

Committee:	Union Employee Consultation Committee	Agenda Item No.:	7.
Date:	9 <sup>th</sup> March 2009	Category	
Subject:	Employee Award Scheme	Status	Open
Report by:	Change Motivators		
Other Officers involved:	Head of HR and Payroll		
Director			
Relevant Portfolio Holder			

### **RELEVANT CORPORATE AIMS**

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

This scheme provides an incentive for employees, it will

- recognise employees who have provide exceptional customer service to the District and its residents
- improve employee morale
- encourage team working
- encourage employees to transform and improve services.

### **TARGETS**

This does not contribute to any targets specified in the Corporate Plan.

### **VALUE FOR MONEY**

This does not specifically deliver value for money for the Council and its customer.

## **THE REPORT**

The Change Motivators are proposing that an employee award scheme be introduced. It would be a quarterly scheme with an award of either a day's leave or a gift voucher. As there is a tax implication if staff chose the voucher option, they would actually be awarded £40 - the original amount proposed of £30 plus £10 to cover the tax.

- Delivering exceptional customer service
- Performing actions above and beyond normal duties
- Identifying service improvement
- Promoting a positive image of the Council/Service
- Representing the Council/Service outside normal duties/time
- Doing voluntary work in the community in support of the Corporate Aims
- Being proactive in developing their own skills and knowledge for the benefit of the Service.

Nominations can be made by anyone on the Council's payroll, wherever they work.

Senior Management Team and Departments have been consulted about this

The Authority is hoping to attain Customer service excellence accreditation in April 2010. One of the factors identified in the gap analysis done in October was that there was no corporate recognition or award scheme. In particular the standard specifies, within the Staff Professionalism and Attitude section, that:

1. "We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system." The guidance on how we can achieve this states "include staff recognition and reward schemes, if relevant and appropriate".
2. "We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours". The guidance on how we can achieve this states "examples of how your organisation values the role of customer service staff, by recognising and rewarding the contributions of individual members of staff and teams".

Research as to what other Councils do has shown that locally:

**North East Derbyshire District Council** has two award schemes. They run a bi-monthly scheme called 'Can Do! Will Do! Have Done!' Employees nominate colleagues who they think deserve recognition. These are then considered by their SMT who pick six winners each time and these are published in the staff magazine. There are no criteria as such, the aim is to

recognise colleagues who 'go that extra mile' in their work, whatever form that may be.

All winners are automatically short listed for the overall title 'Can Do Winner of the Year'; this is one of the annual awards that is recognised at their employee celebration awards ceremony which was held for the first time in 2007. The ceremony was held at Ringwood Hall for 120 employees and included long service and retirement awards. There were nine other categories including 'Top Team' and 'Unsung Hero'. Awards were glass trophies and framed certificates for the winners and framed certificates for the runners up.

**Chesterfield Borough Council** has run a 'Special Employee' award scheme for nearly 5 years and, despite predictions that it would not be popular, run out of steam etc they find it remains popular and well received, certainly by the employees who nominate and receive awards.

It started as an 'Employee of the Month award' award but they soon changed it to quarterly as the administration became too onerous.

They set a simple set of criteria to be nominated, advertised the scheme in their internal employee magazine and currently give the choice of winning either (employee picks) a days leave, £30 voucher or a bottle of their 'finest' bubbly. They have a panel of 5 including the CEO and 2 union representatives and use a simple scoring system to decide winner(s) and 'highly commended' runners up.

**Erewash Borough Council** have a scheme introduced in 2007 called 'Pride in People'. They have six awards which are presented at their Civic Dinner.

## **ISSUES FOR CONSIDERATION**

Whether to introduce a scheme.

## **IMPLICATIONS**

Financial : cost of award. the maximum is £160.

Legal : None

Human Resources : None

## **RECOMMENDATION**

**To introduce the employee award scheme.**

ATTACHMENT: **Y/N**

FILE REFERENCE: ***please complete***

SOURCE DOCUMENT: ***please complete***

# Employee Award Scheme

## Guidance Notes



**Change**  
*Motivators*



INVESTORS IN PEOPLE

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## Introduction

The Bolsover employee award scheme is a quarterly award scheme introduced to recognise those employees who either:

- Deliver exceptional work/customer service
- Perform actions above and beyond normal duties
- Identify service improvement
- Promote a positive image of the Council/service
- Represent the Council/Directorate outside normal duties/time
- Do voluntary work in the community in support of the Corporate Aims
- Are proactive in developing their own skills and knowledge for the benefit of the service.

The awards will be given in March, June, September and December of each year.

Nominations can be made by anyone on the Council's payroll, wherever they work. It is open to all employees, temporary or permanent. It excludes the senior management team and elected Members. Awards are to individuals but this may be extended to teams at a later date.

In the future and in addition to the employee nominated awards, there may also be a public nominated award where members of the public/Bolsover residents can nominate individuals or teams.

## Guidance Notes

### Completing the nomination form

Nomination forms will be available on the Intranet for employees with computer access. A stock of paper forms will be held at the Depot.

Nomination forms may be completed by any employee, they do not need to inform the person nominated that they are doing this.

The nomination should fall into one of the above categories and detail the reasons why they are nominating this person with appropriate evidence.

Nominations should only be made relating to staff achievements over the last 12 – 18 months.

Managers are expected to assist employees in preparing and submitting nominations where the assistance is asked for.

#### Submitting the nomination form

The deadline for completing the nomination form will be the 20<sup>th</sup> of the month preceding the award.

The nomination forms should be either emailed or put in the internal post to the personal assistant to the CEO.

#### Judging

The nominations will be judged by a panel comprising a member of the senior management team, the Head of Customer Service and Performance, a Change Motivator and a representative of one of the recognised trade unions.

Prior to the judging, all nominations will be assessed by the personal assistant to the CEO and where clarification or proof is needed this will be obtained from the nominees Head of Service or Line Manager.

The judging panel will choose one employee to receive the award and may choose to select other employees as runners up. These runners up will receive a mention in the weekly bulletin.

#### **The Employee Award**

The employee will be given the choice of:

- A gift voucher to the value of £30\*
- A days paid leave

Their achievement will be featured on the weekly bulletin and on the Intranet.

Where they choose to take a days paid leave, the day taken must be with the agreement of the Head of Service and should be taken within three months of winning the award. If this coincides with the end of the leave year and they already have five days to carry forward they should choose the gift voucher as the reward.

\*tax is due on the gift voucher so the voucher will be to the value of £40 to effectively cover the employees' tax liability.

# STAFF AWARD SCHEME

## NOMINATION FORM

Name of nominated colleague.....

Department they work for.....

Where they are based.....

Category of nomination e.g. customer service.....

Please give full details of why you think this person should be nominated, attach an extra sheet if necessary.

Your name.....

Your department.....

Please send this form to the personal assistant to the CEO by email or submit it via internal post.

The four deadlines for submission of forms are, **20<sup>th</sup> February, 20<sup>th</sup> May, 20<sup>th</sup> August and 20<sup>th</sup> November.**