

## Scorecard

Function/place: Strategy &amp; Performance

Question	Impact ↓	Theme	Response Favourability	Comparison
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>97%</div><div>3%</div></div>	+2
I get a sense of personal accomplishment from my work	🎯	My Job	<div><div>88%</div><div>6%</div><div>6%</div></div>	+3
I understand our Vision, Our Purpose, Our Aims and Our Values	🎯	Goal Clarity	<div><div>97%</div><div>3%</div></div>	+2
I have confidence in the future of MFRS	🎯	Management Effectiveness	<div><div>94%</div><div>3%</div><div>3%</div></div>	+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	<div><div>60%</div><div>36%</div><div>4%</div></div>	+9
I feel supported by my colleagues	🎯	Belonging	<div><div>85%</div><div>9%</div><div>6%</div></div>	0
I understand how the Service Values fit into my day-to-day activities	🎯	My Job	<div><div>94%</div><div>3%</div><div>3%</div></div>	+5
I am clear about what I am expected to achieve in my job	🎯	Goal Clarity	<div><div>94%</div><div>3%</div><div>3%</div></div>	+2
I feel valued	🎯	Culture & Values	<div><div>82%</div><div>9%</div><div>9%</div></div>	+16
I feel my work contributes to our Functional or Station Plan	🎯	Employee Involvement	<div><div>85%</div><div>9%</div><div>6%</div></div>	+3
MFRS promotes a culture of openness and transparency	🎯	Culture & Values	<div><div>74%</div><div>21%</div><div>6%</div></div>	+9
My line manager treats me fairly and with respect	🎯	Management Effectiveness	<div><div>97%</div><div>3%</div></div>	+9
Generally we resolve any differences of opinion amicably	🎯	Culture & Values	<div><div>82%</div><div>15%</div><div>3%</div></div>	+7
I've used the feedback I've received to help me develop in my role	🎯	Learning & Development	<div><div>87%</div><div>7%</div><div>7%</div></div>	+21
I feel valued and recognised for the work that I do by senior managers	🎯	Recognition & Reward	<div><div>79%</div><div>12%</div><div>9%</div></div>	+23

# Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

Nobody in my team would deliberately act in a way that undermines my efforts	🎯	Belonging	88%	6%6%	+9
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	87%	3%10%	+22
I am encouraged to suggest new ideas for improvements	🎯	Employee Involvement	91%	6%3%	+19
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	🎯	Culture & Values	85%	12%3%	+15
I am able to use my own initiative at work (where appropriate) to do my job	🎯	Employee Involvement	94%	6%	+8
I feel comfortable to speak up and constructively challenge the way things are done	🎯	Belonging	79%	15%6%	+14
I feel valued and recognised for the work that I do by other team members	🎯	Recognition & Reward	79%	15%6%	-1
Morale in my immediate team/watch/section is generally high	🎯	Teamwork	76%	15%9%	+6
I feel I can share how I feel with my team	🎯	Belonging	82%	9%9%	+2
I feel supported in my role	🎯	My Job	82%	15%3%	+10
I am able to access learning and development opportunities	🎯	Learning & Development	74%	18%9%	+3
I would say that my mental health is good	🎯	Health and Wellbeing	82%	12%6%	+10
My line manager listens to me	🎯	Management Effectiveness	94%	3%3%	+11
I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	94%	6%	+1
I consider that I benefited from the support I received through the Occupational Health Team	🎯	Health and Wellbeing	95%	5%	+10

# Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	🎯	Health and Wellbeing	<div><div>82%</div><div>15%</div><div>3%</div></div>	+8
I feel able to make decisions without fear of being blamed if things go wrong	🎯	Culture & Values	<div><div>74%</div><div>24%</div><div>3%</div></div>	+16
People communicate openly here regardless of position or level	🎯	Employee Involvement	<div><div>74%</div><div>15%</div><div>12%</div></div>	+21
I feel comfortable talking to my colleagues about my life and background	🎯	Belonging	<div><div>91%</div><div>9%</div></div>	+7
Employees at my level are able to communicate their concerns to senior and strategic management	🎯	Management Effectiveness	<div><div>74%</div><div>21%</div><div>6%</div></div>	+18
My line manager gives me regular feedback on how I am doing	🎯	Management Effectiveness	<div><div>82%</div><div>18%</div></div>	+13
Senior leaders are open and approachable	🎯	Belonging	<div><div>82%</div><div>15%</div><div>3%</div></div>	+17
I feel valued and recognised for the work that I do by my line manager	🎯	Recognition & Reward	<div><div>82%</div><div>12%</div><div>6%</div></div>	+8
We are good at sharing ideas to make things work better	🎯	Teamwork	<div><div>85%</div><div>9%</div><div>6%</div></div>	+8
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	<div><div>88%</div><div>12%</div></div>	+6
Bullying, harassment and discrimination are not tolerated at MFRS	🎯	Culture & Values	<div><div>91%</div><div>9%</div></div>	+10
I am able to strike the right balance between my work and home life	🎯	Culture & Values	<div><div>79%</div><div>9%</div><div>12%</div></div>	+5
I feel that MFRS consider the impact on me and other people when making decisions	🎯	Change Management	<div><div>68%</div><div>29%</div><div>3%</div></div>	+23
I understand that people have different ways of working and I use that knowledge to help me do my job	🎯	Teamwork	<div><div>91%</div><div>9%</div></div>	+1
I feel competent in my role	🎯	Learning & Development	<div><div>91%</div><div>6%</div><div>3%</div></div>	+2
Senior leaders make the effort to listen to staff	🎯	Belonging	<div><div>79%</div><div>18%</div><div>3%</div></div>	+18

# Merseyside FRS Census 2024: Scorecard

Survey closed: 11 December 2024

My line manager makes time for me	🎯	Management Effectiveness	97%	3%	+15
Members of the Fire and Rescue Authority engage well with staff at MFRS	🎯	Management Effectiveness	53%	41% 6%	+13
When I first joined I was made to feel welcome	🎯	Belonging	100%		+15
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%	6%	+1
Different parts of the Service work well together	🎯	Teamwork	74%	21% 6%	+20
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	🎯	Change Management	88%	12%	-4
Senior managers do what they say they are going to do	🎯	Management Effectiveness	74%	21% 6%	+25
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	🎯	My Job	79%	9% 12%	+3
I know about our staff networks and how to access them	🎯	Culture & Values	79%	18% 3%	+1
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	80%	13% 7%	-9
MFRS helps staff prepare for and cope with change	🎯	Change Management	59%	38% 3%	+13
My line manager communicates with me regularly about issues that affect my work	🎯	Management Effectiveness	88%	12%	+10
Change within my team is well managed	🎯	Change Management	79%	15% 6%	+10
Change here is well managed overall	🎯	Change Management	65%	29% 6%	+7
I have good quality equipment to help me do my job	🎯	Learning & Development	71%	15% 15%	+2

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Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: Strategy & Performance
Response count:	34
Panel count:	n/a
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	19 March 2025