

## Insight report

Focal point	Response favourability			Comparison
Engagement	82%	12%	6%	+12

## Theme headlines

Themes	Response favourability			Comparison
Working Relationships	49%	25%	26%	+11
Training and Development	49%	31%	20%	+11
Recognition	54%	20%	26%	+7
Communication	46%	30%	24%	+10
Culture and Values	55%	26%	19%	+22
Engagement Outcomes	82%	12%	6%	+12

## Driver items

5 questions most impacting Engagement

Impact	Question	Theme	Response favourability			Comparison
🎯	I have confidence in the future of ECFRS	Communication	52%	28%	21%	+13
🎯	I trust the Service Leadership Team (SLT)	Culture and Values	43%	36%	21%	+18
🎯	ECFRS promotes a culture of openness and transparency	Culture and Values	54%	26%	20%	+21
🎯	I feel supported in my role	Working Relationships	61%	16%	23%	+13
🎯	I feel valued and recognised for the work that I do by senior managers	Recognition	48%	22%	30%	+11

## Appendix

Dashboard:	ECFRS 2020
Dashboard hierarchy type:	none
Response count:	759
Panel count:	1362
Participation:	56%
Comparison:	Essex county Fire and Rescue Service 2018
Report produced:	8 January 2021