

MERSEYSIDE FIRE & RESCUE AUTHORITY



EQUALITY & DIVERSITY PRIORITIES

ACTION PLAN 2013 – 2017

Year end status

Functional E and D Priority		Functional E and D Activity	2016/17 Year End Status
<u>COMMUNITY RISK MANGAMENT</u>			
1	<u>Community Fire Prevention:</u> Road Safety: engage with at risk groups and local partners to contribute to the reduction in the number and severity of road traffic collisions across Merseyside	1.4 Monitor the impact of MFRA Road safety Interventions by District by risk group and by Protected Characteristic group (where data exists) - Review against the National Strategy Campaign 2020- to reduce RTC by 37.5 % and celebrate success stories	<u>Completed</u> This work will be ongoing and business as usual – The team continue to deliver road safety presentations to young people aged 16-25. Data collected on the Safe and Well visits identifying over 65's road users will be used going forward to develop targeted road safety messages and initiatives.
		1.5 We will continue to deliver road safety education to young people aged 16 – 25 years.	

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2	<u>Community Fire Prevention:</u> To Improve the Equality Monitoring data collected from HFSC	2.2 Review 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.	<u>Carried Forward</u> Quality of E&D data being collected by some operational staff is the focus of this work going forward with the introduction of regular equality monitoring to establish the number of HFSC delivered across the protected groups. This will make our reporting more robust and as of this year we will be including this data in our Public Sector Equality Report. It is important that we increase the amount of information being captured by the crews when carrying out HFSC's to demonstrate our services are delivered proportionately across different Ethnic and religious groups.
		2.5.1 To produce annual Equality Monitoring reports to show where HFSC have been delivered against the Protected Groups	
3	<u>Youth Engagement</u> To ensure that all Youth engagement programmes are encouraging diverse participation for all protected and vulnerable groups and provide a fully accessible programme.	3.1 <u>Positive Action</u> – Utilising Positive action campaigns for any future recruitment /vacancies in the Youth team including volunteering and Princes trust/cadets	<u>Completed</u> Positive action principles have been used to recruit a diverse range of young people on to the Prince's Trust, cadets and general volunteers programme. More detailed case studies will be available as part of our Annual E&D report.
		3.2 To ensure that all equipment is assessable to all young people on youth engagement programmes to	<u>Completed</u> All courses have been assessed to be accessible and inclusive. This is carried out through the procurement process when

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		enable them to fully participate with all aspects of the course.	tendering for any off site activities such as the residential. Operational Preparedness functional plan for 2017/18 will address the Mini Bus adaptations to enable the accommodation of people with a physical disability to allow them to fully engage with the whole group. In the meantime the Youth Engagement team will seek to hire a fully accessible mini bus through a reciprocal arrangement with Staffordshire FRS who have purchased their own and hire it out.
		3.3 Refresh the Safeguarding process for young people.	<u>Carried Forward</u> A Safeguarding culture will be embedded by 31/3/2018 - A task and finish group has been created to look at the whole Safeguarding process for MF&RS, and a refresh of procedures

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		3.4 We will look to include aspects of mental health first aid and mindfulness on Princes Trust Programmes to assist young adults develop additional coping mechanisms in preparation for working life and development as young adults.	<u>Carried Forward</u> Aspects of mental health first aid and mindfulness are now included in all our 12 week programmes. This will continue to be developed further.
4	<u>Community Fire Prevention</u> To ensure that prevention advocate teams are supported around their skills and knowledge on Equality, Diversity & Inclusion as identified at the Equality & Diversity briefings in year 3 to engage with Diverse Communities	4.1 To establish additional training for District Prevention Managers, Fire Service Direct staff and apprentices, to assist with key topics such as human trafficking, use of E Cards for those community members with a disability and advice on Do Not Resuscitate (DNR) to all frontline staff. We will develop and enhance their skills in key specialist areas such as ageing, dementia and mental health.	<u>Completed</u> Four events have been arranged throughout the year for our prevention team, and are being CPD accredited.

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		4.2 The development of an Advocate Questionnaire to support appraisals, to identify if our Advocates have any interests relating to a protected group, do they have any current knowledge on that group, if so how did they acquire it, would they like to learn more about a group and if so which group. This list can then help develop a personal resource list for use when targeting and engaging with specific groups, such qualities would then benefit activities such as joint work with Protection around engaging with eastern European or Muslim groups 4.3 Develop a media package including information on our external facing internet site on what interventions the prevention team provide and how many we have issued in the past 12 months	<u>Carried forward</u> Partially completed, one Advocate has now been seconded to the Syrian refugee project in Knowsley full time. More discussions are currently being under taken for all Advocates to highlight their specialist areas of knowledge and experiences. <u>Carried Forward</u> Our fire safety leaflets are currently under review, this includes two new versions of our 'This could save your Life' leaflet, one for operational staff carrying out the HFSC's and the other for the Safe and Well Visits.
5	<u>Community Fire Prevention:</u> To increase the use of partnerships to support Knowing our Communities and deliver campaigns	5.1 We will develop Strategic Alliances with AGE UK and other partners to assist in the identification of Vulnerable Persons.	<u>Completed</u> This is now included in our Safe and Well visits
		5.2 We will through the Community Safety Partnerships look to work collaboratively to support communities and provide reassurance when necessary to do so.	<u>Completed</u> Knowing our Communities and the partnership project have been established and have identified a clear number of

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			partnerships to work with going forward around reassurance campaigns
		5.3 We will re-examine all of our data sharing protocols to ensure they are fit for purpose and current to ensure that we are making the correct interventions.	<u>Carried forward</u> There are numerous existing data sharing and referral pathways that identify vulnerable people to MFRA. A gap analysis of these data sets and pathways is required in order to identify areas needing improvement/development.
		5.4 We will work with Directors of Public Health to support campaigns for alcohol, smoking cessation and exercise.	<u>Carried Forward</u> This work is ongoing, MFRS are making good progress with linking in with Health and Wellbeing boards to assist and influence this area of work. Station Manager Phil Byrne is the lead in this area and is linking this to overall Safe and Well agenda.

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		5.5 Develop themed quarterly diversity campaigns which will link in with both the CFOA PPRS Calendar and the E&D Calendar – i.e. Q4 - Chinese New Year 2017 linked with Cook Safe and Chinese Lanterns or Q2 – Ramadan (including Eid Ul Fitr) with the Muslim communities. Also work with local charities and partners for specific campaigns e.g. Deaf Awareness week – work with local charities such as Merseyside Society for Deaf People (MSDP) to do a direct mailshot to highlight the tailored HFSC available for deaf people. These will include a designated lead for each campaign.	<u>Completed</u> Campaigns will commence in 2017/18 and include Ramadan, Chinese New Year , Deaf Awareness week , Hate crime week Older Persons Day, Autism Awareness and Dementia friendly campaigns.
		5.6 With the possible introduction of volunteers, utilise their time to engage directly in the community influencing people’s awareness of home safety in large numbers, to all the equality strands, this will also assist in the positive recruitment of diverse groups into the volunteer arena which will greatly assist with the effectiveness of the engagement	<u>Completed</u> Following the recruitment campaign for volunteers we have a team of 14. Although this was not run as a positive action campaign the diversity of the volunteers is very good:, 2 have disclosed a disability, we have 1 over 65, 1 person from Romania and 1 female. They have already been involved in supporting our Prevention teams with the Arson Awareness Week and Homeless Games. We have 6 volunteers who have expressed an interest in receiving training for the climbing wall. Feedback has been positive from all the volunteers.

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6	<u>Community Fire Protection:</u> Embedding E and D across all activities within Business Fire Safety	6.1 Positive Action to enhance the diversity across the department Utilisation of positive action to recruit, select, train and develop a cadre of Fire Safety Business Support Advisers. To reflect the communities we serve through positive action in our future recruitment campaigns for Protection staff roles Develop a Protection Communications Strategy to include Social Media. Review, enhance and update all outward facing Communications from Protection – both internal (portal, guidance, hot news) & external (website, leaflets, letters, Facebook, twitter, etc.). to keep the media sites regularly updates	<u>Completed</u> As the first positive action campaign for Fire Safety Business Support Officers did not produce the level of response from members of the BME community which we hoped for, we have decided to try a different approach in our advertising by targeting future advertising for upcoming vacancies at different publications and working more closely with the Asian Fire Service Association and BME targeted media.
		6.4 Collecting and analysing Equality monitoring data for businesses that we regulate Continue to collect the data for businesses and review it annually to identify any trends	<u>Carried Forward</u> Work is continuing around the collection of data, using the national “Engaging with Diverse Businesses” fire business safety work stream now part of the NFCC work plans for 2017/18
		6.5 Following on from the National Conference to establish best practice and lessons learnt across the FRS sector in relation to Engaging with BME businesses, gain approval from CFOA Business Safety	<u>Carry forward</u> Great progress has been made in securing support for this work stream from National

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		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	Fire Chiefs Council (NFCC) In conjunction with Greater Manchester and West Midlands Fire & Rescue Services. This work is now part of a bigger Fire Protection NFCC sub group including , AFSA
People & Organisational Development (POD)			
7	Recruitment To review and enhance the current MFRA recruitment policies, practices and assessment practice to ensure they are supporting MFRA resourcing strategy	7.1.3 Carry out an EIA in relation to the recruitment policy, procedures and selection methods for all recruitment exercises including any promotions (for all contract types) and address any particular areas for development.	<u>Carried Forward</u> The Equality analysis of the data from the last 2 recruit courses held during the year will be evaluated and analysed to understand how the recruitment process is affecting different protected groups. The assessment will provide feedback to the Recruitment board and the Strategic Equality group to establish any changes or improvements for forthcoming recruitment campaigns, where there has been any negative impacts identified on those underrepresented groups.

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8	Fire Fighter Testing To carry out ongoing development of functional fitness tests as opposed to simulate tests.	8.1 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. 8.2 National Working Group on Ageing Workforces to review and disseminate information to Strategic Equality Group to inform further action	<u>Carried Forward -Ongoing</u> National FRS fitness tests are solely endorsed by NFCC National Fitness Steering Group through a review period that is considering the methodology and fitness and suitability of testing. This is still ongoing during 2017/18. <u>Carried Forward</u> Due to the change from CFA to NFCC the national working group on the ageing workforce is currently on hold until the future of the group has been determined.
9	Equal Pay Review	To review & monitor the Equal Pay work carried out so far to support the self-assessment framework and to establish how the equal pay/job evaluation has worked in making fairer pay outcomes for both men & women & BME Groups	<u>Carried Forward</u> Review of the Pay Policy will be carried out following consideration of the implications of the newly introduced Public Sector Equality Duty for the all Authorities to undertake and report on Gender Pay Gap by 2018.
Operational Preparedness			

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10	<u>Operational Equipment</u> Carry out a Cross directorate review of Operational PPE and support staff uniform to establish any Equality and Diversity issues.	10.1 Create a Project Team headed by AM Ops Preparedness. 10.2 Carry out an audit of current uniform issue and examine the recommendations from the HSE/Bureau Veritas Fire Kit investigation 10.3 Review options of new uniform under the National Procurement arrangement 10.4 Conduct user trials 10.5 Agree options report 10.6 Seek approval from SMG 10.7 Establish a procurement strategy including tender process, and appointment of preferred supplier	<u>Completed</u> Equality issues are fully considered and embedded in all Operational Preparedness procurement and purchasing of equipment and Uniform. Female staff are included in any consultation before purchasing uniforms and equipment to seek feedback on suitability.
11	To review the TDA facilities and Croxteth Fire Station site in line with the core training delivery model. To ensure areas around Equality and Diversity are considered from Access point of view and inclusion from gender specific firefighter facilities.	11.1 Survey sites 11.2 Identify options for the core training delivery model 11.3 Secure budget 11.4 Options Report to AM and then SMG 11.5 Work to commence	Carried Forward The site architects drawings have been received and this will start the process of reviewing what facilities is needed at TDA. Once those options have been established a further discussion will be held around the Equality and access implications of the building and its facilities. Solutions to mitigate any negative impacts will be found later during 2017/18

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12	Create a mobile logistics/welfare system available for deployment to assist with Firefighter welfare and ensure Equality and Diversity issues are considered	12.1 Review current arrangements of welfare, logistics, equipment and PPE support at incidents 12.2 Create a dedicated vehicle to house the appropriate resources. 12.3 Arrange staffing of the vehicle and deployment process 12.4 Vehicle adapted or procured 12.5 Staff contracts agreed and signed	Completed Welfare logistics unit has been set up since Aug 2015, carrying 2 x toilets, Chairs, Floodlights, generators, bottled water, tents, female welfare packs and blankets. The unit (MN832) is housed at Kirkdale and is transported by prime mover. It is alternatively staffed by a prime mover driver. It is available on request via control from Officer in charge. Senior officers have been briefed to utilise unit at protracted incidents. Carried Forward Interim solution in place but further work will need to be undertaken. Options of vehicles being considered currently. This action will form part of the rationalisation of PODs review.
Operational Response			

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13	To ensure that operational staff contribute to Knowing our diverse communities and engage with them to ensure they are safer from fire and risk	13.1 Stations to provide Diversity Information about their communities on station grounds to assist with “knowing your communities” engaging with GM Oakford and GM Ryder on Prevention issues	Completed Demographic community profiles have been developed using information form stations about communities and Office for national statistics. The tool is well received and assists all staff in helping to profile diverse community activities and with targeted resources
		13.2 Audits to cover quality Assurance of completed HFSC’s Information Specifically around Diversity information and to make improvements where gaps are. Through Diversity briefings	Carried Forward More work needs to be carried out on the production of robust HFSC Equality Data to assist with Equality Monitoring and Auditing

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		13.3 Assist with Protection & Partnership work for Diversity campaigns to our Diverse Communities	Completed Business safety Events took place with Diverse communities during 2016 to raise the profile of our engaging with Diverse Communities work. This involved visiting a number of premises in Liverpool to provide advice and guidance around business fire safety to BME business owners. More information will be provided in our annual report to show how this piece of work and the influence it has on the national work of NFCC business fire safety and protection strands.

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Strategy and Performance			
14	<u>Diversity Team</u> Review and develop further E&D education and awareness support for FF, Staff, Line Managers and Authority members including education around cultural awareness	14.3 Develop an Equality and Diversity Training Brief that sets out what is required for different levels of staff 14.4 identify suitable e-learning training packages and suppliers. 14.5 Procure and Develop the e-learning training package. 14.6 Plan and schedule the launch of the new Equality and Diversity E-learning packages relevant levels of staff	<u>Completed</u> Good progress has been made with a draft E-learning package using in-house resources and Learn Pro Advance Learning to minimise costs. The package is now at the testing and refining stage and will be delivered in 2017/18. The package may also be used by other FRS as part of a wider E&D sharing protocol.
		14.7 Test and Roll out new training for each group of staff and communicate to all staff what is on offer. (2017/18)	Carried Forward
15	<u>Diversity Team</u> Disability Disclosure and reasonable adjustments	15.3 Develop guidance and a resource library to provide staff and line managers with more information on specific illnesses, conditions	<u>Completed</u> Resource guides and reasonable adjustment guidance have been completed to assist staff and their line managers with

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	Review the support for staff to disclose a disability and for line managers to feel confident in supporting disabled staff and make the process transparent and accessible	15.4 Review and develop resources to support training and education for all Fire & Rescue Service Staff, within the equality and diversity resource library using Business Disability Forum, Employers Network for equality and Inclusion ENEI and stonewall	understanding what support may be available to assist a person with Disabilities in the workplace. The resources are part of a wider E&D resources SI which is due to be approved by SMG.
16	<u>Diversity Team</u> Fire and Rescue Equality Framework	16.1 Provide briefing to SMG on proposed framework timescales and approach to preparing for the self-assessment/peer assessment.	<u>Completed</u> <u>The briefing was provided but the peer assessment was cancelled due to national</u>

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		<u>uncertainty about the future of the Framework. The preparatory work was completed as it has value in relation to the E&D Annual Report and any future inspection regime – see below.</u> <u>Completed</u> Round table meeting with Functional leads have been very productive in identifying a diverse range of outcomes when benchmarking against the LGA FRS Equalities framework. A revised LGA Framework is currently being approved by the NJC Inclusions group and NFCC and will replace the version we have previously benchmarked to. There will be some differences but not intended to be significant. The introduction of Matrix to measure outcomes is a new addition to the future framework which, should MFRS want to use, will need more work to develop wider equality monitoring procedures. The reports from the round tables will be used to write the next Annual E and D Report as they identified some excellent areas of good practice and case studies.

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17	<u>Corporate Communications</u> Develop a consistent, and accessible approach to communications with our staff and diverse communities across Merseyside	17.1 Monitor the outcomes from internal and external communications. Seek advice regarding communicating with protected characteristics groups and individuals, including guidance on font size, e.g. minimum of 12, logo size, best colours to use for Accessibility. Include guidance on font size, e.g. minimum of 12, Logo Size, Best Colours to use for Accessibility	<u>Carried forward</u> New guidelines will be developed during 2017/18.
		17.2 Redevelop external Service Website to make it more accessible. • Simplify the look and feel • Include links to Social Media • More engaging & relevant content • Stands out from other FRS • Include more Videos and Photo	<u>Carried Forward</u> Ongoing and included in the Functional Plan for 2017/18 – work is continuing on the development of the new website. Updates will continue to be provided.

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		17.3 Review embedded the MFRS brand to ensure more consistent internal and external communications and improve accessibility to those communications. (Including the use of accessible formats and translation).	<u>Carried forward</u> Work is continuing to ensure we improve our target marketing for our positive action recruitment and safety messages. We are continuing to increase our use of Twitter and Facebook and are monitoring responses. There have been a number of articles published this month in the Out and About magazine which is circulated through school across Merseyside.

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18	Diversity Team Staff Survey 2016	18.1 Prepare for the staff survey, sign off questions and set launch date 18.2 Communicate with key staff to ensure Survey is successfully completed by all staff groups and levels 18.3 Launch Survey & Communicate to all via posters, emails and briefings by managers 18.4 Evaluate results and communicate and develop action plan where required	<u>Completed</u> A successful Staff Engagement Survey was undertaken in June 2016. The results showed a 19 percentage point increase in staff feeling positively engaged. Functional leads are managing their own staff engagement developments and further work will be commencing in June 2017 to gather how work is progressing and how staff and managers are perceiving our outcomes around staff engagement activities. MFRS was put forward for a National Staff Engagement award by People Insight (the facilitators of our survey) and was shortlisted for the award. This was seen as a good external endorsement of the hard work that the organisation has put in to make such good progress in a short space of time.

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19	Equality and Diversity Annual Report	19.1 Prepare Annual Report, use case studies and quarterly reports 19.2 Submit to Authority for approval in word document with suggested photos 19.3 Design, Print and Publish 19.4 Circulate to key stakeholder and staff	<u>Completed</u> This relates to the 2015/16 Annual Report which was delivered and progress has started on gathering information for the 2016/17 Annual Report which Members will receive later in the year. The Employers Network for Equality and Inclusion recently endorsed the 2015/16 Annual Report as an “excellent way of providing the public with assurances that Equality and Diversity is being delivered both internally and externally and helping to improve outcomes for all”.
20	Diversity Events Calendar	20.1 Develop organisational template in house to reduce the cost and reliance on external organisations to produce the Equality Events Calendar each year. 20.2 develop E&D calendar for 2017 and Print	<u>Completed</u> The calendar was made available to staff and members and partners during the December carol concert. <u>Completed</u> Work is progressing well on developing a Calendar for 2018.
Legal, Procurement and Democratic Services			

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21	To assist with ensuring Legal are embedding the Equality and Diversity Standards within the services provided	21.1 Where sufficient data is available, to monitor age and socio economic characteristics of public liability insurance claimants to determine any particular area of Merseyside where there may be an issue	Insufficient data available – carry forward to 17/18
		21.2 To monitor the ongoing impartiality of legal advice to Fire Safety Officers to prosecute , to ensure that such advice is not influenced by any protected characteristic	Insufficient data available – carry forward to 17/18
22	To assist with ensuring Procurement are embedding the Equality and Diversity Standards within the services provided	22.1 Consideration of most appropriate procurement process to encourage diverse supply base (e.g. splitting contracts into Lots to encourage SMEs).	Carry forwards On-going activity
		22.2 Work with service departments to ensure that specifications are drafted with due regard to equality and diversity considerations.	Completed in current format but may develop further for 17/18
		22.3 Build E&D considerations into bid assessment and product trial (accessibility etc.) before contract award (if appropriate).	Completed in current format but may develop further for 17/18

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23	To assist with ensuring Democratic Services are embedding the Equality and Diversity Standards within the services provided	23.1 To keep under review the ongoing need to provide services, support and equipment, to any Member appointed to the Authority with any protected characteristics.	<u>Completed</u> Actions are undertaken as soon as Members are appointed
		23.2 To ensure that the Members Room is effectively set up for use by anyone who may have a disability.	<u>Completed</u> The Democratic Services manager has identified some additional requirements (eg. A hearing loop for use in the Members' room)
		23.3 To continue to improve and expand opportunities for employees to engage with Members of the Authority, ensuring that opportunities are available to all staff groups and individuals.	<u>Completed</u> Embedded but we will continue to look at how we can improve engagement between staff and Members, especially with regards to the station visits

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Strategic Change and Resources			
24	Engage Technology and ensure it supports the Equality and Diversity agenda	24.2 Digital Inclusion Roll out of Public Wi Fi to Stations for Staff use and as a resource in Community Rooms	<u>Carry forward</u> Work is ongoing. ICT have asked and received indicative costs for public Wi-Fi per station. Underlying infrastructure work (which needs to occur regardless of when we continue with public Wi-Fi rollout) is ongoing.
25	Hearing Loops in Key Community Stations	25.1 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. 25.2 Identify and evaluate any existing hearing loop systems within MF&RA premises, such as the TDA. Ensure that the system is fully functional, that all staff are aware that the facility is there, where it is available, e.g. conference rooms, class rooms, lecture theatre. That guidance is available on how to use the system.	<u>Carry Forward</u> Research has taken place on a possible new hearing loop system which is more portable and less conspicuous than the current one. The Diversity and Consultation Manager will liaise with Estates regarding the procurement of such equipment

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26	Access Audit Deliver the recommendations outlined within the Access Audit ensuring that high priority risks are carried out first.	26.6 Communicate progress regularly to staff and community regarding the key improvements made via the Access audit work. 26.8 Audit Completed, resultant work identified as part of the established and progress embedded into the Strategy and assets refresh plan. Final report to Strategic Equality Group on how these actions are progressing and are now embedded into the Assets ongoing programme of work	<u>Carry Forward</u> Work is ongoing to complete the work identified in the access audit, completion of individual rest rooms and individual wash room continues. <u>Carry forward</u> Tenders have been requested for Speke/Garston and Old Swan for new night rooms. Kirkby will be the next station within the programme of work.
27	Making MF&RA accessible for people with disabilities especially those who are hard of hearing or Deaf, visually impaired or a wheelchair used	Hearing loop and Access Audit review of SHQ following refurbishment and redevelopment. Review to be carried out with disabled staff and visitors to assess the accessibility of the new facilities at SHQ/JCC. Partners to be involved include MSDP and Daisy UK	<u>Carry Forward</u> Work on going with his project and will be picked up next year when resources are available