

Thu 12/01/2023 14:36

Dear Colleagues,

### Staff Conference

Thank you for your enthusiastic response to the first Staff Conference to be held in several years. It's good to know that lots of you want to come in person. We are just sorting out the allocation of places and next week we will be able to include more details on how to join in from afar. Bring suitable clothing if you are planning to take part in any outdoor activities and don't forget the evening theme is spies. Bond, Austin Powers, Mata Hari, hero, or villain. Be creative.

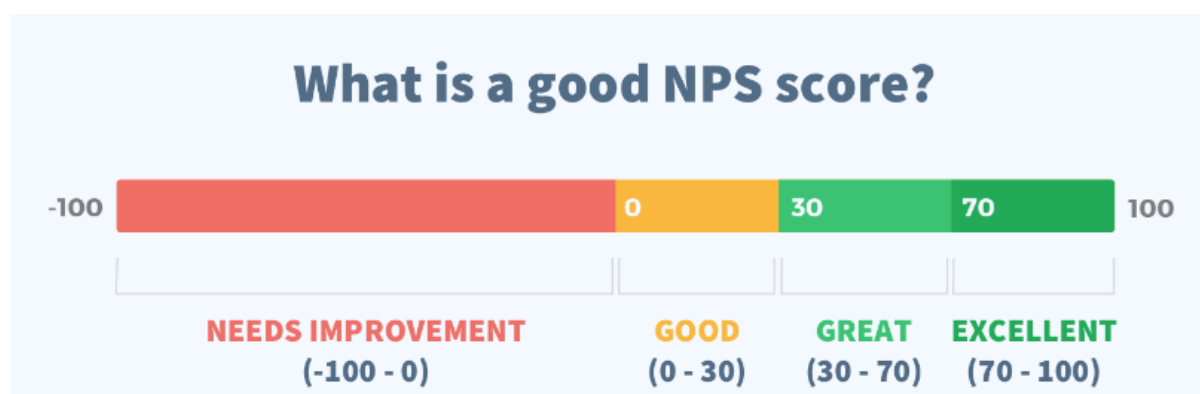
I don't want to put a downer on proceedings, but please be Covid and Flu safe. If you are infectious, please stay away. We don't want this to become a super spreader event, create a staff shortage problem or risk increasing the burden on the NHS.

### Customer Feedback Summary

Last year, as part of a change in our Quality Assurance system we replaced centre feedback sheets with an online survey. We ask our customers to rate us on key aspects of their stay and whether their experience met, exceeded, or fell below their expectations. One of the standout results was the score for FSC staff being helpful and friendly. Over 80% of respondents said you had exceeded expectations. This was despite a particularly difficult year with very stretched staff, so this score is greatly to your credit.

The overwhelming majority of respondents were happy with their visit. Over 90% said that their expectations were met in almost all categories. There are areas to work on as you would expect, and our difficulties in recruiting Hospitality and Catering staff are well known to you – but we have more initiatives in place to help tackle those in the coming year. Over 92.43% of respondents are either 'likely' or 'very likely' to use FSC again which bodes really well for our customer retention.

Our 'Net Promotor Score' (something that I hope most of you will be familiar with from the Staff Pulse Surveys), is very strong. Asked how likely they are to recommend on a scale of 0-10, our customers gave us a score of 63 which is towards the top end of 'great'.



### Congratulations to our Apprentice Tutors

Just before Christmas we heard that the 8 Apprentice Tutors that started with us in September 2021 all passed their apprenticeship Level 3 Outdoor Activity Instructor with distinction. This means that they worked to a high standard throughout the year and completed extra tasks and assignments to gain a distinction grade. It's a really fantastic achievement and they have certainly set the bar high for future apprentice tutors. They are Lauren Thomson, Simon Slattery, Abi Miller, Alice Shrimpton,

Cam Jaramillo, Emma Kendall, Francesca Darvill and Grace Butler. Thank you also to Education Team Leader Vicki Wood from Bishop's Wood who has been instrumental in the success of the project.

### **An Introduction to Autism in the Workplace - Free Training Webinar**


The FSC BioLinks team have been working with the National Autistic Society to improve the way we deliver our adult biodiversity training for neurodiverse audiences. As part of this work, Keiron would like to invite FSC staff and Associate Tutors to take part in a free virtual training session with the National Autistic Society on 18<sup>th</sup> January at midday to 1 pm via Microsoft Teams.

The session will provide an introduction to autism in the workplace rather than focusing on delivery of training for adults, and all FSC staff are welcome to attend this event to improve their understanding of autism. If you are planning to attend this session as part of your working day, please do seek authorisation from your line manager. If you would like to attend and have not been forwarded the calendar invite, please email [k.brown@field-studies-council.org](mailto:k.brown@field-studies-council.org) and request to be added.

### **Staff Reps Needed**

We are still short of staff reps for some committees. We like to have two reps for each and you can see where the current opportunities are [here](#). If you are thinking about getting more involved in the charity and taking on the role but would like to know more, current reps explained why they became involved in a Catch Up from October last year which [you can read here](#). You can also contact Mark Baker for more information.

### **Staff Handbook including an updated Expenses Policy**

An  [updated version of the Staff Handbook](#) has recently been uploaded to the Intranet. This includes an updated Expenses Policy which details the rates effective from 1 January 2023, as well as the usual appendix which summarises the changes that have been made. As the Handbook applies to all Field Studies Council employees, I strongly encourage all staff to remind yourselves of the contents.

### **Welcome to Field Studies Council:**

We have a lot of new staff joining us, so some will be on next week's list.

Jason Goldsworthy is our new Relief Head Chef in the West

At Castle Head Fiona Halligan is the new administrator and Martin Barry is our maternity cover for the Centre Manager role

At Head Office Jo Cadogan-Rawlinson is the new Business Development Manager and Sara Ginn is our new Recruitment Lead

Caroline Bradby is joining Juniper Hall as a Tutor

Steve Docker is the new Resource Development Officer at Publications

At Margam Park, William Walsh is joining as Seasonal Tutor and Fran Rix as Hospitality and Catering Assistant.

Mark