

Equality, Diversity & Inclusion
Action Plan
2017-2020



Progress for Year 2 - 2018/19
Quarter 1 and Quarter 2

Equality Objective 1					
Create a strong cohesive organisation that is positive to rising to the future challenges we face.					
<u>Function</u>	<u>Actions</u>	<u>Progress</u>	Year 1	Year 2	Year 3
<u>People and Organisational Development</u>	To continue to develop a range of comprehensive strategies and training to support our staff and the organisation.				
	1.1 To 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 the number of underrepresented applicants	The new MF&RA People Strategy has been completed and will be published shortly. The People Strategy includes the organisation's recruitment and positive action strategies.	Amber	Amber	
	1.2 To carry out ongoing development of functional fitness tests as opposed to simulation tests and base tests on what is required in operational roles and to 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.	<p>There are currently ongoing discussions nationally and regionally around the functional fitness test. It has been identified that there are a number of issues which still need addressing.</p> <ul style="list-style-type: none"> • Some of the tests results indicate that there is a disproportionate number of candidates failing these tests and this may put certain protected groups at a disadvantage. • There is a definite fail or pass point, and no margin for a fitness improvement category has been included. <p>Some Fire and Rescue Services have decided to use these functional tests, only as a secondary test if a person should fail to meet the necessary fitness level when completing the simulated tests.</p> <p>Discussions are still ongoing around</p>	Amber	Amber	

		how MF&RS will use these national fitness tests.			
	1.3 To review and disseminate information from the national working group on ageing workforces to Strategic Equality Group to inform further action	The National Working Group on the Aging Workforce in 2017 developed an “Ageing Workforce” toolkit “. The toolkit focuses on support for operational staff. Work will continue around how we can support an aging workforce and this will be fed into our People Strategy governance.	Amber	Green	
<u>Community Risk Management (CRM)</u> <u>Youth Engagement</u>	To continue embed Equality & Diversity across all aspects of Youth Engagement from course recruitment, course leaders, programme delivery through to inclusion in all youth engagement activities.				
	1.4 We will look to include aspects of mental health first aid and mindfulness on Prince’s Trust Programmes to assist young adults develop additional coping mechanisms in preparation for working life and development as young adults.	Mental health training is now embedded as part of the Prince’s Trust 12 week programme. To ensure that all young people taking part in the programme are fully supported, all leaders are equipped with the appropriate knowledge and are able to develop on a case by case basis support plans and coping mechanisms for with those young people who may need additional support. Staff will ensure that if additional help or advice is required the relevant departments or partners are consulted.	Amber	Green	
	1.5 Ensure inclusivity is built into all aspects of the Youth Engagement Department which will include all contract tendering processes, recruitment & programme planning.	All aspects of our youth engagement department have been developed to ensure they are as inclusive as possible. Our staff will ensure that course content, activities and learning styles are adjusted to meet the needs of the young people taking part. Youth Engagement Managers and	Amber	Green	

		<p>leaders will ensure that if additional help or advice is required around ED&I and in particular reasonable adjustments, they will consult with the relevant departments or partners.</p>			
<p><u>Community Risk Management (CRM) Volunteers</u></p>	<p>To ensure that MFRS volunteers are diverse and equipped to deliver across all our diverse communities</p>				
	<p>1.6 To continue working with the Diversity Team to ensure that all volunteers that have specific needs have the appropriate support in place such as:</p> <ul style="list-style-type: none"> • Equality & Diversity training to be delivered to all new volunteers as part of their Induction. • Volunteers to be included in any Equality & Diversity related campaigns throughout the year. 	<p>The procedure is in place to ensure that the diversity team are consulted whenever a new volunteer joins the programme and may need additional support or reasonable adjustments due to a disability, long term health condition or any other support connected to protected characteristic.</p> <p>Training for new volunteers will continue as part of their induction programme.</p> <p>Over the last 6 months, volunteers have taken part in various campaigns such as:</p> <ul style="list-style-type: none"> • Arson and “pop up” reassurance campaigns • Hate crime events with Merseyside Police • Career fairs in various schools/colleges along with staff from the People and Organisational Development team • Open days • Road safety campaigns aimed at over 65 year olds in conjunction with Merseyside Police • Wellbeing events aimed at 	<p>Amber</p>	<p>Amber</p>	

		<p>older people and people living with disabilities</p> <ul style="list-style-type: none"> • Water Safety Week in May 2018 • Assisted with Cash4kids event in April • NFCC fire safety days giving advice to members of public about home safety • Liverpool Pride on the 28th July 2018. <p>In September, an event was held at SHQ to celebrate the contribution made by our volunteers to the Service and recognise the outstanding work and support we receive from our volunteers.</p>			
<p><u>Operational Preparedness</u></p>	<p>To ensure that operation preparedness plans, services information and operational guidance, collaboration opportunities and training is taking Equality & Diversity impacts into account, to make them fully inclusive for all staff.</p>				
	<p>1.7 To continue to support positive action for recruitments and to ensure that new recruits, where necessary, are supported with any reasonable adjustments e.g. Dyslexia or health conditions</p>	<p>Reasonable adjustment support has been identified and delivered on two of the last four recruit courses. Mainly around time allowed for Dyslexia and for Dyslexia assessments. Collaborative working between TDA and the Diversity team has ensured the people concerned have been given appropriate levels of support to mitigate any disabilities they have.</p>	Green	Green	
	<p>1.8 To utilise our positive action campaigns for recruitment within Fire Control, to increasing Diversity in applicants from men.</p>	<p>The number of male Control Operators has increased this year from two to four. Positive Action is considered important in recruitment to Control roles to improve the gender balance within this traditionally female area of</p>	Green	Green	

		the organisation and ensure that boys and men see a career in Control as appropriate for them in the future.			
<u>Legal, Procurement and Democratic Services</u>	To ensure that Legal, Procurement and Democratic Services have the skills and knowledge to support colleagues, Members and the community equitably.				
	<p>1.9 Ensuring staffing structures and recruitment activity is inclusive for all staff by revisiting the support for staff around :</p> <ul style="list-style-type: none"> • family friendly working • flexible working options • Requirements for staff with disabilities. <p>Across the department during the plan.</p>	This is always considered whenever recruitment activity is carried out however there has been no recruitment activity in this Function this year.	Amber	Amber	

Equality Objective 2					
Ensure that people from diverse communities receive equitable services that meet their needs.					
<u>Function</u>	<u>Actions</u>	<u>Progress</u>	Year 1	Year 2	Year 3
<u>Community Risk Management (CRM).</u> <u>Community Fire Prevention.</u>	To ensure that CRM Prevention teams have the skills, knowledge and resources to engage and support members of the community to reduce risk of fire or serious injury				
	2.1 To increase the use of partnerships to support Knowing our Communities and deliver campaigns. We will continue to develop diverse community engagement and partnership work to ensure that we meet the needs of diverse communities.	During October, CRM has undergone a large recruitment process due to vacancies and maternity leave cover. This has now concluded and we have four new Prevention Managers who will be tasked to work with the Diversity team to highlight relevant partnerships and work with the Diversity team to ensure this is embedded within the local Authority areas that they manage.	Amber	Amber	
	2.2 To Improve the Equality Monitoring data collected from Home Fire Safety Checks (HFSC) by; <ul style="list-style-type: none"> • Reviewing 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. • Producing an annual Equality Monitoring report to show where HFSC have been delivered in relation to the Protected Groups 	The HFSC Toolkit is currently being reviewed by the National Fire Chiefs Council (NFCC) with HM Government (Fire Kills) looking at the available materials for UK FRS to use. Whilst we continue to support operational crews and Advocates in the delivery of HFSC/Safeguarding and the gathering of ED&I information, improvement is required in some areas and this is being addressed. We will work with relevant staff to do this and the development of new software will also assist.	Amber	Amber	
2.3 To continue to deliver and embed a MF&RS Safeguarding Strategy for young people and adults and carry out an EIA.	Service Instruction 0713 Safeguarding Adults and Children and our Safeguarding Policy (PROPOL09) have both been updated. CRM staff have completed Level 2 Safeguarding Training and Safeguarding Awareness is now being delivered to	Amber	Amber		

		operational staff.			
<u>Community Risk Management (CRM).</u> <u>Community Fire Protection</u>	To ensure that CRM Protection teams have the skills, knowledge and resources to engage and support the business communities of Merseyside.				
	2.4 Continue to carry out and review positive action strategies and campaigns when recruiting for departments within CRM for: <ul style="list-style-type: none"> • Recruitment of bi-lingual Business Safety Advisors • Recruitment of Business Safety Advisors 	Protection have been reviewing and reorganising references, including ED&I, to ensure that sufficient resources are available to take the actions forward. Work will commence with these actions in Q3 and Q4, once the new reference holder is brought up to date.	Amber	Red	
	2.5 Following on from the National Conference 'Engaging with Diverse Businesses' to establish best practice and lessons learnt across the FRS sector in relation to Engaging with BME businesses. The national project has been established to: <ul style="list-style-type: none"> • Develop a national toolkit. • Gain approval from NFCC Business Safety Group for taking the "Engaging Diverse Workforce " Report forward; including commissioning more research in Fire Safety behaviours of Diverse communities and the development of a toolkit to support Business Safety staff • Supporting further research on diverse businesses and their attitude and behaviours to fire legislation, safety and risk. • Provided case studies of good practice engaging with diverse business 	Progress has been made in the development of five case studies describing how FRS are engaging with diverse business communities to ensure that the Fire Safety messages are being delivered in a way that supports their understanding. The five case studies are from MFRS, Greater Manchester FRS, Kent FRS, Cornwall FRS and West Midlands FRS. There has been good progress made in the research being conducted by GMFRS and a platform for the project has been identified within the NFCC Workplace. The next stage is gain further funding for the development of a toolkit that all Services can use to improve their Protection related engagement with diverse businesses and to set a date for a follow-on conference where the research can be shared with the sector.	Amber	Amber	

	2.6 Develop appropriate Business Safety Diversity campaigns to support and engage with the diverse businesses across Merseyside to enable them to comply with business safety legislation more effectively.	Protection have been reviewing and reorganising references, including ED&I, to ensure that sufficient resources are available to take the actions forward. Work will commence with these actions in Q3 and Q4, once the new reference holder is brought up to date.	Amber	Red	
	2.7 Work with Equality & 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	Protection have been reviewing and reorganising references, including ED&I, to ensure that sufficient resources are available to take the actions forward. Work will commence with these actions in Q3 and Q4, once the new reference holder is brought up to date.		Red	
<u>Operational Preparedness</u>	To ensure that operation preparedness plans, services information and operational guidance, collaboration opportunities and training is taking Equality & Diversity impacts into account, to make them fully inclusive for all staff.				
	2.8 Equality & Diversity will be considered when identifying and reporting on collaboration opportunities through the completion of EIA's for any significant collaboration proposals and decisions, at the design stage of the project in conjunction with the Diversity & Consultation Manager.	No collaboration proposals are at the design stage yet; therefore, no EIAs are required at this stage. This will be kept under review by the team.	Amber	Amber	
<u>Operational Response</u>	To continue to develop Operational Response staff through continued engagement to deliver a positive impact on our communities and workplace				
	2.9 Build on the feedback from the 2016 and 2018 Staff Survey and our Service aim 'Excellent People' through a range of staff engagement methods such as focus groups and functional communication.	Work is continuing with staff engagement across all functional areas including operational response. The 2018 Staff Survey results have been published, with all staff being able to access the results reports via the Portal or MFRS website. Presentations highlighting the key results from this year's survey are being presented to staff who will have the opportunity to provide further feedback and comments on the results.	Amber	Amber	

	2.10 To ensure that operational staff contribute to Knowing our Communities and engage with them to ensure they are safer from fire and risk through equality assurance audits of HFSC's, particularly in relation to recording Equality & Diversity monitoring data. The importance of collecting monitoring data is to be reinforced through diversity briefings and improvements made where a need is identified.	Work is underway with operational staff to improve the quality of equality data being collected when completing Home Fire Safety Checks. There is a stark comparison in the data collected by the operational firefighters in some cases recipients of 70% of HFSCs "Prefer not to say" what their ethnic origin or religion is compared to 2.7% for visits carried out by advocates. It is expected that a marked improvement will be seen in the data quality over the next 6 months.	Amber	Amber	
<u>Strategy and Performance</u>	To enhance and develop Equality & Diversity further for the organisation, staff, partners and services we provide.				
	2.11 To increase staff network to support diverse groups within the organisation.	A briefing note was considered by the ED&I Steering Group Meeting on 30 th October. Following this meeting a further report outlining the group's recommendations will be presented to the Strategy & Performance Board.	Amber	Amber	
	2.12 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 the design and testing phase utilise diverse groups and Disability Business Forum to provide feedback	<p>A telephone conference has taken place with 'Recite me', to view a demonstration of their bolt-on accessibility package. The package can be added to our website and intranet Portal. This additional application will ensure the new website is fully accessible with read-aloud functions, the ability to change font size and colour as well as a translation facilities for over 50 languages.</p> <p>Further research and testing of the application has been carried out on other websites such as Mersey Care and Bedfordshire Fire & Rescue Service, to review and test the features available.</p> <p>Further discussions are to take place regarding cost and budget implications.</p>	Amber	Amber	
	2.13 To ensure ICT systems are fully accessible and cognisant of different groups and their needs through the roll out	New wireless units have been purchased by Telent and have been fitted in the appliance bay area of five stations (Aintree, Bootle & Netherton, Prescott,	Amber	Amber	

	of public WiFi to stations for staff use and as a resource in community rooms.	Southport and Birkenhead). The location of the units should provide Wi-Fi coverage to the community rooms on each station. Telent will be testing Wi-Fi accessible within the community room at each location and additional equipment will be fitted if necessary.		
	<p>2.14 Ensuring hearing loops are in key community fire stations and working to support communities and staff.</p> <ul style="list-style-type: none"> 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. <p>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.</p>	Hearing loops have been identified and tested at TDA and on PFI stations. All hearing loops are tested regularly and clear signage has been placed in all locations to ensure staff, partners and members of the public are aware the facility is available	Amber	Green
<u>People and Organisational Development</u>	To continue to develop a range of comprehensive strategies and training to support our staff and the organisation.			
	<p>2.15 To work towards being a dementia friendly employer with suitable employment policies and procedures in place, to ensure staff have the necessary awareness, skills and understanding to recognise and support people with dementia by:</p> <ul style="list-style-type: none"> Reviewing all relevant staff policies and practices to ensure that they support staff with or caring for dementia – including career breaks and flexible working arrangements 	All our policies have been reviewed to ensure that they support staff as much as possible if they have the responsibility of caring for a family member who may be disabled, or suffering from a long term illness, including dementia. The people and Organisational Development function are considering how to gain information about the number of staff affected by Dementia and this may take the form of an online survey. The Herbert Protocol, (the vulnerable adults missing persons profile) has now been embedded in the delivery of	Red	Green

	<ul style="list-style-type: none"> • To support MFRA staff who may be living with dementia, or caring for someone with dementia <ul style="list-style-type: none"> ○ Provide links to dementia Support groups and resources on the Portal ○ Survey staff to determine number of staff affected by dementia, provide a list of trained Dementia Champions on the Portal ○ To encourage more staff to sign up to become Dementia Friends across all departments 	<p>Safe and Well visits. The Protocol is a national scheme which encourages carers, family members and friends to compile useful information which could be used in the event of a vulnerable person going missing, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information.</p>			
<p><u>Legal, Procurement, and Democratic Services</u></p>	<p>To ensure that Legal, Procurement, Democratic Services and Estates have the skills and knowledge to support colleagues, Members and the community equitably.</p>				
	<p>2.16 To create a website page specifically for Authority Members, to enable easy access to relevant information from one place by</p> <ul style="list-style-type: none"> • Identify information that would be beneficial for Members to have access to. <p>Utilisation of Member's knowledge of their communities</p>	<p>This will be progressed further once the new website has been developed and consideration will be given as to how Authority Members' knowledge of their communities could be utilised to best effect.</p>	Amber	Amber	
	<p>2.17 Where sufficient data is available, our legal department will monitor age and socio economic characteristics for public liability insurance claimants to determine any particular area of Merseyside where there may be an issue.</p>	<p>A system has been created to capture the characteristics for the any public liability claims made against MF&RA. Due to the low number of claims we are unable to produce any meaningful data currently. The legal team will continue to collate and monitor our public liability information.</p>	Amber	Amber	
	<p>2.18 Our Legal team will monitor the ongoing impartiality of legal advice to Fire Safety Officers to prosecute, to ensure that</p>	<p>There are currently three ongoing prosecutions undertaken by MF&RA. Prosecution files received by our legal department do not include person</p>	Amber	Green	

	such advice is not influenced by any protected characteristic.	profiles, the only personal information included will be a name for the person concerned. This ensures that all advice given is impartial and not influenced in anyway by any protected characteristic.			
	2.19 Consideration of the most appropriate procurement process to encourage a diverse supply base (e.g. splitting contracts into Lots to encourage SMEs).	Our procurement team continue to review each new contract to ensure that the most appropriate procurement method is used to support a diverse supplier base, such as breaking into smaller lots were appropriate.	Amber	Amber	
	2.20 Identify efficiencies and implement improvements in procurement activity and development of the supplier base.	Procurement and Finance are continuing to work together to streamline our current supplier database to ensure that we continue to use our suppliers as effectively as possible.	Amber	Amber	
	2.21 To carry out staff engagement across the departments to improve staff morale and challenge issues raised in the staff survey to improve staff perceptions/morale through ongoing staff engagement activities with functional staff.	Members of the Authority have carried out a number of station visits and further staff engagement days at SHQ over the last 6 months. While the feedback from both members and staff has been positive, the staff survey results show that these activities may not be reaching as many staff as first hoped. Following the publication of the results to Authority Members in October, the Member Development Group will identify new engagement activities, aimed at reaching more staff from across the organisation	Amber	Amber	
	2.22 To continue to ensure that Equality & Diversity considerations are identified and mitigated against where required to ensure that buildings are accessible, through the development and implementation of a five year Asset Strategy for the estate by: <ul style="list-style-type: none"> • Making MF&RA accessible for people with disabilities especially those who are Deaf or have a hearing impairment, visually 	Work is ongoing in relation to the installation of assistance button rather than the hearing loop on the barrier intercoms at SHQ. The button will alert staff at reception that a visitor wishing to gain access to the car park requires some additional support. Our Estates team will continue to ensure that all new stations are accessible for people with disabilities especially those who are Deaf or have a	Amber	Amber	

	<p>impaired or are wheelchair users</p> <ul style="list-style-type: none">• Ensure that all barriers and intercoms are accessible (e.g. hearing loops), suitable parking is available, at the front of the building and suitable signage installed, while still meeting our security needs	<p>hearing impairment, are visually impaired or are wheelchair users.</p>			
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Equality Objective 3					
Reducing fires and other incidents amongst the vulnerable protected groups					
<u>Function</u>	<u>Actions</u>	<u>Progress</u>	Year 1	Year 2	Year 3
<u>Community Risk Management (CRM).</u> <u>Community Fire Prevention</u>	To ensure that CRM prevention teams have the skills, knowledge and resources to engage and support members of the community to reduce risk of fire or serious injury.				
	<p>3.1 To review Safe & Well delivery and to ensure that the Service takes into account the needs for different Protected Groups in relation to health, fire and wellbeing by:</p> <ul style="list-style-type: none"> • Producing regular reports for the Safe and Well visit, which will provide us with a better understanding of the vulnerable people we are engaging with. • Provide equality data for the Safe and Well visits, so we are able to identify those protected groups we are engaging with in the over 65 age group. • Ensure there is a consistent approach to information sharing for vulnerable persons across the five local authorities 	<p>The Safe and Well initiative is currently being evaluated by Liverpool John Moores University. They will be evaluating the services we deliver and the impact of our visits.</p> <p>Further work will be undertaken by CRM to assess the evaluation once the report has been completed by Liverpool John Moores University.</p>	Amber	Amber	

<u>Community Risk Management (CRM). Hate Crime</u>	To improve the Hate Crime procedures for reporting, recording and monitoring.			
3.2 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.	The hate crime service instruction is currently being reviewed. The review is to ensure that the process for third party reporting of hate crimes at stations is clear and precise especially around ITC security, access to premises, use of MFRS facilities and the procedure for supporting a member of the public if an emergency call is received.	Amber	Amber	
3.3 To provide regular reports on types of Hate Crime being reported, on which protected groups and where they take place	In the first six months of this year (April to September) we have completed three hate crime target hardening visits.	Amber	Amber	
3.4 Share this information with partners to better support future campaigns and target resources	<p>Advocates and Arson Advocates have been continuing to deliver targeted community engagement in key demand wards in order to tackle deliberate fire setting, hate crime and serious and organised crime.</p> <p>They have been active across Merseyside, working closely with partners such as Safer and Stronger Communities Team, Merseyside Police, City Safe and Social Registered Landlords to target key wards.</p> <p>These campaigns are held each month and allow our district teams to target a particular high demand ward. Our teams have completed 1,147 HFSC and 18 high risk/target hardening properties where identified</p> <p>The areas targeted so far this year include</p> <p><u>Liverpool:</u> Croxteth, Toxteth, Picton, Tuebrook & Stoneycroft, Speke and Warbreck.</p> <p><u>Wirral:</u> Bidston & St James, Birkenhead Park, Leasowe</p>	Amber	Amber	

		<p>New Brighton, Tranmere and Rock Ferry</p> <p><u>Sefton:</u> Bootle, Thornton and Southport</p> <p><u>Knowsley:</u> Pluckington Road Estate, Windy Arbour Road area, Hillside Avenue area, Brookhey Drive Area Cumber Lane area and Southdene</p> <p><u>St Helens:</u> Boardmans Lane, Parr, Cromdale Grove, Hard Lane area, Thatto Heath and Four Acre Estate</p>			
<p><u>Community Risk Management (CRM)</u> <u>Road Safety</u></p>	<p>To ensure that the Road Safety team continues to consider Equality Impacts when delivering RTC training and interventions</p> <p>3.5 Continue to deliver tailored RTC interventions specifically to support those protected groups at most risk e.g. Young and older age groups</p>	<p>MFRS are working with the Merseyside Road Safety Partnership and have attended multiple senior road user events throughout the year. Through this engagement we are able to educate road users over 60, on how to drive more safely for longer. We work with partners such as Specsavers and Dementia UK at these events as they are able to offer further support.</p> <p>All of the MFRS road safety team have now received training on how to check and correctly fit children’s car seats. The course which is IOSH accredited means that our staff are able to educate at the earliest age possible about the importance of wearing a seatbelts, but can also educate the parents and grandparents on how to check car seats are fitted correctly to ensure children are as safe as possible in traveling in a car.</p> <p>MFRS have also started working with the Liverpool Football Club Foundation and Everton in the Community Blue Base. Both organisations work with groups of young adults from a wide range of</p>	<p>Amber</p>	<p>Amber</p>	

		backgrounds and protected groups from across Merseyside. Monthly engagement sessions on road safety and water safety are using new technology such as virtual reality, to engage with younger and older age groups. We are also able to use "SATSAFE", which is "black box" telematics technology that can be used to analyse senior road users driving styles, to help evaluate and deliver specific driver training to improve road safety		
<u>Community Risk Management (CRM)</u>	To work jointly with local partners to maintain and improve the general safety of people living with dementia, their families and carers			
	3.6 Review the partnership meetings relating to dementia /Age/Disability attended by CRM staff	Prevention has recently completed the recruitment processes for Grade 8 Prevention Manager and Grade 6 Advocates. The successful candidates will start in post w/c 5 th November 2018 and as part of their duties will include specific references around Dementia/Age/Disability.	Amber	Amber
	3.7 To offer a re-visit service for the most vulnerable, to include those living with dementia	Re-visits are delivered following a risk assessment of the individual during a Safe and Well/HFSC Visit.		Amber
	3.8 To introduce the vulnerable adult missing persons 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.	The Herbert Protocol, (the vulnerable adults missing persons profile) has now been embedded in the delivery of Safe and Well visits. The Protocol is a national scheme which encourages carers, family members and friends to compile useful information which could be used in the event of a vulnerable person going missing, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information.		Amber

<u>Community Risk Management (CRM)</u>	To support the work to develop more dementia friendly communities and Dementia Friends, in line with the Prime Minister's Challenge on Dementia		
<p>3.9 To support dementia friendly communities and Dementia Friends, through our volunteers, Prince's Trust and staff groups –</p> <ul style="list-style-type: none"> • Deliver a Memory café (e.g. using the Heritage Centre and Volunteers-bringing the old and the young together). • Promotion of Safe and Well visits for MFRA family members 	<p>Work is underway with regards to this action. MFRA has incorporated the Herbert Protocol within its Safe and Well visits.</p>	Amber	Red

Equality Objective 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.”

<u>Function</u>	<u>Actions</u>	<u>Progress</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
<u>Strategy and Performance:</u>	To enhance and develop Equality & Diversity further for the organisation, staff, partners and services we provide.				
	4.1 Work with the training and development staff to implement the on-line Equality & Diversity training package	The package is 80% complete, however the video is to be re-shot Work is on hold with the finalisation of the package due to reduction resources. New resources are being put in place within the Diversity team- expected Feb 201	Amber	Amber	
	4.2 Investigate the concept of unconscious bias in conjunction with the inclusive leadership work being undertaken by people and organisational development	Collaboration with Merseyside Police and the Diversity and Consultation Manager for MFRS is underway to understand further what Unconscious Bias training, ideas and methods of delivery can be shared and utilised across both organisations. Further research has taken place with West Midlands FRS in terms of their package which is considered to be suitable to adapt for MFRS. Once we have the new ED&I Officer in place there will be resources available to consider delivering this training for 2019/20	Amber	Amber	
	4.3 Deliver effective diverse community engagement with limited resources to ensure that MF&RS knows and understands its communities and can respond with appropriate services	Work is continuing with our Faith and Culture Consultant, around the delivery of the Islam and Muslim Cultural Awareness training for MFRS staff. He is currently working with our Protection Officers to develop and host a business Safety	Amber	Amber	

		<p>Conference.</p> <p>Work is continuing with Merseyside Police to work in collaboration around community engagement with an Inter faith Round table event being organised for November. The event will bring representatives from the six main religions from across Merseyside (Christian, Muslim, Jewish, Sikh, Hindu and Buddhist) and look at a number of key questions.</p>			
<p><u>Community Risk Management (CRM).</u></p> <p><u>Community Fire Prevention</u></p>	<p>To ensure that CRM Prevention teams have the skills, knowledge and resources to engage and support members of the community to reduce risk of fire or serious injury.</p>				
	<p>4.4 To ensure that prevention Advocate teams are supported around their skills and knowledge on Equality, Diversity & Inclusion to engage with Diverse communities by:</p> <ul style="list-style-type: none"> • The development of an Advocate 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. • 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. 	<p>Work has not yet been started around this action</p>	Amber	Red	
<p><u>Community Risk Management (CRM).</u></p>	<p>To ensure that CRM Protection teams have the skills, knowledge and resources to engage and support the business communities of Merseyside.</p>				

<u>Community Fire Protection</u>	4.5 Review the Equality, Diversity & inclusion training for all protection staff including any new starters to support their continuing personal development, skills and knowledge especially around the Protected Groups.	Protection have been reviewing and reorganising references , including ED&I, to ensure that sufficient resources is available to take the actions forward. Work will commence with these actions in Q3 and Q4 once the new reference holder is brought up to date.	Amber	Red	
<u>Operational Preparedness:</u>	To ensure that operation preparedness plans, services information and operational guidance, collaboration opportunities and training is taking Equality & Diversity impacts into account, to make them fully inclusive for all staff.				
	4.6 To review the Training and Development Academy facilities and Croxteth Fire Station site in line with the core training delivery model to ensure Equality & Diversity are considered from an access point of view and inclusion in relation to specific firefighter facilities.	There is a now a TDA site development project team in place. At the last meeting it was agreed it would be an appropriate time to include representation from the diversity team to ensure these areas are considered at feasibility and design stage. The Diversity and Consultation Manager has met with Estates and will continue to do so regularly to build equality considerations into the plans.	Amber	Amber	
	4.7 To ensure that new firefighters recruitment campaigns are supported through Positive Action events with role models and appropriate education and training support by TDA staff and applying reasonable adjustments where required.	Positive action through attraction and recruitment is fully embedded into the TDA staff roles and activities through the “have a go” events and the support provided by Female firefighter role models. Full support is provided by TDA staff and well received by POD who are the custodians of the positive action work. Evidence shows an increase of up to 19% in applications and 30% in recruitment for female staff. More work needs to be focused around BAME positive action going forward.	Amber	Amber	
<u>People and Organisational Development</u>	To continue to develop a range of comprehensive strategies and training to support our staff and the organisation				
	4.8 To develop a comprehensive workforce strategy which includes Equality, Diversity and Inclusion, and consider the needs of all Protected groups	The new MF&RA People Strategy has been completed and will be published shortly. The People Strategy includes Equality, Diversity and Inclusion, and considers the needs of all Protected groups.	Amber	Amber	
	4.9 To deliver a mental health first aid course	The occupational health team are currently looking	Amber	Amber	

	to all staff	for new volunteers to become trainers and help with the delivery of the mental health first aid training. Two hundred operational staff have completed the training and work is ongoing to ensure that training is scheduled for operational staff in line with current staff resources.			
	4.10 To introduce a range of fitness initiatives to promote and support health and wellbeing	MF&RS fitness advisors are continuing to look at and develop ways in which to promote and support the health and wellbeing of staff.	Amber	Amber	
	4.11 Introduction and validation of new fitness standards across all areas which have considered the protected groups needs	MF&RS fitness advisors are looking at moving the fitness tests outside of the 2 yearly health screening for operational staff. The simulated tests will take place on station in a watch environment, which will include a choice of three tests, Chester Step, Chester Treadmill and bleep test. And any retests required will be conducted using the simulated tests currently not the national functional tests.	Amber	Amber	
<u>Legal, Procurement, Democratic Services and Resources</u>	To ensure that Legal, Procurement, Democratic Services and Estates have the skills and knowledge to support colleagues, Members and the community equitably				
	4.12 Ensuring staff and Members are equipped to carry out their role by: <ul style="list-style-type: none"> Ensuring that ALL groups get equitable treatment (e.g. challenged fairly) Offering advice to officers (e.g. RRO) Staff/Members receive training 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. Representatives attending the E,D&I Steering Group Provision of legal advice with consideration to the Equality Act 	This is ongoing throughout the department. Officers are kept abreast of changes in legislation through various media and training.	Amber	Amber	

	(e.g. projects and plans)				
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Equality Objective 5					
To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework					
<u>Function</u>	<u>Actions</u>	<u>Progress</u>	Year 1	Year 2	Year 3
<u>Strategy and Performance</u>	Consider Frameworks for assessment	Strategy and Performance are investigating the use of different frameworks and this will result in further objectives and actions being developed for the plan in 2019/20. This will also take account feedback around MFRS progress in relation to ED&I from the HMICFRS Inspection report due in Spring 2019.	Amber	Amber	