

## Scorecard

Function/place: Other (Function)

Question	Impact ↓	Theme	Response Favourability	Comparison
Senior leaders are open and approachable	🎯	Belonging	69% 16% 16%	+3
I have confidence in the future of MFRS	🎯	Management Effectiveness	78% 16% 6%	+3
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	🎯	Culture & Values	81% 6% 13%	+11
Senior leaders make the effort to listen to staff	🎯	Belonging	72% 16% 13%	+11
I feel valued	🎯	Culture & Values	75% 16% 9%	+9
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	91% 9%	+1
I understand how the Service Values fit into my day-to-day activities	🎯	My Job	84% 13% 3%	-4
I have a sense of good job security	🎯	My Job	69% 19% 13%	-13
I would say that my mental health is good	🎯	Health and Wellbeing	75% 13% 13%	+2
Generally we resolve any differences of opinion amicably	🎯	Culture & Values	81% 13% 6%	+6
I feel valued and recognised for the work that I do by senior managers	🎯	Recognition & Reward	53% 31% 16%	-4
When I first joined I was made to feel welcome	🎯	Belonging	84% 6% 9%	-1
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% 3% 3%	0
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	84% 13% 3%	+2

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Survey closed: 11 December 2024

Change here is well managed overall	🎯	Change Management	<div><div>72%</div><div>22%</div><div>6%</div></div>	+14
I am clear about what I am expected to achieve in my job	🎯	Goal Clarity	<div><div>91%</div><div>6%</div><div>3%</div></div>	-1
I feel valued and recognised for the work that I do by my line manager	🎯	Recognition & Reward	<div><div>78%</div><div>6%</div><div>16%</div></div>	+4
Senior managers do what they say they are going to do	🎯	Management Effectiveness	<div><div>47%</div><div>34%</div><div>19%</div></div>	-2
I feel supported in my role	🎯	My Job	<div><div>72%</div><div>16%</div><div>13%</div></div>	0
MFRS promotes a culture of openness and transparency	🎯	Culture & Values	<div><div>75%</div><div>13%</div><div>13%</div></div>	+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	<div><div>47%</div><div>53%</div></div>	-3
I feel comfortable to speak up and constructively challenge the way things are done	🎯	Belonging	<div><div>69%</div><div>13%</div><div>19%</div></div>	+4
Bullying, harassment and discrimination are not tolerated at MFRS	🎯	Culture & Values	<div><div>91%</div><div>3%</div><div>6%</div></div>	+9
Members of the Fire and Rescue Authority engage well with staff at MFRS	🎯	Management Effectiveness	<div><div>53%</div><div>31%</div><div>16%</div></div>	+13
I feel supported by my colleagues	🎯	Belonging	<div><div>84%</div><div>9%</div><div>6%</div></div>	-1
I feel my work contributes to our Functional or Station Plan	🎯	Employee Involvement	<div><div>78%</div><div>16%</div><div>6%</div></div>	-5
I feel able to make decisions without fear of being blamed if things go wrong	🎯	Culture & Values	<div><div>72%</div><div>9%</div><div>19%</div></div>	+14
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	🎯	My Job	<div><div>72%</div><div>16%</div><div>13%</div></div>	-5
I get a sense of personal accomplishment from my work	🎯	My Job	<div><div>84%</div><div>13%</div><div>3%</div></div>	-1
I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	<div><div>94%</div><div>3%</div><div>3%</div></div>	+1

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I feel that MFRS consider the impact on me and other people when making decisions	🎯	Change Management	59% 22% 19%	+15
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	97% 3%	+2
I would say my physical health is good	🎯	Health and Wellbeing	84% 13% 3%	+2
I feel comfortable talking to my colleagues about my life and background	🎯	Belonging	81% 9% 9%	-3
I am able to use my own initiative at work (where appropriate) to do my job	🎯	Employee Involvement	88% 6% 6%	+1
My line manager listens to me	🎯	Management Effectiveness	84% 9% 6%	+1
I feel valued and recognised for the work that I do by other team members	🎯	Recognition & Reward	78% 16% 6%	-2
People communicate openly here regardless of position or level	🎯	Employee Involvement	66% 9% 25%	+13
MFRS helps staff prepare for and cope with change	🎯	Change Management	53% 31% 16%	+7
I have good quality equipment to help me do my job	🎯	Learning & Development	78% 13% 9%	+9
I am able to strike the right balance between my work and home life	🎯	Culture & Values	75% 13% 13%	+1
I know about our staff networks and how to access them	🎯	Culture & Values	81% 13% 6%	+3
Employees at my level are able to communicate their concerns to senior and strategic management	🎯	Management Effectiveness	53% 28% 19%	-3
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	🎯	Health and Wellbeing	72% 19% 9%	-3
I know how to access the confidential reporting service, Safe Call	🎯	Culture & Values	69% 13% 19%	+12
I am communicated with about change that affects me	🎯	Change Management	69% 19% 13%	-3

# Merseyside FRS Census 2024: Scorecard

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Different parts of the Service work well together		Teamwork	<div><div>56%</div><div>25%</div><div>19%</div></div>	+3
We are good at sharing ideas to make things work better		Teamwork	<div><div>66%</div><div>22%</div><div>13%</div></div>	-12
I've used the feedback I've received to help me develop in my role		Learning & Development	<div><div>79%</div><div>8%</div><div>13%</div></div>	+13
Nobody in my team would deliberately act in a way that undermines my efforts		Belonging	<div><div>72%</div><div>16%</div><div>13%</div></div>	-7
I understand our Vision, Our Purpose, Our Aims and Our Values		Goal Clarity	<div><div>94%</div><div>6%</div></div>	-1
Morale in my immediate team/watch/section is generally high		Teamwork	<div><div>63%</div><div>22%</div><div>16%</div></div>	-8
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well		Learning & Development	<div><div>75%</div><div>13%</div><div>13%</div></div>	+11
My line manager makes time for me		Management Effectiveness	<div><div>84%</div><div>6%</div><div>9%</div></div>	+2
I am encouraged to suggest new ideas for improvements		Employee Involvement	<div><div>69%</div><div>19%</div><div>13%</div></div>	-4
My line manager treats me fairly and with respect		Management Effectiveness	<div><div>78%</div><div>22%</div></div>	-10
I feel I can share how I feel with my team		Belonging	<div><div>91%</div><div>6%</div><div>3%</div></div>	+10
I understand that people have different ways of working and I use that knowledge to help me do my job		Teamwork	<div><div>88%</div><div>13%</div></div>	-2
My line manager gives me regular feedback on how I am doing		Management Effectiveness	<div><div>69%</div><div>19%</div><div>13%</div></div>	0
My line manager communicates with me regularly about issues that affect my work		Management Effectiveness	<div><div>78%</div><div>13%</div><div>9%</div></div>	0
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>91%</div><div>6%</div><div>3%</div></div>	-2
I consider that I benefited from the support I received through the Occupational Health Team		Health and Wellbeing	<div><div>92%</div><div>8%</div></div>	+7

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I am aware of the support services available through the Occupational Health and Wellbeing Team	Health and Wellbeing	84%	16%	-10
I feel competent in my role	Learning & Development	84%	16%	-5
Change within my team is well managed	Change Management	59%	41%	-10
I am able to access learning and development opportunities	Learning & Development	81%	9%	+10
I have used the services available through the Occupational Health and Wellbeing Team	Health and Wellbeing	38%	63%	-18
Working here makes me want to do the best I can	Engagement	91%	6%	+2
I am proud to say I work for MFRS	Engagement	94%	3%	+4
I would still like to be working at MFRS in two years' time	Engagement	81%	13%	-3
If asked, I would recommend to friends and family that MFRS is a good place to work	Engagement	84%	9%	+2
I care about the future of MFRS	Engagement	100%		+4
I have had an appraisal in the last 12 months	Learning & Development	75%	25%	-6

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: Other (Function)
Response count:	32
Panel count:	n/a
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	19 March 2025