

### Scorecard report

Impact	Question	Theme	Response favourability	Comparison
🎯	I feel valued	Culture & Values	62% 22% 16%	n/a
🎯	I get a sense of personal accomplishment from my work	My Job	86% 8% 6%	+14
🎯	I feel supported in my role	My Job	71% 17% 12%	n/a
🎯	I have confidence in the future of MFRA	Management Effectiveness	68% 21% 10%	+32
🎯	I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	Culture & Values	77% 15% 8%	0
🎯	I enjoy my work	My Job	89% 8% 3%	+9
🎯	MFRA promotes a culture of openness and transparency	Culture & Values	60% 23% 16%	+7
🎯	Bullying, harassment and discrimination are not tolerated at MFRA	Culture & Values	82% 11% 7%	+10
🎯	Generally we resolve any differences of opinion amicably	Culture & Values	72% 19% 9%	+15
🎯	I am able to use my own initiative at work to do my job	Employee Involvement	81% 11% 8%	+4
🎯	A lot is done to help staff prepare for and cope with change	Change Management	41% 38% 21%	0
🎯	MFRA supports a positive work-life balance	Health and Wellbeing	66% 23% 11%	n/a
🎯	I feel valued and recognised for the work that I do by senior managers	Recognition & Reward	51% 27% 22%	+15
🎯	I have the right opportunities to learn and grow at work	Learning & Development	68% 19% 14%	+10
🎯	People communicate openly here regardless of position or level	Employee Involvement	55% 19% 26%	-3
🎯	I feel that MFRA consider the impact on me and other people when making decisions	Change Management	44% 32% 24%	+14
🎯	I feel able to make decisions without fear of being blamed if things go wrong	Culture & Values	56% 22% 22%	n/a

 Senior managers do what they say they are going to do	<b>Management Effectiveness</b>		+1
 I feel that my work contributes to Safer Stronger Communities	<b>My Job</b>		n/a
 My job makes the best use of the skills and abilities that I have	<b>My Job</b>		+8
 MFRA is doing a good job of maintaining services under the current circumstances	<b>COVID-19 Related Questions</b>		n/a
 Morale in my immediate team/watch/section is generally high	<b>Teamwork</b>		+8
 Employees at my level are able to communicate their concerns to higher management	<b>Management Effectiveness</b>		+12
 I understand how the work I do helps MFRA to achieve its Mission & Aims	<b>Goal Clarity</b>		+4
 Change here is well managed overall	<b>Change Management</b>		+17
 I am encouraged to suggest new ideas for improvements	<b>Employee Involvement</b>		+1
 The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	<b>COVID-19 Related Questions</b>		n/a
 MFRA Members engage well with staff at MFRA	<b>Management Effectiveness</b>		n/a
 I have a good understanding of MFRA values	<b>Culture &amp; Values</b>		+3
 I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations	<b>COVID-19 Related Questions</b>		n/a
 I am clear about what I am expected to achieve in my job	<b>Goal Clarity</b>		+7
 I do not feel I have been bullied, harassed or discriminated against in the last 12 months	<b>Culture &amp; Values</b>		+15
 I understand the priorities or Missions & Aims of MFRA	<b>Goal Clarity</b>		+9
 I receive feedback on my work	<b>Recognition &amp; Reward</b>		n/a
 Senior Managers provide a clear vision of the overall direction of MFRA	<b>Goal Clarity</b>		+11

	Different parts of the service work well together	<b>Teamwork</b>		
	I am communicated with about change that affects me in good time	<b>Change Management</b>		
	I am comfortable to speak up and constructively challenge how things are done	<b>Employee Involvement</b>		
	My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	<b>Learning &amp; Development</b>		
	MFRA is a better place to work than it was 3 years ago	<b>Culture &amp; Values</b>		n/a
	We are good at sharing ideas to make things work better	<b>Teamwork</b>		
	I have received the training and development I need to do my job well and safely	<b>Learning &amp; Development</b>		
	Change within my team is well managed	<b>Change Management</b>		n/a
	I am able to access learning and development opportunities	<b>Learning &amp; Development</b>		n/a
	My manager treats me fairly and with respect	<b>Management Effectiveness</b>		
	I am able to strike the right balance between my work and home life	<b>Culture &amp; Values</b>		
	I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	<b>My Job</b>		
	MFRA provides me with information that promotes a healthier lifestyle	<b>Health and Wellbeing</b>		n/a
	My manager makes time for me	<b>Management Effectiveness</b>		
	I have the knowledge and skills I need to do my job well	<b>Learning &amp; Development</b>		
	I have a sense of good job security	<b>My Job</b>		
	I consider that I benefited from the support I received through the Occupational Health Team	<b>Health and Wellbeing</b>		n/a
	I feel valued and recognised for the work that I do by my line manager	<b>Recognition &amp; Reward</b>		
	My manager gives me regular feedback on how I am doing	<b>Management Effectiveness</b>		

	I have good quality equipment to help me do my job	<b>Learning &amp; Development</b>		
	My manager communicates regularly about issues that affect my work	<b>Management Effectiveness</b>		
	I understand the need for change at MFRA given the cuts faced by the Authority	<b>Change Management</b>		
	In general I would say my health is good	<b>Health and Wellbeing</b>		
	In the last week, I have received thanks or praise for doing good work	<b>Recognition &amp; Reward</b>		
	I feel valued and recognised for the work that I do by other team members	<b>Recognition &amp; Reward</b>		
	I am aware of the Health and Wellbeing support services available through the Occupational Health Team	<b>Yes/No Questions</b>		n/a
	I have used the services available through the Occupational Health Team	<b>Yes/No Questions</b>		n/a
	The pandemic has affected us all in different ways. Do you think that your experience of the pandemic has heavily influenced your responses in the survey?	<b>Yes/No Questions</b>		n/a
	Did you take part in the 2018 Staff Survey?	<b>Yes/No Questions</b>		n/a
	I am proud to say I work for MFRA	<b>Engagement</b>		
	Working here makes me want to do the best I can	<b>Engagement</b>		
	If asked, I would recommend to friends and family that MFRA is a good place to work	<b>Engagement</b>		
	I would still like to be working at MFRA in two years' time	<b>Engagement</b>		
	I care about the future of MFRA	<b>Engagement</b>		

## Appendix

Dashboard:	Merseyside Fire & Rescue Census 2020
Dashboard hierarchy type:	none
Response count:	637
Panel count:	1039
Participation:	61%
Comparison:	All sector
Report produced:	22 January 2021