



## Results of the Survey for Merseyside Fire and Rescue

### Data tables showing results for Merseyside Fire and Rescue by Length of service

(Results for individual cohorts within Length of service are shown only if there were enough respondents [7] within that cohort to meet the minimum requirement for publication of data)

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	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
   		   	   	   	   	   
<b>G</b> 86% 9% 5%	1. I understand the priorities or Missions & Aims of MFRA	<b>G</b> 96% 4% 0%	<b>G</b> 96% 2% 2%	<b>G</b> 93% 2% 5%	<b>G</b> 85% 8% 6%	<b>G</b> 81% 14% 5%
<b>G</b> 90% 6% 4%	2. I am clear about what I am expected to achieve in my job	<b>G</b> 95% 4% 2%	<b>G</b> 94% 4% 2%	<b>G</b> 93% 2% 5%	<b>G</b> 90% 8% 2%	<b>G</b> 89% 5% 6%
<b>G</b> 87% 8% 5%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	<b>G</b> 98% 0% 2%	<b>G</b> 94% 4% 2%	<b>G</b> 95% 5% 0%	<b>G</b> 89% 7% 4%	<b>G</b> 82% 12% 7%
<b>R</b> 55% 25% 20%	4. Senior Managers provide a clear vision of the overall direction of MFRA	<b>G</b> 69% 24% 7%	<b>A</b> 68% 20% 12%	<b>G</b> 70% 20% 9%	<b>R</b> 51% 31% 17%	<b>R</b> 49% 24% 27%
<b>G</b> 80% 12% 8%	<b>Section averages</b>	<b>G</b> 90% 8% 3%	<b>G</b> 88% 8% 5%	<b>G</b> 88% 7% 5%	<b>G</b> 79% 14% 7%	<b>G</b> 75% 14% 11%

MFRA	Questions in the "My Job" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
78% 14% 8%	1. I enjoy my work	96% 0% 4%	92% 6% 2%	86% 14% 0%	77% 16% 7%	71% 16% 12%
60% 18% 22%	2. My job makes the best use of the skills and abilities that I have	75% 15% 11%	62% 20% 18%	75% 18% 7%	56% 15% 29%	56% 21% 23%
75% 14% 11%	3. I get a sense of personal accomplishment from my work	91% 5% 4%	88% 8% 4%	86% 7% 7%	74% 15% 11%	68% 18% 14%
79% 14% 8%	4. I feel that my work contributes to Safer Stronger Communities	91% 9% 0%	84% 12% 4%	84% 14% 2%	80% 13% 7%	73% 15% 12%
58% 20% 22%	5. I feel supported in my role	84% 13% 4%	74% 20% 6%	77% 11% 11%	51% 22% 27%	50% 22% 28%
54% 24% 22%	6. I have a sense of good job security	56% 22% 22%	52% 28% 20%	45% 30% 25%	49% 25% 26%	58% 22% 20%
67% 17% 15%	<b>Section averages</b>	82% 11% 7%	75% 16% 9%	76% 16% 9%	64% 18% 18%	63% 19% 18%

MFRA	Questions in the "Employee Involvement" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
65% 15% 20%	1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	76% 18% 5%	74% 12% 14%	66% 18% 16%	65% 13% 22%	62% 15% 23%
72% 14% 14%	2. I am able to use my own initiative at work to do my job	95% 4% 2%	80% 16% 4%	86% 9% 5%	74% 15% 12%	62% 16% 22%
58% 23% 19%	3. I am encouraged to suggest new ideas for improvements	75% 22% 4%	64% 18% 18%	68% 18% 14%	58% 20% 22%	51% 27% 23%
59% 15% 26%	4. I am comfortable to speak up and constructively challenge how things are done	75% 11% 15%	72% 12% 16%	75% 9% 16%	59% 18% 23%	49% 16% 35%
41% 20% 38%	5. People can communicate openly with each other here regardless of position or level	69% 13% 18%	44% 22% 34%	41% 30% 30%	38% 24% 38%	37% 18% 45%
59% 18% 24%	<b>Section averages</b>	78% 13% 9%	67% 16% 17%	67% 17% 16%	59% 18% 23%	52% 19% 29%

MFRA	Questions in the "Teamwork" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
   		   	   	   	   	   
 53% 17% 30%	1. Morale in my immediate team/watch/section is generally high	 84% 9% 7%	 68% 24% 8%	 57% 16% 27%	 44% 20% 36%	 48% 15% 36%
 35% 29% 36%	2. Different parts of the service work well together	 51% 29% 20%	 42% 28% 30%	 39% 25% 36%	 33% 34% 33%	 30% 27% 43%
 38% 31% 30%	3. We are good at sharing ideas to make things work better	 65% 27% 7%	 44% 34% 22%	 43% 32% 25%	 35% 34% 31%	 32% 30% 38%
 42% 26% 32%	<b>Section averages</b>	 67% 22% 12%	 51% 29% 20%	 46% 24% 30%	 38% 29% 33%	 37% 24% 39%

MFRA	Questions in the "Learning & Development" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
77% 12% 11%	1. I have received the training and development I need to do my job well and safely	76% 16% 7%	78% 16% 6%	89% 7% 5%	77% 11% 12%	75% 11% 13%
54% 22% 24%	2. I have the right opportunities to learn and grow at work	84% 13% 4%	52% 26% 22%	64% 20% 16%	53% 19% 28%	47% 26% 27%
85% 12% 3%	3. I have the knowledge and skills I need to do my job well	91% 9% 0%	82% 18% 0%	89% 9% 2%	86% 12% 2%	83% 11% 5%
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	69% 27% 4%	56% 30% 14%	55% 27% 18%	51% 24% 24%	44% 29% 27%
70% 18% 13%	5. I have good quality equipment to help me do my job	73% 13% 15%	62% 30% 8%	68% 11% 20%	69% 17% 15%	71% 18% 11%
67% 18% 14%	<b>Section averages</b>	79% 16% 6%	66% 24% 10%	73% 15% 12%	67% 17% 16%	64% 19% 17%

MFRA	Questions in the "Recognition & Reward" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
<b>R</b> 57% 17% 27%	1. In the last week, I have received thanks or praise for doing good work	<b>G</b> 76% 15% 9%	<b>A</b> 58% 20% 22%	<b>R</b> 59% 7% 34%	<b>R</b> 57% 14% 29%	<b>R</b> 52% 20% 29%
<b>G</b> 73% 15% 12%	2. I feel valued and recognised for the work that I do by my line manager	<b>G</b> 89% 11% 0%	<b>G</b> 78% 12% 10%	<b>G</b> 80% 14% 7%	<b>A</b> 69% 17% 15%	<b>A</b> 70% 16% 14%
<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> 84% 15% 2%	<b>G</b> 78% 18% 4%	<b>G</b> 80% 16% 5%	<b>G</b> 77% 18% 5%	<b>G</b> 76% 18% 6%
<b>R</b> 36% 26% 38%	4. I feel valued and recognised for the work that I do by senior managers	<b>R</b> 51% 36% 13%	<b>R</b> 46% 24% 30%	<b>R</b> 34% 20% 45%	<b>R</b> 40% 25% 35%	<b>R</b> 28% 26% 46%
<b>R</b> 49% 29% 23%	5. I receive feedback on my work	<b>G</b> 80% 15% 5%	<b>A</b> 58% 20% 22%	<b>A</b> 59% 27% 14%	<b>R</b> 49% 26% 25%	<b>R</b> 38% 36% 27%
<b>A</b> 58% 21% 21%	<b>Section averages</b>	<b>G</b> 76% 18% 6%	<b>A</b> 64% 19% 18%	<b>A</b> 62% 17% 21%	<b>A</b> 58% 20% 22%	<b>R</b> 53% 23% 24%

MFRA	Questions in the "Management Effectiveness" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
79% 14% 7%	1. My manager communicates regularly about issues that affect my work	93% 7% 0%	74% 16% 10%	86% 9% 5%	74% 17% 9%	79% 13% 8%
78% 16% 5%	2. My manager makes time for me	93% 4% 4%	76% 20% 4%	91% 7% 2%	72% 19% 10%	77% 19% 4%
84% 11% 5%	3. My manager treats me fairly and with respect	93% 4% 4%	84% 12% 4%	91% 7% 2%	83% 12% 6%	82% 13% 5%
62% 27% 10%	4. My manager gives me regular feedback on how I am doing	87% 9% 4%	58% 28% 14%	64% 27% 9%	60% 29% 11%	59% 30% 11%
31% 33% 36%	5. Senior managers do what they say they are going to do	45% 42% 13%	36% 32% 32%	32% 41% 27%	31% 35% 35%	27% 28% 44%
44% 21% 35%	6. Employees at my level are able to communicate their concerns to higher management	56% 25% 18%	46% 30% 24%	55% 23% 23%	43% 20% 37%	40% 18% 43%
26% 40% 34%	7. MFRA Members engage well with staff at MFRA	35% 47% 18%	34% 44% 22%	32% 36% 32%	26% 35% 38%	22% 41% 37%
36% 31% 34%	8. I have confidence in the future of MFRA	64% 27% 9%	46% 40% 14%	41% 41% 18%	31% 33% 35%	29% 26% 45%
55% 24% 21%	<b>Section averages</b>	71% 21% 9%	57% 28% 16%	61% 24% 15%	52% 25% 23%	52% 23% 25%

MFRA	Questions in the "Culture & Values" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
<b>A</b> 66% 16% 17%	1. Bullying, harassment and discrimination are not tolerated at MFRA	<b>G</b> 87% 9% 4%	<b>G</b> 82% 12% 6%	<b>G</b> 82% 11% 7%	<b>A</b> 65% 16% 19%	<b>R</b> 57% 20% 23%
<b>G</b> 72% 14% 14%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	<b>G</b> 93% 4% 4%	<b>G</b> 86% 6% 8%	<b>G</b> 80% 9% 11%	<b>A</b> 66% 18% 16%	<b>A</b> 66% 16% 17%
<b>R</b> 44% 25% 31%	3. I feel able to make decisions without fear of being blamed if things go wrong	<b>G</b> 73% 20% 7%	<b>R</b> 56% 22% 22%	<b>R</b> 45% 32% 23%	<b>R</b> 47% 22% 31%	<b>R</b> 33% 27% 40%
<b>A</b> 65% 21% 14%	4. Generally we resolve any differences of opinion amicably	<b>G</b> 91% 9% 0%	<b>G</b> 74% 14% 12%	<b>G</b> 77% 16% 7%	<b>A</b> 66% 21% 13%	<b>R</b> 55% 27% 18%
<b>R</b> 47% 26% 27%	5. MFRA promotes a culture of openness and transparency	<b>G</b> 76% 16% 7%	<b>A</b> 62% 26% 12%	<b>R</b> 50% 23% 27%	<b>R</b> 47% 26% 27%	<b>R</b> 38% 28% 34%
<b>R</b> 25% 45% 30%	6. MFRA is a better place to work than it was 3 years ago	<b>R</b> 9% 89% 2%	<b>R</b> 28% 64% 8%	<b>R</b> 36% 43% 20%	<b>R</b> 27% 38% 35%	<b>R</b> 24% 36% 40%
<b>G</b> 80% 13% 7%	7. I have a good understanding of MFRA values	<b>G</b> 96% 4% 0%	<b>G</b> 96% 2% 2%	<b>G</b> 89% 9% 2%	<b>G</b> 78% 12% 10%	<b>G</b> 72% 19% 9%
<b>A</b> 68% 17% 16%	8. I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	<b>G</b> 87% 7% 5%	<b>G</b> 82% 14% 4%	<b>G</b> 80% 9% 11%	<b>A</b> 65% 17% 17%	<b>A</b> 60% 20% 20%
<b>R</b> 46% 24% 30%	9. I feel valued	<b>G</b> 82% 15% 4%	<b>A</b> 62% 22% 16%	<b>R</b> 50% 27% 23%	<b>R</b> 40% 26% 34%	<b>R</b> 38% 25% 38%
<b>R</b> 57% 18% 25%	10. I am able to strike the right balance between my work and home life	<b>G</b> 76% 15% 9%	<b>G</b> 76% 8% 16%	<b>G</b> 70% 23% 7%	<b>R</b> 55% 15% 30%	<b>R</b> 48% 21% 31%
<b>R</b> 57% 22% 21%	<b>Section averages</b>	<b>G</b> 77% 19% 4%	<b>G</b> 70% 19% 11%	<b>A</b> 66% 20% 14%	<b>R</b> 56% 21% 23%	<b>R</b> 49% 24% 27%

MFRA	Questions in the "Change Management" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
74% 14% 13%	1. I understand the need for change at MFRA given the cuts faced by the Authority	84% 13% 4%	86% 10% 4%	91% 7% 2%	72% 13% 15%	67% 16% 17%
53% 26% 21%	2. I am communicated with about change that affects me in good time	56% 25% 18%	60% 26% 14%	61% 20% 18%	56% 24% 21%	48% 27% 24%
37% 29% 34%	3. Change here is well managed overall	42% 42% 16%	42% 40% 18%	43% 27% 30%	40% 27% 33%	33% 26% 41%
55% 28% 17%	4. Change within my team is well managed	69% 20% 11%	54% 32% 14%	64% 20% 16%	53% 29% 18%	53% 29% 18%
28% 30% 42%	5. I feel that MFRA consider the impact on me and other people when making decisions	36% 49% 15%	34% 38% 28%	30% 39% 32%	29% 30% 41%	24% 24% 53%
26% 33% 41%	6. A lot is done to help staff prepare for and cope with change	31% 53% 16%	28% 40% 32%	34% 34% 32%	27% 31% 42%	23% 29% 49%
46% 27% 28%	<b>Section averages</b>	53% 34% 13%	51% 31% 18%	54% 25% 22%	46% 26% 28%	41% 25% 34%

MFRA	Questions in the "Health and Wellbeing" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
<b>G</b> 89% 7% 4%	1. In general I would say my health is good	<b>G</b> 95% 4% 2%	<b>G</b> 92% 6% 2%	<b>G</b> 91% 5% 5%	<b>G</b> 88% 8% 4%	<b>G</b> 87% 8% 5%
<b>G</b> 84% 12% 4%	2. I consider that I benefited from the support I received through the Occupational Health Team	<b>A</b> 60% 33% 7%	<b>G</b> 79% 17% 4%	<b>G</b> 95% 5% 0%	<b>G</b> 82% 15% 3%	<b>G</b> 87% 9% 4%
<b>G</b> 87% 9% 4%	<b>Section averages</b>	<b>G</b> 87% 10% 3%	<b>G</b> 88% 9% 3%	<b>G</b> 92% 5% 3%	<b>G</b> 85% 11% 4%	<b>G</b> 87% 8% 5%

MFRA	Questions in the "Overall" section	Less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	20+ years
78% 13% 9%	1. I am proud to say I work for MFRA	96% 2% 2%	94% 6% 0%	95% 2% 2%	76% 13% 11%	70% 18% 12%
74% 16% 10%	2. Working here makes me want to do the best I can	96% 4% 0%	86% 14% 0%	89% 9% 2%	73% 17% 10%	66% 18% 16%
60% 18% 22%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	95% 5% 0%	76% 18% 6%	75% 11% 14%	60% 19% 20%	47% 21% 32%
89% 7% 3%	4. I care about the future of MFRA	98% 2% 0%	96% 2% 2%	93% 7% 0%	90% 8% 3%	85% 10% 5%
74% 15% 11%	5. I would still like to be working at MFRA in two years' time	95% 4% 2%	84% 10% 6%	82% 18% 0%	79% 13% 8%	64% 19% 18%
75% 14% 11%	<b>Section averages</b>	96% 3% 1%	87% 10% 3%	87% 10% 4%	76% 14% 10%	66% 17% 17%

## Breakdown of Survey respondents for Merseyside Fire and Rescue

<b>Length of service</b>	<b>Total</b>
Less than 2 years	55
2 to less than 5 years	50
5 to less than 10 years	44
10 to less than 20 years	144
20+ years	255
<b>Total</b>	<b>548</b>