



A SUMMARY OF FEEDBACK RECEIVED ABOUT THE PLANNING SERVICE DESIGN DURING THE TOPS ENGAGEMENT PERIOD (SEPTEMBER-DECEMBER 2017)

THE ENGAGEMENT PERIOD- WHO, WHEN AND WHY?

During the autumn term (2017), we published the [TOPS Emerging Ideas](#) and ran a series of engagement activities to discuss and receive honest and open feedback on these. During this time, the TOPS Programme team carried out **95 engagement sessions** and acquired feedback from other channels, such as online surveys and feedback to the TOPS mailbox. We have now collated **1712 pieces of specific feedback** from across these channels. This feedback relates to the emerging ideas and service designs for the various Professional Service areas, the wider TOPS programme and specific department or faculty implications. All of the feedback received has been systematically recorded.

The engagement of UCL staff and their contributions throughout this feedback process have been invaluable and provided the TOPS Programme Team, Professional Services Leadership Team and Senior Management Team with important insights from the people who engage with our professional services on a daily basis. This has helped us to:

- understand views and perceptions on the TOPS design emerging ideas
- understand the impact these ideas may have on roles, departments or faculties
- improve these designs and develop the wider TOPS implementation plan

WHAT HAVE WE HEARD ABOUT PLANNING SERVICES PROPOSED SERVICE DESIGN?

In addition to the original direct input to workshop and world café sessions, we have received a limited amount of feedback in relation to Planning Services during the autumn term. Due to the low volume we have not identified specific themes but have collated and analysed these responses individually. These responses can be found in summary form below.

- More testing of systems and processes before wider roll-out including getting regular input and feedback.
- Continuous improvement was felt to be key, and it was noted that TOPS should not be a one-off but the start of a continuous cycle of review.
- The MI project was welcomed
- More help for departmental level planning would be welcome.
- Professional Services staffing numbers need to be responsive to changes in the research & teaching environment. Academics felt that case studies demonstrating where planning had benefitted from central planning office involvement was needed in order to demonstrate that this was of benefit before it is adopted further.

WHAT HAPPENS NEXT?

The process of collecting the feedback has been invaluable and contributed significantly to the work of the TOPS Programme team. The feedback has been shared with the Service Leadership Teams for each professional

services area. Any decisions for if, how or when the service designs may change will be made by a representative group of colleagues from across the university.

While the formal feedback collection process has now been completed we still welcome any comments you may have about the TOPS Programme and these can be emailed to the TOPS inbox at tops@ucl.ac.uk