

By: Roger Gough – Cabinet Member for Business Strategy, Performance and Health Reform
Amanda Beer - Corporate Director of Human Resources

To: Personnel Committee

Date: 16 May 2012

Subject: Celebrating Staff Achievement – Going the Extra Mile Awards

Classification: **Unrestricted**

SUMMARY: It is proposed that individual directorate annual staff awards are replaced with annual 'Going the Extra Mile' (GEM) awards that celebrate staff achievement across the Council (One Council) to take place in November each year. The proposals have been endorsed by CMT.

1. **BACKGROUND**

1.1 Directorate specific staff annual Quality Service Awards were suspended in 2011 in order to review arrangements in line with the One Council approach. The proposals include the existing commitment to recognise staff in the Social Work profession.

2. **PROPOSALS**

2.1 The process and event are an annual 'Celebration of staff achievement'. The awards recognise an over and above contribution of staff 'Going the Extra Mile' (you're a GEM award) and can be awarded to an individual or a team through nomination by KCC staff.

2.1 **Objectives**

- Recognise exemplar service and performance of staff
- Demonstrate that KCC values staff and their contribution
- Encourage further exemplar service by staff by demonstrating their contribution makes a positive difference and is recognised by KCC
- Recognise performance in support of the three Bold Steps to help the Kent economy to grow, put the citizen in control, tackle disadvantage
- Showcase outstanding work/service to the wider staff community
- Create a new positive KCC tradition – the employer we want to be

2.2 **The Awards**

2.2.1 The Awards recognise exemplar performance in the context of the priorities for that year so each year they will capture achievement in business priority areas and also cover KCC values & behaviours and professional recognition. There are 7 award categories with 3 levels of award (sapphire, ruby, diamond) for each category with 21 award winners in total. The categories for the award give all staff the opportunity to

be nominated. Each theme has 3 levels of recognition - sapphire, ruby & diamond. For 2012 the proposed categories are:

- **Delivering Bold Steps** (team) – Innovative/creative/new approach
- **Against the Odds** (individual or team) – Overcoming significant obstacles to achieve the necessary outcome
- **Living KCC's Values and Behaviours** (individual) – Demonstrating KCC values and behaviours
- **Great Idea** (individual or team). Two awards for (1) service improvement and (2) reducing costs
- **Professional Recognition** (individual) – for staff in a Social Work role
- **Going the Extra Mile** Top Award (individual or team) – Providing excellent customer service

2.3 Nomination & Decision Making Process

2.3.1 Nominations for GEM Awards will be promoted to KCC staff, service users and partners. Managers will not be able to nominate staff within their own service area. There will be three judging panels, each having the following roles:

Panel 1 – To produce a longlist of twelve per category. Panel to consist of a Challenger representative from each directorate plus two change champions.

Panel 2 – To produce a shortlist of six per category. Panel to consist of three CMT representatives and one change champion.

Panel 3 – To make the final decisions for the sapphire, ruby, diamond winners for each category; to consist of CMT/Cabinet representatives and one change champion.

2.3.2 It is suggested that the nominee's CMT member personally telephones staff to inform they have been shortlisted followed by formal invites. For team nominations up to ten representatives may attend, and individual nominees may bring a guest. One nominator for each of the awards winners will also be invited.

2.4 Awards Event

2.4.1 The awards will be promoted in a number of ways including in KMail, KMag and KNet in ways that capture staff achievements through stories culminating in a day of celebrating achievements held at Oakwood including the evening awards event. Following this we will consider organising a road show exhibiting achievements in KCC buildings across Kent.

2.5 Timescales

2.5.1 Based on an awards event during November the timescale is as follows:

1. August / September – invite nominations (event date publicised)
2. October – nominees informed & stories captured for awards event, exhibition & promotional activity
3. November – award event/exhibition

4. November / December – possible road show exhibit (to be confirmed).

2.6 Financial Implications

2.6.1 Sponsorship will be sought. The overall cost of the award ceremony and event is approximately £11K .

3. SUMMARY

3.1 The proposals address the objectives of recognising and celebrating staff and KCC achievements, through focusing on key organisational priorities of the 3 bold steps, excellent customer service and living KCC's values, competencies and behaviours through the One Council approach.

4. RECOMMENDATIONS

4.1 Personnel Committee is asked to agree the new look staff awards and is invited to comment on the content.

Name	Nigel Fairburn
Job Title	Organisation Effectiveness Manager
Ext	4612