



Employee Recognition

'We couldn't have done it without you'

July 2010

Revised: October 2011
October 2013

1. Introduction

- 1.1 This scheme awards employees that demonstrate and deliver on the council's values and recognises that our people are our greatest asset.
- 1.2 The scheme recognises and values staff contributions that make a difference to delivering excellent services for our local communities.
- 1.3 The scheme promotes and supports a culture where new ideas are shared and good practice and innovation is recognised throughout the organisation.

2. Objective

- 2.1 To formally celebrate employees' contributions and achievements in relation to customer service excellence and service improvement.

3. The Process

- 3.1 The Chief Executive will host an annual 'We Couldn't Have Done It Without You' award ceremony to celebrate and reward the best nominations for the year from across the council.
- 3.2 The scheme will reward outstanding contribution and achievements by employees nominating and voting for their colleagues who go that little bit further than their normal job responsibilities.
- 3.3 Categories of Awards
 - **The Person that Makes me Smile Award** – nominated by staff followed by staff vote (£75)
This person is always smiling and speaks to people in the corridors and has a generally happy approach to work.
 - **Employee of the Year** – nominated by staff and decision by panel (£100)
Somebody who has demonstrated dedication and commitment to their job beyond the call of duty. It may be where they have made a significant contribution to their team or to customers.
 - **Customer Excellence Award** – nominated by staff and decision by panel (£50)
Awarded to a member of staff who provides excellent customer service, listens to their customers requirements and demonstrates a flexible approach.
 - **Leadership Award** – nominated by staff and decision by panel (£50)
Awarded to an employee who has demonstrated leadership, shown motivational leadership skills, is supportive of others and is an inspiration to those around them. It can be within a team, on a particular issue but where clear direction has been shown. It doesn't have to be a manager – it can be anyone who has clearly shown leadership in their role.

- **Behind the Scenes** – nominated by staff and decision by panel (£50)
This is someone who is always there in the background but without their valuable contribution or hard work, something may not have been achieved or things would not run as smoothly.
- **Trainee or Newcomer of the Year** – nominated by staff and decision by panel (£50)
A trainee or new employee who has excelled in their short period of time here at the council.
- **Team Award** – nominated by staff and decision by panel (£100)
Recognises a team who have made a really valuable contribution to the council over and above their current role and which has resulted in real benefits, meeting their goals and objectives by going that extra mile. A team that work well together and takes a proactive approach to their work, whilst helping and supporting each other.

- 3.4 **Nominations** for all categories are put forward in October by completing an on-line form on *e-voice* or completing a paper copy which can be posted in boxes that are placed around the Civic Offices, Depot and Leisure Centres. Staff will be asked to nominate a colleague for an award stating the reasons why they should win. Staff can only nominate one person for each category and one team for the Team Award. Members of the Executive Management Team and the Wider Management Team cannot be nominated for awards and staff cannot nominate the same person more than once for any individual category. However, staff can nominate the same person for more than one individual category. Staff who have been nominated will be given the option of whether or not they wish to be considered for an award.
- 3.5 **Voting** – Staff may only vote for one candidate in the ‘Person that makes me Smile Award’ category and may not vote for an employee more than once.
- 3.6 Names of staff nominating or voting for candidates will be identifiable for scrutiny purposes but will not be disclosed to candidates.

4. The Panel

- 4.1 The judging panel will include one Executive Director, one Head of Service, Head of Communications, Head of Human Resources, the Finance and Resources Portfolio Holder and the Chair of the Employees Consultative Committee (ECC) or their nominee drawn from members of the ECC. The previous year’s winner of ‘The Person that Makes me Smile’ award will also be invited to be a member of the judging panel but will be advised that they are not obliged to attend if they do not wish to
- 4.2 The judging panel will:
- Contribute to and support the implementation of the scheme;
 - Decide on the winners based on the reasons as well as numbers (apart from ‘The Person that Makes me Smile’ award which is voted for by staff via *e-voice* and paper ballots).
- 4.3 The winners will all be announced at the ‘We Couldn’t Have Done It Without You’ event held in November. Cabinet Members will be invited to attend the event.

5. Review of Scheme

- 5.1 This scheme will be reviewed 5 years from the date of implementation, or sooner if there is a requirement to meet legal, statutory or good practice standards.