



Details

Institution name:	University of Suffolk
Cohort number:	14
Date of submission:	16 June 2023
Institutional context:	We have retained the HR Excellence in Research Award for four years in 2022, undertaken our first submission to the Research Excellence Framework (REF) in 2021, and are preparing our application for RDAPs in 2025. Our all-staff survey introduced in 2022 gave us robust evidence with which to further evaluate our strengths and identify areas for improvement, and we successfully delivered a university wide action plan (2022-2023) in response to the survey outcomes. By aligning HR Excellence initiatives with other accreditations, awards, and strategies such as the Athena SWAN Bronze Award, the UK Concordat to support the Career development of researchers, EDI Strategy highlights a comprehensive approach to promoting gender equality, diversity, inclusion, and career development opportunities for our researchers. Our <u>Transforming Lives: University of Suffolk Strategy for Research Excellence 2023-2030</u> demonstrates a strong commitment to fostering an inclusive research culture and promoting research excellence.

The institutional audience* for this action plan includes:

Audience (direct beneficiaries of the action plan)	Number of	Comments
Research only staff	32	Professors: six Associate Professors: five Senior Research Fellows: four Research Fellows: eleven Research Associates: five Research Assistants: one
Postgraduate researchers	105	
Learning and teaching and research	76	 School of Engineering, Arts, Science and Technology 70 staff headcounts (58.80% FTE). 23 staff (33%) have significant School of Health and Sports Science 99 staff headcounts (86.50 FTE). 14 staff (14%) have significant res School of Social Sciences and Humanities 70 staff headcounts (60.90 FTE). 33 staff (47%) of staff have significant res Business Engagement, Careers & Employability 9 staff headcounts (6.44 % FTE). 4 staff (44%) have significant res Learning and Teaching (CELT) 9 staff headcounts (8.60% FTE). 2 staff (22%) have significant res
Learning and teaching and KE	311	
Technicians	12	
Clinicians	0	
Professional support staff	372	
Other (provide numbers and details):		

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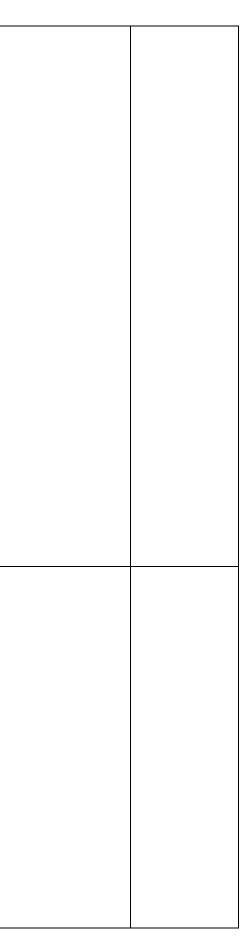
^{*} The Researcher Concordat defines researchers as individuals whose primary responsibility is to conduct research and who are employed specifically for this purpose by a higher education institution or research institute. The primary audience is research staff, e.g., postdoctoral researchers, research fellows, research assistants. The Researcher Development Concordat encourages institutions to include other groups who actively engage in research as beneficiaries of their Concordat action plan. These could be postgraduate researchers; staff on teaching and research, or teaching contracts; clinicians; professional support staff; or technicians.

Complete for su	Ibmission					To be completed only when reporting on action plan						
Complete for su			Carried			To be completed only when report				Outcome		
	Obligation	Action	over from previous action plan?	Deadline	Responsibility	The targeted <u>impact</u> of the action (success measure)	Comments (optional)	Progress update	The actual <u>impact</u> of the action (reporting against the success measure)			
Environment a	ind Culture											
Awareness and er	ngagement											
ECI1	Ensure all relevant staff are aware of the Concordat	 Include the Concordat logo on all recruitment documentation, including online, and referred to in interviews for research related roles. Incorporate Concordat into the 1-2-1 element of induction for new research staff and in-research leadership, and other research training events. Concordat principles are included in the guidance for appraisals for staff with SRR. Concordat is a standing agenda item: Research Management Group, Research and Enterprise, and all School Execs Update the research hub weekly (available to all staff) to ensure all relevant information in one place. Concordat is on our external website and internal intranet pages 	Carried over from previous action plan.	31 December 2023 And then annually	Head of Research Development (3,5,6) POD – Senior Business Partner for Research (1, 2,4) Senior Business Partner; Talent & Organisational Development (1,2,4) Associate Deans for Research and KE (4) Directors of Research Institutes (4)	 100% of research-related job adverts to include Concordat branding and information. Interview panel members will discuss the Concordat in interviews and recruitment training. Interview documentation will include a reminder and confirmation that the Concordat is discussed in interview with candidates. 100% of all '1-2-1 Research Induction events' to include research discussion and link to HR Excellence in Research award. The Researcher commitments (as outlined in Concordat) are documented in the guidance for appraisals and detailed in the new online appraisal system (introduced for the academic year in 2023/2024) The evidence that Concordat is a standing agenda item is reflected in committee meeting minutes. Head of Research Development attends all School Exec meetings and has an allocated Concordat item on their agendas. 	t					
ECI2	Ensure institutional policies and practices relevant to researchers are inclusive, equitable and transparent, and are well- communicated to researchers and their managers	 All policies, procedures and practices are regularly reviewed and must have our Equality Impact Assessment (EIA) Policy and Procedure before approval, and are presented in an accessible format Development of Athena SWAN submission and SAT reviewing policies and practices Ensure updated polices and changes to practices receive appropriate scrutiny at relevant committees. Ensure that policies relevant to researchers are communicated effectively through the research development, and Early Career Researcher (ECR) network events. Disseminate this information through workshops, network events, and tailored inductions, to foster a culture of compliance, transparency, and responsible research conduct among our research conduct signal to express concerns, seek clarifications, or provide suggestions regarding institutional policies. By producing regular newsletter focused on policy and guidance updates, both the Research Office and POD ensure that researchers have access to additional sources of information. This approach promotes transparency and accessibility, empowering researchers to stay informed and compliant with the policies and guidelines that govern the university's research activities 	Carried over from previous action plan.	30 Jun 23 and then evaluated annually.	Head of People Organisational Development (1,3,4) Pro Vice Chancellor Research (2) Head of Research Development (3,4)	 100% of all POD and Research policies and practices with an EIA in place and a retention schedule Athena SWAN Submission (Bronze Award) Minutes of the relevant committees All policies and practices relevant to researchers are easily accessible, we will evaluate the visibility of these policies on the intranet, the research hub pages, 1-2-1 research hub pages, 1-2-1 research inductions, newsletters, staff meetings, Schools Exec, ECR events. We will seek feedback from researchers and their managers about the clarity, adequacy, and usefulness of policy communications. Feedback will be collected through feedback forms, or informal discussions to identify areas of improvement and ensure continuous refinement of communication strategies. 						





ECI6	Regularly review and report on the quality of the research environment and culture, including seeking feedback from researchers, and using the outcomes to improve institutional practices.	 Survey staff annually 2021/2022 2022/2023; 2023/2024 Use data on research engagement (training, applying for funding; outputs; leading and contributing to research projects etc) to inform our Olik platform (data visualisation tool) to report on that quality of research environment and culture in real time. Produce a quarterly research report circulated to all School Deans, ADRK, Deputy Vice Chancellor, Directors of Research Institutes, reports that are disseminated further to all staff on research contracts only, ECRs, academic staff on learning, teaching, and research contracts only. Target investment and available resources to improve the quality of our research environment. Evaluate the impact of interventions put in place to address the quality of the research environment and culture (i.e., recruit for values and behaviours; clarity over our reward and benefits offerings; improve the quality of job descriptions and person specifications) External Recognition and Awards: recognition from external entities will serve as an indicator of success. 	New	30 June 2024 then annually	Pro Vice Chancellor Research (3, 5) POD – Senior Business Partner for Research (4) Head of Research Development (4,5) Head of Culture (1, 2)	1. 2. 3. 4. 5.	High satisfaction and engagement scores from staff surveys will indicate positive research culture. Develop an action plan to respond to key issues, celebrate success and report progress quarterly via the plan tracker that is monitored through SLT and available to all staff. Investment in research leadership training and new research support posts, reported on a regular basis through REF working group and Research and Enterprise Committee Feedback evaluation reports: feedback from researchers actively sought through formal and informal mechanisms: e.g., Research Management group; ECR network, and 1-2-1 meetings with staff with SRR and the Head of Research development and exit questionnaires interview with POD. We will reduce non- favourable responses to the statement 'I rarely think about looking for another job with another company' in our staff survey to less than 20% for both professional and academic staff. Track the university's performance in relevant rankings and receive external accolades that affirm the quality of our research environment and culture, e.g., HR Excellence in Research Award (six-year award retention), Athena SWAN Bronze Award		
ECR1	Encourage researchers to actively contribute to the development and maintenance of a supportive, fair, and inclusive research culture and be a supportive colleague, particularly to newer researchers and students	 Introduce institutional values and behaviours; Values and Behaviours Framework was launched 31 Jan 23 and managers invited to attend training. Framework sets out the values and underpinning behaviours guiding our work and how we do it. All staff on research contracts only, ECRs, academic staff on learning, teaching and research contracts contribute to the research mentoring programme, as well as mentors and/or mentees. Researchers are invited to contribute to the development of key agendas e.g., Athena SWAN; The HR Excellence in Research Award working group and ECR Network Practice the importance of ensuring that staff are supported with lifeworld challenges. As such, we support several informal staff networks/societies (Staff Disability Network, LGBTQIA+ Network, Menopause Group, Anti-Racism Collective) Engagement in mentoring and collaboration Positive feedback will indicate that researchers are actively contributing to a supportive and inclusive research culture. Professional Development of researchers in organising or participating in professional 	New	31 Aug 2023 and then annually	Head of Culture (1,3) POD – Senior Business Partner for Research (3) Head of Research Development (2,4) Associate Deans for Research and Knowledge Exchange (2, 3) Directors of Research Institutes (2,3)	3.	Measure how we are living our values and behaviours via recruitment materials, staff surveys, appraisals, probation, exit questionnaires and interviews, 1-1 meetings, team meetings, and case studies. 100% staff with SRR engagement with mentoring programme. Conduct focus groups to assess the perceived support and mentorship provided by staff on research contracts only, academic staff on learning, teaching, and research contracts. Establish and monitor impact of formal support for staff networks via POD business partner, Head of Culture, and regular meetings with Staff Network Leads Track the number of workshops, seminars, or training sessions organised as part of the Researcher Development Programme to provide guidance, mentorship, and skill development opportunities. Increased participation will reflect a commitment to being		







		development activities aimed at supporting newer researchers.				supportive colleagues. There will be an increase from 50% staff with SRR from 2022 to 80% in 2026 who contribute to the training programme both as participants and facilitators.
Well-being and	l mental health					
These obligatior working	ns aim to champion posi	tive well-being among researchers, both through	appropriate ti	raining and ena	abling new ways of	
ECI3	Promote good mental health and well-being through effectively managing workloads and people	 Effective use of working allocation model Set clear guidelines for staff with SRR, detailed in new appraisal system. Support well-being as a key area of activity in the People Strategy, alongside an increased focus on EDI Work with Digital and IT colleagues to identify workload issues which may be ameliorated by technology or smoother processes. Access to the Employee Assistance Programme (EAP) and the Well-being offering. The EAP service is transformative and aligns with our values and underpinning behaviours, (particularly solution-focused, accountability and embracing change) In the six weeks of EAP operation, evidence suggests good take-up: 31 calls to the helpline Four people have taken up counselling sessions: two online sessions one telephone session one face to face sessions 	Carried over from previous action plan		POD – Senior Business Partner for Research (4,5,6) Associate Deans for Research and Knowledge Exchange (1,2) Directors of Research Institutes (1,2) Head of Culture (2,3,4) Head of Research Management (1)	1. Workloads are accurate and monitored via WAMS (workload allocation model) 2. Introduce workload and well-being conversation templates for use in 1-2-1 conversations with line managers and annual appraisals by Jun 24 3. Conduct qualitative data collection to further understand workload perceptions, potential barriers and key factors supporting a healthy work-life balance. 4. Increase staff's positive responses to the statement 'I have sufficient time to complete my tasks' to 60% for ac. staff and 70% for PTO staff. 5. POD Data – monitors sickness and absence reasons monthly 6. The number of staff accessing Employee assistance programme to be detailed in POD quarterly reports.
ECI4	Ensure managers of researchers are effectively trained in relation to well- being and mental health	 Support well-being as a key area of activity in the People Strategy, alongside an increased focus on EDI Develop Principal Investigator and line management training to support the duty of care to our staff with SRR. Continue to develop the A-Z themed guide, Supporting Your Self-Care, including information on how to access opportunities for guided and enhanced support at the university or externally, if and where relevant Develop and introduce workload and well- being conversation templates for use in annual appraisals and 1-2-1 conversations with line managers. Undertake further data collection around staff perceptions of workload, in relation to well-being. 	New	30 Nov 23 then annually	Head of Culture (2) POD – Senior Business Partner for Research (1,3,4,5)	 POD Data – monitors sickness and absence reasons monthly Introduce workload and well- being conversation templates for use in one-to-one conversations with line managers and annual appraisals. Establish training for reviewing and evaluating employee workload for managers. Reduction in cases on the POD Case Work spreadsheet Reduction in grievances raised (linked to well-being and mental health) both informal and formal, benchmarked against previous year.
ECM3	Ensure managers promote a healthy working environment that supports researchers' well- being and mental health	 Workload management Agile working Values and behaviours role-modelling (e.g., not sending emails outside of working hours, regular lunch breaks, etc.) Implement policies and procedures that prioritise researchers' well-being and mental health, such as flexible working hours, access to mental health resources, and support for work-life balance. EAP usage: monitor the programme's utilisation to assess the level of support 	New	30 Jun 23, and then annually	POD – Senior Business Partner for Research (3) Head of Culture (1,4) Senior Business Partner, Talent & Organisational	 Staff surveys to assess levels of satisfaction with working environment, including the perception of support for well- being and mental health. Analyse feedback – managers' training (Executive Development programme). Monitor feedback forms and attendance. Build feedback training for new line managers (new to line





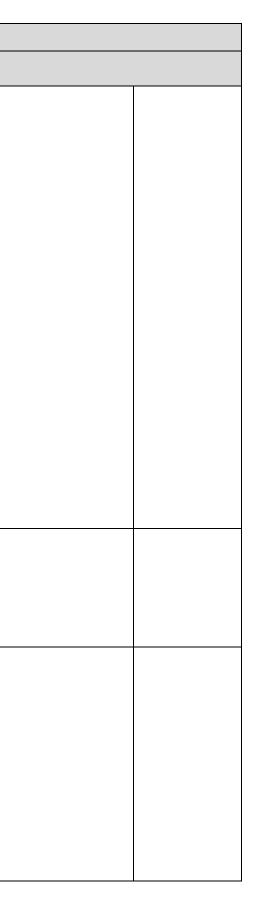
		researchers are seeking for their mental health needs.			Development (2,5,6)	4. 5. 6.	management or new to the university) – 20% of line managers in year one, 30% in year two and 50% in year three. Regular WAMS reviews and evaluations 85% completion of probation and appraisals An increase in the EAP's utilisation can indicate that researchers are actively seeking help and taking advantage of the support provided.		
ECM4	Ensure managers consider fully flexible-working requests, and other appropriate arrangements to support researchers	 Our agile working framework currently allows 97% of staff to work agilely: splitting their time working on and off-campus Our flexible working policy allows staff to request permanent or temporary changes to the times/locations when/where they regularly work that transcend the remit of agile working As stipulated in our <u>Recruitment and Selection of Staff Policy</u>, and as part of the Working Families Initiative, advertise all vacancies with potential for flexible working Track the number of flexible working requests submitted by researchers and measure the percentage that are granted. To measure the extent to which managers are open to and accommodate flexible working requests by staff to identify any disparity between staff with SRR and other UoS staff groups. Assess the impact of flexible working arrangements on inclusion and diversity within the research team 	New	31 Jul 23, and then annually	Head of Culture (1) Head of People (4,5) Head of Research Development (2) Associate Dean for Research and Knowledge Exchange (2,3,5) Directors of Research Institutes (2,3,5)	1. 2. 3. 4. 5.	Use staff survey data to assess researchers' perception of work- life balance. 1-2-1 discussions and group discussions to evaluate whether researchers feel supported in managing their work commitments alongside personal and family responsibilities. Monitor retention rates of researchers who have requested flexible working arrangements compared to those who have not. Staff Turnover: POD data (including reasons for leaving) collected at exit interviews alongside exit questionnaires. Monitor whether researchers from diverse backgrounds or with different needs are equally able to access and benefit from flexible working arrangements.		
ECR3	Ensure researchers take positive action towards maintaining their well-being and mental health	 Support well-being as a key area of activity in the People Strategy, alongside an increased focus on EDI Monitor engagement with the well-being offers at the EAP, Suffolk Mind resources (counselling) and <u>staff reward</u>, <u>benefit and well-being</u> Develop and introduce workload and well- being conversation templates for annual appraisals and 1-2-1 conversations with line managers. Undertake further data collection around staff perceptions of workload, in relation to well-being. 	New	30 Nov 23, then annually	Head of Culture (4,5) Senior Business Partner, Talent & Organisational Development (4,5) Associate Deans for Research and Knowledge Exchange (2,3) Directors of Research Institutes (2,3)	2.	Following a 32.8% reduction in mental health-related sickness absences (benchmarked against UCEA's absence levels for 92 institutions) UoS targets a further decrease, benchmarked against previous year internally. Introduce workload and well- being conversation templates for use in 1-2-1 conversations with line managers and annual appraisals. 100% research staff familiar with well-being resources, taking appropriate action to positively resolve concerns in a timely manner (feedback collected in appraisals, via 1-2-1 meetings and team meetings) Collect qualitative data to further understand workload perceptions, potential barriers and key factors supporting a healthy work-life balance.		



Bullying and harassment



These obligations ai mechanisms to addr		g and harassment in the research system, tackled	d through prog	gressive policie	s and secure		
ECI3	Promote a healthy working environment through effective policies and practice for tackling discrimination, bullying and harassment, including providing appropriate support for those reporting issues	 Provide effective training or investigations. Gather information about the quality and effectiveness of the support received. Staff survey data will provide insights into the prevalence of such issues, employees' perceptions of the working environment, and the effectiveness of existing policies and practices. Further to consulting with safeguarding teams, staff can initiate several processes if they experience harassment or discrimination. For breaches of the Dignity and Respect at Work Policy, staff may follow the Grievance and Conflict Resolution Procedure. We have recently created a Domestic Abuse Policy to dispel misconceptions regarding domestic abuse and to provide effective support for victims/survivors. While the university recognises that victims/survivors are female, our policy includes a gender-neutral definition of domestic abuse to ensure all victims/survivors are included. Safeguarding Regular discussion at research meetings and inductions Compliance with Policies 		30 Nov 23 Then annually	Head of People (1) Head of Culture (2) POD – Senior Business Partner for Research (3,4,5)	 100% managers (Senior Leadership Team) have received ACAS investigation training in year one. Increase by 10% annually the ACAS training for other senior managers. Staff survey data, 2022/2023 and 2023/2024 Measure number of cases recorded with POD, questionnaire/interview exit, grievances raised (informal and formal). Include questions related to discrimination, bullying, and harassment in exit interviews to understand if such issues played a role in an employee's decision to leave. Monitor the utilisation of reporting mechanisms for discrimination, bullying, and harassment incidents. POD to track the number of reports received, including anonymous reports, and analyse the types and patterns of reported incidents. 100% staff are aware of how to report (policies and reporting mechanisms- reminded to staff at the corporate induction/POD, induction/research induction, and 1-2-1 meetings) 	
ECM3	Ensure managers encourage reporting and addressing incidents of discrimination, bullying and harassment	 Effective training for new line managers, and refresher training to ensure accurate and up to date. Integrate the promotion of reporting and addressing incidents of discrimination, bullying and harassment through awareness as part of existing programmes, induction, and training opportunities 		31 Dec 25	Head of Culture (1) POD – Senior Business Partner for Research (2) School Deans (2) RI Directors (2)	 Staff survey data, 2022/2023 and 2023/2024 Utilising data from POD metrics – the number of disciplinary grievances cases 	
ECR4	Ensure researchers use available mechanisms to report staff who fail to meet the expected standards of behaviour in relation to discrimination, harassment, and bullying	 Research misconduct policy has been reviewed and approved in 2023. Regular discussion at research meetings and inductions Embed the POD business partners in each School/Directorates; ensure that information on reporting is available to all staff. The <u>Values and Behaviour framework</u> helps build understanding of our values and why they are important to empower our staff to behave in the right way, and drive culture change where needed 	New	30 Nov 25	Head of People (1) POD – Senior Business Partner for Research (2,4) School Deans (3)	 There are currently NO research misconduct cases. The number of cases to continue to be zero. Reduction in grievances raised will be benchmarked against previous year. 85% staff will have annual appraisals completed. Enhanced training and development across the institution, including modules in the university executive development programme and POD training for new line managers and line mangers new to the university; feedback and attendance to be monitored. 	





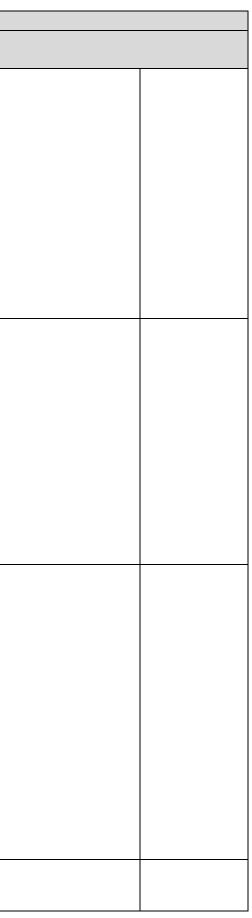


Equality, diversit	ty, and inclusion						
These obligations and inclusion	aim to ensure manager	s and researchers are trained in, aware of, and a	dopt practice	es enhancing eq	uality, diversity,		
ECI4/ECM1	Ensure managers undertake relevant training and development opportunities related to equality, diversity, and inclusion, and put this into practice in their work	 We provided EIA <u>training</u> in May 22 to develop awareness of Equality Analysis as a tool for promoting equality, tackling discrimination, and fostering good relations Ensure that all staff complete the mandatory EDI training. Provide workshops relevant to equality, diversity and inclusion, well-being, and mental health. 	New	30 Nov 23, and then annually	Senior Business Partner, Talent & Organisational Development (1, 2, 3) POD – Senior Business Partner for Research (4)	100% completion of mandatory training 85% of staff will have completed their annual appraisals. 100% of staff completed the EDI training. Training uptake will be monitored via our CPD system, aiming for a 40% uptake rate in the first year. Use feedback and attendance monitoring as a success measure.	
ECR2	Ensure researchers act in accordance with employer and funder policies related to equality, diversity, and inclusion	 Ensure all researchers are aware of the university's <u>EDI policy</u> Researchers to complete Equality & Diversity Unconscious Bias, any other relevant training – and implement learning. Explore the opportunity for more bespoke school/research institute-specific training, as required. Monitor feedback and complaints related to researchers' behaviour and practices concerning equality, diversity, and inclusion. Engagement with EDI Initiatives 	New	30 April 23, and then annual monitoring	Head of Research Development (1) Associate Deans for Research and Knowledge Exchange (2) POD – Senior Business Partner for Research (3, 4, 5,6)	100% completion of mandatory training completed for research staff only. Schools to monitor training completion, to ensure that managers are effectively trained in EDI-attendance trackers. Staff survey data POD metrics Keep track of any formal complaints or grievances filed by staff or collaborators. Assess the nature of the complaints and the outcomes of the investigations to identify areas for improvement. Monitor participation in EDI committee, working groups, researcher development events. Track researchers' involvement in mentorship and support programs for under-represented groups	





Research Integrity	1					
	im to ensure managers and nents or misconduct	researchers are trained in, aware of, and n	naintain high s	standards of re	search integrity, and	
ECI5/ECM2	Ensure researchers and their managers are aware of, and act in accordance with, the highest standards of research integrity and professional conduct			31 Jul 24 Then annually	Head of Research Development (1,2,3,4,5)	 95% staff with SRR, Schools Ethics Committees members to complete the training in research integrity, Epigeum Online 100% Chairs of the Ethics Committees Panels to complete the ethics training offered by ARMA. Up to three case studies published each year, highlighting successful examples of how this research integrity training supports researchers in their roles. Monitor the appropriate attribution of authorship and acknowledgments in research outputs. Zero cases of research misconduct
ECM3	Ensure managers' report and address incidents of poor research integrity	 Create a standalone document that sets out the Concordat to Support Research Integrity outlining managers' responsibilities under the Concordat. This document will be circulated with the annual research integrity statement each year. The revised and approved Research Misconduct Policy (2023) is available on our intranet under the Research Resources Hub and Research Policies section. Regular monitoring and feedback collation to identify areas for improvement and the implementation of measures to prevent future incidents of poor research integrity. 	New	31 Jul 24 Then annually	Head of Research Development (1,2,3,4)	 95% staff with SRR and Schools Ethics Committees members to complete the training in research integrity, Epigeum Online 100% Chairs of the Ethics Committees (Schools, University Ethics for Staff Committee and PGR Ethics Committee) Panels to complete the "Chairing Ethics Committees) Training offered by ARMA. Track the number of reports received and the types of issues reported, such as plagiarism, data fabrication, or research misconduct. Track the number and types of disciplinary actions taken in response to incidents of poor research integrity.
ECR2	Ensure researchers act in accordance with employer and funder policies related to research integrity	allegations of research misconduct and adherence to the Concordat to Support Research Integrity. Findings are presented to the Audit and Risk Committee. The outcome is 'Good.' • Training and Support	New	31 Jul 25	Head of Governance Management (1,3) Head of Research Development (2, 4)	 100% risk assessments are conducted prior to starting research projects, and any conflicts of interest that could result in reputational damage and financial loss to the university are declared. 100% staff with SRR are aware of the Due Diligence policy. 100% compliance with data sharing obligations outlined by funders and ensure appropriate data management plans are in place for the research projects. Evaluate effectiveness and availability of training programmes and support systems provided. 100% researchers' satisfaction with training received and the accessibility of resources for guidance on research integrity
ECR4	Ensure researchers use available mechanisms to report staff who fail to meet the expected	 Research Misconduct Policy dated Nov 2022 Research Induction (1-2-1) with all new starters on research contracts, 	Carried over from previous action plan	31 July 24 Then annually	POD – Senior Business Partner for Research (1, 2)	







Policy developme	nt					
These obligations a institution	im to encourage all research	ers to actively contribute to the developme	nt of policies	driving positive	e change at their	
	Consider researchers	Eonstate that GBs cardoors ad enhices telf states raine represented and restated contrait teen ly Annually review the membership for	Carried over from previous action plan	31 Oct 23 Then annually	Head of Quality (1) Head of	1. Thise Biostean classes 3. CD00 (vp rasses and have been been been been been been been be
EI7	and their managers as key stakeholders within the institution and provide them with formal opportunities to engage with relevant organisational policy and decision-making	 the formal/informal working groups and committees to ensure researcher representation on all research- focused committees. Provide researchers and managers with training and development opportunities that enhance their understanding of organisational policies and decision-making processes as part of the Researcher Development Training programme 			Research Development (2)	representation across all research career stages. 2. Increase participation rates from 50% to 80% in the researcher development workshops and assess their impact on stakeholders' ability to engage effectively in policy discussions – using feedback forms and attendance.
ECM5	Encourage managers to engage with opportunities to contribute to policy development aimed at creating a more positive research environment and culture within their institution	 Training and Development: provide managers with training and development opportunities that enhance their understanding of policy development processes and their role in creating positive research environment. Recognise and reward managers who actively contribute to policy development and demonstrate a commitment to creating a positive research environment 	New	31 July 23 Then annually	Head of Research Development (1,2) Head of Culture (3,4)	 100% Feedback forms and attendance trackers for the RDP training sessions Minutes of the RMG evidence our managers' engagements with opportunities to contribute to policy development; aimed at creating a more positive research environment and culture within our university. Staff survey data, 2022/2023 and 2023/2024- staff on research contracts and teaching, learning and research contracts' responses will be collated as part of the wide staff survey. Measure the number of managers who receive recognition for their contributions and the impact of such recognition on their motivation and engagement (e.g., the annual staff awards ceremony)
EM5	Engage with opportunities to contribute to relevant policy development within the institution	 Ensure that researchers at all career stages are represented on research committees and working groups. Share operational plans with all staff; develop understanding of institutional priorities guiding our work. Since Sept 22, a monthly summary of the Senior Leadership Teams meeting discussions/outcomes is shared with all staff and encourage discussion of any points with Deans/Directors at regular School/Directorate meetings. Offer a variety of opportunities for researchers and managers to contribute to policy development, such as policy consultation sessions, working groups, task forces, or feedback mechanisms. Establish channels for researchers and managers to provide input, suggestions, and feedback on draft research related policies or proposed changes 	New	31 July 2023 Then annually	Head of Quality (1) Head of Research Development (2,3)	 100% of research staff have opportunities to contribute to relevant research related policy development. Monitor and measure the percentage of researchers and managers who actively participate in policy development activities as part of the Researcher Development An increase of 20% a year. 100% Feedback forms and attendance trackers for the RDP training sessions





ECR5	Encourage researchers to consider opportunities to contribute to policy development aimed at creating a more positive research environment and culture within the institution	 Researcher representation on research committees, research working groups, as appropriate at institutional and school levels. 	New	31 July 2023 Then annually	Research Development (1, 2) Head of Culture (2)	 100% of research staff have opportunities to contribute to relevant policy development. Use staff survey data (2022/23 and 2023/24) to track the action. 	
ER4	Recognise and act on their role as key stakeholders within the institution and the wider academic community	 <u>Suffolk Academic Framework</u> provides three distinct pathways for academic staff to approach their career progression and allow the university to start its preparation for the next REF. Associate Dean for Research KE/ Directors of Research Institutes, encourage research staff to take their 18 days study leave. 	Carried over from previous action plan	then annually	Head of People (1, 2) Associate Deans for Research and KE (1) Directors of Research Institutes (1)	 100% of research staff reporting by 2026 that they have spent all their study leave (18 days) on their training and other continuing professional development activities. The reporting on study leave is easily monitored in MyView Portal and results shared with the SLT and other relevant committees. 	





Employment						
Recruitment and	induction					
These chligations	aim to anouro rearritment of r	accordence is onen and fair, and recorden	ara raaaiya off	factiva inductio	na inta	
the institution	and to ensure recruitment of re	esearchers is open and fair, and researche	ers receive en		ns into	
El1	Ensure open, transparent, and merit- based recruitment, which attracts excellent researchers, using fair and inclusive selection and appointment practices	 We have updated our processes/forms in 2022 for job descriptions, recruitment materials, and candidate interviews. Line managers are required to undertake recruitment and selection training. Training has also been delivered to line managers to increase neurodiversity awareness in recruitment. 	Carried over from previous action plan	31 Oct 25	Senior Business Partner, Talent & Organisational Development (1,3) POD – Senior Business Partner for Research (3) Head of Research Development (2)	 Provide recruitment workshops regularly throughout the academic year. 100% research staff access the training on recruitment and selection are available via our online learning platform (e.g., unconscious bias training is available on demand) At a minimum, at least one member of any interview panel must have completed the Recruitment Selection Training as it is tailored to institutional requirements, and particularly, our emphasis on equality.
E12	Provide an effective induction, ensuring that researchers are integrated into the community and are aware of policies and practices relevant to their position.	 Mentoring is put in place for all new staff with SRR joining. Build membership and engagement with the ECR network responding to groups' requests for information and support. Continue to improve the 1-2-1 research induction with all new staff on research contracts, ECRs, academic staff on learning, teaching, and research contracts by: identifying gaps in the process making recommendations for actions and improvements as necessary 	Carried over from previous action plan	30 June 2024 Then annually	Head of Research Development (1, 2,3, 4, 5, 6)	 Continue to maintain new research staff inductions at 100% 100 % of respondents to feedback on research inductions as useful. At least three case studies from new research institutes on their experiences around their new starter induction. To be publicised on the research pages alongside POD intranet pages for researchers to access At least three cases studies from researchers from a variety of schools and researchers from a variety of schools and research institutes around their experiences of the research mentoring programme and how this has helped them to be integrated into the research community. To be publicised on the research pages alongside POD intranet pages for researchers to access 100% researchers by 2026 will access the research resources on our intranet. Host monthly meetings with ECRs, with a minimum of 15 ECRs at each meeting
Recognition, rewa	ard, and promotion					
These obligations	aim to ensure the fair and inclu	usive recognition of researchers as part of	their career p	progression		
EI3	Provide clear and transparent, merit-based recognition, reward and promotion pathways that recognise the full range of researchers' contributions and the diversity of personal circumstances	 Evaluate the new revised, meritbased recognition and promotion pathways introduced in Mar 23 to ensure that they recognise the full range of researchers' contributions and the diversity of personal circumstances. Conduct an annual equality impact analysis of end-to-end processes for career progression. Conduct an annual equality impact analysis of research workload for staff with SRR. Develop promotion workshops. 	New	31 May 23 then annually	Pro Vice Chancellor for Research (1, 2,3) Senior Business Partner, Talent & Organisational Development (4)	 Report to Academic Promotions Committee will demonstrate fair equality of opportunity. The success rate for staff applying for promotion will reflect the proportion of part-time staff in post in academic schools. Provide comprehensive feedback to all research staff unsuccessful in applying for promotion, complete with an agreed action plan to meet promotion criteria. Introduce annual workshops for academic staff wishing to apply for promotion, giving clear examples of how they can evidence meeting the criteria.





EM3	Managers commit to – and evidence – the inclusive, equitable and transparent recruitment, promotion, and reward of researchers	 Academic Promotions Committee demonstrates equality of opportunity. Managers engage in equality and diversity, and any other mandatory training, reflecting their learning in their management and leadership practice. Research managers to encourage research staff to engage with study days activity (18 days development time each year) 	New	31 May 23 then annually	Head of People (1, 3) Head of Research Development (2,3)	 Promotion data is regularly reported on and scrutinised. Track and improve engagement to ensure that 100% of research managers have up- to-date mandatory training records. Monitor research staff engaging in 18 days development time. Aim for 100% engagement by 2026. Feedback mechanisms will be put in place where research staff can share their learnings from their study leaves, ensuring the entire team or school, directorate benefits of their individual learning/experience.
Responsibilities an	d reporting	s and their managers understand and act o	n thair abliga	tions and room	anaihilitiaa	
EM2	Managers familiarise themselves, and work in accordance with, relevant employment legislation and codes of practice, institutional policies, and the terms and conditions of grant funding.	 Support and guidance provided by Research Office on all obligations and responsibilities; induction processes established, introducing relevant policies and procedures. Line manager training provided by POD (for all new line managers) Regular updates from POD business partner (Research Management Group) on key policies and procedures relevant to employment Continue to update the research resources (via the intranet research hub) that collates and signposts policies and practices relevant to research and work across professional services. Ensuring appropriate signposting is in place between areas. 	New	30 June 2026	Head of Research Development (1, 3) POD – Senior Business Partner for Research (2,4)	 100& research staff engagement with the training 100% of all new line managers and managers new to the university attend line mangers training Monitor the number of researchers accessing our intranet research resource. Evaluate the web resource by number of hits. Aiming for 100% of staff with SRR to access the research resources hub. Management portal to support with managing staff (templates, processes) to be developed by POD and evaluated by 2025
ER1	Researchers ensure that they work in accordance with, institutional policies, procedures, and employment legislation, as well as their funder's requirements	 Research induction for all new staff with SRR Line manager training provided by POD (for all new line managers and line managers new to the university) Regular updates from POD business partner (Research Management Group) on key policies and procedures relevant to employment Continue to update the research resources (via the intranet research hub) that collates and signposts policies and practices relevant to research and work across professional services. Ensuring appropriate signposting is in place between areas. 	New	31 Jul 25 Then annually	Head of Research Development (1,3) POD – Senior Business Partner for Research (2,4)	 100% of all staff with SRR complete the induction sessions. 100% of all new line managers and managers new to the university attend the line managers training. Monitor the number of researchers accessing our intranet research resource. Evaluate the web resource by number of hits. Aiming for 100% of staff with SRR are aware of the resources and access them. Management portal to support with managing staff (templates, processes) to be developed by POD and evaluated
ER2	Researchers understand their reporting obligations and responsibilities.	 Staff are informed of their reporting obligations and responsibilities at the start of their employment, and this is communicated as part of their induction/probationary process. Head of Research Management provides information to researchers on terms and conditions of grant funding. Specific training in the researcher development programme. Researcher Development Programme and the Research Directorate newsletter signpost staff to useful University policies, processes, and development activity guidance 	New	30 Sep 2024 Then annually	POD – Senior Business Partner for Research (1, 2)	 100% of all staff with significant responsibility for research attend the POD training. Frequently asked questions around policies and procedures, reporting obligations and responsibilities will be developed in the university Minerva system. The system will be evaluated, combined with 100% feedback from researchers, and put into an action plan





People manager	ment					
These obligations	s aim to ensure that researchers	s are well-managed and have effective and	timely perform	mance reviews		
El4	Provide effective line and project management training opportunities for managers of researchers, heads of department and equivalents			30 Sep 23 Then annually	Head of Research Development (3) POD – Senior Business Partner for Research (1) Senior Business Partner, Talent & Organisational Development (OD) (2)	 POD will use feedback from 100%-line managers and staff to make continuous improvements to our offer, e.g., ensuring workshops are regularly reviewed to match with organisational and individual development needs. 80% Post evaluation form will be collected and used to analyse this information to identify how the workshops support their career development. Increase attendance of the researcher development training programme (from 50% in 2023 to 80% in 2025)
El5	Ensure that excellent people management is championed throughout the organisation and embedded in institutional culture, through annual appraisals, transparent promotion criteria, and workload allocation	 Introduction revised promotion criteria on Mar 23 WAMS (workload allocation model) Use of guidelines for appraisals of research staff Develop robust 'career conversations' between staff and line managers at appraisal to understand aspirations and potential succession planning. Develop promotion workshops 	New	31 Oct 23 then annually	Head of Culture (1) Senior Business Partner, Talent & Organisational Development (2,3)	 Staff survey data 2022/23; 2023/24- staff on research contracts & on learning, teaching, research contracts data will be available. 100% research staff Feedback received from line managers and staff to make continuous improvements to our offer, e.g., ensuring workshops are regularly reviewed to match with the organisations and individual's development needs. Utilise feedback to help us shape our offer. Introduce annual workshops for academic staff wishing to apply for promotion, to give clear examples of how they can evidence meeting the criteria. Monitor feedback and attendance
EM1	Managers undertake relevant training and development opportunities, to manage researchers effectively and fulfil their duty of care	 Improve principal investigators' skills and confidence managing people. Increase awareness of and signposting to current offerings Introduce the organisational training matrix to help staff identify their training requirements and the opportunities we provide at all stages of the employee lifecycle. Supporting line managers to manage researchers effectively and fulfil their duty of care. 	New	30 Jun 2024 Then annually	Research Development (1, 2) Senior Business Partner, Talent & Organisational Development (3)	 Evaluate the research mentoring programme annually.100% of research staff engaged with mentoring program, as either a mentor or mentee. Evaluate our researcher development training programme annually. Researcher Development Programme: Increase research staff attendance from 50% to 80% by 2026. 85% return of the feedback forms they will inform our Corporate Development offering and to complement robust personal development plans (developed through the probation or annual review process and documented on the organisation's performance management system)
EM4	Managers actively engage in regular constructive performance management with their researchers.	 Audit the process and continue to improve consistency of annual reviews for staff on research contracts only and academic staff on learning, teaching, and research contracts only. 	New	30 June 2024 Then annually	Senior Business Partner, Talent & Organisational Development (1,2)	 85% of staff annual appraisals completed. Audit the process and improve consistency of researchers' annual reviews.
ER3	Researchers positively engage with performance management discussions and reviews with their managers	 Staff with significant responsibility for research actively engage in appraisal discussions and development plans with their line managers, ADRKEs and Head of Research Development Solicit feedback from researchers via different avenues, e.g., feedback forms, 1-2-1 meetings, staff surveys. 	from previous	31 July 2023 and then annually	Associate Deans for Research & KE (1) Research Institutes Directors (1)	1. 85% of research staff annual appraisals completed





Job security						
This obligation aim	s to improve researchers' job	security				
EI6	Seek to improve job security for researchers, for example through more effective redeployment processes and greater use of open- ended contracts, and report on progress	 Monitor and evaluate career development and training opportunities for all staff more closely, by introducing a revised annual appraisal system and via attendance at institutional training sessions. Monitor and report on the number of fixed term contracts versus permanent contracts issued to research staff. Review sector best practice in use of research only FTCs compared to our practices, alongside additional engagement with researchers, to provide their thoughts and ideas on improving job security. 	New	31 July 25	Head of People (1) Senior Business Partner, Talent & Organisational Development (2)	 Reduce the number of research-only staff on FTCs from 67% (22/23) to less than 50% by 2025. Increase FTC staff engagement with training (monitor via appraisal system) – 100% of FTC staff engaging with at least one institutional training opportunity annually
Professional an	d Career Development					
Championing prof	fessional development					
These obligations a	aim to promote the importance	e of professional development and ensure	researchers I	have the time fo	or it	
PCDI1	Provide opportunities, structured support, encouragement, and time for researchers to engage in a minimum of 10 days professional development pro rata annually, recognising that researchers will pursue careers across a wide range of employment sectors	 additional 200 hours annually. Communication with research staff line managers that professional development expectations are 	New	30 June 2026	School Deans (1, 3) Head of Research Development (2)	 100% staff use their study day leave entitlement days. 100% of research staff accessing research resources and available training and development (internal and external opportunities) via the research hub 100% of research staff indicate they have had a development discussion with line manager in last 12 months.
PCDI6	Monitor and report on the engagement of researchers and their managers with professional development activities	 Continue the engagement with Researcher Development Programme Introduce the organisational training matrix to help staff identify their training requirements and the opportunities we provide at all stages of the employee lifecycle. 	New	30 Jun 24 then Annually	Senior Business Partner, Talent & Organisational Development (1) Head of Research Development (2)	 Evaluate the new appraisal system implemented on June 23 85% appraisals completion 50% attendance RDP to increase to 80% by 2026
PCDM3	Managers allocate a minimum of 10 days pro rata annually, for researchers to engage with professional development, supporting researchers to balance the delivery of their research and their own professional development	 We have 18 days for professional development and scholarly activity for all staff, and staff with SRR have an additional 200 hours annually. We revised our policy on <u>staff</u> <u>development</u> days 	New	30 Jun 24 then annually	School Deans and Research Institutes Directors (1)	1. 100 % of the research staff have used their allocated professional development and scholarly activity
PCDR1	Researchers take ownership of their career, identifying opportunities to work towards career goals, including engaging in a minimum of 10 days professional development pro rata annually	 Stall with SRR actively engage in opproject discussions and 	New	30 Jun 24 then annually	Associate Deans for Research and KE and Research Institutes Directors (1,2,3) Head of Research Development (4)	 100% staff have research plans in place. 85% completion of research staff appraisals 50 % of the research staff have used their allocated professional development and scholarly activity by 24% with an increase to 100 % by 2026. 50% staff take part in the career development workshops by 2024 with an increase of 10% in the attendance rates each year





Career developm	lent reviews	 Share resources and present a wider offer of training and development opportunities to all staff with SRR. Arrange career development workshops as part of the Researcher Development Programme 			
These obligations	aim to ensure researchers an	nd their managers are engaging in productiv	/e career development revi	ews	
PCDI2	Provide training, structured support, and time for managers to engage in meaningful career development reviews with their researchers	 Introduce the organisational training matrix to help staff identify their training requirements and the opportunities we provide at all stages of the employee lifecycle. It supports line managers so that they can manage researchers effectively and fulfil their duty of care. Completion of career development reviews 	New 30 Nov 24	Associate Deans for Research and KE and Research Institutes Directors (1,2) Head of Research Development (3.4)	 85% completion of research staff annual appraisals 100% of research staff have up-to-date research plans in place. Measure the percentage of researchers who undergo career development reviews with their managers. 100% research staff can discuss their career goals and development plans. 100% uptake and utilisation of training and support resources offered to researchers by 2026.
PCDI6	Monitor and report on the engagement of researchers and their managers with researcher career development reviews	 Completion of research plans Provide a guide to the professional development activities that researchers can engage with and how to use on-the-job/off-the-job activities for reflective practice and continuous professional development, written-up in their research plans. 	New 30 June 2024 Then annually	Associate Deans for Research and KE and Research Institutes Directors (1, 2) Head of Research Development (3)	 100% research staff have updated research plans in place. 100% of research staff access the available resources in the research resources hub. 80% research staff access the research development opportunities as part of the Researcher Development Programme by 2026





Career develop	pment support and planning								
These obligation professional exp	ns aim to promote researchers' career perience	development planning through tailore	d support and	d gathering evi	idence of				
PCDI3	Ensure that researchers have access to professional advice on career management, across a breadth of careers • W de all ad • St ap de rea • Sh off op	I staff with SRR have three-year search plan. The have 18 days for professional evelopment and scholarly activity for I staff, and staff with SRR have an ditional 200 hours annually. The staff with SRR actively engage in opraisal discussions and evelopment plans, including cording their own training in the opraisal online system. The sources and present a wider for of training and development oportunities to all staff with SRR. Trange career development orkshops as part of the Researcher evelopment Programme	New	30 Jun 24 then annually	Associate Deans for Research and KE and Research Institutes Directors (1,2,3) Head of Research Development (4)	1. 2. 3. 4.	 100% of staff have research plans in place. 85% of staff have completed their appraisals. 50 % of the research staff have used their allocated professional development and scholarly activity by 24% with an increase to 100 % by 2026. Participant satisfaction levels from the career workshops are satisfactory for 75% of attendees 		
PCDR3	up-to-date professional career development plan and build a portfolio of evidence demonstrating their experience, which	rofessional and career development anning are embedded in institutional ilture through development plans. areers Adviser to provide support ad career development workshops s part of the Researcher evelopment Programme	New	30 Jun 24 then annually	Associate Deans for Research and KE and Research Institutes Directors (1) Head of Research Development (2)	1. 2.	100% of research staff have research development plans in place. Participant satisfaction levels from the career workshops are satisfactory for 75% of attendees		
Research ident	tity and leadership								
These obligation leadership capa	ns aim to provide researchers with opp	portunity to progress in their careers b	y developing	their research	identity and			 	
PCDI4	 Provide researchers with opportunities, and time, to develop their research identity and broader leadership skills Provide researchers with opportunities, and time, to develop their research off opportunities off opportunities of the second s	incipal investigator development ogramme to develop people anagement and transferable skills. ew principal investigators and line anagers of research staff to be fered leadership development oportunities.	Carried over from previous action plan Carried	30 Jun 26	Senior Business Partner, Talent & Organisational Development (1,2) Head of	1. 2.	Feedback forms and attendance trackers 100% New PIs and line managers of research staff have benefited by leadership development opportunities by 2026 25% research staff attending external		
PCDM4	Managers identify opportunities and allow time (in addition to the 10 days professional development allowance), for their researchers to develop their research identity and broader leadership skills and provide appropriate credit and recognition for their endeavours	anagers identify opportunities and low time (18 days professional evelopment and 200 research hours) r their researchers to develop their search identity and broader adership skills, providing appropriate edit and recognition for their efforts. ontinue to identify suitable adership training courses, provided -house or from external providers. ork with staff to identify fellowships, purces of seed funding, impact nding and projects to allow research aff to enhance research identity.	over from previous action plan	then annually	Research Development (1,2,3) Senior Business Partner, Talent & Organisational Development (3)	2.	training courses annually (e.g., Advanced HE, ARMA) Increase from 50% to 80% attendance of the Research Development Programme		
PCDM5	Managers engage in leadership and management training to enhance their personal effectiveness, and to promote a positive attitude to professional development ou	anager retention and advancement. aining completion evelopment of an institutional-wide niversal competencies framework – nd linked to Vitae Researcher evelopment Framework ompetencies. Leadership and anagement competencies can be entified, measured, developed on ehavioural attributes, and desired utputs as part of the Researcher evelopment Programme	Carried over from previous action plan	30 Jun 24 then annually	Senior Business Partner, Talent & Organisational Development (1,2)	1.	Line manager sessions rolled out to provide additional CPD and support with management training. Monitor managers' retention rates and career advancement, having taken leadership and management training. 20% of trained managers who stay with the institution progress into higher-level leadership roles. Track the completion rates of leadership and management training courses by managers. 100% managers successfully complete the training programs they are enrolled in.		





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PCDR5	Seek out, and engage with, opportunities to develop their research identity and broader leadership skills	Ensure that the opportunities to develop their research identity and leadership skills are well communicated to research staff, to encourage engagement	Carried over from previous action plan	30 Jun 26	Head of Research Development (1)	3.	100% research staff are aware and access the list of ongoing research and corporate development opportunities via newsletters, emails to staff, school meetings, Researcher Development Programme, and 1-2-1 meetings with research staff			
Diverse careers										
PCDI5	Recognise that moving between (and working across) employment sectors can bring benefits to research and researchers, and support opportunities for researchers to experience this	 Work with Careers service and POD to enhance opportunities for researchers to take on secondments within the university and without Encourage researchers to apply funding streams that offer short-term opportunities to develop their awareness of public, private and third sector placement opportunities, and offer support to build this into research grant applications. Continue to offer mentoring training opportunities internally and externally 	New	30 June 26	Head of Research Development (1) Senior Business Partner, Talent & Organisational Development (2)	1. 2.	100% uptake of internal mentoring and careers development workshops, from feedback and attendance forms. Enhance secondment opportunities by 10% in 2024, 15% in 2025 and by 20% in 2026			
PCDM2	Managers support researchers in exploring and preparing for a diversity of careers, for example, using mentors and careers professionals, training, and secondments	 Research mentoring programme Careers and training development workshops 	Carried over from previous action plan	30 June 2026	Head of Research Development (1,2)	1. 2.	100% of research staff engaged with mentoring program, as either a mentor or mentee. 100% research staff engaged with career development workshops by 2026.			
PCDR2	Researchers explore and prepare for a range of employment options across different sectors, such as by making use of mentors, careers professionals, training, and secondments	 Uptake of opportunities across the institution Research mentoring programme Careers and training development workshops Work with our schools and research institutes, continuing to engage in opportunities for researchers to promote their research and impact. Work with the Careers service and POD to enhance opportunities for researchers to undertake secondments within the university and without 	New	30 Jun 26	Head of Research Development (1,2) Senior Business Partner, Talent & Organisational Development (3)	2.	100% of research staff engaged with mentoring program, as either a mentor or mentee. 100% research staff are aware and access the list of ongoing research and corporate development opportunities via newsletters, emails to staff, school meetings, Researcher Development Programme, and 1-2-1 meetings with research staff. Enhance secondment opportunities by 10% in 2024, 15% in 2025 and by 20% in 2026			
PCDR6	Researchers consider opportunities to develop their awareness and experience of the wider research system through, for example, knowledge exchange, policy development, public engagement, and commercialisation	 Encourage researchers to apply funding streams that offer short-term opportunities to develop their awareness of public, private and third sector placement opportunities and offer support to build this into research grant applications. Continue to offer mentoring training opportunities both internally and externally. 	New	30 June 2026	Head of Business and KE (1,2) Head of Research Development (3)	1. 2. 3.	75% research staff understand routes to commercialisation and IP, and how to protect their IP by 2026. 25% staff with SRR are attending our IP training programme annually. Evidenced via post evaluation form data to show increased attendance and comments on benefits. 30% researchers annually are attending internal/external impact training or receiving 1-2-1 support for impact planning. Evidenced via post evaluation form data to show increased attendance and positive feedback.			