

How is Hertfordshire County Council performing?

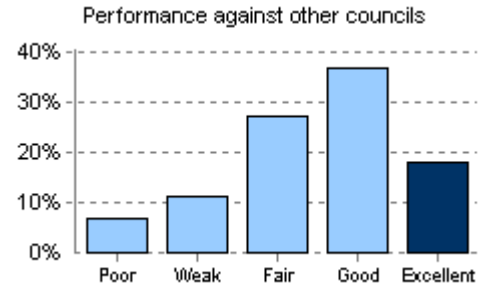
Overall Performance

excellent

Hertfordshire County 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 **Hertfordshire County Council** is run; and
2. How **Hertfordshire County Council's** main services perform.



1. How is Hertfordshire County Council run and what progress has the council made in the last year?

Hertfordshire County Council continues to be an excellent council.

Hertfordshire County Council has maintained its services at the high level we saw last year. The council has made progress in education and social care.

The council continues to deliver strong services for local people, and is developing its ability to improve services further. The council has improved the majority of its performance indicators across most services, but there are still some indicators that are of concern to the council.

The council has made progress towards drawing up the 'Herts Together' community plan to co-ordinate and address county-wide issues, and has made a number of improvements to the way it manages its performance.

Current priorities for the council include continuing to deal with recruitment and retention issues, and improving the way it uses and monitors performance information.

Based on Hertfordshire's current plans, the council is well placed to further improve the way it works and the services it provides to local people.

In December 2002 **Hertfordshire County Council** received a measurement of 4 out of 4 for the way it is run.

2. How do Hertfordshire County 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

