Thank You Scheme for Managers
Scheme rules and frequently asked questions

When is it appropriate to give a gift under the Thank You Scheme?
Managers can request a gift for their staff subject to approval from the Thank You Scheme Approver. This may include gifts as a token of appreciation and should take into account what the member of staff would enjoy. Subject to approval by your Thank You Scheme Approver this could include:
- Flowers
- Chocolates
- Wine
- Gift vouchers
- A days leave
- Gifts may range from a few pounds upwards, but should not exceed a maximum of £100.

Who is the Thank You Scheme Approver?
This is decided locally but will normally be Directors of PSS, Faculty Operations or Cultural Institutions. Local managers will need to seek approval from their Thank You Scheme Approver ahead of issuing any gifts.

What is the process for getting approval for an event or a gift?
There is no set format for this and it is very much at the discretion of the Thank You Scheme Approver. However, it should reflect the aim of the Thank You Scheme which is instant and spontaneous recognition.

Where do I order gifts?
Currently there is no central place for ordering Thank You Scheme gifts. Subject to the Thank You Scheme Approver’s approval, you can order approved gifts from any suppliers you choose these may include current staff discounts providers. Purchases via University credit cards and invoicing should quote the correct /e code 4034 (Staff Thank you Scheme).

Is the Thank You Scheme monitored?
The Thank You Scheme Approver is responsible for ensuring that all spends are recorded on the Thank You Scheme Monitoring Form which are submitted on a quarterly basis to thakyou@manchester.ac.uk

Submissions should cover:
1 January – 31 March
1 April – 30 June
1 July – 30 September
1 October – 31 December

Managing costs and financial reporting
As the Thank You Scheme Approver will usually be a budget holder, all costs incurred for hosting events or giving gifts must be covered by the Faculty / Directorate / or cultural institution budget. There is no additional central funding. To ensure all spends across the University are reportable, please allocate all costs to /e code 4034 (Staff Thank you Scheme). As purchases are often made via local departmental credit cards or paid for by staff and reclaimed via expenses, it’s important to ensure that /e code is always used.
As a manager when can I request / organise an event to thank staff for their contribution? Managers can request events specially to thank a group of staff for their contribution and to celebrate achievements. Holding an event to thank staff should be reserved for occasions where a big team effort was required or the results were beyond expectations – (i.e.) not necessarily at the end of every major project. It is for the Thank You Scheme Approver to authorise such events.

How many recognition gifts can you give in a year? This is not fixed. However, it is important to note that:
- All costs incurred for hosting events or giving gifts must be covered by the Faculty / Directorate or Cultural Institution budget. There is no additional central funding.
- The University will take steps to ensure that this policy is applied fairly, equitably and consistently across the organisation.
- Decisions on which nominations and requests will be authorised must be based on objective evidence to avoid bias or favouritism.

My manager sent a thank you card and small box of chocolates to a colleague for being polite with customers in the café. Why is being nice being rewarded? Being polite and courteous should be a standard expectation. Unfortunately, some people don’t make the extra effort. By recognising good behaviour your manager is reinforcing this expectation and letting your colleague know that this is appreciated. Polite and courteous staff will encourage more return customers and good feedback for the University.

Can I appeal if my Thank You Scheme Approver does not approve my requests to recognise my team with an event or gifts? There is no right of appeal in this scheme as this is at the Thank You Scheme Approver’s discretion. You are able to send eCards and are not limited in the submissions you can make to your manager (or Thank You Scheme Approver*) for other forms of recognition.

I want to recognise many of my team with gifts who have worked particularly hard on a project this year but this may leave two people out who were not part of this group. Could I be accused of favouritism? Decisions on which nominations and requests you authorise must be based on objective evidence to avoid bias or favouritism. This decision may not include all your team, but this should not stop you recognising those on your team who have worked particular hard. If other colleagues have performed well, but not excelled, you can still thank them and you are still able to thank other colleagues with a Thank You card.

Can you give more than one type of Thank You at a time? In certain circumstances it may be that a project team all receives a group event and some individuals at this event may also receive an additional gift. This again would be subject to your Thank You Scheme Approver’s agreement and should be proportionate to the circumstances.

Do employees have to declare gifts received to HMRC? Individual employees do not have to declare gifts received under the Thank You Scheme as the University is collecting data on the value of gifts/events provided and will be paying the tax applicable centrally and recharging.
Do Thank You Scheme Approvers have to complete a PAYE Settlement Agreements (PSAs) for HMRC for all gifts/events provided?
Faculties, Directorates and Cultural Institutions do not have to complete a PSA to declare gifts received under the Thank You Scheme as the University is collecting data on the value of gifts/events provided and will be paying the tax applicable centrally and recharging.

What is the maximum value that I can spend/authorise on a Thank You staff event?
There is no limit on what can be spent but all costs incurred for hosting events must be covered by the Faculty/Directorate/Cultural Institution’s budget. There is no additional central funding available.

Further information
You can find online support and monitoring forms for the scheme via:
https://www.staffnet.manchester.ac.uk/human-resources/benefits/recognition/thank-you-scheme/

Supporting schemes
Rewarding Exceptional Performance Scheme
https://www.staffnet.manchester.ac.uk/human-resources/benefits/recognition/rewarding-exceptional-performance/