

Comparisons

	Overall	16	17-24	25-35	36-45	46-55	56-65	66+	Prefer not to say
No. of Responses	422	1	28	73	121	145	50	4	0
Goal Clarity	91%	n/a	98%	89%	91%	89%	96%	n/a	n/a
I am clear about what I am expected to achieve in my job	92%	n/a	100%	92%	93%	88%	94%	n/a	n/a
I understand how the work I do helps MFRS to achieve its Purpose – Here to serve, here to protect, here to keep you safe.	95%	n/a	100%	93%	94%	94%	100%	n/a	n/a
I understand our Vision, Our Purpose, Our Aims and Our Values	95%	n/a	100%	96%	93%	94%	98%	n/a	n/a
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	83%	n/a	93%	77%	85%	79%	90%	n/a	n/a
My Job	82%	n/a	81%	76%	82%	83%	90%	n/a	n/a
As a manager I feel confident to have conversations about performance (including good or poor performance), or behaviour with the people I line manage	89%	n/a	n/a	79%	89%	92%	89%	n/a	n/a
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	77%	n/a	79%	63%	74%	81%	92%	n/a	n/a
I feel supported in my role	72%	n/a	71%	73%	71%	70%	80%	n/a	n/a
I get a sense of personal accomplishment from my work	85%	n/a	82%	82%	87%	84%	88%	n/a	n/a

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

	Overall	16	17-24	25-35	36-45	46-55	56-65	66+	Prefer not to say
I have a sense of good job security	82%	n/a	82%	73%	80%	83%	92%	n/a	n/a
I understand how the Service Values fit into my day-to-day activities	89%	n/a	89%	86%	89%	86%	96%	n/a	n/a
Employee Involvement	74%	n/a	74%	68%	75%	72%	83%	n/a	n/a
I am able to use my own initiative at work (where appropriate) to do my job	86%	n/a	89%	88%	84%	86%	90%	n/a	n/a
I am encouraged to suggest new ideas for improvements	73%	n/a	64%	70%	74%	70%	82%	n/a	n/a
I feel my work contributes to our Functional or Station Plan	83%	n/a	82%	73%	85%	82%	94%	n/a	n/a
People communicate openly here regardless of position or level	52%	n/a	61%	44%	55%	48%	66%	n/a	n/a
Teamwork	73%	n/a	78%	72%	73%	69%	80%	n/a	n/a
Different parts of the Service work well together	54%	n/a	82%	44%	51%	50%	70%	n/a	n/a
I understand that people have different ways of working and I use that knowledge to help me do my job	90%	n/a	100%	92%	88%	88%	90%	n/a	n/a
Morale in my immediate team/watch/section is generally high	71%	n/a	57%	75%	75%	67%	70%	n/a	n/a
We are good at sharing ideas to make things work better	77%	n/a	71%	78%	78%	74%	88%	n/a	n/a

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Learning & Development	73%	n/a	70%	66%	75%	74%	79%	n/a	n/a
I am able to access learning and development opportunities	71%	n/a	61%	67%	65%	74%	84%	n/a	n/a
I feel competent in my role	89%	n/a	93%	88%	85%	90%	94%	n/a	n/a
I have good quality equipment to help me do my job	69%	n/a	75%	58%	71%	67%	82%	n/a	n/a
I have had an appraisal in the last 12 months	81%	n/a	54%	66%	86%	86%	90%	n/a	n/a
I've used the feedback I've received to help me develop in my role	66%	n/a	73%	60%	71%	64%	62%	n/a	n/a
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	64%	n/a	67%	58%	69%	62%	62%	n/a	n/a
Recognition & Reward	70%	n/a	71%	63%	70%	73%	74%	n/a	n/a
I feel valued and recognised for the work that I do by my line manager	74%	n/a	75%	71%	76%	74%	72%	n/a	n/a
I feel valued and recognised for the work that I do by other team members	81%	n/a	75%	78%	77%	85%	82%	n/a	n/a
I feel valued and recognised for the work that I do by senior managers	57%	n/a	64%	40%	57%	60%	68%	n/a	n/a
Management Effectiveness	69%	n/a	73%	63%	70%	68%	75%	n/a	n/a

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Employees at my level are able to communicate their concerns to senior and strategic management	56%	n/a	64%	41%	58%	57%	64%	n/a	n/a
I have confidence in the future of MFRS	75%	n/a	96%	64%	72%	75%	86%	n/a	n/a
Members of the Fire and Rescue Authority engage well with staff at MFRS	40%	n/a	61%	33%	39%	42%	38%	n/a	n/a
My line manager communicates with me regularly about issues that affect my work	78%	n/a	75%	71%	79%	79%	84%	n/a	n/a
My line manager gives me regular feedback on how I am doing	69%	n/a	71%	62%	75%	66%	70%	n/a	n/a
My line manager listens to me	83%	n/a	79%	86%	86%	79%	88%	n/a	n/a
My line manager makes time for me	82%	n/a	86%	82%	83%	79%	88%	n/a	n/a
My line manager treats me fairly and with respect	88%	n/a	79%	93%	88%	84%	94%	n/a	n/a
Senior managers do what they say they are going to do	49%	n/a	50%	37%	50%	50%	60%	n/a	n/a
Culture & Values	72%	n/a	76%	70%	70%	71%	80%	n/a	n/a
Bullying, harassment and discrimination are not tolerated at MFRS	81%	n/a	89%	84%	78%	79%	92%	n/a	n/a

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Generally we resolve any differences of opinion amicably	75%	n/a	86%	74%	73%	72%	88%	n/a	n/a
I am able to strike the right balance between my work and home life	74%	n/a	79%	71%	69%	74%	88%	n/a	n/a
I feel able to make decisions without fear of being blamed if things go wrong	58%	n/a	50%	56%	58%	58%	66%	n/a	n/a
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	71%	n/a	93%	67%	68%	69%	78%	n/a	n/a
I feel valued	66%	n/a	75%	66%	66%	62%	74%	n/a	n/a
I have a good understanding of MFRS's expectations of staff behaviour	93%	n/a	96%	90%	94%	91%	98%	n/a	n/a
I know about our staff networks and how to access them	78%	n/a	68%	74%	79%	79%	88%	n/a	n/a
I know how to access the confidential reporting service, Safe Call	57%	n/a	39%	58%	57%	61%	56%	n/a	n/a
I know what I should do and what action I should take if I was concerned that bullying and harassment were taking place.	94%	n/a	86%	96%	94%	93%	94%	n/a	n/a
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)	51%	n/a	63%	44%	51%	48%	63%	n/a	n/a
MFRS promotes a culture of openness and transparency	65%	n/a	89%	58%	59%	63%	80%	n/a	n/a

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Change Management	63%	n/a	62%	61%	62%	64%	68%	n/a	n/a
Change here is well managed overall	58%	n/a	54%	60%	54%	59%	60%	n/a	n/a
Change within my team is well managed	69%	n/a	61%	71%	67%	68%	76%	n/a	n/a
I am communicated with about change that affects me	72%	n/a	71%	63%	74%	71%	78%	n/a	n/a
I feel that MFRS consider the impact on me and other people when making decisions	44%	n/a	46%	37%	44%	46%	48%	n/a	n/a
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	92%	n/a	93%	95%	92%	90%	96%	n/a	n/a
MFRS helps staff prepare for and cope with change	46%	n/a	46%	41%	41%	50%	50%	n/a	n/a
Health and Wellbeing	77%	n/a	65%	75%	76%	79%	84%	n/a	n/a
I am aware of the support services available through the Occupational Health and Wellbeing Team	94%	n/a	75%	95%	94%	97%	98%	n/a	n/a
I consider that I benefited from the support I received through the Occupational Health Team	85%	n/a	63%	87%	83%	83%	94%	n/a	n/a
I have used the services available through the Occupational Health and Wellbeing Team	55%	n/a	29%	42%	55%	61%	72%	n/a	n/a
I would say my physical health is good	82%	n/a	82%	81%	83%	84%	80%	n/a	n/a

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I would say that my mental health is good	73%	n/a	68%	74%	71%	74%	76%	n/a	n/a
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	74%	n/a	75%	70%	70%	77%	82%	n/a	n/a
Belonging	76%	n/a	74%	72%	79%	74%	80%	n/a	n/a
I feel comfortable talking to my colleagues about my life and background	84%	n/a	75%	84%	88%	80%	90%	n/a	n/a
I feel comfortable to speak up and constructively challenge the way things are done	65%	n/a	57%	60%	69%	62%	78%	n/a	n/a
I feel I can share how I feel with my team	81%	n/a	75%	82%	89%	74%	76%	n/a	n/a
I feel supported by my colleagues	85%	n/a	71%	88%	89%	82%	86%	n/a	n/a
Nobody in my team would deliberately act in a way that undermines my efforts	79%	n/a	75%	73%	81%	80%	86%	n/a	n/a
Senior leaders are open and approachable	66%	n/a	71%	51%	68%	67%	78%	n/a	n/a
Senior leaders make the effort to listen to staff	61%	n/a	79%	55%	63%	59%	64%	n/a	n/a
When I first joined I was made to feel welcome	85%	n/a	86%	85%	86%	85%	82%	n/a	n/a
Engagement	88%	n/a	93%	90%	88%	85%	96%	n/a	n/a

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I am proud to say I work for MFRS	90%	n/a	93%	96%	87%	86%	98%	n/a	n/a
I care about the future of MFRS	96%	n/a	100%	95%	98%	93%	100%	n/a	n/a
I would still like to be working at MFRS in two years' time	84%	n/a	82%	86%	88%	80%	86%	n/a	n/a
If asked, I would recommend to friends and family that MFRS is a good place to work	82%	n/a	93%	82%	79%	79%	94%	n/a	n/a
Working here makes me want to do the best I can	89%	n/a	96%	89%	87%	86%	100%	n/a	n/a

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Response count:	422
Panel count:	1030
Participation:	41%
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	21 March 2025