

MFRA: Survey questions 2024

Goal Clarity	
To what extent do you agree with the following statements:	
1	I understand our Vision, Our Purpose, Our Aims and Our Values
2	(If Strongly Disagree or Disagree to Q1) Which part of the leadership message do you not understand?
3	I am clear about what I am expected to achieve in my job
4	I understand how the work I do helps MFRS to achieve its Purpose – Here to serve, Here to protect, Here to keep you safe
5	The Chief Fire Officer and strategic leadership team provide a clear vision of the overall direction of MFRS
	Do you have other comments about this section? [free text]

My Job	
To what extent do you agree with the following statements:	
1	I get a sense of personal accomplishment from my work
2	I feel supported in my role
3	I have a sense of good job security
4	I am satisfied with my physical working conditions (e.g. working environment, space, equipment etc.)
5	I understand and apply the Service Values in my day-to-day activities
	Note for People Insight - Questions 6 and 7 to be answered by managers only – other staff can skip these
6	As a manager I feel confident to have conversations about performance (including good or poor performance), or behaviour with the people I line manage
7	If disagreed - Please say more about what would prevent you discussing performance or behaviour with people you line manage.
	Do you have other comments about this section? [free text]

Employee Involvement	
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 (where appropriate) to do my job
2	I am encouraged to suggest new ideas for improvements
3	People are able to communicate openly here regardless of position or level
4.	I feel my work contributes to our Functional or Station Plan
	Do you have other comments about this section? [free text]

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Teamwork	
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
4	I understand that people have different ways of working and I use that knowledge to help me do my job
	Do you have other comments about this section? [free text]

Learning & Development	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
1	I feel competent in my role
2	I have had an appraisal in the last 12 months
3	My last appraisal meeting helped me understand how I am currently performing in my role
4	I've used the feedback I've received to help me develop in my role
5	I have good quality equipment to help me do my job
6	I am able to access learning and development opportunities
	Do you have other comments about this section? [free text]

Recognition & Reward	
Note: in this section Senior Managers are Station Managers (or non-uniformed equivalent) or above at a level above your direct line manager.	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
1	I feel valued and recognised for the work that I do by my line manager
2	I feel valued and recognised for the work that I do by other team members
3	I feel valued and recognised for the work that I do by senior managers
	Do you have other comments about this section? [free text]

Management Effectiveness	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
1	My line manager communicates with me regularly about issues that affect my work
2	My line manager makes time for me
3	My line manager treats me fairly and with respect

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Management Effectiveness	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
4	My line manager gives me regular feedback on how I am doing
5	My line manager listens to me
6	Senior managers are accessible and do what they say they are going to do
7	Employees at my level are able to communicate their concerns to senior and strategic management
8	Members of the Fire and Rescue Authority engage well with staff at MFRS
9	I have confidence in the future of MFRS
	Do you have other comments about this section? [free text]

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
2	MFRS promotes a culture of openness and transparency
3	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)
4	I have a good understanding of MFRA's expectations of staff behaviour
5	I feel valued
6	I feel MFRS 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
9	I know about our staff networks and how to access them
	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. Bullying – is described as, offensive, intimidating, malicious and insulting behaviour Harassment – 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.
10	Bullying, harassment and discrimination are not tolerated at MFRA
11	I know what I should do and what action I should take if I was exposed to or had witnessed bullying and harassment
12	I know how to access the confidential reporting service, Safe Call

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Culture & Values	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
	Do you have other comments about this section? [free text]

Change Management	
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 MFRS so the Service remains relevant and continues to meet the changing needs of our communities
2	I am communicated with about change that affects me
3	Change here is well managed overall
4	Change within my team is well managed
5	I feel that MFRS considers the impact on me and other people when making decisions
6	MFRS helps staff prepare for and cope with change
	Do you have other comments about this section? [free text]

Health and Wellbeing	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
1	I would say my physical health is good
2	I would say that my mental health is good
3	I am aware of support services available through the Occupational Health and Wellbeing Team
4	I have used the services available through the Occupational Health and Wellbeing Team
5	(If yes to Q4) I consider that I benefited from the support I received through the Occupational Health and Wellbeing Team
6	MFRA provides me with Health and Wellbeing promotional information and access to initiatives that helps support my individual needs
	Do you have other comments about this section? [free text]

Belonging	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
1	I feel comfortable talking to my colleagues about my life and background
2	I feel supported by my colleagues

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Belonging	
To what extent do you agree with the following statements: (Please select only one answer per statement)	
3	When I first joined I was made to feel welcome
4	I feel I can share how I feel with my team
5	Nobody in my team would deliberately act in a way that undermines my efforts
6	Senior leaders are open and approachable
7	Senior leaders make the effort to listen to staff
8	I feel comfortable to speak up and constructively challenge the way things are done
	Do you have other comments about this section? [free text]

Engagement	
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 MFRS
2	Working here makes me want to do the best I can
3	If asked, I would recommend to friends and family that MFRS is a good place to work
4	I care about the future of MFRS
5	I would still like to be working at MFRS in two years' time
	Do you have other comments about this section? [free text]

Free response ('comment') questions
What is the best thing about working for MFRS?
If within your power, what one thing would you change about working for MFRS?
Has there been an improvement in the way in which we are communicating information throughout the organisation?
What more could we do to further improve our culture?
What more could we do to create an environment where everyone feels able to contribute?
Name one thing which you feel has changed within the MFRS since the last survey in 2022 which has had a positive impact on you.

Var	Item	Variable Title/Items
1		Select your role/grade from the appropriate heading
		Uniformed
	1	Firefighter
	2	Crew Manager
	3	Watch Manager
	4	Station Manager
	5	Group Manager
	6	Area Manager
	7	Principal Officer
		Non Uniformed
	1	Head of Function/Director; Head of Department
	2	Managers
	3	Support Staff
3		Control
	1	Station Manager/Watch Manager/Crew Manager/Crew Manager (D) (Control)
	2	Firefighter (Control)
	3	Firefighter/Non-Operational Control
2		Which Function/place do you work in?
	1	Finance and Procurement
	2	Operational Preparedness
	3	Operational Response (incl. op crew staff)
	4	People and Organisational Development/Legal and Democratic Services

Var	Item	Variable Title/Items
	5	Prevention
	6	Protection
	7	Strategy & Performance
	8	National Resilience
	9	Other (Function)
3		How long have you worked for Merseyside Fire & Rescue Service?
	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
4		What are your working arrangements?
		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
		Hybrid Working (Office/home/other location)
		Marine Rescue Unit
		Day related Flexi time system
		LLAR
		Day Crewing WTR
		WT (224 (12/12))
	24 Hours WTR	
	Senior Officer (FDS/Continuous Cover)	

Var	Item	Variable Title/Items
		Prefer not to say (Working arrangements)
		NRAT (National Resilience Assurance Team)
5		In which age range are you?
	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)
6		Are you:
	1	Male 2
	2	Female1
	3	Prefer not to say (Gender)
	4	Other gender identity
7		Please select the option which best describes your sexual orientation:
	1	Bisexual
	2	Gay Man
	3	Gay Woman/Lesbian
	4	Heterosexual/Straight
	5	Other (Sexuality)
	6	Prefer not to say (Sexuality)
8		I would describe my ethnic origin as:
	1	White - English

Var	Item	Variable Title/Items
	2	White - Welsh
	3	White - Scottish
	4	White - Northern Irish
	5	White - British
	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)
9		Do you consider yourself to have a Disability?: (<i>The Public Sector Equality Duty defines a disabled person as a person with a disability? A person has 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</i>

Var	Item	Variable Title/Items
		<i>long-term adverse effect on his or her ability to carry out normal day-to-day activities)</i>
	1	Yes1
	2	No1
	3	Prefer not to say (disability)
10		I would describe my religion or belief as:
	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)

