



Results of the Survey for Merseyside Fire and Rescue

Data tables showing results for Operational Response (incl. all operational crew staff) by Staff grouping

Total respondents: 289

Produced by People Insight in July 2016



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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 Response (incl. operational crew staff)	Questions in the "Goal Clarity" section	Uniformed
		
 79% 16% 5%	1. I understand the priorities or Missions & Aims of MFRA	 78% 17% 5%
 85% 11% 3%	2. I am clear about what I am expected to achieve in my job	 85% 12% 3%
 77% 18% 5%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 77% 18% 5%
 41% 31% 28%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 41% 32% 28%
 71% 19% 10%	Section averages	 70% 20% 10%



























Operational Response (incl. operational crew staff)	Questions in the "My Job" section	Uniformed
   		   
 70% 17% 12%	1. I enjoy my work	 70% 18% 12%
 52% 20% 28%	2. My job makes the best use of the skills and abilities that I have	 52% 20% 28%
 65% 19% 15%	3. I get a sense of personal accomplishment from my work	 65% 20% 15%
 69% 25% 6%	4. I feel that my work contributes to Safer Stronger Communities	 68% 26% 6%
 46% 25% 30%	5. I feel supported in my role	 45% 25% 30%
 47% 23% 30%	6. I have a sense of good job security	 48% 23% 29%
 58% 21% 20%	Section averages	 58% 22% 20%



Operational Response (incl. operational crew staff)	Questions in the "Employee Involvement" section	Uniformed
   		   
 52% 21% 27%	1. I am able to use my own initiative at work to do my job	 52% 21% 28%
 46% 29% 25%	2. I am encouraged to suggest new ideas for improvements	 46% 29% 26%
 45% 17% 37%	3. I am comfortable to speak up and constructively challenge how things are done	 44% 17% 38%
 27% 20% 52%	4. People communicate openly here regardless of position or level	 27% 21% 53%
 43% 22% 35%	Section averages	 42% 22% 36%























Operational Response (incl. operational crew staff)	Questions in the "Teamwork" section	Uniformed
		
R 56% 19% 25%	1. Morale in my immediate team/watch/section is generally high	R 56% 19% 24%
R 27% 37% 36%	2. We are good at sharing ideas to make things work better	R 28% 35% 37%
R 29% 27% 45%	3. Different parts of the service work well together	R 27% 27% 46%
R 37% 28% 35%	Section averages	R 37% 27% 36%





















Operational Response (incl. operational crew staff)	Questions in the "Learning & Development" section	Uniformed
   		   
 70% 18% 12%	1. I have received the training and development I need to do my job well and safely	 69% 19% 12%
 42% 32% 26%	2. I have the right opportunities to learn and grow at work	 42% 33% 25%
 83% 12% 5%	3. I have the knowledge and skills I need to do my job well	 83% 13% 5%
 38% 31% 31%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	 37% 31% 32%
 80% 11% 9%	5. I have good quality equipment to help me do my job	 79% 12% 9%
 63% 21% 16%	Section averages	 62% 21% 16%

Operational Response (incl. operational crew staff)	Questions in the "Recognition & Reward" section	Uniformed
   		   
 48% 23% 29%	1. In the last week, I have received thanks or praise for doing good work	 48% 22% 30%
 76% 14% 10%	2. I feel valued and recognised for the work that I do by my line manager	 76% 14% 10%
 78% 18% 5%	3. I feel valued and recognised for the work that I do by other team members	 78% 17% 5%
 25% 30% 45%	4. I feel valued and recognised for the work that I do by senior managers	 24% 31% 46%
 45% 30% 25%	5. I receive feedback on my work	 44% 30% 26%
 54% 23% 23%	Section averages	 54% 23% 23%

Operational Response (incl. operational crew staff)	Questions in the "Management Effectiveness" section	Uniformed
   		   
 80% 15% 6%	1. My manager communicates regularly about issues that affect my work	 81% 14% 6%
 78% 17% 5%	2. My manager makes time for me	 78% 16% 5%
 82% 13% 4%	3. My manager treats people fairly and with respect	 82% 13% 5%
 68% 22% 10%	4. My manager gives me regular feedback on how I am doing	 69% 21% 10%
 21% 39% 40%	5. Senior managers do what they say they are going to do	 21% 38% 41%
 34% 23% 43%	6. Employees at my level are able to communicate their concerns to higher management	 33% 24% 43%
 22% 37% 41%	7. MFRA Members engage well with staff at MFRA	 22% 38% 40%
 21% 29% 50%	8. I have confidence in the future of MFRA	 21% 29% 50%
 51% 24% 25%	Section averages	 51% 24% 25%

Operational Response (incl. operational crew staff)	Questions in the "Culture & Values" section	Uniformed
		
A 60% 14% 26%	1. Bullying, harassment and discrimination are not tolerated at MFRA	R 59% 14% 27%
A 69% 13% 19%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	A 67% 13% 19%
R 31% 28% 41%	3. I feel able to make decisions without fear of being blamed if things go wrong	R 30% 28% 42%
R 52% 33% 15%	4. Generally we resolve any differences of opinion amicably	R 52% 33% 15%
R 30% 29% 42%	5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency	R 29% 28% 43%
R 46% 29% 25%	6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago	R 47% 29% 24%
G 70% 22% 8%	7. I have a good understanding of Merseyside Fire and Rescue Authority values	G 70% 23% 8%
A 63% 18% 20%	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	A 63% 17% 20%
R 29% 36% 35%	9. I feel valued	R 29% 37% 35%
R 44% 18% 38%	10. I am able to strike the right balance between my work and home life	R 45% 18% 37%
R 49% 24% 27%	Section averages	R 49% 24% 27%

Operational Response (incl. operational crew staff)	Questions in the "Change Management" section	Uniformed
   		   
 85% 10% 4%	1. I understand the need for change at MFRA given the cuts faced by the Authority	 85% 10% 5%
 63% 20% 18%	2. I am communicated with about change that affects me in good time	 63% 19% 17%
 40% 29% 30%	3. Change here is well managed overall	 40% 30% 30%
 56% 29% 16%	4. Change within my team is well managed	 56% 30% 14%
 26% 29% 45%	5. I feel that MFRA consider the impact on me and other people when making decisions	 25% 31% 44%
 25% 35% 40%	6. A lot is done to help staff prepare for and cope with change	 24% 36% 40%
 49% 25% 26%	Section averages	 49% 26% 25%

Operational Response (incl. operational crew staff)	Questions in the "Overall" section	Uniformed
   		   
 70% 20% 11%	1. I am proud to say I work for MFRA	 69% 20% 11%
 64% 25% 11%	2. Working here makes me want to do the best I can	 63% 26% 11%
 41% 25% 34%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	 40% 25% 35%
 84% 12% 4%	4. I care about the future of MFRA	 83% 13% 4%
 73% 13% 13%	5. I would still like to be working at MFRA in two years' time	 73% 13% 14%
 66% 19% 15%	Section averages	 66% 19% 15%

Breakdown of respondents for Merseyside Fire and Rescue: Operational Response (incl. all operational crew staff) by Staff grouping

Staff grouping	Total
Uniformed	278
Non Uniformed	6
Control	5
Total	289