

Equality Objectives 2017- 2020

Annual Update – Year 2 Progress

Below are details of the progress made during the first year of our Equality Objectives for 2017-2020. It was agreed that progress for these 5 new objectives would be reported on an annual basis and that full details of that progress would be provided as part of MFRA's Equality Analysis of Workforce and Employment Data as of 31st March 2018 report, which will be published in line with the Public Sector Equality Duty and will include our Gender Pay Gap information for 2018/19.

Equality Objective 1 Create a strong cohesive organisation that is positive to rising to the future challenges we face.	
Action	<ul style="list-style-type: none"> Increasing the diversity of our workforce and volunteers to increase the number of people from underrepresented groups Delivering Positive Action programmes across all occupations where under representation exists, and learning from and sharing results Working with local diverse communities to build better relationships with people and organisations that can promote MFRA as employer of choice to those groups underrepresented in our workforce Continuing to monitor the workforce and encourage more disclosure of diversity information by staff; including Disability, Sexual Orientation and Religion and Belief Reviewing progression and promotion across all levels of the organisation.
How we will measure our success	<p>Increased diversity of our workforce and volunteers, at all levels, in order to reflect the local community we serve.</p> <p>Increased applications for vacancies, at all levels, by people from the protected groups currently under represented.</p>
How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:	
We'd like our workforce to better represent the makeup of our communities and will work to encourage applications from under-represented groups when we carry out any internal or external recruitment	

Data/ Narrative				
Staff Structure by Gender 2018/19				
Role	Position	Total	Male	Female
Operational Staff	Brigade Manager	3	3	0
	Area Manager	4	4	0
	Group Manager	13	13	0
	Station Manager	27	26	1
	Watch Manager	119	116	3
	Crew Manager	55	51	4
	Firefighter	390	343	47
	<i>Operational Staff Sub Total</i>	<i>611</i>	<i>556</i>	<i>55</i>
Fire Control Staff	Group Manager	0	0	0
	Station Manager	0	0	0
	Watch Manager	9	0	9
	Crew Manager	4	1	3
	Firefighter	21	3	18
	<i>Fire Control Staff Sub Total</i>	<i>34</i>	<i>4</i>	<i>30</i>
Support Staff	Grades 12+	32	19	13
	Grades 6-11	221	117	104
	Grades 1-5	88	30	58
	Apprentices	14	9	5
	<i>Support Staff Sub Total</i>	<i>355</i>	<i>175</i>	<i>180</i>
Grand Total		1000	735	265

The table provides a breakdown of the of the 1000 total workforce population:

New Starters by Gender 2018/19

Role	Position	Total	Male	Female
Operational Staff	Brigade Manager	0	0	0
	Area Manager	0	0	0
	Group Manager	0	0	0
	Station Manager	0	0	0
	Watch Manager	6	6	0
	Crew Manager	5	4	1
	Firefighter	40	33	7
	<i>Operational Staff Sub Total</i>	<i>51</i>	<i>43</i>	<i>8</i>
Fire Control Staff	Group Manager	0	0	0
	Station Manager	0	0	0
	Watch Manager	0	0	0
	Crew Manager	0	0	0
	Firefighter	7	1	6
	<i>Fire Control Staff Sub Total</i>	<i>7</i>	<i>1</i>	<i>6</i>
Support Staff	Grades 12+	1	0	1
	Grades 6-11	27	18	9
	Grades 1-5	16	7	9
	Apprentices	11	7	4
	<i>Support Staff Sub Total</i>	<i>55</i>	<i>32</i>	<i>23</i>
Total		113	76	37

The table identifies that the majority of Operational new starters were male with 43 out of 51. There were 7 new starters within Fire Control, 6 were female, and 55 Support staff starters, of which 32 were male.

- There are 611 operational/uniformed posts, representing 61.1% of the total workforce.
- 355 staff are in support posts, representing 35.5% of the total workforce.
- 34 are Control staff, representing 3.4% of the total workforce.

When reviewing the gender equality data by position the following observations are made:

- Overall females make up 26.5% (265) of the total staffing at MFRA, a slight increase on the 24.8% seen during 2017/18.
- Operational staff have a gender split of 91% (556) males to 9% females (55), which is higher than the UK FRS female FF average of 6.1%.
- Control staff have a gender split of 11.8% (4) male to 88.2% (30) female, which is a slight increase in male staffing when compared to the previous year.
- Support staff have an approximate 50% split between male (175) and female (180) staff. There are more females in the lower paid roles – including in grade 1-5 posts (65.9%, 58 out of 88). Within medium pay bands (grades 6-11) there is a difference in the male to female balance, with 47.1% (104 from 221) being female.

Staff Structure by Ethnicity 2018/19

Role	Position	Total	White British or Irish	Any Other White	BAME	PNTS	No Data
Operational Staff	Brigade Manager	3	3	0	0	0	0
	Area Manager	4	4	0	0	0	0
	Group Manager	13	13	0	0	0	0
	Station Manager	27	26	0	1	0	0
	Watch Manager	119	110	1	6	1	1
	Crew Manager	55	47	1	6	1	0
	Firefighter	390	362	4	19	5	0
	Uniformed Sub Total	611	565	6	32	7	1
Fire Control Staff	Area Manager	0	0	0	0	0	0
	Group Manager	0	0	0	0	0	0
	Watch Manager	9	9	0	0	0	0
	Crew Manager	4	4	0	0	0	0
	Firefighter	21	20	0	0	0	1
	Control Sub Total	34	33	0	0	0	1
Support Staff	Grades 12+	32	31	0	0	0	1
	Grades 6-11	221	207	2	8	1	3
	Grades 1-5	88	81	1	0	1	5
	Apprentices	14	13	0	0	1	0
	Support Sub Total	355	332	3	8	3	9
Total		1000	930	9	40	10	11

The figures show that 93.9% (938) of staff at MFRA are of White British or Irish origin, with 4.9% (49) being BAME (which includes Any Other White background) - which is marginally lower than the Merseyside BAME population Figure at 5.5%.

The vast majority of Control Staff are White British or Irish.

There were 10 staff members who preferred not to state their ethnicity and a further 11 who did not provide any data.

New Starters by Ethnicity 2018/19

Role	Position	Total	White British or Irish	Any Other White	BAME	PNTS	No Data
Uniformed	Brigade Manager	0	0	0	0	0	0
	Area Manager	0	0	0	0	0	0
	Group Manager	0	0	0	0	0	0
	Station Manager	0	0	0	0	0	0
	Watch Manager	6	6	0	0	0	0
	Crew Manager	5	5	0	0	0	0
	Firefighter	40	34	0	5	1	0
	Uniformed Sub Total	51	45	0	5	1	0
Control	Watch Manager	0	0	0	0	0	0
	Crew Manager	0	0	0	0	0	0
	Firefighter	7	6	0	0	0	1
	Control Sub Total	7	6	0	0	0	1
Support	Grades 12+	1	0	0	0	0	1
	Grades 6-11	27	25	0	1	0	1
	Grades 1-5	16	13	1	0	1	1
	Apprentices	11	10	0	0	1	0
	Support Sub Total	55	48	1	1	2	3
Total		113	99	1	6	3	4

Concerning new starters the vast majority (99 or 87.6%) were White British or Irish. There were 7 BAME (including 1 Other White) starters, 3 new starters preferred not to state their ethnicity and 4 failed to provide data.

Gender pay gap calculations for MFRA as at 31/03/2018

Gender pay gap figures are based on a total of 940¹ staff in scope for this gender pay exercise, 712 (75.7%) were male and 228 (24.3%) were female.

Measure 1: Mean gender pay gap

This measure is the difference between the mean (average) hourly rates of pay for male and female fulltime pay relevant employees

Across the organisation, the mean gender pay gap is -11.7% or £1.77 per hour. For operational staff only the gap is -11.8% and for support staff the gap is narrower at -9.2%.

When the 2017/18 gender pay gap is compared to the previous year the table identifies that overall the gender pay gap has reduced from -12.7% during 2016/17 to -11.7% during 2017/18. For support staff the gap also slightly reduced from -9.3 during 2016/17 to -9.2 during 2017/18. For Uniformed staff, the gender pay gap actually increased from -9.7% during 2016/17 to -11.8% during 2017/18 this relates to the increase in recruitment (more female firefighters) and the associated development rate of pay applicable to the role.it should be noted that our development firefighters are paid exactly the same rate regardless of gender.

The UK median gender pay gap using Office of National Statistics data shows an average median pay gap for all employees to be 9.1% during 2017

Measure 2. Median gender pay gap

This is the difference between the median hourly rate of pay of male and female full-pay relevant employees

Staff group	Male hourly pay £	Female hourly pay £	Pay gap £	Pay gap %	Pay gap % 2016/17
All staff	£15.16	£13.39	-£1.77	-11.7%	-12.7%
Operational Staff (inc Fire Control)	£15.29	£13.49	-£1.80	-11.8%	-9.7%
Support staff	£14.69	£13.34	-£1.35	-9.2%	-9.3%

The difference between male and female staff is much narrower, with a -3.9% difference at a MF&RA level, a +0.1% difference for operational staff and -9.2% difference for support staff.

Measure 3. Mean and median Bonus gap

This is the difference between the mean and median bonus paid to male relevant employees and that paid to female relevant employees and bonus proportion is not applicable to MFRA as no bonus payments are made

¹ A number of employees weren't included in the Gender Pay Gap Figures because they were not "Full Pay Relevant". This means that for some reason, detailed below an individual did not receive a full month's salary for the reporting period.

- Staff who joined the service part way through the pay period
- Staff who left the service part way through the pay period
- Staff in receipt of childcare vouchers
- Staff on maternity leave
- Staff with deductions for unpaid leave / jury service
- Staff with deductions for half/no pay due to sickness

Measure 4. Quartile pay bands

The proportions of male and female full- pay relevant employees in the Lower (1), Lower Middle (2), Upper Middle (3) and Upper (4) quartile pay bands

Quartile pay Bands	From hourly rate £'s	To hourly rate £'s	# of males	%	# of females	%	Quartile pay Bands
1. Lower	£4.05	£13.66	117	49.79%	118	50.21%	1. Lower
2. Lower Middle	£13.66	£13.97	201	85.53%	34	14.47%	2. Lower Middle
3. Upper Middle	£13.97	£15.87	197	83.83%	38	16.17%	3. Upper Middle
4. Upper	£15.87	£67.87	197	83.83%	38	16.17%	4. Upper

The table identifies that within quartiles 2 Lower Middle and 3 Upper Middle, the hourly rates are very similar suggesting that there is close to parity between male and female staff. Within the Lower quartile there is a sizeable gap in hourly rate of £9.61, this however is magnified in the Upper quartile (where there is a gap of £52).

Equality Objective 2 Ensure that people from diverse communities receive equitable services that meet their needs.	
Action	<ul style="list-style-type: none">Carry out activities to help us know and understand our diverse communities including:<ul style="list-style-type: none">Gathering and data and intelligence to help us know and understand our diverse communities betterEngaging with diverse communities to understand their needs in relation to the services we provideUsing knowledge and data, to target services to the diverse communities at most riskImproving Equality Monitoring of the services we deliver to our communities (e.g. HFSC Monitoring) and take account of satisfaction levels with our services provided through ongoing community engagement and consultationCarrying out Equality Impact Assessments on services and policies that affect the diverse communities we serve
How we will measure our success	We have utilised meaningful data that helps staff develop effective activities, campaigns and events that result in better engagement with diverse communities across Merseyside (including diverse businesses)
How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:	
This work will strengthen our services to meet the needs of a wide range of diverse communities. By understanding people’s needs and carrying out engagement we can ensure that those groups are fully supported by the Fire and Rescue Service to help reduce risk.	

Data/ Narrative

HFSC Data 2018/19 – HFSC’s completed by Operational Personnel

ETHNICITY	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	Total	Proportion
Asian - Bangladeshi	2	9		1						1	2	10	25	0.1%
Asian - Chinese	24	7	9	1	5	8	3	6	1	9	3	7	83	0.2%
Asian - Indian	3	4	5	1	7	5	6	6	4	12	5	3	61	0.2%
Asian - Other	9	11	7	3	5	6	10	8	9	4	5	22	99	0.3%
Asian - Pakistani		1			2		1	2		1	1	8	16	0.0%
Black - African	4	5	8	4	7	4	4	7	4	4	7	5	63	0.2%
Black - Caribbean		2	12	1	2	1	1	5	2	3		1	30	0.1%
Black - Other	4	1	4					5		2	2	2	20	0.1%
Mixed - Other	2	2	1	1	2	5	2		1	2	1	5	24	0.1%
Mixed - White & Asian	1	3	2	1		1	3	1			3	1	16	0.0%
Mixed - White & Black African	1	1	2		1	2					3		10	0.0%
Mixed - White & Black Caribbean	1	2	1				1	2		8		6	21	0.1%
Other Ethnic Group	3	3	3	1	16	6	2	1		1	2	3	41	0.1%
Unknown	670	737	509	315	644	762	785	697	627	697	598	587	7628	20.4%
White - British	2,635	2,714	2,359	1319	2386	2210	2827	2651	2155	2700	2452	2352	28760	77.1%
White - Irish	5	6	3	3	8	5	5	16	5	10	4	12	82	0.2%
White - Other	24	28	38	9	33	16	28	41	26	28	37	31	339	0.9%
Total	3,388	3,536	2,963	1,660	3,118	3,031	3,678	3,448	2,834	3,482	3,125	3,055	37,318	

The data above identifies that at the time the data was extracted from the Goldmine system, on 20.4% of occasions the occupier of the dwelling having a Home Fire Safety Check did not state their Ethnicity. As such the vast majority of people who responded with their ethnicity were White British.

RELIGION	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	Total	Proportion
Atheist / None	185	182	140	94	159	106	203	190	141	189	180	201	1970	5.3%
Buddhist	4	1	2	1	3	1	2		1		1	3	19	0.1%
Christian	966	1,149	999	553	901	765	1067	977	820	1112	798	1087	11194	30.0%
Declined	5	3	5	9	6	4	19	4	2	4	12	3	76	0.2%
Hindu	1	2	1	1	1	2	1	1		3		7	20	0.1%
Jehovah's Witness						1							1	0.0%
Jewish	1	1	1	1	4	1	3	4	1		2	1	20	0.1%
Muslim	3	14	3	4	9	1	3	3	1	3	4	29	77	0.2%
Other	27	37	63	8	9	25	35	36	21	32	40	33	366	1.0%
Sikh						2						1	3	0.0%
Unknown	2,196	2,147	1,749	989	2026	2123	2345	2233	1847	2139	2088	1690	23572	63.2%
Total	3,388	3,536	2,963	1,660	3,118	3,031	3,678	3,448	2,834	3,482	3,125	3,055	37,318	

The data above identifies that at the time the data was extracted from the Goldmine system, on 63.2% of occasions the occupier of the dwelling having a Home Fire Safety Check did not state their religion. We are currently developing technology to assist our staff and the public to enable Equality & Diversity data to be recorded sensitively.

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

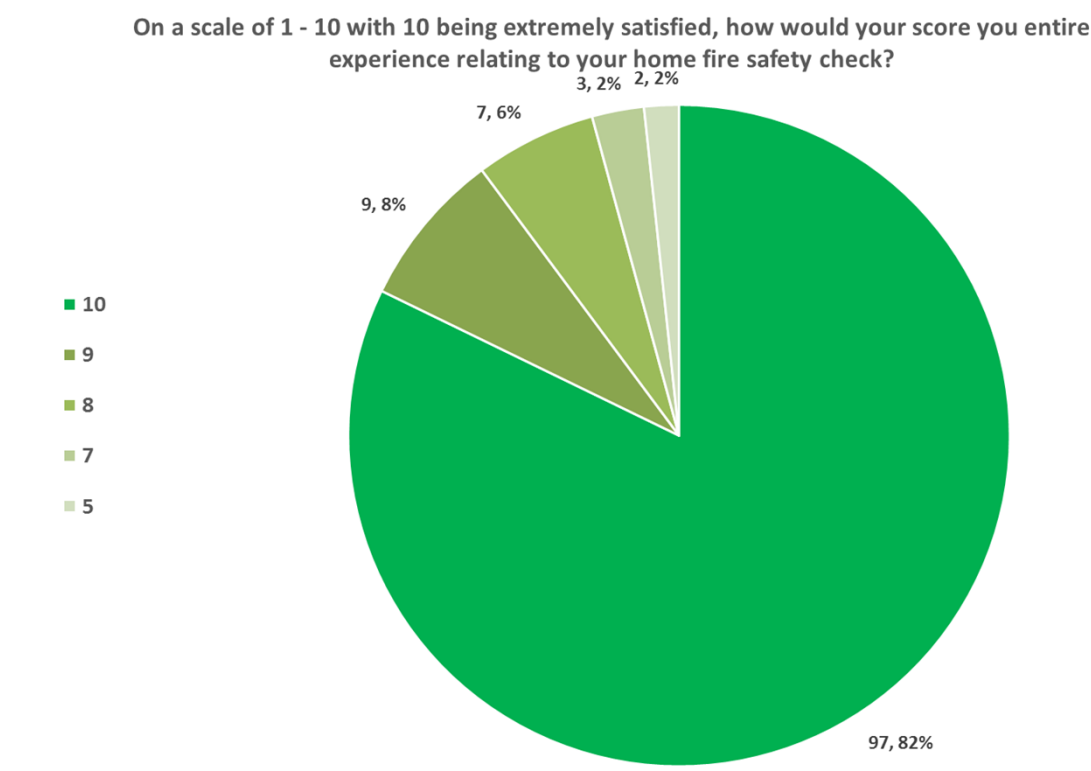


Chart 1 identifies that the vast majority of responders (82%), gave the HFSC service 10 out of 10 – the highest level of satisfaction available. In general, the levels of satisfaction were very positive with response scores of 8 to 10 accounting for 96% of valid responses. 2 respondents scored their HFSC with a score of 5, which was the lowest score for this particular question.

Equality Data for all 12 week Princes Trust Course completed between 1st April 2018 and 31st March 2019

Gender	Total
Male	129
Female	55
Total	184

Age	Total
16 - 18	59
19 +	125
Total	184

Ethnicity	Total
White British	169
Asian Bangladeshi	3
Other	3
Unknown	9
Total	184

Religion	Total
Christian	43
Islam	2
Atheist	1
No Religion	102
Prefer not to say	25
Unknown	11
Total	184

During 2018/19, a total of 184 people took part in Princes Trust courses. Overall the 19+ year old age group was the most common for attendees. There were approximately 2/3rds more males attending the courses than females. The majority of attendees were White British, equal to 169 or 96.6% of valid responses (175).

Further information shows that 164 participants completed the course and of that:

- 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.
- Of those who started the programme with Princes Trust, 59% of those were Education underachievers.
- A further breakdown shows of those – 131 where from either Homeless (5%), Ex-offenders (10%), Asylum Seekers (3%), in care/leaving care (11%) or part of a homeless household (42%).

Equality Data for our MFRS Fire Cadets

Age Breakdown	Total
13	3
14	12
15	12
16	14
17	4
Not Stated	1
Total	46

Ethnicity	Total
White British	39
BAME	7
Not Stated	0
Total	46

Disability	Total
Yes	1
No	
Not Stated	45
Total	46

Gender	Total
Male	37
Female	9
Not Stated	0
Total	46

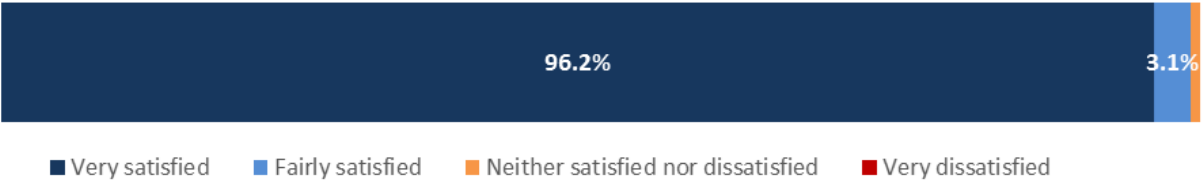
There was a total of 46 Cadets during 2018/19. The majority of which were White British accounting for 39 or 84.7%. The simple majority of cadets belong to the 16 year age group with 14.

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
The chart below shows the level of responses by 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)?**

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

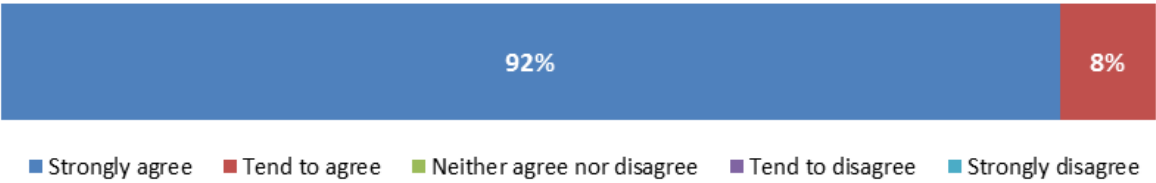


Selected verbatim responses about the Service Provided:

- Didn't make me feel stupid for them having to come out.
- Exceptionally satisfied with everything. Very understanding and informative.
- Fast, efficient and helpful. Great team.
- Gave assurance and advice regarding the smoke detectors installed, after testing them all.
- Kept us informed constantly throughout the process and put us at ease.
- Made sure I was safe, the fire was out and the smoke was gone.
- My fire was a false alarm and had gone out before they arrived. I felt so stupid but they were incredibly kind and reassuring that I had done the right thing in calling them. They also replaced one of the smoke detectors in the house after testing them both.
- Reassuring and didn't belittle what had happened. Empathetic, listened and took the time to talk to us.
- Removed the damaged appliance and cleaned the area.
- They dealt with the incident in my home, but they also found the time to reassure me as i was pretty upset. They stayed with me until the paramedics arrived. They were fantastic.
- They were all efficient in moving the machine and checking the site.

- **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.

Equality Objective 3 Reducing fires and other incidents amongst the vulnerable protected groups	
Action	<ul style="list-style-type: none">Continuing to prioritise Home Fire Safety Checks to high risk people and placesContinuing to engage with young people in vulnerable areasIncreasing the Equality Monitoring and reporting of Home Fire Safety Checks, hate crime and safeguardingAnalysing our performance each year using the Performance Indicators (PI's) that relate to fire deaths, injuries and accidental dwelling fires. We will introduce measures as necessary to contribute to the reduction in these incidents
How we will measure our success	<ul style="list-style-type: none">We will contribute to a reduction in fires, deaths and injuries and other relevant incidents.
How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:	
By better understanding the impacts for diverse community groups in terms of Fires and other incidents we can measure whether there are any disproportionate outcomes for the protected groups of : Age, Gender, Ethnicity, Religion, LGBT and Disability	

Data/ Narrative

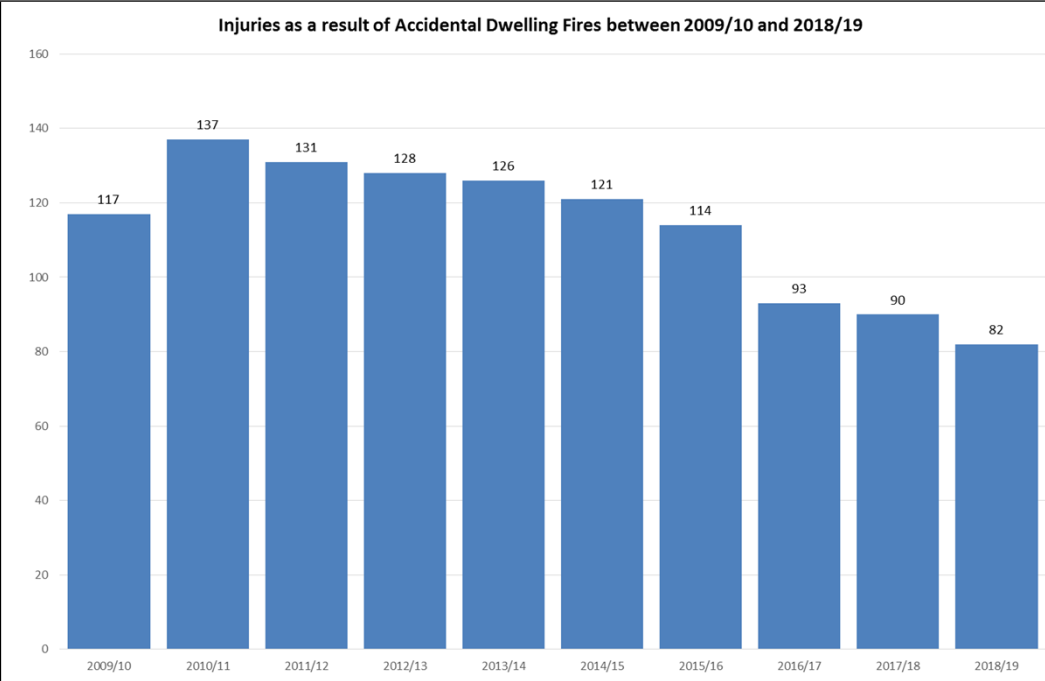
Accidental Dwelling Fires Attended Between 2009/10 and 2018/19

Year	Fires
2009/10	1299
2010/11	1200
2011/12	1196
2012/13	1135
2013/14	1153
2014/15	1053
2015/16	1088
2016/17	993
2017/18	928
2018/19	899

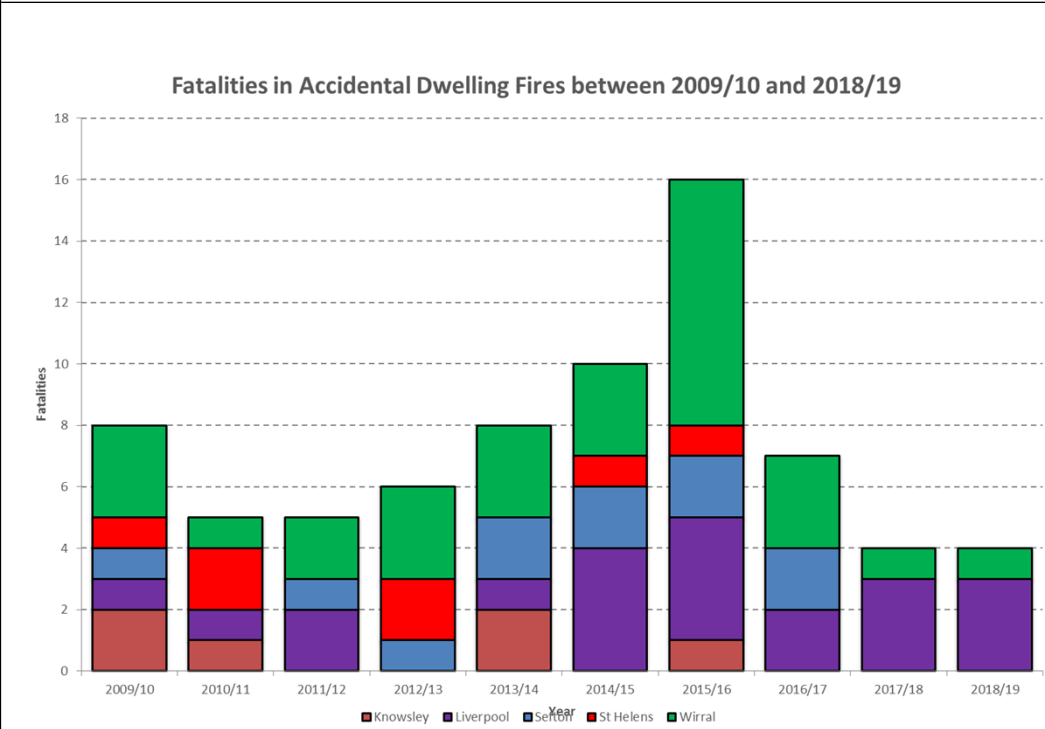
Accidental Dwelling Fires Attended During 2018/19, by Deprivation Decile
Based on Indices of Multiple Deprivation 2015

Deprivation Decile	Fires
1% - 10%	412
11% - 20%	132
21% - 30%	83
31% - 40%	46
41% - 50%	59
51% - 60%	54
61% - 70%	32
71% - 80%	44
81% - 90%	26
91% - 100%	15

As of 30th 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. Also shown is a chart identifying where accidental dwelling fires occurred in relation to the indices of multiple deprivation 2015, the chart identifies that 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.



As of 30th April 2019, there was a total of 82 reported injuries as a result of accidental dwelling fires. Between 2015/16 and 2016/17 there was a notable improvement in performance where injuries fell from 114 to 93 – a reduction of 21. Trends since 2010/11 has shown that performance has been continually dropping.

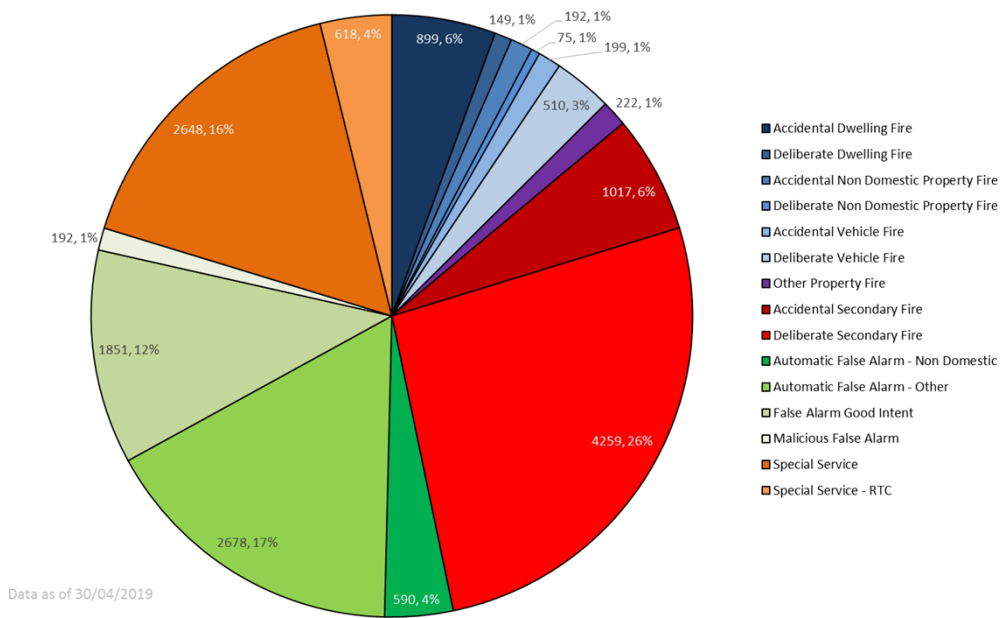


2018/19 saw the Authority again achieve the record performance of 4 accidental dwelling fire fatalities (the same as 2017/18).

Despite every fatality being a tragedy for the family and community affected, this performance demonstrates the effectiveness of the Authority's Home Safety Strategy, brought in following 2015-16, which has enabled the Service to increase the efficiency and effectiveness of our Prevention activities through an enhanced focus on vulnerability (particularly the over 65s). This has been achieved by extending our data sharing arrangements to enable intelligent targeting of those most vulnerable to fire and expanding our home safety services through the highly successful Safe and Well pilot.

It is also a clear indication of the hard work and dedication of our staff, and particularly those at the front end, the Fire Crews and the Prevention Advocates, who deliver the Home Fire Safety Checks and the Safe and Well visits on a daily basis.

Total Fires Attended During 2018/19 By Broad Type



In total during 2018/19 there were a total of 16099 incidents attended, which is a very minor increase on 2017/18 when 15976 incidents took place.

Overall fires accounted for 46.7% of incidents, false alarms accounted for 33% and special services accounted for 20.3% of incidents.

Primary Fires – fires generally affecting buildings and vehicles, accounted for 14% of total incidents, with secondary fires (often related to anti-social behaviour) accounting for 32.8% of incidents.

Automatic False Alarms account for 20.3% of total incidents with the sub group Automatic False Alarm – Other – which includes AFA's in Dwellings, accounted for 16.6% of total incidents alone.

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.”

Action	<ul style="list-style-type: none"> • Development of equality and diversity training including: e-learning, equality and diversity related workshops, inductions for new staff • Embedding Equality and Diversity in our volunteering programmes and youth engagement. • Helping Authority Members understand their role in scrutinising the organisation's delivery of equality and diversity outcomes • Carrying out Equality Impact Assessments • Creating a diverse supplier base for goods and services in our procurement procedures • Supporting staff groups and forums to help us understand our diverse groups of staff and their contribution to the organisation • Using staff survey results understand levels of engagement in relation to the protected groups
How we will measure our success	<ul style="list-style-type: none"> • Staff will feel better equipped to manage their functions and delivery of services to all communities in a confident way. This could be measured through the Staff Survey engagement and the outcomes delivered to different groups and community feedback from after the incident reports. Monitoring the number of training sessions completed around Equality and Diversity • Improvement in levels of engagement amongst staff from the protected groups

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:

This helps the organisation to meet its Public Sector Equality Duty to have due regards to understand and meet the needs of different protected groups and foster good relations between groups

Category	Data/ Narrative
1	1.1
2	2.1
3	3.1
4	4.1
5	5.1
6	6.1
7	7.1
8	8.1
9	9.1
10	10.1
11	11.1
12	12.1
13	13.1
14	14.1
15	15.1
16	16.1
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100	100.1

Disciplinary cases during 2018/19

	Gender			Ethnic Origin						
Disciplinary Category	Male	Female	TOTAL	Other Black Background	Other Mixed Background	Chinese	Other White Background	White British / Irish	None Stated	TOTAL
Alcohol - Failed Test	1	0	1	0	0	0	0	1	0	1
Bullying & Harassment	1	0	1	0	0	0	0	1	0	1
Driving - Miscellaneous	2	0	2	0	0	0	0	2	0	2
Drugs - test	1	0	1	0	0	0	0	1	0	1
Inter-personal Issues	1	1	2	0	0	0	0	2	0	2
Miscellaneous	8	3	11	0	0	0	0	11	0	11
Other - Duty/Work Related	1	0	1	0	0	1	0	0	0	1
Refusal to follow instructions	1	0	1	0	0	0	0	1	0	1
Total	16	4	20	0	0	1	0	19	0	20

During 2018/19, there was a total of 20 disciplinary proceedings. Of these, 16 involved male members of staff and 4 female. Concerning ethnicity 19 were White British/Irish and 1 being from Chinese background.

	Gender			Ethnic Origin						
Disciplinary Category	Male	Female	TOTAL	Other Black Background	Other Mixed Background	Chinese	Other White Background	White British / Irish	None Stated	TOTAL
Final Written Warning (18m)	1	0	1	0	0	0	0	1	0	1
First Written Warning (6m)	1	0	1	0	0	0	0	1	0	1
Informally Resolved	3	4	7	0	0	0	0	7	0	7
Ongoing	6	0	6	0	0	1	0	5	0	6
Personal Development Plan	4	0	4	0	0	0	0	4	0	4
Resigned	1	0	1	0	0	0	0	1	0	1
Total	16	4	20	0	0	1	0	19	0	20

Concerning outcomes, 1 staff members were issued Final Written Warnings, 4 required Personal Development Plans, 7 were Informally Resolved and 6 are ongoing. Of the female members of staff,

the disciplinary matters were resolved either informally or by the use of the Personal Development Plan.

Grievance cases during 2018/19

	Gender			Ethnic Origin					
Grievance Reason	Male	Female	TOTAL	Black African	Mixed White & Asian	Other Mixed Background	Other Ethnic Group	White British / Irish	TOTAL
Inter-personal issues	1	1	2	0	0	0	0	2	2
Miscellaneous	5	1	6	0	0	1	0	5	6
PH Leave	1	0	1	0	0	0	0	1	1
Posting	25	2	27	1	1	0	1	24	27
Refusal of Allowances	2	0	2	0	0	0	0	2	2
Stoppage of Pay	1	0	1	0	0	0	0	1	1
Total	35	4	39	1	1	1	1	35	39

During 2018/19, there was a total of 39 grievances. Of these, 35 involved male members of staff and 4 female. Concerning ethnicity 35 were White British / Irish, 1 being Black / Black British and 1 from Other Mixed Background.

	Gender			Ethnic Origin					
Grievance Outcome	Male	Female	TOTAL	Black African	Mixed White & Asian	Other Mixed Background	Other Ethnic Group	White British / Irish	TOTAL
Denied	26	2	28	1	1	1	1	24	28
Referred to Joint Secretaries	1	0	1	0	0	0	0	1	1
Ongoing	3	1	4	0	0	0	0	4	4
Upheld	2	0	2	0	0	0	0	2	2
Withdrawn	3	1	4	0	0	0	0	4	4
Total	35	4	39	1	1	1	1	35	39

Concerning Outcomes, 28 of the 39 were denied, 1 has been referred to Joint Secretaries, 4 are ongoing, 2 were upheld and 4 were withdrawn. Of the female grievances, 2 were denied, 1 was withdrawn and 1 is ongoing. Concerning BAME personnel, all 4 grievances were denied.

Of the 39 grievances logged 26 where individuals who had come together to make a collective grievance.

EMPLOYMENT TRIBUNALS 1ST APRIL 2018 TO 31ST MARCH 2019

No of Claimants	Nature of Claim	Outcome	Notes
National (all FRAs’)	Sex discrimination	Ongoing	Pension issues, ongoing appeals by FRA’s, LGA and Government to Supreme Court
1	Unfair Dismissal	Ongoing	Preliminary Hearing March 2019
33 (Collective Claim)	Working Time	Ongoing	Hearing Scheduled for April 2019

In June 2018 MFRS held our third Staff Engagement Survey, 56% of MFRA staff completed the staff survey, an increase of 5 percentage points from 2016, and 24 percentage points lower than the national People Insight benchmark.

Of the 548 responses to the survey:

- 328 were Uniformed responses
- 199 were Non Uniformed responses
- 21 were Control responses

On discussing the response rate with representative bodies, it was acknowledged that during the time of survey being open there were significant spate conditions for operational staff which may have hindered their time to complete the survey.

In comparison to the last survey in 2016, Uniformed respondents were only down by 7 responses, Non-Uniformed have increased by 27 responses and Control responses remain the same.

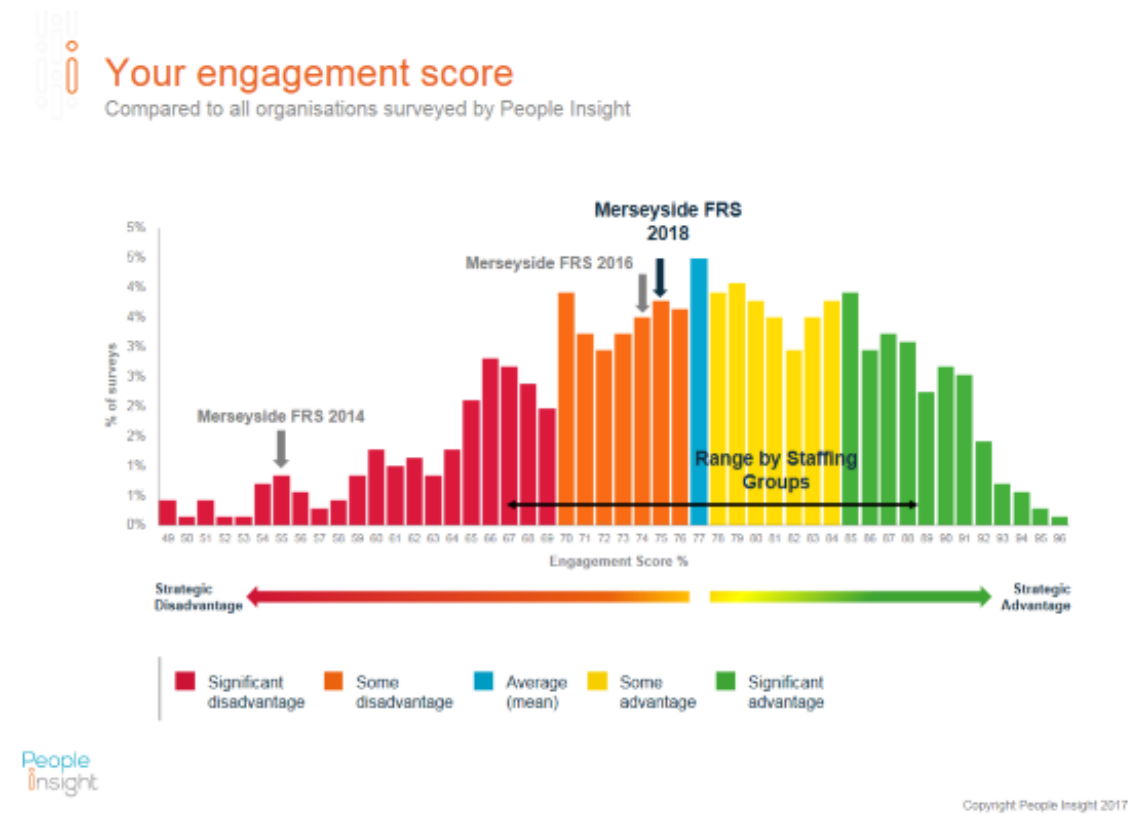
1. Overall Engagement score

Our overall engagement score for the 2018 staff survey is 75%, this has improved by 1 percentage point from 2016 and is seen as a strong position for MFRA despite the significant changes that have been taking place, most of which have had a direct impact on staff and their work at MFRA.

The table below shows the engagement score from 2014 and the significant increase from that in the 2016 and 2018 surveys. The chart also shows the engagement score for Uniformed and Control staff being 67% and Non Uniformed staff being 88% (see black arrow line).This chart is a helpful visual in showing the progress made overall since 2014 and against national benchmarks, but it also highlights the differences for the two staff groups of Uniformed and Non Uniformed, the latter being consistently more positive.

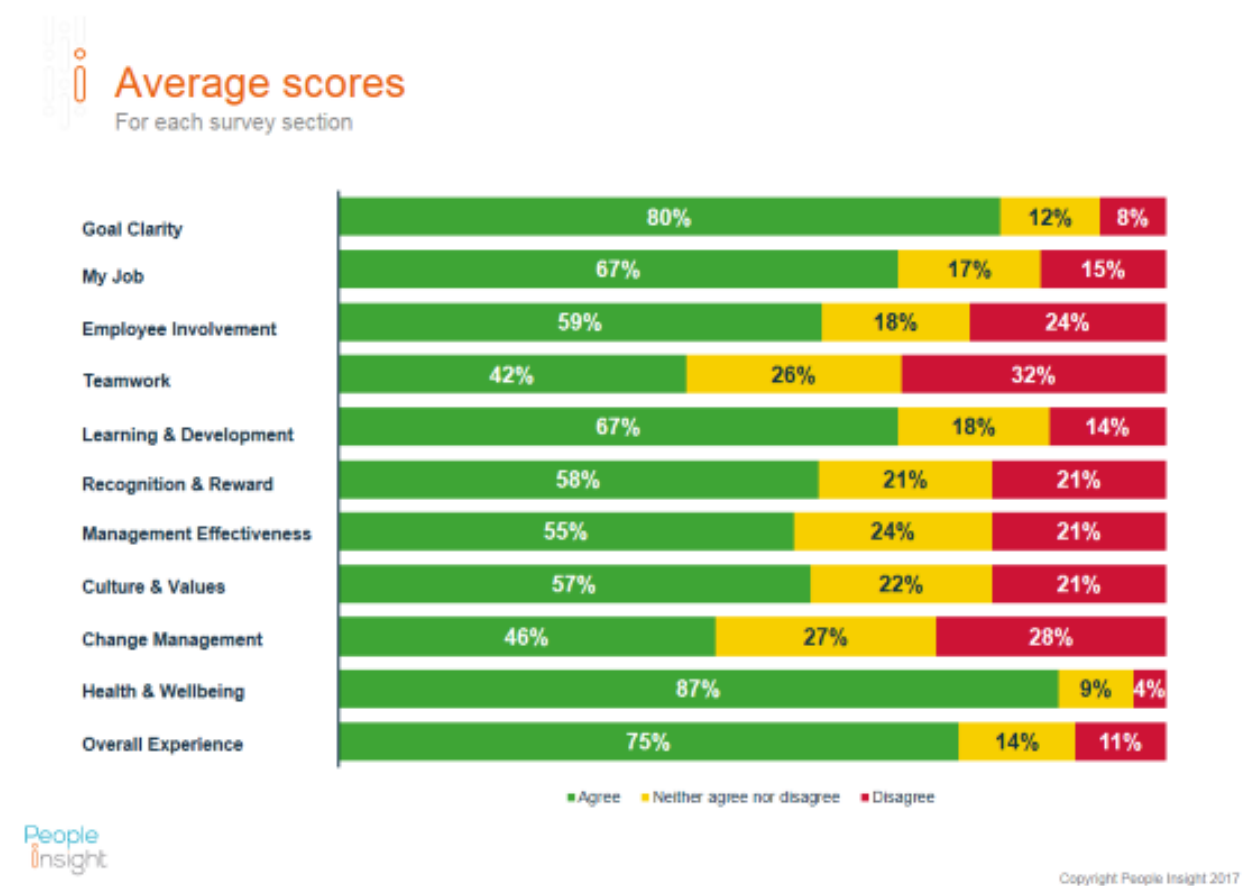
This report is focusing on providing an overview of the whole organisation’s survey results at this stage. Further work will be carried out by SLT in their functions to investigate the differences in engagement scores for different staff groups.

When compared to other MFRS surveys conducted over the last 4 years MFRS are average in terms of response rates and engagement scores.



2. Average Scores

The scores below in the table show that Health and Wellbeing (87%) and Goal Clarity (80%) were the top scoring sections in the survey with Teamwork and (42%) and Change Management (46%) being the lowest scoring sections.



3. Engagement levels by staffing group

Uniformed staff have responded significantly less favourably in comparison to Non-uniformed staff and Control staff. This is consistent across all sections of the survey with the exception of Goal Clarity, Learning and Development and Health and Wellbeing

In contrast, Non-uniformed staff responses have increased by almost 10 percentage points across most areas of the survey. This has been acknowledged by People Insight as impressive and seen as a very strong improvement under current circumstances of austerity. There are still some low scores around Teamwork, Change Management and Management Effectiveness, which will be explored further through individual functional presentations by SLT members and their teams.

Control results are a mixture between Uniformed and Non-uniformed with their overall engagement score remaining the same as the last survey.

4. Engagement levels by length of service

The results show that staff with up to 10 years' service have increased their engagement scores since the last survey for the majority of sections in the survey, those staff with between 10 to 20 years' service have remained roughly the same as the last survey, however those with 20 years+ have shown a reduction in engagement scores of between 5 and 10 percentage points since the last survey for most sections of the survey.

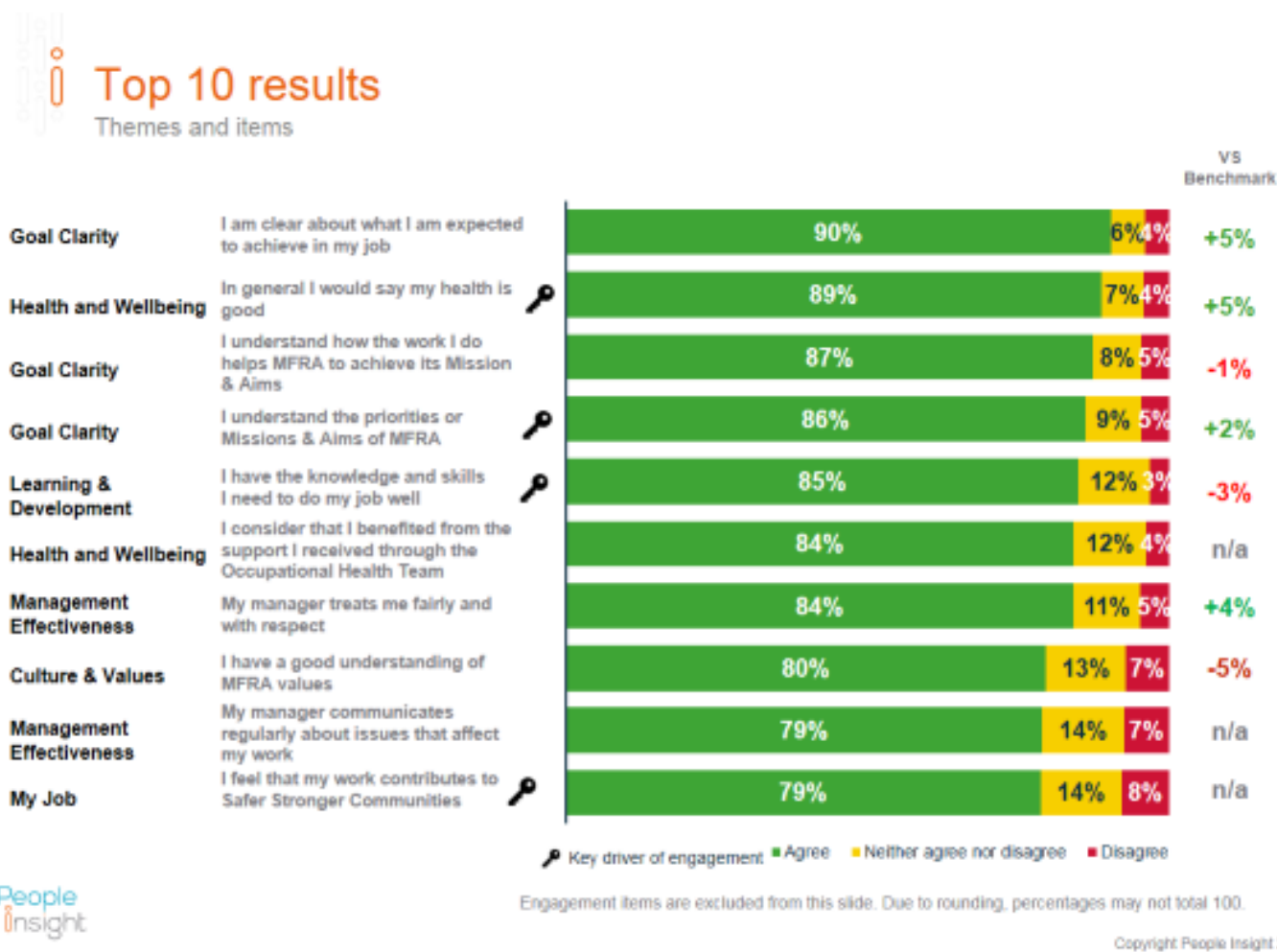
The areas of biggest concern are around Teamwork, Change Management and Culture and Values.

5. Highlight of engagement results by questions

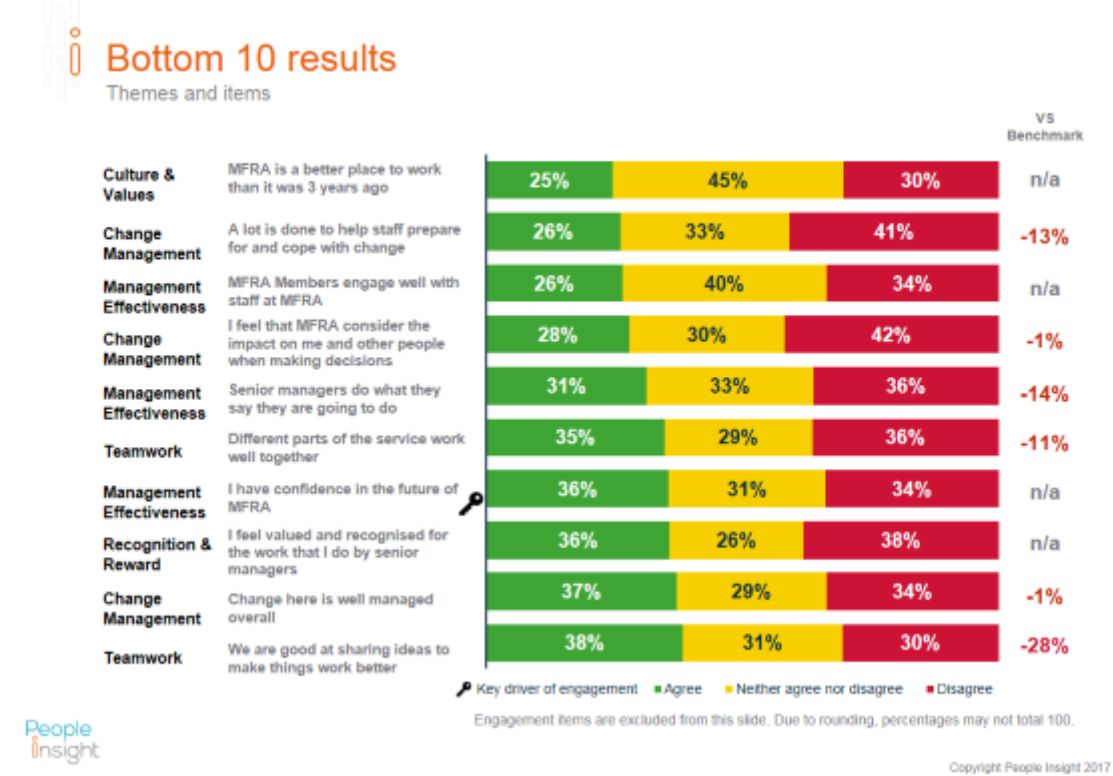
The following section provides a summary the top and bottom 10 results by engagement scores for the whole organisation, showing theme, question, response rates and engagement scores. It

also goes on to show a visual of the top 10 declining results and top 10 biggest improvements in results when compared to our 2016 survey.

Overall Top 10 results – most positive responses



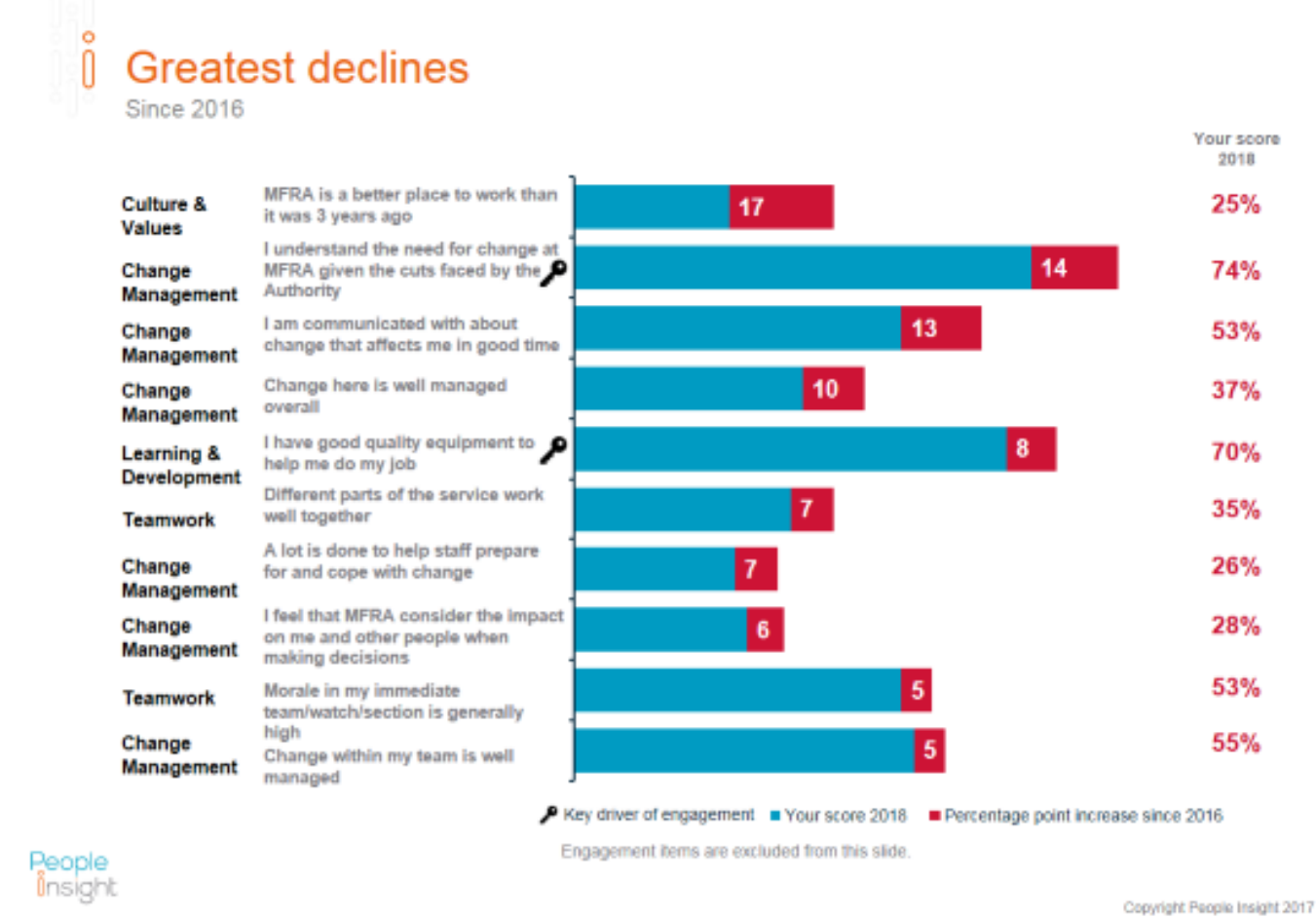
Overall Bottom 10 results –



Greatest improvements:



Greatest decline:



6. A free text question was asked “What is the **best** thing about working at MFRS “. People Insight have provided a useful summary of those results :

- **People** – being part of a professional, enthusiastic, committed and supportive team, welcoming, camaraderie between firefighters.
- **Job security** – this is a repeated comment
- **Pride** - privilege working in a role which helps people who need you, recognised and valued as a service, helping the community
- **Facilities** – working conditions, occupational health department, gym facilities
- **The job** – variation of work, autonomy, interacting with the public, flexibility of role, able to interact with the public

7. A further free text question was asked “If you had the chance to change one thing at MFRS, what would it be?” The common themes were profiled by People Insight as follows:

- **Work/home balance** – Reinstate 24 hour rostering (most common theme)
- **L&D** – Introduce more development/learning courses for operational staff. Better training (breathing apparatus or rope access gear courses). More integration between more experienced members of staff and new firefighters, as opportunities for learning could be maximised.
- **Resources** – Additional pumps in key locations. Improve IT systems. Respond to repair noticed efficiently, a number of comments relating to appliances not being fixed following reporting of issues.
- **Senior management** – More communication between firefighters and senior management. Improve feedback systems for staff from management, and allow more suggestions from lower levels.
- **Collaboration** –better cross departmental collaboration, so that there is less of an “us – them mentality”. - number of comments relating to a distrust of non-union members, by union members for various reasons (e.g. promotion)
- **Wellbeing** - Occupational health department

Equality Objective 5 To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework	
Action	<ul style="list-style-type: none"> • Prepare an Equality and Diversity self-assessment • Undertake a Peer Assessment if available
How we will measure our success	By maintaining excellence in a Fire and Rescue related Equality and Diversity Framework if available
How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability: Taking part in an assessment helps us to integrate our commitments to promote equality and diversity across all functions of the organisation. This assists with meeting the Equality Act 2010 – Public Sector Equality Duty to ensure that we are having due regards to the needs of staff and public we serve around the 9 ² protected groups.	

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.

² The 9 protected groups are: age, disability, gender reassignment, race, religion or belief, gender, sexual orientation, marriage and civil partnership, and pregnancy and maternity. MFRS also include a tenth characteristic of Social Economic Deprivation