

Request

Sent: 02 September 2026 10:03

Subject: Freedom of Information request - staff survey and staff experience

Dear Data Protection Officer,

I hope you are well. I would like to make a request under the Freedom of Information Act 2000. I am sending it to you because I could not find a separate published contact for Freedom of Information requests. If a colleague deals with those, please would you pass this on to them.

I would like to ask about your staff survey. I am building a picture of how universities, colleges and other higher education providers run theirs and what they do with the results.

There are six questions below, in order of priority. If you can answer only some of them, please send what you can rather than declining the request as a whole.

1. The questions you asked. A copy of the questionnaire, or simply a list of the questions, from every staff survey you have run, or that a supplier ran for you, since 1 January 2022, with the date each one ran. Please include shorter surveys run during the year, often called pulse surveys, and any survey issued to part of your staff rather than all of them. I would like all of them rather than a single example. Please also tell me whether every member of staff is asked the same questions, or whether they vary by role, grade or staff group.

2. The answers. Two things here: what the survey found, and the figures underneath it.

a. Any report or summary setting out what the survey found, for each survey since 1 January 2022. This might be an annual staff survey report, a results presentation, or a write-up of the key themes and findings.

b. The figures behind it, question by question. For each question, the average score, the percentage answering positively, or scores against grouped themes, in whatever form you report them. Where providing every survey since 1 January 2022 is not practical, the two most recent surveys would be sufficient.

These are separate requests. Please send the report at part a even if the question by question figures at part b are not available.

3. The provider and the cost. If a company runs the survey for you, please tell me which one. If you run it in-house, please tell me what you run it on, whether that is a tool such as Microsoft Forms or Google Forms, or a survey platform you pay for. In either case, the amount you paid in your last financial year and the contract start and end dates. If this is already published, on your contracts register or a public award notice, please include the link. An approximate range is fine if you would rather not give an exact figure, and if you cannot give the cost at all, please still name the provider. Please also say briefly what that amount covers, for example the annual survey alone, or pulse surveys, platform licences and analysis as well. And please tell me whether your survey results are brought together with other people data, such as turnover, absence or exit interviews, in any regular report or dashboard. One sentence on each is plenty.

4. What followed. Any action plan or "you said, we did" summary produced after the survey, and any template or guidance issued to managers to help them act on their own team's results. I am asking for the institution-wide plan, and for any produced by individual Schools, Directorates or teams as well, if those exist. If there are a great many, a representative handful is fine.

5. Anonymous or confidential. Are responses to your staff survey anonymous, so that nobody can identify who said what, or confidential, so that responses are identifiable but protected? One sentence is plenty.

6. The response rate and the headline score. The response rate for the last three surveys, with the number of staff invited and the number who replied each time. If you hold it, please also split those counts by staff group, however you divide them, whether academic and professional services or another arrangement. Please leave out any staff group small enough to identify someone and send the rest. Most surveys also produce a single headline figure, whether an engagement score, an employee Net Promoter Score or a wellbeing score. I would like that figure for the last two surveys.

Where any of this is already published, a link is sufficient. I am not asking anyone to produce anything new. All of it should already exist, and I am happy to receive it exactly as held.

Our Ref: FOIA279

Your Ref: N/A

Date: 22nd September 2026

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST (FOI): "Information regarding main institution-wide staff survey and any centrally administered pulse or engagement surveys run by HR or senior management (Since 2022)"

Thank you for your request for information, which we have handled under the Freedom of Information Act 2000 (FOIA).

Any further correspondence regarding this should be addressed to FOI@rnngroup.ac.uk.

The RNN Group main centres of operations are located at the following sites:

Site Name	Address
Rotherham College	Eastwood Lane, Rotherham. S65 1EG
North Nottinghamshire College	Carlton Road, Worksop. S81 7HP
Dinnington Campus	SITE NO LONGER IN OPERATION*
Dearne Valley College	Wath upon Dearne, Swinton. S63 7EW
University Centre Rotherham	Doncaster Gate, Rotherham. S65 1DJ
RNN Training	Carlton Road, Worksop. S81 7HP
Idle Valley Rural Centre	North Road, Retford. DN22 8SG
Construction Centre Rotherham	Rawmarsh Road, Rotherham. S60 1RU
Skills Centre Shireoaks	SITE NO LONGER IN OPERATION*
National Fluid Power Centre	Carlton Road, Worksop. S81 7HP
Create Skills Ltd	SUBSIDIARY COMPANY CEASED TRADING*
Charnwood Training	SUBSIDIARY COMPANY CEASED TRADING*
Aston Recruitment & Training	NO LONGER OWNED BY THE RNN GROUP*
Rotherham Education Services	Eastwood Lane, Rotherham. S65 1EG
Retford Post 16 Centre	Old Hall Drive, Retford. DN22 7EA
Nottinghamshire Children & Family Partnership	PARTNERSHIP HAS CEASED*

*Data from these sites have been re-located to other centres within the RNN Group, and if applicable, have formed part of the search for the information requested.

Attached and below is the information you requested.

- Attachment 1 provides the questions asked on each survey.

There were no pulse surveys or staff-group specific surveys conducted during these periods. All staff were invited to complete the same survey questions.

Note: Staff surveys were not completed for 2022 and 2023.

2. Attached are the survey results from each year. No separate reports, presentations or thematic summaries were produced. The attached survey results constitute the information held regarding survey findings.
3. The surveys are administered internally using Google Forms. No separate contract is held specifically for the staff survey and no additional costs are incurred beyond the organisation's standard Google Workspace provision.
4. Informal focus groups were held to allow staff to provide feedback to managers. No formal action plans, "you said, we did" reports, manager guidance, or institution-wide reports were produced and therefore no information is held.
5. The surveys are anonymous.
6. The staff survey is conducted on an organisation-wide basis and response rates are not broken down by department, staff group or other categories.

Please note, whilst you have exercised your right to information under FOI, the RNN Group may not release some data it has on record. For example, if it contains personal details of individuals or if other exemptions apply, as detailed within the FOI legislation. See the Information Commissioners Office (ICO) website for further details as to what this means to you and the request you have made:

<https://ico.org.uk/for-the-public/official-information/what-to-expect-after-making-an-information-request/>

In keeping with the spirit and effect of the FOIA, and in keeping with the RNN Group's transparency agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you may now be published on the Group's website at www.rnngroup.co.uk/IG together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

Attached is Appendix A, giving contact details should you be unhappy with the service you have received from the RNN Group in regards to this FOI request.

If you have any queries about this letter then please do not hesitate to contact us.

Yours sincerely

The RNN Group Information Governance and Assurance Team

Enc/s.

Appendix A

If you are unhappy with the service you have received in relation to your request, you may make a complaint or appeal against our decision under chapter 36, part 1, section 17 (7) of the Freedom of Information Act or under chapter 12, part 6, section 165 of the Data Protection Act (Article 57(1)(f) and (2) and 77 of the General Data Protection Regulations), within 40 working days of the date of this letter.

A copy of our complaints process can be found on the RNN Group website by following the link below and selecting the Feedback and Complaints section:
<https://www.rnngroup.co.uk/IG>

If you are not content with the outcome of the internal review of your complaint, the DPA gives you the right to apply directly to the Information Commissioner for a decision.

Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted the RNN Group's own complaints procedure.

The Information Commissioner can be contacted at:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF