

# Engaging with Diverse Businesses for Business Safety Compliance Seminar Report



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Merseyside Fire & Rescue Service. October 2015

HOSTED BY:



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## This report provides an insight into the unique seminar 'Engaging with Diverse Business for Fire Safety Compliance', hosted at Aintree Race Course, Merseyside on 17 September 20

The seminar was hosted by Merseyside Fire and Rescue Authority (MFRA) in collaboration between the Chief Fire Officers Association (CFOA), the Institute of Fire Engineers (IFE) and the Asian Fire Service Association (AFSA). The aim was to draw together professionals in fire protection and diversity to take on the challenge of engaging with our diverse business communities. This was in order to support and educate all sectors of the business community, irrespective of their ethnicity, to prosper and grow and have confidence that they will be dealt with fairly by those who regulate them.

The delivery partners helped significantly to make the event happen but a particular mention must go to AFSA who have been instrumental in highlighting some excellent initiatives and acquiring many of our key speakers for this seminar.

The seminar presented an opportunity for delegates to listen to some eminent speakers who shared their valuable insights on engaging with diverse businesses, and just as importantly to learn and share from each other. The delegates were drawn from a wide variety of individuals with a strong commitment to overcoming the diversity challenges in business fire safety. It is clear from the Seminar feedback forms that they took full advantage of the day to engage and to build networks that will help them to overcome difficult challenges in their own professional work.

This report summarises the key seminar outcomes, discussion points and information disseminated during the presentations and workshops. This is also an important document to help set the scene going forward in terms of outlining the commitments made during the event to enable all partners to work together in taking this agenda forward.

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## 2. Why and how the Seminar developed

**The journey that led to this seminar started with concerns within our Protection department at Merseyside Fire & Rescue Service (MF&RS) due to the number of ethnic minority businesses that were coming to our attention in terms of enforcement and prosecution activity. The North West CFOA Protection Task Group also knew that this experience was reflected across the region.**

Having identified a potential equality issue MF&RS Protection officers worked with the Service's Diversity and Consultation manager to consider whether we were discriminating, inadvertently or otherwise. Initial findings were reassuring as they demonstrated that the number of diverse businesses being targeted for audits was proportional given that we had reached a point in our risk-based programme where we were targeting the category of restaurants and shops.<sup>(1)</sup> This category included a high number of businesses that were owned and run by people from an ethnic background and therefore the number of enforcement actions against diverse businesses was at least proportional to the overall number of audits in those businesses.

This finding demonstrated that we were not directly discriminating, however it did cause us to consider whether we were meeting the needs of supporting diverse businesses to comply with fire safety legislation. Why were so many of these businesses falling foul of our enforcement and prosecutions activity, was it language, was it culture, were there barriers to engagement between us and the business community? This was something we needed to understand better.

Part of our Equality Action Plan required us to conduct Equality Impact Assessments in our Protection work. This established a number of priorities for change. The priorities made a lot of sense at the time and as a Service we were about to commence implementation when we met with officers from Cheshire to share learning from their business support team. In this meeting we realised that our planned initiatives were very similar to initiatives that Cheshire had already tried which had not delivered the desired outcomes. In sharing the learning from Cheshire we started to recognise a sector we needed greater sharing of both best practice and our lessons learned in respect of engaging with diverse business communities for fire safety compliance - consequently the idea of this seminar emerged.

The seminar had four key objectives:

- To obtain a better understanding of the challenge and put the issues into context;
- To share learning on what has worked well and what has not;
- To obtain a better understanding of the Black, Asian and Ethnic Minority Business Experience; and
- To develop and share best practice going forward.

(1) The MF&RS risk-based programme follows the national CFOA Guidance Note 4, which provides a prioritisation methodology based on assumed fire safety risks in building types.

### 3. The Seminar Experience - What happened on the day?

**Merseyside's Deputy Chief Fire Officer (DCFO) Phil Garrigan, introduced the Seminar and outlined the commitments MFRA have made in progressing engagement with diverse communities. Since the Communities and Local Government Committee's 2006 report of the Fire and Rescue Service expressed concerns at the low levels of diversity across the FRS workforce nationally.**

He explained that through this commitment MFRA had started to become concerned about the number of ethnically diverse businesses attracting significant levels of enforcement activity. In Merseyside alone, three out of four of the last prosecutions have been against ethnic minority business owners, one of which was the first custodial sentence to date, an Asian business man.

This experience is not unique to Merseyside and is reflected up and down the country.

The DCFO said that he is convinced that the Fire and Rescue Service is not directly discriminating against diverse businesses, however, he believed that fire and Rescue Services may not be doing everything they can to ensure that diverse businesses are not at a disadvantage.

He said: "One fact is clear; the level of fire safety prosecutions against responsible persons from an ethnic minority background is proportionally higher than that experienced within across our wider business communities."

DCFO Garrigan asked how we can assure ourselves that we are not discriminating against them and more importantly what it is we can do better to ensure that we fully support diversity in business fire safety compliance.

His introduction also set out the Fire and Rescue Authorities' remit as enforcing authorities for fire safety legislation, the duties under the Equality Act and more recently the responsibilities under the Enterprise and Regulatory Reform Act 2013 and the refreshed Regulators Code that came into force on April 6th last year. Combining these responsibilities with the practicality of engaging with diverse communities and the ever increasing financial pressures suffered by Authorities and businesses alike and it is not difficult to understand why we have some significant challenges. The only way Fire and Rescue Services can step up to these challenges is if they all come together, collaborate to learn and share from each other to better understand the nature of the problem and better equip Fire and Rescue Service staff to engage with diverse business communities.

It was acknowledged that there are some excellent examples from around the UK where this has happened locally, however it is not reflected across the whole country and even where those examples do exist, there is an acknowledgement of the need to continue to improve.

The DCFO said: "Going forward it is important that we learn the lessons from the past, not only from other sectors but also from ourselves: what is it we have done that's worked or not worked; what mistakes have we made; what the impact was and how can we demonstrate that we have learned from this experience."

## 4. Summary of Presentations delivered on the day

**All delegates who attended the Seminar received a brochure which provided an overview of the planned activities, timetable and more detailed information about the presenters and the workshops.**

The brochure, along with the presentation slides that were used by speakers, are available on the MF&RS website at [www.merseyfire.gov.uk](http://www.merseyfire.gov.uk).

The following section provides a brief narrative capturing the key points made by each presenter.

### **Presentation 1 – Introduction to Engaging with Diverse Businesses**

**Jaguar Singh - National Advisor**

Asian Fire Service Association (AFSA)



Jagtar Singh hosted the day. He opened the seminar by explaining the importance of the day and why people were coming together. He summarised the following points:

#### **Why are we here?**

- To expose statistics; Fire and Rescue Services have been brave in sharing their figures, for example MF&RS had shared their results that three out of four of their prosecutions had been carried out against businesses where were owned by Ethnic Minorities. Jagtar encouraged everyone in the room to consider ways to share information to help paint a bigger picture of the landscape of prosecutions and business support.
- An important opportunity to allow everyone a safe environment to discuss the difficulties all are facing. Jagtar set the scene as to what attendees could expect from the conference. He explained that the workshop had some excellent presenters there to discuss their own experiences and that this would support the attendees who he urged to participate and ask questions in this safe environment. This was the day that space had been made to let everyone have an opportunity to discuss the subject openly without fear. The importance of Networking cannot be undervalued in their role to forcing change around Equality and Diversity.

- Jagtar introduced everyone to AFSA, an independent inclusive employer led support group. He explained that AFSA has the desire to raise the profile of Asian staff and associated issues across Fire and Rescue Services nationally in relation to the service provision, delivery, employment, policy and practice. Jagtar asked who was a member of AFSA and there were a few hands raised. To date, 29 Fire and Rescue Services and three other organisations are members.
- AFSA also has a lot of experience in charitable work and has recently been involved in raising money to build 12 water wells in countries that need them, each saving 500 lives. Jagtar encouraged all to consider forming relationships with different charities to help network around the issues of supporting BAEM business for fire safety. AFSA is going to be working in India in providing First Aid training.

Jagtar explained the bigger picture and the need for the government to keep equality high on the agenda. There is still a huge importance of focusing on equality for BAEM people, NHS surveys show that if you are a black nurse you are four times more likely to be disciplined compared to their white colleagues. He suggested we are not a racist society but unconscious bias plays a big part and needs addressing.

Another example from the medical sector showed that white doctors have a 98% chance of passing their exams compared to British Asian having a 70% chance and only 30% if you are Asian or of Asian origin. He said things need to change and this case is now with the High Court. Jagtar suggested that if we continue to prosecute Asian communities we are likely to be accused of racism.

The following question was posed: "What can CFOA, AFSA and Fire Services do to demonstrate good practice when engaging with diverse businesses?"

Suggestions from the attendees included:

- 1) To be educated more about different communities.
- 2) To discover the best way of opening doors. Reaching the communities was seen as the biggest issue.
- 3) gaining trust from communities, takes time but more needs to be learnt to help Fire service staff to do this more effectively.
- 4) Understanding cultural issues and barriers to engagement.
- 5) Look at the language used across Fire and Rescue Services.

## Presentation 2 - The changing landscape of Business Fire Safety

**Billy Myers** - Area Manager

Greater Manchester Fire and Rescue Service



GREATER MANCHESTER  
FIRE AND RESCUE SERVICE

Deputy Chair of CFOA Business Safety Group, Billy Myers, outlined the national perspective on these challenges. Billy expanded upon the areas of concern, how we've arrived at this position, the experience to date across the sector both good and bad, and finally on the need for us to develop our capacity to improve our level of engagement with diverse businesses.


Billy was planning to introduce an individual from the business community who had been subject to a fire safety prosecution and prior to the conference had agreed to talk about their experience of what went wrong in order to help us to understand the challenges from the business community perspective. The seminar team had agreed to keep the identity of this person anonymous due to concerns of potential implications to the individual from her own community.

Unfortunately, this individual remained absent from the seminar without explanation, and this in itself further highlights the need for the Fire and Rescue Services to better understand and build trust within our diverse business communities.

Billy highlighted the need to work more in partnership with the community, in a way that suits them. He outlined what he felt were key points for Fire and Rescue Services to consider as barriers when engaging with Diverse Businesses:

- **Ways of Working:** Enforcement is not always the answer. Education is key. Visiting the premises at the right times to suit the businesses.
- **Language:** The terminology used in the fire service. Jargon is not helpful and doesn't translate well into different languages. We all struggle to understand jargon so must those whose English is a second or third language. Plain English is key.
- **Knowledge:** Business Safety practitioners need much more support and education about understanding BAEM attitude to fire safety and risk.
- **Trust:** Diverse businesses may not have trust in uniformed services due to their past experiences in their home countries. Engaging with them in a more informal manner might help, and using third parties to help bridge the gap with language.





Billy went on to talk about some possible solutions that the sector should consider developing guidance on nationally:

- The importance of using positive action in recruiting staff for business engagement roles.
- Diverse businesses often have no previous fire safety knowledge and won't see it as a priority to spend money on. If you were born in the UK there is a chance you have experienced regular fire alarm tests and evacuations in school and or work. This provides a good education around fire safety and risks. Not everyone is at the same starting point so tailoring your safety visits to those starting points is key – education and awareness is where we can make the biggest impact.
- The importance of investing money in the development of education. Awareness is better spent than funding a costly prosecution. Reconsider how to fund some of the engagement work through business safety prevention activities.
- There is a need for a national Fire and Rescue Service communication strategy for working with Diverse businesses – Simple and Safe fire precautions promotion for BAEM business.
- Build relationships with cultural leaders to ask them to be our advocates.
- Understanding more about why business aren't always willing to comply.
- The toolkit is a great way forward to hold all this good practice together in one consistent approach.

## Presentation 3 - What we might and might not do again?

**Paul Cooper** - Business Education Advocate and **Naseem Begum** - BME officer

Nottingham Fire & Rescue Service



### Data Collection and Processing is very important:

Where do we get it from?

How do we use it?

What does it not show?

### What we don't do with regards to data:

We don't record the ethnicity of persons involved in fires (casualties and premise owners).

We don't record the ethnicity of business owners.

Ethnic categories are sometimes too broad e.g. White European. Who is a white European? Which country and culture do white European's come from?

Once collected data is not always shared even within individual services e.g. Prevention may have data and be working on projects whilst at the same time Protection could be gathering similar data and working on similar projects but neither team will interact and share information.

If a family does not have fire precautions or smoke alarms in their home they are unlikely to have adequate precautions in their business premises.

## Engaging with the Business Community

We need to accept that it will be hard to gain the trust of the business community but can rest assured that once it is gained we will be respected.

One way to gain trust is to get out of the office and integrate with the business community – walk around and talk to people. Wearing a suit, as opposed to a uniform, opens doors as it makes you one of them.

Another way is to get into the community through key figures within the community such as business or religious leaders.

Seek out and train "Community Champions" to deliver your message. One Service recruited Chinese PhD students and gave them training in fire protection legislation in order to get the relevant messages across to members of the Chinese community. This built trust in the community and equipped the students with valuable knowledge and skills.

Use members of the business world to show the advantages of compliance – it can bring both investment and growth to small businesses.

Ask yourself the question: What's in it for me? Consider it from both the Service and business point of view.

Offer something for free:

Hold workshops or business lunches to help business people understand fire safety legislation. If business owners attend, you have a “captive” audience. Such events will foster trust and you may find members of the community will then be more willing to come to you for advice. Events could be co-hosted (and sponsored) by partner agencies who could give advice on matters such as occupational health and business growth.

Don't be disappointed with initial low attendances. Remember the ripple effect, if one or two people turn up and have a positive experience they will tell others. Persistence and continuity is the key to success.

Remember to always follow up on previous encounters and engagements.

Consider the cost of running an event against the cost of making a successful prosecution for non-compliance. Running an event may well prove to be more cost effective in these times of austerity.

You could also consider getting involved in local business community events and also work in partnership with other regulatory bodies such as Environmental Health Teams.

Use language support if necessary and avoid using complex terms and jargon when speaking about fire safety. Be culturally aware have an awareness of the different cultures within your service area and use this information to decide how best to “sell” the idea of fire safety to those communities.

## **What Doesn't Work**

Don't expect businesses to work around your office hours and the Christian Calendar. Remember restaurants are not always open during the working day but will most likely be open during evenings and at weekends. Be aware of significant festivals in the various cultures such as Eid and focus your engagement around community and business safety at these times.

Don't have an over reliance on the fact that everyone will want to get on board with your plans.

## **The Future**

Secure adequate funding for events and engagements.

Go to the business community – meet them on their home ground.

Work flexibly – work at a time that suits the business community not yourself.

Always look for engagement opportunities.

## **And Finally**

Consider this:

- Is education the way forward?
- Should we educate the younger generations and encourage them to pass on the information to the elders?
- Could we engage with local institutions and encourage them to include fire safety compliance on business courses?

## Presentation 3 – Business Fire Safety Good Practice

**Yasmin Bukhari** - Bridging Cultures  
Coordinator

Greater Manchester Fire and  
Rescue Service;



**Mr Idu Miah** - Director  
Eastern Concept Limited

Mr. Idu Miah is from a strong finance background. In 2007 he set up a property business with several friends and one of the properties they acquired was Anchor Mill. This was a sizable build of 20,000 sq ft. and was a grade 2 listed building. The premise had been left unattended for 30 years and during that time it had been abused and burnt out, but they took on a challenge to develop it, which took two and a half to three years. The building now has an area for wedding and conference facilities and the lower areas are retail units and accommodation.

Mr. Miah explained that he and his partners were not experts in fire related issues so were grateful that the Fire Service paid them a visit to provide advice even though the suggestions were significant and were going to cost money.

The visits enabled them to work together with a given timescale to ensure that the relevant regulations were in place to achieve the standards prior to final build inspection. They were able to work to a framework of advice as opposed to an audit with negative outcomes attached such as enforcements and prosecutions.

The key points to note from Mr Miah's presentation were:

- It is important to have the right approach when entering premises. Go out and learn to work together working as a team. Don't threaten or alienate people work together.
- Have enough time and resources to work together.
- Have good customer service ethic.
- Awareness is such an important issue. Having the Fire Service to point out fire safety issues around Mosques etc. in a supportive way is key.
- Be mindful of culture (i.e. dates of Ramadan, dress codes etc).

## Presentation 4 - Business Support & Migrant Access

**Balvinder Singh-Bains** -  
Business Support Supervisor

West Yorkshire Fire & Rescue Service;



West Yorkshire  
Fire & Rescue Service

**Pria Bhabra** - Commissioning Officer  
Leeds Local Authority



Leeds  
CITY COUNCIL

Balvinder and Pria presented on the outcomes of the Partnership between Leeds City Council Migrant Access Project (MAP) and West Yorkshire Fire & Rescue Service (WYFRS) Fire Protection.

In summer 2014, in Leeds dangerous conditions were identified within a flat above a takeaway following a post-fire visit which had occurred in the takeaway. The takeaway owner had leased the entire two storey building and the flat was rented out privately to an Italian family who spoke virtually no English. The layout of the flat did not meet approved building regulations and the separation between the flat and shop below had been compromised.

Interim measures were implemented with reassurance from the takeaway owner to stop trading until a resolution had been reached. A lot of resources were taken up over the week of monitoring the premises whilst WYFRS had been trying to liaise with Leeds City Council Housing Department to arrange a return visit and also for an interpreter.


The Migrant Access project was contacted and they were able to call upon an Italian translator who agreed to assist at no cost. However on return to the premises the family had vacated to an unknown location and this had left Safeguarding issues unanswered as there were concerns about the family. The outcome resulted Housing officers prohibiting the flat as well as the owner who had lost his tenants and a week's loss of earnings from the takeaway.

The takeaway owner and his family were hostile to our actions and were left disgruntled but the situation could be classed as resolved. However, was it ever resolved? This is a clear example of switching off engagement channels when funding gets restrained. Feedback from community says the Fire Service retreat and return years later trying to re-invent the same wheel instead of simply keeping in touch.

The outcome from this case study was that the Fire and Rescue Service and the local authority both recognized the value of each other's services in working closer with their local communities.

The project has won local praise and featured in a corporate Customer Service Excellence assessment at WYFRS. It was also singled out as innovative during the assessment of the Leeds City Council's equality framework by an external panel of judges. The Migrant Community Networkers who are volunteers of the Migrant Access Project are Migrants and refugees.

Training was also provided to Fire Protection Inspectors using Fire Protection Scenarios and discussions by Leeds City Council.



A multi-agency working relationship has been established and opened up to other agencies to discuss how they could prevent similar situations reoccurring.

In 2010 Leeds was successful in receiving funding to address the need to alleviate the pressure on services such as Health, Employment, Education, Housing and Social Care due to the impact of migration and new arrivals across Leeds.

The Migrant Access Project was set up to work with services and community leaders to pass on important messages such as safety and wellbeing to migrant communities in their language. There are now 87 trained volunteers that make up the Migrant Community Networks (MCN). The MCNs are from different national, ethnic or language backgrounds and working in partnership with many services is the key success of the project.

The Fire Service and the Migrant Access Project have worked together, improving engagement with migrant communities, in particular new migrants, to raise awareness of fire safety and prevention. One of the areas of joint working focused on breaking down barriers of language. There were concerns around some new communities accessing poor accommodation and arranging large gatherings to celebrate events such as 'Eid. One community group had no health and safety planning or knowledge to accommodate the gatherings and are now better equipped for such projects in the future.

The Migrant Access Project brought together community leaders from diverse communities where the Fire Service delivered an Information session on Fire Safety to 27 people representing 14 different countries (Iran, Tanzania, Kenya, Sudan, Slovakia, Romania, Latvia, Ethiopia, Eritrea, Uganda, India, South Africa, Pakistan and Hungary). All had previously little engagement with the Fire and Rescue Service. There was a lot of positive discussion over lunch following the sessions and individuals wanted us to return to speak with their respective organisations. Home Fire Safety Checks were also carried out.

**In the afternoon the delegates chose from one of three workshops and armed with the new knowledge from the mornings presentations they participated actively in the discussions.**

The focus of the workshops was on how we can take this agenda forward, how we can better overcome the challenges of engaging with diverse business communities and how we can better support them to achieve fire safety compliance. The workshops were targeted on specific areas of concern, areas where we as a sector currently do not have all the answers.

The topics of the three workshops were:

- Understanding the Nature of Black and Ethnic Minority Business and their Approach to Fire Safety Risks;
- Learning from the Experience of Other Regulators; and
- Better Support for Business Fire Safety Practitioners.

Each workshop had a number of facilitators to assist the running of the workshops and to help draw out the valuable comments and ideas that can help us all move forward. Note-keepers captured the content of the discussions and the key points were annotated on flip charts which were then used to summarise and feedback to the wider seminar on what we have learned from each workshop. During the feedback delegates were encouraged to feedback and let us know we have captured it correctly.

Following the workshop summaries, the Chair, Jagtar Singh, talked about how we take this knowledge and experience and shape it into something that will make a big difference across our sector. He recognised that the workshops were the first step in making this happen, to apply the learning and to set actions going forward. He then led a debate to consider the next steps and how we should take what we have gained from the seminar and build it into actions in national professional forum. It was clear that the seminar was not about quick fixes, it was not about sitting back and passively learning lessons. It was about stepping up and taking an active part in improving how we, as a sector, engage with our diverse communities.

# Workshop A

## Understanding the nature of Black, Asian and Ethnic Minority Business and their approach to fire safety risks

The aim of this workshop was to debate:

- Why businesses challenge compliance.
- How can we encourage businesses to see our approaches are **genuinely** supportive before **closures** are needed.
- Impact of Migrant Transient Workers on Fire Safety.
- Multi-occupancy issues and sleeping arrangements.
- What can third parties do to support our role?
- Who are they? How do we access them in our areas?
- Examples of good collaborative working relationships producing results.
- Examples of what hasn't worked and why to help others avoid the same mistakes.

## Outcomes of the Workshop discussions:

### 1. All agreed a toolkit is key to support compliance.

- With pooled knowledge from across Fire and Rescue Authorities and other sectors.
- Must be easy to use and accessible to users.
- Must include essential elements.

### 2. Education for Fire and Rescue Service staff is needed around:

- Understanding why some businesses have no desire not to be compliant.
- Cultural competence of regulators, understanding if barriers exist.
- How to expose businesses, TV programmes, advertising extinguisher companies that are make money out of over provision.

### 3. Communication to support engagement with diverse businesses.

- As regulators is our terminology easy to understand and easy to translate?
- Are our standard letters fit for purpose? (can we have a CFOA suite of letters)
- Do not send jargon worded letters. We have a duty under Equality to provide accessible information.



#### **4. Responsibility of Private Sector Suppliers, e.g. fire extinguisher companies, profit before service.**

- Some unscrupulous companies are targeting businesses causing business owners to unnecessarily overspend in fire safety compliance, for example unnecessary fire extinguishers with maintenance contracts.

#### **5. Better guidance and transparency of fire safety regulators.**

- Sector relevant Fire Risk Assessment templates.
- Reward compliance five star award - recognised by insurance companies, and reduced premiums.
- May need a Primary Authority approach.

#### **6. Problems are not limited to the diverse business community – however they are more likely to be affected by it.**

#### **7. Role and competence of external Fire Risk Assessors.**

- Do you get what you pay for?
- Industry certification / accreditation.
- Companies “selling” risk assessments as part of the package are sometimes over complicated, out of date and very generic.

#### **8. Emerging nature of diverse business sector e.g. Migrant Workers, cultural dimensions of risk.**

- People may sleep in premises during Ramadan and the last 10 days before Ramadan in Mosques. Is this risk recognised? What can fire safety officers do to assist compliance?

#### **Sources of Help**

- Local Authority Licensing.
- Local and National media (Asian TV).
- Assistance from data protection companies.
- Look to other Fire and Rescue Authorities
- Police Community Support Officers.
- Banks and financial institutions.
- Environmental Health.
- GPs.
- Business chamber of commerce.
- Border agencies.
- Social Networking - Where's our Fire and Rescue Service App?

# Workshop B

## Learning from other Sectors

Many new migrants find it difficult to gain mainstream employment. Many choose to set up in business with little or no knowledge of fire safety. The workshop looked at what some of the difficulties new migrants are facing in setting up their business and where they could gain Business Advice from third sectors.

### Sources of Advice

- Job Centre
- Citizen's advice
- Chambers of Commerce
- Local Authority
- Word of mouth
- Places of Worship
- Community groups

### Barriers

- Authority
- Language
- Don't understand legislation.
- No evidence of qualifications.
- No experience of organised Fire and Rescue Services.
- Lack of trust of Public services.
- Expectation of cost puts them off doing anything.

## Considerations on Route to supporting Migrants

- Having cultural knowledge before attending to prepare for the visits.
- Have you allocated enough time for your visit?
- Could you use pictures to pass on information?
- Communication and who can assist.
- Different work ethic/patterns.
- Assistance from other agencies who may also be working with the individuals (Food Standards Agency).
- Patience/flexibility (be prepared to explain from the beginning).
- Think about their concepts – what are they hoping to achieve?

### Communication

- One-to-one could be difficult – they may have someone to assist, for example a case worker. They may use a relative, such as one of their children.

### Explaining Compliance

- Use simple language to get message across.
- They may not realise they have responsibility for employees and members of the public.

## Sources of Information

- Localised radio station, Sky TV etc.
- Find someone from Facebook from that community, keep in touch, and ask for help.
- Stay in touch with what is happening in that community – don't align yourself to the wrong member of that community. Use prevention staff to help.
- Don't always assume that what has been the case is still the case.
- Are there any projects you can access in your local area?

## Questions asked to the workshop group

- Q.** Is there any pictorial Prevention focussed guidance that Fire and Rescue Services can access?
- A.** Not at the moment, Leeds Fire and Rescue Service are working with the Police regarding funding to print and develop a booklet of translation services. What works? What's cost effective? What are the possibilities for national support with standardised letters?
- What Third Parties can do to help?
  - Examples of what's working.
  - What to avoid.
  - Religion.
  - Cultural.
  - Maintaining standards.
  - Being confident to prosecute without fear of what people will perceive.
  - Are there any other sectors we can learn from?

# Workshop C

## How to support Business Fire Safety Legislation Practitioners to engage with diverse businesses

The Workshop Brief was to developing a greater understanding of the diversity training and education that is needed for Practitioners to feel confident in their roles in supporting BAEM businesses.

The workshop facilitated discussions to gather participant views and experiences of how they currently:

- Understand different business cultures and backgrounds to help build better relationships.
- Receive cultural training.
- What staff need to help carry out roles as business support, such as toolkits and resources.

### The outcomes of the Workshop included:

- Overwhelming agreement that a toolkit will provide much needed support for Business Safety Practitioners who currently are not always included in Equality and Diversity training from their Fire and Rescue Service or the Fire Safety College. A toolkit needs to be adaptable to host case studies and examples of how other Fire and Rescue Service or Regulatory Organisations have:
  - Supported a range of diverse businesses (different cultures, different size businesses, cost effective easy to implement ideas) and what worked or what didn't.

- That helps to provide guidance on which third parties Fire and Rescue Service can work with and how. A list that can be transferable to any Fire and Rescue Service.
- Provides cultural awareness guidance specific to protection work ( using resources from Merseyside , Nottingham, Lancashire and West Yorkshire Toolkit and other AFSA toolkits).
- Includes guidance on emerging issues around migrants and over occupancy.
- Provides links to other sector organisations case studies.
- Provides links to a suite of translation services and translated materials for use across all Fire and Rescue Services (e.g. National Register of Public Service Interpreters – Lancashire), using cases studies of how other Fire and Rescue Services have used cost effective translation services. For example, using university international students, community leaders and advocates.
- Provides example Diversity training to assist practitioners in their roles.
- Provides data and statistics nationally and provides guidance on how to start collecting information and how to use it.
- Can be easily accessible electronically and user friendly by Fire Practitioners on a daily basis.
- The toolkit needs to be a work stream through CFOA via the Business Safety strand of work with support from the relevant partners attending the conference.

- Further research required to assist the toolkit around cultural attitudes to risk and fire safety (AFSA to revisit).
- Developing a single work stream (CFOA) to research the possibility of working with Universities and Student Unions to see how fire Safety legislation can be included on Business courses. Start at grass roots with the training.
- Establish clear procedures for all Fire and Rescue Services to follow on assisting with working with local building control officers at the beginning of large projects to help with fire legislation. How can this be one single conversation?
- **AFSA – Merseyside – West Yorkshire – Nottinghamshire – E-Learning.**

### What do Practitioners Need to help them to Engage with Diverse Businesses?

#### Skills

- Managing Cultural Differences.
- Understand attitudes to Health and Safety, gender, authority and Fire Services.
- Inclusion Training – need to be specific to role from Fire Service College as a starting point.
- Community Knowledge – Data and statistics.

#### Materials/Toolkits

- Needs to be specific to Fire Safety with lots of cultural tips and information.
- Finding the audience.
- Help with finding out where to find the key leaders and influences of key community groups, including case studies.

### Who can support Practitioners & How?

#### Internal

- Advocates – Bi Lingual Advisors.
- Your own staff – Use staff with specialisms or links to Diverse Groups/communities.

#### External

- Safety/Competencies Framework.
- Community Leaders.
  - Help to build relationships.
  - Provide information on businesses.
  - Help to understand issues.
- Third Sector.
  - Councils.
  - Charity organisations.
  - Migrant Support Charities.
  - Chamber of commerce.
- AFSA.
- Blue lights.
- CFOA.
  - Communities of Practise.
  - Central Network of Diverse Communities list.
  - Engagement Volunteers – using a database.
  - Volunteer Networks – for help with training.

## 6. What people said about the day?

**Out of a total of 75 delegates, 66 (88%) provided feedback which is a good response rate.** The questions asked on the evaluation form were designed to gain a quick insight into delegate's experiences of the seminars and workshops, providing some questions with scores and some with free text narratives. The scores were out of 5, where 5 is very positive (strongly agree) and 1 being least positive (strongly disagree).

Overall the response was excellent with over 90 % of delegates finding the seminar positive, the area where the feedback was least positive was around the Workshops where feedback has suggested that the workshops were not specific enough in relation to providing ideas and answers. This is acknowledged by the organisers and partners as being understandable feedback. However there was never the intention to provide all the answers on the day. This is the start of the journey but the fact that people are keen to have more information makes it even more important to ensure the toolkit is developed.

### Seminar Feedback Summary

Out of 66 respondents:

- **61 (92%)**  
rated the overall experience of the seminar as positive giving it a score of 4 or 5.
- **42 (64%)**  
scored the seminar 5 out of 5.
- **63 (95%)**  
rated the presenter(s) responses to questions as positive scoring 4 or 5.
- **41 (62%)**  
scored 5 out of 5.
- **63 (95%)**  
rated the presenters knowledge as positive scoring 4 or 5.
- **53 (80%)**  
scored 5 out of 5.
- **54 (82%)**  
rated the amount of information given for the time allowed as positive scoring 4 or 5.
- **34 (52%)**  
scored 5 out of 5.

## 7. Seminar Outcomes summary of the key points arising from the Seminar “things we need to do”

**During the seminar we saw examples of open, honest accounts of things that have failed and why they did so. These were shared not for delegates to judge, but to help them to avoid making a similar mistake.**

In fact, the very catalyst for this seminar was born from such an experience. In Merseyside we had recognised the imbalance in enforcement activity and we came up with some great ideas to help our diverse business community to better comply with the fire safety legislation. Only, not so great as it turned out; one of our neighbouring Fire and Rescue Services kindly shared their experience of a very similar approach that they had already attempted: “We tried that, same idea, didn’t work... this was the impact ... and this is what we have learned.” So thanks to their generosity, their honesty and their trust in sharing their lessons learned, we and our communities in Merseyside have benefitted.

To assist the agenda moving forward the following is a summary of the key outcomes and observations made during the presentations and seminars together with some practical suggestions of what delegates wanted to see happening going forward to support Fire and Rescue Services to engage with Diverse Businesses in the future:

1. Diverse businesses many not be at the same starting points in terms of understanding fire risk. Education and awareness is where we can make the biggest impact.
2. The importance of investing money in the development of education and awareness is better spent than funding a costly prosecution. Reconsider how to fund some of the engagement work through business safety prevention activities.
3. There is a need for a consistent national Fire and Rescue Service communication strategy for working with Diverse businesses - Simple and Safe fire precautions promotion for BAEM business
4. Build relationships with cultural leaders to ask them to be our advocates. Understand more about why business aren’t always willing to comply.
5. Developing a toolkit is a great way forward to hold all this good practice together in one consistent approach to include tried and tested approaches that can be transferrable to any Fire and Rescue Service. With additional advice (a checklist) to support any engagement events with diverse businesses
6. Develop cultural awareness training for Business safety staff nationally and training providers. Consider making cultural competence a feature of the overall competence of fire safety regulators. Build this into toolkit.
7. Engage with the National Students Union (PHD students)for support for all Fire and Rescue Services to help them engage BAEM businesses where language and trust is a barrier. Train community champions from colleges and universities where there are high levels of diversity.
8. Engage with Colleges and Business study courses and English as a Second language providers to help them spread the message about fire safety. Teach the next generations to teach their parents and grandparents.

9. Carry out weeks of action in partnership with CFOA, linked to BAEM business communities. Hold community events with partners to show visibility to help build relationships and engagement. Ask Protection departments to help so they can access the community and gain trust for business fire safety advice.
10. Identify and contact national BAEM business associations, interfaith councils and local community groups to ascertain what they can do to support our work regionally and nationally (e.g. Chinese business networks, Asian business forums). Ask them if they know how BAEM businesses would like to be engaged with around fire safety. Can they be our advocates?
11. Sharing good practice around the importance of using positive action in recruiting staff for business engagement roles.
12. Use members of the business world to show the advantages of compliance. It can bring both investment and growth to small businesses.
13. Don't expect businesses to work around your office hours and the Christian Calendar. Remember restaurants are not always open during the working day but will most likely be open on evenings and at weekends. Be aware of significant festivals in the various cultures such as Eid and focus your engagement around community and business safety at these times.
14. Don't have an over reliance on the fact that everyone will want to get on board with your plans.
15. Asylum seekers have nothing from home, learning to survive using the skills they have. It would be good to work closer with Border agencies.
16. Cambridgeshire Fire and Rescue Service – look to work with universities, look at engaging with Business Students to raise the awareness and knowledge of Fire Safety and legislation.
17. Look at working with Building Control Officers at the beginning of large projects to help them and business owners understand and ensure fire safety compliance on new projects. May help reduce costs.
18. Target HFSC to homes especially within the communities where business engagement is difficult. Home safety may help business safety.
19. Restaurants and takeaways. Look at the impact. How we can engage better. Use the idea of Nottingham and engage through businesses lunches and dinners
20. Use free community TV to advertise, community press etc.



## 8. Next Steps and Commitments

Post seminar, the organising team from Merseyside Fire & Rescue Service led by Wendy Kenyon, Diversity Manager and Guy Keen, Head of Protection have captured the content of the presentations, the workshops and the discussions and analysed the delegate feedback forms in order to populate this report.

Discussions have already taken place with the CFOA conference team about a follow up event in 12 months' time that will focus on the progress that we will have made.

This will be a great opportunity to open the seminar up to a wider business audience and formerly launch products and initiatives that will make the necessary improvements going forward. Additionally in the shorter term, there will also be further opportunities at the AFSA conference hosted by Cheshire Fire & Rescue Service in November to continue the dialogue on progress made today.

Summary of the Key steps going forward are:

### Things we committed to do following the conference

| What we would like to do   | Lead                                  | How? when     |
|--|---------------------------------------|---------------|
| 1. Provide a report that captures the information gathered and discussed on the day to be used as a platform to work from to engage with CFOA to ensure this is embedded into work streams and to discuss with other key partners such as AFSA.                                | MFRA – with support from all partners | December 2015 |
| 2. Develop a Toolkit for Business Safety Practitioners to enable them to better understand and support Diverse Businesses. Utilising all the existing good practice and case studies and cultural awareness training and researching other sectors and academic best practice. | CFOA / MFRA/ AFSA                     | 2016          |
| 3. Commission research and bid for funding from Academic institutions to support a better understanding of this BAEM business communities attitude to risk and fire safety- to feed into the toolkit.  | AFSA                                  | 2016          |
| 4. Review progress in 2016/17 via further conference hosted by CFOA and open up to a wider audience.   | CFOA                                  | 2016/17       |

## 9. Acknowledgements by DCFO Phil Garrigan, Merseyside Fire & Rescue Service

**It has been a privilege to be involved in the hosting of this event and it is important to acknowledge all of the people who have come together to make this event a success and especially those who have worked hard in the preparation and delivery of this seminar.**

This includes the members of the Chief Fire Officers Association (CFOA) North West Region's Protection Task Group, who openly shared the lessons learned, recognised the value of taking action and gave their support to the hosting of the event.

I would like to thank the North West branch of the IFE, for allowing us to deliver the Seminar on behalf of the North West and to our political lead, Councillor Barbara Murray, who has taken an active interest in the seminar and demonstrated clear leadership by actively participating as a delegate on the day.

It is also worthy to mention the CFOA Communities of Practice (CoP) forums, which we utilised to open this matter to the wider Fire Service and to all of the CoP members whose responses confirmed that the issues were reflected across the country. The fact that there were far more questions than answers reinforced the need for the seminar.

Yasmin Bukhari needs a special mention, as she has had a massive influence in the design, preparation and delivery of this seminar. Yasmin brought not only a passion and energy to help us understand these challenges she also brought with her the full support of the Asian Fire Service Association (AFSA).


Through Yasmin and AFSA's chair Mehrban Sadiq, they immediately offered to co-host the seminar with us and immediately the speakers with both good practice and lessons learned started to emerge.

AFSA is a great asset, it has a real drive and commitment that benefits not just its members but also the wider fire and rescue service and its stakeholders. We are immensely grateful for AFSA's support, we simply could not have effectively delivered this event without their active involvement and support.

We are particularly grateful to Jagtar Singh, national adviser to AFSA. He is real ambassador with some standing in a number of influential circles, and his presence in chairing the seminar added credibility to the event. Jagtar not only fulfilled his role as chair with professionalism and efficiency to keep the day on track but he contributed his significant thoughts and experience on the issues in question and has committed his energy into driving this agenda forward for the mutual benefits of the Fire and Rescue Services and our Diverse Business Communities.

We would also like to thank the speakers:

Area Manager Billy Myers, deputy chair of the Business Safety Group, chair of the Fire Engineering Technical Standards committee, who not only spoke about Manchester's experience, the importance of developing Strategy, Tools and Solutions.



Paul Cooper and Naseem Begum from Nottinghamshire Fire and Rescue Service who spoke about the progress they have made in Nottinghamshire, sharing the lessons they have learned and their planned next steps.

Yasmin and Idu Miah for highlighting some good practice in respect of overcoming fire safety challenges in diverse businesses from both the fire services and the business owner's point of view.

Balvinder Singh Bains and Pria Bhabra who told us about the partnerships and project successes in West Yorkshire.

The workshop facilitators – Yasmin Bukhari, Balvinder Singh-Bains, Pria Bhabra, Mehrban Sadiq, Councillor Idu Miah, Wendy Kenyon and Guy Keen.

The seminar planning and delivery team from Merseyside Fire & Rescue Service who have worked tirelessly behind the scenes to pull this together, notably Vicky Campbell, Mandy Harris, Karen Hughes, Karl Mansfield, Adele Doran and Ian Girven and all the assistants for helping to ensure that the day has run smoothly.

For the IFE for taking the risk in funding this event, for providing their support and for the four and a half hours of Continued Professional Development.

Last but certainly by no means least I would like to thank all of the delegates for taking time out of their busy diaries and contributing fully to the event.

**Phil Garrigan**

# 10. Feedback

## Presentations

### Evaluation

#### Engaging with Diverse Businesses (For Fire Safety Compliance)

Seminar, September 17, 2015.

## Feedback

### Introduction

Out of a total of 75 delegates, 66 (88%) provided feedback. The questions were designed to give a brief overview of their experiences of the seminars and workshops with 5 being most positive (strongly agree) and 1 being least positive (strongly disagree).

### Seminar

|  | Feedback |          |           |           |           |
|--|----------|----------|-----------|-----------|-----------|
| <b>The overall experience of the seminar was positive for me</b>   | 1        | 2        | 3         | 4         | 5         |
|  | <b>0</b> | <b>1</b> | <b>4</b>  | <b>19</b> | <b>42</b> |
| Out of 66 respondents:   |          |          |           |           |           |
| • <b>61 (92%)</b> rated the overall experience of the seminar as positive giving it a score of 4 or 5.   |          |          |           |           |           |
| • <b>42 (64%)</b> scored the seminar 5 out of 5.   |          |          |           |           |           |
| <b>The presenter(s) responded to questions effectively</b>   | 1        | 2        | 3         | 4         | 5         |
|  | <b>0</b> | <b>1</b> | <b>2</b>  | <b>22</b> | <b>41</b> |
| Out of 66 respondents:   |          |          |           |           |           |
| • <b>63 (95%)</b> rated the presenter(s) responses to questions as positive scoring 4 or 5.              |          |          |           |           |           |
| • <b>41 (62%)</b> scored 5 out of 5.   |          |          |           |           |           |
| <b>The presenter(s) was knowledgeable about the subject</b>  | 1        | 2        | 3         | 4         | 5         |
|  | <b>0</b> | <b>1</b> | <b>2</b>  | <b>10</b> | <b>53</b> |
| Out of 66 respondents:   |          |          |           |           |           |
| • <b>63 (95%)</b> rated the presenters knowledge as positive scoring 4 or 5.                             |          |          |           |           |           |
| • <b>53 (80%)</b> scored 5 out of 5.   |          |          |           |           |           |
| <b>The amount of information was appropriate for the time allowed</b>                                    | 1        | 2        | 3         | 4         | 5         |
|  | <b>0</b> | <b>1</b> | <b>11</b> | <b>20</b> | <b>34</b> |
| Out of 66 respondents:   |          |          |           |           |           |
| • <b>54 (82%)</b> rated the amount of information given for the time allowed as positive scoring 4 or 5. |          |          |           |           |           |
| • <b>34 (52%)</b> scored 5 out of 5.   |          |          |           |           |           |

## Positive Comments/Suggestions

- Very useful seminar
- A very interesting and informative seminar. I have taken a lot of ideas away to discuss with my colleagues and hopefully these ideas will be implemented within my fire and rescue service.
- An insightful range of presentations and knowledgeable speakers. Obviously requires collaboration not only with Fire and Rescue Services but other government departments. Challenges brought about through immigration and asylum require Fire and Rescue Services to work efficiently. There is huge potential for helping our community help themselves. Thanks for all the hard work and commitment it was very evident and much appreciated.
- An excellent conference – solutions start here. Well done everyone!
- Valuable day to discuss and highlight issues and best practice.
- This was one of the most interesting and engaging seminars I have attended.
- Any issues that business owners could bring to future seminars is what is positive engagement experiences or what fire service approaches do not encourage this supportive approach.
- Issues arising from trying to support diverse business community leaders and do not want to engage with fire services as they see us as authority rather than offering help and how we can attempt to work with them better as they refuse to speak to us or divulge information about who we need to speak to e.g. we don't speak English, don't understand.
- The areas discussed links to the wider business engagement agenda. Up to date data is required and they require central

Government involvement to ensure it is collected. Revision to IRS, data on ethnic engagement/enforcement action.

- The seminar has prompted me to ask questions about the way I deal with business owners and employees within the BME committees. I also feel confident to challenge my workplace
- The whole seminar was well run and interestingly worthwhile. I brought five of us here today from my Fire and Rescue Service and I feel it was worth the time, effort and money. Today has been one of the most valuable days I have attended in over ten years in fire safety. I will take much of what I have heard and learnt today. I will be running a training day for the remainder of my department, once back in service based on today's input. Thank you all for a wonderful and enlightening day.
- I found the seminar really worth while attending. Met some lovely people. We are all aiming for the same goal, we just need to work together sharing our ideas and knowledge.

## Areas suggested for improvement

- The points covered in the programme were not discussed. Only an exercise about what difficulties were faced by new migrants, rather than notational support standard letters, translation services, being confident to prosecute without fear of what people will perceive.
- A lot of time was taken discussing education for different ethnicities, but I feel education should also be given to ourselves also, I certainly do not know a lot about different religions/sects/nationalities and I am sure it will help us liaise and communicate with the people we work with.

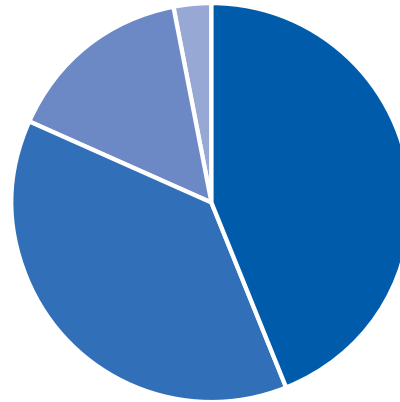
# Workshop Feedback

## Workshop Attended



| Workshop     | Total     |
|--------------|-----------|
| A            | 25        |
| B            | 22        |
| C            | 14        |
| Unknown      | 5         |
| <b>Total</b> | <b>66</b> |

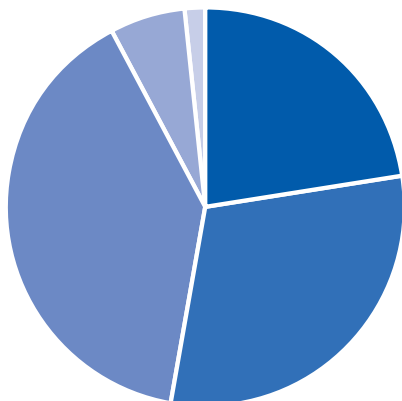
## The pace and style of the workshop was effective



- 29 Strongly Agree
- 25 Agree
- 10 Neither agree/disagree
- 2 Disagree

- 54 (82%) rated the pace and style of the workshop as positive giving it a score of 4 or 5.
- 29 (44%) scored pace and style of the workshop 5 out of 5.

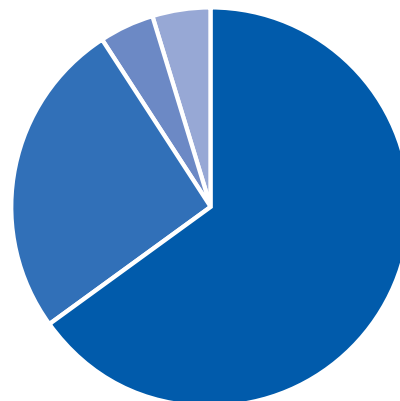
## The workshop content was challenging



- 15 Strongly Agree
- 20 Agree
- 26 Neither agree/disagree
- 4 Disagree
- 1 Strongly disagree

- 35 (53%) rated the workshop content as positive giving it a score of 4 or 5.
- 15 (23%) scored the workshop content 5 out of 5.

## Participation and interaction during the workshop was encouraged



- 43 Strongly Agree
- 17 Agree
- 3 Neither agree/disagree
- 3 Disagree

- 60 (91%) rated the participation and interaction as positive giving it a score of 4 or 5.
- 43 (65%) scored the participation and interaction as positive giving it 5 out of 5.

### The pace and style of the workshop was effective

| 1 | 2 | 3  | 4  | 5  |
|---|---|----|----|----|
| 0 | 2 | 10 | 25 | 29 |

### The workshop content was challenging

| 1 | 2 | 3  | 4  | 5  |
|---|---|----|----|----|
| 1 | 4 | 26 | 20 | 15 |

### Participation and interaction during the workshop was encouraged

| 1 | 2 | 3 | 4  | 5  |
|---|---|---|----|----|
| 0 | 3 | 3 | 17 | 43 |

### Positive Comments/Suggestions

- A client lead from CFOA around the issues raised in workshop A would be the way forward.
- As always (and no criticism) time is short and everyone wants to contribute. A good session but it could have been longer.
- No, made a significant contribution to the event.

### Areas suggested for improvement

- Yes very relevant information, workshop was more of a discussion and would have liked a more interactive learning session. I would like more ideas /toolkit on how to better engage with diverse communities.
- Audio could have been clearer/louder.
- Couldn't hear some of the speakers especially in the workshop.
- Although the presenters at the workshop were very knowledgeable – it was not a workshop – based on my experience. The majority of the content was one way transmit. We were not set tasks or topics to discuss between small groups to feedback and discuss further, this limited cross pollination of ideas and experiences. We talked more after it had finished.

- The workshop only challenged general issues but did not seem to take account of geographic aspects.
- More time to explore workshops, share ideas, discuss in small groups.
- Didn't really discuss the barriers and how we really engage with diverse communities. With reduced work force and smaller budgets we don't have the capacity to work the streets and engage individually. This has to be another way.
- I am a Diversity and Inclusion professional so the information was not particularly stretching but was good to discuss with a variety of colleagues.
- Workshop did not cover what was in the brochure.
- The workshop concept is a worthwhile and very valuable one. However, I feel that there was not enough time by far given over to the workshop, I do understand the time constraints of the day however.
- Could have had a couple of different workshops.

# Reflective Feedback

## Ideas

### Positive Comments/Suggestions

- Creation of a crib sheet of useful advice to businesses (nationally) with help phone numbers – all languages – could be on websites.
- Would there be a potential to develop a multi-lingual phrasebook to assist auditors when carrying out audits? This could contain key questions in a range of languages with brief descriptions/explanations etc.?
- Shared resources such as pictorial leaflets and multilingual guides should be shared via CFOA communities of other forums.
- Engagement with the third sector.
- I am wondering if there is a potential for establishing a coordinated partnership for a Primary Authority Scheme. This will provide consistent Fire Safety Advice and enforcement to businesses owned and operated by members of minority communities. Thus would be established on a regional basis.
- It is clear that FRS require more guidance, coherence, and support from organisations such as CFOA, IFE, AFSA etc.
- Can we (FRS's) each share what we do about equality in fire safety compliance? And share reports of disproportion?
- A national toolkit to allow all fire and rescue services to combine resources and enable our communities to comply.
- Run a continual programme of stewards throughout the country.
- CFOA developed videos in all languages to aid understanding and reduce impact on each Fire and Rescue Service, thus improving efficiency.
- Fire Extinguisher Companies – most maintenance engineers work on a commission basis and earn more by selling more products. There is a need to promote those extinguishing devices which are certified for 20-25 years. Poor risk assessments – Refer businesses to a register of fire risk assessors. Is there any rule age in the AFSA complying a register?
- Work with landlords re lettings and sub lettings and business lettings for referrals and advice. Need for guidance completing risk assessments. Need to stop prosecution once complaint, use this as a stick to, can do. Attend colleges/courses where English is being taught. Use tutors as translators to get messages across.
- I have provided some notes I will share.
- Will contact Wendy Kenyon to offer support for toolkit.
- Happy to email ideas/documents we have produced. Laura.Kavanagh-Jones@shropshirefire.gov.uk
- Involvement of BRDO/BIS. Greater business involvement. Fire and Rescue Services don't have the answers only questions. New and encouraging communities need to be identified.
- Though GP's were identified as a source of information other home visitors were not identified. PCT and Health visitors can provide valuable insight into who is at risk and who may not be complying.



- Encourage more middle and senior managers to attend and BRDD to bring the programme through.
- Provision of qual Level 2 FS cert  
Staffordshire's Business Support Team have produced a set of presentations that lead to a formal level 2 fire safety qualification, that addresses the problem of fire safety and FRA in the work place for small micro businesses. There is a cost, but much less than a formal FRA. For further info; John Berrisfred Staff's fire and rescue 07528983115. We can also offer Level 2's in health and safety, food hygiene for caterers, manual handling, and good nutrition.
- Protection teams are under pressure through budget constraints. Staff selection for future Fire Safety Officer, must include "soft skills" a commitment to equality. Chief Officers understanding the need for equality and diversity in the protection role.

## Further Comments about the day

### Positive Comments/Suggestions

- Excellent.
- This day has exceeded my expectations in all ways. I am fairly new to FS but I have learned more than I imagined to take back to my service. Many thanks.
- A fantastic experience learned so much about the fire service and the great work undertaken across the county. I was very happy to have been given the opportunity to share good practice as the work needs to be done.
- The whole event was thought provoking and inspiring and fantastic venue and food.
- Thank you – a great day.
- Great day, very informative.
- An excellent day – thank you very much.
- Excellent – very informative.
- As a new fire safety advisor working with both businesses this was a great learning opportunity.
- Brilliant conference, very interactive, well put together, a lot of time and effort paid off, lot of learning curves, I have taken a lot from this.
- Thank you. As a new fire safety officer working with BOAM businesses this was a great learning opportunity.
- A very interesting and thought provoking day. Networking and introduction too many new and existing contacts which will lead to more/better shared future experiences.
- Let's fit the date for next year. Shall we keep the same venue? Shall we have a celebration pre conference event?
- Many points were raised throughout the day which will enable me as an individual and the team I work with move forward in a positive way to engage better with local communities. Also a better knowledge and understanding has been good.
- For further information or to provide any ideas, suggestions or case studies, please contact Wendy Kenyon or Guy Keen at Merseyside Fire & Rescue Service.

# 11. Your Fire and Rescue Service's Commitments

Now you have had a chance to understand more about the key outcomes and ideas from the conference, we challenge you to set three priorities or actions to complete over the next 12 months to help your Fire and Rescue Service to progress this important agenda.

Please feel free to forward this information on to Merseyside Fire & Rescue Service.

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