

# Employee Excellence Awards 2010 Programme

23 March 2011, Banqueting Room, Guildhall, Bath



working together for health and well-being

**Bath & North East  
Somerset Council**

**NHS**  
*Bath and  
North East Somerset*

The prestigious Employee Excellence Awards, now in their fourth year, are the Council's way of recognising and thanking those staff and teams who have excelled in embodying our values of delivering quality and value with customer focus.

Everything we achieve comes down to the efforts of individual employees and Council teams, and these awards recognise the immense value of such a committed and effective workforce.

This year the panel of judges – comprising councillors, officers and representatives from NHS B&NES – received over 80 nominations from the public and colleagues across the Council, schools and NHS. The number and quality of nominations shows that the services we are delivering are, rightly, appreciated more than ever.

We are proud to present the final 10 individual, and four team winners, all of whom have made a real difference to the lives of people who live in, work in and visit Bath & North East Somerset.

**Congratulations and thanks to every one of you.**

John Everitt,  
Chief Executive



# Meet the 2010 winners

## Excellent Service Award

### Kim Buchan

*School Caretaker, St Mary's Church of England School, Writhlington*

Kim is the driving force behind St Mary's School 'Bath in Bloom' Silver award. Kim accessed funding/grants to buy equipment and plants and organised a children's gardening club, giving generously of her own time. She is always enthusiastic and ensures that all who visit St Mary's receive a genuinely warm welcome. She is a wonderful ambassador for the school, a great team player dedicated to improving the environment for the benefit of the whole school community. Kim is a fantastic caretaker and takes pride in the school and grounds, finding creative solutions to problems and always happy to go the extra mile.

---

## Exceptional Circumstances Awards

### Helen Clement

*Staff Nurse, Paulton Hospital*

Helen is a staff nurse working at Paulton Hospital in Community Health and Social Care Services. Helen made an exceptional effort under extreme pressure to ensure the hospital remained operational during the bad weather in December 2010. On Saturday December 18, Helen worked a 14 hour shift from 8am – 10pm. The agency cover did not turn up at 10pm and Helen was unable to get any other cover. As she was the only qualified nurse, and medication had to be administered to patients, she stayed on through the night until the matron Nikki Woodland, who struggled in the next morning on her day off, took over.

### Louise Bizley

*Catering Services Team Manager, Resources and Support Services*

Louise has managed a period of substantial change, introducing new external standards and raising the quality of the Catering Service. Thanks to her, the service now holds the Food for Life Bronze Caterer Award which recognises that food is freshly-prepared, free from additives and better for animal welfare. She has also supported local schools to achieve their Awards, including St John's Church of England School in Midsomer Norton, which became the first school in the UK to achieve Gold. She has introduced a programme of NVQ training for cooks across the Council, managed the introduction of several new kitchens, plus achieved her Diploma in Management – all in the past two years. She also deals with the ongoing pressures of running a service that has to deliver meals to over 4,000 customers at dozens of locations every day.

---

### Jayne Lewis

*Area Youth Worker, Norton Radstock Youth Team*

Jayne works within the Norton Radstock Youth Team. There has been a huge increase in the number of young people regularly using the service, from 64 four years ago to 257 currently. Many of the young people have very challenging backgrounds and Jayne provides these young people with the means to improve their self-esteem through programmes such as the Duke of Edinburgh Awards. She has also set up a Youth Council to give the young people a voice, resulting in a number of them undertaking citizenship training.

## Kevin Gaisford

*Premises Manager, St John's Catholic Primary School, Bath*

Kevin is an outstanding Premises Manager, fulfilling his duties with clear enjoyment and professionalism. He has been exceptionally effective and supportive in helping move 300 children, staff, and also equipment, into new school buildings over the last two years. He is proactive, forward-thinking and generous in his support to others, maintaining a good sense of humour throughout. No job is too great or small; he's a real 'can-do' person.

---

## Marion Jones

*Community Staff Nurse, Keynsham District Nursing*

Marion is currently acting as Team Leader, tackling difficult and challenging issues, and showing exceptional leadership. She has always put patients first and works tirelessly to deliver the high clinical standards she is so passionate about. From patient feedback it is clear that her work is making a huge difference. One example is the way she has restructured an ulcer clinic so that patients now receive continuity of care and a genuinely holistic service, resulting in wounds healing faster and improved general health.

## Efficiency Awards

### Andy Chard

*Technical Officer, Environmental Services*

Despite enormous pressures at work and demands on his service over the last year, Andy has shown fantastic commitment to the on-going development and employability of his team members. He has supported and facilitated nearly 50 of them to access NVQ training. In addition, he has recruited more than 20 unemployed young people through the Government's Future Jobs Fund scheme. He has endeavoured to provide them with wide work experience and training opportunities that will help them to secure employment in the future. Andy's commitment to their development and his own team members is outstanding.

---

### Shaun Lawes

*Corporate Records Manager, Resources and Support Services*

Shaun is providing an outstanding new service for managing the Council's physical records. At the start of 2010, the Council had no identified storage other than a disused bunker in Radstock and a basement room in Riverside and the Guildhall. Shaun has achieved clearance of 10 ad-hoc stores; disposal of 75 tonnes of paper; reduction of 50% physical storage in offices; set up three fully fitted and racked units capable of storing 40,000 boxes of records; managed the decant of records from two major office buildings and met 100% of over 1,000 service requests for records. Whilst Shaun has done this with help of other services, it is his drive, initiative and enthusiasm which has made this happen in an incredibly short time span.

## Vicky Mainstone

*Audiometrician, Children's Hearing Services*

Vicky was appointed in January 2009 as an audiometrician within the B&NES Children's Hearing Service. Within weeks of starting at the Trust, Vicky volunteered to help with the newborn hearing programme. She demonstrated commitment, care and attention to detail and an ability to troubleshoot. This meant she was doing work well beyond the banding of the post, and extra hours beyond her contract (some unpaid). Her sheer hard work also inspired others to adapt and to make valid contributions. As a result, the benefits for the Trust, for newborn babies and their families are enormous. The Trust is now a leading site for newborn hearing screening in the South West.

---

## Charitable or Exceptional Act Award

### Dr Tom Hutchison

*Community Child Health, Newbridge Hill*

Dr Tom Hutchison, Community Paediatric Consultant, has made an exceptional contribution to the work of a charity running health and education programmes for orphans and vulnerable children in Western Kenya. Tom has fundraised and volunteered for two trips to Kenya to assist with rural medical camps (2006 and 2007) for children, and, most recently, in December 2010, cycled 450km across Kenya to raise funds. He has done all of this selflessly and with real heart and has served as a great example to everybody in the centre for Child Health.

## Team Awards

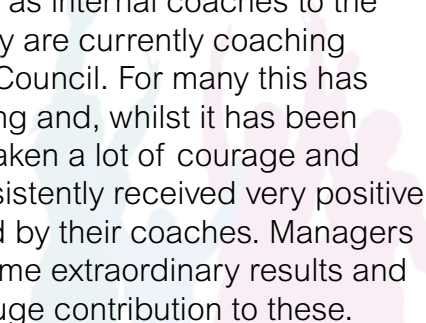
### Horticultural Team, Royal Victoria Park Environmental Services

The team has produced outstanding floral displays over a number of years and received Gold and Gilt awards in the South West Britain in Bloom competition in 2010. This recognises the excellent gardens and displays in Bath and the surrounding areas which can be observed all year round. Most of the blooms are grown from seed and, behind-the-scenes, there is a tremendous amount of hard work and commitment from the team. All concerned in producing the floral displays do a wonderful job – keeping Bath at the top of the list of cities and towns producing these displays for the visitors and residents of our Heritage site.

---

### Change Coaches Cross-Council Team

The Change Coaches have operated as internal coaches to the Leaders of Change Programme. They are currently coaching over 30 managers across the whole Council. For many this has been their first experience of coaching and, whilst it has been a rewarding experience, it has also taken a lot of courage and commitment. The coaches have consistently received very positive feedback and have been highly rated by their coaches. Managers on the programme have delivered some extraordinary results and credit their coaches with making a huge contribution to these.



## **Commercial Estate Team**

### **Property Services, Resources and Support Services**

This team led by Mike Dawson, manages the Council's Commercial Estate as well as the other revenue-producing property assets. Despite very challenging economic circumstances, the team has continued to manage the estate well, protecting the rental income, keeping voids to a minimum and maintaining debt levels well below industry standards. The team has worked closely with the Council's commercial tenants, including independent traders, supporting them through these challenging times by introducing highly-effective and innovative measures to help their cash flows and ensure the regular payment of rent and protection of the Council's property assets.

---

## **Continuing Healthcare Team**

### **Community Health and Social Care Services**

The Continuing Health Care (CHC) team, led by Rosemary Carroll, has, strengthened the work nurses in community teams, improved engagement with patients and reduced the cost of homecare fees. B&NES is one of the few PCTs which deliver CHC within budget. Because of the team's hard work and dedication, the service has recently received positive feedback from a peer Strategic Health Authority review which noted the innovation and high service user involvement.



This leaflet about the Employee Excellence Awards can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from Communications & Marketing on telephone 01225 477495.

---

**Bath & North East  
Somerset Council**

---

**NHS**  
*Bath and  
North East Somerset*

Prepared by Bath & North East Somerset Council's Communications & Marketing Team and published by Bath & North East Somerset Council's Print Services, Dartmouth Avenue, Oldfield Park, Bath BA2 1AS  
DP 4980 03/11 LE

**75% recycled**  
When you have finished with  
this item please recycle it