

| <b>MERSEYSIDE FIRE AND RESCUE AUTHORITY</b> |  |                       |                      |
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| <b>MEETING OF THE:</b>                      | <b>ANNUAL GENERAL MEETING</b>  |                       |                      |
| <b>DATE:</b>                                | <b>13 JUNE 2019</b>  | <b>REPORT NO:</b>     | <b>CFO/025/19</b>    |
| <b>PRESENTING OFFICER</b>                   | <b>CFO PHIL GARRIGAN</b>   |                       |                      |
| <b>RESPONSIBLE OFFICER:</b>                 | <b>DEB APPLETON</b>  | <b>REPORT AUTHOR:</b> | <b>WENDY KENYON,</b> |
| <b>OFFICERS CONSULTED:</b>                  |  |                       |                      |
| <b>TITLE OF REPORT:</b>                     | <b>EQUALITY, DIVERSITY &amp; INCLUSION ACTION PLAN 2017-2020, FUNCTIONAL PRIORITIES 2018/19, QUARTER 3 &amp; QUARTER4 UPDATE</b> |                       |                      |

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| <b>APPENDICES:</b> | <b>APPENDIX A:</b> | <b>EQUALITY, DIVERSITY &amp; INCLUSION ACTION PLAN 2017-2020, FUNCTIONAL PRIORITIES 2018/19 FOR QUARTER 3 &amp; 4</b> |
|                    | <b>APPENDIX B:</b> | <b>EQUALITY OBJECTIVES 2017 – 2020 ANNUAL UPDATE</b>  |

### **Purpose of Report**

1. The purpose of the report is to provide Members with :
  - a. An update on the agreed Equality, Diversity and Inclusion (ED&I) Action plan for 2018/19 quarter 3 & 4
  - b. An update on the Equality, Diversity and Inclusion Objectives for 2018/19 as at 31<sup>st</sup> March 2019.

### **Recommendation**

2. That Members note the content of the Equality, Diversity and Inclusion progress report and Equality Objectives and provide feedback on the progress made.

### **Introduction and Background**

3. The E,D&I action plan was first introduced in April 2013, to help MFRA progress its long term Equality, Diversity and Inclusion objectives, to ensure compliance with the Equality Act 2010 and the Public Sector Equality Duty (PSED) and to reflect the fact that E,D&I was embedded and delivered across all Functions of the organisation.
4. This update provides progress for quarter 3 & 4 of 2018-19 (year 2 of the E,D&I action plan) and will contribute to the E,D&I Annual report and the Annual Public Sector Equality Duty report which members will approve in the summer of 2019.

## Year 2 Progress

### Appendix A – ED&I Action Plan 2017-20 – Year 2 Q3 & 4 Progress Update

5. Appendix A provides updates taken from function leads for the 54 actions established to deliver against the five ED&I Objectives – detailed updates are included under the heading “Quarter 3 & 4 update” where activity has been delivered.
6. Progress has been monitored using the RAG system and is summarised as follows:
  - 29 priorities are classed as Amber – work in progress
  - 24 priorities are classed as Green- having been fully completed, or are embedded as business as usual
  - 1 priority is Grey – this item is closed.
7. Members should note that at the end of 2018/19 18 Amber actions will be transferred to Functional Plans or the People Strategy Implementation Plan for delivery during 2019/20. There are six core Amber actions which are directly relating to the five Equality Objectives and these will be reported separately through the Strategy and Performance Board updates.
8. The following sections a) to d) include highlights of the work undertaken by our staff and volunteers in quarter 3 and quarter 4 to help to progress our ED&I objectives:

**a. 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**

An Interfaith round table collaboration event was organised and hosted by Merseyside Fire & Rescue Service and Merseyside Police, as part of Interfaith week 2018 (11<sup>th</sup> – 18<sup>th</sup> November 2018).

The aim of the event held on Monday 12<sup>th</sup> November, at Merseyside Police Headquarters, was to bring together representatives from as many different faiths as possible along with the chaplains who support both organisations to celebrate how “**Faith makes our communities of Merseyside stronger**”, and was an opportunity to hear how other faiths are working together.

In total, 20 faith representatives from across Merseyside representing the Islamic, Jewish, Christian, Sikh and Buddhist faiths attended the event.

All attendees found it helpful to make new contacts, learn about each other’s organisations’ work and welcomed the openness from all to share and engage. Everyone favoured another meeting, to have more than one a year and to sustain the progress made from the first

meeting. Suggestions were made to circulate the hosting of the meeting at different places of worship, maybe around different celebrations. Faith organisations would like to be given opportunity to present at future meetings in more detail and have more time to network. Supporting and engaging with younger people from different faiths should be a key focus going forward.

It should be noted that the meeting has been particularly helpful for the Muslim Communities across Merseyside, as a result of the interfaith round table meeting the Imams across the five districts have come together for the delivery of a cultural faith event at the Pier Head called “**Share Ramadan, Share Food, and Share Friendship**”. Previously the Mosques were not very well connected and this meeting has enabled relationships to develop further and support the wider communities of Merseyside. MFRS staff will be attending this event.

A further event has been arranged for June 2019 which will be held at the Wirral Deen Centre and will include a celebration to mark the end of Ramadan.

- b. 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 the weekend of 15<sup>th</sup> – 17<sup>th</sup> March (Following the terrorist attacks in Christchurch New Zealand on the 15<sup>th</sup> March). staff from the Arson Team and Home Safety Advocates, visited 16 Mosques across Merseyside. The visits were well received and appreciated. A few of the Mosques requested our staff to come back at another time, these visits along with visiting any of the Mosques which were closed were picked up by the Arson Team during the week (18<sup>th</sup> – 22<sup>nd</sup> March) .

Operational Response Crews also visited properties in the areas surrounding the Mosques. In total:-

**1196** properties were visited  
**387** Home Fire Safety Checks were completed  
**167** smoke detectors were installed  
**13** high risk properties identified  
**1** Potential Arson Target identified and referred to the Arson Team.

SM Barrett and a crew from Liverpool City Community Fire Station also attended a vigil held in remembrance of the victims of the terrorist attacks in New Zealand at the Abdullah Quilliam Mosque, Brougham Terrace, Liverpool on Sunday 17<sup>th</sup> March.

- c. 2.11 To increase staff network to support diverse groups within the organisation.**

On 16th October 2018, MFRS hosted jointly with Merseyside Black and Asian Police Association the first Blue Light Black History Month event. The event opened by ACFO Mottram, brought staff together from both organisations to celebrate many diverse cultures which form the foundations of the communities in which we work and live in. 2018 was the 30<sup>th</sup> anniversary of Black History Month in the UK and was the perfect opportunity to celebrate diversity and the contributions members of the emergency services make to the wider communities of Merseyside.

The event was an informal opportunity to meet with colleagues and guests, some who shared their personal stories with us about what being a member of the BAME community is like working in Public Sector.

Key guest speakers include:

- Yasmin Bukhari from Greater Manchester Fire & Rescue and Chair of the Asian Fire Service Association
- Dominique Walker, Merseyside Police- discussing personal story about her work within Merseyside police
- ACC Ian Critchley, Merseyside Police, talking about the importance of a diverse workforce, which reflects the communities we service and supporting those staff through staff networks.
- Positive action representative, from MFRS & Merseyside police, talking about our Positive action programmes.

- d. Following on from the positive feedback and comments received from staff who attended the event a core group (6/8) of staff have joined together to set up a BAME group. It is expected that the network will officially launch the BAME network in October 2019, as part of MFRS Black History month celebrations.

To mark National Day for Staff Networks, on the 9<sup>th</sup> May the Equality and Diversity hosted a drop in event at SHQ, to provide staff with more details about the new networks, the benefits of networks for both the organisation and employees, and how people can get involved.

- e. **4.1 Work with the training and development staff to implement the on-line Equality & Diversity training package**

Significant progress has been made in relation to the development of the new ED&I training package during Q3 and Q4. The decision was made previously to move away from the on-line training package and develop a face to face facilitated training sessions in order to fully explore the issues affecting people within the service. During Q3 and Q4 the following has been completed:

- ED&I Training Plan was approved by Strategy & Performance Board in January 2019 following consultation with key stakeholders.
- The ED&I Advisor has been recruited and started with MFRA on 6<sup>th</sup> March 2019
- The development of the essential ED&I training package started in March 2019 and completed in Q1 2019/20 for delivery in May 2019, starting with SLT members. The training is scheduled to start with Operational Staff in June, along with Fire Control, CRM and TDA staff. Training has also been scheduled for Authority Members, which will take place at the end of June.

## **Appendix B – ED&I Objectives 2017/20 – Year 2 Annual Update**

9. Appendix B provides Members with a year-end update on the five E,D&I Objectives (2017-20) for year 2 2018 -2019. The following section provides an update on the progress made when comparing to year one and national averages where possible.

### **Equality Objective 1 – Create a strong cohesive organisation that is positive to rising to the future challenges we face:**

10. This objective measures the diversity of MFRA’s workforce, which aims to better represent the makeup of communities and staff from underrepresented groups when carrying out any internal or external recruitment. Highlights of progress so far includes:
- Overall females make up 26.5% (265) of the total staffing at Merseyside Fire & Rescue Authority, an overall **11.8%** increase in female staffing numbers since figures were recorded. This is well ahead of the English FRS average for Female staff of 15.9%.
  - Operational staff have a gender split of 91% (556) males to 9% females (55), which has increased by one percentage point from the previous year at 7.9%. This is higher than the English FRS female whole time FF average of 6.1%.
  - Control staff have a gender split of 9.4% (4) male to 88.2% (30) female, which is an increase of one male member of staff when compared to the previous year.
  - Support staff have a 50% split between male (175) and female (180) staff.
  - Total Black, Asian and Ethnic Minority (BAME) staff at MFRS has increased from 39 to 49 over the last 12 months, an increase of 25% within that category of staff. However the total proportion of BAME staff at MFRS is 4.9%, which is marginally lower than the BAME population figures at 5.5%
  - Based on the information that is valid for Disability, Ethnicity and Sexual Orientation, it is apparent that there have been increases in staffing for each protected characteristic.
  - The Gender Pay Gap analysis as at March 2018 shows that MFRA has reduced its Gender Pay Gap between men and women by one percentage point from 12.7% in March 2017 to 11.7% in March 2018. This is lower than the average UK at 17.9% and lower than 30.3.17 figure of 12.7 %.

More detailed analysis will be captured as part of our Annual Public Sector Equality Duty report released later in 2019 which will contain more up to date Gender Pay Gap information for 30<sup>th</sup> March 2019.

**11. Equality Objective 2 – Ensure that people from diverse communities equitable services that meet their needs.**

By understanding people's needs from different protected groups and carrying out engagement with and monitoring of those groups we can ensure that the underrepresented groups are fully supported to reduce fire and rescue risk.

Progress is as follows:

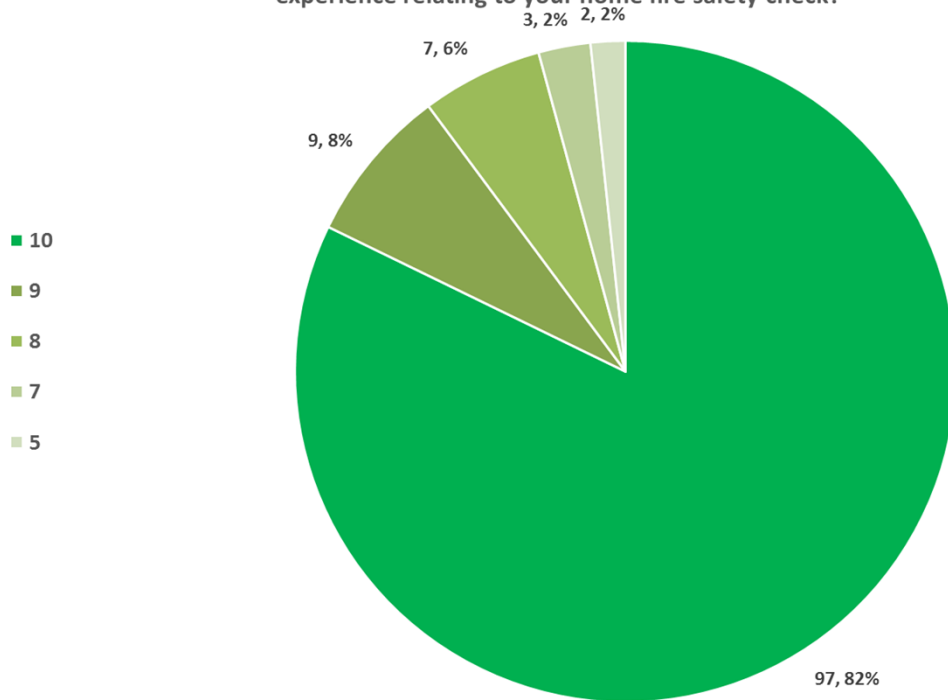
**HFSC Equality Monitoring data**

- Our operational crews have delivered 1.36% of HFSCs to over 65's across Merseyside in the Black Asian and Minority Ethnic (BAME) community. This compares well to the overall over 65's BAME population which is currently 1.6% in Merseyside, when looking at the 2011 census data. During 2018/19, the occupier's ethnicity was not recorded when delivering HFSC's on 20.4% of occasions.
- Using the figures for 2017/18 there has been an improvement of 0.73% in relation to the number of HFSC's but the overall figure for HFSC's where ethnicity has not been recorded has in fact risen by 1%

**HFSC Satisfaction Survey**

Summary of overall HFSC customer satisfaction – based on approximately 100 responses

On a scale of 1 - 10 with 10 being extremely satisfied, how would your score you entire experience relating to your home fire safety check?



The chart above identifies that the vast majority of responders (82%), gave the HFSC service 10 out of 10 – the highest level of satisfaction available. In general, the levels of satisfaction were very positive with response scores of 8 to 10 accounting for 96% of valid responses. Two respondents scored their HFSC with a score of 5, which was the lowest score for this particular question.

### Prince’s Trust equality monitoring data

There have been a total of 186 Prince’s Trust students attending courses during 2018/19, the equality monitoring data below shows there is a high diversity amongst the students who attend the programmes:

Of the 186, 164 completed the course:

- Of those who completed the course 106 have continued their development in employment, education or training, a positive outcome of 57%
- A further positive outcome is volunteering, data for which is being collated and will be included in future reports.
- 186 who started the programme with Princes Trust, 59% of those were Education underachievers.
- A further breakdown shows of the 186 – 131 where from either Homeless (5%), Ex-offenders (10%), Asylum Seekers (3%), in care/leaving care (11%) or part of a homeless household (42%).
- 70% were male and 30% were female
- 3.26% were from a BAME background
- 4.89% did not provide information about their Ethnicity
- All teams have students who have a mix of Asperger’s, Dyslexia, Epilepsy, Learning Difficulties, Autism, ADHD,

Dyspraxia, Scoliosis, PTSD, Diabetes, Myopathy, Alexander's Disease and Neurofibromatosis

- 55% have declared they have no religion 19.5% prefer not to say or didn't provide information. Christian and Islamic faiths make up 24% of those attending.

### **MFRS Cadets equality monitoring data**

**There have been a total of 46 students taking part in the MFRA cadets programme during 2018/19.**

- 19% were Female and 81% Male
- 15% were from a BAME background
- 2% declared having a disability or long term health condition.
- Most populated age group is 16 ( cadets intake is 13 to 17 age group)

### **Complaints and Compliments**

Currently we do not collect equality data for either of these as often they are anonymous and is not something we are in a position to provide at this time

### **After the Incident satisfaction data**

The data was sourced from After the Incident survey for Domestic Dwelling property fires during 2017/18. The results of which were provided by Opinion Research Services (ORS) during June 2018.

Participants when asked the following question:

- **Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire & Rescue Service (FRS)?**

Overall 99.3% of respondents were satisfied with the overall level of service provided at the scene of an incident.

- **Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...Reassuring?**

Overall 100.0% of home owners / occupiers felt reassured by the initial contact with Fire Control.

After the Incident surveys for Domestic Dwelling property fires during 2018/19, are expected later in the year and will be reported on at a later date.

- 12. Objective 3 – Reducing fires and other incidents amongst the vulnerable protected groups. By better understanding the impacts for diverse communities in terms of fires and other incidents we can measure whether there are any disproportionate outcomes for relevant protected groups.**

Progress is as follows:



## **Accidental Dwelling fires data**

As of 30<sup>th</sup> April 2019, there were a total of 899 Accidental Dwelling Fires attended across Merseyside for the period 2018/19. Whilst it is possible that the total number of Accidental Dwelling Fires could increase marginally due to late IRS (Incident Recording System) submissions and Quality Assurance, it is highly likely that 2018/19 will have the **lowest** count of incidents on record. The majority of such incidents take place in the most deprived areas of Merseyside, with 46% (412) taking place in the 1-10% deprivation decile.

- 13. 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. By advancing equality of opportunities for under representative groups and by foster good relations between people who share protected groups and those who don't.**

Progress is as follows:

### **Bullying and Harassment claims, Disciplinary and Grievance data**

There have been a total of 20 disciplinary proceedings (including one bullying and harassment case) during 2018/19, reduction of 13 on the previous year. The equality monitoring breakdown is summarised as:

- 16 involved male members of staff and 4 female. (including the bullying and harassment case)
- 19 were submitted from White British (including the bullying and harassment case)

There have also been a total of 39 grievances of which:

- 35 involved male members of staff and 4 female.
- 35 were White British / Irish, and 4 were from a BAME background

Of the 39 grievances logged 26 relate to a collective grievance.

Concerning outcomes in relation to 28 of the 39 cases were not upheld.

### **Employment Tribunals**

The National (All FRA'S) Sex Discrimination Claim is still ongoing in relation to Pension issues and is partly agreed but subject to Appeal by FRA's, LGA and Government to Supreme Court.

There have been two cases submitted for tribunal during 2018/19 both of which are still on going, 1 for unfair dismissal and a collective claim by 33 members of staff relating to changes to their home station based on meeting the exigencies of the service.

#### **14. Equality Objective 5 – to continue to aspire to achieving excellence, or equivalent in a Fire and Rescue service Equality Framework**

Taking part in assessment helps us to benchmark and continuously improve around the equality, diversity and inclusion agenda and gives an external assessment on our progress in relation to our equality objectives.

Progress as follows:

A self-assessment desk top exercise was completed prior to the Framework being revised during 2017. The framework changed and has been in development phase for some time. The Diversity and Consultation manager is reviewing the current arrangements for FRS framework along with other frameworks and benchmarks including the Employers Network for Equality and Inclusion (ENEI).

#### **Equality and Diversity Implications**

15. This report focuses on Equality and Diversity progress, implications of which are critical to MFRA maintaining its legal duty under the Equality Act 2010- Public Sector Equality Duty and working towards the achievement of the LGA Equality Excellence framework.

#### **Staff Implications**

16. The implications of developing this report is positive as it helps MFRA to monitor its breakdown of diversity across a range of staff indicators. This assists MFRA to continue to develop its policies and practices to remove any barriers for underrepresented groups and to improve outcomes for diverse communities. Staff have been integral to the creation of this report through a number of processes including attending meetings, attending the E, D&I Steering Group, meetings, providing updates to the Diversity coordinator and written communication updates to the E, D&I Team.

#### **Legal Implications**

17. The Equality and Diversity Report demonstrates the work that is being conducted to meet the Equality Act 2010 and Public Sector Equality Duty requirements and this shows our progress to meeting our Equality Objectives which is a requirement from the PSED.

#### **Financial Implications & Value for Money**

18. There are no direct financial implications arising from this report.

#### **Risk Management, Health & Safety, and Environmental Implications**

19. There are no risk management, health and safety or environmental implications arising from this report.

20. Delivering services in a way that meets Equality and Diversity legal duties and best practice is essential for a public sector organisation. This report contributes to demonstrating how we make our diverse communities safer and stronger and how MFRA support the needs of our staff in relation to their protected characteristics.

## BACKGROUND PAPERS

### **CFO/070/18 EQUALITY, DIVERSITY & INCLUSION ACTION PLAN 2017-2020, FUNCTIONAL PRIORITIES 2018/19, QUARTER 3 & QUARTER4 UPDATE**

## GLOSSARY OF TERMS

|       |  |
|-------|--|
| AGI   | Advice, Guidance & Information                     |
| BAME  | Black, Asian, Minority, Ethnic                     |
| BSL   | British Sign Language                              |
| C&PY  | Children & Young People                            |
| CLGA  | Communities and Local Government Association       |
| CFO   | Chief Fire Officer                                 |
| CRM   | Community Risk Management                          |
| CRR   | Community Risk Register                            |
| DAG   | Diversity Action Group                             |
| DCFO  | Deputy Chief Fire Officer                          |
| EIA   | Equality Impact Assessment                         |
| E,D&I | Equality, Diversity & Inclusion                    |
| ESMCP | Emergency Services Mobile Communications Programme |
| FRS   | Fire & Rescue Service                              |
| HFSC  | Home Fire Safety Check                             |
| JCC   | Joint Control Centre                               |
| KLOE  | Key Line of Enquiry                                |
| LGA   | Local Government Authority                         |
| MFRA  | Merseyside Fire & Rescue Authority                 |
| NFCC  | National Fire Chiefs Council                       |
| NJC   | National Joint Council                             |
| NOG   | National Operational Guidance                      |
| NWAS  | North West Ambulance Service                       |
| PCC   | Police Crime Commissioner                          |
| POD   | People and Organisational Development              |
| PPE   | Personal Protection Equipment                      |
| PSED  | Public Sector Equality Duty                        |
| PTI's | Physical Training Instructors                      |
| SEG   | Strategic Equality Group                           |
| SMG   | Strategic Management Group                         |
| SOP   | Standard Operational Procedure                     |
| TDA   | Training and Development Academy                   |
| WMFRS | West Midlands Fire & Rescue Service                |

