



**HOSPITAL CATERERS ASSOCIATION
NATIONAL LEADERSHIP & DEVELOPMENT FORUM**

2020

**APPLICATION FOR
HCA NATIONAL AWARDS 2020**



PRESENTED AT THE PRESIDENTS DINNER ON 2 APRIL 2020

Caterer of the Year Award
Chairman's Choice Award
Trade Stand Award
Catering Service Team of the Year Award
Efficiency & Improvement Award
Special Contribution Award
National - Rising Star Award - **NEW**
National - Leadership Excellence Award - **NEW**
Wilma Wilkie Outstanding Service

Closing date - Friday 14 February 2020

Completed entries should be sent by email to:
Janice Gillan, HCA National Secretary
Email: NatSecretary@hospitalcaterers.org

HCA NATIONAL AWARDS 2020



The HCA Awards were established to recognise exceptional commitment and devotion to healthcare catering and quality patient service. More than 60 Members have joined the exclusive roster of Award winners, having demonstrated their dedication and ability to improve the standards of catering and customer care within their respective hospitals – and consequently further the aims of the HCA.

The following awards are intended to encourage and acknowledge professional excellence across the catering services covered by HCA members, which have led to improved, lasting and replicable outcomes in healthcare catering provision.

- Caterer of the Year Award
- Chairman's Choice Award
- Trade Stand Award
- Catering Service of the Year Award
- Efficiency & Improvement Award
- Special Contribution Award
- National - Rising Star Award - **NEW**
- National - Leadership Excellence Award - **NEW**
- Wilma Wilkie Outstanding Service

Eligibility - The nominee must be a Full Member of the Hospital Caterers Association

You have until Friday 14 February 2020 to submit your nominations. The winners will be announced and presentations will be made at the President's Awards Dinner at the National Leadership & Development Forum 2020 at ACC Liverpool on 2 April 2020.

Caterer of the Year Award

Sponsored by Hobart UK



Hobart UK are delighted to sponsor the Award for the Hospital Caterer of the Year, in recognition and celebration of the significant contribution the Hospital Catering Manager makes to the wellbeing and recovery of the patient, the patient experience and to the staff and visitors who use their services.

Submission Requirements

- Completed entry form.
- A resumé of the person being nominated and this should include the following:
 - Background of the nominee's involvement with the Hospital Caterers Association.
 - Brief history of their career within the NHS.
- Evidence of the achievement/supporting documentation during the period January 2019 to December 2019 that have been instrumental in having a positive impact in particular to Patient experience and showing the focus and delivery of the 'Last 9 Yards', initiatives of Nutrition and Hydration 24/7/365, evidence of training of teams or apprenticeship programs in place for catering employees or teams.
- A reference from either a current Branch Officer/employing authority.

Chairman's Choice Award

Sponsored by HCA



The Branches of the HCA are the cornerstones of the Association, providing an active professional support network around the UK and Northern Ireland for healthcare catering professionals who face the same challenges the industry brings and are striving for similar targets. Each year the National Chairman presents the Chairman's Choice Award to the HCA Branch which has displayed an exceptional commitment and outstanding contribution to its Members and the Association over the preceding 12 months.

Submission Requirements

- Completed entry form.
- Written nominations (500 – 1,000 words) should demonstrate:
 - How the branch engages with members.
 - Branch programme of events and the numbers that attend meetings.
 - How the branch supports training and development of members, including inter-Branch activities.
 - What the branch is doing to encourage future managers and supervisors to engage with the HCA.
 - The timely submission of Financial Accounts.
 - How the branch showcases their developments and achievements on website and in the journal.



Catering Service Team of the Year Award

Sponsored by NH Case Ltd



This award aims to give recognition to a Catering Team which has made an outstanding contribution to NHS catering in their regional area.

Submission Requirements

- Completed entry form.
- Written nominations (500 – 1,000 words) should demonstrate the team's:
 - High level of management skill, initiative, and commitment in devising and implementing catering service objectives or strategy, which has brought about a positive change or improvement in their food service across their organisation.
 - Energetic and imaginative approach to its work as well as illustrating active involvement of staff in the successful development and implementation of the catering service objectives or strategy.
 - Whilst looking at originality and creativity, other factors contributing to achieving a successful outcome will be taken into account. These will include areas such as staff engagement, an affinity with the customer profile and overcoming current financial challenges together with a proven track record in meeting catering service objectives/strategy.
 - Exemplary people management and teamwork across all staffing levels will have ensured that not only were service objectives met and strategies successfully implemented but the results will show how the catering service has moved forward year on year.

Supporting evidence - Please add additional information of up to no more than 4 x A4 pages that you think will be useful in support of your nomination.

Trade Stand award

Our events would not be achievable without the support of the trade. This Award is presented to the Trade Stand that, in the eyes of the judging panel of the President and Vice-President, stood out for them at the National Leadership & Development Forum.

Efficiency & Improvement Award

Sponsored by Hefma



This award is for Members/NHS Trusts/Board/HCA Branches to put forward nominations to demonstrate how they introduced a new idea, development which helped to improve catering service to patients or retail, which delivered service improvement and improved efficiency and productivity.

Submission Requirements

- Completed entry form.
- Written nominations (500 – 1,000 words) should demonstrate:
 - a resumé of the individual or team and should demonstrate, evidence-based, on how the innovation had some combination of the following attributes:
 - Originality:
 - Whether it's a new idea or a variation of an existing idea.
 - If developed independently or in co-operation with others.
 - Productivity/Efficiency:
 - How it improved individual or team productivity.
 - How it improved efficiency and is demonstrated in National financial benchmarking.
 - Impact:
 - The fundamental changes made.
 - How it impacted on the provision of Support Services.
 - Practicality:
 - Whether it was cost effective to implement.
 - The risks associated with implementation.
 - Measurability:
 - Did it create measurable efficiencies/cost savings.
 - Alternatively did the result provide cost benefit to the NHS.
 - Applicability:
 - Is this innovation specific to Support Services?
 - Is the innovation able to be applied to other organisations outside of the NHS?

Special Contribution Award

This award will be presented to a person/organisation which has performed a role that has had a significant influence on the provision of services in one or more areas of the healthcare catering sector.

Detailed nominations are not sought for this category, as the judging panel will discuss. However if you wish to alert the judging panel to a candidate, submit an entry accompanied by a citation of no more than 500 words.



NEW - National - Rising Star Award

This new award is for a Full Member who, in the course of his or her work has shown impressive dedication and commitment to furthering themselves and supporting the work of hospital catering, who demonstrates Association values and shows outstanding dedication and commitment.

Submission Requirements

- Completed entry form.
- a resumé of the person and this should include details on how the nominated individual :
 - Supports and demonstrate Association values.
 - Shows dedication and commitment to developing themselves and others.
 - Demonstrates person-centred care.
 - Shows excellent judgement, drive and initiative.

NEW National - Leadership Excellence Award

This award is for a Full Member who demonstrates exceptional leadership skills and who excels at mentoring and teaching and shares their knowledge and expertise with students, junior members of staff and/or colleagues, encouraging and motivating them to reach their full potential.

Submission Requirements

- Completed entry form.
- A resumé of the member and this should include details on how the they:
 - Are an excellent and inspiring teacher.
 - Impart their knowledge and values effectively.
 - Are open and honest, giving staff and/or students beneficial and constructive feedback.
 - Act as a positive role model, encompassing the core values of the Association.
- Please give examples of how the individual excels in their teaching and educational role.

Wilma Wilkie Outstanding Service Award

Sponsored by HCA



Wilma Wilkie placed great emphasis on providing outstanding service to our customers and her legacy lives on in supporting the HCA Outstanding Service Award.

This Award is presented to an outstanding professional who is a Full, Life, or Honorary Member of the Association. The individual must have given many years of service to healthcare catering.

Submission Requirements

- Completed entry form.
- A resumé of the person being nominated and this should include the following:
 - Background of the nominee's involvement with the Hospital Caterers Association.
 - Brief history of their career within the NHS, over 25 years.
 - Details of any outside interests that reflect on the nominee's character.
 - Achievements whilst employed in NHS catering.
 - A reference from either a current or past National or Branch Officer.

Application for Hospital Caterers Association National Awards 2020

ENTRY FORM

Your Name (proposer)

Job Title

Address

Tel:

e-mail:

Membership No

Branch Name:

Nominee's Name or Branch

Job Title

Address

Tel:

e-mail:

Membership No

Branch Name:

PLEASE TICK WHICH AWARD YOUR ENTRY IS FOR:

- Caterer of the Year Award
- Chairman's Choice Award
- Trade Stand Award
- Catering Service Team of the Year Award
- Efficiency & Improvement Award
- Special Contribution Award
- National - Rising Star Award - **NEW**
- National - Leadership Excellence Award - **NEW**
- Wilma Wilkie Outstanding Service

Closing date - Friday 14 February 2020

Note - by submitting application, you agree to any promotional materials of winners.

**Please include entry form and all documentation in your submission
and e-mail by Friday 14 February 2020**

to: Janice Gillan, HCA National Secretary
Email: NatSecretary@hospitalcaterers.org