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FILE TITLE:

CITIZEN'S CHARTER

SERIES

GOVERNMENT
MACHINERY

PART:

2

PART BEGINS:

22 June 00
~~18 August 21999~~

PART ENDS:

6 Dec 00
~~7 JUNE 2001~~

CAB ONE:

LABOUR ADMINISTRATION

PART closed

PREM 49 / 1959

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PART

CLOSED

DATE CLOSED

7 JUNE 2001

Series : **GOVERNMENT MACHINERY**

File Title : **CITIZEN'S CHARTER**

Part : **2**

Date	From	To	Subject	Class	Secret
22/06/2000	ms/cabinet office	PM	Charter Mark Awards 2000 - Results of Phase 1	U	0
03/08/2000	ms/cabinet office	PM	Charter mark	C	0
25/09/2000	EA/PS	Cab Off	Charter Mark	U	0
25/09/2000	Cab Off	EA/PS	Charter Mark	U	0
06/12/2000	ms/cabinet office	PM	Charter Mark Awards 2000-Phases 2 and 3	U	0



Rt Hon Ian McCartney MP
Minister of State

PRIME MINISTER

De Tam.

CHARTER MARK AWARDS 2000 – PHASES 2 and 3

I am pleased to inform you of the results for phases 2 and 3 of this year's Charter Mark awards. As you are aware, Charter Mark is the Government's award scheme for recognising and encouraging excellence in public service. It is unique amongst quality schemes in that it is the only one that focuses on customer service and service delivery.

There are 705 winners, some winning for second and third times. I attach a copy of the final results by sector. I should highlight a particular point, that the panel has decided not to award a Charter Mark to the UK Passport Agency at this stage. They will look at the agency in another six months time.

This year marks two significant changes to the scheme. Firstly, this is the final year where there is no charge for applying. From January next year, all organisations applying to join the scheme are subject to a fee. Secondly, with effect from next year, the assessment process will be contracted-out. The successful bidder for the contract was Group 4 Training. Charter Mark winners will be presented with their awards at two ceremonies to be held on 13 February 2001 at the QEII Exhibition Centre, Westminster.

I understand that you are unable to attend the event but hope that you will be available again to record a short message of tribute to this year's winners. Your message and those of other Cabinet colleagues have become a very important part of the award ceremony. My officials will be in touch to arrange a suitable time for filming. I suggest that we do this again at No. 10 after a Cabinet Meeting in mid-January, which seems to be the easiest and most cost-effective way of catching everyone on the same day.

I am copying this letter to Members of the Cabinet, Sir Richard Wilson and leaders of the devolved administrations. I am also issuing a separate letter to all MPs with constituency winners.

[Signature]

IAN McCARTNEY

121 8/12 → (P) SK

CABINET OFFICE
70 Whitehall, London SW1A 2AS
Telephone: 020 7270 0411 Fax: 020 7270 0080
Email: ian.mccartney@cabinet-office.x.gsi.gov.uk

cc (tpo) KG, Richard O'Neill, Press office

To note (X). I think we should agree to a message if we have not already done so. 6th December 2000

CO will be in touch re content.

8/12

(X)



Rec'd by Fax
File



Rt Hon Ian McCartney MP
Minister of State

CABINET OFFICE
70 Whitehall, London SW1A 2AS
Telephone: 020 7270 0411 Fax: 020 7270 0080
Email: ian.mccartney@cabinet-office.x.gsi.gov.uk

PRIME MINISTER

6th December 2000

De Tom

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IAN McCARTNEY



CHARTER MARK AWARDS 2000.

WINNERS BY SECTOR FROM PHASES 2 AND 3.

Application Number	Organisation	Department
CAREERS GUIDANCE		
A200107A	Careerlink	
A200155J	Future Steps Ltd	
A300081H	Lifetime Careers (Barnsley, Doncaster & Rotherham)	
A300281D	North East Wales Careers Service Limited	Careers Plus - Gyrfau A Mwy
A300115A	Oldham Careers Service Partnership	
A200172K	Quality Careers Services Ltd	
A300259F	Tyne and Wear Contractor Services Agency	
CHARITY		
A200213B	Crossroad (Greenwich & Lewisham) Limited	
A300347E	Sutton Volunteer Bureau	
A300174B	Techniquet	
A200184D	White Lodge Centre	
COURT		
A200152F	Barnsley Magistrates' Courts Committee	
A300062E05	Court Service	Barnstaple County Court
A200047F02	Court Service	Bristol Crown Court
A300062E09	Court Service	Crown Court at Nottingham
A300062E21	Court Service	Crown Court Kingston Upon Thames
A300062E04	Court Service	Dudley County Court
A300062E01	Court Service	Ilford County Court
A300062E13	Court Service	Ludlow County Court
A300062E07	Court Service	North Shields County Court
A300062E24	Court Service	Oswestrey County Court
A300062E03	Court Service	Oxford Combined Court Centre
A300062E11	Court Service	Romford County Court
A300062E18	Court Service	Shrewsbury County Court
A300062E22	Court Service	Shrewsbury Crown Court
A200047F01	Court Service	Southwark Crown Court
A300062E14	Court Service	Stafford Combined Court Centre - Lord Chancellors Dept
A300062E19	Court Service	Stoke-on-Trent Combined Court
A300062E06	Court Service	Stratford on Avon County Court
A300062E12	Court Service	Tamworth County Court

A200047F03 Court Service
A300062E17 Court Service
A300206C Doncaster Magistrates' Court
A300356F Rotherham Magistrates Court

Torquay and Newton Abbot County Court
Wolverhampton Combined Court

DEFENCE

A200141C Institute of Naval Medicine

Medical Records (Release) Section

EDUCATION

A200146H Abbs Cross School
A300003D Aberdeen College
A300169E Accrington & Rossendale College
A300214C Amersham & Wycombe College
A300004E Angus College
A300273D Ashton on Mersey School
A300071F Askham Bryan College
A300015H Beauchamps High School
A200062E Beckfoot Grammar School
A200221B Belfast Model School for Girls
A300141C Birbeck College
A300290E Bishop Rawstone C of E Language College
A300112H Blackpool and the Fylde College
A300010C Bramcote Hills Primary School
A300006G Brannock High School
A300309J Brighton Hill Community School
A200116B Broadway Community High School
A300375J Burnside Community First School
A200187G Calthorpe School
A200001B Carlogie Primary School
A300072G Castle Hill Infant School
A300230C Castle Hill Junior School
A300008J Castle Hills Community School
A200083K Castle School
A200026A Central C of E Aided Junior School
A300064G Chalvedon School and Sixth Form College
A300017K Chatsworth Infant School
A200175C City Literary Institute
A300316H Claypool Primary School
A300054E Coates Lane CP School
A300012E Corbet School
A300059A Corsham Primary School
A300024J Court Moor School
A300026A Crookhorn Community School

Library

A200170H	Cross Farm Infant School	
A300300K	Derwentside College	
A200174B	Dormston School	
A300311C	Dyke House School	
A300035B	Earlsheaton High School	
A300319A	Eastleigh College of Further Education	College House
A300023H	Eirias High School	
A300207D	Foxdenton School & Integrated Nursery	
A300287K	Franche First School	
A300027B	Goosewell Primary School	
A200036C	Gosden House School	
A300034A	Harrow Gate Primary School	
A200104H	Hartlepool Sixth Form College	
A200056G	Holcombe Brook Primary School	
A300205B	John Warner School	
A300108B	Kingshurst Junior School	
A200061D	Kirk Smeaton CE Primary School	
A300109C	Lancashire College	
A300037D	Lightwater Village School	
A300140B	Linden Lodge School	
A300228J	Loughborough College	
A300210J	Macclesfield College	
A300286J	Millais School	
A300189J	Moordown St.John's C.E. Primary School	
A200192D	Morgans JMI School	
A200017K	Mountbatten School	
A200004E	National Star Centre College of Further Education	
A300005F	Nelson and Colne College	
A200190B	New College Nottingham	
A300182B	Newcastle Under Lyme College	
A200209F	North Shropshire College	
A300359J	Northern Ireland Hotel & Catering College	
A300255B	Our Lady's High School	
A200023H	Oxted School	
A300226G	Park Lane College	
A300074J	Plumpton College	
A300274E	Plymstock School	
A300130K	Priestley College	
A200031H	Ravenswood School	
A200085B	Soundwell College	
A300034G	St Benedict's College	
A300030E	St John's School and Community College	
A300105J	St Johns C.E. Primary School	

A300371E St Marys R C Primary School
 A300048G St Patrick's Primary School and Nursery Class
 A200195G St Sebastians RC JMI & Nursery
 A300116B Standish Community High School
 A300239B Stockcross C.E. Primary School
 A200088E Stoke on Trent College
 A300284G The Elms School
 A300030G Tuke School
 A300193E University of Sunderland
 A300002C University of Wolverhampton
 A300145G Vandyke Upper School
 A200081H Walton Girls' High School
 A300016J West Denton First School
 A200185E Wharf Nursery School
 A300033K Wildridings Primary School
 A200161G Willerby Carr Lane Junior School
 A200074J Willows High School
 A300021F Windlesham Village Infant School
 A300019B Winifred Holtby School - Technology College
 A300185E Wolverhampton College
 A200065H Woodside Senior School
 A200118D Ysgol Bryn Elian

Customer Services

EMERGENCY SERVICE

A300225F Cleveland Constabulary
 A200072G Gloucester Fire and Rescue Service
 A100034A Hampshire Constabulary
 A300322F Lancashire Fire & Rescue Services
 A300196H Lincolnshire Police
 A300134D Lothian And Borders Police
 A200151E Merseyside Police
 A300200G Northumbria Police
 A200180K Suffolk Fire Services
 A300184D01 Warwickshire County Council
 A300078C West Midlands Fire Service
 A300204A West Sussex Fire Brigade

Fire Safety Group
 Andover Police Station

South Liverpool Area

Brigade Headquarters
 Fire and Rescue Service

GOVERNMENT DEPARTMENT

A200215D Department For International Development
 A200154H02 HM Customs & Excise
 A200154H01 HM Customs & Excise
 A300156E10 Inland Revenue
 A200040J01 Inland Revenue

Overseas Pensions Department
 Business Advice Centre Scotland
 Yorkshire, Humber and the North East
 Bournemouth District
 Bury St.Edmunds

A300046E01 Inland Revenue
 A200040J03 Inland Revenue
 A300046E02 Inland Revenue
 A300046E12 Inland Revenue
 A300046E07 Inland Revenue
 A200040J02 Inland Revenue
 A300046E11 Inland Revenue
 A300046E16 Inland Revenue
 A300046E15 Inland Revenue
 A300046E09 Inland Revenue
 A300046E06 Inland Revenue
 A300046E04 Inland Revenue
 A300046E13 Inland Revenue
 A200084A02 Inland Revenue - Valuation Office Agency
 A200084A04 Inland Revenue - Valuation Office Agency
 A300079D02 Inland Revenue - Valuation Office Agency
 A300079D03 Inland Revenue - Valuation Office Agency
 A200084A03 Inland Revenue - Valuation Office Agency
 A200084A01 Inland Revenue - Valuation Office Agency

HEALTH

A300366H Altnagelvin Hospital, Health & Social Services Trust
 A200063F Ash Tree Healthcare
 A200008J Ayrshire & Arran Acute Hospitals NHS Trust
 A300194F Ayrshire & Arran Primary Healthcare NHS Trust
 A200188H Ayrshire & Arran Primary Healthcare NHS Trust
 A300233F Basildon & Thurrock General Hospitals NHS Trust
 A300114K Bassetlaw Hospital & Community Services NHS Trust
 A200039F Bath and West Community NHS Trust
 A200092A Bedford Hospital NHS Trust
 A300341J Belfast City Hospital Trust
 A200090J BHB Community Health Care NHS Trust
 A300246A Birmingham Heartlands and Solihull NHS Trust
 A200016J Birmingham Specialist Community Health NHS Trust
 A300107A03 Blackburn, Hyndburn & Ribble Valley Healthcare NHS Trust
 A300107A01 Blackburn, Hyndburn & Ribble Valley Healthcare NHS Trust
 A300101E Blackpool Wyre and Fylde Community Health NHS Trust
 A300260J Brent, Kensington & Chelsea and Westminster Mental Health NHS Trust
 A300187G01 Bro Morgannwg NHS Trust
 A200148K Burton Hospitals NHS Trust
 A300055J02 Calderdale Healthcare NHS Trust
 A2000041K Calderstones NHS Trust
 A300080G Cardiff & Vale NHS Trust

Business Support Team
 Chichester Integrated Office
 Kirkcaldy District
 Leek
 Liverpool Riverside - TSO
 London Provincial 24
 Luton & Dunstable
 Manchester Trinity
 Portsmouth TSO and TDO
 Stamp Office
 Sussex East District
 Wey Valley TSO
 Wrexham2
 Birmingham Group
 Liverpool Group
 North West Group
 Sheffield Group
 Wessex Group
 Wolverhampton Group

Anderson House Dermatology Unit

Mental Health Division
 Rainbow House
 Hotel Services Department
 Hotel & Site Services
 Paulton Memorial Hospital
 Hotel Services Department
 Occupational Therapy
 Contraception and Womens Health
 Solihull Hospital-Day Procedures Unit
 Community Hospitals Division (Elderly Services)
 Hotel and Site Services
 Radiology Department
 National Artificial Eye Service
 North East Westminster Mental Health Services For Older Adults
 Groeswen Hospital

Assisted Conception Unit
 Continuing Education Department
 West Wing Hospital - Regional Stroke Unit

A300158B Ceredigion & Mid Wales NHS Trust
A200112H Ceredigion & Mid Wales NHS Trust
A300102F Ceredigion Crossroads Caring for Carers
A200159C Chelsea & Westminster Healthcare NHS Trust
A300245K Cheshire Community Healthcare NHS Trust
A300338D Chester and Halton Community NHS Trust
A200006G Chorley & South Ribble NHS Trust
A300367J02 Craigavon Area Hospital Group HSS Trust
A300285H Dorset Ambulance NHS Trust
A300328B09 Down Lisburn Health and Social Services Trust
A300328B02 Down Lisburn Health and Social Services Trust
A300328B03 Down Lisburn Health and Social Services Trust
A300328B07 Down Lisburn Health and Social Services Trust
A300328B06 Down Lisburn Health and Social Services Trust
A300328B08 Down Lisburn Health and Social Services Trust
A300328B04 Down Lisburn Health and Social Services Trust
A300328B05 Down Lisburn Health and Social Services Trust
A300328B01 Down Lisburn Health and Social Services Trust
A200214C Dr M Butteriss and Partners
A200050A Drs Hugh & Anne Hadfield
A200110F02 Dumfries and Galloway Acute & Maternity Hospitals NHS Trust
A200110F01 Dumfries and Galloway Acute & Maternity Hospitals NHS Trust
A200179G East Berkshire NHS Trust
A200038E Epsom and St Helier NHS Trust
A200183C Fife Primary Care NHS Trust
A200114K Forest Healthcare NHS Trust
A200070E Forth Valley Acute Hospitals NHS Trust - Stirling Royal Infirmary
A200186F Frimley Park Hospital NHS Trust
A300089F Grampian Primary Care NHS Trust
A200025K Grange Medical Centre
A300096E02 Greater Glasgow Primary Care NHS Trust
A300096E03 Greater Glasgow Primary Care NHS Trust
A300096E01 Greater Glasgow Primary Care NHS Trust
A300330F02 Green Park HealthCare Trust
A300370D Guild Community Healthcare Trust
A300051B01 Gwent Healthcare NHS Trust
A300351A Havering Hospitals NHS Trust
A300120H Heywood Association of Small Practices
A300099H Hinchingsbrooke Health Care NHS Trust
A300332H Homefirst Community Trust
A200003D Homefirst Community Trust
A2000014G Huddersfield NHS Trust
A200147J Hull & East Yorkshire Hospitals NHS Trust

Cardigan and District Memorial Hospital
Tregaron Community Hospital

Day Surgery Unit
Podiatry Department
Continence Advisory Service
Community Services Directorate
Stone Treatment Centre
Emergency & Patient Transport Ambulance Services
Addictions Service
Coronary Care Unit
Derriaghy Day Care Centre
Family Centre Services
Hospital at Home Service
Lisburn Assessment and Resource Centre
Maternity Services
Occupational Therapy Hospital Services
Thompson House Hospital

Breast Clinic
ENT Department
Community Services Directorate
Chaplaincy Department
Nutrition and Dietetic Department
Orthodontic Department
Stroke Rehabilitation Unit

Community Hospitals

Gartnavel Royal Hospital
Goldenhill Resource Centre
Springpark Resource Centre
Activity Nursing Department
Residential Service Department
Cardiac Rehabilitation Service
Ambulatory Care Unit

Integrated Children's Services
Community Dental Services
Health Promotion
Clinical Support Services
Duchess of Kent Day Surgery Unit

A200197J Isle of Wight Healthcare NHS Trust
A300172K04 James Paget Healthcare NHS Trust
A300122K Lanarkshire Acute Hospital NHS Trust
A200150D Leeds Teaching Hospital NHS Trust
A200019B Lincoln District Healthcare NHS Trust
A200100D Maidstone and Tunbridge Wells NHS Trust
A300365G01 Mater Hospital Trust
A300249D Mayday Healthcare NHS Trust
A300376K Mental Health in South Tyneside
A200045D01 Mid Cheshire Hospitals NHS Trust
A200045D02 Mid Cheshire Hospitals NHS Trust
A300067K Mid Cheshire Hospitals NHS Trust
A300186F Newport Pagnell Medical Centre
A300263B Norfolk & Norwich Healthcare NHS Trust
A200122K Norfolk & Norwich Healthcare NHS Trust
A300175C01 North Bristol NHS Trust
A200125C North Bristol NHS Trust
A200027B North Glasgow University Hospitals NHS Trust
A300091K North Manchester Healthcare NHS Trust
A200108B North Tees and Hartlepool NHS Trust
A200142D Oxfordshire Community Health NHS Trust
A200134D Peterborough Hospitals NHS Trust
A200021F Plymouth Hospitals NHS Trust
A300063F Pontypridd and Rhondda NHS Trust
A300038E Portsmouth Hospitals NHS Trust
A200054E Queen Mary's Sidcup NHS Trust
A200091K Revel Surgery
A300190B Rochdale Healthcare NHS Trust
A200222C Royal Group of Hospitals and Dental Hospitals HSST
A300361C Royal Group of Hospitals and Dental Hospitals HSST
A300267F Royal Liverpool University Hospital NHS Trust
A300208E Royal Wolverhampton Hospitals NHS Trust
A300082J Scunthorpe & Goole NHS Hospitals Trust
A300053D Shropshire Community & Mental Health Services NHS Trust
A300360B01 South and East Belfast Health and Social Services Trust
A300360B02 South and East Belfast Health and Social Services Trust
A200097F South Downs Health NHS Trust
A300094C03 South Durham Health Care NHS Trust
A300094C02 South Durham Health Care NHS Trust
A200076A South Durham Health Care NHS Trust
A300094C01 South Durham Health Care NHS Trust
A300095H South Glasgow University Hospitals NHS Trust
A200201H South Glasgow University Hospitals NHS Trust

Cardiac Rehabilitation Service
Tracheostomy Support Service
William Smellie Maternity Unit
Department of Renal Medicine and Transplantation

Physiotherapy Service - Maidstone
Psychiatry In-Patient Unit & Day Hospital
Occupational Therapy

Cardio-Respiratory / ECG Department
Nutrition and Dietetic Department
Victoria Infirmary Northwich, Physiotherapy Dept

Bertram Diabetes Centre
Medical Illustration
Breast Care Centre
Day Case Unit
Stoma Care/Coloproctology Department
Accident and Emergency Department
Physiotherapy Out Patient Department
Community Paediatric Physiotherapy Department
Fracture Clinic / Plaster Room
Derriford Hospital Intensive Care Unit
Women, Child and Family Directorate (Acute)
Head and Neck Cancer Services
Day Hospital

Diabetes Centre
Diabetes Education Centre
Genito Urinary Medicine Clinic
St Paul's Eye Unit

Cardiology Department
Mental Health Services
Fairholme Supported Housing
Physical Health & Disability Social Work Services Team
Artificial Limb Service
Coronary Care Unit
Darlington Memorial Hospital - Maternity
Hundens Rehabilitation Unit
Intensive Therapy Unit
Parkinsons Clinic
Physically Disabled Rehabilitation Unit

A200196H01 South Tyneside Health Care Trust
 A200196H02 South Tyneside Health Care Trust
 A300277H02 South Tyneside Health Care Trust
 A300277H01 South Tyneside Health Care Trust
 A300277H03 South Tyneside Health Care Trust
 A300059K Southampton Community Health Services NHS Trust
 A200055F Southampton University Hospitals NHS Trust
 A300378B Southend Community Care Services NHS Trust
 A300203K Southern General Hospital
 A200177E State Hospital Carstairs
 A200156K Surrey Oaklands NHS Trust
 A200128F01 Thames Gateway NHS Trust
 A200224E Ulster Community & Hospitals Trust
 A300358H02 Ulster Community & Hospitals Trust
 A300358H01 Ulster Community & Hospitals Trust
 A300329C03 United Hospitals Health and Social Services Trust
 A300329C01 United Hospitals Health and Social Services Trust
 A200131A West Hertfordshire Hospitals NHS Trust
 A200032J West Lothian Healthcare NHS Trust
 A300297B West Middlesex University Hospitals NHS Trust
 A300147J03 Wiltshire & Swindon Healthcare NHS Trust
 A300147J02 Wiltshire & Swindon Healthcare NHS Trust
 A300056G01 Wirral & West Cheshire Community NHS Trust
 A300264C Woodford Medical Centre

HOUSING ASSOCIATION

A300009K02 Broomleigh Housing Association
 A300121J Cardiff Community Housing Association
 A300307G Castle Vale Housing Action Trust
 A300243H Clwyd Alyn Housing Association
 A200212A Devon & Cornwall Housing Association
 A200210J01 Drum Housing Group
 A200210J02 Drum Housing Group
 A300305E Ealing Family Housing Association
 A300045D Flagship Care and Support
 A300331G Fold Housing Association
 A200157A London and Quadrant Bexley Housing Association Ltd
 A200126D London and Quadrant Housing Trust
 A300047F New Progress Housing Association Ltd
 A300363E Northern Ireland Housing Executive
 A300003E Paddington Churches Housing Association
 A300004H Pickering & Ferens Homes
 A200144F Sanctuary Housing Association

Bede Day Unit
 Catering Services
 Community Dental Service
 Radiology Directorate
 Stroke Rehabilitation Unit
 Podiatry
 Catering Department
 Behaviour Therapy Unit
 Institute of Neurosciences - Dystonia Care Team

Multiple Disabilities Day Services Unit
 Voluntary Services
 Community Stroke Rehabilitation Team
 Dakota Avenue Hostel
 Intensive Care Unit
 Day Surgery Procedures Unit
 Day Surgery Unit - Antrim Hospital
 Minor Injuries Unit
 St Johns MacMillan Centre
 Maternity Services
 Podiatry
 Speech & Language Therapy Services
 Womens and Sexual Health Services

Housing Services

Housing Services-Day To Day Repairs
 Shared Ownership Department - Management of Private Properties
 Sheltered Housing Service
 Telephone Answering Service Centre
 Customer Services Centre

Care Services Department 'Housing With Care Schemes'

Newtownabbey - District 1

Plymouth Area Office

A300217F Signpost Housing Association
 A200178F Stort Valley Housing Association
 A300355E01 Tees Valley Housing Association
 A300355E02 Tees Valley Housing Association
 A300324H Vale Housing Association Ltd
 A300346D Waltham Forest Community Based Housing Association
 A300296A Waltham Forest Housing Action Trust
 A200029D West Kent Housing Association
 A200181A Wherry Housing Association
 A200164K William Sutton Trust
 A300345C Windsor And District Housing Association

Sedgemoor DC Housing Management Contract

Housing Management Service
 Repairs & Maintenance

West Midlands

LOCAL AUTHORITY SERVICE

A300195G Aberdeen City Council
 A300069B06 Amber Valley Borough Council
 A300069B03 Amber Valley Borough Council
 A300069B01 Amber Valley Borough Council
 A300069B04 Amber Valley Borough Council
 A300069B05 Amber Valley Borough Council
 A200160F Ards Borough Council
 A300212A Arun District Council
 A300044C Ashford Borough Council
 A200048G01 Barnsley Metropolitan Borough Council
 A200048G02 Barnsley Metropolitan Borough Council
 A300179G03 Bath and North East Somerset Unitary Authority
 A300179G01 Bath and North East Somerset Unitary Authority
 A300049H05 Birmingham City Council
 A300049H04 Birmingham City Council
 A300374H02 Blackburn with Darwen Borough Council
 A200119E Bolton Metropolitan Borough Council
 A300131A Bournemouth Borough Council
 A300349G Bradford Metropolitan District Council
 A300326K Brighton and Hove Council
 A200087D02 Bristol City Council
 A200087D01 Bristol City Council
 A200005F Bromsgrove District Council
 A300254A03 Broxbourne Borough Council
 A300254A01 Broxbourne Borough Council
 A200022G03 Broxbourne Borough Council
 A200022G01 Broxbourne Borough Council
 A300254A05 Broxbourne Borough Council
 A200022G02 Broxbourne Borough Council
 A200022G04 Broxbourne Borough Council

Performing Arts Venues Section
 Amber Valley Leisure
 Development Policy Unit
 Housing Division, Care Services Business Unit
 Local Land Charges
 Tourism Unit
 Ards and Portaferry Tourist Information Services
 Littlehampton Swimming & Sports Centre
 Stour Leisure
 Building Control Services
 Housing Services Health, Home and Care Program-Central Call Unit
 Pest Control Unit
 Social and Housing Services- Connection Day Services
 Birmingham Library Service
 Social Services, Employment Preparation Team
 Community Leisure & Cultural Services Department - Waves Water Fun Centre
 Environment Department - Car Parks
 Social Services
 Social Services - Adoption & Fostering Unit
 Bereavement Services
 Colston House Information Service
 Contract Services - Catering
 Building Control Services
 Cashiers Service
 Chiefs Executives Department - Personnel Services
 Communications
 Community Alarm Service
 Community Awareness Service
 Grundy Park Leisure Centre
 Support Services (Land Charges Section)

A300254A04	Broxbourne Borough Council	Tenancy Management
A300254A02	Broxbourne Borough Council	Waste Management Service - Environmental Services Department
A200137G01	Cambridge City Council	Leisure Services-Sports Development
A200137G02	Cambridge City Council	Reception and Telephone Services
A200139J	Canterbury City Council	Public Cleansing Section, Environment and Street Scene Division
A200145G	Cardiff County Council	Building Control Division
A300235H03	Chelmsford Borough Council	Bereavement Services
A300235H02	Chelmsford Borough Council	Building Control Services
A300276G01	Cheltenham Borough Council	Concessionary Travel Scheme
A300276G02	Cheltenham Borough Council	Festivals and Entertainment Division
A300181A	Cherwell District Council	Cherwell Direct Services, Refuse Collection Service
A300132B	Cheshire County Council	Registration Service
A300111G	City of Durham Council	Building Control
A200069B	City of Durham Council	Directorate of Housing & Health - Adaptations for the Disabled
A200033K03	City of Stoke on Trent	Development Control Team, Department of Environment and Transport
A200033K02	City of Stoke on Trent	Income Services
A300124B	City of Stoke on Trent	Marrow House
A300149A	City of Sunderland	City Contracting Services - Refuse Collection
A200058J01	City of Sunderland	City Health Services
A200058J02	City of Sunderland	City Library and Arts Centre, Education & Community Services
A200096E	City of Westminster Council	Environmental Services Group
A200149A	Clackmannanshire Council	Development Services
A300136F	Congleton Borough Council	Care and Repair
A200113J	Conwy County Borough Council	Conwy Careline
A200136F01	Cornwall County Council	Transportation Services
A300025K01	Coventry City Council	Coventry Contract Services - St Mary's Guildhall Catering
A200206C	Coventry City Council	Social Services - Skipton Lodge
A300308H	Daventry District Council	Department of Architecture & Engineering
A200067K02	Daventry District Council	Housing Services
A200067K01	Daventry District Council	Training & Employment Service
A300076A01	Derbyshire County Council	Social Services - Green Farm Project
A300076A02	Derbyshire County Council	Step Up 2000
A200015H	Devon County Council	Trading Standards and Consumer Protection
A200162H02	District of Easington	Planning and Building Control
A200124B	Doncaster Metropolitan Borough Council	Housing Management Contract Area 1
A300198K02	Doncaster Metropolitan Borough Council	Local Taxation Services
A300232E	Dorset Adult Education Service	
A200003D	East Cambridgeshire District Council	Revenue Service
A300160F03	East Hertfordshire District Council	Building Control Consultancy
A300160F01	East Hertfordshire District Council	Development Control
A300090J09	East Riding of Yorkshire Council	Beverley Leisure Unit
A300090J06	East Riding of Yorkshire Council	Building Control
A300090J01	East Riding of Yorkshire Council	Community Education Service

A200059K02	East Riding of Yorkshire Council	Francis Scaife Leisure Centre
A200059K03	East Riding of Yorkshire Council	Grounds Maintenance Unit
A200059K05	East Riding of Yorkshire Council	Haltemprice Leisure Centre
A200059K01	East Riding of Yorkshire Council	Library and Information Service
A300090J03	East Riding of Yorkshire Council	Operational Services Department - Building Maintenance Unit
A300090J07	East Riding of Yorkshire Council	Social Services - Consumer Advice & Education
A200059K04	East Riding of Yorkshire Council	Street Lighting Unit
A300061D02	East Staffordshire Borough Council	Environmental Health Division-Community Services
A300135E	Eastbourne Borough Council	Eastbourne Lifeline
A200199A	Epping Forest Borough Council	Leisure Services - Waltham Abbey Swimming Pool
A300022G	Epsom and Ewell Borough Council	Environmental Health
A200168D	Erewash Borough Council	Parks Division
A300164K	Essex County Council	Learning Services Directorate, Advisory and Inspection Service
A200052C	Exeter City Council	Environment Health Services
A200133C	Fife Council	Community Care Resources - Older People
A200163J	Gateshead Metropolitan Borough Council	Environmental Services Department - Building Cleaning Division
A200066J	Gedling Borough Council	Planning & Building Control Services - Building Control Section
A300028C	Gloucester City Council	Revenues & Benefits Service
A300257D	Gloucestershire County Council	Milsom Street Day Centre
A300266E01	Guild Care	Caer Gwent - Dual Registered Home for Older People
A300266E02	Guild Care	Worthing and District Carers Liason Project
A300052C01	Halton Borough Council	Registration & Inspection Unit
A300350K	Hambleton District Council	Building Control and Advisory Services
A300275F	Hampshire County Council	Student Support Unit
A200216E	Hartlepool Borough Council	Libraries
A300283F	Hartlepool Borough Council	Waste Management - Neighbourhood Service Department
A200182B	Horsham District Council	Leisure Services Directorate
A300042A	Isle of Wight Council	Education and Community Development Directorate - School Admissions
A200198K	Kent County Council	Occupational Therapy and Sensory Disabilities Unit
A300123A01	Kingston Upon Hull City Council	Social Services - Catherine Ellis Resource Centre
A300123A02	Kingston Upon Hull City Council	Social Services - Highfield Resource Centre
A300244J02	Kingston Upon Hull City Council.	Hull City Services, Building Cleaning Division
A300244J01	Kingston Upon Hull City Council.	Hull City Services, Kingston Leisure - Beverley Road Baths
A200086C01	Kingston Upon Hull City Council.	Hull City Services, Kingston Leisure - Ennerdale Leisure Centre
A200086C02	Kingston Upon Hull City Council.	Hull City Services, Kingston Leisure - The Hull Arena
A200086C03	Kingston Upon Hull City Council.	Kingston Leisure, Costello Stadium
A200109C	Kirklees Metropolitan Borough Council	Environmental Services
A300085B04	Lancashire County Council	Brieryfield Day Nursery, Social Services
A300085B13	Lancashire County Council	Castleford Day Centre
A200053D01	Lancashire County Council	Commercial Services - School Crossing Patrol Service
A300085B14	Lancashire County Council	County Information Centres
A200053D03	Lancashire County Council	East Zone Learning Disability Fieldwork Team
A300085B05	Lancashire County Council	Social Services - Lakeland View

A300085B11	Lancashire County Council	Social Services - Meadow Bank Day Centre
A200053D02	Lancashire County Council	Social Services Directorate -The Leyland Centre
A300085B01	Lancashire County Council	The Woodlands Centre
A200053D04	Lancashire County Council	Traveller Education Service (Lancashire, Blackpool, Blackburn with Darwen)
A200053D05	Lancashire County Council	What Now? Central Services
A300092A01	Leicester City Council	Consumer Protection Service
A300092A02	Leicester City Council	Environment & Development Dept - Domestic Noise Control Service
A200024J01	Liverpool City Council	Leisure Management DSO
A300100D01	Liverpool City Council	Sports and Community Development Section
A300242G04	London Borough of Barking and Dagenham	Consumer Advice Service
A200130K	London Borough of Barking and Dagenham	Housing Advice Service
A300242G03	London Borough of Barking and Dagenham	Local Land Charges Service
A300180K	London Borough of Barnet	Local Land Charges
A300278J01	London Borough of Bexley	Housing and Public Protection
A300278J02	London Borough of Bexley	Social Services Directorate - Bexley Twofold
A300192D01	London Borough of Brent	One Stop Shop
A300192D04	London Borough of Brent	Streetcare, Environmental Services
A300040J04	London Borough of Camden	Benefits Service
A300040J02	London Borough of Camden	Cashiers Section
A200102F02	London Borough of Camden	Engineering and Traffic Service
A200102F01	London Borough of Camden	Environment Department - Trading Standards Team
A300040J01	London Borough of Camden	Social Services - Occupational Therapy Service
A300040J03	London Borough of Camden	Street Environment Services
A300247B	London Borough of Croydon	Continuing Education & Training Service
A300237K01	London Borough of Ealing	Environment Customer Services
A300237K02	London Borough of Ealing	Local Land Charges
A300240E	London Borough of Enfield	Social Services
A300336B	London Borough of Hammersmith and Fulham	Local Taxation Division
A200153G01	London Borough of Harrow	Animal Services
A200153G02	London Borough of Harrow	Environmental Services Renovation Grant Section
A300211K	London Borough of Havering	Trading Standards Service
A300029D01	London Borough of Hounslow	Building Control Section
A300029D03	London Borough of Hounslow	Environmental Services- Community Services Group
A300029D02	London Borough of Hounslow	Social Services - Older People Day Care Centres
A300258E	London Borough of Lewisham	Social Services Department - Home Care
A200167C	London Borough of Merton	Local Taxation Services
A200093B01	London Borough of Newham	Building Control
A200093B02	London Borough of Newham	Housing Department - Newham Network (Community Alarm Centre)
A300323G	London Borough of Newham	Newham Revenue Services, East Ham
A300156K	London Borough of Redbridge	Trading Standards
A300097H04	London Borough of Southwark	Public Protection Services - Environmental Service Business Unit
A200096B01	London Borough of Southwark	Southwark Community Play and After-School
A200166B02	London Borough of Southwark	Southwark Park Day Centre, Community Services

A300159C03	London Borough of Sutton	Finance & Information - Reception & Telephone Services
A200034A01	London Borough of Sutton	Parking Services
A300159C01	London Borough of Sutton	Secombe Theatre
A300159C02	London Borough of Sutton	Sutton Childcare Information Centre
A200217F	London Borough of Tower Hamlets	Homeless Services
A300138H03	London Borough of Wandsworth	Education Department, Professional Centre Services
A200009K02	London Borough of Wandsworth	Environmental Services
A300138H04	London Borough of Wandsworth	Independent Living Scheme
A300138H01	London Borough of Wandsworth	Pensions Service
A200009K01	London Borough of Wandsworth	Planning Service
A300209F	Luton Borough Council	Housing Services Department - Sheltered Housing
A300093B	Maidstone Borough Council	Park and Ride
A200089F03	Manchester City Council	Electoral Services Unit
A200089F02	Manchester City Council	Manchester Housing, Single Homeless Strategy
A200089F01	Manchester City Council	Social Services, Adult Homefinding Service
A300173A	Medway Council	Local Land Charges Service
A200037D02	Metropolitan Borough of Wirral	Benefits and Revenues Division
A200037D01	Metropolitan Borough of Wirral	Leisure Services and Tourism, Upton Branch Library
A200120H	Mid Devon District Council	Revenue Services
A300222C	Newcastle City Council	Community Care Alarm Service
A300299D	North Cornwall District Council	Building Control Service
A300248C	North East Derbyshire District Council	Environmental Health Division
A300241F	North Hertfordshire District Council	Environmental Services - Building Control Unit
A200129G	North Kesteven District Council	Forward Planning & Development Control Units
A200205B	North Lanarkshire Council	Area Registration Service
A200049H	North Tyneside Council	Independent Inspection Team
A200101E	Northampton Borough Council	Community Services - Leisure Division
A300223D02	Northumberland County Council	Operational Services - Catering Division
A300223D01	Northumberland County Council	Operational Services Facilities Section
A300055F01	Nottingham City Council	Environmental Services - Road Safety
A200060C02	Nottingham City Council	Environmental Services - Waste Management
A300055F04	Nottingham City Council	Environmental Services - Food and Licensing
A200060C01	Nottingham City Council	Environmental Services - Health and Safety Enforcement
A300055F03	Nottingham City Council	Housing Department - Housing Advice Team
A300055F02	Nottingham City Council	Public Health Section, Environmental Services Department
A200080G	Nottinghamshire County Council	Community Services Department - Libraries, Archives and Information
A300251H	Nottinghamshire County Council	County Contact
A200068A	Plymouth City Council	Department for Regeneration - Building Control Division
A300088E	Poole Borough Council	Social Services
A300294J	Reigate & Banstead Borough Council	Legal and Estates Unit, Local Land Charges
A200115A04	Renfrewshire Council	Building Control
A200115A01	Renfrewshire Council	Development Control - Department of Planning and Transport
A200115A03	Renfrewshire Council	District Court

A200115A02	Renfrewshire Council	Revenues Services
A300163J04	Renfrewshire Council	Social Work - Longcroft Drive Children's Unit
A200204A	Royal Borough of Kensington and Chelsea	Conference and Events Section
A300229K02	Royal Borough of Kensington and Chelsea	Leisure Services Department
A300229K01	Royal Borough of Kensington and Chelsea	Libraries and Arts
A300253K01	Royal Borough of Windsor and Maidenhead	Environmental Health Unit
A300253K02	Royal Borough of Windsor and Maidenhead	Trading Standards Unit
A300128F	Rugby Borough Council	Revenues Services Division
A300095D01	Rushcliffe Borough Council	Revenues Services
A200173A	Salisbury District Council	Environmental Health and Commercial Services
A300118D01	Sandwell Metropolitan Borough Council	Adult Provider Services, Social Inclusion and Health
A200138H	Sandwell Metropolitan Borough Council	Building Consultancy
A300118D05	Sandwell Metropolitan Borough Council	Great Bridge Neighbourhood Office
A300118D04	Sandwell Metropolitan Borough Council	Housing Department - Bearwood Neighbourhood Office
A300118D03	Sandwell Metropolitan Borough Council	Housing Department - Community Alarm Service
A300118D02	Sandwell Metropolitan Borough Council	Housing Department - Lyng Housing Office
A200103G	Scarborough Borough Council	Building Standards Consultancy
A300058J	Scarborough Borough Council	Leisure Services Section
A200075K	Sheffield City Council	Environment and Regulatory Services - Health Protection Service
A300032J	Shetland Islands Council	Social Care Department - Laburnum House
A200011D	Shropshire County Council Community and Environment Directorate	Cultural Services
A300202J	South Glamorgan Probation Service	Mandeville House Approved Probation and Bail Hostel
A300070E	Spelthorne Borough Council	Housing and Council Tax Benefit Office
A200007H	Staffordshire County Council	Social Services - Greenfield House, Adult Providers
A300083K01	Staffordshire County Council	Social Services - Roseneath Residential Home
A200117C01	Stockton-on-Tees Borough Council	Benefit Service
A300176D01	Stockton-on-Tees Borough Council	Housing and Contract Services Department - Catering Services
A200117C02	Stockton-on-Tees Borough Council	Investment and Enabling
A300068A	Taunton Deane Borough Council	Health Response Unit
A200098G	Teignbridge District Council	Environmental Health
A300293H	Telford and Wrekin Council	Telford Women's Refuge
A200046E	Torbay Council	Development and Conservation Planning
A300218G	Torridge District Council	Bideford Tourist Information Centre
A300310B	Walsall Metropolitan Borough Council	Trading Standards (Consumer Services)
A300097F03	Warrington Borough Council	Building Maintenance Service
A300097F02	Warrington Borough Council	Direct Services Department - Domestic Refuse Collection
A300097F04	Warrington Borough Council	Direct Services Department - Street Cleansing
A200143E	Warrington Borough Council	Environmental Health and Public Protection Division
A200127E03	Warwickshire County Council	Economic & European Strategy Division
A300184D02	Warwickshire County Council	Environmental Design, PTES
A200007E01	Warwickshire County Council	Network Improvement - Planning, Transport & Economic Strategy
A200007E02	Warwickshire County Council	Transport Operations
A300337C	Waveney District Council	Building Control Division

A300077B01	West Lothian Council
A300077B03	West Lothian Council
A200095D	West Oxfordshire District Council
A200208E	West Sussex County Council
A200218G	West Wiltshire District Council
A200106K03	Wolverhampton Metropolitan Borough Council
A200106K01	Wolverhampton Metropolitan Borough Council
A200106K02	Wolverhampton Metropolitan Borough Council
A300161G	Wrexham County Borough Council
A300154H04	Wycombe District Council
A300154H01	Wycombe District Council
A300154H05	Wycombe District Council
A300154H03	Wycombe District Council
A200094C	Wyre Forest District Council

MUSEUM/HERITAGE

A300272C02	Knowsley Metropolitan Borough Council
A300213B	Museum of Science & Industry
A300188H	Royal Air Force Museum - Hendon
A300271B	Royal Parks Agency
A300269H	Victoria and Albert Museum

NEXT STEP AGENCIES

A200176D02	Benefits Agency
A300050A14	Benefits Agency
A300050A13	Benefits Agency
A300050A15	Benefits Agency
A300050A10	Benefits Agency
A300050A11	Benefits Agency
A300050A06	Benefits Agency
A300050A08	Benefits Agency
A300050A09	Benefits Agency
A300050A12	Benefits Agency
A300050A05	Benefits Agency
A300050A01	Benefits Agency
A300050A07	Benefits Agency
A200176D03	Benefits Agency
A200176D01	Benefits Agency
A200111G05	Child Support Agency
A300170H02	Child Support Agency
A300170H01	Child Support Agency
A200111G02	Child Support Agency
A200111G08	Child Support Agency

Advice Service
 Community Services - Community Equipment Store
 Building Control
 Trading Standards Service
 Warminster and Melksham Tourist Information Centres
 Highways and Street Lighting
 Local Taxes Division
 School Crossing Patrol Service - Technical Services Department
 Library & Information Service - Leisure Libraries & Culture Dept
 Building Control Service
 Cashiers Section
 Community Call Service
 Risborough Area Information Centre
 Refuse Section

Knowsley Museum Service

Benefit Enquiry Line For People With Disabilities
 Benefit Fraud Investigation Service - Central Sussex Sector
 Benefit Fraud Investigation Service - Somerset
 Deeside Office
 Durham District
 East Edinburgh and Borders District
 Glasgow East District
 Glasgow South District
 Greater Manchester Centre Directorate
 Greater Manchester Penine Directorate
 Liverpool Mersey District
 North Yorkshire District
 Preston District
 South Cheshire District
 South West Lancashire District
 Account Maintenance
 Birkenhead Customer Services
 Business Team 1 Rhondda Wing
 Client Helpline - Birkenhead
 Corporation Street Area Office

A200111G01 Child Support Agency
A200111G06 Child Support Agency
A200111G04 Child Support Agency
A200111G07 Child Support Agency
A300036C19 Employment Service
A200018A05 Employment Service
A300036C23 Employment Service
A200018A01 Employment Service
A300036C14 Employment Service
A300036C06 Employment Service
A300036C04 Employment Service
A300036C18 Employment Service
A300036C09 Employment Service
A300036C27 Employment Service
A300036C25 Employment Service
A300036C21 Employment Service
A300036C17 Employment Service
A300036C01 Employment Service
A300036C20 Employment Service
A200018A09 Employment Service
A200018A06 Employment Service
A300036C22 Employment Service
A300036C12 Employment Service
A300036C03 Employment Service
A300036C11 Employment Service
A300036C02 Employment Service
A300036C16 Employment Service
A300036C08 Employment Service
A300036C24 Employment Service
A300036C10 Employment Service
A200018A02 Employment Service
A300036C05 Employment Service
A200018A07 Employment Service
A200018A04 Employment Service
A300036C13 Employment Service
A200018A08 Employment Service
A300036C28 Employment Service
A300036C26 Employment Service
A200018A03 Employment Service
A300333J02 Social Security Agency
A300333J03 Social Security Agency
A300334K02 Training and Employment Agency
A300334K06 Training and Employment Agency

Crownhill
Foyle Area Office
National Enquiry Line
Omagh Area Office
Basildon District
Bournemouth and Poole District
Brighton District
Bristol & South Gloucestershire District
Buckinghamshire District
Calderdale & Kirklees District
Cambridgeshire District
Cardiff & Vale District
Channel District
Dartford and Lewisham
Disability Service Scotland
Durham North District
Durham South District
East Lancashire District Office
Gateshead and South Tyneside District
Greater Nottingham District
Lincolnshire and Rutland District
Newcastle District
North Black Country District
North Derbyshire District
North Yorkshire District
Northamptonshire District
Northern Disability Service
Northumberland District
Oldham and Rochdale District
Renfrewshire & Inverclyde District
South Black Country District
South Cumbria District
South Derbyshire District
Suffolk District
Tees North District
Tees South District
Thameside District
Tyneside North District
Warwickshire District
Belfast North & East Antrim District - Social Fund Unit
Northside Community Benefit Office
Ballynahinch Jobcentre
Bangor JobCentre

A300334K01 Training and Employment Agency
A300334K04 Training and Employment Agency
A200219H02 Training and Employment Agency
A200219H01 Training and Employment Agency
A300334K03 Training and Employment Agency
A200012E Vehicle Inspectorate

Dungannon JobCentre
Falls Road JobCentre
Kilkeel JobCentre
Londonderry
Newtownabbey JobCentre
Bicester HGV Testing Station

NON-DEPARTMENTAL PUBLIC BODY

A300220A British Waterways
A200132B Employment Tribunals Office
A300144F National Savings
A200064G02 Scottish Sports Council Trust Company
A200064G01 Scottish Sports Council Trust Company
A200002C Sports Council for Wales
A300335A West Yorkshire Valuation Tribunal

Operations Directorate

Scottish National Sports Centre - Glenmore Lodge
Scottish National Sports Centre - Inverclyde
Plas Menai National Watersports Centre

PARTNERSHIP

A200158B Chelmsford Community Safety Partnership
A300113J Sheffield City Council - In Partnership

Chief Executives
Social Services Directorate: Multi-Agency Assessment Service

POST OFFICE

A300219H01 Post Office Counters Ltd
A300219H03 Post Office Counters Ltd
A300219H02 Post Office Counters Ltd
A200123A Post Office Counters Ltd
A300373G01 Royal Mail
A300373G02 Royal Mail
A300289B United Norwest Co-operatives

Diss Branch Office
Gloucester Branch Office
Lincoln Branch Office
Uxbridge Post Office
Customer Service - North of England Area
Customer Service - Trans-Pennine Area
Glossop Post Office

PRISON

A300007H09 HM Prison
A300007H01 HM Prison
A200044C02 HM Prison
A300007H02 HM Prison
A300007H06 HM Prison
A300007H04 HM Prison
A200044C01 HM Prison
A300007H08 HM Prison
A300007H05 HM Prison
A200044C03 HM Prison
A300006B01 HM Prison and YOI
A300006B02 HM Prison and YOI
A300086C02 HM Young Offenders Institute

Albany - Treatment Programmes
Assisted Prison Visits Unit
Blundeston - PE Department
Erlestoke, Library
Frankland - Drug Recovery Unit
Frankland - Education
Grendon, Visitors Centre
Kirkham
Pentonville (Physical Education)
Wolds - Group 4 Prison Services Ltd
Low Newton - Catering Department
Moorland - Physical Education
Deerbolt - Baliol Learning Centre

PRIVATE COMPANY/SUB-CONTRACTOR

A200194F Reliance Custodial Services Ltd

TEC/LEC

A300288A Highlands & Islands Enterprise Network

A200071F Scottish Enterprise Grampian Ltd

A200169E Scottish Enterprise Lanarkshire

A300282E Scottish Enterprise Renfrewshire

A200073H Scottish Enterprise Tayside

TRANSPORT

A300262A Nexus

A200057H01 Translink Ulsterbus

A200057H02 Translink Ulsterbus

A200020E Victoria Coach Station Ltd

Tyne and Wear Metro

Limavady Depot

Newcastle District

UTILITY

A200220A Northern Ireland Electricity Plc

A300270A South West Water Services Limited

Customer Service Business Unit



10 DOWNING STREET
LONDON SW1A 2AA

From the Private Secretary

25 September 2000

Dear Christian

CHARTER MARK

The Prime Minister was grateful for your Minister's letter of 3 August.

The Prime Minister agrees that Charter Mark is an important and effective tool for Modernising Government. The Prime Minister also agrees that we should ensure that damage to the scheme through introduction of charging is kept to a minimum. He asks colleagues to do their best to ensure this.

I am copying this letter to the Private Secretaries of Cabinet Ministers, Mark Langdale, Mark Holmes, Brian Fox and Richard Abel (Cabinet Office).

Yours sincerely,

SIMON VIRLEY

Christian Turner
Cabinet Office



**CABINET
OFFICE**

MODERNISING PUBLIC SERVICES GROUP

Deputy Director, Quality Division



**Modernising
government**

Admiralty Arch ▪ The Mall ▪ London SW1A 2WH

TELEPHONE: 020-7276 1741 ▪ FAX: 020-7276 1703 ▪ E-MAIL: soleary@cabinet-office.x.gsi.gov.uk

Simon Virley
No 10 Downing Street
LONDON SW1A 2AA

(F)
SV
C.P.

Dear Mr Virley

25 September 2000

CHARTER MARK

The Minister of State at the Cabinet Office wrote on 3 August (enclosed) to seek the Prime Minister's agreement to encouragement of greater buy in to the Modernising Government agenda through Charter Mark. Mr McCartney sought support from the Prime Minister and colleagues for encouragement for Charter Mark applications, not least in the face of charging which we shall introduce at the beginning of 2001.

I understand that the Prime Minister has supported Mr McCartney's position as outlined in the letter of 3 August.

I also understand that you would be content to confirm in writing the Prime Minister's support; and I should be very grateful if you would do this. I enclose a draft letter to Mr McCartney's Private Secretary.

Yours
Steve O'Leary

STEVE O'LEARY



Christian Turner
PS/Rt. Hon Ian McCartney MP
Minister of State
Cabinet Office
70 Whitehall
LONDON SW1A 2AS

CHARTER MARK

The Prime Minister has considered the Minister of State's letter of 3 August.

The Prime Minister agrees that Charter Mark is an important and effective tool for Modernising Government. The Prime Minister also agrees that we should ensure that damage to the scheme through introduction of charging is kept to a minimum. He asks colleagues to do their best to ensure this.

Annex A

→ COPY - Steve Cleary



Rt Hon Ian McCartney MP
Minister of State

CABINET OFFICE
70 Whitehall, London SW1A 2AS
Telephone: 020 7270 0411 Fax: 020 7270 0080
Email: ian.mccartney@cabinet-office.x.gsi.gov.uk

Prime Minister
10 Downing Street
London
SW1A 2AA

Spk of the about
chaosy reply

3 August 2000

Dear Tony,

CHARTER MARK

Summary

To seek your agreement to the strategy of encouraging greater buy in by public servants to our Modernising Government agenda through the Charter Mark. To lend your support to encouraging applications across the public sector.

Detail

My officials have recently carried out two reviews. A study of the Charter Mark Award Scheme and one looking at what our communications strategy should be in order to give the Modernising Government agenda a boost.

This review of the Charter Mark Scheme confirmed the Charter Mark's effectiveness in boosting public service to the customer; by for example:

- improved consultation with customers; and better complaints procedures;
- more choice, and fairness e.g. towards ethnic minorities, children and the disabled;
- better co-operation with other services.
- more innovation, with more and better use of IT – including extended hours service where customers want it.

The research that I commissioned on communicating the Modernising Government agenda showed that the way to best drive the Modernising Government agenda forward was to get greater buy in from public servants.



We should use the Charter Mark to better advantage by using it as a driver for change. I visit many Charter Mark winners and as well as achieving a high level of customer satisfaction, it is an excellent way to enthuse staff and engender change at all levels of the organisation. Front line services to the public are improved which filters through to a better perception in the public's eye of the services they receive from the Government as a whole. We can use public servants who change things within their own organisation as advocates for change in the local area or nationally in similar organisations. They are more effective at influencing their peers than we are.

The other advantage of using Charter Mark as a driver is that we have difficulty influencing the whole of the public sector as in many cases direct control lies with others. Charter Mark has the advantage of applying to the whole of the public sector and therefore the whole range of public sector services.

If we are to use the scheme as a driver, we need to encourage greater take up. We also need to concentrate on certain sectors. Charter Mark is mostly used in local government, central government and the emergency services but we need to encourage the health and education sectors to use it more.

Encouraging greater use of Charter Mark does have cost implications. We have contracted out the assessment process but the review also concluded that we would need to begin charging. Cabinet Office budgets could not sustain an expanding open-ended commitment. Contracting out enables a flexible charging scheme. But charging poses a threat. We expect to begin with a subsidised charge of £600 per application. (Existing Cabinet Office costs are £2,000 per application, not including accommodation costs). But surveys and reactions from existing and potential applicants suggest that a £600 charge will diminish the number of applications (to a guessimated 600-700 in 2001, as opposed to last year's 1,200). We expect particular damage in the health and education sectors

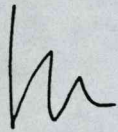
We shall try to minimise the damage through:

- discussion of solutions (including financial) with Departments representing sectors that may be most deterred through charging. We have approached DoH and DfEE;
- a revamped marketing and seminar programme;
- more work on ensuring better co-operation between the various quality initiatives – including joint marketing.
- greater concentration on spreading best Charter Mark (and EFQM Excellence Model) practice. There are 1,680 Charter Mark holders. Their best practice spreads more widely. We must disseminate it more widely still, including through a Central Government Beacon Scheme to be launched this month;

I ask for your support and that of colleagues in encouraging Charter Mark applications. Charter Mark is an important tool for modernising government. It should be a central part of Departments' plans for modernising themselves and public organisations with which they

have links. I and officials here are talking to Departments to seek their help in this – for the benefit of public service users in all sectors and throughout the UK.

I am copying this minute to Cabinet Ministers, Charlie Falconer, Graham Stringer, Sir Richard Wilson and Brian Fox.

A handwritten signature in black ink, appearing to be 'Ian McCartney', written in a cursive style.

IAN McCARTNEY



Rt Hon Ian McCartney MP
Minister of State

f SV
a PV

CABINET OFFICE
70 Whitehall, London SW1A 2AS
Telephone: 020 7270 0411 Fax: 020 7270 0080
Email: ian.mccartney@cabinet-office.x.gsi.gov.uk

Prime Minister
10 Downing Street
London
SW1A 2AA

3 August 2000

Dear Tony,

CHARTER MARK

Summary

To seek your agreement to the strategy of encouraging greater buy in by public servants to our Modernising Government agenda through the Charter Mark. To lend your support to encouraging applications across the public sector.

Detail

My officials have recently carried out two reviews. A study of the Charter Mark Award Scheme and one looking at what our communications strategy should be in order to give the Modernising Government agenda a boost.

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- more innovation, with more and better use of IT – including extended hours service where customers want it.

The research that I commissioned on communicating the Modernising Government agenda showed that the way to best drive the Modernising Government agenda forward was to get greater buy in from public servants.



We should use the Charter Mark to better advantage by using it as a driver for change. I visit many Charter Mark winners and as well as achieving a high level of customer satisfaction, it is an excellent way to enthuse staff and engender change at all levels of the organisation. Front line services to the public are improved which filters through to a better perception in the public's eye of the services they receive from the Government as a whole. We can use public servants who change things within their own organisation as advocates for change in the local area or nationally in similar organisations. They are more effective at influencing their peers than we are.

The other advantage of using Charter Mark as a driver is that we have difficulty influencing the whole of the public sector as in many cases direct control lies with others. Charter Mark has the advantage of applying to the whole of the public sector and therefore the whole range of public sector services.

If we are to use the scheme as a driver, we need to encourage greater take up. We also need to concentrate on certain sectors. Charter Mark is mostly used in local government, central government and the emergency services but we need to encourage the health and education sectors to use it more.

Encouraging greater use of Charter Mark does have cost implications. We have contracted out the assessment process but the review also concluded that we would need to begin charging. Cabinet Office budgets could not sustain an expanding open-ended commitment. Contracting out enables a flexible charging scheme. But charging poses a threat. We expect to begin with a subsidised charge of £600 per application. (Existing Cabinet Office costs are £2,000 per application, not including accommodation costs). But surveys and reactions from existing and potential applicants suggest that a £600 charge will diminish the number of applications (to a guesstimated 600-700 in 2001, as opposed to last year's 1,200). We expect particular damage in the health and education sectors

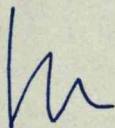
We shall try to minimise the damage through:

- discussion of solutions (including financial) with Departments representing sectors that may be most deterred through charging. We have approached DoH and DfEE;
- a revamped marketing and seminar programme;
- more work on ensuring better co-operation between the various quality initiatives – including joint marketing.
- greater concentration on spreading best Charter Mark (and EFQM Excellence Model) practice. There are 1,680 Charter Mark holders. Their best practice spreads more widely. We must disseminate it more widely still, including through a Central Government Beacon Scheme to be launched this month;

I ask for your support and that of colleagues in encouraging Charter Mark applications. Charter Mark is an important tool for modernising government. It should be a central part of Departments' plans for modernising themselves and public organisations with which they

have links. I and officials here are talking to Departments to seek their help in this – for the benefit of public service users in all sectors and throughout the UK.

I am copying this minute to Cabinet Ministers, Charlie Falconer, Graham Stringer, Sir Richard Wilson and Brian Fox.



IAN McCARTNEY



Rt Hon Ian McCartney MP
Minister of State

CABINET OFFICE
70 Whitehall, London SW1A 2AS
Telephone: 020 7270 0411 Fax: 020 7270 0080
Email: imccartney@cabinet-office.x.gsi.gov.uk

X. cc (H-p) KG
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SV 23/6



The Prime Minister
10 Downing Street
London
SW1A 2AA

22 June 2000

Dear Tom,

CHARTER MARK AWARDS 2000 – RESULTS OF PHASE 1

I am pleased to be able to inform you of the results of Phase 1 of this year's Charter Mark Awards. As you will be aware the Charter Mark Awards Scheme encourages continuing improvement and excellence in service to the public. It continues to be a key part of the Modernising Government agenda, encouraging all services to improve quality and their responsiveness to users.

The independent Judging Panel has now issued the results from Phase 1 and I enclose a copy for your information. Of the 46 applications received, 39 are winners. Although this proportion initially appears high it should be noted that over half of the winners were existing holders reapplying, 8 are 3rd time winners and 19 are 2nd time winners. There were 6 unsuccessful applicants and 1 result has been deferred for 6 months. The general standard of applications was very high.

Charter Mark winners will be presented with their awards on 13th February 2001. We intend to write to these Phase 1 applicants within the next week. Please note, however, that publicity on the results will be embargoed until 19th July.

I would like to remind colleagues that the Awards Ceremony will take place on Tuesday 13th February 2001 and hope you can keep your diaries clear on that day. The ceremony will take place at the Queen Elizabeth II Conference Centre in Westminster and will be followed by a lunch and Winners' exhibition. The purpose of the event is for ministers to congratulate and meet winners from their Departments and constituencies. Winners will also be photographed receiving their trophy from the appropriate minister.

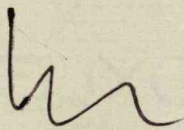
As some of you know from attending last year, this is an excellent event to demonstrate your Department's commitment to modernising government and I trust I can count on your support.



with officials in Departments to make sure that these issues are addressed in e-business strategies.

Our plans for the ukonline.gov.uk portal make the UK a world leader. I look forward to working with you, and colleagues, to exploit the unprecedented opportunity we currently have to modernise the way Government works.

I am copying this letter to members of the Cabinet and Sir Richard Wilson.

A handwritten signature in dark ink, appearing to read 'Ian McCartney', written in a cursive style.

IAN McCARTNEY

CHARTER MARK AWARDS 2000
PHASE 1 WINNERS
PARLIAMENTARY CONSTITUENCY

Application	Organisation Name	Department Name	History
Antrim North			
A100017K	North Eastern Education and Library Board	Curriculum Advisory and Support Service	
Barnsley Central			
A100025K	Barnsley College		1996 Commended 1997 Winner
Bedford			
A100028C	Bedfordshire Magistrates Courts Committee		1997 Winner
Belfast South			
A100029D	Belfast City Hospital Trust	Outpatients Department	1994 Winner 1997 Winner
Birmingham Ladywood			
A100030G	Birmingham City Council	Building Consultancy	1997 Winner
Bury St Edmunds			
A100015H	Stowmarket Middle School		1998 Unsuccessful 1999 Commended
Caerphilly			
A100009K05	Employment Service	Heads of the Valley/Caerphilly District	1994 Winner 1997 Winner
A100040J	Caerphilly County Borough Council	Reception Services (Central Services)	1999 Unsuccessful
Cambridgeshire North East			
A100027B	Cambridgeshire County Council	Highways Division	1994 Winner 1997 Winner
Carmarthen West & South Pembrokeshire			
A100006G	Mid and West Wales Fire Brigade		1996 Deferred 1997 Winner

Coventry North East

A100005F Coventry Healthcare NHS Trust

Women's Health and Information Centre

1997 Winner

Coventry North West

A100011D Coventry City Council

Environmental Services Pest Control

Coventry South

A100035B St Benedict's Primary School

1996 Unsuccessful

1997 Winner

Derbyshire West

A100013F Derbyshire Constabulary

1997 Winner

Exeter

A100009K01 Employment Service

Exeter & East Devon District

1997 Winner

Fermanagh and South Tyrone

A100041K Fermanagh District Council

Tourist Information Centre

1993 Unsuccessful

1994 Winner

1997 Winner

Glasgow Govan

A100001B South Glasgow University Hospitals NHS Trust

National Spinal Injuries Unit

1995 Commended

1996 Commended

1997 Winner

Hammersmith & Fulham

A100036C Court Service

West London County Court

Holborn and St Pancras

A100019B London Borough of Camden

Housing Advice Service

1996 Commended

1997 Winner

Knowsley North & Sefton East

A100018A Knowsley Metropolitan Borough Council

Cash Office Service, Finance Department

Newark

A100012E Newark and Sherwood District Council

Housing Services

1997 Winner

Norfolk South West

A100032J01 HM Prison

Wayland, Physical Education Department

1997 Winner

Paisley South				
A100008J	Gleniffer High School			
Plymouth Sutton				
A100004E	Lipson Community College		1997	Winner
Scarborough & Whitby				
A100020E	Scarborough Borough Council	Refuse Collection and Recycling	1994	Winner
			1997	Winner
Scunthorpe				
A100009K02	Employment Service	South Humber District		
Shropshire North				
A100002C	Robert Jones & Agnes Hunt Orthopaedic & District Hospital NHS Trust	Recovery Unit	1997	Winner
South Ribble				
A100007H	South Ribble Borough Council	Refuse Collection Service	1994	Winner
			1997	Winner
Staffordshire South				
A100003D	Staffordshire County Council	Great Wyrley Day Centre/Community Support Unit	1997	Winner
Stockton South				
A100022G	Ian Ramsey Church of England School			
Strangford				
A100033K	Northern Ireland Housing Executive	Castlereagh District	1994	Winner
			1997	Winner
Strathkelvin & Bearsden				
A100014G	St Ninians High School			
Suffolk South				
A100021F	Boxford CEVC Primary School			
Torbay				
A100009K03	Employment Service	Torbay and South Devon District	1997	Winner
Vale Of Clwyd				
A100038E	Conwy and Denbighshire NHS Trust	Glan Clwyd District General Hospital NHS Trust	1994	Winner
			1997	Winner

Warrington South

A100024J Warrington Hospital NHS Trust Department for Ophthalmic Surgery 1997 Winner

Warwick and Leamington

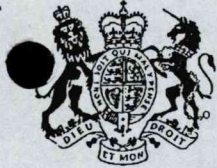
A100026A Jephson Homes Housing Association Ltd 1997 Winner

Wiltshire North

A100009K04 Employment Service Wiltshire & Swindon District 1997 Winner

A100010C Minety Pre - School

Total : 39



Rt Hon Ian McCartney MP
Minister of State

CABINET OFFICE
70 Whitehall, London SW1A 2AS
Telephone: 020 7270 0411 Fax: 020 7270 0080
Email: imccartney@cabinet-office.x.gsi.gov.uk

The Prime Minister
10 Downing Street
London
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22 June 2000

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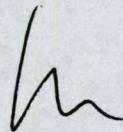
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As some of you know from attending last year, this is an excellent event to demonstrate your Department's commitment to modernising government and I trust I can count on your support.



I do hope you will be able to attend, further details will be circulated nearer the time.

I am copying this letter to The Deputy Prime Minister, Minister for the Cabinet Office, Lord Irvine, Jack Straw, David Blunkett, John Reid, Alan Milburn, Peter Mandelson, Paul Murphy and Sir Richard Wilson.

A handwritten signature in black ink, appearing to be 'Ian McCartney', written in a cursive style.

IAN McCARTNEY

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