ANGUILLA PUBLIC SERVICE EMPLOYEE SUGGESTION PROGRAMME

INTRODUCTION

During the Leadership Development Training conducted in 2016 some public officers were of the view that the Anguilla Public Service (APS) did not lack for innovative ideas but that the ideas were not taken on board and implemented. To assist with this perceived challenge and allow public officers to champion the changes they would like to see Public Administration is pleased to announce the Anguilla Public Service Employee Suggestion Programme with effect from July 2017. This programme will provide an organized channel through which public officers throughout the various ministries and their departments can submit and be recognized for innovative ideas/new initiatives that could result in reduced costs or increased revenue or improvement to Government operations. An innovative idea/new initiative can be submitted by an individual public officer or public officers of a unit/department/ministry can collaborate and submit a group suggestion.

OBJECTIVES

 It is envisioned that the Anguilla Public Service Employee Suggestion Programme will help to:-

- stimulate suggestions by public officers to improve the quality, increase the efficiency and reduced the cost of Government operations
- recognize and reward employees for their ideas
- open up new channels of communication between management and officers, between departments/ministries when suggested ideas have service wide impact.
- increase employee engagement and job satisfaction as well as improve staff morale and build team spirit through assuring officers that their good ideas will be studied and implemented if possible
- increase customer satisfaction
- boost the performance of the APS

THE PROGRAMME

The programme will be managed centrally by Public Administration who will coordinate the various parts of the programme from submission to evaluation and reward. Public Administration along with Permanent Secretaries, Department Heads and senior managers/supervisors in the APS will be responsible for publicizing/promoting the programme internally and reporting on how it is working. Public Administration will acknowledge receipt of all submissions and will update public officers/departments/ministries of the status of their suggestions. Public Administration may also have some role in ensuring that all the ideas

submitted are kept in a database and in keeping track of those ideas which have been implemented.

The programme is open to all public officers throughout the four ministries and H E Governor and the departments that fall under them. The suggestion may be related to an officer's job but the substance of the suggestion cannot be specifically detailed in the officer's' job description. Each ministry and H E Governor will be encouraged to submit ALL suggestions (innovative ideas or creative solutions for greater outcomes from the same resources in ministry/department/APS - more results with less) received on the appropriate form. The form will be available on the intranet as well as the Gov.ai. The form can be filled out on screen, printed and submitted to Public administration via the department and or ministry or emailed to Public Administration copied to the Permanent Secretary and Department Head.

Specific areas applicable for the suggestion scheme include:-

- Improving customer service and/or customer experience
- Improving system, methods and efficiency
- Improving effectiveness and/or performance
- Improving safety and the work environment
- Saving cost, reducing waste or enhancing revenue
- Making the job more productive
- Improving product quality
- Saving time and cost

THE PROCESS

Completed forms should be returned to Public Administration by **September 15, 2017**.

There shall be a two tier process with regard to the evaluation of the suggestions.

An Evaluation Panel comprising of seven (7) members *(from senior staff level with technical expertise or ability to bring different perspectives on an idea)* shall be appointed with representation from each Permanent Secretary in each ministry and H E Governor. The Evaluation Panel will first meet to review, evaluate and rank the top five suggestions against the approved criteria on the Summary/Evaluation Form. The Panel may invite public officers from the ministry/department to present their suggestions in person or for clarification of any questions about their suggestions. The Panel may also think carefully about the overall scope of an idea in case it can be applied more broadly than originally envisaged.

The top five suggestions will next be referred to the PSs and Deputy Governor for their confirmation/endorsement.

The Panel will also use the Summary/Evaluation form when recommending the suggestion/s for recognition to the Employee Recognition Committee, Anguilla Public Service Employee Recognition Programme.

The Panel may provide clearly stated reasons for suggestions that are deemed not feasible for implementation.

EVALUATION CRITERIA

The suggestions will be considered against the following criteria:

- Applicability and Scope (degree of impact upon the APS, the service/area)
- Relevance/ Importance / Urgency of the subject
- Link to the overall objectives and strategic goals of the APS/ministry/department
- Cost saving and/or benefit generated
- Cost and feasibility of implementation
- Efficiency
- Effectiveness
- Originality of suggestion

REWARD FOR PUBLIC OFFICERS IN THE MINISTRIES/H E GOVERNOR AND THEIR DEPARTMENTS

Suggestions will be eligible for recognition in accordance with the criteria established in the Employee Recognition Programme.

REVIEW OF THE PROGRAMME

Public Administration will review the operation of the programme after the first six months and again after 12 months of operation. This will involve examining the number and scope of the suggestions, the extent to which the top suggestions have been implemented and the savings and efficiencies arising from the suggestions.

Public Administration will report the findings of the review to the Deputy Governor and PSs.