

How is Royal Borough of Kingston upon Thames Council performing?

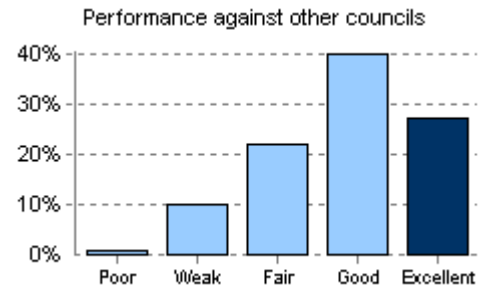
Overall Performance

excellent

Royal Borough of Kingston upon Thames 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 **Royal Borough of Kingston upon Thames Council** is run; and
2. How **Royal Borough of Kingston upon Thames Council's** main services perform.



1. How is Royal Borough of Kingston upon Thames Council run and what progress has the council made in the last year?

Royal Borough of Kingston upon Thames Council continues to be excellent council

It has made improvements in education, social care and housing services, and performance has begun to improve in some environmental services such as transport and planning, although from a lower base. We expect to see these services improve further in the next 12 months.

The council's education and social services are high performing. The council has acknowledged that it needs to improve some of its services and has put plans in place. The views of local residents and partners have been taken into account in the council's first community plan. Challenging targets have been set to improve services, for example to reduce by a third the number of sub-standard roads. Additional investment of £7.5m is being made for road and pavement works over the next three years. More staff have been allocated to processing planning applications. The council has put in place better systems for managing its performance.

Based on Kingston Council's current plans, it is now well placed to improve the way it works and the services it provides to local people.

In December 2002 **Royal Borough of Kingston upon Thames Council** received a measurement of 3 out of 4 for the way it is run.

2. How do Royal Borough of Kingston upon Thames 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

