

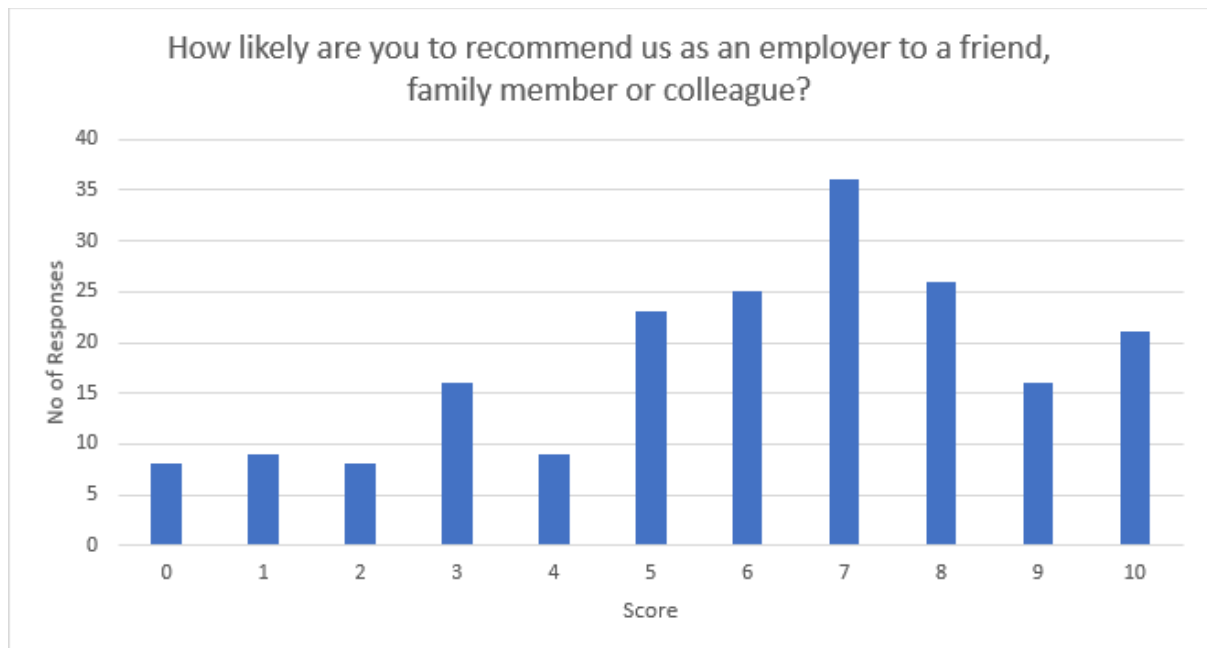
Thu 26/10/2023 08:30

Dear Colleagues,

Staff Pulse Survey Results

The results of the second Pulse Survey of the year are out. 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 197 responses which is a little bit down on last time, with 60% of staff responding.

As to whether you would recommend us as an employer, the average score was 6.0/10 which is slightly down from 6.5/10 in March, and the same as a year ago. As you can see below, 7/10 was the most common response which is the same as last time.



The Net Promoter Score which we also calculate from these results is -31 which is 14 points lower than March 2023 and 1 point higher than a year ago. Below you can see how it is calculated and that it's quite hard to get a really good score with those giving us 7 or even 8 out of 10 being marked as "passives". The results showed 98 detractors, 62 passives and 32 promoters. Obviously, we are still in the 'needs improvement' category as we work towards our Key Performance Indicator target of +31.



NET PROMOTER SCORE (NPS) ANALYSIS



Staff Responses

There were 128 responses as to why staff had given the score they had. Some of the top themes were as follows: lots of positive comments (even from detractors) about being made to feel welcome and how much staff enjoy working with their colleagues and doing their job. Other main themes that were expressed were concerns around pay which in the current situation is not surprising, long hours and the lack of opportunities to progress a career within the organisation.

Comments ranged from being very broad brush (one might say sweeping) to the very specific. These will be looked at in more detail by the SLT at our next meeting along with the draft Investors in People report which has just landed. Some of these key issues have been picked up in the recently published People Plan and a Learning and Development plan is currently being finalised which will seek to address the problems around progression and development within the charity.

Leadership Forum

Thank you to all those of you who participated in the Leadership Forum sessions this week. It was a good opportunity to start the ball rolling on our strategy review and to consider some of the real fundamentals underpinning our strategy.

Pay Award Process

With comments on pay being quite prominent, now is a good time to remind you all of our usual process. A Remuneration Committee (REMCO) is convened every year where senior staff present a wide range of data to trustees to help form a pay recommendation. The REMCO meets on the 31st of October, and the recommendation will go to the Board of Trustees on 14th December.

The REMCO will need to consider current and future financial issues, bookings already secured for 2024, staff feedback, the state of the economy, an upcoming budget and possible election, recruitment, retention and how this charity compares to others in the sector. This, coupled with trying to foresee future events is not an easy task.

Remembrance Day 2023

This year the 11th of November falls on a Saturday and with few visitors in centres there are no plans at the moment to organise something centrally as we did last year. However, if your centre would like some audio visual materials Gus Goodwin has kindly agreed to help using what he put together for us last year. I know it was greatly appreciated by staff. If you would like to take up his offer please do contact Gus as soon as possible.

Audit and Risk Committee

The next meeting is on Thursday 2nd November and the papers will be sent out by Carina shortly. Your staff rep for the meeting is Jennie Comerford so if you have any points that you would like raised please do so through her.

New Starters and Promotions

There are no new starters this week but congratulations to Tiffany Yam who has been promoted to Finance Administrator at Head Office.

Previous Catch ups and more staff news can always be found here on the [Staff News Website](#)

Mark