



Recognition awards - frequently asked questions



Recognition awards



mylifestyle - recognition awards
user guide



Line manager and budget holder
approval guidance

^ Our reward and recognition approach

Why do we have a reward and recognition scheme?

Recognising and valuing a colleague's contribution through the reward and recognition scheme is one of the many ways we can ensure we continue to build a positive, inclusive, and high-performance culture at the Commission. Valuing colleagues who contribute to this ethos is a great way to recognise those who contribute to the ongoing success of the Commission.

What are the benefits of using the reward and recognition scheme?

The reward and recognition scheme provides everyone in the Commission (both managers and colleagues) with the ability to say thank you and pass on positive feedback. The scheme also provides us with a facility to reward high performance. Having a reward and recognition scheme in place means we can share stories and successes openly with colleagues through the recognition wall for all to see, like and comment which in turn means we all get to see the great work that's happening across the Commission.

Why have the reward and recognition categories changed?

As part of our continuing focus on embracing our organisational values our nomination categories will now support our values of **fair, professional, accountable and constructive**. The use of values better align with both our People and Culture and Corporate Strategies as well as simplifying the number of categories to choose from when making a nomination.

Way of Working	Definition	Mapped Value(s)	Definition
Lead for results	○ Be accountable ○ Communicate effectively ○ Manage performance effectively	Accountable Constructive Fair	○ We will be frank about the way in which we work and reach decisions in the public interest, while safeguarding the personal and confidential data that we hold ○ We will work positively and courteously with our internal and external stakeholders to ensure that their needs and views are taken fully into account in all we do ○ We will be consistent, proportionate, evidence-based and free from bias, prejudice or discrimination in all that we do

Way of Working	Definition	Mapped Value(s)	Definition
Lead for the future	○ See the bigger picture ○ Embrace diversity & make inclusive decisions ○ Manage change effectively	Fair Professional	○ We will be consistent, proportionate, evidence-based and free from bias, prejudice or discrimination in all that we do ○ We will ensure that we have the right skills and knowledge base and follow international regulatory best practice
Lead people	○ Build effective relationships ○ Engage people	Constructive	○ We will work positively and courteously with our internal and external stakeholders to ensure that their needs and views are taken fully into account in all we do
Leading our ways of working	○ Outcome focused ○ Reaching for ways to improve ○ Respectful ○ Communicate well	-	-

Way of Working	Definition	Mapped Value(s)	Definition
	◦ Making this a great place to work		
Making this a great place to work	◦ We all help to make the Commission a great place to work ◦ We value and support each other ◦ We demonstrate a positive attitude	Fair Constructive	◦ We will be consistent, proportionate, evidence-based and free from bias, prejudice or discrimination in all that we do ◦ We will work positively and courteously with our internal and external stakeholders to ensure that their needs and views are taken fully into account in all we do
Outcome focussed	◦ We put consumers at the heart of everything we do ◦ We take responsibility for an issue and moving it forward ◦ We deliver results through working collaboratively	Accountable Constructive	◦ We will be frank about the way in which we work and reach decisions in the public interest, while safeguarding the personal and confidential data that we hold ◦ We will work positively and courteously with our

Way of Working	Definition	Mapped Value(s)	Definition
			internal and external stakeholders to ensure that their needs and views are taken fully into account in all we do
Reaching for ways to improve	○ We encourage feedback and ideas ○ We are committed to continuous improvement and are open to trying different ways of working ○ We celebrate successes and take responsibility when things go wrong	Professional	○ We will ensure that we have the right skills and knowledge base and follow international regulatory best practice
Respectful	○ We recognise every colleague's contribution ○ We give each other timely constructive feedback ○ We all encourage challenge	Constructive	○ We will work positively and courteously with our internal and external stakeholders to ensure that their needs and views are taken fully into account in all we do
Communicate well	○ We are clear and concise	Fair Accountable	○ We will be consistent, proportionate,

Way of Working	Definition	Mapped Value(s)	Definition
	◦ We listen and check our understanding ◦ We explain the reasons for decisions		evidence-based and free from bias, prejudice or discrimination in all that we do ◦ We will be frank about the way in which we work and reach decisions in the public interest, while safeguarding the personal and confidential data that we hold

Why have we chosen a reward and recognition scheme over an annual non-consolidated bonus for employees?

Over the course of the last few years, we have moved away from making an annual non-consolidated bonus award and instead chosen to utilise a reward and recognition scheme instead for the following reasons:

- Colleagues, regardless of role, grade, length of service or any other unique difference are able to benefit. We believe that a recognition and reward scheme is the most representative and inclusive way of rewarding all colleagues including agency workers with over 12 weeks service and those seconded into the Commission.
- Non-consolidated bonus eligibility criteria can often result in colleagues not receiving the full amount of reward, for example new starters may receive a reduced amount of reward depending on length of service.
- Reward and recognition allows colleagues to receive the full amount of reward as opposed to a non-consolidated bonus which is subject to tax and NI deductions.
- Reward and recognition supports peer-on-peer feedback alongside line manager feedback providing the ability to share positives and recognise

high performance in others. Ultimately recognition of this nature helps to foster a positive and supportive work environment where employees feel valued and appreciated.

- Using recognition gives us the ability to recognise and reward colleagues in real time as opposed to waiting to make an annual non-consolidated award.

Recognition as opposed to a non-consolidated bonus allows everyone to grow and learn from the feedback provided.

How is the pot of money allocated for the reward and recognition scheme?

We allocate a percentage of our overall pay bill to use for reward and recognition. The value of this pot will vary from year to year based on our pay bill and headcount. Once the amount is confirmed each year, Executive leads, and budget holders are advised of their share of the pot to use across their respective areas.

Can we not just add the reward and recognition pot of money into our overall pay budget?

Yes, we could look to do this through the pay remit, however once amalgamated, we can't request it be reinstated at a later point. Consolidating the reward and recognition pot would only provide a benefit to pay budget in the year we consolidate. We would not have the opportunity to do this every year, once it's gone, it's gone forever. Having a separate recognition and reward budget affords us the opportunity to provide colleagues with further monetary recognition and reward year on year.

How will budgets be managed?

Each Executive lead and budget holder are informed of their annual budget at the start of the year.

People Services will provide quarterly usage and spend data to Executive leads and budget holders and will liaise with Finance on any changes to budgets, for example if two separate budget holders were merged into one overall budget. Budget holders should liaise directly with People Services should they have any questions regarding budget pots and allocations.

It will be the responsibility of each Executive lead in conjunction with budget holders to ensure their allocated budgets are appropriately utilised.

What will happen at the end of the year if the budget isn't spent?

Through quarterly usage and spend data, People Services will be able to facilitate conversations with the Executive team in regard to proposals on how any underspend may be utilised at year end noting that the pot of money can only be used in relation to recognition of some form and cannot be used for any other purpose.

How will the scheme be managed and overseen?

People Services provide data on usage alongside trend analysis relating to volumes of nominations across departments, monetary rewards allocated and nomination categories to Executive leads. Executive Leads and budget holders also have access to live data in the system, so they can see what is happening at any point in time.

Bias and trends will be highlighted by People Services, including any teams where award volumes are low, high or no awards have been made and where it may appear that the same individuals are being awarded repeatedly.

How will the Commission ensure there is consistency across nominations and awards?

Please see above. Guidance is also provided to budget holders in relation to the approval of nominations and in particular making monetary awards.

How will the Commission ensure transparency in the process?

We are aware that requests have historically been made to share data in relation to who has been nominated, the amount of reward received and how departmental budgets are being spent. While high level data can be shared at year end, it's unlikely that sharing this data regularly will be helpful for the following reasons:

- The scheme is designed to reward high performance and is not designed to create an equal split of reward across all colleagues and departments.
- Similarly, budgets are allocated based on headcount and therefore sharing data on spend may not necessarily provide colleagues with a complete picture of consistency of usage across departments.
- Whilst we will monitor consistency, it is difficult to evaluate the application across departments as to the level of financial award made, as only budget

holders can truly understand the detail and level of work undertaken and the impact/value of this work when considering an award.

We will continue to publish names of colleagues and the reason for their award on the Recognition Wall unless a nomination has been sent privately, so that all colleagues can view awards and the reasons for them. We do recognise that not all colleagues like or want the attention, however we need to balance this versus the need and want for transparency and to celebrate the successes of colleagues.

Do all nominations automatically equate to a monetary award?

In short no. Being nominated doesn't automatically mean that a monetary award will be granted. Monetary awards are reserved to recognise high performance. Some nominations may result in a simple thank you.

How have the monetary awards been determined?

The monetary award levels have been in place since scheme launch, consideration has been given to reducing/increasing these, however the levels that have been set compliment the high-performance descriptors and adding further monetary awards to the scheme may add an unnecessary layer of complexity.

I'm doing well in my role and achieving all my objectives, does this mean I should receive a monetary recognition award?

The reward and recognition scheme is designed to reward high performance over and above our day-to-day activities and objectives. Everyone is expected to perform in their role and achieve the performance objectives that have been set.

What does high performance actually mean?

High performance is about achieving exceptional levels of productivity, effectiveness, and success. Going above and beyond normal day to day activities and delivering notable positive outcomes which benefit teams, colleagues, or the overall Commission in its aims to make gambling safer, fairer and crime free.

It involves performing at a level that exceeds average or expected performance standards.

What are the principles when making and approving a nomination?

Reward and recognition values high performance over and above a colleagues' day to day duties. The aim of our reward and recognition scheme is to support a continuous performance and feedback culture to motivate colleagues to achieve high standards and celebrate success. The examples below help to demonstrate the different ways in which colleagues can be rewarded.

E-card	A quick and easy way to say thank you when a colleague has helped or supported you	You have provided one off help, guidance or support. This could look like, but is not limited to: ◦ providing assistance and support to a colleague to aid them in their day-to-day role ◦ volunteering to undertake specific tasks ◦ providing advice and guidance to others ◦ checking in on/listening to others
Instant recognition - no monetary award	Recognition and congratulations on a nomination being received and a job well done.	You have provided help, guidance, or support over a short period of time. This could look like, but is not limited to: ◦ supporting a new colleague ◦ recognising that colleagues need help and support ◦ covering short term tasks to support the wider team ◦ helping out at a team event ◦ regular occurrences of sharing expertise and knowledge
Vega recognition -	Recognition of high-performance over a brief	You have gone above normal day to day duties for a brief period in a range of

£50 monetary award	period or for one off achievements with a positive impact AND/OR for demonstrating our values and/or leadership expectations, resulting in a positive impact on individuals or teams (can be a one-off example or over a brief period of time)	areas. This could look like, but is not limited ◦ delivery of a notable positive outcome/added value from contribution either within your team or across the department ◦ demonstration of flexibility across different work areas showing adaptability to changing priorities over a brief period of time ◦ demonstration of living the values to a high standard for your grade/role one or more occasions
Sirius recognition - £150 monetary award	Recognition of high-performance over a sustained period or for one off achievements with a significant positive impact AND/OR for consistently demonstrating our values and/or leadership expectations, resulting in a positive impact on individuals or teams	You have gone above and beyond, exhibiting high performance range of areas. This could look like, but is not limited ◦ undertaking and effectively performing additional duties those expected for your role/grade ◦ your performance is considered to have had a sustained, positive impact on an individual and your team, as well as contributing to improved team/departmental performance ◦ completion of a complex work activity to an excellent standard ◦ demonstration of flexibility across different work areas, showing adaptability to changing priorities over a considerable period of time

		◦ consistently contributes to making the Commission a great place to work, recognises and values individual difference and makes a notable impact towards the building of an effective inclusive culture ◦ consistent demonstration of multiple examples of living values to a high standard for your grade/role. May also regularly encourage others to do the same ◦ consistently demonstrating more than one of our leadership expectations to a high standard for your grade/role ◦ you have identified and taken action, to make a change that has led to significant cost savings and/or efficiencies
Exceptional Discretionary recognition* - £300 monetary award * Open to Executive members to issue only	Has been instrumental in the successful delivery of a key organisational milestone or objective	You have led on or significantly contributed to high profile piece of work resulting in a positive outcome for the Commission. This could look like, but is not limited to: ◦ professional/personal conduct and integrity in challenging and high-pressure situations when acting as a Commission representative ◦ undertaking significant high-pressure/high-risk tasks and duties in addition to day-to-day activities ◦ the delivery of measurable business impact in conjunction with corporate objectives/business plans ◦ direct contribution towards a significant milestone or objective

I'm not a manager; can I nominate someone for a monetary award?

Whilst you can't automatically issue a monetary award to a colleague, you can make a nomination. Your nomination will be considered by the line manager and the budget holder and may result in a monetary award being made.

What happens after I make a nomination?

Once your nomination is submitted it will be sent to the individuals line manager for review. The line manager will determine which of the following options should be recommended to the budget holder:

- No monetary award – Instant recognition provided by way of a thank you
- Vega £50.00 monetary award
- Sirius £150.00 monetary award

If no monetary award is made your nomination will still be shared with your colleague as it's appropriate that they receive the feedback provided.

Who makes the decision to make a monetary award? Do managers need to gather evidence to recommend an individual for an award?

Managers are not expected to gather evidence when recommending an individual to receive a monetary award. Managers will make a recommendation to budget holders for sign off. This is less about the nomination being approved and more so about managing budgets, award distribution and awareness of reasons for awards being given.

Outside of the reward and recognition scheme managers will continue to manage and monitor performance and assess how colleagues go about their day-to-day activities. This is achieved through everyday performance conversations and quarterly check-ins.

What will the budget holder consider when reviewing an award?

The budget holder will review the nomination and level of award recommended and consider:

- over what time period has the activity occurred? Is it a one-off contribution, high performance over a brief period of time or continued and sustained

high performance?

- does the nomination demonstrate high performance?
- what difference has been made to the organisation as a result of the individuals contribution?
- who has been impacted and in what way? Has the action/outcome effected one person, the team or the wider organisation?
- has the action or activity improved stakeholder service/experience or culture?
- has the individual exceeded what is expected of them in their role/grade?

Impact level	Description	Expectation level	Description	Monetary value
1	Individual/local team/colleagues	1	expected as part of role	N/A
2	Individuals/wider team/department	2	high-performance over a brief period	£50.00
3	Individuals/wider team/department/organisation	3	high-performance over a sustained period	£150.00

The budget holder will also determine the level of award to be made.

Will I be advised of the outcome of my nomination?

Yes, you will receive an update if your nomination is approved.

Can a line manager or budget holder reject an award?

A nomination could be rejected, but it would be expected that the reasoning for rejection be discussed in detail with the nominator.

How long will it take to review a nomination?

There are no agreed timeframes in place to review nominations, but we expect line managers and budget holders review nominations in a timely manner.

^ Using the mylifestyle platform for recognition awards

I need help redeeming my awards

If you are experiencing issues while trying to redeem an award, get in touch with the mylifestyle help desk. You can access the live chat service on mylifestyle by clicking on 'Support' and then 'Contact us' at the bottom of the site.

What can I spend my award on?

If you've received an award, you can spend it on any of our gift cards or vouchers of your choice. Just go to the 'My Account' page to see how much you can spend and select 'Use Balance'. Then take your pick from a variety of retailers offering reloadable gift cards, paper vouchers and instant vouchers!

When will my vouchers be delivered?

The delivery of your vouchers depends on the type of voucher selected. Your order confirmation provides details of when to expect delivery based on the time of your order and the type of reward voucher selected.

Delivery guidance:

- e-Gift card - delivered instantly directly to your mylifestyle account
- Re-loadable cards - dispatched by post within three to five working days

How do I update my personal details? (e.g., email, address, password etc.)?

Click on 'Account' in mylifestyle and select 'My Account'. This will then take you to your profile page. You can edit your details here at any time under 'Account Settings' and 'Security Settings'.

How do I redeem my reward balance?

Click on My Account tab and Reward Marketplace to view your balance and the voucher options available. Select a voucher to view more information including any restrictions.

Once you have made your selection enter the value of the voucher you wish to receive. Click add to basket to return to the rewards screen. From here, you can add more vouchers to your order or follow the checkout process to complete your order.

I've noticed a technical issue with the system, who do I report it to?

Get in touch with the mylifestyle help desk. You can access the live chat service on mylifestyle by clicking on 'Support' and then 'Contact us' at the bottom of the site.

I have ordered my vouchers, but they have not arrived, who do I contact?

For physical Reloadable Cards, please allow five working days or 24 hours for instant vouchers. If you still haven't received your vouchers within these timeframes, please contact mylifestyle help desk.

I'm trying to make a nomination but can't find the person I'd like to nominate. Who do I report this to?

Please submit a Support Request to People Services [using Topdesk \(opens in new tab\)](#).

My name has changed but the system has not been updated, who can I report this to?

Please submit a Support Request to People Services [using Topdesk \(opens in new tab\)](#).

I am an agency worker/seconded into the Commission; can I make and receive nominations?

Yes, you can make and receive nominations if you are seconded into the Commission in line with the recognition scheme.

For agency workers this will apply to those with over 12 weeks service in line with Agency Worker Regulations, and in line with the recognition scheme.

I am due to leave the organisation in the near future and have been nominated for a voucher, can I redeem it after I have left?

We recommend that users try to redeem their awards before they leave the Commission, however after you leave, you will have 60 days of restricted access to your account, allowing you to redeem any outstanding balance or download existing vouchers.