Thank You Scheme - Frequently Asked Questions (FAQs)

Guidance for Managers – Giving gifts and arranging events

What documents do I need for the Thank You Scheme?
Important links that relate to the Thank You Scheme are:
1. Staff Recognition Thank You Scheme
2. Thank You eCards
3. To order printed thank you cards contact your Thank You Scheme Approver. If printed card supplies need replenishing in a Faculty, Directorate, Library or Cultural Institution please email thankyou@manchester.ac.uk
4. Thank You Scheme Monitoring Form (EXCEL)
5. Thank You Scheme Example Monitoring Form (PDF)
6. Recognition Schemes at The University of Manchester

When is it appropriate to give a gift under the Thank You Scheme?
Managers can request a gift for their staff subject to their own discretion. 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.

You must always ensure that the gifts provided are recorded on the Monitoring Form which are submitted on a quarterly basis and that costs are charged to i/e code 4031 (give description “staff recognition”)

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 and to decide on the format.

Who can authorise gifts and events for staff on the Thank You Scheme?
It is envisaged that local managers will seek approval from their Thank You Scheme Approver. This is likely to be Directors of PSS, Faculty Operations, Library or Cultural Institution. The Monitoring Form should be completed on an ongoing basis and then at the end of each quarter should be printed off and signed by the Thank You Scheme Approver*. Once completed these should be sent to the designated address on the monitoring form.
What is the process for getting approval for an event or a gift?
Managers should discuss this with their Thank You Scheme Approver* as there is no set format for this and it is very much at the discretion of the Thank You Scheme Approver. It should reflect the aim of the Thank You Scheme which is instant and spontaneous recognition.

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 / Library or Cultural Institution budget. There is no additional central funding available.
- 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.
You must always ensure that the gifts/events provided are recorded on the Monitoring Form which are submitted on a quarterly basis and that all costs are charged to i/e code 4031 (give description “staff recognition”).

My manager sent a thank you 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.

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.

Can I appeal if my Manager seems to continually ignore all my contributions in favour of other colleagues?
- There is no right of appeal in this scheme as this is at the manager’s discretion. The University will take steps to ensure that this policy is applied fairly in all areas. Decisions on which nominations and requests your manager will authorise must be based on objective evidence to avoid bias or favouritism.

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 you should still recognise 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?  
- You can send a Thank You Card and subject to agreement by your Thank You Scheme Approver* you can also send a gift or provide an event. In certain circumstances it may be that a project team all receive 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* agreement and should be proportionate to the circumstances.

How do I record gifts and events that I have given staff?  
- You must always ensure that the gifts and events are recorded on the Monitoring Form and that all costs are charged to i/e code 4031 (give description “staff recognition”). These should be submitted on a quarterly basis (March / June / Sept / Dec).

Do employees have to declare gifts received to HMRC?  
- Individual staff 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 Approver* have to complete a PAYE Settlement Agreements (PSAs) for HMRC for all gifts/events provided?  
- Faculties / Directorates / Library 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.

How do I fund the Thank You Scheme gifts and events?  
- The Thank You Scheme Approver* will usually be a budget holder who would be expected to manage monies allocated to their unit in the annual budgets.

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/Library or Cultural Institution’s budget. There is no additional central funding available.

Where do I order gifts?  
- You are free to order approved gifts from any suppliers you choose. To save money you may wish to use existing staff benefit providers shown below who provide discount. Purchases via University credit cards and invoicing should quote the correct i/e code.  
  - Perkz - various high street providers and pre-loadable gift cards  
  - Entertainment & leisure – experience days, Chill Factore and theatre tickets  
  - Food & drink - various restaurants or discounted annual dining cards  
  - Health & beauty – hair and beauty salons and pamper days  
  - Home services – Venus florist  
  - On campus – Café Rylands, Chancellors  
  - Shopping – Cotswold Outdoors  
  - Travel – Superbreak vouchers

Notes:  
The Thank You Scheme Approver* will normally be Directors of PSS, Faculty Operations, Library or Cultural Institutions.