

For Publication

Bedfordshire Fire and Rescue Authority  
Human Resources Policy and Challenge Group  
11 January 2018  
Item No. 10

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**REPORT AUTHOR:** HEAD OF SPECIAL PROJECTS

**SUBJECT:** EMPLOYEE OPINION SURVEY 2017

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Background Papers: None

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Implications (tick✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES	✓	EQUALITY IMPACT	✓
ENVIRONMENTAL		POLICY	✓
CORPORATE RISK	Known	OTHER (please specify)	
	New		

*Any implications affecting this report are noted at the end of the report.*

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## PURPOSE

To inform Members on the main outcomes of the Employee Opinion Survey 2017 and, where relevant, the changes from previous survey responses.

## RECOMMENDATION

That Members:

1. Acknowledge the key indicators, additional comments and considerations within this paper; and
  2. Support the Action Plan and the wider engagement with staff on the outcomes.
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### 1. BACKGROUND

- 1.1 Every two years Bedfordshire Fire and Rescue Service (BFRS) conducts an all-employee opinion survey. The Staff Survey 2017 was undertaken by Opinion Research Services (ORS), an independent research company, between 8 May and 16 June 2017.
- 1.2 The Service is committed to continued investment in employee surveys to foster fairness, equality, engagement and satisfaction. It is important to note

that a survey cannot provide all answers on an organisation; its value is being a mechanism to stimulate critical thinking, planning and investigation. It provides information which must be triangulated with other factors, such as Health and Safety Climate Survey, staff turnover rates, customer satisfaction, complaints, discipline and grievance cases and wellbeing.

- 1.3 Overcoming prejudice, changing negative attitudes about equality and diversity issues and ensuring fairness can be difficult to progress. To meet this challenge the Service has focused on developing inclusive approaches to employment policies, practices and personal behaviours by managing equality and diversity issues in ways that support the organisation, ensuing actions and initiatives support business goals (for example professional standards training, Equality Handbook and Toward Cultural Competence training).
- 1.4 This and other similar initiatives have supported the Service in meeting not only its legal duties but in engaging employees' understanding in ways that influence personal behaviours and operational activities regarding the delivery of products and services, enabling the Service to more effectively meet the needs of diverse communities and employees.
- 1.5 Further plans are already in place to grow this input with unconscious bias and inclusive leadership training activities.
- 1.6 The initial presentation of the summary report was provided to Corporate Management Team (CMT) on 7 September 2017 prior to the Member led Corporate Equality Group (CEG) on 16 October 2017 and a 4 page executive summary was provided for all staff within Blue Bulletin V50 37/17 on 15 September 2017.
- 1.7 Between 30 October and 3 November 2017 BFRS invited IODA Ltd to undertake some focus groups and semi structured interviews with our staff to further understand the areas of strong performance and consider areas for further improvement, as part of triangulating the evidence to inform any Service level activity in response.

## **2. Implications**

- 2.1 Policy – not at this time; policy review may be an outcome of further research.
- 2.2 Equality – the purpose of the Employee Opinion Survey is to contribute to furthering the progress of equality within the organisation.

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