

Awards and Achievements

Scottish Business Excellence Awards

- **2015 - EFQM** - Recognised for Excellence – 3 Star
- **2015 - EFQM** - Lean Six Sigma Award
- **2012 - EFQM** - Committed to Excellence Award
- **2013 - EFQM** - Scottish Awards for Business Excellence: Housing Services



Awards and Achievements

APSE Service Awards 2018

- **Best Public/ Private Partnership Initiative Award:** Team North Ayrshire

APSE Service Awards 2017

- **Overall Council of the Year Award:** North Ayrshire Council
- **Best Efficiency and Transformation Initiative Award:** North Ayrshire Council



Awards and Achievements

North Ayrshire Council COSLA Awards 2018

- **COSLA Bronze Award – Service Innovation and Improvement:** North Ayrshire Inclusive Growth Diagnostic Pilot
- **COSLA Bronze Award – Local Matters:** Locality Partnerships



Awards and Achievements

North Ayrshire Council COSLA Awards 2017

- **COSLA Gold Award – Strong and Sustainable Communities:** Youth Empowerment
- **COSLA Gold Award – Tackling Inequalities and Improving Health:** Café Solace
- **COSLA Bronze Award – Delivering Better Services:** Corporate Continuous Improvement Programme
- **COSLA Bronze Award – Local Matters:** Locality Partnerships



Awards and Achievements

Herald Society Awards

- **2017 – Team of the Year:** Money Matters
- **2017 – Young People’s Project of the Year:** DigiDabble
- **2017 – Campaigner(s) of the Year:** #SaveOurFerry Campaign
- **2017 – Herald Society Worker of the Year:** Angela Morrell

Scottish Public Service Awards

- **2018 – Employee Development and Skills Award:** Professional Learning Academy
- **2017 – The Communications Award:** Keep It Ardrossan To Brodick (A to B)
– Save Our Ferry



Awards and Achievements

CIPR PRIDE AWARDS 2017

- **Public Sector Campaign - Save Our Ferry Keep it A to B**
Silver Award Corporate Communications



Awards and Achievements

Investors in People

- **Platinum Award 2017: Housing**
- **Platinum Award 2017: Dirrans Centre**

Customer Service Excellence 2017

- **Housing Services (Concierge Team)**



Awards and Achievements

Tenants Information Service

- **Gold Standard Scrutiny Approved Accreditation 2017**

Healthy Working Lives 2017

- **Scottish Centre for Healthy Working Lives – Gold Award**



Awards and Achievements

Customer Service

European Contact Centre and Customer Service Awards 2015

- Best Improvement Strategy – Gold Award
- Best Complaints Handling Team – Silver Award

Customer Contact Association Excellence Awards 2015

- Innovation in Digital Transformation Award – Gold





Awards and Achievements

People

Personnel Today Awards 2015

- Excellence in Public Sector HR Award – Gold

HR Network 2017

- HR Assistant/ Officer of the Year: Kirsty Collins





Awards and Achievements

General Teaching Council for Scotland (GTCS)

- **Excellence in Professional Learning Awards – 2018**
Nurturing North Ayrshire Team





Awards and Achievements

For further information on our other awards including winners and finalists please contact - northayrshireperforms@north-ayrshire.gov.uk

