

Scorecard

Function/place: Operational Preparedness

Question	Impact ↓	Theme	Response Favourability	Comparison
I have confidence in the future of MFRS	🎯	Management Effectiveness	<div><div>74%</div><div>18%</div><div>8%</div></div>	-1
Employees at my level are able to communicate their concerns to senior and strategic management	🎯	Management Effectiveness	<div><div>58%</div><div>28%</div><div>14%</div></div>	+2
Senior leaders make the effort to listen to staff	🎯	Belonging	<div><div>72%</div><div>16%</div><div>12%</div></div>	+11
Senior leaders are open and approachable	🎯	Belonging	<div><div>74%</div><div>16%</div><div>10%</div></div>	+8
I feel that MFRS consider the impact on me and other people when making decisions	🎯	Change Management	<div><div>48%</div><div>40%</div><div>12%</div></div>	+4
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	🎯	Culture & Values	<div><div>78%</div><div>16%</div><div>6%</div></div>	+7
MFRS promotes a culture of openness and transparency	🎯	Culture & Values	<div><div>72%</div><div>14%</div><div>14%</div></div>	+7
I feel valued	🎯	Culture & Values	<div><div>60%</div><div>24%</div><div>16%</div></div>	-6
I get a sense of personal accomplishment from my work	🎯	My Job	<div><div>80%</div><div>14%</div><div>6%</div></div>	-5
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	<div><div>49%</div><div>37%</div><div>15%</div></div>	-2
Generally we resolve any differences of opinion amicably	🎯	Culture & Values	<div><div>82%</div><div>12%</div><div>6%</div></div>	+7
Different parts of the Service work well together	🎯	Teamwork	<div><div>60%</div><div>28%</div><div>12%</div></div>	+6
I feel my work contributes to our Functional or Station Plan	🎯	Employee Involvement	<div><div>82%</div><div>12%</div><div>6%</div></div>	-1
MFRS helps staff prepare for and cope with change	🎯	Change Management	<div><div>40%</div><div>44%</div><div>16%</div></div>	-6

Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

Senior managers do what they say they are going to do	🎯	Management Effectiveness	54%	34%	12%	+5
Members of the Fire and Rescue Authority engage well with staff at MFRS	🎯	Management Effectiveness	42%	38%	20%	+2
Change here is well managed overall	🎯	Change Management	64%	28%	8%	+6
I feel comfortable to speak up and constructively challenge the way things are done	🎯	Belonging	66%	22%	12%	+1
I would say that my mental health is good	🎯	Health and Wellbeing	60%	24%	16%	-13
I feel able to make decisions without fear of being blamed if things go wrong	🎯	Culture & Values	60%	34%	6%	+2
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	88%	10%	2%	+5
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	🎯	My Job	80%	10%	10%	+3
I have a sense of good job security	🎯	My Job	76%	12%	12%	-6
I feel supported in my role	🎯	My Job	64%	10%	26%	-8
I feel valued and recognised for the work that I do by senior managers	🎯	Recognition & Reward	54%	22%	24%	-3
Bullying, harassment and discrimination are not tolerated at MFRS	🎯	Culture & Values	88%	10%	2%	+7
I understand that people have different ways of working and I use that knowledge to help me do my job	🎯	Teamwork	94%	4%	2%	+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	96%	4%		+7
I am able to use my own initiative at work (where appropriate) to do my job	🎯	Employee Involvement	90%	6%	4%	+4

















Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

My line manager makes time for me	🎯	Management Effectiveness	80% 16% 4%	-2
My line manager treats me fairly and with respect	🎯	Management Effectiveness	86% 8% 6%	-2
I understand how the Service Values fit into my day-to-day activities	🎯	My Job	82% 14% 4%	-7
Change within my team is well managed	🎯	Change Management	62% 22% 16%	-7
I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	98% 2%	+5
I know about our staff networks and how to access them	🎯	Culture & Values	82% 12% 6%	+4
I would say my physical health is good	🎯	Health and Wellbeing	80% 14% 6%	-2
We are good at sharing ideas to make things work better	🎯	Teamwork	74% 18% 8%	-3
I've used the feedback I've received to help me develop in my role	🎯	Learning & Development	45% 39% 16%	-21
My line manager gives me regular feedback on how I am doing	🎯	Management Effectiveness	66% 22% 12%	-3
My line manager listens to me	🎯	Management Effectiveness	76% 18% 6%	-7
Morale in my immediate team/watch/section is generally high	🎯	Teamwork	54% 20% 26%	-17
I am encouraged to suggest new ideas for improvements	🎯	Employee Involvement	66% 20% 14%	-7
Nobody in my team would deliberately act in a way that undermines my efforts	🎯	Belonging	78% 16% 6%	-1
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	50% 32% 18%	-14
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	94% 4% 2%	0

Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

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>98%</div><div>2%</div></div>	<div><div>+3</div></div>
People communicate openly here regardless of position or level		Employee Involvement	<div><div>54%</div><div>26%</div><div>20%</div></div>	<div><div>+2</div></div>
I am communicated with about change that affects me		Change Management	<div><div>72%</div><div>26%</div><div>2%</div></div>	<div><div>0</div></div>
I feel I can share how I feel with my team		Belonging	<div><div>76%</div><div>18%</div><div>6%</div></div>	<div><div>-5</div></div>
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities		Change Management	<div><div>98%</div><div>2%</div></div>	<div><div>+6</div></div>
I feel supported by my colleagues		Belonging	<div><div>82%</div><div>16%</div><div>2%</div></div>	<div><div>-3</div></div>
I feel valued and recognised for the work that I do by my line manager		Recognition & Reward	<div><div>62%</div><div>24%</div><div>14%</div></div>	<div><div>-12</div></div>
I am able to access learning and development opportunities		Learning & Development	<div><div>64%</div><div>22%</div><div>14%</div></div>	<div><div>-7</div></div>
I feel comfortable talking to my colleagues about my life and background		Belonging	<div><div>86%</div><div>10%</div><div>4%</div></div>	<div><div>+2</div></div>
I am clear about what I am expected to achieve in my job		Goal Clarity	<div><div>92%</div><div>8%</div></div>	<div><div>0</div></div>
I feel valued and recognised for the work that I do by other team members		Recognition & Reward	<div><div>78%</div><div>18%</div><div>4%</div></div>	<div><div>-3</div></div>
My line manager communicates with me regularly about issues that affect my work		Management Effectiveness	<div><div>74%</div><div>16%</div><div>10%</div></div>	<div><div>-4</div></div>
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs		Health and Wellbeing	<div><div>78%</div><div>20%</div><div>2%</div></div>	<div><div>+4</div></div>
I understand our Vision, Our Purpose, Our Aims and Our Values		Goal Clarity	<div><div>94%</div><div>4%</div><div>2%</div></div>	<div><div>-1</div></div>
When I first joined I was made to feel welcome		Belonging	<div><div>88%</div><div>8%</div><div>4%</div></div>	<div><div>+3</div></div>
I am able to strike the right balance between my work and home life		Culture & Values	<div><div>62%</div><div>20%</div><div>18%</div></div>	<div><div>-12</div></div>

Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

I have had an appraisal in the last 12 months	1	Learning & Development	<div><div>88%</div><div>12%</div></div>	+7
I know how to access the confidential reporting service, Safe Call	2	Culture & Values	<div><div>56%</div><div>24%</div><div>20%</div></div>	-1
I have good quality equipment to help me do my job	3	Learning & Development	<div><div>88%</div><div>6%</div><div>6%</div></div>	+19
I consider that I benefited from the support I received through the Occupational Health Team	4	Health and Wellbeing	<div><div>87%</div><div>13%</div></div>	+2
I have used the services available through the Occupational Health and Wellbeing Team	5	Health and Wellbeing	<div><div>60%</div><div>40%</div></div>	+5
I feel competent in my role	6	Learning & Development	<div><div>94%</div><div>6%</div></div>	+5
I am proud to say I work for MFRS	7	Engagement	<div><div>88%</div><div>10%</div><div>2%</div></div>	-2
Working here makes me want to do the best I can	8	Engagement	<div><div>86%</div><div>12%</div><div>2%</div></div>	-3
If asked, I would recommend to friends and family that MFRS is a good place to work	9	Engagement	<div><div>78%</div><div>10%</div><div>12%</div></div>	-4
I would still like to be working at MFRS in two years' time	10	Engagement	<div><div>86%</div><div>8%</div><div>6%</div></div>	+2
I care about the future of MFRS	11	Engagement	<div><div>96%</div><div>4%</div></div>	0
I am aware of the support services available through the Occupational Health and Wellbeing Team	12	Health and Wellbeing	<div><div>98%</div><div>2%</div></div>	+4

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: Operational Preparedness
Response count:	50
Panel count:	undefined
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	5 March 2025