



# Annual Equality Data Report

January 2019

This version for consultation.

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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 2018 and comparisons have been made to the previous year. Figures in brackets throughout this report relate to 2017.

Previous years has seen restrictions on recruitment, due to reducing the workforce to meet the financial challenges, this can make it difficult to compare data year on year and achieve a true picture of performance. However, 2018 has seen recruitment opportunities with corporate and operational firefighter roles which are all promoted and advertised with our vision and approach to continually improve our equality, diversity and inclusion activities.

We actively work towards eliminating inequalities, discrimination, harassment and victimisation by promoting equality of opportunity and fostering positive working relations through our work within equality, diversity and inclusion. We strive 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.

In 2016, Fire and Rescue Services transferred from the Department of Communities and Local Government to the Home Office. Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) introduced a formal inspection programme which our Service is currently undergoing. The programme and framework 2018/19 will focus on three main themes:

- how effective each Fire and Rescue Service is at preventing, protecting against and responding to fire and other risks;
- whether the Fire and Rescue Service provides value for money; and
- how well the Fire and Rescue Service looks after its people and ensures fairness and diversity.

It is anticipated that the results of the inspection will be available in summer 2019 which will inform our future strategies.

## Equality Developments in 2018

Our commitment to equality, diversity 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 Strategic Community Safety Plan and Organisational Development Strategy supported through our Leadership Bond and our bespoke Leadership Development Programme, Engage. The programme supports our employees and managers in understanding the behaviours that enable our core values. Our appointed Fire Authority Members are also supported with understanding the Service's core values through the Leadership Bond. The Service ensures, the strategies, plans and process's we use enhance the delivery of our vision and embeds equality, diversity and inclusion within our Service and community.

We have made positive progress to further diversify the workforce, particularly through Operational Firefighters, Corporate Staff and Community Volunteers recruitment. The Service ensures diversity has continued to enhance our workforce; and by developing talent of existing employees, we have provided development opportunities that benefit both individuals and the Service. Our Community Volunteers support employees in the delivery of fire safety messages and assist our Community Advocates in their work with community groups.

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 were delighted to be awarded 'excellent' for our second assessment during 2016. Throughout 2018, our positive culture and active promotion has continuously improved, helping to embed equality and diversity in everything we do. The feedback from the previous 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 2018, the Service successfully undertook the annual reassessment of the Investors In People Gold award. In November 2018, the Service successfully achieved 10<sup>th</sup> position in 'Inclusive Top 50 UK Employers'. This is the 3<sup>rd</sup> consecutive year the Authority has been placed in the list. 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. We have also supported a number of national key campaigns such as Time to Talk, 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. We continue to promote and support employees through offering lifestyle assessments for all staff. Various campaigns have been ran during 2018 to promote wellbeing, these include 'Guys and Pies' prostate cancer awareness and educational health promotion and wellbeing

sessions. Our Trauma Support Team has continued to support our employees to deal with difficult and harrowing incidents.

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. Our Gender Pay Gap report will be published in early 2019.

Our long history of collaboratively working with Partner Organisations is a key aspect of our continuous improvement drive towards all areas. We actively promote and enhance diversity, through supporting and attending events such as Pride, The Girls Network and Diwali. . The introduction of the Policing and Crime Act 2017 promotes collaborative working with other emergency services sharing best practice in all areas of health and wellbeing.

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 champion our ongoing commitment to greater employee involvement in the decision making process and further increase personal development opportunities. An example of how we demonstrated our commitment to equality and inclusion, the LGBT+ network group hosted an awareness event to promote and encourage membership and to gain a greater understanding of the groups and the protective characteristic they represent.

Building upon this, during late 2018 moving forward into 2019 we continued to develop partnership and collaboration between Emergency Services and stakeholders, creating a multi-agency approach to equality to support shared delivery of key community safety themes at events and initiatives

## Work Force Data

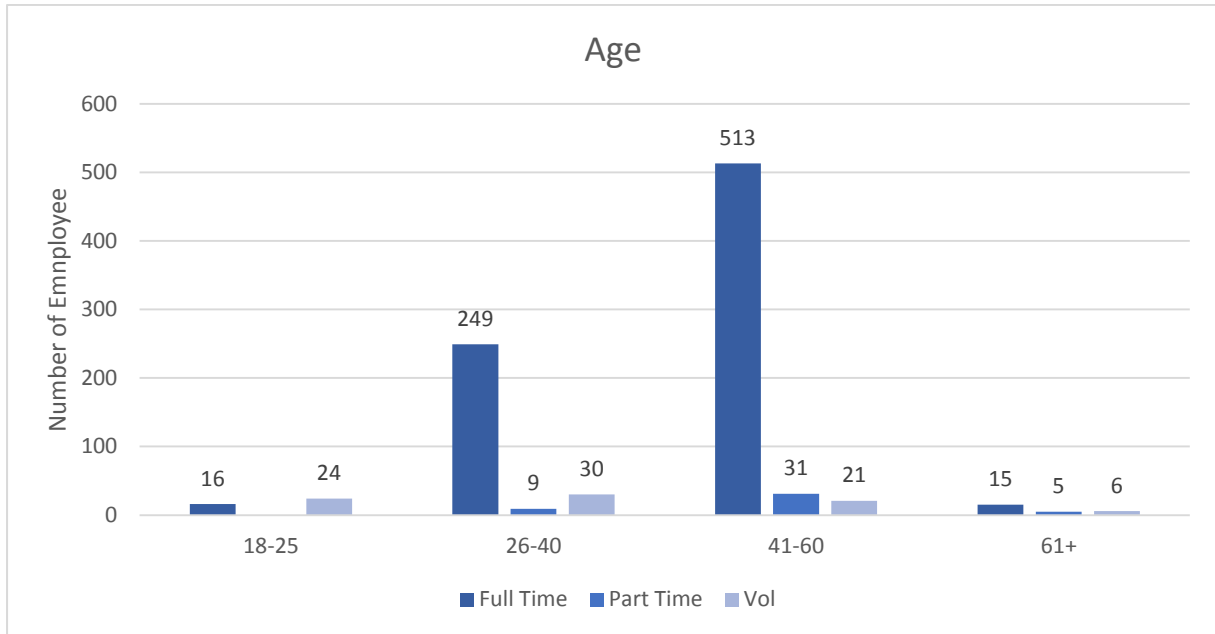
Throughout the year, the Service has taken a more evolved approach to the collection of equality data to encourage and allow employees to identify themselves with more descriptive and relevant terms.

We have procured an employee management information system that enables employees to update their own personal information using a self-service system. All employees have refreshed their data as part of the implementation of the system. To facilitate this we have rolled out the Stonewall initiative “What’s it got to do with you” campaign, which explains the importance of registering personal data and what how the information will be used.

Our ‘Just Ask’ event in 2017, was designed to raise awareness of diversity matters and encourage membership with staff network groups. Following the success of this event, we have continued to empower our employees in the promotion and development in our approach to equality, diversity and inclusion including policy development and national diversity focused conferences.

In compiling this report, the Fire Service has used both total approved head count of 838 employees and 81 volunteers as the baseline comparator. The initial figures relate to 2018 and the figures in brackets relate to 2017. We have reported on each protected characteristic as below.

## Age



### What does this data tell us?

The data above shows the age of all employees in the service for 2018

- 61.48% (63.39%) of employees fell within the 41-60 age range. When combined with the 61 or over age range, this totals 64.30% (65.98%) of all employees
- 31.34% (30.77%) of employees fell within the 26-40 age
- Employees in the younger age categories, 18-25 and under 18, comprised 4.35% (3.20%) of the workforce

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

The employee age analysis identifies that we have an ageing workforce, as a result of changes to pension provisions and people choosing to work beyond retirement age. We have seen a slight reduction in the average age in the last 12 months. The experience, knowledge and skills of these employees are valued and opportunities for further development are encouraged. Together with welcoming new employees across all ages, we have grown, bringing diversity in skills, experiences and thinking.

The Authority initiated Firefighter recruitment process in July 2018, which has allowed us to both promote and attract people from the diverse local community. The recruitment campaign presented an opportunity to encourage people from minority communities to consider a role within the Service. Awareness sessions were available across our community to gain an understanding of the recruitment process, requirements and to promote the service as an employer of choice. The

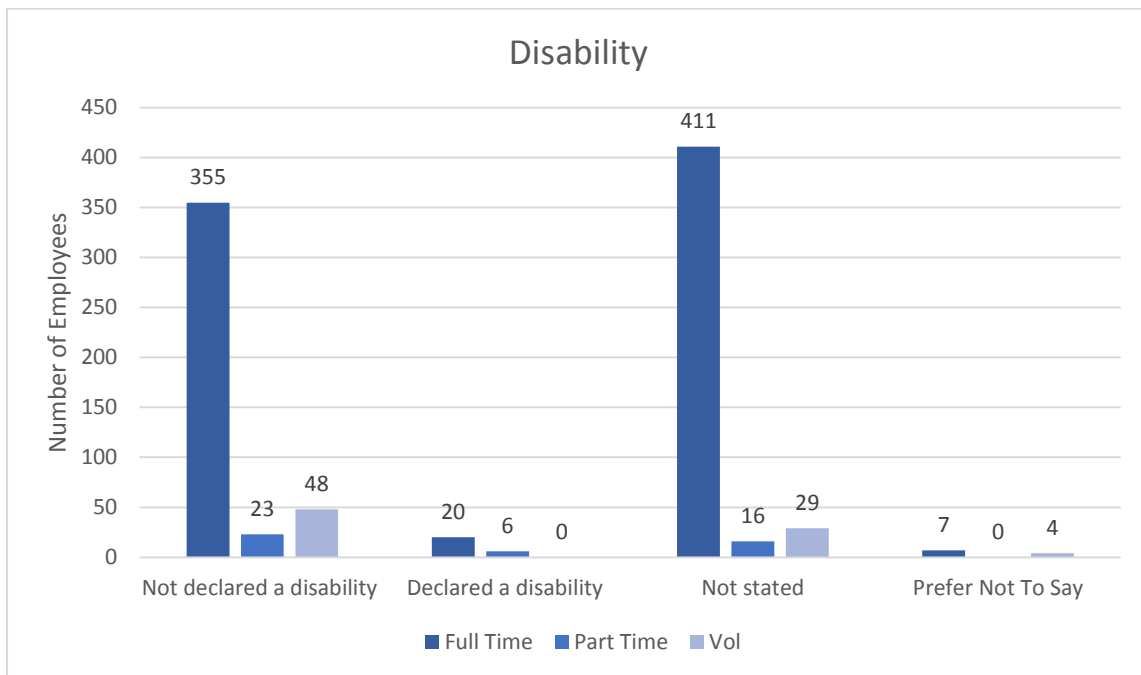
age range of the 24 successful varied from 7 being 17-24 age group and 5 from the 36-55 age group, highlighting the diversity in age range of our newly recruited firefighters.

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 Fire Cadets, Princes Trust and Ignite provide opportunities for young people to enter the Service. In addition to work experience for schools, we will be introducing apprenticeship programmes within key departments to enable us to continue to diversify.

In addition to younger workers, we also adapt the Department of Work and Pensions "Fuller Working Lives" approach to encourage older workers to remain, retrain and recruit, bringing valuable skills, knowledge and experience.



## Disability



### What does this data tell us?

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

- 2.52% (3.35%) of full-time employees have declared a disability
- 13.33% (13.04%) of part-time employees have declared a disability

Employees have also provided more information specifying their disability. This information is analysed to gain an understanding of our employees and how best to support their individual requirements.

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

We were successful 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.

Our unique approach to Health and Wellbeing includes the biopsychosocial model which encourages a holistic view to health for our employees and which has been recognised formally by our achievement of 'Better Health at Work' Bronze Award. This has further been strengthened by our monthly and annual health promotion initiatives, including 'Time to Talk, Time to Change', Sleep Hygiene, Keep on Moving as well as fundraising and education events on life changing and potential life limiting conditions e.g. Prostate Cancer.

In addition, 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.

One of the main focuses for the group was to improve our access to our premises for our employees and members of the community. Investments in our properties have seen improvements, these include split level reception desks, improved signage, access and egress improvements.

We actively promote the work we are involved in through internal communication and 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. The events included Autism, Deaf and Dyslexia awareness sessions and information sharing.

We are committed to improving the mental health and wellbeing of our workforce, and we have had in place, for some 16 years, an educational programme co-delivered by our Health and Wellbeing Team and Fire Brigade Union (FBU). This is a continuous rolling programme with each new phase being designed from the evaluation data from the previous phase. Phase 7 is currently being delivered with a specific focus on mental health and incorporates an optional mindfulness activity. Since March 2018, we have also been co-delivering sessions with County Durham and Darlington Fire and Rescue Service (CDDFRS) and phase 2 has already been designed from their evaluation data.

Our Trauma Support Team (TST) continues to help our employees cope with difficult and harrowing incidents. The TST are currently developing the programme and are providing assistance to other Fire and Rescue Services around the UK with their approach to Trauma Support.

Our proactive approach to maintaining positive mental health at work continues to develop with the introduction of Mental Health First Aid at Work in 2019, a government initiative designed to complement the work already started by Mind Blue Light Programme. This will enable us to deliver ongoing training and education to all employees on mental health first aid, early intervention and understand the symptoms of mental ill health.

Our 'Blue Light Choir' consisting of employees from all emergency blue light services, has flourished throughout 2018. The choir provides a safe and supportive environment for employees from all emergency services and members of the community, who may be living with a mental health diagnosis. Highlights throughout the year include a performance at the iconic Sage Gateshead, together with hosting the annual Christmas carol service at the Cathedral Church of St Nicolas, Newcastle. In addition, they support local charities such as F.A.C.T (Fighting All Cancers Together) and the National Emergency Services Memorial inaugural service in celebration of honour the more than 1.5 million people who work in the emergency services today, and serve as a national symbol of remembrance for the more than

7,000 emergency services personnel and volunteers who have tragically lost their lives in the line of duty.

### **Reasonable Adjustments**

Last year our Health and Wellbeing team facilitated 49 alternate duties, phased return to work and/or reasonable adjustment assessments, enabling employees to be retained at work or return to work sooner following an absence or injury.

Our experienced Health and Wellbeing team take a proactive approach to reasonable adjustments, with each individual assessed on a case by case basis and bespoke support provided. As we recognise our workforce is aging, the need to adapt our approach continues and the Fit 4 Life project encourages all employees to maintain a healthy mind and body, introducing different measures to enable our Firefighters to continue in operational roles longer.

## Ethnicity

Ethnicity	2017			2018		
	Full-Time	Part-Time	Volunteers	Full-Time	Part-Time	Volunteers
Arab	0	0	0	2	0	0
Asian Or Asian British - Bangladeshi	1	0	0	1	0	0
Asian Or Asian British - Indian	2	0	0	1	0	0
Asian Or Asian British - Pakistani	1	0	0	4	0	0
Black Or Black British - African	0	0	3	1	1	0
Black Or Black British - Caribbean	1	0	0	1	0	0
Black or Black British/Other Black	1	0	0	0	0	3
Gypsy Or Traveller	0	0	0	1	0	0
Mixed - White And Asian	7	0	0	4	0	0
Mixed White/Black African	1	0	1	0	0	0
Mixed - White And Black Caribbean	1	0	0	1	0	1
Other Asian Background	1	0	0	1	0	1
Other Mixed Background	2	0	1	2	0	1
Other White Background	8	1	3	4	0	4
Prefer Not To Say	8	0	13	26	1	0
White - British	771	44	54	669	41	57
White Irish	0	1	0	0	1	0
Not stated	0	0	0	75	1	14
<b>Total</b>	<b>805</b>	<b>46</b>	<b>75</b>	<b>793</b>	<b>45</b>	<b>81</b>

### What does this data tell us?

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

- 2.98% (3.29%) of all employees were from a minority ethnic background.
- 2.74% (3.10%) of full time employees are from a minority ethnic
- 12.35% (9.30%) volunteers

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

The cultural diversity within Tyne and Wear has increased to 6% in comparison to 10.7% of England's population declaring as non-white British.

Through the recruitment of Community Volunteers, our overall percentage of non-white British employees has increased although the percentage of our entire workforce shows a slight decrease in 2018. This highlights the need and reiterates our drive and commitment to increasing diversity of our workforce. We are determined and dedicated to enhance diversity into 2019 and beyond.

Our Community Safety Advocates speak a range of languages when 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 produces fire safety literature in a number of languages. We are also able to provide alternative formats for any of our public documents, ensuring that we can communicate with our communities in an anti-oppressive way.

Through the implementation of the strategies outlined above, we continue to support the commitments of the Asian Fire Service Association (AFSA) including attendance at events and conferences. They enables us to access advice, support and best practice for our employees and community. We are proud to have been awarded 'AFSA Founder Member' in 2018 for our efforts and commitment to diversity.

As the Service strives towards becoming fully inclusive, we ensure all our employees wear the same uniform, taking into account cultural, religious, disability or gender requirements. This is reflected in both operational and non-operational uniforms.

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.

We celebrated Black History Month in October, highlighting and recognising the experiences and achievements of Black and ethnic minority influential individuals throughout history. As it is important for the Service to support, listen to and engage with all of our employees, we launched a social media campaign of a series of talking heads interviews of BME and non BME employees across all levels of the organisation, talking about the importance of Black History Month and what it means to them.

## Religion and Belief

Religion	2017			2018		
	Full-Time	Part-Time	Volunteers	Full-Time	Part-Time	Volunteers
Agnostic	7	1	0	4	0	0
Atheist	16	2	0	135	10	0
Buddhist	3	0	0	3	0	0
Christianity	317	16	0	343	19	0
Hindu	1	0	0	1	0	0
Humanist	2	0	0	2	0	0
Islam	3	0	0	5	0	0
Jedi	6	0	0	2	0	0
Latter Day Saint	1	0	0	0	0	0
None	252	8	0	19	1	0
None declared	64	6	28	112	5	26
Pagan	2	0	0	0	0	0
Prefer Not To Say	62	5	47	159	10	0
Rastafarian	1	0	0	0	0	55
Spiritualist	0	0	0	8	0	0
<b>Total</b>	<b>805</b>	<b>46</b>	<b>75</b>	<b>793</b>	<b>45</b>	<b>81</b>

### 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.

With the implementation of the new employee management information system, our employees have been able to update their own information by choosing the region that best reflects their beliefs. This section has shown the greatest changes in the data recorded. There are still a number of employees who do not wish to declare or prefer not to say their religion (40%). However, there has been a significant increase in our workforce identifying as Atheists and with the greatest reduction in 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, we were invited to an educational dinner event at the local mosque to engage with our local

Muslim community and further increase our knowledge of the faith. This helps to enhance mutual understanding and respect for our diverse communities.

Holocaust Memorial Day 2018 was commemorated by encouraging employees within the Service to learn about, and share stories of individuals who have been affected by the Holocaust. Holocaust Memorial Day Trust shared stories and articles, these were published on our intranet and social media channels.

To celebrate Vaisakhi with our local Sikh community, members of our Human Resources, Community Safety teams and Operational Employees were welcomed at a celebration event in Newcastle's Gurdwara, to better understand how this is celebrated within the Sikh religion.

Through our ongoing diversification of the workforce campaign, we continue to build on our longstanding relationships with multi-faith groups and agencies, actively attending local places of worship, events and gatherings to engage with individuals from all areas of the local community.

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, details were sent to all our sites including information and posters thus raising further awareness of differing religious beliefs.

To better understand and engage with our growing local Jewish community, we raised awareness of Hanukkah amongst our employees. This was achieved through various social media posts and information packs published on our intranet, enhancing the Services knowledge of the Jewish faith, and aiding our relationship with the community.

The end of 2018 was marked by the Service being a key participant in the deliverance of a carol service in Newcastle's Cathedral, working collaboratively with other emergency services. The Christmas celebration was hosted by the Blue Light Choir, formed of Services employees, community members and other emergency services employees.

## Gender

Gender	2017			2018		
	Full-Time	Part-Time	Volunteers	Full-Time	Part-Time	Volunteers
Male	653	13	53	635	8	59
Female	152	33	22	158	37	22
Non Binary	0	0	0	0	0	0
In another way	0	0	0	0	0	0
<b>Total</b>	<b>805</b>	<b>46</b>	<b>75</b>	<b>793</b>	<b>45</b>	<b>81</b>

### What does this data tell us?

The data above is the gender of our workforce:

- 23.68% (22.35%) of our workforce are women, an increase from 2017.
- 76.32% (77.65%) of our workforce are men

Due to the new self-service system, employees can add their own personal information to identify as their true self. We understand that people perform better when they can be themselves. Two additional categories have been added this year giving employees more options to best identify their gender identity.

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

As there is a known area of underrepresentation of women in fire and rescue services nationally, we collaboratively work to promote and encourage the number of female representation across our Service.

We are committed to increasing the number of women in our employment, specifically in relation to operational roles where there is a greater underrepresentation of women occupying posts. With a slight increase in female employees, we are making modest progress by actively creating a more inclusive workforce. This is being achieved through reviewing recruitment methods to encourage applications for all underrepresented groups.

The Gender Network continues to proactively promote 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, to encourage the recruitment, retention, development and progression of women within fire and rescue services.



We are an active member of the '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. Two of the Service's employees have become an integral part of the Women in the Fire Service, actively promoting gender equality as executive and regional representatives.

Following the Service' National Gender Conference in 2017, our Gender Network employees continue to support the Engage Leadership programme and other initiatives that instil the importance of gender equality within the Service. We have recently completed the first year of partnering with 'The Girls Network'. The partnering programme encourages young girls and women from all backgrounds, to learn about different industries and roles for women within the community, through coaching and mentoring. 12 of our female leaders devoted to supporting leadership, from across the Service have mentored the girls throughout the year, with the second cohort of mentoring to take place in 2019.

As a learning organisation, dedicated to continuous improvement, we invited The Girls Network to an end of year celebration event in late 2018. The event was to share the professional experience of our female employees from across the organisation, to help the young girls understand the various roles in employment, both corporate and operational based roles.

The Gender network group has also supported other organisations through the development of their network groups. They have shared their experiences and learnings with both internal and external network groups from stakeholder and partner organisations. They engage and work collaboratively with employees and external partners, as key speakers at events, conferences, both internally or nationally. We are proud that our Chair of the group recently spoke at the first LGBT+ FRS National Conference, hosted and facilitated by the Service.

## **Gender Reassignment**

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

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 to 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	2017			2018		
	Full-time	Part-time	Volunteers	Full-time	Part-time	Volunteers
Number Returned	6	0	0	7	1	0
Number expected to return	4	0	0	0	0	0
Shared Parental Leave	1	0	0	2	0	0

### What does this data tell us?

For the eighth 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 and can be attributed to our work-life balance policies and flexible working options available to employees. Our overall package support employees to return to work with flexibility and provides the right work life balance. Feedback from our employees has shown that our flexible approach has enabled them to continue to work in a rewarding career within the Fire Service. We currently have 5 employees on maternity leave who we expect to return in 2019.

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

Our lead on the National Fire Chief's Council to review all Family Friendly policies (maternity, paternity, adoption and shared parental) will enable us to continue to ensure we provide the right environment and pay for parents and carers whilst going through their life changing moments.

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, men and partners in managing the demands of both home and the workplace.

## Sexual Orientation

Sexual Orientation	2017			2018		
	Full-time	Part-time	Volunteers	Full-time	Part-Time	Volunteers
Heterosexual	617	34	51	629	36	48
Prefer Not To Say	183	12	17	83	6	27
Lesbian	2	0	3	6	1	0
Gay	2	0	1	3	0	2
Bisexual	1	0	3	0	0	3
Not Stated	0	0	0	68	2	1
Preferred to use my own term	0	0	0	4	0	0
<b>Total</b>	<b>805</b>	<b>46</b>	<b>75</b>	<b>793</b>	<b>45</b>	<b>81</b>

### What does this data tell us?

The majority of the workforce has declared themselves as Heterosexual with a modest increase in those declaring themselves to be Lesbian, Gay or Bisexual, compared to 2017. Although the numbers are relatively small, it is encouraging to see more employees moving from 'prefer not to say' to other categories.

Stonewall's national campaign, 'What's it got to do with you?' aids, supports and encourages employees of the importance of disclosure. We will continue to raise awareness and 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.

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 employers, to measure our performance. We are currently working towards the WEI for 2019, where the focus remains on employers being fully Trans inclusive.

The LGBT+ Network Group hosted the first FRS National LGBT Network Conference in November 2018, and included attendees from 27 Fire and Rescue Services, Northumbria Police, North East Ambulance Service and British Army. Subjects of discussion included 'Being LGBT in Senior Roles in Emergency Services', 'Bi Visibility – the hidden sexuality' and 'The use of social media by LGBT+ Network

Groups'. The feedback from the conference has been amazing and has sparked a national wave in initiating a National Network Group.

We have a programme of work throughout the year which enables us to engage with LGBT+ employees and community members. We 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, regularly utilise social media to promote the work we are doing, including flying both the LGBT, Bi and Trans flags.

We continue to drive positive change and show support to the LGBT community in various ways. Our Fire Cadets volunteered their fire appliance to be adorned with both the Trans and LGBT flag. This is a visible sign that illustrates to our communities that we are working towards an inclusivity. In addition, we also have LGBT and Trans inclusive epaulettes for operational uniform and lanyards for corporate employees.

Our LGBT+ Network Chair was invited to speak and share information about our Trans Inclusive policies and procedures at a Trans Inclusion Conference, hosted by Stonewall. We were proud that our employee was also awarded the 'Individuals who have made a difference' award at the North East Equality Awards 2018.

## 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 2018.

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. These roles attract an additional flexible duty allowance, with the core managerial elements providing remuneration at the same level for equal work. The differences are shown mainly in the category of Area Manager and above, the figures suggest that there is a differential in pay throughout all protected characteristics.

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 conditioned 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.

### Pay by disability

Average Pay - Disability	Not declared a disability	Declared a disability
Manual/Clerical (Scale 1-2)	£16,586.53	£16,556.26
Technical/Admin (Scale 3-5)	£19,636.34	£19,419.60
Supervisory/Specialist (Scale 6-SO2)	£27,442.31	£26,751.94
Firefighters	£31,340.51	£32,473.52
Crew/Watch Managers	£36,899.18	£36,833.50
Middle Managers (PO Grades)	£45,830.09	£41,200.16
Head of Department	£53,504.90	
Area Manager and Above	£71,207.27	
ACO/CFO	£116,829.75	
<b>Mean</b>	<b>£32,518.40</b>	<b>£26,311.88</b>

### What does this data tell us?

The data is calculated on average pay and shows there is a slight difference between employees who have declared a disability or not declared a disability employees in terms of pay. In common with 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 - Ethnicity	White British	BME	Prefer Not To Say	Not Stated
Manual/Clerical (Scale 1-2)	£16,594.31	£16,395.31	£16,393.69	
Technical/Admin (Scale 3-5)	£19,566.68	£20,571.33		£19,111.00
Supervisory/Specialist (Scale 6-SO2)	£27,466.08	£28,709.56	£26,958.67	£25,533.75
Firefighters	£31,273.61	£30,852.00	£31,383.20	£32,039.41
Crew/Watch Managers	£36,928.89	£34,832.00	£36,955.50	£36,738.15
Middle Managers (PO Grades)	£46,052.47		£46,724.70	£38,009.33
Head of Department	£53,504.90			
ACO/CFO	£116,829.75			
<b>Mean</b>	<b>£32,359.61</b>	<b>£28,981.52</b>	<b>£32,711.11</b>	<b>£32,952.60</b>

### What does this data tell us?

As the Service has limited employees who have declared their ethnicity and with low numbers within middle manager and above roles, it is easy to identify individuals, some of the information has been redacted. The average pay difference is negligible across the other grades, with an increase in pay in the technical/admin and supervisory/specialist 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

Average Pay - Gender	Male	Female
Manual/Clerical (Scale 1-2)	£16,157.23	£16,671.96
Technical/Admin (Scale 3-5)	£20,094.56	£19,408.25
Supervisory/Specialist (Scale 6-SO2)	£27,096.13	£27,686.35
Firefighters	£31,525.66	£29,987.61
Crew/Watch Managers	£37,092.48	£35,525.37
Middle Managers (PO Grades)	£46,661.96	£40,766.38
Head of Department	£56,796.60	£46,921.50
Area Manager and Above	£73,705.04	£67,460.62
ACO/CFO	£116,829.75	
<b>Mean</b>	<b>£34,057.81</b>	<b>£26,655.76</b>

### What does this data tell us?

Findings indicate that our pay gap, on a grade by grade basis between women and men, are generally well within an accepted variance, whether in favour of women or men. Some of 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. The Service is working to improve the gender imbalance in the senior roles when recruiting for all roles including senior operationally competent management vacancies.

## Pay by sexual orientation

Average Pay – Sexual Orientation	Heterosexual	Lesbian	Gay	Prefer Not To Say	Not Stated
Manual/Clerical (Scale 1-2)	£16,538			£16,792	£16,394
Technical/Admin (Scale 3-5)	£19,596	£18,870		£20,164	£19,534
Supervisory/Specialist (Scale 6-SO2)	£27,528	£30,757		£26,286	£25,060
Firefighters	£31,209	£31,514	£27,211	£31,696	£32,113
Crew/Watch Managers	£36,939		£33,433	£36,450	£37,161
Middle Managers (PO Grades)	£46,355	£40,355		£38,052	£39,492
Head of Department	£53,606			£53,001	
Area Manager and Above	£71,207				
ACO/CFO	£116,830				
<b>Mean</b>	<b>£32,444</b>	<b>£30,863</b>	<b>£29,285</b>	<b>£31,277</b>	<b>£32,762</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?

With the support of our Employee Network Groups, 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 be assured that within all our roles we have attained parity of pay regardless of the protective characteristic.



### **Grievances and Dismissals**

There were 2 grievance recorded in 2018, a marked decrease in comparison to 4 in 2017. Of these cases, all have been resolved. There were no dismissals during 2018.

### **Flexible working applications and success rates**

In 2018, 6 employees requested flexible working which were all successfully implemented. This compares to a total of 4 requests in 2017. The requests received were from 5 female and 1 male employees.

### **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. Of those 13 declared, all elected members are White British with 8 falling within the 41-60 and 5 within the 66+ age range. 27% of our members are women. Of those members who have declared such information, 8% stated they have a disability, 8% identified as LGBT and 46% are of a Christian faith.

## Recruitment and Promotion

During 2018, we have been actively recruiting for permanent, temporary and fixed term post within the Service. We promote our Service as an employer of choice, encouraging applicants from underrepresented groups to apply, across all recruitment campaigns, ranging from Firefighter, Managerial roles to a variety of Corporate roles.

### Firefighter Recruitment

Recruitment of firefighters is critical to ensuring the effective management of operational deployment, in-line with budget and risk critical activities, to support the delivery of the Strategic Community Safety Plan.

For a number of years Fire Services across the UK have found diversifying the workforce to be a challenge. Whilst we have a long standing commitment to diversifying the workforce through inclusive workforce campaigns, the ability to attract a diverse workforce remains a national challenge. We have seen relative success across the recruitment of all roles, as we strive to recruit people that represent the communities we serve, whilst ensuring we attract the highest quality of candidates as future employees.

In 2018 and in collaboration with County Durham and Darlington and Northumberland Fire and Rescue Services, recruitment commenced with an inclusive workforce campaign which ran over six weeks and produced targeting information which was used to engage with over 3,000 members of the community. The information provided awareness of the recruitment processes and encouraged applications from all sectors of the community.

We ran a targeted social media campaign received over 90,000 views on Facebook, Twitter and Instagram and generated a significant response to our website for pre-registrations to the application process. Taster sessions for potential trainees took place during late June and early July 2018 and over 1,000 candidates attended sessions within the three service areas.

The success of the inclusive workforce campaign can be seen in the outcome and the statistics of the successful candidates. We received 4,520 applications with 24 successful Trainee Firefighters being appointed in October 2018.

- 12.41% of applicants were female, 12.5% of the Trainee Firefighters are female
- 6.26% of applicants declared their sexuality as LGBT, with 8.34% Trainee Firefighters declared their sexuality as LGBT
- 2.5% of applicants were from a underrepresented ethnicity, with 4% successful candidates

**Grey Book Conditioned roles**

There were 44 grey book permanent promotions in 2018. Of these 4.6% were female and 95.4% male, with 13% in the 26-40 age range and 70% in the 41-60 range, with 2.2% declaring a disability. These promotions were appointments from a talent pool that had been generated as an outcome of the most recent Managerial Assessment Process.

**Corporate/Green Book Conditioned roles**

As a consequence of the recent organisational review we have recruited 44 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	2
Asian or Asian British/Indian	1
Asian or Asian British/Pakistani	5
Black or Black British/African	1
Black or Black British/Caribbean	0
Chinese or Other Ethnic Group/Other	0
Mixed White/Asian	0
Mixed White/Black African	0
Other Mixed	3
White British	479
White Irish	0
White Other	16
No Answer Given	89
<b>Grand Total</b>	<b>596</b>

Gender	Total
Female	280
Male	255
Transgender	2
Preferred not to say	5
No Answer Given	54
<b>Grand Total</b>	<b>596</b>

Age Range Of Applicants	Total
Under 18	1
18-25	119
26-40	242
41-60	169
61+	10
No Answer Given	54
<b>Grand Total</b>	<b>596</b>

OFFICIAL

Sexual Orientation	Total
Heterosexual	463
Gay/Lesbian	16
Bisexual	8
Prefer Not To Say	15
No Answer Given	94
Grand Total	596

Disability	Total
Yes	22
No	533
Prefer not to say	9
No Answer Given	32
Grand Total	596

Religion	Total
Agnostic	5
Atheism	25
Buddhism	1
Catholic	51
Christianity	162
Hinduism	1
Humanism	2
Methodist	7
Pagan	2
Muslim	9
None	220
No answer given	111
Grand Total	596

## Training and Development Opportunities

The Learning and Organisational Development Department supports the service and its people, to promote high performance and continuous improvement. Working collaboratively and inclusively, it ensures its people and performance is the best it can be by supporting staff to acquire, maintain and continuously develop the appropriate technical and professional skills and underpinning knowledge specific to their role.

In generating a sense of personal ownership which reflects our culture and values where equality, diversity and inclusion is embedded in what we do, in 2018 we piloted and launched a new appraisal system (PDR). The system will enable us to have meaningful and productive conversations about our performance and development. It will also enable us to recognise diversity in thought and approach, when addressing and achieving service related objectives. Feedback from our pilot of the PDR included people telling us that the PDR made the conversation 'more about them' as an individual, therefore helping us to recognise unique strengths and encourage diversity. For our Senior teams, this has been supported with specific 1-2-1 coaching sessions to raise self-awareness as well as team awareness sessions, using the i3 personality profiling tool.

In providing risk critical training to employees with operational and command responsibilities, we have successfully delivered just under 3000 'off-watch' training days, and we continue to support the service in identifying and delivering on individual development needs. 2018 saw a wider rollout of our Leadership Bond behaviours and developing further familiarity of a set of inclusive behaviours that can apply to any member of staff regardless of their role. Developed using an inclusive consultative approach with a diverse cross section of our people, 2019 will see the Service integrate these further by building them into our recruitment and talent management approaches.

For our middle, supervisory and aspiring managers, 2018 saw us continuing to work towards imparting key managerial and leadership skills in order to manage teams now and in the future through our Achieve programme. Fundamental in our approach to this programme is creating the opportunity to widen the perspectives of our people in the learning cohorts, by bringing together people from different parts of the Service with a diverse range of experiences. Feedback from the programme tells us the opportunity to collaborate and build new working relationships with people has been most beneficial and fulfilling. Building on a year of learning and content in the 2017/18 Lead Programme, our senior leaders have consolidated and applied new learning in a number of workshops and events to address organisational challenges e.g. Trainee Firefighter recruitment campaign. This saw the spirit of collaborative working and the opportunity taken to deepen understanding of each other and build better working relationships, resulting in the successful outcomes of the recruitment campaign.

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	2017	2018
18-25	1	1
26-40	15	9
41-60	49	55
61 and over	7	5
<b>Total</b>	<b>72</b>	<b>70</b>

Disability	2017	2018
Disabled	1	4
Not Disabled	68	66
Non Declared	3	0
<b>Total</b>	<b>72</b>	<b>70</b>

Ethnicity	2017	2018
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
Mixed White/Black African	0	1
Not Stated	1	0
Other Mixed	0	0
White British	70	68
White Irish	0	0
White Other	1	1
<b>Total</b>	<b>72</b>	<b>70</b>

<b>Religion and Belief</b>	<b>2017</b>	<b>2018</b>
Unknown	15	0
Agnostic	0	1
Atheist	1	1
Buddhist	0	0
Catholic	2	3
Christadelphian	0	0
Christian	35	27
Humanist	0	0
Jedi	0	2
Jewish	0	0
Methodist	0	0
Muslim	0	0
Pagan	0	0
No Religion or belief	19	36
<b>Total</b>	<b>72</b>	<b>70</b>

<b>Gender</b>	<b>2017</b>	<b>2018</b>
Male	56	58
Female	16	12
<b>Total</b>	<b>72</b>	<b>70</b>

<b>Sexual Orientation</b>	<b>2017</b>	<b>2018</b>
Unknown	0	0
Bisexual	0	0
Gay	1	0
Heterosexual	51	49
Lesbian	0	0
Prefer not to say	20	21
<b>Total</b>	<b>72</b>	<b>70</b>

All leavers during 2018 were voluntary. Our employee's views are important to us, with suggestions or feedback being considered to continually improve the Service. Leavers are invited to undertake a face to face exit interview with our Chief Fire Officer and to complete an online questionnaire to provide us with feedback reports.

Analysis of the data collected tells us that majority of our leavers retire from the Service, with more than 20 years' service, rather than leaving to take up alternative employment. 80% of leavers state that they would consider working for the Service again.



## Service User Data

### After The Incident Survey (Domestic)

88 After the Incident Surveys (ATIS) were completed in 2018 (85 in 2017). Of those who completed the surveys the following data was recorded:

- 37.5% (39%) were male, 53.5% (55%) female and 9% provided no answer
- Of those who stated their ethnicity 73.9% (85%) were White British/British or English, 4.5% stated other and 21.6% preferred not to say
- 35.2% (26%) of respondents declared a disability
- Of those who stated their sexuality, 69.3% (88%) were heterosexual, 4.5% (7%) were LGBT and 26.2% (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 29 complaints during 2018, this compares with 14 in 2017.

The completion of our standard equality monitoring form is not compulsory and with no voluntary information received, analysis cannot be undertaken.

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	
	2017	2018
Asian or Asian British - Bangladeshi	65	5
Asian or Asian British - Indian	13	25
Asian or Asian British - Other Asian	35	46
Asian or Asian British - Pakistani	41	14
Black or Black British - African	25	2
Black or Black British - Caribbean	0	0
Black or Black British - Other Black	0	3
Chinese or Other Ethnic Group - Chinese	0	34
Chinese or Other Ethnic Group - Other	30	6
Mixed - Other Mixed	109	137
Mixed - White and Asian	11	8
Mixed - White and Black African	0	1
Mixed - White and Black Caribbean	0	0
Not Stated	46	39
White - British	1477	1412
White - Irish	5	1
White - Other White	18	29
<b>Total</b>	<b>1875</b>	<b>1840</b>

Our Fire Safety teams conduct a large programme of engagement and enforcement in the business community of Tyne and Wear. For Fire Safety Audits (FSAs), conducted under the Regulatory Reform Fire Safety Order (2005), the predominant ethnicity of the building occupier was 78.37% White British and 19.51% (8.8%) were from minority ethnic communities.

The workload conducted by the Fire Safety Department is split into reactive and programmed. The reactive work conducted by the department is received from as examples, referrals, complaints and post fires. The programmed workload is scheduled by the Risk Based Inspection Programme, which identifies premises most at risk of fire and non-compliance.

The Fire Safety Department also engage with communities of Tyne and Wear through other inspections checking compliance for Petroleum and Explosives (Fireworks) storage and licensing, as well as consultation through Licensing and Building Regulations applications. We interact with our community via social media and by other means such as press releases and radio interview such as SPICE FM to deliver targeted safety messages.

The activities of the Fire Safety Department are delivered from the Enforcement and Engagement Policy, which is underpinned by the Regulators Code, to ensure that all enforcement action is delivered fairly and in a transparent manner relative to the risk identified.

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

Ethnicity	No. of HSCs	
	2017	2018
Asian or Asian British - Bangladeshi	31	20
Asian or Asian British - Indian	272	126
Asian or Asian British - Other Asian	155	99
Asian or Asian British - Pakistani	83	59
Black or Black British - African	73	44
Black or Black British - Caribbean	40	23
Black or Black British - Other Black	51	35
Chinese or Other Ethnic Group - Chinese	68	56
Chinese or Other Ethnic Group - Other	25	17
Mixed - Other mixed	81	36
Mixed - White and Asian	31	25
Mixed - White and Black African	7	3
Mixed - White and Black Caribbean	23	8
Not Stated	155	151
White - British	23380	15678
White - Irish	176	79
White - Other	259	238
Not recorded	0	4177
<b>Total</b>	<b>26066</b>	<b>22074</b>

71% (89.6%) of the individuals that received a HSC were White British. 3.6% were from a minority ethnic community, compared to 4.6% in 2017.

Groups receiving an HSC	No. of people	
	2017	2018
People 65+	12790	10498
Disabled people	539	270
Lone Parents	690	468
Mental Health Disability	906	491
<b>Total</b>	<b>14925</b>	<b>11259</b>

Over 12,000 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 2018**

The Community Engagement Team engaged with over 38,000 people in 2018. Our community advocates and volunteers 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 to our engagement work with community groups, local schools and direct engagement in key areas of Newcastle. We engaged with both International University Students and those studying ESOL (English for Speakers of Other Languages). We also held a successful Emergency Services Pride Breakfast at Newcastle University for LGBT staff, other employees and community members, followed by a very successful march, and engagement at the 'Pink Picnic'. Our work in 2018 also included engaging with mosques for Safe Ramadan, a large Eid celebration, Hate Crime Awareness, an African community fun day, work on Safe Vaisakhi, Diwali, the 2 day Newcastle Mela, 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. Attending local drop-ins and events, work around Refugee Week. Service staff and volunteers also engaged with community members for Holocaust memorial, engaging with local mosques for Safe Ramadan, engagement for Diwali, Talks with older people and work on Older Persons Day and talks with people with disabilities.

### **North Tyneside**

Staff and volunteers engaged extensively with many vulnerable people in North Tyneside in 2018. Notable highlights include work with older people through Age UK, Older people's lunch clubs, Citizenship ceremonies, work with local mosques and community centres around Safe Ramadan and Eid, as well as work with Northumbria Police on a World Café consultation event.

## Gateshead

Work in Gateshead in 2018 has included ESOL Classes, work with refugees and asylum seekers including those from Syria, supporting Older people's groups. Engaging with new British citizens through citizenship ceremonies, engaging with local charities, engaging with local mosques and temples for key festivals including Ramadan, work with local partners on Diwali and Vaisakhi events. We have also engaged with events to highlight Hate Crime Awareness and worked with the Gateshead Muslim Centre.

## 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 staff and LGBT community members. Staff 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, citizenship Ceremonies, Black History Month and Safe Vaisakhi and Diwali celebrations. We engaged with local groups for an interfaith walk of peace and have done extensive work with the Sunderland BME Network, from which we were awarded commendations for an individual contribution for one of our staff, in working towards improving the lives of BME people in the area.

<b>Vulnerable Group</b>	<b>Total engaged</b>
BME	23976
Disabled	255
Older	370
Youth	192
LGBT	7550
Dementia	47
General	5809
<b>Total Engaged</b>	<b>38199</b>
Number of events	257
Number of HSCs	323

## Safetyworks!

SafetyWorks! provides realistic, interactive, educational experiences for young people and community groups to learn about the prevention of danger and how to live safely. Visitors to the centre can also benefit from a wide range of vital educational information about avoiding every day hazards such as road and fire safety and risk taking behaviour. Each section has been developed to display real life hazards in a realistic, interactive format.

Important safety messages are delivered at SafetyWorks! by staff from Tyne and Wear Fire and Rescue Service and other professionals employed by our Partner Organisations. As well as the campaigns organised for schools, the centre is also able to design bespoke sessions and tailor sessions to suit the needs of the visiting groups.

We have had a wide variety of visitors to the centre from many diverse backgrounds. Notably, in 2018, the centre has also collaborated with Your Homes Newcastle to provide education sessions for refugees from Syria. This project was so successful that has been expanded for 2019.

The range of visitors to SafetyWorks! included:

SafetyWorks activities by group type	Sessions	Attendees
Group - 65+	0	0
Group - Disabled	20	330
Young People (school age)	324	11213
Other/Mixed group	28	626
<b>Total</b>	<b>373</b>	<b>12191</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 delivered 24 sessions throughout the year to the following groups:

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

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

<b>Age groups of Phoenix project sessions</b>	<b>Attendees</b>
Aged 18 - 64	8
Mixed	70
Not Stated	0
<b>Total</b>	<b>183</b>

## 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	54	740
Not Stated	156	1673
White - British	51	137
White - Other white	8	9
<b>Total</b>	<b>269</b>	<b>2559</b>

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	269	255

## Cadet Achievements

Our Cadet teams from across the Service participated in the National Fire Cadet Games 2018 in London. They were awarded Dignity and Respect at the Games in recognition of their team work throughout the event.

Our Fire Cadets hosted an event in November to commemorate the centenary of WW1 and to help our Fire Cadets learn about the sacrifices made. It included several of the impressive 'Tommy' installations, light refreshments, a presentation from our fire Cadets and the Blue Light Choir performing and leading participant war songs.

In January 2018, our West Denton Fire Cadet received an award from the Youth United Foundation for their voluntary work in their community. The award was presented by HRH Prince Charles at Buckingham Palace.



## Princes Trust

Our Princes Trust Programme provides personal development courses, enabling teams of young people from diverse backgrounds to work in the community and instil the drive and incentive to continue to make a positive contribution to both themselves and their communities. The teams are fully inclusive with the mind-set that everyone deserves a chance to succeed.

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	1	13
White – British	16	178
White European	0	0
<b>Total</b>	<b>19</b>	<b>235</b>

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

<b>Age groups of Princes Trust sessions</b>	<b>Sessions</b>	<b>Attendees</b>
Aged 18 – 64	4	33
Mixed	11	130
Youth Diversion	0	0
<b>Total</b>	<b>19</b>	<b>235</b>

## Princes Trust Achievements

Marley Park Princes Trust Team were nominated for the Prince's Trust Celebrate Success 2018 awards. They were successful in being awarded the 'Community Impact Regional Award' winner.

Other nominations included the Gosforth Princes Trust Team and Farringdon Princes Trust Team were both finalists at the regional Breakthrough Award 2018 and Gosforth Team also nominated as a Finalist at the regional Young achiever of the year 2018.

Gosforth Team are trailing The Red Box Project for female's initiative. The Red Box Project quietly ensures that no young person misses school because they have their period. Working as a nationwide community, The Red Box Project seeks to provide free menstrual products for the young people in our local schools and tackle period poverty.

## 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](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

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

