



## **Local Taxation and / or Revenues Team of the Year**

### **Summary**

This award specifically relates to the team and its members. How it has maintained and continually improved service standards resulting in high levels of performance, customer satisfaction and effective administrative procedures in Local Taxation and / or Revenues. The submission should provide a clear explanation of achievements, by whom and how it compares to other organisations.

### **Submission**

The submission should include a brief description of the service and its size. It should summarise exactly why the team believe they should be awarded Local Taxation and / or Revenues Team of the Year.

It must focus on team members and their contribution. This includes an explanation of how the team operates and contributes to performance. It might be on an ongoing basis, or a result of the following:-

- A reorganisation.
- Implementation of new technology.
- Implementation of new performance measures.
- Introduction of new partnerships / contracts.

The Awards Panel will be looking for a clear explanation of what has been achieved, how the team has achieved it and what its future plans are. Any high-level performance indicators, with comparisons to national, local and internal performance indicators, should be provided.

### **Note**

Additional evidence is not required during the submission process. Supporting information may be requested by an Inspection Team, at a later date.