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**2019 KENT HOUSING GROUP EXCELLENCE AWARDS - CATEGORIES**

**1. Excellent Partnership**

Working in silo can restrict the potential to drive forward change and stifle innovation. In a sector where partnership working is crucial; this award is for an organisation, team or member of staff who has the strategic vision to recognise how working in partnership can **improve the overall contribution to the customers and the communities that the organisation works with**. The winning nomination will clearly evidence and **showcase how partnership working has resulted in service delivery improvements, high levels of customer satisfaction, and overall, the positive outcome from a new/improved way of working**.

**2. Excellence in delivering services for Vulnerable People**

Does your organisation provide pivotal housing and support to vulnerable clients within the communities of Kent and Medway?This award will **recognise a person, organisation or project who delivers more than just housing and housing advice within the sector to ensure that residents who require additional support are able to secure and maintain stable accommodation**. This award is an opportunity to recognise the **development of excellent services or innovation** that improve upon existing services; meeting the needs of a specific vulnerable client group, for example children, Care Leavers, older people, those with physical or sensory disabilities or mental health disorders. **Does your organisation or service enable a vulnerable client group to live independently?** Helping our most vulnerable members of the community is a critical role for social housing and therefore the winning nomination will have **clearly evidenced and identified how the overall approach and specific outcomes achieved have benefited the target vulnerable client group**. Nominations are invited for a person, organisation or project delivering excellent services to vulnerable people. Who stands out from the crowd for you? What is the true impact of the organisation, project or person?

**3. Excellence in Development**

Development of high quality homes, on new sites or regeneration of existing places (urban and rural) can have a significant impact and contribution to meeting housing need, changing the perception of affordable housing and how well a community thrives. This excellence award will recognise the **development of homes (new or refurbished)** which can evidence the afore mentioned, there is no size criteria, the winning development won’t necessarily be a large scheme, the key is **demonstrating the achievement of meeting housing need, provision of well-designed and affordable homes,** all delivered in a way that delights residents and the wider local community through excellence in design, construction or public realm.

**4. Innovation in Digital Transformation**

The housing sector like others is moving towards service delivery and outcomes that rely heavily on digital transformation and innovation. This excellence award will recognise and share an example of an organisation, project or person that has done **exceptional work to take forward and transform a service for the benefit of the customer as well as colleagues, using the digital agenda as the platform**. This award is not limited to the ‘finished article’, this is recognition of **innovation and this could mean that the digital transformation is a work in progress.** The winning nomination will d**emonstrate effective leadership and change, improving service outcomes as well as improving efficiency**. The winner of this excellence award would have the opportunity to share learning and expertise to benefit other members of Kent Housing Group.

**5. Excellent Community Project**

Does your organisation support and provide the platform for projects within local communities to grow and thrive? Has a **local community-based project had such a positive impact on the local community that it needs recognition**? This award recognises a project, person or group and there are **no restrictions as to what the project outcome could be.** Examples of previous winning projects include contribution to improving health and wellbeing, improving physical conditions and contributing to community engagement or projects that have positively addressed issues such as vandalism, anti-social behaviour and social inclusion.

**6. Excellent Young Professional of the year [Up to 30 years old]**

This award recognises the importance of roles and work undertaken of young people in the housing sector. The winning nomination will have **clearly demonstrated their commitment to their role alongside commitment to their personal development** (including attainment and achievement in learning where applicable). Has the young person demonstrated how **their contribution to the workplace has exceeded expectation and made a real difference to the organisation they work for**? This excellence award category offers the opportunity to recognise young people in a **variety of employment capacities**, from full time employed, apprenticeship or trainee work placement, **working in housing or a housing related service**.

**7. Excellent Health or Social Care Professional**

This excellence award will recognise **someone that has made a significant contribution to their profession and/or customers throughout the last year**. The winning nomination will demonstrate h**ow the health or social care professional has an in-depth understanding and knowledge of the sector which results in positive outcomes for their employer and/or the clients who access the services provided**. Is the person someone who has **effectively driven change and helped to drive the integration of housing, health and/or social care**, someone who has put integration at the top of the agenda amongst peer colleagues? Is your colleague this person? Are they a **role model with the personal and professional integrity** to inspire, help and support others?

**8. Excellent Housing Professional**

To be awarded to someone who **truly is an ambassador for housing, a person that has made a significant contribution to the housing profession and/or residents throughout their housing career**. This award will recognise an individual who demonstrates an **in-depth understanding and knowledge of the sector**, who has **effectively driven change** and helped to **put housing at the top of the agenda** amongst peer colleagues. Do you work with or for someone who’s a role model, and who continues to **demonstrate personal and professional integrity** with the passion to ability to help and support others?

**9. Team of the Year**

To recognise and celebrate a team who can **clearly demonstrate excellence in customer service, in practice or through innovation**. Do you work within a team who are **passionate and excel in providing an outstanding level of customer service**? Is there a team within your organisation that is **driving forward change** through innovation in customer service and has had a **positive impact on the overall business**? Do they **always go the extra mile to achieve the best outcome possible**?

**10. Excellence in the Private Sector**

This award recognises and celebrates **individuals or organisations who are responsible for providing a high quality service within the private sector**. This excellence award will recognise an individual, team or organisation that can **demonstrate that they have improved the quality or access to good quality private housing or services to the residents and or landlords in this sector**. The nomination could also **highlight how activity in this sector has improved the health and wellbeing of residents bringing longer-term benefits for all.** Can you **evidence** this and what **impact** it has had upon your area of service delivery?

11. **Unsung Community Hero/Neighbour of the Year**

This award is the opportunity to **recognise and reward** a **resident or tenant** that has given up their time to **improving the local community**, either by organising the **community** to work together for common good or through **supporting** the work of local organisations. An **inspirational person** who has motivated their community. Do you have a resident or tenant that meets this criteria? Can you **evidence** the impact they have had upon the local community or your organisations overall service delivery?