

## **Celebrating Success**

**14<sup>th</sup> June 2017**

### **Report of the HR Service Manager**

#### **PURPOSE OF REPORT**

To enable the Committee to consider and approve the introduction of a Celebrating Success Awards Scheme as part of Lancaster City Council's approach to employee recognition.

This report is public

#### **RECOMMENDATIONS**

- (1) That Personnel Committee agree to the introduction of a Celebrating Success Awards Scheme as part of Lancaster City Council's approach to employee recognition.

1. **Background**

In October 2016 the 'Celebrating Success' brand was introduced at Lancaster City Council with the Celebrating Success – Apprenticeship Event. The event was held to recognise the achievements of Council apprentices who had successfully completed their apprenticeship in 2016 and to welcome all newly appointed apprentices to Lancaster City Council. The event was attended by all apprentices; their families and managers, as well as representatives from the training providers, Councillors, Chief Officers and the Chief Executive. The event was well reported in the media and feedback from attendees was positive.



2. **Proposal**

Building on the platform of the apprentice event, it is proposed to introduce a Council wide Celebrating Success Awards Scheme, to recognise the commitment and contribution of Lancaster City Council employees to the Council and community, with an awards event taking place each October.

The event would include presentation of Celebrating Success Awards, as well as presentations to all apprentices who have successfully completed their apprenticeship in the same year and Long Service Award presentations.

Currently the only formalised staff award schemes are the Long Service Award, upon achievement of 25 years' service, and the Long Service Retirement Award. Many organisations are moving away from issuing awards purely due to longevity in employment and tend instead to focus awards on performance, achievement and engagement to support the overall development of a positive and inclusive organisational culture. The expansion of the Celebrating Success Awards Scheme will provide opportunities for those staff who will never achieve 25 years' service to be formally recognised by the Council.

There is a well-established link between recognising staff achievement and improved performance, as the psychological contract between the employee and the organisation is strengthened. Whilst it is hoped that on an ongoing basis managers recognise the successes of their own staff, there is an opportunity to do something at a wider corporate level to recognise and celebrate staff achievements. This activity would also sit well alongside the work being done on values and behaviours, since the Celebrating Success Awards can be tailored to have links with the Council's core values.

The introduction of a Celebrating Success Awards Scheme provides a clear opportunity to recognise and communicate individual and team achievements, where employees have gone the extra mile to deliver exceptional service. The benefits of introducing such a scheme include;

- Recognising achievement of employees both individually and as a team
- Supporting the objectives of the Council
- Increasing staff morale and engagement
- Promoting staff involvement
- A focus on the many positive activities the Council contributes to the community

### **3. Categories for Celebrating Success Awards**

#### **3.1 Nomination awards**

It is important that the categories in the nomination section are chosen to reinforce the purpose of the scheme. The awards can be linked to the Council's values and behaviours and/or the corporate objectives; Community Leadership, Health and Wellbeing, Clean and Green Places, Sustainable Economic Growth and to the Council's Values and Behaviours.

Proposed categories are:

- **Outstanding Contribution to the Community**  

This award will recognise an employee who has made an outstanding contribution to the people and communities that the Council serve.
- **Apprentice of the Year**  

This award will be for the Apprentice who has demonstrated a willingness to learn, develop and go above and beyond their expected duties.
- **Award for Innovation and Enterprise**  

This award will recognise an employee who has responded to the challenges the Council faces by developing new and innovative ways of working and/or takes a proactive approach to making things happen and, where appropriate, secures extra resources or investment to help achieve their aims. To be successful in this award the employee will be someone who strives for excellence to deliver a better service, despite the challenges the Council face. They help to make public services more sustainable.

- **Outstanding Customer Service**

This award will recognise an employee who has demonstrated excellent customer service and is dedicated to delivering an excellent service to both internal and external customers. A commitment to their role and a willingness to go over and above, to ensure the job is done will also be demonstrated.

- **Team of the Year**

This award will recognise a team that have demonstrated exceptional team work, showing true team spirit, couple with the ability to deliver excellent service by working effectively and efficiently. The team understand and seek to demonstrate the Council's values and behaviours and work towards them. They seek to develop and maintain close working relationships with other service units and/or external organisations/stakeholders.

- **Award for Partnership Working**

This award will recognise an employee who has developed and progressed partnership working in order to support the aims of the Council.

- **Volunteer of the Year**

This award will recognise an employee or group of employees of the Council who make an outstanding contribution to local people and communities through volunteering.

- **The Lancaster City Council Award**

This award will recognise an individual or team that has gone the extra mile and demonstrated an outstanding contribution to the Council.

- **Mentor/Coach of the Year**

This award will recognise an employee who has helped, inspired and motivated another Council employee/s. Their influence and support will have had a positive impact on an individual's personal and professional development.

### **3.2 Achievement Awards**

In addition to the nominated categories, the Celebrating Success Event will also include presentations of:

- **Apprenticeship Awards**

Each apprentice who has successfully completed their apprenticeship will be presented with a certificate recognising their success.

- **Long Service Awards**

This award will recognise those employees who have reached 25 years' service at the Council. Further information on Long Service Awards is contained in a separate report.

There will be an opportunity to build upon the above categories once the scheme is established, to review its success and potentially expand some categories, and also to consider the option of allowing public voting or identifying whether it is possible to obtain sponsorship for some awards.

## **4. Proposed Process for Introducing Celebrating Success Scheme**

### **4.1 Promotion & Communication**

The Scheme would be branded in the current Celebrating Success logo that was used for the Apprenticeship Event and administered and managed by the HR Team. Prior to the event, promotion would take place across the Council to introduce the scheme.

### **4.2 Nominations**

In order to make the awards as inclusive as possible it is not proposed to be overly prescriptive in who is able to nominate and for this reason both colleagues and managers will be able to nominate whoever they consider has effectively demonstrated the criteria. The nomination form will be designed to ensure that sufficient information is captured to enable the judging panel to make an informed decision.

The award categories and information on how to nominate would be released in July, with nominations being made via paper or online form. Nominations will close at the end of August to allow consideration of the nominations to take place in September.

### **4.3 Judging**

It is proposed that the judging panel would be made up of the Chief Executive or nominee, the Chair of Personnel Committee or nominee, a Chief Officer (who would rotate annually), a HR representative and a Trade Union representative.

In order to allow for awards to be reasonably spread across the organisation, it would be appropriate to include a provision within any award guidelines that the same individual or team cannot win an award two years in a row.

### **4.4 Ceremony**

Following the success of the Celebrating Success – Apprenticeship Event, it is proposed that an annual event is held each October. To ensure that this does not impact negatively upon service delivery the event could be an early evening reception at Lancaster Town Hall, including afternoon tea type refreshments.

Invitees to the event would include the Chief Executive & Chief Officers, Councillors, Managers, employees and family members. A number of individuals, including the Chief Executive and Leader of the Council would be asked to speak at the event.

### **4.5 Awards**

All nominees will receive a framed Celebrating Success certificate, with the winner receiving a 'winners' certificate, all signed by the Chief Executive and Leader. In addition the winners will receive a small gift in recognition of the employee's contribution, which is likely to be significantly above anything that the Council awards in monetary terms.

Consideration was given to a number of options for a winner's award. It is proposed that the winner of one of the individual nominated awards should receive a £50 High Street Voucher. It is acknowledged that £50 is a nominal amount and this amount has been suggested in recognition of the financial constraints placed upon the Council.

The winners of the 'Team of the Year' will also receive a Trophy / Shield which will be engraved with their service/team name and which they will be able to retain for the next 12 months.

### **4.6 Funding the Awards**

Based on the proposed categories in this report, the award of a £50 High Street Voucher to the winners of the individual nominated categories, (excluding Team of the Year) would cost £400.

As the Celebrating Success Scheme fits within the broader scope of developing organisational performance and engagement, the awards could be funded from the corporate training budget, though consideration will need to be given to adjusting the corporate training budget in future.

## **5. Draft timeline for the introduction of the Celebrating Success Scheme**

- May/June 2017 – HR communicate the proposals to Trade Unions and Personnel Committee
- June 2017 – HR begin promoting the event to all employees within the council.
- July 2017 to August 2017 – Award categories are published and promotion of the Celebrating Success scheme continues.
- September 2017 – Judging panel review nominations and decide winners in each category.
- October 2017 - Celebrating Success Awards Event.

## **6. Conclusions**

Members are asked to consider and approve the introduction of a Celebrating Success Awards Scheme, so that work can commence on its introduction.

### **CONCLUSION OF IMPACT ASSESSMENT**

**(including Health & Safety, Equality & Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing):**

An Equality Impact Assessment has been undertaken.

### **LEGAL IMPLICATIONS**

Legal Services have been consulted and have no further comments.

### **FINANCIAL IMPLICATIONS**

The cost of funding the awards would be in the region of £500 in the current year (to include a new trophy) and around £450 in future years and should the scheme be approved, in this year the costs would be met from corporate turnover savings (i.e. through virement from the salaries budget). In future years, it is intended that the costs would also be met from the overall employee budgets and this should be readily achievable, given the amounts involved. Nonetheless, it will be reviewed as part of the 2018/19 budget setting process and reported through to Cabinet as need be.

### **OTHER RESOURCE IMPLICATIONS, such as Human Resources, Information Services, Property, Open Spaces:**

As set out in the report, HR will implement the scheme.

### **SECTION 151 OFFICER'S COMMENTS**

The s151 Officer has been consulted and has no further comments.

**MONITORING OFFICER'S COMMENTS**

The Monitoring Officer has been consulted and has no further comments.

**BACKGROUND PAPERS**

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