

Celebrating our Sector:

Innovation, Collaboration and the Future of Social Care



Award Category Criteria

As part of our event *"Celebrating our Sector: Innovation, Collaboration and the Future of Social Care"*, we are delighted to present a series of awards recognising the people and teams who are making an exceptional contribution to adult social care in Norfolk.

Anyone can make a nomination – colleagues, managers, unpaid carers, and members of the public – any one who wishes to shine a light on the outstanding work happening across our sector.

Each award has its own specific eligibility requirements. Please check the individual category criteria to ensure your nominee meets the conditions for that award.

When submitting your nomination, please keep in mind:

- The judges will base their decisions only on the information in your completed nomination form and any supporting evidence you choose to provide.
- We encourage you to give as much detail as possible, including references and examples of impact, so the judges can clearly see why your nominee stands out.
- Supporting evidence such as videos, photographs, or feedback is welcome, but not essential.
- You may submit nominations for multiple categories, but each nomination must be made on a separate form.
- The same individual or team can be nominated for more than one award category, but cannot be nominated more than once in the same category.

All nominees must be working within Norfolk's adult social care sector, in line with the criteria outlined for each award.

Harold Bodmer Lifetime Achievement Award

This special award will be presented to an individual who has made a long-term outstanding contribution to adult social care in Norfolk.

The award goes to someone who has made a significant contribution to the advancement or development of care practices in the local area. The individual presented with this award will have demonstrated great personal commitment and dedication to the service they deliver and to care and support services in their local area.

Award Criteria

Successful nominees will demonstrate a significant personal dedication to adult social care.

Nominees can include managers, proprietors or those working in other levels of care who have worked to achieve good outcomes for those they support – as well as those working in other areas of adult social care who have worked to lobby for change, investment and support or worked to train and support the sector.

The winner of the award will be able to demonstrate how the work they have done has benefited the wider community, adult social care delivery or improved or provided innovation within the sector.

Eligibility

This award is open to:

- Regulated adult social care providers, teams within the ICS and wider stakeholders that work in the adult social care sector.
- Providers and groups that have a good or outstanding recent PAMMS or CQC assessment, if applicable.

Innovation in Social Care

This award is for individuals, teams, or organisations introducing creative solutions, new ideas, or digital innovation that improve care outcomes or ways of working. This covers:

- Tech, systems and day-to-day service changes.
- In house champions and other training roles.
- Finding a creative route to ongoing issues (e.g., time and cost saving solutions).

Award Criteria

This award recognises outstanding creativity and innovation in adult social care – from individuals, teams, or organisations who have introduced new ways of thinking or working that improve outcomes for those drawing on care and support.

Judges will be looking for:

- Clear examples of innovative practice or digital/tech-based solutions (can be large or small scale).
- Evidence of improved outcomes for people drawing on care and support, staff teams, or service delivery.
- Creative problem-solving approaches that respond to specific sector challenges (e.g. recruitment, wellbeing, communication, quality).

Submissions can include innovation in frontline practice, processes, systems, technology, engagement, or service design and should show how the innovation has been implemented and the difference it has made – whether in day-to-day delivery or sector-wide impact.

Eligibility

This award is open to individuals, teams, or organisations working in or supporting adult social care across Norfolk. This includes:

- Regulated care providers, voluntary organisations, or wider sector partners.
- Services with a Good or Outstanding CQC or PAMMS rating (or demonstrable quality in non-regulated services).

Outstanding Leadership

Recognising leadership at any level in adult social care who inspire through action, foster collaboration, and champion innovative approaches to care.

These individuals lead with vision, empower their teams, and actively shape the future of the sector through inclusive, values-driven leadership.

Award Criteria

This award celebrates individuals who are making a lasting difference through inspirational leadership.

Judges will look for clear evidence of:

- A leadership style that supports and motivates teams, placing staff wellbeing and development at the heart of service delivery.
- Innovative approaches to recruitment, retention, or workforce development.
- Positive and measurable impact on care quality, team morale, and service outcomes.
- Implementation of new ideas or practices that have contributed to culture change or service improvement.

Entrants should include examples of how they have led by example, inspired others, and created a working culture that embraces change, creativity, and person-centred care.

Eligibility

This award is open to individuals working in or with adult social care services across Norfolk, including:

- Registered managers, team leaders, and senior carers.
- Leaders within provider organisations, integrated care systems, or the wider care sector.

Nominees should be part of a service with a current Good or Outstanding CQC or PAMMS rating. Submissions must show how leadership has contributed to team and service excellence, including staff feedback, client satisfaction, and evidence of reflective and forward-thinking practice.

Inspiring individual

This award recognises an individual who has helped promote social care and raise awareness of its importance within the wider health and care economy. They may go above and beyond in quiet, consistent ways, making a lasting difference through their dedication and commitment.

Award Criteria

This award shines a light on the everyday social stars who go above and beyond, often behind the scenes, making a quiet but powerful impact in their workplace or community.

Judges will be looking for:

- Dedication, caring, and a strong values-led approach.
- A consistent track record of supporting others, boosting morale, or making life better for people drawing on care and support.
- Positive feedback from colleagues, clients, or families.
- An ability to lift others up and contribute positively to the team or service, without seeking the spotlight.

The focus is on humility and positive influence – recognising those who may not have formal leadership roles but whose actions speak volumes.

Eligibility

This award is open to any individual working in or supporting adult social care in Norfolk. This includes:

- Frontline carers, personal assistants, domestic staff, admin staff, volunteers, or support staff
- Nominees from both regulated and non-regulated settings

The award celebrates individuals regardless of role or organisation size. Nominees should demonstrate genuine care, commitment, and a spirit of going above and beyond.

Improving Quality in Social Care

This award recognises a team who are continually improving their services to ensure the best quality of care for the people they support, working in partnership with families and unpaid carers.

Award Criteria

This award recognises those who are driving meaningful change – whether within a single setting or across the wider community. It could be through exceptional service delivery, outreach, partnerships, or a long-term commitment to improving lives.

Judges will look for:

- Evidence of real impact – in people's lives, within teams, or in the community.
- Examples of collaborative working, inclusion, or championing person-centred care (e.g., NorCA peer to peer support).
- Outcomes that show the difference made to the wellbeing or experience of individuals drawing on care and support.

This award is broad to allow for different types of positive impact – from grass-roots projects to strategic initiatives.

Eligibility

Open to organisations delivering or supporting adult social care in Norfolk, including:

- Regulated care providers, community organisations, or partnerships.
- Those with strong outcomes (Good or Outstanding rating preferred, where applicable).

Entries should clearly outline what difference was made, how it was achieved, and who benefited from the work.

Collaboration in Social Care

This award recognises successful collaborations across teams, providers, or with people who draw on care and support that result in better outcomes or shared solutions.

Award Criteria

This award recognises partnerships that demonstrate the power of working together – whether it's between teams, providers, sectors, or with people who draw on care and support – to achieve better outcomes, shared learning, or impactful solutions.

Judges will be looking for:

- Evidence of genuine collaboration and shared purpose between two or more individuals, organisations, or groups.
- Examples of co-production or meaningful engagement with people who draw on care and support.
- A focus on joint working that has led to clear improvements – such as enhanced quality of care, improved access, workforce innovation, or service improvements.
- A values-led approach that highlights communication, trust, and mutual respect between partners.

Collaborations can be formal or informal, short- or long-term – but must clearly demonstrate a positive impact resulting from working together.

Eligibility

This award is open to any partnership involving adult social care providers, sector stakeholders, community organisations, or people with lived experience in Norfolk. Eligible collaborations include:

- Multi-agency or cross-sector projects.
- Partnerships between care services and community groups.
- Joint initiatives led with or by people drawing on care and support.

Entries must show how the collaboration was developed, what made it effective, and what difference it made – whether in service outcomes, workforce impact, or sector-wide benefit.

Contact

For any questions relating to award nomination, please contact: info@norfolkcareassociation.org.uk