



Capability  Scotland

Staff Excellence Awards **2026**

Guidebook





2026 Award Information

Eligibility for Awards

All Capability Scotland colleagues 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**

The requirements for each category are described on the following pages.

Nomination Process

Candidates can be nominated by peers, management, families of the people we support, volunteers, or members of the public using the award nomination form. This digital form can be found at capability.scot/staffawards

Nomination forms consist of a set of questions to allow the judging committee to identify candidates easily and to learn more about a candidate and their achievements.

If you would prefer to complete a paper copy of the nomination form, there is a copy that can be printed at the end of this document. Please scan and email this form to staffawards@capability.scot.

Nominations will close 18th September 2026.

Selection Process

A committee made up of colleagues from across the charity will evaluate the nominations and select a winner in each category. Each award is assessed against a specific set of questions. The committee will make decisions based on their knowledge of the organisation and the expectations in terms of the culture we want Capability Scotland colleagues and volunteers to be part of.

The Chief Executive's Award is decided exclusively by the Chief Executive.



Outstanding Act of Kindness Award

This award celebrates individuals that make a positive impact in their community or work, helping to create a better environment. It highlights 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. Nominees 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/person we support/group, and did it bring about long term 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 individuals 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 colleagues who are doing great work, whilst demonstrating our values: kind, inclusive, open & honest, creative, aspirational. Our colleagues 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.

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 people we support?





Outstanding Customer Service Award

This award highlights individuals who are dedicated to continuously improving customer satisfaction and the care of the people we support, creating a positive impact in their lives. They continually exceed expectations and react appropriately to ensure customer satisfaction by implementing changes or enhancing care experiences. They also demonstrate excellence in resolving conflicts or issues when faced with challenges and proactively respond to needs in a timely manner. These employees are committed to delivering high standards and ensuring the people we support receive the best level of customer service.

You may wish to consider these points in your nomination:

- How did they improve the service?
- Can their contribution be shared/used in aid of other people we support/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 individuals who put their ideas into action to solve on-going everyday obstacles. They come up with long term creative ideas that solve small and big issues which contribute to areas such as: enhancing care experiences, providing high standards of customer service, enhancing the workplace environment for colleagues, making a process or procedure more efficient, or positively profiling Capability Scotland, to name but a few.

You may wish to consider these points in your nomination:

- Was the idea one that benefited a service/person we support/process?
- How did they go about implementing the idea/action?
- Were there any obstacles to the change/idea and how did the colleague overcome them?
- How did they 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, specifically showing the ability to lead and guide staff, and develop robust processes while successfully managing an efficient and effective service at the highest level. They promote teamwork and collaboration, and do 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, cost savings, process improvements, customer service?
- Did they do something outside of work i.e. raised money for Capability Scotland, volunteered, learned new skills to support/assist people we support?
- Was there a difficult situation where a person had to lead 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 the people we support, enhanced their 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 the people we support to use AAC (Augmentative and Alternative Communication) allow them have their voices heard.

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

You may wish to consider these points in your nomination:

- Has this person encouraged and supported people 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 people we support?
- Has this person or team contributed to making their service an inclusive environment to their supported people?
- 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 make a nomination

There are two ways to nominate a member of staff or volunteer for an award.



1. Nominate using our charity website

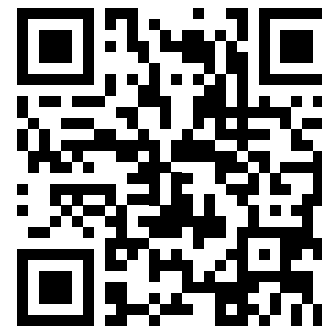
[Click here to visit www.capability.scot/staffawards](http://www.capability.scot/staffawards)
or scan the QR code to the right, read the guidance information, and complete the short nomination form.



2. Nominate through print, scan and send (printer access required)

Print the PDF form on the following two pages, complete it, and scan it back to us at staffawards@capability.scot

Scan here to
make a nomination



Nomination form

1. Nominee details

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

What category are you nominating this person/team for?

Please tick one category per nomination form

- | | |
|------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Outstanding Act of Kindness Award | <input type="checkbox"/> Outstanding Leadership Award |
| <input type="checkbox"/> Living Our Values Everyday (LOVE) Award | <input type="checkbox"/> Team of the Year Award |
| <input type="checkbox"/> Outstanding Customer Service Award | <input type="checkbox"/> Excellence in Inclusive Communications Award |
| <input type="checkbox"/> Little Acorn Award for Creativity & New Ideas | |

Why are you nominating them for this category?

Please read category guidance found within Awards Guidebook.

Please use additional sheets for answer if required.

What Service or Team does your nominee work for?

Enter their employee number (if you know it):

2. Your details

Your name:

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

Your phone number: (optional, please fill if preferred option for further contact)

Thank you for your nomination.

Please scan this form and return it to **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.