



Making Social Care
Better for People

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CONFIDENTIAL: EMBARGOED UNTIL 1 DECEMBER 2005

Mr C Brown, Director of Community Services

28 November 2005

Ms M Asquith, Director of Children's Services

Ms A Burns, Chief Executive

Darlington Borough Council

Dear Colleagues

Following my letter of 26 October, I am writing to confirm your social care performance ratings as follows:

(1) Performance Ratings for Social Services: December 2005

Social Care Services for Children

Serving people well? Most
Capacity for improvement? Excellent

Social Care Services for Adults

Serving people well? Most
Capacity for improvement? Promising

Social Care Star Rating

Your social services performance rating is 2 stars.

The new performance ratings and underlying judgements will be published on 1 December. The record of performance assessment for your council and a copy of this letter will also be available on the CSCI website on 1 December at:

http://www.csci.org.uk/council_performance/star_ratings/

An e-mail will be sent to you from CSCI on 29 November containing all final council ratings with embargoed status.

(2) Access to the Performance Indicators Website

You can access the website from 12.01am on 29 November at:

www.csci.org.uk/stakeholderzone/login.asp

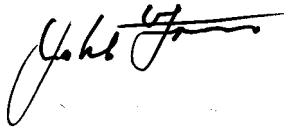
We welcome your feedback to help us improve our service.
Please feel free to contact the Customer Service Unit on 0845 015 0120

This is password protected and your details are as follows:

Username: cscistars

Password: m0040826

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Fraser', with a stylized flourish at the end.

JOHN FRASER
Regional Director
North East Region

Copies:

Mr D Flory, Chief Executive, County Durham and Tees Valley
Strategic Health Authority of SHA

Pricewaterhouse Coopers, Council's Appointed Auditor

Mrs L Robinson, Business Relationship Manager

Ms G Robinson, Performance & Information Manager