

## How is London Borough of Richmond Upon Thames performing?

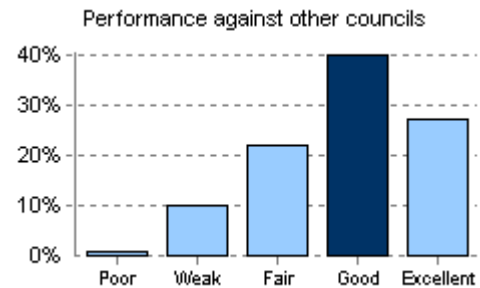
### Overall Performance

**good**

**London Borough of Richmond Upon Thames** 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 **London Borough of Richmond Upon Thames** is run; and
2. How **London Borough of Richmond Upon Thames's** main services perform.



### 1. How is London Borough of Richmond Upon Thames run and what progress has the council made in the last year?

London Borough of Richmond Upon Thames continues to be a good council.

Richmond has made improvements in social care and library and leisure services over the last year. Progress has also been made in education, housing and environment services, in particular in the planning service. Crime levels have fallen and the borough remains one of the safest areas in which to live and work in London.

Richmond is clear about its ambition and priorities and these are shared with its partners. The council successfully maintains its focus on these priorities through a maturing performance management system. Capacity has been developed through partnership working which is beginning to result in improved services. The council responds well to external review. It has invested in its priority areas and has developed plans to address remaining areas of service weakness.

Based on Richmond 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 **London Borough of Richmond Upon Thames** received a measurement of 3 out of 4 for the way it is run.

### 2. How do London Borough of Richmond Upon Thames'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

