



MEETING: HUMAN RESOURCES COMMITTEE 2 OCTOBER 2023

SUBJECT: STAFF SURVEY UPDATE

JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (CLERK TO THE AUTHORITY) AND PERSONNEL ADVISOR TO THE AUTHORITY

1 INTRODUCTION

- 1.1 The purpose of this report is to update the committee on the high level findings of the TWFRS commission staff survey.

2 BACKGROUND

- 2.1 The service commissioned an external company called Hive to undertake a service wide staff survey in April 2023. The company has now concluded that survey.
- 2.2 The survey was anonymous and made available on an IT platform. The findings from the survey will enable the Service to identify issues or concerns that may be held by employees and introduce a process by which those issues or concerns can be addressed.
- 2.3 It is not the intention of the Service to focus purely on any areas for improvement but also to build on those areas that are seen to be a positive by the workforce. It is the intention to publish the results of the survey in full to the workforce.

3 HIGH LEVEL FINDINGS

- 3.1 Overall, the Service achieved a survey average of 6.7, which scores within a moderate range. This suggests that the Service has a strong foundation for creating a positive work experience for all its employees.
- 3.2 The Engagement Index is a positive score of 7.0, which means that generally employees are engaged at work. Both survey scores and free text comments indicate that employees have a high level of pride in serving the community and making a positive difference

- 3.3 The survey response rate was 62% (553/886) employees. When employees feel confident that leaders value their insights and want to drive positive change for the benefit of their people, it helps encourage the provision of honest feedback and increases trust in leadership behavior.
- 3.4 The question set was made up of 32 x scaled questions 3 x free text questions and one question which related to equating whether an existing employee would recommend TWFRS as a place to work (eNPS).
- 3.5 The following is an overview of the survey :
- Average score for TWFRS was 6.7, this is the average score across all scaled questions. The scale of answers for questions is between 1-10. A score of between 5 and 6.9 is seen as a moderate score.
 - Engagement Index for TWFRS was 7.0, this combines how people feel around advocacy, pride and loyalty. A score of 7.0 or above is seen as a positive score.
 - eNPS, this relates to employees indicating whether they would recommend TWFRS as a good place to work. The scoring range for this falls between a minus score and plus score. The TWFRS score of zero is right in the middle and sits favourably against other government organisations, meaning that TWFRS employees are more likely to recommend their organisation is a good place to work, compared to employees in other Government Organisations.

4 CONCLUSION

- 4.1 The survey highlighted that employees have a strong sense of mission and they have the freedom needed to carry out their roles effectively. This is a strength of the Service, and should be nurtured.
- 4.2 The survey data is encouraging and a positive starting point for the Service on their journey to improve culture. Employees are engaged and generally having a good experience at work, with positive relationships, a sense of purpose and pride in their role. Areas of development such as trust and transparency, development and inclusion are within the moderate range which indicates there is a strong foundation in place to build on and improve employee experience further.
- 4.3 The Service will now await the outcome of the cultural audit which is due to be reported on in October to combine that reports findings, with this survey. The Service will publish findings from both the survey and cultural audit and will establish a set of actions that will be undertaken to address any areas that need focusing on.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications in respect of this report.

6 EQUALITY AND FAIRNESS IMPLICATIONS

6.1 There are no equality and fairness implications in respect of this report.

7 HEALTH AND SAFETY IMPLICATIONS

7.1 There are no health and safety implications in respect of this report.

8 RECOMMENDATIONS

8.1 Members are recommended to:

a) Note the content of the report

b) Receive further reports / updates as appropriate.

BACKGROUND PAPERS

N/A

