

Thu 19/10/2023 09:03

Dear colleagues,

Biology Week

Biology Week by the Royal Society of Biology's takes place from 16th to 20th October. As part of the event, Field Studies Council has recorded an audio programme with three guests: Amy Hopley, Cam Jaramillo and Morag Boyd. In it, they all discuss their very different interests in ecology. Our tutors share their passion for marine ecology, freshwater ecology, and badgers. The [audio programme and associated information are available here](#). Please take a look, have a listen and, if you would like to, share via socials using #BiologyWeek and tagging Field Studies Council.

We are a 'Member Organisation' of the RSB and as such we work with them in a number of areas from joint events to policy work around the Biology Curriculum.

Half Year Review of Customer Feedback

We have a charity-wide customer review system and this year has seen an increase in the number of reviews received. The data allows us to monitor our performance for the whole of our customers' experience with us by tracking 15 different indicators. We can then respond, make changes or seek to invest as necessary.

I'm really pleased to say that our scores have remained high. When it comes to meeting or exceeding expectations, 12 out of the 15 indicators are over 90%. Value for money indicators remain high and our food quality score has increased significantly in a short time and now 89.2% of customers state that we met or exceeded expectations.

Our customer Net Promoter Score (NPS), which is where we ask customers if they would recommend us has risen slightly to 52 points which puts us firmly in the "Great" bracket. This is the category above "Good" and below "Excellent" but excellent is what we are aiming for. Behind all these results is a lot of hard work and also a willingness to engage with the issues that come to light. You can see the full set of results in the recently circulated papers for the Education Strategy Committee who met yesterday to discuss them. The committee wanted to congratulate staff on these results. Well done.

Staff Pulse Survey Reminder

Don't forget that the latest Staff Pulse Survey is currently open and you have until midnight on Monday 23rd October to respond. It's very short and you can [find it here](#). Our aim is to crunch the numbers and get the results of our internal staff Net Promoter Score out to you as soon as possible.

Welcome to Field Studies Council

There are no new starters this week, but congratulations to Chloe Toorneini who has been promoted to Education Training Officer.

Mark