



Merseyside Fire and Rescue Employee Survey: Historical Analysis

July 2016: 518 respondents

July 2014: 776 respondents

Produced by People Insight in July 2016



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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 2016 with the results achieved in July 2014.

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 2014 survey

Most significant improvements & declines

The following tables show the 10 questions within the July 2016 survey that, when compared to the July 2014 survey show the most significant improvements and declines in positive responses.

Most significant improvements



Questions with the greatest rise in results

Jul 2016 Jul 2014

1.	I do not feel I have been bullied, harassed or discriminated against in the last 12 months	75%	48%
2.	Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago	42%	15%
3.	Morale in my immediate team/watch/section is generally high	58%	32%
4.	I enjoy my work	76%	51%
5.	I am able to use my own initiative at work to do my job	67%	43%
6.	I feel supported in my role	58%	34%
7.	I am proud to say I work for MFRA	78%	56%
8.	Generally we resolve any differences of opinion amicably	62%	40%
9.	I feel Merseyside Fire and Rescue Authority treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	70%	48%
10.	Bullying, harassment and discrimination are not tolerated at MFRA	67%	45%

Most significant declines



Questions with the greatest fall in results

Jul 2016 Jul 2014

1.	We are good at sharing ideas to make things work better	40%	55%
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Questions in the "Goal Clarity" section		July 2016			July 2014		
							
1. I understand the priorities or Missions & Aims of MFRA		84%	12%	4%	74%	14%	12%
2. I am clear about what I am expected to achieve in my job		88%	9%	3%	76%	12%	13%
3. I understand how the work I do helps MFRA to achieve its Mission & Aims		84%	13%	3%	68%	18%	14%
4. Senior Managers provide a clear vision of the overall direction of MFRA		52%	25%	22%	36%	22%	42%
Section averages		77%	15%	8%	64%	16%	20%

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

Questions in the "Employee Involvement" section		July 2016			July 2014		
							
1. I am able to use my own initiative at work to do my job		67%	15%	18%	43%	13%	44%
2. I am encouraged to suggest new ideas for improvements		59%	22%	19%	42%	19%	39%
3. I am comfortable to speak up and constructively challenge how things are done		58%	15%	28%	39%	11%	50%
4. People communicate openly here regardless of position or level		41%	19%	41%	25%	12%	64%
Section averages		56%	18%	26%	37%	14%	49%

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

Questions in the "Learning & Development" section		July 2016			July 2014		
							
1. I have received the training and development I need to do my job well and safely	↑↑	72%	16%	12%	65%	19%	17%
2. I have the right opportunities to learn and grow at work	↑↑↑	51%	26%	23%	34%	25%	41%
3. I have the knowledge and skills I need to do my job well	↑	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	↑↑	48%	27%	25%	39%	25%	36%
5. I have good quality equipment to help me do my job	↑↑	78%	13%	8%	70%	18%	12%
Section averages	↑↑	67%	18%	14%	58%	20%	22%

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

Questions in the "Management Effectiveness" section		July 2016			July 2014		
							
1. My manager communicates regularly about issues that affect my work	↑	77%	15%	8%	73%	17%	11%
2. My manager makes time for me	↑↑	77%	16%	7%	69%	18%	13%
3. My manager treats people fairly and with respect	↑↑	82%	13%	5%	77%	14%	9%
4. My manager gives me regular feedback on how I am doing	↑↑↑	66%	23%	11%	55%	27%	18%
5. Senior managers do what they say they are going to do	↑↑↑	31%	36%	33%	20%	26%	54%
6. Employees at my level are able to communicate their concerns to higher management	↑↑↑	45%	22%	33%	28%	14%	58%
7. MFRA Members engage well with staff at MFRA	↑↑↑	24%	40%	36%	7%	20%	72%
8. I have confidence in the future of MFRA	↑↑	26%	33%	41%	19%	16%	65%
Section averages	↑↑↑	54%	25%	22%	44%	19%	37%

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

Questions in the "Culture & Values" section		July 2016			July 2014		
9. I feel valued	↑↑↑	43%	30%	27%	26%	18%	56%
10. I am able to strike the right balance between my work and home life	↑↑↑	57%	17%	26%	35%	15%	50%
Section averages	↑↑↑	58%	21%	21%	37%	19%	45%

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

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