Comments

Role: Control, Non-Uniformed, Uniformed

based **book** communication culture decisions
department **departments** development due feel
firefighters good greater **green** grey home hr hybrid
increase job line make **management** manager
managers operational opportunities **pay**
people **process** processes promotion reduce role
roles salary senior **service** shift **staff** structure
support systems **team** things time times training
work working

note: the smiley faces give an indication of how positive or otherwise the person making the comment was in their overall response to the survey.

🔍 Search...

Rating	Comment
🙂	Department links in to ops
🙂	Political pressure from failed union negotiation or lack of any negotiation where the should be, spoils the atmosphere in the workplace. Work harder to communicate.
🙂	Criteria for pay revaluations - this currently benefits certain service departments but isnt relevant to all departments
🙂	Austerity
🙂	Nothing
🙂	Being able to work more agile, which hopefully will be something I can do in the future.
🙂	To keep grey book managers in post for at least 2 years for some continuity (we've had X GM's over X years and each manager changes things around)
🙂	Get rid of the FBU
🙂	Increase the budget

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🙂	Increase in salaries to reflect the valued roles people do compared to the private sector
🙂	n/A
🙂	Ban FBU membership
🙂	Better job opportunities for internal staff who want to progress from green book to grey book e.g. guaranteed pathways
🙂	Healthy lunches in the canteen
🙂	Hybrid working, hopefully the trial is permanent and can help with the work-life balance.
🙂	More career development/pathways for green book staff
🙂	managing changes, reducing the impact of changes
🙂	More Government Funding
🙂	Establishing a more structured promotions system that does not use temporary promotions for longer than 6 months.
🙂	Better communication between departments, sharing information between departments, more involvement in processes by senior managers
🙂	At times there seems to more of a distance been Grey and Green book than is useful. Sometime there is a perception of silo working.
🙂	More flexible with working from home
🙂	To feel & be more involved & valued by my line manager
🙂	Promotion process
🙂	promotion processes - make the process more than just the interview (360 feedback, appraisal, work related performance). reduce the amount of time people sit in temp positions. when interviewing give candidates the questions to read after you have asked them
🙂	Allow support staff to provide hands on support for operational activities, i.e., small fires unit, and be more visual in showing the effects of fire/incidents to empower what we are all here to achieve, a safer community
🙂	The salaries, they do not match like for like what other public sectors offer such as local authorities. The salary is not competitive.
🙂	where i am based
🙂	More active involvement, communication and listening from middle management, to match that from our senior leadership
🙂	funding

🙂	National Pay discussions and allow local variations
🙂	Hybrid Working
🙂	salary
🙂	The green book recruitment process
🙂	Greater flexibility in approaches to work
🙂	communication upwards through the service is as easy as communication downwards
🙂	Improve training
🙂	Pay award
🙂	pay
🙂	Blame Culture
🙂	I would consider putting more Green Book staff into Senior Management positions (i.e. Prevention, Protection, Health and Safety) and utilising Grey Book staff int more Operational roles.
🙂	A culture based on organisational values and true recognition of talent reflected through diversity.
🙂	Promotion process is flawed interview I feel is a memory test of saying the right thing, when you have displayed it previously when in a temporary post and been told keep doing what you are doing only not to be given the expected answers in an interview but you have proven history in that post, HR seem to be always behind the curve(not a criticism) due to having to put on process after process. Have a merit list waiting from any process.
🙂	career progression for green book staff and development
🙂	Bring more experienced firefighters in, too many new firefighters are not learning off older hands an if at a station with a lot of new firefighters they are creating the new style of station based culture/operations as older hands aren't there to pass down there experience as the little things are getting missed or nee firefighters don't recognise the importance of things. It's very very unlikely due to the amount of incidents now but this job can be life or death and too many firefighters get
🙂	More resilient command structure in Fire Control
🙂	This is not a flippant answer but given the cost of living more money would be welcome (if within my power)
🙂	Green book staff in protection having the ability to be promoted in to higher ranking positions such as station manager and above level
🙂	The politics

🙂	Unsure
🙂	None
🙂	Allow a greater degree of home working
🙂	higher salary to match other Local Authorities
🙂	More staff
🙂	Building a coaching environment to support each other at all levels
🙂	Rates of pay are falling behind other areas of local government
🙂	earlier shift change over in the evening
🙂	Working in a team with limited resource, I feel other departments and areas of the Service can work with us more effectively and efficiently to ensure the highest quality output in a timely and planned fashion. Too often our team receives requests late in the day with little to no notice or time to turn something around. Its frustrating, its stressful and it affects us all within the team. I worry about what affect this way of working has on our mental health and wellbeing.
🙂	I am based on two separate stations, Kirkdale which is rented, and Croxteth, which is service owned. The difference in the two buildings is striking, so I would standardise the working environment across the service. Broken things are faulted at Croxteth but they don't get repaired. That wouldn't happen at Kirkdale
🙂	I don't think that management have enough training on team management or how to build and work with high performance teams, I would love to see crew/watch/Station managers be supported on leadership training
🙂	The support staff that were marked as critical during covid should have an extra pay point to reflect this support to front line.
🙂	Promotion being the best person to do the job
🙂	Ensure all staff grey and green book in all departments work together
🙂	communication
🙂	More accountability
🙂	potential industrial action / political dynamics within the service
🙂	Location of SHQ is too remote locate to a more central location.
🙂	Make the NR roles permanent

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🙂	The influence of the Fire Brigades Union leadership on my colleagues - The FBU leadership consistently fail to represent the views of it's members who will fall in line for fear of being bullied for using their voice to express an alternative view.
🙂	Better and faster systems to have all the documents we need
🙂	More commitment to staff and support/ opportunities in changing roles, Feedback from HR if not successful in changing role.
🙂	Nothing to add
🙂	More funding for MFRA
🙂	Try to bridge the divide amongst colleagues
🙂	pay
🙂	Progression of people with very little operational experience for the wrong reasons
🙂	I would allow more home working for all office- based staff including management
🙂	Extra allowance (£) for staff working at TDA in line with other fire services - to attract and keep good quality people in training.
🙂	Shifting the mindset - there is a general approach from many departments: this is the way we've always done things so this is the way we'll do it. In some instances, there seems to be little appetite to be more innovative or to think outside the box. Additonally - I also believe support staff should be given the option to wear MFRS branded clothing if they choose. This would help with inclusion and lessen the divide between support and operational staff.
🙂	quicker management discission's. far too long to get thing moving.
🙂	All medical appointment including optician gp and dental to be given without having to take AL or Flexi time
🙂	non-salary incentives that mitigate comparatively low pay such as free tunnel fees, free business insurance if expected to drive personal car for work, dental/ healthcare schemes. Childcare schemes.
🙂	better communication. need for team meetings
🙂	The workforce being able to make lawful workplace decisions, without consequence.
🙂	More stability in make up of Grey Book parts of the department
🙂	More up to date systems
🙂	The pay
🙂	Lateral communication between senior managers. Work together more between departments for better results.

🙂	Nothing comes to mind yet
🙂	That genuine concerns are actioned when raised.
🙂	Reduce red tape and streamline governance
🙂	I believe more structure and communication between TL's and Managers need's to be better and more times for other teams to meet.
🙂	pay scales
🙂	speed up promotion processes and stick to timelines
🙂	the pay and more information on what development opportunities there is.
🙂	Reduce the amount of senior and middle management. MFRS is top heavy.
🙂	Retained working on middle 2 rota days
🙂	HR
🙂	The ability to influence service design descissions and business change to ensure maximum impact for our colleagues and comunity
🙂	Id say the flexibility but this looks like its getting done now
🙂	A more realistic salary for the job I do. This, sadly, is the ONLY reason i would discourage anyone from working within MFRS
🙂	Attitudes / perception between departments
🙂	transparency in progression
🙂	Eliminate tunnel fees for travelling to work 5 times a week
🙂	Improve incident command training and have a higher standard of when people can go for Supervisory manager roles
🙂	Better pay
🙂	Retention of staff - help to keep valuable individuals in the service
🙂	ensuring that all colleagues are valued by each other, eg gray book and green/red book as all contribute to the success of MFRS
🙂	Not having a split role that creates demand from two different departments.

😃	IT systems/more effective and efficient working & culture
😃	safer lone working- e.g. strategies, devices, training for risky/dangerous eventualities. anything.
😃	Better gateway opportunities
😃	Get more EFAD drivers through their course ASAP
😃	can't really think of anything at this time
😃	Pay
😃	There are to many processes to get promoted. If you are in a post and doing well, your line manager should have the gift to promote you from a WMa to a WMb in that role. SMs that have been in the role for over six months and shown that they can do the job, been signed off as compitant shouldnt have to go through another process.
😃	Being allowed to work more hours (currently confined by abatement rules)
😃	More staff, as sickness dramatically affects the staffing number.
😃	FBU toxic culture
😃	Improvement of IT and access to network systems.
😃	flexibility of shift times and rigidity of leave
😃	Bring ICT in house
😃	Pay
😃	We need to work smarter and have less meeting. Workloads have increased significantly and sufficient time is often not available to actually complete the associated work to the best possible standard. We are compromising on quality due to an imbalance between the time spent on meeting and that to action workloads
😃	Pay increase
😃	shift start/finish times and sometimes I feel the basics are not done well by the organisation
😃	Reduce the amount of detached duties on a daily basis
😃	increased funding
😃	Flexible working that is more in line with other similar organisations.
😃	The way the grading is determined for non operational more options to progress

🙂	Swift water capabilities at Wallasey & Crosby
🙂	location work I work
🙂	Our promotion and selection processes and how this informs succession planning
🙂	Be able to create 'one' team and get rid of the union/none union divide
🙂	ability to discipline people for repeat offending should be made easier...flip side, recognise good performance more often
🙂	The culture that if you work from home or travel as part of work you are not really working
🙂	inconsitency
🙂	The salary which is really low
🙂	Making staff feel valued for the work they do, all all levels of management throughout the service
🙂	Appraisals and the promotion process. Needs to be standardisation and less hypocrisy
🙂	Hybrid working without feeling I was being watched and not trusted to do my hours/work
🙂	Within middle management appears a negative approach wins over a positive manner.
🙂	More Green Book opportunities higher up the management structure
🙂	Allow officers with lease cars to use station diesel or pay 45p per mile as other staff went they get sent on detached duties, rather than the current 11p per mile (or Less) that officers get.
🙂	Apprenticeship process
🙂	Trusting females to make decisions
🙂	introduce hybrid working for green book or grey book day staff where applicable to match other areas of the public sector post pandemic
🙂	Reduce senior manager interference
🙂	Greater structure and planning to avoid short timescales to achieve objectives.
🙂	Raise the profile and awareness of National Resilience, nationally.
🙂	Encourage greater co-operation between operational and non-operational departments. Pace of work from some departments is detrimentally slow and unnecessary obstructions may be put in place that allow me to do my job for my team.

🙂	Scrap the abatement rule
🙂	To have a pay grading that matches the skills, qualifications and experience i bring to my role and the positive changes i have initiated and/or supported in the past three years.
🙂	Introduce the 24hr shift system again
🙂	I would increase the size of our team to ease the demand on us. Sometimes I feel the workload shifts to me more than others in the team. I would also like to see more healthy options in the canteen, as well as more opportunities for support staff for development as well as health & physical wellbeing.
🙂	There does at times feel like there is a lack of trust from Senior Management. Given the delay to having working practices that are common across many different organisations from Local Authorities, other Services and Private Industry only goes to reinforce this
😐	Increase salary as I feel like we are behind the times when looking after staff where pay is concerned
😐	HFSC, we've gone away from quality over quantity. we've become blinded by targets. id remove the target or reduce them massively and ensure positive HFCS experience for the community rather than focusing on numbers
😐	pay for work done
😐	better access to training and opportunities, staff view on appraisals is very poor and a concern
😐	Targets
😐	Salaries. Lower grades do a significant amount more work than what they are paid to do
😐	Senior managers
😐	Consistency between all staff
😐	whole team on same working pattern
😐	The divide between the SRT and the rest of the service
😐	working from home
😐	the cliques within certain teams - some older staff do not like new staff coming into the service
😐	Pay - as cost of living as sky rocketed. My quality of life has severely been impacted negatively.
😐	Robust, Fair Development opportunities with personal relationships/Friendships un aligned
😐	Increase salaries across all posts to be comparative with outside companies and authorities in an effort to improve staff morale and staff retention. Better recognition for staff who worked through the pandemic.
😐	Change the shift patterns. 224 wholetime is the only shift that works

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😐	Openness in communication and action at all levels
😐	More honesty and openness from higher up. I appreciate senior managers will already think this is in place, but experiences personal to me suggest otherwise.
😐	pay scales
😐	The transfer process. The transfer of employees between stations is far too opaque. Firefighters deserve to be able to move between stations and shift systems with far more freedom then they do currently. They should not be left in the dark for years let only months with no explanation for why they can’t transfer to a different station. Especially when staffing levels are not affected.
😐	My contact with regards to how shifts are scheduled and the retained element
😐	Work from home
😐	The way the department is run
😐	Development/Promotional prospects
😐	Communication
😐	hours
😐	It's a very sexist organisation. "Men" in white shirts run the organisation and make all of the decisions. If you are not a man/white shirt, then you know your place and reluctant to speak up/challenge
😐	Make it a fair environment for everyone
😐	The organisational culture. Remove the toxicity that fills the service and follow processes to the T. I have been in the service for less than 5 years and it is obvious. This organisational culture matches no other organisation, it isn't professional, fair or justifiable. People get away with murder due to their rank or support structure, while others are bullied and mistreated. No one should get away with things due to rank or closeness to ranks.
😐	the wages
😐	Non uniformed jobs created for retired uniform staff to come back to
☹️	by only promoting people on merit of competency
☹️	I would change the current working hour arrangements and make them more attractive and flexible
☹️	pay for the work i do
☹️	rigidity of location working
☹️	The "old boys" brigade mentality

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☹	Greater skills opportunities for all staff across the service. Developing & encouraging career learning to staff, so they don't become stagnant.
☹	ABATEMENT RULE
☹	Permanent flexible / agile working options
☹	Make Senior Managers listen to staff more
☹	staffing in control
☹	Tactics employed by some senior managers
☹	Look at the duty systems and the effect they have on staff morale and mental health
☹	Grey book managing green book & a lack of development
☹	Break down the politics. The us and them culture, The elitism of the SRT , The blind process lead attitude without seeing the big picture from HR ,
☹	More opportunity for green book development as progression is often limited due to line management roles largely being grey book in some department. Roles that are green book often having requirements that limit them to previous grey book staff. Grey book staff move into roles without necessary qualifications and gain them and experience whilst in role but green book jobs require them on application.
☹	Not being substantively promoted although i have been successful in the role that i am carrying out. I am temporary promoted and will not see any change in my pension.
☹	the senior management
☹	A decent pay rise that would enable me to provide for my family and not be embarrassed about my salary in front of friends and acquaintances.
☹	Expectation to produce work within unrealistic timeframes
☹	Abatement ! - Causes constant issues.
☹	I would make the recruitment and promotion process a lot fairer, getting the right people into the right jobs, having a mixture of HR and operational staff deciding on the process and removing the current process of HR making the decisions based on their own targets and biases.
☹	Remove nepotism
☹	Top heavy grey book department heads. Green book not allowed to make decisions or have very little input. Very little career progression for green book staff.
☹	pension back to how it was when I signed up for it
☹	Use some of the Â£39m training centre to find a payrise for FFs.

☹ There is too much pressure and expectations are completely unrealistic given that I have far less resource than comparable FRS' to do the job- I am left feeling stressed, burnt out and with very little job satisfaction when I am actually doing a great job, however here you can read the statement which is actually in our values 'For Merseyside Fire & Rescue Service, good enough is never good enough' as 'Nothing is ever good enough'.

☹ Working in a team, and going to the Manager of your section about a colleague who is being difficult on purpose, and getting no backing whatsoever. No support from Management, who close their eyes and ears to what is going on, as that benefits them. Being a Manager and looking after your team is lost on my team - absolute farce!!

☹ Been able to help people. However, even this got taken away by TARGETS!!!!!!! All we want is to have a good image on paper, regardless if itâ€™s achieved by mental breakage of your people or by affecting them in other ways

☹ more green book roles and development opportunities for green book staff

☹ I wouldn't spend thousands on pseudo-science "colour" training, in the middle of rampant inflation, at the same time as giving staff a real-terms pay cut.

☹ No DCWTR, No Hybrid shift systems

☹ THE WAGES

50   100   500   All

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Appendix

Dashboard: MFRS Census 2022

Dashboard hierarchy type: none

Filters applied: Role: Control, Non-Uniformed, Uniformed

Response count: 317

Panel count: undefined

Participation: n/a

Partial results: Excluded

Selected question: If within your power, what one thing would you change about working for MFRA?

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