



Benchmarking results for Merseyside Fire and Rescue

Total respondents: 548

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Guide to symbols used in this report

A series of arrows are used to indicate relative performance against the Benchmark:

-  indicates a performance at least 10% better than the Benchmark average
-  indicates a performance at least 5% and less than 10% better than the Benchmark average
-  indicates a performance at least 3% and less than 5% better than the Benchmark average
-  indicates a performance at least 3% and less than 5% worse than the Benchmark average
-  indicates a performance at least 5% and less than 10% worse than the Benchmark average
-  indicates a performance at least 10% worse than the Benchmark average

Benchmarking results by Section

Benchmarking helps to put survey results into context by showing you how your results compare with the results from other organisations that have run staff surveys using the same questions. This comparison may help you to identify relative strengths and areas to improve.

The tables below outline how your organisations' survey results compare with the People Insight benchmarking database. The percentage of people who responded positively (i.e. who agreed or strongly agreed) to each question is used as the basis for comparison, and the tables highlight:

- Your actual % positive score
- Using arrows, an at a glance view of your performance compared with the average organisation within this benchmarking sample
- Your actual variance from the benchmark average
- The best result that any organisation in our benchmark sample has achieved for this given question.

Please note that since your survey was tailored to your specific needs, it has not been possible for us to benchmark all your questions against other organisations; hence these do not appear in the tables below.

Questions in the "Goal Clarity" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I understand the priorities or Missions & Aims of MFRA	86%	—	1%	85%	100%
2. I am clear about what I am expected to achieve in my job	90%	↑↑	5%	85%	99%
3. I understand how the work I do helps MFRA to achieve its Mission & Aims	87%	—	-1%	88%	100%
4. Senior Managers provide a clear vision of the overall direction of MFRA	55%	↓	-3%	58%	93%
Section averages	80%	—	1%	79%	98%

Questions in the "My Job" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I enjoy my work	78%	↓	-3%	81%	98%
2. My job makes the best use of the skills and abilities that I have	60%	↓↓	-5%	65%	94%
3. I get a sense of personal accomplishment from my work	75%	↑↑	5%	70%	100%
4. I have a sense of good job security	54%	↓	-4%	58%	87%
Section averages	67%	—	-2%	69%	95%

Questions in the "Employee Involvement" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	65%	↓↓	-5%	70%	98%
2. I am able to use my own initiative at work to do my job	72%	↓	-4%	76%	100%
3. I am encouraged to suggest new ideas for improvements	58%	↓↓↓	-14%	72%	95%
4. I am comfortable to speak up and constructively challenge how things are done	59%	—	0%	59%	84%
5. People can communicate openly with each other here regardless of position or level	41%	↓↓↓	-17%	58%	94%
Section averages	59%	↓↓	-8%	67%	94%

Questions in the "Teamwork" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. Morale in my immediate team/watch/section is generally high	53%	↓↓	-9%	62%	100%
2. Different parts of the service work well together	35%	↓↓↓	-11%	46%	90%
3. We are good at sharing ideas to make things work better	38%	↓↓↓	-28%	66%	92%
Section averages	42%	↓↓↓	-16%	58%	94%

Questions in the "Learning & Development" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I have received the training and development I need to do my job well and safely	77%	↑↑↑	12%	65%	94%
2. I have the right opportunities to learn and grow at work	54%	↓	-3%	57%	93%
3. I have the knowledge and skills I need to do my job well	85%	↓	-3%	88%	100%
4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	50%	↓	-3%	53%	91%
5. I have good quality equipment to help me do my job	70%	—	2%	68%	100%
Section averages	67%	—	1%	66%	96%

Questions in the "Recognition & Reward" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. In the last week, I have received thanks or praise for doing good work	57%	-	0%	57%	89%
Section averages	57%	-	0%	57%	89%

Questions in the "Management Effectiveness" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. My manager treats me fairly and with respect	84%	↑	4%	80%	98%
2. My manager gives me regular feedback on how I am doing	62%	-	-1%	63%	97%
3. Senior managers do what they say they are going to do	31%	↓↓↓	-15%	46%	76%
Section averages	59%	↓	-4%	63%	90%

Questions in the "Culture & Values" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. Bullying, harassment and discrimination are not tolerated at MFRA	66%	↓↓	-6%	72%	91%
2. MFRA promotes a culture of openness and transparency	47%	↓	-4%	51%	93%
3. I have a good understanding of MFRA values	80%	↓↓	-5%	85%	99%
4. I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	68%	↓↓	-8%	76%	100%
5. I am able to strike the right balance between my work and home life	57%	↓↓↓	-10%	67%	94%
Section averages	64%	↓↓	-6%	70%	95%

Questions in the "Change Management" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I understand the need for change at MFRA given the cuts faced by the Authority	74%	↓↓	-8%	82%	90%
2. I am communicated with about change that affects me in good time	53%	↑	4%	49%	76%
3. Change here is well managed overall	37%	-	-1%	38%	71%
4. I feel that MFRA consider the impact on me and other people when making decisions	28%	-	-1%	29%	54%
5. A lot is done to help staff prepare for and cope with change	26%	↓↓↓	-13%	39%	73%
Section averages	44%	↓	-4%	48%	73%

Questions in the "Health and Wellbeing" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. In general I would say my health is good	89%	↑↑	5%	84%	89%
Section averages	89%	↑↑	5%	84%	89%

Questions in the "Overall" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I am proud to say I work for MFRA	78%	-	0%	78%	100%
2. Working here makes me want to do the best I can	74%	↓	-4%	78%	100%
3. If asked, I would recommend to friends and family that MFRA is a good place to work	60%	↓↓	-9%	69%	100%
4. I care about the future of MFRA	89%	-	-1%	90%	100%
5. I would still like to be working at MFRA in two years' time	74%	↑	4%	70%	100%
Section averages	75%	-	-2%	77%	100%