



Thu 14/04/2022 11:08

Dear Colleagues,

News from the Board of Trustees' and Business Managers' Meeting

Trustees and staff were at Margam Park recently for the Executive Weekend. On Friday afternoon business managers met for some practical sessions on recruiting and financial planning and then joined trustees on Friday evening for dinner. Saturday morning was a joint session focussing on equality and diversity, at its conclusion the business managers departed leaving the trustees and the SLT to consider some of the strategic challenges facing our charity, and how we might choose to tackle them. On Saturday evening we were able to host those trustees and staff who left us during the covid pandemic – it was great to see them in person after such a long time. On Sunday morning the trustees had a tour of Margam before attending the April Board meeting. Our thanks to Siân and her team at Margam, on behalf of staff and trustees, for pulling out all the stops, being available at all times, and helping to make the Executive Weekend such a success.

As I mentioned, one of our sessions was a joint diversity and inclusion workshop led by Joanne Rule. Joanne is a qualified coach with a special interest in what it means to be an inclusive leader. A former voluntary sector executive, Joanne was appointed MBE in 2013 for co-chairing the National Cancer Equality Initiative. She was a consultant to Macmillan Cancer Support in its work on inclusion and engagement. Joanne's workshop  [slides](#) are on the intranet, if anyone is interested to see what was covered. The Friday afternoon presentations from catering, digital, finance and infrastructure are also  [here](#).

New Trustees

I'm really pleased to announce that we have three new trustees: Kathryn Davids, Mark Keatley-Clarke and Nicholas (Nick) O'Loughlin who between them bring a wealth of teaching, outdoor learning and centre management experience between them. Their full biographies will be put up on the website shortly.

Job title change

Some of you may have noticed that Andy Pratt has a new job title and is now Director of Education and Operations. This brings Andy's role into line with the rest of the Directors, especially since the departure of both Simon Ward and Tim Foster – neither of whom have been replaced. Importantly it also underlines the prominence of the role of education in our charity.

Staff Survey

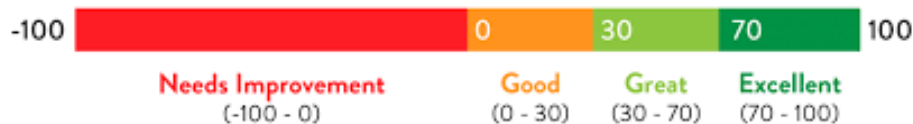
The senior leadership team have now had a chance to look at the results and what can be done to improve them. As promised, here are the results of the three questions.

Recommending FSC as an employer gave FSC an overall score of 6/10 with 7/10 being the most common response. However the Net Promoter Score is a tougher system where it's harder to get a good score this not only acts as a spur, but also provides more detail and will allow us to track progress over the coming months. A few people have asked how it's done, so below is a handy guide to calculation. Our Net Promoter Score using the same data was -38.6 so that puts us firmly in the Needs Improvement category. After months of turmoil and change that probably doesn't surprise many of us. Our KPI target for this year is to work towards a score of 31.



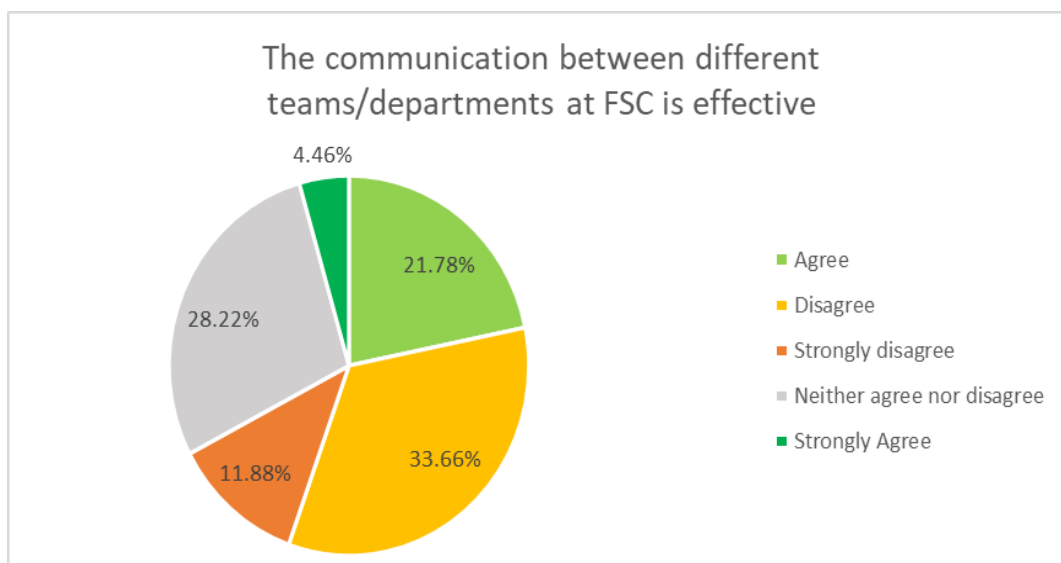
$$\text{😊 \%} - \text{😞 \%} = \text{NET PROMOTER SCORE}$$

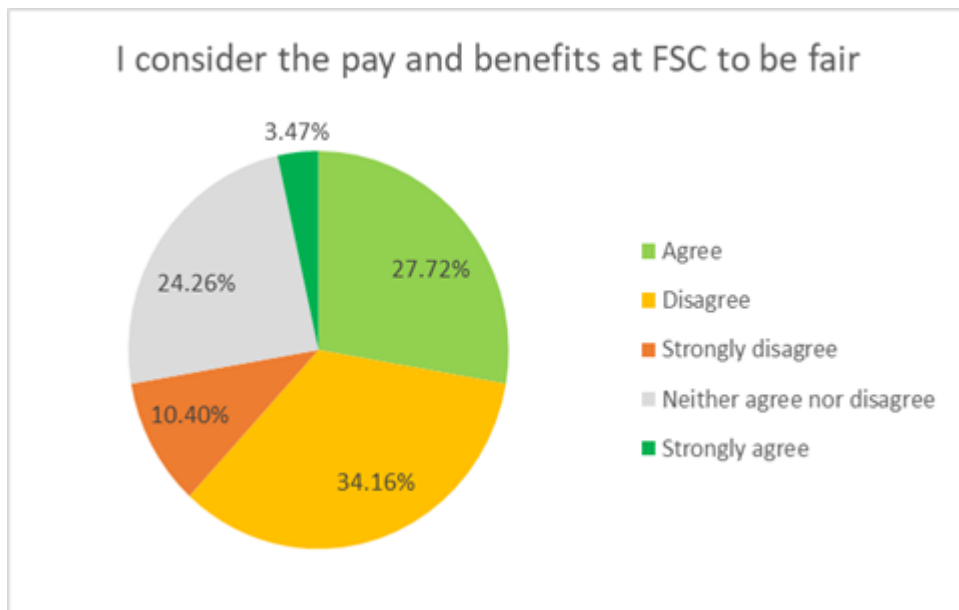
NET PROMOTER SCORE (NPS) ANALYSIS



The results of the other two questions are below. As many of you know from sampling activities in the field, the bigger the sample the better, so as it only took staff an average of 81 seconds to fill in the survey I would encourage you all to respond next time. The results give us both a snapshot of how you are feeling (along with the attendant risk that you may have filled in the survey after a great teaching session or after a really bad day), and a way to measure change and trends over the coming months and years.

There is never a perfect moment to do a sample survey, but that is no reason not to do it. For example the increase in annual leave is new this year and the recently agreed cost of living increase has only just kicked in for some staff, but this is obviously set against the backdrop of rising prices. Communication between teams and departments is something that all staff can help improve, it's can't and shouldn't be only reliant on top down information. I am proposing to pull together a staff working group to consider how we might tackle this. I am looking for volunteers so emails to j.blizzard@field-studies-council.org, I promise it will be time limited and not too onerous, but we need your views so please come forward.





Good News for Bishops Wood

A new partnership agreement for Bishops Wood has been signed with site owners National Grid. The agreement includes additional funding of approximately £21k each year for the next 10 years to increase visitor numbers and deliver habitat enhancement of the site. The National Grid's target to improve the natural environment by 10% on the land they own by 2030 through carbon capture and nature restoration aligns with the FSC Net Zero vision. Thank you to those that have worked hard on building such a good relationship with National Grid.

Welcome to FSC:

At Margam, Amanda Gisby has started as Senior Tutor and will be joined by Lydia Graham as Seasonal Tutor and Kathryn Beeke as Hospitality and Catering Assistant.

Special Mention

FSC trustee [Malcolm Beatty has been appointed](#) as a Non-executive board member to the Office for Environmental Protection (OEP). The OEP is the relatively new body that has been set up to provide independent scrutiny and advice on environmental law and policy, investigate environmental complaints and if necessary, take enforcement action against public authorities who breach environmental law. The OEP has just extended its remit to Northern Ireland.

Keep safe and stay well

Mark