

Comparisons

	Overall	Firefighter	Support Staff	Watch Manager	Manager	Station Manager	Crew Manager	Watch Manager/Crew Manager (Control)	Firefighter (Control)	Group Manager	Head of Function/Director	Area Manager	Principal Officer
No. of Responses	637	228	173	95	44	22	19	15	15	9	7	5	5
Goal Clarity	86%	83%	87%	89%	89%	89%	87%	88%	85%	100%	100%		
I am clear about what I am expected to achieve in my job	92%	93%	88%	92%	91%	86%	95%	100%	100%	100%	100%		
I understand how the work I do helps MFRA to achieve its Mission & Aims	92%	89%	94%	94%	93%	91%	89%	100%	93%	100%	100%		
I understand the priorities or Missions & Aims of MFRA	93%	91%	92%	99%	95%	91%	89%	93%	93%	100%	100%		
Senior Managers provide a clear vision of the overall direction of MFRA	68%	58%	73%	72%	75%	86%	74%	60%	53%	100%	100%		
My Job	80%	80%	77%	81%	76%	88%	77%	85%	85%	92%	94%		
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	78%	76%	79%	79%	75%	82%	74%	87%	67%	89%	86%		
I enjoy my work	89%	89%	86%	87%	86%	100%	95%	87%	100%	100%	86%		
I feel supported in my role	71%	73%	72%	65%	70%	77%	53%	53%	80%	100%	100%		

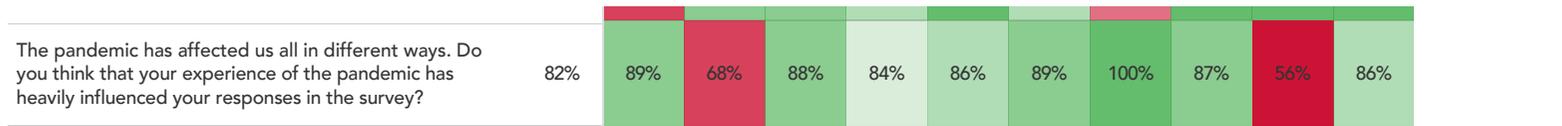
I feel that my work contributes to Safer Stronger Communities	87%	87%	83%	89%	77%	91%	89%	100%	87%	89%	100%
I get a sense of personal accomplishment from my work	86%	86%	84%	84%	82%	91%	79%	93%	93%	100%	100%
I have a sense of good job security	76%	77%	66%	87%	64%	91%	84%	93%	80%	89%	86%
My job makes the best use of the skills and abilities that I have	74%	72%	72%	73%	77%	86%	68%	80%	87%	78%	100%
Employee Involvement	70%	67%	72%	65%	78%	78%	71%	70%	63%	94%	96%
I am able to use my own initiative at work to do my job	81%	75%	86%	78%	93%	82%	79%	73%	80%	100%	100%
I am comfortable to speak up and constructively challenge how things are done	72%	72%	69%	64%	77%	82%	79%	80%	60%	100%	100%
I am encouraged to suggest new ideas for improvements	74%	67%	75%	75%	89%	86%	74%	67%	67%	100%	100%
People communicate openly here regardless of position or level	55%	54%	57%	43%	55%	64%	53%	60%	47%	78%	86%
Teamwork	68%	67%	67%	68%	58%	74%	75%	73%	71%	74%	81%
Different parts of the service work well together	54%	52%	59%	54%	41%	50%	53%	80%	47%	56%	71%
Morale in my immediate team/watch/section is generally high	70%	75%	60%	73%	59%	86%	84%	60%	67%	78%	71%
We are good at sharing ideas to make things work better	79%	74%	82%	77%	75%	86%	89%	80%	100%	89%	100%
Learning & Development	76%	78%	73%	72%	77%	79%	78%	78%	71%	94%	93%

I am able to access learning and development opportunities	72%	77%	65%	73%	75%	73%	74%	60%	33%	89%	100%
I have good quality equipment to help me do my job	83%	86%	77%	78%	77%	77%	95%	93%	100%	100%	100%
I have received the training and development I need to do my job well and safely	81%	82%	80%	79%	84%	73%	79%	93%	73%	89%	100%
I have the knowledge and skills I need to do my job well	93%	92%	92%	91%	93%	100%	95%	100%	100%	89%	100%
I have the right opportunities to learn and grow at work	68%	72%	64%	59%	73%	77%	63%	47%	47%	100%	86%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	61%	58%	61%	56%	59%	73%	63%	73%	73%	100%	71%
Recognition & Reward	67%	67%	65%	61%	72%	75%	76%	53%	71%	91%	100%
I feel valued and recognised for the work that I do by my line manager	79%	81%	74%	71%	80%	86%	89%	60%	100%	100%	100%
I feel valued and recognised for the work that I do by other team members	83%	85%	76%	78%	86%	86%	100%	87%	100%	100%	100%
I feel valued and recognised for the work that I do by senior managers	51%	48%	51%	46%	66%	68%	53%	33%	13%	89%	100%
I receive feedback on my work	61%	60%	60%	53%	59%	77%	68%	53%	80%	100%	100%
In the last week, I have received thanks or praise for doing good work	63%	64%	66%	57%	68%	55%	68%	33%	60%	67%	100%
Management Effectiveness	68%	69%	66%	66%	64%	73%	74%	60%	64%	96%	93%
Employees at my level are able to communicate their concerns to higher management	60%	57%	61%	60%	70%	68%	68%	53%	20%	100%	86%
I have confidence in the future of MFRA	68%	64%	73%	64%	59%	82%	63%	80%	67%	100%	71%

MFRA Members engage well with staff at MFRA	45%	50%	43%	38%	34%	50%	47%	40%	33%	78%	86%
My manager communicates regularly about issues that affect my work	82%	86%	73%	82%	75%	86%	95%	67%	93%	100%	100%
My manager gives me regular feedback on how I am doing	71%	75%	67%	64%	61%	59%	89%	60%	93%	100%	100%
My manager makes time for me	84%	87%	79%	81%	82%	73%	95%	73%	100%	100%	100%
My manager treats me fairly and with respect	90%	91%	86%	89%	84%	100%	100%	87%	100%	100%	100%
Senior managers do what they say they are going to do	47%	43%	50%	49%	50%	64%	37%	20%	7%	89%	100%
Culture & Values	70%	68%	68%	66%	71%	77%	76%	73%	63%	94%	86%
Bullying, harassment and discrimination are not tolerated at MFRA	82%	82%	80%	79%	82%	95%	89%	93%	80%	100%	86%
Generally we resolve any differences of opinion amicably	72%	72%	71%	63%	66%	82%	74%	73%	87%	89%	86%
I am able to strike the right balance between my work and home life	78%	83%	83%	68%	61%	55%	79%	87%	80%	67%	86%
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	80%	79%	77%	76%	86%	82%	95%	87%	87%	100%	86%
I feel able to make decisions without fear of being blamed if things go wrong	56%	48%	64%	48%	64%	64%	53%	67%	53%	100%	100%
I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	77%	75%	76%	71%	84%	82%	79%	80%	80%	100%	86%
I feel valued	62%	63%	56%	61%	70%	73%	63%	53%	33%	100%	100%

I have a good understanding of MFRA values	87%	84%	87%	89%	86%	95%	89%	100%	87%	100%	100%
MFRA is a better place to work than it was 3 years ago	42%	39%	31%	56%	52%	82%	63%	27%	0%	89%	43%
MFRA promotes a culture of openness and transparency	60%	60%	60%	53%	59%	64%	74%	60%	40%	100%	86%
Change Management	58%	54%	57%	59%	59%	77%	68%	49%	38%	94%	81%
A lot is done to help staff prepare for and cope with change	41%	36%	42%	38%	48%	55%	47%	33%	20%	100%	57%
Change here is well managed overall	56%	53%	54%	56%	59%	73%	63%	47%	33%	100%	71%
Change within my team is well managed	68%	68%	62%	65%	59%	86%	89%	60%	53%	89%	100%
I am communicated with about change that affects me in good time	60%	54%	57%	72%	59%	82%	68%	60%	27%	89%	86%
I feel that MFRA consider the impact on me and other people when making decisions	44%	41%	45%	38%	48%	73%	53%	20%	20%	89%	71%
I understand the need for change at MFRA given the cuts faced by the Authority	79%	70%	83%	86%	80%	95%	84%	73%	73%	100%	100%
Health and Wellbeing	79%	78%	79%	76%	79%	81%	82%	87%	86%	85%	77%
I consider that I benefited from the support I received through the Occupational Health Team	89%	86%	89%	90%	88%	93%	82%	100%	91%	100%	100%
In general I would say my health is good	90%	94%	82%	93%	84%	91%	100%	100%	100%	89%	71%
MFRA provides me with information that promotes a healthier lifestyle	75%	70%	76%	74%	80%	86%	74%	87%	93%	89%	71%

MFRA supports a positive work-life balance	66%	66%	72%	55%	68%	59%	74%	67%	60%	67%	71%
COVID-19 Related Questions	86%	84%	84%	86%	84%	91%	89%	93%	91%	100%	95%
I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations	74%	71%	73%	73%	75%	82%	79%	80%	80%	100%	100%
MFRA is doing a good job of maintaining services under the current circumstances	90%	86%	90%	93%	89%	95%	95%	100%	93%	100%	100%
The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	93%	94%	90%	93%	89%	95%	95%	100%	100%	100%	86%
Engagement	88%	87%	88%	83%	89%	93%	88%	97%	93%	100%	100%
I am proud to say I work for MFRA	90%	86%	91%	88%	93%	91%	95%	100%	100%	100%	100%
I care about the future of MFRA	96%	96%	95%	94%	98%	100%	95%	100%	100%	100%	100%
I would still like to be working at MFRA in two years' time	84%	87%	80%	76%	84%	95%	84%	87%	93%	100%	100%
If asked, I would recommend to friends and family that MFRA is a good place to work	81%	79%	81%	76%	77%	91%	84%	100%	80%	100%	100%
Working here makes me want to do the best I can	88%	85%	91%	83%	91%	86%	84%	100%	93%	100%	100%
Yes/No Questions	74%	68%	73%	82%	78%	82%	78%	80%	78%	78%	86%
Did you take part in the 2018 Staff Survey?	67%	51%	71%	84%	77%	86%	68%	80%	53%	89%	86%
I am aware of the Health and Wellbeing support services available through the Occupational Health Team	93%	89%	95%	95%	95%	91%	95%	93%	100%	100%	100%
I have used the services available through the Occupational Health Team	54%	41%	60%	61%	57%	64%	58%	47%	73%	67%	71%



Appendix

Dashboard:	Merseyside Fire & Rescue Census 2020
Dashboard hierarchy type:	none
Response count:	637
Panel count:	1039
Participation:	61%
Comparison:	Survey Overall
Report produced:	4 January 2021