

IRRV PERFORMANCE AWARDS
2022

BENEFITS AND / OR WELFARE REFORM TEAM OF THE YEAR

Summary

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 and / or welfare reform. There will need to be evidence of excellence in delivery and a customer focussed service.

Criteria for this Category

1.	Overview
	Explain how the team is managed and contributes to the corporate agenda of the organisation. (maximum 250 words)
2.	Content / Detail
	<ul style="list-style-type: none">• Set out what the team currently does (Note: include past achievement, present performance and future plans). (maximum 250 words)• Show how the team is using new technology to improve the service it provides (Note: include details of how this has contributed towards improved performance, enhanced customer satisfaction levels and reduced costs). (maximum 250 words)• Outline the training programmes in this service area (Note: include details of how these are reviewed and monitored). (maximum 250 words)• Demonstrate how the team area works in partnership with external parties (Note: include work with local authorities / private sector, the third and voluntary sector and the results from any bench marking exercises). (maximum 250 words)
3.	Contribution / Outcomes
	<ul style="list-style-type: none">• How does the team contribute towards the performance of the overall service? (maximum 250 words)• What does the team actually deliver? (maximum 250 words)
4.	Supporting Evidence
	<ul style="list-style-type: none">• State performance in this service area (Note: include performance against relevant national / local performance indicators) together with an indication on volumes and costs that are specific to this category. (maximum 250 words)• Provide evidence of any customer satisfaction undertaken in this service area (Note: include details of how this was carried out, evaluated and acted upon). (maximum 250 words)
5.	Why you should be the Winner
	Provide a short summary on what sets you apart from other potential entrants (Note: include specific examples of how 'the team' has contributed towards the achievements in this category). (maximum 250 words)