

Thu 01/12/2022 14:32

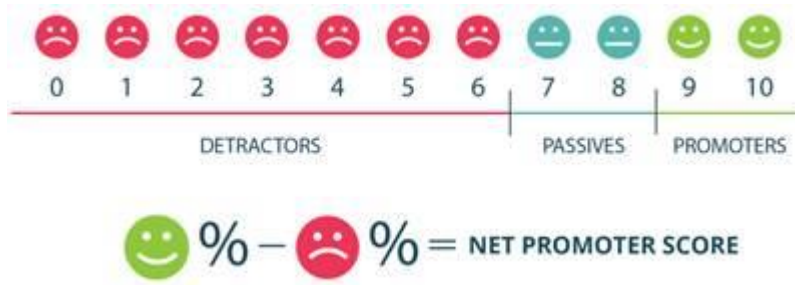
Dear Colleagues,

This week's catch up pulls together some of the results of the recent staff surveys. The Investors in People and Staff Pulse are just two of the many ways in which the Senior Leadership gather feedback and information from staff throughout the year, all of which provides useful insight into what is going well and not so well.

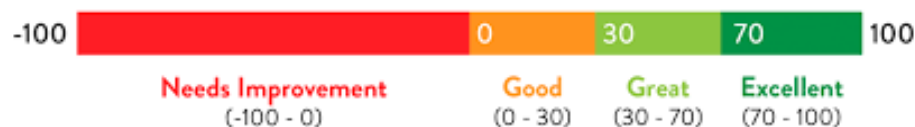
### Staff Pulse Survey Results

The Pulse survey is carried out twice a year and in response to the questions as to whether you would recommend FSC as an employer, the average score was 6/10 with 7/10 being the most common response which was the same as last time. However the Net Promoter Score has improved slightly from -38.6 to -31.6 but that still puts us in the Needs Improvement Category. Our KPI target for this year is to work towards a score of 31.

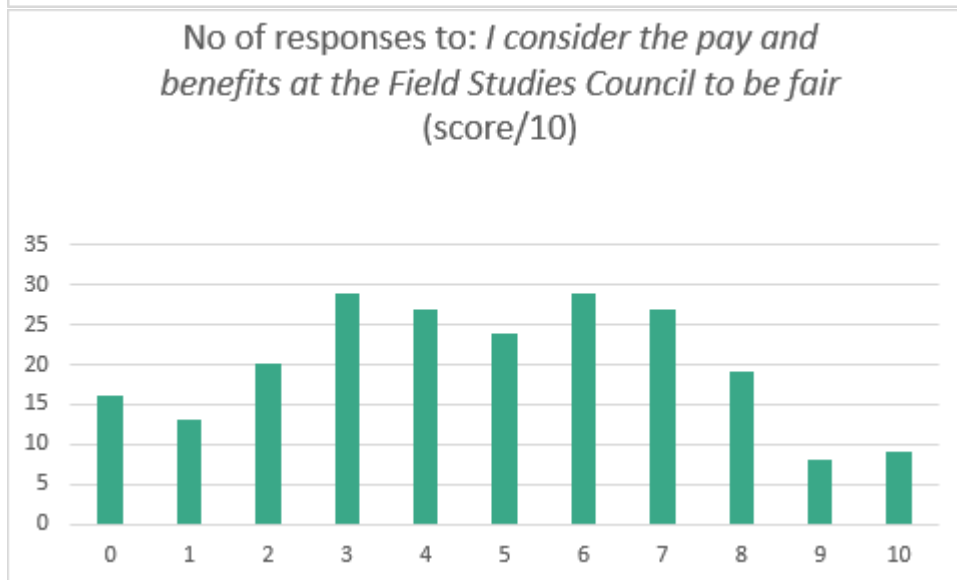
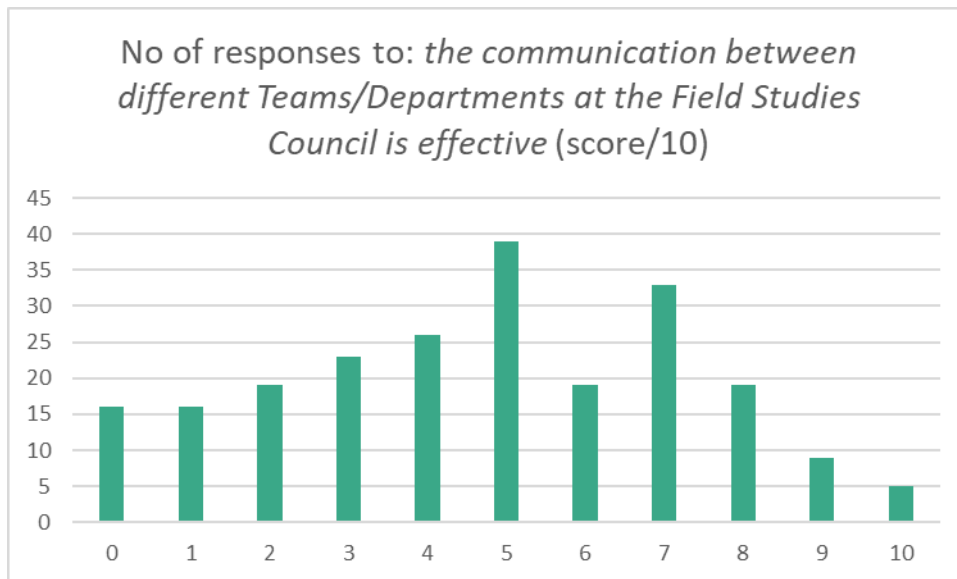
NPS set a good bar for us to aim for and consistent with our Investors in People (IIP) targets. Below you can see how it is calculated



### NET PROMOTER SCORE (NPS) ANALYSIS



There were two additional questions in the pulse survey, however there are no comparisons with last time due to a change in the way the response was measured, and they both show a wide range of views but also indicate that there is room for improvement.



### Investors in People (IIP)

Last week I had a final meeting with our assessor to discuss the report which details both the survey and the many conversations and interviews held with staff across the organisation. The Senior Leadership Team will now discuss the findings in detail and the next steps. A report will also be going to the Board of Trustees next week. However I would like to share just a few of the headline findings with you.

As everyone will expect the findings have areas to celebrate and others to work on. The latter will help us shed light on some of the reasons that might lie behind the low NPS score. Pay and rewards is obvious area, especially since the cost of living crisis and there will be an announcement about our proposals after next week's Board meeting. We were already aware of the fatigue felt by many with staff resources having been so stretched since coming out of the pandemic. The IIP Assessor listed a number of things that we can be proud of and what I think is hugely positive is that despite the recent and current difficulties, the shared sense of pride and passion in the purpose of the charity and in providing high standards is at the top of the list.

We plan to circulate the report and the resulting action plan to all staff early in the new year in advance of a discussion at the staff conference. In the meantime thank you to all who completed the survey or had conversations with the IIP Assessor.

### **December is dedicated as Disability December**

3<sup>rd</sup> December is [International Disability Day](#) so it's a good opportunity to highlight that this charity is committed to ensuring Inclusivity for all and creating a work environment where every employee can contribute their best. We also want to help people better understand and empathize with the challenges their colleagues may face and reduce the stigma of being disabled. It's important to remember that not all disabilities are visible.

We want to encourage any staff member who has a Disability to feel confident that they can come to work without fear of being treated differently. If you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do your normal daily activities, you should speak to your Line Manager or a Member of the HR Team. This way we can support you in the workplace, carry out any workplace adjustments and ensure that you can give your best.

If any member of staff would like to join the Equality, Diversity and Inclusion Group, help shape our work in this area and make a real difference, please contact Karen [k.ruberry@field-studies-council.org](mailto:k.ruberry@field-studies-council.org) in the HR Team.

### **Westfield Health and Rewards**

In the lead up to Christmas don't forget about Westfield Rewards' shopping discounts. All staff (with the exception of casuals) have access to Westfield Health and Westfield Rewards. The Field Studies Council contributes a monthly subscription for each employee for access to these benefits. Trevor Fitch in the HR team has been using Westfield Rewards for just over 5 years and doesn't mind you knowing that during that time he has saved £1,850.

To access discounts on lots of High street products and even discounts on your weekly shopping, simply log onto Westfield Rewards <https://westfieldrewards.co.uk>. Register / log in with the Westfield health account number sent during induction. For assistance to find your account number, please contact the Westfield Health Customer Helpline on 0114 250 2000, available 8am to 6pm, Monday to Friday (except Christmas Eve and Public Holidays) Register with your personal email address and password.

### **Staff Conference 30th Jan – 1st Feb 2023 at Castle Head and Online**

The conference will come around all too quickly so I have a couple of asks. Firstly, if you have any topics that you think we should be discussing as part of our breakout groups, please send suggestions to Mike [m.etherington@field-studies-council.org](mailto:m.etherington@field-studies-council.org) Secondly, physical places are limited at Castle Head so could Heads of Learning Locations please have a think about how you would like to allocate them to your staff. Your Head of Education and Operation will be sharing those allocation numbers shortly.

Best wishes

Mark