



Results of the Survey for Merseyside Fire and Rescue

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

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 | Male | Female | Prefer not to say (Gender) |
|---|--|--|---|---|
|  | |  |  |  |
| G 92% 7% 1% | 1. I understand the priorities or Missions & Aims of MFRA | G 90% 7% 3% | G 95% 5% 0% | G 88% 12% 0% |
| G 92% 6% 2% | 2. I am clear about what I am expected to achieve in my job | G 93% 3% 3% | G 98% 2% 0% | G 68% 28% 4% |
| G 93% 5% 1% | 3. I understand how the work I do helps MFRA to achieve its Mission & Aims | G 90% 8% 2% | G 97% 3% 0% | G 88% 8% 4% |
| A 69% 17% 14% | 4. Senior Managers provide a clear vision of the overall direction of MFRA | A 64% 18% 18% | G 79% 15% 5% | R 40% 24% 36% |
| G 87% 9% 4% | Section averages | G 84% 9% 7% | G 92% 6% 1% | G 71% 18% 11% |

| Non Uniformed (incl. Control) | Questions in the "My Job" section | Male | Female | Prefer not to say (Gender) |
|---|--|--|---|---|
|  | |  |  |  |
| G 85% 9% 5% | 1. I enjoy my work | G 84% 10% 7% | G 93% 5% 2% | A 60% 24% 16% |
| G 72% 15% 13% | 2. My job makes the best use of the skills and abilities that I have | G 74% 16% 10% | G 75% 13% 11% | R 52% 20% 28% |
| G 85% 11% 4% | 3. I get a sense of personal accomplishment from my work | G 87% 8% 5% | G 89% 9% 2% | A 68% 24% 8% |
| G 75% 21% 3% | 4. I feel that my work contributes to Safer Stronger Communities | G 77% 20% 3% | G 77% 20% 3% | A 64% 32% 4% |
| G 76% 13% 11% | 5. I feel supported in my role | A 69% 16% 15% | G 88% 9% 3% | R 48% 20% 32% |
| R 27% 31% 43% | 6. I have a sense of good job security | R 38% 28% 34% | R 23% 30% 47% | R 16% 40% 44% |
| A 70% 17% 13% | Section averages | G 71% 16% 12% | G 74% 14% 12% | R 51% 27% 22% |

| Non Uniformed (incl. Control) | Questions in the "Employee Involvement" section | Male | Female | Prefer not to say (Gender) |
|---|--|--|---|---|
|     | |     |     |     |
|  87% 8% 5% | 1. I am able to use my own initiative at work to do my job |  95% 0% 5% |  90% 6% 4% |  56% 36% 8% |
|  76% 16% 8% | 2. I am encouraged to suggest new ideas for improvements |  77% 13% 10% |  85% 10% 5% |  40% 44% 16% |
|  77% 13% 11% | 3. I am comfortable to speak up and constructively challenge how things are done |  80% 10% 10% |  86% 8% 6% |  32% 36% 32% |
|  59% 19% 22% | 4. People communicate openly here regardless of position or level |  72% 10% 18% |  61% 21% 19% |  20% 32% 48% |
|  75% 14% 12% | Section averages |  81% 8% 11% |  80% 11% 9% |  37% 37% 26% |

| Non Uniformed (incl. Control) | Questions in the "Teamwork" section | Male | Female | Prefer not to say (Gender) |
|---|--|--|---|---|
|  | |  |  |  |
| A 58% 25% 17% | 1. Morale in my immediate team/watch/section is generally high | A 62% 25% 13% | A 63% 23% 14% | R 32% 32% 36% |
| A 57% 28% 15% | 2. We are good at sharing ideas to make things work better | A 54% 34% 11% | A 66% 23% 11% | R 32% 32% 36% |
| A 63% 24% 13% | 3. Different parts of the service work well together | A 59% 23% 18% | A 67% 23% 10% | A 56% 32% 12% |
| A 60% 26% 15% | Section averages | A 58% 27% 14% | A 65% 23% 12% | R 40% 32% 28% |

| Non Uniformed (incl. Control) | Questions in the "Learning & Development" section | Male | Female | Prefer not to say (Gender) |
|---|--|--|---|---|
|  | |  |  |  |
| G 77% 12% 11% | 1. I have received the training and development I need to do my job well and safely | G 74% 16% 10% | G 84% 8% 8% | A 60% 16% 24% |
| A 62% 18% 20% | 2. I have the right opportunities to learn and grow at work | A 66% 16% 18% | A 66% 18% 16% | R 36% 24% 40% |
| G 89% 7% 4% | 3. I have the knowledge and skills I need to do my job well | G 87% 10% 3% | G 94% 4% 2% | G 76% 12% 12% |
| 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 57% 30% 13% | G 74% 14% 11% | R 44% 32% 24% |
| G 76% 16% 8% | 5. I have good quality equipment to help me do my job | A 67% 20% 13% | G 84% 12% 4% | A 68% 20% 12% |
| G 74% 15% 11% | Section averages | A 70% 18% 11% | G 80% 11% 8% | R 57% 21% 22% |

| Non Uniformed (incl. Control) | Questions in the "Recognition & Reward" section | Male | Female | Prefer not to say (Gender) |
|---|--|--|---|---|
|  | |  |  |  |
| A 58% 18% 23% | 1. In the last week, I have received thanks or praise for doing good work | R 52% 20% 28% | A 67% 13% 20% | R 40% 32% 28% |
| G 73% 17% 10% | 2. I feel valued and recognised for the work that I do by my line manager | G 70% 23% 7% | G 78% 14% 7% | R 56% 12% 32% |
| G 79% 15% 6% | 3. I feel valued and recognised for the work that I do by other team members | G 79% 15% 7% | G 80% 14% 5% | G 72% 20% 8% |
| R 52% 29% 19% | 4. I feel valued and recognised for the work that I do by senior managers | R 51% 28% 21% | A 60% 28% 12% | R 28% 36% 36% |
| A 62% 22% 16% | 5. I receive feedback on my work | R 57% 18% 25% | G 70% 22% 8% | R 44% 32% 24% |
| A 65% 20% 15% | Section averages | A 62% 21% 17% | G 71% 18% 11% | R 48% 26% 26% |

| Non Uniformed (incl. Control) | Questions in the "Management Effectiveness" section | Male | Female | Prefer not to say (Gender) |
|-------------------------------|--|----------------------|----------------------|----------------------------|
| | | | | |
| G 75% 15% 10% | 1. My manager communicates regularly about issues that affect my work | G 74% 16% 10% | G 79% 11% 9% | A 60% 24% 16% |
| G 78% 14% 8% | 2. My manager makes time for me | G 75% 15% 10% | G 85% 10% 5% | A 56% 28% 16% |
| G 83% 13% 5% | 3. My manager treats people fairly and with respect | G 84% 10% 7% | G 89% 7% 4% | A 56% 40% 4% |
| A 63% 26% 11% | 4. My manager gives me regular feedback on how I am doing | A 59% 28% 13% | A 69% 22% 9% | R 48% 36% 16% |
| R 42% 36% 22% | 5. Senior managers do what they say they are going to do | R 38% 36% 26% | R 51% 34% 15% | R 20% 44% 36% |
| A 61% 21% 17% | 6. Employees at my level are able to communicate their concerns to higher management | A 64% 26% 10% | A 67% 19% 14% | R 32% 20% 48% |
| R 28% 41% 31% | 7. MFRA Members engage well with staff at MFRA | R 21% 48% 31% | R 34% 39% 27% | R 20% 32% 48% |
| R 31% 42% 28% | 8. I have confidence in the future of MFRA | R 38% 34% 28% | R 31% 46% 23% | R 12% 40% 48% |
| A 57% 26% 17% | Section averages | A 57% 27% 17% | A 63% 24% 13% | R 38% 33% 29% |

| Non Uniformed (incl. Control) | Questions in the "Culture & Values" section | Male | Female | Prefer not to say (Gender) |
|-------------------------------|--|----------------------|----------------------|----------------------------|
| | | | | |
| G 81% 11% 8% | 1. Bullying, harassment and discrimination are not tolerated at MFRA | G 82% 11% 7% | G 86% 6% 8% | A 60% 32% 8% |
| G 86% 5% 9% | 2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months | G 92% 2% 7% | G 87% 4% 9% | A 68% 16% 16% |
| A 64% 19% 17% | 3. I feel able to make decisions without fear of being blamed if things go wrong | A 69% 20% 11% | A 67% 15% 18% | R 40% 32% 28% |
| G 75% 18% 7% | 4. Generally we resolve any differences of opinion amicably | G 75% 16% 8% | G 86% 9% 5% | R 36% 56% 8% |
| A 61% 26% 14% | 5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency | A 64% 26% 10% | A 65% 23% 12% | R 36% 36% 28% |
| R 30% 48% 22% | 6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago | R 31% 44% 25% | R 33% 49% 18% | R 12% 52% 36% |
| G 87% 9% 4% | 7. I have a good understanding of Merseyside Fire and Rescue Authority values | G 82% 10% 8% | G 94% 6% 0% | G 76% 16% 8% |
| 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 80% 11% 8% | G 84% 10% 6% | G 76% 12% 12% |
| A 60% 26% 15% | 9. I feel valued | A 62% 23% 15% | A 66% 23% 11% | R 28% 44% 28% |
| G 72% 15% 13% | 10. I am able to strike the right balance between my work and home life | G 77% 13% 10% | G 78% 13% 8% | R 36% 24% 40% |
| A 70% 19% 12% | Section averages | G 71% 18% 11% | G 74% 16% 10% | R 47% 32% 21% |

| Non Uniformed (incl. Control) | Questions in the "Change Management" section | Male | Female | Prefer not to say (Gender) |
|-------------------------------|--|----------------------|----------------------|----------------------------|
| | | | | |
| G 93% 7% 1% | 1. I understand the need for change at MFRA given the cuts faced by the Authority | G 95% 5% 0% | G 94% 5% 1% | G 84% 16% 0% |
| A 70% 19% 11% | 2. I am communicated with about change that affects me in good time | G 72% 20% 8% | G 73% 16% 10% | R 52% 24% 24% |
| A 56% 27% 17% | 3. Change here is well managed overall | A 59% 25% 16% | A 61% 28% 11% | R 28% 32% 40% |
| A 65% 17% 17% | 4. Change within my team is well managed | A 70% 13% 16% | A 68% 15% 16% | R 40% 36% 24% |
| R 44% 30% 26% | 5. I feel that MFRA consider the impact on me and other people when making decisions | R 51% 28% 21% | R 45% 30% 25% | R 20% 36% 44% |
| R 44% 38% 17% | 6. A lot is done to help staff prepare for and cope with change | R 49% 34% 16% | R 48% 39% 12% | R 16% 44% 40% |
| A 62% 23% 15% | Section averages | A 66% 21% 13% | A 65% 22% 13% | R 40% 31% 29% |

| Non Uniformed (incl. Control) | Questions in the "Overall" section | Male | Female | Prefer not to say (Gender) |
|---|--|--|--|---|
|  | |  |  |  |
|  91% 8% 1% | 1. I am proud to say I work for MFRA |  85% 11% 3% |  96% 4% 0% |  84% 16% 0% |
|  88% 9% 3% | 2. Working here makes me want to do the best I can |  80% 15% 5% |  94% 6% 0% |  84% 4% 12% |
|  75% 14% 10% | 3. If asked, I would recommend to friends and family that MFRA is a good place to work |  79% 13% 8% |  79% 11% 9% |  52% 28% 20% |
|  95% 3% 2% | 4. I care about the future of MFRA |  90% 5% 5% |  98% 1% 1% |  92% 8% 0% |
|  85% 10% 4% | 5. I would still like to be working at MFRA in two years' time |  79% 13% 8% |  94% 5% 1% |  68% 24% 8% |
|  87% 9% 4% | Section averages |  83% 11% 6% |  92% 6% 2% |  76% 16% 8% |

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

| Gender | Total |
|----------------------------|------------|
| Male | 61 |
| Female | 97 |
| Prefer not to say (Gender) | 25 |
| Total | 183 |