



Results of the Survey for Merseyside Fire and Rescue

Data tables showing results for Merseyside Fire and Rescue by Staff grouping

Total respondents: 518
Response rate: 51%

Produced by People Insight in July 2016



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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	Uniformed	Non Uniformed	Control
				
 84% 12% 4%	1. I understand the priorities or Missions & Aims of MFRA	 79% 15% 5%	 94% 5% 1%	 81% 19% 0%
 88% 9% 3%	2. I am clear about what I am expected to achieve in my job	 86% 11% 3%	 92% 6% 2%	 95% 5% 0%
 84% 13% 3%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 79% 16% 5%	 94% 4% 1%	 86% 14% 0%
 52% 25% 22%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 43% 30% 27%	 70% 16% 14%	 57% 29% 14%
 77% 15% 8%	Section averages	 72% 18% 10%	 88% 8% 4%	 80% 17% 4%

MFRA	Questions in the "My Job" section	Uniformed	Non Uniformed	Control
				
G 76% 14% 10%	1. I enjoy my work	G 71% 17% 12%	G 86% 9% 5%	G 76% 14% 10%
A 61% 18% 22%	2. My job makes the best use of the skills and abilities that I have	R 55% 19% 26%	G 72% 15% 13%	A 67% 19% 14%
G 73% 16% 10%	3. I get a sense of personal accomplishment from my work	A 67% 19% 14%	G 85% 12% 3%	G 90% 0% 10%
G 72% 22% 5%	4. I feel that my work contributes to Safer Stronger Communities	G 70% 23% 7%	G 75% 23% 2%	G 81% 10% 10%
A 58% 19% 22%	5. I feel supported in my role	R 48% 23% 29%	G 76% 13% 11%	G 76% 14% 10%
R 43% 25% 33%	6. I have a sense of good job security	R 51% 21% 27%	R 28% 31% 40%	R 14% 24% 62%
A 64% 19% 17%	Section averages	A 60% 20% 19%	A 70% 17% 12%	A 67% 13% 19%

MFRA	Questions in the "Employee Involvement" section	Uniformed	Non Uniformed	Control
				
A 67% 15% 18%	1. I am able to use my own initiative at work to do my job	R 56% 19% 26%	G 90% 7% 4%	A 67% 19% 14%
A 59% 22% 19%	2. I am encouraged to suggest new ideas for improvements	R 50% 26% 24%	G 76% 17% 7%	G 76% 10% 14%
R 58% 15% 28%	3. I am comfortable to speak up and constructively challenge how things are done	R 47% 16% 37%	G 77% 13% 10%	A 71% 10% 19%
R 41% 19% 41%	4. People communicate openly here regardless of position or level	R 31% 19% 51%	A 60% 18% 22%	R 48% 24% 29%
R 56% 18% 26%	Section averages	R 46% 20% 34%	G 76% 14% 11%	A 65% 15% 19%

MFRA	Questions in the "Teamwork" section	Uniformed	Non Uniformed	Control
   		   	   	   
 58% 21% 21%	1. Morale in my immediate team/watch/section is generally high	 59% 19% 23%	 62% 23% 14%	 29% 33% 38%
 40% 32% 27%	2. We are good at sharing ideas to make things work better	 31% 35% 34%	 57% 27% 15%	 57% 33% 10%
 42% 25% 32%	3. Different parts of the service work well together	 31% 26% 43%	 62% 24% 14%	 71% 24% 5%
 47% 26% 27%	Section averages	 40% 26% 33%	 60% 25% 15%	 52% 30% 17%

MFRA	Questions in the "Learning & Development" section	Uniformed	Non Uniformed	Control
				
G 72% 16% 12%	1. I have received the training and development I need to do my job well and safely	A 70% 18% 13%	G 77% 13% 10%	G 76% 5% 19%
R 51% 26% 23%	2. I have the right opportunities to learn and grow at work	R 45% 30% 24%	A 64% 18% 19%	R 48% 19% 33%
G 86% 10% 4%	3. I have the knowledge and skills I need to do my job well	G 84% 12% 4%	G 89% 8% 3%	G 90% 0% 10%
R 48% 27% 25%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	R 39% 30% 30%	A 64% 21% 15%	G 71% 29% 0%
G 78% 13% 8%	5. I have good quality equipment to help me do my job	G 80% 12% 8%	G 74% 17% 9%	G 90% 5% 5%
A 67% 18% 14%	Section averages	A 64% 20% 16%	G 73% 15% 11%	G 75% 11% 13%

MFRA	Questions in the "Recognition & Reward" section	Uniformed	Non Uniformed	Control
				
R 53% 19% 27%	1. In the last week, I have received thanks or praise for doing good work	R 50% 20% 30%	A 61% 17% 22%	R 38% 29% 33%
G 74% 15% 10%	2. I feel valued and recognised for the work that I do by my line manager	G 75% 15% 10%	G 72% 16% 12%	G 76% 24% 0%
G 79% 15% 5%	3. I feel valued and recognised for the work that I do by other team members	G 79% 16% 5%	G 79% 14% 7%	G 76% 24% 0%
R 37% 28% 34%	4. I feel valued and recognised for the work that I do by senior managers	R 29% 28% 43%	R 56% 27% 17%	R 29% 43% 29%
R 52% 27% 21%	5. I receive feedback on my work	R 46% 29% 24%	A 62% 21% 17%	A 67% 29% 5%
A 59% 21% 20%	Section averages	R 56% 21% 23%	A 66% 19% 15%	A 57% 30% 13%

MFRA	Questions in the "Management Effectiveness" section	Uniformed	Non Uniformed	Control
				
 77% 15% 8%	1. My manager communicates regularly about issues that affect my work	 79% 15% 6%	 75% 14% 12%	 76% 24% 0%
 77% 16% 7%	2. My manager makes time for me	 77% 17% 6%	 77% 14% 9%	 81% 19% 0%
 82% 13% 5%	3. My manager treats people fairly and with respect	 82% 13% 5%	 81% 14% 6%	 95% 5% 0%
 66% 23% 11%	4. My manager gives me regular feedback on how I am doing	 68% 22% 10%	 62% 25% 13%	 67% 33% 0%
 31% 36% 33%	5. Senior managers do what they say they are going to do	 25% 36% 39%	 45% 35% 20%	 19% 48% 33%
 45% 22% 33%	6. Employees at my level are able to communicate their concerns to higher management	 36% 22% 42%	 62% 22% 16%	 52% 19% 29%
 24% 40% 36%	7. MFRA Members engage well with staff at MFRA	 22% 39% 39%	 29% 42% 29%	 19% 33% 48%
 26% 33% 41%	8. I have confidence in the future of MFRA	 23% 29% 48%	 34% 41% 25%	 5% 48% 48%
 54% 25% 22%	Section averages	 51% 24% 24%	 58% 26% 16%	 52% 29% 20%

MFRA	Questions in the "Culture & Values" section	Uniformed	Non Uniformed	Control
				
A 67% 13% 20%	1. Bullying, harassment and discrimination are not tolerated at MFRA	A 59% 14% 27%	G 81% 11% 7%	G 76% 14% 10%
G 75% 10% 15%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	A 68% 13% 19%	G 85% 6% 10%	G 95% 0% 5%
R 45% 24% 31%	3. I feel able to make decisions without fear of being blamed if things go wrong	R 34% 27% 39%	A 64% 19% 17%	A 62% 19% 19%
A 62% 26% 12%	4. Generally we resolve any differences of opinion amicably	R 54% 30% 16%	G 75% 17% 7%	G 76% 24% 0%
R 42% 27% 31%	5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency	R 32% 27% 41%	A 63% 23% 14%	R 43% 48% 10%
R 42% 35% 24%	6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago	R 48% 27% 24%	R 29% 49% 22%	R 33% 43% 24%
G 77% 17% 6%	7. I have a good understanding of Merseyside Fire and Rescue Authority values	G 72% 21% 7%	G 88% 9% 3%	G 81% 10% 10%
A 70% 14% 15%	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	A 64% 16% 20%	G 82% 10% 7%	G 76% 14% 10%
R 43% 30% 27%	9. I feel valued	R 34% 32% 34%	A 62% 25% 14%	R 43% 33% 24%
R 57% 17% 26%	10. I am able to strike the right balance between my work and home life	R 48% 19% 33%	G 74% 16% 10%	R 57% 5% 38%
A 58% 21% 21%	Section averages	R 51% 23% 26%	A 70% 18% 11%	A 64% 21% 15%

MFRA	Questions in the "Change Management" section	Uniformed	Non Uniformed	Control
				
G 88% 9% 4%	1. I understand the need for change at MFRA given the cuts faced by the Authority	G 85% 10% 5%	G 94% 6% 0%	G 86% 10% 5%
A 66% 19% 15%	2. I am communicated with about change that affects me in good time	A 64% 19% 17%	G 73% 18% 9%	R 43% 24% 33%
R 47% 28% 25%	3. Change here is well managed overall	R 42% 29% 29%	A 60% 26% 14%	R 24% 38% 38%
A 60% 25% 15%	4. Change within my team is well managed	A 57% 29% 14%	A 69% 17% 14%	R 33% 24% 43%
R 34% 30% 36%	5. I feel that MFRA consider the impact on me and other people when making decisions	R 29% 29% 42%	R 48% 30% 23%	R 14% 33% 52%
R 33% 36% 31%	6. A lot is done to help staff prepare for and cope with change	R 27% 34% 39%	R 48% 38% 15%	R 19% 43% 38%
R 55% 24% 21%	Section averages	R 51% 25% 24%	A 65% 22% 12%	R 37% 29% 35%

MFRA	Questions in the "Overall" section	Uniformed	Non Uniformed	Control
				
G 78% 15% 7%	1. I am proud to say I work for MFRA	G 70% 19% 11%	G 91% 7% 1%	G 86% 14% 0%
G 73% 19% 8%	2. Working here makes me want to do the best I can	A 65% 24% 10%	G 88% 9% 3%	G 86% 10% 5%
R 55% 20% 24%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	R 44% 24% 32%	G 77% 14% 10%	A 67% 19% 14%
G 88% 9% 3%	4. I care about the future of MFRA	G 84% 12% 4%	G 94% 3% 2%	G 95% 5% 0%
G 78% 12% 10%	5. I would still like to be working at MFRA in two years' time	G 73% 13% 13%	G 84% 12% 4%	G 95% 0% 5%
G 74% 15% 11%	Section averages	A 68% 18% 14%	G 87% 9% 4%	G 86% 10% 5%

Breakdown of Survey respondents for Merseyside Fire and Rescue

Staff grouping	Total
Uniformed	335
Non Uniformed	162
Control	21
Total	518