



Employee Engagement Progress Report

This report outlines the current position in relation to the College's work with the GM Good Employer Charter and Stribe software.



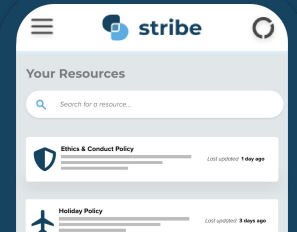
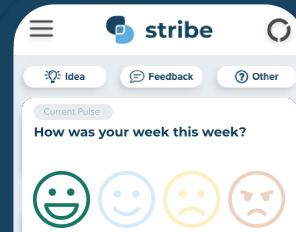
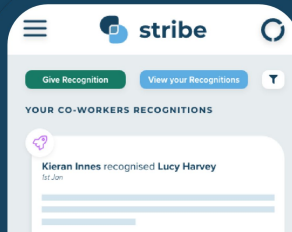
The Greater Manchester Good Employment Charter is a voluntary membership and assessment scheme that aims to raise employment standards across GM, for all organisations of any size, sector or geography. The College is currently a Member of the Charter following an application and assessment process in September and October 2020. The College is also working with the Charter to become an Advocate supporting new members to join and participate in the good practice work of the Charter.



Lucy Harvey

Thank you! Loved working on this with you.

Glad we could get that sorted for you!



Stribe is an app that allows the College to gather employee engagement insights using pulse surveys and creates a safe and trusted space for staff to feedback and access information about the College. It also enables the College to track engagement and gain insight through easy to read analytics. Stribe collates this information together into a dashboard that gives bitesize insights that are easy to respond to and help inform actions that the College may want to take.

Background

The College values the importance of employee engagement and has committed to this through its strategic plan with the aim of:

Establish a high performing and highly engaged workforce through listening and investing in our people, reward and recognition, professional and vocational development and the promotion of health and well-being, enabling us to establish the College as an employer of choice.

This has been reaffirmed with the updated Strategic Plan 2021-2024 which has been developed with this as a key central theme. As part of the Strategic Aim of Investment for the Future we have stated- invest in the workforce, learning environment and curriculum of the future by; investing in the development and well-being of our workforce leading to increased levels of engagement and influence on the direction of our College.

A key Strategic Priority Action has been identified as; Developing a clear workforce strategy that establishes the college as an employer of choice and maintains and extends beyond the good employment requirements of the GM Good Employment Charter.

Engagement is also a significant part of our Vision with ; *We believe in honest and open communication- we treat each other with respect, trust and consideration. We listen to learners and colleagues and celebrate their success.*

The College has recognised for a long time the value of employee engagement and good employment practice and was delighted to be part of this pilot project with GM and Stribe. The College recognised that Stribe was a strong additional tool to add to the current mechanisms the College uses to collect employee voice and would support the College as part of its strategy to help to raise and sustain levels of employee engagement.



Professor Stokes
Building

Project Plan

Planned implementation was during September 2020 and included system set up and training and pre-launch marketing to the workforce. The Stribe app was launched at the College in September 2020 with reviews built in for October 2020, January 2021, May 2021, and September 2021.

The project aim was to review the impact that the Stribe app and software had on levels of employee engagement at the College as well as assess the types of actions the app could support with.

Staff were introduced to the methodology through a pre-launch process supported by Stribe that provided information, YouTube videos, and snapshots of the app itself to ensure that staff were informed about the benefits to them and the College, how their information would be used, and how their feedback would be responded to.



SEPTEMBER 2020

Set up/Pre-launch/
Launch



OCTOBER 2020

First Review



JANUARY 2021

Second Review



MAY 2021

Interim Review



September 2021

Final Review

Impact

The College agreed to the trial of Stribe to support the employee engagement strategy in place and help to further improve its employee engagement processes. It was identified as providing a key, objective metric that could be used to further improve employee experience at the College and be a source of rich data to act upon.

The established processes in place to gather employee feedback and enable us to act on responses included;

- Biennial all staff survey which is undertaken with a group of other FE Colleges and allows sector benchmarking to take place.
- Regular staff Focus Groups gather staff feedback, issues and ideas as well as ensuring that staff are consulted in relation to the development of the College Strategic Plan.
- Feedback from Focus Groups is collated into an action plan and progress and actions are reported back to staff through the "You Said, We Did" section of our regular Staff Newsletter.
- We also undertake a regular Trade Union meeting to gather views and comments about workforce matters.

The College also participates in the Times Best Companies Survey; in 2020 the College entered the **Top 100 Best Not For Profit Organisations To Work For** at number 71, being recognised as a One Star – Very Good organisation for employee engagement.

The College participated in this process again in 2021 and levels of engagement have increased significantly as we are now acknowledged as a **Three Star – 'World Class' for levels of engagement.**

This is a significant leap in the achievement level, particularly during the period of the Pandemic when many staff are facing unprecedented challenges both personally and professional and the College believes that the use of Stribe has been fundamental to this progression and has had a direct impact on this result.



Impact

Since the last report the College has received results from the latest Best Companies survey for 2021 and have made some significant improvements and achieved recognition for the work undertaken at the College and through the Stribe project. The College was recognised in a number of categories:



These are significant achievements for the College and further improvements on the positions and listings for the previous surveys in 2020. We believe that the use of Stribe through this pilot has supported this improvement, allowed staff to feedback on issues and be involved in the organisation and ultimately improved how they feel about working at the College.

Metrics

The College takes part in a biennial Staff Survey with the York College Group that enables us to benchmark our outcomes against other Colleges externally. This year we had a **76% response rate** for the survey which was undertaken in the Summer of 2021. Some of the key responses which outline successful engagement and communication across the College are as follows:

Information about **strategic and operational goals and performance** are communicated effectively had an **88.2% positive response**



88.2%

Information about the College is readily available received an amazing **94.4% positive response**



94.4%

The College encourages feedback from all its customers **had a positive response of 94%**



94%

Staff were clear on their role at the College with **97% positive response** to I understand my role and contribution I am making to the goals of the College



97%

Metrics

The two responses that show the importance and value attached to engagement and the employee experience were **My views are sought and considered** where we received a **93% positive response** and **ranked number one** on this question amongst the benchmark group of Colleges.

Significantly staff also reported that **I am proud to be a member of staff at the College** with a **95% positive response**. This is a result that the College are especially proud of and shows the value of the staff community to our workforce.



All these responses but significantly the final two highlight the high value of staff engagement in the organisation and can be attributed to the implementation and use of Stribe to help improve our employee engagement experience. The impact of the app and system as a whole is intrinsically linked to these excellent results and outcomes in this externally benchmarked Staff Survey.

Other key metrics during this time have been that **95% of our new starters in the last 12 months have stayed with us** unless this was a fixed term arrangement. Of all posts advertised **in the last 6 months 74% have been recruited to first time**. Both these metrics highlight that **the College is becoming an employer of choice**, attracting and retaining staff.

Moving Forward → → →

Stribe has become a critical tool that enables the College to ensure consistent communication and allow honest and constructive feedback. Following a successful pilot project the College has committed to continuing with Stribe and a 3 year financial contract with the organisation and app.

Stribe has been vital during the pandemic on testing the feeling of employees and continues to support the return to work this academic year. It has been pivotal in collecting employee views on hybrid working and developing these into practice. We are planning to measure how the return to the workplace has gone with regular Stribe questions in the new academic year and have campaigns planned around:

- Sustainability
- Hybrid working and new ways of working
- COVID and readiness for new ways of working
- Developing Stribe as a place to store and easily access vital information such as
- Policies and procedures.
- The team also continue to work with Stribe and its developers on how we can maximise the
- Impact of the app across the organisation.





When people are heard, teams are happy.

[Stribehq.com](https://stribehq.com) | hello@stribehq.com