

# 2019 customer celebration

## Customer Award Nomination Form

Deadline for nominations: Friday 19 January 2019.

Nominations for these awards are open to all Look Ahead staff and customers.

**Do you know a customer who has achieved something extraordinary this year?**

- Have they overcome a challenge or achieved a lifelong ambition?
- Have they helped to make your service better?
- Or have they just been a pleasure to work with?

If you have answered yes to any of the questions above then this is your chance to show your appreciation and nominate your customer for a 2019 Customer Award.

On Wednesday 6 March 2019 we will be hosting our annual customer celebration event and all nominated customers will be invited to attend.

### You can choose from six award categories:

*Please tick the box of the category that you would like to nominate your customer for.*

*Please only tick one category, if you would like to nominate a customer for more than one award an additional form should be completed.*

**Excellence - made a difference (locally)**

**Excellence - made a difference (centrally)**

**Aspiration - inspiration to others**

**Partnership - contribution to the community**

**Trust - overcoming obstacles**

**Aspiration - helping others**

## Nomination details

**Customer's name**

**Customer's service**

**Your name**

**Your email**

**Your phone** *(optional)*

**Why does this person deserve this award?** *See page 3 for awards criteria*

1. Please write a bit about the customer, such as the service they live in and how long they have been involved with Look Ahead. *Please be aware of confidentiality.*

2. What has the customer done to deserve this award?

*Please continue on another sheet if necessary.*

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### Award categories

**Excellence - made a difference (locally):** This award recognises the impact that customers have had on an individual service. Previous winners of this award have included people who have championed recycling in a service, run interpretation sessions and set-up a series of art classes for their fellow customers.

**Excellence - made a difference (centrally):** This award recognises the difference someone has made as part of our cross-organisational programme. Examples include; peer mentoring, quality checking, and being on the Customer Services Committee. By offering insight and showing us their perspective, they will have given their time to help improve our overall service.

**Aspiration - inspiration to others:** This award recognises a customer who has to make change possible and has inspired the people around them. By being proactive they have shown what can be achieved through positive thinking and determination.

**Partnership - contribution to the community:** This award is for someone who is involved in their local community. This could be someone who has engaged with a community group, volunteered with a local charity or used their expertise to support others outside of Look Ahead.

**Aspiration - helping others:** This award will be given to someone who has shown real kindness to others in their service. This might be by helping a fellow customer or member of staff to achieve a particular task or goal or someone who is always kind to others in any way they can.

**Trust - overcoming obstacles:** This award recognises a customer who has wanted to achieve or do something and hasn't let anything stop them from doing it. This could be an educational achievement like completing a training course, getting the job they wanted or learning a new life skill. By setting a goal and working towards it they have shown that they can and they will!

### How to submit the form

**In person:** You can hand into the manager at your project. We can also arrange for another member of staff to come out and speak to you and help complete the nomination form on your behalf. (To use this service contact the Communications team using the details below.)

**By post: Print off the attached form and return a hard copy to:**

Customer Celebration Awards Look Ahead Care and Support Kings Buildings, 16 Smith Square, London, SW1P 3HQ

**By email:** Send your nomination as an attachment to [customercelebration@lookahead.org.uk](mailto:customercelebration@lookahead.org.uk)

**By telephone:** You can make a nomination over the phone by calling our Communications Team on: **0207 368 4850**

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