

# Equality and Diversity Plan 2017-2020



## Functional Priorities for 2017/18

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<b>Strategy &amp; Performance</b>					
<b>Ref</b>	<b>Priority Areas</b>	<b>Actions</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Red- Not as expected Amber – As expected Green - Completed.</b>
<b>1</b>	Enhance Equality and Diversity Training	<p>1.1 Work with the training and development staff to implement the on-line equality and diversity training package</p> <p>1.2 Investigate the concept of unconscious bias in conjunction with the inclusive leadership work being undertaken by people and organisational development</p>	<p>Good progress has been made in relation to the on line package, the first draft is due to be tested with Diversity Action Group members on the 5th September</p> <p>Collaboration is going well with MFRS agreeing to provide Merseyside Police with Community Profiles data package and Police agreeing to provide standard agenda items on all Community Action Group meetings across all districts.</p> <p>We have also agreed two further collaboration activities: Blue light services Dementia and Alzheimer's Pledge and Autism Attention Cards. More to be reported next quarter.</p>	<p>Progress is being made with online e and d training, draft version and been tested and currently updating using feedback.</p> <p>Collaboration with partners is on-going, currently working on a joint emergency services Diversity calendar for 2018, where MFRS are taking the lead. Have worked jointly with MERPol on the Emergency Services Strategic Commitment on Dementia and Autism Attention Card.</p>	

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			<p>We have provided feedback to National Joint Council Inclusions Group on the 26 recommendations relating to E&amp;D, we have fared well against those recommendations with nearly all relevant actions being in progress currently through either our Equality Objectives or Equality and Diversity action plans. We believe that this work will support our approach to Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services in future inspections.</p> <p>No progress has been made around Unconscious Bias training to date. This will be picked up later in the year following some facilitation work with Operational staff around their views and understanding unconscious bias and workplace culture.</p>	<p>Diversity and Consultation Manager is Working with Operational Response on designing a facilitated workshop with selected Operational staff to look at what makes work a good place to be without bias and where everyone is respected for their difference. Findings from this work will inform further Training for the organisation as a whole</p>	
2	Collaborate with partner organisations including the Police, other Fire & Rescue Services and the Local Government Association to:	2.1 Deliver effective diverse community engagement with limited resources to ensure that	As part of our support to staff for the on-going high rise campaigns we have created a number of translation packs.	The Knowing our Communities work stream continues. A further meeting has taken place on the new	

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		<p>MFRS knows and understands its communities and can respond with appropriate services</p>	<p>The first provided staff with language identification cards, and details of how to access the Language Line translator services. The cards gave details will allow our staff to identify the language which the occupier of a property speaks, before calling for an interpreter to pass on the fire safety information.</p> <p>The second pack was the high rise leaflet translated into the most commonly used languages spoken across Merseyside: French, Arabic, Polish, Cantonese, Urdu, Kurdish, Chinese (simple), Romanian, Spanish, Tamil and Czech. As well as giving these leaflets to staff they were also published on our website. A sentence was also added to the reverse of the original leaflet in those same languages directing people to our website for more information.</p>	<p>structured approach (without partnerships) this established a number of areas requiring more work:</p> <ol style="list-style-type: none"> <li>1) Gathering a fuller picture of who we work with in relation to diverse communities (charity, networks, third sector organisations)</li> <li>2) What is nature of the relationship with diverse communities?</li> <li>3) How can we utilise those relationships to further support diverse communities in terms of: <ol style="list-style-type: none"> <li>a) Applying for jobs with MFRS and positive action</li> <li>b) Volunteering for MFRS</li> <li>c) Joining Fire Cadets/Princes Trust for MFRS</li> <li>d) Fire safety advice</li> </ol> </li> </ol>	
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				<p>specific to their risks and needs.</p> <p>e) business safety advice specific to their risks and needs.</p>	
3	We will oversee the development of a new Service website that will enable more effective promotion of the Service and allow more staff to directly add content to the site whilst maintaining a strictly controlled branded look and feel.	Ensure that the new website and all forms of communication on the site (surveys, forms etc.) are fully accessible including translations and read aloud functions which are easy to use. Through design and testing phase utilise diverse groups and Disability Business Forum to provide feedback.		Accessibility is a top priority for the new website, with this being explicit in the requirements document sent to prospective bidders and considered during the evaluation of the bids	

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<b><u>Legal, Procurement and Democratic Services</u></b>					
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<b>4</b>	Staffing structures/recruitment activity to be inclusive for all staff	Revisit the support for staff around : <ul style="list-style-type: none"> <li>• family friendly</li> <li>• flexible working options</li> <li>• Requirements for staff with disabilities.</li> </ul>		This is always inclusive across the department and providing support to staff around any protected characteristics is a high priority.	
<b>5</b>	To create a Website page specifically for Authority Members, to enable easy access to relevant information from one place.	5.1 To identify information that would be beneficial for Members to have access to.  5.2 Utilisation of Member's knowledge of their communities.	Work has commenced to identify information which would be beneficial for Members to have access to.  This will be actioned further once the new Website has been developed.  Work has commenced to	Activity to improve Authority Member engagement with all groups of staff, and to increase employee awareness of the role of the Authority, has continued. Articles focusing on Authority Members, are now	

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			<p>identify the information contained on the Portal, which would be useful for Members to have access to.</p> <p>This will be discussed at the next meeting of the Authority's Member Development &amp; Engagement Group, to obtain Members input on requirements.</p> <p>Once agreed, discussion will then take place with the Portal Team, to identify the most appropriate way of providing Members with access to the information.</p>	<p>standing items within each edition of the "Hot News".</p> <p>Station Visits for Authority Members have continued, however the format of these visits has now been amended to allow for more informal engagement between Members and staff, and enable the Members to receive tours of the stations and practical demonstrations from operational staff, to enable them to gain a greater understanding of their role and the equipment that they utilise.</p> <p>Staff Engagement sessions have also continued, however more recently, these have been focused on engaging with staff who would not ordinarily come into contact with Authority Members; and have taken</p>	
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				<p>a more interactive format.</p> <p>Authority Members have visited the Training and Development Academy, where they had an opportunity to observe training and speak to some of the training instructors, as well as having lunch and Q&amp;A session with the most recent recruits.</p> <p>Authority Members have also attended engagement sessions and visits to Fire Control and Marine Rescue. Arrangements are currently being made for Members to visit Workshops and the Operational Equipment Department.</p>	
6	Ensure that all staff in Legal, Procurement and democratic services have the skills and knowledge to support colleagues, Members and the community equitably by:	6.1 Ensuring that ALL groups get equitable treatment (e.g. challenged fairly)	All are aware of this	All staff are aware of this and constantly updated	

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		6.2 Advice to officers (e.g. RRO)	Officers are advised at regular meetings	Advice always provided at meetings with Fire Safety Officers	
		6.3 Training for staff/Members to ensure they are equipped to carry out their role and show due regard to the needs of our diverse community groups as required by the Equality Act 2010/Public Sector Equality Duty.	As above training issues are being identified in this regard	Training issues always considered at team and departmental meetings as well as appraisals	
		6.4 Attendance at DAG/SEG	SEG and DAG have representation from the department and named deputies	Representation from Legal, Procurement and Democratic Services at DAG and the Director attends SEG. Named deputies are provided for all.	
		6.5 Provision of legal advice with consideration to the Equality Act (e.g. projects and plans)		Legal advice is always considered in light of this legislation.	
7	Staff Engagement	Challenge issues raised in staff survey to improve staff perceptions/morale.		Discussed in departmental meetings	
8	To assist with ensuring Legal are embedding the Equality and Diversity	8.1 Where sufficient data is available, to monitor age		Continuing and to be reviewed at the end of the	

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	objectives within the services provided	and socio economic characteristics of public liability insurance claimants to determine any particular area of Merseyside where there may be an issue		financial year	
		8.2 To monitor the ongoing impartiality of legal advice to Fire Safety Officers to prosecute , to ensure that such advice is not influenced by any protected characteristic	This is monitored at regular meetings with Fire Safety Officers	Monitored at Enforcement and Prosecution meetings	
9	To assist with ensuring Procurement are embedding the Equality and Diversity Standards within the services provided	9.1 Consideration of most appropriate procurement process to encourage diverse supply base (e.g. splitting contracts into Lots to encourage SMEs).	This consideration will take place at the commencement of each procurement. The Head of Procurement has also raised this as an issue for the NFCC when developing national contracts (eg. training services).	This is considered at the commencement of ALL procurement activity regardless of type.	
		9.2 Identify efficiencies and implement improvements in procurement activity and development of the supplier base.		This is an ongoing consideration by the Head of Procurement and Director.	

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## People & Organisational Development

Ref	Priority Areas	Actions	Quarter 1	Quarter 2	Red- Not as expected Amber – As expected Green - Completed.
10	To continue to develop a comprehensive workforce strategy which includes Equality, Diversity and Inclusion	To ensure the strategy is considering the needs of all Protected groups	All organisational workforce planning and strategy is now coordinated through the Workforce Strategy Group, consisting of departmental senior Managers. This ensures early planning consideration and implementation in a fully transparent environment		
11	To continue to develop a range of strategies to improve fitness and wellbeing and taking into account the needs relevant protected groups	<p>11.1 To deliver mental health first aid course to all staff</p> <p>11.2 To introduce a range of fitness initiatives to promote and support health and wellbeing</p> <p>11.3 Introduction and validation of new fitness standards across all areas which have considered the protected groups needs</p>	The Mental Health first aid project has now been recognised at national level through a number of awards. The National Fitness Policy has now been signed off with the representative bodies and is in operation, along with the appropriate fitness standards. The delivery of a highly supportive and adaptive Occupational Health facility has contributed to a fall in sickness absence		

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12	Develop an organisational Positive Action strategy.	Using information gained from past Positive action activities and EIAs to produce a Strategy for all recruitment to increase in the number of Underrepresented applicants.	The positive action strategy has been developed, and is delivering improved numbers of applicants and successful candidates from underrepresented groups. This will continue to be monitored and amended as further strategy and approach is developed		
13	Fire Fighter Testing To carry out ongoing development of functional fitness tests as opposed to simulate tests.	13.1 Move simulated testing out of health screening 2017/18. This will equate to fairer firefighter tests based what they are required to do in their role.	AGING WORKFORCE: The National Working Group on the Aging Workforce, that was created to look at the issues of Firefighters working beyond 55, is currently on hold following the Chair of this Group leaving their FRS. Updates are awaited on the status of this group.	There is currently a round of Firefighter recruitment on going , and further review of all levels of that process, including fall out rates will be produced and analysed by People and Organisational Development.	
		13.2 To review and disseminate information from the national working group on Ageing workforces to Strategic Equality Group to inform further action.			
14	To Work towards being a dementia friendly employers with suitable employment policies and procedures in place	14.1 To carry out a review on all relevant Staff Policies and practices to ensure that they support staff with or caring for dementia – including career breaks and flexible	WORK TO BEGIN ON THIS PIECE OF WORK IN JANUARY 2018		

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		<p>working arrangements</p> <p>14.2 To support MFRA staff who may be living with dementia, or caring for someone with dementia</p> <ul style="list-style-type: none"> <li>○ Provide links to dementia Support groups and resources on the Portal</li> <li>○ Survey staff to determine number of staff affected by dementia ,provide a list of trained Dementia Champions on the portal</li> </ul>		
15	<p>To ensure staff have the necessary awareness, skills and understanding to recognise and support people with dementia</p>	<p>15.1 To raise awareness of dementia to all staff</p> <ul style="list-style-type: none"> <li>○ One Member of Prevention staff on each District will be trained as a Dementia Champion who will deliver training to Crews on early signs of dementia</li> <li>○ Use Dementia Alliance to deliver training to staff across all departments</li> </ul>	<p>To be delivered as part of the Continuous Professional Development days during Q3 and Q4. Discussions around the training requirements for our staff and station crews have taken place with Jo Garner from Cheshire Autism Practical Support (CHAPS).</p> <p>The style of training needs to be considered along with time available for station based staff to receive training continues to be challenging, but plans are in place to look at using scenario based video training, subject to budgets and available resources.</p>	

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## Community Risk Management (CRM)

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16	Community Fire Prevention: To increase the use of partnerships to support Knowing our Communities and deliver campaigns	16.1 We will re-examine all of our data sharing protocols to ensure they are fit for purpose and current to ensure that we are making the correct interventions.	Our primary data set is the “over 65’s” this is used by all FRSs to target risk and vulnerability, the Home Safety Strategy has a clear prioritisation model based upon historical analysis	This work is ongoing, E&D team invited to a future Continuing Professional Development day.	
		16.2 We will work with Directors of Public Health (DPH) to support campaigns for alcohol reduction, smoking cessation and exercise.	This forms part of the current Safe and Well work undertaken by advocates. MFRS and DPHs have a Memorandum of Understanding in place to support this activity.	Safe & Well currently under evaluation by LJMU, this will form the basis for sharing data and outcomes.	
		16.3 We will continue to develop diverse community engagement	Arson Officers across Merseyside have contacted the known mosques in their area to	Safe & Well currently under evaluation by LJMU, this will form the	

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		<p>and partnerships work</p>	<p>offer support and reassurance in light of recent terror attacks.</p>	<p>basis for sharing data and outcomes.</p> <p>CRM and Strategy and Performance have met with DCFO to discuss the future direction of Knowing our Communities Partnership work stream. Its first phase of the project has been completed with the development of a community profiles tool which is being well used by CRM to assist with planning for different campaigns and targeting resources. The next phase is focusing on carrying out targeted Community Engagement with third sector organisations and partners in relation to the 9 protected groups. CRM see this as an important element of understanding the needs of protected groups. Plans are now in place to discuss possible</p>	
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				resourcing models from CRM and other areas of the organisation (subject to still meeting the Home Fire Safety strategy and associated targets and objectives)	
17	Community Fire Prevention: To Improve the Equality Monitoring data collected from Home Fire Safety Checks (HFSC)	17.1 Review the HFSC leaflets and information given out to the public about Equality Monitoring and Equality related information such as Deaf alarms and update in line with best practice.	We are some months away from a technical solution to support the continued development of Home Safety Strategy. The proposed Management Information System will enable managers to both collect and extrapolate data.	Community Risk Management have started a series of meetings with the business analyst to identify the requirements of a fit for purpose CRM system and mobile devices to record relevant Safe and Well information, including E&D monitoring data.	
		17.2 To produce annual Equality Monitoring reports to show where HFSC have been delivered against the Protected Groups	See above	It is anticipated that this information will be accurate, relevant and easily accessible following the implementation of the above (Late 2018).	
18	Community Fire Prevention To ensure that prevention Advocate	18.1 The development of an Advocate	Advocates attend quarterly Continuous Professional	CPD days are booked in advance and continue to	

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	teams are supported around their skills and knowledge on Equality, Diversity & Inclusion as identified at the Equality & Diversity briefings in year 3 to engage with Diverse Communities	Questionnaire to support appraisals, to identify if our Advocates have knowledge/experience relating to a protected group. This can then help develop a personal resource list for use when targeting and engaging with specific protected groups.	Development days in support of team and shared learning. This is the result of continued staff engagement. We have invited speakers on key themes to up skill staff.	invite key speakers to raise awareness and address gaps in knowledge within identified areas.	
		18.2 Develop a media package including information on our external facing website about the interventions the Prevention Team provide and how many campaigns we run each year.	This will be developed as part of ongoing improvements to external website.	CRM are working closely with Corporate Communications to ensure that relevant information is dynamic and posted to Facebook and Twitter.	
<b>19</b>	Safe & Well:	19.1 Produce regular reports for the safe and well visit, which will provide us with a better understanding of the vulnerable people we are engaging with.  19.2 To provide equality data for the safe and well visits, so we are able to	Safe & Well is currently being piloted by advocates only in Merseyside. We have had significant support from health partners on a Merseyside and Cheshire footprint. Both programmes (Cheshire and Merseyside S&W), will be evaluated and outcomes reported through normal mechanisms.	Safe and Well continues to be piloted by Advocates across all areas of Merseyside. Support continues to be received by our health partners, with evaluated outcomes to be reported.  Equality data continues to be extrapolated from	

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		<p>identify those protected groups we are engaging with in the over 65 age group.</p> <p>19.3 Ensure there is a consistent approach to, Information sharing for vulnerable persons across the five local authorities</p>	<p>We will endeavour to extrapolate information from Goldmine but this system is limited in its functionality.</p> <p>This is achieved by engaging and supported Adult Safeguarding Boards across Merseyside.</p>	<p>Goldmine, which has limited functionality while awaiting the development of a new CRM system.</p> <p>CRM staff are working with Information Governance team to request that information shared in respect of vulnerable people is consistent across the five Local Authorities.</p>	
<b>20</b>	<p>Positive Action: Continue to carry out and review positive actions strategies and campaigns when recruiting for departments within CRM</p>	<p>20.1 Recruitment of bi-lingual Business Safety Advisors</p> <p>20.2 Recruitment of Business Safety Advisors</p>	<p>No opportunities to recruit currently but positions will be considered carefully when recruitment takes place to develop a specialist role for BSA around Bi Lingual specialisms</p>		
<b>21</b>	<p>Community Prevention Deliver and embed a MFRS Safeguarding's Strategy</p>	<p>21.1 Develop and embed safeguarding for young people into the wider CRM Safeguarding Strategy and carry out a EIA</p> <p>21.2 Develop and embed adult safeguarding into Wider CRM Safeguarding Strategy</p>	<p>Service Instructions SI 0712, SI 0713 and SI 0714 have been amalgamated to create one Service Instruction for 'Safeguarding Adults and Children at Risk' – SI 0713. This has been through the 21 day consultation process.</p> <p>Workforce Development Plan</p>	<p>Kevin Johnson is now the Strategic Safeguarding Officer for Adults and Children and sits on the combined Safeguarding Adults Board (Knowsley, Liverpool, Sefton and Wirral) and also sits on the St Helens SAB. Also</p>	

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			<p>was presented and agreed by Strategic Management Group. This will ensure all MFRS staff receive appropriate Safeguarding training proportionate to their role.</p> <p>Safeguarding concern reporting form amended on the intranet Portal to ensure that all E&amp;D monitoring is addressed (including protected characteristics).</p>	<p>board member for Children's Safeguarding Boards.</p> <p>Kevin Johnson sitting on Combined SAB Workforce Development Sub-Group, which will inform our strategy to ensure appropriate training is available for all staff.</p> <p>Quality assurance of Safeguarding concerns to ensure that relevant E&amp;D information is captured and reported on.</p>	
<b>22</b>	<p>Community Fire Protection Following on from the National Conference to establish best practice and lessons learnt across the FRS sector in relation to Engaging with BME businesses.</p>	<p>22.1 Development of a national toolkit. Gain approval from CFOA Business Safety Group for taking the "Engaging Diverse Workforce" Report forward; including commissioning more research in Fire Safety behaviours of Diverse communities and the</p>	<p>NFCC have adopted this project as part of their Business Safety Group priorities reporting the group quarterly. MFRS, GMFRS and Tyne and Wear FRS are leading on this work through a Task and Finish group who have developed their own project brief, TOR and Project group pen profiles. The group meets quarterly and is governed by AM Keen from MFRA and Adreena Parker Coates from London Fire Brigade.</p> <p>Progress is on track with the following activities :</p> <p>1) Research brief has been developed and is with Salford University to review and deliver on.</p>		

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		<p>development of a toolkit to support Business Safety staff</p> <p>22.2 Supporting further research on diverse businesses and their attitude and behaviours to fire legislation, safety and risk.</p> <p>22.3 Providing any case studies of good practice engaging with diverse business</p>	<p>2) Toolkit format has been agreed and plans are in place to start collecting case study examples from Q3 onwards from a select number of FRS before rolling out wider to national FRS and other regulatory bodies for notable practice examples.</p>	
23	Community Fire Protection Business Safety Diversity campaigns :	Develop an appropriate campaign to support and engage with the diverse businesses across districts to enable them to comply with business safety legislation more effectively	<p><b><u>Business Fire Safety Week 2017 (11-15<sup>th</sup> September)</u></b>  During Business Fire safety Week, the main campaign messages from CFOA were reducing false alarms (UWFS), weekly testing of smoke alarms and Arson prevention. It was decided that each BFSA would prioritise communication with businesses based on the pertinent issues within their Hub area in line with the themes of Business Safety Week using leaflets and social media messages from the CFOA toolkit.  <u>Liverpool North.</u>  Visits were carried out to premises on Bold Street where advice regarding weekly testing and arson reduction was given. A mixture of licensed premises and local shops were targeted, with 10 in total receiving advice and leaflets.  <u>Liverpool South.</u>  Five premises with a high number of Unwanted fire signals</p>	

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		<p>(UWFS) were visited and tailored advice was given regarding how to manage and reduce false alarms. The BFSAs also visited Hunts Cross Shopping Centre due to arson activity within the area. Two premises were made to remove large items of combustible materials and a further 8 were visited and given advice and leaflets.</p> <p><u>Wirral.</u> Seven premises with a high number of UWFS were visited and tailored advice was given regarding how to manage and reduce false alarms, whilst another 26 premises were sent letters giving advice and assistance. Nine licensed premises were visited in several different areas within Wirral and advice and leaflets in line with the Test It Tuesday message was given.</p> <p><u>St Helens &amp; Knowsley.</u> Four premises were targeted regarding UWFS and a mixture of written and spoken advice was given surrounding how to manage and reduce false alarms. The BFSAs then visited 7 licensed premises to give advice and guidance on Test It Tuesday and arson reduction. At two of the premises further fire safety issues were identified. One premises required the aid of a Protection Response Officer and the other has been referred to a Technical Officer for a full audit.</p> <p><u>Sefton.</u> Five premises were sent letters giving advice and assistance regarding how to manage and reduce false alarms. Five licensed premises and five local shops were visited in South Road Crosby and advice and guidance regarding weekly testing, arson reduction and business continuity was given.</p> <p>Each BFSAs has collated specifics of each premises visited if</p>	
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			further detail is required.	
<b>24</b>	Community Fire Protection Equality , Diversity and Inclusions staff development and training	Review currency of Equality and Diversity training for all protection staff including any new starters	No progress with this specific action to date, however there is currently inductions taking place with Protection E and D leads to enable them to carry out their roles and deliver on these actions with the Diversity Manager	
<b>25</b>	Community Fire Protection Knowing our Communities Project	Work with Equality and Diversity and Business intelligence to review the Business section of the Community Profiles tool to include ethnic/cultural backgrounds of businesses (and/or Owners) within Merseyside and utilise it for future business safety campaigns	Work is ongoing to look at the business data held in the Community Profiles using Chartered Institute of Finance and Accounts CIPFA data. Review of diversity data for business owners is needed and may need a national approach via the National Fire Chief's Council research team. Meetings are due to take place with the Diversity and Consultation Manager in quarter 3 to review the Community profiles information and monitoring data that is held for each Business Fire Safety audit.	
<b>26</b>	Youth Engagement To continue embed equality and diversity across all aspects of Youth Engagement from course recruitment, course leaders, programme delivery through to inclusion in all youth engagement activities.	26.1 We will look to include aspects of mental health first aid and mindfulness on Princes Trust Programmes to assist young adults develop additional coping mechanisms in preparation for working life and development as young adults.	All staff within Youth Engagement have received Mental Health First Aid training and will offer advice, guidance & information (IAG) to all children and young people (C&YP) participating on all programmes. Opportunities for C&YP to access other provision for additional support across Merseyside is made available through several mediums	No change / Autism Attention Cards have been distributed to all locations. Information, Advice and Guidance is contently provided to all students. Equality & Diversity has and is well represented on all teams including Fire Cadets Staff Training is ongoing

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			including centric learning which supports students to control their own learning/development experience.	and throughout the year Mental Health First Aid is provided by Prince's Trust	
		26.2 Ensure inclusivity is built into all aspects of Youth Engagement Department which will include all contract tendering processes, recruitment & programme planning.	MFRS provide safe and accessible environments for children and young people and welcomes inclusivity across all continuums – all protected characteristics sitting within the E&D priorities are highly represented on all youth engagement programmes with adequate moderations being made to uniform, stationary to ensure inclusivity. Team Leaders endeavour through the Scheme of Work to provide opportunities for everyone regardless of personal barriers they may need to overcome to share and enjoy the same experience as their peers. All residential contract tendering process will be scored against a matrix which takes into consideration the diverse teams we engage with.	Youth Engagement provide inclusive programmes and adapt Schemes of Work against the varying needs & capabilities of all students. Under the Disability protected characteristic these will include students with Mental Health, Learning Disabilities, Dyspraxia & ADHD YE have adapted end of team presentations to enable non speaking students to present their individual journeys YE commission an Outwards Bound provider (Boulder) who are required to provide all equipment to the activities and conditions to be encountered and should be suitable for	

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				those with learning and physical disabilities where practicable – Quality Assured through Evaluation Methodology	
<b>27</b>	Hate Crime To improve the Hate Crime procedures for reporting, recording and monitoring	<p>27.1 To carry out a review of the hate crime SI and reporting process for all types of Hate Crime incidents from fire, ASB, arson and general safeguarding issues.</p> <p>27.2 To provide regular reports on types of Hate Crime being reported, on which protected groups and where they take place</p> <p>27.3 Share this information with partners to better support future campaigns and target resources</p>	<p>Hate crime figures are recorded On Safe &amp; Well form. Figures are recorded and reviewed on a monthly basis by reviewing Safe and Well forms weekly by Arson central team.</p> <p>A further review is made by FSD whom record the information against Goldmine which enables reports to be produced against Hate crime data. This quarter saw Arson Officers complete 22 'hate crime' related target hardening visits which had been referred from Partners.</p> <p>All stations are third party Hate Crime reporting centres. However, we have received no reports of hate crime reported directly from anyone presenting themselves at a station for this quarter. With this in mind we will shortly be providing stations with a refresh of the Safe Haven/Hate Crime reporting process.</p>		

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			<p>This quarter has seen the operational crew attend 5 hate crime related incidents one of which was a serious house fire involving a Syrian family. This incident resulted in a community partnership action day being held in St Helens. We also liaised with our partners to ensure the family were fully supported in their first language.</p> <p><b>Domestic Violence update</b> Members of the community who are referred on due to domestic abuse are being offered free HFSC's. Incident Investigation team (IIT) are now tagging all Domestic Violence incidents and are linking in with Arson Officers to deliver target hardening interventions following the 4P's policing model (Prepare, Pursue, Prevent and Protect)</p>		
28	<p>MFRS Volunteers To ensure that MFRS volunteers are diverse and equipped to deliver across in all our diverse communities</p>	<p>28.1 To continue working with E&amp;D to ensure that all volunteers that have specific needs have the appropriate support in</p>	<p>Volunteers are an integral part of CRM and have a full induction when joining MFRS. Volunteers support all aspects of CRM delivery, this has been</p>	<p>The volunteer cohort is growing with two further inductions planned for 20/11/17 and 24/11/17.</p>	

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		<p>place.</p> <p>28.2 E&amp;D training to be delivered to all new volunteers as part of their Induction.</p> <p>28.3 Volunteers to be included in any E&amp;D related campaigns throughout the year.</p>	<p>evidenced most recently given the rise in campaigns following the Grenfell Fire.</p>	<p>Induction training includes equality and diversity, safeguarding, data protection and manual handling.</p> <p>Volunteers will be offered the opportunity to participate in a wide range of activities and campaigns, including E&amp;D related.</p>	
29	<p>Road Safety</p> <p>To ensure that Road Safety continues to consider Equality Impacts when delivering RTC training and interventions.</p>	<p>29.1 Continue to deliver tailored RTC interventions specifically to support those protected groups at most risk e.g. Young and older age groups</p>	<p>Road safety interventions and sessions are targeted at the high risk groups based on Killed and Seriously Injured figures. Senior road users, cyclists, pedestrians and motorcyclists are targeted through campaigns and organised interventions, for example, drive safely for longer. Our work with younger people includes Youth offending services, LFC Foundation and local schools. To increase engagement and enhance the safety messages delivered we are purchasing and utilising Virtual Reality equipment to deliver immersive reality.</p>	<p>Interventions still being targeted towards our vulnerable groups based on KSI's. Development of VR film to target all thematic areas. Development of seasonal campaign commercials with local TV company to target vulnerable persons via a number of media streams. Utilising all departments (inc Youth engagement) to deliver key road safety messages.</p>	

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30	<p>To work jointly with local partners to maintain and improve the general safety of people living with dementia, their families and carers</p>	<p>30.1 Review the partnership meetings relating to dementia /Age/Disability attended by CRM staff</p> <p>30.2 To offer a re-visit service for the most vulnerable, to include those living with dementia</p> <p>30.3 To introduce the vulnerable adult persons missing profile (the Herbert protocol –safe and found) Seek to develop new, and maintain existing, partnerships with Dementia Action Alliance members to ensure we maintain current with legislation, policies, new innovations and access referrals for Safe and Well visits.</p>		<p>CRM will review the local engagement delivered by Hub Managers that will incorporate all of our diverse groups, ensuring that they are fully aware of the interventions available and how to access them.</p> <p>The Safe and Well visit will identify any areas of vulnerability and where appropriate work with partners to deliver a multi-agency approach.</p> <p>CRM staff are aware of the Herbert Protocol.( The protocol for missing persons) This awareness will be sent to all MFRS and raised via Social Media.</p>	
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31	To support the work to develop more dementia friendly communities and dementia Friends, in line with the Prime Ministers Challenge on Dementia	<p>31.1 To encourage more staff to sign up to become Dementia Friends across all departments</p> <p>31.2 To support dementia friendly communities and Dementia Friends, through our volunteers and Princes trust and other staff groups –</p> <ul style="list-style-type: none"> <li>• Deliver a Memory café (e.g. using the Heritage Centre and Volunteers- bringing the old and the young together. )</li> <li>• Promotion of safe and well visits for MFRA family Members</li> </ul>		<p>CRM Staff have previously received Dementia Friends Training from the Alzheimer's Society and we are in negotiations with Liverpool Museums for our staff to receive 'House of Memories' training.</p> <p>Our volunteers will also receive relevant training to enable them to participate and contribute to the Blue Light Dementia and Alzheimer's Pledge that was signed by the CFO on 18<sup>th</sup> September 2017 and the wider agenda.</p>	
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## Operational Preparedness

Ref	Priority Areas	Actions	Quarter 1	Quarter 2	Red- Not as expected Amber – As expected Green - Completed.
32	To ensure that Operational Preparedness information is accessible	32.1 Review Community Risk Register and Merseyside Prepared website and Operational Information for accessibility (font type and format etc.)	Ops Planning staff to liaise with Merseyside Resilience Forum secretariat to maximise accessibility in relation to font type and format.		
33	To ensure that SOPS and national operational guidance is free of potential to discriminate any protected groups indirectly	33.1 Continuation of the Introduction of new Standard Operational Procedures (SOPs) in line with National Operational Guidance.  33.2 Carryout any Equality Impact Assessments (EIAs) where required	As new suite of SOPs are being developed, EIA's to be completed where applicable.		
34	To ensure Operational Equipment department takes into account the needs of different protected groups	34.1 Continual improvement and refresh of vehicles and equipment- to take into account any needs from different groups via EIA.	This is ongoing and will continue one Hose Layer disposed of to Lancashire FRS with the Hazmat/Emergency Planning Unit Pod in progress.		

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		Budget for replacement programme for vehicles/PPE/Equip		
35	To ensure that uniform is procured following considerations of the different protected groups and their needs	35.1 Continuation & delivery of the Uniform project – To help ensure that the uniform is fairly applied to those who need it for their role and ensure that staff are consulted in its design and wear ability  35.2 Launch of new uniform in 2017/18 will provide improvement in equality and diversity needs.	This ongoing and will continue awaiting SMG determination. On uniform types for operational staff.  Support staff will follow uniform role out for operational crews in 2018/19.  New fire kit procurement exercise to roll out 2018-19 which will return the service to individual issue and allow for a wider range of individual fit that will allow female a better fit than current unisex provision.	
36	Provide alternative support for those protected groups who need it	36.1 Review the incident command support and provide alternative and additional support	There are no perceived E&D impacts at this time.	
37	To review the Training and Development Academy facilities and Croxteth Fire Station site in line with the core training delivery model.	37.1 To ensure Equality and Diversity are considered from an access point of view and inclusion in relation to specific firefighter facilities.	There are no perceived E&D impacts at this time. The site development proposals are cognisant of the needs to provide suitable facilities for all personnel including suitable access provision.	
38	Create a mobile logistics/welfare system available for deployment to assist with Firefighter welfare and ensure Equality and Diversity issues are considered	38.1 Vehicle adapted or procured 38.2 Staff contracts agreed and signed	Logistic pod in place and delivery via ops crews so action may be closed. New Welfare Unit may incorporate an interim	

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			<p>facility for smaller incidents. Research &amp; Development in 2018-19</p> <p>Support staff not currently being looked at to provide delivery to incident therefore 38.2 can be removed.</p>		
<b><u>Operational Response</u></b>					
<b>Ref</b>	<b>Priority Areas</b>	<b>Actions</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Red- Not as expected Amber – As expected Green - Completed.</b>
<b>39</b>	Develop Operational Response staff, through continued engagement, to deliver a positive impact on our communities and workplace	<p>39.1 Build on the feedback from the 2016 Staff Survey and our Service aim 'Excellent People'</p> <p>39.2 Continue to support and develop a greater understanding and awareness of Equality and Diversity and support our Equality and Diversity Plan</p>	<p>The Staff Engagement Survey was delivered in 2014 and again in 2016, the latter showed a 19% point improvement on overall staff engagement but with a lower response rate. Culture, Leadership, Engagement and Diversity are all measured in the survey</p> <p>The Home Office is developing audit schemes that will focus on</p>	Facilitation sessions have been carefully considered and developed with an external facilitator to work with a selection of fire crews. This will take place during quarter 3 and will provide Operational Response with a greater awareness of the views of staff in	

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			<p>diversity and inclusion and is likely to start reviewing FRS diversity and workplace culture in the next 12 months for all FRS.</p> <p>Thomas review, Sir Ken Knight review and the Essex FRS review provide views of how FRS may be performing but we want to this work to be focused on what MFRA needs, but with an eye to the national picture where lessons can be learnt.</p> <p>Anecdotal feedback has previously been received from staff and managers around their ability to feel included or to be excluded on station and in operational activities. The approach to accepting people for being different and being able to harness that difference on station ( Diversity and Inclusion values) is an important area to review and seek clarification on – this will be done through an external approach to a staff consultation , engagement facilitation session</p>	<p>relation to workplace culture on stations and how difference is valued.</p> <p>Operational Response have worked closely with the Diversity and Consultation Manager and POD to identify a facilitator with the appropriate skills and experience to work with operational crews on identified Staff Engagement lines of enquiry. A facilitator has been selected and crews have been identified to attend the session. The session has been time-tabled for the end of November 2017 with facilitator feedback to be delivered by mid-December.</p>	
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40	To ensure that operational staff contribute to Knowing our Communities and engage with them to ensure they are safer from fire and risk	40.1. Audits will cover equality assurance of HFSC's, particularly in relation to recording E&D monitoring data. The importance of collecting monitoring data is to be reinforced through diversity briefings and improvements made where a need is identified.	Operational Response managers will continue to promote the importance of crews collecting E & D monitoring data during HFSCs.	
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## Strategic Change & Resources

Ref	Priority Areas	Actions	Quarter 1	Quarter 2	Red- Not as expected Amber – As expected Green - Completed.
41	The development and implementation of a five year Asset Strategy for the estate.	41.1 To ensure Equality and Diversity are considered from an access point of view and inclusion in relation to specific firefighter facilities and providing SEG with updates on progress where required	Access audit findings are considered as standard prior to any capital refurbishment programme to evaluate the inclusion of any recommendations.		
		41.2 Making MF&RA accessible for people with disabilities especially those who are Deaf or have a Hearing Impairment, visually impaired or are wheelchair users.  Ensure that all barriers and intercoms are accessible (e.g. hearing Loops), suitable parking is	Accessible call points have been ordered to be installed at front and rear reception doors and visitors carpark following discussion with Diversity and consultation Manager	Still awaiting for the installation of the call points for the front and rear doors of reception and the painting and marking of the designated parking bays for disabled visitors who may have a hearing impairment	

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		available, at the front of the building and suitable signage installed, while still meeting our security needs			
42	Collaboration Equality and Diversity will be considered when identifying and reporting on collaboration opportunities	EIA's will be completed for any significant collaboration proposals, at the design stage of the project in conjunction with the Diversity & Consultation Manager.	No EIAs required at this stage.	Due to no recent additions or updates of service instructions within collaboration, there has been no need to complete any EIA's. The team will ensure that the required process is followed and an EIA will be submitted on creation or amendment of any subsequent collaboration service instructions	
43	ICT Engage technology and ensure it supports the Equality and Diversity agenda	Digital Inclusion  Roll out of public Wi Fi to stations for staff use and as a resource in Community Rooms	Public Wi-Fi is in the process of being rolled out. Belle Vale is the latest station to receive it. The Role-based Resourcing project is recommending one public and one MFRS access point per station as standard but more may be installed if required.	The project is ongoing and is expected to be completed by February 2018	

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44	ICT Hearing loops in key community Fire Stations	44.1 Following on from the installation of the new hearing loops system at Service Headquarters, investigate the introduction further hearing loops at key Community Fire Stations in the community spaces e.g. Safe Havens, reception, and Community Rooms.	On hold until requested by E&D.	It has now been identified that hearing loops have been installed in the community rooms of all PFI stations. We are currently in the process of having all the loops tested and arranging for the correct signage and instructions to be issued for each station.	
		44.2 Identify and evaluate any existing hearing loop systems within MF&RA premises, such as the TDA. Ensure that the system is fully functional, that all staff are aware that the facility is there, where it is available, e.g. conference rooms, class rooms, lecture theatre and that guidance is available on how to use the system.	The facilities at the TDA were evaluated and a new system in use at the TDA (a less 'noticeable' system which users may feel more comfortable using) was recommended for the SHQ. Also, the evaluation recommended that new stickers which advertise the hearing loops be applied at the TDA and SHQ.		

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4. To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to: "eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don't."
5. To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework

<b><u>Finance</u></b>					
<b>Ref</b>	<b>Priority Areas</b>	<b>Actions</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Red- Not as expected Amber – As expected Green -Completed.</b>
<b>45</b>	Gender pay gap reporting to be completed annually providing data and statistics in line with criteria set in the Equality Act 2010		Finance / Payroll have supported the process as required.		

#### **Equality & Diversity Objectives**

1. Create a strong cohesive organisation that is positive to rising to the future challenges we face.
2. Ensure that people from diverse communities receive equitable services that meet their needs.
3. Reducing fires and other incidents amongst the vulnerable protected groups
4. To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to: “eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don't.”
5. To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework