

EAST AYRSHIRE COUNCIL

CABINET – 1 JUNE 2011

EMPLOYEE EXCELLENCE AWARDS

Report by the Executive Director of Finance and Corporate Support

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to submit for Cabinet's approval, the arrangements for the 2011 Employee Excellence Awards Ceremony.

2. BACKGROUND

- 2.1 On 19 May 2010 Cabinet having considered a report on proposed revised arrangements for the Employee Excellence Awards Ceremony and having regard to issues that were raised during the 2010-2011 budget consultation process agreed that:-

- i) the Employee Excellence Awards Ceremony be held every two years;
- ii) the next event be held in October 2011;
- iii) Executive Directors seek to attract increased levels of sponsorship; and
- iv) otherwise note the report.

- 2.2 Further to the Cabinet consideration of the matter in May 2010 and having regard to the continuing budgetary constraints, a further review has been carried out of the Employee Excellence Awards Ceremony and proposals for revisions to the format which would result in a further reduction in costs are set out below. The opportunity has also been taken to review the Award categories which have been in place since 2005.

- 2.3 In addition to reviewing the format of the Employee Excellence Awards Ceremony consideration was given also to the rationale for holding the event. In that regard it is considered that as an employer of significant size it is important that the Council engages with its employees in a number of ways. One method of engagement is through the Employee Excellence Awards Ceremony which acknowledges the contribution which effective employee performance has on excellent service delivery.

3. PROPOSALS

- 3.1 In recognition of the Council's budgetary position but acknowledging at the same time the need to maintain a motivated workforce it is considered that the Employee Excellence Awards Ceremony should be retained whilst altering its format to limit expenditure on the event. Accordingly, the following proposals are made in respect of the format for the Employee Excellence Awards Ceremony 2011:-

- the Ceremony will be held in Grange Academy on Thursday 27 October 2011;

- audio-visual production and support will be provided by senior pupils from Grange Academy;
- catering will be provided by Onsite Services;
- there will be no external host;

3.2 In addition to the elements set out in 3.1 above it is proposed to replace the previous Award Categories of Quality, Equality, Access and Partnership with categories which reflect the Council's core employee competencies of:-

Delivering Results

This category seeks to recognise a team or individual who can demonstrate that they are delivering results for their customers or service users. In delivering results they will be able to demonstrate a clear link between their activity and activities relating to delivery in areas such as the Community Plan, the Single Outcome Agreement or Service Strategies and Plans.

Customer Focus

This category is open to teams and individuals who can demonstrate that they keep the customer at the centre of all service delivery; that they deliver services in accordance with the Customer First Service Commitment; and that they develop and maintain good customer relationships by working positively with customers, both internal and external, to identify and meet their needs.

Engagement

This category recognises where a team or individual employee has ensured effective communication and engagement with service users to enhance service delivery by using innovative or imaginative methods of working.

Working Together

This category recognises that better results are achieved through working together in partnership than working alone. Submissions will come from individuals or teams who engage positively with others to maximise effectiveness and the delivery of outcomes; who engage in and promote effective team working; and show commitment to the Council's Partnership values and seek to build effective partnerships.

Continuous Improvement

This category recognises individuals or teams who seek to deliver continuous improvement in all service delivery to improve effectiveness and efficiency in the delivery of services. They will be able to demonstrate that they actively seek ways to do things better by integrating new and old ideas to establish positive change.

In addition to the five Award categories set out above there will be five other Award categories, viz:-

Health and Safety

This category seeks to reflect good health and safety practice either by a team or an individual employee which has made a difference to an area of the Council's service.

Young Achiever

This will be awarded to an employee aged under 25 years who has achieved success in their work, vocational or academic activities.

Provost's Award

The Provost will select the winner of this Award from amongst employees or teams who have been nominated for or gained external recognition.

Chief Executive's Award

This will be awarded by the Chief Executive to an individual or team who have impressed by their innovation in terms of improving and delivering services.

Leader's Award for Excellence in Customer Service

Nominations for this award come from members of the public and service users.

- 3.3 As with previous events it is proposed that the Judging Panel comprises three elected members and Cabinet is asked to nominate three of its members to carry out that role.

3. FINANCIAL IMPLICATIONS

- 3.1 The projected cost of the revised Employee Award Ceremony will be around £7,000. As agreed previously Executive Directors will seek to attract sponsorship and this if achieved would contribute to a reduction in overall costs. The comparative costs for the 2009 event were £19,418 offset by sponsorship of £8,336.

4. RECOMMENDATIONS

- 5.1 Cabinet is recommended to agree:-
- i. the proposals set out in Section 3 above;
 - ii. that Executive Directors seek sponsorship; and
 - iii. otherwise note the content of the report.

Alex McPhee
Executive Director of Finance and Corporate Support
25 May 2011

LIST OF BACKGROUND PAPERS

1. Report by the Executive Director of Finance and Corporate Support on the Employee Excellence Awards to Cabinet meeting of 19 May 2010.

Members wishing further information should contact Martin Rose, Head of Human Resources, Tel: (01563) 576092.

Implementation Officer: Martin Rose, Head of Human Resources