

**REPORT TO: POLICY & RESOURCES COMMITTEE - 11 MARCH 2013**

**REPORT ON: ESTABLISHMENT OF A STAFF AWARDS SCHEME**

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 73 - 2013**

## **1.0 PURPOSE OF REPORT**

1.1 This report outlines the establishment of a staff awards scheme to ensure we recognise and value our staff by celebrating all of the excellent work that goes on and to say a special 'thank you' to staff for outstanding commitment to the delivery of excellent services for the people of Dundee and to the effective running of the Council.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that:

- i) A staff awards scheme be established in 2013 and annually thereafter
- ii) The process and criteria for the awards scheme be agreed as outlined in appendices 1 and 2.

## **3.0 FINANCIAL IMPLICATIONS**

3.1 The estimated cost of the awards scheme will be circa. £3,500 per annum, and can be met from within the Chief Executive Department budget.

## **4.0 BACKGROUND**

4.1 Whilst working with the Changing for the Future leadership cohort, staff highlighted that as a Council we need to be better at recognising and valuing the contributions of our staff, especially in these difficult financial times. It was therefore suggested that an annual staff awards scheme and ceremony, like many other local authorities hold, would be a good way to achieve this.

4.2 A short life officer working group explored this suggestion to develop criteria that cover our diverse range of services thus allowing as many teams of staff as possible to be eligible to be nominated for one or more categories. It is important to stress that the proposed awards scheme is for teams of staff, and not individual members of staff.

4.3 In addition to recognising staff via this internal process, the working group also considered how the criteria for the scheme could be used to aid the transition from these internal awards to external recognition such as the national COSLA Excellence Awards. Councils that have these internal awards schemes have been historically much more successful in national awards processes.

## **5.0 POLICY IMPLICATIONS**

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality and Impact Assessment and Risk Management. There are no issues in this regard to report on.

## **6.0 CONSULTATION**

- 6.1 The Council's Strategic Management team have been consulted in the preparation of this report.

## **7.0 BACKGROUND PAPERS**

- 7.1 None

**David K Dorward**  
**Chief Executive**

## **DUNDEE CITY COUNCIL'S OUTSTANDING SERVICE & COMMITMENT AWARDS (OSCA's)**

### **Do you know a team within your department whom you feel deserves special recognition for the work they do?**

To ensure we recognise and value our staff, we are proposing a new awards scheme to celebrate all of the good work that goes on and to say a special 'thank you' to staff who demonstrate their commitment to delivering excellent services for the people of Dundee and to the effective running of the Council.

We are looking for examples where a team you know has made a difference to improve services. Each award has its own criteria, and to help you make your nomination there is a simple process consisting of a short form that is quick and easy to complete. All we need to know is what the team has done; why it was done, and most importantly how it has made a difference to your services users and/or department.

### **Who can nominate?**

Nominations can be made by elected members, chief officers, managers, teams themselves and colleagues. You can nominate any team for any of the awards.

### **How do I make a nomination?**

You can make a nomination by completing a nomination form for one of these six award categories:

- Category 1 - Innovation and Improvement
- Category 2 - Customer Focus
- Category 3 - Outstanding Service
- Category 4 - Environment and Sustainability
- Category 5 - Achieving Fairness and Reducing Inequalities
- Category 6 - Improving Services Through Partnership Working

In addition to the 6 categories above, there will be a special award - the **Lord Provost's Award** - selected from all short listed applications, with the winner demonstrating achievements that have been conducted in exceptional circumstances or perhaps cut across the specific criteria for the six individual award categories.

More details on each of the categories are found in **Appendix 2**.

### **When can I make a nomination?**

The 2013 Awards will open for nominations on 1 April 2013 and close on 30 April 2013, but in subsequent years nominations will be open during March.

### **What do I need to say?**

All nominations need to show how the team meets the criteria for the category for which you are making the nomination. Any document you wish to include to support the nomination (e.g. any relevant photos, letters, charts, graphs) can be attached.

Nomination Forms are available online or you can submit a form on paper.

### **What will happen to my nomination?**

If you make a nomination you will receive a letter of acknowledgement and the team being nominated will also be notified, to ensure that they are happy for the nomination to proceed.

All the nominations received will be considered by a judging panel, drawn from within the Council. The judging panel may vary each year but will include elected members (cross party representation), chief officers and other invited guest judges. The Chief Executive will convene a judging panel each year.

The judges will examine all the nominations received and put together a final shortlist, normally of three in each category. This will take place during April each year. The judges will use the criteria described in the Judging Criteria section in order to judge the award winners. A winner for each category will be chosen from this shortlist.

### **What will happen at the award ceremony?**

The teams short listed as finalists will be invited to the award ceremony in June 2013, but May in subsequent years. In the event that large teams are nominated, a maximum number of 6 representing the team can attend.

The ceremony should last a couple of hours and will include the presentation of awards as well as providing an opportunity for members of the judging panel, elected members and Chief Officers to meet the nominees. It is expected that there will be approx.160 people invited to the ceremony.

The event will be held at a fully accessible venue. Details will be sent to all staff shortlisted nearer the time. The event will be informal in nature - we want everyone to enjoy the occasion.

### **What could people win?**

All nominated teams will receive a card of recognition and achievement signed by the Chief Executive. The winners from each category will receive a trophy.

### **Judging Criteria**

Your nomination should include evidence to demonstrate excellence in how the project/initiative/service has been planned or implemented, along with evidence of the results it is achieving (or, where appropriate, has the potential to achieve). You should tell us what is new or innovative about the work. Nominations will be assessed against certain criteria; more detailed information will be available to help those making nominations.

## AWARD CATEGORIES

The criteria are unique to each category so please use the following to help you prepare your nomination.

### Innovation and Improvement Award

This award recognises teams which have made significant changes to their service by finding new or better ways to do things. These changes will have led to tangible impacts in terms of efficiency, performance, public service or service to other Council departments. We will want to hear how your team identified, planned and implemented the change, and to see evidence of results, including feedback from service users or colleagues. The team which wins this award will have shown that they are:

- flexible and open to new ways of working
- creative in developing new ideas
- determined to overcome obstacles to change

### Customer Focus Award

This award recognises teams which have taken steps to improve customer focus and the standard of customer service. These steps will have led, for example, to quicker or less bureaucratic services or to better communication with customers, or have shown an effective response to changing demands. We will want to hear how your team developed insight into the needs of customers and to see evidence of the impact you have made, including measures of customer satisfaction. The team which wins this award will have shown that they are:

- focused on the needs of the customer
- prepared to change the way they do things
- committed to achieving high standards of customer service

### Outstanding Service Award

This award recognises examples of outstanding contribution and commitment to public service. The winner of this award will be a team that has demonstrated both flexibility and co-operation. They will have a desire to get things done, show a positive attitude and be prepared to go well beyond their normal job requirements to deliver an 'outstanding' service. This team will:

- demonstrate initiative, resourcefulness and/or creativity
- have the ability to undertake activities that benefit the workplace, service and/or service users
- seek out new challenges
- have a desire to achieve results
- demonstrate a 'can do' attitude

### Environment and Sustainability Award

This award recognises contributions and improvements made by teams to either improve the Council's impact on the environment, or to support local communities, businesses or organisations to improve their environmental impact. Their day to day work responsibilities do not necessarily have to involve environmental issues, but their actions to actively promote and implement green initiatives or to help create sustainable communities and sustainable development should have made a difference. You will need to demonstrate how this team has:

- worked to promote green initiatives or support sustainable development with positive outcomes
- contributed to the Council's environmental objectives and sets an example to other staff with their environmentally friendly practices
- shown their enthusiasm and commitment to changing the behaviours of others to become more environmentally aware

## **Achieving Fairness and Reducing Inequalities Award**

This award recognises contributions and improvements made by teams in making a real difference to poverty in Dundee and trying to close the gap between the outcomes for people in our most deprived areas and the city as a whole. This category is also about targeting interventions towards vulnerable individuals, groups or communities. You will need to demonstrate how this team has, for example:

- innovative approaches that improve how specific communities engage with and get the most from a range of local public services, particularly for people who are experiencing the poorest outcomes.
- forward looking approaches to joining-up service delivery, and how this collaboration is delivering early intervention and prevention.
- put tackling inequalities, early intervention and prevention are at the heart of business
- responded to issues of poverty
- facilitated routes into employment

## **Improving Services Through Partnership Working**

This award recognises the best examples of how collaboration can improve outcomes. Building new relationships is never easy but the benefits can be substantial if the right partners work together in the right way. This category is about celebrating those that have pushed the boundaries and successfully embraced seemingly unlikely partners across organisations, departments and sectors. You will need to demonstrate how this team has, for example:

- how joined up working or collaboration is delivering better services/outcomes for mutual service users
- how innovative practices have built strong networks where information and best practice is shared to the benefit of service users
- where the service users is at the heart of service design making services easily accessible and reducing duplication effort and bureaucracy