



Results of the Survey for Merseyside Fire and Rescue

Data tables showing results for Merseyside Fire and Rescue by Length of service

Total respondents: 518
Response rate: 51%

Produced by People Insight in July 2016



Tel: 0870 742 4810
Email: enquiry@peopleinsight.co.uk
Website: www.peopleinsight.co.uk

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 | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| G 84% 12% 4% | 1. I understand the priorities or Missions & Aims of MFRA | G 96% 0% 4% | G 90% 10% 0% | G 90% 8% 2% | G 82% 13% 5% | G 82% 14% 4% |
| G 88% 9% 3% | 2. I am clear about what I am expected to achieve in my job | G 93% 4% 4% | G 86% 10% 5% | G 92% 5% 3% | G 86% 11% 3% | G 88% 10% 2% |
| G 84% 13% 3% | 3. I understand how the work I do helps MFRA to achieve its Mission & Aims | G 96% 0% 4% | G 90% 5% 5% | G 94% 5% 2% | G 85% 13% 2% | G 80% 16% 4% |
| R 52% 25% 22% | 4. Senior Managers provide a clear vision of the overall direction of MFRA | G 71% 14% 14% | R 52% 33% 14% | A 65% 21% 15% | R 53% 28% 18% | R 47% 25% 28% |
| G 77% 15% 8% | Section averages | G 89% 4% 6% | G 80% 14% 6% | G 85% 10% 5% | G 77% 16% 7% | G 74% 16% 10% |

| MFRA | Questions in the "My Job" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| G 76% 14% 10% | 1. I enjoy my work | G 86% 7% 7% | G 81% 10% 10% | G 85% 10% 5% | G 81% 13% 6% | A 70% 17% 13% |
| A 61% 18% 22% | 2. My job makes the best use of the skills and abilities that I have | A 68% 18% 14% | A 67% 10% 24% | A 66% 16% 18% | A 66% 17% 18% | R 56% 19% 25% |
| G 73% 16% 10% | 3. I get a sense of personal accomplishment from my work | G 79% 14% 7% | G 76% 24% 0% | G 85% 10% 5% | G 79% 15% 6% | A 67% 18% 14% |
| G 72% 22% 5% | 4. I feel that my work contributes to Safer Stronger Communities | G 71% 21% 7% | A 52% 43% 5% | G 74% 24% 2% | G 78% 18% 4% | G 71% 22% 7% |
| A 58% 19% 22% | 5. I feel supported in my role | A 68% 21% 11% | A 67% 19% 14% | A 68% 16% 16% | A 66% 20% 15% | R 51% 20% 29% |
| R 43% 25% 33% | 6. I have a sense of good job security | R 36% 25% 39% | R 24% 19% 57% | R 26% 31% 44% | R 45% 28% 27% | R 47% 22% 31% |
| A 64% 19% 17% | Section averages | A 68% 18% 14% | A 61% 21% 18% | A 67% 18% 15% | A 69% 19% 12% | A 60% 20% 20% |

| MFRA | Questions in the "Employee Involvement" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| A 67% 15% 18% | 1. I am able to use my own initiative at work to do my job | G 93% 4% 4% | G 81% 10% 10% | G 84% 8% 8% | G 73% 15% 11% | R 56% 18% 26% |
| A 59% 22% 19% | 2. I am encouraged to suggest new ideas for improvements | G 75% 18% 7% | G 81% 10% 10% | G 71% 19% 10% | A 63% 24% 14% | R 52% 24% 25% |
| R 58% 15% 28% | 3. I am comfortable to speak up and constructively challenge how things are done | A 64% 14% 21% | A 67% 10% 24% | A 63% 23% 15% | A 63% 13% 24% | R 52% 14% 33% |
| R 41% 19% 41% | 4. People communicate openly here regardless of position or level | A 64% 7% 29% | A 62% 10% 29% | R 35% 27% 37% | R 44% 19% 37% | R 36% 18% 46% |
| R 56% 18% 26% | Section averages | G 74% 11% 15% | G 73% 10% 18% | A 63% 19% 17% | A 61% 18% 21% | R 49% 18% 32% |

| MFRA | Questions in the "Teamwork" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| A 58% 21% 21% | 1. Morale in my immediate team/watch/section is generally high | G 79% 14% 7% | R 57% 14% 29% | A 58% 24% 18% | A 67% 21% 11% | R 53% 21% 27% |
| R 40% 32% 27% | 2. We are good at sharing ideas to make things work better | G 75% 11% 14% | R 38% 38% 24% | R 53% 26% 21% | R 47% 31% 23% | R 31% 36% 33% |
| R 42% 25% 32% | 3. Different parts of the service work well together | A 61% 18% 21% | R 48% 29% 24% | A 60% 23% 18% | R 47% 26% 27% | R 34% 26% 39% |
| R 47% 26% 27% | Section averages | G 71% 14% 14% | R 48% 27% 25% | A 57% 24% 19% | R 53% 26% 21% | R 39% 28% 33% |

| MFRA | Questions in the "Learning & Development" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|----------------------|--|----------------------|------------------------|-------------------------|--------------------------|----------------------|
| | | | | | | |
| G 72% 16% 12% | 1. I have received the training and development I need to do my job well and safely | A 68% 11% 21% | G 76% 14% 10% | G 76% 15% 10% | G 78% 12% 10% | A 69% 18% 13% |
| R 51% 26% 23% | 2. I have the right opportunities to learn and grow at work | A 68% 21% 11% | A 67% 10% 24% | R 56% 18% 26% | R 54% 25% 21% | R 45% 30% 25% |
| G 86% 10% 4% | 3. I have the knowledge and skills I need to do my job well | G 86% 7% 7% | G 90% 5% 5% | G 90% 8% 2% | G 83% 11% 5% | G 85% 11% 4% |
| R 48% 27% 25% | 4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well | A 57% 32% 11% | A 62% 19% 19% | R 53% 21% 26% | A 56% 27% 17% | R 42% 29% 30% |
| G 78% 13% 8% | 5. I have good quality equipment to help me do my job | G 79% 7% 14% | A 62% 29% 10% | G 79% 15% 6% | G 77% 13% 10% | G 80% 13% 7% |
| A 67% 18% 14% | Section averages | G 71% 16% 13% | G 71% 15% 13% | A 71% 15% 14% | A 70% 18% 13% | A 64% 20% 16% |

| MFRA | Questions in the "Recognition & Reward" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| R 53% 19% 27% | 1. In the last week, I have received thanks or praise for doing good work | A 64% 18% 18% | A 62% 10% 29% | A 65% 15% 21% | A 57% 24% 19% | R 47% 19% 34% |
| G 74% 15% 10% | 2. I feel valued and recognised for the work that I do by my line manager | G 79% 11% 11% | A 62% 19% 19% | G 73% 13% 15% | G 76% 15% 9% | G 74% 17% 9% |
| G 79% 15% 5% | 3. I feel valued and recognised for the work that I do by other team members | G 82% 18% 0% | G 71% 19% 10% | G 79% 11% 10% | G 79% 15% 7% | G 80% 16% 4% |
| R 37% 28% 34% | 4. I feel valued and recognised for the work that I do by senior managers | A 57% 36% 7% | R 48% 24% 29% | R 48% 27% 24% | R 40% 32% 27% | R 31% 26% 43% |
| R 52% 27% 21% | 5. I receive feedback on my work | G 71% 14% 14% | A 62% 5% 33% | A 61% 23% 16% | A 57% 28% 15% | R 45% 30% 26% |
| A 59% 21% 20% | Section averages | G 71% 19% 10% | A 61% 15% 24% | A 65% 18% 17% | A 62% 23% 15% | R 55% 22% 23% |

| MFRA | Questions in the "Management Effectiveness" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|----------------------|--|----------------------|------------------------|-------------------------|--------------------------|----------------------|
| | | | | | | |
| G 77% 15% 8% | 1. My manager communicates regularly about issues that affect my work | G 89% 0% 11% | G 81% 10% 10% | G 74% 18% 8% | G 79% 15% 7% | G 76% 17% 8% |
| G 77% 16% 7% | 2. My manager makes time for me | G 79% 18% 4% | G 76% 10% 14% | G 77% 16% 6% | G 79% 15% 6% | G 77% 17% 7% |
| G 82% 13% 5% | 3. My manager treats people fairly and with respect | G 79% 14% 7% | G 71% 19% 10% | G 77% 18% 5% | G 87% 8% 5% | G 82% 14% 4% |
| A 66% 23% 11% | 4. My manager gives me regular feedback on how I am doing | A 68% 18% 14% | A 57% 29% 14% | A 68% 26% 6% | A 69% 20% 11% | A 64% 25% 11% |
| R 31% 36% 33% | 5. Senior managers do what they say they are going to do | R 54% 32% 14% | R 43% 43% 14% | R 42% 31% 27% | R 29% 40% 31% | R 27% 35% 38% |
| R 45% 22% 33% | 6. Employees at my level are able to communicate their concerns to higher management | G 75% 14% 11% | R 57% 14% 29% | R 44% 32% 24% | R 47% 25% 27% | R 40% 19% 41% |
| R 24% 40% 36% | 7. MFRA Members engage well with staff at MFRA | R 54% 25% 21% | R 33% 33% 33% | R 27% 40% 32% | R 27% 40% 34% | R 18% 42% 40% |
| R 26% 33% 41% | 8. I have confidence in the future of MFRA | A 61% 29% 11% | R 38% 24% 38% | R 31% 39% 31% | R 24% 44% 32% | R 21% 29% 50% |
| R 54% 25% 22% | Section averages | A 70% 19% 12% | A 57% 23% 20% | R 55% 27% 18% | R 55% 26% 19% | R 51% 25% 25% |

| MFRA | Questions in the "Culture & Values" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| A 67% 13% 20% | 1. Bullying, harassment and discrimination are not tolerated at MFRA | G 79% 4% 18% | G 76% 14% 10% | G 77% 15% 8% | A 69% 15% 15% | A 62% 13% 26% |
| G 75% 10% 15% | 2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months | G 79% 7% 14% | G 81% 10% 10% | G 79% 6% 15% | G 79% 7% 15% | A 71% 13% 16% |
| R 45% 24% 31% | 3. I feel able to make decisions without fear of being blamed if things go wrong | A 57% 25% 18% | R 57% 14% 29% | R 55% 15% 31% | R 51% 24% 24% | R 37% 26% 37% |
| A 62% 26% 12% | 4. Generally we resolve any differences of opinion amicably | A 68% 21% 11% | A 62% 29% 10% | G 71% 18% 11% | A 68% 24% 8% | A 56% 29% 15% |
| R 42% 27% 31% | 5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency | G 79% 7% 14% | R 48% 24% 29% | R 50% 24% 26% | R 46% 33% 21% | R 34% 26% 39% |
| R 42% 35% 24% | 6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago | R 7% 89% 4% | R 43% 33% 24% | R 37% 39% 24% | R 47% 34% 19% | R 44% 29% 28% |
| G 77% 17% 6% | 7. I have a good understanding of Merseyside Fire and Rescue Authority values | G 96% 4% 0% | G 81% 14% 5% | G 85% 10% 5% | G 81% 15% 5% | G 72% 21% 8% |
| A 70% 14% 15% | 8. I feel Merseyside Fire and Rescue Authority treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age | G 89% 4% 7% | G 76% 0% 24% | G 74% 15% 11% | G 74% 15% 11% | A 65% 17% 18% |
| R 43% 30% 27% | 9. I feel valued | G 71% 21% 7% | A 67% 10% 24% | R 52% 34% 15% | R 47% 33% 20% | R 34% 30% 36% |
| R 57% 17% 26% | 10. I am able to strike the right balance between my work and home life | A 64% 21% 14% | G 71% 19% 10% | G 77% 8% 15% | A 62% 17% 21% | R 47% 19% 34% |
| A 58% 21% 21% | Section averages | A 69% 20% 11% | A 66% 17% 17% | A 66% 18% 16% | A 62% 22% 16% | R 52% 22% 26% |

| MFRA | Questions in the "Change Management" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|----------------------|--|----------------------|------------------------|-------------------------|--------------------------|----------------------|
| | | | | | | |
| G 88% 9% 4% | 1. I understand the need for change at MFRA given the cuts faced by the Authority | G 96% 4% 0% | G 95% 5% 0% | G 97% 3% 0% | G 85% 12% 2% | G 85% 9% 6% |
| A 66% 19% 15% | 2. I am communicated with about change that affects me in good time | G 82% 11% 7% | G 76% 14% 10% | A 66% 19% 15% | A 70% 18% 12% | A 62% 20% 18% |
| R 47% 28% 25% | 3. Change here is well managed overall | A 57% 21% 21% | A 57% 33% 10% | A 58% 24% 18% | R 47% 37% 16% | R 43% 25% 32% |
| A 60% 25% 15% | 4. Change within my team is well managed | A 68% 18% 14% | A 62% 24% 14% | A 61% 19% 19% | A 66% 23% 11% | A 56% 28% 16% |
| R 34% 30% 36% | 5. I feel that MFRA consider the impact on me and other people when making decisions | R 54% 29% 18% | R 38% 29% 33% | R 34% 31% 35% | R 42% 28% 30% | R 28% 30% 42% |
| R 33% 36% 31% | 6. A lot is done to help staff prepare for and cope with change | R 50% 29% 21% | R 38% 33% 29% | R 34% 45% 21% | R 40% 41% 19% | R 28% 32% 41% |
| R 55% 24% 21% | Section averages | A 68% 18% 14% | A 61% 23% 16% | A 58% 24% 18% | A 58% 26% 15% | R 50% 24% 26% |

| MFRA | Questions in the "Overall" section | Less than 2 years | 2 to less than 5 years | 5 to less than 10 years | 10 to less than 20 years | 20+ years |
|---|--|--|---|---|---|---|
|  | |  |  |  |  |  |
| G 78% 15% 7% | 1. I am proud to say I work for MFRA | G 93% 4% 4% | G 81% 19% 0% | G 85% 11% 3% | G 82% 13% 5% | G 72% 18% 11% |
| G 73% 19% 8% | 2. Working here makes me want to do the best I can | G 93% 4% 4% | G 81% 19% 0% | G 87% 8% 5% | G 79% 13% 8% | A 65% 26% 9% |
| R 55% 20% 24% | 3. If asked, I would recommend to friends and family that MFRA is a good place to work | G 93% 7% 0% | A 71% 10% 19% | A 61% 23% 16% | A 60% 24% 16% | R 46% 21% 33% |
| G 88% 9% 3% | 4. I care about the future of MFRA | G 100% 0% 0% | G 100% 0% 0% | G 90% 6% 3% | G 92% 3% 5% | G 83% 14% 3% |
| G 78% 12% 10% | 5. I would still like to be working at MFRA in two years' time | G 89% 7% 4% | G 86% 10% 5% | G 82% 13% 5% | G 86% 11% 2% | A 71% 13% 16% |
| G 74% 15% 11% | Section averages | G 94% 4% 2% | G 84% 11% 5% | G 81% 12% 6% | G 80% 13% 7% | A 67% 18% 14% |

Breakdown of Survey respondents for Merseyside Fire and Rescue

| Length of service | Total |
|--------------------------|--------------|
| Less than 2 years | 28 |
| 2 to less than 5 years | 21 |
| 5 to less than 10 years | 62 |
| 10 to less than 20 years | 131 |
| 20+ years | 276 |
| Total | 518 |