

Thu 18/08/2022 11:17

Dear colleagues,

### **Meeting the HEPs**

I joined our new cohort of Higher Education Placements at Juniper Hall on Monday this week to welcome them to the Field Studies Council. Their role is primarily to support our teaching staff and to help out with a range of other residential and domestic duties as required. Our role is to help them to gain the experience that will contribute to them gaining their Higher Education qualifications. I hope that you will make them feel welcome, and that they will soon feel at home and make the most of all the opportunities that the placement can offer.

### **2022 Dashboard**

I said that I would regularly circulate the dashboard of the key indicators on which we are focussing this year. Some of you may see it on a regular basis, but I know that not all of you do. There is a welcome move towards more green boxes as we continue to build back after the pandemic. Recruitment remains a challenge as it does for many sectors. The latest score from the recent Investors in People (IIP) survey is included. Our IIP assessor will be visiting centres and interviewing some of you on the 26<sup>th</sup>, 27<sup>th</sup> and 30<sup>th</sup> August.

KPI	Target	Source	Frequency	Change	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
<b>Interest Cover Ratio (to meet the rules for our bank loan we need £2.60 surplus for every £1 of interest paid)</b>	2.6:1	Sage	Quarterly	✓	-	-	-	-	-17.8:1	-17.8:1	9.15:1
<b>Customer Retention % - Residential (£ and No.)</b>	80%	Cinolla	Fortnightly	✓	69%/78%	69%/78%	78%/70%	78%/68%	79%/69%	81%/70%	81%/71%
<b>Customer Satisfaction</b>	3.5/5 (70%)	Google reviews	Quarterly		-	-	-	-	4.1	4.1	4.2
<b>Carbon emissions Kg CO2</b>	6% reduction	Vision (Alpha)	Monthly	✓	-24.76%	-29.08%	-11.15%	-11.15%	14.09%	11.07%	-32.77%
<b>Number of learners YTD (inc online)</b>	10% on 2019	Cinolla	Monthly	↔	-	-43%	-26%	-16%	-17%	-13%	-13%
<b>Website User Sessions (annual growth)</b>	50% on 2021	Google analytics	Quarterly	↔	53%	53%	53%	52%	52%	52%	52%
<b>Recruitment speed (days elapsed from vacancy created to offer made)</b>	42 days	Networx	Fortnightly	↓	42 days	46 days	42 days	42 days	40 days	42 days	45 days
<b>Staff Engagement via the Investors in People programme</b>	700/900	IIP Survey	6 monthly (June/Dec)		-	-	-	-	-	-	652
<b>Staff Pulse Survey via Net Promoter Score</b>	31	NPS Pulse survey	6 monthly (Mar/Sept)		-	-	-	-38.6	-38.6	-38.6	-38.6
<b>Staff Turnover (Non Hospitality &amp; Catering staff)</b>	25%	ResourceLink	Monthly	↓	32%	32%	33%	33%	33%	32%	36%
<b>Staff Turnover (Hospitality &amp; Catering staff) different target to above due to exceptional national shortage</b>	30%	ResourceLink	Monthly	↓	37%	45%	51%	51%	46%	49%	58%
<b>Health and Safety incidents per 100,000hrs contact (visitors &amp; staff)</b>	12.4	Riddox/Payroll/Cinolla	Quarterly		-	-	-	-	10.3	10.3	10.3
<b>Labour Productivity (Output/Input ratio)</b>	5% on 2019	Cinolla/Payroll	Monthly	✓	-	-19.97%	2.21%	2.21%	3.79%	13.07%	17.16%

### Slapton's Seminar is back

For over 30 years, until the pandemic, the Slapton Ley National Nature Reserve and our Field Centre have hosted an annual research seminar. It provides a platform for a wide variety of research interests linked to the area. After a three year break, the seminar will return on 12<sup>th</sup> November 2022. It will focus on

three main themes: the benefits of nature /nature reserves on wellbeing, the impact of climate change on Slapton National Nature Reserve, and habitat management. We are now inviting proposals from speakers on any one of these themes, so if you or you know anyone who may fit the bill please let them know. For more information on presenting or registering to attend the event, please email Anna at Slapton [a.harrison@field-studies-council.org](mailto:a.harrison@field-studies-council.org). There is no charge for attending the event and lunch will be provided. Accommodation can be arranged for those travelling from further away by request.

**Wild LIVE: Can every job be a green job?**

It's A level results day today and after celebrations and/or commiserations thoughts may be turning to future careers. The Wildlife Trust are holding an online discussion on 25<sup>th</sup> August at 7.30 as part of their regular series of Wild Live events. It will be chaired by their ambassador Cel Spellman and the panel will include members of the WLT Youth Panel. You can register for the event [here](#).

**Mass Trespass – connecting people to nature?**

Access to nature and the lack of it has been in the news recently. I have recently highlighted the campaign to embed a right to access to nature via the levelling up bill. This episode of [Positive Thinking](#) explores the issues around the right to roam and mass trespass in a refreshingly thoughtful way. It's worth a listen if you have time.

**Welcome to FSC**

Tutors Daniel Hardy at Epping Forest, Beatrix Szabo and Joshua Da Cruz at Margam  
Johanna Fritsch is the new Centre Manager at Epping Forest

Stay safe and keep well

Mark