

### Comparisons (Substantive role/grade (self-report): Area Manager, Crew Manager, Firefighter, Group Manager, Head of Function/Director, Principal Officer, Station Manager, Watch Manager)

	Overall	White British	Prefer not to say	BAME	Any other White Background
<b>No. of Responses</b>	390	323	46	16	5
<b>Goal Clarity</b>	86%	88%	71%	86%	
I am clear about what I am expected to achieve in my job	93%	95%	80%	94%	
I understand how the work I do helps MFRA to achieve its Mission & Aims	91%	93%	80%	88%	
I understand the priorities or Missions & Aims of MFRA	94%	95%	87%	94%	
Senior Managers provide a clear vision of the overall direction of MFRA	66%	71%	37%	69%	
<b>My Job</b>	81%	83%	66%	88%	
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	78%	79%	63%	94%	
I enjoy my work	90%	91%	87%	88%	
I feel supported in my role	71%	74%	46%	88%	

I feel that my work contributes to Safer Stronger Communities	89%	91%	74%	88%
I get a sense of personal accomplishment from my work	87%	89%	67%	94%
I have a sense of good job security	81%	82%	72%	88%
My job makes the best use of the skills and abilities that I have	74%	76%	52%	75%
<b>Employee Involvement</b>	69%	73%	39%	77%
I am able to use my own initiative at work to do my job	78%	82%	52%	88%
I am comfortable to speak up and constructively challenge how things are done	73%	77%	41%	88%
I am encouraged to suggest new ideas for improvements	72%	77%	39%	69%
People communicate openly here regardless of position or level	54%	58%	22%	63%
<b>Teamwork</b>	69%	71%	57%	71%
Different parts of the service work well together	53%	55%	39%	63%
Morale in my immediate team/watch/section is generally high	76%	79%	61%	75%
We are good at sharing ideas to make things work better	77%	79%	72%	75%
<b>Learning &amp; Development</b>	78%	80%	60%	86%
I am able to access learning and development opportunities	77%	80%	50%	88%

I have good quality equipment to help me do my job	85%	86%	74%	81%
I have received the training and development I need to do my job well and safely	82%	85%	57%	88%
I have the knowledge and skills I need to do my job well	92%	93%	80%	100%
I have the right opportunities to learn and grow at work	70%	73%	46%	88%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	61%	61%	52%	75%
<b>Recognition &amp; Reward</b>	68%	71%	51%	66%
I feel valued and recognised for the work that I do by my line manager	81%	84%	63%	69%
I feel valued and recognised for the work that I do by other team members	85%	86%	70%	88%
I feel valued and recognised for the work that I do by senior managers	52%	56%	20%	63%
I receive feedback on my work	62%	64%	48%	56%
In the last week, I have received thanks or praise for doing good work	63%	64%	57%	56%
<b>Management Effectiveness</b>	70%	73%	51%	74%
Employees at my level are able to communicate their concerns to higher management	61%	65%	30%	69%
I have confidence in the future of MFRA	67%	71%	41%	69%
MFRA Members engage well with staff at MFRA	48%	52%	28%	44%

My manager communicates regularly about issues that affect my work	86%	88%	74%	88%
My manager gives me regular feedback on how I am doing	73%	76%	63%	69%
My manager makes time for me	86%	88%	72%	100%
My manager treats me fairly and with respect	92%	94%	78%	94%
Senior managers do what they say they are going to do	48%	51%	22%	63%
<b>Culture &amp; Values</b>	70%	73%	47%	79%
Bullying, harassment and discrimination are not tolerated at MFRA	83%	85%	59%	94%
Generally we resolve any differences of opinion amicably	72%	76%	43%	69%
I am able to strike the right balance between my work and home life	77%	77%	74%	94%
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	80%	82%	61%	88%
I feel able to make decisions without fear of being blamed if things go wrong	52%	55%	22%	75%
I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	76%	80%	48%	88%
I feel valued	65%	70%	33%	69%
I have a good understanding of MFRA values	87%	89%	72%	94%

MFRA is a better place to work than it was 3 years ago	48%	52%	24%	50%
MFRA promotes a culture of openness and transparency	61%	65%	33%	69%
<b>Change Management</b>	59%	62%	38%	75%
A lot is done to help staff prepare for and cope with change	41%	44%	22%	63%
Change here is well managed overall	57%	61%	26%	81%
Change within my team is well managed	72%	74%	57%	75%
I am communicated with about change that affects me in good time	62%	64%	39%	81%
I feel that MFRA consider the impact on me and other people when making decisions	46%	49%	15%	69%
I understand the need for change at MFRA given the cuts faced by the Authority	78%	80%	67%	81%
<b>Health and Wellbeing</b>	78%	80%	60%	91%
I consider that I benefited from the support I received through the Occupational Health Team	89%	91%	63%	100%
In general I would say my health is good	93%	94%	85%	100%
MFRA provides me with information that promotes a healthier lifestyle	73%	75%	48%	81%
MFRA supports a positive work-life balance	63%	65%	46%	88%
<b>COVID-19 Related Questions</b>	86%	89%	67%	90%

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%	46%	75%
MFRA is doing a good job of maintaining services under the current circumstances	90%	93%	70%	94%
The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	94%	95%	85%	100%
<b>Engagement</b>	87%	89%	71%	98%
I am proud to say I work for MFRA	88%	90%	72%	100%
I care about the future of MFRA	96%	96%	89%	100%
I would still like to be working at MFRA in two years` time	85%	87%	70%	100%
If asked, I would recommend to friends and family that MFRA is a good place to work	81%	84%	57%	94%
Working here makes me want to do the best I can	85%	88%	70%	94%
<b>Yes/No Questions</b>	73%	73%	70%	77%
Did you take part in the 2018 Staff Survey?	64%	63%	72%	63%
I am aware of the Health and Wellbeing support services available through the Occupational Health Team	92%	93%	80%	94%
I have used the services available through the Occupational Health Team	50%	51%	41%	56%
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?	88%	87%	87%	94%



## Appendix

Dashboard:	Merseyside Fire & Rescue Employee Census 2020
Dashboard hierarchy type:	none
Response count:	390
Panel count:	undefined
Participation:	n/a
Comparison:	Survey Overall
Report produced:	9 February 2021