

People Manager Engagement Event Evaluation

June 2025



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Introduction

On 25 June 2025, the Department for Communities hosted its People Manager Engagement Event at the Ffwrnes Theatre in Llanelli. This established event brings together people managers from across services to share learning, strengthen collaboration, and focus on key priorities. To ensure the widest possible participation, the event was held in two sessions—one in the morning and one in the afternoon. The June session centred on performance, improvement, and staff well-being, featuring contributions from Catherine Evans, Senior Manager for Performance and Digital Transformation. Catherine emphasised the importance of using meaningful measures and introduced a structured improvement tool, tasking attendees with applying it to specific data sets during the session. A group of employees also shared their views on what meaningful recognition looks like, following findings from the Corporate Staff Survey which highlighted that many staff did not feel adequately recognised. The event included a presentation on the “Your Health Matters” programme. A 16-week behavioural change initiative designed to support employees at risk of or currently experiencing health-related absence. The event provided a valuable opportunity for managers to connect, reflect, and support one another in delivering better outcomes for staff and services.

Attendance

Divisional Breakdown of Those That Attended

	AM	PM	Total Number from Division Attended
Leisure and Public Protection	28	12	40
Commissioning and Business Support	10	12	22
Housing / Housing Property	25	24	49
Integrated Services	7	10	17
Adult Social Care	18	11	29
Performance & Digital Transformation	3	2	5
Other (Delta/NHS/Regional/Accountancy/Eclipse)	3	2	5
Total	94	73	167

Evaluation Forms



We asked staff to rate the event, on a scale of 1 – 10 (1=poor, 10=excellent)

A breakdown of answers submitted are below and have been based on a NPS scoring.

Ratings	Number of responses per score Morning Session	Number of responses per score Afternoon Session	Total Responses	Percentage of responses	
1-5	2	4	6	5%	Detractors
6	3	2	5	3%	
7	6	10	16	10%	Passives
8	27	24	51	33%	
9	24	16	40	26%	Promoters
10	27	9	36	23%	
	89	65	154		

$$\begin{array}{rccccccc} \text{Number of Promoters \%} & - & \text{Number of Detractors \%} & = & \text{NPS Score} \\ 49\% & & 8\% & & 41 \end{array}$$

The event was scored as
41 – GREAT

The morning session had more higher ratings (9s and 10s) than the afternoon.

Below is a breakdown of scores per division:

	Leisure & Public Protection	Business Support & Commissioning	Housing	Integrated	Adult Social Care	Performance & Digital Transformation	Other	Total
Detractors	2	1	8	0	0			11
Passives	16	7	22	7	11	3	1	67
Promoters	19	8	15	8	21	3	2	76

When combining morning and afternoon sessions, Adult Social Care and Leisure & Public Protection had the highest proportion of promoters, while Housing showed the greatest number of detractors.

We asked attendees to justify their rating

An analysis of the open-ended feedback revealed that the majority of comments were positive indicating a strong overall satisfaction with the event.

✓ **Positive comments: 106**

⚖️ **Neutral comments: 24**

✗ **Negative comments: 5**

The event was widely praised as informative, engaging, and well-organised, with attendees valuing the opportunity to network, share ideas, and hear directly from staff and leadership. Many highlighted the event's strong focus on performance, staff recognition, and wellbeing, noting that the content was relevant, thought-provoking, and applicable to their roles. The inclusion of diverse topics, interactive sessions, and real-life examples was appreciated, with several participants stating they left with practical ideas to implement in their teams. While some felt certain sessions were rushed or repetitive, and a few raised concerns about venue comfort, the overall tone was positive. The event was seen as a valuable chance for reflection, connection, and reinforcing a shared commitment to continuous improvement and staff support.

Feedback remained consistent with previous events.

Suggestions for Improvement

While overall comments were strongly positive, several constructive suggestions emerged:

- **More time for group discussions and less rushed presentations** to allow deeper engagement.
- **Venue-related feedback**, including requests for improved comfort (e.g. temperature, seating, layout).
- Calls for **more tailored content** relevant to specific roles or departments.
- Interest in **follow-up actions** to ensure ideas shared during the event are implemented and tracked.

- Suggestions to **increase interactivity** and reduce lecture-style delivery in future sessions and minimise verbal feedback as the this makes people anxious.

Next Steps

- Upload event content and feedback to the Intranet pages.
- Share the Performance Tool with all People Managers on a monthly basis.
- Plan the next event for June next year, subject to the new Director's vision. This could serve as an opportunity to:
 - Introduce the new Social Care & Housing department.
 - Describe the different services within the department to foster connections between divisions.
 - Ensure People Managers have a clear overview of the department as a whole.