

Thu 29/09/2022 11:05

Dear Colleagues,

I have no doubt you will all have been looking at the reactions to last Friday's 'mini budget' and the response to it with mixed emotions probably from alarm to incredulity. I am sure that the new Chancellor and Prime Minister will be addressing their critics soon, but in the meantime be assured that we will be examining the implications for us and ensuring that they are factored into our own budget planning which is taking place now and over the next two months.

2022 Dashboard

As promised, I'm sharing the dashboard once more so you can see how we are performing against the key performance targets we set ourselves at the beginning of 2022. It is good to see that our customer retention figures are strengthening, and it is a great indicator of the quality of service our centre teams are delivering. We continue to have a recruitment challenge but then so do many others in our sector. We are working hard to mitigate the problem and as a leadership team we remain strongly focused on this area. We had planned to another staff pulse survey this month, however conscious of how busy you all are at the moment we will now be doing it towards the end of October so please look out for the link in the coming month. Your input is essential, so please do complete the survey when it arrives. The dashboard below gives a high level view and obviously I can't cover all the details here, so if you would like to dive deeper speak to your line manager or contact a.cawthray@field-studies-council.org.

KPI	Target	Source	Frequency	Change	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Interest Cover Ratio (to meet the rules for our bank loan we need £2.60 surplus for every £1 of interest paid)	2.6:1	Sage	Quarterly	✓	-	-	-	-	-17.8:1	-17.8:1	9.15:1	9.15:1	30.67:1
Customer Retention % - Residential (£ and No.)	80%	Cinolla	Fortnightly	✓	69%/78%	69%/78%	78%/70%	78%/68%	79%/69%	81%/70%	81%/71%	79%/70%	89%/75%
Customer Satisfaction	3.5/5 (70%)	Google reviews	Quarterly		-	-	-	-	4.1	4.1	4.2	4.21	4.21
Carbon emissions Kg CO2	6% reduction	Vision (Alpha)	Monthly	✓	-24.76%	-29.08%	-11.15%	-11.15%	14.09%	11.07%	-32.77%	-32.64%	4.28%
Number of learners YTD (incl online)	10% on 2019	Cinolla	Monthly	↔	-	-43%	-26%	-16%	-17%	-13%	-13%	-11%	-11%
Website User Sessions (annual growth)	50% on 2021	Google analytics	Quarterly	↔	53%	53%	53%	-	-	-	-	12.40%	12.40%
Staff Engagement via the Investors in People programme	700/900	IIP Survey	6 monthly (June/Dec)		-	-	-	-	-	-	652	652	652
Staff Pulse Survey via Net Promoter Score	31	NPS Pulse survey	6 monthly (Mar/Sept)		-	-	-	-38.6	-38.6	-38.6	-38.6	-38.6	-38.6
Staff Turnover (Non Hospitality & Catering staff)	25%	ResourceLink	Monthly	↓	32%	32%	33%	33%	33%	32%	36%	36%	36%
Staff Turnover (Hospitality & Catering staff) different target to above due to exceptional national shortage	30%	ResourceLink	Monthly	↓	37%	45%	51%	51%	46%	49%	58%	55%	55%
Health and Safety incidents per 100,000hrs contact (visitors & staff)	12.4	Riddox/Payroll/Cinolla	Quarterly		-	-	-	-	10.3	10.3	10.3	14.09	14.09
Labour Productivity (Output/Input ratio)	5% on 2019	Cinolla/Payroll	Monthly	✓	-	-19.97%	2.21%	2.21%	3.79%	13.07%	17.16%	11.79%	14.28%

Staff Representatives

We are looking for some new staff reps. So, if you seek a development opportunity, why not consider becoming a staff representative on one of our Committees! We are currently looking for staff representatives for the:

Board of Trustees
Finance & Administration Sub-Committee
Audit & Risk Management Sub-Committee

If you are interested in putting yourself forward to fill one of these positions then please contact m.baker@field-studies-council.org and he will let you know what is involved.

Free Biolinks Courses

The BioLinks project has been providing fantastic subsidised invertebrate courses since back in 2018, but unfortunately, 2022 is the last year of the project. With that in mind, BioLinks are offering the last online course, 'Discovering Earthworms', for free to all staff - plus friends and family. It is a 4-week online course with content that can be completed at a time that suits you best. It includes weekly live webinars with experts, and you will get an E-certificate upon completion.

If you would like to take up this offer, please book on the website using the code WORMSFREE before the 19th of October. (Please do not share this code anywhere publicly e.g. social media).

Discovering Earthworms: <https://www.field-studies-council.org/shop/courses/discovering-earthworms-2022/>

Welcome to Field Studies Council

I would like to take the opportunity to welcome the following as new Hospitality and Catering assistants:

Anna Carey to PM, Elizabeth Sinclair to Millport and Caroline Parlor to Dale Fort

Stay safe and keep well

Mark