

Scorecard

Function/place: Protection

Question	Impact ↓	Theme	Response Favourability	Comparison
I have a good understanding of MFRS's expectations of staff behaviour	🎯	Culture & Values	92% 5% 3%	-1
I have confidence in the future of MFRS	🎯	Management Effectiveness	92% 5% 3%	+17
Members of the Fire and Rescue Authority engage well with staff at MFRS	🎯	Management Effectiveness	50% 29% 21%	+10
Senior leaders are open and approachable	🎯	Belonging	79% 16% 5%	+13
I understand how the Service Values fit into my day-to-day activities	🎯	My Job	92% 8%	+3
I've used the feedback I've received to help me develop in my role	🎯	Learning & Development	70% 26% 4%	+4
I consider that I benefited from the support I received through the Occupational Health Team	🎯	Health and Wellbeing	89% 11%	+4
People communicate openly here regardless of position or level	🎯	Employee Involvement	61% 21% 18%	+8
My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well	🎯	Learning & Development	63% 30% 7%	-1
I feel valued and recognised for the work that I do by senior managers	🎯	Recognition & Reward	76% 16% 8%	+20
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	85% 15%	-5
The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS	🎯	Goal Clarity	84% 16%	+2
I am encouraged to suggest new ideas for improvements	🎯	Employee Involvement	87% 11% 3%	+14
I feel valued	🎯	Culture & Values	82% 11% 8%	+15

Merseyside FRS Census 2024: Scorecard

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I get a sense of personal accomplishment from my work	My Job	84%	8%	8%	-1
I am communicated with about change that affects me	Change Management	79%	11%	11%	+7
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	97%	3%		+2
I have good quality equipment to help me do my job	Learning & Development	79%	13%	8%	+10
I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)	My Job	76%	5%	18%	0
Change here is well managed overall	Change Management	58%	29%	13%	0
I feel my work contributes to our Functional or Station Plan	Employee Involvement	92%	5%	3%	+9
I understand our Vision, Our Purpose, Our Aims and Our Values	Goal Clarity	100%			+5
Employees at my level are able to communicate their concerns to senior and strategic management	Management Effectiveness	66%	21%	13%	+10
I feel I can share how I feel with my team	Belonging	74%	21%	5%	-7
I feel that MFRS consider the impact on me and other people when making decisions	Change Management	63%	21%	16%	+19
I feel valued and recognised for the work that I do by my line manager	Recognition & Reward	79%	13%	8%	+5
Bullying, harassment and discrimination are not tolerated at MFRS	Culture & Values	89%	5%	5%	+8
I feel supported in my role	My Job	89%	5%	5%	+17
Different parts of the Service work well together	Teamwork	55%	29%	16%	+2
When I first joined I was made to feel welcome	Belonging	89%	8%	3%	+4
MFRS promotes a culture of openness and transparency	Culture & Values	68%	11%	21%	+4

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I would say my physical health is good	Health and Wellbeing	74%	21%	5%	-9
We are good at sharing ideas to make things work better	Teamwork	79%	11%	11%	+2
I have a sense of good job security	My Job	82%	11%	8%	0
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	63%	30%	7%	+13
I am able to strike the right balance between my work and home life	Culture & Values	84%	5%	11%	+10
I feel able to make decisions without fear of being blamed if things go wrong	Culture & Values	63%	24%	13%	+5
I feel valued and recognised for the work that I do by other team members	Recognition & Reward	87%	8%	5%	+6
I feel competent in my role	Learning & Development	82%	18%		-8
I would say that my mental health is good	Health and Wellbeing	66%	29%	5%	-7
My line manager communicates with me regularly about issues that affect my work	Management Effectiveness	76%	18%	5%	-2
Generally we resolve any differences of opinion amicably	Culture & Values	74%	21%	5%	-1
My line manager treats me fairly and with respect	Management Effectiveness	92%	5%	3%	+4
I feel comfortable to speak up and constructively challenge the way things are done	Belonging	68%	24%	8%	+3
My line manager listens to me	Management Effectiveness	89%	8%	3%	+6
I know how to access the confidential reporting service, Safe Call	Culture & Values	34%	29%	37%	-23
Change within my team is well managed	Change Management	82%	13%	5%	+13
Morale in my immediate team/watch/section is generally high	Teamwork	79%	16%	5%	+8

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I know about our staff networks and how to access them	●	Culture & Values	<div><div>71%</div><div>21%</div><div>8%</div></div>	-7
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>92%</div><div>3%</div><div>5%</div></div>	-1
I am proud to say I work for MFRS		Engagement	<div><div>95%</div><div>5%</div></div>	+5
Working here makes me want to do the best I can		Engagement	<div><div>95%</div><div>3%</div><div>3%</div></div>	+6
If asked, I would recommend to friends and family that MFRS is a good place to work		Engagement	<div><div>95%</div><div>3%</div><div>3%</div></div>	+12
I would still like to be working at MFRS in two years' time		Engagement	<div><div>89%</div><div>8%</div><div>3%</div></div>	+5
I care about the future of MFRS		Engagement	<div><div>100%</div></div>	+4
I have used the services available through the Occupational Health and Wellbeing Team	●	Health and Wellbeing	<div><div>47%</div><div>53%</div></div>	-8
I am aware of the support services available through the Occupational Health and Wellbeing Team	●	Health and Wellbeing	<div><div>87%</div><div>13%</div></div>	-7
I have had an appraisal in the last 12 months	●	Learning & Development	<div><div>71%</div><div>29%</div></div>	-10

Appendix

Dashboard:	Merseyside FRS Dashboard 2024
Dashboard hierarchy type:	None
Filters applied:	Function/place: Protection
Response count:	38
Panel count:	n/a
Participation:	n/a
Partial results:	Excluded
Comparison:	Survey Overall
Report produced:	19 March 2025