**Nomination Form**

**COMMUNITY & SOCIAL PURPOSE**

Thank you for making an entry to The North East Contact Centre Awards 2021.

**Guidance on completing the form**

* Before beginning to complete this form, you should read the criteria and download and read the nomination toolkit from the resources page of the website. You should refer to the criteria throughout your submission: [www.necca.co.uk/enter](http://www.necca.co.uk/enter)
* If at any point during the nomination process, you have any questions or queries don’t hesitate to contact the team [hello@projects-studio.co.uk](mailto:hello@projects-studio.co.uk) / 0191 580 4005
* Completed nominations should be emailed to hello@projects-studio.co.uk no later than 5pm on Friday 30 July 2021.
* This year we are not accepting attachments and supporting evidence at the 1st stage, to ensure a level playing field for everyone making an entry, so please enter all required information in the form. The judges will gladly receive supporting evidence at the 2nd stage.

**Which category are you making this entry for?**

Choose an item.

**Nominee’s Details**

|  |  |
| --- | --- |
| Name of the Organisation |  |

**Nominated by** (All correspondence regarding this nomination will be sent to the Nominator.)

|  |  |
| --- | --- |
| Name |  |
| Job Title |  |
| Company |  |
| Email Address |  |
| Best Contact Number |  |
| Line Manager Name |  |

**This nomination has been approved by my Line Manager**

**Section 1: About the organisation** (This section is not scored)

Please give a brief description of the organisation and what it does. (max 1,000 characters)

**Section 2: What did the Organisation achieve?**

**Organisation KPI Achievements 2021**

The KPis below are a guide for you to detail your achievements. Please complete all those that are applicable, and add in any KPI’s that are unique to your organisation and you feel are appropriate. If a KPI is not applicable you do not have to complete that line.

|  |  |  |
| --- | --- | --- |
| **KPI** | **Target/Goal** | **Achieved** |
| **CUSTOMER** | | |
| Customer Satisfaction |  |  |
| NPS |  |  |
| First Touch Complaint Resolution |  |  |
| AHT (If applicable) |  |  |
| Avg speed to answer |  |  |
| **COMPANY** | | |
| Compliance |  |  |
| Sales Performance |  |  |
| Income |  |  |
| Cost Reduction |  |  |
| **COLLEAGUE** | | |
| Attendance |  |  |
| Attrition |  |  |
| Organisational Engagement Score / ENPS |  |  |
| **COMMUNITY** | | |
| Community Participation |  |  |
| Charities Supported |  |  |
| Funds Raised |  |  |
| People Reached |  |  |
| **Other Organisational KPI’s** | | |
|  |  |  |

Please describe any other achievements. (max 1,000 characters).

**Section 3: What have you done under your Community & Social Purpose Initiatives?**

Please describe your Community & Social Purpose initiatives, fundraisers, sustainability initiatives and other activity that has contributes to the improvement of your local community and the environment. (max 1,500 characters).

**Section 4: How did you successfully implement and achieve your Community & Social Purpose initiatives?**

Please describe how the organisation achieved what it did. (max 1,500 characters)

**Section 5: Describe the impact of the Organisation’s initiatives.**

Please describe the impact of the initiatives in 5 areas: customers, company, colleague, community & conduct. (max 1,500 characters total in each section).

**CUSTOMER** (1,500 characters)

**COLLEAGUE** (1,500 characters)

**COMPANY** (1,500 characters)

**COMMUNITY** (1,500 characters)

**CONDUCT** (1,500 characters)

**Section 6: Why should this Organisation be crowned winner of the Community & Social Purpose category at The North East Contact Awards 2021?**

Please describe why you feel that this Organisation should win this category. (1,500 characters)