

oneAdvanced

CASE STUDY

Bath and North East Somerset Council

Tracey Fielding, Organisational
Development Business Partner

Bath & North East
Somerset Council



Client

Bath and North East Somerset Council

Industry

Government

Project

Transforming the approach to performance management

Introduction

In today's rapidly evolving landscape, effective performance and talent management are more crucial than ever. Government departments, HR professionals, and policymakers must ensure that public sector organisations can attract, develop, and retain top talent while aligning with strategic objectives.



Background

Bath & North East Somerset Council, which oversees more than 800 services from planning to waste management, embarked on a mission to streamline its performance management processes for its 4,000 employees. The goal was to create a cohesive framework that aligned individual performance with organisational priorities while fostering staff development.

“Working with the OneAdvanced team has been really good, really helpful.”

Tracey Fielding, Organisational Development Business Partner at Bath and North East Somerset Council





The Challenge

The council faced significant challenges in managing performance across its diverse departments. Tracey Fielding, the Organisational Development Business Partner, noted, **“Before, we had various one-to-one style meetings. Some people had an Excel spreadsheet, some people used word documents. This inconsistency led to inefficiencies and siloed operations, which didn’t help with cohesive staff development and engagement”.**

Key challenges included:

- **Inefficient Performance Management:** Traditional processes were time-consuming and often misaligned with departmental goals.
- **Lack of Consistency:** Without a standardised approach, performance management varied widely across teams.
- **Limited Engagement:** Employees and managers found it challenging to engage with the existing approach, leading to low adoption rates.





Implementation

The introduction of Performance & Talent from OneAdvanced marked a turning point for the council. Tracey described how the organisation conducted workshops to familiarise staff with Performance & Talent's functions and benefits. Beyond consolidating everything in one place, integration with tools like Outlook and Teams enhanced its appeal, allowing seamless scheduling and communication. Tracey highlighted that the system was "user-friendly and logical," contributing to its widespread acceptance, even among those less comfortable with technology.

"It's really user-friendly. It's a really nice system to have open when we're having a conversation."

Tracey Fielding, Organisational Development Business Partner at Bath and North East Somerset Council



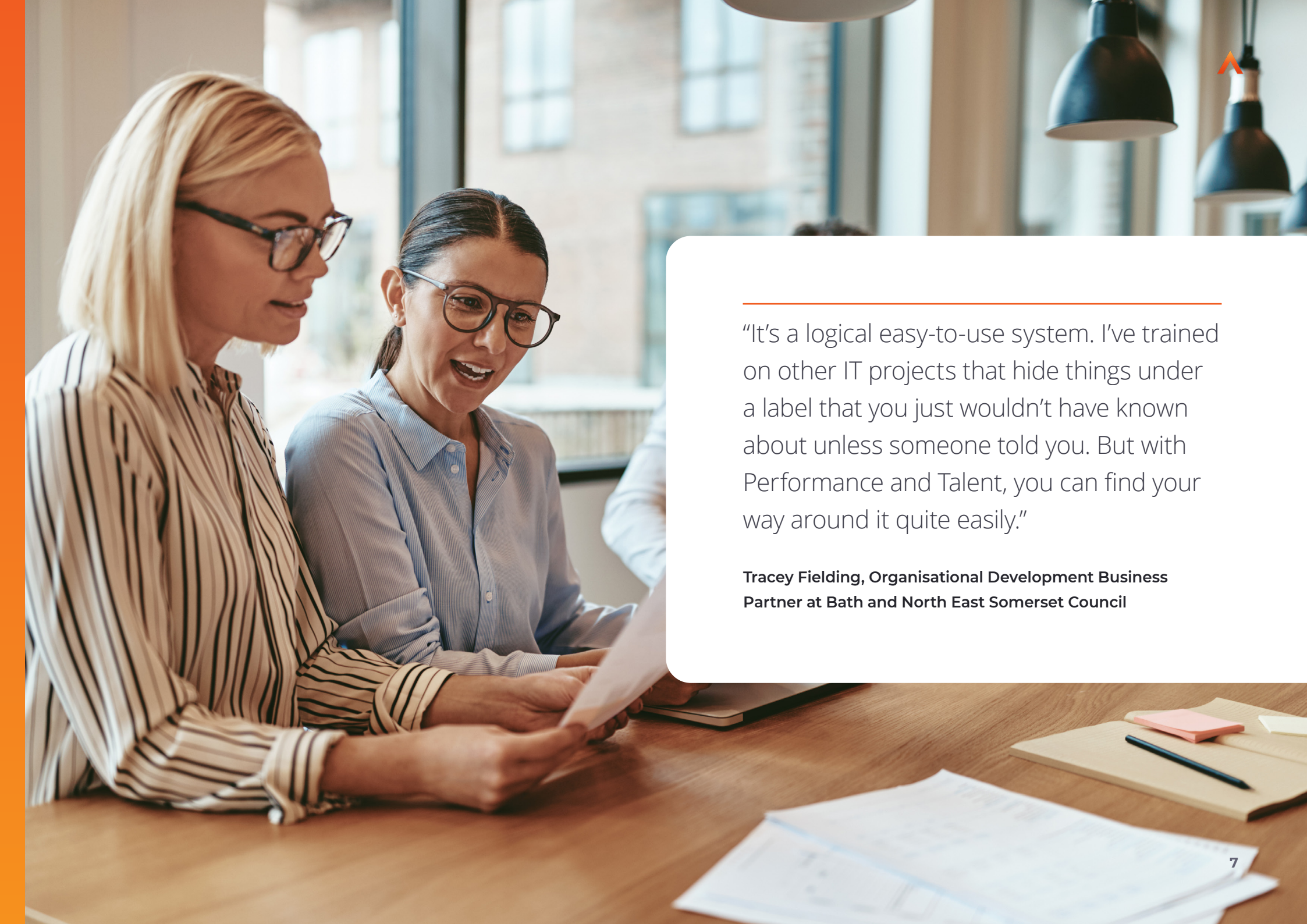
The Results

Since adopting Performance & Talent, the council has seen significant improvements in performance management processes. The system has facilitated regular conversations and feedback, crucial for staff development. Users appreciate the ease of reviewing feedback and organising meetings, promoting a culture of continuous improvement. Tracey noted that the system encourages developmental feedback, helping staff “**grow and feel valued.**” By making career conversations a routine part of management interactions, Performance & Talent has empowered employees to take ownership of their development pathways.

Key outcomes:

- **Enhanced Performance Management:** Performance & Talent streamlined appraisal processes, making them more efficient and aligned with organisational goals.
- **Increased Engagement:** The tool’s user-friendly interface and focus on continuous feedback have boosted engagement from both employees and managers.
- **Data-Driven Insights:** Collaboration with the business intelligence team enabled the use of data analytics to drive informed decisions regarding talent development and management.
- **Talent Nurturing:** Improved ability to identify and nurture high-potential employees.



A photograph of two women sitting at a wooden table in a modern office setting. The woman on the left has blonde hair and is wearing glasses and a striped shirt. The woman on the right has dark hair, is wearing glasses and a blue shirt, and is smiling while looking at a document. There are papers, a pen, and sticky notes on the table. In the background, there are windows and hanging lamps.

“It’s a logical easy-to-use system. I’ve trained on other IT projects that hide things under a label that you just wouldn’t have known about unless someone told you. But with Performance and Talent, you can find your way around it quite easily.”

**Tracey Fielding, Organisational Development Business
Partner at Bath and North East Somerset Council**



Conclusion

The implementation of Performance & Talent has transformed performance management at Bath & North East Somerset Council. Through strategic leadership and a commitment to staff engagement, the council has established a consistent, efficient, and supportive environment for its workforce.

“Performance & Talent is user friendly and logical, which contributed to its widespread acceptance among staff, including those less comfortable with technology.”

Tracey Fielding, Organisational Development Business Partner at Bath and North East Somerset Council



Summary

Bath & North East Somerset Council implemented OneAdvanced's Performance & Talent to address inconsistencies in its performance management processes, previously characterised by siloed operations and varied documentation methods. They loved the simplicity of the application and its integration with existing tools like Outlook and Teams. The system's user-friendly design and logical structure facilitated widespread acceptance, even among staff less comfortable with technology. Key benefits included improved staff engagement, regular developmental feedback, and enhanced career conversations, plus visibility of the contribution against the organisations goals, all driving to a supportive and efficient work environment.





Powering the world of work

Performance & Talent powers the world of work by enhancing productivity and engagement through its continuous performance management solutions. It facilitates goal setting, instant feedback, and impactful conversations, offering HR leaders insights while tackling talent retention, outdated practices, skills gaps, and wellbeing.

To find out more please get in touch or speak to your account manager.



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