

Scorecard

Function/place: People and Organisational Development/Legal and Democratic Services

Question	Impact ↓	Theme	Response Favourability	Comparison
I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	100%	+7
I have confidence in the future of MFRS	🎯	Management Effectiveness	91% 6% 3%	+16
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	100%	+5
I feel valued	🎯	Culture & Values	85% 6% 9%	+19
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	73% 14% 14%	+22
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	88% 9% 3%	+6
I feel supported in my role	🎯	My Job	91% 3% 6%	+19
Bullying, harassment and discrimination are not tolerated at MFRS	🎯	Culture & Values	100%	+19
When I first joined I was made to feel welcome	🎯	Belonging	94% 3% 3%	+9
MFRS promotes a culture of openness and transparency	🎯	Culture & Values	88% 9% 3%	+24
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	🎯	My Job	76% 6% 18%	0
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	81% 6% 13%	-8

Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	96%	4%	+32
I feel supported by my colleagues	🎯	Belonging	94%	6%	+9
I understand our Vision, Our Purpose, Our Aims and Our Values	🎯	Goal Clarity	100%		+5
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	🎯	Culture & Values	97%	3%	+26
I get a sense of personal accomplishment from my work	🎯	My Job	91%	3% 6%	+6
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	🎯	Change Management	100%		+8
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	97%	3%	+3
I feel I can share how I feel with my team	🎯	Belonging	85%	12% 3%	+5
We are good at sharing ideas to make things work better	🎯	Teamwork	88%	12%	+11
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	🎯	Health and Wellbeing	91%	9%	+17
I am communicated with about change that affects me	🎯	Change Management	79%	12% 9%	+8
Morale in my immediate team/watch/section is generally high	🎯	Teamwork	74%	12% 15%	+3
People communicate openly here regardless of position or level	🎯	Employee Involvement	71%	12% 18%	+18
I feel valued and recognised for the work that I do by my line manager	🎯	Recognition & Reward	88%	9% 3%	+14
I am able to access learning and development opportunities	🎯	Learning & Development	82%	9% 9%	+11

Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

I feel valued and recognised for the work that I do by other team members		Recognition & Reward	88% 9% 3%	+8
I've used the feedback I've received to help me develop in my role		Learning & Development	92% 8%	+26
Nobody in my team would deliberately act in a way that undermines my efforts		Belonging	82% 6% 12%	+3
I feel able to make decisions without fear of being blamed if things go wrong		Culture & Values	68% 24% 9%	+10
I have good quality equipment to help me do my job		Learning & Development	62% 21% 18%	-7
Different parts of the Service work well together		Teamwork	74% 12% 15%	+20
I am clear about what I am expected to achieve in my job		Goal Clarity	94% 3% 3%	+2
Change here is well managed overall		Change Management	68% 21% 12%	+10
Senior leaders make the effort to listen to staff		Belonging	85% 9% 6%	+24
Members of the Fire and Rescue Authority engage well with staff at MFRS		Management Effectiveness	59% 32% 9%	+19
Change within my team is well managed		Change Management	71% 15% 15%	+2
I feel that MFRS consider the impact on me and other people when making decisions		Change Management	44% 35% 21%	0
I feel competent in my role		Learning & Development	97% 3%	+8
Senior leaders are open and approachable		Belonging	85% 9% 6%	+20
MFRS helps staff prepare for and cope with change		Change Management	59% 24% 18%	+13
I am encouraged to suggest new ideas for improvements		Employee Involvement	94% 3% 3%	+22
I feel comfortable talking to my colleagues about my life and background		Belonging	88% 9% 3%	+4

Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

I have a sense of good job security		My Job	82% 12% 6%	+1
Generally we resolve any differences of opinion amicably		Culture & Values	91% 9%	+16
My line manager communicates with me regularly about issues that affect my work		Management Effectiveness	88% 6% 6%	+10
Senior managers do what they say they are going to do		Management Effectiveness	62% 18% 21%	+13
I am able to use my own initiative at work (where appropriate) to do my job		Employee Involvement	91% 6% 3%	+5
I feel valued and recognised for the work that I do by senior managers		Recognition & Reward	65% 24% 12%	+8
I am able to strike the right balance between my work and home life		Culture & Values	68% 15% 18%	-7
I understand how the Service Values fit into my day-to-day activities		My Job	100%	+11
My line manager treats me fairly and with respect		Management Effectiveness	94% 6%	+6
My line manager gives me regular feedback on how I am doing		Management Effectiveness	91% 9%	+22
My line manager listens to me		Management Effectiveness	94% 3% 3%	+11
I would say my physical health is good		Health and Wellbeing	76% 3% 21%	-6
I consider that I benefited from the support I received through the Occupational Health Team		Health and Wellbeing	87% 9% 4%	+2
Employees at my level are able to communicate their concerns to senior and strategic management		Management Effectiveness	76% 15% 9%	+21
I feel comfortable to speak up and constructively challenge the way things are done		Belonging	76% 12% 12%	+12
I feel my work contributes to our Functional or Station Plan		Employee Involvement	88% 9% 3%	+6
I would say that my mental health is good		Health and Wellbeing	74% 9% 18%	+1

Merseyside FRS Census 2024: Scorecard

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My line manager makes time for me	Management Effectiveness	94%	3%	3%	+12
I know about our staff networks and how to access them	Culture & Values	85%	9%	6%	+7
I understand that people have different ways of working and I use that knowledge to help me do my job	Teamwork	94%	6%		+4
I have had an appraisal in the last 12 months	Learning & Development	71%	29%		-10
I know how to access the confidential reporting service, Safe Call	Culture & Values	65%	9%	26%	+8
I am proud to say I work for MFRS	Engagement	97%	3%		+7
If asked, I would recommend to friends and family that MFRS is a good place to work	Engagement	91%	9%		+9
I care about the future of MFRS	Engagement	100%			+4
Working here makes me want to do the best I can	Engagement	97%	3%		+8
I would still like to be working at MFRS in two years' time	Engagement	82%	12%	6%	-2
I have used the services available through the Occupational Health and Wellbeing Team	Health and Wellbeing	68%	32%		+12
I am aware of the support services available through the Occupational Health and Wellbeing Team	Health and Wellbeing	97%	3%		+3

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: People and Organisational Development/Legal and Democratic Services
Response count:	34
Panel count:	n/a
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
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