

Comparisons (Substantive role/grade (self-report): Firefighter (Control), Manager, Support Staff, Watch Manager/Crew Manager (Control))

	Overall	White British	Prefer not to say	BAME	Any other White Background
<b>No. of Responses</b>	247	213	27	4	3
<b>Goal Clarity</b>	87%	89%	74%		
I am clear about what I am expected to achieve in my job	90%	91%	81%		
I understand how the work I do helps MFRA to achieve its Mission & Aims	94%	95%	85%		
I understand the priorities or Missions & Aims of MFRA	93%	94%	89%		
Senior Managers provide a clear vision of the overall direction of MFRA	72%	77%	41%		
<b>My Job</b>	78%	81%	60%		
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	78%	80%	67%		
I enjoy my work	87%	90%	67%		
I feel supported in my role	71%	75%	44%		

I feel that my work contributes to Safer Stronger Communities	83%	85%	74%
I get a sense of personal accomplishment from my work	85%	87%	67%
I have a sense of good job security	68%	70%	59%
My job makes the best use of the skills and abilities that I have	74%	78%	41%
<b>Employee Involvement</b>	72%	76%	49%
I am able to use my own initiative at work to do my job	86%	90%	67%
I am comfortable to speak up and constructively challenge how things are done	71%	74%	52%
I am encouraged to suggest new ideas for improvements	76%	80%	52%
People communicate openly here regardless of position or level	56%	61%	26%
<b>Teamwork</b>	66%	68%	49%
Different parts of the service work well together	56%	58%	44%
Morale in my immediate team/watch/section is generally high	60%	64%	30%
We are good at sharing ideas to make things work better	81%	83%	74%
<b>Learning &amp; Development</b>	74%	77%	60%
I am able to access learning and development opportunities	64%	67%	52%

I have good quality equipment to help me do my job	79%	82%	59%
I have received the training and development I need to do my job well and safely	81%	83%	70%
I have the knowledge and skills I need to do my job well	94%	96%	85%
I have the right opportunities to learn and grow at work	64%	67%	48%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	62%	65%	44%
<b>Recognition &amp; Reward</b>	66%	69%	53%
I feel valued and recognised for the work that I do by my line manager	76%	78%	70%
I feel valued and recognised for the work that I do by other team members	80%	84%	59%
I feel valued and recognised for the work that I do by senior managers	50%	54%	26%
I receive feedback on my work	60%	63%	44%
In the last week, I have received thanks or praise for doing good work	64%	66%	63%
<b>Management Effectiveness</b>	66%	69%	46%
Employees at my level are able to communicate their concerns to higher management	60%	65%	30%
I have confidence in the future of MFRA	70%	73%	52%
MFRA Members engage well with staff at MFRA	40%	45%	11%

My manager communicates regularly about issues that affect my work	74%	77%	63%
My manager gives me regular feedback on how I am doing	67%	70%	52%
My manager makes time for me	81%	82%	70%
My manager treats me fairly and with respect	86%	89%	70%
Senior managers do what they say they are going to do	46%	50%	19%
<b>Culture &amp; Values</b>	69%	72%	47%
Bullying, harassment and discrimination are not tolerated at MFRA	81%	84%	67%
Generally we resolve any differences of opinion amicably	71%	75%	48%
I am able to strike the right balance between my work and home life	79%	81%	67%
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	80%	85%	52%
I feel able to make decisions without fear of being blamed if things go wrong	63%	68%	41%
I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	78%	81%	56%
I feel valued	57%	62%	26%
I have a good understanding of MFRA values	88%	89%	81%

MFRA is a better place to work than it was 3 years ago	32%	36%	11%
MFRA promotes a culture of openness and transparency	59%	64%	19%
<b>Change Management</b>	56%	59%	34%
A lot is done to help staff prepare for and cope with change	41%	45%	11%
Change here is well managed overall	53%	57%	30%
Change within my team is well managed	61%	64%	37%
I am communicated with about change that affects me in good time	56%	59%	41%
I feel that MFRA consider the impact on me and other people when making decisions	43%	47%	7%
I understand the need for change at MFRA given the cuts faced by the Authority	81%	83%	78%
<b>Health and Wellbeing</b>	80%	82%	68%
I consider that I benefited from the support I received through the Occupational Health Team	90%	90%	89%
In general I would say my health is good	84%	85%	74%
MFRA provides me with information that promotes a healthier lifestyle	78%	80%	67%
MFRA supports a positive work-life balance	70%	75%	48%
<b>COVID-19 Related Questions</b>	85%	88%	68%

I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations	74%	78%	52%
MFRA is doing a good job of maintaining services under the current circumstances	90%	92%	81%
The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	91%	94%	70%
<b>Engagement</b>	89%	91%	76%
I am proud to say I work for MFRA	93%	94%	81%
I care about the future of MFRA	96%	96%	96%
I would still like to be working at MFRA in two years` time	82%	85%	63%
If asked, I would recommend to friends and family that MFRA is a good place to work	81%	85%	59%
Working here makes me want to do the best I can	91%	93%	78%
<b>Yes/No Questions</b>	75%	75%	72%
Did you take part in the 2018 Staff Survey?	72%	71%	74%
I am aware of the Health and Wellbeing support services available through the Occupational Health Team	95%	96%	89%
I have used the services available through the Occupational Health Team	60%	60%	67%
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?	74%	75%	59%



## Appendix

Dashboard:	Merseyside Fire & Rescue Employee Census 2020
Dashboard hierarchy type:	none
Response count:	247
Panel count:	undefined
Participation:	n/a
Comparison:	Survey Overall
Report produced:	9 February 2021