

Essex County FRS Focus Survey 2018

Prepared for Colette Black and Emily Cheyne ECFRS
By Alan Mitchell People Insight
5th April 2017

Introduction

The service wishes to undertake a survey to check on progress since the last employee engagement survey undertaken in 2017. This survey will use a subset of questions (24) used in the last survey which will allow measurement of the contributions made by the initiatives described in the 'We said, We did' articles on the ECFRS Daily News blogs. The subset chosen will also support preparation for the HMICFRS inspection expected in early 2019 particularly item 3 'How well does the FRS look after its people'.

Statements are shown below including theme from which they are drawn and scores achieved at last survey plus benchmark where relevant. The Engagement Outcome statements in the last section are used to calculate your overall Engagement Index score and allow comparison with other organisations including other Fire and Rescue Services.

In addition to these statements, which will be answered against the standard 5-point agreement scale, we recommend three free text questions to ensure staff can express a full range of views.



"Goal Clarity"						
Questions	Responses			Benchmark		
					% Pos	Var
Members of the Service Leadership Team (SLT) provides a clear vision of the overall direction of ECFRS	R	31%	32%	38%	57%	↓↓↓

"My Job"						
Questions	Responses			Benchmark		
					% Pos	Var
I feel supported in my role	R	45%	24%	31%	n/a	n/a

"Employee Involvement"						
Questions	Responses			Benchmark		
					% Pos	Var
I am encouraged to suggest new ideas for improvements	R	55%	21%	24%	71%	↓↓↓
People communicate openly here regardless of position or level	R	37%	21%	42%	59%	↓↓↓
I have seen action being taken as a result of the previous staff engagement survey	R	18%	34%	48%	45%	↓↓↓

"Teamwork"						
Questions	Responses			Benchmark		
					% Pos	Var
Morale in my immediate team/watch is generally high	R	44%	16%	40%	62%	↓↓↓
Different parts of the Service work well together	R	25%	26%	49%	46%	↓↓↓

"Learning & Development"

Questions	Responses				Benchmark	
					% Pos	Var
I have the right opportunities to learn and grow at work	R	35%	30%	35%	56%	↓↓↓
My last appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	R	34%	32%	34%	53%	↓↓↓
I have received the right development to perform my management role well	R	31%	41%	29%	n/a	n/a

"Recognition and Reward"

Questions	Responses				Benchmark	
					% Pos	Var
In the last week, I have received thanks or praise for doing good work	R	48%	20%	31%	56%	↓↓
I feel valued and recognised for the work that I do by senior managers	R	29%	24%	47%	n/a	n/a
I receive feedback on my work	R	45%	26%	29%	n/a	n/a

"Management Effectiveness"

Questions	Responses				Benchmark	
					% Pos	Var
Senior managers do what they say they are going to do	R	19%	35%	46%	47%	↓↓↓
I have confidence in the future of ECFRS	R	24%	28%	48%	n/a	n/a
I trust the Service Leadership Team (SLT)	R	19%	33%	48%	n/a	n/a

"Culture & Values"

Questions	Responses				Benchmark	
					% Pos	Var
Bullying, harassment and discrimination are not tolerated at ECFRS	R	56%	17%	27%	72%	↓↓↓
I feel able to make decisions without fear of being blamed if things go wrong	R	43%	22%	35%	61%	↓↓↓
ECFRS promotes a culture of openness and transparency	R	31%	29%	40%	44%	↓↓↓

"Change Management"

Questions	Responses				Benchmark	
					% Pos	Var
I feel that ECFRS consider the impact on 4me and other people when making decisions	R	19%	27%	54%	n/a	n/a

"Engagement Outcomes"

Questions	Responses				Benchmark	
					% Pos	Var
I am proud to say I work for ECFRS	A	69%	17%	14%	77%	↓↓
Working here makes me want to do the best work I can	G	73%	18%	9%	78%	↓↓
If asked, I would recommend to friends and family that ECFRS is a good place to work	R	40%	27%	33%	69%	↓↓↓
I care about the future of ECFRS	G	91%	6%	3%	90%	-

Free Text Questions

What is the best thing about working for Essex County Fire and Rescue Service?

If within your power, what one thing would you change about working for Essex County Fire and Rescue Service?

From Jo Turton – I am delighted to join Essex County FRS. IS there anything else you think I should know to help me do a great job in the next 12 months?