

# STAFF EXCELLENCE AWARDS

CELEBRATING THE BEST OF CAPABILITY SCOTLAND



CARING SUPPORT • CREATING SMILES • CHALLENGING STEREOTYPES

## Eligibility for Awards

All Capability Scotland Employees and Volunteers employed at the date of the award presentation.

## Award Categories

There are eight total award categories in the Staff Excellence Awards:

- Outstanding Act of Kindness Award
- Living Our Values Everyday (LOVE) Award
- Outstanding Customer Service Award
- Little Acorn Award for Creativity & New Ideas
- Outstanding Leadership Award
- Team of the Year Award
- Excellence in Inclusive Communications Award
- The Chief Executive's Award

## Nomination Process

Candidates can be nominated by peers, management, families of customers, volunteers, or members of the public using the nomination form. We have posed a number of questions for each award that you should consider when nominating someone to help guide why you are nominating them, but you do not need to answer all questions on the category, only all the questions on the nomination form. Completed nomination forms should be sent directly to [staffawards@capability.scot](mailto:staffawards@capability.scot) where they are paper copies. Nominations typically close in August.

## Selection Process

A small committee from different levels across the charity will evaluate the nominations and select a winner in each category. For each award, a number of questions are posed that the committee will use to evaluate the submissions. The committee will make decisions based on their knowledge of the charity and the expectation in terms of the culture we want Capability Scotland employees and volunteers to be part of.

The Chief Executive's Award will be decided by the Chief Executive and not by committee.



# Outstanding Act of Kindness Award

This Award celebrates individuals that make a positive impact in their community or work to create a better environment. Highlighting that an act of kindness, no matter how big or small can make a positive impact and make the world a better place to live in. Employees can be recognised by acts of kindness internally or externally in their own communities.

**You may wish to consider these points in your nomination:**

- Did the person who did the act benefit in any way/was it an unselfish deed
- Did the person recognise an opportunity and go out of their way to demonstrate kindness by following up with a meaningful action?
- Did the act of kindness come at a cost to the person doing it i.e. their time, missing out on an important event, staying late, etc.
- What was the overall impact to the individual/Customer/group, and did it bring about long terms change?
- Was the Act of kindness an expected typical response to a situation or did it go beyond what would be expected of someone





# Living Our Values Everyday

## LOVE Award

This award highlights employees who best exemplify and demonstrate Capability Scotland's values in every area of their role through their hard work and dedication. The Living Our Values Everyday award is a perfect opportunity to highlight employees who are doing great work, whilst demonstrating our values: kind, inclusive, open & honest, creative, aspirational. Our employees are encouraged and rewarded for demonstrating our values, making choices based on these values, and sharing stories of successes that build on the foundation of our culture. Anyone who receives a Making Your Mark badge will be automatically entered into this category.

### **You may wish to consider these points in your nomination:**

- What was the impact of the value that the person demonstrated?
- Was it during a difficult or challenging situation?
- What would have been the outcome if they had not made the decision based on our values?
- Does this person generally work towards living our values every day?
- Is the person a good role model in their interactions and intentions when dealing with peers, other employees, and Customers?

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good





# Outstanding Customer Service Award

This award highlights employees who are dedicated to continuously improving customer satisfaction and the care of our Customers which have a positive impact or in the service we provide for them. They continually exceed expectations and react appropriately to ensure customer satisfaction by implementing changes or enhancing our Customer experience. They also demonstrate excellence in resolving conflicts or issues when faced with challenges and proactively responds to Customer needs in a timely manner. These employees are committed to high standards and ensuring our Customers receive the best level of Customer Service.

## **You may wish to consider these points in your nomination:**

- How did they improve the service?
- Can this be shared/used across other Customers/Services
- How did their response ensure the right outcome?
- What changes have been made because of the improvement
- Was the situation a typical one or was it something that was not experienced before





# Little Acorn Award for Creativity & New Ideas

This award is to recognise employees who put their ideas into action that solve on-going everyday obstacles. They come up with long terms creative ideas that solve small and big issues which contribute to areas such as enhancing a customer's experience, providing high standards of customer service, enhance workplace environment for employees, make a process or procedure more efficient or positively profile Capability Scotland to name but a few.

## **You may wish to consider these points in your nomination:**

- Was the idea one that benefited the service/customer/process
- How did they go about implementing the idea/action?
- Was there any resistance to the change/idea and how as this dealt with
- How did the bring others on-board with their idea/action
- Did they pass on actions to others or take responsibility?
- What was the impact of the idea/change/action?





# Outstanding Leadership Award

This award recognises those who exemplify significant leadership skills as the ability to lead and guide staff, develop robust processes while successfully managing an efficient and effective service at the highest level. They promote teamwork and collaboration and does this with positive approach and 'can do' attitude. This award is not limited to those in line management or 'leadership' positions.

## **You may wish to consider these points in your nomination:**

- What way was Leadership demonstrated i.e. by leading by example, instigating change, supporting others, acting on resolutions to issues
- What was the impact i.e. staff morale, savings, process improvements, customer service?
- Did they do something outside of work i.e. raised money for Capability Scotland, volunteered, learning new skills to support/assist customers
- Was there a difficult situation where a person had to lead the through a difficult time





# Team of the Year Award

This award is to recognise a team who has made a significant contribution or impact over the last year. This team has shown great commitment and determination and have gone above and beyond in their role to serve our Customers, enhanced our service or have stepped up to overcome challenges. The award recognises teams that have overcome obstacles or have successfully utilised the skills of all the team to achieve results. They have adapted to changes in a positive manner and have displayed high levels of trust in the team and truly exemplify the meaning of teamwork.

## **You may wish to consider these points in your nomination:**

- What did the team achieve together?
- Was their contribution significant because of unusual circumstances
- Does the team collectively share in success and opportunities to learn
- How do they interact with others across the business
- Have they shared knowledge with others to help or assist other teams or individuals
- Have they demonstrated resilience and trust
- Do they demonstrate Capability Scotland values in all their dealings





# Excellence in Inclusive Communications Award

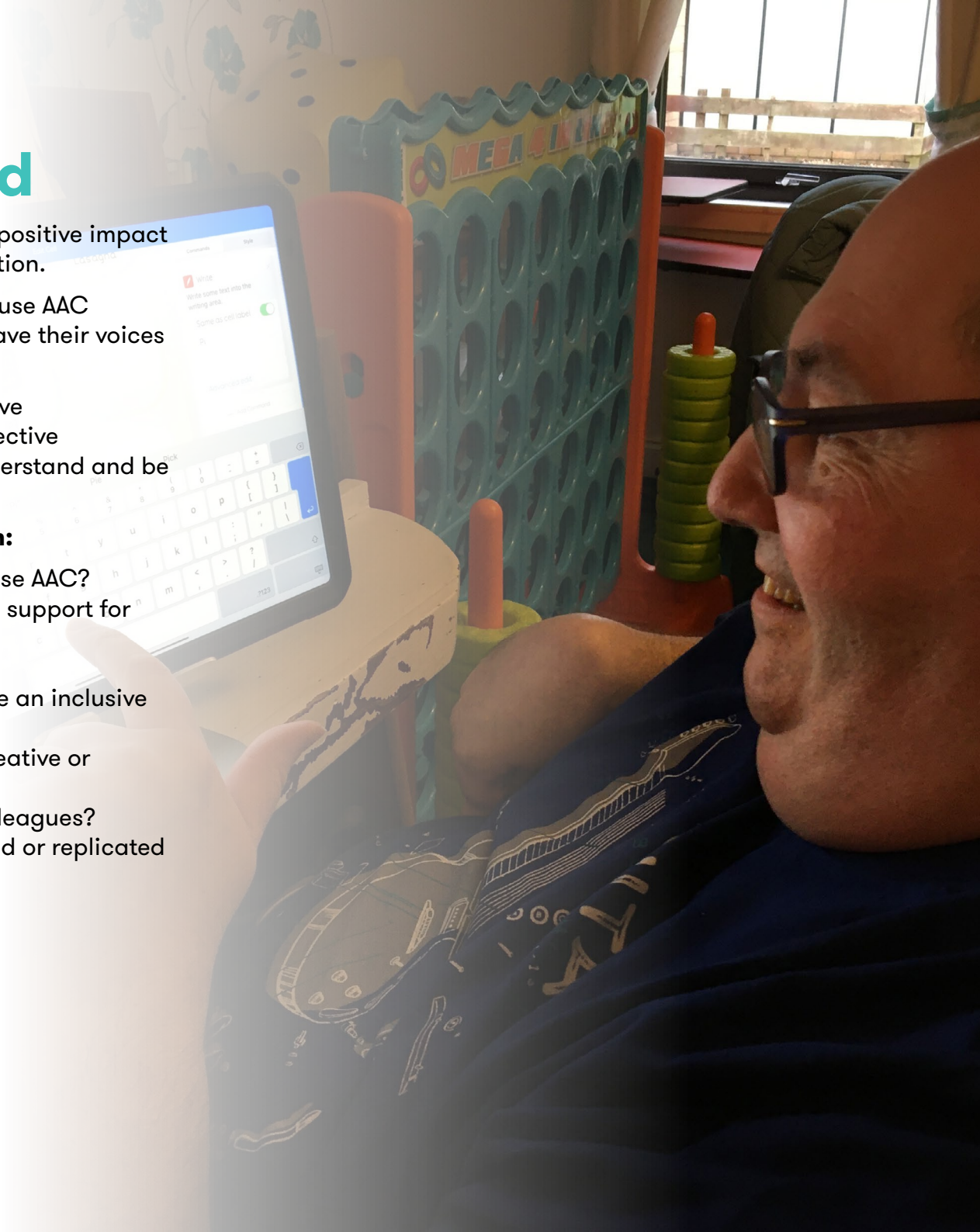
This award celebrates individuals or teams that have made a positive impact on the people we support by embracing inclusive communication.

Their dedication to promoting and enabling our customers to use AAC (Augmentative and Alternative Communication) allow them have their voices heard.

They have shown exceptional awareness of customers who have communication needs and have created a supportive and effective communication environment that allows our customers to understand and be understood.

## You may wish to consider these points in your nomination:

- Has this person encouraged and supported customers to use AAC?
- Has this person or team shown exceptional awareness and support for AAC users and their needs?
- What has been the impact on the customers?
- Has this person or team contributed to making their service an inclusive environment to their customers?
- Has this person or team promoted AAC in a particularly creative or inclusive way?
- Will this contribute to the learning and development of colleagues?
- Can their approach to Inclusive Communications be shared or replicated across the wider organisation?





# How to Nominate

There are various ways to nominate a member of staff for an award.

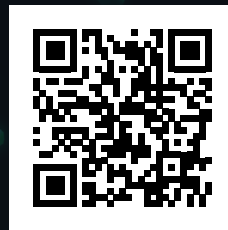
## **Nominate using our charity website**

Go to [www.capability.scot/staffawards](http://www.capability.scot/staffawards), read our guidance information, and complete the short nomination form.

## **Nominate through print, scan and send (printer access required)**

Print the PDF form on the next two pages, complete it, and scan it back to us at [staffawards@capability.scot](mailto:staffawards@capability.scot)

Nominate online  
(anyone)



[www.capability.scot/staffawards](http://www.capability.scot/staffawards)



# STAFF EXCELLENCE AWARDS

## Nomination Form

CELEBRATING THE BEST OF CAPABILITY SCOTLAND

### Nomination Details

What's the name of the person/team you're nominating?

What's the name of the person/team you're nominating? Please tick.

☐

1: Outstanding Act of Kindness

☐

4: Little Acorn Award for Creativity

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2: Living Our Values Everyday

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5: Outstanding Leadership

☐

3: Outstanding Customer Service

☐

6: Team of the Year

☐

7: Inclusive Communications Superstar

Why are you nominating them for this category? Please use our Awards Booklet for guidance. You may continue onto additional sheets if required.

What Service or Team does your nominee work for?

Enter their employee number (if you know it):

Please turn over



## Your Details

Your name:

Your email address (in case we need to get in touch):

Your phone number

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**Thank you for your nomination.**

Please scan this form and return it to [staffawards@capability.scot](mailto:staffawards@capability.scot) for inclusion in the Staff Excellence Awards.

If you have any questions, you can also get in touch on the same email address.