Staff Recognition Framework

Sam Chapman, Head of Organisational Development. January 2018
This framework has been designed and developed with Divisional colleagues to provide a practical aid to support the variety of recognition schemes in place. The framework pulls together the benchmarking of best practice and local Divisional best practice and is the result of a Divisional task and finish group who have supported the development of the framework in support of existing processes for recognising staff contributions and achievements, whilst reinforcing the Trust values.

The Trust acknowledges that having a recognition framework is fundamental to this ambition and commitment to improving staff experience. This framework aims to support this ambition by providing the framework for a clear and cogent strategy for recognition inside the Trust.

We would like to ensure that every member of staff in the Trust is recognised and thanked for going above and beyond in their roles and for their length of service to the NHS.

This framework has been developed to support:

- Awards in all Divisions
- An understanding of how Divisional awards complement the annual Trust-wide Recognising Success Awards
- The recognition of long service at UH Bristol.

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1 In order to comply with HRMC regulations any ‘gifts’ allocated to staff as set out in this framework can only be given to substantive staff. Substantive staff are staff paid through the payroll who are contracted to work for a defined number of hours on a regular basis through either a permanent or fixed term contract. Therefore honorary and Bank staff are excluded from these arrangements within the framework.
At UH Bristol, we recognise that caring, dedicated and skilful staff are at the heart of our services and we want to recognise and support them. “Recognising Success” is one of our Trust values.

- We would like all staff, in all areas of the Trust, to have the opportunity to be recognised for their contributions in an inclusive, fair and consistent way
- Beyond recognition schemes, our culture is one of regular ‘Well Done’ and ‘Thank You’
- In each Division staff should be recognised for
  - Going above and beyond their role using the Trust Values as a guide.
  - Long service,
  - Retirement with long service
- The monetary value of any award should be consistent across the Trust, set at £25 which is in line with HMRC rules. This cannot be in the form of cash or vouchers, but can be in the form of a gift such as flowers or a food hamper.
- All staff in every Division should have the opportunity to be nominated for a Divisional awards scheme as well as the annual Trust-wide Recognising Success Awards.
- Funding recognition schemes is the Divisions’ responsibility
- Divisional boards are accountable for the application of these principles and ensuring that all staff in their areas have the opportunity to be recognised.

In applying these principles, it is proposed that Divisions adhere to the following guidance:

- Every Division should have a Divisional awards scheme that enables all staff within the Division to be recognised for going above and beyond in their roles.
- It is recognised that the Divisions have unique cultures, and therefore have adopted different schemes that work for them. Providing that these schemes are equitable and in line with the principles, it is not necessary to change them.
- Communication about recognition schemes (e.g. announcing nominations/awards) in the Division should be based on local best practice.
- Recognition schemes should be run at least annually, however Divisions have the flexibility to run events more frequently in line with their Divisional engagement plans.
- It should be possible for staff from across the Trust to nominate staff for their Division’s recognition scheme.
- Divisions should also consider translating positive comments from patients and visitors into nominations.
- The process of selecting award winners (e.g. judgement by a panel or drawing out of a hat) should be decided by the Division based on what works for them.
Divisions should decide their own process for selecting and awarding and should ensure that schemes are inclusive to all staff, and encourage a breadth of winners from all different staff groups.

### 4.0 Annual Trust Recognising Success Awards

The Trust’s annual Recognising Success Awards are funded by Above & Beyond and celebrate the hard work and dedication of staff from across UH Bristol.

The awards open for nominations in late June and close in early September. The awards are promoted across the Trust to ensure that all staff are prompted to think about which colleagues they would like to nominate. Divisions are encouraged to look at the winners of their Divisional awards and consider nominating them for the Recognising Success Awards.

There are currently ten categories for which staff can be nominated, one of which enables patients, families and visitors to nominate staff members. Anyone can nominate anyone else for an award but it is not possible to nominate yourself. The awards dinner is held in late November and the winning teams celebrated across the Trust in December and through the following year.

### 5.0 Recognition of long service

The Trust recognises and values staff for their continuous service to the NHS by:

- Celebrating continuous service to the NHS at 10, 20, 30 and 40 years with a recognition badge
- Celebrating retirement from the Trust for those staff with 20 years’ continuous NHS service
- Celebrating 30 years’ of service at the Trust

#### 5.1 10/20/30/40 Years Recognition Badges

The Trust wants to celebrate and thank staff for their continuous service to the NHS - at 10, 20, 30 and 40 years’ service. This will be done with a badge recognising this continuous length of service in the NHS.

Data identifying eligible staff will be provided to Divisional teams by the Organisational Development team on a quarterly basis with the expectation that Divisions present the badges to their staff in line with their local arrangements.

Badges will be funded from Divisional budgets.
5.2 Retirement Recognition Scheme (20 Years)

Staff who retire from the Trust for any reason with over 20 years’ continuous NHS service are eligible for £100 loyalty vouchers.

For eligible member of staff to receive this, an application must be made by the line manager in writing to the Divisional Director a minimum of one month prior to retirement and a copy of this letter forwarded to Employee Services by the manager for retention on the staff member’s personal file.

Please note, the loyalty vouchers can be applied either on first retirement or, if returning, at a later date, but may only be applied for once.

5.3 Long Service Recognition Scheme (30 Years)

UH Bristol recognises and thanks staff for 30 years’ service to the Trust. Staff who have 30 years’ service with the Trust will have the option of:

- An invitation to the annual Recognising Success Awards dinner
  Or
- £50 towards a departmental party.

Every staff member reaching 30 years’ service with the Trust will also receive Bristol Blue Glass gift and a certificate.

If a member of staff chooses £50 towards a departmental party, the cost will be funded from Divisional budgets.

6.0 Further Support

The communications team can advise on how to promote Divisional awards to staff, and recognition of staff. Contact the team on ext 23629 or communications@uhbristol.nhs.uk

Divisions have access to support and advice from the organisational development team who can advise on materials and approaches used in other areas that can be adapted to other teams. Please contact us on organisationaldevelopment@uhbristol.nhs.uk