



Results of the Survey for Merseyside Fire and Rescue

Data tables showing results for Non Uniformed Staff (incl. Control) by Age range

Total respondents: 183

Produced by People Insight in July 2016



Tel: 0870 742 4810
Email: enquiry@peopleinsight.co.uk
Website: www.peopleinsight.co.uk

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

Non Uniformed (incl. Control)	Questions in the "Goal Clarity" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
							
G 92% 7% 1%	1. I understand the priorities or Missions & Aims of MFRA	G 100% 0% 0%	G 91% 9% 0%	G 97% 3% 0%	G 87% 9% 4%	G 92% 8% 0%	G 96% 4% 0%
G 92% 6% 2%	2. I am clear about what I am expected to achieve in my job	G 100% 0% 0%	G 94% 6% 0%	G 97% 3% 0%	G 91% 5% 4%	G 100% 0% 0%	G 74% 22% 4%
G 93% 5% 1%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	G 100% 0% 0%	G 91% 9% 0%	G 97% 3% 0%	G 89% 7% 4%	G 100% 0% 0%	G 91% 9% 0%
A 69% 17% 14%	4. Senior Managers provide a clear vision of the overall direction of MFRA	G 78% 11% 11%	G 71% 17% 11%	G 81% 8% 11%	A 65% 22% 13%	G 75% 21% 4%	R 43% 22% 35%
G 87% 9% 4%	Section averages	G 94% 3% 3%	G 87% 10% 3%	G 93% 4% 3%	G 83% 11% 6%	G 92% 7% 1%	G 76% 14% 10%

Non Uniformed (incl. Control)	Questions in the "My Job" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
							
G 85% 9% 5%	1. I enjoy my work	G 100% 0% 0%	G 89% 6% 6%	G 92% 6% 3%	G 84% 13% 4%	G 92% 8% 0%	A 61% 17% 22%
G 72% 15% 13%	2. My job makes the best use of the skills and abilities that I have	G 89% 11% 0%	G 74% 6% 20%	G 75% 14% 11%	G 73% 20% 7%	G 75% 17% 8%	R 48% 22% 30%
G 85% 11% 4%	3. I get a sense of personal accomplishment from my work	G 89% 11% 0%	G 83% 11% 6%	G 89% 8% 3%	G 89% 7% 4%	G 92% 8% 0%	A 65% 26% 9%
G 75% 21% 3%	4. I feel that my work contributes to Safer Stronger Communities	G 67% 33% 0%	G 77% 20% 3%	G 78% 17% 6%	G 75% 22% 4%	G 96% 4% 0%	A 57% 39% 4%
G 76% 13% 11%	5. I feel supported in my role	G 100% 0% 0%	G 74% 11% 14%	G 83% 11% 6%	G 78% 11% 11%	G 83% 13% 4%	R 43% 30% 26%
R 27% 31% 43%	6. I have a sense of good job security	R 33% 11% 56%	R 14% 34% 51%	R 31% 31% 39%	R 31% 29% 40%	R 46% 29% 25%	R 9% 35% 57%
A 70% 17% 13%	Section averages	G 80% 11% 9%	A 69% 15% 17%	G 75% 14% 11%	G 72% 17% 12%	G 81% 13% 6%	R 47% 28% 25%

Non Uniformed (incl. Control)	Questions in the "Employee Involvement" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
87% 8% 5%	1. I am able to use my own initiative at work to do my job	100% 0% 0%	86% 9% 6%	97% 0% 3%	85% 11% 4%	96% 0% 4%	61% 26% 13%
76% 16% 8%	2. I am encouraged to suggest new ideas for improvements	78% 11% 11%	80% 14% 6%	83% 14% 3%	75% 11% 15%	79% 17% 4%	57% 35% 9%
77% 13% 11%	3. I am comfortable to speak up and constructively challenge how things are done	89% 0% 11%	77% 17% 6%	86% 6% 8%	76% 13% 11%	83% 13% 4%	48% 22% 30%
59% 19% 22%	4. People communicate openly here regardless of position or level	67% 0% 33%	63% 17% 20%	64% 19% 17%	58% 18% 24%	75% 21% 4%	26% 26% 48%
75% 14% 12%	Section averages	83% 3% 14%	76% 14% 9%	83% 10% 8%	74% 13% 13%	83% 13% 4%	48% 27% 25%

Non Uniformed (incl. Control)	Questions in the "Teamwork" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
							
A 58% 25% 17%	1. Morale in my immediate team/watch/section is generally high	G 89% 11% 0%	A 63% 20% 17%	G 72% 28% 0%	R 45% 29% 25%	G 71% 21% 8%	R 35% 26% 39%
A 57% 28% 15%	2. We are good at sharing ideas to make things work better	G 78% 11% 11%	R 51% 29% 20%	A 67% 25% 8%	R 53% 33% 15%	G 75% 25% 0%	R 35% 30% 35%
A 63% 24% 13%	3. Different parts of the service work well together	A 67% 0% 33%	A 57% 29% 14%	G 78% 17% 6%	A 60% 24% 16%	A 63% 29% 8%	A 57% 30% 13%
A 60% 26% 15%	Section averages	G 78% 7% 15%	A 57% 26% 17%	G 72% 23% 5%	R 53% 28% 19%	G 69% 25% 6%	R 42% 29% 29%

Non Uniformed (incl. Control)	Questions in the "Learning & Development" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
G 77% 12% 11%	1. I have received the training and development I need to do my job well and safely	G 78% 0% 22%	G 77% 14% 9%	G 89% 8% 3%	G 75% 11% 15%	G 83% 17% 0%	R 57% 17% 26%
A 62% 18% 20%	2. I have the right opportunities to learn and grow at work	G 89% 0% 11%	A 63% 20% 17%	A 67% 19% 14%	A 64% 13% 24%	G 71% 17% 13%	R 30% 30% 39%
G 89% 7% 4%	3. I have the knowledge and skills I need to do my job well	G 100% 0% 0%	G 89% 9% 3%	G 94% 6% 0%	G 85% 7% 7%	G 96% 4% 0%	G 78% 13% 9%
A 64% 22% 14%	4. My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	A 56% 33% 11%	G 71% 14% 14%	G 81% 11% 8%	A 60% 25% 15%	A 67% 25% 8%	R 39% 35% 26%
G 76% 16% 8%	5. I have good quality equipment to help me do my job	G 78% 22% 0%	G 74% 23% 3%	G 78% 8% 14%	G 73% 18% 9%	G 83% 13% 4%	G 74% 13% 13%
G 74% 15% 11%	Section averages	G 80% 11% 9%	G 75% 16% 9%	G 82% 11% 8%	G 71% 15% 14%	G 80% 15% 5%	R 56% 22% 23%

Non Uniformed (incl. Control)	Questions in the "Recognition & Reward" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
A 58% 18% 23%	1. In the last week, I have received thanks or praise for doing good work	G 89% 11% 0%	A 71% 11% 17%	A 69% 17% 14%	R 55% 16% 29%	R 50% 17% 33%	R 30% 35% 35%
G 73% 17% 10%	2. I feel valued and recognised for the work that I do by my line manager	G 100% 0% 0%	G 74% 17% 9%	G 83% 11% 6%	A 67% 22% 11%	G 75% 21% 4%	R 52% 17% 30%
G 79% 15% 6%	3. I feel valued and recognised for the work that I do by other team members	G 89% 11% 0%	G 86% 6% 9%	G 83% 14% 3%	G 71% 20% 9%	G 88% 13% 0%	A 65% 26% 9%
R 52% 29% 19%	4. I feel valued and recognised for the work that I do by senior managers	G 67% 33% 0%	R 51% 29% 20%	A 67% 22% 11%	R 44% 36% 20%	A 63% 17% 21%	R 39% 35% 26%
A 62% 22% 16%	5. I receive feedback on my work	G 100% 0% 0%	A 60% 29% 11%	G 78% 11% 11%	R 53% 24% 24%	A 63% 21% 17%	R 52% 30% 17%
A 65% 20% 15%	Section averages	G 89% 11% 0%	A 69% 18% 13%	G 76% 15% 9%	A 58% 24% 19%	A 68% 18% 15%	R 48% 29% 23%

Non Uniformed (incl. Control)	Questions in the "Management Effectiveness" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
							
G 75% 15% 10%	1. My manager communicates regularly about issues that affect my work	G 100% 0% 0%	G 80% 9% 11%	G 89% 3% 8%	A 67% 15% 18%	G 71% 25% 4%	A 61% 35% 4%
G 78% 14% 8%	2. My manager makes time for me	G 100% 0% 0%	G 83% 9% 9%	G 89% 6% 6%	G 71% 20% 9%	G 75% 21% 4%	A 61% 22% 17%
G 83% 13% 5%	3. My manager treats people fairly and with respect	G 100% 0% 0%	G 80% 14% 6%	G 89% 6% 6%	G 84% 13% 4%	G 88% 8% 4%	A 61% 30% 9%
A 63% 26% 11%	4. My manager gives me regular feedback on how I am doing	G 89% 11% 0%	A 60% 34% 6%	G 81% 11% 8%	A 58% 25% 16%	A 63% 25% 13%	R 43% 39% 17%
R 42% 36% 22%	5. Senior managers do what they say they are going to do	G 78% 11% 11%	R 31% 37% 31%	A 56% 31% 14%	R 45% 35% 20%	R 42% 42% 17%	R 17% 48% 35%
A 61% 21% 17%	6. Employees at my level are able to communicate their concerns to higher management	G 89% 11% 0%	A 57% 23% 20%	A 67% 25% 8%	A 60% 16% 24%	A 67% 29% 4%	R 48% 17% 35%
R 28% 41% 31%	7. MFRA Members engage well with staff at MFRA	A 67% 11% 22%	R 34% 34% 31%	R 22% 44% 33%	R 24% 36% 40%	R 29% 58% 13%	R 22% 48% 30%
R 31% 42% 28%	8. I have confidence in the future of MFRA	G 78% 11% 11%	R 37% 43% 20%	R 33% 42% 25%	R 25% 38% 36%	R 33% 46% 21%	R 9% 52% 39%
A 57% 26% 17%	Section averages	G 88% 7% 6%	A 58% 25% 17%	A 66% 21% 14%	R 54% 25% 21%	A 58% 32% 10%	R 40% 36% 23%

Non Uniformed (incl. Control)	Questions in the "Culture & Values" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
							
G 81% 11% 8%	1. Bullying, harassment and discrimination are not tolerated at MFRA	G 100% 0% 0%	G 86% 11% 3%	G 86% 6% 8%	G 78% 11% 11%	G 79% 17% 4%	A 65% 22% 13%
G 86% 5% 9%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	G 100% 0% 0%	G 80% 3% 17%	G 86% 6% 8%	G 87% 5% 7%	G 96% 4% 0%	G 74% 9% 17%
A 64% 19% 17%	3. I feel able to make decisions without fear of being blamed if things go wrong	G 78% 11% 11%	R 57% 14% 29%	G 72% 19% 8%	A 62% 18% 20%	G 75% 25% 0%	R 48% 26% 26%
G 75% 18% 7%	4. Generally we resolve any differences of opinion amicably	G 89% 0% 11%	G 71% 20% 9%	G 92% 8% 0%	G 71% 22% 7%	G 88% 13% 0%	R 48% 35% 17%
A 61% 26% 14%	5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency	G 89% 11% 0%	A 66% 20% 14%	A 67% 22% 11%	A 56% 25% 18%	A 63% 33% 4%	R 39% 39% 22%
R 30% 48% 22%	6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago	R 0% 89% 11%	R 46% 40% 14%	R 28% 64% 8%	R 25% 45% 29%	R 46% 33% 21%	R 13% 39% 48%
G 87% 9% 4%	7. I have a good understanding of Merseyside Fire and Rescue Authority values	G 100% 0% 0%	G 91% 6% 3%	G 94% 6% 0%	G 82% 9% 9%	G 88% 13% 0%	G 78% 17% 4%
G 81% 11% 8%	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	G 89% 11% 0%	G 80% 14% 6%	G 86% 8% 6%	G 78% 9% 13%	G 88% 8% 4%	G 78% 13% 9%
A 60% 26% 15%	9. I feel valued	G 89% 0% 11%	A 66% 26% 9%	G 69% 22% 8%	R 51% 31% 18%	G 71% 17% 13%	R 35% 35% 30%
G 72% 15% 13%	10. I am able to strike the right balance between my work and home life	G 78% 22% 0%	G 80% 11% 9%	G 86% 3% 11%	A 67% 16% 16%	G 79% 21% 0%	R 39% 26% 35%
A 70% 19% 12%	Section averages	G 81% 14% 4%	G 72% 17% 11%	G 77% 16% 7%	A 66% 19% 15%	G 77% 18% 5%	R 52% 26% 22%

Non Uniformed (incl. Control)	Questions in the "Change Management" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
G 93% 7% 1%	1. I understand the need for change at MFRA given the cuts faced by the Authority	G 100% 0% 0%	G 97% 3% 0%	G 92% 8% 0%	G 95% 5% 0%	G 83% 13% 4%	G 91% 9% 0%
A 70% 19% 11%	2. I am communicated with about change that affects me in good time	G 78% 22% 0%	G 74% 14% 11%	G 81% 14% 6%	G 75% 11% 15%	A 58% 29% 13%	R 48% 35% 17%
A 56% 27% 17%	3. Change here is well managed overall	G 78% 11% 11%	A 66% 17% 17%	A 67% 25% 8%	R 53% 29% 18%	R 54% 29% 17%	R 26% 43% 30%
A 65% 17% 17%	4. Change within my team is well managed	G 89% 0% 11%	A 63% 17% 20%	G 72% 14% 14%	A 69% 13% 18%	A 63% 21% 17%	R 39% 39% 22%
R 44% 30% 26%	5. I feel that MFRA consider the impact on me and other people when making decisions	G 89% 0% 11%	R 43% 20% 37%	A 58% 25% 17%	R 38% 36% 25%	R 42% 46% 13%	R 22% 30% 48%
R 44% 38% 17%	6. A lot is done to help staff prepare for and cope with change	A 56% 33% 11%	R 40% 46% 14%	A 58% 31% 11%	R 45% 35% 20%	R 46% 46% 8%	R 22% 39% 39%
A 62% 23% 15%	Section averages	G 81% 11% 7%	A 64% 20% 17%	G 71% 19% 9%	A 62% 22% 16%	A 58% 31% 12%	R 41% 33% 26%

Non Uniformed (incl. Control)	Questions in the "Overall" section	17-24	25-35	36-45	46-55	56-65	Prefer not to say (Age)
							
 91% 8% 1%	1. I am proud to say I work for MFRA	 100% 0% 0%	 89% 9% 3%	 97% 3% 0%	 89% 9% 2%	 92% 8% 0%	 83% 17% 0%
 88% 9% 3%	2. Working here makes me want to do the best I can	 100% 0% 0%	 86% 9% 6%	 94% 6% 0%	 85% 13% 2%	 92% 8% 0%	 78% 9% 13%
 75% 14% 10%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	 89% 11% 0%	 77% 3% 20%	 86% 14% 0%	 71% 20% 9%	 88% 8% 4%	 48% 26% 26%
 95% 3% 2%	4. I care about the future of MFRA	 100% 0% 0%	 89% 6% 6%	 100% 0% 0%	 95% 4% 2%	 96% 0% 4%	 91% 9% 0%
 85% 10% 4%	5. I would still like to be working at MFRA in two years' time	 100% 0% 0%	 83% 11% 6%	 89% 8% 3%	 91% 5% 4%	 83% 13% 4%	 65% 26% 9%
 87% 9% 4%	Section averages	 98% 2% 0%	 85% 7% 8%	 93% 6% 1%	 86% 10% 4%	 90% 8% 3%	 73% 17% 10%

Breakdown of respondents for Merseyside Fire and Rescue: Non Uniformed (incl. Control)

Age range	Total
16	0
17-24	9
25-35	35
36-45	36
46-55	55
56-65	24
66+	1
Prefer not to say (Age)	23
Total	183