

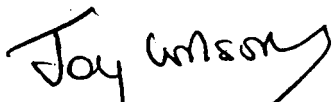
This letter and its annex will form part of SSI's performance record for the council. This year it will be published on the Department of Health's website, and you are asked to present the full document to an appropriate committee of the council, within two months of receipt, and to advise me of the date on which this will take place. The document must be made available to members of the public at the time it is considered by the council.

From the spring, each council will be given a new Performance Rating - zero to three stars - based on an assessment of their overall performance using all the available evidence, not just the performance indicators. The evidence summarised in this letter will be used to help arrive at the rating. The Department will announce the overall results at national level later in the year.

Progress will continue to be monitored during 2002-03 through the usual processes, and a further Annual Review meeting is expected to take place during the last quarter.

A copy of this letter has been sent to the Council's appointed auditor, to assist in the consideration of the social services aspects of the Best Value Performance Plan.

Yours sincerely



Joy Wilson
SSI-P Inspector

cc: Mr Bill Ogle, Chief Executive, Hertfordshire County Council
Ms Karen McConnell, District Audit
Ms Jane Herbert, Chief Executive, Bedfordshire & Hertfordshire Strategic
Health Authority