

External Assurance

Date	Report from	Area covered	Assessment
2010			
December	EMCQ Ltd	Customer Service Centre, Call Centre and the Community Information Centres	All four Centres were certified as meeting the Customer Service Excellence Standard (the national standard for excellence in customer service). Certification lasts for 3 years.
2011			
April	RoSPA	One Leisure – Huntingdon	‘Silver’ award for Occupational Health & Safety
July	Office of Surveillance Commissioners	Compliance with the Regulation of Investigatory Powers Act 2000.	One recommendation relating to improving recording of information within the Central Record of Authorisation was made, and accepted. The report did not included an overall assessment, but is positive in tone.