

Lead Member/Ambassador

Feedback Form 2015/16

Lead Member/Ambassador:

Sharon Sullivan

Area of Responsibility:

People and Organisational Development

Supporting Officer:

Nick Mernock

Number of meetings taken place between Lead Member/Ambassador and Supporting Officer during the year:

- 1. Please outline the nature of the meetings and any agreed outcomes, including any information, guidance and updates which have been provided to you with regard to developments in your area of responsibility.**

Outline Nature of Meetings:

Scrutiny of strategic direction of the Department and the ongoing issues raised during staff engagement events.

Agreed Outcomes	
(i)	Further reduction in sickness absence figures
(ii)	Continued development of the Apprenticeship programme
(iii)	Expansion of positive action processes to ensure MFRS is fully inclusive with all communities in the area
(iv)	Seeking ways to avoid compulsory redundancies whilst still addressing future budget constraints

2. Have any reports been written in relation to this area of work, if so please confirm the title and meeting which the report was submitted to?

Report Title	Meeting
IVF Service Instruction	Authority
Introduction of the Living Wage	Policy and Resources
Apprentice Update	Community Safety and Protection

3. What involvement did you have in the reporting process?

Discussion around the strategic direction of policies relating to personnel employed within MFRS. Availability to facilitate staff engagement.

4. What were the outcomes as a result of the report(s)?

(i) Successful implementation of IVF Service Instruction
(ii) MFRS being fully aware of the implications of the National Living Wage and its possible impact in the future
(iii) The widening of the apprentice scheme across departments within MFRS

5. What other meetings within Merseyside Fire and Rescue Authority or Partners, do you attend which have an influence on your Lead Member/Ambassador Area?

(i) Policy and Resources
(ii) Performance and Scrutiny

6. How has attending the above meetings assisted you in your role?

It has broadened my understanding of the policies and strategic direction of MFRS

7. How has undertaking the role as Lead Member/Ambassador enhanced your level of knowledge of this particular service area?

Broadened my knowledge around legislation

8. Please detail any lessons learnt (e.g. what you would have liked to include or done differently)?

9. What has been the main benefit to you or the Authority of your appointment in this role?

Enabling role which allows me to contribute to debate around staff issues

10. Any other comments you would like to add

I have found this role satisfying and have enjoyed engaging with staff within the organisation.

11. Support Officer Comments:

The role of Lead Member has interacted well with the work of the People and Organisational Development Team. It allows Member scrutiny of the work which has been undertaken and is planned. It has complemented elected member station visits by enabling transparent dialogue based on facts, and it has facilitated interaction with teams to resolve issues raised at the station meetings

YEAR END OVERVIEW

KEY WORK COMPLETED

- (1) **Industrial relations** – highly productive work has been completed with the support and engagement of the representative bodies. A continued transparent approach ensures a ‘no surprises’ culture that facilitates outcomes that are Merseyside focused and key to protecting employment whilst continuing to operate at the highest standards within a constrained budget situation

This has seen the introduction of new ways of working including a 24 Hour duty system, an agreement for a longer term Additional Voluntary Hours agreement which supports cost effective staffing, and a major increase in the number of Retained contracts within the Service
- (2) **Sickness Absence Management** – the introduction of the revised capability procedures, and longer term support and management of the long term sickness cases has seen the delivery of a reduction in the organisational sickness figures. This addresses the trend that has seen sickness absence rise over the past years and provides a strong platform to continue to improve performance in this field
- (3) **Annual Appraisals** – All employees are now receiving an Appraisal, which provides the opportunity for interaction with their line manager, the ability to contribute to personal and organisational delivery, and to plan their own personal development. This is either through short term development, or supported progression into the Development gateway which provides each employee with the potential to gain the skills to progress towards the Leadership test of Potential and gain promotion within the service.
- (4) **Occupational Health Services** – the Authority continues to develop its range of Health and Wellness support to all employees. The Service provides numerous support packages to assist in areas such as fitness, mental health and stress management. The team has also provided support to other North West Authorities in relation to Employee assistance programmes, critical incident debriefs and mental Health awareness.
- (5) **Apprenticeship Development** – the Service has made major developments in the support of young people within our communities through the introduction of Apprenticeship schemes within the Fire Service. We are running our second cohort within the Community Protection Department following the very successful first group of 12 young people, many of whom have now secured permanent roles within the Fire Authority. We are currently developing apprenticeships within the Finance Department, Catering, Reception and Professional Standards.