

Hertfordshire County Council

Comprehensive Performance Assessment (CPA) scorecard 2006

Overall performance for this Council

This is a Council that is improving well and demonstrating a 4 star overall performance.



We reached this overall rating by looking at:

- What progress Hertfordshire County Council has made in the last year – direction of travel
- How Hertfordshire County Council manages its finances and provides value for money – use of resources
- How Hertfordshire County Council's main services perform – service performance
- How Hertfordshire County Council 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 Hertfordshire County Council has made in the last year

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

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

The Council has made improvements in most key services including adult care and children and young people. Support for vulnerable people at home and educational achievement continue to rise. It has worked successfully with police and fire to reduce the number of road and fire deaths. However, the level of improvement has not been consistent across all areas. Children's social care services have been rated as only adequate while crime performance data, although improving, remains bottom quartile. Customer satisfaction remains relatively high. The Council provides good value for money and has improved this through more efficient management processes as part of the 'way we work' project. However the overall cost of a number of services remains high, and performance in some areas, such as roads maintenance and planning applications, continues to be mixed. Corporate and improvement planning is improving and community consultation is a strength. Performance management is embedded but needs to be further developed and smarter targets set to support the corporate challenges. It works closely with others to deliver results and has the capacity to improve further.

Use of resources

How Hertfordshire County Council manages its finances and provides value for money

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

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

Auditor judgements	2006
Financial reporting	2
Financial management	3
Financial standing	3
Internal control	3
Value for money	3

Service performance

How Hertfordshire County Council's main services perform

Service area	2005	2006
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
Culture - The Council's performance in services, such as libraries and leisure, as assessed by the Audit Commission.	3	3
Environment - The Council's performance in services, such as transport, planning and waste, as assessed by the Audit Commission.	2	3
Fire and rescue - The Council's performance in the fire and rescue service, as assessed by the Department for Communities and Local Government and the Audit Commission.	#	3
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

Key: # = not assessed in 2005

Corporate assessment

How Hertfordshire County Council is run

Corporate assessment	2006
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?	4

Score used is from the 2002 corporate assessment.

The way we carried out corporate assessments changed from 2005 onwards. Until 2008, when all councils will have been assessed using the new-style corporate assessment, the CPA category will be based on either its new corporate assessment score or the previous one if that is higher.

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