
TITLE: LEADING LIGHTS AWARD SCHEME

To: Regulatory & Support Services Committee

Date: 13th April 2015

Author: Kathy Batey, HR & Facilities Services Manager

[P235]

1.0 ISSUE

- 1.1 To propose the introduction of a “Leading Lights” Award Scheme as detailed in Appendix 1.

2.0 RECOMMENDATION

- 2.1 That the Committee:

- (i) approves the adoption of the “Leading Lights” Award Scheme with immediate effect following the end of the consultation period with the Joint Consultative Committee (JCC).
- (ii) Agrees that the selection process for the Annual Outstanding Achievement Award be reviewed (if necessary) following Full Council in May, when the proposed introduction of the Performance Related Increments Panel, will be determined.

3.0 BACKGROUND

- 3.1 The introduction of an Employee Award Scheme was considered as part of the Council’s review of its Performance Management (Appraisal) Scheme.
- 3.2 The proposed scheme “Leading Lights” aims to support the development of a culture where innovation and best practice are encouraged.
- 3.3 There are four categories of award to reflect the different contributions that can be made by our employees. These categories are:
- Annual Outstanding Achievement Award
 - Annual Employee’s Employee of the Year Award
 - Customer Services Award
 - Innovation Award
- 3.4 Nominations will be welcome for the Employee’s Employee, Customer Services and Innovation Awards throughout the year from colleagues, managers, customers (Customer Services Award only), elected members and Unison. All staff who have achieved an “Outstanding” rating following their annual appraisal (which has been confirmed by the PRI Panel, which will be established under the proposed

Performance Related Increments Policy) will automatically be entered for the Outstanding Achievement Award.

- 3.5 The winner of the Annual Outstanding Achievement Award will be selected by the Council's PRI Panel in consultation with relevant managers. The winner of the Employee's Employee of the Year Award will be determined by staff through a voting system.
- 3.6 The winner of the Customer Services and Innovation Awards will be selected every six months by an Employee Recognition Panel, comprising of the Chairman or Vice Chairman of the Regulatory and Support Services Committee, the HR Member Delivery Champion and a representative from Management Team and HR.
- 3.7 Winners will receive a letter of recognition from the Chief Executive and an invitation to attend a future Council meeting to be presented with their prize by the relevant Member Service Delivery Champion. They will also be invited to attend the Council's Annual Awards Ceremony. The prize will be a cheque or high street vouchers to the value of £250 per award, which will be subject to tax and NI deductions.
- 3.8 The proposed scheme has been consulted upon through the Joint Consultative Committee (JCC). Unison does not object to the establishment of the Leading Lights Award Scheme but has declined the Council's invitation for a Unison representative to sit on the Employee Recognition Panel at this time. The Council hopes that Unison will reconsider this decision in the near future.

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 The proposed award scheme is designed to acknowledge, celebrate and reward outstanding achievements for those employees who have "gone the extra mile" and have demonstrated a "can do" attitude and exceptional performance.
- 4.2 The proposed scheme aims to support the development of a culture where innovation and best practice is encouraged.
- 4.3 The establishment of an Employee Recognition Panel will ensure that the award scheme is applied fairly and that panel will be responsible for monitoring decisions made for equality purposes.
- 4.4 The scheme will be regularly reviewed by the Regulatory and Support Services Committee to ensure that the scheme is consistently applied, working effectively and complies with any relevant legislation and/or guidance.

5.0 FINANCIAL IMPLICATIONS

- 5.1 The total cost of introducing the award scheme will be up to £1500 per annum, which can be met from existing budgets.

6.0 APPENDICES

Appendix 1 – Leading Lights Award Scheme

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Examples of Employee Recognition Schemes operated by other local authorities.	Room 127 The Grange, Ely	Kathy Batey HR & Facilities Services Manager (01353) 616320 E-mail: kathy.batey@eastcambs.gov.uk

“Leading Lights” Award Scheme

Leading Lights is about acknowledging, celebrating and rewarding outstanding achievements for those employees who have ‘gone the extra mile’ and demonstrated a ‘can do’ attitude and exceptional performance. By this we mean those employees who have gone above and beyond their normal job responsibilities to deliver an excellent service.

The scheme aims to support the development of a culture where innovation and best practice are encouraged.

The scheme should not be used to reward:

- a) Those who work long hours where overtime or a review of the size of the role is more appropriate;
- b) Those whose role has grown to such an extent that they are required to work ‘above’ their grade.

In these cases a regrading, a temporary acting up allowance or a restructuring of the team should be considered and discussed with HR.

There are four categories of award to reflect the different contributions that can be made by our employees. These categories are:-

- **Annual Outstanding Achievement Award
(Determined through the Council’s Performance Management (Appraisal) Scheme)**
- **Annual Employee’s Employee of the Year Award**
- **Customer Service Award**
- **Innovation Award**

Award Criteria

Annual Outstanding Achievement Award

All staff who have achieved an ‘Outstanding’ rating following their annual appraisal (which has been confirmed by the PRI Panel) will automatically be entered for this annual award.

The winner of this annual award will be selected by the Council’s PRI Panel in consultation with relevant managers. The award will be made to an employee who has:

- a) Exceeded the levels expected of them and is considered to have made a truly outstanding contribution to the Council; and
- b) Consistently demonstrates a positive ‘can do’ attitude that has led to achieving excellent outcomes for our customers, partners, stakeholders and colleagues.

Annual Employee's Employee of the Year Award

This award is to recognise those employees who simply make the workplace a better place to be. Nominations should be for those employees who always display positive behaviours at work, who continuously strive to help others and who epitomise the Council's "can do" priority or simply someone who colleagues feel deserves the award. Nominations received throughout the year will be displayed on the intranet and all employees will have one vote, either by email or post.

The employee with the most votes will receive the award. In the event of a tie the final decision will be made by the Employee Recognition Panel.

Customer Service Award

This award is to recognise excellence in customer care that goes beyond the normal requirements of the job. The nomination must demonstrate how an employee has put the customer first and how the customer has benefited from the excellent service provided, above and beyond what would normally be required. This award is open to any individual who delivers a service to a customer, regardless of whom that customer is (eg a member of the public, another Council team/employee, an outside organisation etc).

The selection process for this award will be carried out every six months by the Employee Recognition Panel.

Innovation Award

This award is to recognise where an individual has demonstrated that they are constantly striving towards 'being the best' by looking for better ways of doing things through creativity, forward thinking and learning. The nomination must demonstrate how the individual has thought "outside the box" and has had a bright idea which has subsequently gone on to improve service delivery and/or efficiency.

The annual winner of the Council's "Bright Ideas" Staff Suggestion Scheme will also be nominated for this award.

The selection process for this award will be carried out every six months by the Employee Recognition Panel.

Nominations

Who can nominate?

Nominations are welcome for the Employee's Employee, Customer Services and Innovation Awards throughout the year from the following:

- Colleagues

- Managers
- Customers (Customer Services Award only)
- Elected Members
- Trade union representatives

Why should I nominate somebody?

There is a lot of good work being done by a wide range of employees at the Council and it is important that they receive the recognition they deserve.

You may have worked with someone from another department who has significantly contributed/helped with the work you are doing and you feel that they have demonstrated exceptional attitude and performance.

If you feel they should be recognised then please nominate them. You don't have to be the person's line manager or even in the same team, you just need to explain why they deserve to be recognised.

Please only nominate members of staff if you have direct knowledge of their work. To give your nomination the best chance of success, please be clear about the role that they played and what they achieved, describe the level of commitment they invested, highlight the benefits their efforts brought to the Council, our partners, our residents or others and if appropriate, explain if their efforts have led to any sustainable or follow-on initiatives.

You cannot nominate a member of your family or partner.

You can nominate staff online by using this link (*link to be inserted here*) or by entering Leading Lights into the keyword search on the Council's website and completing the nomination form. Nomination forms and further Leading Lights information is also available on the Council's intranet within the "forms" section under HR. You can also pick up a nomination form from any of our customer access points.

To ensure we are able to properly recognise achievements across the Council, staff cannot be nominated for the same activity or achievement more than once within the year. Individuals, however, can nominate more than one person for each award.

Nominations for the awards of Employee's Employee, Customer Services and Innovation can be made throughout the year. The selection process for the Employee's Employee will be annually and at six monthly intervals for the Customer Services and Innovation Awards.

The award for Outstanding Performance will be made by the Moderation Panel established under the Council's Performance Related Increments (PRI) Policy.

Employee Recognition Panel

An Employee Recognition Panel will be established, comprising of the Chairman or Vice Chairman of the Regulatory and Support Services Committee, the HR Member Champion and a representative from Management Team, HR and UNISON.

The group will:

- Meet in September/October each year to select winners for the Customer Services and Innovations Award.
- Meet in July each year to select the winner of the Annual Outstanding Performance Award
- Select winners from the nominations based on the agreed criteria for the award
- Be transparent in their decisions

How will Staff Efforts be Recognised?

Service Leads will be notified when a nomination has been received for a member of their team.

All staff nominated will be informed in writing by the Council's HR Section of their nomination and provided with details of the selection process. However, it may be that in some circumstances, due to ongoing employee relations issues (i.e. disciplinary) that the nomination may be referred to Management Team to decide whether, given the potential conflict, the nomination should be accepted. The employee will be informed by HR of the decision reached by Management Team. If the employee is not happy with the decision made, then they may invoke the Council's Grievance Procedure.

All nominations will be listed on the ECDC website.

Winners for each category will be selected by the recognition panel and announced through the Council's website and other methods of internal communication.

Winners will receive a letter of recognition from the Chief Executive and an invitation to attend a future Council meeting to be presented with their prize by the relevant Member Service Champion. The prize will be a cheque or high street vouchers to the value of £250 per award, which will be subject to tax and NI deductions.

Winners will also be invited to the annual Award Ceremony where the Chairman of the Council and Chairman of the Regulatory and Support Services Committee will present a certificate to each of the winners for that year. The line managers of the winners will also be invited to attend. With the consent of those concerned, the awards will receive appropriate publicity internally and externally.