

## success story



**Westminster Drug Project is a registered charity which began treatment in 1990. It's core function has been to reduce the stress and suffering which may be caused by illicit drug use.**

### What was the challenge?

- To introduce a process of assessing managers against a framework of professional behaviours and attitudes in support of their annual appraisal process
- To establish an efficient, effective, easy to administer and participate in process through implementing an on-line system
- To skilfully and sensitively debrief individuals with their feedback, so they can better identify their specific learning & development needs

### What did we do?

- Re-designed the WDP 'Professional Behaviours & Attributes' framework so that it had clear and relevant behavioural statements
- Created a branded on-line 360 Degree Feedback system with centralised administration, monitoring and production of real-time reports
- Trained internal HR staff in how to conduct effective 360 degree feedback debriefs

### What was the result?

- The new behaviours framework sets out clear expectations for managers and has helped them create targeted development plans
- HR staff have an easy-to-use on-line tool which removes the 'paper-storm' and enhances confidentiality of data
- Positive feedback from administrators, recipients and respondents who are using the system extensively.
- Opportunity to develop system further and add appraisal forms, LNA plans and aggregated reports when required

*"WDP views itself as a learning organisation, so when we introduced 360 degree feedback for our managers I was keen to work with a compatible supplier. I certainly found this in Bowland Solutions.*

*Their L&D background ensured their consultants were able to assist and advise us at every stage. From designing a questionnaire in line with our organizational culture and expectations around management behaviours to the technicalities of the online questionnaire itself, they were with us all the way. I recommend them without hesitation."*

Anthony Heaven, Learning & Development Manager, Westminster Drug Project