



# Annual Equality Data Report

January 2017

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## **Introduction**

The Annual Equality Data Report provides data and information about our employees and the people who we provide a service to within Tyne and Wear. Findings enable us to identify equality priorities and development areas which inform our equality objectives.

This report also helps us to ensure we are meeting the requirements of the Equality Act 2010 and the Public Sector Equality Duty (PSED) which require us to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity for people with protected characteristics and
- foster good relations between people who have a protected characteristic and those who do not

Public authorities are required to publish information to demonstrate their compliance with the PSED annually. Data and information has been collated for the period 1 January to 31 December 2016 and comparisons have been made to the previous year. Figures in brackets throughout this report relate to 2015.

Tyne & Wear Fire and Rescue Service's progressive approach to equality and inclusion is not solely measured by equality data. Factors such as organisational change, emerging equality themes, restrictions on recruitment and promotion can make it difficult to compare data year on year and achieve a true picture of our performance.

We work hard to eliminate inequalities, discrimination, harassment and victimisation, and promote equality of opportunity and positive working relations both within our workforce and in our local communities. We want to ensure that the service we provide is accessible to everyone and that we have a workforce that reflects the diversity of Tyne and Wear's communities.

## **Equality Developments in 2016**

Our commitment to equality and inclusion and the PSED is central to our core values. This is delivered through the Authority's dedicated HR Plan. The focus of the plan is to ensure that the restructure of the organisation is fair, appropriate and balanced.

With austerity measures and a recruitment freeze, it has been challenging to positively enhance diversity within the Service. Through engaging agency staff, fixed term contracts and volunteers, the Service has ensured diversity has continued to enhance our workforce; and by developing talent of exiting employees we have provided temporary development opportunities that benefit both individuals and the Service.

We have recently been recredited with an 'Excellent' award for the Fire and Rescue Services Equality Framework. The assessment team highlighted our positive culture and active promotion, whilst embedding equality and diversity as the

'day job'. This demonstrates that the work we undertake shows our commitment to employing a diverse community and promoting the Service as an employer of choice. The award report feedback allows us to focus on our equality outcomes, challenging us to improve upon an already impressive body of achievement in this field and will help to shape our priorities going forwards.

During 2016, the Authority was successful in being awarded 13th place in the 'Inclusive Top 50 UK Employers', where we have shown an outstanding contribution to diversity within our workforce, actively taking the lead to highlight the business case for diversity within our sector.

We are committed to improving mental health and wellbeing of our workforce working with 'Mind' to develop the 'Blue Light Programme' providing support for emergency service staff and volunteers from police, fire, ambulance and search and rescue services across England. The programme was rolled out in January 2016 with the signing of the pledge and the launch event on National 'Time to Talk' day in February 2016.

Equal pay is now firmly part of the government equalities agenda to address gender and other pay gaps in the UK. Our transparency on this issue underlines our commitment to equal treatment for employees, regardless of personal characteristic and ensures the Service remains at the forefront of equality best practice.

In February 2016, the government introduced draft regulations for mandatory gender pay gap reporting for larger organisations. In carrying out an equal pay review we have demonstrated our clear commitment to continuous improvement in equality and inclusion in the workplace.

The Fire Authority differs from many areas of local government as, in meeting the emergency response needs of our communities; some operational roles require additional on-call and response arrangements, in addition to management duties. Such roles attract an additional flexible duty allowance, with the core managerial elements providing remuneration at the same level for equal work.

This year also saw the continued support for employees within our four employee network groups; Disability, LGBT (Lesbian, Gay, Bisexual and Transgender) Gender and BME (Black and Minority Ethnic). The network groups work to reinforce our ongoing commitment to greater staff involvement in the decision making process and further increasing personal development opportunities.

The Fire Authority, strategic leaders, managers and employees value diversity across our communities and within the Service. We remain wholly committed to ensuring equality of opportunity; fairness and respect remain at our core as we pursue our vision to create the safest community.

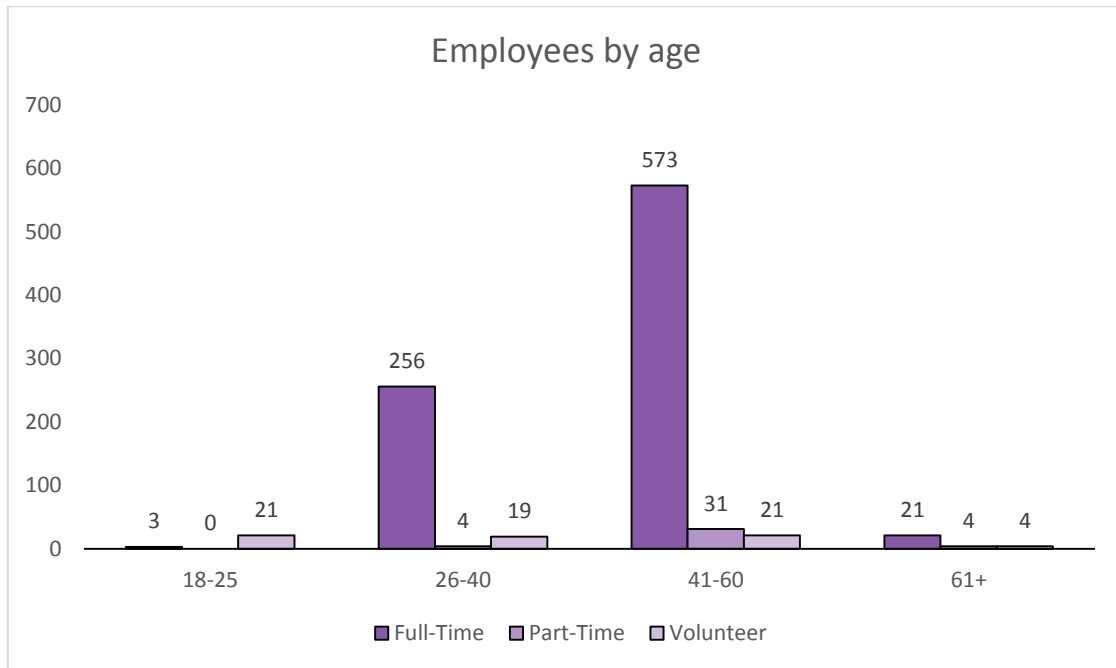
We have continued to develop and recruit Community Volunteers to support staff with the delivery of fire safety messages, including the recruitment of volunteer team leaders. Our community volunteers regularly assist our community advocates and support their work with a variety of community groups.

## Work Force Data

In compiling this report the Fire Authority has used both total approved head count of 892 employees and 65 volunteers as the baseline comparator.

Staff profile broken down by protected characteristic:

### Age



### What does this data tell us?

The data above is age of all staff in the service for 2016

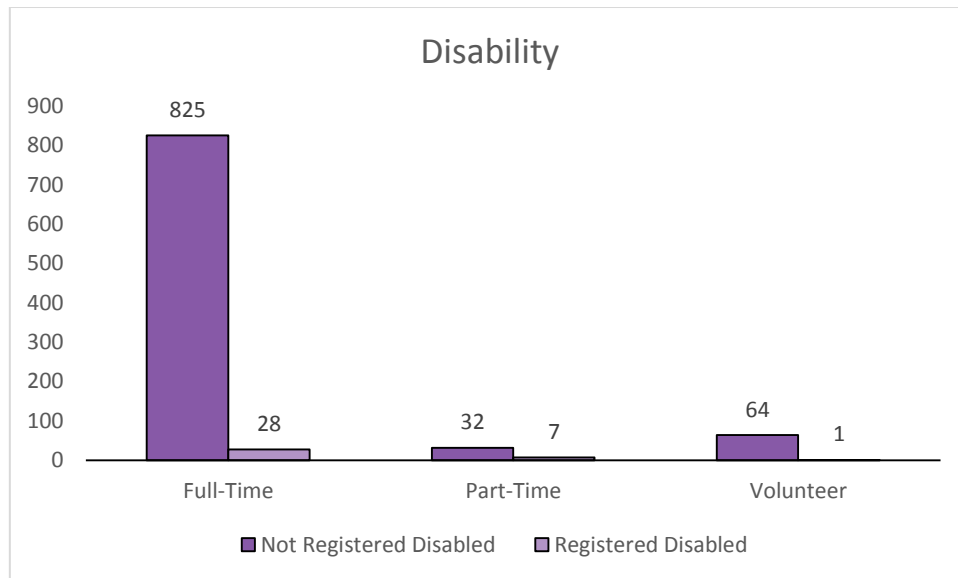
- 65.31% (66.21%) of employees fell within the 41-60 age range. When combined with the 61 or over age range, this totals 68.34% (69.9%) of all employees
- 29.15% (27.73%) of employees fell within the 26-40 age
- Employees in the younger age categories, 18-25 and under 18, comprised 2.51% (2.34%) of the workforce

### What are we doing or going to do as a result?

The current staff age analysis identifies an older workforce. Changes to pension provisions and people choosing to work beyond retirement age have slowly increased the numbers of staff in the oldest age group ranges which will result in this remaining the trend in the coming years. The experience, knowledge and skills of these employees are valued and opportunities for further development encouraged.

We continue to be proactive in promoting ourselves as a prospective employer to young people, to support long-term balance to the age profile of our workforce. Programmes such as the Young Firefighters Association and Ignite may provide opportunities for young people to consider applying for our apprenticeship programmes, which are currently evolving. We also continue to offer work experience placements. We also encourage older workers with valuable skills and experience to continue to work with us.

## Disability



### What does this data tell us?

The data above is a combination of the number of people who have declared their disability:

- 3.28% (3.29%) of full-time employees have a disability
- 21.87% (20.93%) of part-time workers of employees have a disability
- 1.56% (2.08%) of volunteers have a disability

Of our employees who have a disability this is broken down into the following categories:

Type of Disability	Full time employees	Part time employees	Volunteers
Disability (not specified)	3	1	0
Physical Disability	17	3	1
Learning Disability	8	3	0
Total	28	7	1

## **What are we doing or going to do as a result?**

Our employees are supported in the workplace by the Disability Network Group that ensures inclusivity for people with a disability. The group members provide advice and guidance, support employees and challenge key issues to develop and shape policies to ensure our services meet the needs of our diverse community.

We were successful in gaining the 'Disability Confident Employer' award in June 2016, by building a reputation as an employer that actively seeks out and hires skilled disabled people. We help to positively change attitudes, behaviors and cultures in our networks, supply chains, and the communities around us.

We have built up a strong reputation in the way we promote and deliver mental health awareness within the workforce. Our Welfare Officer and Fire Brigades Union (FBU) deliver stress awareness training in partnership, to all staff across the service. Much of that work has concentrated on raising awareness of stress-related illness and specifically supporting staff who may have encountered potentially stressful events at operational incidents. Our dedicated 'Trauma Support Team' supports this work.

We signed the 'Mind Blue Light Pledge' in February 2016 to commit to provide strategies, training and workplace champions that specifically support individuals suffering from mental illness. 'Mind' have delivered mental health awareness training to over 60 line managers and the programme has attracted over 80 'Blue-light Champions' who are continuing to develop their understanding of mental health through various training. This includes 'Peer Support', 'Suicide Prevention' and 'Speaking Out' training. Staff initiatives have included 'knit and natter sessions' and the launch of the 'Blue Light Choir'.

## **Reasonable Adjustments**

Last year our Occupational Health team facilitated 31 'Altered Duties and Phased Return to Work' reasonable adjustment assessments, to support employees to return to work following an absence or injury.

Our experienced Occupational Health professionals take a proactive approach to reasonable adjustments, with each individual assessed on a case by case basis and bespoke support provided.

## Ethnicity

Ethnicity	2015			2016		
	Full-Time	Part-Time	Volunteer	Full-Time	Part-Time	Volunteer
White British	885	40	56	824	37	55
White Other	8	2	3	7	1	3
Mixed White/Asian	7	0	0	7	0	0
Not Stated	4	0	0	4	0	0
Other Mixed	2	0	1	2	0	1
Asian or Asian British/Indian	2	0	0	2	0	0
Mixed White/Black African	1	0	1	1	0	1
Asian Other	1	0	0	1	0	0
Black or Black British/Caribbean	1	0	0	1	0	0
Mixed White/Black Caribbean	1	0	0	1	0	0
Black or Black British/Other Black	1	0	0	1	0	0
Black or Black British/African	0	0	3	0	0	3
Asian or Asian British/Pakistani	1	0	0	1	0	0
Not Declared	1	0	2	1	0	2
White Irish	0	1	0	0	1	0
<b>Total</b>	<b>915</b>	<b>43</b>	<b>66</b>	<b>853</b>	<b>39</b>	<b>65</b>

### What does this data tell us?

The data above is a combination of the number of people who have declared their ethnicity:

- 2.30% (2.15%) of all employees were from a minority ethnic background.
- 1.78% (1.66%) of minority ethnic employees were full time and 0.52% (0.49%) volunteers

### What are we doing or going to do as a result?

The overall percentage of minority ethnic employees showed an increase in 2016, showing our commitment to increasing the number of minority ethnic employees in our employment. Our Community Safety Advocates speak a range of languages, working with minority ethnic groups and individuals in the local community on a day to day basis to promote fire safety and our Service as an employer of choice.

We continue to be corporate members of the Asian Fire Service Association (AFSA). This enables us to access advice and support for our employees and our minority ethnic population. We are pleased to report that following the success of our



employees receiving an AFSA Award in 2016, Mehrban Sadiq won the 'Recognition of Service and Chairmanship 2014-16' and Laila Abdullah was a finalist in 'Woman of the Year'. Laila has also received an 'Individual contribution award' to recognise her work with the BME community in Sunderland.

Our Black and Minority Ethnic (BME) Network Group continue to support staff and raise awareness. This group help with initiatives associated with race equality, consider ways we can further increase minority ethnic representation across our workforce and how we can improve community engagement activity with some of our harder to reach communities

## Religion and belief

Religion	2105			2016		
	Full-Time	Part-Time	Volunteer	Full-Time	Part-Time	Volunteer
Agnostic	9	1	0	8	1	0
Atheism	21	1	0	19	1	0
Buddhism	4	0	0	3	0	0
Catholic	57	7	0	70	1	29
Christadelphian	1	0	0	1	0	0
Christian	16	0	0	16	0	0
Christianity	387	17	0	352	15	0
Hinduism	1	0	0	1	0	0
Humanism	2	0	0	2	0	0
Islam	3	0	0	3	0	0
Jedi	6	0	0	6	0	0
Latter Day Saint	1	0	0	1	0	0
Methodist	3	0	0	3	0	0
None	283	12	0	271	11	0
None declared	79	1	29	55	6	0
Pagan	2	0	0	2	0	0
Prefer Not To Say	38	4	37	38	4	36
Rastafarianism	1	0	0	1	0	0
Roman Catholic	1	0	0	1	0	0
Total	915	43	66	853	39	65

### What does this data tell us?

We continue to enhance our understanding of the religions and beliefs of our employees including those who have no religion or belief.

## What are we doing or going to do as a result?

Recording the religious preferences and beliefs of our employees enables us to take account of the individual requirements of our employees when developing our policies and procedures. Improved equality impact assessment procedures were introduced in 2016 which enables us to better understand how our decisions and policies affect employees and our communities.

We will continue to engage with our communities and raise awareness of religion and belief among our employees. We will do this through a range of engagement activities and through regular staff briefings. This will help to enhance mutual understanding and respect for our diverse communities.

## Gender

Gender	2015			2016		
	Full-Time	Part-Time	Volunteer	Full-Time	Part-Time	Volunteer
Male	753	9	45	696	8	45
Female	162	34	21	157	31	20
Total	915	43	66	853	39	65

## What does this data tell us?

The data above is a combination of the number of people who have declared their gender:

- 21.73% (21.19%) of our workforce are women, an increase from 2015.
- The percentage of men in our workforce 78.27% (78.81%)

## What are we doing or going to do as a result?

The Gender Staff Network continues to advance gender equality in the Service, raise awareness of key issues, support the decision making process and develop the knowledge and skills of its members. The network has a standing agenda item at Equality Committee, ensuring it is able to make the case for gender equality in the Service at a strategic level.

We continue to work closely with the Fire Brigades Union Women's section, which are represented on our Equality Committee and with 'Women in the Fire Service UK', an organisation which encourages the recruitment, retention, development and progression of women within fire and rescue services.

We are committed to increasing the number of women in our employment, specifically in relation to operational roles where there is a greater under-representation of women occupying posts. Our positive action campaign will be re-launched when there is a requirement to commence firefighter recruitment to assist us in achieving greater gender diversity.

We are an active member of the ‘Networking Women in the Fire Service’, with employees attending an annual development weekend with other Fire Service staff across Europe. The weekend offers delegates the opportunity to develop and enhance their skills and knowledge in areas of interest.

### Gender reassignment

We are unable to publish specific staff data to ensure anonymity. Transgender staff have continued however to assist us in developing our policies, procedures and training in conjunction with our LGBT and Gender Staff Network Groups.

We have provided advice and guidance for managers and staff with the publication of our transgender policy and revised guidance. This supports information in other Service policies such as the Equality and Diversity Policy and Dignity at Work Policy.

We continue to offer transgender awareness training for our staff. We have provided opportunities for employees, including members of the LGBT Network Group, to attend specialist transgender training delivered by the LGBT charity Stonewall, in order to gain a more in-depth understanding of transgender issues.

### Pregnancy and Maternity

Maternity/Shared Parental Leave	2015			2016		
	Full-time	Part-time	Volunteers	Full-time	Part-time	Volunteers
Number Returned	7	1	0	6	0	0
Number expected to return	0	0	0	6	0	1
Total	7	1	0	12	0	1

#### What does this data tell us?

For the sixth consecutive year of compiling this data, 100% of women who have taken maternity leave within the reporting period have returned to their respective roles. This is a positive statistic, which can be attributed to our work-life balance policies and flexible working options available to employees.

#### What are we doing or going to do as a result?

There has been a significant rise in the number of employees taking maternity leave. This may be due to the increase in enhanced maternity pay that was introduced this year, offering employees more financial support. The increase in maternity pay supports the continuous improvement in equality and inclusion in the workplace. The Equality Committee and Representative Bodies led the investigations and suggested improvements to revise and enhance the previous arrangements.

Three employees have chosen to take Shared Parental Leave. Shared Parental Leave enables eligible mothers, fathers, partners and adopters to choose how to share time off work to care for their child. The policy allows parents more flexibility in how to share the care of their child in the first year following birth or adoption, providing a wider range of options for women and men in managing the demands of both home and the workplace.

## Sexual orientation

Sexual Orientation	2015			2016		
	Full-time	Part-time	Volunteer	Full-time	Part-Time	Volunteer
Heterosexual	730	31	51	677	28	51
Prefer Not To Say	179	12	9	171	11	8
Lesbian	3	0	3	2	0	3
Gay	2	0	0	2	0	0
Bisexual	1	0	3	1	0	3
Total	915	43	66	853	39	65

### What does this data tell us?

The data above is a combination of the number of people who have declared their sexual orientation and also new employees to the Service. The majority of the workforce have declared themselves as Heterosexual with a smaller number declaring themselves to be Lesbian, Gay or Bisexual. The number of employees declaring their sexual orientation has remained largely static in 2016, though a significant number of both full-time staff and part time staff continue to select 'prefer not to say'.

### What are we doing or going to do as a result?

We aim to create a work environment where people can be themselves at work, allowing them to perform at their very best. This means employees feeling able to bring their whole selves to the workplace. We recognise that sexual orientation can be a sensitive subject, which may prevent some individuals from 'coming out' at work and we fully respect this personal choice to disclose such information.

We continue to demonstrate our commitment to LGBT employees and community members by continuing to be a 'Diversity Champion' member of Stonewall. We regularly take part in the Workplace Equality Index (WEI) top 100 gay friendly employers, to measure our performance. In 2015, we achieved 37<sup>th</sup> place in the top 100 list. We are currently working towards the WEI for 2018, which focusses on employers being fully Trans inclusive.

We have a programme of work throughout the year which enables us to engage with LGBT staff and community members. We will continue to promote ourselves as an inclusive employer and service provider by taking part in engagement events ran by our LGBT Network Group, such as Pride and IDAHO.

To continue to ensure that our Service continues to be inclusive, we are looking to host the annual 'North East Equality Awards' supporting all strands of equality and diversity across the North East.

Some of our data is not representative of our workforce with large amount employees not declaring their person information. To better understand diversity within our workforce, we are rolling out Stonewall 'What's to got to do with you?' to gain a better understanding of our workforce profile.

### Pay comparison by protected characteristics

The data contained in the following section relating to pay is a snapshot of the organisation's payroll data on the 31 December 2016. Due to the small totals involved, we have removed the number of employees for some of the protected characteristics, to ensure anonymity is maintained.

### Pay by disability

Role Grade	Non-disabled	Disabled
	Average Pay	Average Pay
Manual/Clerical (Scale 1-2)	£14,887.80	£14,932.84
Technical/Admin (Scale 3-5)	£19,196.35	£18,361.21
Supervisory/Specialist (Scale 6-SO2)	£26,501.38	£24,717.00
Middle Managers (PO Grades)	£37,687.73	
Firefighters	£30,119.19	£30,378.37
Crew/Watch Managers	£35,039.79	£35,569.67
Station Manager	£41,068.14	£39,172.00
Group Manager	£56,218.62	
Area Manager and Above	£92,067.13	
<b>Grand Total</b>	<b>£31,556.47</b>	<b>£25,855.50</b>

### What does this data tell us?

There are no significant differences between disabled and non-disabled employees in terms of pay at the same level. In common with some other protected characteristics, disabled employees are underrepresented within higher level management roles which impacts upon the overall pay gap.

## Pay by ethnicity

Pay Grade	White British	BME
Manual/Clerical (Scale 1-2)	£14,920.38	£14,514.20
Technical/Admin (Scale 3-5)	£19,167.15	£18,355.50
Supervisory/Specialist (Scale 6-SO2)	£26,479.21	£25,651.67
Middle Managers (PO Grades)	£37,687.73	£41,551.00
Firefighters	£30,089.59	£30,863.00
Crew/Watch Managers	£35,062.04	£35,055.83
Station Manager	£40,985.70	
Group Manager	£56,218.62	
Area Manager and Above	£93,105.03	£82,726.00
<b>Grand Total</b>	<b>£31,390.63</b>	<b>£30,137.00</b>

### What does this data tell us?

Of the nine pay categories two have no minority ethnic employees, whilst the average pay difference is negligible across the other grades. Although minority ethnic employees are under-represented at certain grades within the organisation, in particular at middle manager level and above, it should be noted that pay analysis can be misleading where small numbers of staff are involved.

Overall the small ethnicity pay gaps are encouraging. In terms of occupational incidence, over two-thirds of our BME employees are Firefighters. In future years we will monitor the internal progression of employees together with any impact of the increasing incidence of BME employees across the grading structure as a whole.

## Pay by gender

Pay by Gender	Female		Male		Total	
	AvgPay	Number	AvgPay	Number	Total AvgPay	Total Number
Manual/Clerical (Scale 1-2)	£15,070.71	24	£14,504.85	11	£14,897.81	35
Technical/Admin (Scale 3-5)	£18,957.68	60	£19,488.57	29	£19,130.67	89
Supervisory/Specialist (Scale 6-SO2)	£26,492.32	19	£26,388.15	30	£26,428.54	49
Middle Managers (PO Grades)	£37,724.90	13	£37,639.40	10	£37,687.73	23
Firefighters	£29,571.02	37	£30,178.59	367	£30,123.63	404
Crew/Watch Managers	£34,205.30	30	£35,184.93	207	£35,061.96	237
Station Manager	£40,901.06	4	£41,003.51	19	£40,985.70	23
Group Manager			£56,218.62	22	£56,218.62	22
Area Manager and Above	£82,726.00	1	£93,105.03	9	£92,067.13	10
<b>Grand Total</b>	<b>£25,791.66</b>	<b>188</b>	<b>£32,808.25</b>	<b>704</b>	<b>£31,334.77</b>	<b>892</b>

### What does this data tell us?

There are more women than men in the lower level grades and more men in firefighter, operational management and higher level managerial posts. Whilst on average, women are paid slightly more in the supervisory Green Book posts, the data indicates that on average, men are paid slightly more in Grey Book posts.

Findings indicate that our pay gaps, on a grade by grade basis between women and men are generally below 5%, whether in favour of women or men. The variations are due to aspects including operational roles, where additional duties are required and individuals are in receipt of an agreed allowance; further to this length of service and incremental bands provide variation also. The small gender pay gaps are in line with good pay practices and provide reassurance to the Authority in terms of equal pay legislation.

As fewer women occupy management posts, their average salary tends to be less than their male counterparts, particularly in the higher level posts. This is because the latter undertake additional operational duties, and are in receipt of an allowance for those aspects of the role. When the core managerial elements of these roles are compared, the basic salaries are identical, in line with national pay grading.

## Pay by sexual orientation

Pay Grade	Heterosexual	Lesbian, Gay, Bisexual	Prefer Not To Say
Manual/Clerical (Scale 1-2)	£15,307.48		£14,078.47
Technical/Admin (Scale 3-5)	£19,239.99	£18,560.00	£18,737.22
Supervisory/Specialist (Scale 6-SO2)	£26,224.70		£27,334.52
Middle Managers (PO Grades)	£36,916.34		£39,873.33
Firefighters	£30,098.74	£30,272.72	£30,196.26
Crew/Watch Managers	£34,961.29	£37,697.08	£35,570.60
Station Manager	£41,068.14		£39,172.00
Group Manager	£56,259.62		£55,357.60
Area Manager and Above	£93,783.48		£76,620.00
<b>Grand Total</b>	<b>£31,777.28</b>	<b>£29,415.05</b>	<b>£29,653.92</b>

### What does this data tell us?

Pay comparisons are difficult due to the small number of LGBT employees. We recognise however that regardless of potential under declaration, it is likely that LGBT employees are under-represented at higher level management grades within our organisation. As with other categories, factors such as length of service and development rates of pay can impact on pay levels for similar roles and grades.

### What are we doing or going to do as a result?

Rate of pay is based solely on the job role itself and its duties and responsibilities. Salaries are governed by national pay and conditions of service for grey book staff and a job evaluation process in place to evaluate all new or revised green book posts that are linked to local government pay scales and conditions.

We are focused on encouraging under-represented groups into our employment and providing access to the development that they need to achieve their career aspirations. We recognise the need to achieve further diversity across all levels in the organisation, specifically in managerial roles.

## Grievances and Dismissals

There were 10 grievances recorded in 2016, an increase of 6 on 2015. Of these cases, 7 have been resolved with 3 currently in progress. There were no dismissals during 2016.

## Flexible working applications



In 2016, 4 employees requested flexible working. This compares to a total of 14 requests in 2015. All requests are currently on hold due to the implementation of the organisational review. However, in all cases, an agreement has been made to condense full time hours into 4 work days. One request was from a male employee and 3 requests from female employees.

### Authority Members

The Authority is comprised of 16 elected members, nominated by the five constituent councils of Tyne and Wear. All elected members are White British and fall within the 41-60 and 61 and over age ranges. 31% of our members are women. Of those members who have declared such information, 6% stated they have a disability, 6% identified as LGBT and 19% are of a Christian faith.

### Recruitment and Promotion

There has been a general recruitment freeze on permanent position in line with the HR plan. This has now been lifted and we are actively recruiting for vacancies. We promote our service as an employer of choice, encouraging applicants from underrepresented groups to apply.

There were 14 permanent promotions in 2016. Of these 14% were female and 86% male, with 36% in the 26-40 age range and 64% in the 41-60 range.

26 staff were offered appointments during the year to fill vacant, substantive positions, 13 of those as firefighters through the inter service transfer process.

The charts below show the characteristics of candidates at the application stage in our recruitment process:

Ethnic Origin	Total
Asian or Asian British/Bangladeshi	1
Asian Other	1
No Answer Given	86
White British	67
White Other	5
<b>Grand Total</b>	<b>160</b>

Sexual Orientation	Total
Gay/Lesbian	1
Heterosexual	69
No answer given	87
Preferred not to say	3
<b>Grand Total</b>	<b>160</b>

Disability	Total
No	144
Yes	5
No answer given	11
<b>Grand Total</b>	<b>160</b>

Religion	Total
Atheism	1
Agnostic	1
Catholic	10
Christian	28
No answer given	91
None	28
Muslim	1
<b>Grand Total</b>	<b>160</b>

Gender	Total
Female	42
Male	38
No answer given	80

Grand Total	160
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The average age of a candidate was 43.95 (28.7) years and we averaged 1,046 (816) views per vacancy on our recruitment portal (NorthEastJobs.org.uk).

During the year, we recruited 13 new whole-time sector competent firefighters via inter-service transfers from Fire and Rescue Service's across the UK. We have also introduced 10 fixed-term contracts for staff currently filling substantive positions who were previously employed through agency contracts.

Volunteer recruitment in 2016 attracted a wide range of successful candidates, which contributed towards further diversifying our workforce. Of the 18 recruited volunteers, 95% were White British, 22% were female, the average age was 32.

### Training and Development Opportunities

In this section, we analyse data in relation to management training and development opportunities accessed by employees.

There are **three levels** of management development and associated promotion gateways within the organisation categorised as:

- Supervisory Management development which includes our Crew Managers Programme, Institute of Leadership and Management (ILM) Level 3 Certificate, supervisory manager promotion via the appropriate Managerial Assessment Process (MAP) and Engage Programme.
- Middle Management development that incorporates ILM Level 5 Certificate, Middle Manager promotion via the appropriate MAP and Engage Programme.
- Strategic Management development that includes ILM Level 7 Certificate, Strategic Manager promotion via appropriate MAP and Engage Programme.

Employees who took up the opportunities described above are broken down into development/promotion level and protected characteristic as follows:

### Training and Development Opportunities - Age

Age	2015 (% of staff)			2016 (% of staff)		
	Supervisor y	Middle	Strategic	Supervisor y	Middle	Strategi c
18-25	0	0	0	0	0	0
26-40	46	13	0	31.7	9.7	0
41-	54	87	0	68.3	90.3	100

60						
61 and Over	0	0	0	0.0	0	0

### Training and Development Opportunities - Disability

Disability	2015 (% of staff)			2016 (% of staff)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Yes	0.4	5.6	0	0.86	2.28	0
No	99.6	94.4	0	99.14	97.72	0

### Training and Development Opportunities – Pregnancy and Maternity

Pregnancy and Maternity	2015 (% of staff)			2016 (% of staff)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Number accessing training	0	0	0	0	0	0

### Training and Development Opportunities - Ethnicity

Ethnicity	2015 (% of staff)			2016 (% of staff)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Asian or Asian British/Bangladeshi	0	0	0	0	0	0
Asian or Asian British/Indian	0	0	0	0	0	0
Asian or Asian British/Pakistani	0	0	0	0	0	0
Black or Black British/African	0	0	0	0	0	0
Black or Black British/Caribbean	0	0	0	0	0	0
Black or Black British/Other Black	0	0	0	0	0	0
Chinese or Other Ethnic Group/Chinese	0	0	0	0	0	0
Mixed White/Asian	0.4	0	0	2.3	0	14.3
Mixed White/Black Caribbean	0	0	0	0	0	0
Not Stated	0	0	0	2.6	0	0
Other Mixed	0	0	0	0	0	0
White British	99.6	100	0	95.1	100	85.7
White Irish	0	0	0	0	0	0

White Other	0	0	0	0	0	0
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### Training and Development Opportunities - Gender

Gender	2015 (% of staff)			2016 (% of staff)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Male	82.5	90	0	73.5	96.6	85.7
Female	17.5	10	0	26.5	3.4	14.3

### Training and Development Opportunities – Sexual Orientation

Sexual Orientation	2015 (% of staff)			2016 (% of staff)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Unknown	17.1	5.6	0	17.0	2.3	0
Bisexual	0	0	0	0	0	0
Gay	0	0	0	0	0	0
Heterosexual	82.9	93.3	0	82.4	97.7	100
Lesbian	0	1.1	0	0.6	0	0

### Training and Development Opportunities – Religion and Belief

Religion and Belief	2015 (% of staff)			2016 (% of staff)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Agnostic	1.3	0	0	1.2	0	0
Atheism	3.4	1.1	0	3.2	0	0
Buddhism	1.7	1.1	0	2.0	0	0
Catholic	6.8	4.4	0	3.5	10.9	42.9
Christadelphian	0	0	0	0.0	0	0
Christianity	42.7	55.6	0	43.8	59.4	57.1
Hinduism	0	0	0	0.0	0	0
Humanism	0.4	0	0	0.0	0	0
Islam	0	0	0	0.0	0	0
Jedi	0.9	0	0	1.7	0	0
Judaism	0	0	0	0.0	0	0
Latter-day saint	0.4	0	0	0.0	0	0
Methodist	0	1.1	0	0.0	2.3	0
Pagan	0.4	0	0	0.0	0	0
Rastafarianism	0	0	0	0.0	0	0
Other	0	0	0	0.0	0	0

No Religion or Belief	32.5	35.6	0	32.9	21.7	0
Not Stated	0.4	0	0	5.2	5.7	0
Unknown	9	1.1	0	6.6	0	0

### What does this data tell us?

- There was a 14% increase in employees in the 41-60 age group accessing Supervisory Manager level training/promotion and a subsequent 14% decrease for those in the 26-40 age range.
- There was a 3% decrease in employees in the 26-40 age group accessing Middle Management training/promotion and a subsequent 3% increase for those in the 41-60 age range.
- There was a 0.4% increase in the numbers of disabled staff accessing Supervisory Management training/promotion.
- There were increases in the percentage of women accessing Supervisory training and development however, there was a decrease in women accessing Middle Management training and development.

The increase in the numbers of women accessing promotion opportunities in particular, is an indication of our commitment to increasing the prospects for women to seek promotion. It reflects the wider options for flexible working and the development of the 'Gender Staff Network' where women have been encouraged to seek promotion by senior role models and get peer support.

Ethnic minority employees accessing Supervisory and Strategic management training and development has seen an increase. Whilst this is a reflection of the small numbers of such employees within the organisation, we continue to be proactive in encouraging employees from these groups to consider the opportunities available and to utilise the staff networks to give them the confidence to do so.

### What are we doing or going to do as a result?

As part of our change management programme we have been redefining the future of our leadership and management development programme and reconsidering our succession planning needs. This is about ensuring we have the right people, with the right skills, in the right place, to lead and manage the Service in the challenging years ahead. The programme is targeted at enabling staff to further develop their skills and knowledge in order to enhance their prospects, encourage each individual to be the best they can be and to take the lead in their area of expertise at an existing level or grade.

## Leavers from the Organisation

<b>Age</b>	<b>2015</b>	<b>2016</b>
18-25	3	0
26-40	24	9
41-60	61	58
61 and over	13	8
<b>Total</b>	<b>101</b>	<b>75</b>

<b>Disability</b>	<b>2015</b>	<b>2016</b>
Disabled	7	6
Not Disabled	94	69
<b>Total</b>	<b>101</b>	<b>75</b>

<b>Ethnicity</b>	<b>2015</b>	<b>2016</b>
Asian or Asian British/Bangladeshi	1	0
Asian or Asian British/Indian	0	0
Asian or Asian British/Pakistani	0	0
Black or Black British/African	0	0
Black or Black British/Caribbean	0	0
Black or Black British Other Black	0	0
Chinese or Other Ethnic Group/Chinese	0	0
Mixed White/Asian	0	0
Mixed White/Black Caribbean	0	0
Not Stated	1	0
Other Mixed	0	0
White British	98	73
White Irish	0	0
White Other	1	2
<b>Total</b>	<b>101</b>	<b>75</b>

<b>Religion and Belief</b>	<b>2016</b>	<b>2016</b>
Unknown	32	11
Agnostic	1	2
Atheist	1	1
Buddhist	0	0
Catholic	6	5
Christadelphian	0	0
Christian	36	35
Humanist	0	0
Jedi	0	0
Jewish	0	0
Methodist	1	1
Muslim	0	0
Pagan	0	0
No Religion or belief	24	20
<b>Total</b>	<b>101</b>	<b>75</b>

<b>Gender</b>	<b>2015</b>	<b>2016</b>
Male	83	59
Female	18	16
<b>Total</b>	<b>101</b>	<b>75</b>

<b>Sexual Orientation</b>	<b>2015</b>	<b>2016</b>
Unknown	19	16
Bisexual	0	0
Gay	0	0
Heterosexual	63	58
Lesbian	0	1
Prefer not to say	19	0
<b>Total</b>	<b>101</b>	<b>75</b>

All leavers during 2016 were voluntary. Leavers are invited to undertake an exit interview with our Chief Fire Officer and to complete an online questionnaire to provide us with feedback reports.

## Service User Data

### After The Incident Survey (Domestic)

106 After the Incident Surveys (ATIS) were completed in 2016 (37 in 2015). Of those who completed the surveys the following data was recorded:

- 39% were male, 55% female and 6% provided no answer (33.33% male, 58.03% female).
- Of those who stated their ethnicity 85% were White British/British or English (83.34% White British), 1% White European, 1% Asian and 1% Black African.
- 26% of respondents declared a disability (30.56 %).
- Of those who stated their sexuality, 88% were heterosexual, 7% were LGBT and 5% preferred not to say (72.2 % identified as heterosexual, 5.5% as LGBT and 22.3% preferred not to say).

Results of our ATIS are fed into our Home Safety Checks (HSC) Targeting Strategy to ensure we are engaging with those who are identified as most vulnerable and at greater risk of fire.

## Complaints

We received 15 complaints during 2016, this compares with 17 in 2015. Only one of the complainants provided information which identified the individual as, aged between 41-60, does not consider themselves to have a disability and is male.

As no-one completed the equalities monitoring form we have no data to report. It should be noted that completion of the equality monitoring form is not part of the complaints process and therefore not compulsory.

It is positive to note that all complaints investigated were resolved without issue and concluded to a satisfactory outcome which is evident by the absence of any subsequent appeals.



## Fire Safety Visits by Ethnicity

Ethnicity	No. of people	
	2015	2016
Asian or Asian British - Bangladeshi	8	6
Asian or Asian British - Indian	70	49
Asian or Asian British - Other Asian	54	37
Asian or Asian British - Pakistani	9	13
Black or Black British - African	0	1
Black or Black British - Caribbean	0	0
Black or Black British - Other Black	2	1
Chinese or Other Ethnic Group - Chinese	56	29
Chinese or Other Ethnic Group - Other	8	4
Mixed - Other Mixed	208	67
Mixed - White and Asian	14	13
Mixed - White and Black African	0	1
Mixed - White and Black Caribbean	0	0
Not Stated	99	806
White - British	1834	1401
White - Irish	2	2
White - Other White	152	68
<b>Total</b>	<b>2516</b>	<b>2498</b>

- 58.8% of the people who received a service from our Fire Safety teams were White British and 8.8% were from minority ethnic communities, compared to 12.4% in 2015.

## Prevention and Education Home Safety Check (HSC) Visits

Ethnicity	No. of HSCs	
	2015	2016
Asian or Asian British - Bangladeshi	60	30
Asian or Asian British - Indian	255	213
Asian or Asian British - Other Asian	192	148
Asian or Asian British - Pakistani	111	58
Black or Black British - African	97	101
Black or Black British - Caribbean	27	25
Black or Black British - Other Black	61	70
Chinese or Other Ethnic Group - Chinese	148	134
Chinese or Other Ethnic Group - Other	63	50
Mixed - Other mixed	115	77
Mixed - White and Asian	47	47
Mixed - White and Black African	18	11
Mixed - White and Black Caribbean	15	15
Not Stated	1502	3343
White - British	25468	24724
White - Irish	100	129
White - Other	459	412
<b>Total</b>	<b>28738</b>	<b>29587</b>

- 85.4% of the individuals that received a HSC were White British. 3.3% were from a minority ethnic community, compared to 3.7% in 2014.

Groups receiving an HSC	No. of people	
	2015	2016
People 65+	12198	12157
Disabled people	471	485
Lone Parents	942	808
Mental Health Disability	676	812
<b>Total</b>	<b>14287</b>	<b>14262</b>

- Over 12000 HSCs were conducted with people aged 65+, showing a slight decrease from the previous year. Over 1200 checks were undertaken with disabled people.

## **Community Engagement**

The Community Engagement Team engaged with over 41,000 people in 2016. Our community advocates have arranged awareness sessions to staff and partners including Islam, Sikh, Hindu and Jewish. They regularly attend citizenship ceremonies and issue fire safety guidance within the welcome pack. To enhance the 'Vulnerable Persons Strategy', all Community Safety Staff are 'Dementia Friends' raising awareness and supporting the local community. Our advocates are 'Dementia Champions', which enables them to deliver awareness sessions to staff and partners.

District engagement highlights have included the following:

### **Newcastle**

Highlights in the district includes our work with the Chinese community for Chinese New Year, our ongoing work with Romanian, Eastern European and Roma communities through to our engagement work with community groups, local schools and direct engagement in the Benwell Terraces. We also held a very successful Emergency Services, Pride Breakfast at the Civic Centre for LGBT staff, other employees and community members, followed by 2 days of engagement at the 'Pink Picnic'. Staff have also ran drop in sessions in collaboration with the Police at 'The Scene', Newcastle on a Saturday evening. Our work on Safe Ramadan, Safe Vaisakhi, Newcastle Mela, the Disability North Exhibition and work for Black History month with local community groups were also notable highpoints in 2016. Our community safety staff are domestic violence trained and work to reduce hate and race crimes in the district.

### **South Tyneside**

Highlights for South Tyneside included a focus on the Service working with local colleges and engaging with migrants, asylum seekers and refugees to attend ESOL classes (English for Speakers of Other Languages). We did this by attending local drop-ins and events for Refugee Week. Service staff and volunteers also engaged with community members for World Mental Health Day, Safe Ramadan, Diwali and Mini-Mela, Older Persons Day and talks with people with disabilities.

### **North Tyneside**

Service staff and volunteers in the district engaged with many community groups during the year. Highlights included a focus on giving fire safety messages to attendees of ESOL classes in the area, engagement at Citizenship ceremonies, Crucial Crew sessions with young people in North Tyneside and work with asylum seekers and refugees by attending local drop-ins. Other activities included Safe

Ramadan, engagement with people living with dementia and those with drug and alcohol dependency.

## Gateshead

Work in Gateshead included highlights such as the continued engagement with the Jewish community to keep them safe over the Shabbats and working in partnership with other emergency services to promote road and fire safety with Jewish schoolchildren. Service staff and volunteers have also engaged with people living with drug and alcohol dependency, people living with dementia. Work has continued with BME communities in the area, specifically focusing around Diwali, Vaisakhi, Ramadan. Our community safety staff work with the Czech Roma community and Syrian refugees. They are also working closely with Project Choice, supporting people with learning disabilities in the community.

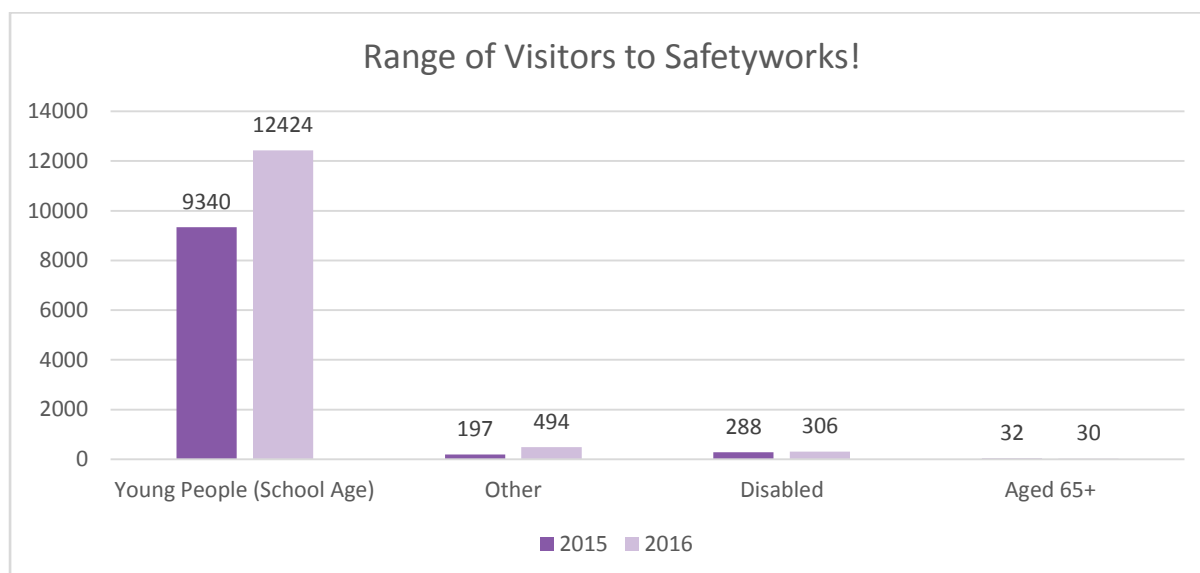
## Sunderland

Highlights for Sunderland included LGBT engagement at Sunderland Pride, with the Service holding a well-attended breakfast event for both staff and LGBT community members. Staff and volunteers also marched in the Pride parade and attended the Park Lane engagement event. Other highpoints included engaging with asylum seekers and refugees for 'Refugee Week' in addition to our work for Safe Ramadan and Safe Vaisakhi. Fire safety talks with people who have dementia and those with drug and alcohol dependency, discussions with ESOL and International Students and engagement at Citizenship Ceremonies were also carried out during the year.

The table below summarises groups engaged during 2015:

<b>Vulnerable Group</b>	<b>Engaged</b>
BME	16310
Disabled	758
Older people	127
Youth	676
Drugs and Alcohol	60
LGBT	8000
Dementia	724
General Public	15026
<b>Total HSC Requests</b>	<b>628</b>
<b>Total No of activities</b>	<b>401</b>
<b>Total Engaged</b>	<b>41681</b>

## Safetyworks!



- Our SafetyWorks! Centre enables visitors to participate safely in realistic situations illustrating everyday hazards and learn how to prevent them. The centre has many visitors throughout the year. The chart above compares visitors to the centre during 2015 and 2016.

The range of visitors to SafetyWorks! included:

<b>SafetyWorks activities by group type</b>	<b>Sessions</b>	<b>Attendees</b>
Group - 65+	2	30
Group - Disabled	22	306
Young People (school age)	307	12424
Other/Mixed group	11	494
<b>Total</b>	<b>342</b>	<b>13254</b>

<b>Ethnicity of SafetyWorks! sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Mixed - Other mixed	155	7667
Mixed - White and Black African	0	0
Not Stated	184	5545
Other	1	18
White - British	2	24

White European	0	0
<b>Total</b>	<b>342</b>	<b>13254</b>

## Phoenix Project

Our Phoenix Project uses the positive role model of a firefighter to provide a life changing programme for young people who are the most challenging and disadvantaged in local society. The project was delivered to the following groups:

<b>Ethnicity of Phoenix project sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Mixed - Other mixed	1	8
Mixed - White and Asian	0	0
Not Stated	0	0
White - British	21	152
<b>Total</b>	<b>22</b>	<b>160</b>

<b>Age groups of Phoenix project sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Aged 18 - 64	4	24
Mixed	18	136
Not Stated	0	0
<b>Total</b>	<b>22</b>	<b>160</b>

## Young Firefighters Association

YFA provides young people from the local community, with a programme of practical and theoretical instructions on Fire and Rescue Service related subjects. A breakdown of individuals we engaged with as part of the YFA is as follows:

<b>Age groups of YFA sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Young Firefighters 11-17yrs	232	2059

<b>Ethnicity of YFA sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Mixed - Other mixed	16	164
Not Stated	171	1599
White - British	43	258
White - Other white	2	38
<b>Total</b>	<b>232</b>	<b>2059</b>

## Princes Trust

Our Princes Trust Programme provides personal development courses, enabling teams of young people, from diverse backgrounds, to work in the community and give them incentives to continue to make a contribution of lasting impact, to both themselves and their communities. A breakdown of individuals we engaged with as part of this programme is as follows:

<b>Ethnicity of Princes Trust sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Mixed - Other mixed	3	29
White - British	1	12
White European	0	0
<b>Total</b>	<b>4</b>	<b>41</b>

<b>Age groups of Princes Trust sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Aged 18 - 64	1	12
Mixed	1	7
Youth Diversion	2	22
<b>Total</b>	<b>4</b>	<b>41</b>

## Ignite

The Ignite programme is a full-time study programme aimed primarily at 16 – 18 year olds. The students attend their course at Gosforth Community Fire Station and are funded through Sunderland College. They are engaged in full-time learning over the course of the academic year. Throughout the programme FRS objectives such as fire safety education, road safety education, ASB prevention and FRS activities are used in order to gather evidence for each module as well as provide enrichment activities for students. Students also assist P&E teams in Newcastle with their initiatives such as darker/lighter night's campaigns. A breakdown of individuals we engaged with as part of this programme is as follows:

<b>Ethnicity of Ignite sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Not Stated	2	36
White - British	1	9
<b>Total</b>	<b>3</b>	<b>45</b>

<b>Age groups of Ignite sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Aged 16 - 18	2	36
Princes Trust	1	9
<b>Total</b>	<b>3</b>	<b>45</b>

## **YOUR VIEWS COUNT**

Your views are very important to us and having had the opportunity to read our Annual Equality Data Report, we would welcome any comments that you may have. This would assist in our consultation process and evaluation of the document.

## **COMPLAINTS AND COMPLIMENTS**

We aim to provide the highest standards of fire, rescue and community safety services. As a recipient of a public service, there may be times when you wish to comment on the fire and rescue service. We encourage complaints and compliments from all members of the community as we value your opinion and it can help us to continually improve our service.

### **Complaints Procedure**

For our part, if you do make a complaint we will ensure that:

- Your complaint is treated confidentially
- You receive an acknowledgement within 7 working days, including the name of the Investigating Officer
- Your complaint is investigated in accordance with the Fire and Rescue Service's standard procedures.

We will also:

- Endeavour to send you a full reply including the results of the investigation within 28 working days
- Ensure that you are informed of the progress, if the above deadline cannot be met.

If you wish to make a complaint or would like to tell us about an area of our work that you have been happy with then please do contact us, details are as follows:

Telephone: +44 (0)191 444 1500 or complete an online form via our website

[www.twfire.gov.uk](http://www.twfire.gov.uk)

In writing, address your letter to:

**Human Resources Department**  
 Tyne and Wear Fire and Rescue Service  
 Service Headquarters  
 Nissan Way  
 Barmston Mere



Sunderland  
SR5 3QY

Telephone 0191 4441111  
e-mail [comments@twfire.gov.uk](mailto:comments@twfire.gov.uk)  
Internet <http://www.twfire.gov.uk/>



### **Alternative Formats**

We understand that people have different needs. This plan is available in alternative formats upon request. For further details contact 0191 444 1500