

Customer Services Excellence Award (CSEA)

The framework for CSEA provides the vehicle of ensuring the customer is empowered and central to the provision of these services. The CSEA serves as a driver for continuous improvement and creates a skills development tool for staff. Attaining this Award evidences that practice is essentially customer focussed. It is also an independent validation of achievement. Three key areas of Social Work Resources within South Lanarkshire Council achieved this Award.

The Older People's Day Care Services has 13 Day Care Centres spanning a wide geographical area. This includes specialised centres for those living with Dementia. The report reflects the inspirational attitude of leaders and managers. Staff feel valued and confident in delivering excellent customer focussed services. Their tireless efforts ensure customer needs are central when making improvements or changes to service delivery. The quality of the service is universally praised by the customers and their carers. This service exceeded in many areas. The service is highly commended on their work. One particular area of change and improvement is to further develop customer insight and to use this effectively.

Adult Mental Health Services provide a comprehensive service to individuals with a wide range of mental health difficulties and complex needs. Mental Health Officers and Social Workers play an essential part within this service in South Lanarkshire. Feedback at recent reassessment was that a highly structured approach is adopted through services supported by service managers. This thread permeates all the way through. Different engagement methods employed and commitment by staff well noted. Customers confirmed that they are treated fairly. The Service continues to remain award compliant in 56 areas, partial in 1 with 9 areas of Compliance Plus; demonstrating excellence in practice. A particular area to strengthen within the service on further reassessment would be an emphasis on evidence on customer outcomes rather than the strength of our processes.

Older People's Services Residential Care has 8 care homes providing a holistic service to individuals throughout South Lanarkshire; many of whom with complex needs. The report notes that this service provides customers a service of the highest quality. Care and consideration from staff to customers is clearly in evidence throughout. This report acknowledges the outstanding work undertaken in this area. This service complied and exceeded in all areas of their assessment. This work is highly commended

The **corporate contribution** into this organisation is immeasurable. Every structure providing care and support to people needs leadership and expertise to ensure an equitable allocation of resources. This is demonstrated in these Reports. Without

this vision, values, ambition and objectives, these excellent services could not be delivered.

The **Customer Service Excellence Award** is a continuous process designed to validate excellent work. Attaining this award celebrates and values the staff who deliver these services. It motivates staff to continually assess and reflect; identifying areas to improve upon. The framework ensures customers and carers are fundamental in this process. Therefore, they rightly feel valued and supported and customer satisfaction is achieved. For inspiration on excellent examples of creative and conscientious practice delivered in a professional and caring manner, read these reports in full; now available on the SLC Intranet.