





Inspire Platform: System Wide Reporting



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Introduction

Inspire is a transformational approach – supported by contemporary software – that is designed to empower staff in their working environment in a way that is 'created and controlled' by the organisation's leaders in order to drive calculated and planned organisational change.

As such, the gathering of data at different levels of the system we are looking to transform is key. Without it, organisations risk 'transformation drift'; a chequered history of many stifled NHS change and transformation programmes teach us that.

This readily available Inspire data will enable the system leaders at all levels who are charged with delivering transformation to do so in a targeted, transparent and accountable way. It shines a light on great practice... and also on any gaps that exist.

Where do reports/data sit?

As the Inspire platform can connect an entire system, it has reporting functions operating at different levels throughout; for example, from a band 2 staff member in a Trust through to the CEO, through to the regional commissioners of learning and education. It all sits on one connected and interactive platform.



In this document we will explore the breadth of data/reporting functionality that currently exists in Inspire.



Please also remember that, as the Inspire platform captures every piece of information users enter into it, reports we have not yet even thought of are possible to create, as we hold the data source directly.



1. Data/Reports accessible by a Manager/Staff Member:

There are a selection of reports aimed at the 'ward' and '1st line manager' level, all shaped and connected by the overarching organisation aims. This is to encourage ownership and accountability at this level. The culture we are aiming to create is one where easily accessible, understandable and usable data about 'me' and 'my team/department' means I am empowered to act nearly completely independently of perceived regular supervision. This is possible as all my actions and targets are already aligned to the organisation values and goals by my leaders, therefore my focus is directed to the important and urgent things that matter and affect my service, the users and patients.



Staff - My Behaviours

Click 'Generate Report'. If the organisation has opted to survey staff, (for example a Talent Survey or maybe a 360 report), they will be able to click 'Generate Survey Report'

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Demo Front Office	Demo Back Office 🔄 Inspire - remote - FO 🔄 Inspire - remote - BO
Summary	My Behaviours
My Behaviours	My Behaviours Chart Review Meeting - Agenda Items Appraisal Survey
ly Objectives	Generate Survey Report Generate Report
	Personal Qualities
у РОР	Effective leadership requires individuals to draw upon their values, strengths and abilities to deliver high standards of services
y Alerts	My input: 4 Significant strength
u Evidonco	View Evidence
y Evidence	More
eports	Working with Others
lden Thread	Effective leadership requires individuals to work with others in teams and networks to deliver and improve services.
	My input: 3 Competent
y Team	More
I LESSENT	Improving Service
	Effective leadership requires individuals to make a real difference to people's health by delivering high quality services and by developing improvements to services.
	My input: 5 Exemplary or Best Possible
	More
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Staff - My Objectives

Click 'Generate Report'

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🗍 Demo Front Office 🗍 Dem	emo Back Office 🗌 Inspire - remote - FO 🗍 Inspire - remote - BO	
Summary	My Objectives	
enaviours	My Objectives Completed and Rated Your Objective Progress	
Wy Objectives	0% Generate Report Ad	an Objective
	test Start on:Apr 10, 2014 Complete by:Apr 17, 2014	
My Alerts	test View, not yet approved by	
Wy Evidence	manager	
Reports	Rate the Objective	
Golden Thread	0% Test 2	II
My Team	Start on;Jul 15, 2014 Complete by;Jul 16, 2014 Test Objective	
	View: not yet approved by	
	Delete	
	Rate the Objective	
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Staff - My PDP (Personal Development Plan)

Click 'Generate Report'

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A https://dchs.thirst	ty-horses.com/vxspirefr/lsp/basef.jsp?null#Use224Div.jsp%3Fts%3D1405417432704%26ts%3D1405417496072%26fsd%3D0 🔻 😋 🔀 🛪 Google	▶ ☆ 自 ♣ 斋 🕄 ☰
Demo Front Office	Demo Back Office 🗌 Inspire - remote - FO 🛄 Inspire - remote - BO	
Summary	My PDP	
My Behaviours	My PDP Completed PDP	
My Objectives	presentation skills Projected start: Jun 12, 2014 Projected end: Jul 22, 2014 Impact on Rehaviour Personal Qualities	Generate Report Add PD Tasks 1 Course Recommendations
My Alerts	Impact on Objective: test Not yet approved	
Reports Golden Thread	Holding Difficult Conversations Projected start: Jul 15, 2014 Projected end: Jul 23, 2014 Impact on Behaviour: Working with Others Not yet approved	1 Course Recommendations
📀 🩆 [► 🔽 🕅 🗤 10:45 15/07/2014

Staff - Reports

Each time you click 'Generate Report', it is gathered in 'Reports' as a PDF. Simply click the blue link for the report you want and it appears. You can then save and use as you see fit.

emo Front Office 🚺 Demo	o Back Office 🔅 Inspire - remote - FO 🔅 In	spire - remote - BO	
ummary	Reports		
y Behaviours	Date	Time	Link
y Objectives	10-04-2014	12:53:50	Please click here to download your Objectives report.
	10-04-2014	12:54:30	Please click here to download your Objectives report.
y PDP	10-04-2014	14:55:28	Please click here to download your Objectives report.
	12-05-2014	08:08:45	Please click here to download your Objectives report.
y Alerts	20-05-2014	21:30:40	Please click here to download your Survey report.
YEVICENCE	14-07-2014	16:55:49	Please click here to download your Personal Development
	14.07.2014	10,50,20	report. Please click here to download your Suprey report.
eports	14-07-2014	16.56.20	Please click here to download your Survey report.
	14-07-2014	10.30.31	Thease circk here to dowintoad your survey report.
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000000000000000000000000000000000000000			



Managers and Staff also see system generated Alerts – ie real time reports. This data is automatically updated on the first 'summary' screen a user sees when they enter the Inspire platform. This information can also be sent to the user's email account weekly. This 'reminds' staff to keep on top of theirs, and managers to keep on top of their staff's, on-going performance and development. It's part of their job.

insp	lie					
ii o 🔺 🔝	Welcome Mary Wesley	Home	About Me	Information	Department	Be Involved
Summary Summary Supposed	Summary Behaviour Char Behaviour Char OBJECTIVES - click here • Due and not complete: 3 PD - click here • Start Is overdue: 6 • Should have completed: 8 Skill COMPETENCIES - click here • You are late on: 1 • You are due within 30 days on: 0					
	Actions for My Team ASESSMENT- click here • Waiting for you to assess: 2 OBJECTIVES - click here • Overdue: 1 • Completed - waiting for your rating: 0					

Alerts tab

Simply click on the alerts tab at any time and a list of alerts will appear. The user can choose to act on them by simply clicking the appropriate button for the alert, or marking it as read.

inspì	re						
ie o 🔺 📃		Welcome Mary Wesley	Home	About Me	Information	Department	Be Involved
Summary	My Alerts						
	My Alerts	Archive Alerts					
Inly Objectives Inly PDP		Peter Benton (Head Nurse, Operations) Last Updated: May 3, 2013 PDP task complete Dementia awareness - Introduction View the QR suck					
illy Alerts		Mark as read					
My Skills		George Miller (Head Nurse A&E) Last Updated: Apr 3, 2013 New Beddy awaiting approva					
Penorts		Approve the Buddy Mark as read					
Golden Thread		Kim Lucknow (Head A&E) Last Updated: Sep 19, 2012 Objective added by Manager Infections View the Objective Mark as read					
		Jane Williams (SBU Director) Last Updated: May 28, 2012 Skill Task complete Fire and hosing devices View the Skill competency Mark as read					



My Department

Managers of departments/divisions have access to this report. It shows their entire structure on a page (or two) and provides a 'snap-shot' of staff and the progress they are making. The visual display allows the manager to quickly highlight areas for attention. We see this being a regular item on any departmental meeting, so managers can talk through where they are up to.

ወ 🚨 🖂		Welcome Mary Wesley				Home A	bout Me	Information	Depar	tment	Be Involv
epartment	My Department										
	My Departmen	nt Make Changes									
	Manager	Staff	Start	Staff-Comp	Mgr-Start	Mgr-Comp	Agreed	F/back	Obj	PD	Evid
	Mary Wesley	George Miller	9	9	9	9	9	9	1/5	0/5	5
	Mary Wesley	Kim Lucknow	9	9	9	9	9	9	0/1	1/1	
	Mary Wesley	Joan Ward			9			-			
	Mary Wesley	Peter Benton	9	9	S	9	9	9	1/1	0/1	
	Mary Wesley	Graham Judge	9	9	9	9	9	9		0/1	
	Mary Wesley	Jane Williams	9	9	-		-		0/1	0/1	
	Mary Wesley	Mike Jones	-			-	-	-			
	Mary Wesley	Michael Wilson	9	9	9	9	9	9	2/2	0/1	
	Sam Cumberland	Mary Wesley	9	9	9	9	9	9	2/5	0/9	6
	0										

Manager - My Team Charts

All managers have access to all staff data and can also see cumulative Team Charts that show progress against Behaviours and Objectives.

inspir	e						Î
🖽 ଓ 🚨 🔟	Welcome Mary Wesley	Home	About Me	Information	Department	Be Involved	
Summary Summary Sufy Behaviours Sufy Objectives Sufy Objectives Sufy PDP Sufy PDP Sufy Evidence Sufy Skills Suff Skills Suff Skills Suff Skills	My Team My Team Charts George Miller (Head Nurse A&E) Behaviours (4/2) Objectives (1/2) Talent Map 1:to-1 (0) Skiils (10) PDP (7)			OPDPS	PDP tasks not :	started	
Reports	Frolie Kim Lucknow (Head A&E) Behaviours Objectives O/) 1-to-1 O Skills O FDP T/) Profile Joan Ward (Logistics Lead)			Compens	sation		
	Rrofile			Please in Joan h	put ratings for Jo as not started	an	Ŧ



2. Individual NHS Organisation Reports:

People who operate this element of the Inspire system will be few. This is the administration part of the system we call the 'Back Office'. HR/OD professionals, HR Business Partners aligned to Divisions and maybe Divisional Heads would be most interested in what this has to offer. The Back Office allows selected staff to administer the system as well as pull off detailed and real-time reports. It is important to note the Back Office and the reports available are designed to be used to inform strategy and planning in a developmental and performance sense. **The creation of them is easy;** the real work is to understand what this is telling the organisation, and to then decide how to lead the service forward through planning cost effective and timely interventions to exploit opportunity, deal with problems and/or mitigate risk.

<u>Note:</u> Reports at the organisational level could be accessed at the NHS regional level as:

(i) a direct look into that organisation or (ii) part of an aggregated regional NHS picture.

The choice is 'yours' as a system to decide who sees what.



Behaviours Assessments Statistics

To focus in on staff progress with their behavioural assessments in a particular team, login to the back office, then click 'Operations' -> 'Current Status'...

A Lu 圓 🎫 ()	Welcome Kim Luck	know (D 2013/14			1	Operations	nitial Set U	Jp Int	terventions	LMS L
	N.						Current State	ls			
							Control Cide				
praisals 🔞						-	Assessmen	ts			
							Requires Acti	on			
Name	Hierarchy		Manager	Next Level	Direct Reports	Direct In	vited Dire	ect Completed	Indirect	Indirect Invited	Indirect Comple
osted Services Division	Division	.	Charles Clarke		15		3	3	44	42	
urgical	Division		Michelle Adams	YES	11		10	8	810	805	
pecialist Services	Division		Mary Wesley	YES	11		9	6	36	36	
mergency and General Medicine	Division	\$	Jean Marsh	YES	1		0	0	36	35	
rust Board	Division	2	Patricia Morgan		0		0	0	1	1	
orporate Services	Division	2	Richard Hill	YES	1		0	0	16	16	
hief Executive	Organisation		Sam Cumberland	YES	8		5	4	1002	978	
echarges Division	Division		Joan Newton		15		15	15	1	0	
ervices	Division	R.	Tom Jersen		10		10	10	1	1	
			п	II.							
					72		52	46	1947	1914	1

You can choose any area to deep dive into (as long as the organisation has set their hierarchies up correctly), just by clicking on the name of the hierarchy on the left and continuing down through the organisational levels until you get to the one you want (ie first clicking the division, then the department, then the team, etc)...

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Inspire											
1 🖬 🗉 🕄 🛈	🥡 Welcome Kim Luckn	ow (D 2013/14			Opera	tions Initial Set	Up Int	terventions	LMS	LN
praisals Display All											
ppraisals 🐚											
Name	Hierarchy		Manager	Next Level	Direct Reports	Direct Invited	Direct Completed	Indirect	Indirect Invited	Indirect Co	omplete
Hosted Services Division	Division	4	Charles Clarke		15	3	3	44	42		4
Surgical	Division	2	Michelle Adams	YES	11	10	8	810	805		79
Specialist Services	Division	Ā	Mary Wesley	YES	11	9	6	36	36		
Emergency and General Medicine	Division	2	Jean Marsh	YES	1	0	0	36	35		3
Trust Board	Division	2	Patricia Morgan		0	0	0	1	1		
Corporate Services	Division	2	Richard Hill	YES	1	0	0	16	16		
Chief Executive	Organisation	2	Sam Cumberland	YES	8	5	4	1002	978		91
Recharges Division	Division	9	Joan Newton		15	15	15	1	0		
Convisoo	Division		Tom Jersen		10	10	10	1	1		
services			m								
< [72	52	46	1047	1914		189



Once you're at the level you want to deep dive into, click 'View' (under 'Direct Reports') to pull up the refined data...



The table with the details you need appears. Then 'Print Grid' to create a MS Excel version of the table you want.

NB 'Print Grid' is the Back Office equivalent of 'Generate Report' in the Front Office, and is an option on <u>ALL tables</u> in the Back Office (including, therefore, all of those highlighted in this document). Exporting this data makes it usable for reports you may need to deliver as part of your role and governance requirements, especially when TDA, Monitor, NHSLA or CQC request data.





To see that report click the 'Reports' icon on the black menu bar, then the 'Reports' tab.

Report Name 👙	Date	Time	Status	Link	Delete		
User not Started - Report	24-09-2013	11:36:31	/	User not Started - Report			
By Schedule - Report	24-09-2013	11:34:26	1	By Schedule - Report			
Department Manager	24-09-2013	10:18:26	(Department Manager		F.	
Please click here to download the By Sch	16-01-2014	15:43:18		Please click here to download the By Schedule Report			
Direct Staff	16-07-2014	10:58:49		Direct Staff			
Click here to process selected rows	ESelect-all						

This is also where you access the wider suite of standard reports within Inspire relating to the values assessments; By Schedule, By Golden Thread, Staff not Invited, Staff not Started, Manager not Complete, Both not Complete, Agreed Ratings.

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inspire								
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norts Schadula Staff not Started	Agreed Pati	nas Marnot C	omplete Boti	n not Complete Not invited Golden Thread				
ports schedule stall not started	Agreeu Rau	ngs mgr nor Ci	ompiete boti	Thor complete Nor Invited Golden Tirread				
eports 🕞						_	_	
Barran Marra A	Dete	Time	Chatture	11-6	Delate	1		
Report Name	Date	111-26-21	Status	Link	Delete			
By Schedule - Report	24-09-2013	11:34:26		By Schedule - Report	E.	7		
Department Manager	24-09-2013	10:18:26		Department Manager	(F	-		
Please click here to download the By Sch	16-01-2014	15:43:18		Please click here to download the By Schedule Report	1			
Direct Staff	16-07-2014	10:58:49		Direct Staff	1			
Please click here to download the By Sch	16-07-2014	11:08:25		Please click here to download the By Schedule Report	E			
Please click here to download the User n	16-07-2014	11:08:28		Please click here to download the User not Started Report	E	3		
Please click here to download the Agreed	16-07-2014	11:08:34		Please click here to download the Agreed Behaviour Ratings Report	E	3		
Please click here to download the User N	16-07-2014	11:08:48		Please click here to download the User Not Invited Report	E	3		
Please click here to download the User C	16-07-2014	11:08:40		Please click here to download the User Comp Mgr Not Comp Report	2	3		
Please click here to download the Golden	16-07-2014	11:09:13		Please click here to download the Golden Thread Report	E	0		
Please click here to download the User C	16-07-2014	11:09:16		Please click here to download the User Comp Mgr Not Comp Report	E			
Please click here to download the By Sch	16-07-2014	11:10:59		Please click here to download the By Schedule Report	E	1		
Diases eliek have to download the liese o	16 07 2014	11-11-00	2	Diasca aliek have to download the licer not Started Depart	10	mi.		
Click here to process selected rows	. Ese	lect-all						



Statistical Breakdown

Click the 'bar graph' icon on the black menu bar to open up a range of statistical breakdowns, including relating to; Activity, Manager, Behaviours, Intervention, Pay Scale, Talent, Job Role, Staff Group, Staff Forecast, Golden Thread, Surveys, and Other (including gender, for example).

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e andyv4demoofs.thirsty-ho	rses.com/vxspirebo/Jsp/base.jsp#Use69202.jsp%3Fundefined%26ts%3D1405504189481%26fsd%3D0	🔻 🤁 🖥 🗝 Go	ogle	ק	☆自◀	⊧ ि ि ≡				
🗌 Demo Front Office 🗌 Demo Ba	ck Office									
inspire										
(iii 📌 🛄 🗉 🔡	U Welcome Kim Lucknow © 2013/14	Operations	Initial Set Up	Interventions	LMS	LNA				
Summary Activity Manag	er Behaviours Intervention PayScale Talent JobRole StaffGroup SkillForecast GoldenThre	ad Surveys O	ther							
Summary 🐌			_							
	Summary	Performance E	lehaviours Ob	jectives PDP a	and Courses	Standards				
	Summary of Appraisals									
	Summary of Appraisals									
				-	- 1* 12 13 1	10:49 16/07/2014				

As above, where these breakdowns are in table format – they can be saved as 'Reports'.

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Front Office 🛄 Demo Back Office													
inspire													
斜 🛄 🗉 (I) 🀼 Weic	come Kim Lucknow	2013/	14					Operatio	ins Initia	Set Up Interventions	LMS		- L
		2010/											
mary Activity Manager Behaviours	Intervention Pay 5	cale	Talent Jo	ob Role St	taff Group S		Golden Thre	ead Survey	s Other				
ll Forecast 🔞													
				1	1							_	
Skill Competency	Used on Skills	Staff	Overdue	Month +1	Month +2	Month +3	Month +4	Month +5	Month +6				
hild Protection level 1	7	5	3	(0 0	2	0	0	0				
quipment	7	4	2	(0 0	1	1	0	0				
re and hosing devices	4	3	1	(0 0	1	0	1	0				
rst Aid (advanced)	0	3	1	(0 0	1	0	0	1				
ealth and Safety	0	3	2	(0 0	1	0	0	0				
uality and diversity	0	2	2	(0 0	0	0	0	0				
anual handling	0	2	2	(0 0	0	0	0	0				
WB2: Assessment and Care Planning	0	2	2	(0 0	0	0	0	0				
WB3: Protection of Health and Wellbeing	0	2	1	(0 0	1	0	0	0				
WB4: Enablement to address Health	0	2	1	(0 0	1	0	0	0				
WB5:Provision of care to meet Health	0	0	1	(0 0	0	0	0	0				
WB6: Assessment and Treatment Planning	0	0	1	(0 0	0	0	0	0				
WB7 Interventions and Treatments	0	0	1	(0 0	0	0	0	0				
ussilastions	0	0	1	,			0	0	0				
	18	28	26		0 0	8	1	1	1				



Performance

As staff rate performance against behaviours and objectives, a 'real-time' performance chart is generated. The bubbles represent the volume of staff.



By hovering your mouse over a bubble it will tell you how many people are performing at that level.





By clicking the bubble you want to review/explore, the system will display of all the staff who sit in that bubble. This data can then be interrogated and solutions generated.

Inspi							 ×	
	Staff 💠	Department	Manager	Perf %	Cost (000s)	Loss (000s)	110	L NIA
	Richard Killilea	Research Renal Trial 🖉	Brian GUILLET	0	0	0	Lino	LINA
Comment Autom	Stewart Clarke	Research Renal Trial 🤦	Brian GUILLET	0	0	0		
Summary Acuvity in	Fabrice Moreau	Research Renal Trial	Brian GUILLET	0	0	0		
	Jean-Marc Hubinger	Research Renal Trial 🧝	Brian GUILLET	0	0	0		
Summary 🕒	Daniel Rinedollar	Research Renal Trial 🧝	Brian GUILLET	0	0	0		
	Thierry Guillemain	Research Renal Trial 🧝	Brian GUILLET	0	0	0		
	Richard Juchault	Research Stroke LRN	Norman Lunseth	0	0	0	urses	standards
	Laurent Sharpe	Research Stroke LRN 🧕	Norman Lunseth	0	0	0		
100	I Toni Lawrence	Research Stroke LRN 🧝	Norman Lunseth	0	0	0		
100					0	0		
80 60 60 20 0 0	50 Behaviours	100						

Behaviours

Click 'Behaviours' to see the aggregated organisational performance against behaviours.





Objectives

Click 'Objectives' to see the flow of objectives in the organisation.

Inspire				
🗰 🔂 📴 🗄 🕐 👰 Welcome Kim Lucknow 🛇 2013/14	Operations	Initial Set Up Interve	rentions LMS	LNA
Summary Activity Manager Behaviours Intervention Pay Scale Talent Job Role Staff Group Skill Forecast Con Summary To Summary To Summ	olden Thread Surveys Q mary Performance t	ther tehaviars Objectives	PDP at d Courses	standards

PDP and Courses

Click here to see the summary of course bookings for the organisation.





Organisational Standards

Click here to see the current status of the organisation against the standards that have been set. For example, 98% adherence to Mandatory Training.

Inspire								
🟦 📶 🗉 📰 🛈 🌉 🕬	come Kim Lucknow 🛛 2013/14			Operations	Initial Set Up	Interventions	LMS	LNA
mmary Activity Manager Behaviours	Intervention Pay Scale Talent	Job Role Staff Group	Skill Forecast Golden T	hread Surveys (Other			
immary 🐌								
			Summary	Performance	Behaviours O	ojectives PDP an	d Courses S	tandards
Year end date :	31-03-2014							
Target for the Year								
Appraisal rate % :	95							_
Mandatory Training % :	100							
Induction % :	100							
Information Governance % :	100							
Target days to complete assessment :	30							
Actual to Date								
Appraisal % :	96							
Mandatory Training % :	60							
Induction % :	62							
Governance (Push Progs)% :	20							
Actual Average Days :	42							
Departments behind Target								
Appraisal :	10							
Mandatory Training :	5							8
to decompose a	2							2

Summary of activity

Click here to see a top-level view by department/division of the activity happening in Inspire. Again, click through the levels to see more detail through the structure that sits beneath these leaders/departments.

	Activity manager Benaviours	s intervention Pay Scale latent	Job Role	Staff Gr	oup Skill For	ecast	Golden Thread	Surveys	Other			
ivity [-
											Activity	Complia
	Hierarchy	Name	Total	Invited	No Feedback	BEH %	Have Objectives	OBJ %	Have PD	Use Evidence	Have Skill/Mandatory	skill 0/
	Organisation	Chief Executive	1	0	0		0		0	0	0	
	Division	Corporate Services	1	1	0		0		0	0	0	
	Directorate	Workforce and Education	16	15	0	0	1	104	0	0	0	
	Division	Trust Board	1	1	0		0		0	0	0	
	Division	Emergency and General Medicine	1	0	0		0		0	0	0	
	Directorate	Emergency	17	16	0		0		0	0	0	
	Department	Emergency Dept Medical	19	19	0 8	80	1	0	0	0	0	
	Division	Specialist Services	9	8	1	0	2	70	9	6	16	8
	Directorate	Womens Health	15	14	1		0		3	0	0	
	Department	Obs and Gynae Medical	20	20	0	80	1	8	0	0	0	
	Division	Surgical	10	10	0	8	1	8	5	4	12	100
	Directorate	Anaesthetics	12	12	0		0		0	0	0	
	Department	Anaesthetics Medical	42	42	0	77	1	100	0	0	0	
-		1			III :		1					
			1006	980	3		34		18	10	28	



Manager

Inspire can highlight the manager population, so click here to see where they are up to as a specific group. Managers manage 85% of the staff in the organisation. If managers are on top of things, staff perform better. If managers need help, you'll spot that here.

nager										
	Hierarchy	Name		Manager	BEH %	OBJ %	Total T	eams		
2	Organisation	Chief Executive		Sam Cumberland			1	1		
ī	Division	Corporate Services	2	Richard Hill			1	1		
ī	Directorate	Workforce and Education	1	Peter Ribardiere	0	104	16	2		
ī	Division	Trust Board	2	Patricia Morgan			1	1		
2	Division	Emergency and General Medicine	2	Jean Marsh			1	1		
2	Directorate	Emergency	2	Thierry Bassen			17	2		
ī	Department	Emergency Dept Medical	1	Eddie Lomasky	80	0	19	2		
2	Division	Specialist Services	A	Mary Wesley	0	70	9	2		
Ē.	Directorate	Womens Health		Vincent Benkirane			15	2		
ĩ	Department	Obs and Gynae Medical	1	Tahm Mc Gurgan	80	0	20	2		
ī	Division	Surgical	2	Michelle Adams	0	0	10	2		
2	Directorate	Anaesthetics	1	Didier Schneider			12	2		
2	Department	Anaesthetics Medical	1	David Colhoun	77	0	42	1		
2	Directorate	Oncology	1	Jean-Marc Groleau			14	2		
			1				1006	98		

Behaviour profile of the entire organisation:





Intervention

This shows staff selected for an intervention, such as an induction programme. Check here to see progress.

inspire												
🛍 🛄 🗉 🔡 💆	Welcome Kim Luc	know © 2013/14					1	Operations	Initial Set Up	Interventions	LMS	U.
nmary Activity Manager Behavio	irs Intervention	Pay Sca'e Tale	nt Job Role Staf	ff Group	Skill F	orecast	Golden Thread	l Surveys (Dther			
rervention 📵	_	/			_	_						
Description	Tasks	Staff Complete	Staff in Progress	BEH %	OBJ %							
adership Accreditation	9	9	g	6	3 53							
auction for new staff	12	12	12	6	3 53							
	21	21	21									

Pay Scale

This is another way to slice your data. This shows how staff are performing by pay band and also ties in costs.

Description Staff Complex Media Cost (000) Std % EEH Std % OEJ BEH % OEJ % Actual % Below Par 000s Above Par 000s 1 0 100 1701 1002 80 80 64 60 60 48 174 00 100 99 2043 2043 808 66 60 64 326 326 30 100 99 2043 2043 808 66 456 60 448 326 00 100 209 2058 6640 80 66 456 65 38 2073 00 100 209 2044 6009 80 90 72 72 48 323 2070 00 100 202 2024 3184 7010 80 90 92 72 72 48 34 2070 00 101 100 90 6048 <td< th=""><th>Description Staff Complex Media Cost (000) Std % BEI Std % OB BEH % OB % Actual % Below Par 000s Above Par 000s Band 3 Co 708 7092 88 60 64 60 64 64 64 64 64 65 64 65 64 65 64 65 64 65 64 65 64 65 64 64 65 64 65 64 65 64 65 64 65 64 65 64 <t< th=""><th></th></t<></th></td<>	Description Staff Complex Media Cost (000) Std % BEI Std % OB BEH % OB % Actual % Below Par 000s Above Par 000s Band 3 Co 708 7092 88 60 64 60 64 64 64 64 64 65 64 65 64 65 64 65 64 65 64 65 64 65 64 64 65 64 65 64 65 64 65 64 65 64 65 64 <t< th=""><th></th></t<>	
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100 99 2043 2043 80 80 64 60 64 326 0 200 205 23589 6840 80 64 58 65 337 1846 0 201 207 2044 609 80 90 72 69 56 38 2073 0 7 202 202 3184 7107 80 90 72 72 48 34 2700 0 100 1144 133 42000 6048 90 90 68 62 22 13 4112 0	and 4 100 99 2043 2043 80 80 60 60 48 326 0 and 5 200 260 2558 6640 80 60 65 65 37 1846 0 and 6 207 202 2044 609 80 90 72 65 38 2073 0 and 7 202 202 3518 7107 80 90 72 72 48 324 2700 0 and 8 133 4200 6048 90 90 72 72 48 34 2700 0	
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207 208 2446 0099 80 00 72 69 56 38 2073 0 7 202 2023 3184 7107 80 90 72 72 48 34 2700 0 ia 144 133 4200 608 90 91 62 22 13 4112 0 1005 970 29229 9 9 81 62 22 13 4112 0	nd 6 207 205 29464 6099 80 90 72 60 56 38 2073 0 nd 7 202 202 35184 7107 80 90 72 72 48 34 2700 0 nd 8a 144 133 42000 6048 90 90 81 62 22 13 4112 0	
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1005 970 29229 91 01 02 22 13 4112 0		
1005 970 29229 11231 0		
	1005 970 29229 11231 O	



Talent

Staff who are high performing and have high potential will be sought out to establish if that equals 'Talent'. Once the talent survey has been conducted, staff will fall into one (or some) categories that help with things like succession planning – click here to see that information.

inspire							
iiii 🟦 🛄 🗉 📰 U 🌉	Welcome Kim Lucknow O 2013/14		Operations	Initial Set Up	Interventions	LMS	LNA
Summary Activity Manager Behavio	urs Intervention Pay Scale Talent Job Role	Staff Group Skill Forecast Golden Thread	d Surveys Oth	ier			
Description	Staff BEH % OBJ %						
Figh Performers	0 58 70						
Top Technicians	7 58 70						
Staff to watch	7 58 70						
Graduates	8 0 0						
	35						

... click on the category to see staff and use the data to retain, grow and sweat the talent asset, ie sharing best practice as a coach.

ən	53	Mary Wesley	Specialist Services								
	_				0	75	60				
	14	Mary westey	Specialist Services		0	0	0				
ige	14	Mary Wesley	Specialist Services		0	70	0				
w	13	Mary Wesley	Specialist Services		0	50	80				
ler	14	Mary Wesley	Specialist Services		0	50	80				
Y		Sam Cumberland	Specialist Services		1	70	70				
15	14	Mary Wesley	Specialist Services		0	65	40				
son	124	Mary Wesley	specialist Services		0	60	60				
1	<u>.</u>	Michelle Adams	Surgical		0	70	40				
					1						
	w er y son i	w All All All All All All All All All Al	W Mary Wesley er Mary Wesley y San Cumberland 15 Mary Wesley son Mary Wesley 16 Mary Wesley 17 Michelle Adams	W Mary Wesley Specialist Services er Mary Wesley Specialist Services y San Cumberland Specialist Services is Mary Wesley Specialist Services son Mary Wesley Specialist Services a Michelle Adams Surgical	wary vestey Specialist services er Mary Westey Specialist Services y Sam Cumberland Specialist Services is Mary Westey Specialist Services son Mary Westey Specialist Services i Michelle Adams Surgical	wary wesley specialist services 0 er Mary Wesley Specialist Services 0 y Sam Cumberland Specialist Services 1 is Mary Wesley Specialist Services 0 son Mary Wesley Specialist Services 0 i Michelle Adams Surgical 0	wm Mary Wesley Specialist Services 0 50 er Mary Wesley Specialist Services 0 50 y Sam Cumberland Specialist Services 1 70 is Mary Wesley Specialist Services 0 65 son Mary Wesley Specialist Services 0 60 a Michelle Adams Surgical 0 70	w Mary Wesley Specialist Services 0 50 80 er Mary Wesley Specialist Services 0 50 80 y Sam Cumberland Specialist Services 1 70 70 is Mary Wesley Specialist Services 0 65 40 son Mary Wesley Specialist Services 0 60 60 a Michelle Adams Surgical 0 70 40	wm Mary Wesley Specialist Services 0 50 80 er Mary Wesley Specialist Services 0 50 80 y Sam Cumberland Specialist Services 1 70 70 is Mary Wesley Specialist Services 0 65 40 son Mary Wesley Specialist Services 0 60 60 a Michelle Adams Surgical 0 70 40	wm Mary Wesley Specialist Services 0 50 80 er Mary Wesley Specialist Services 0 50 80 y Sam Cumberland Specialist Services 1 70 70 is Mary Wesley Specialist Services 0 65 40 son Mary Wesley Specialist Services 0 60 60 a Michelle Adams Surgical 0 70 40	wary westey specialist services 0 50 80 y Sam Cumberland Specialist services 1 70 70 is Mary Wesley Specialist services 0 65 40 son Mary Wesley Specialist services 0 65 40 is Mary Wesley Specialist services 0 65 40 is Mary Wesley Specialist services 0 60 60 is Michelle Adams Surgical 0 70 40



Mandatory & Statutory Skills Forecast

Click here to see the Mandatory and Statutory Skills training being tracked so the organisation knows where it has compliance and risk. It also displays a timeline.

ll Forecast 🐚											
Skill Competency	Used on Skills	Staff	Overdue	Month +1	Month +2	Month +3	Month +4	Month +5	Month +6		
hild Protection level 1	7	5	3	0	2	0	0	0	0		
quipment	7	4	2	0	1	1	0	0	0		
re and horing devices	4	3	1	0	1	0	1	0	0		
rst Aid (advanced)	0	3	1	0	1	0	0	1	0		
alth and Safety	0	3	2	0	1	0	0	0	0		
uality and diversity	0	2	2	0	C	0	0	0	0		
anual handling	0	2	2	0	C	0	0	0	0		
VB2: Assessment and Care Planning	0	2	2	0	C	0	0	0	0		
VB3: Protection of Health and Wellbeing	0	2	1	0	1	0	0	0	0		
VB4: Enablement to address Health	0	2	1	0	1	0	0	0	0		
VB5:Provision of care to meet Health	0	0	1	0	C	0	0	0	0		
VB6: Assessment and Treatment Planning	0	0	1	0	C	0	0	0	0		
VB7 Interventions and Treatments	0	0	1	0	C	0	0	0	0		
vestigations	0	0	1	0	C	0	0	0	0		
	18	28	26	0	8	1	1	1	0		

... and click to drill down into which members of staff are required to act to reach compliance. Apply an intervention. Plan ahead. Great for NHSLA standards amongst other monitoring bodies requirements.

nary Activity Manager Beh	Welcome Kim Lucknow	O 2013/14 ay Scale Talent	Job Role Staff	Group Skill F	orecast Golde	Op on Thread S	erations urveys (Initial Set Up Other	Interventions	LMS	L
ll Forecast 🐌										_	
Staff	Next Due	Overdue Mont	h +1 Month +2	Month +3	Month +4 Mo	ntii +3 Men	th ±6				
Mary Wesley	15-01-2014	1	0 0	0	0	0	0	$\mathbf{>}$			
B Ocorge Miller	15-05-2014	1	0 0	0	0	0	0				
Kim Lucknow	15-09-2014	•	• •	0	0	0	0				
Jane Williamson	15-09-2014	0	0 1	0	0	0	0				
George Muller	15-05-2014	1	0 0	0	0	0	0				
		3	0 2	0	0	0	0				
		1 -1	-1 -		-1	-1	-				



Staff Group

Click here to check Inspire progress by staff group. Again, another way to slice the data that can provide an insightful look into cultures that exist within the wider organisational culture. Knowing this information allows the opportunity to intervene, engage and act positively.

Image Image Welcome Kim Luchow O 2013/1 Operations Initial SetUp Intervention LMS LMS <thlms< th=""> LMS LMS LMS</thlms<>	inspire												
mmany Activity Manager Behaviours Intervention Pay Scale Talent Jof Role Skill For cast Golden Thread Surveys Other Staff Croup Total Completed BEH % OB % For Scientific and Technical 1005 970 Fort grid	🟦 🛄 🗄 🔡 U	Welcome Kim	n Lucknow	O 2013/1	ř.	_			Operations	Initial Set Up	Interventions	LMS	LNA
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states and Ancillary 77 71 60 46 1005 970	llied Health Professionals	107	101	59	8								
1005 970	states and Ancillary	77	71	60	6								
Print grid		1005	970										

Golden Thread

Click here to check how the overarching Corporate Objectives are being delivered throughout the organisation. This screen shows the organisation's top 6 goals for the year.

Colden ThreadDepartmentOrg Weight %Staff ContributingObjectivesOBje %Staff Weight %ove value for our insection et allChief ControlChief ControlChief ControlChief ControlChief ControlChief Controlcontrol advelop the best peopleChief ExecutiveOOChief ControlChief ControlChief ControlChief Controlcd Service user ExpEctationsChief ExecutiveOOChief ControlChief ControlChief Controlce CostsChief ExecutiveOOChief ControlChief ControlChief Controlase ProductivityChief ExecutiveOOChief ControlChief Controlase RevenueChief ExecutiveOChief ControlChief ControlChief ControlcontrolChief ExecutiveOChief ControlChief ControlChief Controlase RevenueChief ExecutiveOChief ControlChief ControlChief ControlcontrolChief ExecutiveOChief ControlChief Control <th>Colden ThreadDepartmentOrg Weight %Staff ContributingObjectivesOg (%)Staff Weight %e value for our investmentChirf ExecutiveColdColdColdColdand Devolop the best peopleChirf ExecutiveColdColdColdColdService USEF ExpectationsChirf ExecutiveColdColdColdColdCostsChirf ExecutiveColdColdColdColdColdProductivityChirf ExecutiveColdColdColdColdCostsChirf ExecutiveColdColdColdColdCostsColdColdColdColdColdColdCosts<th>Colden ThreadDepartmentOrg Weight %Staff ContributingObjectivesOBJ %Staff Weight %ove value for our insertanceOne ForcourceOOOOOct and Develop the best peopleChief ExecutiveOOOOOed Service user ExpectationsChief ExecutiveOOOOOed Service user ExpectationsChief ExecutiveOOOOOase ProductivityChief ExecutiveOOOOOase RevenueChief ExecutiveOOOOOor or off ExecutiveOOOOOOase RevenueChief ExecutiveOOOOOor off ExecutiveOOOOOOor off ExecutiveOOOOOOoff ExecutiveOOO<!--</th--><th>den Thread 🐌</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th></th>	Colden ThreadDepartmentOrg Weight %Staff ContributingObjectivesOg (%)Staff Weight %e value for our investmentChirf ExecutiveColdColdColdColdand Devolop the best peopleChirf ExecutiveColdColdColdColdService USEF ExpectationsChirf ExecutiveColdColdColdColdCostsChirf ExecutiveColdColdColdColdColdProductivityChirf ExecutiveColdColdColdColdCostsChirf ExecutiveColdColdColdColdCostsColdColdColdColdColdColdCosts <th>Colden ThreadDepartmentOrg Weight %Staff ContributingObjectivesOBJ %Staff Weight %ove value for our insertanceOne ForcourceOOOOOct and Develop the best peopleChief ExecutiveOOOOOed Service user ExpectationsChief ExecutiveOOOOOed Service user ExpectationsChief ExecutiveOOOOOase ProductivityChief ExecutiveOOOOOase RevenueChief ExecutiveOOOOOor or off ExecutiveOOOOOOase RevenueChief ExecutiveOOOOOor off ExecutiveOOOOOOor off ExecutiveOOOOOOoff ExecutiveOOO<!--</th--><th>den Thread 🐌</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th>	Colden ThreadDepartmentOrg Weight %Staff ContributingObjectivesOBJ %Staff Weight %ove value for our insertanceOne ForcourceOOOOOct and Develop the best peopleChief ExecutiveOOOOOed Service user ExpectationsChief ExecutiveOOOOOed Service user ExpectationsChief ExecutiveOOOOOase ProductivityChief ExecutiveOOOOOase RevenueChief ExecutiveOOOOOor or off ExecutiveOOOOOOase RevenueChief ExecutiveOOOOOor off ExecutiveOOOOOOor off ExecutiveOOOOOOoff ExecutiveOOO </th <th>den Thread 🐌</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	den Thread 🐌							
ove value for our investment chief Executive 0 21 21/20 2 stt and Develop the best people Chief Executive 0 0 21 2 ed Service user Expectations Chief Executive 0 0 21 2 ice Costs Chief Executive 0 0 21 2 iase Productivity Chief Executive 0 0 21 2 iase Revenue Chief Executive 0 0 21 2	e value for our investmantchind Executive0111/202and Develop the best peopleChief Executive00212costsChief Executive00212costsChief Executive00212e ProductivityChief Executive00212e RevenueChief Executive00212e RevenueChief Executive00212	overvalue for our investment One is executive 0 21 2 ct and Develop the best people Chief Executive 0 0 21 2 ed Service user Expectations Chief Executive 0 0 21 2 ed Service user Expectations Chief Executive 0 0 21 2 ase Productivity Chief Executive 0 0 21 2 ase Revenue Chief Executive 0 0 21 2	Golden Thread	Department	Org Weight %	Staff Contributing	Objectives OBJ %	Staff Weight %		
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21 125			crease Revenue	Chief Executive	0	0	21	2		
						21	126			



... click through to see how that has been translated by the next organisational layer (from Executive to Division heads, for example).

			0. 50				
mmary Activity Manager Bel	naviours intervention Pay Scale 18	alent Job Kole	Start Group Skill Foreca:	Golden Inread Surveys	Other		
olden Thread 🕒							
Colden Thread	Department Sig W	eight % Staff	Contributing				
Increase Knowledge	Emergency and Gen	0	0	>			
Develop Good Relationships	Opecialise Services	U	0				
Optimise Performance	Specialist Services	0	0				
Improve Compliance	Surgical	0	0				
			0				

... and again to see how that has been translated to Departments/Teams in that Division.

olden Thread 🔞					-			
Golden Thread	Dopartment	Org Weight %	Staff Contributing					
Se involved early in projects	Corporate Services	0		4	>			
Reduce late delivery	Corporate Sension			2				
Share knowledge and lessons learned	Specialist Services	0		0				
hare knowledge and lessons learned	Specialist Services	0		0				
hare knowledge and lessons learned	Surgical	0		0				
hare knowledge and lessons learned	Specialist Services	0		0				
eek internal and external feedback to improve d	lesic Emergency and Gen	0		0				
hare knowledge and lessons learned	Hosted Services Divi	0		0				
eport job status	Hosted Services Divi	0		0				
hare knowledge and lessons learned	Specialist Services	0		0				
ive feedback to design Feedback to helpdesk	Trust Board	0		0				
hare knowledge and lessons learned	Specialist Services	0		0				
hare knowledge and lessons learned	Specialist Services	0		0				
lse C.I.D to record issues	Surgical	0		0				
				6				



... and once more to find the actual staff whose objectives are driving that team's/department's objectives. Also see at a glance how far they are on with their objectives. This view allows leaders to ask themselves 'are the messages we are giving from the top being understood as they roll through the organisation?'.

Inspir	re							
iiii 🔂 📶 🗉 🗄	🗄 🕛 🌉 Welcome Kim Lucknow 💿 201:	3/14	0	perations	Initial Set Up	Interventions	LMS	LNA
Summary Activity Ma	anager Behaviours Intervention Pay Scale	Talent Job Role Staff Group Skill Forec	ast Golden Thread	Surveys C	Other			
Golden Thread	Desertment	tinding	Complete & Weinha		Deculs Design			
User	Specialist Services	Headine	Complete 2 Weight	% Agreeu	Kesuit kating			
Mary Wesley	Specialist Services	Forward Wait Areas	7	10				
George Miller	Specialist Services	Skill Mix Review	0	20 4				
Kim Lucknow	Specialist Services	Care	8 .	10 4				
Jane Williams	Specialist Services	Care	0	10 2				

Surveys

Click here to see the results of pre- and post-appraisal survey questions.

Image	inspire										
nnary Activity Manager Behaviours Intervention Pay Scale Talent Job Role Staff Group Skill Forecast Golden Tureed Surveys Other Description Type Year Active From Active To re-Annual Review Pre-Assessment 2013/14 01-04-2013 31-03-2014	🟦 🛄 🗉 📰 🙂 🌉 🖤	elcome Kim Lucknow 🛛 🕻	D 2013/14				Operations	Initial Set Up	Interventions	LMS	LN
Description Type Year Active From Active To re-Annual Review Pre-Assessment 2013/14 01-04-2013 31-03-2014 Ost-Annual Review Post-Assessment 2013/14 01-04-2013 31-03-2014	mmary Activity Manager Behaviours	Intervention Pay S	icale Talent Job Role	Staff Group	Skill Forecast	Golden T rread	Surveys	Other			
Description Type Year Active From Active To rre-Annual Review Pre-Assessment 2013/14 01-04-2013 31-03-2014 Oote-Annual Review Post-Assessment 2013/14 01-04-2013 31-03-2014	urveys 🕥								_		
Pre-Ansual Review Pre-Assessment 2013/14 01-04-2013 31-03-2014 Post-Ansual Review Post-Assessment 2013/14 01-04-2013 31-03-2014	Description	Туре	Year	Active From	Active To						
Post-Assessment 2013/14 01-04-2013 31-03-2014	Pre-Annual Review	Pre-Assessment	2013/14	01-04-2013	31-03-2014						
	ost-Annual Review	Post-Assessment	2013/14	01-04-2013	31-03-2014						



Other

Click here for a workforce breakdown of organisational information, by gender, location, etc, etc.

Insp	lire												
1 🔟 🗉	ا	Weld	come Kim Luck	now 💿 2013	/14				Operations	Initial Set	Up Interve	ntions LN	is ii
nmary Activity	Manager	Behaviours	Intervention	Pay Scale	Talent Job R	ole Staff Group	Skill Forecast	Golden Thread	iurveys	Other			
ther 🐌									\geq	\times	\langle		
							Other	Gender	ocation	Employment	Leavers N	lentors/Coaches	No Comput
Employment I	Number									_			
Permanent	825												
ixed Term Temp	157												
.ocum	6												
Non-Exec Director/C	10												
Vidow/Widower	7												
	1005												
Print grid													

Talent Survey

Click Operations -> Assessments to see the results of talent surveys sent to staff identified as High Potential Staff OR the whole organisation.

tu 🗉 ដ 🤇	り Welcome Sara Platt	0 2013/14			Operations	Initi: I Set Up	Interventions	LMS	U
					Ourrent Statue				
					Search Users				
praisals 🕞			_	\sim	Assessments	\supset			
_		11	har the	la Desmanner	Requires Action				
Name	Hierarchy	Manager	Next Level 10	al Direct Reports	Direct Invited	Direct Complete	d Indirect	Indirect Invited	Indirect
iler Executive	Organisation			200		0	0 0	0	
		Sun	nmary of Ap	praisals					
		Sun	nmary of Ap	praisals	aff Not Complete:	42.86%			



Click Survey Answers

Lancashire Teaching Hospitals NHS NHS Foundation Trust					
🗰 🖻 🖬 🕘 📰 🕐 🙀 Welcome Sara Platt 🛛 2013/14	Operations	Initial Set Up	Interventions	LMS	LNA
Scarch Feedback Sur y Surveys Answers					
Select Hierarchy					1
Manager					11
Surname					
					-

Choose a survey you have pushed out to selected staff, ie Post Annual Review Talent Survey.

Lancashire Teaching Hospitals										
iiii 📌 🔟 🗉 📰 🔱 🔤	Icome Sara Platt 🛛 🧿 20	013/14			Operat	ions	Initial Set Up	Interventions	LMS	LNA
Search Feedback Survey Surveys Answ	7675									
Description	Туре	Active From	Active To							
Pre-Annual Review	Pre Assessment	01-04-2013 31	-03-2014							
Post-Annual Review	Post-Assessment	01-04-2013 31	1-03-2014	_						



See the selection of questions that have been responded to. Click one...

Image: Constraint Constr	cashire Teaching H NHS Found	lospitals NHS Jation Trust						
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4 Talent Management: How can you reach your full potential or m	ost-Annual Review	3 ratent Management. Use this section to explain your reason for						
	ost-Annual Review	4 Talent Management: How can you reach your full potential or me						

A chart appears with a breakdown of the answers. Click one of the pie segments...

Lancashire Teaching NHS Foun	×	
iiii 1 Lul 🗉 : Survey Question Answers		LMS LNA
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The staff who are in this category appear in the top right hand box.

Lancashire Teaching NHS Foun		×	
iiii 🕂 🔟 🗉	Survey Question Answers	Staff Bopartment Manager Erin van der Puil Information Technol Sara Platt Jaho Des Topicition and Des G. U.S. can Platt	LMS LNA
Search Feedback S Surveys Answers Survey Post-Annual Review Post-Annual Review Post-Annual Review Post-Annual Review Post-Annual Review Post-Annual Review	Future Star: 8.33% Trusted Advisor: 8.33% Core Contributor Effective: 16.67% (2) Effective: 16.67% Enigma: 8.33%	Print grid	

Click a member of staff and you will see a full breakdown of their full Inspire page. Through this the viewer can get a better feel for the individual concerned.

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iiii 📌 🔟 🗄 1	User Profile Talent Metrics Qualifications Career Path	Talent Survey Behaviours Objectives	PD Courses/Workshops Te	eam Skill Competency Living CV	Î	LMS LNA
Summary Activity N	NAME					
	Name :	George Miller				
Talent 🐌	Position :	Head Nurse A&E				
Staff	Manager :	Hierarchy :	Specialist Service	es		
Peter Benton	CONTACT				E	
Mike Jones	E-mail :	test@wessex.eu				
Kim Lucknow	Phone :	01793 789678				
George Miller	Mobile :	07887 567567				
Mary Wesley						
Jane Williams	HR is responsible for these					
Michael Wilson	Behaviour Level :	Middle Manager - Service user	facing			
a mary miton	Skill :	Operations Manager				
	Scale :	Band 6				
	Date of Birth :	15-08-1959				
	Started with the Organisation :	15-08-2009				
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LMS – Learning Management System

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ppraisals 🝗								Programme	5
		P. Street and	line stress.				/	Courses	
Name	Hierarchy	Manager	Next Level	Total Direct Reports	Direct Invited	Direct Comple	ted Indirect In	Statistics	Indirect Co
Chief Executive	Organisation	Sam Cumperiand		1000 0	3		4 999	97	•
			Summary of	Appraisals Staff Not Complete: 0.51%	.41%				
	6. (Juli 200)			Handyu Hot Complete, o					
demoots.thirsty-horses.com/vxspir	ebo/Jsp/base.jsp#		areed: 99.08%				Statistics of	In (1) An	. 12:07
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Click the 'LMS' tab on the black menu bar, then click 'Statistics'

By clicking 'Summary', then 'Summary', 'By Department', or 'By Staff Group' you can see the respective breakdowns of Personal Development compliance – including for Mandatory, Induction, and Push Programmes.

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- 🚔 丨	🞍 🖪 🔡 🛈 🚺	Welcome Kim Lucknow O 2013/14				Operations	Initial Set Up	Interventions	LMS	
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ummary	PDP Actrility Library Stats	Behaviour								
Summary										
							Sun	nmary By Dej	artment	y Staff G
	Hierarchy	Name	Manager	Total	Invited	Appraisal %	# Mandatory	Compliance %	# Induction	Com
	Organisation	Chief Executive	Sam Cumberland	1	0	0	0		0	
	Division	Corporate Services	Richard Hill	1	1	100	0		0	
8	Directorate	Workforce and Education	Peter Ribardiere	16	15	100	0		0	
	Division	Trust Board	Patricia Morgan	1	1	100	0		0	
a	Division	Emergency and General Medicine	🔏 Jean Marsh	1	0	0	0		0	
	Directorate	Emergency	Thierry Bassen	17	16	100	0		0	
	Department	Emergency Dept Medical	Eddie Lomasky	19	19	100	0		0	
	Division	Specialist Services	Mary Wesley	9	8	75	3		8	75
	Directorate	Womens Health	Vincent Benkirane	15	14	100	0		0	
	Department	Obs and Gynae Medical	Tahm Mc Gurgan	20	20	100	0		0	
	Division	Surgical	S. Michelle Adams	10	10	90	7	71	5	71
	Directorate	Anaesthetics	Didier Schneider	12	12	91	0		0	
	Department	Anaesthetics Medical	David Colhoun	42	42	100	0		0	
4		<i></i>								
				1005	080		10		12	



By clicking 'PDP Activity' you can see which courses staff have booked onto, how many staff have booked on, how many staff have attended, and how many have been late, etc.

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Task	Staff on PDP	Not Started	Started	Completed	% Complete	Late	Attrition	% Late	% Attrition		PDP Acti	vity	Impac
linical Supervision - emphasis on Dementia	1	0	1	0	0	0	1		100				
Dementia awareness - Introduction	2	0	2	0	0	0	2		100				
upporting personal recovery	1	0	1	0	0	0	1		100				
evel three certificate in working in community healt	1	0	1	0	0	0	1		100				
nhanced communication skills	2	1	0	1	50	0	1		50				
esponding to callers in crisis on the phone	1	0	1	0	0	0	1		100				
hairing difficult meetings	1	0	1	0	0	0	1		100				
lanaging conflict refresher	1	0	0	1	9	0	0						
Inderstanding, preventing and managing aggression	1	0	0	1	9	0	0						
apacity awareness	2	0	2	0	0	0	2		100				
child Protection - Level 2 (taught)	1	1	0	0	0	0	1		100				
fanaging stress and building resilience	5	1	3	1	20	0	4		80				
T Skills - Data Protection	2	1	1	0	0	0	2		100				
		0	0	1	-	0	0						
sorat of Change Hanagement		-		-		-	10						
aarat of Channa Managamant	24	5	14	5		0	19						

If you then choose any of these courses to click on, you can see which staff have booked on, which have started/completed, etc – and which aspect of their personal development they have related it to (objective, behaviour, job role, etc).

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Member	Not Started	Started	Complete	Was Late	Late So Far	Attrition	Beh	Obj	Mand	Push	Skill	Job Role	Develop			
George Miller		9	9				9									
Kim Lucknow		9				396		9								
Peter Benton		9				427		9				9				
Jane Williams		9				427							9			
Michael Wilson		9				427	9									
Mary Wilton		9				396							9			
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Michael Ward Heribert W. Riviere	0						1									
Angelo Ballart	٥	9				304		- -								



By clicking 'Library Stats' you can see a breakdown of all of the PD in the Back Office – broken down by Category Group, Delivery Method, Learning Style – and see if any are in the library but are not being used.



By clicking 'Behaviour' you can see a breakdown of all of the PD in the Back Office as it has been 'recommended' for staff, ie by Behaviour, Skills, Mandatory, Job Roles, Occupation, Qualification, or if it has been recommended but is not on any staff members' PDP.

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enior Team	Patient Relationship	0					
Medical Appraisal	Professional performance	3					
Medical Appraisal	Apply knowledge and skill to practice	0					
Aedical Appraisal	Good documentation	0					
fedical Appraisal	Respond to risks to safety	0					
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3. NHS Region (Health Education North West): Reports

The spark that originally initiated Thirsty Horses working in partnership with the Greater Manchester HIEC and Health Education North West was the need to deliver consistent Learning Needs Analysis across a series of Trusts. In doing so, the partnership saw the opportunity to (i) deliver capability to the Trusts to produce their annual LNA (ii) aggregate that data on a regional level to inform commissioning negotiations and decisions.

The work that transpired across the past 18 months has seen Inspire deliver significantly more than originally scoped, and the reports that are now available at Trust and Regional level have the potential to transform the way we think about LNAs and how they are derived completely. It is also worth noting this development was lead by Thirsty Horses consultants.

<u>Note:</u> These reports are new to V4. All other reports stated in this document were available in V3. They will have looked slightly different due to V4 being deployed with a new user view.



Learning Needs Analysis (LNA)

Click the 'LNA' tab on the black menu bar, then click 'New LNA' – to see LNAs initiated by both HR and staff that can then be evaluated and acted upon.

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Click the 'LNA' tab on the black menu bar, and then click 'Statistics', and 'Providers'. You'll see that this gives you a breakdown of the providers earmarked within Inspire to deliver the various PD, how much they are all delivering, which of them charge, and what the various budgets are.

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Name	Provider Type	External Cost	Learning	budgets created	budget 1000s						
Internet	Other NW universities	•	3	0	0						-
Internal	Other NW universities	•	21	0	0						
York University	CPD Apply Universities	Ø	1	0	0						
Edge Hill University	CPD Apply Universities	9	4	2	28						
Lancaster University	CPD Apply Universities	9	29	17	137						
Liverpool John Moore	CPD Apply Universities	9	22	0	107						
Manchester Metropolitan	CPD Apply Universities	9	17	0	42						
The University of Liverpool	CPD Apply Universities	9	9	0	0						-
University of Bolton	CPD Apply Universities	9	12	0	0						-
University of Central Lancashire	CPD Apply Universities	9	21	0	0						
University of Chester	CPD Apply Universities	9	13	0	0						
University of Cumbria	CPD Apply Universities		19	0	0						
University of Manchester	CPD Apply Universities	9	10	0	0						
University of Salford	CPD Apply Universities	9	5	0	0						
Skills 4 Health	Commercial eLearning		3	2	48						
University of Birmingham	Commercial eLearning		1	0	0						
Learning Pool			2		20						-
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If you then click 'Reporting Groups', Inspire shows you which categories of staff have accessed PD, and how much that costs.

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lurses	5	2	49	2280	186							
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APs	0	0	0	0	0							
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Then if you click 'CPD Expenditure', you can choose the relevant year...

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...and see where that expenditure is going – broken down into categories; for example, North West Universities, Other North West Universities, Universities outside North West, Conferences, Clinical Skills Development/Study Days, Skills for Health, NLMS, E-learning providers, NHS Leadership Academy etc. You can see volume consumed by job role.

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Provider	Method	Description	Nurses	Midwives	AHPs	HCS	Pharmacy	Social Workers	OAP	1
ork University	Internet	Prepare for a difficult conversation	0	0	0	0	0	0	0	
ge Hill University	Course	Clinical Supervision - emphasis on Dementia	0	0	0	0	0	0	0	1
dge Hill University	Course	Key training programme for band 2 and three inpatient staff	0	0	0	0	0	0	0	1
lge Hill University	Course	Person centred care for older people	88	0	0	0	0	0	0	i
Ige Hill University	Course	Supporting personal recovery	67	0	77	0	5	0	0	i
Incaster University	Course	An introduction to Mentalisation Based Therapy (MBT) for service users with a c	0	0	0	23	45	12	0	j -
ncaster University	Course	Asperger syndrome awareness	0	0	0	0	0	0	0	1
ncaster University	Course	Challenging behaviour in dementia	0	0	0	0	0	0	0	1
incaster University	Course	Child Protection Level 1 - Taught	0	0	0	0	0	0	0	1
ncaster University	Course	Cognitive behavioural skills - developing your practice	0	0	0	0	0	0	0	1
ncaster University	Course	Cognitive behavioural therapy supervision	59	88	79	0	0	0	C	1
incaster University	Course	Dementia awareness	56	2	9	8	45	2	0	1
incaster University	Course	Dialectical behaviour therapy - skills training	0	0	0	0	0	0	0	1
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And if you scroll across you can see rolling costs. This means you can keep abreast of uptake and effectiveness of the solution you are buying. You can make decisions around what is working and what is not, what is being accessed and what is popular with your users etc.

	LUCKIOW	2013/14					Opera		iai serop	millervenuons	, Ling	
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	1. NW Un	iversities	2. Other NW	Universitie	s 3. Univ	ersities outside N	W 4. Co	nferences	5. Clinic	al Skills Develop	ment/Study Days	6. Oth
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onversation	0	0	0	0	0	0	0	0	0	0	C	0
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r older people	88	0	0	0	0	0	0	88	120	10	C	10
covery	67	0	77	0	5	0	0	149	120	17	C	17
talisation Based Therapy (MBT) for service users with a c	0	0	0	23	45	12	0	80	100	8	C	8
areness	0	0	0	0	0	0	0	0	0	0	0	0
in dementia	0	0	0	0	0	0	0	0	0	0	C	0
I - Taught	0	0	0	0	0	0	0	0	0	0	C	0
skills - developing your practice	0	0	0	0	0	0	0	0	0	0	C	0
therapy supervision	59	88	79	0	0	0	0	226	100	22	C	22
	56	2	9	8	45	2	0	122	50	6	C	6
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The Community Organisation

There are regular items that will require your attention. Click "Operations" and "Requires Action".

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Staff Feedback/Whistleblowing

Users can at anytime and from anywhere in the system give feedback. Their feedback appears here. Click one...

	U Welcome Kim Lucknow O 20	113/14		Operations	Initial Set Up	Interventions	LMS	
ff Feedback [©] Emplyee	of Month Seminars, Events etc. Bu	ddies Applied 🥙 Skills Out of Date 🏧						
aff Feedback 🕒								
About this usor			Department	Status (UP)			Staff Feedback	Clo
George Miller	Concern about cleanliness	Anonymous	Trust Board	Commenced	>			
Mike Jones	Rostering issue		Trase board					
George Miller								
George Miller								
Joan Ward								
George Miller								



The detail around that feedback appears here with options as how you respond.

Inspi			×	
ⅲ 1 山 目	About this user :	George Miller	Î	LMS LNA
Staff Feedback 6 Emp	Headline : Do you want this to be anonymous? Yo not be revealed	Concern about cleanliness ur name will		
Staff Feedback	This is what I found Rating :	issue :		
About this u	Recommendation : I think it could be better Assign to this Department :	Turus Record		eedback Closed
George Miller Mike Jones	Input by :	Mary Wesley		
George Miller	Behaviour :			
George Miller	Feedback Conversation :			
Joan Ward	Input Response :			
George Miller				
	Date Initiated :	31-05-2013		
	Date Closed :	E		
	Status (HR) :	© Commenced ◎ In Dialogue ◎ Closed and Resolved ◎ Closed and No Action	> •	

Employee of the Month

Similarly, nominations can be seen here and reacted to. Click one...

	inspi	fre							
iiii	🕯 հու 🗉	👥 🕧 💽 Wel	come Kim Lucknow 💿 2013/14		Operations	Initial Set Up	Interventions	LMS	LNA
Stat	f Feedback Em	playce of Month Se	linars, Events etc. ² Buddies Appli	ied 8kills Out of Date					
	Month 🗘	Employee of Mont	1						
0	lay	George Miller							
J	un	Coorge Miller							
J	al l	John Frouchard							
4	ug	Joan Ward							
S	ep	Mike James	_						
	let	John Franitza	_						
-	lov	Mike Jones							
	Print arid								
	es Print grid								
-					 	labeled and a balance		A A A A A A A A A A A A A A A A A A A	



Learning Needs requests

Click here to see what staff are asking for, other than learning already offered by the organisation and/or region.

	inspire					=				
iiii	💼 💷 📰	U 🔮 Welcome	Kim Lucknow 🧿 2013/	14		Operations	Initial Set Up	Interventions	LMS	LNA
Sta	ff Feedback Employed	e of Month OSeminars	s, Events etc. ² Bil die	rs Applied Skills Out of Date	•					
S	eminars, Events etc. 🐚				Seminars, Events etc. Awai	ting Manager	Declined by Mana	ger Declined	by HR Approv	ved by HR
	User	Manager	Mgr Approved on	Provider	From					
	George Miller	Michael Wilson	14-09-2013	Royal Liverpool NHS	14-09-2013					
	Jane Williams	Michael Wilson	15-08-2013	FCCA	14-09-2013					

Click on the learning request to get the details, including who else has joined that member of staff in the conversation to ask for it too, as they also see it as beneficial. HR/OD or maybe the region can choose to approve, or not, and respond.

Inspi	10.	14-05-2015		×	
iiii 📌 Lub 🗐	Staff :	2			LMS LNA
	Location :	London			
Staff Feedback Emp	Currency :	GBP			
	Cost :	190			
Seminars, Events etc.	Hotel :	0			
	Travel :	0			
	Other :	0			Approved by HR
User	Anything else on costs? :				
George Miller	Personal Development :				
Jane Williams	Justification :				
B Print	Conversation to date : George Miller recorded on C Input notes :	36-Feb-2014: It's a perk of his position so he o	can meet like-minded professionals	=	
	HR approved :	O Yes O No			
	Last Updated :	06-02-2014		_	
	Updated By :	Kim Lucknow			



Buddies/Coaches

Staff and managers who have agreed for an internal coaching/buddy relationship will be flagged here for HR/OD overview and agreement. Click one...

inspire							
iiii 🔂 🔟 🖻 📰 O 🎑	Welcome Kim Lucknow O 2013/14		Operations	Initial Set Up	Interventions	LMS	LNA
Staff Feedback Employee of Month	Seminars, Events et Buddies Applied	Skii, Out of Date					
Staff	Position	Hierarchy	Ма	nager	Applied	Status	
Mary Wesley	Manager Operations Manager SBU	Specialist Services	Sam Cumbe	rland am s	15-08-2013	Applied Applied	

...the details around why they feel this is a good fit appears along with the decision you make around if this is agreed or not.

Inspi	2011010		×		
	Position :	Manager Operations	^	110	1.514
	Hierarchy :	Specialist Services		LIIS	LINA
Staff Feedback Emp	Behaviour Level :	Middle Manager - Service user facing			
	Location :	Head Office			
Ruddies Applied	Language :	English			
	Photo :	silhouette.jpg			
St Mary Wesley Add Print	Why would you make a great Coach? : My speciality is in biomedical science, I am- have shown myself to be self-motivated, cor and organizing skills, a firm sense of respor communication skills and am able to relate teaching and patient care.	a recent post-graduate who combined studies with working and other commitments. In achieving this, I mmitted and determined in achieving my goals, come what may. I have also demonstrated negotiating nsibility and my capacity to work hard under pressure. I possess excellent verbal and written to a wide range of people, as proven by my varied work experiences: in retail, catering, hospitality work,	н		
	Applied :	15-08-2013			
	Email :	A-9083			
	Phone :	Yes			
	Meeting :	Yes			
	Status :	Applied			
	Approved/Declined :	Accepted			
	Reason for Decision :	Declined Not Relevant			
			-		



.... HR/OD also gets a quick look at the Coach's/Buddy's behavioural assessment to help with their decision.

Inspi					6			
ⅲ 危 山 🗉	Rehaviour	Answer User	Answer Manager	Agreed Result	Buddies App ied Beha	wiours	s) - L	NA
6	What I do countr	4	4	4				
Staff Feedback 🗢 Emp	Service Quality	5	3	3				
	Working together	3	4	4				
Buddies Applied 📵	Engagement	3	3	3				
SI						tus		
Co Mary Wesley								
Mary Wilton								
Add E Print								
					0000000000000000000000			

Mandatory/Statutory Skills

Click here to see how the same principle applies.

inspire												
iiii 📬 🔟 🗉 👪	ወ 💽	Welcome Kim Luck	10W O 2013/14	_		_	1	Operations	Initial Set Up	Interventions	LMS	LNA
Staff Feedback ⁶ Employee	of Month) Seminars, Events e	tc. Ø Buddies Applie	ed Skills O	ut of Date							
Skills Out of Date 📵												
Competency	Skill		Staff	1	Next Due	Last Renewec						
-										and the second second second	detected to the second	



Summary

Inspire is a highly sophisticated and connected platform; it is not 'just' an appraisal system. We deal with wholesale transformational change, and provide you with the vehicle to deliver that in a planned and measured way, which in turn empowers your staff to get on with it under the umbrella of your leadership.

Inspire does not sit idly by waiting for someone, somewhere in the organisation to enter data so we can then print it off in the Back Office.

It pro-acts and drives real intelligence so people – not computers – can think about what it is telling them and then deliver targeted, high quality interventions that drive performance and cultural improvements. The targeted nature of the platform means interventions are measured and cost effective.

The platform at the user level is designed to always say *"Thank-you and now please can you...?"* rather than *"Thank you, and goodbye"*. This design means there is a constant flow of meaningful and true data travelling between the Front Office (users) and the Back Office (OD/HR/L&D) that creates a bond and a relationship between two previously uncommunicative sources.

Inspire's savvy design means performance and development become a part of everyone's working life without intruding hugely into their time to use it. It fits around them; it supports them; it works on their behalf.

Inspire as a strategic tool is fundamentally for leaders/practitioners who are charged with developing/transforming the organisation through their most valuable asset/resource; their people. These practitioners are called many things in the system eg HR/OD Director, Transformation Director, Business Partner, Change Director, PMO Director, etc.

I trust that, through the wider Inspire platform and the data/reports highlighted in this paper, you can begin to see the power and potential of the tool in these professional practitioners' hands.