

<b>Policy Number</b>	9.43
<b>Policy Name</b>	<b>Reward in Excellence and Employee Benefits</b>
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<b>Recommending Committee</b>	N/A
<b>Approving Committee</b>	N/A
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<b>Next Review Date</b>	1/3/18

This document is a valid document, however due to organisation change some references to organisations, organisational structures and roles have now been superseded. The table below provides a list of the terminology used in this document and what it has been replaced with. When reading this document please take account of the terminology changes on this front cover

<b>Terminology used in this Document</b>	<b>New terminology when reading this Document</b>
Calderstones Partnership NHS Foundation Trust	Mersey Care NHS Foundation Trust

**SUPPORTING STATEMENTS** – this document should be read in conjunction with the following statements:

### **SAFEGUARDING IS EVERYBODY'S BUSINESS**

All Mersey Care NHS Foundation Trust employees have a statutory duty to safeguard and promote the welfare of children and vulnerable adults, including:

- being alert to the possibility of child/vulnerable adult abuse and neglect through their observation of abuse, or by professional judgement made as a result of information gathered about the child/vulnerable adult;
- knowing how to deal with a disclosure or allegation of child/adult abuse;
- undertaking training as appropriate for their role and keeping themselves updated;
- being aware of and following the local policies and procedures they need to follow if they have a child/vulnerable adult concern;
- ensuring appropriate advice and support is accessed either from managers, *Safeguarding Ambassadors* or the trust's safeguarding team;
- participating in multi-agency working to safeguard the child or vulnerable adult (if appropriate to your role);
- ensuring contemporaneous records are kept at all times and record keeping is in strict adherence to Mersey Care NHS Foundation Trust policy and procedures and professional guidelines. Roles, responsibilities and accountabilities, will differ depending on the post you hold within the organisation;
- ensuring that all staff and their managers discuss and record any safeguarding issues that arise at each supervision session

### **EQUALITY AND HUMAN RIGHTS**

Mersey Care NHS Foundation Trust recognises that some sections of society experience prejudice and discrimination. The Equality Act 2010 specifically recognises the *protected characteristics* of age, disability, gender, race, religion or belief, sexual orientation and transgender. The Equality Act also requires regard to socio-economic factors including pregnancy /maternity and marriage/civil partnership.

The trust is committed to equality of opportunity and anti-discriminatory practice both in the provision of services and in our role as a major employer. The trust believes that all people have the right to be treated with dignity and respect and is committed to the elimination of unfair and unlawful discriminatory practices.

Mersey Care NHS Foundation Trust also is aware of its legal duties under the Human Rights Act 1998. Section 6 of the Human Rights Act requires all public authorities to uphold and promote Human Rights in everything they do. It is unlawful for a public authority to perform any act which contravenes the Human Rights Act.

Mersey Care NHS Foundation Trust is committed to carrying out its functions and service delivery in line the with a Human Rights based approach and the FREDA principles of **Fairness, Respect, Equality Dignity, and Autonomy**

TRUST POLICY/PROCEDURE  
COMMITTEE

PROCEDURE NO:

**9.43** v2.2

DATE OF ISSUE: 1 May 2016

This procedure replaces No. 15.4 dated 1.3.15

## MEMORANDUM

**SUBJECT:** Reward in Excellence and Employee Benefits  
(Trust Wide)

**DISTRIBUTION:** Procedure Manual Holders/Trust Intranet

1. This memorandum introduces the Reward in Excellence and Employee Benefits Procedure.

### Reference

Trust Retirement Policy 9.22

*The Trust aims to design and implement services, policies and clinical/non clinical procedures with measures that meet the diverse needs of our services, population and workforce, ensuring that none are placed at a disadvantage over others.*

*This procedure has been assessed using the Equality Impact Assessment. The outcome of the Initial Screening Assessment was that the procedure would not adversely affect any protected characteristics.*

Version:	2.2
Ratified by:	Policy & Procedure Committee
Date Ratified:	29/4/16
Name of Originator/Author:	L. Seed, HR Manager
Name of Responsible Committee:	Policy & Procedure Committee
Date Issued:	1/5/16 amends
Review Date:	1/3/18
Target Audience:	Trust Wide

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### SUMMARY OF AMENDMENTS

Amendments April 2016

1.5 removed - To reinforce the values of the Trust by publicly acknowledging achievements which embody those values.

3.3.2 Updated the awards categories

3.3.4 Updated the judging panel

TRUST  
POLICY/PROCEDURE

PROCEDURE NO:

**9.43**<sub>v2.2</sub>

DATE OF ISSUE: 1 May 2016

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**SUBJECT: Reward in Excellence and Employee Benefits Procedure  
(Trust Wide)**

## **PART 1 – REWARD IN EXCELLENCE PROCEDURE**

### **1.1 INTRODUCTION**

Calderstones Partnership NHS Foundation Trust (*hereafter known as the Trust*) recognises and values the hard work, commitment and achievements of all staff. The Reward in Excellence & Employee Benefits Procedure intends to provide recognition to those staff from any level or department whose exceptional contribution either on a sustained basis over an appropriate period of time or as a one-off occasion has been outstanding and is worthy of particular note.

### **1.2 PURPOSE**

The procedure provides a coherent and practical approach to both recurrent and one-off awards to staff in order that individual contribution within a role may be recognised and rewarded in an equitable way.

The procedure also outlines benefits available to employees of the Trust so they are aware of what is available. Some benefits are internally provided and some are provided by external parties. Eligibility to access the benefits will vary and in most cases be subject to the manager's authorisation. The Trust encourages employees to apply for or take advantage of the benefits available in order to assist with their engagement, wellbeing and work life balance.

### **1.3 SCOPE**

The procedure applies to all employees within the Trust.

### **1.4 AIM**

The aim of the Reward in Excellence & Employee Benefits Procedure is to enable the Trust to attract, recruit, retain and engage the staff that the Trust needs.

### **1.5 OBJECTIVES**

- To provide staff with a tangible reward and recognition for a sustained or one-off, outstanding contribution within their role.

- To assist progress towards achieving the objectives of the Trust by motivating staff to achieve excellence.
- To enable staff to locate all employee benefits available to them in one central document.

## **1.6 PRINCIPLES**

- The Trust aims to be clear about what people are paid for and why, and to be consistent, systematic and transparent in applying reward/recognition and benefits.
- The need for effective financial management of the Trust's total budget will inform all of our rewards/recognitions/benefits and the approach will make the most effective use of resources.
- The procedure is intended to reward those who can demonstrate sustained, outstanding achievement or excellence in their role.
- The Reward in Excellence & Employee Benefits Procedure is not intended to encourage staff to work excessive hours, and judgements on the merits of nominations will be based on qualitative rather than quantitative assessments.
- The procedure should operate with consistency, fairness and transparency in order to retain the confidence of staff.
- The Trust's Reward in Excellence & Employee Benefits Procedure will uphold the principles of equity and comply with all legal and fiscal requirements. They will aim to be as simple as possible and to minimise levels of bureaucracy.
- The procedure should operate with equality of access across departments and bands, and with broad equality of outcomes as one of its aims. Monitoring will ensure that awards will, over time, reflect the workforce of the Trust regarding gender, ethnicity etc.

Applications for schemes such as those listed in the Employee Benefits section will be assessed on an individual basis and will not be automatically granted.

## **1.7 EQUAL OPPORTUNITES**

The Trust is committed to promoting equality of opportunity in all its activities and aims to provide a working environment free from discrimination and unfair treatment. Procedures for the consideration of rewards and benefits are intended to be fair, transparent and consistent with the Trust's Equal Opportunities Policies.

With regards to rewards and recognition, all members of staff will be treated fairly and equitably with outcomes based solely on assessment of individual ability, performance and contribution in relation to the Trust's objectives, irrespective of

employment or contractual status and personal circumstances i.e. part time, fixed term, employment breaks, etc.

## 1.8 MONITORING PROCESS

The Workforce Committee will receive annual data on the operation of the reward/recognition scheme, and will look for evidence that outcomes are broadly equal over time for departments, bandings, gender, ethnicity, disability, age and other relevant categories of staff.

The operation of the scheme will be reviewed every 3 years to ensure it continues to meet its stated purpose in the most appropriate way.

## 1.9 ROLES AND RESPONSIBILITIES

<b>Role:</b>	<b>Accountable for:</b>
Communications Manager	Leading the reward and recognition activities within the Trust and for monitoring that the principles of our Reward in Excellence & Employee Benefits Procedure are upheld.
HR Department	Agreeing appropriate action to be taken if any principles or processes are not upheld. Providing clarity for individuals by translation into contracts of employment.
Senior Management Group	Endorsing and upholding the principles of the Reward in Excellence & Employee Benefits Procedure.
Workforce Committee	Monitoring equality and diversity issues in relation to the outcome of applications for rewards/recognition

## PART 2 – EMPLOYEE BENEFITS

### 2.1 INTRODUCTION

The NHS is dependent upon the skills and dedication of its staff for the service provided to service users, their families and visitors to the Trust. Improving the working lives of staff contributes directly to the quality of care received by the people cared for, who want to be treated by well-motivated and fairly rewarded staff. Therefore, it is now recognised that the NHS must offer staff better opportunities for balancing the demands of work and their home life.

The Trust is committed to offering flexible, modern employment packages in recognition of the fact that staff wish to strike a sensible balance with regard to their

home and work commitments. Many staff have to juggle caring responsibilities whilst others may want to pursue other activities such as education, hobbies or leisure interests.

It is important to note that whilst some of the options contained within this section are statutory employment rights, others are discretionary. If staff want to discuss leave or flexible working patterns, they must do this with their manager.

For more information staff can:

- Contact their manager
- Consult the Policy Manual available on the Trust Intranet
- Contact the HR Department
- Contact a Trade Union Representative

## **2.2 BENEFITS**

Every member of staff makes a real difference to improving the service the Trust offers to the On Site and Community Services that we serve, with a wide range of career pathways from support staff to the frontline. The Trust's range of benefits where some are subject to authorisation include:

- Contributory NHS Pension Scheme which offers a number of benefits, see link for more information: NHS Pensions: [www.nhsbsa.nhs.uk/Pensions](http://www.nhsbsa.nhs.uk/Pensions)
- Flexible retirement - for more information please refer to the Retirement Policy 9.22
- Occupational Health Services to access counselling/CBT and physiotherapy treatment
- Flu protection
- Occupational sick pay scheme
- Eye care scheme offering money towards eye tests and glasses
- Complimentary therapies offered on-site at reduced rates
- Childcare Co-ordinator
- Childcare voucher scheme
- Emergency carers leave
- Maternity and maternity support leave
- Flexible working practices
- Job share opportunities
- Generous annual leave
- Option to purchase extra annual leave

- Employment break schemes
- Discounts on products and services (NHS Discounts: [www.healthservicediscounts.com](http://www.healthservicediscounts.com))
- Staff development/robust training and development
- Appraisals/active encouragement of lifelong learning
- 24/7 access to on-site gym for only £10 a month
- Bikes to borrow at break/lunch times
- Shower rooms and bike racks available
- Bike to work scheme promoted
- Maps available for planned walks from Trust Headquarters
- Free library service for fiction and non-fiction books/publications
- Cyber café
- 24/7 access to on-site rest room for seating area and vending machine
- Generous travel expenses
- Lease Car (*where appropriate*)

## **PART 3 - TYPES OF REWARD/RECOGNITION**

### **3.1 RETIREMENT GIFTS**

The Trust recognises that retirement is a life-changing event and wishes to facilitate a smooth retirement process for staff, whilst also recognising the commitment and loyal service they have provided.

As recognition of service, the Trust shall arrange for a retiring employee to receive a retirement gift of high street vouchers to the value of £150 and in addition, a retirement buffet.

A retirement buffet for up to 25 people can be provided On Site by the Trust's restaurant. For employees who work off-site, the Trust will contribute £100 towards the cost of catering (*excluding alcohol*) providing the necessary receipts are obtained.

The retirement gift and buffet must be claimed within 3 months of the retirement date.

Eligible employees will need to have worked for the NHS for at least 20 years, which need not be continuous.

## **3.2 ATTENDANCE**

A positive attendance record offers excellent consistency and support to both service users and colleagues. This contribution to the service and personal achievement is encouraged to be praised.

Letters of acknowledgement for good attendance are advised to be issued by managers to their staff at the beginning of the financial year for those with no sickness absence in the previous 12 months.

## **3.3 ANNUAL AWARDS CEREMONY**

The Annual Awards Ceremony brings together and praises staff whose service or contributions have gone above and beyond.

The event will bring together employees who will be presented with awards for:

- Long Service Awards
- Delivering an achievement

### **3.3.1 Long Service Awards**

Some individuals will have devoted much of their career to public services. Staff should be congratulated and their loyal and dedicated service to the NHS.

Employees who have aggregated NHS service of 30 years or more will be entitled to a long service award of £150 high street vouchers and a certificate of appreciation.

They will also be invited to attend the Annual Awards Ceremony to celebrate their service and be presented with their award if they have not already received it. Staff unable to attend the ceremony can collect their award after the event.

Please note this procedure does not award retrospective claims for long service awards. Staff are therefore advised to apply for their award in the financial year that they reach the milestone of 30 years NHS service or more, in order to meet the eligibility criteria.

Applications should be made to Human Resources who will verify the previous service via the HR system, Pension department or by requesting the employee to provide evidence if necessary.

The employee must not have received an award from a previous NHS organisation for long service over 30 years.

### **3.3.2 Awards Categories**

There will be fourteen main award categories; nine align to individual attributes and qualities and will be open to staff nominating colleagues. The open awards will be moderated by a panel to identify a winner for individuals and teams. The categories are as follows:

1. **Outstanding Person Centre Care** - For the colleague / team who has been truly innovative and delivered outstanding PCC.
  
2. **Outstanding Resourcefulness** - For the colleague / team who ensured

effective use of Trust's resources in their work and that of others in regard to premises; equipment; resources and staffing.

3. **Outstanding Contribution to Learning Disabilities** - For the colleague / team who led from the front in the pursuit of excellence and shaped LD service provision.

4. **Outstanding Quality** - For the colleague who demonstrated outstanding quality and service improvement.

5. **Outstanding Commitment** – For the colleague who demonstrated outstanding commitment to standards; procedures and processes.

6. **Outstanding Professional** – For the colleague who was a fantastic role model to others acting in a fit and proper way; living the values and shaping our culture – simply putting people first.

7. **Outstanding Kindness** – for the colleague / team who showed outstanding kindness in their work.

8. **Outstanding Colleague (Clinical)** – for the colleague who simply went above and beyond for the Trust, Department, and/or team.

9. **Outstanding Colleague (Non-Clinical /Corporate Services)** - for the colleague who simply went above and beyond for the Trust, Department, and/or team.

10. **Outstanding Team (Clinical)** – for the team who simply went above and beyond for the Trust, Department, and/or team.

11. **Outstanding Team (Non-Clinical / Corporate Services)** - for the team who simply went above and beyond for the Trust, Department, and/or team.

In addition, five further awards which aligned to the CQC Fundamental Standards of Care will also be presented and will be selected by the Trust's Executive Team / Board. The categories are as follows:

1. **Safe** - For the colleague who devised innovative approaches and / or made an outstanding difference to the safety of others.

2. **Effective** - For the colleague who made an outstanding contribution to effectiveness in respect of service development in either in a clinical or non-clinical role.
3. **Caring** - For the colleague who went above and beyond in respect of caring for service users and / or colleagues – and has simply delivered outstanding care.
4. **Responsive** - For the colleague who showed outstanding responsiveness in dealing with others.
5. **Well Led** - For the leader or colleague who demonstrated outstanding and visible leadership in their work.

A special Chair and Chief Executive award will also be awarded to recognise outstanding individuals.

### **Eligible Staff**

All employees at the Trust who have not achieved a similar award within the last 2 years are eligible to be nominated.

Staff are eligible to be nominated whether their contribution has been made individually or as a team. Attendance records and any live disciplinary warnings on file must be taken into consideration when reviewing nominations.

### **Award**

The winners will be presented with a certificate of outstanding contribution and £100 of high street vouchers. Where a team wins the award, the vouchers will be distributed between those involved.

### **3.3.3 NOMINATION PROCESS**

All members of staff should have an agreed, up-to-date job description that clarifies the expectations of their role. Many will have, in addition, specific objectives agreed at Performance Review and/or a Person Specification that identifies the competencies required for their job. These documents are the starting point for the identification of outstanding contribution. Reward/recognition should be considered when the level of contribution has exceeded the normal expectation of the role, based on the relevant job description for the band.

Heads of Department/Line Managers have a responsibility to monitor the contribution of all their staff and respond accordingly. Discussions that take place at Performance Review are often a trigger for this sort of consideration. As part of the monitoring process managers should identify cases where standards of excellence are exceptional, and have been sustained for a significant period. Submission for an award may be considered appropriate at that point.

Where sustained contribution at an exceptional level has led to development of the role such that it is potentially greater in terms of job size and complexity, an application for re-grading should be considered.

It is not possible to be specific about the length of time necessary to demonstrate that outstanding performance has been sustained, since it will vary from job to job. For example, the work cycle of a Finance Administrator will be different from that of a Catering Manager, or a Support Worker. Evidence submitted of the sustained nature of the contribution should be appropriate to the post.

Individuals may be nominated for an award by their Head of Department (*possibly on the recommendation of a Line Manager*), employee or service user and be supported by the Head of Service. In either case, the nomination form must be accompanied by an agreed, up to date job description.

Nominations must be agreed and authorised by the nominee's manager in order for it to be considered.

Nominations should be submitted to the Communications Manager each year. The awarding committee will meet to consider which nominations should receive an award. It is likely, depending on the number of nominations, that this process of consideration will require an evaluation of the worth of each nomination in competition with others. It is therefore important that all those submitting nominations should follow instructions about the format of their submission, in order to facilitate the process of comparison.

All nominees will initially be written to inform they have been nominated for an award and whether they have been shortlisted. Invites to the ceremony will be sent at a later date.

As the process is a competitive one it will not be possible to discuss results without compromising the confidentiality of other applicants. There will therefore be no review process.

#### **3.3.4 JUDGING PANEL**

The judging panel will consist of a group from across the Trust made up of at least three staff members, one of which will be a Director.

The panel members will declare any interest in a nomination as soon as they become aware of it.

The judge's panel decision is final. None of the panel will discuss the decision-making process outside of the judging meeting.

#### **3.3.5 NOTIFICATION OF WINNERS**

Notification for winners of rewards will be published in; Team Brief, the Annual Report and the Intranet.

## VERSION CONTROL SHEET

Version	Date	Author	Status	Comment
1.0	12.7.12	L. Seed	Draft	New policy
1.1	20.7.12		Draft	Comments incorporated via Policy/Procedure Committee
1.2	27.7.12		Approved	Policy/Procedure Committee approval – issued at Team Brief/Intranet updated
1.3	4/9/14	L Seed	Approved	Slight amendments – procedure issued
1.4	16/2/15	E. Binney		Slight amendments
2.0	27/2/15		Approved	Policy/Procedure Committee approval – issued at Core Brief/Intranet updated
2.1	26/4/16	E.Binney		Slight amendments
2.2	1/5/16		Approved	Policy/Procedure Committee approval – issued at Core Brief/Intranet updated