



Making Social Care
Better for People

CSCI
St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

Tel: 0191 233 3300
Fax: 0191 233 3301
Email: enquiries.northeastern@csci.gsi.gov.uk
www.csci.org.uk

CONFIDENTIAL: EMBARGOED UNTIL 27 NOVEMBER 2008

Mr C Brown
Director of Adult and Community Services
Darlington Borough Council
Vicarage Road
Darlington
DL1 1JW

27th October 2008

Dear Director

Performance Ratings for Adult Social Care Services

I am writing to inform you of the 2008 performance rating and judgments for your council's adult social care services. The delivering outcomes judgment 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 2009.

The performance judgments for your Council are as follows:

- Delivering outcomes: **Good**
- Capacity for improvement: **Excellent**
- Your adult social care services performance rating is **3 Stars**

If your council has been rated zero stars the Chief Inspector will write to you separately to explain the next steps.

Performance Summary Report and Quality Assurance and Moderation Summary (attached)

The final performance summary report that will be published on the CSCI website on 27th November, the final Performance Assessment Notebook and a summary of the Quality Assurance and Moderation form for your council are attached to this letter.

Priority for Improvement Councils

In November 2008, CSCI will provide an account to the Minister on all councils' performance in adult social care for 2007/8. 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

A Chief Inspectors letter informed you on 25th September 2008 of the revised timetable for notification of performance ratings. Guidance on the written representation process is available at <http://www.csci.org.uk/> as Annex 9 of the Performance Assessment handbook. The process 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

The revised timetable for written representations is as follows:

- Council intention to make written representations to be received by Representations Office no later than Tues 28th October at 4.00pm.
- Council confirmed written representations received by Representations office no later than Sunday 2nd November at 9.00am.

Further Information and Publication

The new performance ratings and underlying judgments will be published on 27th November 2008. The summary report for your council and your performance ratings will also be available on our website at www.csci.org.uk on 27th November 2008.

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 25th November 2008 at 08.00am. 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, Ray Veasey and Chris Salter are available to assist. Their contact numbers are 0207 979 2093/2094/2089.

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



Linda Christon
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