



Bedfordshire Fire and Rescue Service



Public Sector Equality Duty **6th Annual Report** **2018**

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Bedfordshire Fire and Rescue Service

What the Law Says

Bedfordshire Fire and Rescue Service (BFRS), as a public body, is subject to the Public Sector Equality Duty (PSED), which is made up of a general equality duty supported by specific duties as outlined within the Equality Act (2010).

The general equality duty requires public authorities, in the exercise of their functions, to have due regard to the need to:

1. eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
2. advance equality of opportunity between people who share a protected characteristic and people who do not share it;
3. foster good relations between people who share a protected characteristic and people who do not share it.

Public authorities covered by the specific duties must publish information to demonstrate their compliance with the general equality duty. All listed bodies had to do this for the first time by 31 January 2012, and then at least annually from the first date of publication.

The specific duties are not particularly prescriptive about the information that needs to be published but it must include information relating to people who share a relevant protected characteristic who are:

- the employees of the listed body (for authorities with 150 staff or more)
- people affected by its policies and practices (for example, service users)

Protected characteristics include:

age, gender, race, disability, religion/belief, sexual orientation, marriage/civil partnerships, pregnancy & maternity, gender reassignment.

Cover photo: Wholetime Firefighters Recruitment Campaign Poster 2018

Introduction

This report provides information about our workforce and the services we deliver, and demonstrates our compliance with the requirements of the Equality Act (2010).

It is an annual reflection covering the period 1 April 2017 to 31 March 2018, charting the progress made since our first PSED report was published in January 2012.

The Service's Equality Objectives for 2016 to 2020 have progressed well and are captured within our Single Equality Scheme Action Plan.

The report provides information on:

- The Services Equality Objectives; work that we have done to further the aims of the PSED;
- The profile of communities across Bedfordshire and how this information helps target our work to reduce risks across all communities and to address areas of under-representation across our workforce;
- The workforce, providing an overview from an equalities perspective and seeks to improve the working environment for people who currently work for the Service and for those seeking or aspiring to join us; and
- The services that BFRS provide; this is the work which impacts directly on the communities across Bedfordshire and which seeks to ensure equitable outcomes for those who have or may need to access our services.

Copies of previous reports can be found on our website at www.bedsfire.gov.uk

The SES supports the Service's People Strategy 2018-2022 which, for the first time, includes our Inclusion Strategy.

Equality Objectives

The Service reset its Equality Objectives in 2016 after a period of consultation on our Single Equality Scheme (SES). These objectives list 21 areas of work that the Service committed itself to complete over a 4 year period to 2020.

The aim of these Equality Objectives is to:

- Demonstrate how the Service will promote equality and diversity and eliminate harassment & unlawful discrimination in the workplace and across the Service we provide;
- Highlight the actions the Service is taking to improve its equality and diversity performance outcomes; and
- Show how the Service intends to meet the legal responsibilities under the Equality Act 2010 and other legislation.

In line with good governance, the Services Corporate Equality Group (CEG) monitors the equality objectives below on a quarterly basis. These measures are:

1. Measuring Performance against Equality Framework(s)
2. Improve Public Access
3. Continue to Provide Equality and Diversity Training
4. Improve Equality Monitoring
5. Embed Equality in Commissioning and Procurement Activity
6. Improving Standards and Develop New Partnerships

Strategic Objectives

The Service has three key strategic objectives:

1. To respond effectively, manage risks and reduce the number of emergency incidents that we attend;
2. To ensure high standards of corporate governance and continued service improvement; and
3. To develop our employees and create a safe, fair, equal and caring workplace for our staff.

Knowing about the communities across Bedfordshire and having an understanding how issues around diversity and other factors such as social isolation, health, disability and poverty can impact on risk is essential for the Service to achieve these objectives.

To this aim we work closely with partner organisations and groups to address specific safety concerns and to protect communities and business from fire.

Partnership working and having a workforce drawn from the communities who have local knowledge and understanding is fundamental to the Service understanding risks and enables us to better help all sections of our communities to protect themselves, now and in the future.

The People we Serve

According to the Office for National Statistics (ONS) 2017 Mid-Year estimates, the population of Bedfordshire is 664,600

The estimated population in each unitary area is as follows:

Area	2016 Mid-Year estimates	2017 Mid-Year estimates
Bedford Borough	168,751	169,912
Central Bedfordshire	278,900	280,030
Luton	216,800	214,658
Total	644,451	664,600

The ONS Population Projections predicts that this total number will increase to 721,000 by 2024.

Age profile of Central Bedfordshire's population 2011 and 2021

The population profile of Central Bedfordshire will change by 2021, with people aged 65 and over representing 19% of all people, compared to 16% in 2011. This is the result of a higher rate of growth in the number of older people compared to other age groups—35% between 2011 and 2021.

Growth by age group 2011-2021

	2011	2021 (forecast)	% growth 2011-2021
0-15	49,800	56,700	13.9%
16-64	165,500	176,200	6.5%
65+	40,300	54,400	35.0%
Total	255,600	287,300	12.4%

(Sources: 2011 from Office for National Statistics, 2011 Mid-Year Estimate; 2021 from Central Bedfordshire Council, POP GROUP population forecasting model 2011).

Our Practice

- Our workforce monitoring data forms part of the information we collate, monitor and publish to help us ensure equality considerations are embedded within our policies and practices, as well as meet our responsibilities under the Public Sector Equality Duty.
- The Service publishes its equality objectives separately within the Single Equality Scheme (SES). The latest SES 2016 – 2020 along with a report from the 2012 – 2016 SES can be found on the Services website at www.bedsfire.gov.uk.
- We have a well-established Equality Assessment process where all policies and changes to services are assessed for their potential impact against groups protected by the Equality Act (2010) known as ‘Protected Characteristics’.
- An Equality Handbook has been produced, available for all staff and employees are supported to complete a range of equality related training which includes Equality and Diversity, Towards Cultural Competence and Unconscious Bias.
- We conduct a biennial staff survey of all our employees to develop a clear understanding of both the type of culture we have and use this, when triangulated with other evidence, to inform how we collectively improve our organisation.
- BFRS is committed to ensuring the wellbeing of all its employees and provides an in-house Occupational Health and Fitness provision and an Employee Assistance Programme.
- Understanding the value of a healthy work-life balance, Bedfordshire Fire and Rescue Service offer employees the opportunity to request flexible working hours, homeworking, part-time, job-share and compressed/staggered/annualised hours. Non-operational staff (where appropriate) work on a flexitime system between the hours of 8am and 6pm.

- Our commitment to equality and diversity is driven by senior management, demonstrated by our own staff and supported by our Diversity Advisor; progress is monitored through the Services Corporate Equality Group (CEG).
- In 2016 the Service was awarded the status of being a Disability Confident organisation in recognition of our approach to disability.
- The Service is affiliated to the Asian Fire Service Association (AFSA), Women in the Fire Service (WFS), Stonewall and the Employers Network for Equality and Inclusion (ENEI).
- On 17 May 2018 (IDAHOTB Day), the Service launched  a networking group for LGBTQ, Friends and Allies. The group aims to provide advice and guidance to the Service around LGBTQ+ specific issues; advise on best practice; provide support for LGBTQ+ members of staff; Increase the visibility of openly LGBTQ+ employees and assist in fostering an open and inclusive community within the Service.

Executive Summary

As at 31 March 2018, Bedfordshire Fire and Rescue Service (BFRS) employed 561 people, of which 29 of these held multiple positions within the Service which brings the overall number of posts to 590. 61 employees left during 2017/18 and there were 81 new appointments.

- Total firefighter strength as of the 31/03/18 at BFRS is 417 FTE.
- During the financial year 2017/18, of the 61 people leaving the Service, 40% left as a result of retirement and the majority of leavers were firefighters (35% whole time, 35% RDS, 25% Support and 5% Control).
- As at 31 March 2018, 451 male staff were employed, out of which, 391 (86.7%) were male firefighters. By comparison, 21.6% from the 139 female employees were firefighters.
- 6.0% of our Wholetime and 9.4% of our RDS 'on-call' firefighters are female. These show an improvement since 2016/17 and are above the national average (5.7% Wholetime and 4.8% RDS 'on-call').
- 2.3% of staff described themselves as having a disability which has gradually decreased from previous years from 2.4% during 2016/17 and 2.6% during 2015/16. The number of staff not declaring their disability status has increased from 4.9% (2016/17) to 8.0% this may be because of the new HR Employee self-service system which has been introduced.
- Staff not declaring their religion/belief had increased slightly from 17.2% in 2016/17 to 17.7% in 2017/18.
- 7.5% of our workforce declared they are from an ethnic minority group which is a 1% decrease from the previous year.
- 22.8% of our workforce is aged under 34, compared to 23.0% the previous year; 12.5% are aged over 55 compared to 13.4% the previous year.
- 5.3% of our workforce declared they are lesbian, gay or bi-sexual; this has increased from previous years.
- No employee has identified themselves as transgender.

This executive summary demonstrates that the Service has delivered a number of in-year successes and continued improvement.

BFRS's profile as at 31 March 2018 is provided in the appendix.

Section 1: WORKFORCE

Total Workforce

Total firefighter strength at BFRS as at 31/3/18 is 417 FTE. This figure is higher than 389 from the previous year.

The Service employed 561 staff in total, an addition of 10 staff when compared with the previous year figure of 551. 29 of these held multiple roles within the Service which gives a total establishment of 590 posts.

23.3% of all staff at BFRS was women, very little change from previous years. Female representation at senior levels remains consistent at 23.0%.

Black, Asian and Minority Ethnic employees represent 4.1% of Operational, 4.5% Control and 10.2% of support staff, which reflects a reduction in numbers from the previous year.

Staff declaring a disability account for 2.3% of the workforce, which is a 0.1% decrease from the previous year. The Service has a higher number of staff with disabilities at senior management is 25.0%, uniformed middle management grades 7.7% and lower support grades 4.3%.

Percentage of female staff

Table 1a illustrates that BFRS, as at 31/3/2018, had more female staff when compared to National FRs, non-met average (table 1b), particularly of those working in support, control and RDS. These figures are based on positions held not headcount.

BFRS	WT FF	Ret FF	TOTAL FF	Control	Support	All Staff
% of female staff	6.0%	9.4%	7.1%	86.4%	61.2%	23.6%
Numbers of female staff	17	13	30	19	90	139
Total	283	138	421	22	147	590

Table 1: Percentage of female staff at BFRS / Source: Home Office Operational Statistics Data Collection

	WT FF	Ret FF	TOTAL FF	Control	Support	All Staff
England average	6.1%	4.9%	5.7%	75.5%	52.8%	15.9%
Non – Met average	5.7%	4.8%	5.3%	74.4%	52.5%	15.2%

Table 2: Percentage of female staff for England & Non Met 2018 / Source: Home Office Operational Statistics Data Collection, figures supplied by Fire Authorities

Percentage of BAME staff

Table 2a compares the numbers of BAME staff for BFRS against (table 2b) which shows the figures for all FRS for non-metropolitan areas as at 31/03/2018.

The figures shown in tables 2a and 2b below show that BFRS statistics are comparable with the national average for all staffing sectors. These figures are based on positions held not headcount.

It should be noted that whilst these comparisons are useful, BFRS is committed to reflecting our local communities rather than aligning alongside other Fire and Rescue Services.

BFRS	WT FF	Ret FF	TOTAL FF	Control	Support	All Staff
% of BAME staff	5.2%	1.7%	4.1%	4.5%	10.2%	5.6%
Numbers of BAME staff	14	2	16	1	14	31
Total	283	138	421	22	147	590

Table 3: Percentage of BAME staff at BFRS / Source: Home Office Operational Statistics Data Collection

	WT FF	Ret FF	TOTAL FF	Control	Support	All Staff
England average	5.5%	1.3%	4.1%	3.2%	7.8%	4.7%
Non – Met average	2.4%	1.2%	1.8%	2.2%	3.6%	2.1%

Table 4: Percentage of BAME staff for England & Non Met 2018 / Source: Home Office Operational Statistics Data Collection, figures supplied by Fire Authorities

Age

The age of the majority of all staff at BFRS is in the 35-44 age brackets; which is a change from 45-54 which had been consistent for the previous two years.

Religion

The data recorded for BFRS show that 49.9% of the total workforce have declared a religion/belief, this compares with 50.8% recorded in 2016/17 and shows a trend of a decline from previous years.

Workforce Leavers

During 2017/18, 60 employees left the Service (compared with 51 in 2016/17). Comparing the data from 2016/17, the majority of staff who left the Service were aged between 45-54 (31.7%), compared with (40.8%) the previous year; there was also a decrease of those leaving aged 35-44 (16.7%) from (22.4%) in 2016/17. There has been an increase in the number of people leaving aged 55-64 (28.3%) and 65+ (3.3%) in 2017/18 compared with the previous year which showed 55-64 (22.4%) and 65+ (0%), and an increase in leavers aged 16-24 (3.3%) compared with (0%) in 2016/17.

There was an increase in female leavers (21.7%) compared with (16.3%) the previous year and the number of leavers from a Black, Asian or Minority Ethnic (BAME) background also rose from 2% in 2016/17 to 5% in 2017/18. However, last year showed an exceptionally high number of leavers not declaring their ethnicity (53.1%) which is reflected in the low number of BAME leavers for that year. 2015/16 data show BAME leavers at 4.8%.

The Service conducts exit interviews to gather the reason(s) people are choosing to leave. This identifies any patterns, ensuring data is provided to enable research to correct any areas that can be improved.

During 2017/18, the largest proportions of leavers were firefighters (white, male) and of the 60 leavers across the Service as a whole, 24 of which retired from the Service.

Job Applications, Recruitment and Promotions

Recruitment to BFRS is through fair and open competition based on merit, with individuals assessed for their ability to demonstrate the required competences, knowledge and skills for the role.

BFRS is committed to ensure that all recruitment is free from unfair and unlawful discrimination. Reasonable adjustments for disabled people are made at all stages of the recruitment process, as required.

As part of the changes to the two tick accreditation awarded to employers who demonstrate they are committed to the employment, retention, training and career development of people with a disability, BFRS undertook a Disability Confident self-assessment which led to being awarded a Disability Confident Organisation in 2016.

In 2017/18 we saw an increase in the number of people aged 25-34 applying for support posts with BFRS. Applicants aged 25-34 accounted for 20.4% of total applications received, compared with 17.1% the previous year and 16.2% in 2015/16. People not declaring their age also increased from 17.1% in 2016/17 to 19.2% in 2017/18.

There has been an increase in the number of female applicants over the last 3 years from 40.5% in 2015/16 to 55.8% in 2016/17 and 60.2% in 2017/18. However, we have seen a decline in the number of applicants from a BAME background of 11.8% compared with 14.7% in 2016/17 and 20.2% the previous year.

389 suitable applications were received for the 2017/18 whole time Firefighter recruitment campaign from which, 13.1% were female this represents an increase of 3.1% from the previous campaign and 18.3% BAME, an increase of 1.7%.

Despite the increase in the diversity of candidates applying, there were only minor improvements to the diversity of applicants at appointment stage. To understand the reasons for this, the Service conducted a comprehensive Equality Assessment

review on the recruitment process, which has led to a number of recommendations being taken forward to the next campaign due in 2018/19.

Staff Starters

During 2017/18, 81 employees joined Bedfordshire Fire and Rescue Service (compared with 54 in 2016/17). Comparing the data of those who joined the Service in 2017/18 to 2016/17, there has been a decrease in those aged between 16-24 to 16.3% from 18.2%; a decrease of those aged between 25-34 to 37.5% from 40%; an increase of those aged between 35-44 to 22.5% from 21.8%; an increase of those aged between 45-54 to 17.5% from 10.9%; a decrease of those aged between 55-64 to 5% compared to 9.26%. There was also an increase in females joining the Service to 28.8% compared with 21.8% the previous year. The percentage of people from BAME communities joining the Service in 2017/18 fell slightly by 0.3%.

Family Leave

As part of Bedfordshire Fire and Rescue Service's commitment to diversity, we support employee's balance between home and work through offering flexible employment policies and provide enhanced pay and leave for adoption, maternity and paternity.

During 2017/18, 2 women were on Maternity Leave, 1 woman returned to work and 1 remained on Maternity Leave; No female staff have left the Service immediately following maternity leave. Comparison against previous years is shown in the table below;

Maternity Leave comparison table:

Year	Staff on Maternity Leave	Staff on Maternity Leave carried forward to next year	Staff returning to work from Maternity Leave
15/16	4	2	2
16/17	3	1	2
17/18	2	1	1

Table 5: Number of staff on Maternity Leave and returning to work from Maternity Leave

Paternity Leave comparison table:

Year	Staff on Paternity Leave	Staff on Paternity Leave carried forward to next year	Staff returning to work from Paternity Leave
15/16	Not available	Not available	Not available
16/17	Not available	Not available	Not available
17/18	18	0	18

Table 6: Number of staff on Paternity Leave and returning to work from Paternity Leave

Grievances

10 grievances were formally submitted by 7 employees during 2017/18; this compares to the 7 grievances raised by 7 employees the previous year. 4 of the grievances in 2017/18 were not upheld, 1 upheld and 5 are under investigation.

BAME staff are disproportionately represented in the 2017/18 figures, however, as the overall numbers are low, it is difficult to provide any trend analysis.

Section 2: Services we provide

The Service uses a number of tools to help us develop our understanding of how and where to direct our services to greatest effect. Some of these tools are complex – allowing us to understand, assess and model risks using a number of factors, including the use of predictive electronic modelling tools and data, using our knowledge of incidents we have attended recently and historically, types of building; their construction and use, the environment and information provided by partners and other agencies e.g. road collision statistics.

We are also able to assess the potential risk associated with new developments, changes in the local economy and demographic change e.g. an increasingly aged population and understand how behaviours and lifestyles can impact on risk within more vulnerable sections of our communities.

Using these tools appropriately supports the professional judgment and experience of our fire officers, firefighters, fire safety and community safety teams enabling us to make well-considered and informed decisions about the delivery of our services.

Main Types of Incidents

There has been a reduction in the overall number of incidents that we have attended in 2017/18 when compared with the previous year. Although there has been a slight increase in the number of fires that we have attended, the numbers of false alarms has reduced as well as the number of specialist services that we provide.

Non-Fire Incidents

For 2017/18 there has been an increase in road traffic collisions, good intention false alarms and Bariatric callouts and a significant reduction in flooding incidents, lift releases and Effecting entry, as part of our collaborative work with Ambulance for life saving interventions, which also reduces demands on Police.

Type of Incident	2017/18	2016/17	2015/16
Fires	2,086	2,072	1,993
False Alarms	2,352	2,723	2,520
Special Services	1,587	1,685	1,168
Total number of Incidents	6,025	6,480	5,681

Table 7: Type of Incident

Type of Non-Fire Incident	2017/18	2016/17	2015/16
Road Traffic Collisions	473	454	403
Effecting entry/exit	312	360	202
Flooding	10	75	133
Good Intention False Alarm	709	636	806
Lift Release	60	100	98

Table 8: Non-Fire Incident

Home Fire Risk Checks / Safe and Well Visits

Year	Total number of HFRC's and Safe and Well Visits	of which were completed by partners
2017/18	3086	768
2016/17	4504	763

Table 9: Number of Visits

Fire Safety Audits

Year	No. of Fire Safety Audits	of which Satisfactory	of which Unsatisfactory
2017/18	1321	1210	111
2016/17	1244	1071	173

Table 10: Safety Audits Statistics

Enforcement Notices

The Service has a pro-active approach to increase awareness of fire safety within local businesses. This approach has led to a significant decrease in the number of enforcement and prohibition notices being served and we are pleased to report that for 2017/18 there were no prosecutions for offences under Article 32. Of those enforcement and prohibition notices served, the number has fallen to the extent that there are insufficient figures to provide meaningful statistical analysis with regard to equality.

Year	No. of enforcement notices served under Article 30	No. of prohibition notices served under Article 31	No. of prosecutions for offences under Article 32	No. of alteration notices served under Article 29	No. of premises satisfactory following enforcement action
2017/18	1	2	0	0	15
2016/17	2	5	0	1	30

Table 11: Enforcement Notices Statistics

Customer Satisfaction

During 2017/18 quarterly satisfaction surveys were undertaken to establish the levels of satisfaction in the following service areas:

- attending an incident at a domestic property;
- attending an incident at a non-domestic property;
- conducting a Safe and Well visit (formerly Home Fire Safety Checks);
- conducting a Fire Safety Audit.

During 2017/18 we received a total of 1,506 completed surveys, compared to 1,186 in 2016/17, and of the 1,337 people who responded to the question “*How satisfied were you with our overall service?*” 1,238 (94.0%) agreed they were very or fairly satisfied with the service they had received.

Surveys conducted

Area Surveyed	Surveys Issued	Surveys Returned	Rate of Return	Surveys Issued	Surveys Returned	Rate of Return
	2017/18	2017/18	2017/18	2016/17	2016/17	2016/17
After the Incident (Domestic)	665	351	53%	537	214	40%
After the Incident (Non-Domestic)	80	47	59%	109	55	50%
Fire Safety Audits	845	474	56%	794	333	42%
HFSCs / Safe and Well visits	1139	634	56%	1194	584	49%
Total	2,729	1,506	55.2%	2,634	1,186	45%

Table 12: Surveys

After the Incident (Domestic):

A total of 351 completed surveys were received back during the year (up from 214 in 2016/17). Of the 351 respondents who said they contacted our Service Control, all said they were either very or fairly satisfied with the initial contact.

After the Incident (Non Domestic)

80 surveys were issued by post and 47 completed surveys were received back for reporting purposes, all said they were either very or fairly satisfied with the initial contact.

Fire Safety Audit Surveys

A total of 845 Fire Safety Audit surveys were issued throughout the year with a return rate of 474 (56%).

- 360 responders confirmed they had received a written report and stated they were either very or fairly satisfied with the contents.
- 395 (83%) said that they were '**Better equipped**' as a result, this compares with (76%) for the previous year.
- 459 (97%) said they were either '**Very or Fairly Satisfied**' with the audit process, same percentage as the previous year.

HFSC/Safe and Well Visits

2017/18 saw the introduction of Safe and Well Visits in addition to Home Fire Safety Checks. The Safe and Well Visit is targeted at the elderly and captures some or all of the following areas:

- Crime prevention advice
- A Falls Risk Assessment
- Discussion about smoking cessation
- Discussion about alcohol and referral to support services, if required, along with a detailed fire safety inspection.

Type of visit	2016/17	2017/18
HFSC (16/17) / Safe and Well visits (17/18) completed	4504	3084
of which: Elderly (65+)	1107	889
Home Fire Safety Checks (HFSC) carried out by Partners	763	768
of which: Elderly (65+)	360	320

Table 13: Visit numbers by type

Since the introduction of 'Safe and Well visits' the number of Home Fire Safety checks has dropped by 32% compared to the number delivered in 2016/17.

New targets are being set for 2018 to ensure that the Service is delivering appropriate numbers of Safe and Well Visits aligned to target groups across our communities.

It should be noted that the number of visits delivered to those aged 65 plus has increased by 70.6 % despite the 32% drop in the overall number of visits. Over 65's represent one of three target groups for these visits. 41% of households did not have a working smoke alarm prior to their visit.

Surveys are now either completed at the end of the visit or left with the person, or persons, receiving the visit and returned via a reply paid envelope.

Of the 634 people who responded to our Safe and Well survey, 612 said they were either very or fairly satisfied with the service they received.

Health Issues

People who receive Safe and Well Visits are considered vulnerable due to their age and other factors. Not all have health issues, of those that did;

210 had limited mobility; 178 had a hearing impairment or were deaf; 40 had a visual-impairment or were blind; 36 had manual dexterity difficulties; 24 had Alzheimer's/dementia; 14 had Dyslexia, 12 suffered from mental illness; 10 had a cognitive disability and 4 had a speech impairment.

We know that the risk of injury from fire is linked to:-

- Alcohol and drugs
- Mobility
- Learning difficulties

Demographic Information from the surveys

634 surveys were returned; a number of the surveys received back were incomplete with regards to demographic data.

Age

74% of surveys returned stated that the respondent was aged 75 and over; 22% were aged 60-74; 3% aged 40-59 and 1% was aged 25-39.

Religion/Beliefs

252 people answered this question, from the people who answered the majority 198 (78.6%) stated that they were Christian, 40 (15.9%) replied with none, 2 (0.8%) were Buddhist and 2 (0.8%) Hindu.

Ethnicity

160 people declared their ethnicity from which 148 (92.5%) described themselves as White British/Irish, 8 (5%) Other and 4 (2.5%) Asian/British Asian.

Gender

Of the 250 respondents who replied to this question, 124 (49.6%) were male and 126 (50.4%) female.

Sexual Orientation

Of the 264 people who answered this question, 232 (87.8%) identified as Heterosexual; 4 (1.5%) Lesbian/Gay; 4 (1.5%) Bi-sexual and 24 (9%) preferred not to say.

Referrals made as a result of the Safe and Well Visits

Referral Pathway	Number of referrals
Falls Prevention	1
Smoking Cessation	0
Alcohol Services	0
Bedfordshire Police Bobby Van Scheme The service is available for people over the age of 65, the vulnerable or those that are disabled. The Bobby Team will attend your home and carry out a survey, identifying any areas which may be vulnerable to crime. Where appropriate, our staff will improve your security with locks, door chains and viewers	4
Other agencies (Sensory Team, Garden Works, Older Peoples Team, CAB, Social Services)	4

Table 14: Reasons for Referrals

A total of 9 referrals were made to other services as a result of our Safe and well visits, there were no referrals made for smoking cessation and alcohol services during the year. Feedback from the Home Safety Adviser team indicates that the majority of customers don't smoke or drink excessively. However, it is important for the Service to maintain these referral pathways as just a single referral to smoking cessation services or alcohol services can have a significant impact on the overall health and welfare of an individual and significantly reduce their fire risk.

Home Safety Centre

The Home Safety Centre enables visitors to participate safely in realistic situations illustrating everyday hazards and learn how to prevent them.

Typical range of visitors are Carers, Care Home Staff, Health Visitors, Children Centres, Cubs, Beavers, Brownies, Falcon Cubs, reflecting people of all ages from children aged 6 years to those aged 60 and above.

- The number of visitors who completed an attendance form in 2017/18 was 229 compared with 356 in 2016/17.

- The majority of those visiting the centre were female, which reflects the fact that the majority of carers, care home staff and health visitors are female, but highlights that the Service need to actively target men within these professions.
- The highest number of visitors was from the 25-34 age groups, the age profile of visitors were not captured for previous year.
- Over half the visitors (51.5%) were from a BAME ethnicity this is an improvement from (37.4%) the previous year.

Age

Number of visitors 2017/18	16	16-24	25-34	35-44	45-54	55-64	65+	Not declared
229	0.4%	14.0%	36.2%	18.3%	11.8%	13.5%	3.9%	1.7%

Table 15: Percentage of visitors age groups

Protected Characteristic	31/03/2018	31/03/2017
Male	31.0%	37.0%
Female	65.1%	53.7%
Not declared	3.9%	9.3%
Black and Ethnic Minority	51.5%	37.4%
White	46.7%	61.0%
Not declared	1.7%	1.6%
Disabled	15.7%	Not captured
Non-disabled	82.5%	Not captured
Not declared	1.7%	Not captured

Table 16: Percentage of visitors characteristics

17/18 n = 229 16/17 n = 356 *Disability was not recorded previous to 2017/18*

Demographic data is not collected from evaluation forms of children under 18 who attended as part of their club, school or scout/cadet group. Please see the Appendix for data.

Station Open Days

A popular approach that the Service has adopted are the station open days where local communities come onto each fire station, take part in demonstrations, receive fire safety messages through a variety of interactive sessions such as seeing the effects of putting water on a cooking fire, have a go firefighting sessions for children, road safety messages and practical demonstrations from our firefighters.

The station open days continue to be popular, averaging over 100 families at each event. Evaluation forms were piloted in 2017 to measure the interest of these events across all communities.

From the 110 forms received (not all visitors completed an evaluation form) we can identify the majority of visitors are aged between 25 and 44 years old, and from a White British background.

Protected Characteristic	31/03/2018	31/03/2017
Age		
<16	8.2%	2.6%
16-24	4.5%	1.3%
25-34	29.2%	52.4%
35-44	26.3%	23.7%
45-54	10%	1.3%
55-64	9.1%	0.0%
65+	2.7%	1.3%
Not declared	10.0%	17.4%
Gender		
Male	26.3%	37.6%
Female	63.7%	61.1%
Not declared	10%	1.2%
Ethnicity		
Black and Ethnic Minority	17.3%	18.4%
White	71.8%	78.7%
Not declared	10.9%	2.9%

Table 17: Visitors characteristics at Station Open Days

17/18 n = 110 16/17 n = 77

Complaints and Compliments

8 complaints and 49 compliments were received during 2017/18, this compares with 14 complaints and 61 compliments in 2016/17.

Currently the Service does not capture any equality information about the person making a complaint or compliment, so we are not able to report on this.

Summary

The data captured within this report is used to inform and support activities to address the duties within the PSED. Evidence of where this data is used includes:

- Strategic Assessment
- Positive Action Plan
- People Strategy
- Community Risk Management Plan
- Community Safety Plan
- Equality objectives (SES)
- Inclusive Fire Service Action Plan
- Community Risk Report

To promote recruitment, the Service has identified a number of specific actions within the Positive Action (recruitment) Plan; such as raising the profile of our work and providing under-represented communities with details of recruitment opportunities, entry requirements and details of any planned targeted events, such as firefighter “have a go” days. Additionally a dedicated Retained Duty System (on call) Firefighter Working Group was established to consider attraction and retention from within communities to this role. Two additional roles have been selected to support this area of work over the next year.

Actions which consider:

- ensuring robust safety and referral arrangements for particular at risk groups are in place;
- reviewing arrangements in regard to the provision of our fire investigation function; and
- Reviewing data sharing agreements with partners are captured within The Services Community Safety Action Plan

Actions focusing on;

- Measuring performance against equality frameworks;
- Public access and recruitment;
- Equality and diversity training;
- Equality monitoring equality in commissioning and procurement; and
- Improving standards and develop new partnerships are captured within the Service’s Equality Objectives (2016-2020)

The Corporate Equality Group (CEG) is a Member-led forum that provides scrutiny over the continued effectiveness of our equality activities.

National interest and notable practices are shared through our involvement within the NFCC Equality and Diversity & Inclusion Professionals Group. The Service also engages through the East of England Regional Equality, Diversity and Inclusion

Group, which brings together Equality and Diversity Advisors from across the Service.

In 2017/18 an Equality Analysis was produced for the Wholetime Recruitment Process to ensure our recruitment is fair and just for all sectors of our community. Several 'Have a Go Days' were held during this year, giving the opportunity for people to try out tasks expected of our firefighters. These days included such experiences as climbing a ladder, carrying hoses and equipment, wearing protective clothing and equipment etc.

The report identifies that:-

- Our recruitment processes continue to improve our organisations diversity and we compare favourably against national averages. It is recognised this is a continuing process and our learning and focus, supported with improvements in local Positive Action and application of national guidance, can only add value towards this improvement.
- The number of staff leavers has fallen and it is reported that a large percentage of these are from retirement. Whilst there is no significant disproportionate loss of female or BAME staff, change presents opportunities to further improve the diversity within the Service, as we look to recruit the best candidates from across our communities.
- While recognising that surveys from Safe and Well visits are difficult to obtain consideration needs to be given to how the Service can increase the number of returns from across all demographic groups but in particular amongst people from Black, Asian and Minority Ethnic groups.
- Plans are in place to ensure that the demographic data in respect to Fire Safety Audits, Home Fire Safety Checks and Safe and Well visits are collected for each visit.
- After the Incident satisfaction surveys (domestic and non-domestic) will include demographic data for future reports.
- The progress made on reducing the percentages of staff not declaring their demographic data needs to be maintained.
- This report will be made available as the Service's Intranet 'SharePoint' so that all staff have access to the information and can be used to inform local level discussions and activities.

- This report will be made available to the public on the Service's website, which includes facilities for translation, read aloud and increasing the size of the information contained.

Your Views Count

Your views are very important to us and having had an opportunity to read our annual Public Sector Equality Duty Report, we would welcome any comments that you may have to be sent to diversity@bedsfire.com. This would assist in our consultation process and evaluation of the document.

APPENDIX

Reporting Categories

Our reporting categories are captured on the Service's workforce database (ITRENT) which allows for people to self-classify based on their:-

Age

Staff members are asked to place themselves into one of six age groups:

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

Disability

Staff members are asked whether they consider themselves to be disabled under the definitions of the Equality Act 2010:

Section 6(1) of the Equality Act 2010 states that a person has a disability if:

- a) that person has a physical or mental impairment, and
- b) the impairment has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Staff members are asked to select one of the following:

- Yes – Limited a lot
- Yes – Limited a little
- No
- Prefer not to say

Gender

This is currently recorded as male or female.

Gender Reassignment

Staff members were asked whether they defined themselves as Trans.

Ethnicity

White

- English/Welsh/Scottish/Irish/Northern Irish/British
- Gypsy/Irish Traveller

Mixed/Multiple Ethnic Groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black/African/Caribbean/Black British

- African
- Caribbean
- Any other Black/African/Caribbean background

Other Ethnic Groups

- Arab
- Any other ethnic group
- Any other white background

Religion or Belief

- No religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Prefer not to say

Sexual Orientation

- Heterosexual
- Gay woman/lesbian
- Gay man
- Bisexual
- Other
- Prefer not to say

Workforce Profile

Protected Characteristic	31/03/2018	31/03/2017	31/03/2016
Age			
16-24	3.2%	2.4%*	1.7%*
25-34	20.3%	20.7%*	20.3%*
35-44	32.7%	30.1%*	30.5%*
45-54	31.9%	33.4%*	35.5%*
55-64	11.0%	12.9%*	11.9%*
65+	0.8%	0.5%*	0.3%*
Disability			
Disabled	2.5%	2.4%*	2.6%*
Non-disabled	91.1%	93.1%*	84.6%*
Not declared	6.3%	4.5%*	12.9%*
Gender			
Male	76.4%	77.0%*	78.4%*
Female	23.6%	23.0%*	21.6%*
Gender reassignment			
Not declared	100.0%	100.0%*	100.0%*
Ethnicity			
Black and Ethnic Minority	7.3%	7.1%*	6.3%*
White	89.3%	89.5%*	89.9%*
Not declared	3.4%	3.4%*	3.8%*
Religion or belief			
Religion or belief	49.3%	50.8%*	56.8%*
No Religion or Belief	35.1%	32.8%*	31.6%*
Not declared	15.6%	16.3%*	11.7%*
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	3.2%	2.4%*	1.9%*
Heterosexual	81.5%	82.4%*	79.9%*
Not declared	15.3%	15.2%*	18.2%*

17/18 n = 590 16/17 n = 551* 15/16 n = 581*

* Please note these figures count heads not posts; 17/18 now counts posts not heads. Some employees hold multiple contracts.

Workforce Profile by Pay Band

Protected Characteristic	Support: Apprentice - Grade 13	Support: Grade 14 - 18	Uniformed: Fire-fighter, Crew Manager & Watch Manager	Uniformed: Station Manager & Group Manager	Senior Management Tier	31/03/2018 BFRS Profile
Age						
16-24	2.1%	0.0%	4.1%	0.0%	0.0%	3.2%
25-34	14.6%	8.3%	24.6%	0.0%	0.0%	20.3%
35-44	13.5%	16.7%	39.6%	30.4%	12.5%	32.7%
45-54	35.4%	29.2%	29.0%	60.9%	75.0%	31.9%
55-64	30.2%	45.8%	2.7%	8.7%	12.5%	11.0%
65+	4.2%	0.0%	0.0%	0.0%	0.0%	0.8%
Not declared	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disability						
Disabled	6.3%	2.1%	1.0%	4.3%	37.5%	2.5%
Non-disabled	86.5%	91.7%	93.0%	87.0%	62.5%	91.2%
Not declared	7.3%	6.3%	6.0%	8.7%	0.0%	6.3%
Gender						
Male	29.2%	56.3%	88.6%	91.3%	87.5%	76.4%
Female	70.8%	43.8%	11.4%	8.7%	12.5%	23.6%
Not declared	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender reassignment						
Not declared	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Ethnicity						
Black and ethnic minority	12.5%	6.3%	6.0%	13.0%	0.0%	7.3%

White	84.4%	93.8%	89.9%	87.0%	100.0%	89.3%
Not declared	3.1%	0.0%	4.1%	0.0%	0.0%	3.4%
Religion or belief						
Religion or belief	56.3%	58.3%	44.7%	73.9%	75.0%	49.3%
No Religion or Belief	30.2%	33.3%	38.2%	13.0%	12.5%	35.1%
Not declared	13.5%	8.3%	17.1%	13.0%	12.5%	15.6%
Sexual Orientation						
Gay/Lesbian/Bisexual/Other	5.2%	0.0%	3.4%	0.0%	0.0%	3.2%
Heterosexual	82.3%	91.7%	79.5%	87.0%	100.0%	81.5%
Not declared	12.5%	8.3%	17.1%	13.0%	0.0%	15.3%

n = 590

NB These figures are by permanent posts

Job Applications – Support Staff

Protected Characteristic	31/03/2018 Support Workforce Profile	31/03/2018	31/03/2017	31/03/2016
Age				
16-24	1.4%	8.8%	10.1%	6.4%
25-34	12.3%	20.4%	17.1%	16.2%
35-44	14.4%	17.4%	18.0%	16.8%
45-54	33.6%	22.0%	23.0%	24.3%
55-64	34.9%	11.6%	13.4%	17.3%
65+	3.4%	0.5%	1.4%	1.2%
Not declared	0.0%	19.2%	17.1%	17.9%
Disability				
Disabled	4.8%	3.0%	3.7%	6.4%
Non-disabled	88.4%	78.5%	79.3%	68.2%
Not declared	6.8%	18.5%	17.1%	25.4%
Gender				
Male	39.0%	24.0%	32.7%	43.4%
Female	61.0%	60.2%	55.8%	40.5%
Not declared	0.0%	15.8%	11.5%	16.2%
Gender reassignment				
Transgender or Transsexual	0.0%	0.0%	0.0%	0.0%
Not declared	100.0%	100.0%	100.0%	100.0%
Ethnicity				
Black and ethnic minority	10.3%	11.8%	14.7%	20.2%
White	87.7%	67.4%	67.3%	61.8%
Not declared	2.1%	20.8%	18.0%	17.9%
Religion or belief				
Religion or belief	57.5%	48.4%	46.5%	57.2%
No Religion or Belief	30.8%	31.0%	34.6%	24.3%
Not declared	11.6%	20.6%	18.9%	18.5%
Sexual Orientation				
Gay/Lesbian/Bisexual/Other	3.4%	2.2%	2.3%	5.8%
Heterosexual	85.6%	76.0%	77.9%	77.5%
Not declared	11.0%	21.9%	19.8%	16.8%

17/18 n = 558

16/17 n = 217

15/16 n = 173

Job Applications – Uniformed Staff

Protected Characteristic	31/03/2018 Uniformed Workforce Profile	31/03/2018	31/03/2017	31/03/2016
Age				
16-24	3.8%		14.8%	
25-34	23.0%		27.9%	
35-44	38.7%		41.0%	
45-54	31.3%		11.5%	
55-64	3.2%		0.8%	
65+	0.0%		0.0%	
Not declared	0.0%		4.1%	
Disability				
Disabled	1.8%	0.9%	0.8%	1.1%
Non-disabled	92.1%	97.8%	94.3%	73.9%
Not declared	6.1%	1.4%	4.9%	25.3%
Gender				
Male	88.7%	87.0%	77%	75.3%
Female	11.3%	12.5%	23%	24.7%
Not declared	0.0%	0.5%	0.0%	0.0%
Gender reassignment				
Transgender or Transsexual	0.0%	0.0%	0.0%	0.1%
Not declared	100.0%	100.0%	100.0%	99.9%
Ethnicity				
Black and ethnic minority	6.3%	14.7%	5.7%	11.2%
White	89.9%	83.8%	91.0%	63.3%
Not declared	3.8%	1.5%	3.3%	25.5%
Religion or belief				
Religion or belief	46.6%	51.2%	40.2%	32.0%
No Religion or Belief	36.5%	44.0%	51.6%	40.4%
Not declared	16.9%	4.8%	8.2%	27.6%
Sexual Orientation				
Gay/Lesbian/Bisexual/Other	3.4%	8.0%	6.6%	4.5%
Heterosexual	80.0%	85.3%	82.8%	55.8%
Not declared	16.7%	6.7%	10.7%	28.7%

17/18 n = 586

16/17 n = 122

15/16 n = 806

Uniformed Staff are those who are Wholetime including transfers from other FRS, On-Call and Control. *NB Age has been excluded from 15/16 and 17/18 because of inconsistency in the data.*

Staff Starters

Protected Characteristic	31/03/2018	31/03/2017	31/03/2016
Age			
16-24	17.3%	18.2%	8.9%
25-34	40.7%	40.0%	37.8%
35-44	17.3%	21.8%	17.8%
45-54	17.3%	10.9%	20.0%
55-64	6.2%	9.1%	15.6%
65+	1.2%	0.0%	0.0%
Not declared	0.0%	0.0%	0.0%
Disability			
Disabled	0.0%	0.0%	0.0%
Non-disabled	85.2%	94.5%	93.9%
Not declared	14.8%	5.5%	6.7%
Gender			
Male	70.4%	78.2%	82.2%
Female	29.6%	21.8%	17.8%
Not declared	0.0%	0.0%	0.0%
Gender reassignment			
Not declared	100.0%	100.0%	100.0%
Ethnicity			
Black and ethnic minority	6.2%	9.1%	6.7%
White	87.7%	83.6%	91.1%
Not declared	6.2%	7.3%	2.2%
Religion or belief			
Religion or belief	50.6%	41.8%	40.0%
No Religion or Belief	17.3%	41.8%	55.6%
Not declared	32.1%	16.4%	4.4%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	6.2%	3.6%	0.0%
Heterosexual	75.3%	80.0%	95.6%
Not declared	18.5%	16.4%	4.4%

17/18 n = 81

16/17 n = 55

15/16 n = 45

NB These figures are based on new entrants into BFRS and those taking on a second contract within the financial year.

Staff Leavers

Protected Characteristic	31/03/2018	31/03/2017	31/03/2016
Age			
16-24	3.3%	0.0%	3.2%
25-34	16.4%	14.3%	22.6%
35-44	16.4%	22.4%	19.4%
45-54	32.8%	40.8%	33.9%
55-64	27.9%	22.4%	19.4%
65+	3.3%	0.0%	1.6%
Disability			
Disabled	3.3%	0.0%	6.5%
Non-disabled	96.7%	93.9%	85.5%
Not declared	0.0%	6.1%	8.1%
Gender			
Male	78.7%	83.7%	83.9%
Female	21.3%	16.3%	16.1%
Gender Reassignment			
Not declared	100.0%	100.0%	100.0%
Ethnicity			
Black and ethnic minority	4.9%	2.0%	4.8%
White	90.2%	44.9%	87.1%
Not declared	4.9%	53.1%	8.1%
Religion or Belief			
Religion or belief	45.9%	46.9%	53.2%
No Religion or Belief	36.1%	28.6%	25.8%
Not declared	18.0%	24.5%	21.0%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	3.3%	0.0%	1.6%
Heterosexual	80.3%	77.6%	75.8%
Not declared	16.4%	22.4%	22.6%

17/18 n = 61

16/17 n = 49

15/16 n = 61

NB These figures are based on anyone who has left BFRS completely; they do not include individuals who left one of multiple contracts.

Promotions - All Staff

Protected Characteristic	31/03/2018	31/03/2017	31/03/2016
Age			
16-24	6.7%	0.0%	0.0%
25-34	20.0%	25.0%	12.5%
35-44	33.3%	55.0%	68.8%
45-54	33.3%	20.0%	18.8%
55-64	6.7%	0.0%	0.0%
65+	0.0%	0.0%	0.0%
Not declared	0.0%	0.0%	0.0%
Disability			
Disabled	6.7%	10.0%	6.3%
Non-disabled	93.3%	85.0%	81.3%
Not declared	0.0%	5.0%	12.5%
Gender			
Male	86.7%	100.0%	93.8%
Female	13.3%	0.0%	6.3%
Not declared	0.0%	0.0%	0.0%
Gender reassignment			
Transgender or Transsexual	0.0%	0.0%	0.0%
Not declared	100.0%	100.0%	100.0%
Ethnicity			
Black and ethnic minority	6.7%	10.0%	6.3%
White	93.3%	80.0%	87.5%
Not declared	0.0%	10.0%	6.3%
Religion or belief			
Religion or belief	33.3%	60.0%	43.8%
No Religion or Belief	33.3%	30.0%	43.8%
Not declared	33.3%	10.0%	12.5%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	0.0%	5.0%	0.0%
Heterosexual	80.0%	85.0%	75.0%
Not declared	20.0%	15.0%	25.0%

17/18 n = 15 16/17 n = 20 15/16 n = 16

External Training – FRST 35s

Protected Characteristic	31/03/2018	31/03/2017	31/03/2016
Age			
16-24	0.9%	0.0%	0.3%
25-34	20.2%	23.4%	17.0%
35-44	23.9%	28.4%	32.2%
45-54	28.4%	34.0%	39.4%
55-64	25.7%	14.2%	11.0%
65+	0.9%	0.0%	0.0%
Not declared	0.0%	0.0%	0.0%
Disability			
Disabled	1.8%	9.2%	4.4%
Non-disabled	87.2%	72.3%	94.0%
Not declared	11.0%	18.4%	1.6%
Gender			
Male	57.8%	70.9%	78.5%
Female	42.2%	29.1%	21.5%
Not declared	0.0%	0.0%	0.0%
Gender reassignment			
Transgender or Transsexual	0.0%	0.0%	0.0%
Not declared	100.0%	100.0%	100.0%
Ethnicity			
Black and ethnic minority	13.8%	9.9%	9.8%
White	80.7%	87.9%	89.0%
Not declared	5.5%	2.1%	1.3%
Religion or belief			
Religion or belief	51.4%	54.6%	59.0%
No Religion or Belief	32.1%	33.3%	25.9%
Not declared	16.5%	12.1%	15.1%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	3.7%	4.3%	3.5%
Heterosexual	87.2%	79.4%	85.2%
Not declared	9.2%	16.3%	11.4%

17/18 n = 109

16/17 n = 141

15/16 n = 317