

To: SOCIAL WORK COMMITTEE		Subject: THE PUBLIC LAUNCH OF THE SOCIAL WORK CUSTOMER SERVICE CHARTER AND COMMENTS FORM
From: DIRECTOR OF SOCIAL WORK		
Date: 25 TH OCTOBER, 2001	Ref: JD/JS/EK	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. This report advises Committee of the introduction of the Social Work Department's "Customer Service Charter". The Document sets out the levels of service the people of North Lanarkshire can expect from Social Work and provides a form to enable them to comment on how they think we are performing.

2. BACKGROUND

- 2.1. The Social work Department has developed a Social Work Customer Service Charter, which provides service users with information about the standard of service that they can expect from the Social Work Department. Where appropriate, these standards are consistent with the terms of the corporate Service Charter. A Customer Comments Form has been developed in tandem with Service Charter and is both part of the Customer Service Charter and a stand alone document.
- 2.2. The Customer Service Charter, which has been approved by Committee, 6th June, 2000, sets out the standards of service that will be provided by social work. Performance in relation to these service standards is reported to Committee on a quarterly basis.
- 2.3. The Service Charter fits in to the "Performance Framework for Social Work Services" by providing a means for the people of North Lanarkshire to inform Social Work about the effectiveness of the services provided.

3. PROPOSALS / CONSIDERATIONS

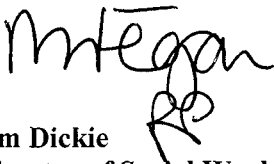
- 3.1. The proposed launch of both The Service Charter and Customer Comments Form will be on 25th October, 2001 at the Social Work Committee
- 3.2. The responses will be collated and the monitoring of standards as contained within the Charter will be reported to committee on a quarterly basis.

4. FINANCIAL / PERSONNEL / LEGAL / POLICY IMPLICATIONS

- 4.1. The Customer Comments Form is provided with prepaid postage, which will be invoiced each month at the standard rate per mail item. Costs can be met within the existing Social Work budget.

5. RECOMMENDATIONS

- 5.1. That Committee approve the launch of the Social Work "Customer Service Charter"



Jim Dickie
Director of Social Work
20 September 2001

For further information on this report please contact Eileen Kenneth, Senior Officer (Performance)
TEL: (01698 332068)