

# Belfast City Council

*in conjunction with  
the Department of Finance and Personnel*

**invites you to a Best Practice Learning Activity**

**on Friday 29<sup>th</sup> January 2010**



**LIMITED AVAILABILITY**  
**Early Booking Advisable**

Belfast City Council, as part of the Northern Ireland Best Practice Scheme, invites you to take part in a learning and benchmarking opportunity, aimed at recognising the contribution your employees make in service delivery.

The Best Practice Scheme is sponsored by the Reform Delivery Unit in the Department of Finance and Personnel and it complements the Government's strategy for reforming and modernising public services.

All Best Practice events are free of charge and open to staff from public sector and voluntary/community sector organisations in Northern Ireland.

**Belfast City Council's event is targeted in particular at those organisations who wish to recognise the contribution of their own employees.**

The event details are as follows:

**Date: Friday 29<sup>th</sup> January 2010**  
**Time: 10.15 – 12.30 (followed by lunch)**  
**Theme: Staff recognition through awards**

**Venue: Belfast City Council**  
**Learning and Development Centre**  
**49a East Bridge Street**  
**Belfast**  
**BT1 3NR**  
**(Behind Maysfield Leisure Centre)**

*For parking information at the venue please see last page of this flyer.*

If you would like to book a place for this event, please complete the attached booking form and return it to: [catherine.harland@dfpni.gov.uk](mailto:catherine.harland@dfpni.gov.uk). If you require further information please visit [www.bestpracticeni.gov.uk](http://www.bestpracticeni.gov.uk) or for advice or assistance contact Catherine Harland on 028 9081 6032.

## THE 'MAD' AWARDS

Belfast City Council's commitment to continuous improvement and excellence has recently been recognised through a number of awards and accreditations, including CIPR Pride Awards, Investors in People, ISO and the Mark of Excellence. The Council is the largest in Northern Ireland, employing more than 2,700 people and serving a population catchment area of over 270,000.

In 2005, following feedback from employees, the decision was taken to introduce a staff recognition scheme to recognise employees who are 'Making A Difference'.

The Making A Difference (MAD) awards scheme was developed to assist in the recognition and reward of employees who, through their work in the different services had made a marked contribution within the organisation and to key frontline services for the Citizens of Belfast. The first MAD awards was launched at the Council's Best Practice Day in November 2005 and since then has become an annual award event.

To date the scheme has provided a number of invaluable learning points. As an example, communication is one of the most important factors involved in the process for organising the awards. Over the last four events the Council has used a number of communication channels to ensure that all employees (including agency and temporary workers) are kept informed, regardless of their work location. A comprehensive promotional campaign is vital for the success of the scheme. Since May 2006 the number of nominations made has increased year on year.

The nomination criteria, shortlisting and judging processes have been developed to include representation from all departments and also includes Councillor and Chief Officer's involvement in the final selection process. The event and how it is planned is reviewed annually in order to ensure relevance and linkages with the Corporate Plan of the Council.

On awards night the event revolves around celebrating our staff and their achievements in enhancing service provision for Belfast City Council. The evening presents an opportunity for employees to meet others from different departments and also Councillors and Chief Officers who they may not have had the chance to meet before.

*"The MAD awards is an excellent event to recognise and celebrate our staff's dedication in serving the citizens of Belfast."* Chief Executive of Belfast City Council.

*The MAD awards won the silver award at the CIPR Pride Awards, Best Event Category 2008.*

## Event Programme

10.00 am	Registration & Tea/Coffee
10.15 am	Welcome/Opening Remarks
10.30 am	The Why and How of the Making A Difference (MAD) awards  Emily Wilson Policy and Performance Analyst
11.15 am	The Communication Channels for MAD  Gabrielle Madden-Ross Internal Communication Manager
11.30 am	The Trade Union perspective  Tim Smith Trade Union Co-Coordinator
11.45 am	The Managers Perspective  Jim Ferguson Operations Manager
12.00 noon	The Working Group and Human Resources Perspective  Marie Jordan Human Resource Advisor
12.15pm	Question and Answer Session
12.30	Lunch & networking opportunities.

## **Directions for the Learning and Development Centre**

The Learning and Development Centre is located immediately behind the former Maysfield Leisure Centre building. -

### **Coming from city centre:**

Go up East Bridge Street, pass Central Station on the right and take the next left onto Laganbank Road then first left into Mays Meadow. Turn right at the green gates immediately after the Central Station car park.

### **Going towards city centre:**

Turn left immediately after the Albert Bridge into Mays Meadows. The former Maysfield leisure centre is the first building on the left. Turn left at the green gates immediately after it.

### **Parking**

An external security company controls access to the car park at the green gate and names of expected visitors are given to the steward in advance. Please only park in the spaces marked out.