

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

**EXCELLENCE IN RATING AND / OR VALUATION**

**Summary**

The Awards Panel will be looking for organisations to demonstrate they have excelled in the area of rating and / or valuation. There will need to be evidence of how organisations are facing up to the ever changing world of rating and / or valuation and preparing for the challenges that lie ahead.

**Criteria for this Category**

1.	Overview
	<ul style="list-style-type: none"><li>• What is the strategy / approach to rating and / or valuation? (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)