

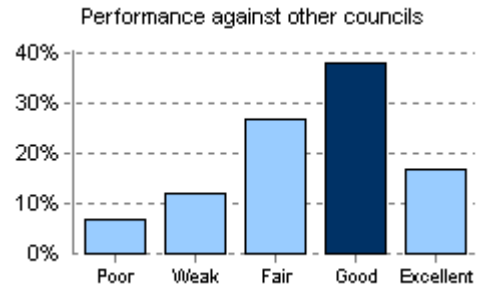
How is Royal Borough of Kingston upon Thames Council performing?

Overall Performance **good**

Royal Borough of Kingston upon Thames 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 **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 has changed from being excellent to good.

The council's score for environment services is now one (on a scale from one to four) and as a result the council's category has moved from excellent to good. The council has identified the environment as one of its priorities for improvement. We believe that the council has the capacity to improve environment services. We will work with the council to agree a time when we can again measure its performance in these areas and enable it to return to the excellent category.

Meanwhile, the council will not lose any of the benefits of an excellent council.

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 **3** out of 4

