

Comparisons

		Overall	Heterosexual/Straight	Prefer not to say	Bisexual	Gay Woman/Lesbian	Gay Man	Other
No. of Responses		422	333	68	11	7	3	0
Goal Clarity		91%	93%	79%	93%	100%	n/a	n/a
I am clear about what I am expected to achieve in my job	92%	93%	82%	100%	100%	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%	97%	84%	100%	100%	n/a	n/a	
I understand our Vision, Our Purpose, Our Aims and Our Values	95%	97%	84%	100%	100%	n/a	n/a	
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	83%	86%	66%	73%	100%	n/a	n/a	
My Job	82%	85%	68%	71%	97%	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%	91%	87%	n/a	n/a	n/a	n/a	
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	77%	80%	62%	55%	100%	n/a	n/a	
I feel supported in my role	72%	78%	44%	64%	100%	n/a	n/a	
I get a sense of personal accomplishment from my work	85%	89%	66%	73%	86%	n/a	n/a	

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

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I have a sense of good job security	82%	83%	72%	73%	100%	n/a	n/a
I understand how the Service Values fit into my day-to-day activities	89%	91%	76%	91%	100%	n/a	n/a
Employee Involvement	74%	77%	57%	61%	89%	n/a	n/a
I am able to use my own initiative at work (where appropriate) to do my job	86%	89%	75%	82%	100%	n/a	n/a
I am encouraged to suggest new ideas for improvements	73%	76%	54%	73%	86%	n/a	n/a
I feel my work contributes to our Functional or Station Plan	83%	87%	65%	64%	100%	n/a	n/a
People communicate openly here regardless of position or level	52%	57%	32%	27%	71%	n/a	n/a
Teamwork	73%	76%	57%	75%	89%	n/a	n/a
Different parts of the Service work well together	54%	59%	24%	64%	71%	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%	90%	85%	100%	100%	n/a	n/a
Morale in my immediate team/watch/section is generally high	71%	72%	60%	64%	86%	n/a	n/a
We are good at sharing ideas to make things work better	77%	81%	57%	73%	100%	n/a	n/a

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Learning & Development		73%	76%	62%	79%	75%	n/a	n/a
I am able to access learning and development opportunities	71%	73%	62%	45%	71%	n/a	n/a	n/a
I feel competent in my role	89%	90%	90%	91%	71%	n/a	n/a	n/a
I have good quality equipment to help me do my job	69%	72%	49%	91%	86%	n/a	n/a	n/a
I have had an appraisal in the last 12 months	81%	81%	81%	73%	86%	n/a	n/a	n/a
I've used the feedback I've received to help me develop in my role	66%	69%	49%	88%	67%	n/a	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%	69%	40%	88%	67%	n/a	n/a	n/a
Recognition & Reward		70%	73%	54%	76%	90%	n/a	n/a
I feel valued and recognised for the work that I do by my line manager	74%	76%	63%	64%	100%	n/a	n/a	n/a
I feel valued and recognised for the work that I do by other team members	81%	82%	71%	100%	71%	n/a	n/a	n/a
I feel valued and recognised for the work that I do by senior managers	57%	62%	29%	64%	100%	n/a	n/a	n/a
Management Effectiveness		69%	73%	52%	67%	71%	n/a	n/a

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Employees at my level are able to communicate their concerns to senior and strategic management	56%	62%	29%	27%	57%	n/a	n/a	
I have confidence in the future of MFRS	75%	79%	54%	82%	86%	n/a	n/a	
Members of the Fire and Rescue Authority engage well with staff at MFRS	40%	43%	28%	27%	57%	n/a	n/a	
My line manager communicates with me regularly about issues that affect my work	78%	82%	66%	82%	29%	n/a	n/a	
My line manager gives me regular feedback on how I am doing	69%	73%	49%	82%	71%	n/a	n/a	
My line manager listens to me	83%	86%	69%	82%	100%	n/a	n/a	
My line manager makes time for me	82%	86%	65%	82%	86%	n/a	n/a	
My line manager treats me fairly and with respect	88%	89%	81%	82%	100%	n/a	n/a	
Senior managers do what they say they are going to do	49%	53%	25%	55%	57%	n/a	n/a	
Culture & Values	72%	75%	54%	69%	87%	n/a	n/a	
Bullying, harassment and discrimination are not tolerated at MFRS	81%	86%	59%	82%	86%	n/a	n/a	

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Generally we resolve any differences of opinion amicably	75%	80%	47%	73%	86%	n/a	n/a	
I am able to strike the right balance between my work and home life	74%	77%	63%	64%	71%	n/a	n/a	
I feel able to make decisions without fear of being blamed if things go wrong	58%	62%	38%	36%	86%	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%	76%	43%	64%	86%	n/a	n/a	
I feel valued	66%	71%	38%	73%	100%	n/a	n/a	
I have a good understanding of MFRS's expectations of staff behaviour	93%	95%	85%	91%	100%	n/a	n/a	
I know about our staff networks and how to access them	78%	80%	66%	82%	100%	n/a	n/a	
I know how to access the confidential reporting service, Safe Call	57%	59%	53%	36%	57%	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%	95%	87%	91%	100%	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%	56%	24%	n/a	67%	n/a	n/a	
MFRS promotes a culture of openness and transparency	65%	68%	43%	73%	100%	n/a	n/a	

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Change Management		63%	67%	45%	62%	74%	n/a	n/a
Change here is well managed overall	58%	62%	37%	45%	57%	n/a	n/a	n/a
Change within my team is well managed	69%	71%	59%	64%	86%	n/a	n/a	n/a
I am communicated with about change that affects me	72%	76%	47%	100%	100%	n/a	n/a	n/a
I feel that MFRS consider the impact on me and other people when making decisions	44%	50%	21%	36%	29%	n/a	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%	93%	88%	91%	100%	n/a	n/a	n/a
MFRS helps staff prepare for and cope with change	46%	51%	21%	36%	71%	n/a	n/a	n/a
Health and Wellbeing		77%	79%	68%	67%	89%	n/a	n/a
I am aware of the support services available through the Occupational Health and Wellbeing Team	94%	95%	90%	100%	100%	n/a	n/a	n/a
I consider that I benefited from the support I received through the Occupational Health Team	85%	87%	79%	40%	n/a	n/a	n/a	n/a
I have used the services available through the Occupational Health and Wellbeing Team	55%	57%	50%	45%	57%	n/a	n/a	n/a
I would say my physical health is good	82%	83%	75%	91%	100%	n/a	n/a	n/a

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I would say that my mental health is good	73%	76%	59%	45%	100%	n/a	n/a	
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	74%	77%	56%	82%	86%	n/a	n/a	
Belonging	76%	79%	57%	74%	91%	n/a	n/a	
I feel comfortable talking to my colleagues about my life and background	84%	86%	68%	100%	100%	n/a	n/a	
I feel comfortable to speak up and constructively challenge the way things are done	65%	71%	34%	55%	100%	n/a	n/a	
I feel I can share how I feel with my team	81%	83%	69%	82%	100%	n/a	n/a	
I feel supported by my colleagues	85%	87%	74%	82%	100%	n/a	n/a	
Nobody in my team would deliberately act in a way that undermines my efforts	79%	83%	63%	82%	57%	n/a	n/a	
Senior leaders are open and approachable	66%	71%	43%	55%	86%	n/a	n/a	
Senior leaders make the effort to listen to staff	61%	67%	32%	55%	100%	n/a	n/a	
When I first joined I was made to feel welcome	85%	88%	72%	82%	86%	n/a	n/a	
Engagement	88%	91%	72%	89%	100%	n/a	n/a	

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I am proud to say I work for MFRS	90%	93%	71%	91%	100%	n/a	n/a
I care about the future of MFRS	96%	97%	88%	100%	100%	n/a	n/a
I would still like to be working at MFRS in two years' time	84%	87%	71%	82%	100%	n/a	n/a
If asked, I would recommend to friends and family that MFRS is a good place to work	82%	86%	60%	82%	100%	n/a	n/a
Working here makes me want to do the best I can	89%	93%	69%	91%	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