MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	**AUDIT AND SCRUTINY SUB COMMITTEE**		
DATE:	**7 JUNE 2018**	**REPORT NO:**	**CFO/032/18**
PRESENTING OFFICER	**DEPUTY CHIEF FIRE OFFICER**		
RESPONSIBLE OFFICER:	**DEB APPLETON**	**REPORT AUTHOR:**	**WENDY KENYON**
OFFICERS CONSULTED:	**MEMBERS OF DIVERSITY ACTION GROUP AND STRATEGIC EQUALITY GROUP**		
TITLE OF REPORT:	**EQUALITY & DIVERSITY PLAN 2017-2020, PROGRESS FOR QUARTER 3 & 4 2017/18**		

APPENDICES:	**APPENDIX A:**	**EQUALITY & DIVERSITY ACTION PLAN 2017-2020, PROGRESS FOR QUARTER 3 & 4 2017/18**
	APPENDIX B:	**EQUALITY OBJECTIVES 2017 – 2020 ANNUAL UPDATE**

Purpose of Report

1. The purpose of the report is to provide Members with :

   a. An update on the agreed Equality and Diversity (E&D) plan for quarter 3 & 4 together with an update on progress against the actions for the first year;

   b. An update on the Equality Objectives for 2017/18 as at 31st March 2018.

Recommendation

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

Introduction and Background

3. The E&D Action Plan was first introduced in April 2013, to help MFRA progress its long term Equality and Diversity objectives, to ensure compliance with the Equality Act 2010 and the Public Sector Equality Duty (PSED) and to reflect the fact that E&D was embedded and delivered across all Functions of the Organisation.

4. A new plan was developed for 2017-2020 which is aligned to the Authority's Integrated Risk Management Plan and linked to the Authority's new Equality Objectives.

5. This update provides progress for Quarter 3 and Quarter 4 of 2017-18, year 1 E&D Action Plan and will contribute to the E&D Annual report and the Annual

Public Sector Equality Duty Report which members will approve in the summer 2018.

Progress

6. Appendix A includes updates for the 56 action priorities established to deliver against the 5 Equality & Diversity Objectives under the heading "Quarter 3 & 4 update" where there has been activity delivered. Progress has been made against 50 (amber) priorities, 6 (green) have been fully completed and 1 (red) have yet to start. Members should note that the actions will be delivered over the life of the action plan 2017 – 2020 and as such the report does not necessarily reflect the amount of resources and time taken to achieve and deliver the actions, which will need to be considered when scrutinising progress. Some actions can be delivered very quickly and others could take months or even years to be fully implemented.

7. The following sections a) to j) include highlights of the exceptional work undertaken by our staff and volunteers in quarter 3 and quarter 4 to help to progress our E&D objectives:

a. **Hate Crime**
As part of the hate crime awareness week 14-21 October, street intervention team in conjunction with the LCC held a number of sessions with students across Liverpool district to raise awareness of hate crime. The events were successful in helping students to gain a greater understanding of what hate crime is, how it can affect individuals and their lives. Leaflets were issued to the public during the week. Members should also note that Fire stations also act as Safe Havens and third party reporting centres across the districts which can be accessed by individuals who feel under threat including hate crime.

b. **Celebrate International Women's Day.**
Following on from the success of the coffee and conversation morning held at MFRA headquarters in 2016 to celebrate International Women's Day. A second event, was held on Wednesday 7th March, at Service Headquarters. This was an opportunity to celebrate how women and their achievements have contributed to our society, culture, politics, and charity work at MFRA. Along with the achievements of the Fire and Rescue Service, our roles across Merseyside and how we can work towards this year's pledge which is **#pressforprogress**.

Approximately 60 people attended the event including, MFRA staff from across the organisation, colleagues from Merseyside Police, Authority Members, partners, members of the Fire Cadets from Archbishop Blanch and our guest speakers who shared their inspirational stories about their role and how they support women and communities of Merseyside. These included:

- Kathy Wright – CEO of Maggie's Centre Wirral – A centre to support people with Cancer and their families and friends
- Chief inspector Tony Jones – member of Merseyside Police Parity 21 network – Tony regularly attends the network to advance gender equality in the police.
- Dr Paula Brigg – Consultant in women's sexual and reproductive health
- Rachel Fitzsimmons - Relationships and sex education Specialist for young people
- MFRS SM Lauren McCormack - A representative of the Female Firefighter Forum (E.V.E) discussing the role of the group.
- MFRS SM Steve Gadsdon – on how we can work together, support our colleagues, by making small changes and leading by example.
- Leah Davin – British Transport Police, who has recently become an ambassador for the RNLI.

As part of this year's event we have launched "Small change – Big Impact" jar's which members of staff and guests could take if they wished to get involved. The purpose of the jars are to gather small change which when added up in September will make a big impact to different charities that support women. Cllr Stapleton, who attended the event was greatly touched by the work of the Maggies centre based in Clatterbridge Hospital and has kindly passed in her own and her son's small change, with a generous donation to the Maggies Centre. Cllr Meadan has also made a contribution. With the help of MFRA members and the ICT team the Small Change – Big Impact collection is off to a great start.

Feedback from the event was good highlighting the good mix of presentation styles and subjects and women from different backgrounds with different experiences.

c. **Dementia Pledge update**

Forty Prevention staff from MFRA attended Liverpool Museum in March for their award winning House of Memories training specifically designed to support people with dementia. This training will support staff who are delivering home safety initiatives to vulnerable communities across Merseyside. Fire Service Direct were included in the training as it is important to recognise and understand some of the techniques for communicating with dementia sufferers effectively, this becomes especially difficult over the phone. The training compliments the strategic dementia pledge signed in September 2017, with NWAS and Merseyside Police.

d. **Knowing our Communities**

As part of our ongoing Strategic project, “Knowing our Communities”. The service has engaged with a Faith and Culture consultant Kaushar Tai to assist with gaining access to different Faiths and Cultures mainly Asia, Muslim, Hindu and Sikh. Mr Tai delivered awareness training for MFRA Staff. In total 6 training sessions have been held since September with 103 members of staff from MFRA including Advocates, Youth Engagement team, CRM and POD and Authority Members attending along with colleagues from Merseyside Police as part of collaboration with support services. The recent sessions held in March were delivered in our local Mosques. Mr Tai brings a lot of experience in community engagement and community cohesion work and his excellent inter-personal skills coupled with his commitment to work in this field has assisted in making contact with key members of the Muslim Communities and mosques from across Merseyside.

At a recent meeting held at the Al-Rahma Mosque in Liverpool representatives from MFRA including DCFO Garrigan, our Diversity and Consultation Manager, representatives from Prevention and Protection and our recruitment team met with 12 Muslim community leaders and Imam’s to discuss how MFRA can work more closely together, around all aspects of our organisation, including business fire safety, fire prevention and recruitment. Through these new contacts fire safety information, career opportunities and key community messages can be circulated across the whole Muslim community of Merseyside, and we will be continuing to develop this work relationship with further engagement and projects over the coming year.

This work contributes to a number of local and national projects and supports achievements of equality objectives 1, 2 and 4. Work will continue in 2018/19/20.

e. **Engaging Diverse Business update (EDB)**

The Engaging Diverse Businesses is a NFCC project which was established by MFRA in 2015. The project is now part of the NFCC Protection strategy 2018 – 2020 action plan. The project seeks to engage with diverse business owners to help breakdown cultural barriers to deliver fire safety messages and actions. The project is making good progress and to date a draft research report has been developed which will assist FRS and other regulation bodies with understanding how business owners (BAME) react and treat Health & Safety and Fire Safety. The second phase of the project is to develop a comprehensive educational toolkit with examples of resources and notable practise in the project area. To date 5 case studies have been identified and are being developed. The next stage is to promote the project outcomes so far at future FRS conferences including Institute of Fire Engineers and Asian Fire Service Association in November.

f. **Positive Action Update**

The Positive Action team continue to promote the wide range of career opportunities at MFRA. As well as “Have a go days” held at the Training and Development Academy, for people considering a career as a Firefighter, the positive action team have also arranged open days at Kensington and Aintree Fire Stations, to give those who have attended the “Have a Go days” an idea of what life is like on station. They also have the opportunity to speak to the crews and see whether this is a career for them.

Staff continue to meet with stakeholders in the community, e.g. Wirral Change, Liverpool John Moores University, the University of Liverpool and the Chinese community, to promote opportunities and run workshops. The positive action team also attended a meeting organised by Culture and Faith Consultant Kaushar Tai at the Al-Rahma Mosque in Liverpool. At the meeting it was agreed that the Imam and community leaders would assist with promoting career opportunities within MFRA. Since that meeting staff have circulated information for two roles, one with of Corporate Communications team, and Fire Control vacancies, along with information for “have a go” days taking place in March and April.

g. **Operational Response staff engagement**

As part of the ongoing work to support staff engagement across Operational Response, focus groups are being delivered to gather a degree of understanding from the staff on their perception of working on station and how staff view difference, diversity and unconscious biases.

The work is part of an ongoing operational response staff engagement project which will continue with further focus groups in 2018/19 and will also use staff survey results in 2018 to assist with developing the engagement practise across the department.

h. **Estates and ICT update on Access Audit**

As part of ongoing access audits implementation, the Diversity and Consultation Manager, Head of Estates and Head of ICT have been working together to ensure that Service Headquarters is accessible to all visitors. A visibly enhanced access button has been installed at the entrance to reception, and the disabled parking bays at the front of the building repainted to ensure that visitors to service headquarters can access the building easily.

The PFI team have identified that hearing loops have been installed in the community rooms of all PFI stations. It has been confirmed that the hearing loops on the PFI stations are tested regularly and are all working correctly. Appropriate signage and instructions on how to use the loops is being updated and will be displayed in the relevant rooms. It should be noted that the hearing loops were installed during the station builds in 2012 & 2013. They are analogue & therefore not accessible by those using digital hearing aids. There is currently no plan to upgrade these

loops but this option will require consideration and if appropriate, budgetary provision.

i. **MFRA Volunteers**
At MFRA there are currently 33 volunteers and more are expected to join in the first 6 months of 2018/19. The diversity of current volunteers is as follows:

- 3 have disclosed a disability
- 26 are male and 7 female
- 1 volunteer is aged 66+
- 4 volunteers are aged 16-21 and the majority are within age range of 22-30 and 31-40.

The aim is to ensure that all volunteers are able to join in the campaigns they are asked to participate in, should they wish to be. Over the last 6 months, volunteers have taken part in various campaigns such as Arson, High rise /Protection campaigns (following Grenfell), reassurance campaigns, careers fairs, Restart a Heart campaign, Bonfire season, road safety campaigns aimed at over 65 year old and homeless campaigns led by Whitechapel centre.

Staff are currently working with One-Vision housing to offer a de-cluttering service. The programme will see the MFRA volunteers help tackle issues of hoarding over a long period of time, acting as friends they will continue to visit residents to ensure that homes remain free of clutter and tackle any further hoarding issues should they arise.

j. **Mental Health First Aid**.
Over 160 firefighters have completed the Light Mental Health First Aid course. It was hoped that all staff would have received training within the first two years of the project. Due to changes in the programme, reduction in the number of trainers, (two members of staff have left), and the work commitments of the remaining 6 trainers, it is expected that the project may take a little longer to complete. Two trainers have already undertaken the 6 day course for the revised Mental Health First Aid programme with remaining 4 members of staff expected to complete the course during the summer. Once all staff have received the training for the revised package, training sessions will be scheduled for staff who have not yet received the training.

8. Appendix B to this report provides Members with the five new Equality Objectives for 2017 -2020. The equality objectives have been reviewed against the draft HMICFRS key line of enquiries (KLOE) and other NJC and Local Government Association benchmarks for equality and diversity. This demonstrates that the equality objectives set for MFRA are also providing evidence for a significant number of national standards, benchmarks and audits.

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

This objective measures the diversity of MFRA's workforce, which aims to better represent the makeup of communities and staff will work to encourage applications from underrepresented groups when carrying out any internal or external recruitment. Progress so far includes:

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

- Overall females make up 24.8% (248) of the total staffing at MFRA, a slight increase on the 22.2% seen during 2015/16.
- Operational staff have a gender split of 92.1% (582) males to 7.9% females (50), which is marginally higher than the UK FRS female FF average of 5%.
- Control staff have a gender split of 9.4% (3) male to 88.9% (29) female, which is a slight increase in male staffing when compared to the previous year, this is due to 2 female members of Fire Control leaving the authority. Due to the traditional nature of Fire Control work, this is generally in line with sector averages, as Control is normally a female dominated occupation.
- Support staff have an approximate 50% split between male (166) and female (169) staff. There are more females in the lower paid roles – including staff working grades 1-5 (65.8%, 54 out of 82). Within medium pay bands (grades 6-11) there is a difference in the male to female balance, with 46.4% (98 from 211) being female.

The figures show that 93.9% (938) of staff at MFRA are White British or Irish origin, with 4.7% (47) being BAME - which is marginally lower than the Merseyside BAME population Figure at 5.5%. 100% of Control Staff are White British or Irish.

TheGender Pay Gap analysis as at March 2017 shows that MFRA has a mean gender pay gap across the organisation of -12.1 %, lower than the average UK at 18.1%. There are large differences between the genders when reviewing the gender pay gap in quartiles with the upper quartile showing the biggest difference in pay gap where Females average hourly pay is £15.71

and Male average Pay rate is £67.87. This is being progressed through our Positive Action Strategy as the pay gap is due to the lower number of Females in higher paid senior roles.

More detailed analysis will be captured as part of our Annual Public Sector Equality Duty in summer 2018 with more up to date Gender pay gap information.

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

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

Progress is as follows:

HFSC Equality Monitoring data

- 1.2% of HFSCs were delivered by Advocates to over 65's across Merseyside in the Black Asian and Minority Ethnic (BAME) community. This compares well to the overall over 65's BAME population which is currently 1.6% in Merseyside.
- Our operational crews have also delivered HFSCs to over 65's of which 0.63% were to the BAME community.
- During 2017/18 19.4 % of the occupier's ethnicity were not recorded when delivering HFSC's.

The figures are benchmarks for the first year of the new E and D Objectives and will be monitored annually. The E and D action plan ref 2.2 and 2.10 is focusing on the improvement of gathering more ethnicity and religion data during HFSC visits.

HFSC Satisfaction Survey
HFSC satisfaction surveys are underway and these will be analysed to gather any E and D issues or impacts in relation to service delivery to protected groups in July/August

Princes Trust equality monitoring data
There have been a total of 116 Princes Trust students attend courses during 2017/18 of which:

- 67% were Male and 32% were Female (one student did not identify their gender) % (86 feedback forms)
- 17.2% were from a BAME background
- 9% identified themselves as Lesbian, Gay or Bisexual (LGB)

- 36% declared having a disability or long term health condition.
- Most populated age group was 17

This shows that there is a high diversity within the students who attend the programmes. It should be noted that all those students who responded to the feedback survey (86), stated they would recommend the programme to others.

Cadets equality monitoring data

- 12% were from a BAME background
- 23.5% declared having a disability or long term health condition.
- Most populated age group is 14

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

After the Incident satisfaction data
After the incident satisfaction ratings will be available for the PSED report in mid to late June and equality data will be analysed to assess any impacts for underrepresented groups.

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

Progress is as follows:

Accidental Dwelling fires data
As of 17th April 2018, there have been a total of 915 Accidental Dwelling fires attended across Merseyside for 2017/18. It is highly likely that this will be the lowest count of incidents on record. The incidents take place in the most deprived areas of Merseyside with 48% (418) taking place in the 1-10% most deprived deciles. Some of those are also areas with the most Diversity in terms of ethnicity and religion. During 2017-18 , there were a total of 4 accidental fire dwelling fatalities, this is the lowest figure achieved in the history of the service with Sefton, Knowsley and St Helens all having zero fatalities

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 opportunities for under representative groups**
- **Foster good relations between people who share protected groups and those who don't.**

Progress is as follows:

B and H claims, Disciplinary and Grievance data
There have been a total of 33 disciplinary proceedings during 2017/18, of which:

- 31 involved male members of staff
- 2 female.
- Ethnicity was 32 White British
- Irish and 1 from another White Background.

There have also been a total of 19 grievances of which:

- 17 involved male members of staff
- 2 female.
- Ethnicity 17 were White British / Irish,
- 1 Black / Black British
- 1 Other Mixed Background.

Employment Tribunals
2 (joint) claims were registered at tribunal in relation to equal pay, these were withdrawn before the ET hearing

A further National (All FRA'S) Sex Discrimination Claim is ongoing in relation to Pension issues and is partly agreed but subject to Appeal by FRA's

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

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

Progress as follows:

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

Equality and Diversity Implications

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

Staff Implications

10. Staff have been integral to the creation of this report through a number of processes including attending planning meetings, attending the Diversity Action Group Forum, meeting with the Diversity and Consultation Manager and providing regular written communication updates. Staff attending the DAG also receive regular E & D training and briefings to help them better engage with their communities and staff.

Legal Implications

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

Financial Implications & Value for Money

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

Risk Management, Health & Safety, and Environmental Implications

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

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

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

BACKGROUND PAPERS

GLOSSARY OF TERMS

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