



Benchmarking results for Merseyside Fire and Rescue

Total respondents: 518

Produced by People Insight in July 2016



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Guide to symbols used in this report

A series of arrows are used to indicate relative performance against the Benchmark:

-  indicates a performance at least 10% better than the Benchmark average
-  indicates a performance at least 5% and less than 10% better than the Benchmark average
-  indicates a performance at least 3% and less than 5% better than the Benchmark average
-  indicates a performance at least 3% and less than 5% worse than the Benchmark average
-  indicates a performance at least 5% and less than 10% worse than the Benchmark average
-  indicates a performance at least 10% worse than the Benchmark average

Benchmarking results by Section

Benchmarking helps to put survey results into context by showing you how your results compare with the results from other organisations that have run staff surveys using the same questions. This comparison may help you to identify relative strengths and areas to improve.

The tables below outline how your organisations' survey results compare with the People Insight benchmarking database. The percentage of people who responded positively (i.e. who agreed or strongly agreed) to each question is used as the basis for comparison, and the tables highlight:

- Your actual % positive score
- Using arrows, an at a glance view of your performance compared with the average organisation within this benchmarking sample
- Your actual variance from the benchmark average
- The best result that any organisation in our benchmark sample has achieved for this given question.

Please note that since your survey was tailored to your specific needs, it has not been possible for us to benchmark all your questions against other organisations; hence these do not appear in the tables below.

Questions in the "Goal Clarity" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I understand the priorities or Missions & Aims of MFRA	84%	—	0%	84%	100%
2. I am clear about what I am expected to achieve in my job	88%	↑	3%	85%	99%
3. I understand how the work I do helps MFRA to achieve its Mission & Aims	84%	↓	-4%	88%	100%
4. Senior Managers provide a clear vision of the overall direction of MFRA	52%	↓	-4%	56%	89%
Section averages	77%	—	-1%	78%	97%

Questions in the "My Job" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I enjoy my work	76%	↓	-4%	80%	98%
2. My job makes the best use of the skills and abilities that I have	61%	↓	-3%	64%	94%
3. I get a sense of personal accomplishment from my work	73%	↑	3%	70%	94%
4. I have a sense of good job security	43%	↓↓↓	-15%	58%	87%
Section averages	63%	↓↓	-5%	68%	93%

Questions in the "Employee Involvement" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I am able to use my own initiative at work to do my job	67%	↓	-8%	75%	96%
2. I am encouraged to suggest new ideas for improvements	59%	↓↓	-12%	71%	90%
3. I am comfortable to speak up and constructively challenge how things are done	58%	▬	1%	57%	84%
4. People communicate openly here regardless of position or level	41%	↓↓	-18%	59%	94%
Section averages	56%	↓	-9%	65%	91%

Questions in the "Teamwork" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. Morale in my immediate team/watch/section is generally high	58%	↓	-4%	62%	88%
2. We are good at sharing ideas to make things work better	40%	↓↓	-27%	67%	92%
3. Different parts of the service work well together	42%	↓	-3%	45%	90%
Section averages	47%	↓↓	-11%	58%	90%

Questions in the "Learning & Development" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I have received the training and development I need to do my job well and safely	72%	↑↑	8%	64%	93%
2. I have the right opportunities to learn and grow at work	51%	↓	-5%	56%	90%
3. I have the knowledge and skills I need to do my job well	86%	▬	-2%	88%	100%
4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	48%	↓	-5%	53%	87%
5. I have good quality equipment to help me do my job	78%	↑↑	10%	68%	100%
Section averages	67%	▬	1%	66%	94%

Questions in the "Recognition & Reward" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. In the last week, I have received thanks or praise for doing good work	53%	↓	-3%	56%	88%
Section averages	53%	↓	-3%	56%	88%

Questions in the "Management Effectiveness" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. My manager treats people fairly and with respect	82%	↑	3%	79%	98%
2. My manager gives me regular feedback on how I am doing	66%	↑	3%	63%	97%
3. Senior managers do what they say they are going to do	31%	↓↓	-16%	47%	76%
Section averages	60%	↓	-3%	63%	90%

Questions in the "Culture & Values" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. Bullying, harassment and discrimination are not tolerated at MFRA	67%	↓↓	-5%	72%	90%
2. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency	42%	↓	-3%	45%	73%
3. I have a good understanding of Merseyside Fire and Rescue Authority values	77%	↓↓	-8%	85%	99%
4. 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%	↓↓	-5%	75%	94%
5. I am able to strike the right balance between my work and home life	57%	↓↓	-10%	67%	92%
Section averages	63%	↓↓	-6%	69%	89%

Questions in the "Change Management" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I am communicated with about change that affects me in good time	66%	↑↑	18%	48%	76%
2. Change here is well managed overall	47%	↑↑	10%	37%	71%
3. A lot is done to help staff prepare for and cope with change	33%	↓	-7%	40%	73%
Section averages	49%	↑↑	7%	42%	73%

Questions in the "Overall" section	Your % Positive	Variance Arrow	Variance Actual	Benchmark % Positive	Benchmark Best
1. I am proud to say I work for MFRA	78%	▬	1%	77%	100%
2. Working here makes me want to do the best I can	73%	↓↓	-5%	78%	98%
3. If asked, I would recommend to friends and family that MFRA is a good place to work	55%	↓↓↓	-14%	69%	100%
4. I care about the future of MFRA	88%	▬	-2%	90%	100%
5. I would still like to be working at MFRA in two years' time	78%	↑↑	8%	70%	100%
Section averages	74%	↓	-3%	77%	100%