



Merseyside Fire and Rescue Employee Survey: Historical Analysis

July 2018: 548 respondents

July 2016: 518 respondents

July 2014: 776 respondents

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Historical comparison of the survey results

The following pages show summary tables that compare the results achieved by MFRA (full Survey) in July 2018 with the results achieved in July 2016.

Guide to symbols used in this report

-  indicates what percentage of the total answers for this question were positive
-  indicates what percentage of the total answers for this question were neutral
-  indicates what percentage of the total answers for this question were negative

A series of arrows are used to indicate the historical movement in overall positive responses:

-  indicates an improvement of at least 10%
-  indicates an improvement of at least 5% and less than 10%

-  indicates an improvement of at least 3% and less than 5%
-  indicates results broadly in line with historical results (improvement less than 3%/decline less than -3%)
-  indicates a decline of at least 3% and less than 5%
-  indicates a decline of at least 5% and less than 10%
-  indicates a decline of at least 10%
-  indicates that there is no matching question in July 2016 survey

Questions in the "Goal Clarity" section		July 2018			July 2016			July 2014		
										
1. I understand the priorities or Missions & Aims of MFRA		86%	9%	5%	84%	12%	4%	74%	14%	12%
2. I am clear about what I am expected to achieve in my job		90%	6%	4%	88%	9%	3%	76%	12%	13%
3. I understand how the work I do helps MFRA to achieve its Mission & Aims		87%	8%	5%	84%	13%	3%	68%	18%	14%
4. Senior Managers provide a clear vision of the overall direction of MFRA		55%	25%	20%	52%	25%	22%	36%	22%	42%
Section averages		80%	12%	8%	77%	15%	8%	64%	17%	20%

Questions in the "My Job" section		July 2018			July 2016			July 2014		
										
1. I enjoy my work		78%	14%	8%	76%	14%	10%	51%	15%	33%
2. My job makes the best use of the skills and abilities that I have		60%	18%	22%	61%	18%	22%	41%	18%	41%
3. I get a sense of personal accomplishment from my work		75%	14%	11%	73%	16%	10%	54%	14%	31%
4. I feel that my work contributes to Safer Stronger Communities		79%	14%	8%	72%	22%	5%	61%	22%	16%
5. I feel supported in my role		58%	20%	22%	58%	19%	22%	34%	20%	47%
6. I have a sense of good job security		54%	24%	22%	43%	25%	33%	26%	24%	50%
Section averages		67%	17%	15%	64%	19%	17%	45%	19%	36%

Questions in the "Employee Involvement" section		July 2018			July 2016			July 2014		
1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)		65%	15%	20%						
2. I am able to use my own initiative at work to do my job		72%	14%	14%	67%	15%	18%	43%	13%	44%
3. I am encouraged to suggest new ideas for improvements		58%	23%	19%	59%	22%	19%	42%	19%	39%
4. I am comfortable to speak up and constructively challenge how things are done		59%	15%	26%	58%	15%	28%	39%	11%	50%
5. People can communicate openly with each other here regardless of position or level		41%	20%	38%	41%	19%	41%	25%	12%	64%
Section averages		59%	18%	24%	56%	18%	26%	35%	14%	51%

Questions in the "Teamwork" section		July 2018			July 2016			July 2014		
										
1. Morale in my immediate team/watch/section is generally high		53%	17%	30%	58%	21%	21%	32%	13%	56%
2. Different parts of the service work well together		35%	29%	36%	42%	25%	32%	22%	24%	53%
3. We are good at sharing ideas to make things work better		38%	31%	30%	40%	32%	27%	55%	20%	26%
Section averages		42%	26%	32%	47%	26%	27%	37%	19%	45%

Questions in the "Learning & Development" section		July 2018			July 2016			July 2014		
										
1. I have received the training and development I need to do my job well and safely		77%	12%	11%	72%	16%	12%	65%	19%	17%
2. I have the right opportunities to learn and grow at work		54%	22%	24%	51%	26%	23%	34%	25%	41%
3. I have the knowledge and skills I need to do my job well		85%	12%	3%	86%	10%	4%	82%	12%	6%
4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well		50%	28%	22%	48%	27%	25%	39%	25%	36%
5. I have good quality equipment to help me do my job		70%	18%	13%	78%	13%	8%	70%	18%	12%
Section averages		67%	18%	14%	67%	18%	14%	58%	20%	22%

Questions in the "Recognition & Reward" section		July 2018			July 2016			July 2014		
										
1. In the last week, I have received thanks or praise for doing good work		57%	17%	27%	53%	19%	27%	39%	16%	45%
2. I feel valued and recognised for the work that I do by my line manager		73%	15%	12%	74%	15%	10%	65%	16%	19%
3. I feel valued and recognised for the work that I do by other team members		78%	18%	5%	79%	15%	5%	75%	16%	8%
4. I feel valued and recognised for the work that I do by senior managers		36%	26%	38%	37%	28%	34%	24%	16%	60%
5. I receive feedback on my work		49%	29%	23%	52%	27%	21%	37%	29%	34%
Section averages		58%	21%	21%	59%	21%	20%	48%	19%	33%

Questions in the "Management Effectiveness" section		July 2018			July 2016			July 2014		
										
1. My manager communicates regularly about issues that affect my work		79%	14%	7%	77%	15%	8%	73%	17%	11%
2. My manager makes time for me		78%	16%	5%	77%	16%	7%	69%	18%	13%
3. My manager treats me fairly and with respect		84%	11%	5%	82%	13%	5%	77%	14%	9%
4. My manager gives me regular feedback on how I am doing		62%	27%	10%	66%	23%	11%	55%	27%	18%
5. Senior managers do what they say they are going to do		31%	33%	36%	31%	36%	33%	20%	26%	54%
6. Employees at my level are able to communicate their concerns to higher management		44%	21%	35%	45%	22%	33%	28%	14%	58%
7. MFRA Members engage well with staff at MFRA		26%	40%	34%	24%	40%	36%	7%	20%	72%
8. I have confidence in the future of MFRA		36%	31%	34%	26%	33%	41%	19%	16%	65%
Section averages		55%	24%	21%	54%	25%	22%	44%	19%	38%

Questions in the "Culture & Values" section		July 2018			July 2016			July 2014		
1. Bullying, harassment and discrimination are not tolerated at MFRA		66%	16%	17%	67%	13%	20%	45%	13%	42%
2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months		72%	14%	14%	75%	10%	15%	48%	16%	37%
3. I feel able to make decisions without fear of being blamed if things go wrong		44%	25%	31%	45%	24%	31%	28%	17%	55%
4. Generally we resolve any differences of opinion amicably		65%	21%	14%	62%	26%	12%	40%	27%	33%
5. MFRA promotes a culture of openness and transparency		47%	26%	27%	42%	27%	31%	26%	17%	56%
6. MFRA is a better place to work than it was 3 years ago		25%	45%	30%	42%	35%	24%	15%	19%	66%
7. I have a good understanding of MFRA values		80%	13%	7%	77%	17%	6%	58%	22%	20%
8. I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age		68%	17%	16%	70%	14%	15%	48%	22%	30%
9. I feel valued		46%	24%	30%	43%	30%	27%	26%	18%	56%

Questions in the "Culture & Values" section		July 2018			July 2016			July 2014		
										
10. I am able to strike the right balance between my work and home life	-	57%	18%	25%	57%	17%	26%	35%	15%	50%
Section averages	-	57%	22%	21%	58%	21%	21%	37%	19%	45%

Questions in the "Change Management" section		July 2018			July 2016			July 2014		
1. I understand the need for change at MFRA given the cuts faced by the Authority		74%	14%	13%	88%	9%	4%	71%	12%	17%
2. I am communicated with about change that affects me in good time		53%	26%	21%	66%	19%	15%	50%	23%	27%
3. Change here is well managed overall		37%	29%	34%	47%	28%	25%	26%	21%	53%
4. Change within my team is well managed		55%	28%	17%	60%	25%	15%	49%	28%	23%
5. I feel that MFRA consider the impact on me and other people when making decisions		28%	30%	42%	34%	30%	36%	22%	17%	61%
6. A lot is done to help staff prepare for and cope with change		26%	33%	41%	33%	36%	31%	22%	19%	60%
Section averages		46%	27%	28%	55%	24%	21%	40%	20%	40%

Questions in the "Health and Wellbeing" section		July 2018			July 2016			July 2014		
										
1. In general I would say my health is good		89%	7%	4%						
2. I consider that I benefited from the support I received through the Occupational Health Team		84%	12%	4%						
Section averages		87%	9%	4%						

Questions in the "Overall" section		July 2018			July 2016			July 2014		
										
1. I am proud to say I work for MFRA		78%	13%	9%	78%	15%	7%	56%	19%	25%
2. Working here makes me want to do the best I can		74%	16%	10%	73%	19%	8%	52%	19%	29%
3. If asked, I would recommend to friends and family that MFRA is a good place to work		60%	18%	22%	55%	20%	24%	34%	13%	53%
4. I care about the future of MFRA		89%	7%	3%	88%	9%	3%	80%	13%	7%
5. I would still like to be working at MFRA in two years' time		74%	15%	11%	78%	12%	10%	0%	0%	0%
Section averages		75%	14%	11%	74%	15%	11%	55%	16%	29%