Make a difference
Medway Council employee recognition awards 2019

AWARDS GUIDANCE
As a council we want to celebrate our successes and recognise the hard work and commitment of our employees.

We all know somebody we feel deserves special recognition for their hard work and commitment. The Make a difference awards do just that; they are a great way to show appreciation for a job well done and demonstrate the quality of people that work for the council.

What award categories are there?

There are ten categories of award that individuals or teams can be nominated for. These are as follows:

- Apprentice of the Year
- Customer Service
- Employee of the Year
- Inclusion and Diversity
- Innovation and Bright Idea
- Making a Difference to Our Customers Lives
- Manager of the Year
- Partnerships
- Team of the Year
- Unsung Hero

Further information about the categories, including the award criteria can be found by selecting one of the above bookmarks.

Who can nominate and be nominated?

Members of the public can make nominations and there’s no limit to the number you can make. You can nominate the same person or team for more than one award category. Please note that you can't nominate yourself, a member of your family or your partner.

All employees (except those in schools) can be nominated for an award.

When can I make a nomination?

Nominations open on Tuesday, 7 May and will close on Friday, 31 May. Nominations received outside of this time will not be included within the 2019 Make a Difference awards.

How do I make a nomination?

Nominations can be made by selecting the following link and completing the online nomination form. If you have any questions about filling in the form please contact the Internal Communications and Engagement team at: makeadifference@medway.gov.uk.
Award criteria

**Apprentice of the year**

This award recognises an individual that has demonstrated outstanding achievement in all aspects of their apprenticeship.

**This should be an individual who:**
- Willingly goes above and beyond
- Demonstrates commitment to personal development and progression
- Makes an outstanding contribution
- Demonstrates a flexible and positive attitude

**Customer service**

This is awarded to an individual or team who provide excellence in customer service that goes above and beyond the normal requirements of the job. This award is open to any team or individual who delivers a service to a customer, regardless of whom that customer is, (e.g. a member of the public, another council team/employee, a partner organisation, etc).

**This should be an individual or team who:**
- Goes the extra mile to meet customer’s needs
- Maintains high standards of service and customer satisfaction
- Enthusiastically engages with all customers
- Identifies and suggests ways of using their knowledge based of customer needs

**Employee of the year**

This award recognises an individual who has accomplished an excellent achievement or has made an outstanding contribution to the council.

**This should be an individual who:**
- Continually goes the ‘extra-mile’
- Providing outstanding support to their service and the council
- Has received external recognition for an achievement
- Acts as a role model for colleagues by living the councils values and behaviours
- Has made a significant contribution to one or more of the councils strategic priorities
This award recognises an individual or team who can demonstrate an excellent approach to inclusion and diversity in relation to their job and/or its impact on the local community. Recognition will be given for demonstrating how someone has improved the access, participation, achievements or life chances for the communities for which we provide a service and for the employees of Medway Council.

This should be an individual or team who:
- Actively promotes equality, diversity and inclusion either internally or externally
- Champions inclusion and diversity within the workplace

This is awarded to an individual or team who has either suggested, developed, revised or implemented a system, tool, process, initiative or program that has gone on to improve service delivery or efficiency.

This should be an individual or team who:
- Enhanced service delivery through an innovative idea or suggestion
- Helped create value for money through an innovative idea or suggestion
- Enhanced the work environment through an innovative idea or suggestion
- Made a real difference to another team, individual or customer through an innovative idea or suggestion

This award recognises an individual or a team who can demonstrate excellent service in social care that goes above and beyond normal requirements.

This could be an individual or team who:
- Demonstrates excellent practice in care, support and empowerment though independent living
- Goes the extra mile for their clients/customers
- Looks for opportunities to improve the lives of clients/customers who use council services
**Manager of the year**

This award recognises a manager or leader who goes the extra mile to support, motivate, develop and inspire others whilst exemplifying the council’s core leadership behaviours.

**This should be an individual who:**
- Engages with their staff, listening and acting on ideas and suggestions where possible
- Is visible, approachable and responsive to the needs of their team
- Encourages and empowers staff to reach their full potential
- Recognises contributions made by both individuals and the team
- Committed to the council's strategic priorities and ensures staff understand their work fits in

**Partnerships**

This is awarded to an individual or team who can demonstrate excellent performance in partnership working either internally or externally. This could include adding value by working with key organisations within the community or highly effective cross-team/directorate partnership working that has had a positive impact on the project or service. Under this category it is possible for both Medway Council employees and the contractors they work with to be nominated.

**This could be an individual or team who:**
- Actively engages with either partners or contractors
- Works to maintain a positive working relationship with either partners or contractors
- Demonstrates innovation and creativity in working in partnership to improve service delivery and/or internal processes
- Can demonstrate a positive impact on the partner organisation

**Team of the year**

This award recognises a team that provides an exceptional and positive service as a result of team working. The team should have shared values, work effectively with other teams and individuals, and achieve success together.

**This should be a team who:**
- Willingly go above and beyond their service requirements
- Show a commitment to continuous improvement and the strategic priorities/new ways of working
- Demonstrates excellence in their approach to customers, colleagues and the outcomes they deliver
- Continually develops new ideas that achieve benefits for both their service and the council
- Builds strong and effective relationships beyond the team, sharing best practice and networking
This award recognises the achievements of an individual or team who go beyond their job description to help Medway deliver its objectives; bringing about change and clear benefits to either customers or colleagues through their creative thinking, commitment, vision, determination and drive. It is unlikely that the winner of this award will have been formally recognised by the council for their efforts in the past.

This could be an individual or team who:
- Has made a significant difference to the lives of service users, customers or colleagues.
- Exceeds what would normally be expected of them
- Go out of their way to help others without being asked
- Consistently provide a good service to their customers and colleagues
- Embodies the spirit of Medway, they believe in what we do
- An ambassador for the work we do as a council