

# People Manager Engagement Event Evaluation

March 2026



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## Introduction

The People Managers Engagement Event took place at Ffwrnes Theatre, Llanelli, on 24 March 2026, bringing together managers from across the Social Services and Housing department for a day of learning, reflection and connection. Delivered across two sessions, the event provided a valuable opportunity for colleagues to meet in person, hear from specialist speakers and engage with key organisational priorities.

A Corporate Roadshow was hosted in the foyer, giving managers direct access to a range of corporate teams and support services. This space featured eight stalls offering information, resources and practical guidance to help staff better understand the support available to them both professionally and personally. The stalls included:

- Learning & Development
- ICT Services
- Transformation Team
- Dyfed Pensions
- Climate Change and Energy Transformation Team
- Natural Environment Team
- Car Salary Sacrifice Scheme/Cycle to Work Scheme
- Staff Rewards/HR/Health & Wellbeing

This event also marked the new Director, Darren Mutter's first opportunity to introduce himself to the directorate, including Children's Services managers attending a directorate wide event for the first time since joining the department.

The day featured a series of impactful and thought-provoking presentations. This included a session from Donna Sharland, Outside Education on neurodivergence and extremism, offering insight into recognising and supporting neurodivergent individuals while understanding wider contextual risks. Pippa Owens, Resolution and Complaints Manager provided a clear and informative overview of the complaints process, highlighting expectations, available guidance, and practical support for managers.

The Director delivered a personal and powerful presentation: *Mental Health, Wellbeing and Leading: A Lived Experience Perspective*. His honest reflections on life experiences, leadership, and vulnerability reinforced the importance of fostering a culture where colleagues feel supported and wellbeing is prioritised.

The event concluded with a light-hearted Heads or Tails activity led by Jayne Thomas, with a prize awarded to the last person standing in each session, bringing a fun and engaging close to the session.

## Attendance

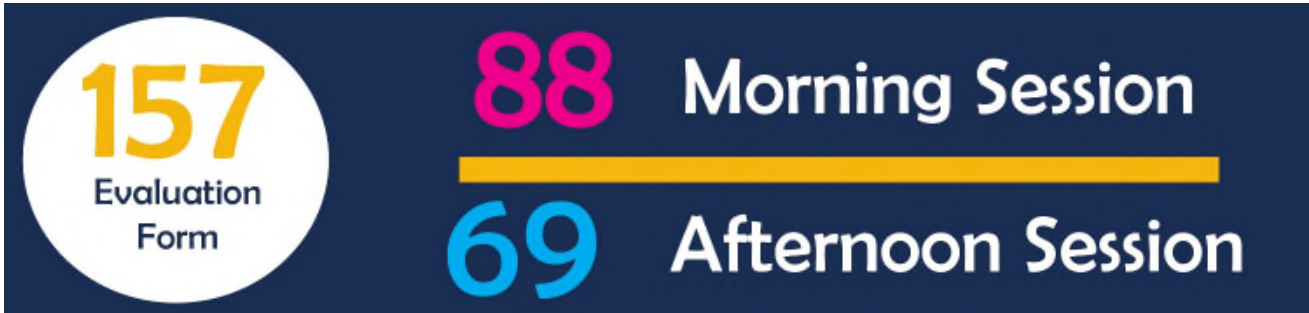
A total of **183 managers attended** the event across both sessions, demonstrating strong engagement from across the directorate. Attendance was well distributed across divisions.

### Divisional Breakdown of Those That Attended

	AM	PM	Total Number from Division Attended
Children and Families	15	30	45
Commissioning and Business Support	11	9	20
Housing	30	16	46
Integrated Services	16	7	23
Adult Social Care	22	21	43
Performance & Digital Transformation	3	1	4
Regional Partnership	/	2	2
<b>Total</b>	<b>97</b>	<b>86</b>	<b>183</b>

## Evaluation Forms

A total of **157 evaluation forms** were received, representing a strong response rate across both sessions:



Attendees were asked 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	6	1	7	4%	Detractors
6	1	1	2	1%	
7	5	3	8	5%	Passives
8	19	10	29	18%	
9	20	18	38	24%	Promoters
10	37	36	73	48%	
	<b>88</b>	<b>69</b>	<b>157</b>		

$$\text{Number of Promoters \%} - \text{Number of Detractors \%} = \text{NPS Score}$$

$$72\% - 5\% = 67$$

**The overall NPS Score was 65**

This resulted in an overall **NPS score of 65**, classifying the event as “**Great**”.

Both sessions followed similar patterns in terms of positive and high-scoring feedback.

The feedback analysis shows a strongly positive response across all divisions, with the majority of attendees classified as **Promoters**. Out of the total responses:

- 111 respondents (72%) were Promoters, giving scores of 9 or 10.
- 37 respondents (23%) were Passives, giving scores of 7 or 8.
- Only 9 respondents (5%) were Detractors, scoring between 1 and 6.

Below is a breakdown of scores received per division:

	Children and Families	Business Support & Commissioning	Housing	Integrated	Adult Social Care	Performance & Digital Transformation	Other	Total
<b>Detractors</b>	2	1	6	/	/	/	/	<b>9</b>
<b>Passives</b>	8	7	8	5	8	1	/	<b>37</b>
<b>Promoters</b>	25	7	26	17	33	2	1	<b>111</b>

- Adult Social Care had the highest number of Promoters (33), demonstrating consistently strong engagement and satisfaction within this group.
- Children and Families also showed very positive feedback overall, with 25 Promoters compared to only 2 Detractors.
- Housing produced a more mixed picture, with 26 Promoters but also 6 Detractors, indicating a wider range of experiences within this division.
- Integrated Services, Performance & Digital Transformation and Other divisions all recorded exceptionally positive feedback with no Detractors at all.
- Business Support & Commissioning showed balanced but positive feedback, with 7 Promoters, 7 Passives, and only 1 Detractor.

The combined results indicate that the event was successful, with positive responses across all divisions.

## Qualitative Feedback

We received 142 responses to this question indicating that the event was highly informative, engaging and impactful, with strong praise for the speakers on neurodivergence, complaints and particularly the session from the Director on mental health and his lived-experience.

Attendees valued the honesty, relevance, and thought-provoking nature of the presentations, noting that the content helped them reflect on their roles, leadership and wellbeing.

Many appreciated the variety of topics and the opportunity to connect with colleagues. A small number mentioned the sessions were lengthy, heavy, or lacked interaction, with a few feeling certain elements were less relevant to their service area.

Overall, feedback was overwhelmingly positive and highlighted the value of open, human-centred leadership and meaningful professional development.

### ✓ Positive feedback:

- ✓ “Inspiring & exactly the type of culture I want to work within”
- ✓ “Good to meet other colleagues, topics were relevant and meaningful.”
- ✓ “It was really good to hear about the staff views from the questionnaires, it was clear we have all been listened to and that was definitely a theme with all speakers. Communication is our gift, well done CCC”
- ✓ “I really enjoyed each person that spoke during the event. It wasn’t over kill and enough to take in. I really enjoyed donna talk given my learning difficulties

background I found it really interesting. Darrens talk was really powerful which sent a really powerful message and delivered really well”

- ✓ “Possibly the most relevant and genuine corporate event I’ve ever attended . Informative and so important. I was very impressed and feel as though this was something that I needed to hear”.

### ✗ Less positive feedback:

- ✗ “Personally think that there was some aspects of the day did not apply to myself”
- ✗ “Nid oedd y digwyddiad yr hyn yr oeddwn yn disgwyl gan nad oeddwn wedi gweld agenda cyn cyrraedd”

## Suggestions for Improvement

- Feedback on improvements centred mainly around interaction, seating and accessibility.
- Many attendees asked for more opportunities for engagement, such as increased table discussions, shorter sessions or breaks between heavier topics. Seating arrangements were mentioned repeatedly, with some preferring to choose their own seats rather than being allocated tables.
- A number of suggestions focused on making sessions more dynamic, including reducing PowerPoint, adding videos, case studies or more varied presentation styles. Some participants requested better alignment of content across divisions, particularly to ensure Housing and Social Care feel equally represented.
- There were also calls for more networking time, ongoing wellbeing discussions, regular events and topics such as staffing issues, workload pressures, leadership boundaries, departmental budgets and best-practice sharing.
- A smaller number highlighted practical considerations, including room layout, neurodiversity-friendly formats, improved lighting and seating and offering gluten-free options.
- Many comments also emphasised how valuable they found the event and simply asked for more of the same going forward.

## Next Steps

- Upload event content and feedback to the Intranet pages.
- Use feedback to shape the format and content of future People Manager engagement events
- Consider interaction and balance of content as key principles going forward