



Results of the Survey for Merseyside Fire and Rescue

Data tables showing results for Operational Preparedness by Staff groupings

Total respondents: 78

Produced by People Insight in July 2018



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Key to the information displayed in this report

Symbols:





- indicates what percentage of the total answers for this question were **positive**
- indicates what percentage of the total answers for this question were **neutral**
- indicates what percentage of the total answers for this question were **negative**

































A traffic light system is used to indicate:

- areas of **strength**
- areas for **development**
- areas of **weakness**
- where we are unable to comment due to lack of data or to maintain confidentiality of respondents

Operational Preparedness	Questions in the "Goal Clarity" section	Uniformed	Non Uniformed	Control
   		   	   	   
 96% 1% 3%	1. I understand the priorities or Missions & Aims of MFRA	 96% 4% 0%	 97% 0% 3%	 95% 0% 5%
 96% 1% 3%	2. I am clear about what I am expected to achieve in my job	 96% 0% 4%	 97% 0% 3%	 95% 5% 0%
 95% 3% 3%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 93% 4% 4%	 97% 0% 3%	 95% 5% 0%
 71% 21% 9%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 56% 26% 19%	 91% 6% 3%	 58% 37% 5%
 89% 6% 4%	Section averages	 85% 8% 6%	 95% 2% 3%	 86% 12% 3%

Operational Preparedness	Questions in the "My Job" section	Uniformed	Non Uniformed	Control
G 85% 13% 3%	1. I enjoy my work	G 81% 19% 0%	G 91% 6% 3%	G 79% 16% 5%
A 63% 18% 19%	2. My job makes the best use of the skills and abilities that I have	A 67% 11% 22%	A 69% 13% 19%	R 47% 37% 16%
G 76% 19% 5%	3. I get a sense of personal accomplishment from my work	A 67% 26% 7%	G 78% 19% 3%	G 84% 11% 5%
G 86% 9% 5%	4. I feel that my work contributes to Safer Stronger Communities	G 89% 7% 4%	G 84% 13% 3%	G 84% 5% 11%
A 68% 19% 13%	5. I feel supported in my role	A 63% 22% 15%	G 75% 19% 6%	A 63% 16% 21%
A 58% 22% 21%	6. I have a sense of good job security	G 81% 7% 11%	R 44% 38% 19%	R 47% 16% 37%
G 72% 17% 11%	Section averages	G 75% 15% 10%	G 73% 18% 9%	A 68% 17% 16%

Operational Preparedness	Questions in the "Employee Involvement" section	Uniformed	Non Uniformed	Control
				
A 67% 14% 19%	1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	A 70% 15% 15%	A 66% 16% 19%	A 63% 11% 26%
A 71% 14% 15%	2. I am able to use my own initiative at work to do my job	A 63% 15% 22%	G 94% 3% 3%	R 42% 32% 26%
A 64% 22% 14%	3. I am encouraged to suggest new ideas for improvements	A 70% 11% 19%	G 72% 22% 6%	R 42% 37% 21%
A 64% 18% 18%	4. I am comfortable to speak up and constructively challenge how things are done	A 67% 11% 22%	G 75% 16% 9%	R 42% 32% 26%
A 60% 18% 22%	5. People can communicate openly with each other here regardless of position or level	R 44% 19% 37%	G 78% 13% 9%	R 53% 26% 21%
A 65% 17% 18%	Section averages	A 63% 14% 23%	G 77% 14% 9%	R 48% 27% 24%

Operational Preparedness	Questions in the "Teamwork" section	Uniformed	Non Uniformed	Control
   		   	   	   
 55% 21% 24%	1. Morale in my immediate team/watch/section is generally high	 59% 26% 15%	 72% 22% 6%	 21% 11% 68%
 51% 33% 15%	2. Different parts of the service work well together	 41% 33% 26%	 69% 22% 9%	 37% 53% 11%
 46% 38% 15%	3. We are good at sharing ideas to make things work better	 37% 37% 26%	 69% 25% 6%	 21% 63% 16%
 51% 31% 18%	Section averages	 46% 32% 22%	 70% 23% 7%	 26% 42% 32%





























Operational Preparedness	Questions in the "Learning & Development" section	Uniformed	Non Uniformed	Control
81% 8% 12%	1. I have received the training and development I need to do my job well and safely	93% 0% 7%	78% 13% 9%	68% 11% 21%
56% 15% 28%	2. I have the right opportunities to learn and grow at work	63% 7% 30%	63% 16% 22%	37% 26% 37%
88% 6% 5%	3. I have the knowledge and skills I need to do my job well	89% 7% 4%	91% 3% 6%	84% 11% 5%
55% 26% 19%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	52% 26% 22%	50% 34% 16%	68% 11% 21%
77% 12% 12%	5. I have good quality equipment to help me do my job	63% 15% 22%	75% 16% 9%	100% 0% 0%
72% 13% 15%	Section averages	72% 11% 17%	71% 16% 13%	72% 12% 17%

Operational Preparedness	Questions in the "Recognition & Reward" section	Uniformed	Non Uniformed	Control
60% 18% 22%	1. In the last week, I have received thanks or praise for doing good work	67% 11% 22%	50% 28% 22%	68% 11% 21%
77% 15% 8%	2. I feel valued and recognised for the work that I do by my line manager	89% 7% 4%	72% 22% 6%	68% 16% 16%
78% 21% 1%	3. I feel valued and recognised for the work that I do by other team members	67% 33% 0%	88% 9% 3%	79% 21% 0%
45% 29% 26%	4. I feel valued and recognised for the work that I do by senior managers	48% 19% 33%	59% 28% 13%	16% 47% 37%
50% 31% 19%	5. I receive feedback on my work	41% 41% 19%	56% 31% 13%	53% 16% 32%
62% 23% 15%	Section averages	62% 22% 16%	65% 24% 11%	57% 22% 21%

Operational Preparedness	Questions in the "Management Effectiveness" section	Uniformed	Non Uniformed	Control
73% 18% 9%		70% 22% 7%	69% 22% 9%	84% 5% 11%
77% 14% 9%	1. My manager communicates regularly about issues that affect my work	74% 19% 7%	78% 13% 9%	79% 11% 11%
83% 12% 5%	2. My manager makes time for me	85% 15% 0%	84% 6% 9%	79% 16% 5%
56% 33% 10%	3. My manager treats me fairly and with respect	63% 30% 7%	50% 41% 9%	58% 26% 16%
37% 38% 24%	4. My manager gives me regular feedback on how I am doing	26% 52% 22%	56% 34% 9%	21% 26% 53%
55% 21% 24%	5. Senior managers do what they say they are going to do	44% 19% 37%	75% 22% 3%	37% 21% 42%
38% 42% 19%	6. Employees at my level are able to communicate their concerns to higher management	30% 33% 37%	50% 44% 6%	32% 53% 16%
47% 29% 23%	7. MFRA Members engage well with staff at MFRA	44% 26% 30%	66% 22% 13%	21% 47% 32%
58% 26% 16%	8. I have confidence in the future of MFRA	55% 27% 19%	66% 25% 9%	51% 26% 23%
	Section averages			

Operational Preparedness	Questions in the "Culture & Values" section	Uniformed	Non Uniformed	Control
65% 21% 14%	1. Bullying, harassment and discrimination are not tolerated at MFRA	56% 15% 30%	72% 22% 6%	68% 26% 5%
76% 10% 14%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	59% 11% 30%	84% 9% 6%	84% 11% 5%
51% 32% 17%	3. I feel able to make decisions without fear of being blamed if things go wrong	41% 33% 26%	66% 31% 3%	42% 32% 26%
72% 22% 6%	4. Generally we resolve any differences of opinion amicably	59% 30% 11%	84% 9% 6%	68% 32% 0%
56% 21% 23%	5. MFRA promotes a culture of openness and transparency	41% 11% 48%	72% 19% 9%	53% 37% 11%
26% 49% 26%	6. MFRA is a better place to work than it was 3 years ago	30% 52% 19%	31% 53% 16%	11% 37% 53%
95% 4% 1%	7. I have a good understanding of MFRA values	96% 4% 0%	94% 3% 3%	95% 5% 0%
72% 18% 10%	8. I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	56% 30% 15%	91% 3% 6%	63% 26% 11%
55% 24% 21%	9. I feel valued	56% 22% 22%	63% 31% 6%	42% 16% 42%
67% 19% 14%	10. I am able to strike the right balance between my work and home life	56% 37% 7%	88% 9% 3%	47% 11% 42%
63% 22% 15%	Section averages	55% 24% 21%	74% 19% 7%	57% 23% 19%

Operational Preparedness	Questions in the "Change Management" section	Uniformed	Non Uniformed	Control
86% 10% 4%	1. I understand the need for change at MFRA given the cuts faced by the Authority	85% 11% 4%	94% 3% 3%	74% 21% 5%
65% 26% 9%	2. I am communicated with about change that affects me in good time	70% 19% 11%	75% 19% 6%	42% 47% 11%
51% 27% 22%	3. Change here is well managed overall	37% 30% 33%	72% 22% 6%	37% 32% 32%
65% 23% 12%	4. Change within my team is well managed	59% 26% 15%	84% 6% 9%	42% 47% 11%
37% 38% 24%	5. I feel that MFRA consider the impact on me and other people when making decisions	41% 26% 33%	47% 44% 9%	16% 47% 37%
37% 36% 27%	6. A lot is done to help staff prepare for and cope with change	26% 37% 37%	56% 34% 9%	21% 37% 42%
57% 27% 16%	Section averages	53% 25% 22%	71% 21% 7%	39% 39% 23%

Operational Preparedness	Questions in the "Health and Wellbeing" section	Uniformed	Non Uniformed	Control
   		   	   	   
 85% 10% 5%	1. In general I would say my health is good	 89% 7% 4%	 88% 6% 6%	 74% 21% 5%
 87% 13% 0%	2. I consider that I benefited from the support I received through the Occupational Health Team	 93% 7% 0%	 87% 13% 0%	 78% 22% 0%
 86% 11% 3%	Section averages	 90% 7% 2%	 87% 9% 4%	 75% 21% 4%

Operational Preparedness	Questions in the "Overall" section	Uniformed	Non Uniformed	Control
85% 12% 4%	1. I am proud to say I work for MFRA	74% 26% 0%	91% 6% 3%	89% 0% 11%
77% 17% 6%	2. Working here makes me want to do the best I can	67% 30% 4%	91% 3% 6%	68% 21% 11%
65% 19% 15%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	56% 26% 19%	81% 13% 6%	53% 21% 26%
92% 5% 3%	4. I care about the future of MFRA	85% 11% 4%	97% 0% 3%	95% 5% 0%
78% 12% 10%	5. I would still like to be working at MFRA in two years' time	78% 15% 7%	88% 9% 3%	63% 11% 26%
79% 13% 8%	Section averages	72% 21% 7%	89% 6% 4%	74% 12% 15%

Breakdown of respondents for Merseyside Fire and Rescue: Operational Preparedness

Staff groupings	Total
Uniformed	27
Non Uniformed	32
Control	19
Total	78