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10 April 2002

To : Ms Caroline Tapster
Director, Adult Care Services
Hertfordshire County Council
County Hall
Hertford SG13 8DP

Mr Ray Shostak
Director, Children, Schools & Families
Hertfordshire County Council
County Hall
Hertford SG13 8DP

Dear Caroline and Ray

ANNUAL REVIEW OF SOCIAL SERVICES PERFORMANCE IN 2001 – 2002

Thank you for your co-operation with Social Services Inspectorate (SSI)'s performance assessment programme, and for arranging our recent annual review meeting. This letter sets out the Inspectorate's view of performance for social services in your area during the year April 2001 to March 2002, and comments on action for improvement for the year beginning April 2002. An overall rating of services will be confirmed by the Department of Health later this year.

In assessing performance, we have drawn on, and shared with you a profile of evidence from a number of standard sources. These include:

- ◆ The published PAF Performance Indicators for 2000-2001;
- ◆ Monitoring information from Position Statements completed in June and October 2001;

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