

## 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.**

<b>Purpose of Agreement</b>	This purpose of this policy is to facilitate 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.
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## Review Log

Version Number	Review Date	Name of reviewer	Ratification Process	Reason for amendments
3	06/02/14	T King	JCC, Policy Group	Policy re-write
3	18/08/15	T King		Changes to rewards for staff with 25 and 40 years NHS service – to include extra day annual leave for one year only.
3	09/12/15	T King		HR to verify employee's length of service for claiming £50 towards retirement celebration.
4	20/09/16	T King		<p>Addition of summary of policy.</p> <p>Addition of WOW! award scheme for formal recognition.</p> <p>Addition of Chairman's award for VIP, linked to WOW award winners.</p> <p>Removal of 'Marks and Spencer voucher – now states gift voucher.</p> <p>Change to record extra day annual leave for long service on Healthroster to 'long service award' rather than 'special leave'.</p> <p>Update Trust values to HEART (Honesty, Everyone Counts, Accountable, Respectful and Teamwork).</p> <p>Changes to procedure for long service vouchers on flowchart (appendix b)</p>
5	30/07/18	G Doolin	Policy Group	<p>Update performance appraisal section</p> <p>Change from WOW! awards to Solent Awards programme for monthly recognition</p> <p>Removal of Chairman's award and VIP event</p>

5	27/02/19	G Doolin	Chairs action	Clarification that applications for retrospective long service awards will not be authorised; vouchers must be claimed during the financial year when the anniversary occurs.
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**Amendments Summary:**

Amend No	Issued	Page	Subject	Action Date
1	To version 5 – Feb 2019	10	6.4.8 - Sentence added for clarity regarding voucher claiming as above	Feb 2019

## **Summary of Policy**

This policy identifies how the Trust will reward and recognise staff, both formally and informally, throughout the Trust in line with its values, particularly in relation to:

- the importance of regular informal recognition of people's contribution and achievements by their line manager (paragraph 5)
- the use of the appraisal and 1 to 1 framework to discuss performance, health, well-being and worklife balance, to recognise achievements and to identify training and development needs (paragraph 6.1)
- recognising individuals, teams and managers nominated by their peers and/or service users through the monthly Solent Awards (paragraph 6.2)
- recognition of individual achievements of people undergoing education, training and development (paragraph 6.3)
- celebrations for people achieving long service milestones of 25 and 40 years (paragraph 6.4), and people choosing to retire (paragraph 6.5).

A long service flow-chart for managers and staff can be found in appendix A and the application form for a retirement celebration gift in appendix B

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## SOLENT NHS TRUST

### STAFF REWARD AND RECOGNITION POLICY

#### 1. INTRODUCTION

- 1.1 Solent NHS Trust is committed to attracting, developing and retaining the highest quality staff. Vital to pursuing this aim is the recognition of employees for exceptional performance, behaviour and achievements.
- 1.2 This policy encourages such recognition of individuals and teams through a range of formal and informal methods.

#### 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 recognised for the contribution they make.
- 2.2 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
  - 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. However, managers of these people should take appropriate action to informally recognise individual achievements or contributions.

#### 4. ORGANISATIONAL CULTURE

- 4.1 Organisational culture is about shared values and beliefs about what is important, the behaviour people display and everyone's experience of working for our organisation. Solent is committed to creating a culture whereby all our people feel respected and valued for their contribution. We recognise that such a culture drives excellence in both customer service and patient care.
- 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 way of acknowledging the work of others and letting them know that their contribution is appreciated is through informal and immediate recognition. This may take many forms, for example:

- A personal, verbal 'thank you'
- Sending an email or a personal note to the individual
- Making a point at a team meeting to recognise the overall team and individual contributions and achievements.

The options are plentiful and rarely cost anything other than a little effort. All managers have an important role to play in fostering a culture of recognition and gratitude within their teams by demonstrating appreciative, genuine recognition.

## 6. FORMAL RECOGNITION

### 6.1 *Performance Excellence and Appraisal*

The Performance Appraisal and 1 to1 framework enables more formal recognition of achievements over the course of the year. The annual appraisal discussion is where the overall performance for the year is discussed, including both what has been achieved (both personal and role objectives) and how the individual has demonstrated some or all of our Heart values throughout their overall performance. The Personal Development planning section can be used to record any training, education or development which has been agreed to support performance over the year; this acts as a commitment by both the manager and the individual to continued development.

#### 6.1.2 Individual meetings

The individual 1 to 1 meeting offers regular and protected time for the individual with their line manager. These meetings enable recognition of what has been achieved and a discussion about any support that is required to support future performance. It also provides an opportunity to discuss health, wellbeing, work-life balance which in turn helps to embed a positive culture of recognition. These meetings should be reflected in the annual appraisal discussion.

### 6.2. *The Solent Awards*

6.2.1 Staff and Service users can nominate for up to three categories; teams, individual and manager of the month within Solent NHS Trust through The Solent Awards scheme.

6.2.2 Nominations are made and votes are cast via awards website [www.solentawards.nhs.uk](http://www.solentawards.nhs.uk) . Service users can request a postage-paid paper nomination and voting slip from the Reception team at Highpoint, Trust headquarters.

6.2.3 The winner for each category is the nominee with the most votes at the end of the month. Any nominees received within three working days of the end of the month are rolled over into the next month.

6.2.4 The Employee Engagement Coordinator and the Communications team will be administrators for the scheme.



- 6.2.5 The Executive team may also identify up to an additional three winners at the end of the month for any nominee that they feel deserves special recognition. The decision is made at the last Directors meeting of the month. The winners of the 'Directors Choice' award will be included in a Staff News article, added to the website; there is also an option to send an all-staff email along with the winners voted for by staff and public.
- 6.2.6 Awards are issued monthly and consist of a certificate and a small trophy.
- 6.2.7 Unless the nominee requests otherwise, all nominations and winners are listed on the Solent website and on the intranet. Winners are listed in our staff and members magazine.

### **6.3 *Education, Training and Development Recognition***

- 6.3.1 Recognition for achievements in education, training and development including vocational learning and apprenticeships can be shared across the organisation through the Staff News and Shine communications. Staff working towards a qualification should ensure the Learning and Development and Communications Departments are informed so they may be recognised appropriately.
- 6.3.2 To recognise best practice, innovation or leadership, nominations for formal recognition or award are encouraged through to external or partner organisations, such as Higher Education Institutes, Skills for Health, NHS Leadership Academy and others as relevant.
- 6.3.3 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.

### **6.4 *Long Service***

- 6.4.1 Within Solent NHS Trust, it is important that we recognise the loyalty of our people through their service to our organisation and that of the NHS as a whole.
- 6.4.2 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.
- 6.4.3 People will be individually informed of their eligibility for an award in the year of eligibility.
- 6.4.4 Long service will be recognised for staff that have attained 25 and 40 years' service to the NHS.
- 6.4.5 Staff with 25 years' service will receive £50 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. A flowchart outlining the correct process is shown in Appendix A.
- 6.4.6 Staff with 40 years' service will receive a £80 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. A flowchart outlining the correct process is shown in Appendix A.
- 6.4.7 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 on Healthroster as other leave/Long Service Award.

- 6.4.8 Vouchers can only be claimed during the financial year in which the long service anniversary occurs; retrospective claims for long service anniversaries will not be approved.
- 6.4.9 Receipt of an award for either 25 or 40 years' service is based on an individual's aggregated service and does not count as confirmation of continuous service.

## **6.5 Retirement**

- 6.5.1 Solent NHS Trust wishes to recognise staff who are retiring after 25 years or more spent in NHS, of which at least 5 years have been spent in Solent NHS Trust (previous service which has been subject to a TUPE transfer counts as service with the Trust).
- 6.5.2 Solent NHS Trust will make a contribution of £50 towards a celebration if the individual wishes. To secure this contribution, the line manager must complete pro forma, which can be found in Appendix B, and forward this to the Finance team. The line manager is responsible for organising events for retirees. 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. Full details are available on Solnet.

## **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, (HEART), and embedding them in everyday working lives
- Completing a form providing various details including length of service and confirming whether or not they have received any previous awards for long service within the last 10 years.

### *7.2 The Manager is responsible for:*

- Ensuring their people are treated fairly and equitably
- Thanking people regularly for the contribution they make
- Recognising the contribution of their teams
- Monitoring performance and providing appropriate development opportunities
- Supporting Our Values, HEART, and embedding them in everyday working lives
- Supporting their people through regular 1 to 1 meetings

### *7.3 The People Services Team is responsible for:*

- Ensuring the policy is followed in a fair and equitable manner
- Managing and implementing this policy to ensure fairness and equity
- Managing and co-ordinating the monthly Solent Awards through the awards website
- Issuing awards in line with this policy
- Monitoring the cost and effectiveness of the policy
- Supporting our Values, HEART, 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 C.

## **10. MONITORING OF THE EFFECTIVENESS OF THIS POLICY**

10.1 The People Services Team are responsible for checking long-service award requests. Governance of the policy is through the People and Organisational Development Committee.

## **11. REVIEW**

11.1 This document may be reviewed at any time at the request of either staff side or management, but will automatically be reviewed 3 years from initial approval and thereafter on a triennial basis unless organisational changes, legislation, guidance or non-compliance prompt an earlier review.

## **12. REFERENCES AND LINKS TO OTHER DOCUMENTS**

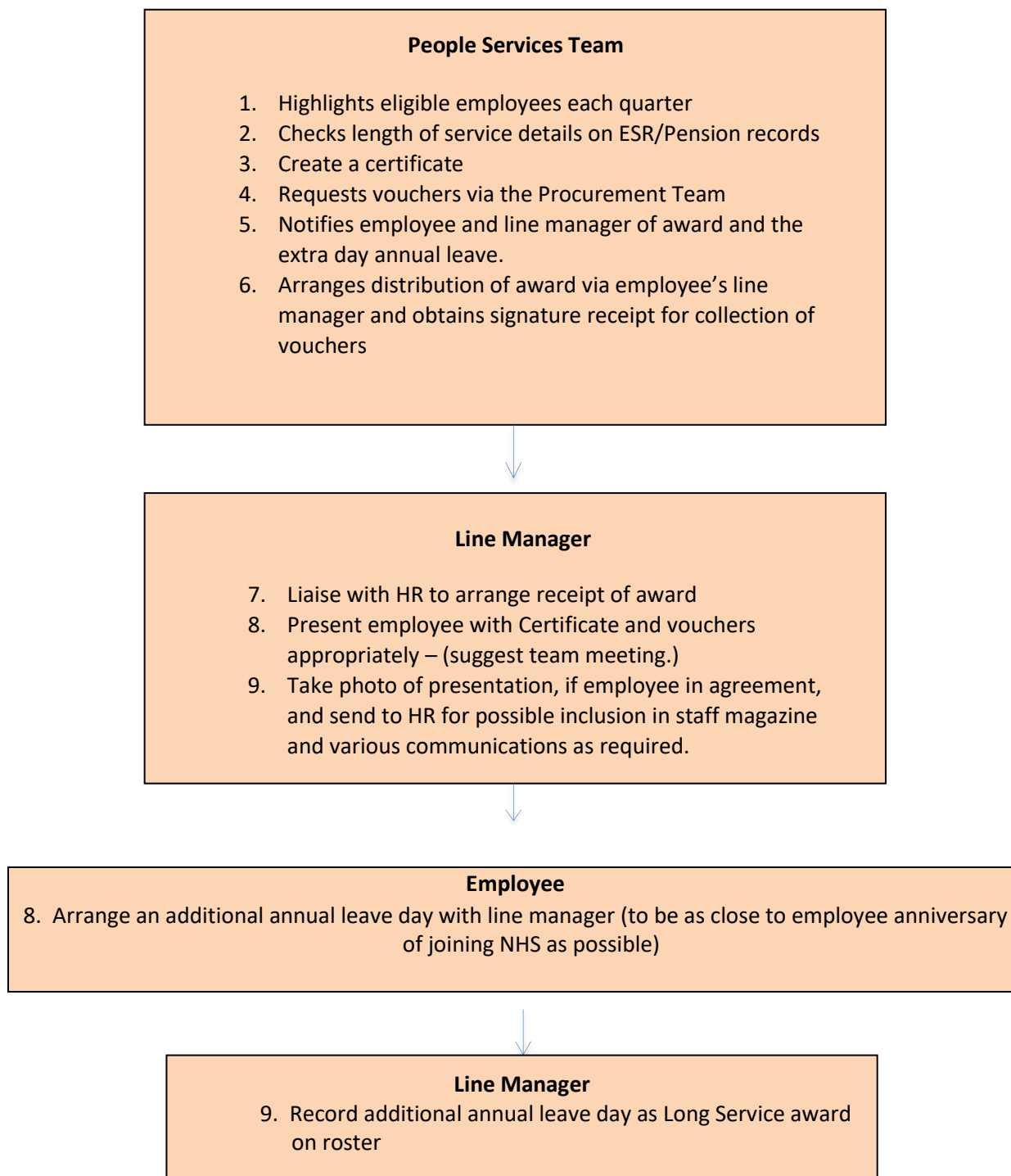
12.1 It should be read in conjunction with:

- Equality, Diversity and Human Rights Policy

**Long service Award flow chart**

Solent NHS Trust recognises staff that have achieved 25 and 40 years NHS service.

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



**RETIREMENT CELEBRATION**

This is payable for 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: .....

EQUALITY IMPACT ASSESSMENT

<b>Step 1 – Scoping; identify the policies aims</b>	<b>Answer</b>
1. What are the main aims and objectives of the policy?	To recognise staff for their contribution and performance to meet and exceed the organisation’s objectives
2. Who will be affected by it?	All staff
3. What are the existing performance indicators/measures for this? What are the outcomes you want to achieve?	To ensure that there is a fair and consistent approach to recognising staff
4. What information do you already have on the equality impact of this policy?	This policy replaces the current policy in place
5. Are there demographic changes or trends locally to be considered?	No
6. What other information do you need?	None

<b>Step 2 - Assessing the Impact; consider the data and research</b>	<b>Yes</b>	<b>No</b>	<b>Answer (Evidence)</b>
1. Could the policy discriminate unlawfully against any group?		x	The policy is designed to ensure equity of treatment.
2. Can any group benefit or be excluded?		x	The policy ensures all staff are recognised in a consistent manner
3. Can any group be denied fair & equal access to or treatment as a result of this policy?		x	The policy ensures all groups are treated in a consistent manner
4. Can this actively promote good relations with and between different groups?	x		Due to the consistency of approach everyone will be treated equally
5. Have you carried out any consultation internally/externally with relevant individual groups?		x	Yes. [Staff Side/unions consulted?]
6. Have you used a variety of different methods of consultation/involvement?		x	Yes
<b>Mental Capacity Act implications</b>			
7. Will this policy require a decision to be made by or about a service user? ( Refer to the Mental Capacity Act policy for further information)		x	Does not impact upon patients directly.

<b>External Considerations</b>			
8. What external factors have been considered in the development of this policy?			<b>HMRC requirements. CSR implications</b>
9. Are there any external implications in relation to this policy?			<b>no</b>
10. Which external groups may be affected positively or adversely as a consequence of this policy being implemented?			<b>none</b>

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