Staff Recognition Policy

Please be aware that this printed version of the Policy may NOT be the latest version. Staff are reminded that they should always refer to the Intranet for the latest version.

<table>
<thead>
<tr>
<th>Purpose of Agreement</th>
<th>This purpose of this policy is to develop a culture where everyone feels valued for the work they do and are recognised for the contribution they make to Solent NHS Trust's objectives.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>☒ Policy  [ ] SOP  [ ] Guideline</td>
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<tr>
<td>Reference Number</td>
<td>Solent NHST/Policy/HR 50</td>
</tr>
<tr>
<td>Version</td>
<td>Version 3</td>
</tr>
<tr>
<td>Name of Approving Committees/Groups</td>
<td>Assurance Group, JCC, Policy &amp; NHSLA Group</td>
</tr>
<tr>
<td>Operational Date</td>
<td>1(^{st}) April 2014</td>
</tr>
<tr>
<td>Document Review Date</td>
<td>1(^{st}) April 2016</td>
</tr>
<tr>
<td>Document Sponsor (Name &amp; Job Title)</td>
<td>Julie Pennycook, Director of Human Resources &amp; Organisational Development</td>
</tr>
<tr>
<td>Document Manager (Name &amp; Job Title)</td>
<td>Sarah Martin, Associate Director of Human Resources</td>
</tr>
<tr>
<td>Document developed in consultation with</td>
<td>Staff Side, Workforce Sub-Committee, TMT</td>
</tr>
<tr>
<td>Intranet Location</td>
<td>HR Policies</td>
</tr>
<tr>
<td>Website Location</td>
<td></td>
</tr>
<tr>
<td>Keywords (for website/intranet uploading)</td>
<td>Staff Recognition, Retirement, Long Service, VIP, Academic Recognition</td>
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**Review Log**

Include details of when the document was last reviewed.

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Review Date</th>
<th>Name of reviewer</th>
<th>Ratification Process</th>
<th>Reason for amendments</th>
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<tr>
<td>3</td>
<td>06/02/14</td>
<td>T King</td>
<td>JCC, Policy Group</td>
<td>Policy re-write</td>
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<td>3</td>
<td>18/08/15</td>
<td>T King</td>
<td></td>
<td>Changes to rewards for staff with 25 and 40 years NHS service – to include extra day annual leave for one year only.</td>
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<td>3</td>
<td>09/12/15</td>
<td>T King</td>
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<td>HR to verify employee’s length of service for claiming £50 towards retirement celebration.</td>
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1. **INTRODUCTION**

1.1 Solent NHS Trust is committed to attracting, developing and retaining the highest quality staff. Vital to pursing this aim is the recognition of employees for exceptional performance, attitude and achievements.

This policy encourages such recognition of individuals and teams through a range of formal and informal mechanisms.

2. **PURPOSE**

2.1 The purpose of our Staff Recognition Policy is to support the development of a culture whereby everyone feels valued for the work they do and are recognised for the contribution they make.

Our aim is to ensure that our people feel recognised for things such as:

* Going the extra mile and for their discretionary effort
* High levels of customer care
* Clinical Excellence
* Living our core values
* Effective leadership
* Exemplary attendance
* Long service
* For adding value, influencing changes in practice or for innovation
* Education, Training and Development
* High levels of performance

3. **SCOPE & DEFINITIONS**

3.1 This document applies to all directly employed staff within Solent NHS Trust. Length of service for those staff who have transferred into the Trust under the Transfer of Undertaking (TUPE) Regulations will be taken into account for the purposes of applying this policy.

3.2 This policy does not apply to Zero Hours (Bank) workers, students, agency staff, volunteers, contractors, those on honorary contracts and people not directly paid through the Trust’s payroll.

4. **ORGANISATIONAL CULTURE**

4.1 Organisational culture is about shared values and beliefs about what is important, what behaviours are appropriate and simply about ‘what it feels like to work here’. Culture influences how we feel about working for an organisation and Solent is committed to creating a culture whereby staff are enabled to feel valued, involved and proud (VIP). We recognise that excellent customer service and the highest quality of patient care is delivered through a high quality and engaged workforce.
who feel valued for their contribution

4.2 Managers play a crucial role in recognising staff for the work they do whether that is informally on a day to day basis or formally through organisational initiatives.

5. **INFORMAL RECOGNITION**

5.1 The most effective means of acknowledging the work of others and letting them know that their contribution is valued remains that of informal and immediate recognition.

This may take the form of

* a personal verbal ‘thank you’
* sending an email or a personal note to the individual.
* or making a point at team meetings to share team and individual achievements.

The options are plentiful and rarely cost anything other than a little effort, which will mean much to the recipient.

6. **FORMAL RECOGNITION**

6.1 *Performance Excellence and Appraisal Tool*

The Performance Appraisal and 1:1 framework enables a formal recognition of achievements in the annual appraisal meeting. The appraisal discussion values individual contribution in terms of how individuals have achieved through their leadership and behaviour, but also what has been achieved as far as deliverables. The Personal Development Plan detailing any training, education or development which has been agreed for the individual also acts as a commitment to the progression and development of the individual throughout their career and in their job role. The annual appraisal meeting is underpinned by regular 1:1 meetings and Clinical Supervision for clinical staff.

6.2 **121 Meetings**

The 1:1 meeting offers regular and protected time for the individual with their line manager. This time enables recognition of what has been achieved, and also any support that is required. It also provides an opportunity to discuss health and wellbeing, work/life balance and this in turn embeds a culture of valuing people.

6.3 **VIP Awards**

6.3.1 The staff recognition event is named VIP – Valued, Involved & Proud. This event seeks to recognise individual and teams for outstanding contribution

6.3.2 The Executive Team will determine the scope of the categories to reflect the organisation’s aims of the current financial year. Therefore the categories may vary from year to year.

6.3.3 The categories will be advertised through various communication methods such as the intranet, email, Staff News, Staff & Members magazine and through line management.
6.3.4 The following criteria for achieving any of the proposed awards will be as follows.

- How closely the application aligns to our corporate objectives and our Values
- How does it improve or has improved the quality of service provided to patients, customers and/ or our colleagues

6.3.5 All teams and individuals are encouraged to make nominations. The nomination form is available on the intranet or via the HR Business Partner Team, once the VIP nomination process opens. The form should be completed and sent to the HR Business Partner team. This should be sent in by the close date stipulated on all communications regarding these awards. Unfortunately due to the volume of nominations received, we cannot accept nominations after the closing date.

6.3.6 A panel will consider the nominations and this will comprise of service users, Directors, Non-Executive Directors and Governors. The panel will use a scoring matrix to objectively judge the nominations.

6.3.7 Applications will be shortlisted and successful and unsuccessful nominations will be notified by email.

6.4 Education, Training and Development Recognition

6.4.1 Awards recognising achievements in education, training and development including vocational learning and apprentices are incorporated into the VIP awards.

6.4.2 In addition to the VIP awards achievements on a regular basis will be included in Staff news, and Shine communications, and where there are multiple achievements in one area presentations of certificates will be arranged with the manager as appropriate. Staff working towards a qualification should ensure the Learning and Development Department are informed so they may be recognised appropriately.

6.4.3 To recognise best practice, innovation, or leadership nominations for recognition awards are encouraged through to external or partner organisations, such as Higher Education Institutes, Skills for Health, NHS Leadership Academy and others as relevant.

6.4.4 Recognition of staff contribution to best practice or innovation within Solent NHS Trusts resulting from participation on Preceptorship programmes, Leadership and Management Development programmes or other internal programmes may take the form of showcasing projects or presentations to Senior Leaders or at regional/national/international events as appropriate.

6.5 Long Service

6.5.1 Within Solent NHS Trust, it is important that we recognise the loyalty of our staff through their service to our organisation and that of the NHS as a whole.

6.5.2 Service for the purpose of this category will be classed as that attained in Solent NHS Trust or previous NHS service. Validation of service may be through the Pension Agency.
6.5.3 Staff will be individually informed of their eligibility for an award in the year of eligibility.

6.5.4 Long service will be recognised for staff who have attained 25 and 40 years’ service to the NHS.

6.5.5 Staff with 25 years’ service will receive £25 Marks and Spencer gift voucher and a certificate to acknowledge the contribution in service they have given over the years. This will be presented to them by their line manager in that service at the appropriate time. A flowchart outlining the correct process is shown in Appendix B.

6.5.6 Staff with 40 years’ service will receive a £40 Marks and Spencer gift voucher and a certificate to acknowledge the contribution in service they have given over the years. This will be presented to them by their line manager in that service at the appropriate time. A flowchart outlining the correct process is shown in Appendix B.

6.5.7 Staff with 25 and 40 years NHS service will also be rewarded with an extra day annual leave entitlement, for one year only, to be taken in the year that 25 or 40 years’ NHS service, to be taken as near to the employee’s anniversary of their start date as possible. This would be recorded as paid special leave.

6.6 **Retirement**

6.6.1 Solent NHS Trust wishes to recognise staff who are retiring after 25 years or more spent in NHS, of which at least 5 years having been spent in Solent NHS Trust (previous service which has been subject to a TUPE transfer counts as service with the Trust).

6.6.2 Solent NHS Trust will make a small contribution (£50) towards a celebration if the individual wishes and the line manager is responsible for organising this event and completing the pro forma which can be found in Appendix A. If the trust in-house catering services are used to provide catering for this celebration the cost up to £50 can be charged to the relevant cost centre. If in house catering is not used then the manager can reclaim the cost up to £50 via the Finance Team.

6.6.3 For the avoidance of doubt, staff who have previously received an additional day annual leave because they have 25 years’ service, if they retire/leave and subsequently return to the NHS, they will not be eligible for this extra day. This ceased to exist for all staff from 1st April 2015.

7. **KEY RESPONSIBILITIES**

7.1 **The Employee is responsible for:**
- Ensuring they treat colleagues and patients fairly and equitably
- Their performance is in line with the organisation’s aims and objectives
- Meeting service targets
- Supporting Our Values, INSPIRE, and embedding them in everyday working lives

7.2 **The Manager is responsible for:**
- Ensuring staff are treated fairly and equitably
- Thanking staff regularly for the contribution they make
- Recognising the contribution of staff and teams
- Monitoring staff performance and providing appropriate development opportunities
- Supporting Our Values and embedding them in everyday working lives

7.3 *The Human Resources Department* is responsible for:
- Ensuring the policy is followed in a fair and equitable manner
- Managing and implementing this policy to ensure fairness and equity
- Co-ordinating the assessment of nominations
- Issuing awards in line with this policy
- Organising VIP event in line with this policy
- Monitoring the cost and effectiveness of the policy
- Supporting Our Values and embedding them in everyday working lives

8 TRAINING

8.1 There is no specific training identified in relation to this policy. If any clarification in relation to this policy is required please contact the HR team.

9. EQUALITY & DIVERSITY AND MENTAL CAPACITY ACT

9.1 In line with Trust policy, an Equality Impact Assessment has been completed. It is understood that no employee will receive less favourable treatment on the grounds of disability, age, sex, race, religion or belief, gender reassignment, pregnancy or maternity, marriage or civil partnership, working patterns or Trade Union membership or non-membership in relation to the application of this policy. The Equality Impact Assessment is included in Appendix B.

10. MONITORING OF THE EFFECTIVENESS OF THIS POLICY

10.1 The effectiveness of this policy will be monitored by the HR Team by checking to ensure the policy is applied fairly. Any changes or learning points will be incorporated into the policy.

11 REVIEW

11.1 This policy may be reviewed at any time at the request of either staff side or management, but will automatically be reviewed on a three yearly basis or as required following any amendments to national guidance.

12. REFERENCES AND LINKS TO OTHER DOCUMENTS

12.1 It should be read in conjunction with:
- Equal Opportunities Policy
## RETIREMENT CELEBRATION GIFT

This is payable to employees who have completed 25 years or more service in the NHS five years of which has been spent within Solent NHS Trust (employment in a preceding organisation or where an individual has transferred into this Trust as result of a Transfer of Undertaking Transfer (TUPE)) will count.

This form needs to be completed in full and signed off by the budget manager for the service. It should be sent to the HR Department at the Trust headquarters for final approval. Once verified, HR will forward to the Finance Department for payment. The manager is responsible for organising the celebration. The manager must use the appropriate code from their budget to fund this celebration.

1. **Surname:** ............................................................................................................
2. **Forenames:** ........................................................................................................
3. **Place of work:** ....................................................................................................
4. **Capacity in which employed:** .............................................................................
5. **Years NHS Service:** *(25 or more)* ....................................................................
6. **Years service in Trust:** *(5 or more)* ..................................................................
7. **Date of final retirement:** .....................................................................................
8. **Last working day:** .............................................................................................
9. **Cost Centre:** .....................................................................................................

**Budget manager signature:** ..................................................................................

**Name:** *(Please print)* ..........................................................................................

**Authorised by Trust accountant:** ..........................................................................
Solent NHS Trust recognises staff who have achieved 25 and 40 years NHS service.

The flowchart below outlines roles and responsibilities and the procedure to be followed:

**Human Resources**
1. Highlights eligible employees each month
2. Checks length of service details on ESR
3. Raises certificate via Comms team
4. Purchases Marks and Spencer vouchers
5. Arranges distribution of rewards via employee’s line manager and sign off for vouchers
6. Informs managers in April each year of employees entitled to extra day for that year

**Line Manager**
7. Present employee Certificate and Vouchers appropriately – suggest team meeting.

**Employee**
8. Arrange an additional annual leave day with line manager (to be as close to employee anniversary of joining NHS as possible)

**Line Manager**
9. Record additional annual leave day as paid special leave on roster
# EQUALITY IMPACT ASSESSMENT

**Impact Assessment Template**

## Step 1 – Scoping; identify the policies aims

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>1. What are the main aims and objectives of the policy?</td>
<td>To recognise staff for their contribution and performance to meet and exceed the organisation's objectives</td>
</tr>
<tr>
<td>2. Who will be affected by it?</td>
<td>All staff</td>
</tr>
<tr>
<td>3. What are the existing performance indicators/measures for this? What are the outcomes you want to achieve?</td>
<td>To ensure that there is a fair and consistent approach to recognising staff</td>
</tr>
<tr>
<td>4. What information do you already have on the equality impact of this policy?</td>
<td>This policy replaces the current policy in place</td>
</tr>
<tr>
<td>5. Are there demographic changes or trends locally to be considered?</td>
<td>No</td>
</tr>
<tr>
<td>6. What other information do you need?</td>
<td>None</td>
</tr>
</tbody>
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## Step 2 - Assessing the Impact; consider the data and research

<table>
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<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Answer (Evidence)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Could the policy discriminate unlawfully against any group?</td>
<td></td>
<td>x</td>
<td>The policy is designed to ensure equity of treatment.</td>
</tr>
<tr>
<td>2. Can any group benefit or be excluded?</td>
<td></td>
<td>x</td>
<td>The policy ensures all staff are recognised in a consistent manner</td>
</tr>
<tr>
<td>3. Can any group be denied fair &amp; equal access to or treatment as a result of this policy?</td>
<td></td>
<td>x</td>
<td>The policy ensures all groups are treated in a consistent manner</td>
</tr>
<tr>
<td>4. Can this actively promote good relations with and between different groups?</td>
<td></td>
<td>x</td>
<td>Due to the consistency of approach everyone will be treated equally</td>
</tr>
<tr>
<td>5. Have you carried out any consultation internally/externally with relevant individual groups?</td>
<td></td>
<td>x</td>
<td>None required</td>
</tr>
<tr>
<td>6. Have you used a variety of different methods of consultation/involvement?</td>
<td></td>
<td>x</td>
<td>None required</td>
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</table>

If there is no negative impact – end the Impact Assessment here.