



Results of the Survey for Merseyside Fire and Rescue

Data tables showing results for Operational Response by Staff Grouping

(Results for individual cohorts within Staff Grouping are shown only if there were enough respondents [10] within that cohort to meet the minimum requirement for publication of data)

Total respondents: 460

Produced by People Insight in July 2014



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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

Operational Response	Questions in the "Goal Clarity" section	Uniformed Staff
   		   
 67% 17% 16%	1. I understand the priorities or Missions & Aims of MFRA	 67% 17% 17%
 67% 16% 18%	2. I am clear about what I am expected to achieve in my job	 66% 16% 18%
 57% 23% 20%	3. I understand how the work I do helps MFRA to achieve its missions & aims	 56% 24% 20%
 23% 21% 56%	4. Senior managers provide a clear vision of the overall direction of MFRA	 22% 21% 57%
 53% 19% 27%	Section averages	 52% 20% 28%

Operational Response	Questions in the "My Job" section	Uniformed Staff
   		   
R 36% 19% 45%	1. I enjoy my work	R 35% 19% 46%
R 28% 19% 53%	2. My job makes the best use of the skills and abilities that I have	R 28% 18% 54%
R 41% 16% 43%	3. I get a sense of personal accomplishment from my work	R 40% 16% 44%
R 52% 27% 22%	4. I feel that my work contributes to Safer Stronger Communities	R 51% 27% 22%
R 17% 20% 63%	5. I feel supported in my role	R 16% 20% 64%
R 35% 20% 45%	Section averages	R 34% 20% 46%

Operational Response	Questions in the "Employee Involvement" section	Uniformed Staff
   		   
R 23% 15% 61%	1. I am able to use my own initiative at work to do my job	R 22% 16% 62%
R 25% 23% 52%	2. I am encouraged to suggest new ideas for improvements	R 24% 24% 53%
R 25% 9% 66%	3. I am comfortable to speak up and constructively challenge how things are done	R 24% 9% 67%
R 12% 8% 80%	4. People can communicate openly with each other here regardless of position or level	R 11% 8% 82%
R 21% 14% 65%	Section averages	R 20% 14% 66%

Operational Response	Questions in the "Teamwork" section	Uniformed Staff
   		   
 20% 10% 70%	1. Morale in my immediate team/watch/section is generally high	 19% 10% 71%
 45% 22% 33%	2. We are good at sharing ideas to make things work better	 43% 23% 34%
 10% 23% 67%	3. Different parts of the service work well together	 10% 22% 68%
 25% 18% 57%	Section averages	 24% 18% 58%

Operational Response	Questions in the "Learning & Development" section	Uniformed Staff
   		   
A 61% 20% 19%	1. I have received the training and development I need to do my job well and safely	A 61% 20% 20%
R 23% 28% 49%	2. I have the right opportunities to learn and grow at work	R 23% 27% 50%
G 77% 17% 6%	3. I have the knowledge and skills I need to do my job	G 77% 17% 6%
R 26% 28% 46%	4. My last appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	R 25% 29% 46%
A 68% 19% 12%	5. I have good quality equipment to help me do my job	A 68% 20% 12%
R 51% 22% 27%	Section averages	R 51% 22% 27%

Operational Response	Questions in the "Recognition & Reward" section	Uniformed Staff
   		   
R 29% 17% 53%	1. In the last week, I have received thanks or praise for doing good work	R 28% 18% 55%
A 61% 17% 23%	2. I feel valued and recognised for the work that I do by my line manager	A 60% 17% 23%
G 76% 16% 8%	3. I feel valued and recognised for the work that I do by other team members	G 76% 16% 8%
R 12% 12% 76%	4. I feel valued and recognised for the work that I do by senior managers	R 10% 12% 77%
R 27% 33% 40%	5. I receive feedback on my work	R 26% 33% 40%
R 41% 19% 40%	Section averages	R 40% 19% 41%

Operational Response	Questions in the "Management Effectiveness" section	Uniformed Staff
   		   
G 71% 17% 12%	1. My manager communicates regularly about issues that affect my work	G 71% 18% 12%
A 65% 19% 15%	2. My manager makes time for me	A 65% 20% 16%
G 75% 15% 11%	3. My manager treats people fairly and with respect	G 74% 15% 11%
R 52% 30% 18%	4. My manager gives me regular feedback on how I am doing	R 52% 30% 19%
R 10% 20% 70%	5. Senior managers do what they say they are going to do	R 9% 20% 71%
R 17% 9% 74%	6. Employees at my level are able to communicate their concerns to higher management	R 16% 9% 75%
R 3% 11% 87%	7. Fire Authority Council Members engage well with staff at MFRA	R 2% 10% 88%
R 8% 11% 81%	8. I have confidence in the future of MFRA	R 7% 11% 82%
R 38% 16% 46%	Section averages	R 37% 16% 47%

Operational Response	Questions in the "Culture & Values" section	Uniformed Staff
   		   
R 33% 14% 53%	1. Bullying, harassment and discrimination are not tolerated at MFRA	R 33% 14% 54%
R 33% 20% 47%	2. I do not feel I have been bullied, harassed or discriminated against in the last 12 months	R 31% 20% 48%
R 13% 15% 72%	3. I feel able to make decisions without fear of being blamed if things go wrong	R 12% 15% 73%
R 28% 30% 43%	4. Generally we resolve any differences of opinion amicably	R 27% 29% 44%
R 14% 15% 71%	5. Merseyside Fire and Rescue Authority promotes a culture of openness and transparency	R 13% 15% 72%
R 8% 9% 83%	6. Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago	R 7% 8% 85%
R 46% 28% 26%	7. I have a good understanding of Merseyside Fire and Rescue Authority values	R 46% 28% 26%
R 37% 25% 39%	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	R 36% 24% 40%
R 12% 15% 73%	9. I feel valued	R 11% 15% 74%
R 20% 13% 67%	10. I am able to strike the right balance between my work and home life	R 19% 13% 68%
R 24% 18% 57%	Section averages	R 23% 18% 58%

Operational Response	Questions in the "Change Management" section	Uniformed Staff
   		   
A 62% 15% 23%	1. I understand the need for change at MFRA given the cuts faced by the Authority	A 61% 16% 23%
R 41% 25% 34%	2. I am communicated with about change that affects me in good time	R 40% 25% 35%
R 14% 17% 69%	3. Change here is well managed overall	R 13% 18% 70%
R 40% 33% 27%	4. Change within my team is well managed	R 39% 33% 27%
R 11% 12% 78%	5. I feel that MFRA consider the impact on me and other people when making decisions	R 9% 12% 79%
R 11% 13% 76%	6. A lot is done to help staff prepare for and cope with change	R 10% 13% 77%
R 30% 19% 51%	Section averages	R 29% 19% 52%

Operational Response	Questions in the "Overall" section	Uniformed Staff
   		   
R 42% 24% 34%	1. I am proud to say I work for MFRA	R 41% 24% 35%
R 37% 23% 39%	2. Working here makes me want to do the best work I can	R 37% 24% 40%
R 18% 12% 70%	3. If asked, I would recommend to friends and family that MFRA is a good place to work	R 16% 12% 71%
G 74% 16% 10%	4. I care about the future of MFRA	G 74% 16% 10%
R 22% 24% 54%	5. I have a sense of good job security	R 21% 24% 55%
R 39% 20% 41%	Section averages	R 38% 20% 42%

Breakdown of respondents for Merseyside Fire and Rescue: Function/Dept [Operational Response]

Staff Grouping	Total
Uniformed Staff	451
Non Uniformed Staff	8
Control Staff	1
Total	460