

LOCAL COUNCIL AWARD SCHEME | CRITERIA UPDATES 2020

The Foundation award

Changes to the criteria on pages 6 and 7:

- New criteria under Governance: Its accessibility statement
- New criteria under Governance: Its privacy notice

Change to the criteria under Governance on page 6:

- From: Its standing orders and financial regulations
- To: Its standing orders and Its financial regulations

Change to the criteria under Development on page 7:

- From A policy for training new staff and councillors
- To: A policy for training and development of staff and councillors

Changes to the guidance at the top of page 7:

- From: The council also confirms by resolution at a full council meeting that it has:
- To: The council also confirms by resolution at a full council meeting that it recognises its duties in relation to bio-diversity and crime and disorder, and that it has:

Changes to the guidance at the end of page 7:

- Deleted: This evidence is not posted online, the panel may ask to see the evidence if it is considered necessary.

Change to bullet point 2 on page 8:

- From: Standing orders, financial regulations, the Code of Conduct, publication scheme and complaints procedure are public documents tailored to the specific council.
- To: Standing orders, financial regulations, the Code of Conduct, publication scheme, accessibility statement, privacy statement and complaints procedure are public documents tailored to the specific council.

Change to bullet point 6 on page 8:

- From: Information on all payments must be transparent and in accordance with financial regulations and statutory proper practices. The panel will check the minutes of meetings, financial regulations, the annual return (if relevant) and compliance with the Local Government Transparency Code.
- To: Information on all payments must be transparent and in accordance with financial regulations and statutory proper practices.

Change to bullet point 14 on page 9:

- From: Contracts, disciplinary/grievance procedures, a risk management policy and register of assets can be based on a model but tailored to the specific council. They are not published.
- To: Contracts, disciplinary/grievance procedures, a risk management policy and register of assets can be based on a model but tailored to the specific council. They are not published. The contract(s) for staff can be provided in redacted format, or if there are reasons why the contract cannot be shared then the council provides a statement from a full council meeting confirming that all staff are employed under an appropriate contract. The risk management policy shows the council has considered health and safety of staff, councillors and others as appropriate.

Change to the final bullet point on page 9:

- From: A training policy for new staff and councillors can be a short statement of intent while a training record gives dates, titles and providers of development activities undertaken by named individuals in the last year, including, for example, updating events, online courses, CPD activity and qualifications. Councillors should note that they should undertake training on financial management for which they are all responsible. In particular, the clerk's training record includes evidence of CPD such as training, conference attendance, mentoring and studying for qualifications. CPD points are allocated according to a system published by the IDB.
- To: A training and development policy for staff and councillors can be a short statement of intent while a training record gives dates, titles and providers of development activities undertaken by named individuals in the last year, including, for example, events, online courses, learning on the job and qualifications. Councillors undertake a range of development activities such as attending conferences, undertaking training, or reading about developments in the sector. The clerk's training record includes evidence of

CPD such as training, conference attendance, mentoring and studying for qualifications. CPD points are allocated according to a [system published by the IDB](#) – (NB addition of hyperlink).

The Quality award

Change to criteria under Community on page 11:

- From: A printed annual report that is distributed at locations across the Community
- To: An annual report that is actively shared with the community

Changes to the criteria under Governance on page 11:

- Deleted: Addressed complaints received in the last year

Changes to the criteria under Development on page 11:

- Deleted: A clerk (and deputy) employed according to nationally or locally agreed terms and conditions

Changes to the criteria under Community on page 10:

- Added: Evidence of a customer service in how the council handles correspondence with the public

Changes to the guidance at the end of page 11:

- Deleted: This evidence is not posted online, the panel may ask to see the evidence if it is considered necessary.

Changes to bullet point 9 on page 13:

- From: The annual report should be distributed widely. It is accepted that it cannot always be distributed to all households, but copies can be left at prime locations in a community, including a library, doctors' surgeries, schools, pubs, shops or residential homes.
- To: The annual report should be actively communicated and shared with the community. It might be produced digitally and/or in hard copy. It is accepted that it cannot always be distributed to all households, but digital versions could be distributed by email and social media. Hard copies could be left at prime locations in a community, including a library, doctors' surgeries, schools, pubs, shops or residential homes.

Changes to bullet point 10 on page 13:

- From: The panel seeks evidence from council documents and online information that it supports the community in planning for its future. This can include at least one contribution to creating, implementing or reviewing a parish or town plan, a design statement or a neighbourhood plan, holding community planning events, facilitating debate in the community about planning applications or registering community assets.
- To: The panel seeks evidence from council documents and online information that it supports the community in planning for its future. This can include at least one contribution to creating, implementing or reviewing a parish or town plan, a design statement or a neighbourhood plan, holding community planning events, facilitating debate in the community about planning applications or registering community assets. The panel seeks evidence that the council has considered environmental matters as part of how it plans for the future of the community. This may be through the planning system such as considering environmental impact in neighbourhood plans, or through engagement with the community. The council might also undertake activities to engage with the community on the environment outside of the planning system, this might include tree planting, litter picking, reducing carbon and addressing climate change.

Changes to the criteria on page 14:

- From: The panel may also seek evidence that any formal complaints received by the council during the last year have been properly addressed.
- To: The panel seeks evidence of how the council handles correspondence with the public and takes a customer service approach. Evidence shows how the council plans for and manages correspondence with the public, this might include examples of the council has addressed complaints, queries and other communications in the past year. It might also include any policies or training for staff that illustrates the councils commitment to customer service.

The Quality Gold award

Changes to the criteria under Community on page 14:

- From: An annual report, online material and at least four news bulletins a year with evidence of: — engaging with diverse groups in the community using a variety of methods — community engagement leading to positive

outcomes for the community — At least four positive outcomes achieved for the community in the last six months and a broad range of council activities, including innovative projects — co-operating constructively with other organisations

- To: An annual report, online material, news bulletins and other council communications with evidence of: — engaging with diverse groups in the community using a variety of methods — community engagement influencing council activity and priorities — A wide range of council activities, including innovative projects, that produce positive outcomes for the community — co-operating constructively with other organisations

Change to the criteria under Governance on page 15:

- Deleted: Delivers best practice in meeting its duties in relation to biodiversity and crime & disorder

Changes to the criteria under Community on page 14:

- Added: Engages with the community on issues related to the environment and climate change

Changes to the guidance on the second paragraph of introduction on page 16:

- From: The panel assesses the quality of documents and information in some depth. It seeks reassurance that the council is acting lawfully and aspires to excellence. Complying with the guidance below, the panel confirms that up-to-date documentation and information for Quality Gold is in place. The panel may ask for further information or talk to councillors and staff. The panel will be interested to note whether the council already has a reputation for being at the forefront of best practice. Councils seeking the Quality Gold Award should be aware that the panel is a peer group applying their own standards of excellence to the criteria explained below.
- To: The panel assesses the quality of documents and information in some depth. It seeks reassurance that the council is acting lawfully and aspires to excellence. The panel also seeks evidence of councillors and officers working together as a corporate body to achieve the criteria at Quality Gold level. Complying with the guidance below, the panel confirms that up-to-date documentation and information for Quality Gold is in place. The panel may ask for further information or talk to councillors and staff. The panel will be interested to note whether the council already has a reputation for being at the forefront of best practice. Councils seeking the

Quality Gold Award should be aware that the panel is a peer group applying their own standards of excellence to the criteria explained below.

Changes to bullet point 6 on page 16:

- From: The panel seeks at least four positive outcomes achieved for the community in the last six months and a broad range of council activities. The council is innovative; this is the case if the council undertakes actions that are still relatively unusual for a local council of its size in that county. The panel also checks that the council is co-operating with other organisations, including community groups, its principal authority(ies) and other agencies to provide an effective service to the community. Co-operation includes but is not limited to partnerships.
- To: The panel seeks evidence that community engagement is at the heart of determining council priorities. Evidence shows this engagement leads to actions and projects within the council that deliver positive outcomes for the community. The council is innovative; this is the case if the council undertakes actions that are still relatively new or unusual for that council. There is evidence that the council embraces new ideas and trying new projects. The panel also checks that the council is co-operating with other organisations, including community groups, its principal authority(ies) and other agencies to provide an effective service to the community. Co-operation includes but is not limited to partnerships.

Changes to bullet point 8 on page 17:

- From: The statement on duties related to biodiversity and crime & disorder demonstrates knowledge of the law and includes ways of reminding councillors of these duties and examples of how they are implemented.
- To: The panel seeks evidence that the council has considered climate change and other environmental issues and has engaged with the community on these issues. The council will have considered how it can support or facilitate the community to take actions that could have a positive environmental impact for the local area, or more widely.

Changes to the final bullet point on page 17:

- From: Finally, the statement on performance management explains the process by which the performance of the council as a corporate body is constantly improved and shows how the performance, skills and knowledge

of each individual in the council is managed to help the council achieve its objectives on behalf of the community. This includes confirming that each member of staff has their own professional development plan and that the majority of councillors participate in a member development programme. It is important to show evidence that the council is a good employer.

- To: Finally, the statements on performance management explain the processes by which the performance of the council as a corporate body is constantly improved and shows how the performance, skills and knowledge of each individual in the council is managed to help the council achieve its objectives on behalf of the community. The statements also include confirming that each member of staff has their own professional development plan and that the majority of councillors participate in a member development programme that is specific to their roles and the needs of the council. It is important to show evidence that the council is a good employer.