



ICCAN Staff Survey 2020

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ICCAN Board Meeting,
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Staff survey results – what next?

ICCAN's second staff survey was undertaken in May '20

Positive set of results, with some improvements since first survey in Nov '19

Two areas that had lower scores were:

- My work
- Learning and Development

Staff engagement session with team to better understand findings.



What was said...

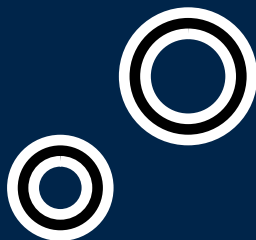
'If we had bigger picture information then we could relate our objectives to this and help support our career development'

'If we had more transparency then we could contribute more and assist other members of the team with their workloads'

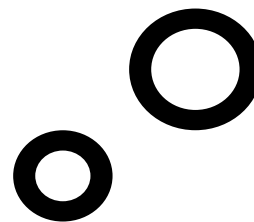


What was said...

'We would like to keep the 10am staff meetings, to do something fun and improve team things'



'When can I decide about something? It's such a small thing but do I need to ask? Am I bothering people?'





What works well at ICCAN

- Adapted to working from home despite the challenges of Covid-19
- Daily calls have been good for team morale
- Chance to step-up and work on new projects
- More regular one-to-ones taking place
- Opportunity to learn about areas that you would not get exposed to outside of ALB

My work

What we learnt	What next
<p>Sometimes there is confusion around sign-off process and appropriateness of chasing feedback.</p> <p>Staff wanted to be more aware of medium/long term objectives for ICCAN as well as post-project work.</p> <p>Lack of structured framework and process</p> <p>Lessons learned from project delivery need to help shape framework</p>	<ul style="list-style-type: none"> • Team to flag urgent enquiries to SMT by COP so that they can be raised as daily agenda item the SMT catch-up. • Programme coordination & communication from SMT – highlights of the week • Greater consistency around decision-making and process • Deadlines need to be set and agreed to

Learning and development

What we learnt	What next
<ul style="list-style-type: none"> • People didn't feel they had time for L&D • People haven't prioritised it as highly as their workload • Only seen as formal training courses and not other types of more informal learning • People not having the tools and insight to develop career plans 	<ul style="list-style-type: none"> • Managers should help people to prioritise L&D • ICCAN should help people understand what other types of learning are available other than formal training courses • Holding sessions to shape personal develop plans (PDP). Line managers advising and supporting



Learning and development opportunities

Did you know, you should complete a **minimum of 5 days L&D** a year?





Personal development planning

Why is personal development important?

- Personal development is for everyone, not just those looking for promotion, there's always something we can improve to make our lives easier!
- It is something that benefits you and supports you in getting what you want out of your career.
- It is opportunity to develop transferrable skills you can use in other jobs or even in your personal life

What is a Personal Development Plan? How does it fit with DfT Development Objectives and Performance Management?

- **A Personal Development Plan (PDP)** sets out how you will get the skills and experiences you need to meet your career goals.
- **The DfT Development Objectives** are specific development aims for the performance year. They can constitute a PDP, but ideally they would be part of a longer-term plan as well as contributing to in-year performance improvements.
- **Performance Management Review (PMR)** is focused on performance in your current role and performance year.

What are the PDP essentials?

- An honest appraisal starts with an assessment of where you are right now
- An understanding about what you want to get out of your career over the next few years
- A realistic assessment of what you need to develop to reach your goals
- An action plan of how you will get that development
- Recording and reviewing your progress on a regular basis.



Next steps

- Board presentation - July
- Staff feedback and ICCAN action plan – July
- Quarterly SMT review of progress – September
- Weekly/fortnightly daily catch up focused on L& D e.g. teach ins, PDP development – Ongoing
- We will work with SMT to implement the recommendations – Ongoing
- We will host a regular learning and development session to help implement the actions - Ongoing
- We will shape the role of the learning and development champion – July/August



Reflections and Questions

