St Margaret's Time to Care Awards:
Nomination Process Guidance

Purpose

The Time to Care Awards are an opportunity to recognise and celebrate the outstanding contributions of our staff and volunteers. This guidance has been written in order to ensure the nomination process is accessible, inclusive and fair, ensuring that everyone has an equal opportunity to nominate and be nominated, regardless of their role, location or access to technology.

The awards are intended to recognise meaningful contribution, impact and behaviours, rather than popularity or visibility.

Key Principles

The nomination process will be:

Inclusive

- Open to all current St Margaret's staff and volunteers.
- Accessible through both digital and paper-based formats.
- Promoted consistently across hospice sites, retail locations and volunteer networks.
- Designed to support individuals with different literacy levels, communication preferences and access needs.

Fair

- Assessed on the quality of evidence provided rather than the number of nominations received.
- Focused on an individual's contribution, impact and actions.
- Structured to minimise bias towards highly visible roles or those with larger teams.

Accessible

- Available digitally through Microsoft Forms and in paper format.

- Supported through clear guidance and examples.
- Promoted through multiple communication channels, including:
    - Staff briefings
    - Volunteer round-ups
    - Staff newsletters
    - Volunteer newsletters
    - Posters and flyers
    - QR codes at meetings and events
- Supported by regular reminders throughout the nomination period.
- Support can be made available if someone needs help to complete a nomination due to literacy, confidence or accessibility. The Time to Belong group will support this process.

Who Can Be Nominated?

Any current member of staff or volunteer at St Margaret's can be nominated.

Eligibility Rules

- Staff and volunteers can submit nominations.
- Individuals cannot nominate themselves.
- Staff and volunteers must declare if they are related to the nominee.
- Managers can nominate members of their team.
- Patients, families and supporters cannot submit nominations.
- A person can be nominated in more than one category.
- A person can be shortlisted in more than one category.
- An individual may receive multiple nominations within the same category.
- If several nominations relate to the same project, achievement or contribution, the supporting evidence may be combined into one nomination for assessment purposes.

- If an individual leaves St Margaret's before the awards ceremony, they will no longer be eligible for an award - at this point a new shortlisted nominee would be chosen for the award instead. In the right circumstances a letter of thanks for the leaving nominee's contribution may be issued.
- In exceptional circumstances, an award may be made posthumously, with a family member, friend or colleague accepting on their behalf.
- There will be a check built into the shortlisting process to ensure suitability of nominees. For example, to check if a nominee is currently under a HR review process for something that would impact the award.

Anonymous Nominations and Sharing Nominator Details

- Nominations cannot be submitted anonymously. Contact details for the nominator must be provided so that support can be given with nominations, such as when more information is needed or if a nomination is unclear.
- The identity of the nominator will be shared with the nominations committee. Nominees who are shortlisted will be advised of who nominated them. The list of nominations, nor the nominees that have been shortlisted will not be actively promoted.

The agreed approach will be clearly communicated before nominations open.

How to Submit a Nomination

There are two ways to nominate and the format and questions will be consistent across both methods

Digital Nomination

A Microsoft Form will be available for staff and volunteers to complete online.

Information about how to access the form will be shared through internal communication channels.

Paper Nomination

Paper nomination packs will be available across hospice sites and retail locations.

Where paper copies cannot be collected, nomination packs will be sent out including a FREEPOST envelope for return.

Each pack will contain:

- A nomination form
- Guidance on completing a strong nomination
- A return envelope

Returning Paper Nominations

Retail Locations

Completed forms should be sealed and returned to:

- A Shop Manager, or
- An Area Manager

Postal nominations received at Walford Cross will be forwarded to Head of Communications and The Retail Marketing Assistant.

Hospice Sites

Completed forms should be:

- Handed to Hospice Reception, or
- Posted to Reception using the pre-paid envelope.

Hayley Milne will arrange collection of completed forms from Reception.

Managing and Protecting Nomination Information

To ensure fairness and consistency:

- All nominations will be received by Hayley Milne.
- Digital nominations will be printed before shortlisting so that digital and paper submissions are presented in the same format.
- Digital nominations will be stored securely within Microsoft Office systems with password-protected access.

- Paper nominations will remain sealed and be stored securely in locked storage.
- Nomination information will be retained until the following year's awards process to support future awards administration and review activities.

A dedicated St Margaret's email address (TTC.Awards@st-margarets-hospice.org.uk) will also be available for anyone who requires support or has questions about the nomination process.

What Makes a Strong Nomination?

- A strong nomination is not determined by how well it is written.
- The shortlisting panels will focus on the nominee's actions, contribution and impact rather than the writing style, length or vocabulary used by the nominator.
- One well-evidenced nomination can be just as powerful as multiple nominations.
- Nominations should not include photos/ videos or additional documents to keep nominations simple and comparable.

Focus on Specific Examples

When completing a nomination, it is helpful to describe:

- What the person did.
- How they demonstrated the values, behaviours or achievements relevant to the award category.
- The positive difference they made.
- The impact on patients, families, colleagues, volunteers or the organisation.

Helpful Example

Instead of:

"John is always helpful and works hard."

Consider:

"John noticed that volunteers were struggling to access information before their shifts. He developed a simple resource guide and worked with colleagues to make it available across the team, improving communication and confidence for new volunteers."

The second example provides evidence of contribution and impact.

Quality Matters More Than Quantity

The awards are not intended to be a popularity contest.

The number of nominations received by an individual will not automatically increase their chances of being shortlisted.

Shortlisting decisions will be based on:

- Evidence provided
- Impact achieved
- Alignment with award criteria
- Demonstrated contribution

This means a single, strong nomination can be sufficient for someone to be shortlisted or receive an award.

Supporting Fairness, Inclusion and Accessibility

When considering nominations and shortlisting, we recognise that some roles naturally have a higher profile than others.

To help ensure fairness:

- Guidance will include examples relevant to a range of roles.
- Communication will be targeted across all parts of the organisation.
- Participation will be actively encouraged amongst both staff and volunteers.
- Regular monitoring will identify areas, locations or groups that may be underrepresented in nominations.

However, while representation will be monitored, award decisions will not be adjusted simply to ensure every location, team or staff group is represented.

Shortlisting and award decisions will always be based on the quality of the nomination evidence and the nominee's contribution, impact and achievements.

Monitoring and Continuous Improvement

Following each awards cycle, feedback will be reviewed to identify opportunities to improve accessibility, fairness and inclusion in future nomination processes.

Our aim is to ensure that the St Margaret's Awards remain a meaningful, transparent and inclusive way of recognising the valuable contributions made by staff and volunteers across the organisation.