

London Borough of Richmond Upon Thames Comprehensive Performance Assessment (CPA) scorecard 2008

Overall performance for this Council

This is a council that is **improving strongly** and demonstrating a **4 star** overall performance.



We reached this overall rating by looking at:

- What progress London Borough of Richmond Upon Thames has made in the last year – direction of travel
- How London Borough of Richmond Upon Thames manages its finances and provides value for money – use of resources
- How London Borough of Richmond Upon Thames' main services perform – service performance
- How London Borough of Richmond Upon Thames is run – corporate assessment

Service assessments, use of resources and corporate assessments are scored on the Local Services Inspectorate Forum scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Direction of travel

The progress London Borough of Richmond Upon Thames has made in the last year

Direction of travel	2005	2006	2007	2008
This assessment indicates the progress being made, or otherwise, to achieve improvement.	improving well	improving well	improving well	improving strongly

The following summary has been provided to support the 2008 direction of travel assessment:

Richmond Council is improving strongly. Two-thirds of performance indicators have improved and more than 40 per cent of performance indicators are in the best quartile nationally. Performance across priority areas is strong. The Council has high performing services in relation to children and young people, housing, culture and housing benefits. Adult social care services continue to deliver improved outcomes overall and work is in progress to increase opportunities for independent living. With its partners the Council has a strong focus on sustainability, achieving affordable homes targets, while continuing to preserve and enhance conservation areas. Recycling rates are improving, although achieving improvement in standards of street cleanliness remains a challenge. The Council is delivering wider community outcomes through its established partnerships and is tackling inequalities through its community development work in priority areas of the borough. Levels of crime are decreasing overall with Richmond remaining the lowest crime borough in London. The Council continues to deliver excellent value for money. It has a focus on achieving sustained improvements across services, and is developing its corporate capacity to support these improvements.

Use of resources

How London Borough of Richmond Upon Thames manages its finances and provides value for money

Use of resources	2005	2006	2007	2008
We have assessed how well the Council manages its finances and provides value for money.	3	3	3	3

This use of resources judgement is drawn from five individual judgements provided by the Council's appointed auditor:

Auditor judgements	2008
Financial reporting	3
Financial management	3
Financial standing	3
Internal control	3
Value for money	4

Service performance

How London Borough of Richmond Upon Thames' main services perform

Service area	2005	2006	2007	2008
Benefits - The Council's performance in providing housing and council tax benefit services as assessed by the Department for Work and Pensions and is based primarily on achievement against the 2005 housing benefits/council tax benefits performance standards.	4	4	4	4
Children and young people - The Council's performance in providing children's services, such as children's education and social care. The joint assessment is made by the Commission for Social Care Inspection and Ofsted following a review of the Council's overall performance and key indicators.	3	3	4	4
Culture - The Council's performance in services, such as libraries and leisure, as assessed by the Audit Commission.	3	3	4	4
Environment - The Council's performance in services, such as transport, planning and waste, as assessed by the Audit Commission.	3	2	2	3
Housing - The Council's performance in community housing and, where applicable, housing management services, as assessed by the Audit Commission.	2	3	4	4
Social care (adults) - The Council's performance in adult social care services. The assessment is made by the Commission for Social Care Inspection following a review of the Council's overall performance and key indicators.	3	3	3	3

Corporate assessment

How London Borough of Richmond Upon Thames is run

Corporate assessment	2005-2008
In assessing how the Council is run, the Commission considers what the Council, together with its partners, is trying to achieve; what the capacity of the Council, including its work with partners, is to deliver what it is trying to achieve; and what has been achieved? Under CPA - The Harder Test, corporate assessments were undertaken once for each single tier and county council between 2005 and 2008.	3

Percentage figures may not total 100 per cent due to rounding.

Please visit the Audit Commission website (www.audit-commission.gov.uk) for the full version of this scorecard.