

Update following the Cultural Ambassadors programme service evaluation

Refreshed Training

Cultural Ambassadors (CA's) training has been refreshed to include scenarios for CA's to work through, to increase their confidence in and understanding of the role, also included a focus on identifying bias and dealing with difficult conversations. Initial feedback from the first cohort to complete the training is positive.

Clarified Roles and Processes

Defined and agreed CA role during recruitment and disciplinary process, this is documented in the refreshed CA training and guidance for panel chairs/recruiting managers.

Provided clear expectations of colleagues before they sign up to attend CA training.

Ensured that all colleagues have their line managers permission and the capacity to take on the voluntary role of CA before they attend training.

Developed clear expectations and guidelines for panel chairs and recruiting managers in line with new agreed CA role description, also setting out agreed timescales for requesting a CA and when documents must be sent to CA's.

Planning to develop a Sharepoint app linked to MS teams CA request form, which creates a 'jobs board', that CA's can access and accept requests. – This is still a work in progress.

Improved Data Collection

Refreshed outcome measures of the programme, which are realistic and achievable.

Developed a spreadsheet to capture relevant data on a monthly basis, which will enable areas of impact and progress towards outcome measures of the programme to be monitored and reported on.

Monitoring of conversion rate from training to active role to assess whether the refreshed training and role definition has improved the conversion rate.

Refreshed the feedback form for CA's and panel chairs/recruiting managers to be completed following recruitment and disciplinary panels which will be reviewed to identify areas of impact and progress towards outcome measures of the programme.

Plans to review WRES, WDES and NSS data around recruitment, progression and disciplinaries to identify where CA's should be focused. Currently focusing on recruitment panels at 8a and above and disciplinary panels where an outcome may be dismissal.

Data is being pulled from Trac (recruitment system) monthly on the number of interview panels at 8a and above that have taken place.

Data will be collated on the number of disciplinary panels that have taken place where a potential outcome is dismissal.

Data is continuing to be collated as to the number of CA requests received split by disciplinary and recruitment.

Data is continuing to be collated as to the number of CA requests that have resulted in a CA attending.

Data will be utilised to highlight issues and to understand the scale of need along with monitoring progress towards agreed outcomes of the programme.