



## Lunch and Listen 23<sup>rd</sup> April 2025

### Resource Pack

**‘Everything you need to know about the Gather Platform in 30 mins’**

**Hosted by:** Brighton and Hove, East, West Sussex Partners in Care

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**Recording:** (unedited)

[https://us06web.zoom.us/rec/share/jvUPw2QHhbQrEXPYp\\_5QCOgC5G14kOHjlLccu0PoB9UloNAUvEnCW-QyOPvTa4ud.nsCBEHqQrLOBmrko](https://us06web.zoom.us/rec/share/jvUPw2QHhbQrEXPYp_5QCOgC5G14kOHjlLccu0PoB9UloNAUvEnCW-QyOPvTa4ud.nsCBEHqQrLOBmrko)

**Passcode:** n4G1\$06^

### Assets

Here are two short demonstrations videos that are interactive to watch at your own time and pace.

It is important to note that these are examples, so both are fully customisable both questions and answers.

- [This one is for team voice \(staff survey\)](#)
- [This one is for Quality Assurance](#)





## See case studies from multiple Care Providers who have utilised Gather.



Case study for  
Home Instead.pdf



Thurrock Lifestyle  
Solutions CIC - case



Sussex Grange Case  
Study.pdf

### Hints and tips for anyone (not Gather clients)

1. Less is more - keep questions short and to the point
2. Be consistent in what you are asking. i.e. don't ask them to rate something, then ask them how satisfied they are... keep it consistent
3. It's not a survey - it is their opportunity to express their opinions, this will get you better engagement.
4. It's not just for negative feedback. Let them know you want to also know what you are doing well. This is of course essential for CQC evidencing.
5. Close the loop - if you are getting feedback let them know you have listened and doing something with it, and most importantly do this in timely manner, not 3 months later.
6. Last point ask yourself "would you fill this in?" So many people conjure up wordy and lengthy surveys, then are left puzzled as to why no one is filling it in.

### Hints and Tips for existing clients.

Use emoticon type questions to Gather data as opposed to single or multi question types. Why? Because Gather will automatically align the responses to its dashboard colours of Red, Amber and Green (RAG).

This means when you view the dashboard you instantly see from a high level whether your audience or happy or disappointed, enabling you to also focus on the negative areas far more easily, especially via the filters.

In addition, Gather also calculates the average score for each question / KPI.

It won't do this for single or multi select question types.

Lastly, by using emoticon types you can introduce Gather's patented Gather Index Value, enabling you to track (whatever you want) with a single value, which is made up from multiple questions (KPIs) so when this single value changes, you know the underlying reason as to why.





### **Avoid open text box questions wherever possible for multiple reasons:**

1. These are much harder to analyse taking manually intervention to read them.
2. By supplying answers, you are making it easier for them to select an answer rather than having to type one.
3. Answers can give context to what you are asking in the question.
4. By supplying the answers, you can control how they answer i.e. If you have no money, then you don't want to offer staff pay rises.
5. Gather will instantly analyse these questions, so you don't have to, giving you instantly analysed results.
6. Also note for both multiple and single type questions, you can still add "other" for free form text answers.

Don't set questions to "Mandatory" if they don't need to be. An example would be asking them for any comments or suggestions.

### **Gather – Hugely versatile enabling you to save money in multiple areas of your organisation.**



- ✓ Staff surveys
- ✓ Staff Assessments
- ✓ Service User surveys
- ✓ Peer to Peer 360 reviews
- ✓ New starter reviews
- ✓ Virtual Suggestion box
- ✓ Process assessment and reviews
- ✓ Digital sign in book
- ✓ NOK/Relatives surveys

- ✓ Evidence staff understanding of policies
- ✓ Exit interviews
- ✓ Onboarding assessments
- ✓ Well-being surveys
- ✓ Whistle blowing
- ✓ Induction assessment
- ✓ Observational assessment
- ✓ Client Quality Assurance
- ✓ Service Reviews

- ✓ Support Visits
- ✓ Supervisions
- ✓ Appraisals
- ✓ E-Learning feedback
- ✓ Training Workshop Assessment
- ✓ Staff policy verification
- ✓ Automated screening
- ✓ Candidate reviews
- ✓ .. And whatever **you** want!



## **Gather – Streamlining Recruitment & Overview from care provider**

Here are some of the uses for the Gather platform, we are also working on streamlining the recruitment life-cycle process via Gather. This would be:

- Automated screening for new candidates/enquiries
- Robust triage of new candidates
- Consistent process and measurement of candidates
- On-boarding
- Probational reviews
- Peer reviews

Some of these are already in the Gather library and thereby ready for you to adopt as your own. As they are in your workspace you easily change these to ask the questions you wish to ask.

**See both a case study with the UK SPA Associations as well as Gather's perspective of streamlining the recruitment process**



Gather streamlining  
recruitment.pdf



UK SPA -  
Recruitment process

**Note: There are no additional charges to access these services, once you have access to the portal, you can use it for whatever you want, all at no additional cost.**