

# HARPENDEN MENCAP

*The voice of learning disability*

Stairways  
19 Douglas Road  
Harpenden  
Hertfordshire  
AL5 2EN

Telephone: 01582 460055  
Email: [office@harpendenmencap.co.uk](mailto:office@harpendenmencap.co.uk)



## Harpenden Mencap Staff Recognition Policy

### Introduction

Harpenden Mencap is committed to attracting, developing and retaining the highest quality staff.

This Policy encourages such recognition of individuals and teams through a range of formal and informal mechanism.

### Purpose

The purpose of Harpenden Mencap staff recognition policy is to support the development of a culture whereby everyone feels valued for the work they do and are recognised for the contribution they make.

Harpenden Mencap aim is to ensure that their staff feel recognised for things such as:-

- Going the extra mile and for their discretionary effort
- High levels of customer care
- Effective leadership
- Long service
- Adding value, influencing changes and practise
- High level of performance

### Scope and Definition

This policy applies to all directly employed staff within Harpenden Mencap.

## Organisational culture

Organisational culture is about shared values and beliefs about what is important, what behaviours are appropriate and what it feels like to work at Harpenden Mencap. Harpenden Mencap recognises that excellent customer service and the highest quality of care is delivered through an engaged workforce.

Managers play an important role in recognising staff within their services for the work they do whether that is informally on a day to day basis or formally through organised initiatives.

### Informal recognition.

The most effective means of acknowledging the work of others and letting them know that their contribution is valued remains that of informal and immediate recognition.

This may take the form of

- A personal verbal thank you
- Sending an email or a personal note to the individual
- Or making appoint at team meetings to share team and individual achievements.

These rarely cost anything other than a little effort which will mean much to the employee.

### Formal Recognition

#### Appraisals

Appraisals take part once a year and it values the individual's contributions of how they have achieved through leadership, behaviour and what has been achieved through deliverables. The personal development plan details any training or development that has been agreed for the individual. The appraisals are underpinned by 1:1 meetings in supervisions.

#### Supervisions

These 1:1 sessions offer regular and protected time for the individual with their line manager. This time should offer recognition of what has been achieved, and also discuss any support that is required, It is also a time to discuss health and wellbeing, work/life balance this in turn embeds a culture of valuing peers.

#### Long Service

Within Harpenden Mencap it is important that we recognise the loyalty of our staff through their service to our organisation.

Staff will be individually informed of their eligibility for an award in the year of eligibility.

Long service will be recognised for staff who have attained, 10, 15, 20, 25, 30 years service for Harpenden Mencap.

## Key responsibilities

The Employee is responsible for:

- Ensuring they treat colleagues and service users fairly
- Their performance is in line with the organisation aims and objectives
- Supporting the values and embedding them in everyday working.

The Manager is responsible for:

- Ensuring staff are treated fairly and equitably
- Thanking staff regularly for their contribution they make
- Recognising the contribution of staff and teams
- Monitoring staff performance and providing appropriate development opportunities.
- Supporting Harpenden Mencap values and embedding in everyday working lives.

The Director is responsible for:

- Ensuring the policy is followed in a fair and equitable manner
- Issuing awards in line with this policy
- Monitoring the effectiveness of the policy
- Supporting Harpenden Mencaps values and embedding them in everyday working lives.

## Equality and Diversity

In line with Harpenden Mencap policy, it is understood that no employee will receive less favourable treatment on the grounds of disability, age, sex, race, religion or belief, gender reassignment, pregnancy or maternity, marriage or civil partnership, working patterns or trade union membership.

## Monitoring of this policy

The effectiveness of this policy will be monitored by the Director by checking to ensure the policy is applied fairly.

Signed: Karen Stafford Director

Date: May 2017

Policy review:

**Reviewed and updated – May 2017**