

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 1ST JULY 2009

REPORT ON: RECOGNISED FOR EXCELLENCE AWARD

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 343-2009

1.0 PURPOSE OF REPORT

This report informs the Committee of the recent award of Recognised for Excellence 3* Bronze status gained by Dundee City Council Social Work Department.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Committee:

- Recognises the achievement of Recognised for Excellence status by the department
- Asks the Director of Social Work to produce an action plan based on feedback received from EFQM external assessors in order to seek continuous improvement in service development and delivery.

3.0 FINANCIAL IMPLICATIONS

3.1 The cost of participating in the business excellence award scheme was £4250 and this has been funded from within the Social Work Department Revenue Budget. There are no further financial commitments associated with this award.

4.0 MAIN TEXT

4.1 The Scottish Awards for Business Excellence

4.1.1 The Scottish Awards for Business Excellence are the most rigorous and prestigious business awards in Scotland, allowing organisations to assess how well they are doing and to benchmark their achievements against other organisations. Entering Quality Scotland's awards scheme - The Scottish Awards for Business Excellence - gives an organisation the opportunity both to gain this valuable feedback and to win an award that is recognised across the UK and Europe as a mark of outstanding Business Excellence. The Awards for Business Excellence include the main categories of Committed to Excellence and Recognised for Excellence.

4.1.2 Committed to Excellence is a Europe-wide recognition scheme that is seen as an ideal starting point for any organisation – regardless of size or sector - wishing to embark on an improvement programme. Achieving Committed to Excellence demonstrates that an organisation is serious about continuous improvement. It helps organisations to understand their current level of performance and to establish improvement priorities.

4.1.3 Recognised for Excellence is designed for organisations that are well on their way to organisational excellence. Achieving Recognised for Excellence demonstrates that you are a high-performing organisation, dedicated to the pursuit of Excellence. The Recognised for Excellence Scheme, which was introduced in 2006, is more advanced than the Committed to Excellence Scheme and has three levels - bronze (3*), silver (4*) and gold (5*).

4.2 Recognised for Excellence

- 4.2.1 Dundee City Council Social Work Department has been committed to the use of the EFQM Business Excellence Model for a number of years. The Model, and the framework it provides, has been used to drive continuous improvement across all services in the department. Earlier this year the department made a written submission to Quality Scotland in relation to the Scottish Awards for Business Excellence. This submission was followed by a site visit by EFQM Assessors which took place in April 2009.
- 4.2.2 At the Scottish Awards for Business Excellence Winners 08 - 09 Ceremony held at the International Conference Centre in Edinburgh on 19th May 2009, the Department was presented with a Recognised for Excellence Bronze (3 *) Award.
- 4.2.3 The Programme from the Award Ceremony states that:
- Dundee City Council Social Work Services provides a wide range of assistance and services across a broad spectrum; including care and support for the older generation or people with disabilities; children in need of protection as well as promoting social inclusion amongst some of the most vulnerable in the community.
 - All services are strongly focused on bringing about real benefits to the people of Dundee. A key centre of activity for Social Work Services is delivering excellent customer services with both front line and back room staff being highly motivated to deliver services that people need and want. As well as other continuous improvement objectives, Dundee City Council Social Work Services are committed to their journey to achieving excellence.
 - Dundee City Council Social Work Department is now one of only 5 organisations to have achieved Recognised for Excellence Bronze (3*) status. They join two organisations with 5* Gold status and one with 4* Silver status.
 - Dundee City Council Social Work Department is the first Local Authority Social Work Department in Scotland to achieve Recognised for Excellence.

5.0 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

6.0 CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

None.

Alan G Baird
Director of Social Work

DATE: 3 June 2009