



Most Improved Team of the Year

Summary

This award specifically relates to the team, its members and how it has improved over a defined period. It can be a matter of comparing itself to its own previous performance, or to other organisations. It should demonstrate improved service standards resulting in high levels of performance, customer satisfaction and effective administrative procedures. 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, its size and contribution to improvement. It should summarise exactly why the team believe they should be awarded Most Improved Team of the Year.

It must focus on team members and their contribution to improvement. This includes an explanation of how the team operates and contributes to improved 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 improved, 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.