



Making Social Care
Better for People

CSCI

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CONFIDENTIAL: EMBARGOED UNTIL 29 NOVEMBER 2007

Mrs Anne Baxter
Corporate Director of Children, Education and Social Care
Stockton Council
Municipal Buildings
Church Road
Stockton on Tees
TS18 1LD

21 October 2007

Dear Director

Performance Ratings for Adult Social Care Services

I am writing to inform you of the 2007 performance rating and judgements for your council's adult social care services. The delivering outcomes judgement contributes to the Comprehensive Performance Assessment (CPA) for all local government services. The council's overall CPA rating will be announced by the Audit Commission in February 2008.

The performance judgements for your Council are as follows:

- Delivering outcomes: **Good**
- Capacity for improvement: **Promising**
- Your adult social care services performance rating is **2 stars**

Priority for Improvement Councils

In November 2007, CSCI will provide an account to the Minister of star ratings for all councils' performance in adult social care for 2006/7. This report will also update the Minister on the progress of any council currently identified as a Priority for Improvement Council and any councils newly rated as zero stars.

Written Representations

The Written Representations guidance issued to councils by the, Chief Inspector in May 2007 explained the representations procedure for our adult judgements. It is also available at <http://www.csci.org.uk/>. This provides for an opportunity at this stage to make a formal written representation.

All notifications of intent to make representation, and actual written representations should be sent to CSCI for the attention of Louise Guss Head of Legal Services, copied to the relevant CSCI Regional Director. Please use the e-mail address of Louise Guss's Personal Assistant, Jenny Wright using one of the following methods:

- Email: jenny.wright@csci.gsi.gov.uk
- Faxination: 01484 770 421

You can also contact our legal services office on telephone number: 0191 233 3501

- Council intention to make written representations by 25 Oct by 12 noon
- Council confirmed written Representations received by 29 Oct by 4.00pm

Further Information and Publication

The new performance ratings and underlying judgements will be published on 29 November 2007. The summary report for your council and your performance ratings will also be available on our website at www.csci.org.uk/councilstars on 29 November 2007.

We will send you a letter via email from our Chief Inspector confirming your performance ratings and information to access the WebPages containing the embargoed star ratings for all councils and the Performance Indicators report on 27 November 2007 at 12.01am. Both this letter and the e-mail setting out the star ratings for all councils are sent to give you time to prepare local briefings - for example, to handle press enquiries. If you require help or advice on dealing with the media, CSCI press officers, Andy Keast-Marriot, Michelle Doyle, Sharon Ward and Ray Veasey are available to assist. Their contact numbers are 0207 979 2090/2089/2094/2093.

Any questions about your performance rating that are not answered by the guidance, or by the contents of this letter should be addressed in the first instance to your Business Relationship Manager.

Yours sincerely



Director

**Regional Director
Commission for Social Care Inspection**

cc: Council Chief Executive

We welcome your feedback to help us improve our service.
Please feel free to contact the Customer Service Unit on 0845 015 0120