

Scorecard

Function/place: National Resilience

Question	Impact ↓	Theme	Response Favourability	Comparison
I have confidence in the future of MFRS	🎯	Management Effectiveness	<div><div>79%</div><div>21%</div></div>	+4
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>65%</div><div>35%</div></div>	+14
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	🎯	Culture & Values	<div><div>79%</div><div>21%</div></div>	+9
Morale in my immediate team/watch/section is generally high	🎯	Teamwork	<div><div>90%</div><div>10%</div></div>	+19
Members of the Fire and Rescue Authority engage well with staff at MFRS	🎯	Management Effectiveness	<div><div>55%</div><div>41%</div><div>3%</div></div>	+15
I understand that people have different ways of working and I use that knowledge to help me do my job	🎯	Teamwork	<div><div>97%</div><div>3%</div></div>	+7
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>79%</div><div>21%</div></div>	+15
I understand our Vision, Our Purpose, Our Aims and Our Values	🎯	Goal Clarity	<div><div>97%</div><div>3%</div></div>	+2
We are good at sharing ideas to make things work better	🎯	Teamwork	<div><div>86%</div><div>14%</div></div>	+9
Change within my team is well managed	🎯	Change Management	<div><div>86%</div><div>10%</div><div>3%</div></div>	+17
I feel valued and recognised for the work that I do by other team members	🎯	Recognition & Reward	<div><div>90%</div><div>10%</div></div>	+9
When I first joined I was made to feel welcome	🎯	Belonging	<div><div>93%</div><div>7%</div></div>	+8
Senior leaders make the effort to listen to staff	🎯	Belonging	<div><div>79%</div><div>21%</div></div>	+18

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Generally we resolve any differences of opinion amicably	🎯	Culture & Values	<div><div>90%</div><div>10%</div></div>	+15
MFRS helps staff prepare for and cope with change	🎯	Change Management	<div><div>69%</div><div>31%</div></div>	+23
I feel supported in my role	🎯	My Job	<div><div>86%</div><div>14%</div></div>	+14
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	<div><div>93%</div><div>7%</div></div>	0
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	🎯	My Job	<div><div>83%</div><div>14%</div><div>3%</div></div>	+6
I am able to access learning and development opportunities	🎯	Learning & Development	<div><div>79%</div><div>14%</div><div>7%</div></div>	+8
Change here is well managed overall	🎯	Change Management	<div><div>83%</div><div>17%</div></div>	+25
I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	<div><div>97%</div><div>3%</div></div>	+3
I've used the feedback I've received to help me develop in my role	🎯	Learning & Development	<div><div>79%</div><div>21%</div></div>	+13
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	<div><div>93%</div><div>7%</div></div>	+10
Senior leaders are open and approachable	🎯	Belonging	<div><div>90%</div><div>7%</div><div>3%</div></div>	+24
I feel valued	🎯	Culture & Values	<div><div>90%</div><div>7%</div><div>3%</div></div>	+23
I would say that my mental health is good	🎯	Health and Wellbeing	<div><div>83%</div><div>14%</div><div>3%</div></div>	+10
I feel that MFRS consider the impact on me and other people when making decisions	🎯	Change Management	<div><div>69%</div><div>31%</div></div>	+25
I feel comfortable to speak up and constructively challenge the way things are done	🎯	Belonging	<div><div>83%</div><div>17%</div></div>	+18
Senior managers do what they say they are going to do	🎯	Management Effectiveness	<div><div>79%</div><div>21%</div></div>	+30
I have good quality equipment to help me do my job	🎯	Learning & Development	<div><div>55%</div><div>34%</div><div>10%</div></div>	-14

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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	93%	7%	-2
I feel valued and recognised for the work that I do by my line manager		Recognition & Reward	90%	10%	+15
I feel my work contributes to our Functional or Station Plan		Employee Involvement	86%	14%	+4
Nobody in my team would deliberately act in a way that undermines my efforts		Belonging	90%	10%	+11
Bullying, harassment and discrimination are not tolerated at MFRS		Culture & Values	93%	7%	+12
I feel supported by my colleagues		Belonging	90%	10%	+5
I am communicated with about change that affects me		Change Management	86%	14%	+14
I am able to use my own initiative at work (where appropriate) to do my job		Employee Involvement	100%		+14
I know how to access the confidential reporting service, Safe Call		Culture & Values	62%	21% 17%	+5
MFRS promotes a culture of openness and transparency		Culture & Values	79%	21%	+15
I feel able to make decisions without fear of being blamed if things go wrong		Culture & Values	86%	14%	+28
I know about our staff networks and how to access them		Culture & Values	72%	28%	-6
Different parts of the Service work well together		Teamwork	72%	24% 3%	+19
I consider that I benefited from the support I received through the Occupational Health Team		Health and Wellbeing	90%	10%	+5
I have a sense of good job security		My Job	66%	31% 3%	-16
People communicate openly here regardless of position or level		Employee Involvement	83%	14% 3%	+30

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Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: National Resilience
Response count:	29
Panel count:	n/a
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	19 March 2025