



Bedfordshire Fire and Rescue Service



Public Sector Equality Duty
7th Annual Report
2019

Table of Contents

Bedfordshire Fire and Rescue Service.....	3
Our Mission, Aims and Priorities	5
The People we serve.....	6
Executive Summary.....	8
Section 1: Workforce.....	9
Starters.....	10
Leavers.....	10
Job Applications, Recruitment and Promotions.....	11
Grievances.....	12
Family Leave	12
Gender Pay Gap.....	13
Section 2: Services we provide	14
Main Types of Incidents.....	15
Non-Fire Incidents	15
Fire Safety Audits	15
Safe and Well Visits.....	16
Referrals Received by Household classification	18
Referrals made as a result of the Safe and Well Visits.....	18
Equipment Installed.....	19

Customer Satisfaction	19
After the Incident (Domestic).....	20
After the Incident (Non Domestic)	20
Fire Safety Audit	20
Safe and Well Surveys.....	21
Station Open Days.....	23
Home Safety Centre	23
Complaints and Compliments	24
Summary.....	25
Workforce Profile	30
Workforce Profile by Pay Band.....	31
Job Applications – Support Staff	32
Job Applications – Uniformed Staff.....	33
Promotions - All Staff.....	36
External Training – FRST 35s.....	37

Bedfordshire Fire and Rescue Service

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.

This includes 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 / Sex / Race / Disability / Religion/belief / Sexual orientation / Marriage/civil partnerships / Pregnancy & maternity and 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 2018 to 31 March 2019, 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.

This report provides information on:

- The 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

Our Mission, Aims and Priorities

Our Mission is simply to **provide outstanding fire and rescue services** that help make Bedfordshire safer, and we are committed to doing everything we can to achieve this within the resources we have available to us.

Delivering on our mission means focussing on the following six aims:

1. PREVENTING fires and other emergencies from happening;
2. PROTECTING people and property when fires happen;
3. RESPONDING to fires and other emergencies promptly and effectively;
4. EMPOWERING our people as we work together to make Bedfordshire safer;
5. UTILITISING our assets and resources efficiently and effectively; and
6. MAXIMISING use of data and digital solutions to drive improvements.

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 end 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.

We focus our resources on achieving these aims, and use them to develop and deliver the key priorities we set out through our Annual Action Plan.

We use Key Performance Indicators (KPIs) to measure how we are performing against our priorities, report on a quarterly basis to the FRA and publish an Annual Performance Report.


The People we serve

According to the Office for National Statistics (ONS) 2018 Mid-Year estimates (MYEs) published on 26th June 2019, the mid-2018 population of Bedfordshire was 669,338. The last three year MYEs for unitary areas are:

Area	2018 MYEs	2017 MYEs	2016 MYEs
Bedford Borough	171,623	169,912	168,814
Central Bedfordshire	283,606	280,030	276,731
Luton	214,109	214,658	215,914
Total	669,338	664,600	661,459

Our Practice

- Our workforce monitoring data is part of the information we collate, monitor and publish to enable equality considerations to be embedded within our policies and practices, and meet our responsibilities under the Public Sector Equality Duty.
- The Service publishes its equality objectives separately within the Single Equality Scheme (SES). The current SES 2016 – 2020, can be found on the Service’s website www.bedsfire.gov.uk.
- The Service published its 4 year People Strategy in 2018 which, for the first time, includes our Inclusion Strategy.
- 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 is provided to all staff which compliments equality related training and knowledge assessments, additional equality related training includes 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 staff and supported by our Diversity Advisor; progress is monitored by Fire Authority members.
- In 2018 the Service was reassessed and 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).
- As an employer with more than 250 employees, we annually publish and report on our gender pay gap.
- 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 2019, Bedfordshire Fire and Rescue Service (BFRS) employed 565 people, of which 37 of these held multiple positions within the Service which brings the overall number of positions to 602. 54 employees left during 2018/19 and there were 68 new appointments.

- Total firefighter strength as of the 31/03/19 at BFRS is 428 FTE. This is higher than the previous 417 on 31/03/18.
- During the financial year 2018/19, 54 posts were left: 37% Wholetime, 26% On Call, 37% Support and 0% Control. 68.5% were resignations, 31.5% were retirements and 5.6% were other reasons.
- As at 31 March 2019, 462 male staff were employed, out of which, 85.5% (395) were firefighters. By comparison, 22.9% of the 140 female employees were firefighters.
- 6.0% of our wholetime and 9.5% of our 'on-call' firefighters are female. The percentage of female wholetime staff is on par with the National FRS and Non-Met average while the percentage of female retained staff is almost double the national average.
- 2.7% of staff described themselves as having a disability which has gradually increased from previous years from 2.5% during 2017/18 and 2.4% during 2016/17. The number of staff not declaring their disability status has increased from 6.3% (2017/18) to 6.5%.
- The workforce data shows 48.2% have declared a religion/belief, this continues a trend of decline from 49.3%. This coincides with a gradual increase of those declaring no religion, 35.7% (2018/19) from 32.8% (2016/17).
- 6.6% of our workforce declared they are from an ethnic minority group which is a 0.7% decrease from the previous year.
- 23.4% of our workforce were aged <34, compared to 23.0% the previous year; 13.3% were aged >55 compared to 13.4% the previous year.
- 3.3% of our workforce declared they are lesbian, gay or bi-sexual; this is a slight increase from the previous year.
- No employee has identified themselves as transgender.

BFRS's workforce profile as at 31 March 2019 is provided in the appendix.

Section 1: Workforce

Age

99.8% of our wholetime staff are under the age of 55 and 99.2% of retained staff.

	16-24	25-35	36-45	46-55	56+
BFRS: Wholetime (31/03/19)	1%	28%	39.9%	30.9%	0%
England: Wholetime (31/03/18)	1.27%	18.45%	37.7%	40.3%	2.2%
Non – Metropolitan: Wholetime (31/03/18)	1.3%	16.5%	36.8%	42.6%	2.6%
BFRS: Retained (31/03/19)	9.4%	32.6%	29.7%	27.5%	0.7%
England: Retained (31/03/18)	7.2%	33.3%	27.1%	26%	6.3%
Non – Metropolitan: Retained (31/03/18)	7.37%	33.3%	27.2%	25.7%	6.3%

Source: [Fire statistics data tables - GOV.UK](#) 31/03/18

Gender

23.6% of all staff at BFRS were women, very little change from previous years. Female representation at senior levels has reduced from 12.5% to 11.1% as a result of one leaver.

The table below illustrates that BFRS, had more female staff when compared to National FRSs, Non-Met average, particularly of those working in support, control and RDS.

	WT FF	Ret	Total FF	Control	Support	All Staff
BFRS (31/03/19)	6%	9.4%	7.1%	86.4%	61.2%	23.6%
England (31/03/18)	6.1%	4.9%	5.7%	75.5%	52.8%	15.9%
Non – Metropolitan (31/03/18)	5.7%	4.8%	5.3%	74.4%	52.5%	15.2%

Source: [Fire statistics data tables - GOV.UK](#) 31/03/18

Ethnicity

As of the 31/03/19, Black, Asian and Minority Ethnic (BAME) employees represented 5.9% of Operational (6.1% wholetime and 5.4% on-call), 8.3% Control and 8.7% of support staff, which is an improvement in all employee groups apart from support.

When we compare our data against National FRSs and Non-Met average as at 31/03/2018, we see that our percentage of BAME wholetime staff is on par with the figure for England and higher than the Non-Met average. Overall BAME staff account for 5.6% of all staff is higher than both England and Non-Met areas. 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.

	WT FF	Ret FF	Total FF	Control	Support	All Staff
BFRS (31/03/19)	5.2%	1.7%	4.1%	4.5%	10.2%	5.6%
England (31/03/18)	5.5%	1.3%	4.1%	3.2%	7.8%	4.7%
Non – Metropolitan (31/03/18)	2.4%	1.2%	1.8%	2.2%	3.6%	2.17%

Source: [Fire statistics data tables - GOV.UK](#) 31/03/2018

Starters

During 2018/19, 68 employees joined Bedfordshire Fire and Rescue Service (compared with 81 in 2017/18). Comparing the data there was a decrease in females joining the Service from 29.6% (2017/18) to 20.3%. The percentage of people from BAME communities joining the Service in 2018/19 fell from 6.2 to 5.9%. However, the number of not declaring their ethnicity also increased to 10.3% from 6.2%.

Leavers

During 2018/19, 54 employees left the Service (compared with 61 in 2017/18). The majority of staff who left the Service were aged between 45-54 and 55-64 (25.9% each), compared with 45-54 (32.8%) and 55-64 (27.9%) of those leaving in 2017/18. There has been a decrease in the percentage of people leaving aged 55-64 (25.9%) and 65+ (1.9%) in 2018/19 compared with the previous year but an increase in leavers aged 16-24 (7.4%) and 35-44 (22.2%) compared with 16-24 (3.3%) and 35-44 (16.4%) in 2017/18.

There was an increase in female leavers, 24.1%, compared with 21.7% (2017/18) and the number of leavers from BAME background rose from 4.9% in 2017/18 to 11.1% in 2018/19.

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.

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 re-awarded a Disability Confident Organisation in 2018.

In 2018/19 we saw an increase in the number of people aged 25-34 applying for support posts with BFRS and 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.

632 suitable applications were received for the 2018/19 whole time Firefighter recruitment campaign from which, 12.8% were female and 18.8% BAME.

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 in 2017/18, which has led to a number of recommendations being taken forward to this campaign.

Grievances

4 new grievances were formally submitted by 4 employees during 2018/19; this compares to the 8 grievances raised by 5 employees the previous year. An additional 4 grievances were concluded in 2018/2019 that were initiated in 2017/18.

Of the grievances concluded in 2018/19, 7 were not upheld, 1 was partially upheld. Of these, 1 person declared as BAME, all were male.

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 2018/19, 2 women started Maternity Leave and 3 woman returned. No female staff have left the Service immediately following maternity leave. There were 21 staff who took and returned from paternity leave. No staff have taken Shared Parental Leave.

Year	Staff starting Maternity Leave	Staff returning to work from Maternity Leave	Staff on Paternity Leave	Staff returning to work from Paternity Leave
18/19	2	3	21	21
17/18	2	1	18	18
16/17	3	2	Not available	Not available

Gender Pay Gap

The Service has three sets of employee groups whose terms and conditions of employment are nationally negotiated through relevant joint councils that contain representatives from the employers' side and recognised trade unions.

The Service has clear policies and pay structure in place to pay employees equally regardless of gender. The gender pay gap is a reflection of the lack of women in operational firefighting and senior roles. This is illustrated by the distribution of women in the pay quartiles, with more than half of the women in the lower pay quartile.

Hourly Wages Pay Gap	31 March 2018	31 March 2017
Comparison between median hourly	Women earn 95p for every £1 that men	Women earn 92p for every £1 that men
The median hourly wage	5.3% lower than men's	8.2% lower than men's
The mean hourly wage	10.6% lower than men's	11.6% lower than men's

Proportion of Women in each Pay Quarter	31 March 2018	31 March 2017
Top quarter	23%	19%
Upper middle quarter	12%	14%
Lower middle quarter	8%	4%
Lower quarter	53%	54%

Section 2: Services we provide

Our approach is driven by our Community Risk Management Plan (CRMP) drawn up on the back of a detailed Community Risk Analysis 2018. The CRMP sets out how we intend to deliver our mission of providing outstanding fire and rescue services by further improving:

- How we assess and analyse the risks faced by the communities we serve;
- The effectiveness of our prevention, protection and emergency response service;
- How effectively we deploy our assets and resources to mitigate community risk; and
- How we value, support and invest in our best asset, our staff.

Following an inspection of our Service during the summer of 2018, we were delighted that Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) judged us to be good at 'effectively keeping people safe and secure' within our local communities. We also welcomed the areas for improvement identified within their report, which we are currently acting upon to drive and direct continued improvement across the service.

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 2018/19 when compared with the previous year. Although there has been a slight increase in the number of fires and false alarms, the numbers of specialist services has continued to reduce.

Type of Incident	2018/19	2017/18	2016/17
Fires	2,129	2,086	2,072
False Alarms	2,407	2,352	2,723
Special Services	1,436	1,587	1,685
Total number of Incidents	5,972	6,025	6,480

Non-Fire Incidents

Type of Non-Fire Incident	18/19	17/18	16/17
Road Traffic Collisions	471	473	454
Effecting entry/exit	266	312	360
Flooding	64	10	75
Good Intention False Alarm	623	709	636
Lift Release	25	60	100

For 2018/19 there has been a decrease in road traffic collisions, good intention false alarms, effecting entry/exit incidents and significantly lift releases. Flooding incidents significantly increased.

Fire Safety Audits

Year	No. of Fire Safety Audits	of which Satisfactory	of which Unsatisfactory
18/19	920	880	40
17/18	1321	1210	111
16/17	1244	1071	173

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 2018/19 there were no prohibition notices served under Article 31 or prosecutions for offences under Article 32.

Year	No. of alteration notices served under Article 29	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 premises satisfactory following enforcement action
18/19	2	1	0	0	8
17/18	0	1	2	0	15
16/17	1	2	5	0	30

Safe and Well Visits

Year	Total number of HFRC's and Safe and Well Visits	of which were completed by partners
18/19	5616	584
17/18	3086	768
16/17	4504	763

Safe and Well delivery to the elderly

Safe and Well Visit are targeted at vulnerable people, including 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	18/19	17/18	16/17
Safe and Well visits	5616	3084	4504
of which: Elderly (65+)	2827	889	1107

People who receive Safe and Well Visits are considered vulnerable due to their age and other factors. We know that the risk of injury from fire is linked to:-

- Alcohol and drugs
- Mobility
- Learning difficulties

Referrals Received by Household classification

Due to recent changes to the way the addresses are entered into the database we are now able use mosaic group information (a household classification system). The data shows 19.5% referrals were from a group we do not target.

Rank of fire risk	Mosaic Group	No. Households	% of total	No. Visits	% Households
2	2 - High risk elderly	11905	5%	948	7.96%
3	1 - Less affluent social renters	13912	5%	827	5.94%
7	4 - Independent affluent seniors	21843	8%	969	4.44%
4	6 - Rural families	28457	11%	483	1.70%
1	3 - Transient young singles	19423	7%	329	1.69%
5	5- Young urban families	52542	20%	874	1.66%
6	7 - Affluent suburban families	112481	43%	1108	0.99%
	Grand Total	260563		5538	2.13%

Referral Pathway	Number
Falls Prevention	108
Smoking Cessation	18
Alcohol Services	10
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)	49
Other agencies (Sensory Team, Garden Works, Older Peoples Team, CAB, Social Services)	131
Landlord Letter	10
Safeguarding	33

Referrals made as a result of the Safe and Well Visits

A total of 359 referrals were made to other services as a result of our Safe and well visits. It is important for the Service to maintain these referral pathways as just a single referral can have a significant impact on the overall health and welfare of an individual and significantly reduce their fire risk.

Equipment Installed

Year	Smoke Alarms	Carbon Monoxide Alarms	Impaired Hearing Alarms	Arson Letter Bags
2018/19	2,725	563	1,015	159
2017/18	1,853	212	306	154

Of all Safe and Well visits delivered 22.5% properties did not have a smoke alarm installed prior to the visit.

Smoke Alarms already in Property	Total
0	1265
1	1607
2	1854
3>	412
Not recorded	478
Total	5616

Customer Satisfaction

During 2018/19 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;
- Conducting a Fire Safety Audit.

During 2018/19 we received a total of 1,803 completed surveys, compared to 1,506 in 2017/18. Of the 1,682 people who responded to the question “*How satisfied were you with our overall service?*” 1,579 (94%) agreed they were very or fairly satisfied with the service they had received with almost all of the remainder saying they were fairly satisfied (6 were “fairly dissatisfied” and one was “very dissatisfied”).

Conducted Surveys	Surveys Issued	Surveys Returned	Rate of Return	Rate of Return	Rate of Return
	18/19	18/19	18/19	17/18	16/17
After the Incident	740	362	49%	53%	40%
After the Incident (Non-Domestic)	117	56	48%	59%	50%
Fire Safety Audits	865	455	53%	56%	42%
Safe and Well Visits	3,269	930	28%	56%	49%
Total	4,991	1,803	36%	55.2%	45%

After the Incident (Domestic)

A total of 362 completed surveys were received back during the year (up from 351 in 2017/18). All 261 who replied to the question “How satisfied were you with our overall service?” were either very or fairly satisfied with the service they received.

After the Incident (Non Domestic)

117 surveys were issued by post and 56 completed surveys were returned. The 56 companies said they were either very or fairly satisfied with the service they received.

Fire Safety Audit

A total of 862 Fire Safety Audit surveys were issued throughout the year with a return rate of 455 (52.7%). 377 responders said they were either very or fairly satisfied with their fire safety audit, only two were “fairly dissatisfied”.

Age

50.9% of surveys returned stated that the respondent was aged 40-59; 20.8% were aged 25-39; 20.6% were aged 60-74, 2.3% were aged 16-24 and 0.5% were aged 75 and over.

Religion/Beliefs

321 people answered this question, from the people who answered the majority 175 (54.5%) stated that they were Christian, 125 (38.9%) replied with none, 9 (2.8%) Islam, 7 (2.2%) Hindu, 4 (1.2%) other and 1 (0.3%) was Sikh.

Ethnicity

370 people declared their ethnicity from which 312 (84.6%) described themselves as White British/Irish, 15 (4.1%) Asian/British Asian, 15 (4.1%) Black/Black British, 9 (1.1%) Chinese and 3 (0.8%) for both Eastern European and other Asian.

Gender

Of the 342 respondents who replied to this question, 204 (59.6%) were male and 138 (40.4%) female.

Sexual Orientation

Of the 375 people who answered this question, 349 (93.1%) identified as Heterosexual and 26 (6.9%) preferred not to say.

Disability

328 reported no adverse health factors. 19 (4.8%) had limited mobility; 12 (3.0%) had a visual-impairment or were blind; 11 (2.8%) had a cognitive disability, 10 (2.5%) had Dyslexia, 8 (2.0%) had manual dexterity difficulties, 5 (1.3%) had a hearing impairment or were deaf; 5 (1.3%) suffered from mental illness and 1 (0.3%) had Alzheimer's/dementia.

Safe and Well Surveys

3,269 surveys were handed out to people following a safe and well visit, with a return rate of 925 (28%); this was an increase from 632 in 2017/18. 99% of those who responded to on their overall satisfaction levels, stated they were either very or fairly satisfied with their safe and well visit.

Age

59.4% of surveys returned stated that the respondent was aged 75 and over; 24.7% were aged 60-74; 11.6% were aged 40-59, 4.0% were aged 25-39 and 0.4% were aged 16-24.

Religion/Beliefs

732 people answered this question, from the people who answered the majority 454 (62.8%) stated that they were Christian, 191 (26.4%) replied with none, 41 (5.7%) stated other, 25 (3.5%) Islam, 8 (1.1%) Hindu and 4 (0.6%) Sikh.

Ethnicity

749 people declared their ethnicity from which 644 (86.0%) described themselves as White British/Irish, 37 (4.9%) Asian/British Asian, 31 (4.1%) Black/Black British, 8 (1.1%) other Asian, 7 (0.9%) for each Dual heritage, Eastern European and other, 5 (0.7%) other European and 3 (0.4%) Chinese.

Gender

Of the 742 respondents who replied to this question, 342 (46.1%) were male and 400 (53.9%) female.

Sexual Orientation

Of the 721 people who answered this question, 639 (88.6%) identified as Heterosexual; 47 (6.5%) LGBT+ and 35 (4.9%) preferred not to say.

Disability

356 had limited mobility; 294 had a hearing impairment or were deaf; 74 had a visual-impairment or were blind; 60 had Alzheimer's/dementia; 42 had manual dexterity difficulties; 30 suffered from mental illness; 12 had a speech impairment; 10 had Dyslexia, 7 had a cognitive disability and 119 had a different health issues. 277 reported no adverse health factors.

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 have been introduced to measure the interest of these events across all communities, identify the most effective ways to inform people and so that we can continually improve the experience for those attending.

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 evaluation form in 2018/19 was 144 compared to 229 in 2017/18.
- The majority of those visiting the centre were female (76.4%), 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 which has not changed from the previous year. Just under half the visitors (48.9%) were from a BAME ethnicity, unfortunately this is decrease from the previous year (51.5%).
- There was a significant drop in those declaring disability 4.9% (2018/19) form 15.7% (2017/18).

Protected Characteristic	31/03/2019	31/03/2018	31/03/2017
>16	0.7%	0.4%	Not captured
16-24	3.5%	14.0%	Not captured
25-35	38.5%	36.2%	Not captured
35-44	17.5%	18.3%	Not captured
45-54	15.4%	11.8%	Not captured
55-64	20.3%	13.5%	Not captured
65+	3.5%	3.9%	Not captured
Not declared age	0.7%	1.7%	Not captured
Male	18.8%	31.0%	37.0%
Female	76.4%	65.1%	53.7%
Not declared gender	4.9%	3.9%	9.3%
Black and Ethnic Minority	48.9%	51.5%	37.4%
White	51.1%	46.7%	61.0%
Not declared ethnicity	0.0%	1.7%	1.6%
Disabled	4.9%	15.7%	Not captured
Non-disabled	91.0%	82.5%	Not captured
Not declared disability	4.2%	1.7%	Not captured

18/19 n = 144 17/18 n = 229 16/17 n = 356

Demographic data is not included on evaluation forms for children under 18 whom attended as part of their club, school or scout/cadet group.

Complaints and Compliments

The Service received 58 compliments from members of the public by letter and email during the year, compared to 49 in 2017/18 and 61 in 2016/17. The Service received 19 complaints, compared to 8 in 2017/18 and 14 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 on call Firefighter Working Group was established to consider attraction and retention from within communities to this role. Three posts supported this area of work and wholetime recruitment during 2018/19.

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).

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.

As a result of the Equality Analysis of the previous Wholetime Recruitment Process, significant changes were introduced to the 2018/19 campaign and led to enhanced investment in positive action. We repeated the 'Have a Go Days' events which were introduced in the 2017/18 campaign. These gave people an opportunity to try out tasks expected of our firefighters, such as climbing a ladder, carrying hoses and equipment, wearing protective clothing and equipment etc.

This 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.
- Although the number of staff leavers for this reporting year has fallen any post that we subsequently recruit too present 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.

Appendix

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 placed into one of six age groups:

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- 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.

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.

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

Ethnicity

White British

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

BAME:

Dual Heritage

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background
- Arab
- Any other ethnic group
- Any other white background
- Gypsy/traveller

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

Workforce Profile

Protected Characteristic	31/03/2019	31/03/2018	31/03/2017
Age			
16-24	2.7%	3.2%	2.4%*
25-34	20.9%	20.3%	20.7%*
35-44	32.7%	32.7%	30.1%*
45-54	31.1%	31.9%	33.4%*
55-64	11.3%	11.0%	12.9%*
65+	1.3%	0.8%	0.5%*
Disability			
Disabled	2.7%	2.5%	2.4%*
Non-disabled	90.7%	91.1%	93.1%*
Not declared	6.6%	6.3%	4.5%*
Gender			
Male	76.7%	76.4%	77.0%*
Female	23.3%	23.6%	23.0%*
Gender reassignment			
Not declared	100.0%	100.0%	100.0%*
Ethnicity			
Black and Ethnic Minority	6.6%	7.3%	7.1%*
White	89.0%	89.3%	89.5%*
Not declared	4.3%	3.4%	3.4%*
Religion or belief			
Religion or belief	48.2%	49.3%	50.8%*
No Religion or Belief	35.7%	35.1%	32.8%*
Not declared	16.0%	15.6%	16.3%*
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	3.3%	3.2%	2.4%*
Heterosexual	81.6%	81.5%	82.4%*
Not declared	15.0%	15.3%	15.2%*

18/19 n = 602 17/18 n = 590 16/17 n = 551*

* Please note these figures count heads not posts. Figures from 17/18 are posts and 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	31/03/2019 BFRS Profile
Age						
16-24	2.2%	0.0%	3.3%	0.0%	0.0%	2.7%
25-34	16.3%	11.3%	24.6%	0.0%	0.0%	20.9%
35-44	13.0%	18.9%	40.3%	12.5%	0.0%	32.7%
45-54	29.3%	32.1%	28.4%	75.0%	77.8%	31.1%
55-64	33.7%	34.0%	3.3%	12.5%	22.2%	11.3%
65+	5.4%	3.8%	0.0%	0.0%	0.0%	1.3%
Not declared	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Disability						
Disabled	7.6%	0.0%	1.2%	8.3%	11.1%	2.7%
Non-disabled	81.5%	92.5%	93.6%	79.2%	88.9%	90.7%
Not declared	10.9%	7.5%	5.2%	12.5%	0.0%	6.6%
Gender						
Male	32.6%	54.7%	87.9%	91.7%	88.9%	76.7%
Female	67.4%	45.3%	12.1%	8.3%	11.1%	23.3%
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	8.7%	9.4%	5.7%	12.5%	0.0%	6.6%
White	84.8%	88.7%	90.0%	87.5%	100.0%	89.0%
Not declared	6.5%	1.9%	4.3%	0.0%	0.0%	4.3%
Religion or belief						
Religion or belief	54.3%	58.5%	43.6%	70.8%	88.9%	48.2%
No Religion or Belief	30.4%	30.2%	39.3%	12.5%	11.1%	35.7%
Not declared	15.2%	11.3%	17.1%	16.7%	0.0%	16.0%
Sexual Orientation						
Gay/Lesbian/Bisexual/Other	4.3%	1.9%	3.6%	0.0%	0.0%	3.3%
Heterosexual	80.4%	88.7%	80.6%	83.3%	100.0%	81.16%
Not declared	15.2%	9.4%	15.9%	16.7%	0.0%	15.0%

n = 602 (These figures are by permanent posts)

Job Applications – Support Staff

Protected Characteristic	31/03/2019 Support Workforce Profile	31/03/2019	31/03/2018	31/03/2017
Age				
16-24	1.4%	9.9%	8.8%	10.1%
25-34	14.4%	24.0%	20.4%	17.1%
35-44	15.1%	20.2%	17.4%	18.0%
45-54	30.1%	23.1%	22.0%	23.0%
55-64	33.6%	16.1%	11.6%	13.4%
65+	5.5%	0.8%	0.5%	1.4%
Not declared	0.0%	5.8%	19.2%	17.1%
Disability				
Disabled	4.8%	3.7%	3.0%	3.7%
Non-disabled	85.6%	90.1%	78.5%	79.3%
Not declared	9.6%	6.2%	18.5%	17.1%
Gender				
Male	41.1%	45.5%	24.0%	32.7%
Female	58.9%	50.8%	60.2%	55.8%
Not declared	9.6%	3.7%	15.8%	11.5%
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	8.9%	30.6%	11.8%	14.7%
White	86.3%	64.0%	67.4%	67.3%
Not declared	4.8%	5.4%	20.8%	18.0%
Religion or belief				
Religion or belief	56.2%	55.8%	48.4%	46.5%
No Religion or Belief	30.1%	33.9%	31.0%	34.6%
Not declared	13.7%	10.3%	20.6%	18.9%
Sexual Orientation				
Gay/Lesbian/Bisexual/Other	3.4%	3.3%	2.2%	2.3%
Heterosexual	83.6%	87.2%	76.0%	77.9%
Not declared	13.0%	9.5%	21.9%	19.8%

18/19 n = 242 17/18 n = 558 16/17 n = 217

Job Applications – Uniformed Staff (Wholetime including transfers from other FRS, On-call and Control)

Protected Characteristic	31/03/2019 Uniformed Workforce Profile	31/03/2019	31/03/2018	31/03/2017
Age				
16-24	3.1%			14.8%
25-34	23.0%			27.9%
35-44	38.2%			41.0%
45-54	31.8%			11.5%
55-64	4.0%			0.8%
65+	0.0%			0.0%
Not declared	0.0%			4.1%
Disability				
Disabled	2.0%	1.9%	0.9%	0.8%
Non-disabled	92.5%	95.8%	97.8%	94.3%
Not declared	5.5%	2.2%	1.4%	4.9%
Gender				
Male	88.3%	86.2%	87.0%	77.0%
Female	11.7%	13.1%	12.5%	23.0%
Not declared	0.0%	0.7%	0.5%	0.0%
Gender reassignment				
Transgender or Transsexual	0.0%	0.3%	0.2%	0.1%
Not declared	100.0%	99.7%	99.8%	99.9%
Ethnicity				
Black and ethnic minority	6.0%	17.4%	14.7%	5.7%
White	90.1%	80.1%	83.8%	91.0%
Not declared	4.0%	2.5%	1.5%	3.3%
Religion or belief				
Religion or belief	45.7%	43.0%	51.2%	40.2%
No Religion or Belief	37.5%	51.6%	44.0%	51.6%
Not declared	16.8%	5.4%	4.8%	8.2%
Sexual Orientation				
Gay/Lesbian/Bisexual/Other	3.3%	6.7%	8.0%	6.6%
Heterosexual	81.0%	88.2%	85.3%	82.8%
Not declared	15.7%	5.1%	6.7%	10.7%

18/19 n = 719 17/18 n = 586 16/17 n = 122

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

Protected Characteristic	31/03/2019	31/03/2018	31/03/2017
Age			
17-24	10.3%		
25-35	44.1%		
36-45	23.5%		
46-55	16.2%		
56-65	4.4%		
65+	1.5%		
Not declared	0.0%		
Disability			
Disabled	4.4%	0.0%	0.0%
Non-disabled	86.8%	85.2%	94.5%
Not declared	8.8%	14.8%	5.5%
Gender			
Male	79.4%	70.4%	78.2%
Female	20.6%	29.6%	21.8%
Not declared	0.0%	0.0%	0.0%
Gender reassignment			
Not declared	100.0%	100.0%	100.0%
Ethnicity			
Black and ethnic minority	5.9%	6.2%	9.1%
White	83.8%	87.7%	83.6%
Not declared	10.3%	6.2%	7.3%
Religion or belief			
Religion or belief	17.6%	50.6%	41.8%
No Religion or Belief	44.1%	17.3%	41.8%
Not declared	38.2%	32.1%	16.4%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	1.5%	6.2%	3.6%
Heterosexual	83.8%	75.3%	80.0%
Not declared	14.7%	18.5%	16.4%

18/19 n = 68

17/18 n = 81

16/17 n = 55

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

Protected Characteristic	31/03/2019	31/03/2018	31/03/2017
Age			
16-24	7.4%	3.3%	0.0%
25-34	16.7%	16.4%	14.3%
35-44	22.2%	16.4%	22.4%
45-54	25.9%	32.8%	40.8%
55-64	25.9%	27.9%	22.4%
65+	1.9%	3.3%	0.0%
Disability			
Disabled	1.9%	3.3%	0.0%
Non-disabled	92.6%	96.7%	93.9%
Not declared	5.6%	0.0%	6.1%
Gender			
Male	75.9%	78.7%	83.7%
Female	24.1%	21.3%	16.3%
Gender Reassignment			
Not declared	100.0%	100.0%	100.0%
Ethnicity			
Black and ethnic minority	11.1%	4.9%	2.0%
White	87.0%	90.2%	44.9%
Not declared	1.9%	4.9%	53.1%
Religion or Belief			
Religion or belief	46.3%	45.9%	46.9%
No Religion or Belief	42.6%	36.1%	28.6%
Not declared	11.1%	18.0%	24.5%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	0.0%	3.3%	0.0%
Heterosexual	87.0%	80.3%	77.6%
Not declared	13.0%	16.4%	22.4%

18/19 n = 54

17/18 n = 61

16/17 n = 49

Promotions - All Staff

Protected Characteristic	31/03/2019	31/03/2018	31/03/2017
Age			
16-24	0.0%	6.7%	0.0%
25-34	27.3%	20.0%	25.0%
35-44	27.3%	33.3%	55.0%
45-54	45.5%	33.3%	20.0%
55-64	0.0%	6.7%	0.0%
65+	0.0%	0.0%	0.0%
Not declared	0.0%	0.0%	0.0%
Disability			
Disabled	0.0%	6.7%	10.0%
Non-disabled	100.0%	93.3%	85.0%
Not declared	0.0%	0.0%	5.0%
Gender			
Male	72.7%	86.7%	100.0%
Female	27.3%	13.3%	0.0%
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	0.0%	6.7%	10.0%
White	100.0%	93.3%	80.0%
Not declared	0.0%	0.0%	10.0%
Religion or belief			
Religion or belief	45.5%	33.3%	60.0%
No Religion or Belief	54.5%	33.3%	30.0%
Not declared	0.0%	33.3%	10.0%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	0.0%	0.0%	5.0%
Heterosexual	90.9%	80.0%	85.0%
Not declared	9.1%	20.0%	15.0%

18/19 n = 11 17/18 n = 15 16/17 n = 20

External Training – FRST 35s

Protected Characteristic	31/03/2019	31/03/2018	31/03/2017
Age			
16-24	2.5%	0.9%	0.0%
25-34	19.0%	20.2%	23.4%
35-44	24.8%	23.9%	28.4%
45-54	32.2%	28.4%	34.0%
55-64	21.5%	25.7%	14.2%
65+	0.0%	0.9%	0.0%
Not declared	0.0%	0.0%	0.0%
Disability			
Disabled	9.1%	1.8%	9.2%
Non-disabled	86.8%	87.2%	72.3%
Not declared	4.1%	11.0%	18.4%
Gender			
Male	59.5%	57.8%	70.9%
Female	40.5%	42.2%	29.1%
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	4.1%	13.8%	9.9%
White	90.1%	80.7%	87.9%
Not declared	5.8%	5.5%	2.1%
Religion or belief			
Religion or belief	57.0%	51.4%	54.6%
No Religion or Belief	28.9%	32.1%	33.3%
Not declared	14.0%	16.5%	12.1%
Sexual Orientation			
Gay/Lesbian/Bisexual/Other	2.5%	3.7%	4.3%
Heterosexual	85.1%	87.2%	79.4%
Not declared	12.4%	9.2%	16.3%

18/19 n = 121 17/18 n = 109 16/17 n = 141

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.

DRAFT