**PROFESSIONAL SERVICES SATISFACTION SURVEY**

**HUMAN RESOURCES AND DEVELOPMENT**

**FEBRUARY 2013**

Human Resources and Development comprises six teams – Human Resources, Payroll, Systems, Corporate Learning & Development, Academic Professional Development and Health and Safety. APD joined Human Resources and Development in spring 2012 and it was felt that some customers may not yet be aware that this team was now part of HR and D.

The senior HR and D management team have carefully reviewed the feedback from the survey and other relevant information from sources such as the Employee Engagement Survey, Investors in People and customer feedback from our own surveys. We have generated the attached action plan, which links with our operational plan and other relevant documents. We discussed the difficulty in interpreting some of the feedback because it was not clear which part of the service was being referred to.

We were pleased with the view that overall the service is seen as professional and friendly. Our action plan is intended to build on our strengths and opportunities and take action to improve the areas where the service has been perceived as weak.

In summary we will prioritise the following:

* Enhancing and simplifying communication from Human Resources and Development.
* Continue to enhance the use of HR Connect
* Monitor the consistency, accuracy and timeliness of responses to customer enquiries
* Continue to review our development provision as per existing procedures.
* Continue to develop the skills and knowledge of our own staff to ensure that a professional and inclusive service is provided to all our customers.

Margaret Cook

Director of Human Resources and Development

April 2013

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| **PROFESSIONAL SERVICES ACTION PLAN** | |  |  |  |
|  |  |  |  |  |
| **FOR PERIOD OF: CALENDAR YEAR 2013** | | **AREA: Human Resources and Development** | | |
|  |  |  |  |  |
| **ACTION** | **PRIORITY** | **TO BE ACTIONED BY** | **DEADLINE DATE** | **REVIEW (impact of effectiveness of actions)** |
| **Communication** |  |  |  |  |
| Respond to specific issues raised by named individuals in the Report | High | Director of HRD | 05.04.13 | Ensure satisfaction with response |
| Ensure that all information available on the HRD site is accurate, relevant and presented in an easily accessible manner | High | Director of HRD | End April 2013 | Monitor feedback |
| Improve understanding of roles/responsibilities between departmental staff and customers through appropriate focus groups, joint training events and regular communication | High | Director of HRD | On-going | Reduce negative feedback and confusion of roles |
| Ensure all services are delivered in an accurate, consistent and effective manner | High | Director of HRD | Initial review end May, then on-going | Reduce customer concerns |
| Undertake road shows on ‘what can HRD do you for?’ | Medium | Deputy Director of HRD | Autumn 2013 | Positive feedback |
| Ensure all communications are in ‘plain English’ | Medium | All managers | On-going | Positive feedback |
| **Systems & processes.** |  |  |  |  |
| Continue development in relation to HR Connect as per the implementation plan. | High | Depute Director of HRD | As per plan | Positive customer feedback |
| **ACTION** | **PRIORITY** | **TO BE ACTIONED BY** | **DEADLINE DATE** | **REVIEW (impact of effectiveness of actions)** |
| Improve navigation of intranet site | Medium | Depute Director of HRD | End June 2013 | Fewer requests for assistance |
| Ensure information on intranet site accurate and up to date | medium | CL&D | End June 2013 (done bi-annually as standard) | Customers given correct information to assist decision re: Learning & Development priorities |
| Ensue that enquiry log kept up to date & is monitored | medium | CL&D | monthly | Standard process; ensures customer enquiries answered in a timely fashion |
| **Student services** | **Low** |  |  |  |
|  |  |  |  |  |
| **Learning and development** |  |  |  |  |
| Review all development activities in all areas | High | CL&D, APD | End June 2013 | Staff comments on relevance of development opportunities |
| Review mode of delivery of development activities | High | CL&D, APD | End of June 2013 | Staff usage of new modes of delivery |
| Ensure all departmental staff receive the appropriate development as per individual PDRs and departmental training plan | High | Director of HRD | On-going | Greater staff capability |