



## Results of the Survey for Merseyside Fire and Rescue

### Data tables showing results for Merseyside Fire and Rescue by Role/Grade

Total respondents: 548  
Response rate: 56%

Produced by People Insight in July 2018

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Key to the information displayed  
in this report

Symbols:

- 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 traffic light system is used to indicate:

- areas of **strength**
- areas for **development**
- areas of **weakness**
- where we are unable to comment due to lack of data or to maintain confidentiality of respondents

MFRA	Questions in the "Goal Clarity" section	Firefighter	Station Manager	Watch Manager
   		   	   	   
 86% 9% 5%	1. I understand the priorities or Missions & Aims of MFRA	 73% 18% 9%	 100% 0% 0%	 90% 8% 3%
 90% 6% 4%	2. I am clear about what I am expected to achieve in my job	 86% 7% 7%	 94% 0% 6%	 93% 5% 3%
 87% 8% 5%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 78% 14% 8%	 100% 0% 0%	 86% 9% 5%
 55% 25% 20%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 29% 32% 39%	 83% 11% 6%	 46% 34% 20%
 80% 12% 8%	<b>Section averages</b>	 66% 18% 16%	 94% 3% 3%	 79% 14% 8%

MFRA	Questions in the "My Job" section	Firefighter	Station Manager	Watch Manager
<b>G</b> 78% 14% 8%	1. I enjoy my work	<b>A</b> 67% 19% 14%	<b>G</b> 100% 0% 0%	<b>G</b> 78% 15% 8%
<b>A</b> 60% 18% 22%	2. My job makes the best use of the skills and abilities that I have	<b>R</b> 48% 24% 28%	<b>G</b> 94% 0% 6%	<b>R</b> 54% 16% 30%
<b>G</b> 75% 14% 11%	3. I get a sense of personal accomplishment from my work	<b>A</b> 66% 15% 19%	<b>G</b> 94% 6% 0%	<b>A</b> 69% 21% 10%
<b>G</b> 79% 14% 8%	4. I feel that my work contributes to Safer Stronger Communities	<b>A</b> 68% 18% 14%	<b>G</b> 94% 0% 6%	<b>G</b> 88% 8% 5%
<b>A</b> 58% 20% 22%	5. I feel supported in my role	<b>R</b> 41% 24% 35%	<b>G</b> 94% 6% 0%	<b>R</b> 40% 34% 26%
<b>R</b> 54% 24% 22%	6. I have a sense of good job security	<b>R</b> 49% 24% 27%	<b>G</b> 94% 6% 0%	<b>A</b> 66% 20% 14%
<b>A</b> 67% 17% 15%	<b>Section averages</b>	<b>R</b> 56% 21% 23%	<b>G</b> 95% 3% 2%	<b>A</b> 66% 19% 15%

MFRA	Questions in the "Employee Involvement" section	Firefighter	Station Manager	Watch Manager
<b>A</b> 65% 15% 20%	1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	<b>R</b> 49% 21% 30%	<b>G</b> 100% 0% 0%	<b>A</b> 64% 13% 24%
<b>G</b> 72% 14% 14%	2. I am able to use my own initiative at work to do my job	<b>R</b> 54% 21% 25%	<b>G</b> 94% 6% 0%	<b>G</b> 73% 14% 14%
<b>A</b> 58% 23% 19%	3. I am encouraged to suggest new ideas for improvements	<b>R</b> 34% 32% 34%	<b>G</b> 100% 0% 0%	<b>A</b> 56% 26% 18%
<b>R</b> 59% 15% 26%	4. I am comfortable to speak up and constructively challenge how things are done	<b>R</b> 38% 18% 44%	<b>G</b> 94% 0% 6%	<b>R</b> 48% 23% 30%
<b>R</b> 41% 20% 38%	5. People can communicate openly with each other here regardless of position or level	<b>R</b> 17% 24% 59%	<b>G</b> 83% 11% 6%	<b>R</b> 30% 23% 48%
<b>A</b> 59% 18% 24%	<b>Section averages</b>	<b>R</b> 38% 23% 38%	<b>G</b> 94% 3% 2%	<b>R</b> 54% 20% 27%

MFRA	Questions in the "Teamwork" section	Firefighter	Station Manager	Watch Manager
   		   	   	   
<b>R</b> 53% 17% 30%	1. Morale in my immediate team/watch/section is generally high	<b>R</b> 41% 17% 42%	<b>G</b> 83% 11% 6%	<b>R</b> 49% 15% 36%
<b>R</b> 35% 29% 36%	2. Different parts of the service work well together	<b>R</b> 18% 26% 55%	<b>A</b> 61% 17% 22%	<b>R</b> 24% 33% 44%
<b>R</b> 38% 31% 30%	3. We are good at sharing ideas to make things work better	<b>R</b> 21% 31% 49%	<b>A</b> 61% 22% 17%	<b>R</b> 30% 33% 38%
<b>R</b> 42% 26% 32%	<b>Section averages</b>	<b>R</b> 27% 25% 49%	<b>A</b> 69% 17% 15%	<b>R</b> 34% 27% 39%

MFRA	Questions in the "Learning & Development" section	Firefighter	Station Manager	Watch Manager
77% 12% 11%	1. I have received the training and development I need to do my job well and safely	75% 11% 13%	94% 0% 6%	68% 16% 16%
54% 22% 24%	2. I have the right opportunities to learn and grow at work	44% 30% 26%	94% 0% 6%	46% 23% 31%
85% 12% 3%	3. I have the knowledge and skills I need to do my job well	79% 17% 5%	94% 6% 0%	88% 9% 4%
50% 28% 22%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	43% 28% 28%	78% 17% 6%	34% 31% 35%
70% 18% 13%	5. I have good quality equipment to help me do my job	65% 21% 14%	67% 17% 17%	74% 14% 13%
67% 18% 14%	<b>Section averages</b>	61% 21% 17%	86% 8% 7%	62% 19% 20%

MFRA	Questions in the "Recognition & Reward" section	Firefighter	Station Manager	Watch Manager
   		   	   	   
<b>R</b> 57% 17% 27%	1. In the last week, I have received thanks or praise for doing good work	<b>R</b> 53% 17% 30%	<b>G</b> 83% 11% 6%	<b>R</b> 41% 18% 41%
<b>G</b> 73% 15% 12%	2. I feel valued and recognised for the work that I do by my line manager	<b>A</b> 70% 17% 13%	<b>G</b> 94% 6% 0%	<b>R</b> 55% 19% 26%
<b>G</b> 78% 18% 5%	3. I feel valued and recognised for the work that I do by other team members	<b>G</b> 82% 14% 5%	<b>G</b> 89% 11% 0%	<b>A</b> 63% 24% 14%
<b>R</b> 36% 26% 38%	4. I feel valued and recognised for the work that I do by senior managers	<b>R</b> 14% 27% 58%	<b>G</b> 72% 22% 6%	<b>R</b> 25% 26% 49%
<b>R</b> 49% 29% 23%	5. I receive feedback on my work	<b>R</b> 33% 34% 33%	<b>G</b> 78% 22% 0%	<b>R</b> 33% 38% 30%
<b>A</b> 58% 21% 21%	<b>Section averages</b>	<b>R</b> 50% 22% 28%	<b>G</b> 83% 14% 2%	<b>R</b> 43% 25% 32%

MFRA	Questions in the "Management Effectiveness" section	Firefighter	Station Manager	Watch Manager
<b>G</b> 79% 14% 7%	1. My manager communicates regularly about issues that affect my work	<b>G</b> 82% 12% 6%	<b>G</b> 94% 6% 0%	<b>A</b> 63% 25% 13%
<b>G</b> 78% 16% 5%	2. My manager makes time for me	<b>G</b> 80% 18% 2%	<b>G</b> 89% 11% 0%	<b>A</b> 61% 23% 16%
<b>G</b> 84% 11% 5%	3. My manager treats me fairly and with respect	<b>G</b> 83% 15% 2%	<b>G</b> 94% 6% 0%	<b>G</b> 78% 11% 11%
<b>A</b> 62% 27% 10%	4. My manager gives me regular feedback on how I am doing	<b>A</b> 65% 29% 7%	<b>G</b> 67% 33% 0%	<b>R</b> 46% 34% 20%
<b>R</b> 31% 33% 36%	5. Senior managers do what they say they are going to do	<b>R</b> 14% 31% 56%	<b>G</b> 67% 33% 0%	<b>R</b> 23% 41% 36%
<b>R</b> 44% 21% 35%	6. Employees at my level are able to communicate their concerns to higher management	<b>R</b> 22% 21% 57%	<b>G</b> 89% 11% 0%	<b>R</b> 40% 19% 41%
<b>R</b> 26% 40% 34%	7. MFRA Members engage well with staff at MFRA	<b>R</b> 18% 41% 41%	<b>R</b> 44% 39% 17%	<b>R</b> 24% 26% 50%
<b>R</b> 36% 31% 34%	8. I have confidence in the future of MFRA	<b>R</b> 13% 28% 58%	<b>G</b> 78% 17% 6%	<b>R</b> 26% 38% 36%
<b>R</b> 55% 24% 21%	<b>Section averages</b>	<b>R</b> 47% 24% 29%	<b>G</b> 78% 19% 3%	<b>R</b> 45% 27% 28%

MFRA	Questions in the "Culture & Values" section	Firefighter	Station Manager	Watch Manager

MFRA	Questions in the "Change Management" section	Firefighter	Station Manager	Watch Manager
<b>G</b> 74% 14% 13%	1. I understand the need for change at MFRA given the cuts faced by the Authority	<b>R</b> 53% 20% 27%	<b>G</b> 100% 0% 0%	<b>G</b> 71% 19% 10%
<b>R</b> 53% 26% 21%	2. I am communicated with about change that affects me in good time	<b>R</b> 37% 26% 37%	<b>G</b> 83% 17% 0%	<b>R</b> 49% 31% 20%
<b>R</b> 37% 29% 34%	3. Change here is well managed overall	<b>R</b> 15% 29% 56%	<b>A</b> 67% 22% 11%	<b>R</b> 33% 30% 38%
<b>R</b> 55% 28% 17%	4. Change within my team is well managed	<b>R</b> 46% 33% 21%	<b>G</b> 83% 11% 6%	<b>R</b> 46% 25% 29%
<b>R</b> 28% 30% 42%	5. I feel that MFRA consider the impact on me and other people when making decisions	<b>R</b> 10% 24% 66%	<b>A</b> 61% 33% 6%	<b>R</b> 20% 31% 49%
<b>R</b> 26% 33% 41%	6. A lot is done to help staff prepare for and cope with change	<b>R</b> 9% 28% 63%	<b>A</b> 61% 33% 6%	<b>R</b> 16% 35% 49%
<b>R</b> 46% 27% 28%	<b>Section averages</b>	<b>R</b> 28% 27% 45%	<b>G</b> 76% 19% 5%	<b>R</b> 39% 29% 32%

MFRA	Questions in the "Health and Wellbeing" section	Firefighter	Station Manager	Watch Manager
   		   	   	   
 89% 7% 4%	1. In general I would say my health is good	 91% 5% 5%	 94% 6% 0%	 88% 9% 4%
 84% 12% 4%	2. I consider that I benefited from the support I received through the Occupational Health Team	 81% 13% 7%	 94% 6% 0%	 80% 16% 4%
 87% 9% 4%	<b>Section averages</b>	 87% 8% 5%	 94% 6% 0%	 85% 12% 4%

MFRA	Questions in the "Overall" section	Firefighter	Station Manager	Watch Manager
<b>G</b> 78% 13% 9%	1. I am proud to say I work for MFRA	<b>A</b> 62% 20% 18%	<b>G</b> 100% 0% 0%	<b>G</b> 76% 16% 8%
<b>G</b> 74% 16% 10%	2. Working here makes me want to do the best I can	<b>A</b> 58% 23% 19%	<b>G</b> 100% 0% 0%	<b>G</b> 73% 18% 10%
<b>A</b> 60% 18% 22%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	<b>R</b> 39% 21% 40%	<b>G</b> 100% 0% 0%	<b>R</b> 53% 25% 23%
<b>G</b> 89% 7% 3%	4. I care about the future of MFRA	<b>G</b> 82% 11% 7%	<b>G</b> 100% 0% 0%	<b>G</b> 86% 11% 3%
<b>G</b> 74% 15% 11%	5. I would still like to be working at MFRA in two years' time	<b>A</b> 64% 19% 17%	<b>G</b> 83% 11% 6%	<b>G</b> 73% 19% 9%
<b>G</b> 75% 14% 11%	<b>Section averages</b>	<b>A</b> 61% 19% 20%	<b>G</b> 97% 2% 1%	<b>G</b> 72% 18% 10%

## Breakdown of Survey respondents for Merseyside Fire and Rescue

<b>Uniformed</b>	<b>Total</b>
Area Manager	5
Crew Manager	5
Firefighter	212
Firefighter (Control)	15
Group Manager	6
Head of Function/Director	6
Manager	37
Principal Officer	2
Station Manager	18
Support Staff	156
Watch Manager	80
Watch Manager/Crew Managers (Control)	6
<b>Total</b>	<b>548</b>