

NORTH LANARKSHIRE COUNCIL

REPORT

Social Work Committee Operations and Services Sub Committee 9th November 1999	Subject: COSLA Quality Awards
From : Jim Dickie, Director of Social Work Prepared by : Alexis Jay, Head of Social Work Services	

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to advise Committee of nominations made from the Social Work Department to the COSLA Quality Awards Scheme.

2. BACKGROUND

- 2.1 The aim of the COSLA Quality Awards programme is to recognise excellence in local government in Scotland and continuous improvement in levels of performance for the benefit of the wider community. The awards also aim to encourage the adoption of quality management techniques, increase Best Value awareness in member organisations and demonstrate examples of excellence to all sections of the public sector.

- 2.2 The categories for the Awards programme are :

- ◆ Category 1 Customer Satisfaction
- ◆ Category 2 Meeting the Corporate Challenge
- ◆ Category 3 Continuous Improvement
- ◆ Category 4 People Management
- ◆ Category 5 Managing Strategic Processes

There are two further awards chosen from the pool of applicants for Best Team and Chair's Award.

- 2.3 Last year, two of the Social Work Department's submissions reached the long leeting stage along with one other submission from the Council - Dalziel High School - which eventually won its category.

3. CURRENT POSITION

3.1 Four applications from the Social Work Department have been made for this year's Awards. These are :

- ◆ Airdrie Joint Housing/Social Work Healthy Living Project Category 2
- ◆ Cumbernauld Area Team Home Care Services Category 1
- ◆ Seven Day Centre, Wishaw Category 3
- ◆ 'Talking Mats' Consultation Exercise Category 1

3.2 The long leet will be decided by November 19, and the short-leet by December 15. This is followed by presentations to the Awards Panel by short-leeted applicants which will take place in January and the Award Ceremony which will be held at the end of February.

4. RECOMMENDATION

Committee is asked to note the content of this report.



JD
Jim Dickie
Director of Social Work