
















Scorecard

Function/place: Finance and Procurement

Question	Impact ↓	Theme	Response Favourability	Comparison
I consider that I benefited from the support I received through the Occupational Health Team	🎯	Health and Wellbeing	70% 20% 10%	-15
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	86% 14%	+4
I have confidence in the future of MFRS	🎯	Management Effectiveness	86% 9% 5%	+11
MFRS promotes a culture of openness and transparency	🎯	Culture & Values	77% 18% 5%	+13
I understand how the Service Values fit into my day-to-day activities	🎯	My Job	82% 18%	-7
I get a sense of personal accomplishment from my work	🎯	My Job	91% 9%	+6
People communicate openly here regardless of position or level	🎯	Employee Involvement	55% 27% 18%	+2
Generally we resolve any differences of opinion amicably	🎯	Culture & Values	73% 18% 9%	-2
Senior managers do what they say they are going to do	🎯	Management Effectiveness	64% 27% 9%	+15
Bullying, harassment and discrimination are not tolerated at MFRS	🎯	Culture & Values	82% 9% 9%	+1
I feel that MFRS consider the impact on me and other people when making decisions	🎯	Change Management	41% 50% 9%	-3
I understand our Vision, Our Purpose, Our Aims and Our Values	🎯	Goal Clarity	95% 5%	+1
Change here is well managed overall	🎯	Change Management	55% 32% 14%	-3
MFRS helps staff prepare for and cope with change	🎯	Change Management	50% 41% 9%	+4
I feel able to make decisions without fear of being blamed if things go wrong	🎯	Culture & Values	68% 18% 14%	+10

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I feel my work contributes to our Functional or Station Plan		Employee Involvement	<div><div>86%</div><div>14%</div></div>	<div><div>+4</div></div>
I am able to use my own initiative at work (where appropriate) to do my job		Employee Involvement	<div><div>95%</div><div>5%</div></div>	<div><div>+9</div></div>
Change within my team is well managed		Change Management	<div><div>68%</div><div>23%</div><div>9%</div></div>	<div><div>-1</div></div>
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)		My Job	<div><div>91%</div><div>9%</div></div>	<div><div>+14</div></div>
Senior leaders make the effort to listen to staff		Belonging	<div><div>59%</div><div>32%</div><div>9%</div></div>	<div><div>-2</div></div>
Senior leaders are open and approachable		Belonging	<div><div>77%</div><div>18%</div><div>5%</div></div>	<div><div>+12</div></div>
I feel valued		Culture & Values	<div><div>64%</div><div>27%</div><div>9%</div></div>	<div><div>-3</div></div>
I am able to access learning and development opportunities		Learning & Development	<div><div>73%</div><div>18%</div><div>9%</div></div>	<div><div>+2</div></div>
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	<div><div>92%</div><div>8%</div></div>	<div><div>+2</div></div>
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>77%</div><div>14%</div><div>9%</div></div>	<div><div>-16</div></div>
I am encouraged to suggest new ideas for improvements		Employee Involvement	<div><div>73%</div><div>23%</div><div>5%</div></div>	<div><div>0</div></div>
I am clear about what I am expected to achieve in my job		Goal Clarity	<div><div>86%</div><div>9%</div><div>5%</div></div>	<div><div>-5</div></div>
Morale in my immediate team/watch/section is generally high		Teamwork	<div><div>45%</div><div>27%</div><div>27%</div></div>	<div><div>-25</div></div>
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>91%</div><div>9%</div></div>	<div><div>-4</div></div>
I feel valued and recognised for the work that I do by senior managers		Recognition & Reward	<div><div>68%</div><div>27%</div><div>5%</div></div>	<div><div>+12</div></div>

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Employees at my level are able to communicate their concerns to senior and strategic management	🎯	Management Effectiveness	68% 14% 18%	+12
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	🎯	Culture & Values	86% 14%	+16
I feel valued and recognised for the work that I do by other team members	🎯	Recognition & Reward	77% 18% 5%	-3
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	53% 33% 13%	+3
I feel valued and recognised for the work that I do by my line manager	🎯	Recognition & Reward	73% 27%	-1
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	65% 30% 5%	+1
I feel supported in my role	🎯	My Job	82% 14% 5%	+10
I feel supported by my colleagues	🎯	Belonging	77% 23%	-8
I've used the feedback I've received to help me develop in my role	🎯	Learning & Development	80% 5% 15%	+14
I have good quality equipment to help me do my job	🎯	Learning & Development	68% 14% 18%	-1
I would say that my mental health is good	🎯	Health and Wellbeing	73% 18% 9%	0
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	🎯	Health and Wellbeing	82% 18%	+7
I feel comfortable talking to my colleagues about my life and background	🎯	Belonging	77% 14% 9%	-7
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	🎯	Change Management	95% 5%	+3

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My line manager communicates with me regularly about issues that affect my work		Management Effectiveness	95%	5%	+17
Nobody in my team would deliberately act in a way that undermines my efforts		Belonging	77%	18% 5%	-2
My line manager gives me regular feedback on how I am doing		Management Effectiveness	73%	9% 18%	+4
I have a sense of good job security		My Job	91%	5% 5%	+9
When I first joined I was made to feel welcome		Belonging	77%	9% 14%	-8
Members of the Fire and Rescue Authority engage well with staff at MFRS		Management Effectiveness	59%	36% 5%	+19
My line manager makes time for me		Management Effectiveness	82%	9% 9%	0
My line manager listens to me		Management Effectiveness	82%	18%	-2
I feel comfortable to speak up and constructively challenge the way things are done		Belonging	68%	27% 5%	+3
We are good at sharing ideas to make things work better		Teamwork	73%	23% 5%	-5
I have a good understanding of MFRS's expectations of staff behaviour		Culture & Values	82%	14% 5%	-11
I feel I can share how I feel with my team		Belonging	59%	32% 9%	-21
I am able to strike the right balance between my work and home life		Culture & Values	82%	5% 14%	+8
I am communicated with about change that affects me		Change Management	82%	14% 5%	+10
I understand that people have different ways of working and I use that knowledge to help me do my job		Teamwork	73%	27%	-17
My line manager treats me fairly and with respect		Management Effectiveness	82%	18%	-6
I know about our staff networks and how to access them		Culture & Values	73%	23% 5%	-5

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I would say my physical health is good	Health and Wellbeing	77%	14%	9%	-5
Different parts of the Service work well together	Teamwork	68%	18%	14%	+15
I feel competent in my role	Learning & Development	95%	5%		+6
I know how to access the confidential reporting service, Safe Call	Culture & Values	64%	18%	18%	+7
I have used the services available through the Occupational Health and Wellbeing Team	Health and Wellbeing	45%	55%		-10
I am aware of the support services available through the Occupational Health and Wellbeing Team	Health and Wellbeing	100%			+6
If asked, I would recommend to friends and family that MFRS is a good place to work	Engagement	86%	14%		+4
I care about the future of MFRS	Engagement	91%	9%		-5
I am proud to say I work for MFRS	Engagement	82%	18%		-8
Working here makes me want to do the best I can	Engagement	91%	9%		+2
I would still like to be working at MFRS in two years' time	Engagement	77%	18%	5%	-7
I have had an appraisal in the last 12 months	Learning & Development	91%	9%		+10

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: Finance and Procurement
Response count:	22
Panel count:	undefined
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	5 March 2025