

# Employee Recognition Scheme

RESPONSIBLE COMMITTEE: PERSONNEL

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This is a policy/procedure document of Saltash Town Council to be followed by both Council Members and Employees.

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Until superseded

# **Employee Recognition Scheme**

## **Introduction**

This policy sets out the details of our organisation's 'Employee Recognition Scheme' (drawn at the Personnel Committee scheduled meetings), the objective of which is to give recognition to employees who have performed particularly well each quarter.

The scheme is an essential part of a reward strategy, and it aims to motivate employees to achieve high standards, encourage innovation, promote high levels of customer service and celebrate success.

## **Measurement**

The determination of the Employee Recognition Scheme is based on a variety of factors. However, it is expected that an employee who achieves the reward will have performed exceptionally well and will have done more than is usually expected in their job. In particular, it is likely that there will be an unusually high level of performance in one of the following areas:

- Productivity: Exceeding output expectations.
- Customer service: Going the "extra mile" for a customer.
- Exceptional effort: Giving an exceptional level of support to the organisation.
- Creativity: being particularly innovative.
- Being proactive: Taking charge of a situation or solving a difficult problem.

## **Nominations limitations**

An employee cannot receive the Employee Recognition Scheme award more than once a year. However, there is no limitation on the number of times that an employee can be nominated for the Employee Recognition Scheme award.

## **Process of nomination**

Any employee with at least three months service can be nominated for the title of Employee Recognition Scheme. This includes employees who work part time or on fixed term contracts. Non employees (such as agency staff or contractors) cannot be nominated.

Nominations can come from colleagues, councillors, management or customers. Customers can complete a nomination card, these are available at the Guildhall, Community Library Hub or online at [www.saltash.gov.uk](http://www.saltash.gov.uk) .

All nominations must be in writing. The nomination must clearly state:

- the name of the individual who is being nominated;
- the name of the individual who is making the nomination; and
- the reason(s) for the nomination.

Nominations must be sent to the Town Clerk, or in the case of a nomination for the Town Clerk it should then be sent to the Chairman of the Personnel Committee two weeks prior to the Personnel Committee scheduled meeting. Customer nominations are collated by the Town Clerk as and when received.

## **Selection process**

The Personnel Committee will be given details of the reason(s) why each person has been nominated. The names of the nominees and the nominator's will not be revealed to the Personnel Committee. Having been given the reason(s) for each nomination, the committee members will discuss them and decide on the most worthy nomination.

If two nominations receive equal votes, the final decision will be made by the Chairman of the committee who will enforce their casting vote.

## **Announcement**

The Employee Recognition Scheme will be announced following the Personnel Committee meeting. The announcement will include:

- A list of all the employees nominated that quarter;

- A profile of the employee; and
- An explanation of what the individual did to achieve Employee Recognition Scheme status.

The announcement will be made at a team meeting.

### **The nature of the award**

The primary reward is the achievement of the accolade “Employee Recognition Scheme”. All successful winners will be profiled on the Town Council social media subject to the permission of the employee.

In addition, the employee will receive vouchers to the value of £25 and a certificate.

### **Presentation and recording of the award**

The Employee Recognition Scheme winner will be presented with a certificate, as detailed above at a team meeting. A photograph will be taken at the presentation, and this will be placed on the Town Council social media (with the permission of the employee).

The name of the employee will be displayed in the reception of the Guildhall subject to the permission of the employee.

### **Annual review**

The Personnel Committee is responsible for carrying out reviews of the effectiveness of this scheme. It will do this by seeking the opinions of employees and management. As part of the review, alterations to the scheme will be considered to ensure that it continues to be an effective motivational tool for employees.