

Progress on Implementation of the Single Equality Scheme Action Plan

Report of the Chief Fire Officer

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1 Purpose of Report

This report updates Members on progress on the main actions identified in the Single Equality Scheme Action Plan from March 2015 to February 2016.

2 Recommendations

The Committee is asked to note the contents of the report

3 Background

This report provides Members with:

- Details of major actions within the Action Plan; and
- The latest version, quarter 4, of the Action Plan.

4 Progress on the Main Actions

The revised Action Plan for the final quarter of 2015/16 is attached for Members' information.

2015/16 total actions completed = 47

Actions completed:

Quarter 1 = 10

Quarter 2 = 12

Quarter 3 = 12

Quarter 4 = 13

5 Examples of Equality and Diversity Work

Employment-focused equality and diversity work over the past year has included:

- 3 Dementia Awareness Training sessions for Headquarters employees. The feedback was very positive and the sessions are now being rolled out to watch staff during 2016.
- Inclusion in the Bluebird Care newsletter and the 'In the fire' magazine for our sessions.
- Press release in the Shropshire Star regarding several of our employees with dyslexia. This generated an increased awareness both internally and externally and provides best practice to other organisations.
- Hearing impairment awareness leaflet produced and on the portal. This is also useful for employees, who deal with the public.
- Equality and Diversity Policy Statement completed.
- Transgender guidance completed.
- Member training completed in October 2015.
- Our Positive Action programme aims to encourage under-represented sections of the community to apply for employment with the Service, and is sanctioned under the Equality Act 2010. Women's Taster Days have been held to encourage women to apply for employment as Retained Firefighters on the following dates:
 - 21 February - Oswestry
 - 18 March – Follow-up event at Telford Training Centre
 - 2 May – Craven Arms
 - 3 June – Follow-up event at Telford Training Centre
 - 28 November - Minsterley
- First Black and Minority Ethnic taster for Retained Firefighters held at Wellington Station on 12 September with a follow-up session on 17 October 2015. There are 2 individuals interested in joining from this event.
- For the first time in over 6 years there have been 3 wholtime positive action events at Telford Training Centre. All feedback from those, who attended, was very positive.
 - 20 January – Open to all, which 31 people attended
 - 23 January – Black or Minority Ethnic (BME) then changed to open to all. 25 attended, of which 9 were BME, 2 were White Other, and the rest White.
 - 24 January – Women – 20 attendedInformation packs have been sent out to all, who were interested, and to retained stations.
- MIND
 - Signed up to the MIND Blue Pledge
 - Created an action plan
 - Held 2 manager training sessions to date
 - Chief Fire Officer sent information to all employees about the 'time to talk day'
 - Put information on the Service's weekly newsletter and on the portal about MIND
 - Managers Briefing – information given about MIND and the pledge, action plan and training

The action plan is now an ongoing piece of work with actions for all parts of the organisation. The training sessions have been highly successful and employees have shared some of their personal experiences during these sessions.

- The programme of reasonable adjustments to the working conditions of disabled employees has expanded over the year. Most of the work is with dyslexic operational employees, providing personal tuition, specialist equipment and peer support, as appropriate. The costs are partly met by Access to Work. The programme continues to be highly effective in enabling employees to carry out their roles with increased confidence and effectiveness.
- 3 women attended the Women in the Fire Service development weekend and provided feedback, which was placed on the Service's weekly newsletter.
- Equality and Diversity Induction Training completed for new employees.
- Equality and Diversity Refresher training completed for Control staff.

Externally-focused equality and diversity actions over the year have included:

- The South Asian Fire Attitudes Research Initiative (SAFARI) project explored attitudes among South Asian communities towards the job of a firefighter, and towards different aspects of fire safety. This has now been completed and an action plan devised from the results.
- The working relationship between Equality and Diversity and Prevention Departments has continued over the past year, which has allowed continued joint working on areas, such as language requirements, and working on the SAFRI action plan and outcomes from attending the Engaging with Ethnic Minority Businesses Seminar.
- Frequent articles and notices on Facebook, twitter and in the Service's weekly newsletter on providing employees and the public with information about equality-related issues and events.
- Attendance at, and ongoing support for, local equality and diversity groups and events, including:
 - Provision of meeting rooms for local groups, including Fairness Respect Equality Shropshire (FRESH)
 - Attendance at and support for FRESH Ltd meetings
 - Attendance at LGBT events, Rainbow Film Festival by a senior officer and the launch of the LGBT History Month in February.
 - Flying Rainbow flags over HQ and Telford Training Centre to mark International Day against Homophobia (17 May), LGBT History Month (12 to 14 February) and Rainbow Film Festival (16 to 18 October)
 - Supporting Dyslexia Information Day
 - Attendance at the Asian Fire Service Association (AFSA) Annual conference and providing a workshop on the SAFARI report.
 - Holding the AFSA executive meeting and development session in the Service's offices.
 - Attendance with the outreach vehicle, watch and Deputy Chief Fire Officer at the FRESH Cultural Diversity Day on 25 July.
- October contains several Equality & Diversity international commemorative events, and local festivals. The Service has, therefore, initiated an annual 'Celebrating Diversity' month in October.

A Celebrating Diversity Open Day was held on 10 October 2015 in Shrewsbury with displays to mark commemorations. This proved popular with the public and generated media interest in equality and diversity. Over 60 people attended and the event was also opened to other organisations for stalls: FRESH attended, Blood Bikes, BME Health Awareness and the Fire Service Charity.

- The Service now has a 'Community Hate Crime Reporting Centre', based in Headquarters Reception. This has been developed in partnership with the Shropshire Hate Crime Partnership Steering Group. There is also a Hate Crime poster on one of the Service's appliances and more are planned in the future.
- Safe and Ageing No Discrimination (SAND) training has been given to Protect and Prevent teams.
- Translated materials have been provided for the prevent team and trials of language line have taken place.

5 Financial Implications

There are no financial implications arising from this report.

6 Legal Comment

There are no legal implications arising from this report.

7 Initial Impact Assessment

This report contains merely statements of fact / historical data. An Initial Impact Assessment is not, therefore, required.

8 Equality Impact Assessment

This report contains merely statements of fact / historical data. An Equality Impact Assessment is not, therefore, required.

9 Appendices

Single Equality Scheme Action Plan, Quarter 4, December 2015 to February 2016

10 Background Papers

There are no background papers associated with this report.

SES Action Plan December 2015 – February 2016

1.0 Recruitment, selection and training

Number	Issue / work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
		Employment	Service delivery					
1.1	Dyslexia	Improved awareness and initial recognition of dyslexia in employees	Greater confidence in service provision by Service and service users	<ul style="list-style-type: none"> Filming and production of dyslexia awareness film in progress Publicise support to employees in local media Promote film to be used in other FRS and other organisations – CCO Presentation by Neil Grady to be reviewed and put on portal or e-learning package Dyslexia Awareness training 	E & D CCO E&D E&D	09/15 New date 03/16 03/16 04/16 05/16	First and second cut of film received. Still to cut down length from 25 to 15 minutes NP to remind all employees everything produced by SFRS external or internal minimum Arial 12 – completed 25/2/16 MS actioned	Make available on portal when finalised Associate Trainers to have Dyslexia awareness training

Number	Issue / work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
		Employment	Service delivery					
1.2	Dementia	Raised awareness of symptoms and appropriate responses to dementia	Dementia-sensitive service provision, leading to appropriate support for relevant service users	<ul style="list-style-type: none"> Need for training for operational employees to be reviewed 	E&D / Prevention Prevention	2016 2016		Dementia Awareness training arranged for SY station and all RDS stations in CFS training slot. Dementia Action Alliance plan in progress with Prevention.
1.3	SAND (Safe Ageing No Discrimination) (LGB)		Sensitive service provision, leading to appropriate support for relevant service users		E & D	04/16		Explore a review meeting with SAND to find out their views from lessons learned by SFRS – E&D – NP emailed them
1.5	E & D refresher training	All employees understand: <ul style="list-style-type: none"> the importance of E&D to the Service their responsibilities for good E & D practice in their work 	<ul style="list-style-type: none"> More sensitive and aware service delivery Service delivery models anti-discrimination practice 	<ul style="list-style-type: none"> Rolling programme to be arranged Ongoing review and revision of content EDO to review e-learning package on learning pool academy. New programme to be agreed by operational management 	E & D E & D E & D	Ongoing ➔ 05/16	<ul style="list-style-type: none"> Rolling programme to be prepared EDA training commenced as an administrator and author for e-learning package. 	Request for a follow-up session to explore case studies/ scenarios – Follow up with Kevin Faulkner and Rob Corfield

Number	Issue / work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
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1.6	Induction training	All new employees understand: <ul style="list-style-type: none"> the importance of E&D to the Service SFRS E & D policy framework responsibilities for good E & D practice in their work 	<ul style="list-style-type: none"> New employees understand core values of Service More sensitive and aware service delivery Service delivery models anti-discrimination practice 	<ul style="list-style-type: none"> Ensure new non-uniformed employees participate in E & D induction 	E & D	ongoing		Induction training completed on 13/1/16 for RDS and PCSO's
1.7	Gypsy & Traveller cultural awareness	Increased awareness of the need for sensitivity with colleagues	Greater sensitivity in delivering services to the needs of G&T's	<ul style="list-style-type: none"> Training requested by some whole-time Watches Discussion with ops management about feasibility of delivery to wholetime FF 	E & D / Op. mgmt.	2016 2016		
1.8	Positive action Positive Action continued	<ul style="list-style-type: none"> Challenge to social prejudices about firefighting for under-represented groups Increased representation of women, BME and LGBT people 	<ul style="list-style-type: none"> More representative service delivery Increased interest in working for SFRS from women, BAME and LGB people 	<p>A programme of positive action events to encourage applications for employment as firefighters</p> <ul style="list-style-type: none"> Develop revised BAME & LGBT PA approaches 	<p>E&D / CFS / T&D / Ops mgmt.</p> <p>E&D</p>	<p>12/15 Completed</p> <p>09/15 Completed</p>	<p>Whole time positive action events planned for 20 Jan – open to all 23/24 January – BME and Women</p> <p>SAFARI results used to inform event format</p>	<p>Attendance: 20 Jan – 31 23 Jan – 25 24 Jan – 20 Taster session debrief 11 Feb 2016</p>

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								recruitment on the portal for RDS employees to review for applying – Taster day packs sent to all RDS stations with info on the recruitment process including the application
1.9	Reasonable adjustments	<ul style="list-style-type: none"> Disabled employees provided with at least their legislative entitlements to reasonable adjustments to their working environments. Disabled employees enabled to perform their job roles to the standards required for their posts 	Services delivered by all employees to the same high standard	<ul style="list-style-type: none"> Reasonable adjustments programme to be maintained and developed Set up another dyslexia networking evening to provide ongoing support Encourage recently diagnosed employees to attend 	E&D / T&D / Line mgmt / Ops mgmt	<p>Ongoing</p> <p>05/16</p> <p>01/16 Completed</p>	Dyslexic employees are being offered a joint training session on how to understand training manuals.	<p>E&D SG suggested the scope of what SFRS do for its employees is publicised in the wider community.</p> <p>E&D SG - all adjustments to be logged including adjustments made operationally for boots, chairs etc. NP to co-ordinate with Human Resources for the information. - Completed</p>

2.0 Policy

Number	Issue/ work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
		Employment	Service delivery					
2.1	Impact assessments	Current equality, diversity and human rights impact assessments exist for employment policies and procedures	Current equality, diversity and human rights impact assessments exist for all service delivery and community engagement policies and procedures	Monitor progress of suggested Impact assessment process	All managers and officers	Ongoing: annual review in March	EQIA finds messages collated Meeting has taken place with ACFO, Planning & Performance Manager, Corporate Services Manager and E&D officer to discuss process E&D officer has had initial meeting with P&P officer to look at putting forms on portal.	P&P Manager to look at integrating EQIA's into Business Planning Process. E&D officer to meet with P&P officer to 'develop a user story' for creating this on portal.
2.2	Impact Assessment BO	<ul style="list-style-type: none"> • Clear guidance for employees on IIA process • Framework for analysing potential equality & human rights impacts 	Framework for analysing potential equality & human rights impacts of SFRS policies and practice on communities and service users	New guidance on equality monitoring and impact assessment being prepared	EDO	05/16	Structure of equality policies changed	Will be reviewed in line with 2.1.

Number	Issue/ work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
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2.3	Equality & Diversity Policy Statement	Update: incorporate changes in legislation, Service policy and scope	Update: incorporate changes in legislation, Service policy and scope	Consultation completed	E & D	08/15 Completed 05/16		E&D to seek time on the agendas for WT and RDS OIC meetings to explain the new structure and reinforce the Service's commitment to E&D and an inclusive culture.
2.4	Disability BO	Disability policy framework based on social model and reasonable adjustments.	Disability policy framework based on social model and reasonable adjustments.	Disability policy framework in consultation with managers	E & D	05/16	Consultation completed	
2.5	Transgender guidance	Framework for supporting employees going through gender reassignment		To be added to e-learning and Portal	E & D	09/15 Completed		
2.6	Equality Monitoring BO	Policy framework to enable adequate data on equality characteristics for SFRS workforce and service users	Policy framework enables adequate analysis of service users' equality characteristics	New guidance on equality monitoring and impact assessment being prepared	EDO	05/15 ongoing and in progress new date 05/2016	Structure of equality policies changed	

3.0 Communication

Number	Issue/ work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
		Employment	Service delivery					
3.1	Images and stereotypes	Positive images of non-stereotypical and/or non-traditional roles	Positive images of non-stereotypical and/or non-traditional roles	<ul style="list-style-type: none"> Annual review of images used in SFRS material for positive role models Draft review process for annual review of SFRS images 	All	12/15	<p>Meeting held with operations to develop a storyboard for a job related test video featuring women firefighters</p> <p>Reviewing our website for women role models</p>	<p>Follow up progress</p> <p>MS to carry out review</p>
3.2	Translated materials	Relevant support materials available to enable employees to communicate with speakers of other languages	Information available in languages and imagery appropriate to communities	<p>(Attend monthly fire safety meetings for P & P)</p> <p>Work with Chinese Business Support to incorporate SFRS Risk Assessment information into their material</p> <p>Publicise availability and use of language line</p>	<p>E & D</p> <p>Protection</p> <p>E & D</p>	<p>ongoing</p> <p>09/15 Completed</p>	<p>P&P have had trial run of language line – very clear and easy to use</p> <p>P&P to film trial of LL to go on portal</p>	<p>P&P Managers decided that this was not effective communication</p>

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		Employment	Service delivery					
				Review availability of live translation services in the area communities	E & D	<p>Completed</p> <p>2016</p> <p>04/16</p> <p>06/15 Completed</p>	<p>Piece written for P&P newsletter on LL to publicise the benefits of using it</p> <p>In progress costs taken to P&P meeting</p> <p>Survey gizmo being trialled as a survey tool for SFRS – E&D to use for translation of languages for our communities</p> <p>Cost and Service level agreements obtained</p>	<p>Review language line instructions and check guidance documents on all fire service vehicles especially Prevent and Protect.</p> <p>Information given to Protection on interpretation costs per visit and group agreed a low usage so to keep information on file and use as and when required rather than entering into a contract.</p>

Number	Issue/ work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
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3.3	Visual accessibility (Corporate Identity)	All employees able easily to understand Service documents	Members of the public able easily to understand Service documents	Articles in 'Pink' and Yammer reminding employees about corporate identity standards	CCO	08/15 Completed	A reminder has been placed on the Portal to look at our standards	
3.4	Groups, networks and organisations	<ul style="list-style-type: none"> • Service able to hear community concerns and feedback • Service able to communicate information to communities effectively 	<ul style="list-style-type: none"> • Better awareness of available services • Engagement with Service policy and service development • Access to Service resources to support their work 	FRESh Rainbow Film Festival: <ul style="list-style-type: none"> • Attending opening event Shropshire Hate Crime Steering Group: Posters on Service appliances	E&D/Execs CCO CCO	10/15 Completed 07/15 in progress new date 04/16 12/15 Completed	Andy Johnson attended opening event A further review is being undertaken of appropriate vehicles. 1 vehicle has the hate crime poster to date.	Meeting in March agreed to Plan for which posters on which vehicles with CCO, Prevent and Protect, E&D Research completed, exploring cheaper options Look at projecting images on to walls for media campaigns such as station shutters

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		Employment	Service delivery					
				AFSA conference		11/15 Completed	John Das-Gupta, Rab Dhami and Natalie Parkinson attended event. Natalie and Jonathan Hyams provided a workshop at the event on the SAFARI research.	AFSA Executive committee & employee development session Jan/Feb 2016 to be held at SFRS, offering a development session to our employees. Development session was on mediation
				AFSA executive committee and development session	E&D	04/02/16 Completed		
				Celebrating Diversity Month Event 2015	E&D / officers	10/15 Completed	To create an event to promote the service to these communities including station tour, control room, appliances, smoke tent and chip pan demonstrations	10/10/15 successful event 60 people attended
				Back in Time LGBT History Event		12/02/16 Completed	Natalie Parkinson and Pete Hawkins attended the launch event	

Number	Issue/ work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
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						Completed	At managers briefing 10/2/16 CFO communicated info about MIND programme and managers were all given booklets about MIND	
						Completed	"Time to Talk" day 4/2/16 CFO sent email to all staff to take 'time to talk' and info on signing the pledge	
						2016		Working on the action in the mind action plan

4.0 Research

Number	Issue/ work area	Outcome		Current Action	Who's responsible	Target date	Progress since last quarter	New Action
		Employment	Service delivery					
4.1	SFRS Cultural Audit (or substitute sampling)	Identification of positive and negative issues about SFRS among employees		ACO to consider smaller-scale project to profile a specific topic or section of SFRS employees	ACO	03/16	01/16 E&DO has supplied questions for inclusion on the survey for E&D and Mental Health	LM said meeting on 15 December to Plan the survey and it will be conducted before 31 March 2016.
4.2	SAFARI - South Asian communities and attitudes to fire research project	Reliable data on any barriers to recruitment of South Asian people as f/f	Reliable data for South Asian people on: <ul style="list-style-type: none"> • Perceptions of SFRS • Any issues of attitudes and/or practice for domestic and business fire safety 	Data analysis in progress and draft research report in progress	E & D	12/15 Completed	Working group meeting held to look at recommendations to take to next E&D SG	<p>NP presented final report to the steering group with an action points table devised from the joint meeting.</p> <p>Group recommended to look at Polish, Urdu and Punjabi communities as demographics have started to change.</p> <p>Work on action plan as above</p>
					E&D/P&P	2016		