



# Results of the Survey for Merseyside Fire and Rescue

## Data tables showing results for Non Uniformed Staff (incl. Control) by Ethnic Origin

Total respondents: 183

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

Non Uniformed (incl. Control)	Questions in the "Goal Clarity" section	White English	White British	Prefer not to say (Ethnicity)
   		   	   	   
 92% 7% 1%	1. I understand the priorities or Missions & Aims of MFRA	 92% 7% 1%	 100% 0% 0%	 86% 7% 7%
 92% 6% 2%	2. I am clear about what I am expected to achieve in my job	 93% 5% 2%	 87% 13% 0%	 86% 14% 0%
 93% 5% 1%	3. I understand how the work I do helps MFRA to achieve its Mission & Aims	 93% 5% 1%	 100% 0% 0%	 86% 14% 0%
 69% 17% 14%	4. Senior Managers provide a clear vision of the overall direction of MFRA	 71% 17% 12%	 60% 27% 13%	 43% 21% 36%
 87% 9% 4%	<b>Section averages</b>	 87% 9% 4%	 87% 10% 3%	 75% 14% 11%

Non Uniformed (incl. Control)	Questions in the "My Job" section	White English	White British	Prefer not to say (Ethnicity)
				
<b>G</b> 85% 9% 5%	1. I enjoy my work	<b>G</b> 84% 10% 5%	<b>G</b> 93% 7% 0%	<b>G</b> 79% 7% 14%
<b>G</b> 72% 15% 13%	2. My job makes the best use of the skills and abilities that I have	<b>G</b> 71% 16% 13%	<b>G</b> 80% 20% 0%	<b>A</b> 64% 7% 29%
<b>G</b> 85% 11% 4%	3. I get a sense of personal accomplishment from my work	<b>G</b> 85% 12% 3%	<b>G</b> 93% 7% 0%	<b>G</b> 79% 7% 14%
<b>G</b> 75% 21% 3%	4. I feel that my work contributes to Safer Stronger Communities	<b>G</b> 74% 23% 3%	<b>G</b> 80% 20% 0%	<b>G</b> 79% 14% 7%
<b>G</b> 76% 13% 11%	5. I feel supported in my role	<b>G</b> 80% 10% 10%	<b>G</b> 80% 20% 0%	<b>R</b> 43% 29% 29%
<b>R</b> 27% 31% 43%	6. I have a sense of good job security	<b>R</b> 27% 30% 44%	<b>R</b> 27% 20% 53%	<b>R</b> 14% 50% 36%
<b>A</b> 70% 17% 13%	<b>Section averages</b>	<b>A</b> 70% 17% 13%	<b>G</b> 76% 16% 9%	<b>A</b> 60% 19% 21%

Non Uniformed (incl. Control)	Questions in the "Employee Involvement" section	White English	White British	Prefer not to say (Ethnicity)
   		   	   	   
 87% 8% 5%	1. I am able to use my own initiative at work to do my job	 88% 7% 5%	 87% 13% 0%	 71% 21% 7%
 76% 16% 8%	2. I am encouraged to suggest new ideas for improvements	 80% 13% 7%	 80% 13% 7%	 29% 50% 21%
 77% 13% 11%	3. I am comfortable to speak up and constructively challenge how things are done	 81% 10% 10%	 67% 20% 13%	 43% 29% 29%
 59% 19% 22%	4. People communicate openly here regardless of position or level	 61% 16% 23%	 73% 13% 13%	 14% 50% 36%
 75% 14% 12%	<b>Section averages</b>	 78% 11% 11%	 77% 15% 8%	 39% 38% 23%

Non Uniformed (incl. Control)	Questions in the "Teamwork" section	White English	White British	Prefer not to say (Ethnicity)
   		   	   	   
 58% 25% 17%	1. Morale in my immediate team/watch/section is generally high	 58% 24% 18%	 60% 33% 7%	 57% 21% 21%
 57% 28% 15%	2. We are good at sharing ideas to make things work better	 61% 27% 12%	 47% 47% 7%	 29% 29% 43%
 63% 24% 13%	3. Different parts of the service work well together	 63% 25% 12%	 73% 20% 7%	 64% 21% 14%
 60% 26% 15%	<b>Section averages</b>	 61% 25% 14%	 60% 33% 7%	 50% 24% 26%

Non Uniformed (incl. Control)	Questions in the "Learning & Development" section	White English	White British	Prefer not to say (Ethnicity)
<b>G</b> 77% 12% 11%	1. I have received the training and development I need to do my job well and safely	<b>G</b> 78% 12% 10%	<b>G</b> 80% 13% 7%	<b>A</b> 71% 7% 21%
<b>A</b> 62% 18% 20%	2. I have the right opportunities to learn and grow at work	<b>A</b> 63% 16% 21%	<b>G</b> 80% 20% 0%	<b>R</b> 29% 36% 36%
<b>G</b> 89% 7% 4%	3. I have the knowledge and skills I need to do my job well	<b>G</b> 89% 7% 4%	<b>G</b> 93% 7% 0%	<b>G</b> 79% 14% 7%
<b>A</b> 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	<b>A</b> 64% 23% 13%	<b>G</b> 80% 13% 7%	<b>A</b> 57% 21% 21%
<b>G</b> 76% 16% 8%	5. I have good quality equipment to help me do my job	<b>G</b> 78% 16% 6%	<b>A</b> 67% 27% 7%	<b>R</b> 57% 14% 29%
<b>G</b> 74% 15% 11%	<b>Section averages</b>	<b>G</b> 74% 15% 11%	<b>G</b> 80% 16% 4%	<b>A</b> 59% 19% 23%

Non Uniformed (incl. Control)	Questions in the "Recognition & Reward" section	White English	White British	Prefer not to say (Ethnicity)
<b>A</b> 58% 18% 23%	1. In the last week, I have received thanks or praise for doing good work	<b>A</b> 61% 15% 24%	<b>A</b> 67% 7% 27%	<b>R</b> 43% 43% 14%
<b>G</b> 73% 17% 10%	2. I feel valued and recognised for the work that I do by my line manager	<b>G</b> 74% 16% 10%	<b>G</b> 67% 33% 0%	<b>G</b> 71% 14% 14%
<b>G</b> 79% 15% 6%	3. I feel valued and recognised for the work that I do by other team members	<b>G</b> 78% 15% 7%	<b>G</b> 87% 7% 7%	<b>G</b> 79% 21% 0%
<b>R</b> 52% 29% 19%	4. I feel valued and recognised for the work that I do by senior managers	<b>R</b> 53% 27% 20%	<b>A</b> 60% 40% 0%	<b>R</b> 36% 36% 29%
<b>A</b> 62% 22% 16%	5. I receive feedback on my work	<b>A</b> 63% 21% 16%	<b>A</b> 60% 27% 13%	<b>A</b> 64% 21% 14%
<b>A</b> 65% 20% 15%	<b>Section averages</b>	<b>A</b> 66% 19% 15%	<b>A</b> 68% 23% 9%	<b>A</b> 59% 27% 14%

Non Uniformed (incl. Control)	Questions in the "Management Effectiveness" section	White English	White British	Prefer not to say (Ethnicity)
<b>G</b> 75% 15% 10%	1. My manager communicates regularly about issues that affect my work	<b>G</b> 74% 15% 11%	<b>G</b> 80% 20% 0%	<b>G</b> 79% 14% 7%
<b>G</b> 78% 14% 8%	2. My manager makes time for me	<b>G</b> 78% 14% 9%	<b>G</b> 80% 20% 0%	<b>G</b> 79% 14% 7%
<b>G</b> 83% 13% 5%	3. My manager treats people fairly and with respect	<b>G</b> 83% 12% 5%	<b>G</b> 87% 7% 7%	<b>G</b> 71% 29% 0%
<b>A</b> 63% 26% 11%	4. My manager gives me regular feedback on how I am doing	<b>A</b> 65% 24% 11%	<b>A</b> 53% 40% 7%	<b>A</b> 64% 21% 14%
<b>R</b> 42% 36% 22%	5. Senior managers do what they say they are going to do	<b>R</b> 44% 33% 23%	<b>R</b> 33% 60% 7%	<b>R</b> 29% 43% 29%
<b>A</b> 61% 21% 17%	6. Employees at my level are able to communicate their concerns to higher management	<b>A</b> 61% 20% 19%	<b>A</b> 67% 27% 7%	<b>R</b> 43% 36% 21%
<b>R</b> 28% 41% 31%	7. MFRA Members engage well with staff at MFRA	<b>R</b> 27% 43% 30%	<b>R</b> 20% 47% 33%	<b>R</b> 29% 14% 57%
<b>R</b> 31% 42% 28%	8. I have confidence in the future of MFRA	<b>R</b> 29% 42% 29%	<b>R</b> 53% 20% 27%	<b>R</b> 7% 57% 36%
<b>A</b> 57% 26% 17%	<b>Section averages</b>	<b>A</b> 58% 25% 17%	<b>A</b> 59% 30% 11%	<b>R</b> 50% 29% 21%

Non Uniformed (incl. Control)	Questions in the "Culture & Values" section	White English	White British	Prefer not to say (Ethnicity)
<b>G</b> 81% 11% 8%	1. Bullying, harassment and discrimination are not tolerated at MFRA	<b>G</b> 82% 11% 7%	<b>G</b> 87% 7% 7%	<b>A</b> 64% 29% 7%
<b>G</b> 86% 5% 9%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	<b>G</b> 86% 4% 10%	<b>G</b> 93% 7% 0%	<b>G</b> 79% 7% 14%
<b>A</b> 64% 19% 17%	3. I feel able to make decisions without fear of being blamed if things go wrong	<b>A</b> 67% 17% 16%	<b>R</b> 40% 40% 20%	<b>R</b> 43% 29% 29%
<b>G</b> 75% 18% 7%	4. Generally we resolve any differences of opinion amicably	<b>G</b> 78% 16% 7%	<b>G</b> 67% 33% 0%	<b>A</b> 57% 29% 14%
<b>A</b> 61% 26% 14%	5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency	<b>A</b> 61% 25% 14%	<b>A</b> 67% 27% 7%	<b>R</b> 43% 43% 14%
<b>R</b> 30% 48% 22%	6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago	<b>R</b> 29% 47% 24%	<b>A</b> 53% 40% 7%	<b>R</b> 14% 57% 29%
<b>G</b> 87% 9% 4%	7. I have a good understanding of Merseyside Fire and Rescue Authority values	<b>G</b> 86% 10% 4%	<b>G</b> 93% 7% 0%	<b>G</b> 86% 7% 7%
<b>G</b> 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	<b>G</b> 81% 10% 9%	<b>G</b> 100% 0% 0%	<b>G</b> 79% 21% 0%
<b>A</b> 60% 26% 15%	9. I feel valued	<b>A</b> 58% 26% 16%	<b>G</b> 87% 13% 0%	<b>R</b> 43% 36% 21%
<b>G</b> 72% 15% 13%	10. I am able to strike the right balance between my work and home life	<b>G</b> 71% 16% 12%	<b>G</b> 87% 0% 13%	<b>A</b> 64% 14% 21%
<b>A</b> 70% 19% 12%	<b>Section averages</b>	<b>A</b> 70% 18% 12%	<b>G</b> 77% 17% 5%	<b>A</b> 57% 27% 16%

Non Uniformed (incl. Control)	Questions in the "Change Management" section	White English	White British	Prefer not to say (Ethnicity)
<b>G</b> 93% 7% 1%	1. I understand the need for change at MFRA given the cuts faced by the Authority	<b>G</b> 92% 7% 1%	<b>G</b> 100% 0% 0%	<b>G</b> 93% 7% 0%
<b>A</b> 70% 19% 11%	2. I am communicated with about change that affects me in good time	<b>G</b> 72% 15% 13%	<b>A</b> 67% 27% 7%	<b>R</b> 50% 43% 7%
<b>A</b> 56% 27% 17%	3. Change here is well managed overall	<b>A</b> 58% 24% 18%	<b>G</b> 73% 27% 0%	<b>R</b> 14% 57% 29%
<b>A</b> 65% 17% 17%	4. Change within my team is well managed	<b>A</b> 68% 16% 16%	<b>R</b> 53% 27% 20%	<b>R</b> 50% 29% 21%
<b>R</b> 44% 30% 26%	5. I feel that MFRA consider the impact on me and other people when making decisions	<b>R</b> 46% 28% 26%	<b>R</b> 47% 33% 20%	<b>R</b> 14% 57% 29%
<b>R</b> 44% 38% 17%	6. A lot is done to help staff prepare for and cope with change	<b>R</b> 49% 33% 18%	<b>R</b> 27% 67% 7%	<b>R</b> 14% 57% 29%
<b>A</b> 62% 23% 15%	<b>Section averages</b>	<b>A</b> 64% 21% 15%	<b>A</b> 61% 30% 9%	<b>R</b> 39% 42% 19%

Non Uniformed (incl. Control)	Questions in the "Overall" section	White English	White British	Prefer not to say (Ethnicity)
91% 8% 1%	1. I am proud to say I work for MFRA	90% 9% 1%	93% 7% 0%	93% 7% 0%
88% 9% 3%	2. Working here makes me want to do the best I can	87% 10% 3%	93% 7% 0%	86% 0% 14%
75% 14% 10%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	76% 13% 11%	80% 13% 7%	57% 29% 14%
95% 3% 2%	4. I care about the future of MFRA	94% 3% 3%	100% 0% 0%	93% 7% 0%
85% 10% 4%	5. I would still like to be working at MFRA in two years' time	85% 11% 4%	93% 7% 0%	71% 14% 14%
87% 9% 4%	<b>Section averages</b>	86% 9% 4%	92% 7% 1%	80% 11% 9%

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

Ethnic origin	Total
White - English	147
White - Welsh	0
White - Scottish	0
White - Northern Irish	0
White - British	15
White - Irish	1
White - Gypsy / Traveller	0
White - Any Other	2
Asian / Asian British - Bangladeshi	0
Asian / Asian British - Indian	0
Asian / Asian British - Pakistani	0
Asian / Asian British - Any Other	0
Black or Black British - African	1
Black or Black British - Caribbean	1
Black or Black British - Any Other	0
Mixed - White & Asian	1

Mixed - White & Black Caribbean	0
Mixed - White & Black African	0
Mixed - Any Other	1
Other Ethnic Group - Arab	0
Other Ethnic Group - Chinese	0
Other Ethnic Group - Any Other	0
Prefer not to say (Ethnicity)	14
<b>Total</b>	<b>183</b>