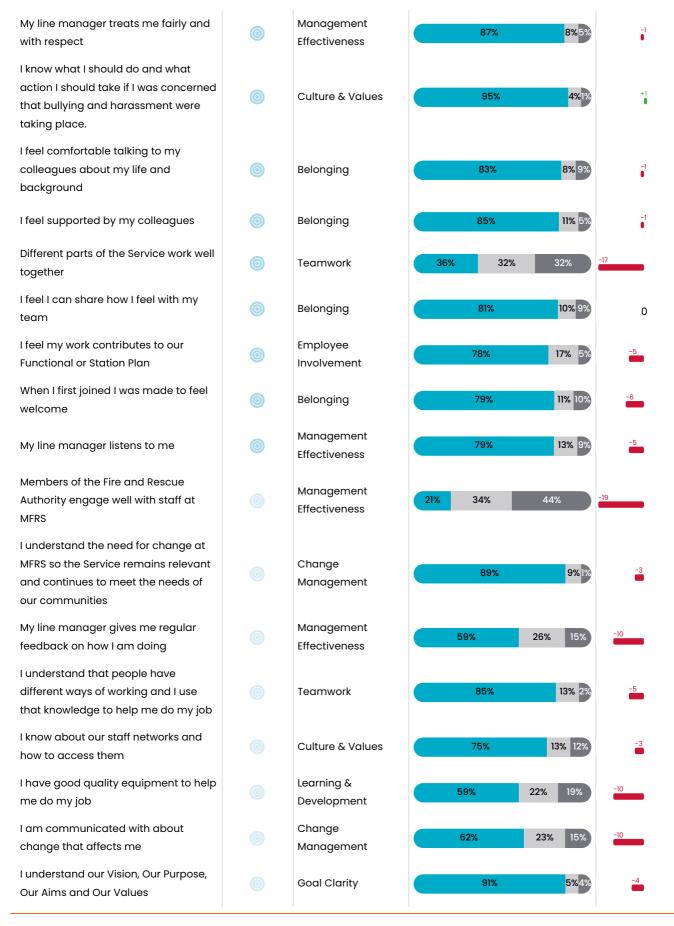
Scorecard

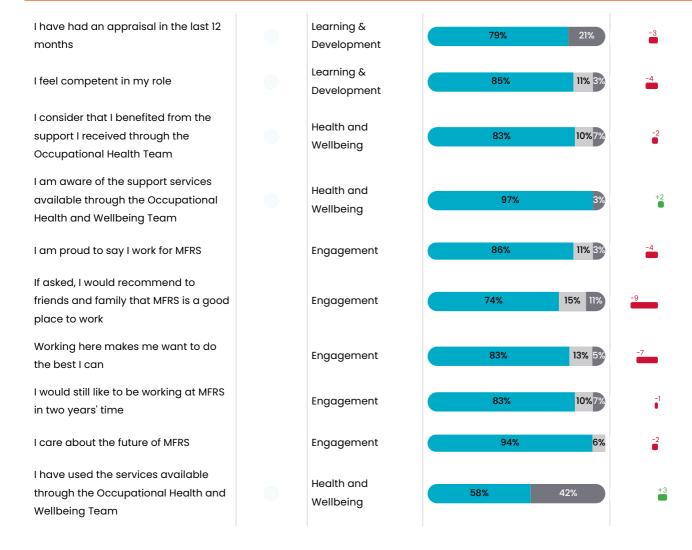
Function/place: Operational Response (incl. op crew staff)

Question	Impact	Theme	Response Favourability	Comparison
I feel valued	©	Culture & Values	51% 26% 23%	-15
I have confidence in the future of MFRS		Management Effectiveness	58% 24% 18%	-17
MFRS is a better place to work than it was 3 years ago (If you have not worked at MFRS for 3 years, please skip this question)	©	Culture & Values	42% 42% 16%	-9
I feel able to make decisions without fear of being blamed if things go wrong	©	Culture & Values	39% 23% 38%	-19
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	©	Culture & Values	50% 21% 28%	-20
Senior leaders make the effort to listen to staff		Belonging	42% 30% 29%	-20
MFRS promotes a culture of openness and transparency		Culture & Values	47% 21% 32%	-18
I feel that MFRS consider the impact on me and other people when making decisions	©	Change Management	28% 32% 41%	-17
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	©	Goal Clarity	74% 17% 9%	-9
I understand how the Service Values fit into my day-to-day activities		My Job	86% 8%6%	-3
I get a sense of personal accomplishment from my work		My Job	81% 10% 9%	-4
I feel valued and recognised for the work that I do by senior managers	6	Recognition & Reward	40% 28% 32%	-17
MFRS helps staff prepare for and cope with change	6	Change Management	34% 32% 34%	-12
Senior leaders are open and approachable		Belonging	47% 24% 29%	-19

I have a good understanding of MFRS's Culture & Values 90% 6%4° expectations of staff behaviour Employees at my level are able to Management communicate their concerns to senior 38% 24% Effectiveness and strategic management I understand how the work I do helps MFRS to achieve its Purpose - Here to **Goal Clarity** 91% <mark>7%</mark>2% serve, here to protect, here to keep you safe. I feel comfortable to speak up and constructively challenge the way 53% 13% Belonging things are done Bullying, harassment and discrimination are not tolerated at Culture & Values 67% 17% **MFRS** I am clear about what I am expected **Goal Clarity** 89% **5%**5% to achieve in my job Generally we resolve any differences Culture & Values 25% 61% of opinion amicably I am able to use my own initiative at Employee work (where appropriate) to do my 76% 14% 10% Involvement job People communicate openly here **Employee** 35% 20% regardless of position or level Involvement My last Appraisal meeting was useful in helping me improve how I do my Learning & 50% 26% job and show where I'm performing Development well I am able to access learning and Learning & 62% 19% development opportunities Development Change Change here is well managed overall 46% 25% Management I feel supported in my role My Job 15% 60% Senior managers do what they say Management 36% 32% they are going to do Effectiveness I've used the feedback I've received to Learning & 55% 24% help me develop in my role Development I am encouraged to suggest new **Employee** 25% ideas for improvements Involvement







Appendix

Dashboard: Merseyside FRS Dashboard 2024

Dashboard hierarchy type: None

Filters applied: Function/place: Operational Response (incl. op crew staff)

Response count: 149

Panel count: undefined

Participation: n/a

Partial results: Excluded

Comparison: Survey Overall Report produced: 5 March 2025