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Subject	ONE Survey update		
Type of Report	Information		
PFCC Action Point No.		For Publication	Yes/No

RECOMMENDATION(S)

The Performance and Resources Board are asked to note the content of this information report.

EXECUTIVE SUMMARY

This paper provides an update to the Board on actions taken relating to the employee engagement survey, 'ONE' since the last update in January 2023.

BACKGROUND

Our 2022 employee survey 'ONE' ran from 31 October to 25 November 2022. Survey feedback told us that our overall employee engagement score was 82%, this was static when compared to our 2020 score. The overall survey participation rate was 47% (657 colleagues).

Once feedback had been received, attention turned to utilising the feedback to facilitate good local conversations which gave further insight and led to local action plans. Key dates in supporting our managers in having good facilitated conversations include:

- **16 January 2023** Manager Briefing to provide insight into Service level results and to update on feedback / action planning sessions. Launch training sessions for Watch Managers and Station Managers and equivalent.
- **17 January - 16 February** Watch Manager and equivalent local feedback sessions commence – outcome provided to SM's and equivalents.
- **17 February - 16 March** SM and equivalent area/department feedback sessions and action planning

- **17 - 31 March** SM/GM/ELT and equivalent sessions to summarise feedback, respond and finalise action plans
- **April SLT Paper** Setting out actions to support delivery
- **May 2023** Reminders to progress Action Plans

OPTIONS AND ANALYSIS

Update on action completion (taken from Action Insights tool)

Status	Not Started	In Progress	Complete	Total
Progress Count	9	31	32	72
Progress Percentage	12.5%	43%	44%	

Next steps are underway to encourage completion of the remaining actions. In particular:

1. SLT reviewing progress of actions with direct reports,
2. Dedicated assurance session planned,
3. SLT direct reports to update on the progress of their actions with a status and progress update provided to the Assistant Director of HR by end of July,
4. ONE Survey Action Plan Progress and thematic review on next People Strategy Board agenda,
5. Further review to assure of full action plan delivery by 1 October 2023.

RISKS AND MITIGATIONS

If we 'do not do what we said we will do' regarding actions this has the potential to impact employee engagement and trust in leadership.

LINKS TO FIRE AND RESCUE PLAN

The results of this survey are an indicator to measure our success against the Fire and Rescue Plan to "promote a positive culture in the workplace" and our aim to be a modern, forward thinking, innovative and collaborative culture of the Service anticipates and delivers against the changing needs of the communities in Essex.

FINANCIAL IMPLICATIONS

There are no direct costs, however it should be noted that reduced employee engagement may have a negative impact on productivity, morale and attendance, that may impact staffing costs.

LEGAL IMPLICATIONS

None

STAFFING IMPLICATIONS

A failure to follow next steps may impact employee engagement and reduce future participation as well as contribute to a disengaged workforce impacting, wellbeing, Service culture, Service delivery and productivity.

EQUALITY AND DIVERSITY IMPLICATIONS

The actions being taken will not have a disproportionate impact on individuals with protected characteristics (as defined within the Equality Act 2010), when compared to all other individuals and will not disadvantage people with protected characteristics.

Race	n	Religion or belief	n
Sex	n	Gender reassignment	n
Age	n	Pregnancy & maternity	n
Disability	n	Marriage and Civil Partnership	n
Sexual orientation	n		

The Core Code of Ethics Fire Standard has been fully considered and incorporated into the proposals outlined in this paper.

HEALTH AND SAFETY IMPLICATIONS

None

CONSULTATION AND ENGAGEMENT

To support joint working and collaboration with action planning we will informally consult with our employees’ forums and recognised trade unions on the ONE survey results to develop and support action planning.

FUTURE PLANS

To deliver against the agreed action, with quarterly progress reviews. With the first due on 31st July 2023

LIST OF BACKGROUND PAPERS AND APPENDICES