

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Audit & Performance Review Committee: 14th March 2007

Subject: Quality & Service Awards

1. Purpose

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

2. Background

- 2.1** The agreed corporate strategy comprises a dual approach of achieving either Investors in People (IiP) and/or Charter Mark, as appropriate, for all services. The latter award should be the preference where the service has a significant external customer focus.
- 2.2** Recent major service award schemes which we have been involved in recently include the Cosla excellence awards and the Municipal Journal (MJ) Awards

3. Quality Accreditation

- 3.1** Progress and Plans towards Charter Mark or IIP is noted on Appendix 1 with recent awards highlighted. Education & Cultural Services have recently re-considered their plans for IiP and Charter mark and these will be incorporated in a future edition of the programme.

3.2 Charter mark

We have 11 Charter Mark awards and this year we had planned to achieve a further 6. The 4 submissions from HR&ES are on-track to achieve accreditation by March 2007, Registration services (Chief Executive's) will slip (due to election requirements) and E&CS note that one further school should achieve Charter Mark in this timeframe. Social Work have an ambitious programme for 2007/2008 comprising 7 services, HR&ES aim to have a further 4 services accredited in 2007/2008 and E&CS a further 2 schools (to be identified). The Charter Mark system is being currently reviewed by the Cabinet Office and is in the process of being upgraded and re-launched to incorporate more on customer satisfaction and experience.

3.3 Investors in People

Prior to 2006/2007 we had 3 IiP awards and this year we planned to achieve a further 5 awards. Two have already been achieved; however the Finance Service award is likely to slip into next year, Social Work have moved the Brain Injury service into next year and the Social Work Strategy section should be awarded this year. The Finance section will be the last service in the Chief Executive's Department to gain the award; in future the whole department will be re-assessed and planning for this later in 2007 is

progressing. E&CS are planning on going for their first liP accreditation next year – but have yet to identify a service area. HR&ES will aim for liP awards in 2009/2010 once the Charter mark programme has been substantially completed.

4. Service Awards

4.1 Four of our submissions made the Cosla Excellence Awards Long leet and got a bronze award:-

- Early Intervention Initiative/Bookstart Project
- Community Regeneration Sports Development Project
- Assessment of School Transport Pick Up Points
- Career Developer (ICT)

4.2 The Sports development submission got onto the short-leet and is guaranteed at least a silver award. Alan Crawford gave presentation to the panel on 24th January and winners will be announced at the dinner on 8th March.

4.3 We submitted 11 submissions for this year's MJ Awards by the deadline of 19th January. 10 of these were edited and submitted centrally by the Policy Unit:-

- Addiction Services
- Macmillan Cancer Care
- Energy Efficiency
- Shining Stars
- Early Intervention
- Mr Fluffy
- Binman
- School Pickup
- Sport Development
- Kids United
- Mental Health

4.4 The next major award deadlines are the APSE service awards (23rd March) and the LGC Awards (mid October)

5. Conclusions

5.1 The new Quality & Improvement officer will be able to provide some corporate assistance to services in preparing for liP and Charter mark awards.

5.2 The draft BV Improvement Plan recommends utilising more consultancy support for pre-assessments. Together this could speed-up the programme considerably. Further work is required to firm up proposals and costs.

5.3 Use of the Policy Unit staff for coordinating, editing and batch submission is recommended for all major award submissions

6. Financial Implications

6.1 There are no financial implications.

7. Personnel Issues

7.1 There are no personnel issues.
None

8. Risk

8.1 No risk analysis is needed for this report.

9. Recommendations

9.1 The Committee is invited to note the contents of this report.

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David McMillan
Chief Executive
Date: 1 March 2007

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Appendix: Appendix 1: List of Quality Awards

Background Papers: None

Wards Affected: All

IIP and Chartermark Accreditations: Programme

At 31/03/05	Chartermark			IIP	
	Mental Health	Achieved		Personnel	Achieved
	Roads	Achieved		IS	Achieved
	Leisure	Achieved			
	C/B High School	Achieved			
	St Kessogs PS	Achieved			
	5			2	
At 31/03/06	Waste Mngt	Achieved		SW QA	Achieved
	Grounds	Achieved			
	Property	Achieved			
	Homelessness	Achieved			
	Transport	Achieved			
	IS	Achieved			
	6			1	
Total	11			3	
by 31/3/07	Events&Halls	on-track		L&A	Achieved
	Env Health	on-track		Policy/PR	Achieved
	Facilities Mangt	on-track		Finance	likely to slip into 07/08
	Tenancy services	on-track		SW Strategy	On-Track, part of SWQA
	Registration	Possibly slipping			
	1 School	On-Track			
	6	KPI Target 06/07=6		4	KPI Target 06/07=5
Total	17			7	
by 31/3/08	Trading Standards			1 from Ed	
	Architectural Services			Children with disability	
	Revenue services			Brain injury	was 06/07 now 07/08
	Economic Development				
	1 from Education				
	1 from Education				
	Learning Disability				
	Older People Day Care				
	Older People Residential				
	Welfare Rights				
	Child Care Residential				
	Community Development				
	Addiction Services				
	13	KPI Target 07/08=7		3	KPI Target 07/08=3
Total	30			10	
by 31/3/09	Estates			1 from Ed	
	Planning				
	Housing Maintenance				
	1 from Education				
	Child Care Field Work				
	Mental Health?				
	Community Care				
	7	KPI Target 08/09=5		1	KPI Target 08/09=2
Total	37			11	
by 31/3/10	HRES F&A			HRES F&A	
	HRES Strategy			HRES Strategy	
	2			2	
Total	39			13	
Legend HRES SWS E&CS CES					
Services in Bold already achieved					