



## Results of the Survey for Merseyside Fire and Rescue

### Data tables showing results for Operational Response (incl. op crew staff) by Staff groupings

Total respondents: 286

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













Operational response in clon crew staff	Questions in the "Goal Clarity" section	Uniformed	Non Uniformed
   		   	   
 77% 16% 7%	1. I understand the priorities or Missions & Aims of MFRA	 77% 16% 8%	 80% 20% 0%
 88% 7% 5%	2. I am clear about what I am expected to achieve in my job	 88% 7% 5%	 100% 0% 0%
 80% 13% 7%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 80% 13% 7%	 100% 0% 0%
 37% 30% 32%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 36% 31% 33%	 80% 20% 0%
 71% 16% 13%	<b>Section averages</b>	 70% 17% 13%	 90% 10% 0%








































Operational response in clon crew staff	Questions in the "My Job" section	Uniformed	Non Uniformed
<b>G</b> 71% 17% 12%	1. I enjoy my work	<b>A</b> 71% 17% 13%	<b>G</b> 80% 20% 0%
<b>R</b> 51% 21% 28%	2. My job makes the best use of the skills and abilities that I have	<b>R</b> 50% 22% 28%	<b>A</b> 70% 0% 30%
<b>A</b> 68% 16% 16%	3. I get a sense of personal accomplishment from my work	<b>A</b> 68% 16% 16%	<b>A</b> 70% 20% 10%
<b>G</b> 73% 16% 11%	4. I feel that my work contributes to Safer Stronger Communities	<b>G</b> 72% 16% 12%	<b>G</b> 90% 10% 0%
<b>R</b> 42% 26% 33%	5. I feel supported in my role	<b>R</b> 41% 25% 33%	<b>R</b> 50% 40% 10%
<b>R</b> 51% 25% 24%	6. I have a sense of good job security	<b>R</b> 52% 24% 24%	<b>R</b> 40% 30% 30%
<b>A</b> 59% 20% 21%	<b>Section averages</b>	<b>A</b> 59% 20% 21%	<b>A</b> 67% 20% 13%

Operational response in clop crew staff	Questions in the "Employee Involvement" section	Uniformed	Non Uniformed
<b>R</b> 54% 17% 29%	1. I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	<b>R</b> 53% 18% 29%	<b>G</b> 90% 0% 10%
<b>A</b> 60% 19% 20%	2. I am able to use my own initiative at work to do my job	<b>A</b> 60% 20% 21%	<b>G</b> 90% 10% 0%
<b>R</b> 40% 30% 30%	3. I am encouraged to suggest new ideas for improvements	<b>R</b> 39% 31% 31%	<b>G</b> 80% 10% 10%
<b>R</b> 43% 18% 39%	4. I am comfortable to speak up and constructively challenge how things are done	<b>R</b> 41% 19% 40%	<b>G</b> 90% 0% 10%
<b>R</b> 22% 24% 54%	5. People can communicate openly with each other here regardless of position or level	<b>R</b> 21% 23% 56%	<b>R</b> 50% 30% 20%
<b>R</b> 44% 22% 34%	<b>Section averages</b>	<b>R</b> 43% 22% 35%	<b>G</b> 80% 10% 10%

Operational response in clon crew staff	Questions in the "Teamwork" section	Uniformed	Non Uniformed
   		   	   
<b>R</b> 42% 16% 42%	1. Morale in my immediate team/watch/section is generally high	<b>R</b> 42% 16% 42%	<b>R</b> 50% 20% 30%
<b>R</b> 21% 28% 51%	2. Different parts of the service work well together	<b>R</b> 20% 27% 53%	<b>A</b> 60% 30% 10%
<b>R</b> 26% 30% 44%	3. We are good at sharing ideas to make things work better	<b>R</b> 25% 29% 46%	<b>A</b> 50% 50% 0%
<b>R</b> 30% 25% 46%	<b>Section averages</b>	<b>R</b> 29% 24% 47%	<b>R</b> 53% 33% 13%


































Operational response in clop crew staff	Questions in the "Learning & Development" section	Uniformed	Non Uniformed
   		   	   
<b>G</b> 73% 13% 14%	1. I have received the training and development I need to do my job well and safely	<b>G</b> 73% 13% 14%	<b>G</b> 90% 10% 0%
<b>R</b> 45% 28% 27%	2. I have the right opportunities to learn and grow at work	<b>R</b> 44% 28% 28%	<b>A</b> 70% 10% 20%
<b>G</b> 81% 15% 4%	3. I have the knowledge and skills I need to do my job well	<b>G</b> 81% 15% 4%	<b>G</b> 80% 20% 0%
<b>R</b> 42% 29% 29%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	<b>R</b> 41% 29% 29%	<b>A</b> 70% 20% 10%
<b>A</b> 69% 19% 13%	5. I have good quality equipment to help me do my job	<b>A</b> 68% 19% 13%	<b>G</b> 80% 10% 10%
<b>A</b> 62% 21% 17%	<b>Section averages</b>	<b>A</b> 62% 21% 18%	<b>G</b> 78% 14% 8%

Operational response in clop crew staff	Questions in the "Recognition & Reward" section	Uniformed	Non Uniformed
   		   	   
<b>R</b> 49% 18% 33%	1. In the last week, I have received thanks or praise for doing good work	<b>R</b> 49% 19% 32%	<b>R</b> 50% 10% 40%
<b>A</b> 65% 18% 17%	2. I feel valued and recognised for the work that I do by my line manager	<b>A</b> 65% 18% 17%	<b>R</b> 50% 30% 20%
<b>G</b> 77% 16% 7%	3. I feel valued and recognised for the work that I do by other team members	<b>G</b> 77% 15% 7%	<b>G</b> 70% 30% 0%
<b>R</b> 18% 28% 55%	4. I feel valued and recognised for the work that I do by senior managers	<b>R</b> 16% 28% 56%	<b>A</b> 60% 20% 20%
<b>R</b> 33% 36% 31%	5. I receive feedback on my work	<b>R</b> 32% 37% 32%	<b>A</b> 60% 20% 20%
<b>R</b> 48% 23% 29%	<b>Section averages</b>	<b>R</b> 48% 23% 29%	<b>A</b> 58% 22% 20%































Operational response in clop crew staff	Questions in the "Management Effectiveness" section	Uniformed	Non Uniformed
   		   	   
 77% 15% 8%	1. My manager communicates regularly about issues that affect my work	 78% 15% 8%	 60% 30% 10%
 77% 18% 5%	2. My manager makes time for me	 77% 19% 5%	 80% 10% 10%
 82% 13% 5%	3. My manager treats me fairly and with respect	 82% 13% 4%	 80% 10% 10%
 59% 31% 10%	4. My manager gives me regular feedback on how I am doing	 60% 31% 10%	 50% 30% 20%
 19% 30% 50%	5. Senior managers do what they say they are going to do	 18% 31% 51%	 50% 30% 20%
 29% 21% 50%	6. Employees at my level are able to communicate their concerns to higher management	 28% 21% 51%	 70% 10% 20%
 19% 39% 42%	7. MFRA Members engage well with staff at MFRA	 19% 38% 43%	 30% 50% 20%
 19% 30% 51%	8. I have confidence in the future of MFRA	 18% 29% 53%	 40% 50% 10%
 48% 25% 28%	<b>Section averages</b>	 47% 25% 28%	 58% 28% 15%



Operational response in clop crew staff	Questions in the "Culture & Values" section	Uniformed	Non Uniformed
<b>A</b> 59% 17% 24%	1. Bullying, harassment and discrimination are not tolerated at MFRA	<b>R</b> 58% 18% 24%	<b>G</b> 90% 0% 10%
<b>A</b> 63% 18% 19%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	<b>A</b> 62% 19% 19%	<b>G</b> 80% 10% 10%
<b>R</b> 29% 25% 46%	3. I feel able to make decisions without fear of being blamed if things go wrong	<b>R</b> 28% 25% 47%	<b>A</b> 70% 10% 20%
<b>R</b> 52% 27% 21%	4. Generally we resolve any differences of opinion amicably	<b>R</b> 51% 27% 22%	<b>G</b> 80% 10% 10%
<b>R</b> 32% 30% 38%	5. MFRA promotes a culture of openness and transparency	<b>R</b> 31% 30% 39%	<b>A</b> 60% 30% 10%
<b>R</b> 13% 42% 45%	6. MFRA is a better place to work than it was 3 years ago	<b>R</b> 13% 41% 46%	<b>R</b> 30% 50% 20%
<b>A</b> 67% 21% 12%	7. I have a good understanding of MFRA values	<b>A</b> 66% 22% 12%	<b>G</b> 90% 0% 10%
<b>R</b> 57% 20% 23%	8. I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	<b>R</b> 56% 20% 24%	<b>G</b> 90% 10% 0%
<b>R</b> 27% 29% 43%	9. I feel valued	<b>R</b> 26% 29% 45%	<b>A</b> 60% 30% 10%
<b>R</b> 42% 21% 37%	10. I am able to strike the right balance between my work and home life	<b>R</b> 42% 21% 37%	<b>R</b> 40% 20% 40%
<b>R</b> 44% 25% 31%	<b>Section averages</b>	<b>R</b> 43% 25% 32%	<b>A</b> 69% 17% 14%

Operational response in clon crew staff	Questions in the "Change Management" section	Uniformed	Non Uniformed
   		   	   
 58% 20% 22%	1. I understand the need for change at MFRA given the cuts faced by the Authority	 57% 20% 23%	 90% 0% 10%
 40% 28% 32%	2. I am communicated with about change that affects me in good time	 40% 27% 33%	 40% 50% 10%
 20% 30% 50%	3. Change here is well managed overall	 20% 29% 52%	 20% 60% 20%
 46% 32% 22%	4. Change within my team is well managed	 46% 31% 23%	 40% 50% 10%
 13% 26% 62%	5. I feel that MFRA consider the impact on me and other people when making decisions	 12% 26% 62%	 30% 30% 40%
 11% 31% 58%	6. A lot is done to help staff prepare for and cope with change	 11% 30% 59%	 30% 50% 20%
 31% 28% 41%	<b>Section averages</b>	 31% 27% 42%	 42% 40% 18%

Operational response in clon crew staff	Questions in the "Health and Wellbeing" section	Uniformed	Non Uniformed
   		   	   
 90% 6% 4%	1. In general I would say my health is good	 90% 5% 4%	 90% 10% 0%
 80% 14% 6%	2. I consider that I benefited from the support I received through the Occupational Health Team	 80% 14% 6%	  
 86% 9% 5%	<b>Section averages</b>	 86% 9% 5%	 88% 13% 0%

Operational response in clon crew staff	Questions in the "Overall" section	Uniformed	Non Uniformed
   		   	   
 69% 16% 15%	1. I am proud to say I work for MFRA	 68% 17% 16%	 100% 0% 0%
 64% 20% 16%	2. Working here makes me want to do the best I can	 64% 20% 16%	 80% 20% 0%
 44% 21% 35%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	 43% 21% 36%	 70% 30% 0%
 85% 10% 5%	4. I care about the future of MFRA	 84% 11% 5%	 100% 0% 0%
 67% 18% 15%	5. I would still like to be working at MFRA in two years' time	 67% 18% 15%	 90% 10% 0%
 66% 17% 17%	<b>Section averages</b>	 65% 17% 18%	 88% 12% 0%

## Breakdown of respondents for Merseyside Fire and Rescue: Function/place [Operational Response (incl. op crew staff)]

Staff groupings	Total
Uniformed	275
Non Uniformed	10
Control	1
<b>Total</b>	<b>286</b>