

**Your Voice:  
Take our Employee  
Engagement Survey**

Running from  
30 April to  
20 May

## Essex County Fire and Rescue Service Employee Pulse Survey: Historical Analysis

May 2018: 485 respondents

March 2017: 582 respondents (Full annual survey)

Produced by People Insight in May 2018

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## Historical comparison of the survey results

The following pages show summary tables that compare the results achieved by ECFRS (full Survey) in May 2018 with the results achieved in March 2017. Please note: 2 questions asked within the May 2018 survey do not have a matching question within the March 2017 survey. These questions are indicated in the tables.

### Guide to symbols used in this report

-  indicates what percentage of the total answers for this question were positive
-  indicates what percentage of the total answers for this question were neutral
-  indicates what percentage of the total answers for this question were negative

A series of arrows are used to indicate the historical movement in overall positive responses:

-  indicates an improvement of at least 10%
-  indicates an improvement of at least 5% and less than 10%
-  indicates an improvement of at least 3% and less than 5%
-  indicates results broadly in line with historical results (improvement less than 3%/decline less than -3%)
-  indicates a decline of at least 3% and less than 5%
-  indicates a decline of at least 5% and less than 10%
-  indicates a decline of at least 10%
-  indicates that there is no matching question in March 2017 survey

## Most significant improvements & declines

The following tables show the 10 questions within the May 2018 survey that, when compared to the March 2017 survey show the most significant improvements and declines in positive responses.

### Most significant improvements




















Questions with the greatest rise in results	May 2018	Mar 2017
1. I have confidence in the future of ECFRS	38%	24%
2. If asked, I would recommend to friends and family that ECFRS is a good place to work	48%	40%
3. My last appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	42%	34%
4. I feel valued and recognised for the work that I do by senior managers	37%	29%
5. I receive feedback on my work	52%	45%
6. I have the right opportunities to learn and grow at work	42%	35%
7. Different parts of the Service work well together	32%	25%
8. I trust the Service Leadership Team (SLT)	25%	19%
9. Senior managers do what they say they are going to do	25%	19%
10. I have seen action being taken as a result of the previous staff engagement survey	22%	18%

### Most significant declines



Questions with the greatest fall in results	May 2018	Mar 2017
1. I feel ECFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	17%	53%
2. Bullying, harassment and discrimination are not tolerated at ECFRS	48%	56%
3. I am encouraged to suggest new ideas for improvements	50%	55%
4. I feel able to make decisions without fear of being blamed if things go wrong	39%	43%
5. People communicate openly here regardless of position or level	34%	37%

Questions in the "Your Voice Matters" section		May 2018			March 2017		
							
1. Members of Strategic Management Board (SMB) provide a clear vision of the overall direction of ECFRS	-	32%	29%	39%	31%	32%	38%
2. I feel supported in my role	↑	48%	18%	34%	45%	24%	31%
3. I am encouraged to suggest new ideas for improvements	↔	50%	19%	30%	55%	21%	24%
4. People communicate openly here regardless of position or level	↓	34%	21%	45%	37%	21%	42%
5. I have seen action being taken as a result of the previous staff engagement survey	↑	22%	36%	41%	18%	34%	48%
6. Morale in my immediate team/watch is generally high	↑	47%	18%	36%	44%	16%	40%
7. Different parts of the Service work well together	↑↑	32%	27%	41%	25%	26%	49%
8. I have the right opportunities to learn and grow at work	↑↑	42%	23%	35%	35%	30%	35%
9. My last appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	↑↑	42%	28%	30%	34%	32%	34%
10. I have received the right development to perform my management role well	-	32%	39%	29%	31%	41%	29%
11. In the last week, I have received thanks or praise for doing good work	↑	51%	15%	34%	48%	20%	31%
12. I feel valued and recognised for the work that I do by senior managers	↑↑	37%	21%	42%	29%	24%	47%
13. I receive feedback on my work	↑↑	52%	22%	27%	45%	26%	29%
14. Senior managers do what they say they are going to do	↑↑	25%	32%	42%	19%	35%	46%
15. I have confidence in the future of ECFRS	↑↑↑	38%	28%	33%	24%	28%	48%
16. I trust the Service Leadership Team (SLT)	↑↑	25%	35%	41%	19%	33%	48%
17. Bullying, harassment and discrimination are not tolerated at ECFRS	↔	48%	24%	28%	56%	17%	27%
18. I feel able to make decisions without fear of being blamed if things go wrong	↓	39%	25%	36%	43%	22%	35%
19. ECFRS promotes a culture of openness and transparency	-	33%	28%	39%	31%	29%	40%
20. I feel ECFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	↔	17%	29%	53%	53%	27%	20%
<b>Section averages</b>	-	37%	26%	37%	36%	27%	37%

Questions in the "Engagement Outcomes" section		May 2018			March 2017		
							
1. I am proud to say I work for ECFRS		72%	17%	12%	69%	17%	14%
2. Working here makes me want to do the best work I can		70%	19%	11%	73%	18%	9%
3. If asked, I would recommend to friends and family that ECFRS is a good place to work		48%	24%	27%	40%	27%	33%
4. I care about the future of ECFRS		92%	6%	2%	91%	6%	3%
<b>Section averages</b>		71%	17%	13%	68%	17%	15%