

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

	Overall	17-24	25-35	36-45	46-55	56-65	66+	Prefer not to say
<b>No. of Responses</b>	390	8	98	90	153	12	0	29
<b>Goal Clarity</b>	86%	94%	90%	87%	85%	88%		72%
I am clear about what I am expected to achieve in my job	93%	100%	97%	94%	93%	92%		76%
I understand how the work I do helps MFRA to achieve its Mission & Aims	91%	100%	96%	91%	88%	100%		79%
I understand the priorities or Missions & Aims of MFRA	94%	100%	96%	97%	91%	92%		90%
Senior Managers provide a clear vision of the overall direction of MFRA	66%	75%	71%	66%	67%	67%		45%
<b>My Job</b>	81%	89%	88%	83%	79%	79%		67%
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	78%	100%	79%	83%	77%	67%		66%
I enjoy my work	90%	100%	98%	92%	86%	83%		83%
I feel supported in my role	71%	88%	87%	73%	66%	67%		38%
I feel that my work contributes to Safer Stronger Communities	89%	100%	93%	90%	87%	92%		76%

I get a sense of personal accomplishment from my work	87%	100%	96%	88%	83%	83%	69%
I have a sense of good job security	81%	75%	78%	83%	80%	100%	86%
My job makes the best use of the skills and abilities that I have	74%	63%	85%	73%	73%	58%	52%
<b>Employee Involvement</b>	69%	78%	74%	75%	67%	71%	41%
I am able to use my own initiative at work to do my job	78%	88%	90%	82%	73%	83%	52%
I am comfortable to speak up and constructively challenge how things are done	73%	88%	72%	79%	75%	75%	38%
I am encouraged to suggest new ideas for improvements	72%	75%	77%	82%	68%	75%	45%
People communicate openly here regardless of position or level	54%	63%	59%	56%	54%	50%	28%
<b>Teamwork</b>	69%	96%	75%	74%	65%	58%	49%
Different parts of the service work well together	53%	88%	57%	57%	52%	50%	24%
Morale in my immediate team/watch/section is generally high	76%	100%	86%	80%	72%	58%	59%
We are good at sharing ideas to make things work better	77%	100%	83%	87%	71%	67%	66%
<b>Learning &amp; Development</b>	78%	96%	81%	80%	76%	83%	63%
I am able to access learning and development opportunities	77%	100%	81%	71%	80%	83%	55%
I have good quality equipment to help me do my job	85%	100%	83%	89%	84%	92%	79%

I have received the training and development I need to do my job well and safely	82%	100%	85%	90%	78%	92%	55%
I have the knowledge and skills I need to do my job well	92%	100%	94%	93%	92%	92%	83%
I have the right opportunities to learn and grow at work	70%	100%	81%	71%	64%	92%	48%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	61%	75%	63%	63%	58%	50%	55%
<b>Recognition &amp; Reward</b>	68%	68%	74%	70%	66%	73%	50%
I feel valued and recognised for the work that I do by my line manager	81%	75%	83%	86%	79%	83%	66%
I feel valued and recognised for the work that I do by other team members	85%	75%	88%	86%	85%	83%	72%
I feel valued and recognised for the work that I do by senior managers	52%	63%	59%	53%	50%	75%	21%
I receive feedback on my work	62%	75%	70%	64%	58%	58%	45%
In the last week, I have received thanks or praise for doing good work	63%	50%	71%	63%	60%	67%	48%
<b>Management Effectiveness</b>	70%	80%	77%	72%	69%	66%	48%
Employees at my level are able to communicate their concerns to higher management	61%	75%	66%	62%	62%	67%	28%
I have confidence in the future of MFRA	67%	88%	78%	67%	65%	67%	38%
MFRA Members engage well with staff at MFRA	48%	100%	57%	42%	49%	58%	17%

My manager communicates regularly about issues that affect my work	86%	88%	89%	89%	86%	67%	76%
My manager gives me regular feedback on how I am doing	73%	63%	82%	76%	71%	58%	62%
My manager makes time for me	86%	88%	90%	93%	84%	58%	76%
My manager treats me fairly and with respect	92%	75%	95%	96%	92%	100%	72%
Senior managers do what they say they are going to do	48%	63%	57%	48%	47%	50%	17%
<b>Culture &amp; Values</b>	70%	86%	78%	70%	68%	70%	50%
Bullying, harassment and discrimination are not tolerated at MFRA	83%	88%	89%	80%	82%	75%	72%
Generally we resolve any differences of opinion amicably	72%	100%	84%	72%	68%	67%	48%
I am able to strike the right balance between my work and home life	77%	100%	89%	78%	71%	75%	62%
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	80%	75%	89%	78%	79%	92%	55%
I feel able to make decisions without fear of being blamed if things go wrong	52%	75%	64%	53%	46%	67%	28%
I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	76%	100%	85%	74%	73%	83%	59%
I feel valued	65%	88%	79%	66%	60%	58%	41%
I have a good understanding of MFRA values	87%	100%	95%	84%	86%	83%	76%

MFRA is a better place to work than it was 3 years ago	48%	38%	40%	54%	55%	42%	28%
MFRA promotes a culture of openness and transparency	61%	100%	70%	64%	56%	58%	34%
<b>Change Management</b>	59%	88%	59%	60%	60%	71%	41%
A lot is done to help staff prepare for and cope with change	41%	88%	45%	36%	42%	50%	28%
Change here is well managed overall	57%	88%	60%	58%	59%	67%	24%
Change within my team is well managed	72%	88%	76%	74%	69%	75%	59%
I am communicated with about change that affects me in good time	62%	88%	59%	62%	66%	67%	45%
I feel that MFRA consider the impact on me and other people when making decisions	46%	75%	46%	50%	44%	67%	21%
I understand the need for change at MFRA given the cuts faced by the Authority	78%	100%	69%	80%	82%	100%	69%
<b>Health and Wellbeing</b>	78%	85%	82%	79%	78%	88%	57%
I consider that I benefited from the support I received through the Occupational Health Team	89%	100%	93%	90%	91%	100%	60%
In general I would say my health is good	93%	100%	97%	93%	92%	92%	86%
MFRA provides me with information that promotes a healthier lifestyle	73%	63%	69%	77%	76%	83%	48%
MFRA supports a positive work-life balance	63%	88%	78%	62%	58%	83%	34%
<b>COVID-19 Related Questions</b>	86%	96%	88%	85%	87%	94%	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%	88%	77%	72%	76%	92%	52%
MFRA is doing a good job of maintaining services under the current circumstances	90%	100%	89%	92%	90%	92%	79%
The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	94%	100%	99%	91%	94%	100%	83%
<b>Engagement</b>	87%	100%	95%	88%	82%	97%	73%
I am proud to say I work for MFRA	88%	100%	95%	91%	84%	100%	72%
I care about the future of MFRA	96%	100%	98%	96%	94%	100%	93%
I would still like to be working at MFRA in two years` time	85%	100%	96%	90%	77%	83%	72%
If asked, I would recommend to friends and family that MFRA is a good place to work	81%	100%	92%	79%	76%	100%	59%
Working here makes me want to do the best I can	85%	100%	93%	87%	81%	100%	69%
<b>Yes/No Questions</b>	73%	53%	59%	74%	82%	81%	73%
Did you take part in the 2018 Staff Survey?	64%	25%	33%	64%	82%	83%	72%
I am aware of the Health and Wellbeing support services available through the Occupational Health Team	92%	88%	86%	92%	97%	100%	83%
I have used the services available through the Occupational Health Team	50%	25%	28%	54%	63%	58%	52%
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%	75%	92%	86%	88%	83%	86%

## 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