

Scorecard report (Function/Place (self-report): Operational Preparedness)

Impact	Question	Theme	Response favourability	Comparison
	MFRA is doing a good job of maintaining services under the current circumstances	COVID-19 Related Questions		+4
	I have confidence in the future of MFRA	Management Effectiveness		+10
	Bullying, harassment and discrimination are not tolerated at MFRA	Culture & Values		+8
	The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	COVID-19 Related Questions		+1
	I get a sense of personal accomplishment from my work	My Job		+1
	I have good quality equipment to help me do my job	Learning & Development		-3
	I enjoy my work	My Job		+1
	My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	Learning & Development		+4
	I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	My Job		-5
	I feel valued	Culture & Values		-2
	I believe the measures we are taking will ensure that it is safe for employees to work on fire stations and other locations	COVID-19 Related Questions		+4
	I feel that MFRA consider the impact on me and other people when making decisions	Change Management		-3
	Change here is well managed overall	Change Management		+5
	MFRA is a better place to work than it was 3 years ago	Culture & Values		+6
	Morale in my immediate team/watch/section is generally high	Teamwork		-2
	I feel supported in my role	My Job		-1
	A lot is done to help staff prepare for and cope with change	Change Management		+4

 <p>Change within my team is well managed</p>	<b>Change Management</b>		<b>-6</b>
 <p>I feel that my work contributes to Safer Stronger Communities</p>	<b>My Job</b>		<b>+5</b>
 <p>We are good at sharing ideas to make things work better</p>	<b>Teamwork</b>		<b>+4</b>
 <p>I have received the training and development I need to do my job well and safely</p>	<b>Learning &amp; Development</b>		<b>+4</b>
 <p>I am able to access learning and development opportunities</p>	<b>Learning &amp; Development</b>		<b>-7</b>
 <p>I feel able to make decisions without fear of being blamed if things go wrong</p>	<b>Culture &amp; Values</b>		<b>+5</b>
 <p>I understand the priorities or Missions &amp; Aims of MFRA</p>	<b>Goal Clarity</b>		<b>+1</b>
 <p>MFRA promotes a culture of openness and transparency</p>	<b>Culture &amp; Values</b>		<b>+5</b>
 <p>My job makes the best use of the skills and abilities that I have</p>	<b>My Job</b>		<b>+7</b>
 <p>I have the knowledge and skills I need to do my job well</p>	<b>Learning &amp; Development</b>		<b>+3</b>
 <p>I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age</p>	<b>Culture &amp; Values</b>		<b>+4</b>
 <p>My manager makes time for me</p>	<b>Management Effectiveness</b>		<b>-4</b>
 <p>I understand the need for change at MFRA given the cuts faced by the Authority</p>	<b>Change Management</b>		<b>0</b>
 <p>I am communicated with about change that affects me in good time</p>	<b>Change Management</b>		<b>0</b>
 <p>My manager gives me regular feedback on how I am doing</p>	<b>Management Effectiveness</b>		<b>-7</b>
 <p>Employees at my level are able to communicate their concerns to higher management</p>	<b>Management Effectiveness</b>		<b>+3</b>
 <p>I am clear about what I am expected to achieve in my job</p>	<b>Goal Clarity</b>		<b>+1</b>
 <p>MFRA Members engage well with staff at MFRA</p>	<b>Management Effectiveness</b>		<b>-3</b>

Generally we resolve any differences of opinion amicably	<b>Culture &amp; Values</b>		+2
I am encouraged to suggest new ideas for improvements	<b>Employee Involvement</b>		+5
People communicate openly here regardless of position or level	<b>Employee Involvement</b>		+5
My manager treats me fairly and with respect	<b>Management Effectiveness</b>		-1
I receive feedback on my work	<b>Recognition &amp; Reward</b>		-2
I have a sense of good job security	<b>My Job</b>		+1
Different parts of the service work well together	<b>Teamwork</b>		+13
I am able to use my own initiative at work to do my job	<b>Employee Involvement</b>		+9
I understand how the work I do helps MFRA to achieve its Mission & Aims	<b>Goal Clarity</b>		+5
Senior managers do what they say they are going to do	<b>Management Effectiveness</b>		-9
Senior Managers provide a clear vision of the overall direction of MFRA	<b>Goal Clarity</b>		+4
I do not feel I have been bullied, harassed or discriminated against in the last 12 months	<b>Culture &amp; Values</b>		+5
I feel valued and recognised for the work that I do by senior managers	<b>Recognition &amp; Reward</b>		0
I am comfortable to speak up and constructively challenge how things are done	<b>Employee Involvement</b>		+3
I have a good understanding of MFRA values	<b>Culture &amp; Values</b>		+5
I have the right opportunities to learn and grow at work	<b>Learning &amp; Development</b>		-12
I consider that I benefited from the support I received through the Occupational Health Team	<b>Health and Wellbeing</b>		+6
My manager communicates regularly about issues that affect my work	<b>Management Effectiveness</b>		-9
In general I would say my health is good	<b>Health and Wellbeing</b>		+6
I am able to strike the right balance between my work	<b>Culture &amp; Values</b>		+3

	and home life					
🎯	I feel valued and recognised for the work that I do by other team members	Recognition & Reward	85%	12%	3%	+2
🎯	MFRA supports a positive work-life balance	Health and Wellbeing	74%	18%	8%	+8
🎯	I feel valued and recognised for the work that I do by my line manager	Recognition & Reward	74%	21%	5%	-4
🎯	In the last week, I have received thanks or praise for doing good work	Recognition & Reward	55%	20%	26%	-9
🎯	MFRA provides me with information that promotes a healthier lifestyle	Health and Wellbeing	86%	13%	1%	+11
🎯	I am aware of the Health and Wellbeing support services available through the Occupational Health Team	Yes/No Questions	98%		2%	+5
🎯	Did you take part in the 2018 Staff Survey?	Yes/No Questions	78%		22%	+11
🎯	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?	Yes/No Questions	82%		18%	0
🎯	I have used the services available through the Occupational Health Team	Yes/No Questions	69%		31%	+15
	I am proud to say I work for MFRA	Engagement	97%	2%	1%	+7
	If asked, I would recommend to friends and family that MFRA is a good place to work	Engagement	92%	7%	1%	+11
	Working here makes me want to do the best I can	Engagement	95%	4%	1%	+7
	I care about the future of MFRA	Engagement	99%		1%	+3
	I would still like to be working at MFRA in two years' time	Engagement	89%	9%	2%	+5

## Appendix

Dashboard:	Merseyside Fire & Rescue Census 2020
Dashboard hierarchy type:	none
Response count:	97
Panel count:	97
Participation:	100%
Comparison:	Survey Overall
Report produced:	2 February 2021