

**Tyne and Wear Fire
and Rescue Service**

Creating the Safest Community



Annual Equality Data and Gender Pay Gap Report 2019-2020

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Our Equality Commitment

Welcome to Tyne and Wear Fire and Rescue Authority's Annual Equality Data and Gender Pay Gap Report for 2019/20.

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 exceptional employees and volunteers. We see equality as a fundamental part of each of our core values.

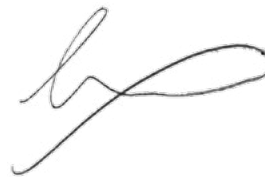
Our aim is to deliver a service that is innovative, a service that is transparent and inclusive, and a service that embraces the diversity of our communities. To achieve these aims, we work hard together to remove inequalities, eliminate discrimination and promote equality of opportunity through positive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

In March 2020, the Service had to rapidly evolve and adapt to ensure that we protect our staff and volunteers whilst maintaining the service delivery that Partners and the Community of Tyne and Wear expect from us as an Emergency Service in the face of a global pandemic outbreak.

The Service's ability to respond with partners to the pandemic was based on a combination of strong industrial relationships with our representative bodies, and the unequivocal flexibility of our serving and retired staff members having a resilient 'can do' approach. Added to this, our numerous support departments have worked above and beyond to enable this Service to function effectively in unprecedented times.

We want to continually 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. As a Service we are on a journey of continuous improvement and we would appreciate any comments that you may have in relation to this report.

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 2019 to 31 March 2020. 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 2020.

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.



Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) undertakes a regular, formal inspection programme against which our Service is assessed. The programme and framework in 2018/19 focused 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 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.

The judgement was published in June 2019 and we were confirmed as a "Good" service, across the three inspection pillars of Effectiveness, Efficiency and People. The service is looking forward to improving on this judgement in the next assessment due in 2021.

Equality Developments in 2019/20

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.

Our strategies and leadership bond 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. 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.

Throughout 2019/20, 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.

The Service has been awarded the level 3 Disability Confident Leader Award following a robust assessment process by a fellow leader status employer, Virgin Money PLC. The Service are proud to be the 2nd in the North East Region to be awarded this level, leading the way for employers to think differently about disability and take action on how they recruit, retain and develop disabled people.

The Service continues to support communities, creating an inclusive workplace by maintaining our Stonewall Diversity, Women in the Fire Service and the Asian Fire Service Association Champion memberships. Such national membership 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.

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 promoted 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 was with the Disability and BAME network groups both hosting awareness conferences event to promote the group, encourage membership and to gain a greater understanding of the groups and the protective characteristic they represent.

Building upon this, during late 2019 moving forward into 2020 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.

We are committed to improving the health and wellbeing of our employees both physically and mentally. Evidence has shown that providing high quality health promotion to employees leads to positive attitudes about workplace equality, diversity and inclusion.

The Occupational Health Manager and Welfare Manager are trained Mental Health First Aid trainers (MHFA). A series of MHFA courses are being delivered across the Service to develop our managers to support their staff with mental health issues. To aid individuals the Occupational Health and Human Resources functions, work in collaboration to successfully return to and/or remain at work. Wellbeing sessions are delivered to all employees by the Welfare Manager providing a safe and neutral setting for individuals to voice any concerns they may have.

As part of the Better Health at Work Award, Occupational Health organised and delivered over 12 national/local campaigns across the workforce, which supported the Service in achieving Gold level 2019/2020.

These campaigns included:

- July/August 2019 - The Sun and your skin
- September 2019 - Alzheimer's fundraiser
- October 2019 - Every Mind Matters
- November 2019 - Domestic Violence White Ribbon Week
- November/December 2019 - Drink less, Think more
- January 2020 - Dry January
- February 2020 - Time to talk
- March 2020 - Covid19 infection control

Our Trauma Support Team continues to support our employees to deal with the difficult and harrowing incidents they encounter during their firefighting activities.

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.

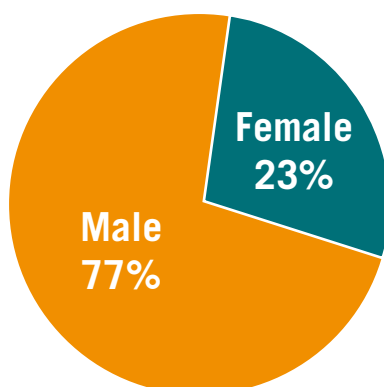
Our employee management information system enables employees to update their own personal information using a self-service system. All employees have access to the system so enable them to amend their own data whenever they want. All employees have been encouraged to declare and update their characteristics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

In compiling this report, the Fire Service has used the approved head count of 840 employees as the baseline comparator, as of 31 March 2020.

Each characteristic is reported below:

Gender

Total
840



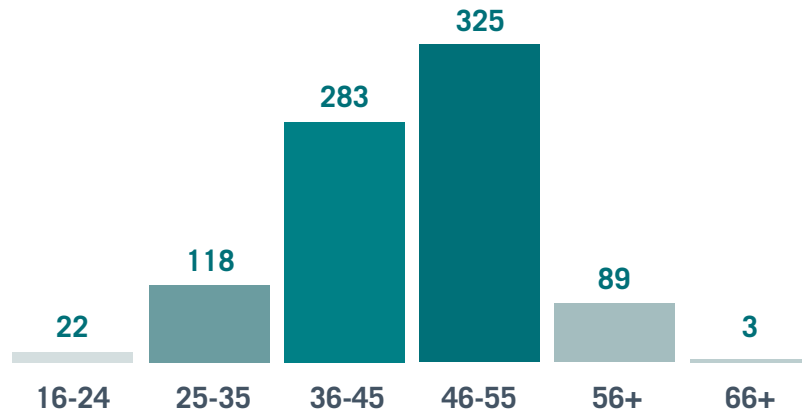
Ethnicity

Total
840

Arab	2
Asian or Asian British - Indian	1
Asian or Asian British - Pakistani	2
Black or Black British - African	1
Black or Black British - Caribbean	1
Gypsy or Traveller	1
Mixed - White and Asian	3
Mixed - White and Black African	2
Mixed - White and Black Caribbean	1
Not known	4
Other Asian Background	1
Other Mixed Background	2
Other White Background	5
Prefer Not To Say	30
White - British	783
White - Irish	1

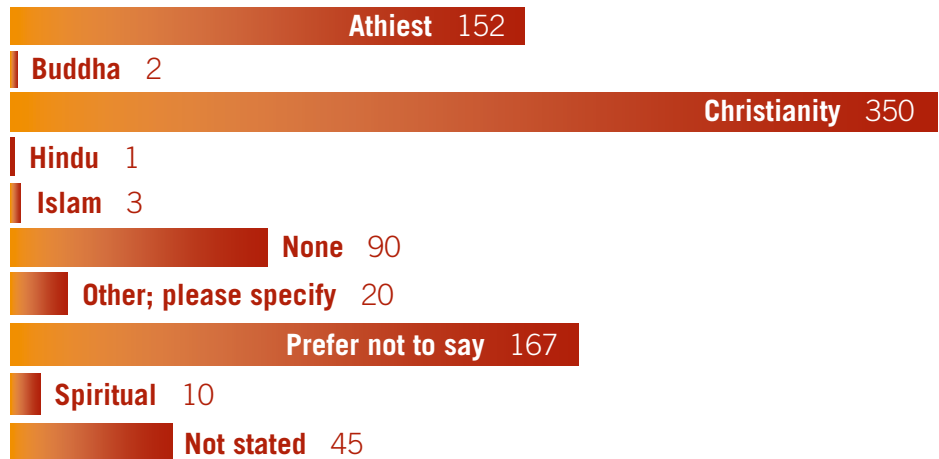
Age

Total
840



Religion

Total
840



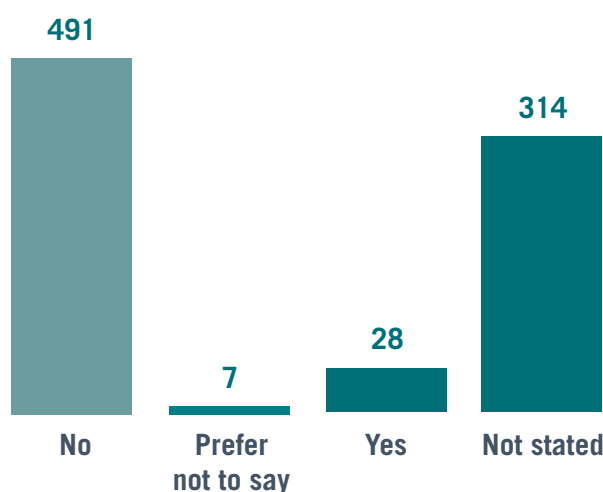
Sexual Orientation

Total
840



Disability

Total
840



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, 2 non declared which equates to 11.8% of the following figures, 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 2020. 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 2020, we employed a total of 840 employees however due the reporting requirements, the actual number of employees who were paid on March 2020 was 816; 194 (24%) were female and 622 (76%) were male.

The mean pay gap is 15.36% (*15.96%), equating to an hourly rate difference of £2.42 (*£2.46), and the median pay gap is 10.18% (*13.33%).

To explore the gender pay gap difference, further analysis of the data is required.

The data has shown that our Grey Book (Operational) employees with our females being paid slightly more (0.06%). This is attributed to promotion of females into senior roles and the recruitment of Firefighters who are paid at the development rate during their training and development, with the majority of those identifying as male.

The data has shown that our pay gap is more evident in our Green Book (corporate) employees, which has increased significantly in comparison with the previous year.

Grey Book Employees	No Employees	Mean	Mean Pay Gap
Male	536	£15.93	-0.06% (*0.35%)
Female	54	£15.94	

Grey Book Employees - Control	No Employees	Mean	Mean Pay Gap
Male	8	£14.30	0.18% (*6.03%)
Female	25	£14.28	

Green Book Employees	No Employees	Mean	Mean Pay Gap
Male	78	£14.53	18.26% (*11.23%)
Female	115	£11.87	

Total	No Employees	Mean	Mean Pay Gap
Male	622	£15.73	15.36% (*15.96%)
Female	194	£13.31	

* Figures 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. This year has seen an increase in the mean pay gap for these roles, this can be attributed to amendments to department structures and increases in grades for current post holders.

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%)	177	87% (*87%)
Mid Upper	34	17% (*17%)	170	83% (*86%)
Mid Lower	27	13% (*9%)	177	87% (*91%)
Lower	106	52% (*55%)	98	48% (*45%)

* Figures 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; 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

2019/20 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 launched 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.

The BAME Network group held their first conference, 'Challenging Perceptions' in February 2020. The conference covered the key areas of the Recruitment, retention and engagement of BAME staff and communities. Over 90 delegates attended, representing 23 organisations regionally and nationally, delegate feedback was very positive with an average rating of 4.5 out of 5 for speakers and workshops.

During this period, the BAME Network Group have supported many initiatives and events, including attending the Eid festivals in Newcastle to engage and celebrate with the community. Held events for Refugee week in Sunderland, South Tyneside and Newcastle. Support Syrian Refugees and asylum seekers who attended our Safetyworks centre to provide scenario based safety advice. Held International Women's Day activities across Tyne and Wear.

The group have also worked with Northumbria Police in training over 20 Hate Crime Champions for the Service. The group have also drafted the Workplace Hate Crime Charter for the Service. A social media campaign was created to demonstrate our support for the community during Black History Month.

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.

In 2019/20, the group successfully hosted a national conference on 3rd December 2019 entitled 'Ability Not Disability' which celebrated inclusiveness and the abilities of persons with disabilities, who work within the emergency services. A number of speakers from the emergency services, charities and local authorities gave informative talks in respect of issues such as Dyslexia & Dyspraxia, Disability Hate Crime, Mental Health Issues, employees with Caring Responsibilities, Neurodiversity and Disability Confident Accreditation. The event encouraged and delivered sharing of experiences and learning.

The DNG are committed to promoting a culture of awareness and support to those with disabilities; our HR Department and Occupational Health Unit have facilitated a range of reasonable adjustments which were applied to allow persons with disabilities to demonstrate their skills and attributes through recruitment, promotion and development processes.

The DNG have been able to promote our Service's support through actively taking part in recruitment events, attending two colleges (South Tyneside and Tyne Met) where we promoted how we can support individual needs from application through to employment, as well as the range of job opportunities available across all departments.

Through policy, procedure, out-facing activities and the internal network group, we have worked to establish a culture of being 'Disability Confident'; this resulted in the service being awarded 'Disability Confident Leader' accreditation in August 2019, an award which demonstrates the Service's commitment to ensuring the workplace is accessible for its staff and community alike.

The DNG look forward to taking the good work and achievements of 2019/20 and build on this in 2020/21 by assisting the direction of policy creation for Carers in the Service and continuation of encouraging disclosure, promotion of support and broadening our shared experiences through external engagement.

Gender Network Group



The Gender Network Group (GNG) was instrumental in driving the Service to make improvements to our maternity, paternity and adoption policy and the new Family Friendly Policy that was launched in April 2019.

The GNG is continuing to contribute to and offer support in the development of the Menopause Guidance and Awareness due to be launched in 2020/21.

The Service formally launched their support for the White Ribbon Campaign in partnership with Northumbria Police and The Police and Crime Commissioner for Northumbria in November 2019, from this the Service was awarded White Ribbon Status.

The Service is now an accredited organisation, supported by our Senior Leadership Team where the Chief Fire Officer signed the White Ribbon promise on behalf of the Service “a promise to never commit, excuse or remain silent about male violence against women”. Two fire appliances have been decorated with the White Ribbon logo, based at Sunderland and Newcastle community fire stations, to show our support for the campaign within the community. In November and December 2019 the service showed their support for the 16 days of action campaign raising awareness about why men must take a stand against violence towards women.

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



The LGBT+ Network Group 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 our wider community by continuing to be a ‘Diversity Champion’ member of Stonewall. We continue take part in the Workplace Equality Index (WEI) top 100 employers, to measure our performance against other organisations and to celebrate our achievements. Over the past year, we have focused our work on the support of our staff and their family members, providing confidential and practical support to individuals and their family around LGBT+ issues and this will form a significant and crucial part of our work in the coming year.

This will also include work around mentoring and supporting our LGBT+ allies. The re-launch of the staff network confidential and secure email address has contributed towards this objective.

We work hard to promote ourselves as a fully inclusive employer and service provider. Across the Service, we take part in all types of engagement events supported by our LGBT+ Staff Network Group, such as Pride and IDAHOBIT and actively support LGBT+ visibility days. The use of our LGBT+ Twitter account has grown and we now have more than 600 followers. The use of social media has been widespread and used to show our support for a number of LGBT+ events with contributions from both our staff, senior officers and our fire cadets.

As part of our contribution to the Pride celebrations this year, we commissioned a piece of artwork to coincide with the Stonewall 50th anniversary, which was displayed at our local Pride events and within our Service Headquarters.

In addition, in collaboration with Northumbria Police LGBT network for distribution at Pride events, we produced an information leaflet aimed at providing signposting help and support groups for the LGBT+ community.

Following the success of the Service’s LGBT+ Staff Network Group national conference in November 2018, representatives from a number of FRS’ have come together to form a national LGBT+ network. The inaugural meeting to launch the network took place in Manchester in January 2020 and was attended by fire services from across the country. A mission statement and core values were discussed and officers appointed to the key committee roles. A national LGBT+ network Twitter page has been created and plans agreed to hold the network’s annual conference the Friday before every future UK Pride event in the host city. The next event is being held in Newcastle in July 2021.

We continue to drive positive change and show support to the LGBT+ community in various ways. This has included providing support at the Hadrian Cup inclusive rugby event, as well as providing firefighting taster sessions for an LGBT+ group, held at our Service Training Centre.

This year we have also shown support and illustrated the importance of visible role models within the LGBT+ community to young people in our area. Our LGBT+ staff network group, together with fire cadets and operational crews, attended the first Pride style event specifically for young people and members of our network group have also attended and spoken to LGBT societies within local schools.

Our LGBT+ Staff Network was also successful at the LGBTQ NE awards securing the “Inspirational Workplace Award” 2019 on behalf of the Service.

Recruitment and Promotion

During 2019/20, we have been actively recruiting for permanent, temporary and fixed term posts 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 support roles.

Firefighter Recruitment

The recruitment of Firefighters is crucial 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. Fire and Rescue Services from across the United Kingdom continue to face challenges in diversification of their workforce, in particular within operational roles, i.e. Firefighters. Since 2018 when Tyne and Wear Fire and Rescue Service resumed Firefighter recruitment for the first time after a period of 9 years, we have continued to strive towards having a workforce that reflects the communities of which we serve. While we acknowledge that we have some way to go in achieving this aim, we are continue to develop plans on how we can attract candidates from diverse backgrounds.

Building on our successful recruitment of Wholetime Firefighters in our 2018 campaign, in the autumn of 2019, Tyne and Wear Fire and Rescue Services collaborated with County Durham and Darlington, Northumberland Fire and Rescue Services in launching a further joint Firefighter recruitment campaign.

The recruitment of people from under-represented groups remained at the forefront of the 2019 campaign. The Communications Teams developed a joint promotional campaign that featured

Firefighters from diverse backgrounds and these were widely promoted via social media. We enabled perspective candidates to pre-register their interest in the roles prior to opening the application stage of the recruitment process. The pre-registration information was used to inform positive action activities.

The 2019 campaign saw the successful completion of the Phase 1 Trainee course in December 2019 by 15 Trainees and a further 23 Trainees appointed in March 2020.

The 2019 campaign attracted 2,751 applicants, the diversity break down of under-represent groups are as follows:

- Sexual Orientation: 7% of applicants identified as gay, lesbian, bisexual or in another way. Of those appointed, 5% belonged to the LGBTQ community.
- Female: 13% were female. Of those appointed, 15% are female.
- Ethnicity: 8% were from a BME background. Of those appointed, 2.5% were from BME communities.
- Disability: 1.8% declared a disability. Of those appointed, 2.5% had a disability.

Appointments and Promotion

Throughout 2019/20, we have recruited for various roles across all departments resulting in 51 new appointments and 41 internal promotions.

Gender	Total
Female	12
Male	80
Total	92

Ethnicity	Total
Non declared	2
Other White British	1
White British	89
Total	92

Age Range	Total
16-24	7
23-35	17
36-45	31
46-55	32
55+	1
56-65	4
Total	92

Religion	Total
Athiest	14
Christianity	34
None	23
None declared	5
Other; please specify	3
Prefer not to say	12
Spiritual	1
Total	92

Sexual Orientation	Total
Gay	4
Heterosexual	80
Lesbian	1
Non declared	3
Prefer not to say	4
Total	92

Disability	Total
No	46
None	41
Not stated	4
Yes	1
Total	92

Applicant Information

Gender	Total
Female	278
Male	313
No Answer Given	9
Total	600

Age Range	Total
16-24	89
23-35	194
36-45	144
46-55	130
56+	43
Total	703

Sexual Orientation	Total	Ethnicity	Total
Bisexual	8	Asian or Asian British - Indian	4
Gay	18	Asian or Asian British - Pakistani	1
Heterosexual	511	Asian or Asian British / Bangladeshi	1
Lesbian	12	Asian or Asian British / Indian	2
No Answer Given	23	Asian or Asian British / Pakistani	2
Prefer not to say	28	Other Asian	2
Total	600	Black or Black British - African	3
		Black or Black British / African	3
		Black or Black British / Caribbean	2
Disability	Total	Chinese	1
No	536	Mixed - White and Asian	1
Prefer not to say	25	No Answer Given	21
Yes	39	Other Asian Background	1
Total	600	Other Black Background	1
		Other Mixed	2
		Other Mixed Background	2
		Other White Background	12
Religion	Total	Prefer not to say	9
Atheism	50	White - British	359
Buddhism	2	White British	160
Christianity	361	White Irish	4
Hinduism	1	White - Other	7
Islam	2	Total	600
None	156		
Prefer not to say	24		
Sikhism	1		
Spiritual	3		
Total	600		

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.

Two of our key areas of focus for this period (and moving into the rest of 2020) have been:

- Performance Development Review (PDR) objective setting and conversations (quality and compliance)
- Progression in response to our HMICFRS inspection Areas for Improvement.

In our 2018/19 report, we explained the refinements made to the design of the PDR, our new approach to employee appraisal. Our work this year has focused on compliance and quality in relation to performance objective setting and conversations. We have supported our people through a series of Effective Performance Conversations workshops, 1-2-1 follow ups, Station briefings and the creation of online resources.

HMICFRS identified a small number of areas where we could improve our practices in relation to the development of our people, particularly our recording mechanisms for ensuring they are fully supported in acquiring and maintaining the skills necessary for their role. During this time, we have worked with an external supplier to design a bespoke recording platform that will improve the user experience in recording workplace activity and provide effective reporting for managers.

We have also contributed to a national working group to help shape the approach to talent and potential management across the Fire sector. This work has influenced pilot promotion process at Supervisory and Middle Manager levels in our Service; enabling the advancement of a number of personnel at Crew, Watch and Station Manager levels across the Service.

Essential to the improvement of our Service commitment to Diversity, Equality and Inclusion has been the design, development and introduction of a new interactive training package. Available for everyone, the package links our Leadership Bond to key ED&I themes, helping to ensure our core values are understood and demonstrated.

In addition to delivering business as usual which has included the successful delivery of over 3500 'off-watch' training days as well as a series of exercises and joint learning events, 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. Our work has also included the training of two brand new groups of Firefighter recruits which has supported us with our workforce planning and supports our efforts in increasing diversity within the Service.

We have continued with our Investors in People (IiP) accreditation, currently holding the Gold Award and have secured the commitment to continue with a further 3 years of challenging ourselves against the improvement framework.

We have also continued to work with our current and aspiring managers using the i3 profiling tool, developing a deeper level of self-awareness, to support their ability to build effective working relationships. In addition we have delivered team strengths awareness workshops and have increased the number of i3 qualified practitioners to further support recruitment campaigns and personal development.

The department adopted a proactive response in order to maintain the delivery of its core functions during the early stages of the Covid-19 pandemic. Key measures such as reorganising our Training Centre facilities, ensured the safe and effective delivery of core skills to specialist managers, a refresh of operational skills to recently retired employees and a Firefighter Trainee course. Other work including taking a lead on employee engagement to understand how employees were feeling about working during the pandemic was undertaken with all L&OD department members adapting quickly to new remote and flexible working practices.

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 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

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 7 employees who have taken maternity leave, 2 of those have returned and 5 who we expect to return to their roles.

Shared Parental Leave is available to our employees, this 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. This provides a wider range of options for women, men and partners in managing the demands of both the workplace and home.

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.

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 supports employees to return to work with flexibility and balance.

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 2019/20, 7 employees requested flexible working which was successfully implemented. These include 1 Senior Manager, 3 Operational individuals, 2 Control Room personnel and 2 Support Staff employees working various shift patterns and hours across a variety of roles.

Reasonable Adjustments

During 2019/20 our Health and Wellbeing team facilitated 55 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 were 15 grievances recorded in 2019/20, which is a significant increase in comparison to 1 recorded in 2018/19. These grievances included claims of discrimination, bullying and harassment. Of these, 1 was upheld, 7 not upheld, 2 withdrawn, 4 were resolved in another way and one which the outcome is not known yet. There were 2 dismissals during 2019/20.

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.

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 the Chief Fire Officer and to complete an online questionnaire which provide us with feedback reports.

Ethnicity	Total
Non declared	12
Asian or Asian British - Pakistani	1
Mixed - White and Asian	1
Other White Background	1
Prefer not to say	3
White - British	63
White Irish	1
Total	82

Gender	Total
Female	23
Male	59
Total	82

Age Range	Total
16-24	1
23-35	9
36-45	15
46-55	38
56+	19
Total	82

Sexual Orientation	Total
Non declared	12
Heterosexual	65
Lesbian	1
Prefer not to say	4
Total	82

Disability	Total
Non declared	40
No	38
Prefer not to say	1
Yes	3
Total	82

Religion	Total
Non declared	16
Atheist	5
None	8
Christianity	36
Prefer not to say	14
Spiritual	1
Islam	1
Buddha	1
Total	82

Service User Data

After The Incident Survey (Domestic)

In 2019/20, 68 After the Incident Surveys (ATIS) were completed. Of those who completed the surveys the following data was recorded:

- 20.5% were male, 73.5% female and 6% provided no answer
- Of those who stated their ethnicity 45.5% were White British, 13% British, 1.5% English,
- 1.5% White other, 3% Asian, 4.5% said other and 31% provided no answer.
- 34% of respondents declared a disability, 56% didn't have a disability and 10% provided no answer.
- Of those who stated their sexuality, 72% were heterosexual, 4.5% in another way, 3% preferred not to say and 19% provided no answer.

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 2019/20.

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

Asian or Asian British - Bangladeshi	6
Asian or Asian British - Indian	34
Asian or Asian British - Other Asian	56
Asian or Asian British - Pakistani	15
Black or Black British - African	4
Chinese or Other Ethnic Group - Chinese	34
Chinese or Other Ethnic Group - Other	42
Mixed - Other Mixed	125
Mixed - White and Asian	7
White - British	1037
White - Other White	23
Not Stated	40
No Answer Given	56
Total	1443

Our Fire Safety team 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 71% White British and 29% were from minority ethnic communities.

The workload conducted by the Fire Safety Department is split into programmed and reactive work. Both elements of work take into account the risk at the premises and not the ethnicity of those that own or use the premises.

The programmed workload is scheduled by the Risk Based Inspection Programme, which identifies premises most at risk of fire and non-compliance. 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 including those audits undertaken following a fire at a non-domestic premises.

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 working closely with regional business groups and forums such as the Federation for Small Businesses, Better Business for All, the Growth Hub and North East Chamber of Commerce.

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.

Prevention and Education Home Safety Check (HSC) visits

From this data we can see that 85.9% of the individuals receiving an HSC from operational personnel during the period were White British, with 5.3% being from a minority ethnic community.

Groups receiving an HSC / Falls Check	Number of people 2019 / 20
65 and over	13,539
Immobile (disabled)	106
Mental Health Issues	174
Total	13,819

Ethnicity	Number of HSCs 2019 / 20
Asian or Asian British - Bangladeshi	22
Asian or Asian British - Indian	143
Asian or Asian British - Other Asian	178
Asian or Asian British - Pakistani	68
Black or Black British - African	60
Black or Black British - Caribbean	19
Black or Black British - Other Black	51
Chinese or Other Ethnic Group - Chinese	75
Chinese or Other Ethnic Group - Other	27
Mixed - Other Mixed	60
Mixed - White and Asian	23
Mixed - White and Black African	5
Mixed - White and Black Caribbean	8
Not Stated	196
White - British	12,203
White - Irish	26
White - Other	134
Not recorded	900
Total	14,198

Community Engagement 2019/20

The Tyne and Wear Fire and Rescue Service (TWFRS) Community Engagement Team engaged with over 35,000 people during the period from 1 April 2019 to 31 March 2020.

Community engagement advocates and community volunteers, have worked with and engaged regularly with many communities and groups throughout Tyne and Wear. Our teams have engaged with hard to reach and at-risk groups utilising 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 principles of fire safety in the home. We have aimed to reach out to all communities of Tyne and Wear to reduce risk and champion the Service.

This included key hard to reach and vulnerable groups, such as international students, refugees and people who are seeking asylum in the UK, people with disabilities, older people, black, Asian and minority ethnic (BAME) communities, those people who identify as part of the lesbian, gay, bisexual, and transgender (LGBT+) community, people living with dementia, carers, military veterans and young people. This resulted in 245 households being referred for home safety checks to the Prevention and Education Department.

We have continued the working relationship with the North East Ambulance Service, the three area commands of Northumbria Police's community engagement teams and Northumberland Fire and Rescue Services, community safety representatives.

We have been working to add further structure to the community volunteer recruitment and retention process and increase the representation amongst the volunteers, of those who speak a language other than English.

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.

Our Community Advocates have attended a host of religious and cultural events, as well as wished Ramadan Kareem, and Eid Mubarak to members of our Muslim Community through the medium of a series of social media videos, distributed across our services social media Platforms.

This also provided the opportunity for our staff to share valued fire safety information, including cooking safely whilst wearing loose clothing in both English, Arabic, and Punjabi languages.

Our team has supported several food banks across the service area and delivered fire safety sessions to those that attend them. Our staff and volunteers have attended many citizenship ceremonies and delivered fire safety literature in a range of languages and formats.

We have also supported dementia awareness, encouraging staff to become dementia friends, and delivered awareness sessions to the attendees of the service delivered Princes Trust program.

District engagement highlights have included the following:

Newcastle upon Tyne

Our work in the Newcastle District has included our community response to offer support and reassurance to members of the community, which may have been affected by the tragic fatalities that occurred in December 2019.

We also supported our Prevention & Education colleagues when carrying out hot strikes (contact with neighbouring premises after a fire incident) to provide a structured community response support following several fire fatalities.

We attended the Mini Mela at Hadrian School in collaboration with CREST, Apna Ghar, Bangladeshi Youth Organisation, Education, Health Watch, and attended the Newcastle Mela in collaboration with the NHS, Northumbria Police Newcastle City Council, as well as representatives from the Military, Army Cadet Force and Sea Cadets.

We worked closely with the North East Chinese Association, and attended the Chinese New Year Celebrations in Newcastle, in collaboration with NEAS and Northumbria Police community engagement teams.

We collaborated across a range of events as part of the annual Northern Pride celebration in Newcastle in July 2019, staff, volunteers, and Senior Officers from the Service attended the event, as well as hosting the annual Blue Light Breakfast. We also collaborated with the Northern Pride Organisers, the Northumbria Police Community Engagement team (Central Command), Newcastle Council, the NHS, Your Homes Newcastle, the 'Hate Crime Champions' initiative chaired by Northumbria Police.

We have been working with the organisers of UK Pride, which was scheduled to take place in Newcastle, in the summer of 2020 but was sadly postponed for a year due to Covid. We did however attend the UK Pride Launch Party with several community volunteers in February 2020.

Our safety advocates have supported the services Fire Safety department and various businesses in Newcastle to support them with translation into Arabic, Bengali and Punjabi to support their work with local businesses.

We have also engaged with those who are taking English for Speakers of Other Languages (ESOL) classes and have provided fire safety advice to students.

We have attended the following –

BAME Events	185
Events with a particular focus on disabled people	41
Provided cooking safely whilst wearing loose clothing advice	44

Attended events with a particular focus on older people	31
Attended youth events	21
Attended Drug and Alcohol Support Groups	4
Attended LGBT+ Community Events	5
Attended events with a focus on those living with Dementia	4
Attended General Public Events	183

Sunderland

TWFRS hosted the BAME network conference 2020, which was well attended by community engagement and other service staff. The conference was held at TWFRS SHQ on 26 February 2020, sponsored by Gentoo and was organised in collaboration with the Asian Fire Service Association (AFSA), Northumbria Police, Police and Crime Commissioner, Young Asian Voices (YAV), Newcastle City Council, Sunderland BME Network, STARCH (South Tyneside Asylum Seekers and Refugees Church Help) and Action Foundation. Representatives also attended the conference from Cleveland Fire Brigade, South Yorkshire Fire and Rescue Service, County Durham and Darlington Fire and Rescue Service, Durham Constabulary and New Hope (Autism Organisation).

Highlights for Sunderland included work engaging with local communities and attending Chinese Lunar New Year celebrations held in January at the Winter Gardens, as well as engagement with the LGBT+ community, attending the Sunderland Pride events held in the city.

TWFRS Staff and community volunteers marched in the Pride parade and attended engagement events.

We have also, delivered a lunch club Intelligence lead fire safety information session in Hylton Castle Sunderland in collaboration with Age UK Sunderland Essence Sunderland to consider how we can support the older member of our community.

A community engagement advocate and P&E staff attended the Salvation Military Southwick event in Southwick and have maintained good relations with the Sikh Gurdwara. We have provided fire safety Information sessions to the Wear Recovery centre in Houghton and attended a volunteer information session at the Sunderland Recovery College.

South Tyneside

Staff and volunteers engaged in a variety of events in South Tyneside during the period 2019-20.

The service engaged with older people and vulnerable adults through giving fire safety in the home talks and supporting users who attend Arts 4 Wellbeing in South Shields working with adults who require learning support and attending Dementia cafés to support people with dementia and their carers. We engaged with Big Local to attend events promoting positive mental health and attended Silver Fest in Jarrow.

We collaborated with partners to deliver various events for Asylum Seekers and Refugees in the area, supported our BAME communities through numerous fire safety talks and support for key calendar events such as Vaisakhi, Ramadan and Eid focusing on safe cooking and the dangers of loose clothing. We also hosted and attended a celebratory event at Living Waters Church in March, to celebrate International Women's Day.

North Tyneside

Staff and community volunteers engaged extensively with many vulnerable people in North Tyneside in 2019 and 2020.

Notable highlights include delivering fire safety information sessions to vulnerable groups including North Tyneside Disability forum, Mum's Space and Peary House for people with visual impairments We also summer health and wellbeing / fire safety information sessions in the area in collaboration with the NHS, North Tyneside council and Unison, events at Killingworth Shopping Centre and Keeping Safe.

We worked with Our BAME Communities on engagement with mosques around Ramadan and Eid, and local Sikh communities around Vaisakhi, as well as delivering Fire Safety Sessions at ESOL (English for Speakers of Other Languages) classes as TyneMet College.

During the early stages of the COVID response we have been engaging with various organisations, including Engage Wallsend at Battle Hill by phone.

Gateshead

Work in Gateshead in 2019/20 included engagement as part of the Gateshead versus Arthritis event held at the Gateshead Civic Centre, and supported the organization with attendance of the Arthritis Support Group at the Masonic Hall in Gateshead.

We have visited the Turkish mosque in Gateshead to support the fire safety department in carrying out a fire inspection.

Our staff have attended Friday prayers and provided advice on career opportunities to worshippers at a number of mosques in collaboration with Northumbria Police, the NHS, and Gateshead City Council.

A Community Engagement Advocate and Community Volunteer attended the Hate Crime: Walk of Solidarity at the Pelaw studio and we have also provided Safety Information Sessions at the Dunston Methodist Church.

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

SafetyWorks!



SafetyWorks! is a facility serving the people of Tyne and Wear, managed and operated by Tyne and Wear Fire and Rescue Service in conjunction with partner agencies. With over 14,000 visitors a year the centre provides realistic and interactive scenarios which enable practical learning in a safe, controlled environment.

SafetyWorks! directly contributes to the aims of the community safety strategy by ‘supporting safer, healthier and more inclusive communities through education, youth inclusion, collaboration and partnership’. This ‘experiential learning’ approach makes the experience involving and stimulating for visitors.

All sessions provided at SafetyWorks! are tailored to the needs of the visiting group, and we ensure that the information provided is up to date and reflects current and emerging issues in our society.

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 44 sessions throughout April 2019 – March 2020, engaging with 655 young community members.

2019/2020 saw the start of a new project within Phoenix, called Phoenix Out & About, which is an outreach programme, which allows youth organisations of any sort to book sessions for Phoenix to attend their venues to deliver sessions on various different subjects such as: fire safety, water safety, road safety, CPR, drug and alcohol awareness, etc. This project has been successful so far, seeing the community take advantage of this unique project and we continue to engage with more members of the community into 2020/21.

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:

Cadet Achievements

Gateshead – A fire appliance made available, equipment and fire cadets for the Great North Run. Our 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 - The Scarecrow Festival at East Boldon was a big success which the cadets were fully involved in. This is an annual event with an organised scarecrow trail to raise money the local community at East Boldon. Cadets picked up litter, sold raffle tickets, issued wristbands for the fairground rides and trail forms for the event, sold refreshments, refilled water canisters at the stalls and generally helped out wherever needed. It was an excellent opportunity for the cadets to become involved with the wider community.

This event encouraged the more reserved cadets to blossom and grow in confidence as they interacted with the public and each other. Positive feedback was received via social media from the organiser which the cadets appreciated.

Marley Park - Cadet leaders have grown the branch attendance from 6 members to 18 in the last 12 months, and include 3 individuals who had previously been part of the Phoenix project and 2 young people who are active members of our associated boxing hub.

We participated in youth focus engagement and put on a Christmas party for terminally ill children from Grace House.

Byker - Cadets took part in the Fire Fighters 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 recently in support of the torches for children in Africa which was an enormous success.

West Denton - Highlights include Volunteer Instructor Zeeshan Ayub, who attended Pakistan with IETUK to deliver presentations on the benefits of the role of a Fire Cadet. Return visit by the Youth Assembly of Pakistan visited the West Denton cadets branch. Cadets also supported the inaugural young person's LGBTQI Pride in Washington. They supported Costa Coffee Foundation raising money to support the children of their coffee growers.

All cadet units worked together and 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 Cadets from this branch who are also Volunteers Instructors of the cadets, have now successfully secured full time employment with TWFRS. This demonstrates that early engagement with the community can lead to a permanent employment.

Ethnicity of Fire Cadets per branch	West Denton	Byker	Tynemouth	South Shields	Marley Park	Low Fell	Swalwell	Totals
White - British	19	7	9	10	17	6	6	74
White - Other					1			1
Asian / Asian British	2							2
Black / Black British	1							1
Sessions per year	50	50	44	50	50	44	44	332

Prince's Trust



540 sessions across the three venues of Gosforth, Marley Park and Farrington.

Ethnicity of young people engaged:

8 Black

1 Asian

93 White

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.

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.

Success Story

TWFRS are proud that Dominic Batey from Farrington Team won North East Young Achiever of the Year in October 2019 after his successful work placement with Super Dry which resulted in Dominic being offered a full-time position. Dominic has also been nominated as the Store's Fundraising Coordinator. This is a fantastic achievement – well done Dominic!

Conclusion and Objectives

During 2019/20 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 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**

