































Comments






















Role: Control, Non-Uniformed, Uniformed























addressing ago approachable benefits cfo change
 communicate communicated
communication
 communications corporate electronic email emails face
good great id improved improvement
 induction **information** issues job knowledge
 level levels make manager managers meetings
 mfrs noticed officer officers open organisation regular
 senior slight slightly slt **staff** station team things time
 unsure working **years**






















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
	Very positive improvement all levels
	colours training -
	Communication is good
	Yes, I think we are much better at communicating than we were a few years ago.
	It needs improving. A more open culture would help remove rumours, gossip, untruths and help with promoting the values. Time spent on communication needs addressing.
	Yes - with the introduction of station managers on each station
	Yes
	Yes, much more open























	Yes - good use of the portal
	same
	compared to 4 years ago, yes
	Yes there has been improvement as more relevant emails from top down that is transparent
	yes there has been a massive improvement in the way we communicate. Staff have been involved in consultation around new ways of working for support staff
	Definitely
	Yes but we tend to be told about things even though they may not affect us
	I think communication within MFRA is very good
	Yes.
	Yes staff briefing and forums working well and staff networks are effective
	The direct emails from SLT updating everyone on the issues in hand really benefit. Communication is great when coming from SLT
	Yes
	Yes, good use of infographics to get messages over in a simple & clear way.
	yes
	Only from the CFO
	I have not been here long enough to comment from a historic perception however I do feel communication is good.
	Yes
	Yes - more emails coming directly from the CFO to explain changes and their impact
	Yes.
	Yes
	Yes
	yes, more dialouge with senior officers























	Not that I can see, but comms has always been good over recent years
	Generally the same.
	No change
	Not that I have noticed.
	in some occasions
	Improved direct communication with our senior leaders
	Communication is extremely good through Intranet, HOT News, Briefings
	yes
	yes
	Yes
	Information does appear to be communicated more frequently and in a more informal manner.
	yes
	Yes
	more email communications
	SLT is the most approachable it has ever been during my time
	yes
	yes
	Corporate Communications have improved the quality of communication through the Authority, however there are capacity issues for them and sometimes the information is not timely enough.
	COVID has affected the way we have communicated over the past few years, utilising technology as a platform for innovating our communication methods. Whilst this has been effective in some areas, it should also be noted that other parts of the organisation have not improved and remain inefficient in how information is processed and communicated.
	yes
	yes




















	Yes
	I have always felt information is communicated effectively and I am fully aware of what's going on
	yes
	yes
	Better station manager input
	Yes
	Yes; having a station manager on every station has improved how we communicate.
	the amount of communication disseminated directly by senior management
	yes
	Yes
	yes
	I've been in the job for 5 years, so think information has been communicated in the same way in that time, so haven't noticed an improvement.
	More open.
	steady continual communication
	A slight improvement however more communication regarding ongoing issues can be communicated better internally
	No. Communication has always been good
	yes
	not seen a change
	All information flows through electronic mail.
	Yes, more meetings and things filtering down.
	We communicate very well. The Principal Officer and Area Manager visits are useful so we hear information first hand.
	Yes, predominantly via Area Manager Paul Murphy in National Resilience

	yes
	Not that I can say but I don't think there is a problem with communication
	yes
	I think it's surprising an organisation of this size does not have a formal induction or orientation process for new starters (support staff). This should include a tour of HQ/different departments, an overview of different staffing levels, benefits (eg access to physio), gym induction. These benefits and this information should be accessible to staff as soon as they start. This would help with the level of assumed knowledge that you hear/read in emails etc (eg red/grey/green book staff.)
	good passing on of information
	I have always thought it was good and it continues to be
	We regularly receive monthly updates and anything urgent is also passed on via our manager
	more meetings
	Yes. Clearer and more regular.
	Yes
	Unsure
	at organisation level. yes.
	yes
	Yes
	the staff at MFRS are so approachable and always make you feel welcome and like one big family.
	No
	Yes
	Unsure at this time due to only working for 3 months
	Yes. Senior officers have been more visible and come to speak with us more often in person.
	Senior officer visits to stations
	Its pretty consistent over the last few years so Id say its stayed the same

	I think it has always been at a good level
	No
	Yes
	Yes
	yes there is more lines of communication with the principle officers
	yes
	Yes
	yes
	yes
	more regular briefings with the CFO so that SMs can engage with staff
	Yes - more emails and meetings
	Yes
	yes
	no
	Good to be invited to recent consultation meetings, but confirmed details haven't been followed up by email.
	Physical workshops to invite people in and discuss has been positive
	no
	No change - communication was good in 2020
	no
	yes, eg meetings re flexible working
	Yes we communicate better than ever before
	Yes

	Locally possibly - strategically unsure
	No
	Yes - more available as opposed to word of mouth.
	No
	Yes- our Director now has more frequent meetings with our team to give us regular updates
	yes
	Slightly
	Yes
	same as always
	Yes
	Yes
	Yes Corporate Communications are doing a great job with the Portal and Hotnews. I do think Functions should have a platform to share what they are doing because often non uniformed staff do not know the great work that is done.
	It's about the same. If this was asked several years ago then I'd say definitely
	Yes
	yes
	It's about the same.
	yes
	Yes
	MFRS are good a communicating general information and issues within and outside of concerns
	no
	Not that I'm aware of
	I don't see any change in this respect

	More communication from PO Team
	MFRS has always communicated information well throughout the organisation.
	yes
	yes
	More electronic communication but still not enough input about what is really happening at all levels
	I would say so
	Yes, the Chiefs emails are good and fairly frequent
	Yes
	Regular meetings and more face to face
	neither agree nor disagree
	Not to my knowledge
	No
	Not noticed in my department but thats not a bad thing
	no
	Yes. Communication has improved massively
	Communication is good from the organisation
	Yes
	not really
	yes
	no
	Yes
	Slight. Still the same mixed messages from middle managers interpretations from senior managers information. Some middle managers still come across as dismissive or confrontational when addressing staff questions or concerns.

	No
	No
	Id say its has decreased in my team after the latest SM change.
	No
	Slightly with the HotNews being online
	No . Decisions are made that make it more difficult to access information I need for my job for no fathomable reason.
	Not really
	No
	In the last few years - yes, but no noticeable increase in the last two years.
	No
	no
	no
	No
	no quite the opposite
	no
	Worse than ever
	No.
	No
	No not in the last 5 years & not eny time soon.

50 100 500 All

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:	Has there been an improvement in the way in which we are communicating information throughout the organisation?
Report produced:	4 April 2023