

Comparisons

	Overall	White - British	All other Ethnic Groups	Prefer not to say
No. of Responses	422	248	113	61
Goal Clarity	91%	94%	92%	77%
I am clear about what I am expected to achieve in my job	92%	95%	90%	80%
I understand how the work I do helps MFRS to achieve its Purpose – Here to serve, here to protect, here to keep you safe.	95%	98%	96%	84%
I understand our Vision, Our Purpose, Our Aims and Our Values	95%	97%	96%	82%
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	83%	87%	86%	61%
My Job	82%	85%	85%	68%
As a manager I feel confident to have conversations about performance (including good or poor performance), or behaviour with the people I line manage	89%	90%	89%	88%
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	77%	78%	85%	56%
I feel supported in my role	72%	79%	72%	46%
I get a sense of personal accomplishment from my work	85%	87%	90%	67%

Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

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I have a sense of good job security	82%	83%	83%	72%
I understand how the Service Values fit into my day-to-day activities	89%	91%	88%	79%
Employee Involvement	74%	78%	74%	53%
I am able to use my own initiative at work (where appropriate) to do my job	86%	91%	83%	74%
I am encouraged to suggest new ideas for improvements	73%	77%	73%	51%
I feel my work contributes to our Functional or Station Plan	83%	88%	82%	64%
People communicate openly here regardless of position or level	52%	56%	58%	25%
Teamwork	73%	77%	71%	59%
Different parts of the Service work well together	54%	57%	61%	26%
I understand that people have different ways of working and I use that knowledge to help me do my job	90%	94%	82%	87%
Morale in my immediate team/watch/section is generally high	71%	74%	68%	62%
We are good at sharing ideas to make things work better	77%	83%	74%	61%

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Learning & Development		73%	76%	76%	59%
I am able to access learning and development opportunities	71%	73%	73%	61%	
I feel competent in my role	89%	89%	90%	87%	
I have good quality equipment to help me do my job	69%	72%	74%	46%	
I have had an appraisal in the last 12 months	81%	80%	83%	82%	
I've used the feedback I've received to help me develop in my role	66%	70%	69%	44%	
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	64%	71%	65%	36%	
Recognition & Reward		70%	74%	71%	54%
I feel valued and recognised for the work that I do by my line manager	74%	77%	73%	64%	
I feel valued and recognised for the work that I do by other team members	81%	83%	78%	74%	
I feel valued and recognised for the work that I do by senior managers	57%	63%	61%	25%	
Management Effectiveness		69%	73%	70%	52%

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Employees at my level are able to communicate their concerns to senior and strategic management	56%	63%	58%	21%	
I have confidence in the future of MFRS	75%	79%	79%	51%	
Members of the Fire and Rescue Authority engage well with staff at MFRS	40%	44%	40%	28%	
My line manager communicates with me regularly about issues that affect my work	78%	81%	76%	69%	
My line manager gives me regular feedback on how I am doing	69%	74%	68%	51%	
My line manager listens to me	83%	85%	84%	74%	
My line manager makes time for me	82%	85%	84%	69%	
My line manager treats me fairly and with respect	88%	89%	89%	82%	
Senior managers do what they say they are going to do	49%	54%	54%	20%	
Culture & Values	72%	75%	76%	51%	
Bullying, harassment and discrimination are not tolerated at MFRS	81%	85%	87%	57%	

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Generally we resolve any differences of opinion amicably	75%	80%	79%	46%
I am able to strike the right balance between my work and home life	74%	75%	79%	64%
I feel able to make decisions without fear of being blamed if things go wrong	58%	60%	65%	34%
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	71%	76%	78%	34%
I feel valued	66%	74%	67%	33%
I have a good understanding of MFRS's expectations of staff behaviour	93%	96%	91%	85%
I know about our staff networks and how to access them	78%	79%	80%	70%
I know how to access the confidential reporting service, Safe Call	57%	57%	59%	52%
I know what I should do and what action I should take if I was concerned that bullying and harassment were taking place.	94%	94%	96%	87%
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)	51%	56%	57%	20%
MFRS promotes a culture of openness and transparency	65%	69%	73%	33%

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Change Management		63%	68%	66%	41%
Change here is well managed overall	58%	62%	61%	34%	
Change within my team is well managed	69%	72%	70%	54%	
I am communicated with about change that affects me	72%	77%	76%	41%	
I feel that MFRS consider the impact on me and other people when making decisions	44%	50%	48%	15%	
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	92%	95%	90%	87%	
MFRS helps staff prepare for and cope with change	46%	50%	52%	16%	
Health and Wellbeing		77%	79%	80%	64%
I am aware of the support services available through the Occupational Health and Wellbeing Team	94%	94%	98%	90%	
I consider that I benefited from the support I received through the Occupational Health Team	85%	89%	81%	74%	
I have used the services available through the Occupational Health and Wellbeing Team	55%	55%	62%	44%	
I would say my physical health is good	82%	84%	83%	72%	

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I would say that my mental health is good	73%	77%	76%	51%
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	74%	79%	78%	51%
Belonging	76%	80%	77%	57%
I feel comfortable talking to my colleagues about my life and background	84%	85%	87%	74%
I feel comfortable to speak up and constructively challenge the way things are done	65%	73%	66%	31%
I feel I can share how I feel with my team	81%	82%	81%	74%
I feel supported by my colleagues	85%	87%	83%	80%
Nobody in my team would deliberately act in a way that undermines my efforts	79%	80%	85%	66%
Senior leaders are open and approachable	66%	72%	70%	31%
Senior leaders make the effort to listen to staff	61%	70%	62%	25%
When I first joined I was made to feel welcome	85%	88%	84%	74%
Engagement	88%	92%	89%	73%

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I am proud to say I work for MFRS	90%	93%	93%	72%
I care about the future of MFRS	96%	98%	95%	90%
I would still like to be working at MFRS in two years' time	84%	89%	82%	70%
If asked, I would recommend to friends and family that MFRS is a good place to work	82%	86%	87%	61%
Working here makes me want to do the best I can	89%	94%	88%	72%

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Response count:	422
Panel count:	1030
Participation:	41%
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	27 March 2025