

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



Annual Equality Data and Gender Pay Gap Report

2020

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Our Equality Commitment

Welcome to Tyne and Wear Fire and Rescue Authority's Annual Equality Data and Gap Gender Pay Report for 2018/19.

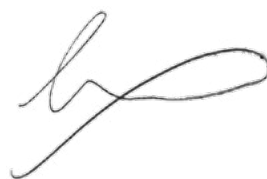
At Tyne and Wear Fire and Rescue Authority equality, diversity and inclusion are at the heart of the services we provide to our communities. Delivering services that meet the needs of our communities through a workforce that is committed, representative and engaged is paramount to achieving our vision of 'Creating the Safest Community'.

As a team, we strive to ensure equality is embedded across the whole organisation by continuously promoting inclusive principles, through the work of our elected members, our leadership teams, our partners and our world-class employees and volunteers. We see equality as a fundamental part of each of our core values.

Our aim is to deliver a service that is innovative, a service that is transparent and inclusive and a service that embraces the diversity of our communities. To achieve these aims, we work hard together to remove inequalities, eliminate discrimination and promote equality of opportunity through positive working relationships between our workforce and our communities.

We want to ensure that the services we provide are accessible to everyone and that we have a workforce that reflects the unique diversity of Tyne and Wear's communities. We continuously strive to improve and if you do wish to comment on our report, your views would be appreciated.

In writing this report, I can confirm that the published information contained within it is accurate.



Chris Lowther

Chief Fire Officer and Chief Executive
Clerk to Tyne and Wear Fire and Rescue Authority

Introduction

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

This combined 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 April 2018 to 31 March 2019. The Authority is also required to publish Gender Pay Gap data under The Equality Act 2010 (specific Duties and Public Authorities) Regulations 2017 and for this, the data is collated for a snapshot at 31 March 2019.

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 against which our Service is assessed. The programme and framework 2018/19 focussed 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.

In February 2019, HMICFRS carried out a range of activities to build a picture of TWFRS over several months, including data analysis and benchmarking against other Fire and Rescue Services' (FRS); a review of our strategic documents; a critical review of our self-assessment against inspection criteria; inspection of our procedures, systems and processes; telephone interviews with some strategic partners; and a staff survey.

HMICFRS judgement was published in June 2019, i.e. after the period covered by this report. Notwithstanding this, following a comprehensive inspection process, we are pleased to confirm that we have been confirmed as a Good service, across the three main inspection pillars of Effectiveness, Efficiency and People.

Equality Developments in 2018/19

Our commitment to equality, diversity and inclusion 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 enables our employees and managers in understanding the behaviours that supports 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 processes 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 have been 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. This provided a sound foundation for further progress.

Throughout 2018/19, 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 2018/19, the Service successfully undertook the annual reassessment of the Investors in People Gold Award. In November 2018, the Service successfully achieved 10th position in the 'Inclusive Top 50 UK Employers'. This is the 3rd consecutive year we have been placed in the list. The Service also featured in the Stonewall Top 100 at 84th place. Such national 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, and evidence shows clear links between mental health/wellbeing and workplace equality, diversity and inclusion. We are 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 2018/19 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.

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 BAME (Black, Asian 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.

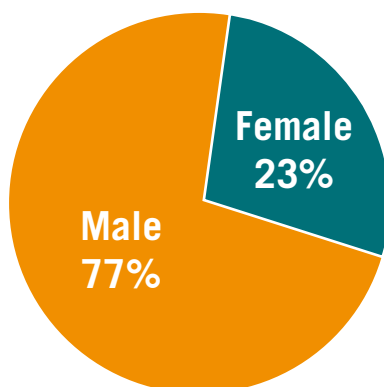
We have procured an employee management information system that enables employees to update their own personal information using a self-service system. All employees have access to the system so they can amend their own data whenever they want. All employees have been encouraged to declare and update their characteristics on the self-service system.

In compiling this report, the Fire Service has used the approved head count of 828 employees and 80 volunteers as the baseline comparator, as of 31 March 2019.

Each characteristic is reported below:

Gender

Total
828



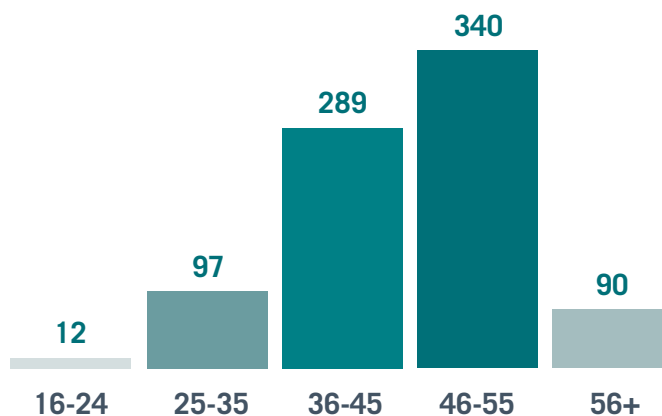
Ethnicity

Total
828

Arab	2
Asian or Asian British - Indian	1
Asian or Asian British - Pakistani	3
Black or Black British - African	1
Black or Black British - Caribbean	1
Gypsy or Traveller	1
Mixed - White and Asian	4
Mixed - White and Black Caribbean	1
Other Asian Background	1
Other Mixed Background	2
Other White Background	4
Prefer Not To Say	34
White - British	771
White - Irish	2

Age

Total
828



Religion

Total
828



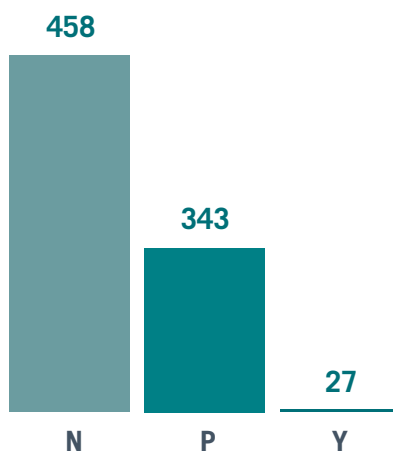
Sexual Orientation

Total
828



Disability

Total
828



Authority Members

Tyne and Wear Fire and Rescue Authority (TWFA) is the democratically accountable body that oversees the activities of Tyne and Wear Fire and Rescue Service (TWFRS). 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.

Fifteen members of the Authority have provided their equality data:- of those 15 declared, all elected members are either White British/White Irish with 3 falling within the 25-35, 2 within the 36-45, 5 within the 46-55, and 5 within the 56+ age range. 29.4% of our members are female and 58.8% are male. Of those members who have declared such information, 11.6% stated they have a disability, 11.6% identified as LGBT and 41% are of a Christian faith.

Our approach to Gender Pay Gap Reporting

In addition to the Public Sector Equality Duty reporting requirements, the Authority is also required to publish Gender Pay Gap data under The Equality Act 2010 (specific Duties and Public Authorities) Regulations 2017.

The gender pay gap differs from equal pay. Equal pay deals with the pay differences between men and women who carry out the same jobs, similar jobs or work of equal value. The gender pay gap shows the differences in the average pay between men and women.

For the purposes of gender pay reporting, the definition of who counts as an employee is defined in the Equality Act 2010, in this case all our employees and volunteers. The information is a snapshot on 31 March 2019. Our report includes the following calculations:

- The mean pay gap
- The median pay gap
- The proportion of males and female employee in each salary quartile band
- The mean bonus pay gap
- The median bonus pay gap
- The proportion of males and females receiving a bonus payment.

Following a review of the guidance, detachments and over time payment are included. For the purposes of this report, ordinary pay includes the following information before tax and any deductions for employee pension contributions:

- Basic pay (pay attributed to responsibilities of the role of which is applied equally)
- Allowances (additional responsibility over and above the basic responsibilities of the role)
 - Instructors Allowance
 - Continuous Professional Development

- Flexible Duty Officer Rota Allowance
- Strategic Rota Allowance
- Day Crewing Close Call Allowance
- Essential Car User Allowance
- Urban Search and Rescue Allowance
- Detachment and Acting Up Payments.

For the purposes of calculating the hourly rate of our employees the following hours per week have been utilised:

- Employees in roles governed by the 'National Joint Council for local government services National Agreement on Pay and Conditions of Service', (The 'Green Book') - 37 hours
- Firefighter to Watch Manager roles conditioned to Fire Stations - 42 hours
- Firefighter to Area Manager day shift conditioned roles - 42 hours
- Firefighters aligned to the Day Crewing Close Call system - 52.87hrs
- Officers conditioned to the Flexible Duty Rota – 48 hours
- Area Manager roles conditioned to the Executive Rota - 48 hours
- Principal Officers conditioned to the Executive Rota Continuous Cover pattern - 78 hrs.

Mean and Median pay gap

At 31 March 2019, we employed a total of 828 employees; 195 (23.5%) were female and 633 (76.5%) were male. The mean pay gap is 15.96% (16.47%), equating to an hourly rate difference of £2.46 (£2.52), and the median pay gap is 13.33% (10.18%).

To explore the gender pay gap difference, further analysis of the data is required. The data has shown that our Grey Book (Operational) employees, including Control, have a minimal mean pay gap. The data has shown that our pay gap is more evident in our Green Book (corporate) employees, although the gap has fallen in comparison with the previous year.

Grey Book Employees	No Employees	Mean	Mean Pay Gap
Male	547	£15.76	0.35% (0.76%)
Female	51	£15.70	

Grey Book Employees - Control	No Employees	Mean	Mean Pay Gap
Male	7	£14.67	6.03% (0.48%)
Female	22	£13.78	

Green Book Employees	No Employees	Mean	Mean Pay Gap
Male	79	£13.14	11.23% (14.61%)
Female	122	£11.66	

Total	No Employees	Mean	Mean Pay Gap
Male	633	£15.42	15.96% (16.47%)
Female	195	£12.96	

* Figures in brackets relate to previous year.

For all of our Green Book roles, we adopt National Joint Council Pay Scales, which are fixed spinal column pay points, allowing for development stages in role and competent rates.

The pay gap can be attributed to the number of women employed in lower paid roles. 55% of our female Green Book employees are paid at the lower end of our pay points (Scale 3 and below), these include administration, cleaning and catering roles. With women occupying only 13% of higher level management posts, compared to 87% occupied by male employees, this may have a further impact on the gender pay gap with in our Service.

The information shows a gender difference within the pay for our Control room employees. This is due to the increase of new Control Firefighters who are conditioned to trainee and development rates of pay, until they have completed their training to be a competent in role, usually following a 3 year training programme.

Salary Quartile Bands

The quartile distribution detailed below gives an indication of the proportion of females and males and in each quartile band.

	Female	% Female	Male	% Male
Top	27	13% (13%)	180	87% (87%)
Mid Upper	36	17% (14%)	171	83% (86%)
Mid Lower	18	9% (8%)	189	91% (92%)
Lower	114	55% (49%)	93	45% (51%)

* Figures in brackets relate to previous year.

The high quartile salary band consists of 87% male employees, indicating they are the highest earners within the organisation. The composite of the salary bands for these employees are disproportionate to non-operational roles due to allowances attributed to Grey Book operational roles, resulting in our operational employees being paid at a higher rate of pay from entry (Firefighter) level through to strategic leaders (Chief Fire Officer).

The higher quartile salary band has a much larger proportion of male employees. The lowest quartile has a higher proportion of female employees. Roles in this quartile are predominately non-operational roles and includes many of our corporate functions.

Recent recruitment of women into management roles has made positive progress to further diversify our workforce and encouraged others to join the Service from other Fire and Rescue Services. Our 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.

Bonus Payments

We do not offer a bonus scheme and do not make bonus payments; therefore, the following calculations are not applicable:

- The mean bonus pay gap
- The median bonus pay gap
- The proportion of males receiving a bonus payment
- The proportion of females receiving a bonus payment

Retention - creating an inclusive workforce

Our commitment to equality and inclusion 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 (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.

Leadership of equality, diversity and inclusion is set out in our Organisational Development Strategy with our Executive Leadership Team Champions. Our Senior Leadership Team are responsible for different strands of diversity, i.e. Diversifying our Workforce.

Network Groups

2018/19 saw the continued support for employees within our four employee network groups; Disability, LGBT+ (Lesbian, Gay, Bisexual and Transgender) Gender and BAME (Black, Asian and Minority Ethnic). Our network groups work to champion our ongoing commitment to greater employee involvement in the decision making process and further increase personal development opportunities.

The network groups aim to help the Service continue to improve our position with regard to equality and diversity and improve the position as an employer of choice, as it is important to ensure that the services TWFRS provide are reflective of the needs of all staff and of the wider community we serve.

BAME Network Group

The BAME Network was set up in April 2015 to provide advice and support to staff, the organisation and stakeholders on all BAME related matters.

This includes a diverse range of areas including how we support BAME staff, how we engage with our communities and how we strive to improve our understanding of the diverse make-up of Tyne and Wear.

During this period, the BAME Network Group supported the following initiatives, including attending Vaisakhi events in Gateshead, Newcastle and Sunderland, engaging with the community using the fire display unit at the Temple. The group lead on the Safe Ramadan Campaign engaging with Mosques in Tyne and Wear, involving Service staff, social media messages and distribution of information leaflets.

The network group members celebrate diversity at the annual Mela in Newcastle, engaging with the local community to learn about our Service, meeting new people from different cultures around the world. The members use the Chinese New Year festivities to engage with the Chinese communities and visitors at the event, prompting the Service, delivering fire safety messages and promoting the Service as an employer of choice.



Disability Network Group

TWFRS have a well-established Disability Staff Network Group (DNG) which reports to our wider Equality Committee. The group supports employees and visitors across the Service in respect of disability awareness, education, access, reasonable adjustment and general support as required.

The Service has challenged itself this year through a 'Diversification of the Workforce' Group which was established to explore and challenge methods of recruitment across all disciplines within the organisation ensuring we reach underrepresented groups within our communities. The DNG have contributed toward this work helping to ensure that TWFRS have robust but inclusive recruitment and retention procedures and processes. Clear statements and actions around inclusive recruitment and a commitment to being representative of the communities we serve, help to attract persons with disabilities.

This year, the DNG have delivered a range of disability training and events aimed at highlighting awareness and understanding in areas such as Dementia, Dyslexia, Deafness and Hate Crime against persons with disabilities. They have also supported a number of 'champions' across the Service in some of these areas.

The DNG have worked closely with our Estates Departments over the last year in order to improve access to all our sites including Headquarters, Technical Services, and Fire Stations right across the Service. This year, a considerable financial investment has resulted in improvements to access both externally and internally across the Service.



Gender Network Group

In 2018/19, the Gender Network has helped achieve many equality improvements in our Service that have a long term positive impact in both the community and staff will benefit from for a long time. The network co-ordinated awareness campaigns for both International Women's Day and International Men's Day, to celebrate diversity and highlight the Service as an employer of choice, with a range of diverse roles.

Whilst continuing to provide mentors to the Girl's Network charity, the group plays a co-ordination role and has helped embed the programme fully into our Service, encouraging more female members of staff to become mentors. In 2019, the Network also introduced the Boy's Network programme to the Service, and will continue to develop this over the coming year, providing positive male role models to young people in the community.

The Gender Network provides both female and male role models for the Service, primarily supporting staff but also acting as agents of positive change that will have lasting benefits to the community of Tyne and Wear.



LGBT+ Network Group

Over the past year, our LGBT+ network has been successful in increasing the network membership and this will continue to be a focus for the group. Our primary focus has been the introduction of one to one confidential support on LGBT+ issues for employees, volunteers and our youth programme attendees. This has been achieved by re-launching our confidential email address Proud@twfire.gov.uk and through direct messaging via our network Twitter account.

Both of these contact mediums are only accessible to key members of our network. In addition, we are also providing support and mentoring to further develop LGBT+ allies within our group.

The network group has lead, delivered and supported a range of events both in the region and nationally. The members attend an engagement event within Newcastle's gay scene in collaboration with Northumbria Police. The group organised the annual Blue Light Services Pride Breakfast event, participated in Pride March's and LGBT 5K run. Following the launch the TWFRS LGBT+ Twitter page, with an increase in membership to 598 followers.

The Service also featured in 2019 Stonewall Top 100 and achieved 84th place. The Network Group Co-Chair delivered a workshop at the Stonewall Scotland Workplace Conference on how we support employees transitioning in the workplace.



Recruitment and Promotion

During 2018/19, 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. However, from 2010 to 2019 imposed a recruitment freeze. This was as part of the Authority's management of austerity measures within the Service.

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 2018/19, 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 included targeted information which was used to engage with over 3,000 diverse 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 which 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 all 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.

Appointments and Promotion

Throughout 2018/19, we have recruited for various roles across all departments resulting in 18 new appointments and 51 internal promotions.

Gender	Total
Female	13
Male	36
Total	51

Ethnicity	Total
White British	51
Total	51

Age Range	Total
16-24	4
23-35	7
36-45	17
46-55	18
56+	5
Total	51

Religion	Total
Athiest	4
Christianity	29
None	13
None declared	3
Prefer not to say	2
Total	51

Sexual Orientation	Total
Heterosexual	50
Prefer not to say	1
Total	51

Disability	Total
None	49
Yes	2
Total	51

Applications

Ethnicity	Total
Asian or Asian British / Bangladeshi	2
Asian or Asian British / Indian	1
Asian or Asian British / Pakistani	7
Other Asian	2
Black or Black British / African	1
Black or Black British / Caribbean	1
Mixed White / Asian	1
Mixed White / Black African	1
No Answer Given	91
Other mixed	3
White British	574
White Irish	1
White Other	18
Total	703

Gender	Total
Female	353
Male	290
No Answer Given	53
Prefer not to say	5
Transgender	2
Total	703

Age Range	Total
16-24	50
23-35	114
36-45	99
46-55	81
56+	33
No answer given	326
Total	703

Sexual Orientation	Total
Bisexual	9
Gay / Lesbian	23
Heterosexual	555
No Answer Given	95
Prefer not to say	21
Total	703

Disability	Total
No	630
Prefer not to say	11
Yes	30
No answer given	32
Total	703

Religion	Total
Agnostic	8
Atheism	24
Buddhism	1
Catholic	65
Christianity	200
Hinduism	1
Humanism	3
Methodist	6
Muslim	9
No Answer Given	121
None	262
Pagan	3
Total	703

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 their performance is the best it can. This is achieved by supporting staff to acquire, maintain and continuously develop the appropriate technical and professional skills and underpinning knowledge specific to their role.

In addition to delivering business as usual, there have been 2 key areas of focus for this period (and moving into the rest of 2019) for the department:

- Preparation for and responding to actions identified through HMICFRS Inspection
- Build and roll out of key parts of functionality in Core HR Talent Module, i.e. Performance Development Review (PDR) and L&D Administration.

In our 2017/18 report, we explained the benefits of the design of the PDR approach that the Service was taking and 2019 has seen us refine that design. Based on feedback from staff, we have built a simplified and transparent mechanism for recording and tracking progress against objectives and personal goals.

The refinements have included a simplification of the piloted PDR, inclusion of talent development questions (to support succession / career planning) and inclusion of a 360° appraisal (for managers) based on our Leadership Bond Behaviours, in order to help managers develop and maintain better working relationships and greater self-awareness.

As well as the work on building the recording mechanism, a key area of focus has also been to improve the quality of PDR conversations, improving skills and confidence in our managers in this aspect. Workshops to help address this will be delivered later in 2019 with a key emphasis on adult learning, i.e. self-assessment of capabilities, self-led research to address gaps and discussion to ensure experiences are shared for the benefit of everyone.

Whilst not formally delivering any learning programmes for Senior Management Group via Engage this year, the Service has taken the opportunity for this cohort and Middle Managers to apply their Engage learning and newly developed working relationships, as they tackled the HMICFRS inspection process collaboratively.

We have successfully delivered just over 4500 'off-watch' training days and we continue to support the Service in identifying and delivering on individual development needs, risk critical training and improvements / refinements to systems to support these. This figure also includes a brand new group of Firefighter recruits which has supported us with our workforce planning as well as increasing diversity within the Service.

March 2019 we maintained our Investors in People (IiP) Gold Award status following a successful 24 month review. IiP have acknowledged where we are as a Service, and our areas of focus in relation to the IiP Improvement framework. We continue to benefit from the consultative challenge they provide us, as well as the objective support required to continuously improve.

We have continued and will continue to work with our Middle and Supervisory managers using the i3 profiling tool, developing a deeper level of self-awareness. To support their ability to enhance effective working relationships. Building on the (approx.70) 1-2-1 feedback / coaching sessions, Learning and Organisational Development (L&OD) have also scheduled in team awareness sessions for Senior Managers and departments, which will help to develop a deeper understanding of a team's natural strengths, challenging everyone to understand how this can be best utilised in order to collectively achieve objectives.



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Until 2020

Gender Reassignment

We are unable to publish specific employee data to ensure anonymity. Members of our LGBT+ Network Group 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 also arranged, and facilitated, a Transgender awareness workshop for internal staff. We also actively supported Trans Awareness week, raising our trans flag at Service Headquarters, and staff showed their support by displaying their trans epaulettes.

Pregnancy and Maternity

Maternity/Shared Parental Leave

2018/19	Full Time	Part Time	Volunteers
Number returned	5	1	1
number expected to return	5	1	0
Shared Parental Leave	3	0	0

For the ninth 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 very positive and can be attributed to our work-life balance policies and flexible working options, available to all 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 Tyne and Wear Fire and Rescue Service. We currently have 5 employees on maternity leave who we expect to return in 2020.

Three of our employee chose 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.

As we 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.

Flexible working applications and success rates

The scheme of flexible hours for personnel forms part of the Employee Friendly Work/Life Balance policy integral to the Authority's Diversity and Equality Policy. This is part of a range of areas including formal schemes of flexible working hours, job sharing, part-time working, term time working, seasonal working, home working and, in some instances, combinations of these arrangements, which are kept under constant review.

The ultimate aim of these schemes is to address the needs of personnel and the Authority in providing a service to the community that we serve. Within the period of 2018/19, 6 employee requested flexible working which was successfully implemented, with 2 requested being refused due to Service requirements.

Reasonable Adjustments

Last year our Health and Wellbeing team facilitated 53 alternate duties, phased return to work and/or reasonable adjustment assessments, enabling employees to be present 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.

Grievances and Dismissals

There was 1 grievance recorded in 2018/19, a decrease in comparison to 2 in 2017/18. Of these cases, all have been resolved. There were no dismissals during 2018/19.

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.

All leavers during 2018/19 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 which provide us with feedback reports.

Ethnicity	Total
Asian or Asian British / Bangladeshi	1
Black or Black British / African	1
Prefer not to say	1
White British	53
White Other	2
Total	58

Gender	Total
Female	6
Male	52
Total	58

Age Range	Total
23-35	4
36-45	5
46-55	39
56+	10
Total	58

Sexual Orientation	Total
Heterosexual	49
Not stated	1
Prefer not to say	8
Total	58

Disability	Total
N	58
Total	58

Religion	Total
Christianity	26
None	13
Islam	1
Atheist	3
Prefer not to say	15
Total	58

Service User Data

After The Incident Survey (Domestic)

In 2018/19, 84 After the Incident Surveys (ATIS) were completed. Of those who completed the surveys the following data was recorded:

- 42.5% were male, 55% female and 2.5% provided no answer
- Of those who stated their ethnicity 52% were White British, 21.33% British, 4% were English, 1.33% were White European, 1.33% were White Other, 5.33% said other
- 31.25% of respondents declared a disability
- Of those who stated their sexuality, 88.89% were heterosexual, 1.59% were LGBT and 9.52% 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 36 complaints during 2018/19.

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.

Fire Safety Visits by Ethnicity

Ethnicity	2019
Asian or Asian British - Bangladeshi	5
Asian or Asian British - Indian	19
Asian or Asian British - Other Asian	38
Asian or Asian British - Pakistani	10
Black or Black British - African	2
Chinese or Other Ethnic Group - Chinese	29
Chinese or Other Ethnic Group - Other	2
Mixed - Other Mixed	117
Mixed - White and Asian	6
White - British	868
White - Other White	11
Not Stated	27
No Answer Given	60
Total	1194

Our Fire Safety teams conduct a large programme of Engagement and Enforcement within the business communities of Tyne and Wear. For Fire Safety Audits (FSAs), conducted under the Regulatory Reform Fire Safety Order (2005), the predominant ethnicity of the building users was 73.6% White British and 19% were from minority ethnic communities.

The workload conducted by the Fire Safety Department is split into reactive and programmed work. The reactive work conducted by the department is received from such sources as, referrals from other organisations or Operational staff, concerns raised by members of the public or other sources and post fires audits.

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 such as 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 in accordance with the Service 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.

87.2% of the individuals that received a HSC were White British. 4.38% were from a minority ethnic community.

Groups receiving an HSC	Number of people 2018/19
People 65+	12277
Disabled people	197
Mental Health Disability	347
Total	12821

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.

Prevention and Education Home Safety Check (HSC) visits

Ethnicity	Number of HSCs 2018/19
Asian or Asian British - Bangladeshi	22
Asian or Asian British - Indian	131
Asian or Asian British - Other Asian	104
Asian or Asian British - Pakistani	50
Black or Black British - African	36
Black or Black British - Caribbean	24
Black or Black British - Other Black	30
Chinese or Other Ethnic Group - Chinese	51
Chinese or Other Ethnic Group - Other	16
Mixed - Other Mixed	30
Mixed - White and Asian	25
Mixed - White and Black African	4
Mixed - White and Black Caribbean	5
Not Stated	147
White - British	14286
White - Irish	54
White - Other	191
Not recorded	1175
Total	16381

Community Engagement 2018/19

The Tyne and Wear Fire and Rescue Service (TWFRS) Community Engagement Team engaged with over 38,150 people during the period from 1 April 2018 to 31 March 2019.

Community Engagement Advocates and Community Volunteers, have worked with and engaged, regularly with many communities and groups throughout the Tyne and Wear, Metropolitan County. Our teams throughout the period, have engaged with hard to reach and at risk groups throughout the county. They have utilised a variety of methods to engage with diverse, at risk and hard to reach groups and include them in our work.

This engagement was used to ensure that Communities within Tyne and Wear have a good awareness of TWFRS principles of home fire safety. We have aimed to reach out to all communities of Tyne and Wear to reduce risk and champion the Service.

Vulnerable Group	Total Engaged
Black and Minority Ethnic (BAME) Events	174
Disabled Events	10
Older People Events	22
Youth Events	7
Drugs and Alcohol Events	0
Lesbian, Gay, Bisexual, and Transgender (LGBT+) Events	4
Dementia Events	6
General Events	56
Number of events	279
Number of Home Safety Checks (HSC)	317

These engagements have included key, hard to reach and vulnerable groups including International students, refugees and asylum seekers, people with disabilities, older people, Black, Asian and Minority Ethnic (BAME) communities, the Lesbian, Gay, Bisexual and Transgender (LGBT+) community, people suffering from dementia, carers and young people.

District engagement highlights have included the following:

Newcastle upon Tyne

Highlights in the Newcastle district include our ongoing work attending Respiratory Clinics, Asylum Seeker Drop in sessions and Citizenship Ceremony's. In partnership with the team at Whoops!, based within Children North East Families and Parenting Service, representatives provided support at the Pregnancy event at the Nunsmoor Centre, providing Home Safety advice. We have also engaged with both International University Students and those studying English for Speakers of Other Languages (ESOL) and have provided fire safety advice to students.

We regularly engage in various Dementia awareness sessions, including providing a Fire Safety talk at the Kingston Park Dementia Café. The team engaged in the Diwali Celebrations at Newcastle Hindu temple, utilising the Fire Demonstration Unit (FDU) demonstrating the effects of hot oil fires to the community members. Our teams also attended Christmas events and at various churches, colleges, as well as Newcastle Deaf Centre and attended the Chinese groups Christmas party at Brunswick church.

South Tyneside

Highlights for South Tyneside included regularly attending Asylum seekers drop in sessions and contributing to Living Waters Church Refugee Celebrations. During this period our teams have provided Introduction to the Islamic religion talks to crews and support staff at South Shields Community Fire Station.

There was engagement with young people with Community Safety teams attending school fun days, and family days at a number of schools. During 2019, Community Engagement staff joined the Fire Service Resilience team and engaged with members of the Jewish community and attended a Holocaust memorial event.

We also attended the 'Love your South Tyneside' launch event at Jarrow Hall and Community Volunteers celebration event at Women's Health in South Tyneside (WHIST). Our staff and Community Volunteers contributed to the Stay Safe Police Event in partnership with Northumbria Police at both Cleadon Park Care Centre and the National Centre for the Written Word the new state-of-the-art cultural venue in South Shields.

Sunderland

Highlights for Sunderland included work engaging with local communities for Chinese New Year Celebrations and engagement with the LGBT community at the Sunderland Pride events, with the Service holding a well-attended breakfast event for both staff and community members.

Staff and Community Volunteers also marched in the Pride parade and attended engagement events. Other highpoints included our extensive work with asylum seekers and refugees including events for 'Refugee Celebration' at the Bangladeshi Centre in addition to our work for Safe Ramadan, regular attendance and presence at British citizenship Ceremonies, Black History Month and Safe Vaisakhi and Diwali celebrations.

North Tyneside

Staff and Community Volunteers engaged extensively with many vulnerable people in North Tyneside in 2018. Notable highlights include providing Fire Safety talks, to the St Cuthbert's Church Mums space group and the Wallsend Memorial Hall and Peoples Centre.

Staff and Community Volunteers successfully engaged with members of the BAME community by attending Citizenship ceremonies, as well as providing leaflets and fire safety advice. During Ramadan, staff also attended a breaking the fast event at the Mosque during the Holy Month of Ramadan.

Utilising our Outreach Vehicle staff contributed to Positive Action Initiatives with the objective of promoting the Service as an employer of choice. Staff from the Community Engagement team have also engaged with operational crews whilst engaging with the Community, and participated in the Tynemouth Community Fire Station open day event.

Staff and Community Volunteers have provided tailored Fire Safety talks to the North Tyneside Disability Forum, as well as provided talks, and other engagement sessions with older people, in partnership with Age UK and Age Takes Centre Stage, at various centres in North Shields.

We have also attended coordinated activities with other agencies when attending the North Tyneside Voluntary Organisations Development Agencies via monthly meetings. We have also taken part in the Sanctuary part of Refugee week and participated in the Walk for Peace from Sunderland Minster to North Shields.

Gateshead

Work in Gateshead in 2018/19 included engagement as part of the Mini Mela event at Gateshead Leisure Centre. To engage with the local community, we have provided fire safety support and advice at the Coatsworth Road Mosque, as well as provided support to BAME Groups at Gateshead College and fire safety talks to groups of refugees from Syria at various Community centres.

We have provided a safety talk to members of the Chinese community at Brunswick Methodist Church, and attended British Citizenship Ceremonies in the area. Our staff and Community Volunteers have taken part in the Walk of Solidarity event. This was part of part of National Hate Crime Awareness Week in to further encourage local authorities (Police and Councils), key partners and communities affected by hate crime to work together to tackle local hate crime.

We have engaged in efforts to build relationships with worshippers and other members of the Islamic community at the Shah Jalal Masjid and Islamic Cultural Centre. Our staff have also taken part in the Metronome Emergency Services Event, which offered an opportunity to positively represent the Service as well as engagement with members of the community.

As part of our support for older people and vulnerable communities, our staff have provided dementia awareness training to Fire Service Cadets at Swallwell Community Fire Station.

Our Arabic speaking staff have provided support to the Prevention and Education (P&E) Firefighters and Managers, with provision of Home Safety Checks, for community members with as Arabic as a first language.

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.

The centre welcomed 403 visitors hosting 24 sessions. 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.



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 20 sessions throughout 2018/19, engaging with 139 young community members.

This year we have had a great number of our Phoenix delegates go on to join the Fire Cadets, the Boxing Hub and Army Cadets. This is a great achievement for the young people themselves and for Phoenix as a whole, engaging the young people enough to spark their interest in joining positive youth organisations to keep themselves out of trouble and meeting new people with likeminded interests. This has a huge impact on the community as it reduces anti-social behaviour, with less young people on the streets.

The Service has experienced a positive completion rate in this initiative which will continue in future years.



Fire Cadets

Fire Cadets provides young people from the local community, aged between 11 and 17, with a programme of practical and theoretical instructions on Fire and Rescue Service related subjects. A breakdown of the individuals we engaged with as Fire cadets is as follows:

Ethnicity of Fire Cadets sessions	Total
Asian / Asian British	2
Black / Black British	1
White - British	74
White - Other White	1
Total	78

Cadets sessions ran during 2018/19	Total
West Denton Community Fire Station	50
Byker Community Fire Station	50
Tynemouth Community Fire Station	44
South Shields Community Fire Station	50
Marley Park Community Fire Station	50
Low Fell Community Fire Station	44
Swalwell Community Fire Station	44
Total	332



Cadet Achievements

Low Fell cadets attended the Great North Run and provided a fire appliance and equipment. Their role was to provide two jets of water to cool the runners as they ran past. "This is the second year that I have assisted and it is a very enjoyable event. All of the runners appreciated the showers we provided and the cadets seem to enjoy it as well."

South Shields' highlight for 2018/19 was attending the Scarecrow Festival at East Boldon. It is an annual event with an organised scarecrow trail that raises money for the local community. The cadets held a litter pick, sold raffle tickets, wristbands for the fairground rides and trail forms for the event, sold cakes, biscuits and drinks. It was noted that some of our more reserved cadets really blossomed and growing in confidence as they interacted with the public and each other.

Marley Park have grown the branch attendance from 6 members to 18 in the last 12 months, including 3 individuals who have been part of the Phoenix initiative and 2 referrals from the boxing hub. The Cadets participated in the youth focus engagement and put on a Christmas party for terminally ill children from Grace House.

Byker cadets took part in the Firefighters Charity car wash and also distributed water safety leaflets on the Quayside during Water Safety Week. In August our Cadets participated in a multi-agency exercise at Blyth Beach, involving the Volunteer Life Brigade, Royal Marine cadets, Police cadets and the RNLI. The Cadets also sold raffle tickets in support of the Torches for Kids in Africa.

West Denton Cadet section highlights include Volunteer Instructor Zeeshan Ayub, travelled to Pakistan with the International Emergency Team UK to deliver presentations on the benefits of Fire Cadets. Cadets supported the first young person's LGBTQI Pride in Washington. The Cadets were shortlisted for the NE Equality Awards 2018 in the category 'Organisations supporting People with Disabilities into Employment'.

All cadet units raised £700 to purchase windup torches for the Burns Unit Nurses to prevent serious burns among the young people of Tanzania who read using torches under mosquito nets.

Two ex-cadets who are also Volunteer Cadet Instructor have secured full time employment with our Service.

Prince's Trust

Our Prince's 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.

Marley Park Prince's 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 Prince's 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.



Ethnicity of Prince's Trust

sessions	Sessions	Attendees
Mixed - Other mixed	1	13
Not Stated	1	14
White - British	12	143
Total	14	170

Conclusion and Objectives

During 2018/19 we have made positive progress to further diversify the workforce, particularly through Operational Firefighters, Corporate Staff and Community Volunteer 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 will continue to monitor our recruitment processes to ensure that they assess skill-based selection process, assessing the candidate's suitability for the role. These processes ensure fairness across all candidates, showing transparency throughout the recruitment process with objective and evidence-based decisions.

Senior managers either promoted or appointed into roles within our Service are assigned an experienced manager to provide 'Buddy' support in their role. Our leadership programme, Engage, aims to develop our managers' skills and self-confidence with a range of training including mentoring and coaching.

Our senior leaders champion flexible working and job sharing, with this benefit being available to all employees, including operational Firefighter roles. We will continue to enable our employees to work more flexibly, creating a better work/life balance for all.

Our core values and Leadership Bond guide all staff to promote and embrace inclusivity and foster positive working relationships. We continue to support our employees with our four employee network groups; Disability, LGBT+ (Lesbian, Gay, Bisexual and Transgender), Gender and BAME (Black Asian 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.

To help the Authority to achieve an inclusive workforce, our Organisational Development Strategy 2017 - 2020 sets out our proposed outcomes, four of which specifically contribute to equality, diversity and inclusion.

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

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**

