made in the last year?

Hillingdon is delivering improvement as planned. Over 65 per cent of performance indicators have improved since 2002/03. Adult social care services are being modernised and have significantly improved. Performance in transport, the condition of housing and the speed of processing planning applications has also improved. The Council is working effectively in partnership to provide support for vulnerable people and vehicle crime has reduced. Progress has been made in how the Council secures value for money including the introduction of a new procurement strategy. However, there are some performance indicators which do not compare well with other councils such as the amount of household waste collected where improvement has been insufficient to move out of the bottom quartile. The Council has written and adopted many key strategic documents since 2004, including the Community Strategy and the Council Plan. The basis for monitoring and reviewing progress is developing and additional resources have been invested against priorities to support improvement. Hillingdon is now positioned to make more significant improvements to its priority services areas in the future.

How London Borough of Hillingdon's main services perform

We have reviewed the core service areas shown below. Each service is scored on a scale of 1 to 4, with 1 being the lowest and 4 being the highest.

Service	2005
Benefits – The Council's performance in providing housing and council tax benefit services. The assessment is made by the BFI and is based primarily on achievement against the 2005 Housing benefits/council tax benefits performance standards.	4
Children and young people – The Council's performance in providing children's services. The joint assessment is made by the CSCI and Ofsted following a review of Council overall performance and key indicators.	2
Culture – The Council's contribution to culture services and outcomes as assessed by the Audit Commission. The assessment combines culture inspection reports with a range of performance indicators. For 2005 the overall score used for CPA will be the higher of the 2005 score or the score from the 2004 libraries and leisure block score.	2
Environment – The Council's performance, as assessed by the Audit Commission, in providing environmental services. The assessment is made by combining environment inspection reports with a range of performance indicators.	2
Housing – The Council's performance, as assessed by the Audit Commission, in providing community housing and, where applicable, housing management services. The assessment is made by combining housing inspection reports with a range of performance indicators.	3
Social care (adults) – The Council's performance in providing adult social care services. The assessment is made by CSCI following a review of Council overall performance and key indicators.	3

How London Borough of Hillingdon uses its resources

London Borough of Hillingdon	2005
Use of resources	3

We have assessed how well the Council manages and uses its use of resources. This use of resources judgement is derived from five individual scores provided by the Council's appointed auditor, covering the following themes:

1. Financial reporting
2. Financial management
3. Financial standing
4. Internal control
5. Value for money

How London Borough of Hillingdon is run

Corporate assessments carried out from 2005 onwards have changed. There is now a greater focus on leadership, partnership working, value for money and the achievement of local priorities. The scoring framework has also been revised and for this reason they are not directly comparable with corporate assessments in previous years. All councils will have the new-style corporate assessment by 2008, as part of a rolling programme of corporate assessments and joint area reviews. Until these have been completed the overall CPA category for a council that has a new-style corporate assessment will be based on either its new or the previous corporate assessment score, whichever is the higher.

Council ability

2005

Score used is from the 2006 corporate assessment

2

In assessing how the Council is run, the Commission considers three questions:

1. What is the Council, together with its partners trying to achieve?
2. What is the capacity of the Council, including its work with partners, to deliver what it is trying to achieve?
3. What has been achieved?

Corporate assessment reports

To view the Council's corporate assessment report, please visit the Audit Commission website (www.audit-commission.gov.uk).

Until 2008, when all councils will have been assessed using the new-style corporate assessment, the CPA category will be based on either its new corporate assessment score or the previous one if that is higher.

Joint Area Review (JAR) report

To view the Council's JAR report, please visit the Ofsted website (www.ofsted.gov.uk).

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