

**NORTH LANARKSHIRE COUNCIL  
 REPORT**

To: SOCIAL WORK COMMITTEE		Subject:  COMMUNITY ALARM SERVICE – CHARTER MARK RENEWAL
From: DIRECTOR OF SOCIAL WORK		
Date: 18 MAY 2006	Ref: JD/AM/SM	

**1. Purpose of Report**

The purpose of this report is to advise Committee of the successful renewal of Charter Mark status for the Department's Community Alarm Service.

**2. Background**

2.1 Charter Mark is the Government's national standard for excellence in customer service. It is a registered certification mark which is owned and administered by the Cabinet Office.

2.2 The Community Alarm Service was originally awarded Charter Mark status in December 2002, valid for a period of three years.

2.3 The assessment is undertaken in two stages. The first stage involves review of the application and supporting evidence. This is followed by an on-site assessment, the objective of this being to obtain evidence that the applicant is meeting the requirements of the Charter Mark standard. During this visit the assessor reviewed documentation and met with service users, carers, staff, stakeholders and partnership organisations.

2.4 During the assessment process 6 Charter Mark criteria are Scored on a four-band scale:

**Best Practice.** All aspects of the element are met and the applicant can demonstrate that they have gone beyond the requirement.

**Full Compliance.** All aspects of the element are met.

**Partial Compliance.** Some but not all aspects of the element are met and remedial action to meet the remainder could be put in place within a short period of time.

**Major Non-Compliance.** The requirements of the element are not met.

2.5 The scheme allows the applicant a maximum of 17 non compliances out of 63 elements across the 6 criteria which equates to a pass mark of 70%. *The Community Alarm Service application achieved 92%*, which confirmed the commitment of staff from senior management to frontline staff to the Charter Mark ethos.

2.6 The assessor also made the following observations:

2.6.1 "The service is provided at a high standard and is clearly appreciated by customers, partnership organisations and the local community".

2.6.2 "There is considerable evidence that this organisation is customer focused with customers, staff and partners being highly valued".

2.6.3 "Consultation with customers, staff and partners is routine with a view to improving service delivered".

2.6.4 "The resources available to the service are used imaginatively to assist other vulnerable members of the community".

3. **Financial/Personnel/Legal/Policy Implications**

3.1 There are no implications for the Council arising from this report.

4. **COMMUNITY ALARM ANNUAL REPORT**

4.1 The Community Alarm Service Annual Report for 2004/2005 has just been published, and a copy of the report has been placed in the Members Library.

5. **Recommendation**

5.1 Committee is requested to: -

i. note this report.



**Jim Dickie**  
**Director of Social Work**  
**18 May 2006**

For further information please contact – Jim Nisbet, Manager on (01698) 332031