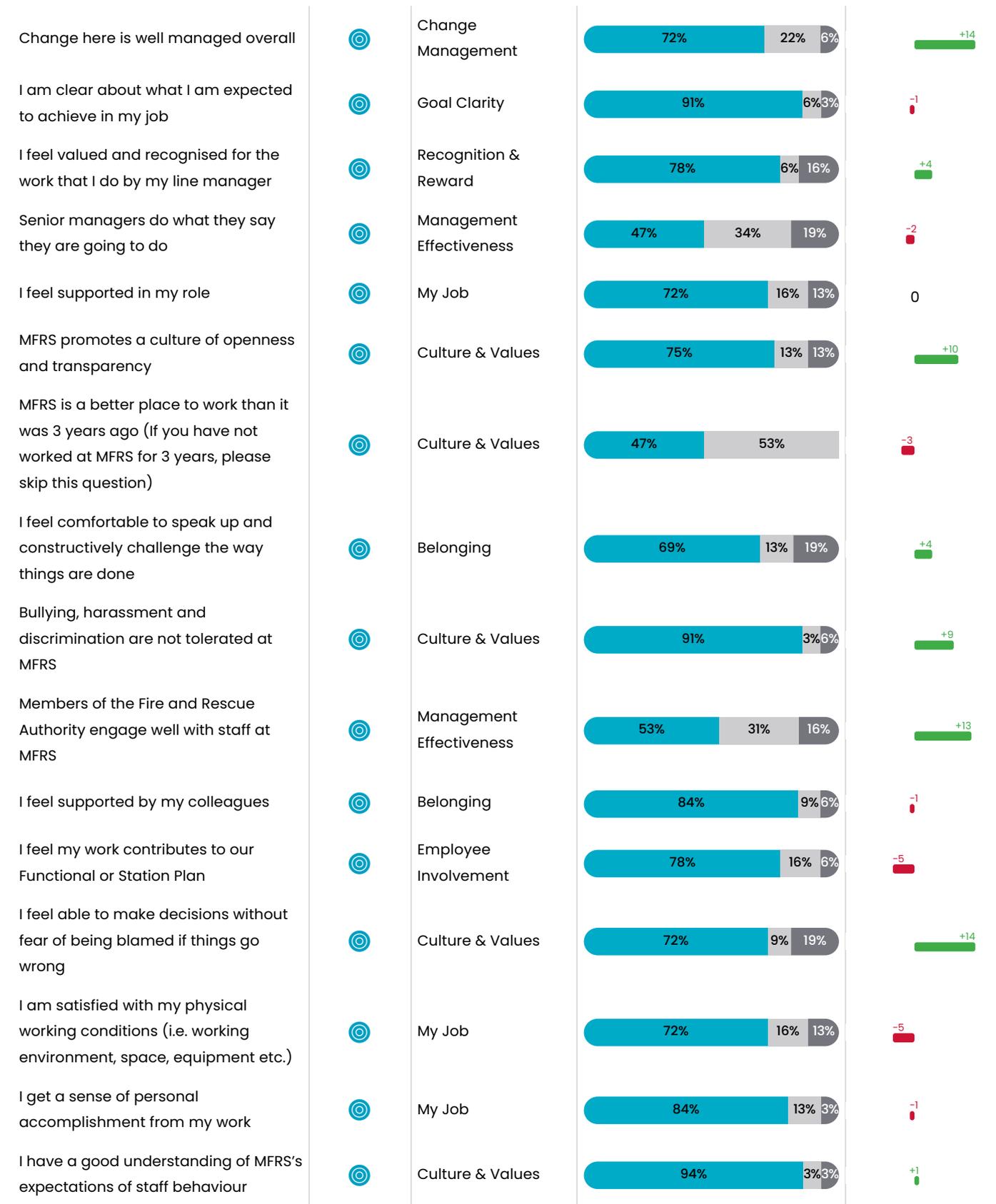


Scorecard

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 |



| | | | | | |
|---|--------------------------|-----|-----|-----|-----|
| 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 |





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 |