

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	🎯	Recognition & Reward	40% 28% 32%	-17
MFRS helps staff prepare for and cope with change	🎯	Change Management	34% 32% 34%	-12
Senior leaders are open and approachable	🎯	Belonging	47% 24% 29%	-19

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I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	<div><div>90%</div><div>6%</div><div>4%</div></div>	-3
Employees at my level are able to communicate their concerns to senior and strategic management	🎯	Management Effectiveness	<div><div>38%</div><div>24%</div><div>38%</div></div>	-18
I understand how the work I do helps MFRS to achieve its Purpose – Here to serve, here to protect, here to keep you safe.	🎯	Goal Clarity	<div><div>91%</div><div>7%</div><div>2%</div></div>	-4
I feel comfortable to speak up and constructively challenge the way things are done	🎯	Belonging	<div><div>53%</div><div>13%</div><div>34%</div></div>	-12
Bullying, harassment and discrimination are not tolerated at MFRS	🎯	Culture & Values	<div><div>67%</div><div>17%</div><div>16%</div></div>	-14
I am clear about what I am expected to achieve in my job	🎯	Goal Clarity	<div><div>89%</div><div>5%</div><div>5%</div></div>	-2
Generally we resolve any differences of opinion amicably	🎯	Culture & Values	<div><div>61%</div><div>25%</div><div>14%</div></div>	-14
I am able to use my own initiative at work (where appropriate) to do my job	🎯	Employee Involvement	<div><div>76%</div><div>14%</div><div>10%</div></div>	-11
People communicate openly here regardless of position or level	🎯	Employee Involvement	<div><div>35%</div><div>20%</div><div>45%</div></div>	-17
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	<div><div>50%</div><div>26%</div><div>23%</div></div>	-14
I am able to access learning and development opportunities	🎯	Learning & Development	<div><div>62%</div><div>19%</div><div>19%</div></div>	-8
Change here is well managed overall	🎯	Change Management	<div><div>46%</div><div>25%</div><div>30%</div></div>	-12
I feel supported in my role	🎯	My Job	<div><div>60%</div><div>15%</div><div>24%</div></div>	-12
Senior managers do what they say they are going to do	🎯	Management Effectiveness	<div><div>32%</div><div>36%</div><div>33%</div></div>	-17
I've used the feedback I've received to help me develop in my role	🎯	Learning & Development	<div><div>55%</div><div>24%</div><div>21%</div></div>	-11
I am encouraged to suggest new ideas for improvements	🎯	Employee Involvement	<div><div>56%</div><div>25%</div><div>19%</div></div>	-16

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My line manager treats me fairly and with respect	🎯	Management Effectiveness	87%	8%	5%	-1
I know what I should do and what action I should take if I was concerned that bullying and harassment were taking place.	🎯	Culture & Values	95%	4%	1%	+1
I feel comfortable talking to my colleagues about my life and background	🎯	Belonging	83%	8%	9%	-1
I feel supported by my colleagues	🎯	Belonging	85%	11%	5%	-1
Different parts of the Service work well together	🎯	Teamwork	36%	32%	32%	-17
I feel I can share how I feel with my team	🎯	Belonging	81%	10%	9%	0
I feel my work contributes to our Functional or Station Plan	🎯	Employee Involvement	78%	17%	5%	-5
When I first joined I was made to feel welcome	🎯	Belonging	79%	11%	10%	-6
My line manager listens to me	🎯	Management Effectiveness	79%	13%	9%	-5
Members of the Fire and Rescue Authority engage well with staff at MFRS	🎯	Management Effectiveness	21%	34%	44%	-19
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	🎯	Change Management	89%	9%	1%	-3
My line manager gives me regular feedback on how I am doing	🎯	Management Effectiveness	59%	26%	15%	-10
I understand that people have different ways of working and I use that knowledge to help me do my job	🎯	Teamwork	85%	13%	2%	-5
I know about our staff networks and how to access them	🎯	Culture & Values	75%	13%	12%	-3
I have good quality equipment to help me do my job	🎯	Learning & Development	59%	22%	19%	-10
I am communicated with about change that affects me	🎯	Change Management	62%	23%	15%	-10
I understand our Vision, Our Purpose, Our Aims and Our Values	🎯	Goal Clarity	91%	5%	4%	-4

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We are good at sharing ideas to make things work better		Teamwork	73%	11%	16%	-4
My line manager makes time for me		Management Effectiveness	78%	8%	14%	-4
I have a sense of good job security		My Job	84%	10%	6%	+2
I feel valued and recognised for the work that I do by my line manager		Recognition & Reward	68%	17%	14%	-6
I am able to strike the right balance between my work and home life		Culture & Values	71%	14%	15%	-3
I would say that my mental health is good		Health and Wellbeing	74%	13%	13%	+2
Nobody in my team would deliberately act in a way that undermines my efforts		Belonging	77%	13%	11%	-3
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs		Health and Wellbeing	69%	21%	9%	-5
My line manager communicates with me regularly about issues that affect my work		Management Effectiveness	73%	15%	11%	-5
Morale in my immediate team/watch/section is generally high		Teamwork	74%	13%	13%	+4
I know how to access the confidential reporting service, Safe Call		Culture & Values	60%	13%	28%	+3
I would say my physical health is good		Health and Wellbeing	89%	7%	3%	+7
Change within my team is well managed		Change Management	66%	26%	9%	-3
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)		My Job	73%	9%	17%	-4
As a manager I feel confident to have conversations about performance (including good or poor performance), or behaviour with the people I line manage		My Job	93%	4%	4%	+3
I feel valued and recognised for the work that I do by other team members		Recognition & Reward	78%	16%	6%	-3

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I have had an appraisal in the last 12 months	●	Learning & Development	<div><div>79%</div><div>21%</div></div>	-3
I feel competent in my role	●	Learning & Development	<div><div>85%</div><div>11%</div><div>3%</div></div>	-4
I consider that I benefited from the support I received through the Occupational Health Team	●	Health and Wellbeing	<div><div>83%</div><div>10%</div><div>7%</div></div>	-2
I am aware of the support services available through the Occupational Health and Wellbeing Team	●	Health and Wellbeing	<div><div>97%</div><div>3%</div></div>	+2
I am proud to say I work for MFRS		Engagement	<div><div>86%</div><div>11%</div><div>3%</div></div>	-4
If asked, I would recommend to friends and family that MFRS is a good place to work		Engagement	<div><div>74%</div><div>15%</div><div>11%</div></div>	-9
Working here makes me want to do the best I can		Engagement	<div><div>83%</div><div>13%</div><div>5%</div></div>	-7
I would still like to be working at MFRS in two years' time		Engagement	<div><div>83%</div><div>10%</div><div>7%</div></div>	-1
I care about the future of MFRS		Engagement	<div><div>94%</div><div>6%</div></div>	-2
I have used the services available through the Occupational Health and Wellbeing Team	●	Health and Wellbeing	<div><div>58%</div><div>42%</div></div>	+3

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