

REPORT

To: GENERAL PURPOSES COMMITTEE	Subject: AREA/REGISTRATION SERVICE - CHARTER MARK AWARD 2004
From: DIRECTOR OF ADMINISTRATION	
Date: 25 February 2005	Ref: JAF/AC

1. Purpose of Report

- 1.1 The purpose of the report is to advise the General Purposes Committee of the re-accreditation of the Area/Registration Service for Charter Mark for recognising and encouraging excellence in public service until December 2007.

2. Background

- 2.1 The Area/Registration Service was formally awarded Charter Mark for the first time in December 2000. The accreditation was for a period of three years initially, but, with resultant changes to the Charter Mark criteria, that accreditation continued until December 2004.
- 2.2 An application was submitted for re-accreditation of Charter Mark in November 2004. SGS United Kingdom Ltd., were appointed to assess the service provision.

3. Considerations

- 3.1 It can now be formally reported to the Committee that, following an on-site assessment on 2 and 3 December 2004 by SGS, the assessors have now confirmed that the Area/Registration Service was found to meet the Charter Mark Standard for Customer Service excellence. Accordingly, the Area/Registration Service is certificated to meet the criteria for a period of three years until December 2007.

4. Recommendations

- 4.1 It is recommended that the Committee note the success of the Area/Registration Service in gaining this award and extends its congratulations to all of the staff involved in the Council's application and subsequent achievement.


Director of Administration

Members seeking further information on the contents of this report should contact John Fleming, Head of Central Services on Extension 2228.