Benefits Realisation and Results
April 2021
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Programme Benefit 1 – Improved staff morale
Programme Benefit 1 – Improved Staff Morale

Job satisfaction and feeling valued

SPEED MENTORING (live project)

5 speed mentoring sessions taken place to date with...

54 participants from...

21 departments/faculties

Participants rated the session 4.61 out of 5 (Average score)

“I felt we covered a lot in 10mins which was really useful. In many ways, the short time allocation focusses minds which is great”

“The mentors were excellent, and gave really good advice. It was just a brilliant way of getting feedback on situations/challenges that I would never feel comfortable talking over with my line-manager. I feel supported for the first time in a long time!”
A new 'Saying thank you' page includes suggestions for ways in which managers can recognise the achievements of their teams, training videos for managers, case studies and new guidance for departments wishing to set up their own local recognition award schemes.

403 views of the ‘Saying thank you’ webpage

A session for the new Leaders & Managers network on Celebrating Success is scheduled for 13 July.
MENTORING (live project)

3,536 views of the self-match mentoring web pages to date
(Increase of 1,214 page views)

13 drop-in sessions taken place to date
(Increase of 7)

142 people have attended these sessions
(Increase of 75)

76 mentees enrolled
(Increase of 20)

55 mentors enrolled
(Increase of 7)

34 matches made to date
(Increase of 8)

Topics Jan-Mar 21 included goal setting, giving and receiving feedback and communication skills. Peer support groups have also been set up.

Mentoring Basics Session Reflections from staff about their actions

"I'm going to write my Look Up entry properly"

"I'm going to encourage my male colleagues to sign up".

"I'm going to take a good look through the Mentoring Guide."

"It supported my mental health through a period of work-related anxiety/stress".

"As a mentor, the relationship enables me to put in to play the skills I have – which I enjoy doing and using. It’s great extra practice for me.”
Programme Benefit 2 – Improved staff wellbeing
Programme Benefit 2 – Improved staff wellbeing

Creating a sense of increased wellbeing for staff

STAFF REVIEW AND DEVELOPMENT (live project)

31 responses received to online evaluation of the SRD pilot

4 Focus groups held for participants to provide more detailed feedback

We asked, “If you could change one thing about the SRD process, what would it be?”

“A central online tool rather than a Word document.”

“Embed it more widely and make it an expectation of all line managers, with mandatory training.”

“Having one place to record further conversations so it’s a living document that you keep returning to to record your progress on your objectives”

“For the University and leadership teams to aid objective setting (such an important part of this) by themselves setting clearer organisational, divisional, team objectives”
ourcambridge worked with the Equality & Diversity team on a project to increase the visibility of Wellbeing Advocates (WBAs) across the University. The aims were to:

- Recruit new Wellbeing Advocates to ensure all departments are fully represented
- Raise awareness and understanding of the Wellbeing Advocate Network and its role at the University
- Develop a compelling narrative about the vital role and support that Wellbeing Advocates can offer

“ourcambridge supported us with running focus groups, gathering case studies and assisting us with a comms plan for our project. [They] managed the relationship with the branding and comms team which ultimately took the pressure from us… The website/identity and case studies has greatly impacted on the ability to recruit new WBAs – the network has a more cohesive feel and we are better able to communicate the objectives of the network and the wider objectives of the project.”

Miriam Lynn, Head of Equality and Diversity
WELLBEING ADVOCATES (completed project)

Total number of Wellbeing Advocates

- Nov. '20: 122
- Mar. '21: 155

90% coverage of the University with Wellbeing Advocates

Increase in the total number of Wellbeing Advocates: 27%

Representation of WBAs in Departments

- Nov. '20:
  - 0 WBA: 30
  - 1 WBA: 19
  - 2+ WBAs: 11
- Mar. '21:
  - 0 WBA: 14
  - 1 WBA: 82
  - 2+ WBAs: 14

63% reduction in the number of Departments that had no Wellbeing Advocate
Programme Benefit 3 – More inclusive and open working culture
Programme Benefit 3 – More inclusive and open working culture

Creating a working environment which values individual and group differences; building trust, transparency and participation opportunities.

VALUES (live project)

"What do you value in life?" sessions were offered in February and March 2021. These sessions provided an introduction to thinking about values to support staff to consider their personal values and how they might align them with the new professional services values. A follow on session entitled “Aligning your work life with your personal values” will be offered three times in July.

24 members of staff attended sessions to date

40 members of staff booked onto sessions in April - June

All attendees have rated the session either ‘very good’ or ‘excellent’

“I will think about how to use with my team and incorporate values in our discussions”

[What was the most useful aspect of the event?] “Talking openly with peers and having time to reflect”

“It's useful to think about my values and compare them to the reality of the University and think about my next career step.”
OURCAMBRIDGE CHAMPIONS

286 registered Champions across the University
(overall decrease of 10 due to leavers)

NSI 62%
Technology 5%
Clinical Medicine 5%
Humanities & Social Sciences 6%
Arts and Humanities 9%
Physical Science 8%
Biological Sciences 5%

171 (NEW) views of Cats Whiskers Vlog Edition 2 - Q&A with Academic Secretary Mike Glover on Reimagining Professional Services

140 (NEW) members of the Teams Champions Channel (including exclusive content and priority booking on some events)

67 posts
108 replies
134 reactions

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

Effective collaboration, sharing knowledge, resources and adoption of best practice to reduce silo working, improve processes and shared ways of working.

LINKEDIN LEARNING – a collaborative initiative (live project)

7,500
activated LinkedIn Learning users (up 693) which represents…

174,007
videos completed up to date (up 45,507)

20%
of the total University staff and student population (up 2 percentage points)

1,223
full courses completed between January – March 2021 (new data!)

"I have some large projects on going at my site and I have used what I have learnt to manage the projects more effectively and efficiently as well improving how my staff work in the process"
College staff member, March ’21 User Survey

“LinkedIn is a great tool for learning at your own pace across a great number of topics. The courses are very effective and lend themselves to bitesize learning in amongst work requirements. Represents extreme value for money and ease of access is brilliant”
Professional services staff member, March ’21 User Survey
"I think it’s really excellent and democratises training across the University. Everyone has access to it and it’s easier to fit in around work."
Professional services staff member
March ‘21 User Survey

“When I know I need to do something but need a bit of help structuring how I approach it, I’ve often dipped into LinkedIn Learning and then applied it straight away”
Professional Services staff member, March ‘21 User Survey

925 unique viewers and over...
6,000 site views of the LinkedIn Learning at Cambridge Hub in the last 30 days

600 Responses to the User Feedback Survey which closed on 1st April.

⚠️ Stats and analysis of the survey will be supplied in the next Benefits Report

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Programme Benefit 5 – Increased consistency in working practices
Programme Benefit 5 – Increased consistency in working practices

Developing smarter and standardised ways of working to increase workflow effectiveness and productivity.

EFFECTIVE MEETINGS (completed project)

- 222 downloads of A Guide to Online Meetings
  (Increase of 69)

- 224 downloads of Effective Meetings Toolkit
  (Increase of 40)

- 991 page views of the Effective Meetings webpage
  (Increase of 277)

- 163 views for Chair Q&A videos
  (Increase of 54)
ourcambridge sent out a repeat survey to a select group of participants to measure whether or not their understanding of good meeting practice had increased since the start of the Effective Meetings project. The original survey was sent in October 2020 and the same survey was sent in March 2021 to the same participants*.

<table>
<thead>
<tr>
<th>Question</th>
<th>Original Survey (%)</th>
<th>Repeat Survey (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you rate your understanding of whether a meeting needs to be held or not</td>
<td>53.3%</td>
<td>100%</td>
</tr>
<tr>
<td>How would you rate your understanding of the different roles people hold in meetings</td>
<td>67%</td>
<td>100%</td>
</tr>
<tr>
<td>How would you rate your understanding of what an effective agenda should include</td>
<td>73.3%</td>
<td>100%</td>
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</table>

*No. of respondents to original survey – 15. No. of respondents to second survey – 8.
Programme Benefit 6 – More innovative and creative solutions
Programme Benefit 6 – More innovation and creative solutions

Being solution focused and engaging and empowering the workforce to develop better ways of working

COMMUNITIES OF PRACTICE (live project)

SharePoint site launched 29th March 2021

327 unique viewers
973 site visits

“Just wanted to say that the SharePoint site looks great – I particularly like the Decision Tree to see if your idea fits into the CoP framework – it’s really clear and easy to understand”
Programme Benefit 7 – Embedded continuous improvement
Programme Benefit 7 – Embedded continuous improvement

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.

SIMPLIFYING OUR PROCESSES

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
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<tr>
<td>In progress</td>
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</tr>
<tr>
<td>Total Completed to date</td>
<td>22</td>
</tr>
</tbody>
</table>

Recent pieces of support work include:

- Support in mapping and documenting the senior academic related recruitment process.
- Process Improvement for all the support staff at the Department of Geography. Working more specifically on 2 areas that needed to be addressed quickly.
- Help with design and delivery of the ‘Single Out’ workshops, focused on tackling single use waste at the University.

- 32 continuous improvement, process improvement and/or Lean Management support work (up 9)
- 83 members of the Teams Business Improvement Group Channel (up 44)
- 29 process improvement informal drop-in support sessions completed (up 19)
- 10 case studies from across the University to showcase continuous improvement initiatives and learnings (up 3)
### SIMPLIFYING OUR PROCESSES

#### Views of Lean bite-sized training videos on Microsoft Stream

<table>
<thead>
<tr>
<th>Topic</th>
<th>Launched</th>
<th>Views</th>
<th>Increase</th>
</tr>
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<tbody>
<tr>
<td>What is Lean?</td>
<td>23/04/20</td>
<td>217</td>
<td>29</td>
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<tr>
<td>Six Thinking Hats</td>
<td>07/08/20</td>
<td>137</td>
<td>20</td>
</tr>
<tr>
<td>8 Process Wastes</td>
<td>13/05/20</td>
<td>90</td>
<td>16</td>
</tr>
<tr>
<td>SIPOC</td>
<td>13/05/20</td>
<td>64</td>
<td>15</td>
</tr>
<tr>
<td>Process Mapping &amp; Analysis</td>
<td>28/07/20</td>
<td>62</td>
<td>14</td>
</tr>
<tr>
<td>5 Whys</td>
<td>28/05/20</td>
<td>58</td>
<td>13</td>
</tr>
<tr>
<td>Benefits</td>
<td>19/08/20</td>
<td>37</td>
<td>9</td>
</tr>
</tbody>
</table>

**Total views (up 116)**

**Actions from Feedback**

- **Vision and Challenge**: Bite-sized coming soon!

**What was the best bit?**

- “It was a really good overview [Benefits] of the different steps to think about.”
- “Visualising the process, encouragement to ask questions [5 Whys]”
- “Really clear application to a real process [SIPOC]”

**What will you do with this knowledge?**

- “I will look at my tasks and try to improve the processes [5 Whys]”
- “I am going to look at my existing project and think about all these [Benefits] questions. I will use this to better define the benefits of my project in order to be able to describe them more clearly to other people.”
1093 attendees on face-to-face or virtual face-to-face training to date (up 43)

57 confirmed bookings to Jul 2021. (up 14 compared to future bookings in previous quarter)

68 attendees on the new accredited Introduction to Lean course since Sept 20 with 90% of learners completing the assessment and receiving their certificate.

59 responses (up 6) to a follow up evaluation of those who attended Intro to Lean

“I got a lot out of the training, [Lean Practitioner] which was some of the best planned and facilitated training I’ve ever seen at the University - hope you get loads of awesome case studies and process improvements from others - it’s definitely what the University needs.”

“It was a great session:[5S] relaxed and friendly, really useful, genuinely beneficial and well structured, and fun too! And great materials, including these links and offers of further support. Can’t ask for more than that! Keep spreading the word..

“The 8 Wastes [Intro to Lean] was a great breakdown of what we can improve on. Nuggets of gold!!”

“I have used Lean principles to improve some of our Desktop Support processes. Removing steps that always returned the same response, e.g. asking users if they wanted a laptop sleeve or carry case when providing a new laptop. Over the last 12 months, every response has been a laptop sleeve so now we don’t ask. This has made the process more efficient by reducing the amount of back and forth emails. The carry case option is still available on our website for users to request if they wish.”

“I apply Lean principles to everything I do. A recent work example is creating a process for collecting orders from Stores and processing them.”

Actions from Feedback

Lean for Leaders session in development. Coming soon!