



Queen Mary
University of London



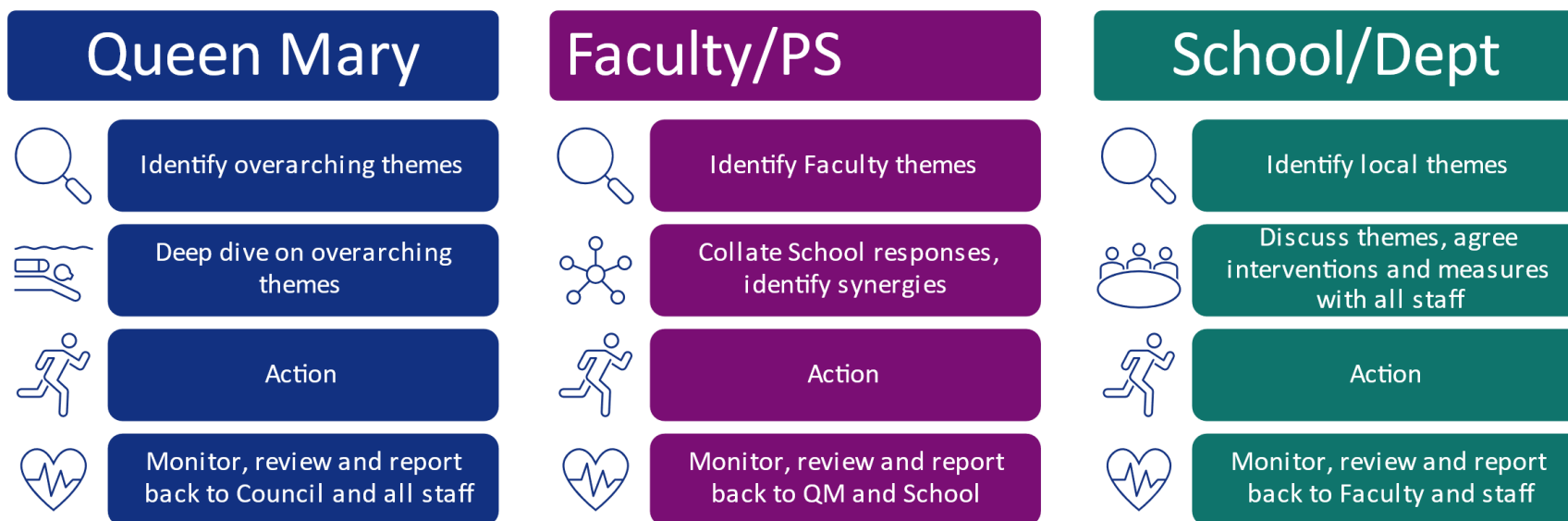
Staff Survey 2022

Action Planning approach

The survey is just the start of the conversation



Action planning approach



- **A 3-tiered approach** to enable the common issues to be addressed across the whole University, while also initiating local actions to respond appropriately to local issues
- **A collaborative approach** to promote discussion among colleagues, to better understand the conversations behind the results, and to encourage ownership of the action at all levels

Action Plan 2022-23 for: **Wolfson Institute of Population Health**

Once you've identified your key focus areas these should be uploaded to the risk register.

Key focus areas e.g. survey question or factor, underlying issue identified through discussion *Favorable/Neutral/ Unfavourable	Summary of actions/mitigations relating to each key focus area including dates	Success factors including timelines	Measures of impact including timelines
<p>Feedback & Recognition *(46/36/18)</p> <p>Feeling the right people are rewarded and recognised (32/47/21)</p>	<p>To introduce local recognition schemes, including Institute or centre awards.</p> <p>To spotlight outstanding work in the Institute newsletter and other forums (social media etc), particularly 'unsung heroes'</p> <p>To use the WIPH intranet site to clearly signpost training all managers regarding managing performance.</p> <p>To introduce a process to check that all line managers engage with the performance and evaluation systems, e.g. appraisals, 1-1 meetings.</p>	<p>Each centre has developed a recognition scheme that recognises performance from PGR to senior level - longer term, by end of 2023.</p> <p>Each newsletter highlights a piece of outstanding work, with the range of those involved named - shorter term, from February/March.</p> <p>The WIPH intranet site is fully updated with working links - shorter term, from July.</p> <p>All staff have had an appraisal (aiming for 90% completion rate) and staff report in internal surveys having had at least quarterly 1:1 meetings.</p>	<p>Staff report more recognition being modelled at next staff survey.</p> <p>Staff report increased satisfaction at next staff survey.</p>
<p>Enablement (54/23/23)</p> <p>Feeling that the physical workspace was enjoyable to work in (43/26/31)</p>	<p>To convene a working group to develop a plan for implementing hybrid working; to include representatives from all centres.</p> <p>To introduce a desk booking system so that offices can be used for meetings and all space can be used more flexibly.</p> <p>To improve the aesthetics by replacing broken furniture, hanging pictures etc.</p>	<p>Working group developed, with a nominated lead, which has sent a plan to WIPH leadership for review.</p> <p>Booking system active and room occupancy increased by 50% by end of 2023.</p> <p>Audit of buildings conducted and Estates given an action plan.</p>	<p>Majority of staff (75%) working in the office at least three days per week – by December 2023.</p> <p>Amenities are used with low waste.</p>

	To improve the kitchen facilities and offer a wider range of amenities, i.e. fruit and other snacks.	Broken facilities fixed and amenities being used weekly.	
<p>Learning & Development (61/27/12)</p> <p>Feeling that there are good career opportunities for me at Queen Mary (47/38/15)</p>	<p>To undertake a portfolio review of all roles with the aim of introducing a non-academic staff career framework to identify career pathways for similar groups of roles. To work towards consistent job profile templates with clearly defined criteria to that what is required to advance is clear.</p> <p>To introduce a skills gap assessment toolkit to support managers with assessing skills at the start of every appointment.</p> <p>To ring-fence a certain amount of time for L&D, including half days at Institute level where staff are encouraged to focus on L&D. To work towards formally including L&D time in staff contracts.</p> <p>To signpost L&D offerings clearly on the WIPH Intranet site and in induction packs.</p> <p>To ensure all staff are assigned a mentor when the join and are made aware of other learning opportunities such as coaching, shadowing, secondments etc.</p>	<p>Portfolio review conducted and recommendations developed - longer term, by end of 2023.</p> <p>Unit leads ensure progression criteria developed with every new role - from March 2023, to allow for dissemination.</p> <p>Template assessment toolkit developed by Q4 2023.</p> <p>Biannual or quarterly L&D half days implemented by the Institute by June 2023.</p> <p>All induction packs, including PGR packs, have been updated with L&D offerings and all incoming staff have been offered them by June 2023.</p>	<p>Staff undertaking L&D increases by 20% by end of 2023.</p> <p>Staff reporting increased career opportunities in next survey.</p>
<p>Collaboration & Communication (60/27/13)</p> <p>Feeling that there is open and honest two-way communications (51/30/19)</p>	<p>To include clear signposting on the WIPH intranet site regarding possible routes/receiving help for bullying and harassment. To work towards improving the existing information on the QMUL website to make it clearer.</p> <p>To introduce mandatory training on bullying and harassment by an external partner. Recommend this be delivered in person.</p> <p>To ensure delivery of communication about bullying and harassment comes from the top, e.g. Executive Board.</p> <p>To clearly signpost the names of MHFA within the Institute.</p>	<p>WIPH intranet is updated with clear guidance and MHFA names, with working links by March 2023.</p> <p>Audit of information on QMUL website conducted with recommendations sent to HR team by June 2023.</p> <p>External provider identified, and introduction of mandatory training communicated to all staff - by end of 2023.</p> <p>Signposting to bullying/harassment routes in quarterly emails from WIPH leadership and in the Wolfson newsletter - from March 2023.</p>	<p>An initial increase in levels of bullying reporting followed by a decrease by the next staff survey.</p>

	To set up a Wellbeing or Social Committee, which can organise activities.	Wellbeing/Social Committee developed and at least one meeting/event held - by end of 2023.	
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WIPH Action Planning Group

The WIPH circulated a message asking for volunteers from across the Institute to contribute to the Staff Survey Action Planning process. We had considerable interest and the following staff volunteered to be included. We held a planning meeting in person on 15 November 2022 where attendees actively contributed to lively discussions. We agreed on four main themes and members were asked to contribute to one or more theme to help develop specific actions. A further meeting was held on 29 November 2022 to review potential actions/mitigations and finalise what will be included in the Action Plan. The Staff Survey Champion and the Senior Leader collated feedback and created the final plan. The plan was shared at the WIPH Executive Board on 10 January 2023 and will be shared with all staff by the end of February 2023. The WIPH Action Planning Group will continue to lead on the implementation plans.

Members

Senior Leader - Chair

Ellie Stewart – Institute manager

Staff survey champion – Deputy Chair

Mhairi Brown - Policy Manager

Centre for Evaluation and Methods

Adam Brentnall - Senior Lecturer in Biostatistics

Tahera Hussain - PCTU Head of Operation

Emily McLean – Centre Manager

Centre for Prevention, Detection and Diagnosis

Sammy Quaife - Senior Lecturer in Behavioural Science

Centre for Primary Care

Imran Khan - Programme Manager

Laura Dexter - Operations Administrator

Charlotte Edwards Roscamp – Centre Manager

Centre for Psychiatry and Mental Health

Victoria Amoah - Centre Manager

Robert Blakey – Lecturer in Mental Health

Centre for Public Health and Policy

Craig Smith - Centre Manager

Shamsia Begum - Specialist Tobacco Cessation Service Manager

Maria Berta Ecija - Lecturer in Global Public Health

Director's Office

Vesna Florijancic – PA to Director's office

Patrick Mullan - Research Administrator