

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: Introduction of Customer Service Charter
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: June 6th 2000.	
REPORT AUTHOR: John Scott, Principal Officer, Criminal Justice	
REF: JD/JSS/HS/Co_0076	

1. PURPOSE OF REPORT

The Purpose of this report is to :

- Inform the Committee of the introduction of the Social Work Customer Service Charter.

2. BACKGROUND

2.1 The Social Work Department, as part of its Best Value and Public Information Strategy, has sought to develop a charter which sets out the standards of service which can be expected by service users.

Where appropriate, these have been made consistent with the terms of the Corporate Service Charter.

2.2 The Customer Service Charter outlines the principles which underpin good service.

2.3 The Customer Service Charter provides service users with information about the standard of service they can expect from the Social Work Department, and, if dissatisfied, how to seek resolution of the difficulty.

2.4 The Customer Service Charter is supported by an internal guidance note for Social Work staff which provides greater detail on the standards of service expected of Social Work staff working in North Lanarkshire. This includes guidance on both standards of practice and on the physical standards of buildings.

2.5 The Customer Service Charter is supported by measures to consult with service users about their perception of the service they have received. These measures - the introduction of a Customer Comments form and arrangements to survey the views of service users - were reported to the Social Work Committee in the last cycle.

3. IMPLEMENTATION

3.1 The implementation of the Customer Service Charter, Customer Comment Forms, and the Survey of Service Users will be accompanied by briefings and discussion within the Department about the standards of customer service expected of Social Work staff.

3.2 Standards of service in many aspects of Social Work are of high quality and this work is intended to ensure that best practice applies in all areas of service.

3.3 Copies of the Customer Service Charter will be available at the meeting of the Social Work Committee. Members are asked to note that the document will be subject to minor layout changes prior to printing and publication.

4. RECOMMENDATION

The Committee is asked to :

- Note the development of the Customer Service Charter and approve its implementation.
- Remit this item to the Policy and Resources Committee for its interest.



**JIM DICKIE,
DIRECTOR OF SOCIAL WORK
17TH MAY 2000.**

(For further information contact John Scott, Principal Officer, Criminal Justice - Telephone 01698 332029)