

Scorecard

Function/place: Prevention

Question	Impact ↓	Theme	Response Favourability	Comparison
I understand our Vision, Our Purpose, Our Aims and Our Values	🎯	Goal Clarity	100%	+5
I feel competent in my role	🎯	Learning & Development	94% 6%	+5
I consider that I benefited from the support I received through the Occupational Health Team	🎯	Health and Wellbeing	80% 16% 4%	-5
I have confidence in the future of MFRS	🎯	Management Effectiveness	85% 15%	+10
I understand how the Service Values fit into my day-to-day activities	🎯	My Job	97% 3%	+8
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	🎯	Health and Wellbeing	76% 21% 3%	+2
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	75% 19% 6%	-14
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	🎯	My Job	76% 12% 12%	0
MFRS promotes a culture of openness and transparency	🎯	Culture & Values	65% 15% 21%	0
I am communicated with about change that affects me	🎯	Change Management	74% 21% 6%	+2
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	97% 3%	+3
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	88% 12%	+6
I am clear about what I am expected to achieve in my job	🎯	Goal Clarity	91% 9%	-1

















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Survey closed: 11 December 2024

People communicate openly here regardless of position or level	🎯	Employee Involvement	38% 26% 35%	-14
I understand that people have different ways of working and I use that knowledge to help me do my job	🎯	Teamwork	100%	+10
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	46% 39% 14%	-4
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	72% 22% 6%	+8
I feel valued	🎯	Culture & Values	65% 24% 12%	-2
I feel that MFRS consider the impact on me and other people when making decisions	🎯	Change Management	35% 29% 35%	-9
I feel my work contributes to our Functional or Station Plan	🎯	Employee Involvement	85% 15%	+3
I know how to access the confidential reporting service, Safe Call	🎯	Culture & Values	44% 26% 29%	-13
I have a sense of good job security	🎯	My Job	82% 6% 12%	+1
Senior leaders make the effort to listen to staff	🎯	Belonging	53% 35% 12%	-8
Change here is well managed overall	🎯	Change Management	50% 38% 12%	-8
MFRS helps staff prepare for and cope with change	🎯	Change Management	41% 41% 18%	-5
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	🎯	Change Management	91% 9%	-1
I have good quality equipment to help me do my job	🎯	Learning & Development	79% 18% 3%	+11
Senior managers do what they say they are going to do	🎯	Management Effectiveness	38% 44% 18%	-11
I feel I can share how I feel with my team	🎯	Belonging	82% 12% 6%	+2

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I am able to access learning and development opportunities		Learning & Development	<div><div>68%</div><div>26%</div><div>6%</div></div>	-3
I feel able to make decisions without fear of being blamed if things go wrong		Culture & Values	<div><div>62%</div><div>24%</div><div>15%</div></div>	+4
I feel supported by my colleagues		Belonging	<div><div>79%</div><div>9%</div><div>12%</div></div>	-6
I feel supported in my role		My Job	<div><div>71%</div><div>24%</div><div>6%</div></div>	-2
Morale in my immediate team/watch/section is generally high		Teamwork	<div><div>68%</div><div>21%</div><div>12%</div></div>	-3
I would say my physical health is good		Health and Wellbeing	<div><div>74%</div><div>24%</div><div>3%</div></div>	-9
My line manager communicates with me regularly about issues that affect my work		Management Effectiveness	<div><div>71%</div><div>18%</div><div>12%</div></div>	-8
I feel valued and recognised for the work that I do by senior managers		Recognition & Reward	<div><div>56%</div><div>21%</div><div>24%</div></div>	-1
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>100%</div></div>	+5
I get a sense of personal accomplishment from my work		My Job	<div><div>94%</div><div>3%</div><div>3%</div></div>	+9
Change within my team is well managed		Change Management	<div><div>62%</div><div>29%</div><div>9%</div></div>	-7
My line manager treats me fairly and with respect		Management Effectiveness	<div><div>85%</div><div>9%</div><div>6%</div></div>	-3
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age		Culture & Values	<div><div>76%</div><div>6%</div><div>18%</div></div>	+6
I have a good understanding of MFRS's expectations of staff behaviour		Culture & Values	<div><div>97%</div><div>3%</div></div>	+4
Bullying, harassment and discrimination are not tolerated at MFRS		Culture & Values	<div><div>76%</div><div>12%</div><div>12%</div></div>	-5
My line manager listens to me		Management Effectiveness	<div><div>79%</div><div>18%</div><div>3%</div></div>	-4

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I've used the feedback I've received to help me develop in my role		Learning & Development	66% 25% 9%	0
We are good at sharing ideas to make things work better		Teamwork	85% 6% 9%	+8
Generally we resolve any differences of opinion amicably		Culture & Values	85% 12% 3%	+10
My line manager makes time for me		Management Effectiveness	71% 18% 12%	-12
I feel valued and recognised for the work that I do by other team members		Recognition & Reward	79% 15% 6%	-1
I feel valued and recognised for the work that I do by my line manager		Recognition & Reward	74% 18% 9%	-1
I feel comfortable talking to my colleagues about my life and background		Belonging	82% 12% 6%	-2
Senior leaders are open and approachable		Belonging	53% 38% 9%	-13
My line manager gives me regular feedback on how I am doing		Management Effectiveness	62% 18% 21%	-7
I feel comfortable to speak up and constructively challenge the way things are done		Belonging	65% 21% 15%	0
Members of the Fire and Rescue Authority engage well with staff at MFRS		Management Effectiveness	41% 47% 12%	+1
I would say that my mental health is good		Health and Wellbeing	71% 24% 6%	-2
I am able to strike the right balance between my work and home life		Culture & Values	76% 12% 12%	+2
Different parts of the Service work well together		Teamwork	50% 29% 21%	-4
Employees at my level are able to communicate their concerns to senior and strategic management		Management Effectiveness	56% 24% 21%	0
Nobody in my team would deliberately act in a way that undermines my efforts		Belonging	76% 6% 18%	-3
I know about our staff networks and how to access them		Culture & Values	88% 9% 3%	+10

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Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: Prevention
Response count:	34
Panel count:	n/a
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	19 March 2025