

Overall Sponsor:



Gandlake



IRR V Performance Awards 2011



Sponsor Award

- 'RACE ONLINE'



Team Awards

- REVENUES TEAM
- BENEFITS TEAM
- MOST IMPROVED TEAM



Excellence Awards

- ANTI-FRAUD
- CUSTOMER SERVICE
- EDUCATION, TRAINING & DEVELOPMENT
- INNOVATION
- PARTNERSHIP WORKING
- SOCIAL INCLUSION



Images of 2010 award winners.

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IRRV Performance Awards 2011

Summary

The 2011 Performance Awards scheme looks to build upon the successful schemes of recent years. There will again be nine main categories divided into 'Team' and 'Excellence' awards. In addition, there will also be a 'Sponsors' award this year which is part of an initiative being undertaken by the IRRV, Gandlake, CIPFA and the Cabinet Office in conjunction with the Martha Lane Fox Initiative.

Entries are welcomed from both public and private organisations. All submissions **must** be submitted electronically and must not exceed the maximum number of words for that category. The closing date for entries is Friday, 13th May 2011 and unlike other award schemes, this deadline **will not** be extended. The short-listing process will take place before the end of May 2011.

A key aspect of the IRRV awards is the inspection process. All short-listed organisations will receive a visit from an Inspection Team before the finalists in each category are announced. These are drawn from distinguished experts in the fields of Revenues, Benefits and Valuation. Organisations will receive full details of the inspection process in advance of the visit.

Inspections will be carried out in June and July with the finalists in each of category announced in early August. The Performance Awards Gala Dinner and Reception (when the winners in each category will be announced and trophies presented) is to be held during the IRRV Annual Conference on Thursday, 22nd September 2011. The event will take place at the Telford International Centre.

There are two key change for 2011. Firstly, a virtual awards village which replace the awards village that has previously been part of the exhibition at Annual Conference. All finalists will this year receive two complimentary places to attend the Annual Conference (and exhibition) together with the Gala Dinner and Reception. This enables representatives to gain maximum benefit from attending the event.

Secondly, in the past there has been an overall winner in each category, with a limited number of finalists being highly commended. This year, a 'Gold' will be given to the winner in each category with the possibility of 'Silver' and 'Bronze' also being awarded. The number of 'Silver' and Bronze' in any one category will be at the discretion of the Awards Panel.



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IRRV Performance Awards 2011

Awards Panel

Colin Thrower IRRV (Hons)

Chair of the Performance Awards Panel and Honorary Member of the IRRV

Kerry Macdermott IRRV (Hons)

President of the IRRV

Geoff Fisher FRICS DIP, RATING IRRV (Hons) REV

Immediate Past President of the IRRV

Carol Cutler IRRV (Hons)

Chair of the Commercial Services Committee and Past President of the IRRV

David Magor OBE IRRV (Hons)

Chief Executive of the IRRV and Past President of the IRRV

Gary Watson IRRV (Hons)

Deputy Chief Executive of the IRRV, Performance Awards Coordinator and Past President of the IRRV

Key Dates

13th May 2011

Closing date for submissions

W/E 3rd June 2011

Organisations notified if they have been short-listed for a visit

June / July 2011

Visits to short-listed organisations

W/E 12th August 2011

Finalists announced

22nd September 2011

Awards gala dinner and reception

SPONSOR AWARD

'Race Online'

The "Race online" is a project sponsored by the Cabinet Office and led by the Government's Digital Champion, Martha Lane-Fox. It is designed to get 10 million people online by 2012 and will reward excellence and performance in opening channels to improve digital performance in local government. Gandlake and the IRRV are supporting the project. Part of that support is the sponsorship of an award which recognises local authorities that have excelled in the delivery of on-line services. We hope the Prime Minister, David Cameron will endorse this award, so apply today and become the Gandlake "**Online Champion Authority**".

TEAM AWARDS

Revenues

The Awards Panel will be looking for organisations to demonstrate they are raising the standards of service to achieve high levels of performance, customer satisfaction and effective administrative procedures in all aspects of revenues. There will need to be evidence of excellence in delivery and a customer focused service.

Benefits

The Awards Panel will be looking for organisations to demonstrate they are raising the standards of service to achieve high levels of performance, customer satisfaction and effective administrative procedures in all aspects of benefits. There will need to be evidence of excellence in delivery and a customer focused service.

Most Improved Team

The Awards Panel will be looking for organisations to demonstrate they have obtained an improvement over a range of performance indicators (both national and local) across a specific service area or the whole service. There will need to be evidence of how this has been achieved and that the improvement can be maintained.

EXCELLENCE AWARDS

Anti-Fraud

The Awards Panel will be looking for organisations to demonstrate they have excelled in the area of anti-fraud. There will need to be evidence of high levels of performance that have secured a measurable impact on fraud prevention or detection in the area of Benefits and / or Revenues.

Customer Service

The Awards Panel will be looking for organisations to demonstrate they have excelled in the area of customer service. There will need to be evidence of high levels of customer satisfaction (both face to face and by other channels) and / or rapid improvement in satisfaction levels due to new practices.

Education, Training & Development

The Awards Panel will be looking for organisations to demonstrate they have excelled in the area of education, training and development. There will need to be evidence of new approaches, which have improved individual performance, as well as contributing to organisational success.

Innovation

The Awards Panel will be looking for organisations to demonstrate they have been innovative in implementing projects, products or procedures. This could be in the field of I.T., a partnership or change in working practice that has been adopted and implemented within the organisation.

Partnership Working

The Awards Panel will be looking for organisations to demonstrate they have entered in to a partnership that has enhanced the level of service provided and achieved measurable savings. There will need to be evidence of why the partnership was implemented and how it has since developed.

Social Inclusion

The Awards Panel will be looking for organisations to demonstrate they have excelled in the area of social inclusion. There will need to be evidence of leading edge approaches to the delivery of social inclusion policies, which have improved the life of those experiencing poverty or deprivation.

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IRRIV Performance Awards 2011

Submission Process

SPONSOR AWARD

Summary

1. A submission must not exceed 2,500 words. (Note: Submissions in excess of 2,500 words will be penalised)
2. Additional documentation should not be provided to support the submission. (Note: The short listing exercise will be based on the submission alone)

TEAM / EXCELLENCE AWARDS

Summary

1. A submission must not exceed 5,000 words. (Note: Submissions in excess of 5,000 words will be penalised)
2. Current levels of performance should be set out in tables and / or graphs. (Note: Any targets for 2011/12 should also be provided)
3. Additional documentation should not be provided to support the submission. (Note: The short listing exercise will be based on the submission alone)
4. An organisation is entitled to submit an entry in more than one category although each must be tailored to the specific criteria for that category (Note: A separate contact form must be submitted with each entry).

Click on the award of your choice below to view a PDF of the areas to be covered in the submission for that particular category:

SPONSOR AWARD

- ['Race Online'](#)

TEAM AWARDS

- [Revenues Team](#)
- [Benefits Team](#)
- [Most Improved Team](#)

EXCELLENCE AWARDS

- [Anti-Fraud](#)
- [Customer Service](#)
- [Education, Training & Development](#)
- [Innovation](#)
- [Partnership Working](#)
- [Social Inclusion](#)



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IRRIV Performance Awards 2011

Submission Details

An electronic submission, together with one copy of the contact form (*) that should be completed separately for each submission, should be sent direct to the Chief Executive, David Magor OBE IRRV (Hons) at 'david.magor@irrv.org.uk' by 5.00pm on Friday 13th May 2011.

All submissions will be acknowledged by e-mail on Monday 16th May 2011. If an acknowledgement has not been received by the following day, an organisation should contact the Performance Awards Co-ordinator immediately.

(*) [Click here](#) to download an electronic version of the contact form

Contact Details

All enquiries on the Performance Awards should be addressed to the Performance Awards Co-ordinator, Gary L Watson IRRV (Hons); the contact details are:

Address: 41, Doughty Street, London, WC1N 2LF

Telephone: 0207 691 8988

Facsimile: 0207 831 2048

E-Mail: gary.watson@irrv.org.uk



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