

**Equality, Diversity & Inclusion**  
**Action Plan**  
**2017-2020**



**Progress for Year 2 - 2018/19**  
**Quarter 3 and Quarter 4**

<b>Equality Objective 1</b>					
<b>Create a strong cohesive organisation that is positive to rising to the future challenges we face.</b>					
<b><u>Function</u></b>	<b><u>Actions</u></b>	<b><u>Progress</u></b>	<b>Year 1</b>	<b>Year 2</b>	
<b><u>People and Organisational Development</u></b>	<b>To continue to develop a range of comprehensive strategies and training to support our staff and the organisation.</b>				
	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 Positive action strategy has now been completed and was approved by the People Board in March. This strategy will be included in the People Strategy and is embedded within our People and Organisations Development team and our recruitment process.  <b>This will be monitored through the People Board</b>	Amber	Green	
	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.	The fitness tests have been updated and senior Managers have been involved in trialling these tests and providing feedback. A report providing full details of these new test was approved by the People Board in March.  <b>This action will continue to be reported on through the People Strategy governance</b>	Amber	Amber	
	1.3 To review and disseminate information from the national working group on ageing workforces to Strategic Equality Group to inform further action	Work will continue around how we can support an aging workforce and this will be fed into our People Strategy governance.  <b>This Action is now completed.</b>	Amber	Green	
<b><u>Community Risk Management (CRM) Youth Engagement</u></b>	<b>To continue embed Equality &amp; Diversity across all aspects of Youth Engagement from course recruitment, course leaders, programme delivery through to inclusion in all youth engagement activities.</b>				
	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	This action is now embedded within the Prince's Trust Programme  <b>This Action is now completed.</b>	Amber	Green	

	preparation for working life and development as young adults.			
	1.5 Ensure inclusivity is built into all aspects of the Youth Engagement Department which will include all contract tendering processes, recruitment & programme planning.	This is now embedded in the course, activities and programmes arranged by our Youth Engagement team  <b>This Action is now completed.</b>	Amber	Green
<b><u>Community Risk Management (CRM) Volunteers</u></b>	<b>To ensure that MFRS volunteers are diverse and equipped to deliver across all our diverse communities</b>			
	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: <ul style="list-style-type: none"> <li>Equality &amp; Diversity training to be delivered to all new volunteers as part of their Induction.</li> <li>Volunteers to be included in any Equality &amp; Diversity related campaigns throughout the year.</li> </ul>	The volunteer process has been reviewed because although numbers of volunteers were on the increase, numbers of active volunteers who were willing to get involved and could be relied upon to help with campaign and events have been low.  Volunteers are now asked to submit a short application saying why they want to become a volunteer. There are currently 14 active volunteers, 7 waiting to complete their induction and 14 currently going through the application process. It is hoped that this new approach will provide us with a larger group of volunteers we can call upon. While allowing us to identify skills and interests we can use and match to activities.  <b>The volunteer programme is embedded within CRM. The team will continue to consult with the ED&amp;I team for any advice, support, reasonable adjustments or training requirements as they are identified.</b>	Amber	Green
<b><u>Operational Preparedness</u></b>	<b>To ensure that operation preparedness plans, services information and operational guidance, collaboration opportunities and training is taking Equality &amp; Diversity impacts into account, to make them fully inclusive for all staff.</b>			
	1.7 To continue to support positive action for recruitments and to ensure that new	A number of issues have been identified with the current new recruits, around accessibility,	Green	Green

	recruits, where necessary, are supported with any reasonable adjustments e.g. Dyslexia or health conditions	information, uniform sizing etc. GM Oakford arranged a case review with representatives from Health & Safety, ED&I, People and Organisational Development and Training and Development Academy to discuss issues and develop solutions.  Supporting the development of all our new recruits is embedded as part of their ongoing welfare and health and safety of staff. Therefore should any further issues arise they will be looked at and will be investigated and appropriate advice taken as required, to ensure solutions are identified and put in place.			
	1.8 To utilise our positive action campaigns for recruitment within Fire Control, to increasing Diversity in applicants from men.	Operational preparedness have continued to work with our positive action team to increase the diversity of new recruits within Fire Control. We have 6 new staff starting during 2019. The E&D data for gender if the new recruits shows a ratio of 16.6% Male and 83.4% female. Staff will continue to work with the positive action team to look at ways in which they can continue to increase the diversity of staff within fire control  This action is now embedded as business as usual.	Green	Green	
<b><u>Legal, Procurement, Estates and Democratic Services</u></b>	<b>To ensure that Legal, Procurement, Estates and Democratic Services have the skills and knowledge to support colleagues, Members and the community equitably.</b>				
	1.9 Ensuring staffing structures and recruitment activity is inclusive for all staff by revisiting the support for staff around : <ul style="list-style-type: none"> <li>• family friendly working</li> <li>• flexible working options</li> <li>• Requirements for staff with disabilities.</li> </ul> <p>Across the department during the plan.</p>	This is ongoing and a number of staff have benefited from the support available through reasonable adjustments, and family friendly working.  This action will continue into 2019/20 and will be reported on as part of the Legal, Procurement, Estates and Democratic Services functional plans.	Amber	Amber	

<b>Equality Objective 2</b>					
<b>Ensure that people from diverse communities receive equitable services that meet their needs.</b>					
<b><u>Function</u></b>	<b><u>Actions</u></b>	<b><u>Progress</u></b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<b><u>Community Risk Management (CRM).</u></b> <b><u>Community Fire Prevention.</u></b>	<b>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</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.	<p>Following the terrorist attacks in Christchurch New Zealand on the 15<sup>th</sup> March. During the weekend (15<sup>th</sup> – 17<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 will be picked up by the Arson Team during the week.</p> <p>Operational Response Crews also visited properties in the areas surrounding the Mosques. In total:-</p> <p><b>1196</b> properties were visited  <b>387</b> Home Fire Safety Checks were completed  <b>167</b> smoke detectors were installed  <b>13</b> high risk properties identified  <b>1</b> Potential Arson Target identified and referred to the Arson Team</p> <p>SM Barrett and a crew from Liverpool City Community Fire Stations also attended a Vigil held in remembrance of the victims of the terrorist attacks in New Zealand at the Abdullah Quilliam Mosque, Brougham Terrace, and Liverpool on Sunday 17<sup>th</sup> March.</p> <p><b>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans</b></p>	Amber	Amber	

	<p>2.2 To Improve the Equality Monitoring data collected from Home Fire Safety Checks (HFSC) by;</p> <ul style="list-style-type: none"> <li>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.</li> </ul>	<p>HFSC and Safe and Well leaflets were reviewed in April 2017 as part of the implementation of the new visits. CRM will again review the leaflets in 2019 to ensure that the relevant equality information is included, however given the space available we will need to agree priorities in line with fire safety advice.</p> <p>This action will continue to be reported on via the CRM 2019/20 functional plan.</p>	Amber	Amber	
	<ul style="list-style-type: none"> <li>Producing an annual Equality Monitoring report to show where HFSC have been delivered in relation to the Protected Groups</li> </ul>	<p>The data for this action is produced annual and reported against our Equality, Diversity and Inclusion Objective 2. Full details of our objectives are published in Appendix B</p>	Amber	Green	
	<p>2.3 To continue to deliver and embed a MF&amp;RS Safeguarding Strategy for young people and adults and carry out an EIA.</p>	<p>Delivery of the Level 2 Safeguarding training has now been delivered to staff. CRM are currently looking at options for the delivery of the Safeguarding awareness training, which will need to be delivered either by a new training provider or via an E-Learning module.</p> <p>This action will continue to be reported on via the CRM 2019/20 functional plan.</p>	Amber	Amber	
<p><b><u>Community Risk Management (CRM).</u></b> <b><u>Community Fire Protection</u></b></p>	<p><b>To ensure that CRM Protection teams have the skills, knowledge and resources to engage and support the business communities of Merseyside.</b></p>				
	<p>2.4 Continue to carry out and review positive action strategies and campaigns when recruiting for departments within CRM for:</p> <ul style="list-style-type: none"> <li>Recruitment of bi-lingual Business Safety Advisors</li> <li>Recruitment of Business Safety Advisors</li> </ul>	<p>We will ensure that should further roles be identified within the department that the current MFRS recruitment procedure will be followed. This will include working with our People and Organisational Development department and in particular our Recruitment team to identify ways in which we can reach a wider diverse audience, as part of positive action to attract applicants from our diverse communities.</p> <p>Work will continue around this area and will be fed into our People Strategy governance.</p>	Amber	Amber	

	<p>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:</p> <ul style="list-style-type: none"> <li>• Develop a national toolkit.</li> <li>• 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</li> <li>• Supporting further research on diverse businesses and their attitude and behaviours to fire legislation, safety and risk.</li> <li>• Provided case studies of good practice engaging with diverse business</li> </ul>	<p>A total of 6 case studies and one research report have been developed as outputs of this project. These will be launched as part of the next Asian Fire Service Association conference by the National Fire Chiefs Council (NFCC) Protection Group. The conference will be an opportunity to provide an update in the form of a presentation stating where the project work has got to, what can be accessed and where people can get support. There may also be a possibility that a number of NFCC protection work streams are brought together (Better Regulation and Business Support) to assist us as AM G Keen in his capacity of Vice Chair is looking at this.</p> <p>We are considering posting the outcomes with an update on the Workplace website and circulate to all FRS Chief Fire Officers.</p> <p>Further resources / funding is required either via individual FRS nationally through NFCC and AFSA to support the next stage of this project which will include the possibility of developing regional EDB champions and workshops to further the development of best practice Nationally.</p> <p><b>This will be monitored as part of the CRM function updates</b></p>	Amber	Amber	
	<p>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.</p>	<p>Following on from the Blue Light interfaith event held in November with Merseyside Police, (see action 4.3) we were able to arrange a Business Safety Event for Business owner in the Wirral area. With the help and support of Our Culture Advisor and the Inman from the Wirral Deen Centre, 20 plus Muslim restaurant and takeaway owners were invited to attend a business lunch event to discuss the importance of Fire Safety.</p>	Amber	Amber	

		<p>Our Protection Compliance Officer and one of our Fire Safety Auditors attended the event and provide the business owners with information and advice on Fire Safety Risk Assessments. Kaushar Tai also gave a presentation using the booklet he has developed for MFRS connecting Health and Safety and Fire Safety to the Islamic faith. This presentation and other information around Fire Risk Assessments in simple premises has been shared with the Iman who has offered to share this information with his congregation as part of his sermon at Friday prayers.</p> <p>Feedback from the event has been positive from everyone involved, with a number of business owners attending who we have met previously at the Al Rahama mosque. They saw this event as an opportunity to learn more about Business Safety and to continue building links between MFRA and the Muslim community.</p> <p>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans</p>			
	<p>2.7 Work with Equality &amp; 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</p>	<p>Due to the development of a new Protection Strategy the decision has been to remove this action as it is no longer relevant.</p>		Closed	
<b><u>Operational Preparedness</u></b>	<b>To ensure that operation preparedness plans, services information and operational guidance, collaboration opportunities and training is taking Equality &amp; Diversity impacts into account, to make them fully inclusive for all staff.</b>				
	<p>2.8 Equality &amp; 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</p>	<p>It was agreed that as there are currently no significant collaboration opportunities, as and when there are opportunities to carry out a significant joint working arrangement an EIA will be completed to establish any Equality Impacts . This is now Business as usual</p>	Amber	Green	



	conjunction with the Diversity & Consultation Manager.			
<b><u>Operational Response</u></b>	<b>To continue to develop Operational Response staff through continued engagement to deliver a positive impact on our communities and workplace</b>			
	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.	<p>Following the previous engagement sessions taken place with Operational staff , the outcomes highlighted the need to develop a wider ED&amp;I training session which helps to focus on the expectations of staff around supporting difference and respect in the workplace and supporting Managers to engage with staff to build an Excellent People culture. Operational response will continue to focus on engagement as part of its service deliver plan .ED&amp;I training plan under 4.1 and 4.2</p> <p><b>This action will continue into 2019/20 and will be reported on as part of the ED&amp;I Objectives and Operational Response Service Deliver Plan 2019/20</b></p>	Amber	Green
	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.	<p>Work has been ongoing with the GM in Operational response to ensure that the importance of the E&amp;D monitoring data is reinforced, with all Station Managers and Watch Manager, and that this is reiterated to the crews. Data is currently being monitored on a monthly basis to for improvement.</p> <p>Following a recent email regarding the latest figures the following observations have been made :</p> <ul style="list-style-type: none"> <li>• There appears to be a lack of consistency in the way crews approach this.</li> <li>• Instructions and guidance as to how and why this must happen have been reissued and a WM has been tasked with quality</li> </ul>	Amber	Amber

		<p>assuring HFSC to ensure the required data is collated.</p> <p>An email communication has been re-issued regarding the importance of gathering this information and will monitor this over March and into next year.</p> <p>This action will continue to be reported on via the Ops Response 2019/20 functional plan. A new E, D&amp;I training package is due to be delivered starting in June 2019, to all staff. The package will include a section about 'Knowing our Communities', the importance of data, and how E,D&amp;I can help in a person's role, this will focus on HFSC, Safe and Well visits and engaging with our diverse communities, which we hope will help improve the quality of the data currently being captured.</p> <p>This action will continue into 2019/20 and will be reported on as part of the Operational Response functional plans and feed into the Annual ED&amp;I Objective report</p>			
<p><b><u>Strategy and Performance</u></b></p>	<p><b>To enhance and develop Equality &amp; Diversity further for the organisation, staff, partners and services we provide.</b></p>				
	<p>2.11 To increase staff network to support diverse groups within the organisation.</p>	<p>A briefing note outlining proposals for the creation of Staff Networks and Forums at MFRAs was approved by Strategic Leadership Team in November. The initial focus will be on a Black Asian Minority Ethnic (BAME) Network, a Culture Network and a Gender Network, as well as the re-launch and development of the FireProud Lesbian Gay Bisexual Trans Network.</p> <p>A meeting attended by ACFO Mottram (MFRS ED&amp;I Principal Officer lead), MFRS staff who had attended the Blue Light Services, Black History</p>	Amber	Amber	

		<p>month event in October explored interest in the possible creation of staff networks, to support underrepresented groups (specifically BAME in this case). The idea was well received and a further meeting discussed the development of the network, further ideas which could be adopted by all staff networks at MFRS, and how we can work together to develop a successful network for both staff and MFRS. It was agreed that a series of focus group meetings would be held to develop the image, purpose, terms of reference and objectives for the network. It is hoped that these staff will become the key foundation for the network and take on an active role in creating a strong BAME/Culture network.</p> <p>The progress staff networks will continue to be monitored and progress will be reported on as part of our Equality, Diversity and Inclusion Objectives 2017-2020.</p>			
	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>The new MFRS website is near completion and a suitable platform (Recite Me) has been identified to ensure that the website is accessible, providing read aloud facilities, font and colour changes, as well as translation facilities.</p> <p>It is expected that the new site will launch in the 1<sup>st</sup> quarter of 2019/2020.</p> <p>This is now classed as work complete</p>	Amber	Green	
	2.13 To ensure ICT systems are fully accessible and cognisant of different groups and their needs through the roll out of public Wi-Fi to stations for staff use and as a resource in community rooms.	<p>Wi-Fi has been rolled out to stations as of 01.11.2018. Special software has been purchased to test whether or not the fitted Wi-Fi also covers the community rooms. However there is a fault with the purchased 'heat map' software and this has been logged with the software supplier. To date (last update 07.03.2019), we are testing the software and waiting for follow-up from the supplier.</p>	Amber	Amber	

		This action is now embedded as business as usual.		
	<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"> <li>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.</li> </ul> <p>Identify and evaluate any existing hearing loop systems within MF&amp;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>	<p>Completed Q1 and Q2 2018/19</p> <p>This action has now been completed</p>	Amber	Green
<b><u>People and Organisational Development</u></b>	<b>To continue to develop a range of comprehensive strategies and training to support our staff and the organisation.</b>			
	<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"> <li>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</li> <li>To support MFRA staff who may be living with dementia, or caring for someone with dementia</li> </ul>	<p>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</p> <p>This action has now been completed.</p>	Red	Green

	<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> <li>○ To encourage more staff to sign up to become Dementia Friends across all departments</li> </ul>				
<p><b><u>Legal, Procurement, Estates and Democratic Services</u></b></p>	<p><b>To ensure that Legal, Procurement, Estates and have the skills and knowledge to support colleagues, Members and the community equitably.</b></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"> <li>• Identify information that would be beneficial for Members to have access to.</li> </ul> <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> <p><b>This action will continue into 2019/20 and will be reported on as part of the Legal, Procurement, Estates and Democratic Services functional plans.</b></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>This action has been completed. Although the number of claims is low and we are unable to produce any meaningful data currently, a system has been created to capture the characteristics for any public liability claims made against MF&amp;RA.</p>	Amber	Green	
	<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><b>This action has been completed, with a process now embedded to ensure advice is not influenced by any protected characteristic.</b></p>	Amber	Green	

	such advice is not influenced 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.  <b>This Action is now complete.</b>	Amber	Green	
	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.  <b>This Action is now complete.</b>	Amber	Green	
	2.21 To carry out staff engagement across the department 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.	Staff engagement continues with away days and briefings being arranged.  <b>This action will continue into 2019/20 and will be reported on as part of the Legal, Procurement, Estates and Democratic Services functional plans.</b>	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"> <li>• Making MF&amp;RA accessible for people with disabilities especially those who are Deaf or have a hearing impairment, visually impaired or are wheelchair users</li> <li>• Ensure that all barriers and intercoms are accessible (e.g. hearing loops), suitable parking is available, at the front of the building</li> </ul>	This is ongoing and will progress in line with the five year estates capital programme.  <b>This action will continue into 2019/20 and will be reported on as part of the Legal, Procurement, Estates and Democratic Services functional plans.</b>	Amber	Amber	

	and suitable signage installed, while still meeting our security needs				

<b>Equality Objective 3</b>					
<b>Reducing fires and other incidents amongst the vulnerable protected groups</b>					
<b><u>Function</u></b>	<b><u>Actions</u></b>	<b><u>Progress</u></b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<b><u>Community Risk Management (CRM).</u></b> <b><u>Community Fire Prevention</u></b>	<b>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.</b>				
	<p>3.1 To review Safe &amp; 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"> <li>• 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.</li> <li>• 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.</li> <li>• Ensure there is a consistent approach to information sharing for vulnerable persons across the five local authorities</li> </ul>	<p>The review of our safe and well visits by Liverpool John Moores University has been completed and are currently being reviewed by are CRM team and the Director of Public Health for the Liverpool City Region.</p> <p>It has been decided that there is a need to review the effectiveness of the hypertension checks and the bowel screening and further investigation into our including support around social isolation and fuel poverty intervention is being considered.</p> <p><b>This action will continue to be reported on via the CRM 2019/20 functional plan.</b></p>	Amber	Amber	



<b><u>Community Risk Management (CRM). Hate Crime</u></b>	<b>To improve the Hate Crime procedures for reporting, recording and monitoring.</b>		
	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 review of this Service Instruction (SI) and the Safe Haven SI is ongoing in conjunction with the Home Safety Team.  <b>Completed</b>	Amber Green
	3.3 To provide regular reports on types of Hate Crime being reported, on which protected groups and where they take place	In 2018/19, there were 17 target hardening visits completed by MFRS whereby the Hate Crime box on the Safe and Well Form was ticked.	Amber Green
3.4 Share this information with partners to better support future campaigns and target resources	MFRS assisted Merseyside Police and partner agencies during Hate Crime Awareness Week 2019.  <b>Work around hate crime is very much embedded within our Prevention teams. The decision has been therefore that these three actions are classed as completed as they form a well-established process within prevention.</b>	Amber Green	
<b><u>Community Risk Management (CRM) Road Safety</u></b>	<b>To ensure that the Road Safety team continues to consider Equality Impacts when delivering RTC training and interventions</b>		
	3.5 Continue to deliver tailored RTC interventions specifically to support those protected groups at most risk e.g. Young and older age groups	MFRS are continuing to work collaboratively with the Merseyside Road Safety Partnership, one of the thematic groups is senior road users. The RTC Team have specific presentations to target the Senior Road User Group, and we have attended multiple 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 have now started to use innovative technology such as 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, we	Amber Amber

		<p>are currently running this as a trial for 100 road users.</p> <p>MFRS are continuing to support and work with Liverpool Football Club Foundation and Everton in the Community, both organisations work with groups of young adults from a wide range of backgrounds and protected groups from across Merseyside.</p> <p>The RTC Team continue to work with high risk groups identified within the Road Safety Strategy such as 15-25 years group and are using new technology such as virtual reality.</p> <p>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans.</p>			
<b><u>Community Risk Management (CRM)</u></b>	<b>To work jointly with local partners to maintain and improve the general safety of people living with dementia, their families and carers</b>				
	3.6 Review the partnership meetings relating to dementia /Age/Disability attended by CRM staff	<p>We currently have regular meetings with contacts in Wirral and Knowsley around their ongoing dementia strategy. Our district prevention teams are continuing to work at identifying appropriate contacts within the remaining three districts</p> <p>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans.</p>	Amber	Amber	
	3.7 To offer a re-visit service for the most vulnerable, to include those living with dementia	<p>Our current re-visit strategy is that those members of our community who are identified as the most vulnerable members of our community including those with dementia will receive a re-visit on a yearly basis.</p> <p>This action is now embedded as business as usual.</p>		Green	

	<p>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.</p>	<p>The Herbert protocol has been embedded within the Safe and Well visits carried out by our District Prevention teams.</p> <p>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans.</p>		Green	
<p><b><u>Community Risk Management (CRM)</u></b></p>	<p><b>To support the work to develop more dementia friendly communities and Dementia Friends, in line with the Prime Minister’s Challenge on Dementia</b></p>				
	<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"> <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>We are currently reviewing the way in which we utilises the skills of our volunteers, with the possible introduction of volunteers who are responsible for helping and focusing on key areas, such as dementia, social inclusion or fire safety campaigns. Further work with the volunteers will look at the development of events such as the Memory Café to support dementia.</p> <p>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans.</p>	Amber	Amber	

## 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>	<b>To enhance and develop Equality &amp; Diversity further for the organisation, staff, partners and services we provide.</b>				
	4.1 Work with the training and development staff to implement the on-line Equality & Diversity training package	<p>Significant progress has been made in relation to this action during Q3 and Q4 the following has been completed :</p> <ul style="list-style-type: none"> <li>ED&amp;I Training Plan approved by SLT (Jan 2019) following consultation with key stakeholders</li> <li>Recruited ED&amp;I Advisor who started with MFRS on 6<sup>th</sup> March 2019</li> <li>Developing ED&amp;I Essentials training package started in March 2019 to be completed in Q1 2019/20 for delivery in May 2019.</li> </ul> <p>Plans will be in place to monitor the delivery of the training and impact is has on staff , members and volunteers as part of the ED&amp;I objectives reporting structure</p>	Amber	Amber	
	4.2 Investigate the concept of unconscious bias in conjunction with the inclusive leadership work being undertaken by people and organisational development.	Progress has been made in relation to planning and approval of the ED&I Leadership and management training. The training will be delivered through personal 1 to 1 coaching sessions which will include the opportunity to benchmark current skills	Amber	Amber	

		<p>and knowledge against the ED&amp;I competencies contained in the NFCC Leadership Strategy.</p> <p>Progress is being made in developing a clear framework to capture feedback and progress and develop learning package to underpin the coaching sessions</p> <p>Plans will be in place to monitor the delivery of the training and impact is has on staff , members and volunteers as part of the ED&amp;I objectives reporting structure</p>			
	<p>4.3 Deliver effective diverse community engagement with limited resources to ensure that MF&amp;RS knows and understands its communities and can respond with appropriate services</p>	<p>An Interfaith round table collaboration event organised and hosted by Merseyside Fire &amp; Rescue Service and Merseyside Police, as part of Interfaith week 2018 (11<sup>th</sup> – 18<sup>th</sup> November).</p> <p>The aim of the event held on Monday 12<sup>th</sup> November, at Merseyside Police Headquarter, 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.</p> <p>In total we had 20 people from across Merseyside representing the Islamic, Jewish, Christian and Sikh faiths attended the event.</p> <p>Feedback has been analysed and the following observations made :</p> <ul style="list-style-type: none"> <li>• All enjoyed the meeting 75% of attendees marking at as an 8 and above (out of 10)!</li> <li>• All found it helpful to make new contacts, learn about each other’s organisation work and welcomed the openness from all to share and engage.</li> </ul>	Amber	Amber	

		<ul style="list-style-type: none"><li>• Everyone favoured another meeting, to have more than one a year and to sustain the progress made from our first meeting.</li><li>• Suggestions were made to circulate the hosting of the meeting in different faiths, maybe around different celebrations.</li><li>• Faith organisations would like to be given opportunity to present at future meetings in more detail and have more time to Network.</li><li>• Supporting and engaging with younger people from different faiths should be a key focus going forward.</li></ul> <p>It was agreed by all those attending that further events should be organised, to look at the topics discussed in more detail and to continue to build on the foundation formed at this event.</p> <p><b>This Activity will be monitored through the ED&amp;I Objectives reporting structure</b></p>			
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<p><b><u>Community Risk Management (CRM).</u></b> <b><u>Community Fire Prevention</u></b></p>	<p><b>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.</b></p>		<p>4.4 To ensure that prevention Advocate teams are supported around their skills and knowledge on Equality, Diversity &amp; Inclusion to engage with Diverse communities by:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	<p>As part of CRM continued staff engagement, Prevention staff have participated in Continual Professional Development (CPD) day where they have addressed a number of issues including training, appraisals and ICT.</p> <p>There is a further meeting scheduled with ICT for early 2019/20 to look at the possibility of introducing Surface Pro's for our District Prevention teams for use when carrying out Safe &amp; Well visits. The access to such technology will provide staff with the facilities to access our website and fire safety information in other languages and formats.</p> <p>New mobile phones are currently being introduced to all staff and further investigation is being under taken by CRM regarding the use of Google Translate as an app to support advocates, as well as the language line interpreters when engaging with members of the community who may not have English as their first language.</p> <p><b>This action will continue into 2019/20 and will be reported on as part of the CRM functional plans.</b></p>	Amber	Amber
<p><b><u>Community Risk Management (CRM).</u></b> <b><u>Community Fire Protection</u></b></p>	<p><b>To ensure that CRM Protection teams have the skills, knowledge and resources to engage and support the business communities of Merseyside.</b></p>		<p>4.5 Review the Equality, Diversity &amp; inclusion training for all protection staff including any new starters to support their continuing personal development, skills and knowledge especially around the Protected Groups.</p>	<p>This action will be incorporated in the ED&amp;I Training Plan from April 2019. The plan will ensure that appropriate training is developed and delivered for each function for personal development, skills and knowledge to support staff in their role. The training will start to be delivered to protection staff in quarter 3 of 2019/20 as part of the service wide delivery matrix.</p>	Amber	Green

		This action will continue into 2019/20 and will be reported on as part of the CRM functional plans.		
<b><u>Operational Preparedness:</u></b>	<b>To ensure that operation preparedness plans, services information and operational guidance, collaboration opportunities and training is taking Equality &amp; Diversity impacts into account, to make them fully inclusive for all staff.</b>			
	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. The Diversity and Consultation Manager has met with Estates and will continue to do so regularly to build equality considerations into the plans.  This action will continue into 2019/20 and will be reported on as part of the Operational Preparedness functional 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.	Staff at the TDA continue to work closely with the recruitment team and other departments to ensure that new firefighter recruits are supported through positive action events and reasonable adjustments will be applied if required.  This action will continue into 2019/20 and will be reported on as part of the Operational Preparedness functional plans	Amber	Amber
<b><u>People and Organisational Development</u></b>	<b>To continue to develop a range of comprehensive strategies and training to support our staff and the organisation</b>			
	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 published. This action is now complete and is embedded in within our People and Organisational Development department.	Amber	Green
	4.9 To deliver a mental health first aid course to all staff	A new member of staff has volunteered to become a trainer for Mental Health First Aid and will complete the training course in May/June.  Work will continue around the mental health first aid to ensure training is delivered to all staff. This will be fed into our People Strategy governance.	Amber	Amber



	<p>4.10 To introduce a range of fitness initiatives to promote and support health and wellbeing</p>	<p>Occupational health continue to look at initiatives to promote and support the health and fitness of our staff. A new no smoking policy has been introduced across the service on the 13<sup>th</sup> March 2019. Staff are now no longer allowed to smoke during the working day, unless it is before or after their shift. As part of the initiative Occupational Health have provided stop smoking advice and support for staff.</p> <p>Work will continue around this area to promote and support the health and wellbeing of our staff and will be fed into our People Strategy governance</p>	Amber	Amber	
	<p>4.11 Introduction and validation of new fitness standards across all areas which have considered the protected groups needs</p>	<p>The fitness tests have been updated and senior Managers have been involved in trailing these tests and providing feedback. A report providing full details of these new test has been approved by the People Board in March and Occupational health will be discussing the details with the representative bodies.</p> <p>The fitness tests have now been removed from the Operational Health Screening and since 2<sup>nd</sup> February 2019 are being carried out by the PTI's on station. There are a further two PTI's joining the team shortly for 1 day a week each to help with the deliver the fitness tests.</p> <p>The bleep test has now also been removed from the fitness tests for new recruits.</p> <p>Work will continue around fitness standards both locally, regionally and nationally and will be fed into our People Strategy governance</p>	Amber	Amber	

<p><b><u>Legal, Procurement, Estates and Democratic Services</u></b></p>	<p><b>To ensure that Legal, Procurement, Estates and Democratic Services have the skills and knowledge to support colleagues, Members and the community equitably</b></p>		
<p>4.12 Ensuring staff and Members are equipped to carry out their role by:</p> <ul style="list-style-type: none"> <li>• Ensuring that ALL groups get equitable treatment (e.g. challenged fairly)</li> <li>• Offering advice to officers (e.g. RRO)</li> <li>• 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.</li> <li>• Representatives attending the E,D&amp;I Steering Group</li> <li>• Provision of legal advice with consideration to the Equality Act (e.g. projects and plans)</li> </ul>	<p>All legal advice is provided with full consideration of all legislation, including the Equality Act and the Public Sector Equality Duty.</p> <p>All staff are treated equitably regardless of any protected characteristic and full support is provided to any staff who needs assistance in any way.</p> <p>Training is afforded to everyone and the department is well represented on the ED&amp;I Steering Group.</p> <p>This action will continue into 2019/20 and will be reported on as part of the Legal, Procurement, Estates and Democratic Services functional plans.</p>	<p>Amber</p>	<p>Amber</p>

<b>Equality Objective 5</b>					
<b>To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework</b>					
<b><u>Function</u></b>	<b><u>Actions</u></b>	<b><u>Progress</u></b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<b><u>Strategy and Performance</u></b>	5.1 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 Summer 2019. This Action will continue to be monitored under the ED&I Objectives annual report	Amber	Amber	