

MFRS Equality Objectives 2017/18 - Measures and Metrics

	NJC – bench report	HMI-KLOE	LGA Equalities Framework	NJC 26 recommendations	What data /information could we use	Where is the data stored	Frequency
Equality Objective 1: Create a strong cohesive organisation that is positive to rising to the future challenges we face.							
	X	X 3.3.3 3.4.3	X 11. Workforce monitoring all metrics 18. Recruitment and Selection Process all metrics 20. Retention and Progression within organisation -	R(ii) and (iii) P(i) and (iii)	POD reports <ul style="list-style-type: none"> • Data relating to recruitment for: <ol style="list-style-type: none"> a) Grey book posts: By Equality group, By level, by recruitment stages b) Green book posts :by Equality Group By recruitment stages (where available) c) Volunteers and Apprentices, information relating to posts and Equality Group for applications and selection • Data reports relating to internal promotion for Green and Grey book staff, by equality groups • Data relating to all staff leavers , by equality groups and by reason for leaving • Exit data analysed by equality groups 	POD –My View POD Positive action team Volunteering team	Review Quarterly through Workforce Strategy Group Reported Annually with Equality Analysis for SEG
	X	3.3.3 3.4.3	X 11. Workforce Monitoring all Metrics		Strategy and Performance reports <ul style="list-style-type: none"> • Benchmark the above to 	S and P	Annually

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			16. Equal Pay and Job Segregation metics		<p>previous year where possible – identify % increase/decrease as part of the annual equality analysis Public Sector Equality Duty report</p> <ul style="list-style-type: none"> • Benchmark the above to NJC data produced on the FRS annually and include in Equality Analysis annual report • Annual Gender Pay Gap reporting 		
Equality Objective 2: Ensure that people from diverse communities receive equitable services that meet their needs.							
		2.1.1,2 & 3	5.Effective Service delivery Community Knowledge and engagement		<p>HFSC reports</p> <ul style="list-style-type: none"> • Number of HFSC carried out station by Equality Monitoring data (including prefer not to say and not knowns) as a % of the overall demographics for the station area • Satisfaction ratings broken down by Equality groups 	<p>Goldmine/Crystal reports and Community Profiles Goldmine</p> <p>FSD survey results</p>	<p>Monitored Monthly by PMG and data used for Annual Equality Analysis report For SEG</p> <p>Annually</p>

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		X 2.1.3	X 9. Customer /Public Satisfaction		Protection reports <ul style="list-style-type: none"> Businesses subject to enforcement and prosecution by ethnicity and areas of deprivation of business owner/operator compared to demographics 	Enforcement and Prosecutions Group	Annually
			X 9. Customer /Public Satisfaction		Youth engagement reports <ul style="list-style-type: none"> Participants in YE programmes by Equality group, deprivation and satisfaction levels of participants 	Current data and questionnaires / or to be developed	Annually
			X 9. Customer /Public Satisfaction X 12. Workforce Values and Behaviours – metrics around complaints from customers		POD Reports <ul style="list-style-type: none"> Complaints received by the Service by equality group by theme of complaint/service complaint 	Professional standards to provide	Annually
			X 9. Customer /Public Satisfaction		Response Reports <ul style="list-style-type: none"> After the incident satisfaction ratings broken down by Equality groups. 	ORS report	Annually
Equality Objective 3: Reducing fires and other incidents amongst the vulnerable protected groups							

	NJC – benchmark report	HMI-KLOE	LGA Equalities Framework	NJC 26 recommendations	What data /information could we use	Where is the data stored	Frequency
			<p>Responsive and Accessible services</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		<p>Incidents and Fires Reports</p> <ul style="list-style-type: none"> • DC11 Number of accidental fires in dwellings • DC13 Number of injuries from accidental dwelling fires (By Equality group –limited to gender, age and socio economic deprivation) • number of fatalities in accidental dwelling fires (By age, gender, disability, socio Economic deprivation) • AC13 All deliberate fires (by deprivation) by type of deliberate fire in one chart 	IRS for all	<p>All Monitored Monthly in PMG</p> <p>All Reported Annually in Equality Analysis report</p>
<p>Equality Objectives 4: To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to:</p> <ul style="list-style-type: none"> • eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act • advance equality of opportunity for minority groups and those disadvantaged <p>foster good relations between people who share a protected characteristic and those who don't.</p>							
	X	X 3.3.2	X 12. Workforce Values and behaviours all metrics	X PIC (ii) and (v)	<p>Professional Standards reports</p> <ul style="list-style-type: none"> • Data provided this year for claims by stages, outcomes for: • B and H Claims by Equality group 	Professional Standards systems	Annually

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					<ul style="list-style-type: none"> • Disciplinary by Equality group • Grievance by Equality group 		
		x3.3.2	X 12. Workforce Values and behaviours all metrics		Legal Reports <ul style="list-style-type: none"> • Number of Employment Tribunal Cases by Equality group and by type and outcome 	Legal team systems/POD	Annually
	X	X 3.3.1,3 .3.2	X Organisational Commitment – Metrics 12. Workforce values and behaviours most metrics 13. Staff Engagement and Communication all metrics 20. Retention& Progression- Staff survey metric	X G) iv	Strategy and performance <ul style="list-style-type: none"> • Staff Survey - Engagement levels by Equality group by staff group by year benchmarked to FRS /national employers 	Diversity Team	Bi annually
			X 11. Workforce Monitoring – metric specific to Rates of Disclosure		POD reports <ul style="list-style-type: none"> • Number of staff competing their monitoring data on the MyView system 	My View	Monitor Quarterly through Workforce Strategy Group Report on it Annually through Equality Analysis report
Equality Objective 5: To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework							
	X		X Partnership		Outcomes from Inspections, Awards and	Diversity team and other	Monitored at SEG and

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					other Benchmarks	departments (e.g. Occ Health)	Reported on Annually through the Annual E and D Report

Reviewing our Objectives to Sector Benchmarks, standards and metrics

The Objectives have been referenced to a number of benchmarks, frameworks and Key line of Enquires and where there is a match an X is entered in the first 4 columns against each objective. Where there is no match a list has been made below to show what MFRS is not delivering on the indicator through any of the following mechanisms:

- Equality objectives -2017-20
- Workforce Strategy
- Equality and Diversity Action Plan 2017-20
- Annual Equality Analysis Report
- Annual E and D report
- Knowing our Communities Work Stream
- Positive Action Work stream

All NJC circular 6/16 –

- All Key indicators are covered

HMI Indicators not covered in our objectives or action plan

- Hard to assess the whole plan but all E and d are covered however note might be needed around the extent to which Wellbeing is measured in terms of the HMIC approach to measuring an Organisations values and Culture

NJC 26 Inclusion Recommendations not covered in our objectives or action plan

- Retention – (iv) Exit interviews – Monitor them to ensure early identification of any theme which can then be resolved for the future

LGA FRS Equalities Framework sections and relevant metrics not measured in our objectives (or action plan)

- 5.Responsive And Accessible Services – bullet number 4 and 5 – Service Continuity Plans for Local Communities take into account the varying needs of local Businesses , communities and individuals e.g. the need for interpretation, safe refuges, disability provision in emergency shelters and all has been equality Impact Assessed using equality Analysis
- 5. Responsive and Accessible Services – bullet 9 - The service uses a wide range of communication channels to ensure its messages , particularly through major incidents , reach as many different communities and individuals as possible
- 8. The service engages effectively with all its communities (including protected groups) using a range of appropriate channels – Metrics used are Engagement undertaken is comparable to the demography, and if determined higher or lower proportionate to risk and is published.
- 9. Customer /Public Satisfaction-
 - Customer satisfaction is generally high for all sectors of community and across all aspects of services work.
 - Work is undertaken to identify the specific needs of emerging and marginalised communities with a view to increasing their satisfaction with the fire and rescue service
 - The service works hard to address issues that have been discovered from customer feedback
 - Feedback is used to reward and recognise the contribution of staff and to improve services
 - Customer satisfaction is measured appropriately not just HFSC, but also protection and response.
- 10. Workforce strategies –The workforce has an up to date and published Workforce strategy and Plan. The language in polices is inclusive and is picked up by Extensive EIAs
- 12. Workforce Values and Behaviours –
 - The Service has a progressive policy on Dignity at Work and staff know and understand it and how issues can be raised
 - Open chairs available at all service structured meetings
- 14 . Performance Management – Appraisal reports are analysed to ensure that staff are receiving fair appraisals (by protected groups)
- 15. Health and Well being – Analysis of sickness statistics to determine trends in relation to Equality groups / and reasonable adjustments
- 18. Recruitment and Selection Process-
 - Metrics – Selection Panel make up - Selection Panels should have diversity in representation at all stages of the process where possible – any external recruitment /interview panel members are considered from diverse communities to assist this make up
- 19. Organisational and Individual Learning and Development – monitoring and reporting of the % of staff attended/successfully completed training by groups and same for members too and including levels of E and D training is also monitored relevant to role and level .