



## Results of the Survey for Merseyside Fire and Rescue

### Data tables showing results for Merseyside Fire and Rescue by; Age range

Total respondents: 548  
Response rate: 56%

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

MFRA	Questions in the "Goal Clarity" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
   		   	   	   	   	   	   
 86% 9% 5%	1. I understand the priorities or Missions & Aims of MFRA	 100% 0% 0%	 90% 6% 4%	 86% 8% 6%	 83% 12% 5%	 89% 4% 6%	 85% 13% 2%
 90% 6% 4%	2. I am clear about what I am expected to achieve in my job	 90% 10% 0%	 94% 1% 5%	 94% 5% 1%	 88% 7% 5%	 94% 2% 4%	 83% 10% 7%
 87% 8% 5%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 95% 0% 5%	 95% 2% 2%	 88% 9% 4%	 84% 10% 6%	 89% 6% 4%	 85% 12% 3%
 55% 25% 20%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 85% 5% 10%	 63% 24% 13%	 58% 27% 16%	 50% 26% 24%	 66% 23% 11%	 38% 28% 33%
 80% 12% 8%	<b>Section averages</b>	 93% 4% 4%	 86% 8% 6%	 81% 12% 7%	 76% 14% 10%	 85% 9% 6%	 73% 16% 11%

MFRA	Questions in the "My Job" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
78% 14% 8%	1. I enjoy my work	90% 0% 10%	90% 8% 1%	78% 15% 7%	74% 15% 11%	81% 13% 6%	72% 18% 10%
60% 18% 22%	2. My job makes the best use of the skills and abilities that I have	75% 5% 20%	73% 14% 13%	50% 19% 31%	59% 20% 21%	81% 9% 11%	42% 30% 28%
75% 14% 11%	3. I get a sense of personal accomplishment from my work	90% 0% 10%	88% 8% 4%	69% 19% 12%	72% 17% 12%	85% 6% 9%	67% 15% 18%
79% 14% 8%	4. I feel that my work contributes to Safer Stronger Communities	65% 35% 0%	89% 5% 6%	77% 19% 4%	78% 11% 10%	81% 13% 6%	72% 17% 12%
58% 20% 22%	5. I feel supported in my role	85% 5% 10%	75% 15% 10%	50% 27% 22%	53% 21% 26%	72% 13% 15%	43% 23% 33%
54% 24% 22%	6. I have a sense of good job security	55% 5% 40%	52% 30% 18%	55% 23% 22%	53% 24% 23%	62% 23% 15%	48% 23% 28%
67% 17% 15%	<b>Section averages</b>	77% 8% 15%	78% 13% 9%	63% 21% 16%	65% 18% 17%	77% 13% 10%	57% 21% 22%

MFRA	Questions in the "Employee Involvement" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
65% 15% 20%	1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	75% 20% 5%	67% 17% 17%	67% 12% 20%	65% 13% 23%	66% 21% 13%	58% 18% 23%
72% 14% 14%	2. I am able to use my own initiative at work to do my job	85% 10% 5%	88% 8% 4%	71% 18% 12%	64% 17% 20%	87% 4% 9%	65% 15% 20%
58% 23% 19%	3. I am encouraged to suggest new ideas for improvements	85% 15% 0%	60% 26% 14%	56% 20% 24%	54% 25% 21%	74% 17% 9%	50% 23% 27%
59% 15% 26%	4. I am comfortable to speak up and constructively challenge how things are done	80% 0% 20%	63% 15% 21%	59% 20% 20%	54% 15% 31%	79% 11% 11%	43% 15% 42%
41% 20% 38%	5. People can communicate openly with each other here regardless of position or level	65% 15% 20%	44% 17% 39%	41% 22% 37%	39% 20% 41%	57% 23% 19%	25% 25% 50%
59% 18% 24%	<b>Section averages</b>	78% 12% 10%	64% 17% 19%	59% 19% 23%	55% 18% 27%	73% 15% 12%	48% 19% 32%

MFRA	Questions in the "Teamwork" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
   		   	   	   	   	   	   
 53% 17% 30%	1. Morale in my immediate team/watch/section is generally high	 85% 10% 5%	 69% 15% 15%	 46% 15% 39%	 45% 21% 33%	 70% 9% 21%	 48% 13% 38%
 35% 29% 36%	2. Different parts of the service work well together	 55% 25% 20%	 39% 27% 33%	 27% 34% 39%	 33% 26% 41%	 51% 36% 13%	 30% 28% 42%
 38% 31% 30%	3. We are good at sharing ideas to make things work better	 65% 30% 5%	 46% 32% 21%	 35% 31% 34%	 33% 30% 37%	 51% 36% 13%	 35% 28% 37%
 42% 26% 32%	<b>Section averages</b>	 68% 22% 10%	 52% 25% 23%	 36% 27% 37%	 37% 26% 37%	 57% 27% 16%	 38% 23% 39%

MFRA	Questions in the "Learning & Development" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
77% 12% 11%	1. I have received the training and development I need to do my job well and safely	75% 10% 15%	80% 13% 7%	77% 12% 11%	77% 11% 12%	85% 11% 4%	68% 13% 18%
54% 22% 24%	2. I have the right opportunities to learn and grow at work	85% 10% 5%	68% 15% 17%	47% 22% 31%	49% 29% 23%	70% 11% 19%	45% 22% 33%
85% 12% 3%	3. I have the knowledge and skills I need to do my job well	90% 10% 0%	87% 10% 4%	87% 10% 4%	86% 12% 3%	87% 9% 4%	73% 22% 5%
50% 28% 22%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	70% 25% 5%	64% 21% 14%	50% 26% 25%	45% 32% 24%	55% 30% 15%	43% 25% 32%
70% 18% 13%	5. I have good quality equipment to help me do my job	70% 15% 15%	70% 13% 17%	62% 21% 17%	73% 16% 10%	74% 19% 6%	63% 25% 12%
67% 18% 14%	<b>Section averages</b>	78% 14% 8%	74% 15% 12%	64% 18% 17%	66% 20% 14%	74% 16% 10%	59% 21% 20%




















































MFRA	Questions in the "Recognition & Reward" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
<b>R</b> 57% 17% 27%	1. In the last week, I have received thanks or praise for doing good work	<b>G</b> 80% 10% 10%	<b>A</b> 67% 15% 18%	<b>R</b> 58% 15% 27%	<b>R</b> 54% 19% 27%	<b>R</b> 53% 21% 26%	<b>R</b> 47% 12% 42%
<b>G</b> 73% 15% 12%	2. I feel valued and recognised for the work that I do by my line manager	<b>G</b> 90% 10% 0%	<b>G</b> 79% 13% 8%	<b>G</b> 74% 14% 12%	<b>G</b> 72% 14% 15%	<b>G</b> 77% 15% 9%	<b>A</b> 58% 28% 13%
<b>G</b> 78% 18% 5%	3. I feel valued and recognised for the work that I do by other team members	<b>G</b> 75% 20% 5%	<b>G</b> 80% 15% 5%	<b>G</b> 77% 19% 4%	<b>G</b> 77% 17% 6%	<b>G</b> 85% 13% 2%	<b>G</b> 73% 23% 3%
<b>R</b> 36% 26% 38%	4. I feel valued and recognised for the work that I do by senior managers	<b>A</b> 55% 30% 15%	<b>R</b> 44% 26% 30%	<b>R</b> 41% 23% 36%	<b>R</b> 28% 29% 42%	<b>R</b> 57% 15% 28%	<b>R</b> 18% 27% 55%
<b>R</b> 49% 29% 23%	5. I receive feedback on my work	<b>G</b> 80% 15% 5%	<b>A</b> 61% 20% 19%	<b>A</b> 57% 27% 17%	<b>R</b> 37% 36% 27%	<b>A</b> 62% 21% 17%	<b>R</b> 38% 28% 33%
<b>A</b> 58% 21% 21%	<b>Section averages</b>	<b>G</b> 76% 17% 7%	<b>A</b> 66% 18% 16%	<b>A</b> 61% 19% 19%	<b>R</b> 54% 23% 24%	<b>A</b> 67% 17% 16%	<b>R</b> 47% 24% 29%

MFRA	Questions in the "Management Effectiveness" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
79% 14% 7%	1. My manager communicates regularly about issues that affect my work	95% 5% 0%	87% 11% 2%	78% 15% 7%	78% 14% 8%	77% 11% 13%	68% 18% 13%
78% 16% 5%	2. My manager makes time for me	85% 10% 5%	89% 8% 2%	80% 12% 9%	76% 19% 5%	77% 15% 9%	65% 30% 5%
84% 11% 5%	3. My manager treats me fairly and with respect	90% 0% 10%	88% 10% 2%	87% 9% 4%	84% 13% 4%	81% 11% 9%	75% 17% 8%
62% 27% 10%	4. My manager gives me regular feedback on how I am doing	75% 15% 10%	74% 18% 8%	65% 26% 9%	59% 31% 9%	53% 30% 17%	53% 32% 15%
31% 33% 36%	5. Senior managers do what they say they are going to do	45% 50% 5%	33% 37% 30%	35% 33% 33%	28% 30% 42%	45% 26% 30%	17% 37% 47%
44% 21% 35%	6. Employees at my level are able to communicate their concerns to higher management	55% 20% 25%	44% 27% 29%	46% 19% 35%	41% 18% 41%	55% 19% 26%	38% 22% 40%
26% 40% 34%	7. MFRA Members engage well with staff at MFRA	35% 45% 20%	29% 39% 32%	28% 41% 31%	26% 39% 35%	30% 45% 26%	18% 37% 45%
36% 31% 34%	8. I have confidence in the future of MFRA	85% 10% 5%	40% 38% 21%	33% 32% 35%	29% 30% 41%	55% 23% 21%	25% 33% 42%
55% 24% 21%	<b>Section averages</b>	71% 19% 10%	61% 24% 16%	56% 23% 20%	53% 24% 23%	59% 22% 19%	45% 28% 27%



MFRA	Questions in the "Culture & Values" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
<b>A</b> 66% 16% 17%	1. Bullying, harassment and discrimination are not tolerated at MFRA	<b>G</b> 95% 0% 5%	<b>G</b> 83% 10% 7%	<b>A</b> 67% 12% 21%	<b>A</b> 60% 21% 19%	<b>G</b> 72% 15% 13%	<b>R</b> 48% 25% 27%
<b>G</b> 72% 14% 14%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	<b>G</b> 95% 5% 0%	<b>G</b> 87% 6% 7%	<b>A</b> 72% 12% 16%	<b>A</b> 64% 19% 17%	<b>G</b> 83% 9% 9%	<b>A</b> 60% 18% 22%
<b>R</b> 44% 25% 31%	3. I feel able to make decisions without fear of being blamed if things go wrong	<b>G</b> 80% 10% 10%	<b>R</b> 56% 20% 24%	<b>R</b> 41% 27% 32%	<b>R</b> 36% 26% 38%	<b>A</b> 68% 23% 9%	<b>R</b> 32% 30% 38%
<b>A</b> 65% 21% 14%	4. Generally we resolve any differences of opinion amicably	<b>G</b> 95% 5% 0%	<b>G</b> 83% 10% 7%	<b>A</b> 60% 27% 13%	<b>A</b> 57% 28% 15%	<b>G</b> 81% 9% 11%	<b>R</b> 57% 18% 25%
<b>R</b> 47% 26% 27%	5. MFRA promotes a culture of openness and transparency	<b>G</b> 85% 5% 10%	<b>R</b> 55% 26% 19%	<b>R</b> 42% 30% 27%	<b>R</b> 42% 26% 32%	<b>A</b> 66% 19% 15%	<b>R</b> 37% 27% 37%
<b>R</b> 25% 45% 30%	6. MFRA is a better place to work than it was 3 years ago	<b>R</b> 10% 90% 0%	<b>R</b> 29% 57% 14%	<b>R</b> 24% 39% 37%	<b>R</b> 22% 42% 36%	<b>R</b> 49% 26% 26%	<b>R</b> 17% 52% 32%
<b>G</b> 80% 13% 7%	7. I have a good understanding of MFRA values	<b>G</b> 90% 5% 5%	<b>G</b> 89% 8% 2%	<b>G</b> 80% 12% 9%	<b>G</b> 74% 18% 8%	<b>G</b> 85% 6% 9%	<b>G</b> 77% 15% 8%
<b>A</b> 68% 17% 16%	8. I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	<b>G</b> 95% 5% 0%	<b>G</b> 77% 11% 12%	<b>A</b> 64% 19% 18%	<b>A</b> 65% 18% 17%	<b>G</b> 79% 13% 9%	<b>R</b> 53% 22% 25%
<b>R</b> 46% 24% 30%	9. I feel valued	<b>G</b> 90% 5% 5%	<b>A</b> 56% 30% 14%	<b>R</b> 45% 22% 33%	<b>R</b> 38% 26% 36%	<b>A</b> 66% 15% 19%	<b>R</b> 32% 25% 43%
<b>R</b> 57% 18% 25%	10. I am able to strike the right balance between my work and home life	<b>G</b> 85% 10% 5%	<b>A</b> 64% 18% 18%	<b>R</b> 50% 19% 30%	<b>R</b> 52% 17% 31%	<b>G</b> 72% 13% 15%	<b>A</b> 57% 23% 20%
<b>R</b> 57% 22% 21%	<b>Section averages</b>	<b>G</b> 82% 14% 4%	<b>A</b> 68% 20% 13%	<b>R</b> 55% 22% 24%	<b>R</b> 51% 24% 25%	<b>G</b> 72% 15% 13%	<b>R</b> 47% 26% 28%

MFRA	Questions in the "Change Management" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
74% 14% 13%	1. I understand the need for change at MFRA given the cuts faced by the Authority	75% 20% 5%	81% 10% 10%	70% 18% 12%	69% 15% 16%	89% 4% 6%	75% 12% 13%
53% 26% 21%	2. I am communicated with about change that affects me in good time	55% 25% 20%	60% 21% 19%	52% 23% 25%	49% 29% 22%	68% 21% 11%	47% 28% 25%
37% 29% 34%	3. Change here is well managed overall	45% 45% 10%	44% 29% 27%	34% 30% 36%	33% 30% 37%	60% 21% 19%	25% 30% 45%
55% 28% 17%	4. Change within my team is well managed	55% 30% 15%	61% 21% 18%	54% 28% 18%	53% 32% 16%	72% 15% 13%	45% 32% 23%
28% 30% 42%	5. I feel that MFRA consider the impact on me and other people when making decisions	45% 40% 15%	27% 39% 33%	29% 30% 41%	26% 25% 49%	49% 28% 23%	12% 35% 53%
26% 33% 41%	6. A lot is done to help staff prepare for and cope with change	35% 45% 20%	24% 42% 35%	26% 31% 43%	23% 32% 46%	53% 23% 23%	18% 35% 47%
46% 27% 28%	<b>Section averages</b>	52% 34% 14%	49% 27% 24%	44% 27% 29%	42% 27% 31%	65% 19% 16%	37% 29% 34%

MFRA	Questions in the "Health and Wellbeing" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
   		   	   	   	   	   	   
 89% 7% 4%	1. In general I would say my health is good	 90% 5% 5%	 92% 7% 1%	 87% 7% 6%	 90% 5% 5%	 85% 13% 2%	 87% 12% 2%
 84% 12% 4%	2. I consider that I benefited from the support I received through the Occupational Health Team	  	 90% 8% 3%	 84% 13% 3%	 85% 10% 6%	 96% 4% 0%	 67% 30% 3%
 87% 9% 4%	<b>Section averages</b>	 85% 12% 4%	 91% 7% 2%	 86% 9% 5%	 88% 7% 5%	 89% 9% 1%	 80% 18% 2%

MFRA	Questions in the "Overall" section	17-24	25-35	36-45	46-55	56-55	Prefer not to say age
78% 13% 9%	1. I am proud to say I work for MFRA	95% 0% 5%	90% 5% 5%	74% 13% 12%	76% 15% 9%	81% 15% 4%	73% 13% 13%
74% 16% 10%	2. Working here makes me want to do the best I can	100% 0% 0%	83% 12% 5%	70% 18% 12%	71% 18% 10%	79% 9% 13%	72% 15% 13%
60% 18% 22%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	95% 5% 0%	75% 13% 12%	55% 21% 24%	51% 20% 28%	72% 13% 15%	58% 20% 22%
89% 7% 3%	4. I care about the future of MFRA	95% 5% 0%	93% 5% 2%	92% 5% 3%	85% 11% 5%	91% 6% 2%	90% 5% 5%
74% 15% 11%	5. I would still like to be working at MFRA in two years' time	90% 10% 0%	85% 12% 4%	73% 15% 12%	69% 16% 15%	68% 15% 17%	78% 17% 5%
75% 14% 11%	<b>Section averages</b>	95% 4% 1%	85% 9% 5%	73% 15% 13%	70% 16% 14%	78% 11% 10%	74% 14% 12%

## Breakdown of Survey respondents for Merseyside Fire and Rescue

Age range	Total
16	0
17-24	20
25-35	84
36-45	113
46-55	222
56-65	47
66+	2
Prefer not to say (age)	60
<b>Total</b>	<b>548</b>