

# MERSEYSIDE FIRE & RESCUE AUTHORITY



## EQUALITY & DIVERSITY PRIORITIES

### ACTION PLAN 2013 – 2016

#### Year 3

**Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters**

KEY – Equality Objective – Service Delivery Plan		MFRA - Missions Values and objectives		1. Excellent Operational Preparedness 2. Excellent Operational Response 3. Excellent Prevention and Protection 4. Excellent People			
Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
<b>COMMUNITY RISK MANGAMENT</b>							
1	<p><b>Community Fire Prevention:</b></p> <p>Road Safety, engage with at Risk Groups and local partners to contribute to the reduction in the number and severity of road traffic collisions across Merseyside</p>	<p>1.4 Monitor the impact of MFRA Road safety Interventions by District by Risk group and by Protected Characteristic group (where data exists) -Review against the National strategy Campaign 2020- to reduce RTC by 37.5 % and celebrate success stories</p>	Sean McGuiness	Gary Oakford	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information</p>	<p>MFRS attended 549 RTC's in 2015/16. This is a 5% reduction from the 2014/15 figure. There were 2561 collisions reported to the police in 2015 on Merseyside, MFRS are therefore attending approximately 20% of all RTC's.</p> <p>There were 364 injuries in 2015/16. This is a 20% reduction on the 2014/15 figure of 454. It should be noted that this figure is for all injuries including slight injuries, whereas the LPI is based on the number Killed or Seriously injured (KSI). The KSI figure reduced from 90 to 78, a reduction of 13%. This compares to Merseyside total for 2015 of 588 reported to the police.</p> <p>The largest single demographic group involved in RTC's that are attended by MFRS continues to be 16 to 25 year olds. An increasing demographic amongst RTC's MFRS attends is the over 65's. This correlates with Merseyside police data which shows a 53% increase in KSI's amongst this group since 2005.</p> <p>In 2015/16 MFRS has delivered the following interventions 4865 people in the 15 - 19 year old age group have been engaged with directly. This was mostly through schools and colleges but also involved delivery to Youth offender groups and National Citizenship programs.</p> <p>1910 people of a mixed audience were engaged with during CFOA and Brake road safety weeks.</p> <p>405 people were engaged with at IAM motorcyclist sessions at Southport fire station.</p> <p>There were also a further 1925 people engaged with at various ad hoc events including senior road user events that have been run collaboratively with partners</p>	
2	<p><b>Community Fire Prevention:</b></p> <p>To Improve the Equality Monitoring data collected from HFSC</p>	<p>2.2 Review the HFSC leaflets and information given out to the public about Equality Monitoring and Equality related information such as Deaf alarms and update in line with best practice.</p>	Kevin Johnson	Gary Oakford	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information</p>	<p>The HFSC leaflet has been reviewed to include additional fire safety advice and updated equality monitoring information. However, due to the impending implementation of the Safe and Well visit (that will replace the standard HFSC), no action will be expected until July 2016.</p> <p>HFSC leaflets will be reviewed and revised post 1<sup>st</sup> June 2016 when Safe and Well visits are full embedded. This will potentially include partner's information around falls prevention, bowel cancer screening, alcohol reduction and smoking cessation.</p>	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA - Missions Values and objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
		2.3 Utilise Browse Aloud technology (on the prevention Website page and Ipads) to enable HFSC to be conducted with diverse communities where English isn't their first language	Kevin Johnson	Gary Oakford	<b>Knowing your communities</b> 1: Collecting, analysing and using information	Prevention have held preliminary talks with Gill Butterfield in respect of the utilisation of tablets to deliver HFSC visits (and subsequent advice). At present unsure of implementation date.	The browse aloud facility is part of the bigger ICT strategy and it is our intention to include it on the tablet/mobile device that is procured by MF&RS.
		2.5.1 To produce annual Equality Monitoring reports to show where HFSC have been delivered against the Protected Groups	Kevin Johnson	Gary Oakford	<b>Knowing your communities</b> 1: Collecting, analysing and using information 2: Sharing information between partners	WM Jones will be producing quarterly reports, evidencing who and where Prevention have engaged with diverse communities to offer HFSC visits and fire safety advice.	See Attached report at the end of the Action Plan for current progress across districts for Q4
		2.7 Develop a list of Equality and Diversity specialisms within Advocates and FF (where known) that can be empowered to support diversity related prevention campaigns	Kevin Johnson	Gary Oakford	<b>Knowing your communities</b> 1: Collecting, analysing and using information	Following the recent restructure from a District to functional team, we have recently moved Advocates to ensure that they are working at their nearest Prevention Office to increase efficiency. We will be conducting a skills analysis and these will be utilised pan Merseyside as required.	Under review due to the restructure from District to function – however Advocates will use their specialisms for service delivery pan-Merseyside and Plans are in place to produce a list of specialisms to enable staff to draw upon their expertise across Prevention, Protection and to deliver on the wider E&D agenda
3	<b>Community Fire Prevention:</b> Proactively engage with internal and external stakeholders and partners to identify and assess risk, in homes and communities delivering interventions, promoting fire safety and community safety.	3.1 Develop a Home Safety Strategy for 2015/20. In keeping with the 2020 vision.			<b>Knowing your communities</b>	This action has been completed report went to Authority in November 2015. Home Safety Strategy being implemented.	
		3.2 All visits are supported by the appropriate data to ensure “every contact counts” including the use of the Vulnerable Persons Index, Exeter Data and Customer Insight.	Gary Oakford	James Berry	1: Collecting, analysing and using information 2: Sharing information between partners  <b>Leadership, partnership and</b>	As part of the Home Safety Strategy performance being routinely monitored to ensure activity is complementary within the status reports. Data from August 2015 indicates the correct targeting set against the NHS over 65 data (Exeter).	Exeter (NHS over 65's data) is the primary data used for operational crews for HFSC's, we continue to work with partners to identify other vulnerabilities such as alcohol, drugs, mobility and dementia.

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
		3.3 We have a robust and sustainable telephone revisit strategy (including targets for cost recovery).			<b>organisational commitment</b> 4: Local vision and priorities 5: Corporate policies and processes 6: Meeting the Public Sector Equality Duty (PSED) 7: Monitoring and Scrutiny 8: Effective communication  <b>Involving your communities</b> 9: Engagement structures 10: Working in partnership	It is likely this will not be met in total for 2015/16, however we expect to see an improvement in Quarter 4. We have improved arrangements for FSD.	Fire Service Direct staff have not made the target for cost recovery in 2015/16, our priority was for over 65's. We have set a revised figure for 2016/17.
		3.4 All processes are Quality Assured and the necessary safeguards are put in place including staff training (for crews, advocates and volunteers).				We have improved quality assurance for advocates and volunteers and developing a pathway to develop a quality assurance framework for crews, we are confident the quantitative element will be improved, dip sampling will be required to test against delivery.	All advocates have had revised training, we are working towards the creation of the vulnerable persons team, a central repository for call and case management and work distribution.
		3.5 Enhance our engagement with all Merseyside landlords (Registered & Private) as part of our income generation strategy.				We continue to have positive relationships with RSL sector and secure funding for Hard of Hearing Alarms as an example. In addition engagement has been positive with private sector (through the LA's and selective licensing scheme)	We have engaged with a number of partners to generate income in particular for hard of hearing alarms.
		3.6 We will support all Fire Kills and CFOA PPRS campaigns (this activity will be coordinated by the Prevention Directorate in conjunction with the Districts and Corporate Communications.				<b>This Action is now Closed</b>	
		3.7 All serious fires will be followed up by community reassurance campaigns. We will also specifically give regard to vulnerable persons in the merger areas during this year.				<b>This Action is now Closed</b>	
		3.8 We will continue to explore all forms of social media to raise awareness on all aspects of Prevention and Home Safety.				We support all Fire Kills and CFOA PPRS campaigns (this activity will be coordinated by the Prevention Directorate in conjunction with Corporate Communications.	We continue to use Face Book and Twitter as platforms to disseminate key safety messages from MFRS and our partners.
4	<b>Community Fire Prevention:</b> Our Prevention work contributes to protecting vulnerable people and places, we recognise that fire has a socio-economic dimension and as such	4.1 We will develop Strategic Alliances with AGE UK and other partners to assist in the identification of Vulnerable Persons.	Gary Oakford	James Berry	<b>Knowing your communities</b>  1: Collecting, analysing and using	We have held meetings with a number of partners to aid the development and assist with the identification of vulnerable person. Work continues in this area.	More work needs to be done in this area, we have made some inroads in particular the work with domiciliary workers as a

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update	
	<p>we have a strong commitment to equality and diversity. We recognise the Equality Objectives set by the service and that Merseyside has a number of social challenges and how those challenges can place additional stresses on individuals and communities.</p>				<p>information 2: Sharing information between partners</p>		means of in. This will be an action for year 4.	
		4.2 We will through the Community Safety Partnerships look to work collaboratively to support communities and provide reassurance when necessary to do so.					All serious fires will be followed up by community reassurance campaigns.	We continue to support all fatal fires with a community reassurance campaign, in addition we have reintroduced campaigns in support of selective licensing areas.
		4.3 We will re-examine all of our data sharing protocols to ensure they are fit for purpose and current to ensure that we are making the correct interventions.					Our primary data source is NHS over 65's data, S&P work with other partners to secure key data sets to identify vulnerability.	This work is ongoing in conjunction with Strategy and Performance.
		4.4 We will look to include aspects of mental health first aid and mindfulness on Princes Trust Programmes to assist young adults develop additional coping mechanisms in preparation for working life and development as young adults.					This work stream has not been delivered in 2015/16	
		4.5 We will continue to deliver road safety education to young people aged 16 – 25 years.					Our strategy remains the same in terms of engagement, structural arrangements for partnerships will change in early 2016 for road safety with Mersey travel, Merseyside Police and LA's; this may create new opportunities. We have developed a new safety DVD for launch Spring 2016.	We continue to deliver road safety education to target group, there is a revised pan Merseyside road safety plan being developed. MFRS will be an active and engaged partner.
		4.6 We will develop and enhance our own staff in key specialist areas such as ageing, dementia and mental health.					Following sign off of Home Safety Strategy we will look to create a Vulnerable Persons Team (Jan 2016) this will focus on raising skills, looking at key risk areas and vulnerabilities and engage with key stakeholders such as adult social care and domiciliary providers.	We have created a Vulnerable Persons Team to help with the delivery of Home Safety. They will focus on key areas associated with ageing.
		4.7 We will work with Directors of Public Health to support campaigns for alcohol, smoking cessation and exercise.					This work has developed since the fire / health summit (MFRS and Cheshire) work continues with Health partners to look at key areas	We have engaged extensively with DPH's with regard to the introduction of the safe and well visit to

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
						for safe and well visits.	capture a number of health priorities. We will support behavioural change campaigns to tackle health inequality.
5	<u>Youth Engagement</u>	5.1 <u>Positive Action</u> – Utilising Positive action campaigns for any future recruitment /vacancies in the Youth team including volunteering	Karen Metcalf	Gary Oakford	<b>A SKILLED COMMITTED WORKFORCE</b> 16: Workforce Strategy	No recruitment has been carried out by the YE department.	
		5.2 To ensure that all equipment is assessable to all	Karen Metcalf	Gary Oakford	There is no direct link to the to a particular section within the Equality Framework	All Team rooms delivering youth engagement programmes is accessible to all apart from Huyton – this team will be relocating to Prescott next year. At this time we have a young fire cadet who has Cerebral Palsy who is unable to utilise the fire gloves – we are in talks with the manufacturers who are researching for an alternative. We are also in talks with St Vincent’s Blind School to deliver Fire Cadets. We are in the process of looking at alternative resources to enable partially/blind young people to take part in the FC experience. Minibuses within YE have yet to be made suitable for wheelchair users or the purchase of an appropriate minibus.	
		5.3 Re-fresh the Safeguarding process for young people.	Caroline Crichton – Young person Safeguarding	Gary Oakford	<b>Knowing your communities</b> 2: Sharing information between partners	At this time MFRS is going through a full re-fresh of the Safeguarding Policies – We have recently reviewed a Wirral LSCB audit we completed last year and to that end MFRS will be putting in place a named Designated Safeguarding Officer which will give a clear line of accountability within the organisation for work on Safeguarding and promoting the welfare of children.	
6	<b>Community Fire Protection:</b> Embedding E and D across all activities within Business Fire Safety	6.1 <u>Positive Action to enhance the diversity across the department</u>  Utilisation of positive action to recruit, select, train and develop a cadre of Fire Safety Business Support Advisers. To reflect the communities we serve through positive action in our future recruitment campaigns for Protection staff roles  Develop a Protection Communications Strategy to include Social Media. Review, enhance and update all outward facing Communications from Protection – both internal (portal, guidance, hot news) & external (website, leaflets, letters, Facebook, twitter, etc). to keep the media sites regularly updates	Karen Hughes	Guy Keen	<b>Knowing your communities</b>  1: Collecting, analysing and using information 2: Sharing information between partners  <b>Leadership, partnership and organisational commitment</b> 4: Local vision and priorities	A positive action campaign was utilised during the recruitment of Fire Safety Adviser positions, however it was not successful in attracting the diversity of candidates that we were targeting and out of those candidates that did apply we were unable to fill all of the vacancies.  The process will be re-run in February – April 2016 and we will seek to learn lessons from the previous campaign with a view to achieving greater success.	Preparation has begun to develop a positive action recruitment strategy for a cadre of Fire Safety Business Advisors during 2016.  Development of the Protection Communication Strategy continues to be developed in partnership with our Corporate Communications Team.

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA - Missions Values and objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
					8: Effective communication Involving your communities 9: Engagement structures 11: Commissioning and procuring services 13: Responsive and accessible services  <b>A skilled and committed workforce</b> 16: Workforce Strategy	Due to pressing priorities in respect of managing significant succession challenges and implementing 2020. A recommendation has been made to and accepted by CFOA PPRS to commence a coordinated approach to web content in line with Better Regulation principles (transparency, consistency, competence etc). GM Keen has volunteered to lead this coordination on behalf of CFOA and will ensure that the E&D objectives are included within the scope of the developments.	
		<p><b>6.2 <u>To plan and deliver a National Conference to establish best practice and lessons learnt across the FRS sector in relation to Engaging with BME businesses</u></b>                      Plan and deliver the Conference</p> <p>Evaluate the conference and provide a report to all partners with suggested recommendations and commitments</p> <p>Address outcomes from the conference for MFRA Business Safety Work</p> <p><b>6.3 <u>Lead with GMFRS and CFOA and AFSA</u></b> on the development of National Toolkit to help support and engage with BME businesses</p>	Karen Hughes	Guy Keen /Wendy Kenyon	<b>Monitoring and Scrutiny</b>  7. The Service benchmarks its achievements against comparable others and shares its experience in developing notable practices  <b>Sharing Notable practice</b>  15. The Service creates and develops notable practice, internally and externally. Other organisations look to it for information and	MFRS led a collaborated approach to delivering a conference on ‘Engaging with Diverse Businesses for Fire Safety Compliance’ via CFOA, IFE & AFSA.  The conference was hailed as an excellent success and received glowing feedback from delegates.  The workshops that took place in the afternoon of the conference provided the basis of an action plan.  A report on the conference including the recommended action plan was passed to CFOA PPRS for implementation. MFRS now have a lead role in co-ordinating the delivery of these actions.	Engaging with Diverse Business conference was held on September 17 <sup>th</sup> , 2015. The outcome of the conference has been recorded in a report ‘Engaging with Diverse Businesses for Business Safety Compliance Seminar, October, 2015. The report has clearly recorded and identified several recommendation’s which are being promoted for endorsement by the CFOA Business Safety Group in May to assist with prioritising resources around areas including : <ul style="list-style-type: none"> <li>• Developing a tool kit of best practice and support for Business Safety Practitioners</li> <li>• Commission</li> </ul>

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
					advice.		Research and bid for funding from Academic Institutions to support a better understanding of the BAEM Business communities. <ul style="list-style-type: none"> <li>• Review progress in 2016/17 via a further conference hosted by CFOA and open to a wider audience.</li> </ul>
		<p><b><u>6.4 Collecting and Analysing Equality Monitoring Data a for Businesses that we regulate</u></b></p> <p>Continue to collect the data for businesses and review it Annually to identify any trends</p>	Karen Hughes	Guy Keen	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information 2: Sharing information between partners</p>	<p>Data is currently being collected using the Equality and Diversity Monitoring form developed for Protection Officers when auditing / inspecting premises. Currently 155 records have been created. Statistical analysis will be required to identify any trends.</p>	<p>E&amp;D Monitoring data collected and recorded for analysis 2016/2017.</p>

**Assets**

7	<p><b><u>Access Audit</u></b></p> <p>Deliver the recommendations outlined within the Access Audit ensuring that high priority risks are carried out first.</p>	<p><b>7.6 Communicate progress regularly to staff and community regarding the key improvements made via the Access audit work</b></p>	Stewart Woods	DCFO	<p><b>Responsive and accessible services</b></p> <p>13. The Service provides accessible services to a wide range of individuals and groups.</p>	<p>Amber- Ongoing , communication / consultation made via station managers at specific stations</p>
---	--	---	---------------	------	---	---



# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
-----	------------------	-----------------------------------	----------------------------------	---------	-----------------------------	------------------	------------------

**People & Organisational Development (POD)**

8	<p><b><u>Recruitment</u></b> To review and enhance the current MFRA recruitment policies, practices and assessment practice to ensure they are supporting MFRA resourcing strategy</p>	<p>8.1.3 Carry out a EIA in relation to the Recruitment Policy, Procedures and Selection methods for all recruitment exercises including any promotions (for all contract types)and address any particular areas for development</p>	Suzanne Lea	Nick Mernock	<p><b>Leadership, Partnership, and Organisational Commitment</b> 6: Meeting the Public Sector Equality Duty (PSED) <b>A Skilled Committed Workforce</b> 18: Policies and procedures</p>	<p>Working with E &amp; D Manager this is in draft format and will be actioned in the next quarter.</p>	<p>Policies remain in draft and to be reviewed in light of current changes in POD. An EIA exists for Positive Action and Gateway promotion process</p>
	<p>8.4 Research the possibilities of working with partners and special education providers to develop Apprenticeship/work placement opportunities suitable for young people with mild to moderate learning difficulties.</p>	Lynn Hughes	Nick Mernock	<p><b>A Skilled Committed Workforce</b> 16: Workforce Strategy</p>	<p>Traineeships are being explored in partnership with the police to offer young people a pre apprenticeship. This will enable them to access further learning and support increasing their employability.</p>	<p>Support is available for those with learning needs at recruitment and selection and in the attainment of the qualification. Apprenticeships have continued to increase with our young people being great ambassadors for apprenticeships. Traineeships have not been actioned as the responsible officer in the police has taken voluntary redundancy and as yet there have been no discussions in terms of progressing this work stream.</p>	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
9	<p><u><b>Understanding implications of an Ageing workforce</b></u></p> <p>Consider and respond to the impact of ageing workforce.</p>	<p>9.1 Implementation of the Service Fitness Policy takes cognisance of the ageing workforce that may need differential application of culture and support such as offering differing modes of Fitness Testing.</p>	Paul Blanchard-Flett	Nick Mernock	<p><b>A Skilled Committed Workforce</b></p> <p>16: Workforce Strategy 17: Workforce monitoring</p>	<p>MFRS still unable to discuss stress SI with FBU due to their national stance on new fitness policies. Occupational Health are undertaking fitness tests as per our usual process within 2 yearly health screening. In talks with FBU/FOA on weight management support protocol.</p>	<p>The Service Fitness Policy allows for various modes of fitness testing that allows for firefighting staff to be accommodated with a test they consider is suitable to them. A firefighter functional test has been developed by the national Firefit Steering Group that will likely be adopted as a CFA recommended test in October 2016. Following this the Service will update our SI and introduce this test.</p>

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
		<p><b>9.2 Support for healthy lifestyles for all staff.</b></p> <p><b>9.2.1 To ensure that in particular firefighting staff can maintain an operational role for a career that may go to aged 60, due to changes in the Firefighter Pension Scheme</b></p> <p><b>9.2.3 For Fire and Rescue Service staff as the Local Government Pension Scheme retirement age is 65, and is likely to go beyond this dates in the future, support for the health and wellbeing of staff.</b></p>				<p>Support ongoing. BP offers course and initiates eg. Yoga at SHQ.</p> <p>These activities seek to support FF's to maintain their health and fitness to achieve a career up to 60. The service are involved with MIND blue light initiative supporting good mental health for emergency service staff. The service will sign the blue light pledge at a training event at HQ on 29<sup>th</sup> January.</p> <p>The service promulgate information to all staff regarding healthy lifestyles for example the introduction of Puffell that is designed for staff to help them set health goals and targets.</p>	<p>Support is available for all staff. The Service has introduced Puffell that allows staff to monitor their own health in terms of mood, diet and weight, and exercise.</p> <p>There a national Ageing Workforce Project looking at the implications for the UK service of retirement age of 60. PBF is a member of this Project Team.</p> <p>The Service has developed a guidance note on the Menopause that is due for publication.</p> <p>The OH PTi Team provide support, advice and training for firefighters to be able to achieve the fitness standard to maintain an operational role. There a national Ageing Workforce Project looking at the implications for the UK service of retirement age of 60. PBF is a member of this Project Team.</p> <p>The OH and the PTi Team are available for all staff for health advice.</p>
<b>Operational Preparedness</b>							

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
10	<p><u>Water Safety Awareness</u> For River Communities (MFI)  For Districts</p>	<p><b>10.1 Development of Training Packages</b></p> <p>Water Awareness week (June 2015 – Ian Kay MRU can confirm)</p>	SM Frantzen	AM Searle	<p>There is no direct link to the to a particular section within the Equality Framework</p>	<p>Water Safety - CFOA Week - Working with SM McGuinness who has been given role to progress Water safety from Prevention and Protection - put forward proposals from MRU team leaders and other ideas for consideration into CFOA Water Week(April 2016). MRU Team leader is lead on water safety awareness within the MRU MRU Water Safety - Visit Us Pack Approved by SM Frantzen, approved by Corp Comms, awaiting MFRS Web Developer and then final command approval to complete. Hope to be in place for summer 2016. Improved method of projecting water safety messages agreed with corporate communications. External Agencies - No change. HMCG and RNLI aware of our potential interest in sharing water safety contribution. Awaiting outcome / service direction after the meeting with SM McGuinness. Contacting local mental health care organisations and charities to explore the possibility of awareness sessions to their staff to enable them to provide information and guidance to appropriate patients as a significant number of those rescued from the Mersey have mental health issues</p>	<p>Training packages have been created or sourced from other agencies(RNLI, Coastguard) Water awareness week 2016 activities have been arranged by SM McGuinness and the staff at MRU. This will involve attendance at MRU by schoolchildren in age group targeted by water awareness group. Event will include input and demonstrations from MRU, Coastguard and include a trip on the Mersey Ferry.</p> <p>It is hoped that this will become a regular event and that others water safety related events will come on line in the future.</p>

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
<b>Operational Response</b>							
11	<u>Introduce &amp; Evaluate after incident advice forms</u> Crews to ensure they meet the needs of our diverse communities, where English is not their first language.	11.1 Implemented after development last year 11.2 Monitor use, Audit and Review.	Paul Hitchen	AM Mottram	<b>Knowing your communities</b>  1: Collecting, analysing and using information  <b>Leadership, partnership and organisational commitment</b> 8: Effective communication	Work stream transferred to Prevention Team for implementation and evaluation September 2015.	
12	<u>Ageing Workforce</u> Evaluate the organisational and individual risk posed by, individuals working to 60	12.1 To identify current fire sector related research about the subject  12.2 To analyse accident injury and illness statistics to determine if age is root cause for increased levels.  12.3 To identify the implications of an ageing workforce on the health and safety responsibilities of the Authority.  12.4 To identify information that can enable provision of advice for older workers.	Paul Hitchen	AM Mottram	<b>A Skilled Committed Workforce</b> 16: Workforce Strategy 17: Workforce monitoring 18: Policies and procedures	There a national Ageing Workforce Project looking at the implications for the UK service of retirement age of 60. PBF is a member of this Project Team  Analysis of accident, injury and illness statistics is continually monitored to identify trends. All statistics are published monthly and are available on the H&S page on the portal.  Legislation, guidance, reports and reviews are closely monitored by the H&S Team who receive both internal and external sources of information. If any H&S responsibilities change, the appropriate policies, risk assessments are amended and communicated to staff.  MFRS staff can obtain advice regarding health and fitness including fitness circuits and dietary advice from Occupational Health and the OH Fitness Team, the latter led by the Service Health and Fitness Advisor Bill Pirrie. This can be bespoke to individuals.	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

MFRA -  
Missions  
Values  
and  
objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
13	<p><b><u>Investigate future development of the debrief module</u></b></p> <p>To provide the facility for potential equality information to be captured following operational incidents which can then be monitored and shared?</p>	<p>13.1 Plan &amp; Organise how best to capture Equality and Diversity issues encountered at operational incidents</p>	GM Murphy	AM Mottram	<p><b>Knowing your communities</b> 1: Collecting, analysing and using information</p>	<p>A review of Operational Assurance has been completed. Senior Officers provide Operational Assurance at incidents, this, coupled with an inclusive debriefing procedure enables the feedback into the organisation from operational incidents. The debrief procedure has been updated and will capture any relevant E&amp;D data or information from the Fireground. A summary of each month's debriefs is presented at the Operational Improvement Group whose Chair takes ownership and distributes the any actions to the relevant MFRS internal departments.</p>	
		<p>13.2 Investigate with the OSHENS software provider the development of the debrief module to include a new facility for relevant Equality and Diversity information capture following operational incidents.</p>				<p>Actioned in 13.1</p>	

**JOINT WORK : Community engagement with Diverse communities  
Station Managers and District Prevention Managers**

14

Utilising District Plans, District Planning Equality Impact Assessments (EIA's, Equality Objectives and Service Plans; target (where information is available) those communities from the 9 protected equality groups that are most at risk from fire and other incidents for risk reductions activities.

Interventions Could Include:

- Diversity Campaigns – Aligned with Diversity Calendar/fire kills
- HFSC – Community focused campaigns for protected groups using Customer Insight
- Increase links with partners to ensure information sharing continues in order to identify vulnerable people
- Community Safety Events – seasonal, also include the strategic aims from the Community Safety Plan
- Develop information sharing partnerships to collect data on those protected groups we don't currently cover via customer insight.
- Meet and adopt to current legislation e.g. Care Act. Equality ACT Public Equality Duty

14.1 Provide information and any appropriate case studies to DAG/SEG on a quarterly basis in relation to activity that has taken place to achieve this area of development. Provide the information by the ( protected groups

Station Managers  
District Prevention Managers  
Kevin Johnson

Paul Hitchen  
Gary Oakford

**Knowing your communities**

- 1: Collecting, analysing and using information
- 2: Sharing information between partners

**Leadership, partnership and organisational commitment**

- 3: Leadership
- 4: Local vision and priorities
- Meeting the Public Sector Equality Duty (PSED)
- 8: Effective communication

**Involving your communities**

- 9: Engagement structures
- 10: Working in Partnership

***District updates are at the end of this report***

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 5 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 6 To Cut accidental kitchen fires in Social Housing
- 7 Reduce deliberate antisocial behaviour fire setting.
- 8 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

## MFRA - Missions Values and objectives

- 5. Excellent Operational Preparedness
- 6. Excellent Operational Response
- 7. Excellent Prevention and Protection
- 8. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
-----	------------------	-----------------------------------	----------------------------------	---------	-----------------------------	------------------	-------------------

## Strategy and Performance

15	<p><b><u>Review and develop further E&amp;D education and awareness support for FF, Staff, Line Managers and Authority members.</u></b> This is to include making sure where possible E&amp;D is embedded within all internal training and development delivered currently by MFRA in both online and face to face session.</p>	15.1 Carry out a review of the current E and D related training, including Learn Pro and Guidance provided to all groups of staff.	Wendy Kenyon	Deb Appleton	<p><b>Leadership, partnership and organisational commitment</b> 5: Corporate policies and processes 6: Meeting the Public Sector Equality Duty (PSED) 8: Effective communication <b>A Skilled Committed Workforce</b> 18: Policies and Procedures 19: Learning and Development</p>	<p>A review of the current Lear Pro has established out of date packages that will need to be replaced. Best practice has established that there are many FRS who are moving away from E learning as the only mechanism for E &amp; D training. There are a number of Best practice examples of basic E &amp; D learning that could be included in a MFRS E learning package and these are currently used by Lancashire, Cheshire and London. Skills boosters are an excellent organisation that provides online Learning education in the form of Videos and this will be explored over the next 2 months. Work is Ongoing with the ELearning packages still being reviewed. New ELearning platform currently out for tender. Contract will be awarded May 2016.</p>
		15.2 Review best Practice on E&D training and education across the FRS and other public bodies.				
		15.3 Develop an Equality and Diversity Training Brief.				
		15.4 identify suitable training packages and suppliers.				
		15.5 Procure and Develop the training package.				
		15.6 Plan and schedule the launch of the new Equality and Diversity Training Packages.				
		15.7 Roll out new training for each group of staff and communicate to all staff what is on offer. (April 2016 onwards)				
16	<p><b><u>Review areas across the organisation to ensure the compliance against the Equality Act 2010 and Public Sector Equality Duty</u></b></p>	16.1 Establish key areas at risk 16.2 Carryout bespoke Equality & Diversity Briefings, support and EIA's were required	Wendy Kenyon	Deb Appleton	<p><b>A Skilled Committed Workforce</b> 22: Promoting an inclusive working environment</p>	<p>Three briefing sessions have been held in March for the District Prevention Teams.</p>
		<p>Support has been given to all functions this quarter for the completion of EIA's for the Functional Delivery Plans 2016/17, as the focus is now away from districts who have previous been responsible for completing the EIA for District Plans</p>				
17	<p><b><u>Disability Disclosure and reasonable adjustments</u></b> Review the support for staff to disclose a disability and for line managers to feel confident in supporting disabled staff and make the process transparent and accessible</p>	<p>17.2 To develop guidance for staff and line managers about Disability reporting/disclosure and support available</p> <p>17.3 Develop guidance and a resource library to provide</p>	Wendy Kenyon	Deb Appleton	<p><b>A Skilled Committed Workforce</b> 22: Promoting an inclusive working environment</p>	<p>A series of six Guides for Staff and Managers including Dyslexia, menopause, Disability and Reasonable Adjustments have been drafted and are awaiting publication with support Service Instruction.</p>



# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 5 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 6 To Cut accidental kitchen fires in Social Housing
- 7 Reduce deliberate antisocial behaviour fire setting.
- 8 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 5. Excellent Operational Preparedness
- 6. Excellent Operational Response
- 7. Excellent Prevention and Protection
- 8. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
		staff and line managers with more information on specific illnesses, conditions				Once guides have been published on the resources section on the E&D Portal Page, more supporting documents can be added which will provide information on more specific illnesses and conditions.	
18	<p><b><u>Fire and Rescue Equality Framework</u></b></p> <p>To prepare key stakeholders, in delivering equality activities to support the achievement of the revised equality standard. In preparation of Peer Assessment in 2016</p>	<p>18.1 Provide briefings to all key staff involved to help them understand what their role is within the framework</p> <p>18.2 Each function to start collecting evidence and preparing narratives for the assessment 2016/17</p>	Wendy Kenyon	Deb Appleton	<p><b>A Skilled Committed Workforce</b></p> <p>18: Policies and Procedures</p> <p>19: Learning and Development</p>	Meetings have taken place with all Departments in relation to the framework over the early part of the year providing guidance on the standard required to meet excellence and to discuss approaches to gathering evidence during the year. Further work will be carried out at the Year 4 planning workshop to ensure that any outstanding framework evidence is put in place to meet the Self/Peer Assessment deadline.	
19	<p><b><u>Effective Communications</u></b></p> <p>Develop consistent approach to monitoring of communications approaches and strategies</p>	<p>19.1 Questions/Surveys where possible of recipient of communications internal &amp; external.</p> <p>Seeking advice and communicating with protected characteristics groups/ groups that work with protected groups</p> <p>Include guidance on font size, e.g. minimum of 12, Logo Size, Best Colours to use for Accessibility</p>	Andrew Highton	Deb Appleton	<p><b>Leadership, Partnership and Organisational Commitment</b></p> <p>8: Effective communication</p> <p><b>Involving your Communities</b></p> <p>14: Customer Satisfaction</p> <p><b>A Skilled Committed Workforce</b></p> <p>22: Promoting an inclusive working environment</p> <p>23: Values and Behaviours</p>	This work has been delayed by the change of personnel in the team (see below) and will be picked up in 2016/17	
		19.2 Redevelop external Service Website to make it more accessible			<p><b>Leadership, Partnership and Organisational Commitment</b></p> <p>8: Effective communication</p> <p><b>Involving your Communities</b></p> <p>14: Customer Satisfaction</p> <p><b>A Skilled Committed Workforce</b></p> <p>22: Promoting an inclusive working environment</p>	Both of these projects have commenced, with preparatory work taking place. The website has been audited to remove out of date content and an initial branding document has been produced. However, work on both these projects has been delayed as a result of the two original comms team members leaving the organisation, requiring the recruitment of a new team and for that team to develop in their roles before work could continue on these projects. Both	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 5 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 6 To Cut accidental kitchen fires in Social Housing
- 7 Reduce deliberate antisocial behaviour fire setting.
- 8 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 5. Excellent Operational Preparedness
- 6. Excellent Operational Response
- 7. Excellent Prevention and Protection
- 8. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
		19.3 Introduce new branding document to help ensure better accessibility			Leadership, Partnership and Organisational Commitment 8: Effective communication	projects are included in the Functional Plan for 2016/17	
		19.4 Continue to ensure that publications and films produced by MF&RS are accessible to everyone (in print and on line.)			Leadership, Partnership and Organisational Commitment 8: Effective communication	Accessibility is considered on every occasion that publications and other promotional products are produced by MFRS	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

- 9 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 10 To Cut accidental kitchen fires in Social Housing
- 11 Reduce deliberate antisocial behaviour fire setting.
- 12 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

## MFRA - Missions Values and objectives

- 9. Excellent Operational Preparedness
- 10. Excellent Operational Response
- 11. Excellent Prevention and Protection
- 12. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
<b>Legal, Procurement and Democratic Services</b>							
20	<u>Review MFRA procurement process</u> to ensure that equality and diversity considerations are embedded and remove any barriers for protected groups to access tenders etc.	20.1 Review the MFRA procurement process against Equality and Human rights Commission best practice for procurement and make any recommendations for development	Sharon Matthews	Janet Henshaw	<b>Involving your Communities</b> 11: Responsive services and customer care	SM reviewed procurement documentation, processes and practices in Q3/4 2015. A new procurement strategy and policy is now in place – these both take account of current best practice and EHRC guidance. Existing processes are compliant with the guidance (e.g. use of e tendering applications, advertising on Contracts Finder, consideration of additional equality or social outcomes which may be gained by way of the procurement and including these in the specification).	
		20.2 Review the North West E-Tendering process and policy to establish how Equality and Diversity is embedded in purchasing				E-tendering was reviewed as part of the overarching review of documentation, processes and practices (see above).	
21	<u>Community users at station</u>	21.1 Collect and collate E&D information submitted by watch managers for Community groups using MF&RS premises?	Sarah Bourne	Janet Henshaw	<b>Involving your Communities</b> 13: Responsive and accessible services	Use & Hire of Authority Premises documentation is now available on the portal. Equality Data for groups using community fire stations is currently being collated	
22	<u>E&amp;D refresher training for the team</u>	Ensure all members of the procurement team are fully aware of E&D	Sharon Matthews	Janet Henshaw	<b>A Skilled Committed Workforce</b> 19: Learning and Development	Wendy Kenyon attended a procurement team meeting in November 2015 to discuss E&D. All procurement team members were given additional information relating to the Equality Framework and were asked to record positive practice and outcomes in respect of individual procurement processes.	
23	<u>Debt recovery log of Debtors</u>	To investigate the profiling of why debts are written off and whether any are for socioeconomic reasons and if so the percentage of these debts	Ria Groves	Janet Henshaw	<b>Knowing your Communities</b> 1: Collecting, analysing and using information	For any debt which has to be written off, information is being collated as to why. Data is being recorded as to how many may be due to Socio economic.	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 9 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 10 To Cut accidental kitchen fires in Social Housing
- 11 Reduce deliberate antisocial behaviour fire setting.
- 12 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 9. Excellent Operational Preparedness
- 10. Excellent Operational Response
- 11. Excellent Prevention and Protection
- 12. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
24	<u>To improve relations and engagement between Fire Authority Members and all employees</u>	Through raising awareness of the Fire Authority –it’s Members, its Role and its Responsibilities, amongst all employee groups.	Kelly Kellaway	Janet Henshaw	<b>Leadership, Partnership and Organisational Commitment</b> 6: Meeting the Public Sector Equality Duty (PSED) 8: Effective communication 9: Engagement Structures <b>A Skilled Committed Workforce</b> 20: Staff Engagement 23: Values and Behaviours	A “Staff Engagement Day” was held on 19 <sup>th</sup> November 2015, providing opportunity for Authority Members and non-operational staff to meet informally. Staff attending this event, were provided with input regarding the role and responsibilities of the Fire Authority and its Members.  A “Members Handbook” has been compiled, which contains a raft of information regarding the Authority, its Members, Committees and meeting dates; copies of which will be distributed to all Authority premises for employee information.  A photograph of the Authority was taken following the Authority Meeting on 17 <sup>th</sup> December 2015, which again will be distributed for display on all Authority premises, so staff are able to identify the Members of the	Station Visits for Members have continued throughout the year. A further “Staff Engagement Day” for non-operational staff and Members was held on 10 <sup>th</sup> March 2016.  Both Station Visits and Staff Engagement Days will continue to be included within the schedule of approved dates of meetings and events for the Authority, for future years.  A meeting has taken place with the Corporate Communications Team regarding the inclusion of articles with editions of the “Hotnews” focusing on Authority Members. This will be actioned further following the local elections.  Following the AGM in May when any new Members are appointed, the Members Handbook and photos of Authority Members will be updated and distributed to all

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 9 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 10 To Cut accidental kitchen fires in Social Housing
- 11 Reduce deliberate antisocial behaviour fire setting.
- 12 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 9. Excellent Operational Preparedness
- 10. Excellent Operational Response
- 11. Excellent Prevention and Protection
- 12. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
		<p>Through arranging regular visits for Fire Authority Members to Stations and other Fire Authority locations, to engage with employees based at those locations; and by continuing to build on the provision of engagement opportunities between Members and all groups of employees.</p>				<p>Authority.</p> <p>Consideration is also been given to including articles within editions of the “Hotnews” regarding the Authority and its Members, to further raise awareness.</p>	<p>Authority premises for display/reference.</p> <p>The Democratic Services Team will continue to identify new ways to raise awareness of the Authority.</p>
						<p>Station visits have continued, with visits to Eccleston and St. Helens Community Fire Stations taking place on 7<sup>th</sup> January 2016; and visits to Formby and Southport Fire Stations scheduled for 9<sup>th</sup> February 2016. These visits continue to be well received by both Members and employees.</p> <p>A “Staff Engagement Day” took place at SHQ on 19<sup>th</sup> November 2015, providing opportunity for Members and non-operational staff, to engage with one another in a structured, but informal manner – utilising the “World Café” format. Feedback from this</p>	<p>Station Visits are now programmed throughout the year, forming part of the schedule of approved dates of Authority meetings and events.</p> <p>A second “Staff Engagement Day” took place on 10<sup>th</sup> March 2016, enabling engagement between Member and non-operation staff. The event followed the same “WorldCafe” style format which worked very well – however the structure was changed slightly following feedback from the 1<sup>st</sup> event in November. The event was run in one session rather than two, with more time allocated per group to enable more</p>

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 9 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 10 To Cut accidental kitchen fires in Social Housing
- 11 Reduce deliberate antisocial behaviour fire setting.
- 12 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 9. Excellent Operational Preparedness
- 10. Excellent Operational Response
- 11. Excellent Prevention and Protection
- 12. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
						<p>event has been extremely positive from both staff and Members; and a further event is scheduled for 10<sup>th</sup> March 2016, which will provide other non-operational staff with the opportunity to engage with Authority Members.</p>	<p>meaningful discussion. This structure seemed to work far better and will now be adopted for future events.</p> <p>Both events have been well attended by Members and feedback from both Members and staff for both events, has been very positive.</p> <p>Staff Engagement Days are also now included within the schedule of approved Authority meetings and Events.</p> <p>The Democratic Services Team will continue to identify any new opportunities to improve engagement between Authority Members and all employee groups.</p>
25	<p><b>Capture feedback from Partners regarding external working and achievement of equality outcomes – to demonstrate accountability</b></p>	<p>Through the involvement of Partners in the Authority’s Scrutiny processes, by inviting representatives from our Partners to provide feedback to the Authority’s Performance &amp; Scrutiny Committee, regarding their experience of working with MFRA to deliver equality outcomes. This will allow opportunity for the Authority and its Partners, to hold each other to account with regards to external working and the achievement of equality outcomes.</p>	Kelly Kellaway	Janet Henshaw	<p><b>Knowing your Communities</b> 2: Sharing information between partners</p> <p><b>Leadership, Partnership, and Organisational Commitment</b> 4: Local vision and priorities</p>	<p>A Single Status Performance &amp; Scrutiny Committee took place on 3<sup>rd</sup> September 2015, in relation to working alongside partners from the health and care arena, to mitigate some of the potential issues arising from the Care Act 2015 in relation to prevention activity and protecting the most vulnerable within our communities.</p>	

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 9 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 10 To Cut accidental kitchen fires in Social Housing
- 11 Reduce deliberate antisocial behaviour fire setting.
- 12 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 9. Excellent Operational Preparedness
- 10. Excellent Operational Response
- 11. Excellent Prevention and Protection
- 12. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
<b>ICT</b>							
26	<b><u>Engage Technology</u></b> and ensure its supports the Equality and Diversity agenda	<p>26.1 Monitor ICT developments in conjunction with diversity manager. New technologies to be reviewed to establish benefits from DAG perspective</p> <hr/> <p>26.2 Digital Inclusion</p> <p>Roll out of Public Wi Fi to Stations for Staff use and as a resource in Community Rooms</p> <p>Provision of additional Community Internet at the Toxteth Hub</p>	Lesley Hollis/Mark Hulme	Ed Franklin	<b>A Skilled Committed Workforce</b> 22: Promoting an Inclusive working environment	<p>Windows phones, to replace Blackberry's. Testing was in progress.</p> <hr/> <p>Site surveys required to establish which rooms are covered before roll out. New password protocol to be implemented, testing at Kirkdale or Bootle &amp; Netherton.</p> <hr/> <p>Remove – public Wi-Fi in TFFH but no funding for wider roll out to the community.</p>	<p>All Officers have moved to Smartphones, 33 Blackberry users remain, these are support staff, their devices will be replaced with a Smartphone once their device becomes faulty as the cost to upgrade, and including handset is £180.00 per device.</p> <hr/> <p>Site survey was carried out at Bootle &amp; Netherton, Station Manager is to confirm which rooms are needed for Community and the access point will be provided by ICT. Feedback to be provided before rollout schedule.</p> <hr/> <p>Transition in progress as being taken over by Liverpool Mutual Homes, no longer MFRS.</p>

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

**KEY – Equality Objective – Service Delivery Plan**

- 9 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 10 To Cut accidental kitchen fires in Social Housing
- 11 Reduce deliberate antisocial behaviour fire setting.
- 12 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
- 5. To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce

**MFRA -  
Missions  
Values and  
objectives**

- 9. Excellent Operational Preparedness
- 10. Excellent Operational Response
- 11. Excellent Prevention and Protection
- 12. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Updates
27	<b><u>Hearing Loops in Key Community Stations</u></b>	27.1 Following on from the installation of the new Hearing loops system at Service Headquarters, investigate the introduction of further hearing loops at Key Community Fire Stations in the Community Spaces e.g. Safehavens, Reception, and Community Rooms	Lesley Hollis/Bernie Kenny	Ed Franklin	<b>Responsive and accessible services</b> 13: Responsive and Accessible Services	SHQ Complete and signed off.  Following on from sign off, there will be a further project to introduce at the other locations	SHQ hearing loop system is now complete and signed off. Hearing loop facilities at TDA needs a review.  Clarification is needed as to what stations are next and where budget is coming from, a meeting will be requested with Wendy Kenyon, Mark Rice & Lesley Hollis to discuss, telnet have a supplier that can provide a solution.
28	<b><u>Implement Microsoft Lync</u></b>	Microsoft lync is an enterprise-ready, unified communications platform. Lync connects people everywhere, on windows and, other devices, as part of their everyday productivity. Lync provides a consistent single client experience for presence, instant messaging, voice, video and a great meeting experience.	Lesley Hollis/Mark Hulme	Ed Franklin	<b>Effective Communication</b> 8: Effective Communication	A small pilot was being run, Station Managers were used to test the internal video conferencing.  Lync was tested and is working, except for a camera issue, A new one has been ordered, but all other sharing is working.	Pilot completed:  01/10/2015 will test now with more users e.g. Finance.  Phase 2: To roll out to all MRFS on every PC, Ed Franklin will produce an SMG report.  Phase 3: External Skype: External calls and Meetings.



## Equality and Diversity and Engagement Report

### Report for: District Prevention Teams Activity

Quarter : 30

### Report Produced by :

During Q3 of 2015/16 district teams have been heavily involved in joint work across the bonfire period and contributing to the work done during multiple reassurance campaign.

Older Persons Day saw the completion of the following engagement across the service, please note these are the total figures for the whole service including SHQ staff

#### Sefton

- 135 HFSC's were completed
- 5 High Risk Identified (these have now been picked up by Prevention Team)
- 13 Refusals
- 140 "Reading this may save your life" leaflets distributed
- 50 Stoptober leaflets given out

#### Wirral

- 140 HFSC's completed
- 14 High risk identified
- 13 Refusals
- 145 "reading this may save your life" Leaflets distributed

#### St Helens

- 116 HFSC's completed
- 16 high risk identified
- 0 refusals
- 110 "reading this may save your life" leaflets distributed

#### Knowsley

- 83 HFSCs completed
- 6 high risk identified (plus another 4 follow ups for FSN/partners)
- 11 refusals
- 138 "reading this may save your life" leaflets distributed.

#### Liverpool

- 201 HFSC's completed
- 16 High risk identified
- 57 Refusals
- 440 "reading this may save your life" leaflets distributed

## Totals

- 675 HFSC's completed
- 57 High risk identified
- 94 Refusals
- 973 "reading this may save your life" leaflets distributed
- 50 Stoptober leaflets given out.

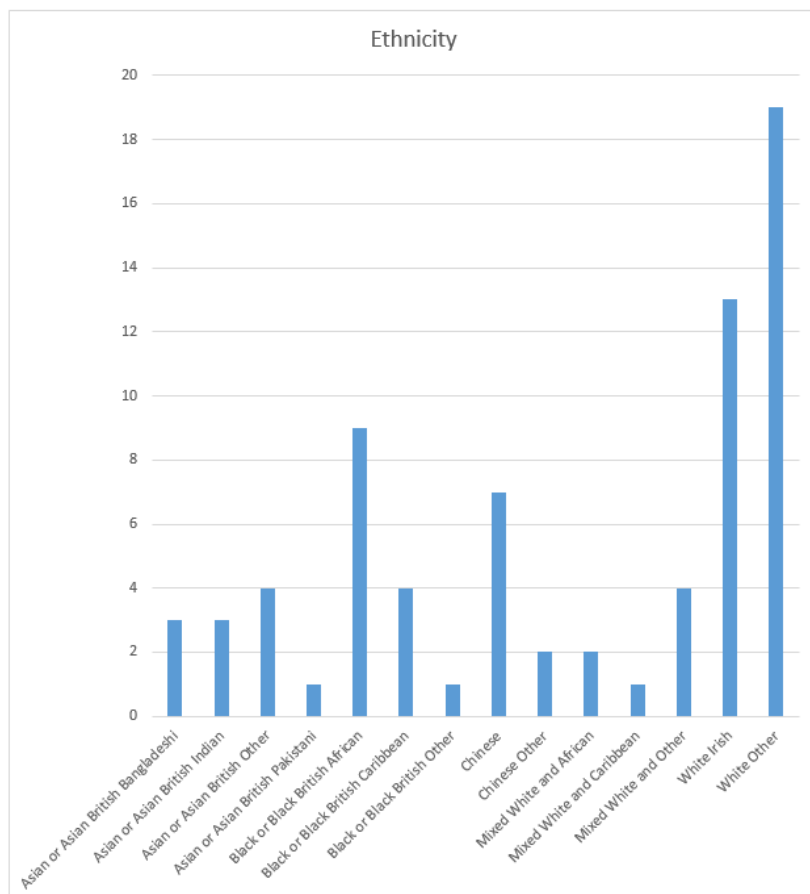
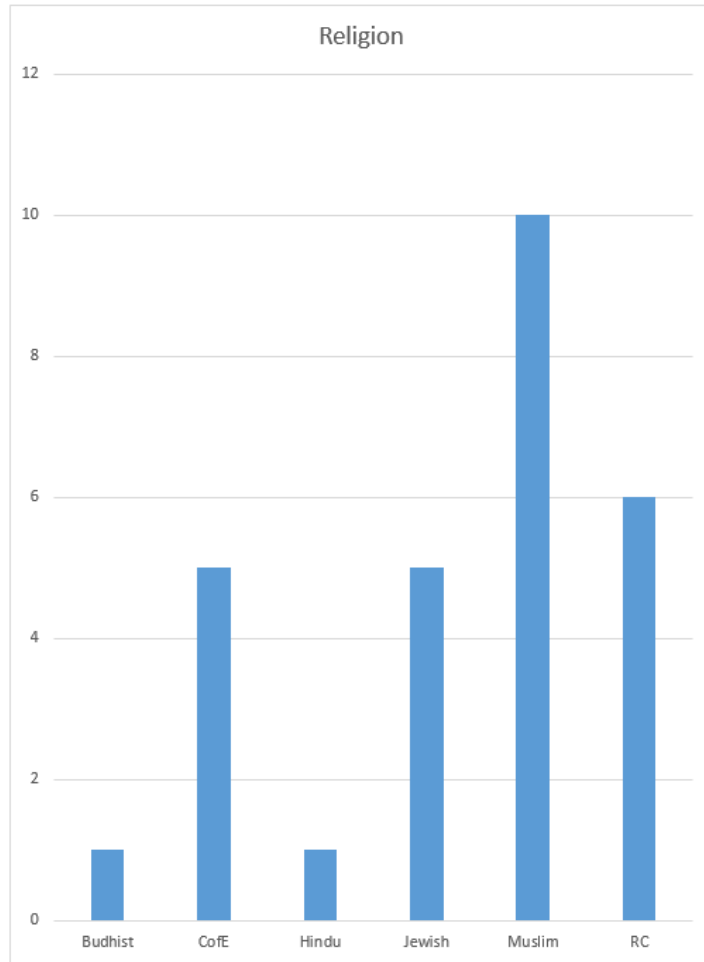
In addition the following has been completed for the reassurance campaigns following serious incidents

Date	District	Address	HFSC's	Leafleted	High Risk	Refusals
08/10/2015	St Helens	50 Lingmell Ave	77	350	8	12
23/10/2015	L'pool Nth	4 Malvern Road	44	400	3	21
26/10/2015	l'pool Sth	25 Siddeley St	58	400	2	6
04/11/2015	Wirral	7 James St	66	400	10	0
			245	1550	23	39

During Q3 the prevention teams engaged with a range of Religious and Ethnic groups although the majority of the engagement was with White British Christians the following numbers were achieved

## Religion

Buddhist	1
C of E	5
Hindu	1
Jewish	5
Muslim	10
RC	6
Christian	1020



## **Ethnicity**

Asian or Asian British Bangladeshi	3
Asian or Asian British Indian	3
Asian or Asian British Other	4
Asian or Asian British Pakistani	1
Black or Black British African	9
Black or Black British Caribbean	4
Black or Black British Other	1
Chinese	7
Chinese Other	2
Mixed White and African	2
Mixed White and Caribbean	1
Mixed White and Other	4
White Irish	13
White Other	19
White British	1738

## **Central Team**

### **NHS Liverpool Clinical Commissioning Group (LCCG) Safer Homes Project**

The NHS Liverpool Clinical Commissioning Group in partnership with The Riverside Group, Merseyside Fire and Rescue Service (MFRS) and the YMCA are developing a Proof of Concept proposal to enable vulnerable adults to live independently.

The Royal Liverpool and Broadgreen University Hospitals NHS Trust will have less beds in future, there will be an increased number of older people, and the cost of care homes is increasing.

The project is aimed at using current technologies to enable vulnerable older people to live independently for longer, therefore delaying entry into expensive longer-term care and/or hospital admission.

The frail elderly target group has been identified through Mersey Care occupational therapists, who have highlighted that elderly patients were using electrical appliances inappropriately. In support of this, MFRS attendance at accidental dwelling fires records the kitchen to be the room of origin in an average of 70% of incidents.

To support the concept for protecting those older, vulnerable occupancies, user input was also obtained via the YMCA where one of the proposed products, Stove Guard is fitted. Since they have had the stove guards fitted, they have not had any further incidents demonstrating that Stove Guard helps vulnerable adults to live independently.

Stove Guard is a tiny device that sits in your kitchen almost unnoticed – preventing kitchen fires by automatically turning your cooker off if it gets too hot or is left on too long – vastly reducing the risk of a fire ever happening. Stove Guard works differently to a smoke alarm. It uses temperature sensors to detect when the hob is getting too hot or heating up too quickly, and switches off the power immediately. The temperature at which this happens is well below the flash point of cooking oil.

Flowtech operates in a similar way, though detects the carbon monoxide produced from the pyrolysis of overheated food products, additionally this system can also protect from dangerous levels of carbon monoxide within the home and potential gas leaks

The evolution of the Stove Guard system or the Flowtech system is to connect them via a PNC device, and have a signal sent from the device to the call centre, allowing for the immediate, appropriate response to be initiated.

The reduction of these types of incident will have a direct reduction in the time the fire service are engaged, reducing the number of incidents and reducing the number of potential fatal incidents. Cooker fires are especially dangerous because cooking oil, in particular, can generate a lot of toxic smoke which can spread before the flames even ignite.

This is the ideal technology for the targeted high risk older population, such as those people who are suffering from Mental Health issues, Dementia, Alzheimer's resulting in sensory impairment, and historically this is the main group who are suffering fires of this nature as either a result of distraction or the effects of their illness.

The CCG has agreed to fund the proof of concept and in addition to this the CCG has been successful in its application to the Academic Health Science Network (AHSN) for Safer Homes Liverpool.

AHSN Innovation Impact bid will fund 30 home installations, 60 in total and a signed Memorandum of Understanding is now in place.

The Outline objectives of this project are to:

- Completely remove the risk of death or serious injury of vulnerable people due to cooker fires, gas explosion or poisoning by gas or CO.
- Eliminate the risk of death or serious injury resulting from use of inappropriate heating sources – such as three bar electric fires – by vulnerable people whose gas-fired central heating is unusable due to a key-locked gas shutoff valve.
- Eliminate out-dated use of gas and electric cut-off devices, which can only be affected with Carer (family Carer or Professional Carer) intervention via the use of a lockable device. Usually with keys being stored in a key-safe box
- Vulnerable older people will be enabled to live independently for longer; thus delaying or preventing entry into longer-term care and/or hospital admission.

- Reducing hospital admission for people suffering the effects of exposure to prolonged low-level CO poisoning.

## **Selective Licencing Scheme**

Part of MFRS's home safety engagement has focused on the selective licenced areas across the county as determined by the Local Housing Teams

This approach targets housing which is deemed to be in poor condition and potentially contain vulnerable occupants who cannot afford to live in a higher standard of accommodation

Working closely with those housing teams campaigns have been ran within these Selective Licenced Areas on a Saturday morning, and directly supports the work undertaken by the council teams.

## **Saturday crew based campaigns.**

During November and December 2015 we carried out 5 Saturday morning campaigns with operational crews. Each campaign was supported by 3 appliances and targeted vulnerable people identified through the status report.

The results were as follows:

- A total of 185 HFSC's were completed with one in ten being deemed high risk.
- 250 properties leafleted during the campaigns with the bespoke leaflet provided to crews focusing on winter warmth and a safety message for Christmas.

**In addition to the generic return, the following Districts have provided the following individual details, due to the restructure across the districts the return has been slow for this quarter but will improve for Q4 and subsequent returns**

## **Sefton**

SMBC organised a Crucial crew event in October 2015 in which approximately 10 primary schools from across Sefton attended for the week to learn all about safety from the agencies that were present.

As well as MF&RS, Merseyside Police and Sefton Coast Guards attended to give safety advice to the children about a range of different topics.

Sefton Prevention engaged with approximately 500 year 5 school children over the week about how to stay safe during the Bonfire season. The team showed the children the Bonfire safety DVD which tells the story of a young boy who is injured by a bonfire as a gang throw an aerosol can on the Bonfire.

The children all seemed to really enjoy the session and had a lot of questions (and stories!) about their experiences of Bonfires and Fireworks.

The next Crucial Crew event will take place in January 2016 due to the success of previous Crucial Crew events.

## **Wirral**

**Liverpool firefighter gives Wirral school children a creative lesson in fire safety**

**Friday, 15 January 2016**

A firefighter from Merseyside Fire & Rescue Service took a creative approach to teaching Wirral school children about fire safety. Watch Manager Parry, who is based at Huyton Community Fire Station, visited Park Primary School in Wallasey, Mersey Park Primary School in Tranmere and Liscard Primary School to run a special fire safety art competition. After delivering five educational assemblies to over 1500 children in two days, Watch Manager Parry invited the children to reflect what they had learned about fire safety by designing colourful posters. Thirteen children from across the three schools won the chance to spend the day as a firefighter at The Merseyside Fire & Rescue Service Training and Development Academy in Croxteth after producing especially imaginative posters.

Watch Manager Parry said: "The children really used their imagination and created some fantastic fire safety messages in their posters.

### **Case Study – Merseyside Fire & Rescue Service Joint Working with Wirral Youth Inclusion Programme**

Each year, during the Bonfire Period, Merseyside Fire & Rescue Service sees an increase in fire-related anti-social behaviour. This year, MF&RS worked in partnership with the Wirral Youth Inclusion Programme (Youth Offending Team) to provide targeted educational workshops with young people at increased risk of engaging in such behaviour.

Two members of staff, a prevention advocate working within Wirral Arson reduction team, and a specialist youth engagement advocate delivered two sessions in October 2015 at the Solar Campus in Wallasey.

The sessions were targeted specifically at young people who are at a higher risk of engaging in fire-related ASB, most have a history of anti-social behaviour, and some had taken part in fire setting. Individuals in the groups have proven difficult to engage with services in the past, with many demonstrating emotional behavioural problems and/or ADHD.

The aim of the sessions was to bring fire safety messages to these young people to help them to realise the implications of their actions. The interactive sessions utilised a variety of methods including activities, discussion and videos covering topics such as:

- Locations and limited resources of the emergency services
- Consequences of being caught lighting fires to their own physical safety and others, including emergency services personnel
- The implications of a criminal record for arson on their career prospects in the future
- How quickly fire can spread on clothing and throughout a house
- Bonfire safety messages

The sessions were delivered in such a way, utilising the specialist skills of the team members, to ensure that the young people really engaged with the sessions.

Although some of the young people proved challenging to begin with, throughout the sessions they were clearly impacted by the messages provided to them, particularly around long term effects of burns, how anti-social behaviour can severely limit prospects for their future happiness and success, and the impacts of ASB/attacks on firefighters, with many contributing enthusiastically to the discussion.

Feedback received later from the Restorative Practice Practitioner, showed that the young people really listened and took on board the messages delivered in the sessions. Both during and in the days/weeks following the sessions, the young people involved showed that they not only enjoyed the sessions, but they learned a lot and changed their

attitudes towards fire-related ASB, and ASB generally. Since the sessions were delivered, none of the young people who attended have carried out incidents of ASB or fire setting and have demonstrated more positive attitudes to the fire and rescue service, and to fire safety generally.

## **1. Age**

### **Winter Safe & Warm Campaign**

This year in Wirral, Merseyside Fire & Rescue Service's Emergency Heating Programme continued, as part of our Winter Safe & Warm Campaign. Over the winter months, MF&RS personnel are advising members of the public about safe heating methods, as well as providing equipment for vulnerable and elderly people to replace dangerous heating equipment. A funding contribution towards this project has been gratefully received from Wirral West Constituency Committee.

Vulnerable or elderly occupants across Wirral who are identified as utilising dangerous or inadequate forms of heating will be able to exchange this for an oil filled radiator from MF&RS as well advice about staying safe and warm. MFRS will provide a Home Fire Safety Check and other safety equipment as required.

Occupants would then be referred for help from partner agencies to deal with longer term issues e.g. for help managing fuel bills, adaptations or other ongoing support. The project is helping to promote closer working relationships and better identification of vulnerable/socially isolated people and getting them linked in with services, as well as address fire safety issues around wintertime such as unsafe forms of portable heaters, or inappropriate use. The programme will see MFRS working closely with key partners helping older people to stay safe and warm in their houses, reducing social isolation and protecting the most vulnerable as temperatures drop.

This project is also being supported by our colleagues in the British Red Cross, who are providing out of hours service for vulnerable people identified by our fire crews during the evenings, weekends and over the Christmas period. This project was promoted at a number of partnership community events this winter including the **Winter Warm Launch** at the Floral Pavilion in New Brighton on 4<sup>th</sup> November where over 70 older people were provided with fire safety advice, and the **Health Watch Winter Warmer Event** at Birkenhead Park Pavilion, on the 11<sup>th</sup> Nov, where approx. 40 older people were engaged with.

### **Additionally this quarter...**

On 1<sup>st</sup> October, Older Person's Day, all Wirral Prevention staff and fire crews worked with staff across MF&RS to deliver HFSC's in the homes of elderly people across the borough.

On 5<sup>th</sup> October – Wirral Prevention delivered a fire safety talk at Pembroke Court, a supported accommodation centre with young vulnerable people in Birkenhead.

## **2. Disability**

In November, Wirral Prevention Team delivered a series of talks with a group of students with learning difficulties from Wirral Met College. The talks were tailored to the group and aimed at educating them about fire safety in the home, as the course is all about learning to live independently. A range of activities were used including videos, flash cards and problem spotting cards to educate this group in an interactive, appropriate and fun way.

On 17<sup>th</sup> December, a firefighter from Wirral Prevention Team attended a Marketplace event for 'Wirral Education for Wellbeing' Partnership at the Stein Centre at St. Catherine's Hospital. This enabled the team to engage with service users with mental health, drug and alcohol problems to promote fire and seasonal safety messages.



### **3. Gender Reassignment**

In Q3, Wirral Prevention Team attended transgender training, and as a result have a better understanding of gender reassignment and are therefore able to provide a confident and appropriate services to this client group, should this be required.

### **6. Race**

The Wirral DISTRICT PREVENTION MANAGER attended a '4 Wings' Refugee Intermission Event in Liverpool on 23rd October. 4 Wings is a Community organisation working with vulnerable women with a history of trauma or abuse, many of whom are female asylum seekers and refugees.

A Fire Safety information stall was staffed at the partnership/community event and the DISTRICT PREVENTION MANAGER networked with number of other agencies providing services to refugees

### **8. Sex (Gender)**

See: 4 Wings Refugee Women's Event (Race).

A Fire Safety information stall was staffed at the partnership/community event and the DISTRICT PREVENTION MANAGER networked with number of other agencies providing services to refugees

### **10. Socio Economic Disadvantage**

An advocate from Wirral Prevention Team delivered a presentation to the AGM of Phoenix House on 15<sup>th</sup> Oct, over 50 members of staff working for the drug service received a presentation on our services and how to refer vulnerable clients for a HFSC.

### **Selective Licencing Campaign**

1<sup>st</sup> December saw Birkenhead fire crew and a team from Wirral Prevention support a partnership campaign with the WBC's Housing Standards Team and Wirral Community Trust. The campaign targeted WBC's selective licencing area – areas of high deprivation with high proportion of private landlord properties.

- 21 x Home Fire Safety Checks Completed
- 2 x 'High Risk' Occupants were identified and received further interventions from the Prevention Team
- A number of additional vulnerable people were identified and signposted for further support, including one homeless person.
- Additional properties were highlighted to crews to receive a visit in the coming days.

## **Equality and Diversity and Engagement Report**

**Report for: District Prevention Teams Activity**

**Quarter : Equality and Diversity 2015/16 Q4 and Final**

**Report Produced by :**

## Year Total 2015/16

During the 2015/16 period the prevention teams were involved in thirteen reassurance campaigns following serious fires, the incident which occurred at Malvern Road was not a fatal incident but still benefitted an organisational response

2015/16						
Date	District	Address	HFSC's	Leafleted	High Risk	Refusals
09/04/2015	L'pool Nth	1 Bevans Ct	100	300	3	6
22/04/2015	Wirral	58 Rake Lane	89	300	10	0
08/07/2015	North	13 Dorest Rd	51	355	0	4
20/07/2015	Knowsley	7 Rotherham close	74	324	2	12
26/08/2015	L'pool Nth	9 Calmet close	81	385	6	19
08/10/2015	St Helens	50 Lingmell Ave	77	350	8	12
23/10/2015	L'pool Nth	4 Malvern Rd	44	400	3	21
26/10/2015	L.pool Sth	25 Siddeley St	58	400	2	6
04/11/2015	Wirral	7 James St	66	400	10	0
12/01/2016	L.pool Sth	Friendship House	52	400	4	10
14/01/2016	Wirral	78 Hesketh Ave	67	400	2	12
1/2/02/2016	Sefton	21 Bridge Farm Drive	73	250	2	15
30/03/2016	Wirral	7 Boulton Ave	67	259	1	22
<b>Total 2015/16</b>			<b>899</b>	<b>4523</b>	<b>53</b>	<b>139</b>

**Daniels, Eric:**  
Crews carried out 22 further HFSC's under campaign code 308

**Daniels, Eric:**  
Advocate only campaign

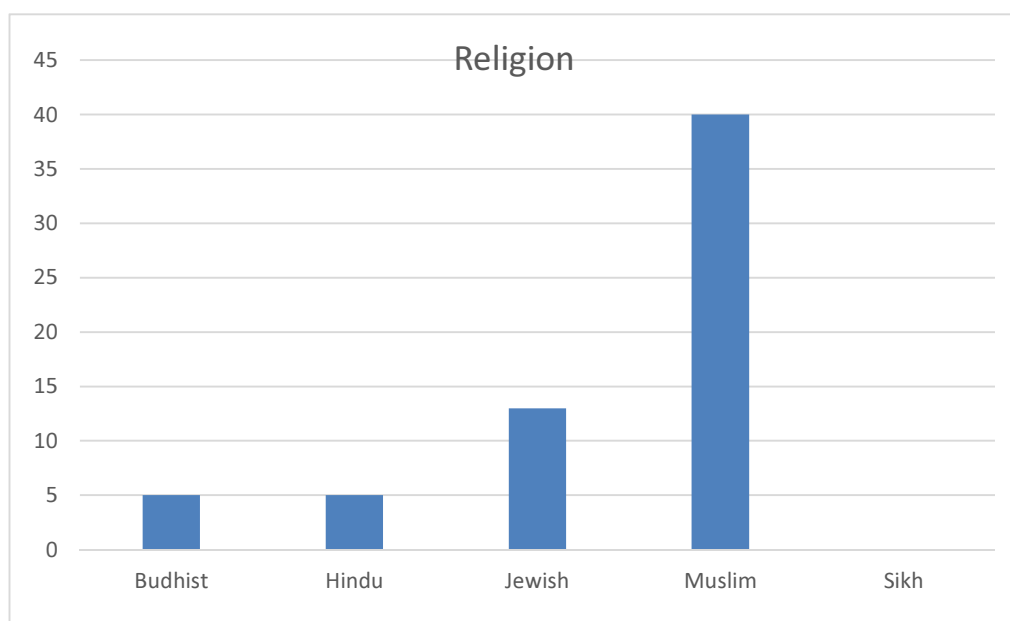
## Elderly Occupants

In total 4494 vulnerable occupants were engaged with during 2015/16

### Religion

Budhist	5
Hindu	5
Jewish	13
Muslim	40
Sikh	0

Christian	3433
No Religion	582



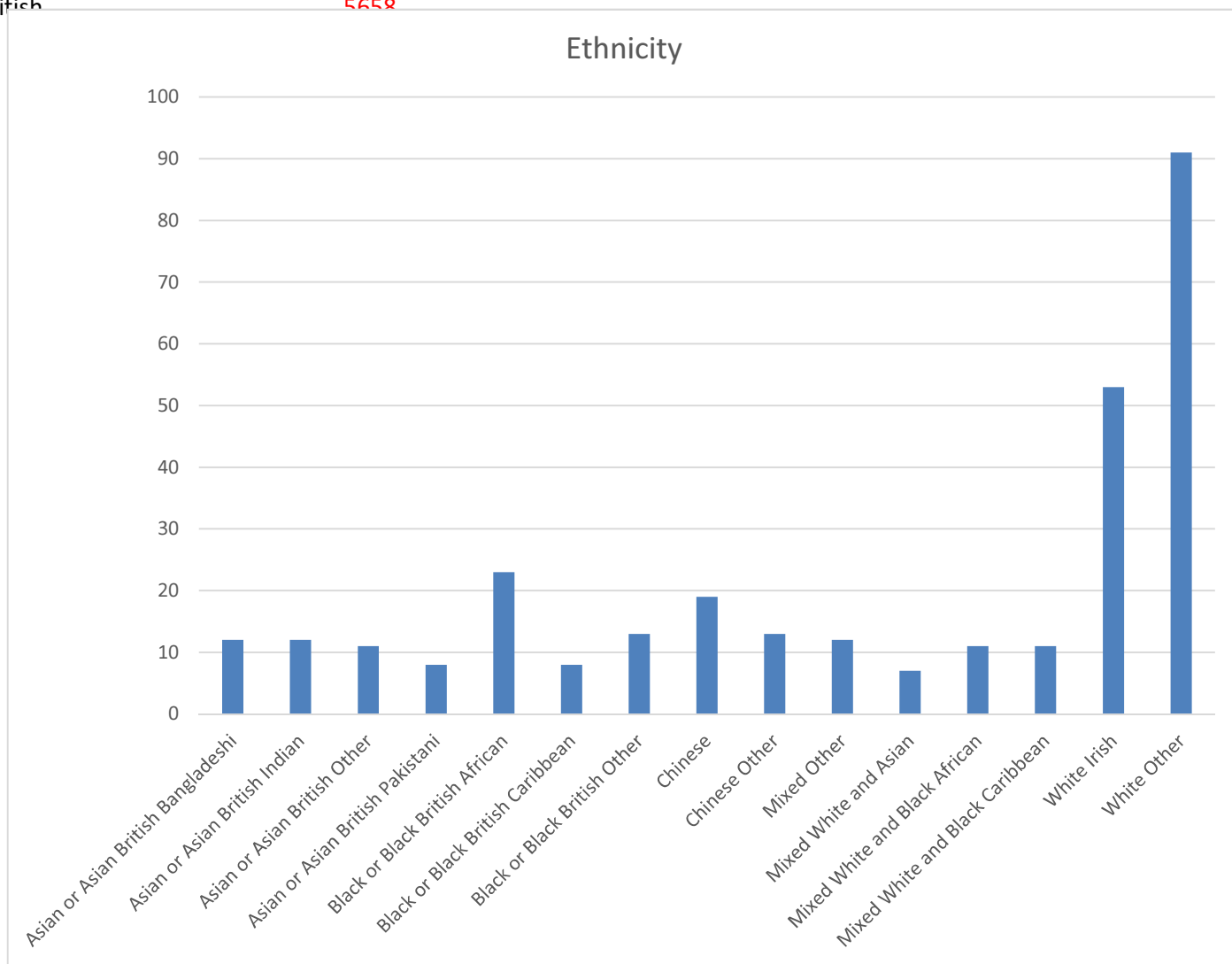
### Ethnicity

Asian or Asian British Bangladeshi

Asian or Asian British Indian	12
Asian or Asian British Other	11
Asian or Asian British Pakistani	8
Black or Black British African	23
Black or Black British Caribbean	8
Black or Black British Other	13
Chinese	19
Chinese Other	13
Mixed Other	12
Mixed White and Asian	7
Mixed White and Black African	11
Mixed White and Black Caribbean	11
White Irish	53
White Other	91

White British

5658



## Q4 2015/16

During Q4 of 2015/16 district teams have been heavily involved in joint work across the county completing multiple public awareness reassurance campaigns following 4 fatal fires, of which two involved double fatalities.

Date	District	Address	HFSC's	Leafleted	High Risk	Refusals
12/01/2016	L,pool Sth	Friendship House	52	400	4	10
14/01/2016	Wirral	78 Hesketh Ave	67	400	2	12
1-2/02/2016	Sefton	21 Bridge Farm Drive	73	250	2	15
30/03/2016	Wirral	7 Boulton Ave	67	259	1	22
			<b>259</b>	<b>1309</b>	<b>9</b>	<b>59</b>

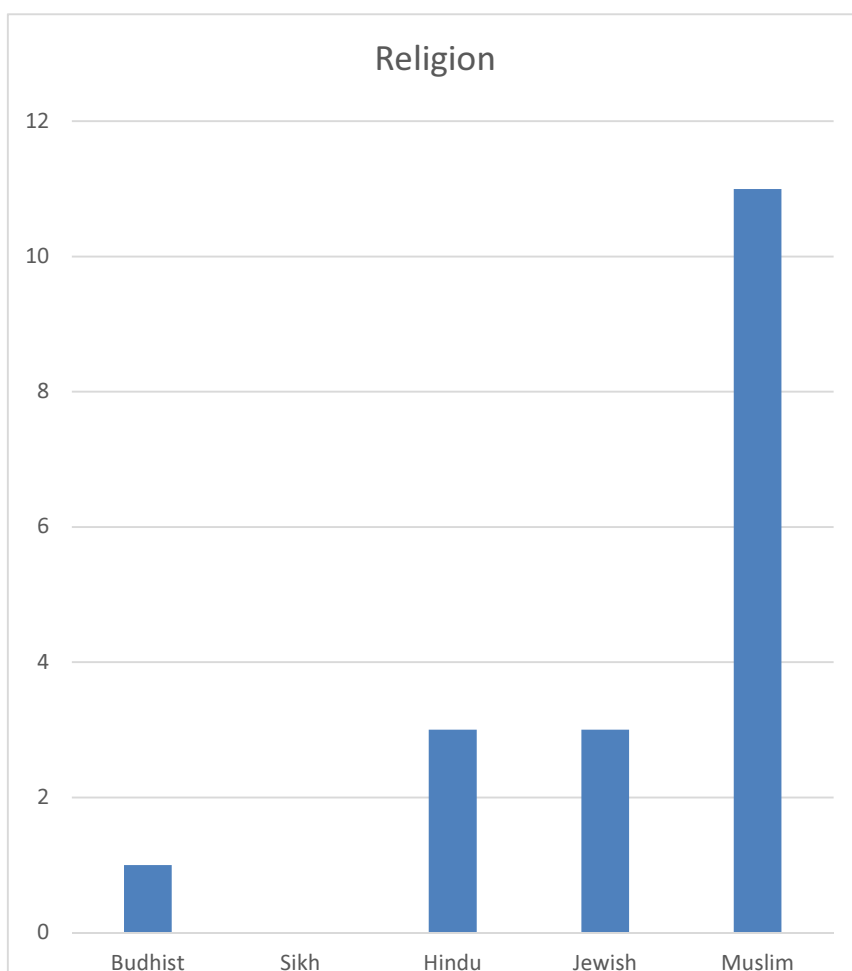
During Q4 the prevention teams engaged with a range of Religious and Ethnic groups although the majority of the engagement was with White British Christians the following numbers were achieved

### Elderly Occupants

During Q4 **1135** high risk visits were completed by the prevention teams to vulnerable elderly occupants

#### Religion

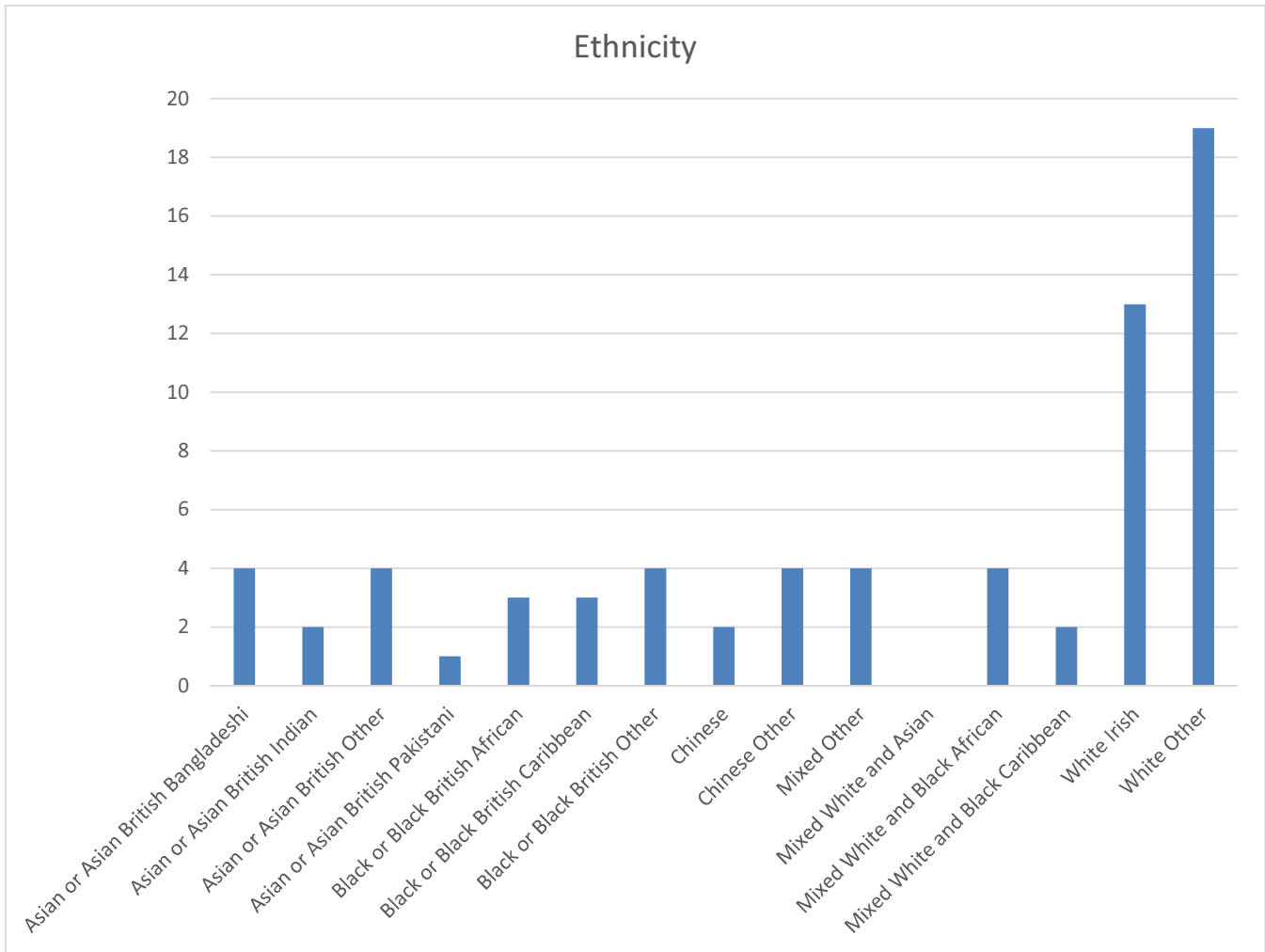
Budhist	1
Sikh	0
Hindu	3
Jewish	3
Muslim	11
Christian	<b>851</b>
No Religion	<b>110</b>



# Ethnicity

Asian or Asian British Bangladeshi	4
Asian or Asian British Indian	2
Asian or Asian British Other	4
Asian or Asian British Pakistani	1
Black or Black British African	3
Black or Black British Caribbean	3
Black or Black British Other	4
Chinese	2
Chinese Other	4
Mixed Other	4
Mixed White and Asian	0
Mixed White and Black African	4
Mixed White and Black Caribbean	2
White Irish	13
White Other	19

White British **1395**



# District Updates

## Knowsley

### 1. Age:

- Significant number of high risk visits completed on elderly occupants within Knowsley District
- Reassurance campaigns carried out in January 2016 in Wirral and South Liverpool due to fatal fires. Proportion of addresses completed on elderly residents
- Several carer's presentations delivered to RSLs and NHS partners to educate on high risk and elderly tenants/patients
- SAFE visit completed on male youth living in a children's home in Knowsley. SAFE package delivered by Arson Reduction Officer due to fascination with fire.

### 2. Sex:

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds
- International Women's Day seminar attended by District Prevention Manager on 8/3/16

### 3. Race: (Culture and Nationality)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

### 4. Disability: (inc. Mental Health and those with long term health conditions)

- Cancer Awareness training event attended by Prevention Advocates in Knowsley in January 2016
- Prevention Advocate from Knowsley attended a Disability Awareness training session
- Several carer's presentations delivered to RSLs and NHS partners to educate on high risk tenants/patients
- Numerous site visits to Newstead Farm, Knowsley by Arson Reduction officer (along with MF&RS staff and partners agencies) due to a number of deliberate fires since October 2015. It is believed that the son who is disabled may be responsible for the fires. Property target hardened and advice given to family on fire prevention

### 5. Religion and Belief: (Culture/Nationality)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

### 6. Gender Reassignment: (Through Hate Crime and Target Hardening referrals)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

### 7. Marriage and Civil Partnership:

- Domestic Violence "Be a lover not a fighter" KMBC campaign attended by District Prevention Manager and Operational crews from Stn 41 and SM Byrne on 23/2/16

8. **Pregnancy and Maternity:** (Internal support for staff)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

10. **Socio Economic Disadvantage:** (Food Banks)

Nil

## Liverpool North

1. **Age:**

Of the 506 referrals received by Prevention Liverpool North in Q4 there were 272 age specific referrals. Of these 272 referrals, 6 were for a SAFE as a result of children playing with fire. There was 1 pre-EHAT referral made for a young family. 113 were for Target Hardening across all age spectrums.

Specific training - Bowel Cancer Screening, CO Awareness, Citizen Advice Bureau - Fuel Poverty training, E&D, Pre-EHAT, Safe & Well, Child Sexual Exploitation training

Information Sharing - referral pathways established with Local Solutions, Addiction/Young Addiction, Salvation Army and Home Carers Liverpool

Home safety presentations delivered to; Liverpool Community Health, Oak Grange, Sandfield Hey and Acresfield Sheltered Schemes

Act Together - Luke Hughes was the mentor for Holly Lodge Girls School who chose Arson as their theme for this year's Act Together Presentation. Act Together is a Merseyside Police led initiative which sees secondary school-aged children deliver a 15 minute production on a theme that is affecting young people today

2. **Sex:**

Nil

3. **Race:** (Culture and Nationality)

In Q4, Prevention Liverpool North carried out 2 other language visits  
Prevent training  
Hate Crime training

4. **Disability:** (inc. Mental Health and those with long term health conditions)

Disability includes; Mental health, home oxygen therapy, COPD, Hoarding, Hard of Hearing or BSL user, depression, palliative care/terminal illness and dementia. 298 of the 506 referrals in Q4 made specific reference to one or more of the above.

5. **Religion and Belief:** (Culture/Nationality)

A specific campaign was supported in Tara Park, a local Travelling community site. 21 Home Safety Checks were completed in both fixed structures and caravans.

6. **Gender Reassignment:** (Through Hate Crime and Target Hardening referrals)

1 Target hardening visit was completed following a referral from Merseyside Police for a Transgender who was subjected to Hate Crime.

7. **Marriage and Civil Partnership:**

Nil

8. **Pregnancy and Maternity:** (Internal support for staff)

Nil

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

No specific referrals for HFSC's or Target hardening due to sexual orientation

10. **Socio Economic Disadvantage:** (Food Banks)

1 referral to local Ward Councillor for a food hamper and a further individual being the recipient of a Winter Warm pack provided by Local Solutions.

## Liverpool South

1. **Age:**

Training delivered by the Citizen Advice Bureau (CAB) Liverpool to Advocates in relation to energy saving and how we can refer vulnerable (but particularly elderly people) into the CAB who have access to grants for the likes of white goods, e.g. if during a visit to an elderly person, an advocate notices the occupier is using an old cooker that is dirty and greasy and may cause a fire, they can refer the person to the CAB who may be able to get funding for a new cooker.

The Arson Officer from Liverpool South is currently working with partners in relation to an increase in anti-social behaviour and secondary fires in Calderstones Park. Through multi-agency working, young people from 2 Liverpool South Schools have been identified as being responsible for the increase in anti-social behaviour and secondary fires. The Arson Officer, along with a Police Officer has attended the 2 Schools in question to present to the pupils in an assembly in order to educate them regarding the dangers of setting fires.

2. **Sex:**

Nil

3. **Race:** (Culture and Nationality)

A piece of work was done by the Arson Officer and an Advocate from Liverpool South that followed an arson attack in an empty flat. The other flats within the block were occupied by Polish families. Working with one of the Advocates who speaks Polish, the Arson Officer working with a local housing association and the MFRS Protection Team is liaising with the owner of the flats to ensure that all the families are as safe as possible.



4. **Disability:** (inc. Mental Health and those with long term health conditions)

A lot of referrals to the team and the high risk visits that are carried out are for those who have some sort of disability.

In March - the Liverpool South Prevention Team completed a small campaign in a block of flats in Toxteth in response to one of the tenants inhaling and storing large quantities of butane from canisters. The block of flats is home to approximately 13 tenants in individual flats, all of whom have either mental health issues or an alcohol dependency. The campaign was carried out in partnership with Liverpool Housing Trust and Making Space.

5. **Religion and Belief:** (Culture/Nationality)

Nil

6. **Gender Reassignment:** (Through Hate Crime and Target Hardening referrals)

Nil

7. **Marriage and Civil Partnership:**

Nil

8. **Pregnancy and Maternity:** (Internal support for staff)

Nil

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

Nil

10. **Socio Economic Disadvantage:** (Food Banks)

Nil

## **Sefton**

### **Internal**

The team have supported five staff members this quarter with varying and complex issues.

### **External**

#### **Case conferences**

Attended 2

#### **Presentations**

Crucial Crew for 4 days in February engaging with 750 Young People, educating them in fire safety

Sanctuary Supported Living

Fire Safety talk to 12 visually impaired persons

Venus Centre – Women's refuge charity

Mill house lodge Southport – Sheltered Accommodation

## **Carers Training**

Sefton Pensioners Advocacy Southport 20 Persons

## **BSL Visits**

2 completed

## **SAFE visits**

2 Completed and one of the young people who had learning difficulties joined the Fire Cadets as a result of our interventions

2 new Apprentices in Sefton

## **Training**

All Staff attended Equality and Diversity Training, Conduct and Capability Training attended by the District Prevention Manager, EHAT Training All staff, Bowel Cancer Screening Training

## **Arson Officer Visits**

**Domestic Violence related** Target Hardening visits 16

**Mental Health** Target Hardening visits 2

**Disability Associated** Target Hardening Visits 1. This person was actually part of The Princes Trust Group and needed support as she was being targeted by local residents for money. We have recommended a move with the RSL and made Merseyside Police aware of the situation

## **District Advocate visits**

Case 1: alcohol drugs (Crosby Housing) refugee from Sri Lanka. Afraid of uniforms and was persecuted for his beliefs in native country. Advocate gained trust and gave him his confidence back. Had a 2 bar electric right next to his bedding and replaced with an oil filled radiator

Case 2: Suffers from cerebral palsy and is wheelchair user. Refused visits and interventions from us and partner agencies on numerous occasions, finally got into the property and the resident engaged really well with MF&RS

Case 3: Mental Health issues, A joint visit was conducted with the Mental Health Practitioners who were very y impressed with our support and interventions delivered to the individual which resulted in being asked to deliver presentation to all their workers. This will be delivered in April

Case 4: is a recluse and an organised hoarder. The property had no heating in the property, the lady was heating herself with various items of clothing. The individual would not engage because she has been financially abused in the past. Lots of time was spent with a PSCO to engage. We provided an oil filled radiator and HFSC completed. We now have a dedicated social worker for her who has gained her trust and will coordinate any future agency visits.

## St Helens

Every year the Chrysalis Centre hold an Annual Day of Celebration on (or as close to) 8th March to coincide with International Women's Day. It includes inspirational talks from service users, presentation of certificates to service users and volunteers and short talks from special guests including the Mayor of St. Helens and the High Sheriff of Merseyside. Two members of the District Prevention team attended on behalf of St Helens Team. (Picture below).



Prevention have delivered 3 fire safety talks to the following sheltered accommodation and young mum's accommodation in Tickle Avenue:-

Osborne Court	Approximately 20 residents
Henbury Court	Approximately 17 residents
Tickle Avenue	Approximately 10 residents

Prevention delivered fire awareness presentations to Addiction staff, Police Community Support Officers and Police Officers in Newton le Willows and Footsteps.

The team have completed 4 Safe visits.

There has been 5 Grassland Presentations delivered to Primary Schools to approximately 560 students in total. This is ongoing over Springwatch.

## Wirral

### 1. Age:

During the last quarter we have completed 5 S.A.F.E visits with children under the age of 16.

Supported one young carer through our partnership with Barnardos

Both District Prevention Manager and District Advocate have been attending the SAS (safety awareness session) planning meetings for a 4 day interactive event to give young people aged 8-16 advice and guidance in relation to emergency situations.

One of the advocates who was previously a prevention apprentice attended Child Exploitation training/awareness with Youth services on the 10/03/16. He has also completed a presentation on his role and the fire service. He is also volunteering with this year's Fire Cadets, on a Thursday evening.

The Wirral prevention team all attended EHAT training, two advocates have attended Mash referral Training and one has attended sleep safe training for awareness and support with new born babies.

We have completed 6 sessions of fire safety awareness for carers and families for residents 65+

Also held a meeting with the falls prevention team to secure a two way referral process

The district prevention team have also completed the Equality & Diversity training at SHQ

2. **Sex:**

This month saw celebrations for international women's day.

Two members of the Wirral prevention team attended a Women open day event in celebration of IWD.

District Prevention Manager attended the IWD event at service headquarters along with one of our female firefighters, who also attended the Female Fire Fighters Forum.

3. **Race:** (Culture and Nationality)

Nil

4. **Disability:** (inc. Mental Health and those with long term health conditions)

This month the District Prevention Manager completed level 2 certificate in Principles of Dementia Care, and is also attending a meeting to look at how Wirral Prevention team can support someone with the completion of a Dementia Friends Session.

Dementia Alliance application has been completed to include Wirral prevention within the Wirral dementia Alliance going forward

I have also had a meeting with a newly formed support group called Gift who are supporting those isolated members of our community to become more involved and experience better mental health and wellbeing.

We have also completed a number of fire safety awareness sessions for residents with mental health problems and their support workers

5. **Religion and Belief:** (Culture/Nationality)

Nil

6. **Gender Reassignment:** (Through Hate Crime and Target Hardening referrals)

Nil

7. **Marriage and Civil Partnership:**

We have completed one Arson threat / target hardening assessment due to domestic violence issues

8. **Pregnancy and Maternity:** (Internal support for staff)

During this quarter the Wirral have supported 3 team members who are pregnant, one is currently on maternity leave with the other staff due to go on mat leave in May and July.

All three have received pregnancy risk assessments and one team member has been supported through a management referral for extra support

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

Rachel Renshaw attended LGBT hate crime training in Liverpool on the 26/02/16

10. **Socio Economic Disadvantage:** (Food Banks)

Nil