

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP17/8

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -
24 FEBRUARY 2017**

SUBJECT: EMPLOYEE ENGAGEMENT SURVEY

SUMMARY:

1. This report provides an update on the Employee Engagement Survey 'Valuing Your Voice'
2. A final report will be available after publication of the Survey Results.

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the contents of this report.

DETAIL OF THE SUBMISSION

1. KEY ISSUES FOR CONSIDERATION

- 1.1. The Employee Engagement Survey 'Valuing Your Voice' was launched across Suffolk (and Norfolk) Police on the 16th November 2016.
- 1.2. Conducting engagement surveys is a useful way to gather insight into what is important to our employees. The use of employee surveys has been championed within the College of Police Leadership Review and the recent HMIC inspections.
- 1.3. The survey is being undertaken in collaboration with Durham University Business School. The Business School has, so far, worked with 21 other police forces on their employee surveys, whilst another 15 forces have expressed an interest.
- 1.4. The advantage to working with Durham University Business School is that the survey is a tried and tested product within the Police Service, which has been continually refined over previous surveys. Suffolk Constabulary also becomes part of a working group with other police forces to discuss key themes which may be being experienced across policing which will help inform our action plans.
- 1.5. The survey is in two parts with part one running from the 16th November to the 24th December 2016 and part two running from the 10th January to the 31st January 2017.
- 1.6. The response rates for Suffolk staff and officers for part one of the survey was 47.9%. As at the 25th January 2017 the response rate for Suffolk staff and officers for part two of the survey was approx. 31.6%.
- 1.7. During March 2017, a representative from Durham University Business School will present the results and findings to the forces on a mutually agreed date. They will also provide a written report. This timetable has been set in order to ensure that forces are able to meet the HMIC PEEL inspection timetable for the next financial year.
- 1.8. The information gained through the survey will help the Constabulary to address 'blockers to engagement' (problems faced by our employees), further develop or maintain 'drivers of engagement' (motivating factors that support our employees) and maximise 'outcomes of engagement' (beneficial products of engagement for individuals, the organisation and our communities).

2. FINANCIAL IMPLICATIONS

- 2.1. The cost for Suffolk Constabulary for the survey was £7,500.
- 2.2. This was significantly cheaper than conducting a survey with an external commercial company. A costing exercise was undertaken with a number of commercial survey providers and the costs varied between suppliers, within a range from £15,000 to £25,000.

3. OTHER IMPLICATIONS AND RISKS

- 3.1 There are no implications or risks associated with the contents of this report.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes
Have human resource implications been considered?	Yes
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes
Have all relevant ethical factors been taken into consideration in developing this submission?	Yes