

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Executive

Audit & Performance Review Committee: 8 March 2006

Subject: Quality & Service Awards

1. Purpose

1.1 The purpose of this report is to update the Committee further with the progress of various quality and service awards.

2. Background

2.1 An update of progress towards the various awards was previously submitted to the Committee in September 2005. This report provides an update.

2.2 The agreed corporate strategy comprises a dual approach of achieving either IIP and/or Chartermark as appropriate for all services. The latter award should be the preference where the service had a significant external customer focus.

3. Quality Awards

Progress towards Chartermark/IIP is noted below with recent awards highlighted.

H&TS	<ul style="list-style-type: none">• Chartermark achieved for Roads and Leisure in 2004• Grounds Maintenance, Property Management, Homelessness and Internal Transport continue preparing for Chartermark assessment in April 2006
D&ES	<ul style="list-style-type: none">• Waste Services awarded Chartermark Dec 2005• Bereavement Services re-submitting final assessment for Chartermark. Planning in progress for other services.
Corporate Services	<ul style="list-style-type: none">• IIP awarded to IS in 2002 and to Personnel in 2004.• Finance and L&A aiming for IIP, latter expected mid 2006• Chartermark awarded to IS Dec 05
Social Work	<ul style="list-style-type: none">• IIP awarded to QA Section Oct 2005• IIP for rest of strategy section expected by end 2006• Plan approved for progressing IIP and Chartermark throughout SWS
Chief Executive	<ul style="list-style-type: none">• IIP In progress – award expected Mid 06
Education & Cultural Services	<ul style="list-style-type: none">• Chartermark awarded to two schools in 2003. One school commencing assessment in 2005, three others reviewing.

4. Recent Service Awards

Recent awards or short-listed awards since the last report to the Committee are as follows:

Housing & Technical Services

- The Grounds Maintenance service won a Green Apple Award for its Dog Fouling initiative.
- The Mill of Haldane Green Corridor project was 'highly commended' in the LGC Sustainable Communities Awards for 2006.
- The Roads service was shortlisted for a road safety award for its 'Baby-Safe' Initiative in the Scottish National Transport Awards held on 28th November but did not win.
- The Catering and Education teams within St Patrick's Primary School have been shortlisted for the McDougall's Healthy School Award.

Corporate Services

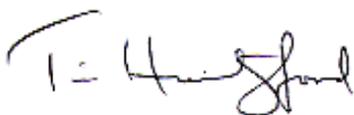
- Information Services were finalists in three categories of the British Computer Society Professional Development Awards, winning a Professional Development Award for 'Best Implemented Scheme' and were medallists in the Presidents and Professional Individual Awards.

5. Cosla Excellence Awards

This year there are 6 categories; Councils are allowed two nominations per category. The closing date was 14th February 2006 and we submitted 11 nominations. The awards ceremony is in June.

6. Recommendations

Members are invited to note the contents of this report



Tim Huntingford

Chief Executive

**Person to Contact: David Webster, Section Head (Performance Management)
Tel. No. 01389 737143**