

MERSEYSIDE FIRE AND RESCUE AUTHORITY

FEEDBACK REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

23 JULY 2015

SUBJECT: MERSEYSIDE FIRE & RESCUE AUTHORITY (MFRA)
ENGAGEMENT PRINCIPLES AND COMMITMENTS

REPORT NUMBER: [CFO/057/15](#)

APPENDICES: APPENDIX A: A RESPONSE TO THE MFRA
STAFF SURVEY: YOUR SERVICE
YOUR VOICE. REPORT NUMBER 1:
ENGAGEMENT COMMITMENTS –
THINK PEOPLE

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: DEB APPLETON

OFFICERS CONSULTED: WENDY KENYON
LYNN HUGHES
DEB APPLETON
STRATEGIC MANAGEMENT GROUP

Purpose of Report

1. To update Members on the progress made in relation to staff engagement following the outcomes of the 2014 Staff Survey.
2. To introduce Members to the Merseyside Fire and Rescue Authority (MFRA) Engagement Principles.

Introduction and Background

3. Following the results of the Staff Survey a number of meetings were held with staff, managers and Authority Members (Cllr Barbara Murray – Lead Member).

4. The results of the staff survey focus group and stakeholder meetings were presented and discussed. The meetings were convened in order to fully understand the outcomes of the survey and provide an opportunity for staff to contribute to the development of a set of Engagement Principles based on the concept of “Think People”.
5. These principles will be applied to all Staff Engagement now and in the future, with managers encouraged to engage staff at the earliest opportunity.
6. It was agreed that the MFRA Engagement Commitments would be drawn up based on the discussions, ideas and suggestions and be presented to the Strategic Management Group for consideration in April 2015. The subsequent Engagement Principles and Commitments are contained in Appendix A. The report also provides Members with a timeline outlining the key milestones for delivery over the coming months.
7. On 29th May 2015, the Commitments were launched on the MF&RA Portal page with the “Think People” branding and all staff received an email from the Chief Fire Officer informing them of the work which has been carried out so far.
8. Work on the implementation of the commitments is continuing and progress will be reported back to Members.

Equality and Diversity Implications

9. Developing and delivering Engagement Principles and Commitments to respond to issues arising from the staff survey will help to enhance the Service’s commitment to its staff allowing them to fully understand any issues related to Equality and Diversity.

Staff Implications

10. The development and delivery of Staff Engagement Principles and Commitments will impact positively on staff across the organisation. The introduction of the Think People principles are all focused around considering staff and implications for staff in relation to all decisions and strategies.
11. The ongoing commitment to the staff survey will impact on staff positively, as it is an opportunity for all staff across the organisation to provide their views and thoughts on the organisation.

Legal Implications

12. The procurement process was followed to engage the external supplier to deliver the staff survey and no further legal implications have been identified in relation to the Engagement Principles and Commitments contained in Appendix A.

Financial Implications & Value for Money

13. No specific financial costs have been identified, however officers will need to consider detailed costs for any additional work required to implement and support some of the Engagement Commitments.
14. Quotes have been sourced to support the implementation of the communication plan which underpins the Commitments and Principles, specifically designed posters and branding have been created for “Think people”.

Risk Management, Health & Safety, and Environmental Implications

15. Knowing the workforce responses to the survey and what is causing them concern will enable the organisation to provide future support to enable an improved service delivery and will help to assure that any issues around health and safety are dealt with as part of the survey project.

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

16. This survey has benefited staff with opportunities for them to give feedback about all aspects of the Authority and Service. The development and delivery of Engagement Principles and Commitments will contribute to ongoing whole organisational developments.

Recommendation

17. That Members note and embrace the MFRA Engagement Principles as outlined in Appendix A and consider the next steps identified within the report.

BACKGROUND PAPERS

GLOSSARY OF TERMS

SMG Strategic Management Group