Form 1: Staff survey

Please complete up to 3 items for columns A, B and C. Please include headlines only and attachments /links with further information if required.

The information provided will be placed on the staff survey section of the webpage and may appear in staff communications.

We would encourage local communication on your successes and activity regarding the staff survey in your department also through your usual communication channels, for example, team updates, team meetings

College/Department/Division: Communications			
Date: 8 September 2016			
No.	**A. What we are doing well (linked to question/area?)**	**B. What we need to improve (linked to question/area?)**	**C. What we need to know more (linked to question/area?)**
Example	*Which areas do staff in your department/divisional say are performing well.*	*Where does your department/divisional need to focus its improvement. Give details on what these are and what (initial) action will be taken*	*Where are the areas where improvements are needed but there is not enough information from the survey to know the action required? What ways might you find out this extra information e.g. focus groups, team meetings?*
1	**On a University-wide level there has been criticism of the way information is sent and the ease of finding it (Q13-2a, Q13-3)** We are in the process of revamping the staff webpages, in order to improve the structure (staff research has already taken place) and make them easier to navigate. In tandem we are reviewing Insider in order to make it less cluttered and more user-friendly.	**The ULT are distant, there should be more opportunity for open and frank conversations with the senior team (Q13-3, Q13-4, Q13-5)** We have created a ULT communications plan, and are working to integrate this with ongoing Transformation communications. More will be done to highlight the actions and views of members of ULT, including more announcements	**People want to clearly know the benefits of working here and 'feel part of the University' (Q13-3, Q13-5)** There are easy wins, such as a change in tone, to be more inclusionary. We are working on a combined approach to promoting 'staff benefits' and are working with HR on the introduction of a staff discount portal. We

		and blogs on areas of interest, and regular staff forums.	continue to work with other colleagues to create University events, break down departmental silos and investigate the 'staff common room' fund which Jean Baxter has taken on.
2	**Staff want new ways to communicate and work with each other (Q13-5)** In January 2016 the Internal Communications team introduced Yammer, a group work solution which aids collaboration. They are also working with ITS to see whether we can implement Office 365 groups as a more comprehensive group and team-working tool.	**Different parts of the University do no communicate well with each other (Q13-5, Q13-4)** We are proposing a network of Communications Champions across the University who will work with Internal Communications to share, champion and feedback on key initiatives and 'take the temperature' locally.	**The idea that staff don't have a say, that big ideas and changes happen without consultation, and that "we don't know whether things we've fed back are being actioned" (Q13-2a, Q13-2b, Q13-3, Q13-5)** We need to ensure that when things are actioned as a result of staff input, we explicitly say so. More transparency around the decision-making process and closing feedback loops need to be looked into. We have created the Ask Us email address so staff can have their views heard.
3	**We need to show that we have a strategic vision for the future (Q13-2a, Q13-3)** We successfully implemented and communicated the new Strategic Plan (being part of the team nominated for a THE Leadership and Management Award). We have clear communications plans for the distribution of the Discovery strategies, we have created an institutional narrative which shows how the current transformation work feeds into the future of the University and are beginning to	**There is a lot of unclear information out there due to wide use of jargon and conflicting information (Q13-3)** We are about to launch a new set of Internal Communications Guidelines to staff, which set out standards and advice for our approach, tone of voice, planning and use of key communications channels.	**"I'd like to know more about what's happening in other departments", Professional Services and Academics would benefit from knowing more about each other's work (Q13-5)** Opportunity to include a monthly 'Focus on…' either within a revamped Insider, or on the website focusing on a specific department. Investigate holding regular open drop-in sessions to internally promote work. Work shadowing

| | highlight positive stories which feed into and out of both these areas. | | opportunities in liaison with HR. More visits to academic departments to understand concerns. |