

NORTH LANARKSHIRE COUNCIL
REPORT

<p>TO: Social Work Committee</p> <p style="text-align: center;">2 March 1999</p>	<p>SUBJECT:</p>
<p>FROM: J Dickie Director of Social Work</p>	<p>CHARTER MARK AWARD</p>
<p>REPORT AUTHOR: Safaa Baxter-Ameen</p>	

1 PURPOSE OF REPORT

- 1.1 To inform Committee of the Charter Mark Award Scheme.
- 1.2 To inform Committee of how Social Work Department became involved with Charter Mark Award.
- 1.3 To advise Committee that Burngreen Lodge Local Authority Residential Home located in Kilsyth, were winners of a Charter Mark Award 1998.

2 BACKGROUND

- 2.1 In 1996 - An attender at Antonine Centre, Cumbernauld nominated Antonine Centre for a Charter Mark Award 1996. The Centre made application and although they did not achieve the full award they received very positive feedback and a Certificate in recognition of the provision of an excellent service.
- 2.2 In 1997 - Two units in Cumbernauld area made separate applications for a Charter Mark Award. These units were Antonine Centre and Ochilview Home. Although neither unit achieved the full award they received excellent feedback and certificates acknowledging their commitment to the provision of high quality public services.
- 2.3 In 1998 - One Social Work Unit in Kilsyth, Burngreen Lodge made application for and achieved the full Charter Mark Award. Two people who were involved in the application and inspection process were selected to attend the Award Ceremony in London on 26 January 1999 to receive the award from Dr Jack Cunningham, Minister for the Cabinet Office.

3 CHARTER MARK AWARD

- 3.1 Charter Mark is a Government Award for excellence in public service, and an effective tool for testing and improving services.
- 3.2 The Government wants better services. Research shows Charter Mark helps improve them.
- 3.3 Charter Mark is all about services listening and responding to their users. It is an award for Organisations which go beyond the call of duty.
- 3.4 On Friday 5 February 1999 the Depute Provost and Convener of Social Work attended a ceremony in Burngreen Hall, Kilsyth, at which each member of staff was presented with a certificate in recognition of their contributions to achieving this prestigious award.

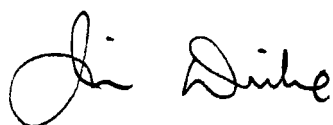
4 SUMMARY

- 4.1 Charter Mark is a Government Award for excellent public service and is used by Social Work Department Services Cumbernauld area as an effective tool for testing and improving services.

5 RECOMMENDATIONS

- 5.1 Committee is asked to:

Note the contents of this report.



Jim Dickie
Director of Social Work
17 February 1999