

## Comparisons

	Overall	Male	Female	Prefer not to say	Other gender identity
<b>No. of Responses</b>	<b>422</b>	220	151	49	2
<b>Goal Clarity</b>	<b>91%</b>	90%	96%	81%	n/a
I am clear about what I am expected to achieve in my job	92%	90%	95%	90%	n/a
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%	94%	99%	86%	n/a
I understand our Vision, Our Purpose, Our Aims and Our Values	95%	94%	99%	86%	n/a
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	83%	81%	92%	63%	n/a
<b>My Job</b>	<b>82%</b>	81%	87%	73%	n/a
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%	84%	96%	n/a
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	77%	75%	82%	67%	n/a
I feel supported in my role	72%	70%	83%	49%	n/a
I get a sense of personal accomplishment from my work	85%	85%	90%	69%	n/a

## Merseyside FRS Census 2024: Comparisons

Survey closed: 11 December 2024

	Overall	Male	Female	Prefer not to say	Other gender identity
I have a sense of good job security	82%	80%	87%	73%	n/a
I understand how the Service Values fit into my day-to-day activities	89%	87%	94%	82%	n/a
<b>Employee Involvement</b>	<b>74%</b>	73%	80%	57%	n/a
I am able to use my own initiative at work (where appropriate) to do my job	86%	85%	92%	78%	n/a
I am encouraged to suggest new ideas for improvements	73%	70%	82%	55%	n/a
I feel my work contributes to our Functional or Station Plan	83%	84%	87%	67%	n/a
People communicate openly here regardless of position or level	52%	52%	61%	29%	n/a
<b>Teamwork</b>	<b>73%</b>	71%	80%	60%	n/a
Different parts of the Service work well together	54%	51%	68%	22%	n/a
I understand that people have different ways of working and I use that knowledge to help me do my job	90%	86%	95%	92%	n/a
Morale in my immediate team/watch/section is generally high	71%	71%	72%	65%	n/a
We are good at sharing ideas to make things work better	77%	76%	85%	61%	n/a

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<b>Learning &amp; Development</b>	<b>73%</b>	72%	79%	65%	n/a
I am able to access learning and development opportunities	71%	70%	75%	61%	n/a
I feel competent in my role	89%	90%	87%	92%	n/a
I have good quality equipment to help me do my job	69%	70%	72%	53%	n/a
I have had an appraisal in the last 12 months	81%	82%	79%	86%	n/a
I've used the feedback I've received to help me develop in my role	66%	59%	81%	55%	n/a
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	64%	60%	79%	40%	n/a
<b>Recognition &amp; Reward</b>	<b>70%</b>	68%	78%	60%	n/a
I feel valued and recognised for the work that I do by my line manager	74%	71%	81%	67%	n/a
I feel valued and recognised for the work that I do by other team members	81%	80%	82%	80%	n/a
I feel valued and recognised for the work that I do by senior managers	57%	52%	72%	33%	n/a
<b>Management Effectiveness</b>	<b>69%</b>	67%	76%	56%	n/a

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Employees at my level are able to communicate their concerns to senior and strategic management	56%	55%	66%	27%	n/a
I have confidence in the future of MFRS	75%	71%	88%	55%	n/a
Members of the Fire and Rescue Authority engage well with staff at MFRS	40%	36%	48%	35%	n/a
My line manager communicates with me regularly about issues that affect my work	78%	77%	83%	69%	n/a
My line manager gives me regular feedback on how I am doing	69%	68%	76%	55%	n/a
My line manager listens to me	83%	81%	88%	80%	n/a
My line manager makes time for me	82%	82%	86%	71%	n/a
My line manager treats me fairly and with respect	88%	85%	93%	86%	n/a
Senior managers do what they say they are going to do	49%	48%	58%	27%	n/a
<b>Culture &amp; Values</b>	<b>72%</b>	72%	77%	55%	n/a
Bullying, harassment and discrimination are not tolerated at MFRS	81%	84%	85%	59%	n/a

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Generally we resolve any differences of opinion amicably	75%	77%	80%	49%	n/a
I am able to strike the right balance between my work and home life	74%	75%	76%	65%	n/a
I feel able to make decisions without fear of being blamed if things go wrong	58%	59%	64%	39%	n/a
I feel MFRS treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age	71%	69%	81%	45%	n/a
I feel valued	66%	64%	80%	35%	n/a
I have a good understanding of MFRS's expectations of staff behaviour	93%	92%	95%	94%	n/a
I know about our staff networks and how to access them	78%	75%	84%	73%	n/a
I know how to access the confidential reporting service, Safe Call	57%	63%	48%	55%	n/a
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%	95%	86%	n/a
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%	55%	55%	20%	n/a
MFRS promotes a culture of openness and transparency	65%	62%	75%	43%	n/a

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<b>Change Management</b>	<b>63%</b>	66%	68%	39%	n/a
Change here is well managed overall	58%	61%	61%	31%	n/a
Change within my team is well managed	69%	70%	72%	51%	n/a
I am communicated with about change that affects me	72%	73%	82%	35%	n/a
I feel that MFRS consider the impact on me and other people when making decisions	44%	47%	49%	18%	n/a
I understand the need for change at MFRS so the Service remains relevant and continues to meet the needs of our communities	92%	92%	95%	86%	n/a
MFRS helps staff prepare for and cope with change	46%	50%	48%	16%	n/a
<b>Health and Wellbeing</b>	<b>77%</b>	77%	80%	70%	n/a
I am aware of the support services available through the Occupational Health and Wellbeing Team	94%	94%	96%	92%	n/a
I consider that I benefited from the support I received through the Occupational Health Team	85%	88%	82%	83%	n/a
I have used the services available through the Occupational Health and Wellbeing Team	55%	52%	61%	49%	n/a
I would say my physical health is good	82%	84%	82%	76%	n/a

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I would say that my mental health is good	73%	72%	77%	59%	n/a
MFRS provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs	74%	72%	82%	61%	n/a
<b>Belonging</b>	<b>76%</b>	75%	82%	61%	n/a
I feel comfortable talking to my colleagues about my life and background	84%	83%	87%	82%	n/a
I feel comfortable to speak up and constructively challenge the way things are done	65%	65%	74%	37%	n/a
I feel I can share how I feel with my team	81%	78%	85%	84%	n/a
I feel supported by my colleagues	85%	84%	87%	84%	n/a
Nobody in my team would deliberately act in a way that undermines my efforts	79%	80%	82%	67%	n/a
Senior leaders are open and approachable	66%	63%	79%	37%	n/a
Senior leaders make the effort to listen to staff	61%	60%	75%	24%	n/a
When I first joined I was made to feel welcome	85%	87%	85%	78%	n/a
<b>Engagement</b>	<b>88%</b>	88%	94%	74%	n/a

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I am proud to say I work for MFRS	90%	90%	95%	73%	n/a
I care about the future of MFRS	96%	96%	98%	90%	n/a
I would still like to be working at MFRS in two years' time	84%	83%	90%	73%	n/a
If asked, I would recommend to friends and family that MFRS is a good place to work	82%	83%	89%	61%	n/a
Working here makes me want to do the best I can	89%	87%	97%	73%	n/a



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:	21 March 2025