# Equality & Diversity Action Plan 2017-2020

Merseyside FIRE & RESCUE SERVICE

## Progress for Quarter 3 and Quarter 4 2017/18

| **Equality Objective 1**<br><br>**Create a strong cohesive organisation that is positive to rising to the future challenges we face.** | | | | | |
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| **Function** | **Actions** | **Progress** | **Year 1** | **Year 2** | **Year 3** |
| **People and Organisational Development** | **To continue to develop a range of comprehensive strategies and training to support our staff and the organisation.** | | | | |
| | 1.1 To develop an organisational Positive Action Strategy using information gained from past Positive action activities and EIAs to produce a Strategy for all recruitment to increase the number of underrepresented applicants | A Positive Action Strategy has been produced, and will be circulated to DAG and SEG members for further consideration and inclusion in the People Strategy. The strategy will also include progression. | Amber | | |
| | 1.2 To carry out ongoing development of functional fitness tests as opposed to simulation tests and base tests on what is required in operational roles and to move simulated testing out of health screening 2017/18. This will equate to fairer firefighter tests based what they are required to do in their role. | The new fitness tests for operational staff are scheduled to start in July 2018. The new tests are not aerobic but are based on functional performance.<br>The simulated tests will remain as part of the medical testing, on alternating yearly basis, during the current occupational health service contract and will be review as part of the tender process before the contract renewal date in 2020. The functional tests will be subject to ongoing Equality Impact Assessment which will be taking any impacts in relation to different protected groups and will be consulted with key stakeholders. | Amber | | |
| | 1.3 To review and disseminate information from the national working group on ageing workforces to Strategic Equality Group to inform further action<br>. | EIA required to support the Ageing workforce strategy once more information is collated. | Amber | | |

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| **Community Risk Management (CRM) Youth Engagement** | **To continue embed Equality & Diversity across all aspects of Youth Engagement from course recruitment, course leaders, programme delivery through to inclusion in all youth engagement activities.** | | | | |
| | 1.4 We will look to include aspects of mental health first aid and mindfulness on Prince's Trust Programmes to assist young adults develop additional coping mechanisms in preparation for working life and development as young adults. | Staff within Youth Engagement have received Mental Health training. However, due to growth within the department, we have recently employed new people. They will be receiving Mental Health training.<br><br>In February 2018 Youth Engagement were reassessed and have retained the Matrix Quality Standard for Information, Advice and Guidance. This ensures that MF&RS provides quality assured advice and guidance to all our youth engagement programmes, to enable them to move their lives positively forward into volunteering, training, return to education & employment which contributes to their overall wellbeing. | Amber | | |
| | 1.5 Ensure inclusivity is built into all aspects of the Youth Engagement Department which will include all contract tendering processes, recruitment & programme planning. | Throughout the year Youth Engagement has welcomed inclusivity into all of its programmes. We endeavour to make appropriate moderations to enable children & young people from different protected groups to take part in all activities and have the same opportunities as their peers to move their lives forward. The Youth Engagement recruitment strategy actively invites children & young people who need additional support and this consideration will be included when staff are planning and putting together schemes of work. | Amber | | |

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| | | Reasonable adjustments are part of our policies and are made for those students with disabilities or mental health conditions around all aspects of the programme e.g.<br>• By finding alternative methods evidence can be submitted to examining bodies; e.g. the use videos for those student whose first language is not English.<br>• Taking a holistic approach to the qualifications offered on the Princes Trust Course and identifying alternative qualifications which can be tailored to suit the student.<br>• Making adjustments to the residential course to ensure that all team members have been able to participate.<br>• Alterations to uniform for members of our Fire Cadets. | | | |
| **Community Risk Management (CRM) Volunteers** | **To ensure that MFRS volunteers are diverse and equipped to deliver across all our diverse communities** | | | | |
| | 1.6 To continue working with the Diversity Team to ensure that all volunteers that have specific needs have the appropriate support in place such as:<br>• Equality & Diversity training to be delivered to all new volunteers as part of their Induction.<br>• Volunteers to be included in any Equality & Diversity related campaigns throughout the year. | The Diversity Team will be informed of any volunteers that join the programme that may need additional support due to having specific needs and appropriate support will be put in place.<br><br>E&D training is to be included as part of any further induction training that takes place.<br><br>All volunteers are fully included and invited to take part in any campaigns | Amber | | |

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| | | that are taking place. (Subject to request for volunteers). Including fire safety and road safety campaigns, career fairs and de-cluttering services.<br><br>Volunteers did an excellent job of engaging with attendees (mostly older residents from Knowsley) about services MF&RS offer, fire safety and how to stay warm and safe this winter<br><br>The volunteers also distributed leaflets which give information on Home Fire Safety Checks and the importance of having working smoke alarms in the home<br><br>These volunteers are a credit to MF&RS volunteers team and although all have a registered disability, they are always keen to get involved in campaigns and events and do not allow their disabilities to stop them from helping everyone involved in making our communities and residents safer. | | | |
| **Legal, Procurement and Democratic Services** | **To ensure that Legal, Procurement and Democratic Services have the skills and knowledge to support colleagues, Members and the community equitably.** | | | | |
| | 1.7 Ensuring staffing structures and recruitment activity is inclusive for all staff by revisiting the support for staff around :<br>• family friendly working<br>• flexible working options<br>• Requirements for staff with disabilities.<br><br>Across the department during the plan. | This is always considered whenever recruitment activity is carried out however there has been no recruitment activity this year. | Amber | | |

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| **Finance** | 1.8 To ensure that the Gender Pay Gap Finance data is provided to ensure that the Authority can meet its Public Sector Equality Duty around Gender Pay Gap Reporting and provide gender pay gap raw data to enable the completion of the Annual Gender Pay Gap as at 31st March and to be reported in the Equality Annual Report and the Equality Analysis of Workforce and Employment Data reports each spring. | Currently working on gathering data to provide to the Business Intelligence Manager for inclusion in the PSED annual report in quarter 1 of 2018/19 | Green | | |

| **Equality Objective 2**<br><br>**Ensure that people from diverse communities receive equitable services that meet their needs.** | | | | | |
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| **Function** | **Actions** | **Progress** | **Year 1** | **Year 2** | **Year 3** |
| **Community Risk Management (CRM). Community Fire Prevention.** | **To ensure that CRM Prevention teams have the skills, knowledge and resources to engage and support members of the community to reduce risk of fire or serious injury** | | | | |
| | 2.1 To increase the use of partnerships to support Knowing our Communities and deliver campaigns. We will continue to develop diverse community engagement and partnership work to ensure that we meet the needs of diverse communities. | A meeting was arranged by the Diversity and Consultation Manager with Kaushar Ta, our Culture and Faith Consultant, who is helping with the Knowing our Communities project to improve our links with members of the Muslim, Sikh and Hindu communities on Merseyside. At the meeting held at the Al Rahma Mosque in Liverpool, representatives from MF&RS including our Diversity and Consultation Manager, DCFO Garrigan, representatives from Prevention and Protection and our recruitment team, met with 12 Muslim community leaders and Imams to discuss how we can work more closely together, around all aspects of our organisation, including Business Fire Safety and recruitment. Through these new contacts we are able to circulate fire safety information, career opportunities and key community messages 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. | Amber | | |
| | 2.2 To Improve the Equality Monitoring data collected from Home Fire Safety Checks (HFSC) by;<br><br>• Reviewing the HFSC leaflets and information given out to the public about Equality Monitoring and Equality related information such as Deaf alarms and update in line with best practice. | A review of HFSC leaflets and information is ongoing. The forms were recently changed to incorporate the Safe and Well questions.<br><br>It was agreed at the DAG meeting on the 13th April that the HFSC Equality Monitoring report for 2017/18 will be written using the data for the 10,000 HFSC carried out by our Prevention teams as it was a more complete picture than including HFSC's from all crews. | Amber | | |

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| | • Producing an annual Equality Monitoring report to show where HFSC have been delivered in relation to the Protected Groups | This data will be included in the PSED and Annual report which will be circulated to SEG and Authority Members at the end of quarter 1. | | | |
| | 2.3 To continue to deliver and embed a MF&RS Safeguarding Strategy for young people and adults and carry out an EIA. | Training has been secured with the Knowsley Safeguarding team for the delivery of level 2 and level 3 training for relevant MF&RS Staff members. A level 1 video is being considered as a way to provide basic safeguarding knowledge for all staff. And the EIA has been completed and published to support the Safeguarding Strategy. | Amber | | |
| **Community Risk Management (CRM). Community Fire Protection** | **To ensure that CRM Protection teams have the skills, knowledge and resources to engage and support the business communities of Merseyside.** | | | | |
| | 2.4 Continue to carry out and review positive action strategies and campaigns when recruiting for departments within CRM for:<br>• Recruitment of bi-lingual Business Safety Advisors<br>• Recruitment of Business Safety Advisors | As part of the work carried out by Kaushar Tai, our Culture and Faith Consultant we have made strong links within the Muslim Communities of Merseyside. Kaushar is also ensuring that advertisements for the roles such as firefighter “Have a Go Days”, Fire Control staff and the Business Safety Advisor posts are circulated within the Muslim community and that community leaders and imams are encouraging staff to consider MFRA as an employer of choice. | Amber | | |
| | 2.5 Following on from the National Conference ‘Engaging with Diverse Businesses’ to establish best practice and lessons learnt across the FRS sector in relation to Engaging with BME businesses. The national project has been established to:<br>• Develop a national toolkit.<br>• Gain approval from NFCC Business Safety Group for taking the “Engaging Diverse Workforce “ Report forward; including commissioning more research in Fire Safety behaviours of Diverse | The NFCC Project is on track. The Diversity and Consultation Manager has chaired two meetings with GMFRS & WMFRS to progress the project. To date a research report has been drafted which describes some of the issues diverse businesses face with fire safety. The report will be approved by NFCC and then circulated at a variety of conferences later in the year.<br><br>Currently five case studies are being developed showcasing different FRS approaches to engaging with diverse business owners including MF&RS which has been working with 12 Muslim leaders to cascade business safety advice to the wider Muslim | Amber | | |

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| | communities and the development of a toolkit to support Business Safety staff<br>• Supporting further research on diverse businesses and their attitude and behaviours to fire legislation, safety and risk.<br>• Provided case studies of good practice engaging with diverse business | business community. This project will span the full three years of the action plan. | | | |
| | 2.6 Develop appropriate Business Safety Diversity campaigns to support and engage with the diverse businesses across Merseyside to enable them to comply with business safety legislation more effectively. | Community Fire Protection Business Safety Diversity Campaigns new progress includes:<br>• Ongoing work to make connections with local mosques so as to be able to provide fire safety information within the Muslim business communities, the next event will take place in Mosques as Business Safety advice events.<br>• Ramadan campaigns being organised, alongside Prevention, to provide a drop-in facility for local businesses during the month.<br>• Contact has been made with the Chambers of Commerce to facilitate dissemination of business fire safety information to diverse business groups<br>• 75 members of the Muslim and Asian business Communities across Merseyside have received a bespoke booklet highlighting the business and home safety messages with clear links to the Quran for enforcement of why it is important to protect life and property. This helps to provide a trust angle on the Health & Safety requirements of business owners to help encourage them to take fire safety seriously. | Amber | | |

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| | 2.7 Work with Equality & Diversity and Business intelligence to review the Business section of the Community Profiles tool to include ethnic/cultural backgrounds of businesses (and/or owners) within Merseyside and utilise it for future business safety campaigns | Work is still ongoing to implement the new phase of the Knowing our Communities project. | | | |
| **Operational Preparedness:** | **To ensure that operation preparedness plans, services information and operational guidance and training is taking Equality & Diversity impacts into account, to make them fully inclusive for all staff.** | | | | |
| | 2.8 To ensure that Operational Preparedness information is accessible by reviewing the Community Risk Register and Merseyside Prepared websites and Operational Information for accessibility (font type, and format etc.) and to ensure its availability to all. | Merseyside Prepared website has a language translator and zooming facilities.<br><br>CRR font type is being reviewed but the reader can zoom when viewing on the website.<br><br>Mobile Data Terminal improvements are ongoing with training package being prepared prior to roll out, preparations for ESMCP on going and service tablets for appliances also on going. This will continue into 2018/19 | Green | | |
| **Operational Response** | **To continue to develop Operational Response staff through continued engagement to deliver a positive impact on our communities and workplace** | | | | |
| | 2.9 Build on the feedback from the 2016 and 2018 Staff Survey and our Service aim 'Excellent People' through a range of staff engagement methods such as focus groups and functional communication. | A report has been produced by an external facilitator, Alan Heckman outlining the outcomes of the facilitated engagement meeting, which were held with a cross section of operational staff. The findings are to be discussed with the original group and will provide the benchmark for E & D engagement into 2018. The engagement report stated that those who attended found the opportunity to have their views heard and reported through an external representative incredibly helpful. There were some key points which need to be reviewed further and more discussions with staff from protected groups who were not represented in the session. | Amber | | |

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| | 2.10 To ensure that operational staff contribute to Knowing our Communities and engage with them to ensure they are safer from fire and risk through equality assurance audits of HFSC's, particularly in relation to recording Equality & Diversity monitoring data. The importance of collecting monitoring data is to be reinforced through diversity briefings and improvements made where a need is identified. | Through Standardisation processes, Operational Response Managers are continually made aware of the importance of ensuring that E & D data is captured to assist with reporting and ensuring our resources are directed accordingly. An exercise will take place to evaluate the change in terms of data completion by each station during quarter 1 and quarter 2 of 2018/19. This will inform any further actions. | | | |
| **Strategy and Performance** | **To enhance and develop Equality & Diversity further for the organisation, staff, partners and services we provide.** | | | | |
| | 2.11 To increase staff network to support diverse groups within the organisation. | The Diversity & Consultation manager attended a Police Staff Networks event which enabled her and a number of Diversity Champions to learn more about how other sectors run successful forums and networks in relation to supporting underrepresented groups. An outcome of the event was invitations for MF&RS staff to attend any Police network in the future.<br><br>This will be considered as part of the next SEG meeting where a paper will be presented on ideas to develop staff networks further at MF&RS. | Amber | | |
| | 2.12 Ensure that the new website and all forms of communication on the site (surveys, forms etc.) are fully accessible including translations and read aloud functions which are easy to use. Through the design and testing phase utilise diverse groups and Disability Business Forum to provide feedback | Work to develop the new website is progressing well following a comprehensive procurement process. The project is expected to be complete in the late summer. The new website will use up to date branding and all aspects of accessibility are being considered throughout the development process. | Amber | | |

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| **People and Organisational Development** | **To continue to develop a range of comprehensive strategies and training to support our staff and the organisation.** | | | | |
| | 2.13 To work towards being a dementia friendly employer with suitable employment policies and procedures in place, to ensure staff have the necessary awareness, skills and understanding to recognise and support people with dementia by:<br>• Reviewing all relevant staff policies and practices to ensure that they support staff with or caring for dementia – including career breaks and flexible working arrangements<br>• To support MFRA staff who may be living with dementia, or caring for someone with dementia<br>o Provide links to dementia Support groups and resources on the Portal<br>o Survey staff to determine number of staff affected by dementia, provide a list of trained Dementia Champions on the Portal | Review will be required as all of these actions are part of the MF&RS Dementia Pledge signed by the CFO, and PCC | **Red** | | |

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| **Strategic Change and Resources** | **To continue to ensure that Equality & Diversity considerations are identified and mitigated against where required to ensure that:**<br>• **buildings are accessible**<br>• **Collaboration is inclusive**<br>• **ICT systems are fully accessible and cognisant of different diverse groups and their needs.** | | | | |
| | 2.14 The development and implementation of a five year Asset Strategy for the estate.<br>• To ensure Equality & Diversity are considered from an access point of view and inclusion in relation to specific firefighter facilities and providing SEG with updates on progress where required | The five year Asset Strategy has been updated and approved by Authority.<br><br>E&D matters are considered on all projects e.g. station mergers/TDA/Heswall refurbishment.<br><br>Estates Governance has been reviewed with the formation of a new Executive strategic Estates Group. | Green | | |
| | • Making MF&RA accessible for people with disabilities especially those who are Deaf or have a hearing impairment, visually impaired or are wheelchair users<br>• Ensure that all barriers and intercoms are accessible (e.g. hearing loops), suitable parking is available, at the front of the building and suitable signage installed, while still meeting our security needs | New accessible car parking bays have been marked at the front of the SHQ building.<br><br>A solution for the hearing loop on the intercoms is being developed. | Amber | | |
| | 2.15 Equality & Diversity will be considered when identifying and reporting on collaboration opportunities through the completion of EIA's for any significant collaboration proposals and decisions, at the design stage of the project in conjunction with the Diversity & Consultation Manager. | No collaboration proposals are at the design stage yet; therefore, no EIAs are required at this stage. This will be kept under review by the team. | Amber | | |

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| | 2.16 Engage accessible technology and ensure it supports the Equality & Diversity agenda through the roll out of public WiFi to stations for staff use and as a resource in community rooms. | There are currently three stations that have access to public WiFi; Belle Vale, Bootle & Netherton and Kirkdale.<br><br>The plan is to begin the site surveys on 03.04.2018 to determine the number of points required on each station to ensure we provide adequate WiFi coverage across all sites. The surveys will potentially take two weeks to complete. There is currently no plan to upgrade these loops but this option will require consideration and if appropriate, budgetary provision. | Amber | | |
| | 2.17 Ensuring hearing loops are in key community fire stations and working to support communities and staff.<br>• 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.<br>• 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 and that guidance is available on how to use the system. | It has now been 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 by eNGie's sub-contractor & are all working correctly. eNGie are currently checking that appropriate signage is in place & instructions on how to use the loops is 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. | Amber | | |

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| **Legal, Procurement and Democratic Services** | **To ensure that Legal, Procurement and Democratic Services have the skills and knowledge to support colleagues, Members and the community equitably.** | | | | |
| | 2.18 To create a website page specifically for Authority Members, to enable easy access to relevant information from one place by<br>• Identify information that would be beneficial for Members to have access to.<br>Utilisation of Member's knowledge of their communities | Work has been undertaken to identify information which it would be beneficial for Members to have access to.<br><br>This will be progressed further once the new website has been developed and consideration will be given as to how Authority Members knowledge of their communities could be utilised to best effect. This action will be carried over to 2018/19. | Amber | | |
| | 2.19 Where sufficient data is available, our legal department will monitor age and socio economic characteristics for public liability insurance claimants to determine any particular area of Merseyside where there may be an issue. | A system has been created to capture the characteristics for any public liability claims made against MF&RS. Due to the low number of claims we are unable to produce any meaningful data currently. The legal team will continue to collate and monitor our public liability information. | Amber | | |
| | 2.20 Our Legal team will 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. | Prosecution files which are received by our legal department do not include person profiles, the only personal information included will be a name for the person concerned. This ensures that all advice given is impartial and not influenced in any way by any protected characteristic.<br><br>There have been no prosecutions undertaken by MF&RS during 2017/18. | Amber | | |
| | 2.21 Consideration of the most appropriate procurement process to encourage a diverse supply base (e.g. splitting contracts into Lots to encourage SMEs). | Our procurement team continue to review each new contract to ensure that the most appropriate procurement method is used to support a diverse supplier base, such as breaking into smaller lots. Unfortunately with our recent contracts we have been unable to do this as they have formed part of the regional and national agreement. | Amber | | |
| | 2.22 Identify efficiencies and implement improvements in procurement activity and development of the supplier base. | Procurement, Finance and Workshops, who currently have the largest supplier base, have been working together to streamline their current supplier database to ensure that we continue to use our suppliers as effectively as possible | Amber | | |

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| | 2.23 To carry out staff engagement across the departments to improve staff morale and challenge issues raised in the staff survey to improve staff perceptions/morale through ongoing staff engagement activities with functional staff. | A number of staff engagement day workshops have been held at the TDA across different services within the function. Further workshops are to be arranged and held at SHQ to ensure that staff who may not have been able to attend earlier workshops can attend. | Amber | | |

| **Equality Objective 3**<br><br>**Reducing fires and other incidents amongst the vulnerable protected groups** | | | | | |
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| **Function** | **Actions** | **Progress** | **Year 1** | **Year 2** | **Year 3** |
| **Community Risk Management (CRM). Community Fire Prevention** | **To ensure that CRM prevention teams have the skills, knowledge and resources to engage and support members of the community to reduce risk of fire or serious injury.** | | | | |
| | 3.1 To review Safe & Well delivery and to ensure that the Service takes into account the needs for different Protected Groups in relation to health, fire and wellbeing by:<br><br>• Producing regular reports for the Safe and Well visit, which will provide us with a better understanding of the vulnerable people we are engaging with.<br>• Provide equality data for the Safe and Well visits, so we are able to identify those protected groups we are engaging with in the over 65 age group.<br>• Ensure there is a consistent approach to information sharing for vulnerable persons across the five local authorities | As part of the Safe and Well visits launched, in January, a three month trial to include blood pressure checks has been included. Funding has been received from the British Heart Foundation to provide staff with blood pressure monitors and training. The trial will see staff offering residents over 65 and at risk groups in the community a blood pressure check, advice and referrals as part of the health interventions offered as part of the Safe and Well visits.<br><br>A further consideration of ethnicity and cultural impacts on health and wellbeing will be used to inform any future campaigns in areas of Merseyside where residents form the Asian & Black Caribbean communities may reside. British Heart foundation research suggests that those ethnicities could be at more risk than European communities of heart disease. | Amber | | |

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| **Community Risk Management (CRM). Hate Crime** | **To improve the Hate Crime procedures for reporting, recording and monitoring.** | | | | |
| | 3.2 To carry out a review of the Hate Crime SI and reporting process for all types of Hate Crime incidents from fire, ASB, arson and general safeguarding issues. | SI 0799 Hate Crime Incident Reporting is currently being reviewed and once completed will enter the 21 day consultation period prior to any amendments being published. | Amber | | |
| | 3.3 To provide regular reports on types of Hate Crime being reported, on which protected groups and where they take place | When the Arson Team attend a target hardening visit that is due to hate crime, the "Hate Crime" box on the Safe and Well Form is ticked enabling Strategy and Performance to run a report on Goldmine. | | | |
| | 3.4 Share this information with partners to better support future campaigns and target resources | Advocates and Arson Advocates have been in great demand this year in key demand wards in order to engage with communities and tackle deliberate fire setting, hate crime and serious and organised crime.<br>They have been working actively across the city, working closely with partners such as Safer and Stronger Communities Team, Merseyside Police, City Safe and Social Registered Landlords to target key areas across Liverpool. Joint Agency Campaigns have been carried out each month to target these key areas such as: Anfield, County, Garston Park Area/Skate Park, Speke, Wavertree, Picton, Dovecot, Toxteth, Dingle, Stonedale Retail Park, Fazakerley and Everton. | Amber | | |
| **Community Risk Management (CRM) Road Safety** | **To ensure that the Road Safety team continues to consider Equality Impacts when delivering RTC training and interventions** | | | | |
| | 3.5 Continue to deliver tailored RTC interventions specifically to support those protected groups at most risk e.g. Young and older age groups | MF&RS work alongside the National Curriculum for the different Key stages across schools in Merseyside. We ensure that interventions are relevant and target the younger age groups, MF&RS also has dedicated interventions and attend Senior Road User Events which are aimed at the older road user and are utilising innovative technology to improve the driving of this thematic group. These two groups are targeted around risk of road accidents. | Amber | | |

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| **Community Risk Management (CRM)** | **To work jointly with local partners to maintain and improve the general safety of people living with dementia, their families and carers** | | | | |
| | 3.6 Review the partnership meetings relating to dementia /Age/Disability attended by CRM staff<br><br>3.7 To offer a re-visit service for the most vulnerable, to include those living with dementia<br><br>3.8 To introduce the vulnerable adult missing persons profile (the Herbert protocol –safe and found) Seek to develop new, and maintain existing, partnerships with Dementia Action Alliance members to ensure we maintain current with legislation, policies, new innovations and access referrals for Safe and Well visits. | A Member of our CRM team is now attending the Dementia Strategic Boards for Wirral and Knowsley. It is hoped that MF&RS will be able to attend the Dementia Strategic Boards for all 5 Local Authorities.<br><br>The NFCC are currently looking at ways in which assistive technology can be utilised to help support those with dementia and their families. | | | |
| **Community Risk Management (CRM)** | **To support the work to develop more dementia friendly communities and Dementia Friends, in line with the Prime Minister's Challenge on Dementia** | | | | |
| | 3.9 To encourage more staff to sign up to become Dementia Friends across all departments<br><br>3.10 To support dementia friendly communities and Dementia Friends, through our volunteers, Prince's Trust and staff groups –<br>• Deliver a Memory café (e.g. using the Heritage Centre and Volunteers- bringing the old and the young together).<br>• Promotion of Safe and Well visits for MFRA family members | As part of our commitment to the strategic dementia pledge signed by the Service in September 2017, forty members of our Prevention staff, including members of FSD, have attended the Liverpool Museum for House of Memories training, which is specifically designed to support people with dementia.<br><br>This training will be put into practice day to day for staff who are delivering home safety initiatives and Safe and Well visits to vulnerable communities across Merseyside and will support our ongoing staff development and the Diversity Community Insight Champions who will be working with our CRM staff and the Diversity and Consultation Manager to support vulnerable members of the community and their families affected by dementia. | Amber | | |

| **Equality Objective 4**<br>**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."** | | | | | |
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| **Function** | **Actions** | **Progress** | **Year 1** | **Year 2** | **Year 3** |
| **Strategy and Performance**: | **To enhance and develop Equality & Diversity further for the organisation, staff, partners and services we provide.** | | | | |
| | 4.1 Work with the training and development staff to implement the on-line Equality & Diversity training package | Following consultation with Diversity Action Group members and members of the staff representative bodies, a number of changes have been identified, for the package contents and format. Once these changes have been made, the package will be moved to the test environment for further testing, while licences are arranged for staff who do not currently use Learn-pro. Launch date for the package still be to be confirmed | Amber | | |
| | 4.2 Investigate the concept of unconscious bias in conjunction with the inclusive leadership work being undertaken by people and organisational development | This is to be delivered as a year 2 and 3 activity, following the delivery of the People Strategy and when the E & D training plan is complete.<br><br>The concept of Unconscious Bias training and methods of delivery are being investigated with Operational Response through the use of workshops and focus groups for use across the organisation.<br><br>Collaboration with Merseyside Police is underway to share Unconscious Bias training, ideas and methods of delivery over the next year. | Amber | | |

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| | 4.3 Deliver effective diverse community engagement with limited resources to ensure that MF&RS knows and understands its communities and can respond with appropriate services | We have recently completed a piece of consultancy work and training with Mr Kaushar Tai our Culture and Faith Consultant who has been delivering Muslim and Islam Culture awareness training for MF&RS Staff. In total 6 training sessions have been held since September with 103 members of staff from MF&RS including Advocates, Youth Engagement team, CRM and POD, SMG and Authority Members attending. These sessions have also been attended by 10 of our colleagues from the police as part of our collaboration and sharing of our corporate services. The recent sessions held in March were delivered in our local Mosques. This was well received by all attending and helped them to put the learning into context within the Islamic faith. 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 us in making contact with key members of the Muslim communities and Mosques from across Merseyside.<br><br>At a recent meeting held at the Al-Rahma Mosque in Liverpool, representatives from MF&RS including our Diversity and Consultation Manager, DCFO Garrigan, representatives from Prevention and Protection and our recruitment team met with 12 Muslim community leaders and Imams to discuss how we can work more closely together, around all aspects of our organisation, including Business Fire Safety and recruitment. Through these new contacts we are able to circulate fire safety information, career opportunities and key community messages across the whole Muslim community of Merseyside, and we will be continuing to develop this work relationship with | Amber | | |

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| | | further engagement and projects over the coming year. | | | |
| **Community Risk Management (CRM). Community Fire Prevention** | **To ensure that CRM Prevention teams have the skills, knowledge and resources to engage and support members of the community to reduce risk of fire or serious injury.** | | | | |
| | 4.4 To ensure that prevention Advocate teams are supported around their skills and knowledge on Equality, Diversity & Inclusion to engage with Diverse communities by:<br>• The development of an Advocate Questionnaire to support appraisals, to identify if our Advocates have knowledge/experience relating to a Protected Group. This can then help develop a personal resource list for use when targeting and engaging with specific protected groups.<br>• Develop a media package including information on our external facing website about the interventions the Prevention Team provide and how many campaigns we run each year. | The piece of work is currently being developed further, with the introduction of the Diversity Insight Champions which forms part of the Knowing our Communities work stream. The Champions will assist MF&RS in gaining valuable insights into the risks and behaviours of protected groups in relation to fire & rescue. The Champions will be able to assist both CRM colleagues and the Diversity and Consultation Manager with engaging with diverse communities and help to raise key messages to keep people safe in their home and businesses. | Amber | | |
| | **To ensure that CRM Protection teams have the skills, knowledge and resources to engage and support the business communities of Merseyside.** | | | | |

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| **Community Risk Management (CRM). Community Fire Protection** | 4.5 Review the Equality, Diversity & inclusion training for all protection staff including any new starters to support their continuing personal development, skills and knowledge especially around the Protected Groups. | Community Fire Protection Equality, Diversity and Inclusions – staff development and training:<br>• Recent training in Islam and Muslim Culture awareness has been given to all Protection Staff | Amber | | |
| **Operational Preparedness:** | **To ensure that operation preparedness plans, services information and operational guidance and training is taking Equality & Diversity impacts into account, to make them fully inclusive for all staff.** | | | | |
| | 4.6 Continue to carry out EIA's where required in relation to SOPS and national operational guidance to ensure it is free of potential to discriminate any protected groups indirectly | The National Operational Guidance SOP process has incorporated an EIA process when required. A total of seven SOPs have been completed, with one to cover the complete suite of transport related SOPs. | Green | | |
| | 4.7 To ensure Operational Equipment department takes into account the needs of different protected groups when delivering EIA's for the continual improvement and refresh of vehicles, equipment and uniforms. | EIA has been embedded in the Research & Development process for equipment and vehicles. Focus groups are in place to offer feedback and ideas from a cross representation of MF&RS staff.<br><br>Programme for vehicles/PPE/Equipment is now in place – delivered against risk and emerging Research & Development<br><br>Operational crew day wear has been widely consulted on and is to be implemented.<br><br>The Gold firefighter PPE issue will have a positive impact as it will be rolled out as individual issue to ensure better fit for all staff. The Service will move away from pooled kit issue.<br><br>All operational uniform will be issued 2018/19.<br><br>There will be a support staff uniform Service-wide review (covering the need for and type of uniform with consideration given to any equality group feedback). This will continue into 2018/19. | Green | | |

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| | 4.8 Provide alternative support for those Protected Groups that need it in relation to operational training and development and competence development, by reviewing the incident command support and provide alternative and additional support for protected and underrepresented groups where required following feedback. | The department are currently engaging with underrepresented groups to establish different approaches to Incident Command Training and Development. e.g. avoiding key religious festivals, providing gender specific courses and providing information and advice which will support different learning styles. | Green | | |
| | 4.9 To review the Training and Development Academy facilities and Croxteth Fire Station site in line with the core training delivery model to ensure Equality & Diversity are considered from an access point of view and inclusion in relation to specific firefighter facilities. | The TDA site development is still in progress and will aim to<br>• Support people with disabilities and members of the public with good access at the site.<br>• Improve facilities for the core training delivery model.<br>• Improve fitness facilities and locker rooms to assist employees meet the new fitness requirement scheme<br>• Continue to provide Quiet Room (Mother & Baby and prayer facilities) | Amber | | |
| | 4.10 Create a mobile logistics/welfare system available for deployment to assist with firefighter welfare and ensure Equality & Diversity issues are considered by adapting vehicles and when procuring equipment. | A new welfare unit is being designed and in the process of completion.<br>An interim vehicle will be deployed prior to the full welfare function being established. | Green | | |
| **People and Organisational Development** . | **To continue to develop a range of comprehensive strategies and training to support our staff and the organisation** | | | | |
| | 4.11 To develop a comprehensive workforce strategy which includes Equality, Diversity and Inclusion, and consider the needs of all Protected groups | The draft Strategy has been written and includes Equality, Diversity and Inclusion, and has had input from staff from across the organisation. | Amber | | |
| | 4.12 To deliver a mental health first aid course to all staff | Over 160 firefighters have completed the Light Mental Health First Aid programme, and training is ongoing.<br><br>The Light Mental Health First Aid training package has changed, two key members of staff have now | Amber | | |

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| | | completed the new trainer course to enable the continued delivery of the package to our staff. Further staff will need to be identified to complete the train the trainer course to assist with the ongoing delivery of the programme. | | | |
| | 4.13 To introduce a range of fitness initiatives to promote and support health and wellbeing | The MF&RS fitness advisor has produced videos which can be found on the Portal to assist our staff with health and wellbeing. | Amber | | |
| | 4.14 Introduction and validation of new fitness standards across all areas which have considered the protected groups needs | The Service Instruction has been completed for the new fitness tests which are scheduled to start in July.<br><br>A new testing protocol has been drafted and is currently with manager for input and approval. The testing protocol considers what staff will do in reality. The tests will be structured with the simulator test first, then the Fire Ground Fitness.<br><br>The new tests are not aerobic but are based on functional performance. There has been an adjustment made on the calculation for the Chester and walk tests which provides a more accurate reading for anyone over 45. The current calculations were under estimating by 1-2 points for those aged over 45. | Amber | | |
| **Legal, Procurement and Democratic Services**<br>. | **To ensure that Legal, Procurement and Democratic Services have the skills and knowledge to support colleagues, Members and the community equitably** | | | | |
| | 4.15 Ensuring staff and Members are equipped to carry out their role by:<br>• Ensuring that ALL groups get equitable treatment (e.g. challenged fairly)<br>• Offering advice to officers (e.g. RRO)<br>• Staff/Members receive training to ensure they are equipped to carry out their role and show due regard to | This is ongoing throughout the department. Officers are kept abreast of changes in legislation through various media and training. | Amber | | |

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| | the needs of our diverse community groups as required by the Equality Act 2010/Public Sector Equality Duty.<br>• Attendance at DAG/SEG<br>• Provision of legal advice with consideration to the Equality Act (e.g. projects and plans) | | | | |
| **Equality Objective 5**<br>**To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework** | | | | | |
| **Function** | **Actions** | **Progress** | **Year 1** | **Year 2** | **Year 3** |
| **Strategy and Performance** | | 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 2018/19/20 | | | |