

# Essex Police, Fire and Crime Commissioner Fire & Rescue Authority

## Essex County Fire & Rescue Service



Meeting	<b>Performance and Resources Board</b>	Agenda Item	<b>8</b>
Meeting Date		Report Number	
Report Authors:	Colette Black, Assistant Director of HR		
Presented By	Colette Black, Assistant Director of HR		
Subject	Employee Engagement Survey		
Type of Report:	Information		

### 1. RECOMMENDATIONS

Our focussed employee survey will be launched on 30<sup>th</sup> April 2018, it will close on 11<sup>th</sup> May and we will receive feedback reports on 28<sup>th</sup> May. Briefing packs will be provided to line managers in the week commencing 4<sup>th</sup> June to enable them to debrief staff and plan next steps.

### 2. BACKGROUND

Essex County Fire & Rescue Service are committed to employee engagement and giving employees a voice. On 20<sup>th</sup> February 2018, the Service Leadership Team (SLT) agreed that, in line with previous years, we would utilise an employee survey as one way of hearing hear feedback from our colleagues. The full SLT paper from 20<sup>th</sup> February 2-18 is attached for reference (appendix 1).

We agreed to utilise a small working group to review last year's survey, to take on board feedback about the survey from previous years, to ensure that it met the needs of HMICFRS inspection and to take forward a recommendation to our Chief Fire Officer/Chief Executive about next steps.

### 3. OPTIONS AND ANALYSIS

After hearing direction from SLT colleagues and the subsequent working group, Emily Cheyne and I met with our survey provider, People Insights, who recommended a way to achieve several aims:

- Comparability and consistency with previous years
- Congruence with HMICFRS inspection methodology

- Feedback regarding time commitments and completion rates
- Genuine employee engagement

The final recommendation was that we utilise a subset of 24 questions (attached as appendix 2) from the last survey which allow measurement of the contributions made by the initiatives described in the 'We said, We did' articles in our Daily News blogs. The subset chosen supports preparation for our HMICFRS inspection, particularly item 3 'How well does the FRS look after its people'. It meets the following needs:

- Comparability – the questions asked allow comparability of key areas from our previous year's survey
- HMICFRS – we believe this format meets the needs of HMICFRS
- Time and completion rates – a shorter survey addresses concerns raised about the amount of time it took to complete 70 questions last year, we hope it will be a nudge to increase completion rates
- Engagement – the use of an additional free text question directly from our Chief Fire Officer/Chief Executive provides a timely opportunity for additional interaction

The Service Leadership Team provisionally agreed this approach on 17<sup>th</sup> April 2018.

The timeframes for this year's employee survey are:

- Launch – 30th April
- Close – 11th May
- Feedback reports – 28th May

Ahead of the 30<sup>th</sup> April, we are updating our:

- Survey welcome page
- Demographic questions/options
- Survey banner
- Staff email

#### **4. BENEFITS AND RISK IMPLICATIONS**

As above.

#### **5. FINANCIAL IMPLICATIONS**

The cost of this focussed employee survey is £6,000 + VAT + expenses. This compares to c. £13,000 for a survey of 70 questions.

#### **6. EQUALITY AND DIVERSITY IMPLICATIONS**

The survey is equally addressed to all employees. Feedback provided in survey may have equality and diversity implications which we will address.

## **7. STAKEHOLDER ENGAGEMENT**

Given the phase 1 feedback on Employee Survey, we have liaised with the Police, Fire and Crime Commissioner and the Deputy Police, Fire and Crime Commissioner on this matter.

We have also had engagement with the Chief Fire Officer/Chief Executive, the Service Leadership Team.

We have also informed our representative bodies of the re-running of an employee survey.

## **8. LEGAL IMPLICATIONS**

None