

15 September 2003

Nick Georgiou
Director of Social Services
London Borough of Harrow
PO Box 7
Civic Centre
Station Road
Harrow
Middlesex HA1 2UL

6th Floor
Eileen House
80-94 Newington
Causeway
London
SE1 6EF

Tel: 020 7972 2000
Fax: 020 7972 2819

Dear Mr Georgiou,

ANNUAL REVIEW OF PERFORMANCE

Summary:

This letter accompanies a report of the Social Services Inspectorate's annual review of your council's social services performance. You are asked to present it in open session to the council's relevant executive committee, within two months of the date of this letter.

Thank you for arranging our recent annual review meeting. This letter sets out the Inspectorate's view of the performance of social services in your area during the last year and comments on improvements planned for the year ahead.

The recommendations made in this letter and its annexed report are intended to help the council improve outcomes and the quality of service to service-users and carers. They are also intended to improve the prospects of improved performance ratings in the future.

In assessing performance, SSI 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 2002-03, plus data supporting planned targets for 2003-2004;
- monitoring information from the position statement completed in June and October 2002, and the delivery and improvement statement completed in May 2003; and
- the audit of services to children in need carried out in response to the report of the Victoria Climbié Inquiry.

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

The annex to this letter summarises the key strengths of performance over the last year, and highlights priorities for improvement in the year ahead. The annual review does not attempt to review all aspects of performance. It focuses on the main performance issues for which SSI has current information.

Progress will be reviewed at the next scheduled monitoring meeting.

This report will form part of SSI's performance record for the council, and will be published on the Department of Health's web-site 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 advise me of the date on which this will take place;
- to make the report available to members of the public at the same time; and
- to copy this letter and report to the council's appointed auditor, and to NHS partner organisations.

Progress will continue to be monitored during 2003-2004 through our usual processes, and a further Annual Review meeting will take place during 2004-05.

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.

Yours sincerely

Ann Daniels
Link Inspector
Social Services Inspectorate (London)

c.c. Council Chief Executive – Joyce Markham