

**Imperial College Union People, Appointments & Remuneration Committee**

**18 Sept 2019**

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| **AGENDA ITEM NO.** | Item 9 |
| **TITLE** | Staff Survey Response |
| **AUTHOR** | Jarlath O’Hara |
| **EXECUTIVE SUMMARY** | Following the staff survey, and consistent with all other feedback, we ran an exercise that produced a list of potential specific actions for our action plan.  The major points are included in this paper with the individual points to be written up and categorised. |
| **PURPOSE** | To facilitate a committee discussion on the action plan and related points. |
| **DECISION/ACTION REQUIRED** | Discuss and adopt action plan points. |

**Staff Survey Response**

**Introduction**

The Union took part in the College Staff Survey with 83% of staff completing the Survey. PARC recommended forming a focus group from the staff team to co-author the Union’s response but two calls for volunteers for this group provided only one volunteer in addition to the MD and Administration Support Manager.

The decision was therefore taken to use a portion of the Staff Development Day on 11 September to seek staff feedback.

At this point, feedback includes:

* The recent IIP assessment and Feedback, including the remaining items from the IIP action plan
* Staff Survey Feedback
* Exit Interview Feedback
* Feedback through 121s, team meetings, directorate meetings and all-staff town hall meetings
* Various other informal mechanisms

**Action Plan**

There is lots of feedback and consistent messages which provide a good understanding of the issues that staff face. As such, we used the time with staff to focus on specific actions that we could commit to and put in place swiftly.

The questions posed to staff in discussion groups were:

1. What one thing would make the biggest thing to you?
2. What one thing would make the biggest thing to the Union?
3. What action(s) would you take to respond to staff feedback / staff survey?

The engagement was excellent and there were many varied responses. Where there was consensus, we committed to include these points on our action plan. These points are:

1. Produce an action plan of clear actions that are definite, and we say exactly when they happened.
2. Fill vacancies ASAP. I propose a commitment to communicating with the staff team our plan for filling a vacancy within 1 week of receiving notice.
3. Conduct a full JD review across the Union. (This is a continuation of the commitment from our IIP action plan).
4. Continue to work on our communications. Whilst there are many views on how this could or should be, we must make our decisions as to how we will communicate and then ensure that these happen.
5. Reward and Recognition framework. Again, there are many views on how this could or should be done, we must make our decisions as to how we will conduct R&R and then ensure that these happen.
6. Feedback be classified into:
   1. Yes, we can and will do this now.
   2. Yes, we can do this but it will take longer. It will be done by this time.
   3. We cannot / will not do this because X.

There were many less unanimous suggestions ranging from ‘install a coffee machine’ through to ‘more transparent communications’. I propose that these be listed and categorised as per point-6 above and communicated to staff.