

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Council Meeting: 26 April 2006

Subject: Quality & Service Awards

1. Purpose

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

2. Background

- 2.1 An update of progress towards the various awards was submitted to the Audit & Performance Review Committee on 8th March 2006.
- 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 has a significant external customer focus.

3. Main issues

Quality Awards

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

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| HR&ES | <ul style="list-style-type: none">• Chartermark achieved for Roads and Leisure in 2004• Grounds Maintenance, Property Management, Homelessness and Internal Transport successfully awarded Chartermark in April 2006• Waste Services awarded Chartermark Nov 2005• Bereavement Services re-submitting final assessment for Chartermark. |
| Social Work | <ul style="list-style-type: none">• IIP awarded to QA Section Oct 2005 |
| Chief Executive | <ul style="list-style-type: none">• IIP In progress for Policy Unit & PR – award expected Mid 06• 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 |
| 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. |

Recent Service Awards

3.2 Recent awards or short-listed awards are as follows:

- The Grounds Maintenance service won a Green Apple Award for its Dog Fouling initiative.
- 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.
- 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.

Cosla Excellence Awards

3.3 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 – four of these have made the long-leet and are guaranteed at least a Bronze Award. These are 'Shining Stars', 'Their Past Your Future', 'Choose Life' and Professional Development in IS. Further selection will be announced in May and winners at an awards dinner in June.

3.4 It is worth noting that only five Councils have received more long-leet nominations than West Dunbartonshire, and these are all larger Councils: Glasgow, Edinburgh, Renfrew, West Lothian and North Lanarkshire.

4. Recommendation

4.1 Members are requested to note the contents of this report

Tim Huntingford
Chief Executive

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Wards Affected: All Wards affected