

































## Comments






















Role: Control, Non-Uniformed, Uniformed





















balance colleagues communities  
**community** conditions culture day difference  
 environment feel feeling flexi flexibility flexible good  
 helping hours impact **job** line make makes making  
 manager mfra mfrs office opportunities organisation part  
**people** positive pride proud public purpose role  
 safe satisfaction security sense serve service serving staff  
 support team time **work working**























note: the smiley faces give an indication of how positive or otherwise the person making the comment was in their overall response to the survey.






















Rating	Comment
	The super leadership team.
	Feeling that you are making a difference to people's lives.
	It's people
	The people and our overall purpose
	The feeling that we are doing our best to protect the public and those most in need.
	Job Security, other benefits besides pay (free gym, flexi, working hours, occ health)
	As part of my team, I feel fully supported by MFRA
	Feeling part of a team, and being proud to say I contribute to the success of MFRA
	The value of my work, I make a difference.
	Serving the community and working with a fantastic group of people























	Ultimately being an integral part of the emergency services helping our communities when they need it most
	the people, the flexi, serving the community, introduction of hybrid working for support staff in 2023
	Job security
	Flexitime and that all members of the team get along
	Job security, A good place to work
	Feeling part of MFRA and valued for the job I do
	Conditions of service, job security & colleagues
	Job satisfaction and purpose
	Pride in my role within the community
	The people, the impact, the achievements
	Flexibility
	Job security in a safe, clean, healthy & friendly working environment
	Inclusive environment
	The team members , location, security of job
	Knowing that the work I do is contributing to serving, protecting, and keeping our community safe.
	The culture of kindness, helping others and working together.
	I am supported to manage my own workload and make decisions
	The drive to serve others in an organisation geared to protecting our communities and each other
	Its company culture. MFRS values include courage, Integrity & compassion. With working for MFRS I feel more engaged, satisfied and productive.
	Our ability to respond and keep our local communities safe. A national recognition, that we are the best Fire and Rescue service in the UK
	sense of responsibility and achievement
	Feeling of pride for working for an organisation which truly has its community at the centre of its heart























	Its the best job I have had, I thoroughly enjoy my work and being part of an organisation that helps keep the public safe. I am proud to work here.
	The staff
	The impact my job makes on the community, I feel I have made a difference in work. Flexible working, access to car parking or bike shelter, it's like a family here. Everyone cares for each other.
	the pride i feel helping the community and the pride i feel wearing the uniform
	Being actively involved with other like-minded colleagues to improve equality, diversity and inclusion while aiming to keep our communities safe
	The People and the difference we make in our communities.
	making a difference and enjoying coming to work with great people
	the variety within the role. Every day is different and provides me with challenges
	The people
	Being part of a positive team, seeing the impact the Service has on the community.
	The difference that you can make to staff and the community
	People, ethics generally a nice place to work
	Feeling proud to wear our uniform and represent an organisation with an excellent reputation
	Personally, it has allowed me to have a career at home in the community that I grew up in with opportunities to progress and develop
	I feel proud
	THE difference to the community we make and the sense of self-worth that working for the fire service gives me.
	The people I work with and knowing I'm helping to maintain a good working environment
	I feel supported by Senior and Principal management who I feel appreciate the work that I do for the Authority. Most people are positive about working for MFRA which makes a good, enjoyable working environment.
	the team i work with and support from my manager
	The recognition of working for a respected Service that serves the communities I live within.
	Working environment and

	Making a difference and making long term friendships with colleagues
	the people
	Being a firefighter the job is so diverse in what we do, operationally, P+P, wide range of departments like youth engagement I can get involved with. Can complete further qualifications, give me opportunities to network with wider FRSâ€™s
	job satisfaction and constant change in working jobs
	Purpose and belonging
	I have recently been promoted and although initially I felt a bit overwhelmed due to the volume of work, I am now fully settled into the role and that is down to the level of support I have received from my line managers. I feel I am trusted to make decisions and feel respected within my peer group. My personal values are a perfect match with MFRS Values and this makes me want to work here more than anywhere else.
	Working in a job that makes a positive difference to people
	MFRS value staff
	Search and Rescue team
	Working for the best Fire and Rescue Service in the UK and supporting the community we serve
	Developing the function including the team and the variety of work
	we are helping the community and i am valued in my role
	The people and the positive impact that we have in our communities.
	The people.
	The support that I have received from my colleagues and manager. My job makes me want to do the best I can at all times.
	Helping the Community of Merseyside
	diversity of potential roles
	Being a part of work that is greater than yourself and that work can save lives. I'm incredibly proud to work for MFRS and see it as a privilege to do so.
	work life balance
	Providing an emergency service response for the community of Merseyside. The variety of work I get to undertake.






















	Job satisfaction through helping people
	Good people working here
	Flexi system. Community atmosphere. Openness.
	Working within the community and making a difference
	MFRA provides a great service to the public in a secure safe working environment
	The Colleagues I work with
	the people who work here, flexibility, working conditions
	The individuals that I work with across the service
	The operational job
	No two days are the same.
	The People
	Making a difference. Being able to positively influence people's lives - both staff and those in the community.
	Flexible and Supportive
	A nice working environment, with people who are motivated to do their best
	I enjoy coming to work, I take pride in what I do and I love to be helping the community.
	flexi time
	Helping people, making a difference in the community
	the People who work within MFRA
	opportunities
	Working for an organisation that makes a difference to the community
	flexible working, Christmas time off & some people
	Both the team I work within and direct line manager are supportive and encouraging. I feel we work very well as a collective managing a large workload and balancing priorities. Another huge plus is flexi time.






















	People focused, friendly, can talk to all ranks like 'normal people'.
	comrade ship, staff help one and other a lot
	Every day is like a school day as I feel I'm continually learning. The office I work in has a very comfortable atmosphere and the people within my office and team are very supportive. I have also found that the people within other departments are also very easy to approach
	working with my team and supporting the vulnerable in the community
	Opportunities
	Staff relationships at the same level/rank within my department. Wearing the uniform with pride
	Serving the community and reducing the risk to our most vulnerable members
	Making a difference
	I enjoy my job/role and the people I work with.
	Support
	The people
	Helping people in need.
	My current role is positive and fulfilling.
	Pride in my work being able to help others
	Positive impact in the community
	The people
	The working environment and other members of staff are happy to help
	how highly the organisation is thought of in the community we serve
	being part of a team
	the people and the flexible working
	I have helped build a strong positive team of individuals who are passionate about their work. I am encouraged to bring ideas forward which benefit the community and get MFRA involved. For the most part I am supported in my role and senior officers encourage me.























	Dynamic fast moving work environment
	Shift pattern I work
	Some awesome colleagues :)
	The people
	The work culture in the office
	Support from all staff areas
	variety of work
	Nature of the job and the opportunity to make a difference
	self rostering duty system
	Job satisfaction
	Working with exceptional people and seeing a new generation of Firefighters starting their career's
	Sense of teamwork and support from some colleagues
	The CFO is open and transparent about issues affecting by myself, my staff and my service.
	Good Environment and facililites
	Helping the public.
	Sense of belonging
	Flexibility
	Christmas closedown
	the people, opportunities to progress, security of the job
	Good leadership from Management, enjoy working within my team with kind and considerate colleagues.
	The abilty to make a difference
	Serving my community

	development opportunities, various experiences good and bad
	The people and flexible hours
	Have the safety of the community an colleagues at heart and is always top priority
	Its a challenging exciting job helping people
	Improving how we operate so we can better provide and serve the community
	helping people in their time of need
	Flexibility and support I have received so far
	My colleagues
	Many Opportunities
	The people I meet and work with
	Being part of an Organisation that has real meaning and which, in a myriad of ways, plays a prominent role in keeping its communities safe.
	The people
	Job security, people in my team/department
	Being part of a professional organisation that provides a service to the community (particularly those who may be in need of help)
	The ability to ask for help/advice from any rank
	every day is different, the people generally
	Helping the community. All staff share a sense of community and value the difference we all make
	Ability to help those within the community. Positive high-level leadership at the top.
	Flexibility afforded to me by my manager for working hours
	Proud to wear the uniform and serve and protect our communities
	The people
	Working conditions



	My team and my line manager support me in my role and I get good satisfaction from completing my duties
	Friendliness and helpfulness of most of staff towards each other
	My team
	Working with different teams
	Personal pride...trying to make a positive difference to improve FF safety and therefore protect the public
	Flexi time and the possibility of a new more flexible approach to working hours/locations and times
	Colleagues and flexibility of working
	The support
	Job Security.
	Sense of purpose and provision to the community - keeping people safe.
	The general public has a lot of respect for MFRS staff
	The people.
	People
	The people within my own team - we work really well together. For the most part, working at MFRA is fantastic but sometimes I feel people underestimate the pressures we as a team are under. I do feel appreciated though and that my line manager and senior officers respect me.
	There are many good things about working at MFRS, but that doesn't mean we can't do better particularly in workload management and working flexibility obviously taking the needs of the organisation into account. Being in the office isn't necessarily the most efficient way of working
	The support available to maintain a good work/life balance is exceptional.
	Good working conditions and friendly staff
	teamwork, team spirit and working conditions
	Helping people
	Helping the community
	Helping the community in which I live in, making a difference

	The colleagues that I work with
	TEAM
	Meeting new people every day and no day is ever the same.
	Working with and Developing People
	Support of colleagues and managers if needed. Caring nature of employees towards colleagues and communities of Merseyside.
	The 35 hour week and flexi time. Flexi time should be able to be taken as a couple of hours at the start or end of day not just as half or full days
	Helping the general public in their hours of need
	Work life balance
	There is somewhat a sense of family
	knowing that our actions positively impact our community.
	The togetherness and relationships you build with your watch when you work well towards the goal of protecting the public to the best of our abilities and working hard everyday to do that and to also developing ourselves personally and professionally as human beings alongside that
	The impact of the work I do on others
	The people I work with (although they all seem to be leaving, or wanting to leave!)
	Sence of pride in my work
	Clear direction and flexibility to undertake my role
	Work life balance. I am able to do with my time what I like, however this has now been taken up by looking for other supplementary work to afford live.
	Working with good people
	Reputation of Organisation
	Think the overall the ie holidays sick pay working condtions are all good but the wages let it down
	Flexi time
	Working for the benefit of the community

	Currently my work life balance
	colleagues
	My colleagues and my manager
	Flexible Working Hours
	Friends.
	being able to help other people
	The people you work with on a day to day basis
	I get to help people and make a difference despite the crazy staffing and senior management culture
	Varied work
	Positively working in my community
	I get to help keep people safe
	job security
	The people, the opportunity to help others and the 224 shift pattern.
	any good feelings i had have since gone
	The level of flexibility that will come in the new year I think will boost staff morale.
	The people I work with day to day
	My immediate team and line manager
	Flexi time - hope of working from home in the future, like other businesses
	Help community
	flexi time
	People in my team.
	Nothing.



## Appendix

Dashboard:	MFRS Census 2022
Dashboard hierarchy type:	none
Filters applied:	Role: Control, Non-Uniformed, Uniformed
Response count:	317
Panel count:	undefined
Participation:	n/a
Partial results:	Excluded
Selected question:	What is the best thing about working for MFRA?
Report produced:	4 April 2023