

# ourcambridge Benefits Realisation and Results

## Headlines

The data in this presentation starts to build a picture of the desired long-term programme benefits.

A number of achievements and results so far span across one or more high-level benefits. At this stage, we are focussed both on project outputs and driving increased engagement in the programme and the projects and initiatives it leads or supports in collaboration with others.

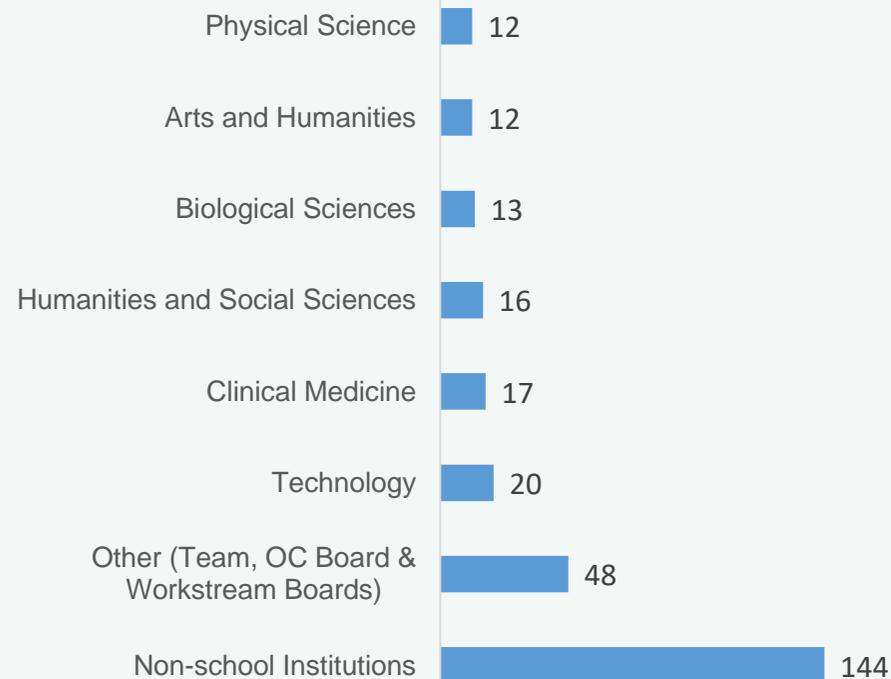
# >500

Professional services staff consulted and engaged in the development of the *ourcambridge* values



ourcambridge  
champions  
number and  
reach

# 282



**68** champions attended across  
**16** champion engagement sessions  
**6** schools were represented along with  
**38** different Faculties / Departments / Non School Institutions (NSIs)

*“Everyone feels the University is resistant to change and improvement and this [ourcambridge] empowers us to come together and challenge that view.”*

# Programme Benefit 1 - Improved Staff Morale

This is about job satisfaction and feeling valued.

## Vision



## Mentoring

Enabling people to support their personal and professional development by providing access to mentoring opportunities tailored to individual need.

# 940

Views of the self-match mentoring pilot webpage



*"This is a really great time to launch the scheme as a lot of people have been re-evaluating what is important to them as a result of lockdown and what they want to do. I have been feeling a bit lost in terms of future direction so just having some time set aside, some support and structure in thinking it through, and someone else's viewpoints and experience to draw from is really helpful"*

# 36

Mentees enrolled



# 33

Mentors enrolled

# 22

Matches made to date

*"I asked Linda to facilitate workshops for Prof Services staff in our Faculty and we are now working on a couple of process improvement projects. Not only has using Lean principles allowed us to review what we do and consider ways of working better, but going through it all together has improved morale"*

Quote from participant in follow-up evaluations for engagement in Lean training

*"Really good - even if the mentor wasn't able to give me half as much information as they actually did, it really helped just having someone on the outside sympathetic and able to offer an opinion on how to proceed and where to look for info"*

# Programme Benefit 2 – Improved Staff Wellbeing

This is about a sense of increased wellbeing for staff.



97

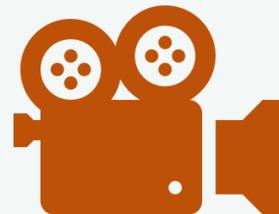
Attendees for workload panel event  
Senior managers panel sharing  
honest insights and realities

*“Some really useful tips for how I can make some helpful tweaks. Felt quite positive by the end of the session”*

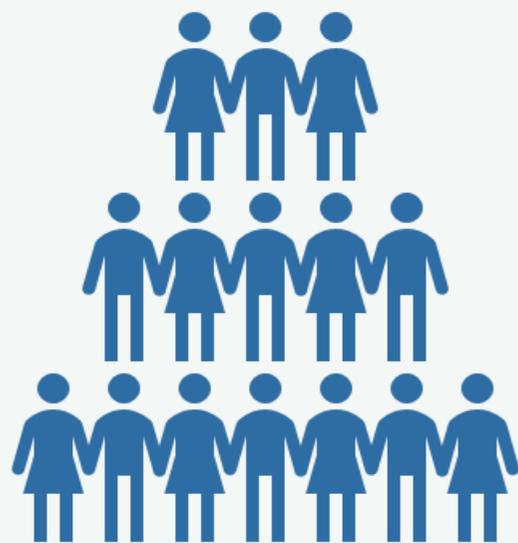
*“I was nervous at first but then realised it comes quite naturally - and think that the listening and supporting skills that this is fostering will be beneficial to me too - in all areas of life. I hope more people get involved!”*

Quote from a mentor on the self-match mentoring pilot

92 Views of event recording



*“Hearing how senior staff managed their workload was very useful, especially their personal insights on admitting that good enough is OK”*



25

Attendees for the workload focus group to provide feedback on tools / resources they would like to see

5

Case Studies developed to support recruitment of Wellbeing Advocates



# Programme Benefit 3 – More inclusive and open working culture

This is about creating a working environment which values individual and group differences building trust, transparency and participation opportunities.

*“Incredibly useful for me as a member of College staff; I have found it difficult to access mentoring opportunities prior to this scheme”*

Quote from a mentee on the self-match mentoring pilot

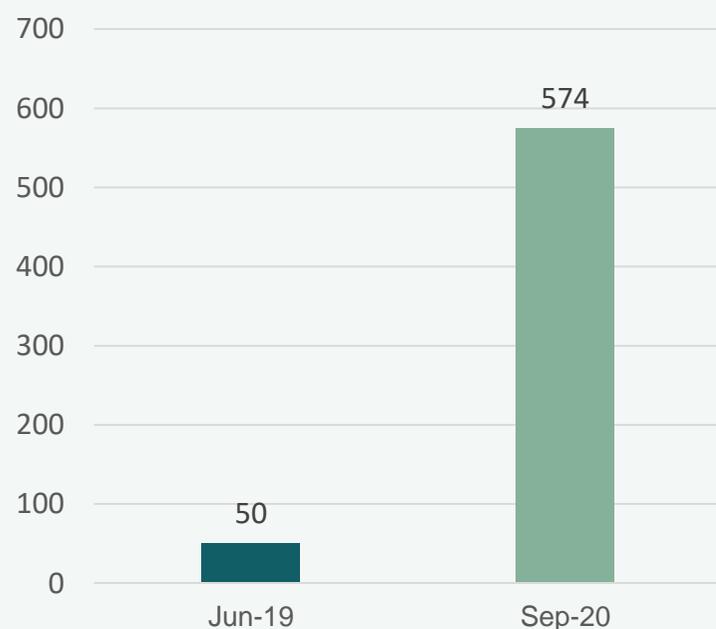
*“It’s an excellent way to get to know people from across the University and to share successes and failures in a safe space” -*

Quote from a mentor on the self-match mentoring pilot

*“Skills for Inclusive Conversations was an excellent course, which my whole group has now done as a prelude to hosting a discussion group on widening participation in our department.”*

(Quote from an Academic/Research staff member on LinkedIn Learning)

*ourcambridge*  
Yammer members increased by **1,048%**



*ourcambridge* Yammer  
Sep19-Aug-20

Members who read a post **100%**

**30%** Members who posted a message

Members who reacted to a post **49%**

*ourcambridge* Insight subscribers increased by **20%**



# Programme Benefit 4 – More efficient and effective use of resources

This is about effective collaboration, sharing knowledge, resources and adoption of best practice to reduce silo working, improve processes and shared ways of working.

*“The introductory Visio courses gave me the skills and confidence to create a Purchasing flow diagram to act as a resource for our team and hopefully to be shared more widely.”*

(Professional services staff member)



**4,904** Activated LinkedIn Learning users which represents

**14%**

Of the total University staff & student population

LinkedIn Learning is a fully collaborative initiative between UIS, PPD and *ourcambridge*, so these benefits are shared – full impact report is currently underway

*“I particularly liked the topics of remote working arrangements, organisation of the workflow in a productive way, learning about research approaches in digital industries.”*

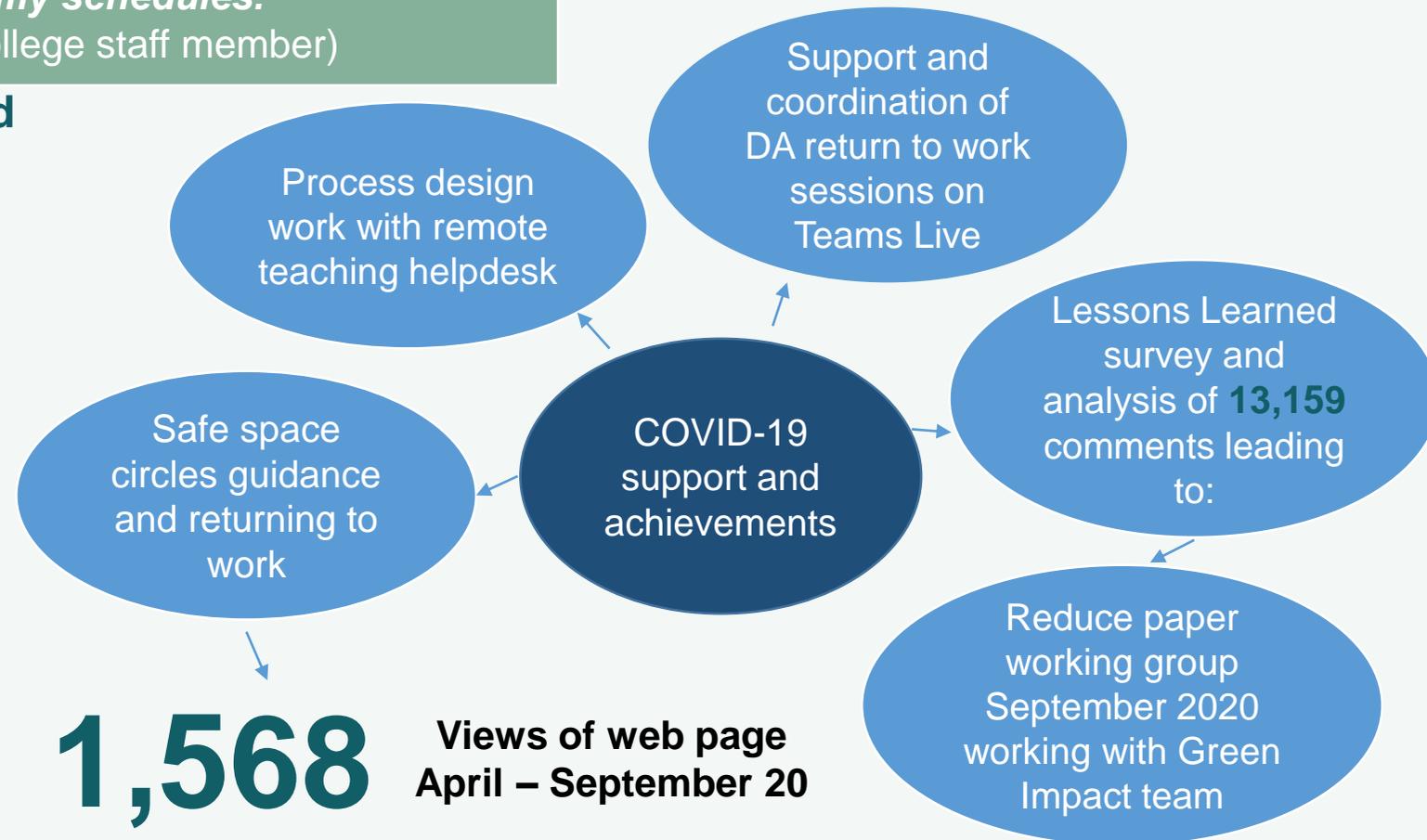
(Academic/Research staff member)

*“The timekeeping course that involves use of Microsoft products has made a huge impact on how I work and manage my schedules.”*

(College staff member)

**71,923** Videos completed to date

**3,477** Online Resources downloaded (since March 2020)



# Programme Benefit 5 – Increased consistency in working practices

This is about developing smarter and standardised ways of working to increase workflow effectiveness and productivity.

## Vision



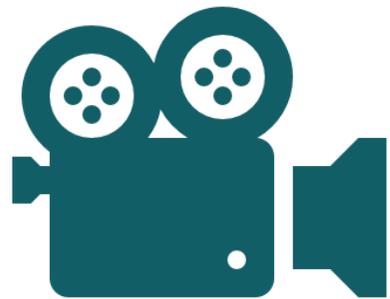
### Effective Meetings

Contribute to the delivery and execution of more effective and efficient meetings, including the production of a comprehensive and readily available toolkit.

“A great overview for online meetings”

Bite-sized video

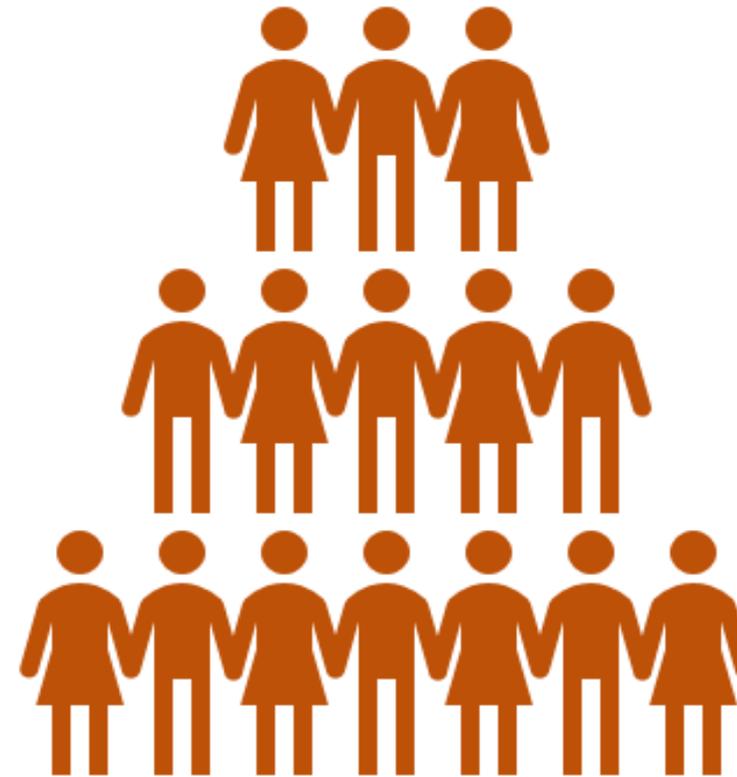
168 views



4<sup>th</sup> most viewed on Microsoft Stream

Accelerated the 'Guide to online meetings' content in response to COVID-19 and remote working:

“Blimey, this is excellent, if we can get everybody to follow this guide the world would be a much better place!”



Wider engagement with ICE, UIS & University of Strathclyde for case studies

41

people took part in the Effective Meetings Focus Groups – providing guidance and input into the content of the toolkit

75

people voted in the Yammer Poll on % of time people spent in meetings

# Programme Benefit 6 - More innovation and creative solutions

This is about being solution focussed and engaging and empowering the workforce to develop better ways of working.

*“I liked that there were a diverse background of university staff involved in the session, and all of the mentors were really engaged and enthusiastic. I felt that I could be honest about some of my experiences in the University, good and bad. All the mentors I spoke to acted as a good sounding board for the issues that I wanted to discuss and they have given me some **excellent advice and ideas**”*

Quote about speed mentoring

Along with others developing and making use of free Miro software to collaborate in real time and online which saves time in managing projects, gathering ideas and can be used in workshops and training



Chemical Engineering and Biotechnology have **developed a Teams Hub to manage all HR and People related processes, including Onboarding and Leaving.**

Information and newly developed forms are created centrally, digital-only and fully accessible by required staff. So far:

- ♥ Fully paperless onboarding and leaver processes
- ♥ 17 fewer manual approvals required in leaver process
- ♥ Clarity of responsibility
- ♥ New: offer of exit interview included in form
- ♥ Required fields added to forms, including for increased HESA compliance



# Programme Benefit 7 - Embedded Continuous Improvement

This is about a move to build a continuous improvement culture across the University, empowering individuals and teams to continually improve the way in which they carry out their work and their processes.

This could be about small incremental improvements or larger institutional or University-wide initiatives.

17

continuous improvement, process improvement and or Lean Management support pieces of work either complete or in progress



*“Clearer process map for going forward with recruitment”*

Quote when asked what benefits have been achieved to date

*“Understanding of Lean processes which will be used to continually improve processes. The work has been taken into the ED PMO and we await the final publication adoption of workflows.”*

Quote when asked what benefits have been achieved to date

5

Case studies to showcase continuous improvement initiatives around the University



32

Members of the Teams Business Improvement Group Channel

7

bespoke Lean workshops have been delivered and evaluated to date and were **rated 4.86 out of 5** for the quality of the outcomes

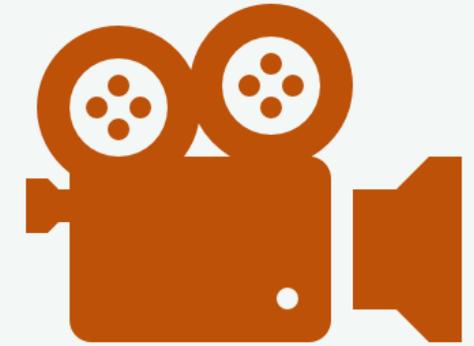
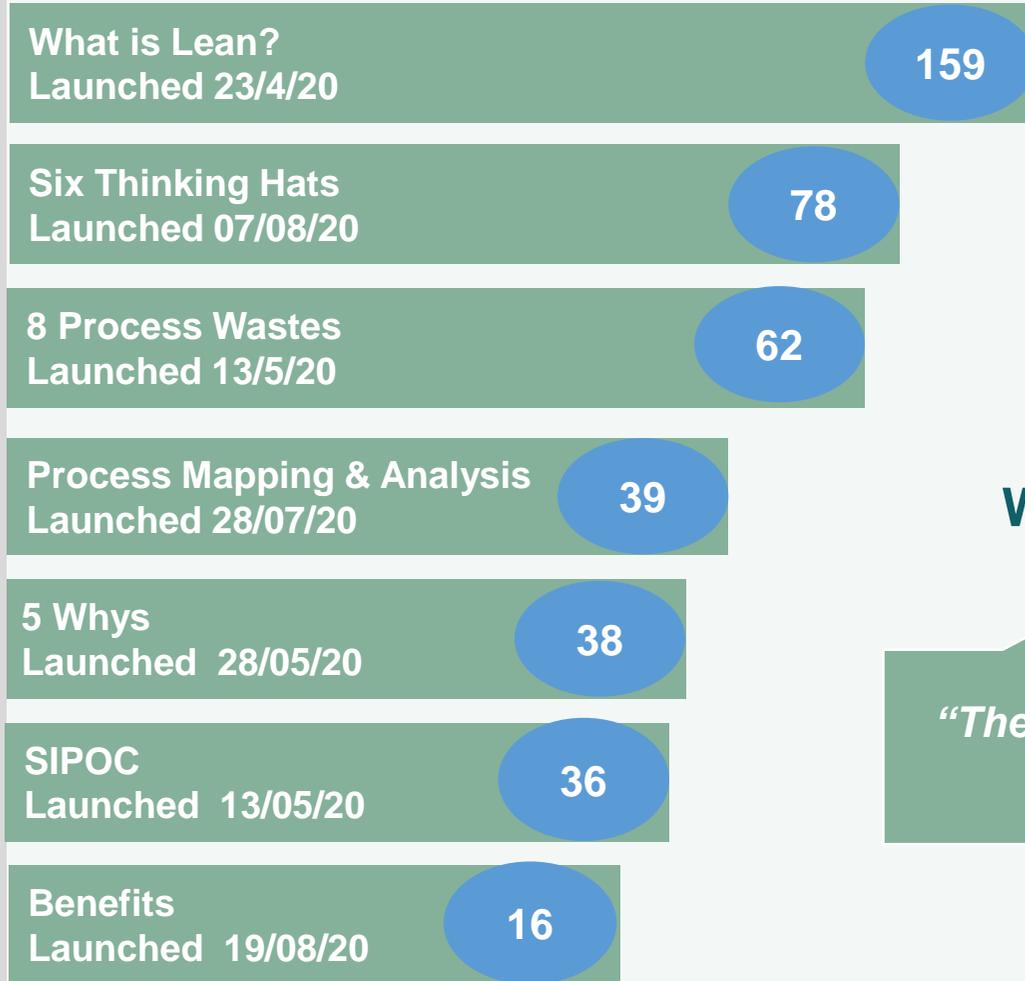


*“The workshop was extremely helpful in uncovering the limits to the process improvements we could make to this activity, but highlighted issues around information sharing, electronic document management and record keeping which will have wider implications as we move to more remote working and reduction in paper”*

*“I have no doubt that the experience and skills brought to the focus groups improved the quality of the findings. The dedication of the team to deliver was admirable. My role as subject matter expert was made clear to attendees only because the focus groups were so competently led by ourcambridge independent facilitators”*

# Programme Benefit 7 - Embedded Continuous Improvement cont.

## Lean bite-sized training views on Microsoft Stream.



### What was the best bit?

*“The example of a measurable benefits data plan”*

*“The suggestions for meeting structure and to have questions ready for each hat to encourage more discussion & ideas”*

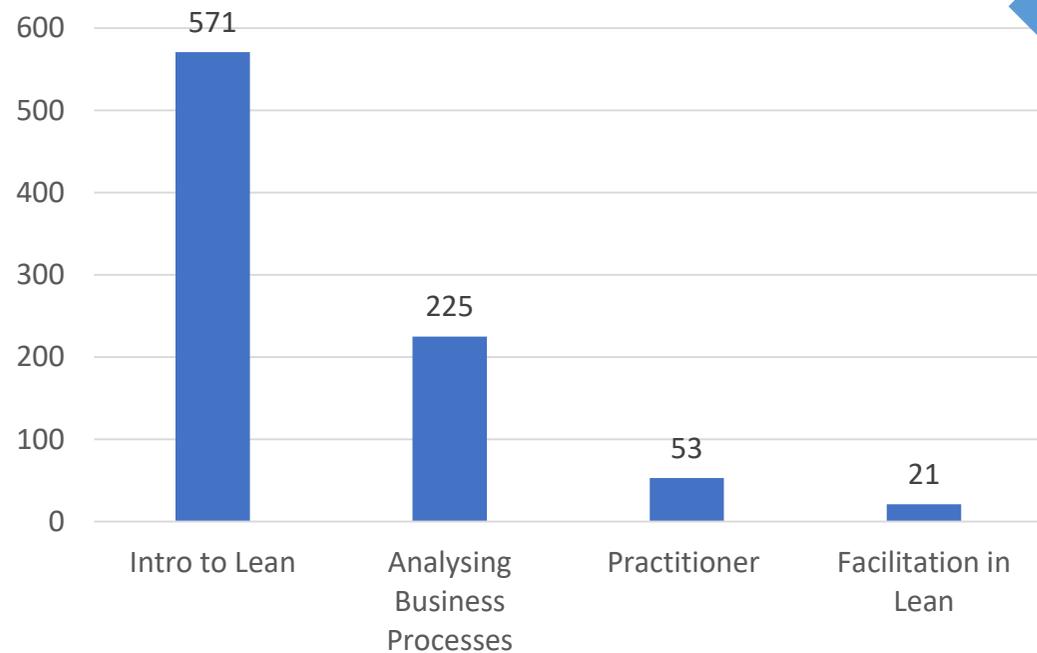
### What will you do with this knowledge?

*“I'm going to make more use of Benefits Exploration Maps, and invite stakeholders to collaborate on creating them”*

*“I'll use it [Six Thinking Hats] in meetings where we deliberately want to look at an issue from multiple viewpoints...it'll help build confidence within the team that we've considered multiple angles for the matter of interest”*

# Programme Benefit 7 - Embedded Continuous Improvement cont.

**870** Attendees on face-to-face training



Period Aug 17-Feb 20 face-to-face paused due to COVID-19

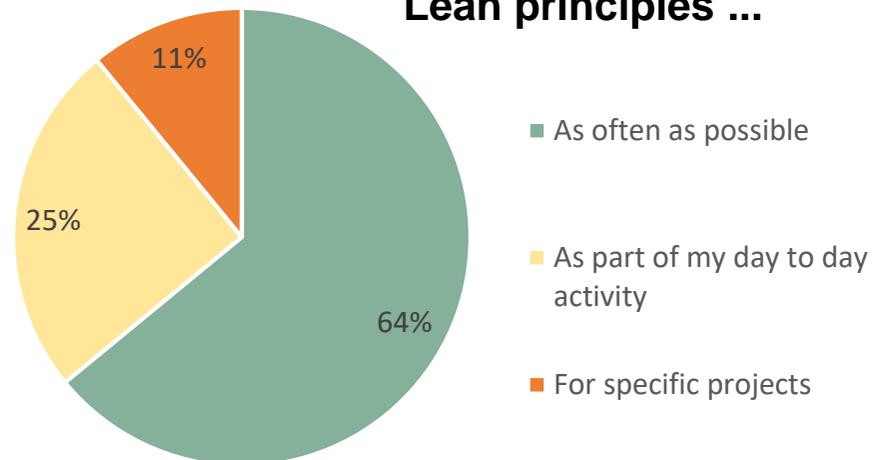
**4** virtual sessions 'Effective use of workspace using the 5S tool' with **41** attendees have been delivered since June 20 – with a further **8** booked for the session in Oct 20

*"A very useful session for understanding the concept of the 5S. It was nice to have some interaction with other attendees. This very much added to the learning experience"*

In Sept 20 we were approved as accredited providers of the Lean Competency System training programme, Intro to Lean and Lean Practitioner. We are piloting Intro to Lean with a virtual cohort of 8 learners in Oct 20

**41**

Responses to a recent follow up evaluation, of those who attended Intro to Lean, said I use Lean principles ...



*"We are using Lean principals to inform and define our test automation strategy, development and maintenance"*

In response to the question of how they have put their learning into practice **38 out of 41** responders had implemented, or were planning to implement, the learning for themselves or across their team and processes

*"Bottleneck analysis of the service we provide to the stakeholders on a daily basis"*

*"I have taken a look at the setup procedures for our face-to-face iProcurement course and will be looking at ways to streamline the amount of work and people involved that it takes for this to be carried out"*