

Department for Communities

Feedback from the People Managers
Event held in November 2017

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People Manager Event

Overview

The event was held in the Crochan, Y Ffwrnes, Llanelli on the 8/9/10 November 2017. A group of approx 70 staff were invited to each session. The sessions were held over 3 mornings for a period of 3 hours, a variety of managers from each division were in attendance. Staff were seated in groups of 8 along with a facilitator. 207 people were invited. 194 people managers, Executive Board Members for the Department plus other colleagues who work closely with the Department. The number of people who attended was 140. This was 72% of people managers.

The workshop discussions were based on the following questions:

How do you think that Well Being and Sustainability fits within the Department?

What do you think our key priorities are moving forward?

From the discussions, which objectives should feature in each Divisional Business Plan?

Feedback from the discussions have been collated below:

How do you think that Well Being and Sustainability fits within the Department?

- All divisions contribute to it
- Needs a consistent approach
- Educating staff and supporting our own well-being
- Measuring the impact on well-being
- Feel part of something wider & bigger. Make every contact count
- Partnership & collaboration within departments
- Innovative - an everyone approach
- Work together
- Serving the community as one
- Are we set up as a department in the right way
- Have we got the right people in the right place at the right time
- Everybody's business
- Are we the right model for the future
- Extended networks – taxi drivers, libraries, leisure services etc...
- Integration within our own services
- Extend the IAA service
- Take responsibility & care for our customers

What do you think our key priorities are moving forward?

Preventative agenda

- IAA
- National DEWIS website
- Volunteers – Feel valued by helping others
- Increase independence
- How can we help people to help themselves
- Build on strong communities

Well Being and Sustainability Plan

- Learn from each other and more networking across divisions/departments
- Measure customer's experience
- How do we talk to our staff, engage with them and support them
- Create a healthy workforce - be healthy and happy in your work
- Sharing of Information
- Promote and invest in health and well-being for our staff for better productivity and reduce sickness
- Empowering managers to have conflicting discussions

From the discussions, which objectives should feature in each Divisional Business Plan?

- Develop a feedback framework
- Improve on the framework of measurement for evidence
- Joint up working and raising awareness
- Making every contact count
- Collaboration cross working thematically
- Giving people the tools and confidence to enable change
- Carmarthenshire is kind
- Raising community awareness – build up the resilience. How we facilitate this as a Council
- Capture other contacts – build on IAA and other IT systems
- Pilot on community support model – neighbourhood support

Next event

The theme for the next event will be “Staff and our workforce”

How do we build/evolve on our well-being strategy for our staff – make people happy and healthy and more productive.

How can we support our staff to keep well and help people to help themselves and others?

Meeting the Director of Communities

The next opportunity will be in March 2018 for front line care staff.

Net Promoter Score (NPS)

NPS measures customer experience. This proven metric has transformed the business world and now provides the core measurement for customer experience. It serves as an alternative to traditional customer satisfaction research.

Rate Your Division as an Employer

Following on from the staff survey and the People Managers Event we asked a question to all staff in the Department if they would “Rate Your Division as an Employer” to understand their experience working in the department and Division. Instead of asking hundreds of online survey questions and doing in-depth calculations, we asked one powerful question:



How likely would you be to recommend your division as an employer to someone you know? (rate your division by selecting a number of stars.)



1 = Not at all likely and 10 = Extremely likely.



Our Net Promoter Score is simply the percentage of promoters minus the percentage of detractors. It's a number we can compile and track regularly. Staff with a great experience can promote our department/division to others.

- Promoters answer a 10 or 9 (Highly Likely).
- Passives answer an 8 or 7 (Likely).
- Anything below a 6 is a Detractor.

So far we have had 558 responses, 30% of our whole workforce within the department. Our aim is to reach 1,000 responses in order to then have a strong benchmark. Once we have reached this our intention is to repeat this exercise every 6 months to measure staff experience.

Our overall score result is:-

Good

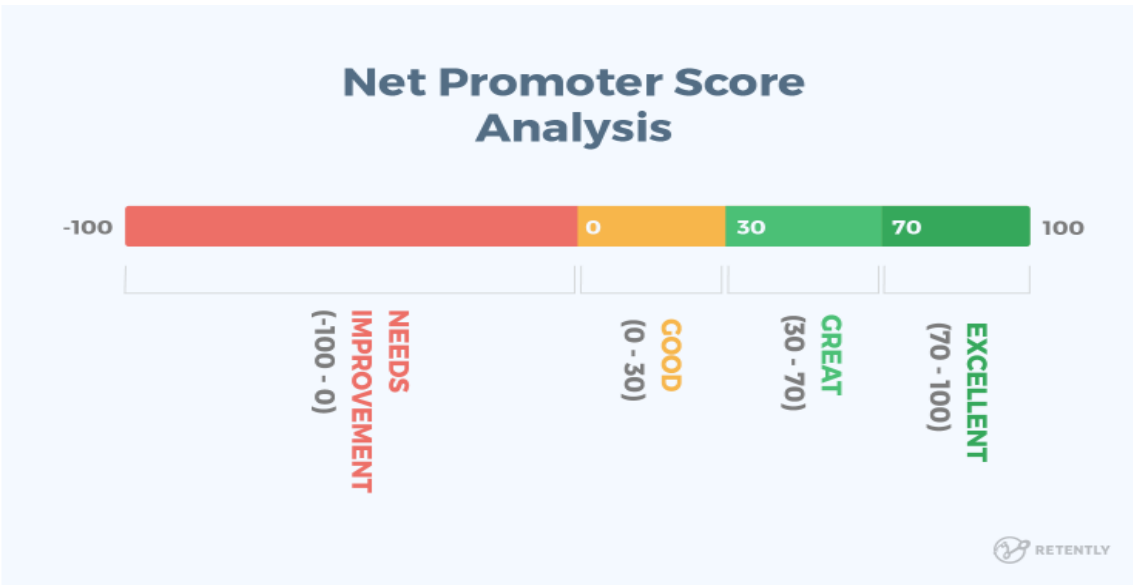
This means we have more promoters than detractors.

Breakdown of our results.

- 188 - Promoters
- 201 - Passives
- 169 - Detractors

In order to increase our Promoters we need to change Passives into becoming Promoters. They are indifferent and therefore not interested in helping us improve. And they are much more likely to say they are satisfied but defect.

The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others.



Net Promoter Score Analysis

Feedback on the People Managers Event

- 84 (60%) respondents completed the feedback form out of 140.
- 93% rated the event as excellent and very good
- 2 comments were received in “what way do you think we could improve?”

Discussions were a bit disjointed as we could not focus on an agreed action/point for sustainability - well-being when the staff were from such different areas. It became more of a 'what do I do in my job' discussion. The whole table did not agree on the action point that was delivered by the facilitator.

More chances for 4th tier officers to provide success stories regarding their services

Suggestions and comments on the event

“Good for networking between different divisions...Good to share concerns and ideas.”

“Really good event to be able to network and develop relationships across the department especially thematically. Really great messages from the director regarding performance and direction of travel.”

“It is a great opportunity to share views and experiences. The duration of the session was appropriate and the atmosphere was relaxed.”

“It was good to link in with other professionals from the Department of Communities and to gain better knowledge of the services they provide. I believe it would be useful to have regular links with agencies within the department and preventative services in the community.”

“We need more opportunities to share knowledge and insight into future improvements across service areas. We don't often get the opportunity to meet in this way. It was insightful hearing from colleagues from other areas of the service that were developing strategic ideas that would work well within ours. Rather than duplicating work, it would be great to be able to share in this way on a more regular, structured yet informal basis.”

Next Steps

- Organise another People Manager Engagement event in June 2018 for frontline staff.
- Develop a Well-being and Sustainability Plan.
- Update to staff and managers regarding the Appraisal Process.
- Opportunities for staff to meet with the Director for informal discussions once every quarter.
- Monitor and review the ratings question every 6 months.