

Has there been an improvement in the way in which we are communicating information throughout the organisation?

Comment
Important and relevant information has always been communicated well throughout the organisation. This has definitely been the case during the pandemic which of course made good communication an absolute necessity to all staff. Feel communication throughout covid period has been very good
Yes in that we are receiving regular senior manager updates
Yes via email and Portal, as no one reads posters on the walls anymore
YES, the Pandemic has helped. because we now have teams meetings which are easier to be apart of as you may have to have been in a location for a reason e.g. Standing by at a station and not being able to attend a meeting elsewhere. The person conducting the meeting can meet up with several people at several different locations.
No, the Hot News is no longer monthly so by the time it is published the information is outdated. With the ability to have live information the service should be moving to systems that would support this. So much excellent work is not captured, celebrated or published. Operational incidents rarely appear on any of our social media platforms. Twitter is not updated regular enough. There appears to be a reluctance to allow others to post on behalf of the service causing this issue.
A lot more emails and clarification is being communicated across to the whole service, particularly around Covid-19.
The ability to quickly engage with all staff has been a positive step achieved through the pandemic - this can be utilised to allow all senior officers to be more accessible to station personnel
Covid information notes are excellent and keep all staff well informed as part of a weekly round-up.
more communication coming from other principle officers and the introduction of AM visits has been well received on station. this has put a name to a face for a lot of people
Yes especially during the pandemic, the dialogue between senior management has been good throughout giving clear directions.
Yes - more communication from senior management especially around the pandemic

Regular communication to employee's during pandemic
yes. I believe we are kept in the loop pretty well.
I have always believed communication was good.
Transparency
Yes. Emails from Principal Officers to all MFRS, in particular during the pandemic. Also, newsletter circulated by Corporate Comms.
Yes. The new bulletins via the portal and comms team are useful
I can say that I always feel informed about changes in the organisation whether it be through email, Covid updates, PO briefings and WM Forum. Fire Control has recently been included in WM Forum with the CFO and this is another way to be kept informed of changes happening on a regular basis. It's also good to hear what operational WM's are experiencing.
We are being given regular updates regarding the ever changing situation this year and feel that the staff are being kept updated on the organisations plans to ensure the safety of all its staff. Although I do think that the way that the plans were changed so quickly in the summer did cause staff considerable stress.
MFRS has made vast improvements communicating to staff via MFRS Portal. This has contributed to more diversity and inclusion across the service.
Corporate Comms are communicating more effectively than ever before.
I feel as though the communication from the CFO is always very positive and makes me feel valued. This definitely feels relatively new and I believe reflects a more cohesive working environment between station based staff and senior management.
Yes certainly a deliberate move to digital sites.
There is a great deal of communication from different teams within the organisation through a number of different methods. The way training and learning is communicated now feels much more interactive and easier to access. We should explore ways that different regular or routine communications can be better grouped together and delivered at once rather than separately, bringing this information together regularly provides an opportunity to check for conflicts between functions.
Communication has been good in general, especially anything covid related.
I do feel that communication from the top of the service has been the best it has ever been in my time within the Service. Crews are well briefed and engaged as to the reason for the decisions being made and the tough choices that budget cuts mean to the Service.

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<p>The Covid briefings have been very comprehensive. CFO Garrigan always updates MFRS via email whenever he can.</p>
<p>website is better along with better infographics</p>
<p>Yes I feel there has been we are regularly kept updated via email, portal and social media.</p>
<p>Yes, although there are a lot of information irrelevant to my area of work. Sometimes I believe information should be sent to specific groups or contacts rather than All MFRS.</p>
<p>Since the appointment of the new chief fire officer there has been a huge improvement on information being communicated to crews.</p>
<p>Yes but I feel this may have gone too far the other way and information comes thick and fast meaning people switch off to it. More to the point information and publications I feel would make people more receptive to it.</p>
<p>During the recent pandemic initially daily updates were sent to all staff, to give everyone clear information and instruction how we can best deal with the infection and keep safe. these updates have relaxed slightly but are still very informative and usefull</p>
<p>I feel there has been an improvement. however as we are working in a dynamic environment things on station and plans for our future can change so frequently. I don't think plans are always communicated with the team.</p>
<p>I found out I was moving to a new district through word of mouth. It would have been nice to find out first before work colleagues.</p>
<p>Yes - regular emails from the CFO is useful and makes me feel more involved in what is going on.</p>
<p>A think my line management communicates information as best as they can from the information they are party to. I think there is a significant lack of regular communication from senior management in the department, especially in relation to discussing and communicating key changes and priorities for frontline staff. I've seen great improvements this year in terms of the quality and frequency from our Corporate Comms team which really positively promotes the range of work of MFRS.</p>
<p>I think the way the service put itself forward to help us put our views and opinions forward are really good and help full.</p>
<p>Yes, excellent communications through corporate comms. Regular messages on the portal, newsletters, all at MFRS emails and more</p>
<p>The use of intra portal and the constant updating through the e mails and social media .</p>

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<p>I feel the communication from principle officers over the last few years has improved massively.</p>
<p>Since the last survey, communications have moved on a level, with the introduction of teams meetings. This enables crews to join meetings remotely. whilst protecting station areas and also the environment. Through the movement of appliances. these meetings can also take place more regular.</p>
<p>Yes, there is a more adult approach from both management and employees to discussions and communications</p>
<p>Most definitely the lines of communication both via the portal and emails and also managers visiting station and conducting team meetings has vastly improved over the last twelve months. I feel well informed about all that is happening in my workplace.</p>
<p>Frequent emails from senior officers are always helpful, informative. Regular COVID emails have been invaluable, clear and concise.</p>
<p>I feel that information is communicated in a clear and timely way. I feel well informed</p>
<p>I believe that the way that information has been communicated during these difficult times has been handled well.</p>
<p>Yes usually, however there is uncertainty of what we are supposed to be doing during the second lockdown</p>
<p>More engagement and talking with us rather than being talked at. Better explanations of how and why things are happening</p>
<p>yes through the TEAM meetings.</p>
<p>N/A</p>
<p>Communication has improved due to all using distant communication more effectively. ie MT or Zoom</p>
<p>Yes, I believe the Coronavirus Updates have been really useful.</p>
<p>Yes, most definitely. Throughout COVID19 the communication has been excellent. / Regular PO Briefings have also been helpful to understand the challenges the Service is experiencing and expecting.</p>
<p>The introduction of Microsoft Teams has assisted with communication, when its working (not Crashing)</p>
<p>Better use of use of the Comms team, the Portal and newsletters. / During the pandemic - the updates from the Chief and the ACFO /</p>

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<p>Yes, during the pandemic there has been a lot more communication to staff. I feel that this has made staff feel more valued</p>
<p>Communication is easier due to e-mail / teams meetings however the down side to this is there is a lot of information produced and sometimes it is difficult selecting what is relevant and what isnt</p>
<p>Always been good communications</p>
<p>Yes I think that I receive more up to date information quicker than I used to usually by email.</p>
<p>The use of ms teams and other platforms have been a good development but the work our estates teams have done to enable us to work safely in the work place has significantly improved our communication above that of other agencies. I agree that leadership is a contact sport and the ability to be their safely and in person for our staff is so important and should not be underestimated.</p>
<p>Yes - Pandemic highlights how well we are communcating as staff kept full aware - bulletins; weekly updates all supported by the different cells running.</p>
<p>The work of the corporate communications team has improved information transfer through the organisation</p>
<p>The implementation of Surface Pro equipment and introduction of more agile working using MS Teams has seen an improvement in effective meeting management, however I am yet to be convinced that long term working from home is the most productive use of our staff. / / I think that we should invest in better quality work mobile phones, as with the increase in the usage of apps/MS Teams etc, the Samsung phones are dated and we should have an upgrade agreement within our business contract with O2.</p>
<p>Regular updates for Senior Managers who then inform their station based teams, supported by regular communications from the Principal Officers</p>
<p>Communications from corporate comms has improved. The CFO will provide regular updates to all staff when there are issues that need communicating.</p>
<p>I like that the assistant chief has taken time to get to know the troops on the ground and communicate information on a one to one level. / Its nice to regular updates and recognition of hard work from the strategic leadership team through emails, especially during the coronavirus pandemic.</p>
<p>The Service listens more and is willing to act on what it hears, irrespective of the person aksing the question. It is open and willing to cahnge its approach.</p>

<p>Too much information about covid at the start. Now it appears to be managed much better, with relevant and timely information. Rumours appear to transpire into reality and people tend to know information that affects other prior to the individual knowing themselves.</p>
<p>Yes. The introduction of Area Manager visits to station have been warmly welcomed. Although crews feel slight pressure with having to prepare a presentation, they enjoy the visit as it allows them to meet a senior officer and gain an understanding of their role. / I would like to see this continue although maybe without the requirement to produce a presentation!</p>
<p>communication has improved with more informative emails and updates.</p>
<p>The COVID-19 updates have been very regular and informative. They are clear and well written.</p>
<p>Not that I have noticed, information is passed on via emails, training, learn pros or management, pretty much as it was when I joined the job</p>
<p>Absolutely. I feel that the senior leadership team has made huge changes in the way they communicate and support us. I feel more connected to the organisation as a whole and I feel very supported both as an individual and as a new Watch Manager in role. The culture has changed so much for the better.</p>
<p>Yes, I feel due to the pandemic, communication has probably improved a lot more because of this crisis I feel its given colleagues more experience/knowledge in learning to communicate more effectively and concisely as we have had to adapt and be more flexible in our approach to work commitments in order for the service to operate efficiently.</p>
<p>yes, everything is communicated well through email or by manager face to face. / its better this way rather than hearing information from colleagues.</p>
<p>There has been visits to fire stations from senior members of management who we wouldn't ordinarily see which has been good in order to understand different roles and enhance communication which also helps break down any barriers. Regular emails and relevant updates regarding operational incidents is good but I also think its important to highlight the positives and good practices from incidents. I feel that this should be a two way street with more encouragement for crews to communicate back.</p>
<p>Initially there was an overload of information regarding COVID-19, however that seems to have improved. A large percentage of emails are irrelevant to firefighters.</p>
<p>The portal has a good range of topics that keep me involved with happenings in other departments. Via email also receive information pertinent to a range of roles so that we are more aware of the organisation as a whole.</p>
<p>No, as the standard in my eyes has always been really high and well done.</p>

<p>Yes Covid information has been communicated very well with regular updates as required. The online HotNews is much better and more regular now. I think sometimes departments do not communicate what they are doing within their teams that is new or innovative. It would be helpful and interesting for staff to know what is going on within other departments.</p>
<p>I think communication during the pandemic has been particularly good. Friends and family have said that they have not felt so informed by their employers. The daily emails from the ACFO and weekly newsletters have been really useful.</p>
<p>CFO leads the way in engaging with staff and involving people. PO's are more visible and inclusive. You can feel this in terms of positivity of staff. / Covid communication been very good. / Green book staff have been included in more organisation decisions and feel a greater sense of recognition for the part they play.</p>
<p>Communication has remained pretty good considering the impact of COVID.</p>
<p>Regular covid updates</p>
<p>Yes, I think the COVID response has been good for keeping Staff up-to-date. / I think the e-learning platform is good for delivering training.</p>
<p>I have not noticed any difference in the way information is communicated. I feel communication is very good throughout the organisation.</p>
<p>Regular PO's briefings are really beneficial but on the whole communication is poor when it comes to middle management. There is usually a lack of directness and honesty. One station manager failed to introduce himself to our crew and had little to no interaction with us over the time he was based at our station. That in itself is unsettling to think you have such a disconnect from the person that is meant to be your station manager and is meant to be looking out for you and your station.</p>
<p>yes, portal and covid circulars</p>
<p>there has ben a massive improvement in the dissemination of information throughout the service for all staff ,better technology ,better access ,and due to cuts and suchlike ,information relevant to all staff is better supplied and quickly delivered and with the covid 19 pandemic updates for depts and staff and working practices for the depts. and for the service to maintain its level of service has been crucial</p>
<p>Officer briefing notes have been extremely beneficial in communicating good practise and lessons identified from the incident ground</p>
<p>COVID communications have been really informatiove and timely</p>

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<p>Yes. During the pandemic regular bulletins have been issued to staff up to date them with what is happening. This was a positive action.</p>
<p>Yes, the portal helps with communication between various departments. Regular Teams meetings have been a fantastic development from the Covid-19 pandemic as it means meetings can be scheduled quickly as removes travel time. Although I do prefer face-face meetings this has helped with disseminating information quicker.</p>
<p>Vast improvement coming out of OAT regarding Briefing notes, Safety flashes and case studies.</p>
<p>At present, i can not find any improvements that have been made.</p>
<p>Yes - service updates via email especially through current pandemic.</p>
<p>Not noticed any difference of note.</p>
<p>the communication and updates over Covid-19 have been very good.</p>
<p>No. The COVID updates have served the purpose of keeping staff informed. Although well intentioned, they have often been too long and in depth and often information has been missed by staff because of this. The amount of information from various departments coming through via email daily has become too much and too detailed to take on. My line manager communicates very well with me regularly though which I see as a good improvement.</p>
<p>Yes. PO briefings seem more regular & current</p>
<p>Yes, the last staff survey highlighted the need for improvement in communication throughout the service. / The frequent emails from CFO and DCFO have been very appreciated, especially in the unsettling times of the pandemic. But the problem again seems to be GM and SM level communications. Taking what principle officers have said in emails and twist it to fit their own agenda or have a different view point</p>
<p>I feel the way we use social media is excellent, up to date information on incidents as they happens and important seasonal safety tips.</p>
<p>Yes there has been an improvement, however because of the pandemic, the service has opted to use Teams as a way of communicating, which is great, however the network system is out of date on stations and very slow.</p>
<p>Yes. There is a constant stream of emails from every department about everything! The Portal is easily accessible to everyone.</p>
<p>I am happy with my line managers approach.</p>
<p>More regular communications from senior managers and PO briefings.</p>
<p>Definitely an improvement in communication especially from most senior management</p>

<p>I feel that generally, communication was improving since the last survey, prior to the Covid-19 pandemic. However, since the start of the pandemic, there has been a marked improvement in organisation wide communication. We have been provided with clear and regular updates, which have been helpful.</p>
<p>I feel as though there has been an improvement of communicating information throughout the organisation especially during the current times with the regular updates of Covid-19 and how it will affect us and what we should do to protect ourselves and others.</p>
<p>More meetings/ Teams online has further improved this. / regular updates re. Covid / Portal has been effective. /</p>
<p>yes, we are given a lot more general information about the service as a whole</p>
<p>I do not feel that the results of the last "control survey" were communicated in a timely manner or with any great detail to control staff. But on the whole, across the organisation I have always felt that MFRA score highly in this regard. / /</p>
<p>I think there has - and regular updates by CFO personally have had an impact. It makes you feel part of the organisation. /</p>
<p>No. nothing ever changes. senior managers in general hold w/m and FFs with contempt and only pass information on if it has a direct consequence for them.</p>
<p>There has been a notable increase in communication within the service, albeit cascaded down through the rank structure as well as direct input from principal officers via station briefings which I feel were an improvement on the previous PO briefings. I feel the service are trying hard to embed trust and I personally feel there is a better feeling on the whole regarding morale within the service. PO's are promoting healthy debates and questions in which to discuss and act on moving forward.</p>
<p>Communication from the top floor has been more regular, which has been very much needed especially during the pandemic.</p>
<p>No. Communication has stayed the same since last staff survey if not worse from the top. Little to no information shared from Executive Team about why we were forced back into work against government advice, no mention of new website or closure of Eccleston and opening of new St Helens station. This is nothing to do with Corp Communications.</p>
<p>I would like to say yes because I can see all of the hard work people have put in, unfortunately I have to say No because the communication is not fully inclusive, if you are not part of a network or don't use social media then you are forgot about.</p>

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<p>I like the frequency of emails from the CFO, ACFO, etc. and the clarity and sincerity of them overall. This is not something I can recall in the past - so I think this has contributed in some small part to bridging the gap between senior management decisions and consequences on the ground.</p>
<p>I have thought the MFRA has always communicated well.</p>
<p>Yes, various methods used. Regular email.</p>
<p>More information via e mails from different departments to keep staff informed.</p>
<p>Lots of updates regarding Covid - but this is in isolation</p>
<p>I feel that regular meetings with the CFO (WM forums), have been beneficial, in raising issues raised by crew members, directly with the CFO. Feed back is given via e-mail, which is cascaded to crews.</p>
<p>Yes, i would agree that communications have improved.</p>
<p>no still don't listen and do exact opposite to what has been suggested</p>
<p>feel we are kept better informed of what is happening within the service, especially with the PO's briefings</p>
<p>Yes, regular communication from CFO and ACFO. Also good communications regarding working practices.</p>
<p>More regular communications since the pandemic started.</p>
<p>More information is available and thee has been some improvements of information coming down to the ranks but i see little evidence of this happening the other way.</p>
<p>The communication throughout the pandemic has shown a very good ability from the organisation to keep staff informed.</p>
<p>I do not feel there has been any real change in the way things are communicated in general. This year some information has been communicated through teams meetings. This seems to have been done through necessity though.</p>
<p>More PO briefings via teams, AM audits are a very good idea for communication from that level</p>
<p>Now feel able to put forward concerns and feras without fear of recrimination</p>
<p>no</p>
<p>Yes, there is a lot of information through email and the portal which is good but sometimes this information is repeated by different officers and functions which can lead to apathy in taking note of those messages.</p>
<p>Information is generally well communicated in my opinion.</p>

things have improved form an organisation level. / Departmentally things did start to improve but have reverted back. Little information or received too late.
There is a rise in communications received via email which intends to keep people informed, I have found that information surrounding Covid has been sent out clearly, concise and in a timely manner. /
communication has improved in relation to the big changes that will impact on staff. This is really good when trying to manage expectations and also keeping people engaged, tis has been handled well by the PO's. I feel communication at my level in my department has been poor. I dont feel part of the senior managem,ent team. i fell the structure of the communication excludes Station Mnaagers and makes you feel under valued.
Yes, we receive have received more recognition from Senior managers for the work carried out by our team. I feel this is mainly due to the CFO and the strong beliefs he has for maintaining as happy a staff/organisation as possible as no organisation is anything without its staff/employees.
A lot of departments are now using Teams for meetings
It has during COVID however previous to this it can be hit and miss - the communications seem to be heavily biased towards operational news. Communication briefings have been led by PO's however you neve get any feedback of any potential changes - the meetings might as well just be a note taking exercise.
should be more face to face
The communication from the very top is good but by the time it gets down to the station level the message is often different. Some station managers dont seem to understand how the Service works or their part in it.
Covid updates have been very good.
I feel it is the same
N/A
More frequent communication and it is more clear and being passed down the chain of command on a more regular basis.
Yes, I receive fortnightly updates from senior managers. regular updates of Covid 19 issues and systems of working.
More frequent PO briefings & regular emails updating staff
regular emails sent about covid are informative

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<p>Yes there has been a lot of communication regarding updates as the COVID 19 pandemic guidance has constantly changed over the past 9 months.</p>
<p>Regular updates via email, hot news (digital format), social media platforms, visits from senior officers to stations and forums</p>
<p>Yes teams is a great idea to get the message across the service</p>
<p>No, we are just told what to do. Changes are made & the people involved are not consulted, even though it impacts greatly on part of their job role & effects their moral</p>
<p>Yes there there's improvement. Use of Opps incident notes, Opps information notes and Opps response plans are a help. But feel every thing should be in the same place on the portal. When looking for information, especially of a risk critical nature, the standard response, "Its on the portal" has to change as its becoming a bit of a navigation maze. Having a daily relevant risk folder just for Opps crews would be very helpful. The portal search engine is also very poor and could be improved.</p>
<p>Yes - I feel the communications from the Chief are much more personal and empathetic.</p>
<p>COVID communication has been informative and regular, giving clear instruction and guidance on the matter.</p>
<p>I feel that we are kept up to date on the current pandemic in a timely manner with the regular updates via email from senior management but it can still be quite unclear how this will affect the different teams who are on the front line</p>
<p>Yes. Because of the pandemic we are getting regular e-mail updates.</p>
<p>na</p>
<p>We have just been informed that most of the key work which is highly specialised to being transferred to another department without any prior consultation. Especially after going above and beyond over the Bonfire period this is a kick in the teeth.</p>
<p>Yes. / More structured approach</p>
<p>The portal and email are excellent ways of receiving information. The social media pages also provide very current and on going updates for public information.</p>
<p>Yes, I have definitely noticed that there is more clear and relevant communication from senior management via email, especially our Chief and I think this is good for a number of reasons, in particular breaking down the historical (us and them) attitudes that I feel were often palpable when I joined MFRS.</p>
<p>As a service yes. Probably not as great for individual team information.</p>

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Communication under the current CFO is consistent and he appears to be keen to ensure that all employees are kept up to speed with developments which affect the Service.
COVID 19 updates have been timely
about the same
I believe that the Comms Team are more effective now especially during the pandemic. However information that my team should be briefed on that affects us directly is not being communicated.
NO
not really, the communication from senior management is limited
Not really although the COVID updates have been informative
Approach is less confrontational
No, operational staff do not get a true picture of developments. However the Teams approach to communicating during the Covid period has been used to some effect.
I believe that communication is a 2 way stream. I also feel that information delivered through the organisation is still often a 1 way direction, in the sense that a decision is taken by the SLT and then told to the rest of the organisation. Therefore I think that communication has remained largely the same.
Yes
yes there has been an improvement in the way mfrs communicate information. The pandemic info has been well received.
yes weekly updates especially through covid
No, I feel that I am kept in the dark as regards my future at MFRA.
No . The organisation makes it look like we are doing well at communicating but I feel it is just words . Our views are ignored mostly.
no, because there has been no change involving communication which is not necessarily required
Yes through teams meetings
I believe there has been an improvement and certainly over the covid period communication has definitely improved. We regularly receive updates regarding this topic area, ops safety flashes etc
No
Regular communication via the Corporate Comms team has been regular and structured.
No change since the last survey.

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<p>No, there is still a lack of communication between senior management and stations on the direction that the service is headed towards and how best to get there, from the perspective of all employees and with a view to improve the terms and conditions of employees as well as trying to meet the aims of the authority.</p>
<p>Information is communicated well to grey book managers only (SM and above). There is HUGE room for improvement in the way that information is communicated to green book managers. There is huge discrimination between grey and green book managers. Grey book managers are kept well informed and are treated with more respect by senior management than green book managers are.</p>
<p>not really</p>
<p>Not really</p>
<p>I feel its the same</p>
<p>This survey doesn't allow the opportunity to raise specific concerns that need to be addressed with the service. They only want positive feedback for working for MFRA with a 500 character limit for each section. / / We have been thanked for our attitude and commitment to providing fire cover throughout Covid keeping sickness levels to a bare minimum by being told we will have unannounced visits by senior managers on stations to keep us on our toes. This doesn't help staff morale at all.</p>
<p>Not at all. Support staff are not considered in the same way as operational colleagues.</p>
<p>The information around Covid has been improved as its developed. At first there was too much that was mostly irrelevant to operational crews. /</p>
<p>I don't feel like there has been an improvement. I feel like non ops or support staff as senior officers like to call us are left until last to hear of any information or changes. We are not consulted on any changes we are just usually told. Changes that are made are to suit senior officers or managers and not the staff on the ground doing the work.</p>
<p>No, Although this could be due to Covid 19</p>
<p>COVID information has generally been well communicated. / Hot News is well constructed</p>
<p>/ opoooo</p>
<p>COVID 19 Communications have been exceptionally good, there has been a clear effort to keep people informed and explain the Service's plans for responding to the pandemic</p>
<p>At the start of the covid pandemic communication within our department was poor. However, as the lockdown progressed, communication vastly improved, and the now weekly updates</p>

<p>from the senior managers and department MS team meetings we have, keep us all well informed and feeling of slightly more value.</p>
<p>I feel there is a clear vision from principle officers however there seems to be a breakdown in these visions and values from the level of management beneath them whom seem to run things how they see fit and this changes week by week and it is very difficult to approach this level of management constructively. In experience any suggestions put forward in a constructive and polite manner are treated as a direct attack which results in what feels like punishment for making a suggestion.</p>
<p>No, I don't think there is enough engagement with staff prior to decisions being made. Often all talks are with Senior Managers behind closed doors and we are only aware of changes when their decision has already been made. Too late to do anything about it and face a brick wall if you try and challenge or reason for a more considered approach to things</p>
<p>n/a</p>
<p>No, mostly we hear rumours about possible changes</p>
<p>Communication in MFRS is only an email. There are many other ways to communicate but this organisation chooses not to. I feel this way because operational crews never see anyone from different departments to the point where HQ is separate from ops. Ops do not know what many departments do, what Senior Offices do. Senior officers only come with an audit.</p>
<p>NO. / Being told we are to be open and will discuss matters from senior level. Yet being told nothing and kept in the dark over matters that affect our working condition.</p>
<p>Yes, there is better communication, though I feel it is one way. Although we are asked our opinions, I don't think they matter.</p>
<p>No</p>
<p>Microsoft teams is great, should be used more for training, TDA only for practical, theory done on station via teams.</p>
<p>no</p>
<p>NO! The service only communicates the information they WANT you to know. They do not communicate the information they do NOT want you to know.</p>
<p>no just the same way by email some most of the time.</p>
<p>No. The way information is being communicated through the organisation has got worse & the quality.</p>
<p>NO.</p>
<p>Not at all. The organisation has become very dictatorial in attitude.</p>

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