

LEICESTERSHIRE

FIRE and RESCUE SERVICE

Status of Report: Public Agenda Item: 11

Meeting: Combined Fire Authority
Date: 25th September 2014
Subject: Annual Report 2013/14
Report by: The Chief Fire and Rescue Officer
Author: Richard Chandler (Deputy Chief Fire and Rescue Officer and Director of Organisational Development)
For: Information Only

1. Purpose

The purpose of this report is to present the Annual Report of 2013/14's performance to the Combined Fire Authority (CFA).

2. Executive Summary

The Annual Report 2013/14 will be published on the website following the CFA meeting and publicised in the usual manner including via social media.

3. Report Detail

- 3.1 The Annual Report 2013/14 (see **Appendix 1**) has been shortened and summarised when compared to previous years, in order to make it more accessible and user-friendly to the CFA's communities. It now contains a headline summary of performance in each of the 3 areas of response, prevention and protection. Links are then provided to the website where the full performance information can be found. This format provides a much easier to read, user-friendly version than in previous years.
- 3.2 The document also provides a link to the Annual Statement of Accounts that will be published on the website and to the equalities web pages that contain all details of our equalities achievements and performance. Details of capital project outcomes and achievements are also covered. Members of the CFA have received the performance data at meetings of both the Policy Committee and the Overview and Scrutiny Committee. The Annual Statement of Accounts is to be found elsewhere on today's agenda. A copy of the Annual Equalities Report is attached at **Appendix 2** for consideration before publishing.
- 3.3 This report links in to the work being carried out to redesign the website in order to improve its accessibility and presentation of information. The links in this document

will take the reader to the revised pages on our website. However, it should be noted that the website redesign is still under development.

4. Report Implications / Impact

4.1 *Legal (including crime and disorder)*

The publication of performance information sits within the good practice of open and transparent data for public services.

4.2 *Financial (including value for money, benefits and efficiencies)*

None identified.

4.3 *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)*

Publication of our annual performance figures mitigates any organisational reputational risk and that of not meeting the transparency agenda.

4.4 *Staff, Service Users and Stakeholders (including the Equality Impact Assessment)*

None identified. Links to equality performance are within the document.

4.5 *Environmental*

The Annual Report will be kept electronic, unless requested in hard copy, to minimise environmental impact.

4.6 *Impact upon Our Plan Objectives*

Publication of our performance supports and monitors the achievement of all of our corporate objectives.

5. Recommendation

CFA is asked to note the Annual Report for 2013/14.

6. Background Papers

None

7. Appendices

1. Annual Report 2013/14
2. Annual Equalities Report 2013/14



ANNUAL REPORT

// 2013-2014



LEICESTERSHIRE
FIRE and RESCUE SERVICE

www.leicestershire-fire.gov.uk

safer communities

PERFORMANCE AND RESPONSE STATISTICS

Our performance in 2013/2014 has seen some excellent results:

- We maintained response times, meeting life risk attendance standards within 10 minutes 95.9% of the time and non-life risk within 20 minutes 99.3% of the time.
- We attended 8,038 emergency incidents during the year, a 37% reduction from 12,749 in 2004/05. This is primarily due to our preventative, education, enforcement and inspection programmes.
- The number of primary and secondary fires we attended was 2,258, a reduction of 912 (40%) from last year.
- Appliance availability for wholetime crews was 99.2%, and for On-Call crews 89.9%.
- We attended 661 road traffic collisions. 202 involved freeing trapped people, 60% of these people were freed within 5 minutes, with 92% within 30 minutes.
- We also achieved a 25% reduction in hoax calls.



Follow this [link](#) to view our performance data in much more detail.

PREVENTION STATISTICS

We are continually working to make our communities safer through the delivery of our Community Safety Strategy. This strategy is designed to raise awareness of danger in order to prevent fires and other emergencies from occurring. In 2013/14:

- We completed 4,201 Home fire Safety Checks and an additional 857 were delivered by partner agencies (Red Cross, British Legion and Charnwood Neighbourhood Housing).
- We fitted 4,498 smoke alarms.
- We organised or supported 984 events aimed at promoting fire and road safety as well as preventing arson. These included: FireCadets and Fatal 4 Roadshows.
- We completed 15 Prince's Trust Teams, delivered to 228 young people.
- 549 events were undertaken engaging community groups.
- Our dedicated School Programme delivered by our Community Safety Educators visited 357 schools in Leicester, Leicestershire and Rutland, delivering fire and road safety education to pupils.



Follow this [link](#) to view our performance data in more detail.

PROTECTION STATISTICS

Our Fire Protection Group enforces current fire safety legislation, seeking to reduce fire risk in non-domestic properties and businesses by carrying out risk-based inspections, giving advice and where necessary, serving enforcement notices.

In 2013/14 our Fire Protection Group completed a total of 3,468 jobs. These included:

- 703 fire safety audits
- 908 Building Regulations inspections
- 457 fire safety concerns
- 104 specific inspections
- 159 desk-based assessments
- 267 licensing consultations
- Responding to 386 fire safety advice requests

All of this work resulted in:

- 13 prohibition notices being served
- 46 enforcement (formal) notices being served
- 175 action plans and 187 deficiency notices being served

Follow this [link](#) to view our performance data in much more detail.



The Annual Statement of Accounts reports the financial position of the Authority at 31 March 2014, and details of transactions during the financial year where required by the accounting regulations. The statement of accounts is audited by our external auditors and includes an income and expenditure account, a balance sheet, pension fund accounts, group accounts and supporting notes.

Follow this [link](#) to view more detailed information and our statement of accounts.

Value for money – we continue to have one of the lowest council tax rates for fire authorities in the Country, a Band D property costing just £59.25 per year.

Follow this [link](#) to view our Council Tax leaflet.



EQUALITIES

The Equality Scheme highlights the efforts and achievements being made in embedding equality and diversity within the Service.

Follow this [link](#) to view our equalities web pages.

CAPITAL PROGRAMME DELIVERABLES

We have completed the station rebuilds at Melton Mowbray and Coalville and the refurbishments at Oakham, Shepshed and Hinckley. This capital investment has massively improved the quality and longevity of our estate and provided modern fit for purpose accommodation for our fire fighters. We have also commenced work on the new Fire and Rescue station in Castle Donington

Follow this [link](#) to view details and photographs of our major projects.

The new Day Crewing Plus (DCP) duty system which commenced at Birstall and Oakham in April 2013, and implemented at other stations since, has been well received by the operational personnel working it. The Service has seen substantial financial savings being made since its introduction.

We continue to invest in our technology and operational projects to ensure that we maintain the quality of systems and equipment required to allow both support and operational staff to undertake their duties effectively and efficiently. The Breathing Apparatus project for example, has provided fire fighters with the best and safest equipment available.

The full range of our Corporate documents, organisational structure and governance arrangements can be found at our website www.leicestershire-fire.gov.uk. Alternately if you'd like to contact us, please use one of the options below:

- Phone: 0116 287 2241
- Email: infor@lfrs.org
- <https://www.facebook.com/LeicsFireRescue>



- <https://twitter.com/LeicsFireRescue>



If you ask, we can provide the information in this document in another format such as large print, Braille, an alternative language or audio version.

If you or anyone you know would like help in reading or understanding this document please contact us, providing your name, address and explaining the type of help that you need.

આ દસ્તાવેજની કોઈપણ બાબત સમજવામાં જો આપ કોઈ મદદ ઇચ્છતાં હોય તો મહેરબાની કરી લેસ્ટરશાયર ફાયર એન્ડ રેસ્ક્યૂ સર્વિસ (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU પર સંપર્ક કરવો. મહેરબાની કરી આપનું નામ અને સરનામું પૂરું પાડવું અને કયા પ્રકારની મદદ કે જે આપને જોઈએ છે, તે વિગતવાર જણાવવું.

এই ডকুমেন্ট এর যে কোনটি বুঝতে যদি আপনার সহায়তা দরকার হয় তবে অনুগ্রহ করে যোগাযোগ করুন: লেস্টারশায়ার ফায়ার ও রেসকিউ সার্ভিস (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU দয়া করে আপনার নাম ও ঠিকানা এবং আপনার কি ধরনের সহায়তা দরকার তা উল্লেখ করবেন।

ਜੇਕਰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵਿਸ਼ੇ ਨੂੰ ਸਮਝਣ ਲਈ ਤੁਸੀਂ ਕੋਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਲੈਸਟਰਸ਼ਾਇਰ ਫ਼ਾਇਰ ਐਂਡ ਰੈਸਕਿਊ ਸਰਵਿਸ (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਆਪਣਾ ਨਾਂ ਅਤੇ ਸਿਰਨਾਵਾਂ ਨਾਲ ਦਿਉ ਅਤੇ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਤਰਾਂ ਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ।

如需要協助理解本文件內任何資料請聯絡：里斯特郡消防及救援服務 (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU 請提供閣下姓名和地址以及說明哪條文需要幫助。

Jelzeli potrzebujesz pomocy w zrozumieniu treści tego dokumentu, skontaktuj się z (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU, podając swoje imię, nazwisko i adres i wyjaśniając, jakiej pomocy potrzebujesz.

यदि इस दस्तावेज़ के किसी विषय को समझने के लिए आप कोई मदद लेना चाहते हैं तो कृपया लैस्टरशायर फ़ायर एंड रैस्क्यू सर्विस (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU से संपर्क कीजिए। कृपया अपना नाम तथा पता साथ भेजें और बताएं कि आपको किस प्रकार की सहायता की जरूरत है।

اگر آپ کو اس دستاویز کے کسی بھی حصے کو سمجھنے کیلئے کسی قسم کی مدد درکار ہے تو براہ کرم لیسٹرشائر فائر اینڈ ریسکیو سروس (Leicestershire Fire and Rescue Service) Headquarters (Service Rescue), 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU سے رابطہ کریں۔ براہ کرم اپنا نام اور پتہ فراہم کریں اور آپ کو جس قسم کی مدد درکار ہے اس کی وضاحت کریں۔

LEICESTERSHIRE
FIRE and RESCUE SERVICE



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EQUALITIES ANNUAL REPORT 2013-14

Introduction

This report updates and informs on the progress to deliver the CFA Equality Scheme objectives. It provides a workforce profile analysis and an impact assessment of HR processes such as recruitment and promotion. Finally, data on service monitoring is provided at the end of the report.

1. Equality Scheme 2011-14

The CFA launched its second Single Equality Scheme in 2011. Every year the CFA reports on the progress being made against the annual action plan together with the four equality objectives set out in the scheme. A new scheme is currently being drafted for CFA approval in December 2014.

Action Plan 2013-14

Action Plan 2013-14	
Prepare Equality Scheme 2013-2015	December CFA
Carry out Equality Impact Assessments for 2013/14	Completed where required
Undertake a self-assessment at "Excellent" level against the Fire & Rescue Service Equality Framework (FRS Equality Framework)	Deferred until 2016
Implement Action plan arising from Gender Equal Pay Report	Completed
Undertake the employee attitude survey that is carried out every two years	Completed
Prepare and publish an annual equalities progress report	September CFA

Progress to achieve our equality objectives

As part of the Equality Scheme 2011-14, the CFA set out four key equality objectives that it intended to achieve by 2014. The progress made against the specific objectives is as follows:

Staff are more reflective of the community we serve:

- The workforce remains largely unchanged over the three year period of the Equality Scheme 2011-14.
- The Service operational recruitment activities over the last three years have been focussed around the On-Call duty system which mainly attracts male, White British applicants.
- It is important to note that achieving this target has been affected due to the reduced recruitment activity across the service, particularly around wholetime fire fighter roles.

Staff with the right skills, behaviour and attitudes:

The Service has made significant investment in ensuring that this objective is met and over the course the three years, it has:

- Invested in drama-based training for all supervisory managers with over 90% of those attending finding the training to be relevant and useful
- Invested in e-learning based equality and diversity training for all supervisory staff with over 75% successfully completing the training
- Specifically devised equality and diversity refresher training in order to cascade and update all staff with the changes in equality legislation and how it impacts on the Service.
- All watches at 16 of the 20 LFRS stations have received equality and diversity training
- Delivered mandatory training for of all new recruits into the Service

Achieve the excellent status of the Fire and Rescue Service Equality Framework (FRSEF) by 2016:

- Achieved the “Achieving” status against the FRS Equality Framework
- Introduced age, religion (or belief) and sexual orientation as part of the equality monitoring processes

- Awarded the 'Most Improved organisation in the Midlands' Stonewall Index 2014.
- Ranked 178 in the Stonewall Index 2014 an improvement of 191 places.
- Extended equality monitoring to include age, religion (or belief) and sexual orientation across all key functions (except Fire Protection)
- Undertook the gender equal pay Audit
- Improved equality ratings within the workforce (based on the employee attitude survey)
- Implemented a new equality monitoring systems for complaints and concerns
- Journey to excellence action plan implemented

Support the delivery of the Leicestershire Partnership's equality and diversity priorities and objectives:

- The following is an update on the partnership objectives that have been supported by Leicestershire Fire and Rescue Service.
- A partnership wide audit of the Leicestershire Equalities Forum (LSEF) membership to establish priorities, capacity and commitment to achieving Excellence against the Equalities
- Framework assisted all partners in identifying and sharing best practice.
- Member and officer training (covering a range of knowledge and experiences across each of the protected characteristics) been delivered and LFRS hosted a session.
- Partnership information sharing network (through the Leicestershire County Council) has been developed with regular information updates widely circulated to partners and other local organisations. LFRS utilised the service when consulting on the Equality Scheme.
- Joint IDAHO day event in 2014
- Plans have been finalised for a partnership event to bring together the public sector, third sector practitioners and members of the public in order to inform future equality plans. LFRS will be participating in the event.

2. Workforce Profile

The CFA continues to analyse the workforce profile based on the protected characteristics as defined by the Equality Act 2010. It is worth noting that the workforce profile for LFRS remains largely unchanged and the information below provides a breakdown and any analysis undertaken.

Age

Age profile of employees							
	Age: 17-24	Age: 25-35	Age: 36-45	Age: 46-55	Age: 56-65	Age: 66+	Age Not Stated
Operational staff	24	201	237	233	20	0	0
Support Staff	4	37	47	51	30	0	0
Total	28(-1)	238(-6)	284(-55)	284(-2)	50(-1)	0	0

There are no concerns relating to age and the workforce profile.

Disability

The disability profile for operational staff is 1.8% and 10.5% for support staff. The disability profile for the entire workforce is 3.4%. The headcount indicates that six individuals with a disability left the organisation in the course of the year and this will have a significant impact on the overall proportion of disabled staff.

	Disability Profile of employees		
	Declared Disability	Declared NOT Disabled	Not Stated
Operational staff	12	0	703
Support Staff	18	0	151
Total	30 (-5)	0 (-8)	854 (-16)

The “not stated” category remains significantly high and this is mainly due to the recording system. The default is currently set to “Not Stated” for all responses other than those stating “Yes” for disability. The personal information audit in 2014 will provide more accurate results.

Ethnicity

The profile of Black and Minority Ethnic (BME) employees is 6.3%. The ethnic profile for operational staff is 5.3%. When compared to last's years profile, there is a slight increase from 6% of BME staff across the service and from 5% for operational staff.

Ethnicity Profile of employees								
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
Operational	629	20	7	6	4	0	1	48
Support	141	2	2	9	2	3	0	10
Total	770(-39)	22	9	15	6	3(+2)	1	58 (+9)

Gender

LFRS had 715 operational members of staff including 27 in Fire Control. The distribution of women in operational roles is 38 and this represents 5.3% of the Services' operational staff. There is no change when compared to last years operational staff profile.

The distribution of female support staff is 59% employees which indicates a slight decrease from last years when the female distribution was 60.3% for support staff.

The overall distribution of female employees is 15.6% and this represents a 0.5% increase from last year.

Gender Profile of employees			
	Men	Women	Not Stated
Operational staff	677	38	0
Support Staff	69	100	0
Total	746(-23)	138(-6)	0

Religion or Belief

The workforce remains largely christian and this is followed by those without a religion at all. In 2011 the census figures indicated that in Leicestershire county 60% of the population were Christian. 27% said they were of no religion, 3% are Hindu, 1% Muslim, 1% Sikh and 0.1% are Jewish.

Religion or belief profile of employees									
	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	None	Religion Not Stated
Operational	243	0	1	2	0	4	6	178	281
Support	58	0	3	1	2	2	6	30	67
Total	301(-5)	0	4(-1)	3	2	6	12	208(+3)	348(-25)

There are minor changes to the religion and belief profile of employees with the number of those not declaring their religion or belief continuing to be the main concern. The service will undertake a personal information audit and this is expected to improve the overall declaration of equality monitoring information.

Sexual Orientation

	Sexual Orientation profile of employees			
	Bisexual	Gay/Lesbian	Heterosexual	Sexual Orientation Not Stated
Operational staff	5	6	423	281
Support Staff	0	0	96	73
Total	5(-1)	6	519(-4)	354(-25)

The proportion of staff declaring their sexual orientation as Lesbian, Gay and Bisexual (LGB) across the workforce is 0.01% with those choosing not to declare their sexual orientation making up 42.2% of the workforce.

LFRS has continued to encourage staff to provide up to date equality information. This is mainly done through training and changes to the recruitment processes (All new applicants for job vacancies now apply through an online portal).

There has been a consistent fall in the number of people NOT providing equality information over the last two years. However, the CFA will continue to monitor and encourage staff to provide information especially in areas relating to sexual orientation and religion or belief.

3. Human Resources

Leicestershire Fire and Rescue Service has an objective to increase the workforce diversity in relation to BME (across the Service) and both female and BME in operational roles. Therefore recruitment and retention of staff will have a significant role in achieving the stated objective.

It is important to note that achieving this target has been affected due to the reduced recruitment activity across the service, particularly around wholtime fire fighter roles.

(a) Recruitment

The total number of people recruited into the Service during the year 2013–14 was 70. The majority of the new recruits were in the operational roles due to the high turnover of On-Call duty system staff. On call staff accounted for 39 of all new recruits. 17 wholtime staff joined the service as transferees (from other Services) or migrating from the On-Call duty system. 14 of the new recruits were support staff.

Age

The age profile of new recruits reflects trends that would be expected in any FRS organisation.

Age profile of new recruits							
	Age: 17-24	Age: 25-35	Age: 36-45	Age: 46-55	Age: 56-65	Age: 66+	Age Not Stated
Operational staff	11	20	19	6	0	0	0
Support Staff	4	4	5	1	0	0	0
Total	15	24	24	7	0	0	0

The higher numbers of younger recruits, 17-35 years, in the operational roles reflects the high recruitment activity in the On-call duty system, while the 36-55 years age range reflect the age group that can be associated with transferees (from other FRS as well as those migrating from On-call to wholetime).

Disability

The proportion of people declaring a disability from all the new recruits is 4.3% which is higher than the overall proportion of disabled employees across the service (which stands at 3.4%).

	Disability Profile of new recruits		
	Declared Disability	Declared NO Disabled	Not Stated
Operational staff	2	40	14
Support Staff	1	8	5
Total	3	48	19

The majority of those that did not state their disability status were either transferees or had migrated from the On call duty system. Generally this groups of recruits are not expected to through the online recruitment portal and therefore are less likely to provide equality monitoring information.

Ethnicity

All those recruited into the Service and declaring their ethnicity were of a white background. The one recruit indicating to be of "Any other white background" represents a 1.4% of BME recruits.

Ethnicity Profile of new recruits								
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
Operational	45	0	0	0	0	0	0	11
Support	10	1	0	0	0	0	0	3
Total	55	1	0	0	0	0	0	14

The low numbers or lack of BME recruits is largely due to the fact that the greatest recruitment activities undertaken by LFRS was for transferees and for On call staff. This was largely done in areas outside of Leicester (Which has the highest concentration of BME communities within our service area).

Gender

The proportion of new recruits to operational roles was 7.1% which is below our target of 10% for 2013-14. The proportion of new recruits that were women is 15.7% across the service.

Gender Profile of new recruits			
	Men	Women	Not Stated
Operational staff	52	4	0
Support Staff	7	7	0
Total	59	11	0

THE service will continue to explore ways of targetting and attracting women into On call roles where there are ongoing recruitment activities.

Religion or Belief

The religious (or belief) breakdown of new recruits reflects the pool from which the service recruited from.

Religion or belief profile of new recruits									
	Christian	Buddhist	Hindu	Jewish	Muslim	Other religion	Prefer not to say	None	Religion Not Stated
Operational	21	0	0	0	0	2	2	26	5
Support	4	0	0	0	0	0	1	7	2
Total	25	0	0	0	0	2	3	33	7

Sexual Orientation

One new recruit declared their sexual orientation as Lesbian or gay and this represents 1.4% of new recruits across the service and 1.8% of operational staff.

Sexual Orientation profile of new recruits					
	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Not Stated
Operational staff	0	1	49	2	4
Support Staff	0	0	12	0	2
Total	0	1	61	2	6

(b) Retention

There were 97 employees whose employment contract with LFRS ended in one form or another during 2013-14. However 30 of those were either re-employed on fixed term contracts or maintained within the Service on another existing contract (cessation of a dual contract). Therefore a total of 67 members of staff left LFRS on a permanent basis during 2013-14.

Reason for leaving

Reasons for leaving								
	Retirement	Cessation of dual Contract	Re-tired and re-employed	Redundancy	End of fixed term contract	Resignation	Dismissal	other
Total	31	17	12	1	3	31	1	1

The following analysis excludes any employees who remained in employment with the CFA. Therefore from the 97 employees, only 67 individuals have been considered as leavers and these will form the basis of any analysis.

Age

Age profile of leavers							
	Age: 17-24	Age: 25-35	Age: 36-45	Age: 46-55	Age: 56-65	Age: 66+	Age Not Stated
Operational staff	4	11	4	34	3	0	0
Support Staff	2	0	3	4	2	0	0
Total	6	11	7	38	5	0	0

The age profile of those leaving the Service indicates the expected trends. The majority of leavers (31) left on retirement while the other high number of leavers can be attributed to On-call staff resignations.

Disability

The number of leavers (6) with a disability was significantly high. This represents 8.5% (across the service) of all leavers and the 5 operational staff represent 8.9% of all the operational leavers.

	Disability profile of leavers		
	Declared Disability	Declared NO Disabled	Not Stated
Operational staff	5	1	50
Support Staff	1	0	10
Total	6	1	60

This is disproportionately higher when compared to the overall disability make up of LFRS workforce which stands at 3.4%. However the majority of leavers with a disability left the Service on retirement basis.

Ethnicity

Although the majority of leavers (87.1%) were White British, there is no concern for equality as this is in line with the overall makeup of the workforce.

	Ethnicity profile of leavers							
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
Operational	52	0	0	0	0	0	0	4
Support	9	0	0	1	0	0	0	1
Total	61	0	0	1	0	0	0	5

BME leavers account for 1.5% of the total leavers.

Gender

There were 4 women from operational roles who left the service. This represents 7.1% of all operational leavers and appears higher when compared to last year.

	Gender profile of leavers		
	Men	Women	Not Stated
Operational staff	52	4	0
Support Staff	5	6	0
Total	57	10	0

Religion or Belief

The religious (or lack of) profile of leavers reflects the overall makeup of the current workforce with the majority being either Christian or having no religion at all.

	Religion or belief profile of leavers								
	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Prefer not to say	None	Religion Not Stated
Operational	22	0	0	0	0	0	11	13	10
Support	3	0	1	0	0	0	0	2	5
Total	25	0	1	0	0	0	11	15	15

There are no concerns in relation to leavers and religion (or belief).

Sexual Orientation

Although the majority of leavers (64.2%) were heterosexual, there are no equality concerns for equality as this is significantly lower when compared to the overall makeup of the workforce.

	Sexual orientation profile of leavers				
	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Not Stated
Operational staff	0	0	38	8	10
Support Staff	0	0	5	1	5
Total	0	0	43	9	15

(c) Temporary Promotions

There were 61 temporary promotions across the Service with 3 of those being for support staff. In terms of operational roles, temporary promotions are offered to individuals who are on an eligible list. These are individuals who have acquired the necessary operational skills required for a specific role into which they would be temporarily promoted.

Age

There were no concerns for equality as the trends are expected from the current makeup of the workforce.

Age profile of temporary promotions							
	Age: 17-24	Age: 25-34	Age: 35-44	Age: 45-54	Age: 55-64	Age: 65+	Age Not Stated
Operational	0	17	29	12	0	0	0
Support	0	1	2	0	0	0	0
Total	0	18	31	12	0	0	0

Disability

Employees going through the promotion process are not expected to complete the equality monitoring form and the Service relies on the personal information that is already held on the Human Resources (HR) systems. From the information currently available the main concern appears to be the high number of employees showing as not stating the disability status. This is linked to the system upgrade and the Service expects better information following the personal information audit.

Disability Profile of temporary promotions			
	Declared Disability	Declared NOT Disabled	Not Stated
Operational	3	0	55
Support	0	0	3
Totals	3	0	58

However, 4.9% of those temporarily promoted declared a disability. All those promoted and declaring a disability were part of the operational staff.

Ethnicity

All those who were temporary promoted where of a white background with 3 declaring their ethnicity as “Any other white background”. For monitoring purposes “Any other white background” is considered as part of the minority ethnic ground and therefore 4.9% of those temporarily promoted where of a BME background.

Ethnicity Profile of temporary promotions								
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
Operational	53	3	0	0	0	0	0	2
Support	1	0	0	0	0	0	0	2
Total	54	3	0	0	0	0	0	4

Gender

There were 5 women who took up temporal promotions meaning 8.2% of all those who were temporarily promoted were women.

Gender Profile of temporary promotions				
	Men	Women	Transgender	Not Stated
Total	56	5	0	0

One of the temporary promoted female was in a support role while the others are in operational roles. However the number of women being promoted across the service remains significantly lower when compared to men.

Religion or Belief

The religious background of all those that were temporary promoted reflects the current makeup of the workforce with the majority being Christians followed by those without a religion or belief

Religion or belief profile of temporary promotions									
	Christian	Buddhist	Hindu	Jewish	Muslim	Prefer not to say	Other	None	Religion Not Stated
Total	19	0	0	0	0	16	0	15	11

The figures for those “preferring not to say” include 2 members of the support staff.

Sexual Orientation

There was only one individual declaring the sexual orientation as bi-sexual representing 1.6% of those that were temporary promoted.

Sexual Orientation profile of temporary promotions						
	Bisexual	Gay/Lesbian	Heterosexual	Transgender	Prefer not to say	Not stated
Total	1	0	34	0	15	11

(d)Substantive Promotions

There were 44 substantive promotions in the Service during 2013–14 including 10 in support roles. In order to be considered for substantive operational promotions, individuals will need to apply for a specific role for which they have attained the relevant abilities and qualifications (where applicable).

Age

There were no concerns for equality as the trends are expected from the current makeup of the workforce.

Age profile of substantive promotions							
	Age: 17-24	Age: 25-34	Age: 35-44	Age: 45-54	Age: 55-64	Age: 65+	Age Not Stated
Operational	0	8	19	14	1	0	0
Support	0	1	1	0	0	0	0
Total	0	9	20	14	1	0	0

Disability

The number of staff with a disability remains low across the service and this is reflected in the promotion activities in the Service. Only one of the 44 individuals promoted has a disability. This represents a 2.3% of all substantive promotions.

Disability Profile of substantive promotions			
	Declared Disability	Declared NOT Disabled	Not Stated
Operational	0	0	42
Support	1	0	1
Totals	1	0	43

Ethnicity

The number of BME staff that were substantively promoted is 4 representing 9.1% of those substantively promoted. The BME proportion of those substantively promoted is much higher than the proportion of BME staff across the Service.

Ethnicity Profile of substantive promotions								
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
Operational	29	1	0	1	0	0	1	10
Support	1	1	0	0	0	0	0	0
Total	30	2	0	1	0	0	1	10

The proportion of operational BME staff that were substantively promoted is 7.1% BME and this is higher than the proportion of BME operational staff.

Gender

There were no females who gained substantive promotions.

Gender Profile of substantive promotions				
	Men	Women	Transgender	Not Stated
Total	44	0	0	0

The Service is currently considering whether or not promotions should be included as part of the e-recruitment system which will allow the Service to better understand the gender split of all applicants for promotions. This will help understand the profile of all staff applying for promotions and therefore determine the level of interest from female operational staff.

Religion or Belief

The religious makeup of those that were substantively promoted reflects the current workforce profile with the majority being Christian.

Religion or belief profile of substantive promotions									
	Christian	Buddhist	Hindu	Jewish	Muslim	Prefer not to say	Other	None	Religion Not Stated
Total	11	0	1	0	0	7	1	5	19

The high number (19) of individuals “Not stating” their religious (or lack of) remains a concern.

Sexual Orientation

There were no individuals declaring their sexual orientation as Lesbian, Gay or Bi-sexual (LGB), while the majority 43.2% stated their sexual orientation as heterosexual. 13.6% of those that were substantively promoted preferred not to state their sexual orientation.

Sexual Orientation profile of substantive promotions						
	Bisexual	Gay/Lesbian	Heterosexual	Transgender	Prefer not to say	Not stated
Total	0	0	19	0	6	19

The number (19) of people “Not stating” their sexual orientation remains a concern.

(e)Disciplinary, Grievances and Bullying and Harassment

Key: M=Male, F=Female, LGBT=Lesbian, Gay, Bisexual and Transgender, WB=White British, BME=Black Minority Ethnic D=Disability.

Bullying and Harassment

The CFA monitors cases of bullying and harassment, disciplinary and grievances and how these key areas of work impact on its workforce. The CFA believes that it is extremely important for LFRS to monitor cases of bullying and harassment particularly with a workforce that is predominated by one gender and one ethnic background.

	M	F	LG BT	WB	BME	D	Complaint Against	M	F	LG B/T	WB	BME	D	Action Taken
	2	0	0	2	0	0		2	0	0	2	0	0	3

There were three cases of bullying and harassment reported to the service during the financial year 2013-14. In one of the three reported cases, the perpetrator was not identified while in another the complaint was received as “annonymous”. Both these cases were subjected to fact finding investigations.

All bullying and harassment cases involved operational personnel and there are no concerns for equality and diversity.

Grievances

Staff Area	Religion	LGB T	Gender		Ethnicity		D	Outcome	Appeals
			M	F	W	BME			

Operational		0	1	0	0	0	1	▪ Upheld	▪
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There was only one grievance case raised across the Service in 2013-14. The grievance was from an operational member of staff. There was no declaration of ethnicity or religion. The agrieved member of staff declared to have a disability. However there was no suggestion that the issues of concern had any relevance to their disability.

DISCIPLINARY

Staff Area	Religion			LGB T	Gender		Ethnicity		D	Action Taken	Appeals
					M	F	W	BME			
Operational				0	7	0	6	0	1	<ul style="list-style-type: none"> ▪ 1 no case to answer ▪ 1 resignation ▪ 3 verbal warning ▪ 2 - 1st written warning 	▪ 0
Support				0	0	0	0	0	0	▪ 0	▪ 0

The service investigated a total of 7 incidences resulting in fact finding investigations towards disciplinary action against the identified members of staff.

In relation to equality and diversity, the proportion of incidences (100%) appear to be against White British males and this may appear disproportionately high but it also reflects the high proportion of White British males within the workforce. Therefore there are no concerns for equality.

(f) Equality and Diversity Training 2013/14

	Equality and Diversity Induction Training	Equality and Diversity Refresher Training	Bullying and Harassment Training	Disability Awareness Training	Multi-faith Awareness Workshop	Sexual Orientation Workshop	e-learning Equality and Diversity Training
Numbers Attending	42	64	20	0	0	3	0

Leicestershire Fire and Rescue Service continues to encourage staff to undertake relevant training in Equality and Diversity (E&D). In 2013-14 the Service completed a two year E&D refresher training programme. This programme was aimed at delivering the training at stations in order to minimise operational distractions as well as utilise the benefits of having teams or watches as they would be in the workplace. E&D training was also offered as 4 separate sessions at Service headquarters in order to accommodate support staff as well as those operational staff who may have been available during the station based visit.

The Service is also implementing an e-learning based training course aimed at increasing access to equality and diversity training for all employees. The course provides opportunities for all managers and staff to familiarise themselves with the practical issues that are likely to have an impact on the day to day management of staff.

4. Service Monitoring Data

The CFA is working towards ensuring that all key functions of the service are engaged in equality monitoring to inform service provision and any improvement plans. For the first, our equalities report includes equality information from the Princes Trust and those taken from HFSC's.

Complaints and Concerns

LFRS monitors, for equality purposes, the nature and satisfaction levels of all complaints or concerns received from members of the public. A questionnaire, seeking the satisfaction levels, is always sent out following an investigation and it is through this questionnaire that the equality information is included.

The Service received 33 complaints and 225 concerns in 2013–14. However there were no follow up questionnaires returned and therefore no equality information was received in relation to complaints and concerns.

In April 2014 the CFA implemented a new process of capturing equality information to ensure that relevant information is captured at the point of receiving a complaint or concern. The equality data from this new process will be available in the 2014-15 annual reporting.

After Incidents Survey

The CFA undertakes an 'After Incident Survey' each year. This is intended to inform the quality of services offered to residents of Leicester, Leicestershire and Rutland.

Domestic service users are asked a number of questions about their experiences of using the Service. Equality information is collected as part of this exercise and the data is analysed and reported.

In 2013-14 there were 301 households that responded to the survey. The figure indicates a drop in the number of respondents when compared to the last three financial years where there has been a consistent increase in the number of responses received by the CFA.

The overall satisfaction levels remain high at 93% from all respondents.

The following tables show a breakdown of equality information captured in the After Incident Survey and any analysis undertaken thereafter. The figures in brackets () indicate the differences when compared to last year's figures

Age

In analysing the survey responses, the age category is divided into the following three categories; 16–39, 40–59 and 60 and over.

Age profile of After Incident Survey Respondents						
Age: 17 and Below	Age: 18-24	Age: 25-39	Age: 40-59	Age: 60-74	Age: 75+	Age Not Stated
0	4 (-8)	46 (-8)	101 (-6)	64 (-16)	80 (+1)	6 (+3)

When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?

282 of the 301 respondents provided information in relation to their age as part of the information requested. The information indicates that; when compared to the previous year, the satisfaction level across all age group remains largely unchanged. The decrease in the very satisfied category for the 40–59 brings to an end the year on year increase over the previous two years in the same category.

Age group	Count	Very Satisfied (%)	Fairly satisfied (%)	Neither satisfied or dissatisfied (%)	Very dissatisfied (%)
16-39	50 (-16)	90 (+1)	10 (-1)	0	0
40-59	97 (-9)	90 (-2)	8 (+1)	1 (0)	1 (+1)
60+	135 (13)	93 (-1)	5 (+1)	1 (0)	1 (0)

Disability

The proportion of disabled people that responded to the survey remains high at 36.2%. This is up from 34% when compared to the previous year.

Respondents declaring a disability			
	Declared Disability	Declared NOT Disabled	Not Stated
Total	104 (-14)	183 (-11)	14 (-10)

When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?

287 of the 301 respondents provided information on their disability status. 10 of the respondents did not state their disability status. The information indicates that; there are no concerns in the satisfaction levels when comparisons are made between disabled and non-disabled respondents. This is consistent with last years figures despite the decrease in the “very satisfied” category (of those with a disability).

Disability	Count	Very Satisfied (%)	Fairly satisfied (%)	Neither satisfied or dissatisfied (%)	Very dissatisfied (%)
Disability	97	91 (-4)	9 (+4)	0	0
Non-disability	177	91 (0)	6 (-1)	2 (+1)	1 (0)

Gender

There were more women than men responding to the after incident survey.

Gender of respondents			
	Female	Male	Not Stated
Total	173 (-4)	118 (-19)	10 (-2)

When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?

291 of the 301 respondents provided information in relation to their gender and the information indicates that the satisfaction levels remain high for both females and male respondents and there are no concerns for equality purposes.

Gender	Count	Very Satisfied (%)	Fairly satisfied (%)	Neither satisfied or dissatisfied (%)	Very dissatisfied (%)
Female	163	91 (0)	8 (+1)	1 (0)	0 (-1)
Male	115	90 (-4)	6 (0)	2 (+1)	2 (+2)

Ethnicity

The proportion (13.5%) of respondents from non-white households is higher when compared to the BME population across the service area (Leicester, Leicestershire and Rutland) which is approximately 11% (Census 2011). This is consistent when compared to last year's responses.

Ethnicity of respondents								
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
Count	256	10	3	15	9	1	2	5

When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?

296 of the 301 respondents provided information in relation to their ethnicity and the information indicates that; although the satisfaction levels of non-white respondents is high, it remains significantly lower when compared to White British respondents. This is a trend that remains unchanged over the last three years.

Ethnicity	Count	Very Satisfied (%)	Fairly satisfied (%)	Neither satisfied or dissatisfied (%)	Very dissatisfied (%)
White British	253	93 (-2)	6 (+2)	1 (+1)	1 (+1)
BME	30	77 (-4)	20 (+4)	3 (+3)	0 (-2)

The CFA does not currently collect equality information based on religion (or belief) and sexual orientation.

Home Fire Safety Checks

This year LFRS has extended the equality information categories to include all protected characteristics in relation to HFSC's. The information below will now include sexual orientation, transgender and religion or belief.

Leicestershire Fire and Rescue Service undertake home fire safety checks for households considered to be potential at risk of fire. Home Fire Safety Checks (HFSC) are intended to achieve four key things;

- Identify and raise awareness of potential fire risks within a home.
- Raise awareness of what to do in order to reduce or prevent risks.
- Help put together an escape plan in case of a fire breaking out
- Ensure visited homes have working smoke alarms.

In 2013-14, Leicestershire Fire and Rescue Service (LFRS) together with its partners completed a total of 5058 HFSC's across its area of operation. The Partners supporting the HFSC's programme are British Red Cross, British Legion and Charnwood Neighbourhood Housing.

Partners and HFSC's Completed			
LFRS	British Legion	British Red Cross	Charnwood Neighbourhood Housing
4201	35	3	819

The analysis of the equality monitoring information suggests that almost all the information collected was collected by LFRS staff while little or no equality information was collected by our partners.

LFRS will work with its partners to ensure improvements are made in relation to collecting equality monitoring information for all HFSC's done on behalf of LFRS.

The following tables provide a breakdown of equality information based on the data collected by LFRS and its partners.

Age

LFRS has identified the elderly as a priority group for HFSC's and this is reflected in the number of checks (2353) completed by LFRS staff for the 65 and over category. This represents 46.5% of all households done.

Age profile from HFSC's							
	Age: 15-24	Age: 25-34	Age: 35-44	Age: 45-54	Age: 55-64	Age: 65+	Age Not Stated
LFRS	93	414	485	415	441	2353	0
Partners	1	0	0	1	3	422	430
Total	94	414	485	416	444	2775	1

Our partners collected 427 completed forms of the 5058 collected.

422 of the 427 collected was in the 65+ category, meaning for all other categories our partners only collected age related monitoring information from 5 households.

LFRS returns were 100% in the age categories

Disability

LFRS has also identified disability as a priority group for HFSC's. The table below shows the number of households done where there was one or more persons with a disability.

The number of households where a HFSC was completed and at least one of the occupants declared a disability appears low at 1614 (31.9%), particularly that 1039 (64.4%) those households had an occupant aged 65 or over.

	Disability Profile from HFSC's		
	Declared Disability	Declared NOT Disabled	Not Stated
LFRS	1239	2962	0
Partners	322	535	0
Total	1561	3497	0

Our partners collected 857 (16.9%) of the 5058 collected

Ethnicity

Leicestershire has a population of 89% declaring themselves as White British. However, in the City (of Leicester) the White British population drops to 45% (Census 2011) making the City of Leicester one of the most diverse cities in the United Kingdom (UK).

LFRS performance indicates that 78.9% of households receiving a HFSC declared themselves as White British.

	Ethnicity Profile from HFSC's							
	White British	Any other white background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Ethnicity not stated
LFRS	3235	88	37	713	56	6	18	48
Partners	758	22	8	13	7	0	8	41
Total	3993	110	45	726	63	6	26	89

Further analysis was done on the distribution of HFSC's done by the stations serving the city area (Central and Eastern stations) and below was the findings.

63% of households done by Central Station declared themselves as White British with 33.6% declaring a BME background.

19.3 of households done by Eastern Station declared themselves as White British with 79.6% declaring a BME background

Our partners collected 857 (16.9%) from 5058 returns

The declaration rate was very high with only 1.76% respondents choosing NOT to declare their ethnicity.

Gender

The distribution of gender based on HFSC's indicates that there are more women 51.9% receiving home fire safety advice compared to only 31.9% of men. 16.2% respondents did not state their gender.

	Gender Profile from HFSC's			
	Men	Women	Transgender	Not Stated
LFRS	1594	2606	0	0
Partners	20	19	1	818
Total	1614	2625	1	818

Our partners collected 39 of the 5058 collected

Only 818 returns were declared as "Not stated" and these were done by our partners

1 of the 5058 respondents declared the gender as "Transgender"

Religion or Belief

In the city of Leicester, 32% of people are Christian. 23% were of no religion, 19% were Muslim, 15% Hindu, 4% Sikh, 0.4% Buddhist, and 0.1% Jewish (Census 2011).

Leicester has the third highest population percentage of Hindus in England and Wales, and the 11th highest Muslim and 12th highest Sikh percentage of population (census 2011).

	Religion or belief profile from HFSC's								
	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	None	Religion Not Stated
LFRS	1844	7	415	5	231	55	94	1550	0
Partners	34	0	0	0	0	0	94	14	809
Total	1878	7	415	5	231	55	94	1564	809

Religion or belief

Our partners collected 48 (0.95%) returns from the 5058

All the “Not stated” (809) were also collected by our partners

Sexual Orientation

There are no census statistics to provide reliable statistics for the breakdown of sexual orientation in the UK. However, estimates suggest Gay, Lesbians and bisexual (LGB) people account for approximately 5-6% of any given population in the UK (Stonewall UK).

Sexual Orientation profile from HFSC's						
	Bisexual	Gay/Lesbian	Heterosexual	Transgender	Prefer not to say	Sexual Orientation “Not Known”
LFRS	6	14	3447	4	730	0
Partners	0	0	34	0	1	822
Total	6	14	3481	4	731	822

Our partners collected 857 (16.9%) returns from the 5058. The majority (822) of these where “Not known”

The declaration rate was high with only 30% of respondents choosing “Prefer not to say” or “Sexual Orientation not known”.

Fire Protection and Enforcement

Leicestershire Fire and Rescue Service have a legal duty to monitor and enforce current fire safety legislation. In order to achieve this, an inspection programme based on national guidance, IRS data and local intelligence is formulated each year. This programme is based upon those types of premises identified as presenting the greatest risk of fire, particularly where sleeping risk is incorporated, such as a residential care home or hotel.

Fire Protection inspection activity during the course of 2013-2014 is detailed below:

Fire protection enforcement data for 1st April 2013 – 31 March 2014	
Enforcement Type	Total Number
No of Programmed Fire Safety Inspections	Programmed - 514
Further Ad-hoc Fire Safety Audits	189
Deficiency Notice	187
Action Plan	175
Enforcement Notice	46
Prohibition Notice	13

LFRS is confident that that the inspection programme undertaken by our Fire Protection Inspectors does not discriminate or disadvantage any particular group by virtue of the inspection criteria. However, the Service has incorporated ethnicity monitoring as part of its inspection programme. Information relating to the ethnic monitoring will be available during the annual reporting for 2014-15.

Prince's Trust Equality monitoring statistics 2013-14

Leicestershire Fire and Rescue Service is a nominated Delivery Partner for The Prince's Trust Team programme for the last 17 years.

The Team programme is a full-time 12-week personal development programme which aims to increase confidence, motivation and skills and, as a result, enables young people to move into employment, education, training or volunteering.

Through building their confidence and motivation, young people are encouraged to think about their futures.

During the course of the programme young people:

- Uncover hidden talents
- Assume some responsibility for tasks
- Develop team-working and communication skills
- Gain awareness of their local community and how they can contribute to it
- Gain nationally recognised qualifications Prince's

This year LFRS has extended its equality information reporting to include the equality information based on all learners joining The Prince's Trust Team programme. There were 225 learners in 2013-14.

Age

The Princes Trust Team programme is specifically tailored for the 16-24 years age group and therefore any analysis for age purposes is broken down into the two categories below.

Age and the Prince's Trust Learners		
Age group	Number of learners	Proportion of learners
16 - 18	94	42%
19 - 24	131	58%

There are no concerns for equality.

Disability

Gender and the Prince's Trust Team learners		
Disabled	Not disabled	Not stated
77	148	0

The number of learners registering a disability was 77 representing 34% of all learners.

Gender

Gender and the Prince's Trust Team learners		
Male	Female	Not stated
146	79	0

There appears to have been a higher intake of male than female learners on The Prince's Trust Team programme for 2013-14 with the males taking up 65% of places. This reflects a high proportion of males when compared to the overall makeup of the Leicestershire population.

Ethnicity

Ethnicity and the Prince's Trust Learners							
White British	Any other white	Mixed	Asian or Asian British	Black or black British	Chinese	Any other ethnic background	Not stated
198	1	8	11	5	0	2	0

The Ethnic breakdown of The Prince's Trust Team learners for 2013-14 reflects a 12% intake of learners from a BME background. This reflects a slightly lower proportion when compared to the sub-region but is reflective of the national makeup of the BME population.

Sexual Orientation

Sexual Orientation and the Prince's Trust Learners					
Bisexual	Gay	Heterosexual	Lesbian	Prefer not to say	Not stated
12	4	182	2	23	2

The declaration rates of sexual orientation by learners enrolling on The Prince's Trust Team programme for 2013-14 is extremely positive with only 2 learners not stating their sexual orientation. The declared sexual orientation reflects an 8% of learners declaring to be gay, lesbian or bisexual.

This indicates a high intake of LGB learners and although this can be seen as positive, it also raises questions in terms of whether or not there are underlying factors contributing to the higher numbers of LGB learners.

Religion or belief

Religion or belief and the Prince's Trust Learners								
	Christian	Sikh	Hindu	Muslim	Prefer not to say	Other	None	Not stated
	37	1	2	8	5	0	169	3

The religious breakdown of the learners reflects the diverse nature of Leicester, Leicestershire and Rutland.

