

Comparisons

	Overall	No	Prefer not to say	Yes
No. of Responses	422	354	46	22
Goal Clarity	91%	94%	78%	80%
I am clear about what I am expected to achieve in my job	92%	94%	80%	82%
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%	98%	80%	82%
I understand our Vision, Our Purpose, Our Aims and Our Values	95%	96%	87%	91%
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	83%	86%	63%	64%
My Job	82%	85%	68%	64%
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%	89%	67%
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	77%	81%	54%	59%
I feel supported in my role	72%	77%	50%	50%
I get a sense of personal accomplishment from my work	85%	88%	67%	73%

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

	Overall	No	Prefer not to say	Yes
I have a sense of good job security	82%	84%	74%	64%
I understand how the Service Values fit into my day-to-day activities	89%	91%	76%	73%
Employee Involvement	74%	77%	55%	61%
I am able to use my own initiative at work (where appropriate) to do my job	86%	88%	76%	77%
I am encouraged to suggest new ideas for improvements	73%	75%	59%	64%
I feel my work contributes to our Functional or Station Plan	83%	86%	65%	73%
People communicate openly here regardless of position or level	52%	58%	22%	32%
Teamwork	73%	75%	60%	61%
Different parts of the Service work well together	54%	59%	28%	23%
I understand that people have different ways of working and I use that knowledge to help me do my job	90%	91%	87%	82%
Morale in my immediate team/watch/section is generally high	71%	72%	63%	64%
We are good at sharing ideas to make things work better	77%	79%	63%	77%

	Overall	No	Prefer not to say	Yes
Learning & Development	73%	76%	61%	53%
I am able to access learning and development opportunities	71%	74%	59%	50%
I feel competent in my role	89%	89%	89%	91%
I have good quality equipment to help me do my job	69%	73%	46%	50%
I have had an appraisal in the last 12 months	81%	82%	87%	55%
I've used the feedback I've received to help me develop in my role	66%	70%	50%	33%
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	64%	69%	35%	42%
Recognition & Reward	70%	73%	53%	68%
I feel valued and recognised for the work that I do by my line manager	74%	76%	63%	73%
I feel valued and recognised for the work that I do by other team members	81%	83%	61%	82%
I feel valued and recognised for the work that I do by senior managers	57%	60%	35%	50%
Management Effectiveness	69%	72%	53%	51%

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

	Overall	No	Prefer not to say	Yes
Employees at my level are able to communicate their concerns to senior and strategic management	56%	60%	30%	45%
I have confidence in the future of MFRS	75%	79%	52%	68%
Members of the Fire and Rescue Authority engage well with staff at MFRS	40%	43%	24%	36%
My line manager communicates with me regularly about issues that affect my work	78%	81%	67%	64%
My line manager gives me regular feedback on how I am doing	69%	74%	50%	36%
My line manager listens to me	83%	86%	74%	55%
My line manager makes time for me	82%	86%	65%	64%
My line manager treats me fairly and with respect	88%	90%	83%	68%
Senior managers do what they say they are going to do	49%	53%	30%	18%
Culture & Values	72%	75%	53%	66%
Bullying, harassment and discrimination are not tolerated at MFRS	81%	85%	50%	82%

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

	Overall	No	Prefer not to say	Yes
Generally we resolve any differences of opinion amicably	75%	79%	50%	68%
I am able to strike the right balance between my work and home life	74%	77%	61%	64%
I feel able to make decisions without fear of being blamed if things go wrong	58%	62%	35%	36%
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	71%	75%	39%	64%
I feel valued	66%	71%	35%	59%
I have a good understanding of MFRS's expectations of staff behaviour	93%	95%	85%	77%
I know about our staff networks and how to access them	78%	79%	74%	73%
I know how to access the confidential reporting service, Safe Call	57%	57%	52%	64%
I know what I should do and what action I should take if I was concerned that bullying and harassment were taking place.	94%	94%	89%	91%
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%	54%	27%	56%
MFRS promotes a culture of openness and transparency	65%	68%	41%	59%

	Overall	No	Prefer not to say	Yes
Change Management	63%	67%	41%	55%
Change here is well managed overall	58%	62%	28%	45%
Change within my team is well managed	69%	71%	52%	68%
I am communicated with about change that affects me	72%	75%	48%	68%
I feel that MFRS consider the impact on me and other people when making decisions	44%	49%	17%	27%
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	92%	94%	85%	91%
MFRS helps staff prepare for and cope with change	46%	51%	17%	27%
Health and Wellbeing	77%	79%	65%	70%
I am aware of the support services available through the Occupational Health and Wellbeing Team	94%	95%	89%	95%
I consider that I benefited from the support I received through the Occupational Health Team	85%	87%	79%	75%
I have used the services available through the Occupational Health and Wellbeing Team	55%	55%	61%	55%
I would say my physical health is good	82%	85%	67%	64%

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

	Overall	No	Prefer not to say	Yes
I would say that my mental health is good	73%	78%	41%	50%
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	74%	77%	52%	82%
Belonging	76%	79%	55%	68%
I feel comfortable talking to my colleagues about my life and background	84%	86%	70%	77%
I feel comfortable to speak up and constructively challenge the way things are done	65%	69%	35%	55%
I feel I can share how I feel with my team	81%	82%	72%	77%
I feel supported by my colleagues	85%	87%	74%	77%
Nobody in my team would deliberately act in a way that undermines my efforts	79%	83%	57%	68%
Senior leaders are open and approachable	66%	70%	37%	59%
Senior leaders make the effort to listen to staff	61%	67%	28%	41%
When I first joined I was made to feel welcome	85%	87%	65%	91%
Engagement	88%	91%	72%	85%

	Overall	No	Prefer not to say	Yes
I am proud to say I work for MFRS	90%	93%	70%	86%
I care about the future of MFRS	96%	97%	87%	91%
I would still like to be working at MFRS in two years' time	84%	86%	72%	86%
If asked, I would recommend to friends and family that MFRS is a good place to work	82%	85%	63%	82%
Working here makes me want to do the best I can	89%	92%	70%	77%

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