

Staff suggestion scheme

New policy number: **887**
Old instruction number:
Issue date: **22 March 2016**
Reviewed as current: **18 April 2024**
Owner: **Assistant Commissioner, Fire Stations**
Responsible work team: **Central Operations**

Contents

1 Introduction 2
2 Aims of the scheme 2
3 Suggestion categories 2
4 Scope of suggestions 2
5 The stages of the process 3
6 Central Operations Business Support responsibilities 4
7 Heads of Service/department's responsibilities 4
8 Review and monitoring of the scheme 4
Document history 5

1 Introduction

- 1.1 The Staff Suggestion Scheme is available to all staff via Hotwire and seeks to encourage employees to contribute to the future of the London Fire Brigade (LFB) by providing a dedicated channel for staff to submit ideas for which they may receive either team or personal recognition.
- 1.2 Heads of Service and departmental heads will be required to support the staff suggestion scheme with administrative arrangements that ensure that all suggestions allocated to their department are received, considered and progressed as appropriate within the timescales outlined in this policy.
- 1.3 Suggestions made, and the decision on whether to progress or decline a decision (and the reasons why) will be published online.

2 Aims of the scheme

- 2.1 The aim of the scheme is to promote, invite and maintain staff engagement, across the Brigade with particular regard to:
 - Providing every employee with the opportunity to suggest ways to improve the organisation.
 - Exploring methods and innovations that may improve our efficiency and enhance the service we provide.
 - Bringing about improvements to our performance, systems, products and procedures.

3 Suggestion categories

- 3.1 When submitting a suggestion, employees are asked to select a category that best fits the suggestion. There are twelve categories for submission as follows:
 - Communication
 - Community Safety
 - Energy saving/Sustainability
 - Equality/Diversity
 - Health and Safety
 - Income generation
 - Life-saving
 - Management
 - Partnership working
 - Reputation of the Brigade
 - Technology or equipment
 - Welfare and fitness
- 3.2 Suggestions can only be accepted via the Staff Suggestion scheme area on Hotwire. Should a department receive a suggestion direct, they should direct the originator towards the Staff Suggestion Scheme via Hotwire.

4 Scope of suggestions

Within scope

- 4.1 Suggestions will be considered to be within scope of the scheme if they are well thought out and original, with particular emphasis on quality of service and efficiency issues. To enable comprehensive consideration, suggestions should be supported by a rationale and an indication of the anticipated benefits.

4.2 Examples of what a good staff suggestion might include are:

- Impact upon or enhancements to LFB.
- Cost and feasibility of implementation including any savings or benefits.
- Efficiency /effectiveness and improvements in quality.
- Potential Improvements to employee or public safety or wellbeing.
- Reduction of corporate risk or other liabilities.
- Promoting safer communities / enhancing partnership working.
- Impact on the reputation of LFB.
- Improves the use of resources.
- Improves communication within the organisation.
- Improves the Equality/Diversity agenda within LFB.
- Seeks to improve staff morale and motivation.
- Generates income.

Outside scope

4.3 Suggestions may be declined without being sent for departmental consideration if:

- The suggestion is lacking a sound basis or supporting evidence.
- The suggestion is the subject of current work, design, development, or project work or the suggestion or improvement has already been identified as part of an action plan following an internal audit or other assessment process.
- Ideas patented or intended to be patented by the originator.
- It is considered that the suggestion is seeking to bypass normal management functions, business processes, policies or responsibilities.
- The same or a significantly similar suggestion has been submitted previously.
- The suggestion is a matter for employee terms and conditions or industrial relations.

4.4 Notification that a suggestion has been rejected without departmental consideration under the scheme, and the reasons why, will be provided in all cases.

5 The stages of the process

5.1 **Eligibility** – Any suggestion received via the Staff Suggestion scheme will be initially reviewed for eligibility by Central Operations Business Support Team. The suggestion will be acknowledged and, if rejected due to being outside the scope of the scheme at this stage, the originator will be informed and the reason for the rejection given.

5.2 **Under Consideration** - If the idea is eligible under the scheme, it will be passed to the appropriate lead department/s for an initial review **within 21 days**.

5.3 **Detailed Review** - If the result of initial review is the opinion that the suggestion may have merit, the originator will be informed that the suggestion will then be given detailed consideration by the appropriate Head/s of Department. Once known, the originator will be informed as to whether the suggestion has been declined after further consideration (and the reasons why) or will be taken forward for implementation.

5.4 **Ideas Progressed** – Once a suggestion is agreed for implementation, the timescale for further action may be dependent on a number of factors. Once implemented, the originator/s will be notified and consideration may be given to recognition for the idea.

6 Central Operations Business Support responsibilities

6.1 The role of Central Operations Business Support will be to:

- Maintain the online register of suggestions.
- Review suggestions submitted for eligibility and respond to the originator if a suggestion is considered to be outside the scope of the scheme within 14 days of receipt.
- Forward suggestions to the appropriate department for an initial review and response within 21 days.
- In the case of suggestions implemented, advise managers at the appropriate level who may wish to consider recognition for the successful suggestion.

7 Heads of Service/department's responsibilities

- 7.1 Heads of Service and departmental heads have a key role in supporting this policy and ensuring that ideas are given due consideration.
- 7.2 Suggestions will initially be sent to the nominated scheme administrator for the lead department, who should ensure that these are passed to a team member with the appropriate knowledge and/or experience to carry out an initial review within 21 days.
- 7.3 After initial review, the suggestion should be updated online by the nominated departmental administrator to confirm that it will either be declined (and the reasons why) or given detailed review.
- 7.4 Suggestions which warrant detailed review should be considered within a reasonable timeframe and a decision made on whether the idea will now be declined (and the reasons why) or can be implemented when practicable.
- 7.5 Departments should ensure that suggestions are administrated online to ensure that the originator is advised of decisions and corporate reporting on the scheme is accurate.
- 7.6 Where suggestions require consideration by more than one department, due to impact or resource requirements for example, it is expected that the lead department co-ordinate this consideration and administrate accordingly. Suggestions can however be reallocated from one department to another if it is thought that the suggestion falls wholly within the remit of another department.
- 7.7 As and when a suggestion has been agreed for implementation departmentally (and the originator advised of that decision) the lead department will be required to provide routine updates on progression, until implementation.
- 7.8 Once a suggestion is implemented, the lead department should update the suggestion online to allow for consideration of recognition if appropriate.
- 7.9 Departments should routinely review and monitor suggestions allocated to their department to ensure the scheme is upheld and suggestions are considered within suitable timeframes.

8 Review and monitoring of the scheme

- 8.1 Heads of Department, and team members nominated by them will receive periodic automated reports and should routinely review and monitor any suggestions allocated to their department.
- 8.2 A report analysing progression of suggestions across all departments will be reviewed quarterly by Central Operations Business Support and departments may be contacted where a decision on whether or not to progress a suggestion is considered overdue.

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

| | | | | | | | |
|-----|------------|------|------------|-------|------------|----|--|
| EIA | 17/04/2024 | SDIA | 07/03/2024 | HSWIA | 07/03/2024 | RA | |
|-----|------------|------|------------|-------|------------|----|--|

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

| Page/para nos. | Brief description of change | Date |
|----------------------------------|---|------------|
| Throughout | This policy has been reviewed as current with changes made to reflect the change in organisational structure and governance. Levels of award have been amended. | 04/02/2019 |
| Page 4, para 8 Page 5, para 9 | Award levels changed to Recognition. Amendments to review and monitoring of the scheme. | 20/01/2020 |
| Throughout | This policy has been reviewed as current with changes made to reflect the change in organisational structure and governance. Levels of award have been removed. | 18/04/2024 |

Subject list

You can find this policy under the following subjects.

| | |
|--|--|
| | |
| | |
| | |
| | |

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

| Considered by: (responsible work team) | FOIA exemption | Security marking classification |
|---|----------------|---------------------------------|
| | | |
| | | |
| | | |