

MERSEYSIDE FIRE & RESCUE SERVICE STAFF ENGAGEMENT IN NUMBERS



Our staff engagement score has increased from 55% in 2014 to **86%** in 2023.



95%

understand how the work they do helps MFRS achieve its purpose



96%

care about the future of MFRS.



87%

of respondents are proud to work for MFRS.

This is down to...

...the introduction of **7 Staff Networks** and involving them in MFRS business.

...PO talks, AM & GM visits providing opportunities for staff to contribute to the Service and helping people feel more listened to.

...improved working conditions on new stations.

...better support from managers.

...opportunities for agile and flexible working.

...increase in ED&I training.

...people feel their job makes a difference. **84%** of staff survey respondents said they get a sense of personal accomplishment from their work. This is demonstrated by no. of staff who have volunteered throughout the pandemic.

...availability of Occupational Health support.

...better culture through improved leadership.

...increased job security thanks to learning and development opportunities, investment in frontline services and making more temporary roles permanent.

...improvements in how we manage change, collaborate & communicate. Increased regular staff communication keeps people informed.

...staff-led review of our values and leadership message.