

## Top entries - Best Performing Team Member Award 2024

Here we have chosen three high-scoring entries from the 2024 awards for the Best Performing Team Member Award. The purpose of publishing these best practice entries anonymously is to clarify 'what good looks like', in order to support future award entries and celebrate more success in Local Land Charges.

Each one has been carefully crafted to answer the award questions and prompts. In particular, these entries:

- reference specific real-life examples where key skills were demonstrated
- demonstrate commitment, tenacity, proactivity, professionalism and problem-solving skills
- use numbers and statistics to prove the impact of the team member's work e.g., increases in speed and efficiency
- highlight new ideas and innovations the team member has made a reality
- show how a team member has optimised working arrangements to deliver the best outcome
- demonstrate how the team member embraces and adapts to change
- show how the team member's work and attitude directly affect the productivity and morale of the whole team

If you have any questions about the Excellence Awards, please contact [helen.desmond@land-data.org.uk](mailto:helen.desmond@land-data.org.uk) or [shelly.newman@land-data.org.uk](mailto:shelly.newman@land-data.org.uk).

### Entry 1

**Describe how your team member has had a demonstrable impact on the efficiency of your team.**

- What skills and capabilities have they brought to the team?
- Which tasks have they taken on?
- What has been the impact?

**BEST NEWCOMER** I am nominating [xxx] for the best newcomer award, joining [xxx] in January 2023. [xxx] has brought enthusiasm and attention to detail to the role, with knowledge and skills in planning, policy, GIS, data interpretation and auditing, decision making and a high level of written and verbal communication. [xxx] is a quick learner and carries out all Local Land Charge (LLC) duties; searches, registering charges, HM Land Registry maintenance, data auditing, microfiche checks and Street Naming and Numbering (SNN) duties. [xxx] joining the team has demonstrated improved

search return times. The average return time reduced from 10 to 7 working days and return times within 10 working days increased from 57% to 80% for the same period in 2023 compared to 2022. [xxx]'s competency has allowed me, the second LLC officer, capacity to focus on service delivery. For example, streamlining the use of TLC for issuing searches and the automation of additional data sets for answering CON29 enquiries. Also creating a webform for customers to submit and pay for searches 24/7 online, extending our [xxx] corporate value of working in an agile manner to our customers. These changes provide a quicker more automated answering process which reduces return times and improves customer experience.

[xxx] joining the LLC team also facilitated the SNN function returning to the planning department, within the LLC team remit, bringing in additional income of £23,383.60 to the department. [xxx] has taken the lead on a project scanning and indexing historic paper based SNN notices.

**Describe how the nominee has gone above and beyond what is expected of them.**

- What tasks did they take on?
- What new ideas did they bring to the table?
- What were the results and how did they impact the team?

I broke my arm this year and [xxx] competently took on the workload for both LLC and SNN and kept both services running smoothly (on only 20 hrs per week) when I was off. [xxx] really stepped up and competently completed the duties required and worked very independently. [xxx] was also very supportive when I returned to work but was not working at full capacity. There was an understanding that at times I would take longer to respond to queries and [xxx] was happy to take on more of the workload whilst I recovered.

[xxx] checked all microfiche historical planning permission queries, this would normally be a shared responsibility as it is time consuming, however [xxx] always offered to attend the office and checked all those records when required without any complaint. This support and help with the workload ensured that the service continued without too much impact on customers and that I could recover without additional stress of a huge workload, and it also allowed me to come back to work sooner. I couldn't drive for a period due to the injury and [xxx] also offered to come and pick me up from home and drive me to work to attend required in person meetings.

**What has been your team member's top achievement over the past year?**

- How did they plan and deliver the work?
- What has been the impact of this work?

[xxx]'s top achievement is learning and delivering two statutory services successfully on part time hours (5 days per week) whilst also studying for her masters on a mixture of weekdays and weekends. [xxx] and I require open and regular communication to ensure that [xxx] can carry out both her work and university obligations. During monthly 121's we discuss support required and consider where agile working or a change in hours can be adopted to support her studies. The regular dialogue also allows time to request and put in place support from the technical support team if required. Annual leave required for university obligations is booked far in advance and I endeavour to be as flexible as

possible and I understand their importance. I have at times, not taken annual leave myself to avoid us both being off at the same time. The flexible approach allows [xxx] to balance her priorities, to navigate a potentially stressful time with support and continue to deliver high quality work for the LLC and SNN service. Communication and flexibility are important for this situation to work, trust, working together and agile working are also key and are some of our company values. By living these values and supporting development in the team we are ensuring a positive working environment with valued, happy staff delivering a great service.

**Describe the positive impact your team member has had on your team culture.**

- How have they initiated or championed change within the team?
- How have other team members responded?
- What has the impact on the team been?

[xxx] joining takes the team from one to two officers. [xxx] is always very enthusiastic to learn, keen to get involved, positive, organised and shares in the common goal to provide a great service. This all improves moral, helps build team spirit and creates a positive team vibe. [xxx] provides discussion, feedback and challenge to our training processes and day to day procedures, for example suggesting new data categories in our GIS map tailored to the LLC service.

[xxx]'s competency provides complete annual leave cover, whereas previously searches would have to wait for myself to return from A/L. This impacts customers positively as the service is delivered in a timely manner and impacts positively on me as I no longer return from A/L with a dreaded back log and increased return times.

[xxx] can be trusted to maintain the high level of accuracy in her work, buys into data accuracy and corrects anomalies found. Therefore, I no longer need to check all work carried out, as I would have done previously, this builds a culture of trust and teamwork, a shared responsibility for the service is felt. The time saved can also be put towards other tasks such as service improvement or personal development. [xxx] has planning knowledge and volunteered to attend planning complex cases/case review meetings, she can acknowledge information to be aware of for LLC and SNN and advocate on behalf of the LLC and planning technical support team when comments are required.

## Entry 2

**Describe how your team member has had a demonstrable impact on the efficiency of your team.**

- What skills and capabilities have they brought to the team?
- Which tasks have they taken on?
- What has been the impact?

[xxx] and her nomination are particularly unique, [xxx] is the Land Charges Lead for not just one Local Authority, in fact she fulfils this role for total of three district Councils. [xxx] was originally the Manager at [xxx], taking on [xxx] around 6 years ago, and more recently [xxx].

She has built her team from scratch, effectively managed three different working policies and streamlined efficiencies and best practice where needed.

[xxx] has used her extensive knowledge and experience to create a harmonious and cohesive service for customers of all 3 authorities. Her enthusiasm and positive attitude have developed a culture of continuous improvement and striving to be the best.

**Describe how the nominee has gone above and beyond what is expected of them.**

- What tasks did they take on?
- What new ideas did they bring to the table?
- What were the results and how did they impact the team?

[xxx] is someone who goes above and beyond every day. As well as managing and streamlining the processes for the 3 Authorities, [xxx] has been the key technical lead helping to ensure the smooth migration of the LLC001 service, tasks are completed effectively and on time, all whilst running the team and delivering the service to the Council customers!

[xxx] has fully migrated, and has sat in the top 6 LA's in terms of data quality. This is credited to the tremendous effort [xxx] put into ensuring records were 'cleaned' prior to migration, working closely with the planning and legal teams to guarantee the data was correct. Post migration, [xxx] takes the same approach to any errors that are identified. Issues are resolved promptly and professionally, displaying [xxx]'s commitment to providing the best service, even when it is no longer her responsibility.

This has been a great motivational boost for the team and they are more confident than ever in [xxx]'s skills as a Leader.

**What has been your team member's top achievement over the past year?**

- How did they plan and deliver the work?
- What has been the impact of this work?

Staying the course when things got tough. Two of the Local Authorities [xxx] supports are still to migrate, one in particular has a number of historical issues that must be fixed prior to migration.

[xxx] has kept positive and committed throughout, even on the days when it felt that everything was going wrong. Whilst the problems aren't completely fixed yet, there is no doubt that [xxx] has been key to keeping up moral and encouraging others to do the same.

[xxx] has been able to effectively articulate problems and solutions with HM Land Registry Team, helping them resolve issues and highlight where a standard approach may not work. [xxx] is highly effective communicator and has earned the respect of her peers, both internally and externally.

This nomination from HM Land Registry is testament to that.

**Describe the positive impact your team member has had on your team culture.**

How have they initiated or championed change within the team?

How have other team members responded?

What has the impact on the team been?

[xxx] genuinely brings out the best in everyone she works with. One of the main changes she has championed is to ensure that anyone outside of her team, who creates data leading to a registerable charge, fully understands their role and responsibilities.

[xxx] has created training sessions for new and current staff, reviewed and offered feedback on departmental processes and worked with IT to create online prompts at key data stages – all contributing to a right first time culture and providing the best possible service.

In addition to the above, [xxx] encourages and is always open to new ideas. She embraces change, recognizes the importance of the customer and meeting their needs as well as adopting new ways of working, her door (and phone) are always open to anyone who has questions, thoughts or simply wants a better understanding of the Land Charges process.

[xxx]'s approach and enthusiasm has raised the profile of Land Charges so it is no longer seen as a Cinderella service to the likes of Planning and Environmental Health internally, people now know the importance of the service and the impact it has on residents and businesses in the district.

### Entry 3

**Describe how your team member has had a demonstrable impact on the efficiency of your team.** What skills and capabilities have they brought to the team?

- Which tasks have they taken on?
- What has been the impact?

**BEST NEWCOMER** [xxx] is an enthusiastic individual who is eager to learn and develop. [xxx] is inquisitive, keen to put himself forward for courses to progress in his development and take on additional projects and tasks. He always puts himself forward to 'take one for the team' and he enjoys a challenge. [xxx] works above and beyond to ensure that we maintain our 10-day turnaround time.

[xxx] must balance priorities and manage time effectively as we are a small team responsible for both Electoral Services and Local Land Charges, which is challenging, particularly during an election. [xxx] is an asset to the team and a valuable team player. In addition to his hard work and dedication, [xxx] is also able to boost morale within the team with his positivity and great sense of humour.

**Describe how the nominee has gone above and beyond what is expected of them.**

- What tasks did they take on?
- What new ideas did they bring to the table?
- What were the results and how did they impact the team?

[xxx] can critically evaluate his work and this enables us to develop and improve our processes. As a result of [xxx]'s suggestion on how we organise processing official searches within our system, we have amended our process. The impact of this has been significant, it has reduced the amount of time it takes to conduct official searches and means that the team have a more co-ordinated approach to processing official searches. This is particularly important post-pandemic with remote working impacting the team.

**What has been your team member's top achievement over the past year?**

- How did they plan and deliver the work?
- What has been the impact of this work?

[xxx]'s top achievement over the past year has been maintaining an excellent turnaround time, despite also being responsible for running elections and maintaining the electoral. [xxx]'s top record in the time that it takes to return a LLC1 is 24 minutes. Although this is the quickest turnaround to date, [xxx] consistently performs to a high level. [xxx] can achieve this because of his methodical approach to work and his ability to manage his own workload. [xxx] has an excellent ability to prioritise his own work, meaning that he is key in the wider success of the team to comply with legislative requirements and meet performance standards.

**Describe the positive impact your team member has had on your team culture.**

How have they initiated or championed change within the team?  
How have other team members responded?  
What has the impact on the team been?

When faced with problems, or challenging circumstances, [xxx] is able to channel his positivity in order to find a solution. If a solution cannot be found, he is able to use his emotional intelligence and initiative in order to mitigate the impact of the problem. [xxx]'s attitude influences the rest of the team as he encourages others to take a more forward-thinking and proactive approach to problem solving. [xxx]'s positivity and enthusiasm also help to boost morale within the team which makes the office a very enjoyable place to work.

