

Scorecard report (Function/Place (self-report): Operational Response (including operational crews))

Impact	Question	Theme	Response favourability	Comparison
🎯	I feel valued	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 61%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 22%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 18%; background-color: #555555;"></div></div>	-1
🎯	I feel supported in my role	My Job	<div style="display: flex; align-items: center;"><div style="width: 69%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 17%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 14%; background-color: #555555;"></div></div>	-2
🎯	I have the right opportunities to learn and grow at work	Learning & Development	<div style="display: flex; align-items: center;"><div style="width: 68%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 19%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 14%; background-color: #555555;"></div></div>	0
🎯	I get a sense of personal accomplishment from my work	My Job	<div style="display: flex; align-items: center;"><div style="width: 85%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 9%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 6%; background-color: #555555;"></div></div>	-1
🎯	I am able to use my own initiative at work to do my job	Employee Involvement	<div style="display: flex; align-items: center;"><div style="width: 74%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 13%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 13%; background-color: #555555;"></div></div>	-7
🎯	I feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 74%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 15%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 11%; background-color: #555555;"></div></div>	-3
🎯	Bullying, harassment and discrimination are not tolerated at MFRA	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 80%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 11%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 10%; background-color: #555555;"></div></div>	-2
🎯	I have confidence in the future of MFRA	Management Effectiveness	<div style="display: flex; align-items: center;"><div style="width: 63%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 24%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 14%; background-color: #555555;"></div></div>	-6
🎯	I enjoy my work	My Job	<div style="display: flex; align-items: center;"><div style="width: 90%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 8%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 3%; background-color: #555555;"></div></div>	+1
🎯	Generally we resolve any differences of opinion amicably	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 70%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 20%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 11%; background-color: #555555;"></div></div>	-2
🎯	MFRA promotes a culture of openness and transparency	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 58%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 23%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 20%; background-color: #555555;"></div></div>	-2
🎯	MFRA supports a positive work-life balance	Health and Wellbeing	<div style="display: flex; align-items: center;"><div style="width: 60%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 26%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 13%; background-color: #555555;"></div></div>	-6
🎯	I feel valued and recognised for the work that I do by senior managers	Recognition & Reward	<div style="display: flex; align-items: center;"><div style="width: 46%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 29%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 25%; background-color: #555555;"></div></div>	-5
🎯	I feel that my work contributes to Safer Stronger Communities	My Job	<div style="display: flex; align-items: center;"><div style="width: 87%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 11%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 2%; background-color: #555555;"></div></div>	+1
🎯	I feel able to make decisions without fear of being blamed if things go wrong	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 47%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 24%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 29%; background-color: #555555;"></div></div>	-9
🎯	I do not feel I have been bullied, harassed or discriminated against in the last 12 months	Culture & Values	<div style="display: flex; align-items: center;"><div style="width: 79%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 8%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 13%; background-color: #555555;"></div></div>	-1
🎯	People communicate openly here regardless of position or level	Employee Involvement	<div style="display: flex; align-items: center;"><div style="width: 52%; background-color: #00a0e3; margin-right: 5px;"></div><div style="width: 20%; background-color: #d9d9d9; margin-right: 5px;"></div><div style="width: 29%; background-color: #555555;"></div></div>	-3

<p>Morale in my immediate team/watch/section is generally high</p>	Teamwork		+5
<p>I understand how the work I do helps MFRA to achieve its Mission & Aims</p>	Goal Clarity		-3
<p>A lot is done to help staff prepare for and cope with change</p>	Change Management		-4
<p>I am encouraged to suggest new ideas for improvements</p>	Employee Involvement		-6
<p>I receive feedback on my work</p>	Recognition & Reward		-4
<p>Senior managers do what they say they are going to do</p>	Management Effectiveness		-3
<p>I understand the priorities or Missions & Aims of MFRA</p>	Goal Clarity		-1
<p>Employees at my level are able to communicate their concerns to higher management</p>	Management Effectiveness		-4
<p>MFRA is doing a good job of maintaining services under the current circumstances</p>	COVID-19 Related Questions		-2
<p>I feel that MFRA consider the impact on me and other people when making decisions</p>	Change Management		-4
<p>I have a good understanding of MFRA values</p>	Culture & Values		-3
<p>Different parts of the service work well together</p>	Teamwork		-4
<p>Senior Managers provide a clear vision of the overall direction of MFRA</p>	Goal Clarity		-6
<p>MFRA Members engage well with staff at MFRA</p>	Management Effectiveness		+1
<p>My job makes the best use of the skills and abilities that I have</p>	My Job		-4
<p>Change here is well managed overall</p>	Change Management		-3
<p>My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well</p>	Learning & Development		-4
<p>I am able to strike the right balance between my work and home life</p>	Culture & Values		-1
<p>I am comfortable to speak up and constructively challenge how things are</p>	Employee Involvement		-2

	done				
🎯	I am clear about what I am expected to achieve in my job	Goal Clarity	93%	5% 2%	+1
🎯	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	73%	15% 13%	-2
🎯	We are good at sharing ideas to make things work better	Teamwork	75%	13% 12%	-4
🎯	The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic	COVID-19 Related Questions	94%	4% 3%	+1
🎯	My manager treats me fairly and with respect	Management Effectiveness	91%	6% 3%	+1
🎯	I am able to access learning and development opportunities	Learning & Development	75%	15% 10%	+3
🎯	I have received the training and development I need to do my job well and safely	Learning & Development	80%	12% 8%	-2
🎯	In the last week, I have received thanks or praise for doing good work	Recognition & Reward	61%	22% 17%	-2
🎯	I feel valued and recognised for the work that I do by my line manager	Recognition & Reward	78%	15% 7%	-1
🎯	Change within my team is well managed	Change Management	68%	22% 10%	+1
🎯	MFRA is a better place to work than it was 3 years ago	Culture & Values	43%	48% 9%	+1
🎯	I am communicated with about change that affects me in good time	Change Management	58%	28% 14%	-2
🎯	My manager makes time for me	Management Effectiveness	85%	11% 5%	+1
🎯	I have the knowledge and skills I need to do my job well	Learning & Development	90%	8% 1%	-2
🎯	My manager communicates regularly about issues that affect my work	Management Effectiveness	86%	10% 4%	+5
🎯	In general I would say my health is good	Health and Wellbeing	94%	4% 2%	+4
🎯	MFRA provides me with information that promotes a healthier lifestyle	Health and Wellbeing	72%	20% 7%	-2
🎯	My manager gives me regular feedback on how I am doing	Management Effectiveness	73%	21% 7%	+2
🎯	I have a sense of good job security	My Job	80%	11% 9%	+4

	I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	My Job		-1
	I have good quality equipment to help me do my job	Learning & Development		+3
	I consider that I benefited from the support I received through the Occupational Health Team	Health and Wellbeing		-1
	I feel valued and recognised for the work that I do by other team members	Recognition & Reward		0
	I understand the need for change at MFRA given the cuts faced by the Authority	Change Management		-5
	I am aware of the Health and Wellbeing support services available through the Occupational Health Team	Yes/No Questions		-2
	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		+6
	I have used the services available through the Occupational Health Team	Yes/No Questions		-6
	Did you take part in the 2018 Staff Survey?	Yes/No Questions		-5
	I am proud to say I work for MFRA	Engagement		-3
	If asked, I would recommend to friends and family that MFRA is a good place to work	Engagement		-3
	Working here makes me want to do the best I can	Engagement		-4
	I would still like to be working at MFRA in two years' time	Engagement		-1
	I care about the future of MFRA	Engagement		-1

Appendix

Dashboard:	Merseyside Fire & Rescue Census 2020
Dashboard hierarchy type:	none
Response count:	311
Panel count:	311
Participation:	100%
Comparison:	Survey Overall
Report produced:	4 January 2021