

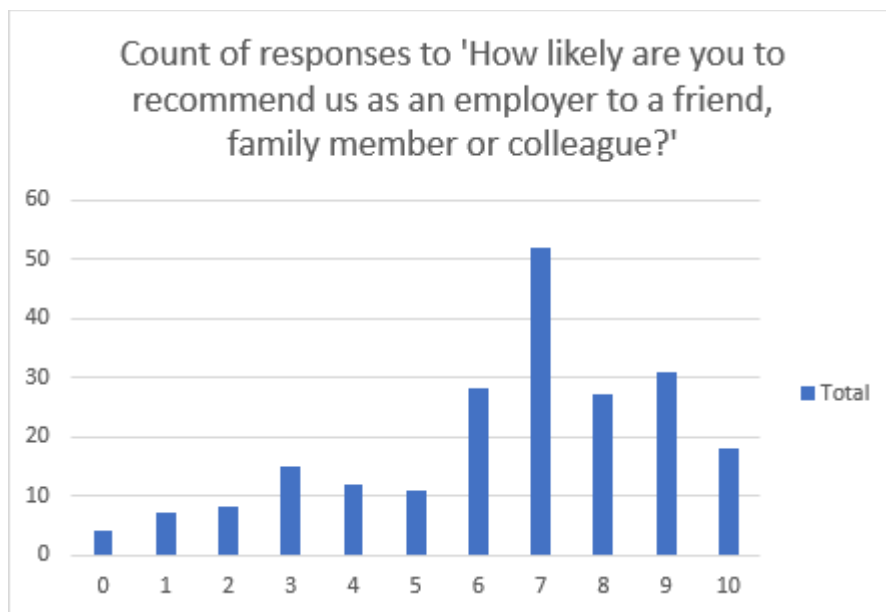
Thu 23/03/2023 10:12

Dear Colleagues,

Staff Pulse Survey Results

The Pulse survey is carried out twice a year. As with any pulse reading, it's a snapshot but regular measurement allows us to track changes over time. Thank you for taking part. We had 213 responses.

In response to the question as to whether you would recommend us as an employer, the average score was 6.5/10 which is up from 6/10 last time. As you can see below, 7/10 was the most common response which is the same as last time.



Net Promoter Score sets a good bar for us to aim for and is consistent with our Investors in People (IIP) targets. Below you can see how it is calculated and that it's quite hard to get a really good score. I'm pleased to say that our NPS score has continued to improve from -38 in April 2022, -31 in November 2022 to our current score of -17. Obviously, we are still in the 'needs improvement' category as we work towards our Key Performance Indicator target of +31.



$$\text{Happy Face \%} - \text{Sad Face \%} = \text{NET PROMOTER SCORE}$$

NET PROMOTER SCORE (NPS) ANALYSIS




Staff Responses

In response to the question 'What can we do to improve the score you have given us?' there were a lot of comments around pay which will come as no surprise. Despite the recent pay rise, yesterday's disappointing news on the inflation rate will remain a genuine concern. Other main themes that were expressed were around the lack of progression opportunities within the organisation, management, and communications. Comments ranged from being very broad brush to very specific and the Senior Leadership Team (SLT) have been going through them all.

The SLT's response will include some quite detailed plans and proposals contained in the People Plan which is being discussed in detail at the Executive Weekend before its publication.

Access to Committee Papers

The Leadership Forum and Trustees are meeting this weekend at Millport. It's a good opportunity to remind all staff that papers for the board meeting are already available on the intranet  [here](#). Discussions at the staff conference and comments in the pulse survey highlighted that some staff wanted to know more about what was going on, and others were keen to get involved. A small number were concerned about decision making being behind closed doors.

This charity is fairly unusual in that the papers for all the committees are published and made available to all staff in advance unless there is a clear legal reason not to. Advance publication of papers allows anyone to raise issues with the staff reps. Being a staff rep is another way to get more involved with the charity and see first-hand the decision-making process. Next time there is a vacancy, do put yourself forward.

Equality, Diversity, and Inclusion Group

The EDI group have set up a SharePoint page with a number of useful resources and articles. You can access it [here](#) or on the Homepage of the [Intranet](#) where it is the 3rd item on the left hand list.

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