

## MFRA: Survey questions (by Section) v2 Sept 2020

<b>Goal Clarity</b>	
To what extent do you agree with the following Statements:	
1	I understand the priorities or Missions & Aims of MFRA
2	I am clear about what I am expected to achieve in my job
3	I understand how the work I do helps MFRA to achieve its Mission & Aims
4	Senior Managers provide a clear vision of the overall direction of MFRA

<b>My Job</b>	
To what extent do you agree with the following Statements:	
1	I enjoy my work
2	My job makes the best use of the skills and abilities that I have
3	I get a sense of personal accomplishment from my work
4	I feel that my work contributes to Safer Stronger Communities
5	I feel supported in my role
6	I have a sense of good job security
7	I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)

<b>Employee Involvement</b>	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
1	I am able to use my own initiative at work to do my job
2	I am encouraged to suggest new ideas for improvements
3	I am comfortable to speak up and constructively challenge how things are done
4	People communicate openly here regardless of position or level

<b>Teamwork</b>	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
1	Morale in my immediate team/watch/section is generally high
2	We are good at sharing ideas to make things work better
3	Different parts of the service work well together

<b>Learning &amp; Development</b>	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
1	I have received the training and development I need to do my job well and safely
2	I have the right opportunities to learn and grow at work

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### Learning & Development

To what extent do you agree with the following Statements:  
(Please select only one answer per statement)

3	I have the knowledge and skills I need to do my job well
4	My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well
5	I have good quality equipment to help me do my job
6	I am able to access learning and development opportunities

### Recognition & Reward

To what extent do you agree with the following Statements:  
(Please select only one answer per statement)

1	In the last week, I have received thanks or praise for doing good work
2	I feel valued and recognised for the work that I do by my line manager
3	I feel valued and recognised for the work that I do by other team members
4	I feel valued and recognised for the work that I do by senior managers
5	I receive feedback on my work

### Management Effectiveness

Your Manager – by this we mean Line Manager, Watch manager or supervisor  
Senior Manager – Station Manager, Functional lead or above

To what extent do you agree with the following Statements:  
(Please select only one answer per statement)

1	My manager communicates regularly about issues that affect my work
2	My manager makes time for me
3	My manager treats me fairly and with respect
4	My manager gives me regular feedback on how I am doing
5	Senior managers do what they say they are going to do
6	Employees at my level are able to communicate their concerns to higher management
7	MFRA Members engage well with staff at MFRA
8	I have confidence in the future of MFRA

### Culture & Values

To what extent do you agree with the following Statements:  
(Please select only one answer per statement)

1	I am able to strike the right balance between my work and home life
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<b>Culture &amp; Values</b>	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
2	Merseyside Fire and Rescue Authority promotes a culture of openness and transparency
3	Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago
4	I have a good understanding of Merseyside Fire and Rescue Authority values
5	I feel valued
6	I feel Merseyside Fire and Rescue Authority treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age
7	Generally we resolve any differences of opinion amicably
8	I feel able to make decisions without fear of being blamed if things go wrong
<p>All MFRS employees have the right to work in an environment which is free from bullying and harassment. Everyone has a responsibility to comply with the Bullying and Harassment Policy. All employees should ensure that their behaviour towards colleagues does not cause offence and could not in any way be considered to be bullying and harassment.</p> <p><b>Bullying</b> – is described as, offensive, intimidating, malicious and insulting behaviour</p> <p><b>Harassment</b> – is defined as, unwanted conduct related to one of the relevant protected characteristics which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for an individual.</p>	
9	Bullying, harassment and discrimination are not tolerated at MFRA
10	I do not feel I have been bullied, harassed or discriminated against in the last 12 months

<b>Change Management</b>	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
1	I understand the need for change at MFRA given the cuts faced by the Authority
2	I am communicated with about change that affects me in good time
3	Change here is well managed overall
4	Change within my team is well managed
5	I feel that MFRA consider the impact on me and other people when making decisions
6	A lot is done to help staff prepare for and cope with change

<b>Health and Wellbeing</b>	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
1	In General I would say my health is good

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### Health and Wellbeing

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

2	I am aware of the health and wellbeing support services available through the Occupational Health Team
3	I have used the services available through the Occupational Health Team
4	consider that I benefited from the support I received through the Occupational Health Team
5	Does MFRA provide you with information that promotes healthier lifestyle
6	Does MRA support a positive work-life balance

### COVID 19 related questions

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	The organisation has kept me well informed and has maintained effective communication during the COVID-19 pandemic
2	Merseyside is doing a good job of maintaining services under the current circumstances
3	I believe the measures we are taking will ensure that it is safe for employees to work on station and in our offices
4	Do you feel your responses to this year's employee survey has been heavily influenced by the COVID crisis?

### Overall

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	I am proud to say I work for MFRA
2	Working here makes me want to do the best I can
3	If asked, I would recommend to friends and family that MFRA is a good place to work
4	I care about the future of MFRA
5	I would still like to be working at MFRA in two years' time

### Free response ('comment') questions

What is the best thing about working for MFRA?

If within your power, what one thing would you change about working for MFRA?

Has there been an improvement in the way in which we are communicating information throughout the organisation

Name one thing which you feel has changed within the MFRA since the last survey in 2018 which has had a positive impact on you.

Var	Item	Variable Title/Items
<b>1</b>		<b>Which Substantive role/grade are you under the appropriate heading?</b>
		<b>Uniformed</b>
	1	Firefighter
	2	Crew Manager
	3	Watch Manager
	4	Station Manager
	5	Group Manager
	6	Area Manager
	7	Principal Officer
		<b>Non Uniformed</b>
	1	Head of Function/Director
	2	Managers
	3	Support Staff
<b>3</b>		<b>Control</b>
	2	Watch Manager/Crew Managers (Control)
	1	Firefighter (Control)
<b>2</b>		<b>Which Function/place do you work in?</b>
	1	Finance
	2	Legal Procurement and Democratic Services
	3	Operational Preparedness
	4	Operational Response (incl. op crew staff)
	5	People and Organisational Development
	6	Community Risk Management (Prev & Protect staff)

Var	Item	Variable Title/Items
	7	Strategy & Performance
	8	National Resilience
	9	Other (Function)
<b>3</b>		<b>How long have you worked for Merseyside Fire &amp; Rescue Service?</b>
	1	Less than 2 years
	2	2 to less than 5 years
	3	5 to less than 10 years
	4	10 to less than 20 years
	5	20+ years
<b>4</b>		<b>What are your working arrangements?</b>
		Full Time Fixed Working Hours
		Full Time Flexi-time system
		Full time Flexible working and/or Compressed Hours
		Reduced hours / Part time / Flexible Working and/or Compressed Hours
		Marine Rescue Unit
		Day related Flexi time system
		LLAR
		Day Crewing WTR
		WT (224 (12/12))
		24 Hours WTR
		Senior Officer (FDS/Continuous Cover)
		Prefer not to say (Working arrangements)
	NRAT (National Resilience Assurance Team)	
<b>5</b>		<b>In which age range are you</b>

Var	Item	Variable Title/Items
	1	16
	2	17-24
	3	25-35
	4	36-45
	5	46-55
	6	56-65
	7	66+
	8	Prefer not to say (Age)
<b>6</b>		<b>Are You:</b>
	1	Male
	2	Female
	3	Prefer not to say (Gender)
	4	Other gender identity
<b>7</b>		<b>Please select the option which best describes your sexual orientation:</b>
	1	Bisexual
	2	Gay Man
	3	Gay Woman/Lesbian
	4	Heterosexual/Straight
	5	Other (Sexuality)
	6	Prefer not to say (Sexuality)
<b>8</b>		<b>I would describe my ethnic origin as:</b>
	1	White - English
	2	White - Welsh
	3	White - Scottish
	4	White - Northern Irish
	5	White - British

Var	Item	Variable Title/Items
	6	White - Irish
	7	White - Gypsy / Traveller
	8	White - Any Other background
	9	Asian / Asian British - Bangladeshi
	10	Asian / Asian British - Indian
	11	Asian / Asian British - Pakistani
	12	Asian / Asian British - Any Other background
	13	Black or Black British - African
	14	Black or Black British - Caribbean
	15	Black or Black British - Any Other background
	16	Mixed - White & Asian
	17	Mixed - White & Black Caribbean
	18	Mixed - White & Black African
	19	Mixed - Any Other background
	20	Other Ethnic Group - Arab
	21	Other Ethnic Group - Chinese
	22	Other Ethnic Group - Any Other ethnic group
	23	Prefer not to say (Ethnicity)
<b>9</b>		<b>Do you consider yourself to have a Disability:</b> <i>(The Public Sector Equality Duty defines a disabled person as a person with a disability for the purposes of the Act if he or she has a physical or mental impairment and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities)</i>
	1	Yes1

Var	Item	Variable Title/Items
	2	No1
	3	Prefer not to say (disability)
<b>10</b>		<b>I would describe my religion or belief as:</b>
	1	Agnostic
	2	Atheist
	3	Baha'i Faith
	4	Buddhist
	5	Christian
	6	Hindu
	7	Jain
	8	Jewish
	9	Muslim
	10	Sikh
	11	Zoroastrianism
	12	Humanist
	13	Pagan
	14	No Religion
	15	Prefer not to say (Religion)
	16	Other (Religion)

