

How is The Council of the Isles of Scilly performing?

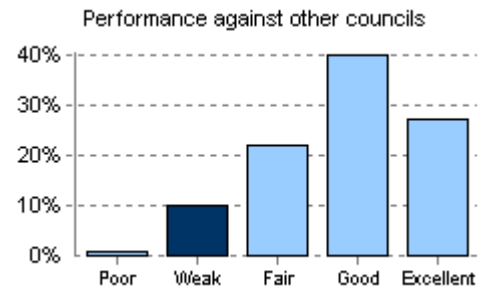
Overall Performance

weak

The Council of the Isles of Scilly has been measured as **weak** 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 **The Council of the Isles of Scilly** is run; and
2. How **The Council of the Isles of Scilly's** main services perform.



1. How is The Council of the Isles of Scilly run and what progress has the council made in the last year?

The Council of the Isles of Scilly has changed from being fair to weak.

The council's score of weak is lower than last year's score of fair. This is primarily as a result of the social services score declining from one star to no stars. Since the comprehensive performance assessment in 2002 the council's score has gone down two categories, from good to weak.

Continuing leanness in staffing and a budget underspend indicate that the council is not making maximum use of its resources for the benefit of local people. Progress in modernising the council and in e-government has been slow. However, the council has started to address this. The council still does not properly collect, analyse and use performance information to assess progress and focus on areas needing improvement for better service delivery. This means that the council does not maximise its use of information to establish how well or badly its services are performing, or where to concentrate its resources.

The council has been innovative in some areas, but unless the Council of Isles of Scilly continues to address the weaknesses in its performance management systems, the likelihood of it achieving improvement is limited.

In December 2002 **The Council of the Isles of Scilly** received a measurement of 3 out of 4 for the way it is run.

2. How do The Council of the Isles of Scilly'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 1 out of 4

