

Case study

10:1 Return on Investment and Zero Grievances



Powerful, Quantifiable Evidence

1. Our evidence is that staff are more productive and working together more effectively enabling us to reduce the size of the teams by 30% and still improve outcomes.
2. Finance sickness absence was one of the worst in the Environment Agency when we commenced the programme and within two years we had one of the lowest. We went from an average of 20 people with Bradford scores over 1000 to just two people in a three year period.
3. We used to have around five or six grievance cases per annum, we have not had any for the last two years.
4. Costs avoided are those associated with replacement of staff, we knew that most of our leavers departed because of team relationship problems.
5. The Finance team went from a lower scoring team on our employee survey to the highest with 82% Proud to be in Directorate (+16%) and 82% recommending as employer (+15%). 83% Satisfaction and 75% Commitment.
6. The last Customer Excellence Assessment resulted in the highest scores given by the assessor; staff understood the importance of customer need.
7. We see this as a component of staff costs, the system currently has a cost of 0.001% of average salary per annum per employee.
8. We estimate a 10:1 return on investment.



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