



Making Social Care
Better for People

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CONFIDENTIAL: EMBARGOED UNTIL 30th NOVEMBER 2006

Linda Sanders
Director Adults, Communities and
Housing, Dudley MBC
Ednam House
St James Road
Dudley
West Midlands
DY1 3JJ

22 October 2006

Dear Ms Sanders,

Performance Ratings for Adult Social Services: 30th November 2006

I am writing to inform you of the 2006 performance star ratings and judgements for your council's adult social services. The performance (star) rating will contribute the 'adults' judgement to the Council's overall CPA rating to be announced by the Audit Commission in February 2007.

a) Judgements and Rating

The judgements and rating for your council are as follows:

b) Social Care Services for adults

Serving people well? **Most**

Capacity for improvement? **Excellent**

c) Adult Social Care Star Rating

Your social services performance rating is **3 stars**.

Three star rating entitles the council to increased freedoms in the use of grants, and to a proportional programme of inspection and monitoring.

The Record of Performance Assessment provides the basis of our judgements about your council's performance and trajectory for improvement. The level of in-year monitoring by CSCI is proportionate to performance. Councils with low star ratings or

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councils deemed to be coasting can expect a higher level of monitoring.

d) Further Changes to Star Ratings

Current CSCI policy on star ratings is that they will be published each year, and for the most part will not be changed during the year. For councils with a zero star rating, a higher rating may be awarded later if robust and substantial evidence of performance improvement becomes available. Conversely, if serious concerns about performance arise during the year, a council's rating may be adjusted to zero stars, and special monitoring arrangements put in place.

e) Representations

The letter issued to councils by the Chief Inspector on 16th July 2006 explained the representations procedure for our adult judgements. This indicated that you would have the opportunity at this stage to make a formal representation.

Councils should ensure their representation is clearly headed according to the judgement in question, be no more than 2500 words max. and ensure it can be linked to the published standards and criteria.

All notifications of intent to make representation, and actual written representations should be sent to CSCI for the attention of Louise Guss Representations Officer, via her PA Annett Hegna using one of the following methods:

Email: annett.hegna@csci.gsi.gov.uk

Fax: 01484 770 421

You can also contact the Representations Office via telephone number: 0191 233 3501

Council intention to make written Representations by	25 th Oct by 4.00pm
Council confirmed written Representations received by	30 th Oct by 10.30a.m

f) Further Information and Publication

The new performance ratings and underlying judgements will be published on 30th November. The record of performance assessment

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for your council and a copy of this letter will also be available on our website at www.csci.org.uk/council_star_ratings/councils_star_rating/default.htm on 30th November 2006.

We will send you an e-mail containing the embargoed star ratings for all councils on 29th November. 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 need help or advice on dealing with the media the CSCI press team, Sharon Ward, Michelle Doyle, Andy Keast-Marriott and Ray Veasey are available to assist. Their contact numbers are 0207 979 2089/2090/2093/2094.

Any questions about your star 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.

Access to the Performance Indicators website which is password protected will be issued to you at midnight 27th November with instructions.

Sarah Norman
Regional Director – CSCI, West Midlands

Copies: Andrew Sparke, Chief Executive, Dudley MBC

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