

MANAGEMENT BOARD

Competency framework: Analysis of take-up

Paper by the Change Team

Purpose

1. This paper provides a further update on the action recorded at October's Board to analyse take-up of the competency framework.
2. The Board is asked to note progress.

Commentary on the statistics shown overleaf

3. March 2014 has seen an increase in activity surrounding the Competency Framework, notably efforts by Departments to promote the framework to their staff and more requests to the Learning and Development Team for support with the diagnostic process. Work to monitor the statistics of take-up and to gather qualitative feedback from staff is continuing, having begun in January 2014 with sampling in OCE, Accommodation and Logistics and DHRC. Anecdotal feedback has been consistent with the earlier findings.
4. At the time of reporting for this quarter, the volumes of staff who had completed the process were not sufficient for us to be able extrapolate findings further. We recommend the next step should be to continue the qualitative data gathering exercise next quarter to capture the views of the staff who are undertaking the diagnostic now. This will inform the roll-out by indicating whether the positive experiences of using the Framework reported previously are common to all areas of the House, or whether the needs of managers and staff differ.

Tim Parkin
Change Team
24 March 2014

Analysis of take-up of the Competency Framework by directorates updated at 24 March 2014.

	DF: Accommodation and Logistics	DF: Catering	DF: Parliamentary Estates Directorate	DF: Facilities Support	DCCS: Committee Office	DCCS: Official Report	DCCS: Chamber Business	DCCS: Serjeant at Arms	DCCS: Research and Library	DIS: Management	DIS: Public Information	DIS: Public Engagement	Office of the Chief Executive	Department of Finance	Department of HR and Change	Running total for the House Service
Test 1: Most staff of the directorate have completed the assessment process	✓ 56%	- 4%	- 6%	- 41%	- 15%	- 4%	- 10%	- 20%	- 16%	- 7%	- 5%	- 7%	✓ 95%	✓ 100%*	✓ 62%	- 18%
↓ interviews are undertaken once at least 50% of staff of the directorate have completed an assessment with their manager																
Test 2: Most staff of the directorate found the CF simple to understand and use	✓ 100%												✓ 83%		✓ 73%	✓ 83%
↓																
Test 3: Responses indicate that interim benefits are being realised	✓ 64%												✗ 42%		✓ 61%	✓ 60%
"The CF helped me to understand the behaviours that are important to the work of the House... "	✓ 64%												✗ 33%		✓ 59%	✓ 57%
"The CF helped me to understand what is expected of me in my job role... "	✓ 64%												✗✓ 50%		✓ 59%	✓ 60%
"The CF helped me to have a good quality discussion about performance and development... "	✓ 71%												✗✓ 50%		✓ 77%	✓ 71%
"The output from the process ('personal report') will be helpful to me... "	✓ 57%												✗ 33%		✗✓ 50%	✗✓ 50%
Number of staff interviewed for this exercise:	14												6		22	42

(*Note 24% of DFin staff have completed the online process, but the whole department has previously done its own competency process)