

**CITY AND COUNTY OF CARDIFF
DINAS A SIR CAERDYDD**

Employment Conditions Committee: 16 January 2006

Report of the Assistant Chief Executive

Individual and Team Recognition Event

Background

1. The Lord Mayor wanted to recognise the efforts of the staff who such a good job of clearing the City Centre after big occasions such as rugby internationals by holding an event. The purpose of such an event would be to connect with staff and make them feel that their efforts are appreciated. Recognition is all about finding people doing good things and providing a thank you. It is about rewarding those who go the extra step for the customer, which helps to reinforce the Council's key driver of Customer Focus.

Issues

2. The principle of rewarding staff to recognise their efforts and to show our appreciation is supported. However any event also needs to consider the efforts of staff across all service areas. The issue is how to develop a more inclusive recognition and reward agenda rather than singling out one particular group from other service areas who also deliver excellent customer services, for example C2C.
3. A more inclusive approach would require further planning and commitment from the Council to enable an event to be held to celebrate both individual and team contributions to the success of Cardiff Council. This would also mean identifying those individuals or teams who have made an impact on the citizens of Cardiff in some way. Over the last twelve months, the Council has won awards that recognise individuals and teams. Currently there is no formal event that celebrates the achievement of those who have won awards. Although it is not just about winning awards, as there are other dedicated teams and individuals who have gone beyond the call of duty to ensure that the citizens of Cardiff receive first class services. It would be important to recognise the contribution of these people as well.

Proposals

4. It is proposed that:
 - (a) A small working group is established to take forward the ideas of a recognition event. This group would consist of a cross section of representatives from Service Areas and be lead by Human Resources with a core team from Communications and Marketing & Tourism.
 - (b) The event would be held on a Friday lunchtime in April or May 2006 from approximately 12.00pm to 2.00pm in City Hall with representation from across all Service Areas. Service Areas would be given an allocated number of places based on employees per Service Area. This would ensure a fair and equitable allocation

of places. To ensure a maximum number of employees (approx 450) are involved in the event, the layout of City Hall would be theatre style with a buffet lunch.

- (c) The Lord Mayor and the Leader would host the event with certificates of recognition presented to Individuals and/or Teams by the Lord Mayor. This would also be the opportunity for the Lord Mayor to formally recognise individuals or teams who have won external awards. The backdrop to the speeches would include a visual presentation (pictures/video clips) of award winners highlighting their achievements.
- (d) Members would be invited to the event. A cross party invitation to include members of this committee and Works Council.
- (e) To highlight the efforts of staff across the Council and the impact they have on Cardiff, an external perspective would be included from an external speaker. The guest speaker would talk about the contribution the Council Staff make to the quality of life in the city across a wide range of activities.
- (f) Local businesses would also be approached to help fund this event as there are no existing budgets for this type of event.
- (g) The event would be used as the platform for an annual Individual & Team Awards event that the Leader would introduce. The plan would be to develop Individual/Team Awards in Service Areas against agreed corporate criteria. These criteria would be consistent across all service areas. A panel of Corporate Directors, Chief Officers, Trade Unions and Members would judge such awards. The winners of the individual Service Area team awards would then go on to represent their service area in an annual Team Awards Event where the Council would celebrate the best Team Achievements from across the Council. Alternatively these Team Awards could be recognised quarterly in Service Areas and then one overall winner nominated for the year. Local businesses would also be approached to help fund any future Team Awards.
- (h) The Team Awards would be communicated via staff Newsletters and on the Intranet with winning teams being highlighted within Services Areas and corporately.
- (i) The Team Awards would be seen as part of a wider package of measures which not only included Team Awards but also ideas such as a Family Fun Day once per year in the summer. This would reinforce the Council's values and family friendly employer brand. Again local businesses could be approached to support such an event.

Investment for Reform/Benefit to service user

5. Evidence suggests that an effective recognition plan can lead to increased commitment to the organisation, an improvement in an individual's performance and an overall increase in productivity for the Council. Service users will benefit from such a focus.

Council Policies Supported

6. This report supports the Corporate Plan and the Council's commitment to delivering continuously improving services. The principles outlined in the report also support key elements of the Council's Drivers for Change.

Advice

7. This report has been prepared in consultation with relevant Corporate Managers and reflects their advice. It contains all the information necessary to allow Members to arrive at a reasonable view, taking into account the following advice.

Legal Implications

8. The recommendations are legally achievable

Financial Implications

9. Any costs associated with the establishment of the working group and the Individual and Team Recognition Event will be met from within existing resources or from any sponsorship arrangements secured.

Human Resource Implications

10. The establishment of a project manager from Human Resources to lead the Working Group would need to be confirmed as soon as possible. The development of recognition schemes is essential to the success of the organisation. The concept has been warmly welcomed by Corporate Directors and Chief Officers. It is important that staff receive recognition as it reinforces the Council's values and commitment to them.
11. The implementation of any future Individual & Team Awards would need to include the development of appropriate criteria and guidelines for managers and staff. It is important that any criteria be inclusive so that all staff whether in the front line or back office are recognised. This development work would need to be undertaken with the co-operation and support of staff and the Trade Unions. Human Resources would monitor the Team Awards process to ensure consistency and fairness across the organisation.

Trade Union Comments

12. The Trade Unions are supportive of the idea and welcome an approach that recognises all Service Areas and the contributions of both individuals and teams. UNISON did raise a concern that such an activity may introduce competition and therefore needed to be managed against clear criteria and with consistent guidelines to ensure fairness and equality of implementation across the Council.

RECOMMENDATION(S)

13. It is recommended that the Employment Conditions Committee approve:-
 1. the establishment of a working group to develop and implement the Individual and Team Recognition Event for April/May 2006.

2. the further development of the concept of Individual and Team Awards for the Council with the results of these developments to be presented to this Committee at a future meeting.

JO FARRAR
ASSISTANT CHIEF EXECUTIVE