

Staff Engagement Actions 2024 Survey

Action Area	Activity	Outcomes
1. Staff Survey outcomes	- Disseminate results of 2024 survey to staff through SLT who then can take any appropriate action - Feedback to staff via Hot News and the portal - Conduct further research into areas of the staff survey with a negative score of 20% or more and feed the findings into the engagement strategy and communications plan - Learn from other departments and implement any necessary changes - Initial resulting actions: - Consider staff survey results/feedback in all planning and reviewing processes - Increase awareness and staff engagement with members of Merseyside Fire and Rescue Authority in response to staff survey results/feedback - Use themed pulse surveys to explore specific areas - Increase the promotion of the survey in an attempt to increase the level of response in 2026 – consider launch event - Consider alternative methods of gathering feedback about staff engagement	Action will be taken to address areas for improvement and positives arising from the survey will be strengthened. Improved response rates in the 2026 survey. Improved results in 2026 for lower scoring areas in 2024.
2. Staff Engagement and Communications	Functional leaders will discuss the findings of the survey with their staff through	It is expected that engaging in this way through normal channels, but about specific staff survey outcomes, will be a sustainable

	normal meeting and engagement channels, to gather more details about the areas of the survey that achieved the lowest scores (the “lowlights”) and those that gained the highest results (the “highlights”) to learn from good practice and implement change where required.	way of maintaining the staff survey conversation and improving outcomes as a result.
3. Organisational learning and shared good practice	• Where good examples of engagement (on an individual, team or Service level) are identified, ensure these are written up and communicated to all to ensure the spread of good practice. • A review of the governance of organisational learning is already contained within the 2025/26 Service Delivery Plan.	All staff will benefit from good practice as it is identified and shared within the Service.
4. Recognition and Reward	• Ongoing work within the People Plan will support recognition and rewards approaches that will have a positive impact on engagement.	Existing planned work will have a benefit in relation to staff engagement.
5. Learning and Development	• Ongoing work within the People Plan will support learning and development approaches that will have a positive impact on engagement.	Existing planned work will have a benefit in relation to staff engagement.