



Annual Equality Data Report

January 2018

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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 2017 and comparisons have been made to the previous year. Figures in brackets throughout this report relate to 2016.

As an organisation Tyne and Wear Fire and Rescue Service has gone through major organisational change within this period, the implementation of the Organisational Management Review, has seen a reduction of 43 full time equivalent posts together with the changes of departmental structures. In addition, this has seen the removal of an Assistant Chief Fire Officer role within the Executive Leadership Team.

Restrictions on recruitment, due to reducing the workforce to meet the financial challenges, can make it difficult to compare data year on year and achieve a true picture of performance. However, Tyne & Wear Fire and Rescue Service's progressive approach to equality and inclusion is not solely measured by equality data, but also in our approach to continually improve our equality, diversity and inclusion activities.

We work hard to eliminate inequalities, discrimination, harassment and victimisation, and promote equality of opportunity and positive working relations through our work within equality, diversity and inclusion, 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 2017

Our commitment to equality and inclusion and the PSED is central to our culture, behaviours and core values. This is delivered through the Service's strategic plans, specifically the Organisational Development Strategy and Strategic Community Safety Plan, supported through our Leadership Bond and Engage, our Leadership Development Programme; which supports our employees, managers and Members in understanding the behaviours that enable our core values. The focus of our strategy and plan is to ensure that the process's we use enhance the delivery of our vision and embeds equality, diversity and inclusion within our service and community.

Austerity measures have impacted in notable workforce reductions, presenting challenges in further diversifying our workforce through recruitment. We have made positive progress to address diversity and inclusivity where we have recruited, particularly through engaging agency staff, fixed term contracts, volunteers and on call operational employees. The Service ensures diversity has continued to enhance our workforce; and by developing talent of existing employees we have provided temporary development opportunities that benefit both individuals and the Service.

We are proud to be one of the only Fire and Rescue Services with an accreditation of 'Excellent' within the Fire and Rescue Services Equality Framework and we are delighted to be awarded 'excellent' again at our second assessment during 2016. Our positive culture and active promotion, whilst embedding equality and diversity as the 'day job' has continued throughout 2017. The feedback from the previous award report has allowed 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 and set the direction of travel going forward.

During 2017 the Service successfully undertook reaccreditation to Investors In People Gold, whilst also maintaining champion status. In October 2017, the Service was also successful in being placed in the 'Inclusive Top 50 UK Employers' for a second year, being awarded 4th position and the top public sector organisation. Such recognition highlights our consistent and continuous improvement to diversity within our workforce. Actively leading equality, diversity and inclusion in our workforce and communities highlights a range of benefits and will help us to further improve diversity within our sector.

We are committed to improving mental health and wellbeing of our workforce, actively leading in the Mind Blue Light programme with over 80 mental health champions and we have also supported a number of national key campaigns such as Time to Talk, 'In Your Mate's Corner' and World Mental Health Awareness day, in addition to local campaigns whose primary focus is to educate and reduce stigma whilst promoting support for our employees and volunteers. Our Trauma Support Team has continued to support our employees to deal with difficult and harrowing incidents. This led to gaining national interest and subsequently a request to support London Fire Brigade following the Grenfell Tower incident.

Equal pay is 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.

We continue to collaborate with Partner Organisations in a number of ways to promote and enhance diversity, including events such as Pride, The Girls Network and preparation for The Great North Exhibition.

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 employee involvement in the decision making process and further increasing personal development opportunities. To demonstrate and further develop the membership and work within the Network Groups the Service ran a 'Just Ask' event to relaunch the network groups and encourage membership by enabling employees to see an element of the work carried out by the networks and to gain a greater understanding of the groups and the protective characteristic they represent.

Fire Authority Members, 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 employees with the delivery of fire safety messages. Our community volunteers regularly assist our community advocates and support their work with a variety of community groups.

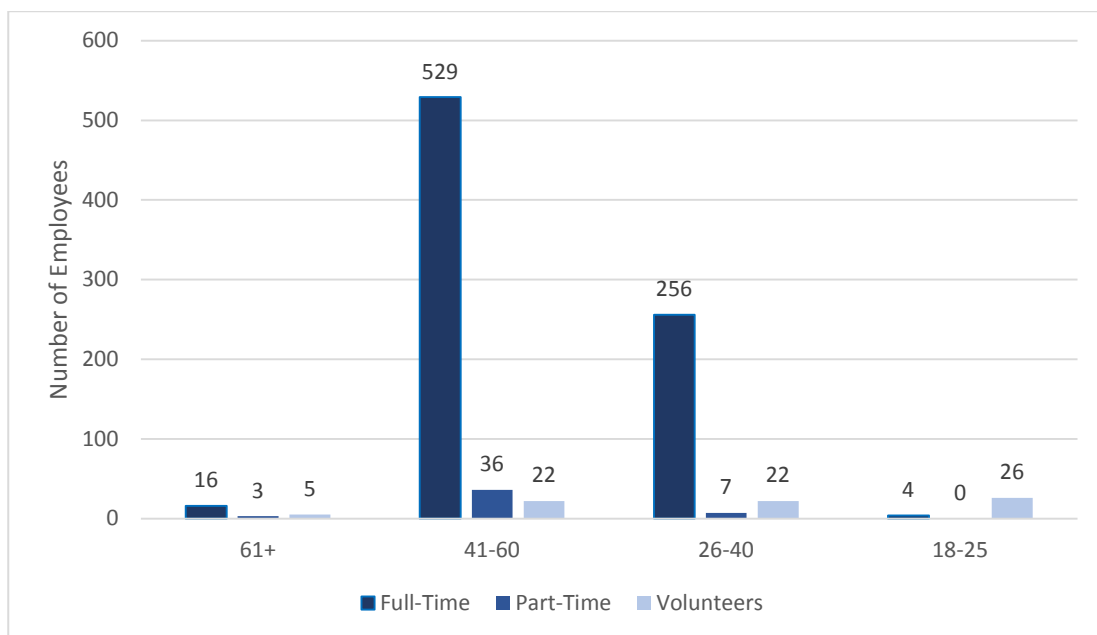
Building upon this during late 2017 moving forward into 2018 we work collaboratively with the Northumbria Police and other partners to support shared delivery of key community safety themes.

Work Force Data

Throughout the year, the Service has taken a more proactive approach to the collection of equality data to encourage and allow employees to identify themselves more broadly. To facilitate this we have rolled out the “What’s it got to do with you” campaign which explains the importance of registering personal data and what it is used for.

In compiling this report, the Fire Service has used both total approved head count of 851 employees and 75 volunteers as the baseline comparator. The initial figures relate to 2017 and the figures in brackets relate to 2016.

Age



What does this data tell us?

The data above is age of all employees in the service for 2017

- 63.39% (65.31%) of employees fell within the 41-60 age range. When combined with the 61 or over age range, this totals 65.98% (68.34%) of all employees
- 30.77% (29.15%) of employees fell within the 26-40 age
- Employees in the younger age categories, 18-25 and under 18, comprised 3.20% (2.51%) of the workforce

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

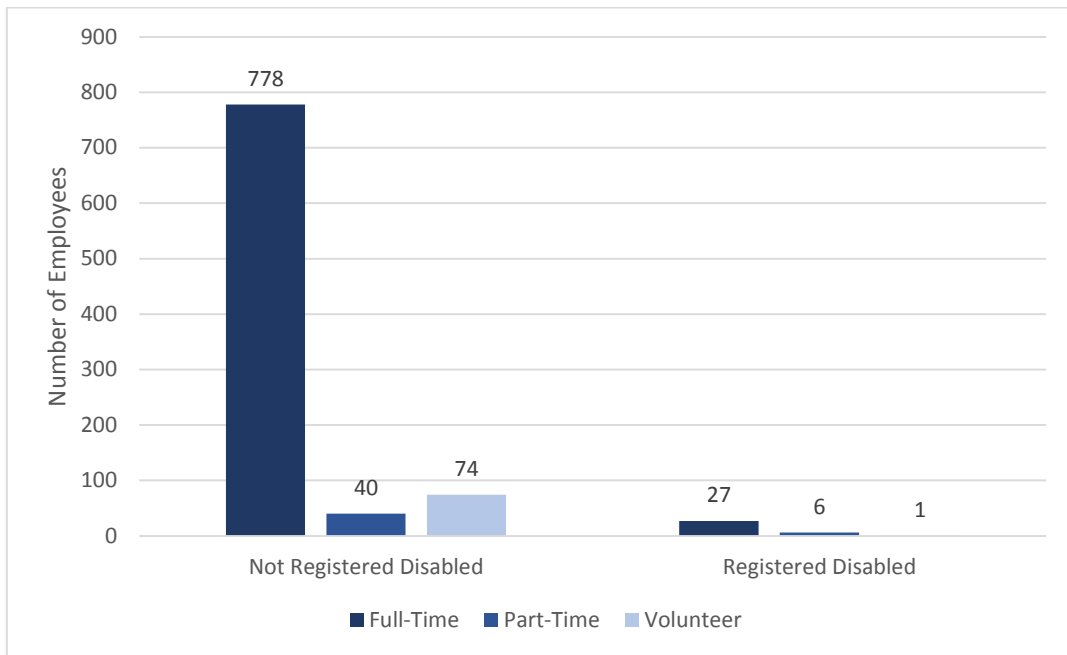
The current employee age analysis identifies an older workforce. Changes to pension provisions and people choosing to work beyond retirement age has slowly increased the numbers of employees in the oldest age group ranges which will result in this remaining the trend in the coming years. The experience, 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.

An 'on call' recruitment process was initiated in August 2017, which has allowed us to both promote and attract younger people to the career opportunities of operational firefighting. This is in addition to work with a local University, which has allowed us to schedule workshops with them, to promote career opportunities and deliver fire safety messages. Programmes such as the Fire Cadets, Princes Trust and Ignite may provide opportunities for young people to consider applying for our apprenticeship programmes, which are currently evolving. We continue to offer work experience placements to the local community. We also encourage older workers who bring valuable skills, knowledge and experience to continue to work with us.

Within 2017 we have supported the The Chartered Institute of Personnel and Development (CIPD) in unlocking the value of the older workforce, through participation in a local conference. This work has contributed to the skills element of the Fuller Working Lives Strategy of the North East Local Enterprise Partnership aimed at working lives for the over 50's.

Disability



What does this data tell us?

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

- 3.35% (3.28%) of full-time employees have a disability
- 13.04% (21.87%) of part-time employees have a disability (this reduction is attributable to the reduction in posts)
- 1.3% (1.56%) of volunteers have a disability

Of our employees who declared a disability, predominantly they have specified their disability as physical, however, we have had declarations of both Mental Health and Learning disabilities.

Our sickness absence has followed National Fire Service trends in that the majority fall under the categories of musculoskeletal, respiratory and mental health.

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

Our employees are supported in the workplace by the Disability Network Group who ensure inclusivity for people with both visible and invisible disabilities. 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 again in achieving the 'Disability Confident Employer' award 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 actively promote the work we are involved in through internal communication and promotion of participatory learning events, via the use of the intranet and educational display boards. This is highlighted by the promotion of various events using all aspects of social media and interaction with our partners.

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

We continue our work started with the 'Mind Blue Light Pledge' to provide strategies, training and workplace champions that specifically supports individuals suffering from mental illness. This work has continued throughout 2017 and we have over 60 line managers and 80 'Blue-light Champions' who are continuing to develop their understanding of mental health through various initiatives including 'Peer Support', 'Suicide Prevention' and 'Speaking Out' training. We also have a number of line managers and champions trained specifically in the 'ASSIST' programme, which enables them to initiate conversations and guide people to support if they are having suicidal thoughts and we're recognised by the International Company responsible for the delivery of this programme for the number of employees trained in this methodology. The Service was recognised for its commitment at a celebration event for Blue Light Champions with one of our key HR Advisors being awarded Blue Light Star Champion Award.

A Blue Light Network, consisting of all emergency services within the North East, continues to promote and influence strategy on a collaborative basis in relation to mental health and wellbeing. We have participated in a 'Baton Relay' organised by 'Our Blue Light' which saw a baton participating within all emergency services activities in the North of England to spread the message that 'Its ok to talk' and continue to destigmatise mental health.

Our 'Blue Light Choir' consisting of employees from all emergency blue light services, has flourished throughout 2017, providing a safe and supportive environment for employees that may be living with a mental health diagnosis. Highlights throughout the year include a performance at the iconic Sage Gateshead, together with singing in blue light Northumbria Police Christmas carol service at Hexham Abbey, hosted by the Chief Constable and Crime Commissioner. In addition, they support local charities such as F.A.C.T (Fighting All Cancers Together) and 'Together for ever' a charity celebrating the life of two local children who tragically lost their lives at the Manchester Arena.

Reasonable Adjustments

Last year our Occupational Health team facilitated 39 Alternate 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. In addition to this our Occupational Health unit are currently progressing with the accreditation to the Better Health Award and the Fit 4 Life campaign that looks to educate and encourage participation in activities that will enhance health and fitness on a preventative basis.

Ethnicity

Ethnicity	2016			2017		
	Full-Time	Part-Time	Vol	Full-Time	Part-Time	Vol
White British	824	37	55	771	44	54
White Other	7	1	3	8	1	3
Mixed White/Asian	7	0	0	7	0	0
Not Declared	5	0	2	8	0	13
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
Asian or Asian British/Bangladeshi	0	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
White Irish	0	1	0	0	1	0
Total	853	39	65	805	46	75

What does this data tell us?

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

- 3.29% (2.30%) of all employees were from a minority ethnic background.
- 3.10% (1.78%) of minority ethnic employees were full time and 9.30% (0.52%) volunteers

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

The overall percentage of minority ethnic employees shows an increase in 2017, further demonstrating our commitment to increasing the number of minority ethnic employees in our employment. We are determined and committed to enhance diversity into 2018 and beyond. 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. The Service also produces our fire safety literature in a number of languages, as well as the ability for any of our public documents to be produced in different languages, ensuring that we can communicate our message to the communities we serve.

We continue to be corporate members of the Asian Fire Service Association (AFSA) and attend the national conference annually. This enables us to access advice and support for our employees and our minority ethnic population.

As the Service is fully inclusive, all our employees wear the same uniform. In doing this we ensure that the uniform can be altered or bespoke items purchased to take into account cultural, religious, disability or gender requirements. This is reflected in both operational and non-operational uniforms.

We have again celebrated Black History Month in October, highlighting and recognising the experiences and achievements of Black people throughout history. We have achieved this through educational boards within our Service headquarters, dedicated poster and information packs to all sites and electronic and social media communications.

The Service invited Anya Bonner, a guest speaker from the Holocaust Memorial Day Trust, to deliver a session on 2017's initiative "How Life Can Go On" after traumatic and often life altering events. The aim of the session was to raise awareness of discrimination and prejudiced against minority groups and help challenge negative attitudes and appreciate our diverse community. Within this session a Community Safety Advocate spoke about how the service supports the Refugee and Asylum Seeker communities and demonstrated 'How Life Can Go On' after such tragic events.

Our Black and Minority Ethnic (BME) Network Group continue to support employees and raise awareness. This group help with initiatives associated with race equality, considering 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.

The 2011 Census highlights that the cultural diversity within Tyne and Wear is increasing, with 8.5% of the population declaring as non-white British. Through the recruitment for both Corporate and Operational employees, the direction of travel is showing an increase.

Religion and Belief

Religion	2016			2017		
	Full-Time	Part-Time	Vol	Full-Time	Part-Time	Vol
Agnostic	8	1	0	7	1	0
Atheism	19	1	0	16	2	0
Buddhism	3	0	0	3	0	0
Catholic	71	1	29	52	7	0
Christadelphian	1	0	0	1	0	0
Christian	16	0	0	12	1	0
Christianity	352	15	0	317	16	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	271	11	0	252	8	0
None declared	55	6	0	64	6	28
Pagan	2	0	0	2	0	0
Prefer Not To Say	38	4	36	62	5	47
Rastafarianism	1	0	0	1	0	0
Total	853	39	65	805	46	75

What does this data tell us?

This data shows that our workforce is multi-cultural and 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. Continued monitoring of impact assessment procedures enables us to better understand how our decisions and policies affect employees and our communities.

We will continue to engage and raise awareness of religion and belief among our employees and within our Communities. We will do this through a range of engagement activities and through regular employee briefings. We have participated

in awareness sessions for employees who were interested in learning more about Ramadan including breaking the fast events at local mosques, in addition to an educational dinner event at the local mosque. This helps to enhance mutual understanding and respect for our diverse communities.

The Service participated in a two day celebration at the Mela, delivering safety information and offering Home Safety Check (HSC) Visits in addition to raising awareness of the services that we offer to our community.

During the celebration of Diwali, employees were given information on what the celebration entailed. This was achieved through a dedicated stand within our Service headquarters and the same details were sent to all our sites including information and posters thus raising further awareness of differing religious beliefs.

Gender

Gender	2016			2017		
	Full-Time	Part-Time	Vol	Full-Time	Part-Time	Vol
Male	696	8	45	653	13	53
Female	157	31	20	152	33	22
Non Binary	N/av	N/av	N/av	0	0	0
In another way	N/av	N/av	N/av	0	0	0
Total	853	39	65	805	46	75

What does this data tell us?

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

- 22.35% (21.73%) of our workforce are women, an increase from 2016.
- 77.65% (78.27%) of our workforce are men
- Due to the new proactive approach to allow employees to identify as their true self, two additional categories have been added this year.

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

The Gender 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.

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

In addition to the work we are carrying out in relation to women we have also celebrated International Men's Day in their theme of 'Celebrate Men and Boys' with a number of media items looking at male employees throughout the service with a family theme running throughout ensuring that we are looking at gender equality from all perspectives.

In September we held the first Gender Equality conference attended by internal and external delegates from a range of services and organisations to provide learning and development opportunities about a range of gender equality issues, allowing networking and sharing of good practice between organisations and to inspire women and men in the workplace to contribute to gender equality and achieve excellence in this field. We have also used our social media platform to contribute to the National campaign to have operational employees recognised for their role as 'Firefighters' and not the gender stereotypical term of 'Fireman'.

Our gender network employees have been offered further development through the Engage Leadership programme and we have recently established the Girls Network where key female role models mentor young females within our community, aged 13 to 18 utilising a coaching model.

Gender reassignment

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

We have provided advice and guidance for managers and employees 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 employees. 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. In addition to this training we have delivered two workshops at Stonewall conferences, at their request, covering our experience of the transgender journey and supporting transgender employees in the workplace.

Pregnancy and Maternity

Maternity/Shared Parental Leave	2016			2017		
	Full-time	Part-time	Vol	Full-time	Part-time	Vol
Number Returned	6	0	0	6	0	0
Number expected to return	6	0	1	4	0	0
Shared Parental Leave	0	0	0	1	0	0

What does this data tell us?

For the seventh 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. We currently have 4 women on maternity leave who we expect to return in 2018.

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

Employees have continued to take maternity leave, this may be due to the increase in enhanced maternity pay. Our maternity pay and policies supports the continuous improvement in equality and inclusion in the workplace.

One employee has 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 and partners in managing the demands of both home and the workplace.

Sexual Orientation

Sexual Orientation	2016			2017		
	Full-time	Part-time	Vol	Full-time	Part-Time	Vol
Heterosexual	677	28	51	617	34	51
Prefer Not To Say	171	11	8	183	12	17
Lesbian	2	0	3	2	0	3
Gay	2	0	0	2	0	1
Bisexual	1	0	3	1	0	3
Total	853	39	65	805	46	75

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 has 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 2017, though a significant number of both full time employees and part time employees continue to select 'prefer not to say', this has been specifically seen in relation to our full time employees and volunteers. The 'What's it got to do with you' campaign was held within the Service, advising employees of the importance of disclosure and we will continue with our awareness raising to emphasise the inclusiveness of the service to demonstrate that those who have identified as 'prefer not to say' can declare confidently regardless of how they identify their sexual orientation.

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

We aim to create an 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. Through promoting the 'What's it got to do with you' campaign we will educate our employees to the importance of disclosure to enable us to support and ensure that policy and decisions on Service provision remain fully inclusive.

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. 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 employees 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 IDAHOBIT and regularly utilise social media to promote the work we are doing, including flying both the LGBT and Trans flags.

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 2017.

The Service we deliver 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.

Pay by disability

Average Pay by Grade	None Declared	Declared
Manual/Clerical (Scale 1-2)	£15,218.70	£15,351.72
Technical/Admin (Scale 3-5)	£20,354.46	£18,501.84
Supervisory/Specialist (Scale 6-SO2)	£26,382.94	£25,292.96
Firefighters	£30,820.75	£30,343.16
Middle Managers (PO Grades)	£36,197.22	£31,380.00
HoD	£45,371.83	£47,673.00
Crew/Watch Managers	£35,854.66	£35,267.76
Station Manager	£45,274.24	£43,682.04
Group Manager	£56,927.06	
Area Manager and Above	£69,908.90	
ACO/CFO	£119,112.72	
Mean	£32,051.98	£26,204.76

What does this data tell us?

The data is calculated on average pay and shows 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 under-represented within higher level management roles which impacts upon the overall figure which could be interpreted as a pay differential, however on a like for like basis, there is parity of pay.

Pay by ethnicity

Average Pay by Grade	White British	BME
Manual/Clerical (Scale 1-2)	£15,258.61	£15,014.69
Technical/Admin (Scale 3-5)	£20,228.14	£20,063.62
Supervisory/Specialist (Scale 6-SO2)	£26,321.25	£26,430.00
Firefighters	£30,813.29	£30,463.22
Middle Managers (PO Grades)	£35,715.50	
HoD	£45,755.36	
Crew/Watch Managers	£35,834.51	£36,357.24
Station Manager	£45,205.02	
Group Manager	£56,927.06	
Area Manager and Above	£69,908.90	£60,937.08
ACO/CFO	£119,112.72	
Mean	£31,806.64	£28,579.90

What does this data tell us?

Of the eleven pay categories five 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 distorted where small numbers of employees are involved.

Within the category of Area Manager and above, the figures suggest that there is a differential in pay, however if these average pays are split by roles within the category it would again show parity of pay in ethnicity. These figures are also reflective of development pay and differences in terms and conditions, such as additional responsibility for 24hr operational response cover in certain roles.

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
Manual/Clerical (Scale 1-2)	£15,422.24	£14,720.94
Technical/Admin (Scale 3-5)	£20,125.09	£20,437.79
Supervisory/Specialist (Scale 6-SO2)	£26,700.09	£26,052.39
Firefighters	£29,643.67	£30,941.74
Middle Managers (PO Grades)	£36,168.33	£35,345.00
HoD	£47,346.68	£44,164.04
Crew/Watch Managers	£34,688.12	£35,991.09
Station Manager	£43,106.16	£45,404.91
Group Manager		£56,927.06
Area Manager and Above	£60,937.08	£72,151.86
ACO/CFO		£119,112.72
Mean	£26,172.57	£33,355.38
Median	£27,668.04	£30,590.16

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 specifically the higher level managerial posts. We adopt National Joint Council Pay Scales which are fixed pay points, allowing for development and competent rates as required.

Findings indicate that our pay gaps, on a grade by grade basis between women and men are generally well within an accepted variance, whether in favour of women or men, this can be attributable to length of service and incremental bands. 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 operational management posts, their average salary appears to be less than their male counterparts, particularly in the higher level posts. However the data is not fully reflective of differences in roles, which together with the small numbers involved, distorts the information. An example is the core managerial elements for Area Managers, where remuneration is provided at the same level for equal work, however some roles require managers to also provide 24hr operational response cover and as such attract a flexible duty allowance however. 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

Average Salary by Grade	Heterosexual	Gay	Lesbian	Bisexual	Prefer not to say
Manual/Clerical (Scale 1-2)	£15,512.43				£14,820.19
Technical/Admin (Scale 3-5)	£20,948.61	£19,430.04			£18,656.65
Supervisory/Specialist (Scale 6-SO2)	£26,400.88				£26,166.41
Firefighters	£30,835.96	£30,590.16	£30,590.16	£29,638.08	£30,761.32
Middle Managers (PO Grades)	£34,941.25				£36,876.87
HoD	£45,041.28				£47,183.52
Crew/Watch Managers	£35,837.18		£37,697.16		£35,768.26
Station Manager	£45,205.02				
Group Manager	£57,398.94				£51,264.48
Area Manager and Above	£68,039.64				£77,385.96
ACO/CFO	£119,112.72				
Mean	£32,530.00	£25,010.10	£34,143.66	£29,638.08	£29,469.70

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 employees and a job evaluation process is 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. We can as a Service be assured that within all our roles we have attained parity of pay regardless of the protective characteristic.

Grievances and Dismissals

There were 4 grievances recorded in 2017, a marked decrease in comparison to 10 in 2016. Of these cases, all have been resolved. There were no dismissals during 2017.

Flexible working applications

In 2017, 4 employees requested flexible working. This compares to a total of 4 requests in 2016. All requests were from female employees, and all 4 were approved.

Authority Members

The Authority is comprised of 17 members, 16 of which are elected members, nominated by the five constituent councils of Tyne and Wear, the seventeenth being the Police and Crime Commissioner for Northumbria. All elected members are White British with 14 falling within the 41-60 and 2 within the 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

During 2017 we have been actively recruiting for permanent, temporary and fixed term vacancies within the Service. We promote our service in all we do as an employer of choice, encouraging applicants from underrepresented groups to apply.

There were 30 grey book permanent promotions in 2017. Of these 17% were female and 83% male, with 37% in the 26-40 age range and 63% in the 41-60 range. These promotions were appointments from the merit list that had been generated as an outcome of the most recent Managerial Assessment Process.

As a consequence of the recent organisational review we have recruited 15 people into corporate roles.

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

Ethnic Origin	Total
Asian or Asian British/Bangladeshi	3
Asian or Asian British/Indian	1
Asian or Asian British/Pakistani	7
Black or Black British/African	4
Black or Black British/Caribbean	1
Chinese or Other Ethnic Group/Other	1
Mixed White/Asian	2
Mixed White/Black African	1
Other Mixed	4
White British	542
White Irish	2
White Other	9
No Answer Given	182
Grand Total	759

Gender	Total
Female	331
Male	279
No Answer Given	149
Grand Total	759

Age Range Of Applicants	Total
18-25	112
26-40	269
41-60	222
61+	11
No Answer Given	145
Grand Total	759

OFFICIAL

Sexual Orientation	Total
Heterosexual	525
Gay/Lesbian	9
Bisexual	7
Prefer Not To Say	24
No Answer Given	194
Grand Total	759

Disability	Total
Yes	42
No	692
Prefer not to say	4
No Answer Given	21
Grand Total	759

Religion	Total
Agnostic	6
Atheism	20
Buddhism	1
Catholic	66
Christianity	189
Humanism	1
Methodist	8
Pagan	2
Muslim	10
None	230
No answer given	226
Grand Total	759

The charts below show the characteristics of candidates at the application stage in our recruitment process for On Call Firefighter roles:

Ethnic Origin	Total
Not Declared	1
White British	0
White Other	17
Grand Total	18

Disability	Total
Yes	0
No	17
No Answer Given	1
Grand Total	18

Gender	Total
Female	2
Male	16
Grand Total	18

Age Range Of Applicants	Total
18-25	6
26-40	6
41-60	3
61+	1
No Answer Given	2
Grand Total	18

Sexual Orientation	Total
Heterosexual	15
Lesbian	1
Prefer Not To Say	2
Grand Total	18

Religion	Total
Atheism	0
Catholic	0
Christian	7
Christianity	0
None	8
No answer given	3
Grand Total	18

The average age of a candidate fell within the age range of 18-40 years, in comparison with the 26-40 years age range in 2016.

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 and leadership development and associated promotion gateways within the organisation categorised as:

- Supervisory Management development which includes our Crew Managers Programme, the Achieve Programme under the banner of Engage which aims to develop together our operational and non-operational current and aspiring managers along with the supervisory manager promotion via the appropriate Managerial Assessment Process (MAP).
- Middle Management development which includes the Achieve Programme under the banner of Engage which aims to develop together our operational and non-operational current and aspiring managers, along with the middle manager promotion via the appropriate Managerial Assessment Process (MAP).
- Strategic Management development that includes the Lead Programme under the banner of Engage along with Executive Leadership Programme, as well as the Strategic Manager promotion via appropriate MAP.

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	2016 (% of employees)			2017 (% of employees)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
18-25	0	0	0	0	0	0
26-40	31.7	9.7	0	40.86	16.66	8.69
41-60	68.3	90.3	100	59.14	80.96	91.31
61 and Over	0	0	0	0	2.38	0

Training and Development Opportunities - Disability

Disability	2016 (% of employees)			2017 (% of employees)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Yes	0.86	2.28	0	7.53	2.38	0
No	99.14	97.72	0	92.47	97.62	0

Training and Development Opportunities – Pregnancy and Maternity

Pregnancy and Maternity	2016 (% of employees)			2017 (% of employees)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Accessing training	0	0	0	0	0	0

Training and Development Opportunities - Ethnicity

Ethnicity	2016 (% of employees)			2017 (% of employees)		
	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	1.08	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	2.3	0	14.3	2.15	0	4.35
Mixed White/Black Caribbean	0	0	0	0	0	0
Not Stated	2.6	0	0	0	0	0
Other Mixed	0	0	0	0	0	0
White British	95.1	100	85.7	96.77	100	95.65
White Irish	0	0	0	0	0	0
White Other	0	0	0	0	0	0

Training and Development Opportunities – Gender

Gender	2016 (% of employees)			2017 (% of employees)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Male	73.5	96.6	85.7	81.72	76.19	82.61
Female	26.5	3.4	14.3	18.28	23.81	17.39
Non Binary	N/av	N/av	N/av	0	0	0
In another way	N/av	N/av	N/av	0	0	0

Training and Development Opportunities – Sexual Orientation

Sexual Orientation	2016 (% of employees)			2017 (% of employees)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Unknown	17.0	2.3	0	11.82	7.14	0
Not Declared	0	0	0	1.08	2.38	17.39
Bisexual	0	0	0	0	0	0
Gay	0	0	0	0	0	0
Heterosexual	82.4	97.7	100	86.02	90.48	82.61
Lesbian	0.6	0	0	1.08	0	0

Training and Development Opportunities – Religion and Belief

Religion and Belief	2016 (% of employees)			2017 (% of employees)		
	Supervisory	Middle	Strategic	Supervisory	Middle	Strategic
Agnostic	1.2	0	0	2.15	0	0
Atheism	3.2	0	0	3.22	0	0
Buddhism	2.0	0	0	1.08	0	0
Catholic	3.5	10.9	42.9	3.22	11.90	21.74
Christadelphian	0	0	0	0	0	0
Christianity	43.8	59.4	57.1	49.47	57.15	43.48
Hinduism	0	0	0	0	0	0
Humanism	0	0	0	1.08	0	0
Islam	0	0	0	0	0	0
Jedi	1.7	0	0	0	0	0
Judaism	0	0	0	0	0	0
Latter-day saint	0	0	0	0	0	0
Methodist	0	2.3	0	0	2.38	0
None	6.6	0	0	0	0	0
None Declared	5.2	5.7	0	4.30	9.52	13.04
Pagan	0	0	0	1.08	0	0
Prefer Not to Say	32.9	21.7	0	34.40	19.05	21.74
Rastafarianism	0	0	0	0	0	0

What does this data tell us?

- There was an increase in employees in the 26-40 age range accessing all levels of training/promotion which has seen 9.16% increase in Supervisory training/promotion, 6.96% in Middle Management and 8.69% in Strategic training/promotion. This has been reflected in the similar decrease with all areas of the 41-60 age range.
- There was a 6.67% increase in the numbers of disabled employees accessing Supervisory Management training/promotion.
- There were increases in the percentage of women accessing both Middle and Strategic 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 Network' where women have been encouraged to seek promotion by senior role models and get peer support.

Ethnic minority employees accessing Supervisory management training and development has seen an increase; however there has been a decrease in ethnic minority employees accessing Strategic management training and development. 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 employee 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 redefined the future of our leadership and management development programme and reconsidered 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 employees 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. We have also encouraged the employees that sit on our networks to access the management training programmes.

Leavers from the Organisation

The Service collects and monitors leaver information enabling us to continue to address any possible equality imbalances within the workplace and ensures compliance with the Public Sector Equality duty requirements.

Age	2016	2017
18-25	0	1
26-40	9	15
41-60	58	49
61 and over	8	7
Total	75	72

Disability	2016	2017
Disabled	6	1
Not Disabled	69	68
Non Declared	0	3
Total	75	72

Ethnicity	2016	2017
Asian or Asian British/Bangladeshi	0	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	0	1
Other Mixed	0	0
White British	73	70
White Irish	0	0
White Other	2	1
Total	75	72

Religion and Belief	2016	2017
Unknown	11	15
Agnostic	2	0
Atheist	1	1
Buddhist	0	0
Catholic	5	2
Christadelphian	0	0
Christian	35	35
Humanist	0	0
Jedi	0	0
Jewish	0	0
Methodist	1	0
Muslim	0	0
Pagan	0	0
No Religion or belief	20	19
Total	75	72

Gender	2016	2017
Male	59	56
Female	16	16
Total	75	72

Sexual Orientation	2016	2017
Unknown	16	0
Bisexual	0	0
Gay	0	1
Heterosexual	58	51
Lesbian	1	0
Prefer not to say	0	20
Total	75	72

All leavers during 2017 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)

85 After the Incident Surveys (ATIS) were completed in 2017 (106 in 2016). Of those who completed the surveys the following data was recorded:

- 34% (39%) were male, 61% (55%) female and 2% provided no answer
- Of those who stated their ethnicity 78% (85%) were White British/British or English, 1% White European, 1% Asian, 2% stated other and 4% preferred not to say
- 21% (26%) of respondents declared a disability
- Of those who stated their sexuality, 82% (88%) were heterosexual, 1% (7%) were LGBT and 9% (5%) 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 14 complaints during 2017, this compares with 15 in 2016.

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 the complaints investigated were resolved without issue and concluded to a satisfactory outcome which is evident by the absence of any subsequent appeal; we currently have two complaints outstanding that are progressing through the process.

Fire Safety Visits by Ethnicity

Ethnicity	Number of people	
	2016	2017
Asian or Asian British - Bangladeshi	6	65
Asian or Asian British - Indian	49	13
Asian or Asian British - Other Asian	37	35
Asian or Asian British - Pakistani	13	41
Black or Black British - African	1	25
Black or Black British - Caribbean	0	0
Black or Black British - Other Black	1	0
Chinese or Other Ethnic Group - Chinese	29	0
Chinese or Other Ethnic Group - Other	4	30
Mixed - Other Mixed	67	109
Mixed - White and Asian	13	11
Mixed - White and Black African	1	0
Mixed - White and Black Caribbean	0	0
Not Stated	806	46
White - British	1401	1477
White - Irish	2	5
White - Other White	68	18
Total	2498	1875

78.35% of the people who received a service from our Fire Safety teams were White British and 21.65% (8.8%) were from minority ethnic communities.

Prevention and Education Home Safety Check (HSC) Visits

Ethnicity	No. of HSCs	
	2016	2017
Asian or Asian British - Bangladeshi	30	31
Asian or Asian British - Indian	213	272
Asian or Asian British - Other Asian	148	155
Asian or Asian British - Pakistani	58	83
Black or Black British - African	101	73
Black or Black British - Caribbean	25	40
Black or Black British - Other Black	70	51
Chinese or Other Ethnic Group - Chinese	134	68
Chinese or Other Ethnic Group - Other	50	25
Mixed - Other mixed	77	81
Mixed - White and Asian	47	31
Mixed - White and Black African	11	7
Mixed - White and Black Caribbean	15	23
Not Stated	3343	155
White - British	24724	23380
White - Irish	129	176
White - Other	412	259
Total	29587	26066

89.7% of the individuals that received a HSC were White British. 10.3% were from a minority ethnic community, compared to 3.3% in 2016.

Groups receiving an HSC	No. of people	
	2016	2017
People 65+	12157	12790
Disabled people	485	539
Lone Parents	808	690
Mental Health Disability	812	906
Total	14262	14925

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

Community Engagement

The Prevention and Education department engaged with over 40,057 people in 2017.

Our community advocates work regularly with many communities and groups throughout Tyne and Wear, covering key hard to reach and vulnerable groups including International students, refugees and asylum seekers, people with disabilities, older people, those in recovery from drug and alcohol addiction, BME communities, the LGBT community, people suffering from dementia, carers and young people.

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 Asylum seekers and refugees including Romanian, Eastern European and Roma communities – achieved through our engagement work with community groups, local schools and direct engagement in key areas of Newcastle. We also held a successful Emergency Services Pride Breakfast at the Civic Centre for LGBT employees, other employees and community members, followed by 2 days of engagement at the 'Pink Picnic'. Our work in 2017 also included engaging with mosques for Safe Ramadan, work on Safe Vaisakhi, Diwali, the 2 day Newcastle Mela, the Disability North Exhibition and work with business fire safety for BME communities.

South Tyneside

Highlights for South Tyneside included extensive work with local colleges and engaging with migrants, asylum seekers and refugees to attend ESOL classes (English for Speakers of Other Languages). Attending local drop-ins and events, work around Refugee Week. Self-care week was also a notable highlight, engaging with partners and BME communities to keep them safe from fire. Service employees and volunteers also engaged with community members for World Mental Health Day, Holocaust memorial, Safe Ramadan, Diwali, Talks with older people and work on Older Persons Day and talks with people with disabilities.

North Tyneside

Employees and volunteers engaged extensively with many vulnerable people in North Tyneside in 2017. Notable highlights include work with older people through Age UK Older people's cafes, Citizenship ceremonies, work with local mosques and community centres around Safe Ramadan and Eid, as well as work with those recovering from Drug and Alcohol addiction.

Gateshead

Work in Gateshead in 2017 has included ESOL Classes with Asylum seekers and refugees, work with newly settled Syrian refugees, older people's cafés. Engaging with new British citizens through citizenship ceremonies, engaging with local charities supporting people with cancer, engaging with local mosques and temples for key festivals including Ramadan, Diwali and Vaisakhi. We have also engaged with local foodbanks to reach those struggling with poverty.

Sunderland

Highlights for Sunderland included work engaging with local communities for Chinese New Year Celebrations, LGBT engagement at Sunderland Pride, with the Service holding a well-attended breakfast event for both employees and LGBT community members. Employees and volunteers also marched in the Pride parade and attended the Park Lane engagement event. Other highpoints included our extensive work with asylum seekers and refugees including events for 'Refugee Week' in addition to our work for Safe Ramadan and Safe Vaisakhi and Diwali celebrations. We engaged with local groups for Black history month and extensive work with the Sunderland BME Network, from which we were awarded commendations for partnership working to improve the lives of BME people in the area.

The table below summarises groups engaged during 2017

Vulnerable Group	Engaged
BME	19810
Disabled	598
Older people	1134
Youth	1945
Drugs and Alcohol	195
LGBT	5100
Dementia	158
General Public	11117
Total HSC Requests	352
Total No of activities	367
Total Engaged	40057

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 range of visitors to SafetyWorks! included:

SafetyWorks activities by group type	Sessions	Attendees
Group - 65+	4	46
Group - Disabled	26	260
Young People (school age)	318	14136
Other/Mixed group	4	120
Total	352	14562

Ethnicity of SafetyWorks! sessions	Sessions	Attendees
Mixed - Other mixed	158	8314
Mixed - White and Black African	2	100
Not Stated	176	5301
Other	1	67
White - British	15	780
White European	0	0
Total	352	14562

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 delivered 24 sessions throughout the year to the following groups:

Ethnicity of Phoenix project sessions	Attendees
Mixed - Other mixed	28
Mixed - White and Asian	0
Not Stated	0
White - British	155
Total	183

Of those that have attended the sessions the details below show those that have declared their ages.

Age groups of Phoenix project sessions	Attendees
Aged 18 - 64	8
Mixed	70
Not Stated	105
Total	183

Fire Cadets

Fire Cadets 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 Fire cadets is as follows:

Ethnicity of Fire cadets sessions	Sessions	Attendees
Mixed - Other mixed	34	740
Not Stated	208	1673
White - British	28	130
White - Other white	1	9
Total	271	2552

Of those that have attended the sessions the details below show those that have declared their ages

Age groups of cadet sessions	Sessions	Attendees
Young cadets 11-17yrs	271	2552

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:

Ethnicity of Princes Trust sessions	Sessions	Attendees
Mixed - Other mixed	0	0
White - British	7	66
White European	0	0
Total	7	66

Of those that have attended the sessions the details below show those that have declared their ages

Age groups of Princes Trust sessions	Sessions	Attendees
Aged 18 - 64	0	0
Mixed	7	66
Youth Diversion	0	0
Total	7	66

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 Fire and Rescue Service objectives such as fire safety education, road safety education, Anti-Social Behaviour prevention and Fire and Rescue Service activities are used in order to gather evidence for each module as well as provide enrichment activities for students. Students also assist Prevention and Education teams in Newcastle with their initiatives and campaigns. A breakdown of individuals we engaged with as part of this programme is as follows:

Ethnicity of Ignite sessions	Sessions	Attendees
Not Stated	1	12
White - British	1	12
Total	2	24

Of those that have attended the sessions the details below show those that have declared their ages

Age groups of Ignite sessions	Sessions	Attendees
Aged 16 - 18	1	12
Not Stated	1	12
Total	1	24

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:

By telephone to +44 (0)191 444 1500 or complete an online form via our website 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 444 1111
e-mail 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

