

Cultural Audit Benchmarking Results

Report of the Chief Fire Officer

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1 Purpose of Report

This report informs Members of the Human Resources (HR) Committee about the final Cultural Audit benchmarking report from Opinion Research Services (ORS).

2 Recommendations

The Committee is asked to note the report.

3 Background

In January 2007 Shropshire Fire and Rescue Service undertook a Cultural Audit and subsequently incorporated the results of that within the 2007/08 IRMP consultation process with staff.

When this work was undertaken, comparative analysis was only possible with all Scottish Fire and Rescue Services (FRSs) because not many English FRSs had taken part at that point. In December 2007 the HR Committee received a report detailing the Authority's comparative position following analysis of the 19 FRSs that had participated up to that point.

Since then a further six FRSs have participated (making a total of eight from Scotland and 17 from England) and on 25 March 2009 a Final Benchmarking Report was issued and this report details the position of Shropshire and Wrekin Fire Authority against the 25 other participating UK Services. All of the FRSs participated over the period between July 2005 and February 2009.

4 Report detail

Summary comparison

The full report is rather detailed and will be available for Members to view during the meeting. The average scores for each FRS in each category are summarised on the table below with Shropshire Fire and Rescue Service (SFRS) shown in the highlighted row in Table 1 below:

Table 1 - Summary of benchmarking performance

FRS	Morale	Opportunities	Diversity 1	Diversity 2a	Diversity 2b	Equal Treatment	Policies and Management	Average of all Indicators
1	71.9	71.4	76.6	72.3	77.8	92.4	60.2	74.7
2	72.9	68.0	73.8	74.3	76.8	97.0	57.6	74.3
3	72.4	68.0	76.0	73.5	74.3	93.6	58.7	73.8
4	69.1	72.6	75.8	77.7	78.0	93.8	47.5	73.5
5	71.7	65.5	72.6	75.2	74.8	96.6	52.2	72.7
6	67.5	72.2	76.0	74.2	77.3	93.0	46.9	72.4
7	69.9	68.6	70.8	71.8	76.5	95.2	50.7	71.9
8	66.6	69.6	75.6	74.3	76.8	93.8	46.3	71.9
9	69.7	65.6	71.8	73.7	73.8	95.4	53.1	71.9
10	65.4	62.9	76.7	73.8	79.8	93.0	48.7	71.5
11	63.8	63.6	72.7	75.5	78.0	94.0	47.3	70.7
12	67.8	64.9	75.5	69.8	74.0	92.6	49.7	70.6
13	67.6	67.7	73.6	69.5	74.0	92.2	49.4	70.6
14	68.1	69.1	72.5	72.2	73.3	90.2	46.8	70.3
15	69.9	65.5	74.2	72.5	73.8	91.0	42.9	70.0
16	63.4	64.9	70.4	74.3	74.0	94.0	44.0	69.3
17	68.5	67.4	72.7	71.3	71.3	92.4	41.1	69.3
18	63.0	62.7	75.9	72.2	74.0	90.2	42.3	68.6
19	61.8	59.7	75.1	71.2	73.8	89.8	43.9	67.9
20	59.3	58.7	70.1	72.0	72.8	94.0	41.8	66.9
21	61.8	56.1	69.9	71.3	72.3	94.2	42.1	66.8
22	57.8	56.9	76.4	75.5	76.8	87.6	36.7	66.8
23	67.4	25.8	75.8	76.5	78.3	91.0	47.1	66.0
A	67.4	61.5	72.8	73.2	73.0	91.8	N/A	73.3
B	65.9	65.4	73.1	71.2	N/A	92.0	42.9	68.4

The final column shows the average score for each FRS across all 75 indicators and whilst there is more than an 8 point difference between the Services ranked highest and lowest, there are only 0.9 points between the Service ranked highest and SFRS.

The final report also shows that our position nationally has remained unchanged despite six more FRSs now having participated in the survey. It is also important to note that more than two years has lapsed since SFRS undertook our audit and given the activities we have undertaken in the intervening period, we would expect that if the audit were to be repeated again now our scores would have improved in the areas we have targeted e.g. raising awareness of positive action and the rationale behind it.

Current position

We have now completed the actions and work that arose from the Cultural Audit. Any minor outstanding actions that were due have been incorporated into the Corporate Equality Action Plan or departmental business streams. In doing this work we have also agreed an audit strategy with the representative bodies. This strategy recommends a full audit on either a Cultural or Employee Opinion theme every 5 years and other more specific audits in the intervening periods, for example we have recently undertaken a Stress Audit and the results are being analysed.

5 Financial Implications

There are no financial implications arising from this report as financial provision has already been requested through budget-setting channels to implement any activities arising from the Cultural Audit.

6 Legal Comment

There are no direct legal implications arising from this report.

7 Equality Impact Assessment

This report is regarding the benchmarking of national Cultural Audit results since 2005. An Equality Impact Assessment was undertaken before the Cultural Audit was undertaken internally in 2007.

8 Appendices

There are no appendices attached to this report

9 Background Papers

There are no background papers associated with this report.

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

Balanced Score Card		Integrated Risk Management Planning	*
Business Continuity Planning		Legal	*
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Efficiency Savings		Retained	
Environmental		Risk and Insurance	
Financial	*	Staff	*
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	