

WELCOME

Welcome to this quarter’s update on progress against Our Watch, covering the period January to March. This quarter we are focusing on some of the new Key Performance Indicators (KPIs) introduced for 2024.

We have started the year strongly with a focus on our 200th anniversary, paying tribute to the RNLI’s remarkable history and paving the way for our future. We were proud that over 5,000 people attended our 200th services of thanksgiving, representing communities across the RNLI, and the livestreams of these events reached over 18,000 views. There are many events planned over the coming months so please get involved [here](#).

Our last staff engagement survey showed that staff want to feel hopeful about the RNLI’s plans for the future. We have made a number of changes for 2024 to improve how we manage performance against our plans. We have focused our KPIs on the most relevant priorities for our annual plan. We are also introducing performance scorecards for Senior Leadership Teams to ensure visibility of how each region and directorate is performing from a Customer, Process, Financial, and People perspective. Both of these changes are necessary to ensure that we are having the right conversations at the right levels, and that our reporting drives the right action to keep us on track against our annual plan.

How we manage organisational performance will continue to evolve, particularly as we move beyond the period covered by Our Watch into that of our longer term strategy - our next watch... name tbc. What will not change is the fact that how we perform as an organisation depends on our collective efforts, working together as one crew.

Claire Deuchar,
Chief Information Officer



Photos: Luc Lacey, RNLI/Nihab Rahman

HOW ARE WE DOING?

OUR PEOPLE LOVE BEING PART OF THE RNLI

AVERAGE TIME TO HIRE NEW STAFF

VS 8.8 weeks
10 week target
(rolling 12-month figures)

We are currently achieving our target for the time taken to hire new staff, which reflects the combined efforts of our Recruitment team and all recruiting managers.

This metric has been introduced to ensure we are attracting the people we need to deliver on our plans, and to enable more effective scheduling of activity where recruitment is necessary before activity can begin.

DISCIPLINE AND GRIEVANCE OUTCOMES

VS 63 days
42 target
(rolling 12-month figures)

The time to reach an outcome on staff grievances and disciplinarys has been trending down since October 2023. Timescales in more recent cases have been in line with our target, so we are on track to achieve this if performance remains consistent. This reflects fantastic work by our People teams to improve processes and reduce the number of cases.

We have introduced this metric to provide better visibility of how well we are able to reach outcomes in a timely manner, in line with our values and policies. This is critical to minimise the disruption experienced by affected individuals and teams, and to ensure we are able to collectively focus on delivering our plans.

THE REPORTING PERIODS EXPLAINED

Reporting periods reflect the timeframe covered by reported figures. Depending on how frequently the data is updated, some scores or measures have slightly different reporting periods:

- Rolling 12-month figures: These are calculated using available data from the previous 12 months—e.g. this quarter covers April 2023 though to March 2024, last quarter covers January to December 2023.
- Annual figures: Calculated using data from a full calendar year only – i.e. January–December.
- Snapshot: These figures reflect a point in time calculated once per quarter, month or week etc.

Please note that small movements in KPI figures between progress updates are expected due to varying degrees of delay in reporting. All reported figures are accurate as at the close of the submission period – 12/4/24.

WORKING WITH PARTNERS, WE INFLUENCE IMPROVED SAFETY ON AND BESIDE THE WATER



A key pillar of our international work focuses on building a motivated network of governments, institutions and agencies who work to improve drowning prevention in the areas of the globe where we see the most severe impact. An example of this is the recent adoption of the first World Health Assembly resolution on global drowning prevention in May 2023. The RNLI suggested that a resolution was needed, convinced the governments of Bangladesh and Ireland to lead this process and worked closely with them to secure the resolution.

Our International team monitors the effectiveness of these efforts by assessing strategic stakeholders against agreed progress targets. The success of this work depends on our ability to identify and engage the right partners, as well as our ability to make the case for improved drowning prevention against a backdrop of wider issues that compete for funding and attention.

INFLUENCING GLOBAL DECISION MAKERS

VS 60% stakeholders on track in 2023
50% target
(annual figure)

This figure represents the proportion of stakeholders where we have seen improved engagement and commitment to tackling drowning prevention. Our target of 50% reflects the difficulty we face in influencing this metric given the number of external factors to contend with. To have exceeded this target for 2023 is testament to the consistent efforts of our International team and those that support them.