

Reply To: Elaine Ross
Our ref: ER/dpb/Let143
Email: Enquiries.eashing@csci.gsi.gov.uk

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12th October 2004

Dear Margaret

ANNUAL REVIEW OF PERFORMANCE

Thank you for arranging our recent annual review meeting. This letter and report set out the Commission for Social Care Inspection's (CSCI) view of the performance of social services in your area during the last year, and comment on improvements for the year ahead.

The report is intended to help the council improve outcomes and the quality of service to service-users and carers. It is also intended to improve the prospects for improved performance ratings in the future.

In assessing performance, CSCI reaches judgements about performance against a set of standards and criteria, drawing on evidence from a number of standard sources. These include:

- ◆ The published PAF performance indicators and other statistical data up to 2003-04, plus data supporting planned targets for 2004-05.
- ◆ Evidence agreed in the course of our monitoring meetings that have been formally recorded.
- ◆ Monitoring information from the Delivery and Improvement Statements completed in October 2003 and May 2004.

Business Relationship Managers ~ Mrs Elaine Ross & Mr Chris Burgon

CSCI welcomes feedback. Please feel free to contact the
Customer Service Unit on 0845 015 0120

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Details of the standards and criteria have been published, and are available from CSCI, or may be seen on the CSCI's performance website. A summary of the evidence used has also been sent to you separately.

The report is in two parts. The first is a summary of improvement recommendations that highlights the strategic issues for the council. The second part summarises the strengths of performance over the last year, and the priorities for improvement in the year ahead. These are organised around 6 standards against which the council is assessed. The annual review does not attempt to review all aspects of performance, but focuses on the main performance issues for which CSCI has current information.

This report will form part of the performance record for the council, and will be published on the CSCI website in November. You are asked:

- ◆ to present it to an open meeting of the relevant executive committee of the council, within two months of the date of this letter, and to inform me of the date on which this will take place.
- ◆ to make the report available to members of the public at the same time.
- ◆ to copy this letter and report to the council's appointed auditor, and to NHS and education partners.

Progress will continue to be monitored during the year through our usual processes, and a further Annual Review meeting will take place during 2005-06.

Performance (Star) Ratings will be confirmed in November, based on an assessment of overall performance using all admissible evidence. The evidence summarised in this letter will be used to help arrive at the rating, but may be updated where further evidence becomes available.

Yours sincerely

Elaine Ross
Business Relationship Manager

Cc: Jim Graham, Chief Executive, West Berkshire County Council

Business Relationship Managers ~ Mrs Elaine Ross & Mr Chris Burgon

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