

### Comparisons (Substantive role/grade (self-report): Area Manager, Crew Manager, Firefighter, Group Manager, Head of Function/Director, Principal Officer, Station Manager, Watch Manager)

|  | Overall | Agnostic | Atheist | Buddhist | Christian | Humanist | Jewish | Muslim | Other | No religion | Prefer not to say |
|--|---------|----------|---------|----------|-----------|----------|--------|--------|-------|-------------|-------------------|
| <b>No. of Responses</b>  | 390     | 13       | 29      | 4        | 170       | 3        | 1      | 1      | 10    | 103         | 56                |
| <b>Goal Clarity</b>  | 86%     | 71%      | 91%     |          | 90%       |          |        |        | 85%   | 87%         | 74%               |
| I am clear about what I am expected to achieve in my job   | 93%     | 85%      | 100%    |          | 95%       |          |        |        | 100%  | 94%         | 82%               |
| I understand how the work I do helps MFRA to achieve its Mission & Aims                              | 91%     | 69%      | 97%     |          | 93%       |          |        |        | 90%   | 93%         | 82%               |
| I understand the priorities or Missions & Aims of MFRA   | 94%     | 77%      | 97%     |          | 96%       |          |        |        | 90%   | 94%         | 88%               |
| Senior Managers provide a clear vision of the overall direction of MFRA                              | 66%     | 54%      | 72%     |          | 75%       |          |        |        | 60%   | 67%         | 43%               |
| <b>My Job</b>  | 81%     | 74%      | 82%     |          | 86%       |          |        |        | 73%   | 84%         | 67%               |
| I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.) | 78%     | 77%      | 76%     |          | 84%       |          |        |        | 80%   | 78%         | 64%               |
| I enjoy my work  | 90%     | 77%      | 90%     |          | 92%       |          |        |        | 90%   | 93%         | 84%               |
| I feel supported in my role  | 71%     | 62%      | 76%     |          | 78%       |          |        |        | 60%   | 75%         | 48%               |
| I feel that my work contributes to Safer Stronger Communities  | 89%     | 77%      | 83%     |          | 94%       |          |        |        | 80%   | 90%         | 79%               |

|   |     |      |     |     |     |     |     |
|---|-----|------|-----|-----|-----|-----|-----|
| I get a sense of personal accomplishment from my work                         | 87% | 69%  | 90% | 92% | 80% | 92% | 68% |
| I have a sense of good job security   | 81% | 92%  | 83% | 83% | 50% | 81% | 77% |
| My job makes the best use of the skills and abilities that I have             | 74% | 62%  | 76% | 78% | 70% | 81% | 52% |
| <b>Employee Involvement</b>   | 69% | 40%  | 71% | 77% | 60% | 75% | 44% |
| I am able to use my own initiative at work to do my job                       | 78% | 54%  | 86% | 86% | 70% | 82% | 52% |
| I am comfortable to speak up and constructively challenge how things are done | 73% | 31%  | 69% | 81% | 60% | 81% | 50% |
| I am encouraged to suggest new ideas for improvements                         | 72% | 54%  | 79% | 76% | 70% | 77% | 50% |
| People communicate openly here regardless of position or level                | 54% | 23%  | 48% | 62% | 40% | 63% | 23% |
| <b>Teamwork</b>   | 69% | 51%  | 76% | 71% | 80% | 73% | 55% |
| Different parts of the service work well together                             | 53% | 46%  | 62% | 56% | 60% | 54% | 39% |
| Morale in my immediate team/watch/section is generally high                   | 76% | 54%  | 90% | 78% | 90% | 82% | 59% |
| We are good at sharing ideas to make things work better                       | 77% | 54%  | 76% | 80% | 90% | 83% | 66% |
| <b>Learning &amp; Development</b>   | 78% | 82%  | 79% | 82% | 70% | 79% | 62% |
| I am able to access learning and development opportunities                    | 77% | 92%  | 76% | 84% | 70% | 77% | 57% |
| I have good quality equipment to help me do my job                            | 85% | 100% | 97% | 88% | 90% | 82% | 71% |

|   |     |     |     |     |      |     |     |
|---|-----|-----|-----|-----|------|-----|-----|
| I have received the training and development I need to do my job well and safely                              | 82% | 85% | 86% | 86% | 80%  | 85% | 59% |
| I have the knowledge and skills I need to do my job well  | 92% | 92% | 97% | 92% | 100% | 95% | 84% |
| I have the right opportunities to learn and grow at work  | 70% | 77% | 66% | 77% | 40%  | 75% | 48% |
| My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well | 61% | 46% | 52% | 67% | 40%  | 60% | 54% |
| <b>Recognition &amp; Reward</b>   | 68% | 49% | 70% | 73% | 66%  | 73% | 51% |
| I feel valued and recognised for the work that I do by my line manager  | 81% | 54% | 86% | 85% | 80%  | 83% | 63% |
| I feel valued and recognised for the work that I do by other team members                                     | 85% | 69% | 83% | 85% | 90%  | 91% | 73% |
| I feel valued and recognised for the work that I do by senior managers  | 52% | 31% | 45% | 61% | 50%  | 59% | 21% |
| I receive feedback on my work   | 62% | 54% | 72% | 63% | 60%  | 67% | 46% |
| In the last week, I have received thanks or praise for doing good work  | 63% | 38% | 62% | 69% | 50%  | 64% | 52% |
| <b>Management Effectiveness</b>   | 70% | 59% | 68% | 75% | 70%  | 74% | 54% |
| Employees at my level are able to communicate their concerns to higher management                             | 61% | 46% | 55% | 72% | 50%  | 64% | 34% |
| I have confidence in the future of MFRA   | 67% | 54% | 52% | 74% | 50%  | 78% | 43% |
| MFRA Members engage well with staff at MFRA   | 48% | 46% | 41% | 56% | 30%  | 53% | 23% |

|   |     |     |     |     |      |     |     |
|---|-----|-----|-----|-----|------|-----|-----|
| My manager communicates regularly about issues that affect my work  | 86% | 62% | 90% | 88% | 100% | 87% | 79% |
| My manager gives me regular feedback on how I am doing  | 73% | 54% | 79% | 76% | 70%  | 77% | 63% |
| My manager makes time for me  | 86% | 69% | 83% | 89% | 100% | 86% | 79% |
| My manager treats me fairly and with respect  | 92% | 85% | 93% | 93% | 100% | 94% | 82% |
| Senior managers do what they say they are going to do   | 48% | 54% | 52% | 52% | 60%  | 50% | 27% |
| <b>Culture &amp; Values</b>   | 70% | 63% | 70% | 76% | 64%  | 74% | 50% |
| Bullying, harassment and discrimination are not tolerated at MFRA   | 83% | 69% | 93% | 86% | 70%  | 88% | 63% |
| Generally we resolve any differences of opinion amicably  | 72% | 62% | 66% | 79% | 70%  | 79% | 46% |
| I am able to strike the right balance between my work and home life   | 77% | 69% | 86% | 78% | 90%  | 78% | 66% |
| I do not feel I have been bullied, harassed or discriminated against in the last 12 months  | 80% | 69% | 86% | 83% | 80%  | 83% | 64% |
| I feel able to make decisions without fear of being blamed if things go wrong   | 52% | 38% | 41% | 63% | 50%  | 55% | 25% |
| I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age | 76% | 77% | 83% | 82% | 60%  | 80% | 55% |
| I feel valued   | 65% | 62% | 66% | 71% | 40%  | 74% | 41% |
| I have a good understanding of MFRA values  | 87% | 77% | 79% | 90% | 90%  | 90% | 77% |

|  |     |     |     |     |     |     |     |
|--|-----|-----|-----|-----|-----|-----|-----|
| MFRA is a better place to work than it was 3 years ago                                       | 48% | 54% | 45% | 59% | 40% | 45% | 29% |
| MFRA promotes a culture of openness and transparency   | 61% | 54% | 52% | 66% | 50% | 72% | 34% |
| <b>Change Management</b>   | 59% | 53% | 47% | 65% | 57% | 63% | 44% |
| A lot is done to help staff prepare for and cope with change                                 | 41% | 46% | 34% | 48% | 40% | 42% | 25% |
| Change here is well managed overall  | 57% | 54% | 41% | 65% | 60% | 64% | 30% |
| Change within my team is well managed  | 72% | 54% | 55% | 78% | 80% | 77% | 55% |
| I am communicated with about change that affects me in good time                             | 62% | 38% | 48% | 70% | 60% | 65% | 48% |
| I feel that MFRA consider the impact on me and other people when making decisions            | 46% | 54% | 41% | 53% | 30% | 46% | 29% |
| I understand the need for change at MFRA given the cuts faced by the Authority               | 78% | 69% | 59% | 79% | 70% | 83% | 75% |
| <b>Health and Wellbeing</b>  | 78% | 78% | 83% | 82% | 72% | 78% | 63% |
| I consider that I benefited from the support I received through the Occupational Health Team | 89% | 86% | 94% | 90% | 83% | 96% | 68% |
| In general I would say my health is good   | 93% | 92% | 97% | 94% | 90% | 93% | 88% |
| MFRA provides me with information that promotes a healthier lifestyle                        | 73% | 77% | 76% | 79% | 60% | 73% | 52% |
| MFRA supports a positive work-life balance   | 63% | 62% | 72% | 69% | 60% | 60% | 48% |
| <b>COVID-19 Related Questions</b>  | 86% | 82% | 93% | 89% | 80% | 90% | 71% |

|  |     |      |      |     |      |     |     |
|--|-----|------|------|-----|------|-----|-----|
| I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations                                | 74% | 69%  | 83%  | 79% | 70%  | 80% | 48% |
| MFRA is doing a good job of maintaining services under the current circumstances   | 90% | 85%  | 97%  | 92% | 70%  | 95% | 75% |
| The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic   | 94% | 92%  | 100% | 95% | 100% | 94% | 89% |
| <b>Engagement</b>  | 87% | 83%  | 89%  | 91% | 82%  | 90% | 71% |
| I am proud to say I work for MFRA  | 88% | 77%  | 93%  | 92% | 80%  | 91% | 75% |
| I care about the future of MFRA  | 96% | 100% | 97%  | 97% | 90%  | 99% | 84% |
| I would still like to be working at MFRA in two years` time  | 85% | 92%  | 79%  | 88% | 90%  | 88% | 73% |
| If asked, I would recommend to friends and family that MFRA is a good place to work  | 81% | 77%  | 86%  | 88% | 60%  | 83% | 57% |
| Working here makes me want to do the best I can  | 85% | 69%  | 90%  | 92% | 90%  | 85% | 66% |
| <b>Yes/No Questions</b>  | 73% | 71%  | 72%  | 75% | 70%  | 72% | 72% |
| Did you take part in the 2018 Staff Survey?  | 64% | 62%  | 55%  | 69% | 70%  | 55% | 68% |
| I am aware of the Health and Wellbeing support services available through the Occupational Health Team   | 92% | 92%  | 86%  | 94% | 70%  | 95% | 88% |
| I have used the services available through the Occupational Health Team  | 50% | 54%  | 55%  | 52% | 60%  | 49% | 45% |
| The pandemic has affected us all in different ways. Do you think that your experience of the pandemic has heavily influenced your responses in the survey? | 88% | 77%  | 90%  | 86% | 80%  | 90% | 89% |

## Appendix

|                           |   |
|---------------------------|---|
| Dashboard:                | Merseyside Fire & Rescue Employee Census 2020 |
| Dashboard hierarchy type: | none  |
| Response count:           | 390   |
| Panel count:              | undefined                                     |
| Participation:            | n/a   |
| Comparison:               | Survey Overall                                |
| Report produced:          | 15 February 2021                              |