

Thank You Scheme Guidance and FAQs for Managers

Summary process

If a team member has performed above and beyond in the past few weeks or months and you wish to give a reward up to the value of £100 the process is very simple:

1. Line managers should contact the Faculty or Directorate Approver for approval for a specific gift/value and reason why. The Approver will usually be a Director of Faculty Operations or Professional Services (PS) Director – but this is a local decision.
2. Once approved purchase a gift from any supplier/shop/florist of choice
3. Remember to log any amount being given as a Thank You Scheme Gift with i/e code 4034 (Thank You Scheme costs)
4. [Monitoring forms](#) should be sent by Faculty Approvers once a quarter to people.reward@manchester.ac.uk if there is any spend.

Detailed guidance and FAQs

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 PS, 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?

Subject to the Thank You Scheme Approver's approval, you can order approved gifts from any suppliers you choose. Purchases via University credit cards and invoicing should quote the correct **i/e code 4034** (Staff Thank you Scheme costs). Any vouchers should be requested via the Income Office.

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 people.reward@manchester.ac.uk

Submissions should be sent after the end of the quarters below:

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 / cultural institution budget. There is no additional central funding. To ensure all spends across the University are reportable, please allocate all costs **to i/e code 4034** (Staff Thank you Scheme costs). 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 I/e code is always used.

As a manager when can I request / organise an event to thank staff for their contribution?

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 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.

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.

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 particularly 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.

Can I give a member of my team a Thank You Gift and nominate them for a Rewarding Exceptional Performance award?

Yes you can. If you want to acknowledge a member of your team at the time you can do so but if you feel that their work was particularly exceptional or continued for a number of months you can nominate for under the annual Rewarding Exceptional Performance Scheme.

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.

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?

All costs incurred for hosting events must be covered by the Faculty/Directorate/Cultural Institution's budget. There is no central funding available.

Further information

StaffNet – Thank you scheme:

<https://www.staffnet.manchester.ac.uk/people-and-od/benefits/recognition/>

Thank you scheme monitoring form

<http://documents.manchester.ac.uk/display.aspx?DocID=19237>