

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

	Overall	Agnostic	Atheist	Buddhist	Christian	Humanist	Jewish	Muslim	No religion	Other	Prefer not to say
No. of Responses	247	16	13	0	142	1	0	1	43	1	30
Goal Clarity	87%	83%	73%		89%				89%		85%
I am clear about what I am expected to achieve in my job	90%	81%	77%		92%				91%		87%
I understand how the work I do helps MFRA to achieve its Mission & Aims	94%	88%	85%		96%				91%		97%
I understand the priorities or Missions & Aims of MFRA	93%	94%	85%		92%				95%		97%
Senior Managers provide a clear vision of the overall direction of MFRA	72%	69%	46%		75%				79%		60%
My Job	78%	79%	56%		84%				75%		63%
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	78%	88%	62%		80%				79%		63%
I enjoy my work	87%	88%	54%		92%				91%		70%
I feel supported in my role	71%	69%	62%		80%				63%		50%
I feel that my work contributes to Safer Stronger Communities	83%	75%	62%		89%				74%		83%

I get a sense of personal accomplishment from my work	85%	81%	62%	91%	84%	67%
I have a sense of good job security	68%	69%	46%	75%	65%	53%
My job makes the best use of the skills and abilities that I have	74%	88%	46%	80%	70%	57%
Employee Involvement	72%	86%	48%	75%	75%	63%
I am able to use my own initiative at work to do my job	86%	88%	62%	89%	88%	83%
I am comfortable to speak up and constructively challenge how things are done	71%	81%	46%	75%	74%	57%
I am encouraged to suggest new ideas for improvements	76%	94%	62%	77%	74%	70%
People communicate openly here regardless of position or level	56%	81%	23%	59%	63%	40%
Teamwork	66%	71%	36%	70%	68%	53%
Different parts of the service work well together	56%	56%	23%	62%	51%	53%
Morale in my immediate team/watch/section is generally high	60%	69%	23%	65%	65%	40%
We are good at sharing ideas to make things work better	81%	88%	62%	84%	88%	67%
Learning & Development	74%	81%	63%	78%	74%	61%
I am able to access learning and development opportunities	64%	69%	38%	71%	60%	53%
I have good quality equipment to help me do my job	79%	94%	77%	81%	84%	63%

I have received the training and development I need to do my job well and safely	81%	94%	77%	83%	77%	77%
I have the knowledge and skills I need to do my job well	94%	94%	100%	96%	91%	80%
I have the right opportunities to learn and grow at work	64%	63%	54%	66%	74%	47%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	62%	75%	31%	70%	58%	43%
Recognition & Reward	66%	73%	57%	69%	68%	49%
I feel valued and recognised for the work that I do by my line manager	76%	88%	62%	79%	79%	57%
I feel valued and recognised for the work that I do by other team members	80%	94%	92%	82%	84%	50%
I feel valued and recognised for the work that I do by senior managers	50%	50%	31%	56%	44%	40%
I receive feedback on my work	60%	63%	54%	65%	60%	43%
In the last week, I have received thanks or praise for doing good work	64%	69%	46%	65%	74%	57%
Management Effectiveness	66%	69%	42%	70%	66%	52%
Employees at my level are able to communicate their concerns to higher management	60%	63%	31%	64%	58%	57%
I have confidence in the future of MFRA	70%	63%	46%	77%	67%	63%
MFRA Members engage well with staff at MFRA	40%	31%	15%	47%	40%	27%

My manager communicates regularly about issues that affect my work	74%	88%	46%	77%	84%	53%
My manager gives me regular feedback on how I am doing	67%	63%	46%	74%	67%	47%
My manager makes time for me	81%	100%	62%	84%	79%	63%
My manager treats me fairly and with respect	86%	100%	69%	90%	86%	67%
Senior managers do what they say they are going to do	46%	44%	23%	49%	47%	40%
Culture & Values	69%	74%	59%	73%	68%	56%
Bullying, harassment and discrimination are not tolerated at MFRA	81%	88%	85%	83%	79%	73%
Generally we resolve any differences of opinion amicably	71%	81%	54%	75%	72%	53%
I am able to strike the right balance between my work and home life	79%	75%	85%	82%	79%	63%
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	80%	88%	77%	84%	86%	60%
I feel able to make decisions without fear of being blamed if things go wrong	63%	81%	62%	69%	56%	40%
I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	78%	75%	69%	81%	81%	67%
I feel valued	57%	69%	38%	61%	60%	40%
I have a good understanding of MFRA values	88%	81%	85%	92%	81%	90%

MFRA is a better place to work than it was 3 years ago	32%	38%	15%	35%	28%	30%
MFRA promotes a culture of openness and transparency	59%	69%	23%	65%	58%	43%
Change Management	56%	68%	44%	61%	51%	40%
A lot is done to help staff prepare for and cope with change	41%	63%	38%	44%	37%	23%
Change here is well managed overall	53%	56%	46%	58%	51%	37%
Change within my team is well managed	61%	75%	54%	67%	56%	40%
I am communicated with about change that affects me in good time	56%	63%	38%	61%	49%	47%
I feel that MFRA consider the impact on me and other people when making decisions	43%	63%	23%	50%	30%	23%
I understand the need for change at MFRA given the cuts faced by the Authority	81%	88%	62%	85%	81%	70%
Health and Wellbeing	80%	88%	55%	84%	79%	64%
I consider that I benefited from the support I received through the Occupational Health Team	90%	100%	80%	90%	89%	85%
In general I would say my health is good	84%	94%	46%	89%	88%	67%
MFRA provides me with information that promotes a healthier lifestyle	78%	81%	62%	83%	74%	67%
MFRA supports a positive work-life balance	70%	81%	46%	77%	70%	43%
COVID-19 Related Questions	85%	83%	72%	88%	91%	73%

I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations	74%	69%	46%	78%	86%	57%
MFRA is doing a good job of maintaining services under the current circumstances	90%	88%	92%	92%	93%	83%
The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	91%	94%	77%	94%	95%	80%
Engagement	89%	94%	65%	92%	91%	79%
I am proud to say I work for MFRA	93%	100%	69%	96%	93%	87%
I care about the future of MFRA	96%	100%	85%	97%	100%	90%
I would still like to be working at MFRA in two years` time	82%	81%	54%	87%	86%	70%
If asked, I would recommend to friends and family that MFRA is a good place to work	81%	88%	54%	87%	84%	63%
Working here makes me want to do the best I can	91%	100%	62%	95%	93%	83%
Yes/No Questions	75%	75%	71%	78%	67%	74%
Did you take part in the 2018 Staff Survey?	72%	75%	69%	74%	63%	70%
I am aware of the Health and Wellbeing support services available through the Occupational Health Team	95%	94%	92%	97%	91%	93%
I have used the services available through the Occupational Health Team	60%	63%	38%	65%	42%	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%	69%	85%	75%	74%	67%

Appendix

Dashboard:	Merseyside Fire & Rescue Census 2020
Dashboard hierarchy type:	none
Response count:	247
Panel count:	undefined
Participation:	n/a
Comparison:	Survey Overall
Report produced:	22 January 2021