

**IRRV PERFORMANCE AWARDS**  
**2022**

**EXCELLENCE IN INNOVATION**

**Summary**

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.

**Criteria for this Category**

1.	Overview
	<ul style="list-style-type: none"><li>Describe the innovation and explain the driver for the innovation? (maximum 250 words)</li><li>Explain how the service area is managed and contributes to the corporate agenda of the organisation. (maximum 250 words)</li></ul>
2.	Content / Detail
	<ul style="list-style-type: none"><li>Set out what the service area currently does (Note: include past achievement, present performance and future plans). (maximum 250 words)</li><li>Show how the service area 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)</li><li>Outline the training programmes in this service area (Note: include details of how these are reviewed and monitored). (maximum 250 words)</li><li>Demonstrate how the service 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)</li></ul>
3.	Contribution / Outcomes
	<ul style="list-style-type: none"><li>How does the service area contribute towards the performance of the overall service? (maximum 250 words)</li><li>What does the service area actually deliver? (maximum 250 words)</li></ul>
4.	Supporting Evidence
	<ul style="list-style-type: none"><li>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)</li></ul>
5.	Why you should be the Winner
	Provide a short summary on what sets you apart from other potential entrants (Note: include details of any innovative administrative or service delivery initiatives undertaken by the service area and explain the benefits that have risen from their implementation). (maximum 250 words)