Staff Survey Focus Group

Executive Summary

Following completion of the staff survey focus groups in February 2018 the following is a summary of the actions to be taken by key staff/areas in order to ensure the implementation plan attached is fulfilled effectively. Appendix 1 details the full content of the requests noted below.

Decisions to be made by:	What is covered?	When?
Executive Team	• Authorise an assessment of the recent 'Hub admin review' to evaluate customer satisfaction with the new service by all stakeholders • Annual 'walk the job' undertaken by College Leadership Team alongside the colleagues from each area/centre • Through the 'staff solutions group' Executive members will provide an open door policy with 'surgery time' for staff to meet and discuss challenges faced in role • Have a 'workshop' type Executive carousel • Clear guidance by Vice Principal Curriculum and Quality on what admin days can/cannot be used for • Executive team vox pop- 2 minute video of Executive members communicating key issues	June 2018 July 2018 (Staff Development Week) May 2018 July (SD Week) April 2018 May 2018
College Leadership Team	• Communicate to staff key outcomes of the focus group feedback per area • Create an opportunity for an 'away day' to ensure staff views are taken into account in terms of service improvement and create professional standards • Undertake regular team meetings with teams including full team meetings across the division/centre • Have an open door policy with 'surgery time' set aside for staff to meet and discuss challenges faced in role • Undertake resilience Training for Managers • Include survey actions in local SAR's	April 2018 July 2018 (SD Week) On-going Monthly-commencing April July 2018 October 2018
HR/OD	• Communicate to Governors outcomes of the staff survey action plan via the Policy & Resources committee • Facilitate cross college staff solution group to engage with staff in decision making/curriculum changes • Creation of an internal communication policy	July 2018 April 2018 March 2018
The Hub	• Undertake a service area review of all customers following the admin changes taken place. • Create an organisation chart to relay to staff 'who's who in the service'	June 2018 April 2018
Quality & Standards	• Differentiated Teaching and Learning CPD offer created and available in a timely manner.	March 2018
Marketing	• Clear rules of engagement and understanding communication etiquette as prescribed by the College • Display recent press coverage celebrating the success of staff and students on college screens • Support the Executive Team Vox Pop	April 2018 Ongoing May 2018

APPENDIX 1

STAFF SURVEY FOCUS GROUP FEEDBACK 2017/18 ACTION PLAN

Survey Area	Staff Discussion Themes	Solutions	Lead	When are we going to do it by?
Effective Communication	Too much of the same information is being asked from different areas of the College	Centre /divisional away days for staff to be involved in 'process improvement'	Centre management teams	Annually- prior to business planning
	Managers need to model the workload requested for an academic staff- the perception is incorrect	Launch cross college 'staff solutions group' to engage and involve staff in decision making/curriculum changes	Director of HR and OD	Termly
	Systems don't work well with each other	Clear process maps on what College systems do and how they connect /support other systems	Management Information Systems Team	July 2018
	Central admin is very concerning as has led to safeguard issues	Gain feedback from central admissions team on how they are assisting their 'customers	Michael Rigby	June 2018
	Not informed of huge changes in advance – nobody knows peoples roles. No consistent messages across college	Fortnightly team meetings taking place	Heads of Studies/service leads	Ongoing
		Clear transparent structure in place. Admin team chart required- a who's who?	HR/Michael Rigby	March 2018
	When someone is promoted temporarily – the infrastructure is not in place for others to step up	Regular College newsletter on sharepoint to inform people in advance of changes (i.e staffing) and	Marketing	Commencing February 2018

Survey Area	Staff Discussion Themes	Solutions	Lead	When are we going to do it by?
		focus on the learner experience		Staff development week (July 2018)
	Staff discouraged to approach high level of management as they are stressed	Executive team to 'walk the patch' annually with in centre/service area visits Have an open door policy with the Assistant Principals	Executive Team/OD Assistant principals	Ongoing
	No value to generic staff training	OD team and Quality to ensure an offer is available in a timely manner with differentiated activities	OD/Quality Unit	February 2018
		Creating of an internal communication policy	Director Of HR/OD /Vice Principal Quality and Standards	March 2018
Managing /Leading by Example	Human face of Executive team not there.	'Executive surgery' for staff to meet members directly to discuss classroom issues/solutions	Executive Team	Termly
	Leaders are not transparent and put unrealistic pressures on staff	Managers obtain resilience training and adapt coaching techniques to empower staff to be solution focused	OD	July 2018
	Executive carousel concentrates on facts and figures and is not effective	Have a 'workshop' type annual Executive carousel with true staff engagement	Executive Team/OD	July 2018
		Break down the PIAP to staff in divisions to look at what	Assistant Principals	February 2018

Survey Area	Staff Discussion Themes	Solutions	Lead	When are we going to do it by?
	Staff are unclear of the action plan which will get us a better Ofsted Grade. IAG is vital – staff can't work if a student is just transferred into their class but it's the wrong course for them.	engagement with the plan looks like for them Focused IAG to get the right student on the right course. IAG to be delivered by the staff with the expertise in that centre. Involve teams in the establishment of professional standards	Heads of Studies/Michael Rigby Heads of studies	Staff development week July 2018 Annually- at the 'process improvement' away day
Staff feeling valued and supported	Staff do not feel valued or supported at work in environments where scare tactics are used Staff feel a serious element of distrust with leadership Staff do not feel involved or listened to Staff are nervous about the future of the College Need time- for training/preparing lessons/tutorial etc	Have internal 'staff voice' mechanism to listen to staff views/concerns/suggestions Implement an internal rewards system to recognise staff efforts During Business Planning a standard agenda item on Staff Meetings for gathering of information/ staff input Key message bulletin to be emailed to all centre staff monthly via the management team	Heads of studies Assistant Principals/OD Assistant Principals Heads of studies	May 2018 July 2018 February 2018 Monthly- commencing February 2018

Survey Area	Staff Discussion Themes	Solutions	Lead	When are we going to do it by?
	Managers hijack admin days	Provide admin time – protected time for CPD	Assistant principals/timetabling staff	September 2018
		Clear structure of what admin days should consist of	Vice Principal Curriculum & Quality	May 2018
		All survey actions to be included in SAR's.	Assistant principals	October 2018