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## **CONFIDENTIAL: EMBARGOED UNTIL 29 NOVEMBER 2007**

Mr B Hodson  
Director of Housing & Adult Social Services  
York Council  
Customer advice centre  
George Hudson Street  
YORK  
YO1 6ZE

27 Nov 2007

Dear Director/Chief Executive,

Following our letter of 21 October, I am writing to confirm your adult social care performance judgements and rating and arrangements to access the performance indicators and ratings website.

### **(1) Performance Judgements and Ratings for Adult Social Care Services**

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.

The new performance ratings and underlying judgements will be published on 29 November 2007. The summary report for your Council and a copy of this letter will also be available on the CSCI website at [www.csci.org.uk/councilstars](http://www.csci.org.uk/councilstars)

### **(2) Access to the Performance Indicators and Performance Ratings Report Website**

You will be able to access the website from 12.01am Tuesday 27 November 2007.

The hyperlink is below. Please follow the instructions on the screen.

<http://www.csci.org.uk/default.aspx?page=1801>

Username: Council Stars  
Password: stars2007

Yours sincerely

A handwritten signature in black ink, appearing to read "Paul Small". The signature is written in a cursive style with a long horizontal flourish at the end.

Chief Inspector

Copies:

Chief Executive of SHA (Council to arrange)  
Council's Internal Auditor (Council to arrange)

CC: Bill McCarthy, 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