



Annual Equalities Report

2021/22



LEICESTERSHIRE
FIRE and RESCUE SERVICE



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Introduction

The Annual Equalities Report provides data and information about Leicestershire Fire and Rescue Service's employees and people services provided within Leicester, Leicestershire and Rutland. This enables us to identify and prioritise areas for improvement, which informs our equality objectives.

This report also helps us to ensure we are meeting the requirements of the Equality Act 2010 and the Public Sector Equality Duty 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
- foster good relations between people who have a protected characteristic and those who do not

Public authorities are required to annually publish information to demonstrate their compliance with the Public Sector Equality Duty. Information presented has been collated for the period 1 April 2021 to 31 March 2022.

The Service measures and reports its workforce profile and other Equality, Diversity and Inclusion (EDI) statistics within this report, with achievements against our EDI Scheme Action Plan, and the Gender Pay Gap Report, reported separately.

This year we have continued to embed EDI across the organisation, embracing the recently introduced National Fire Chief's Council and the Local Government Association's Core Code of Ethics (Core Code) which is designed to guide all Fire and Rescue Service (FRS) employees in their day-to-day conduct, providing professional standards of practice and behaviour to carry out business honestly and with integrity, and to underpin organisational culture. It provides the expectations for how employees should behave in any given situation to assist with decision-making. This code compliments our own values and behaviours of Professional, Positive and Honest which remains a focus.





Workforce Profile

Some of our employees have more than one role in either the same staff group or across more than one of them. As a consequence, the figures below do not necessarily reflect all of the contracts that are available. Employees are recorded once per each contract they have within a staff group.

It is recognised that employees change throughout the year and some short term contracts are not included within the analysis.

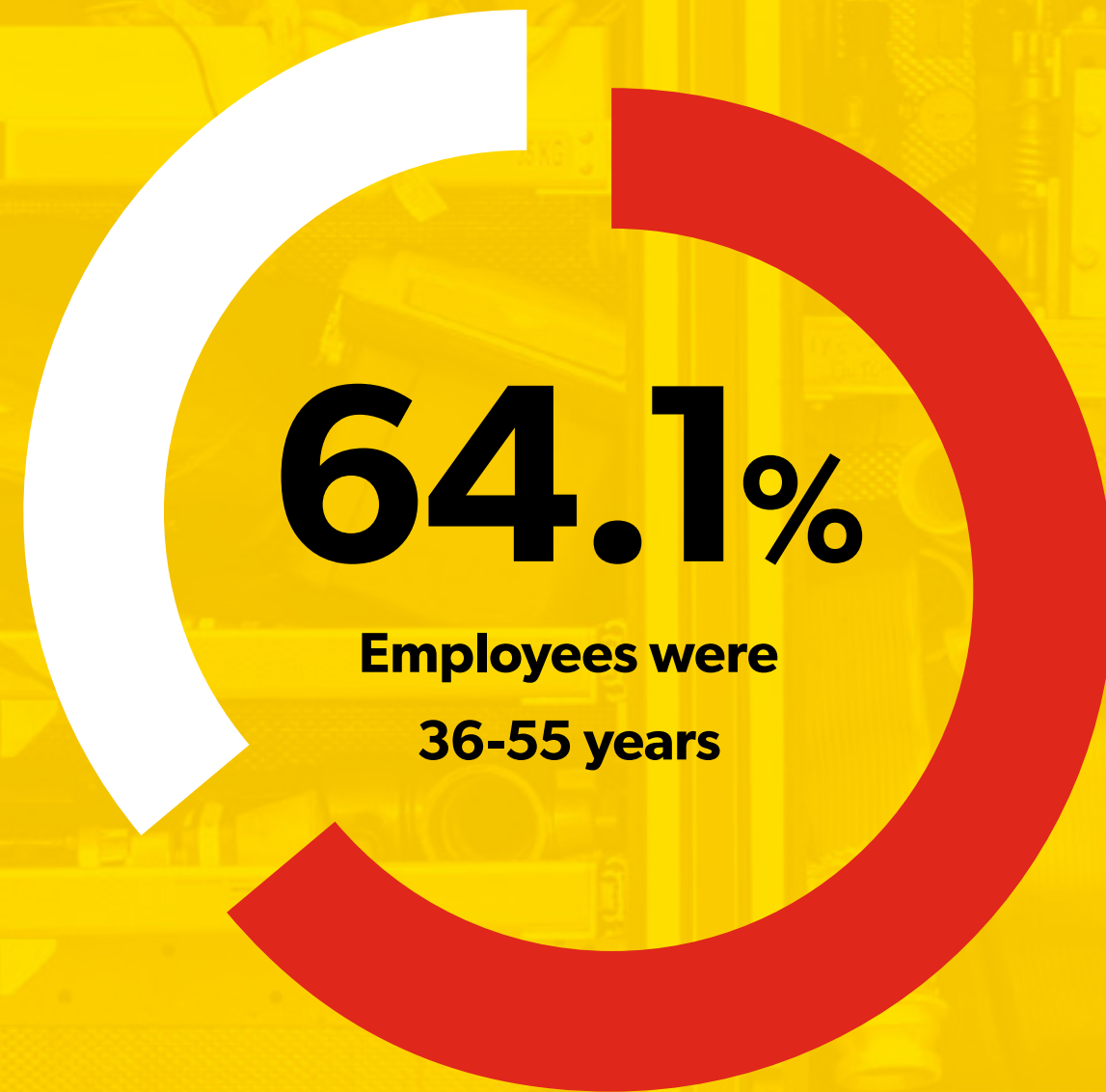
Many Wholetime employees typically complete at least 30 years' employment with the Service only leaving earlier as a result of geographical relocation, promotion elsewhere or change of career. The relatively low numbers recruited each year as a consequence of this prevents large changes in the workforce profile.

On-Call employees are required to be within close proximity to fire stations that are often located in rural areas. Those areas may not meet the same diversity profile as those within Leicester.

A detailed breakdown of the makeup of the workforce across Wholetime, On-Call, Fire Control and Support staff categories is shown below:



At a glance



Employees declared a disability

5.3%



Employees were female

Employees were Black, Asian and Minority Ethnic (BAME)

7.6%

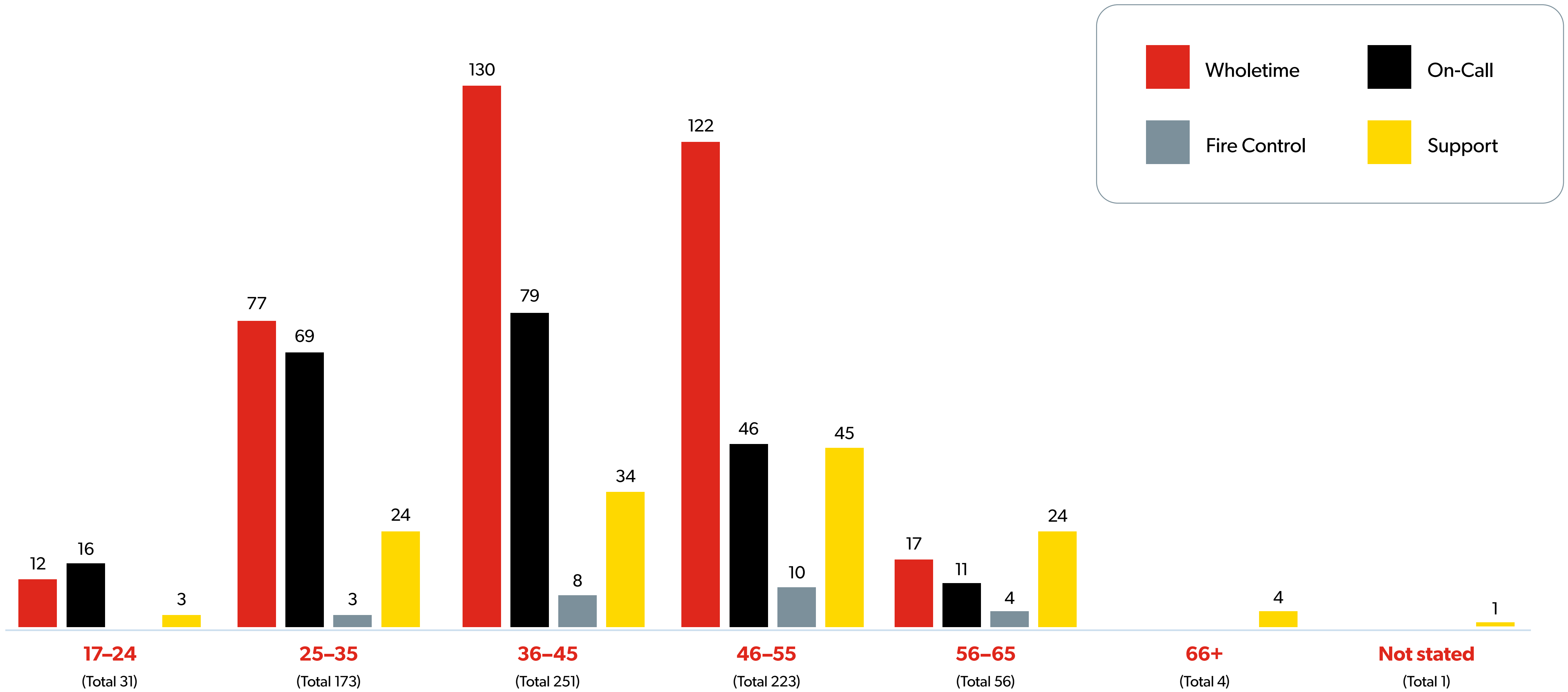
3.6%

Employees declared their sexual orientation as Lesbian, Gay and Bisexual (LGB)

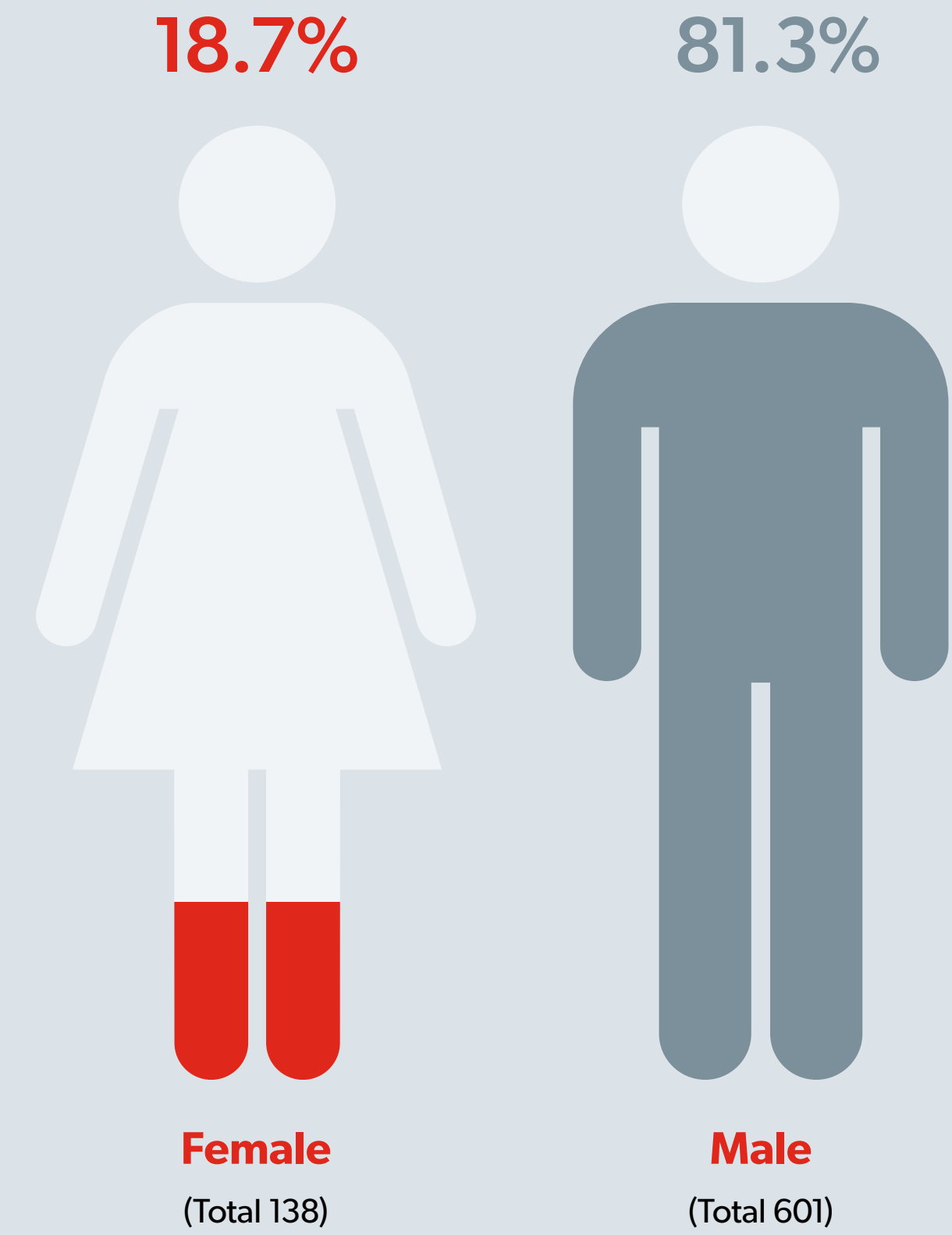
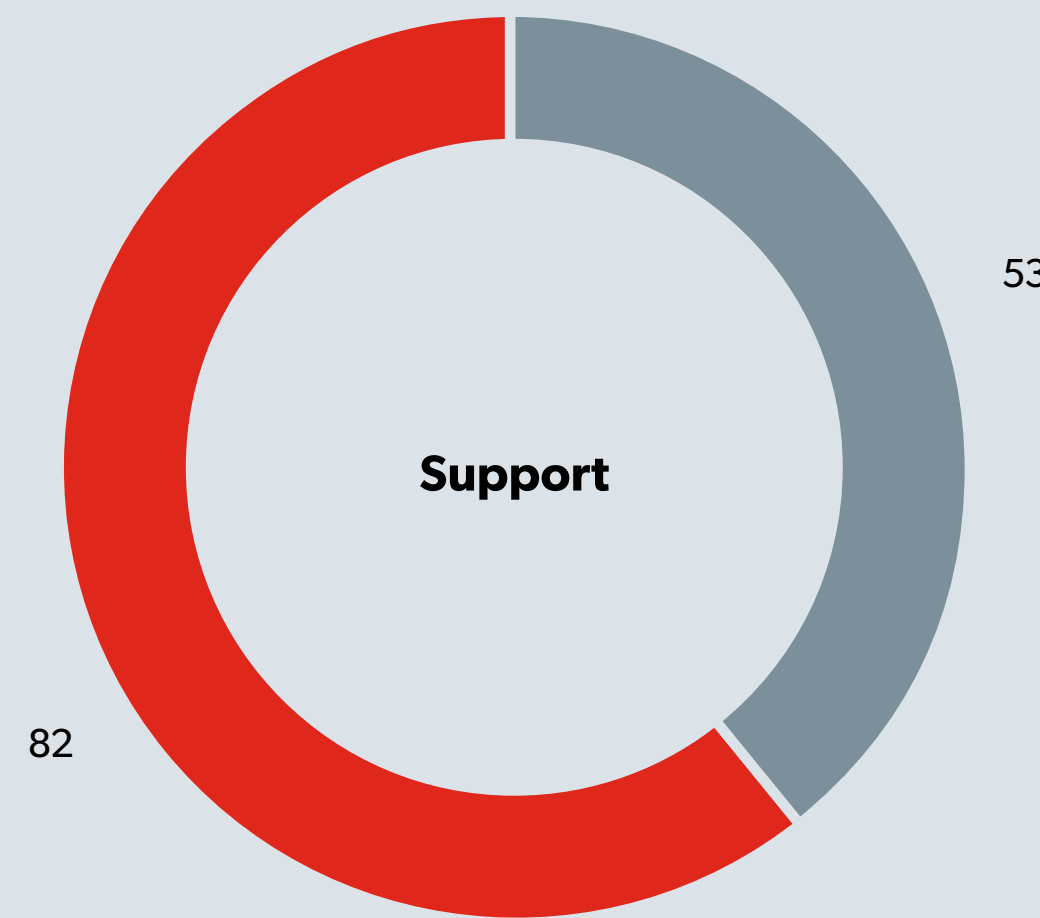
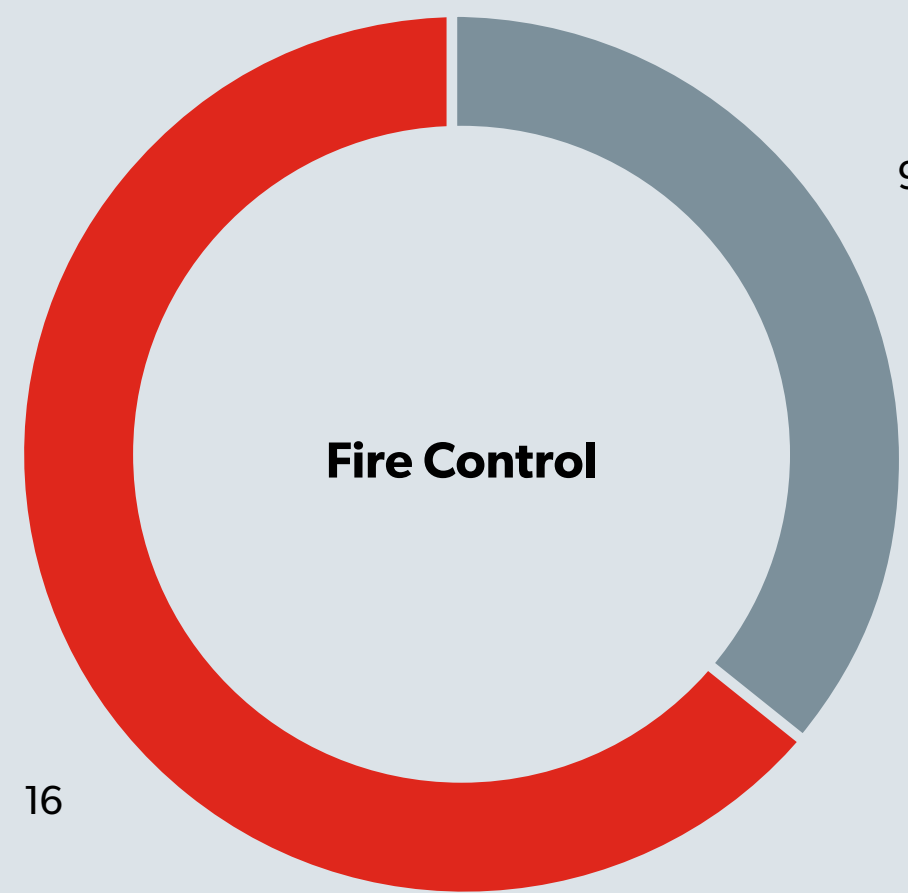
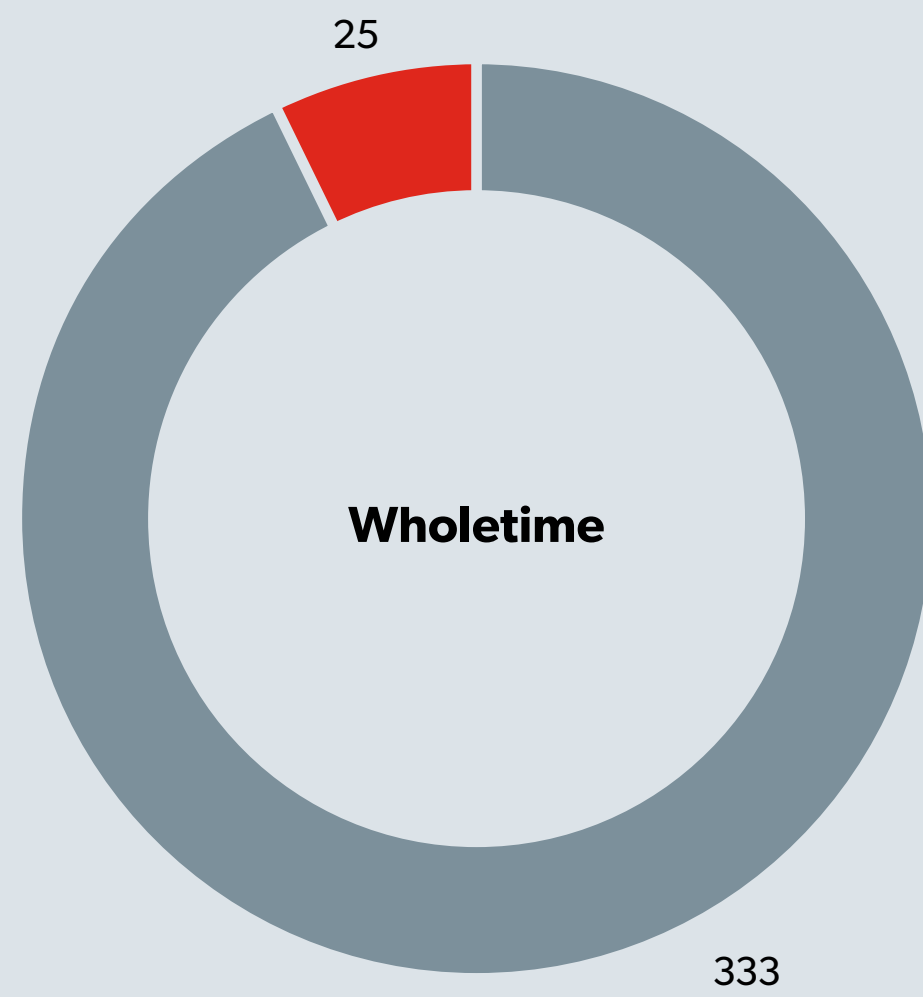
38.8%

Employees were of a Christian faith

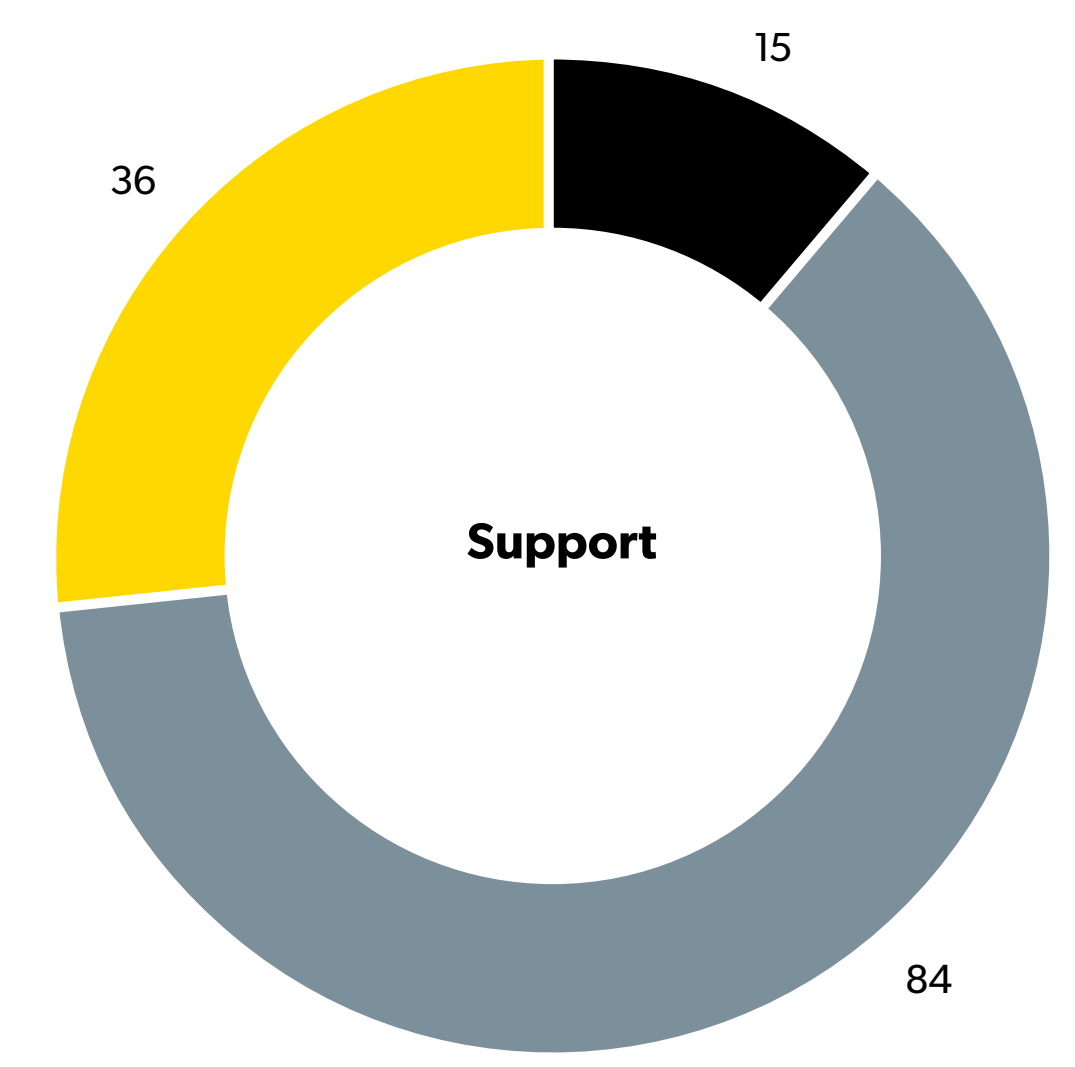
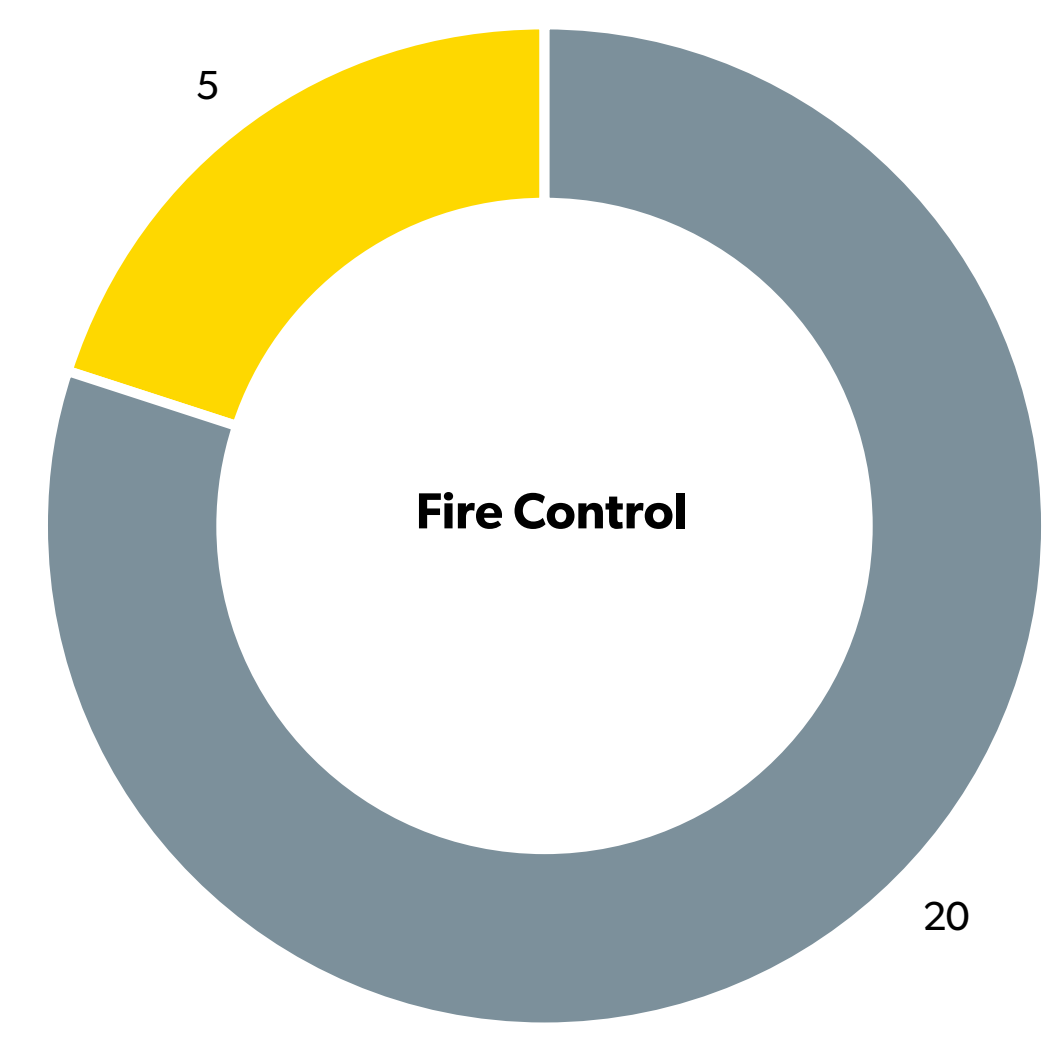
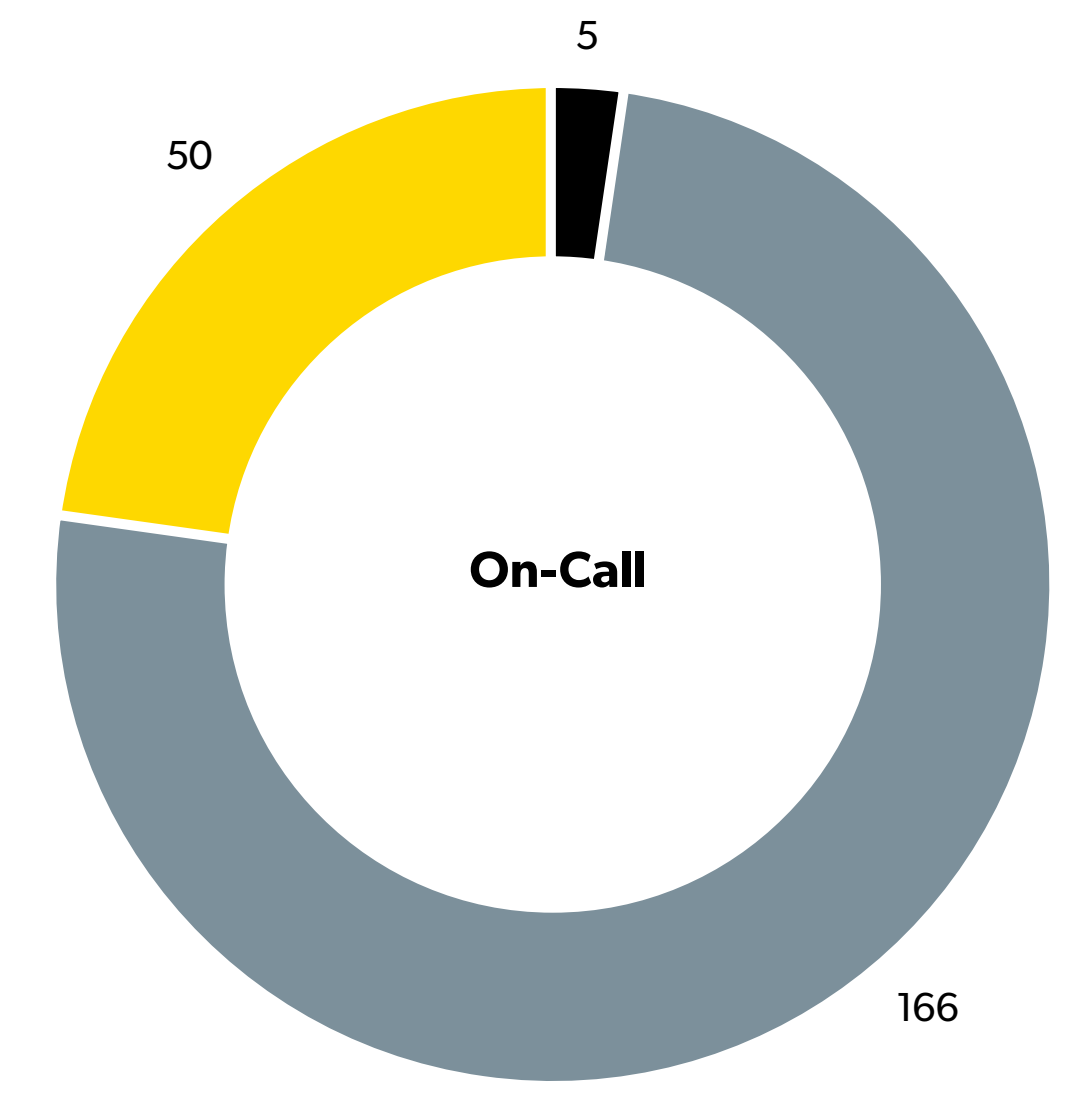
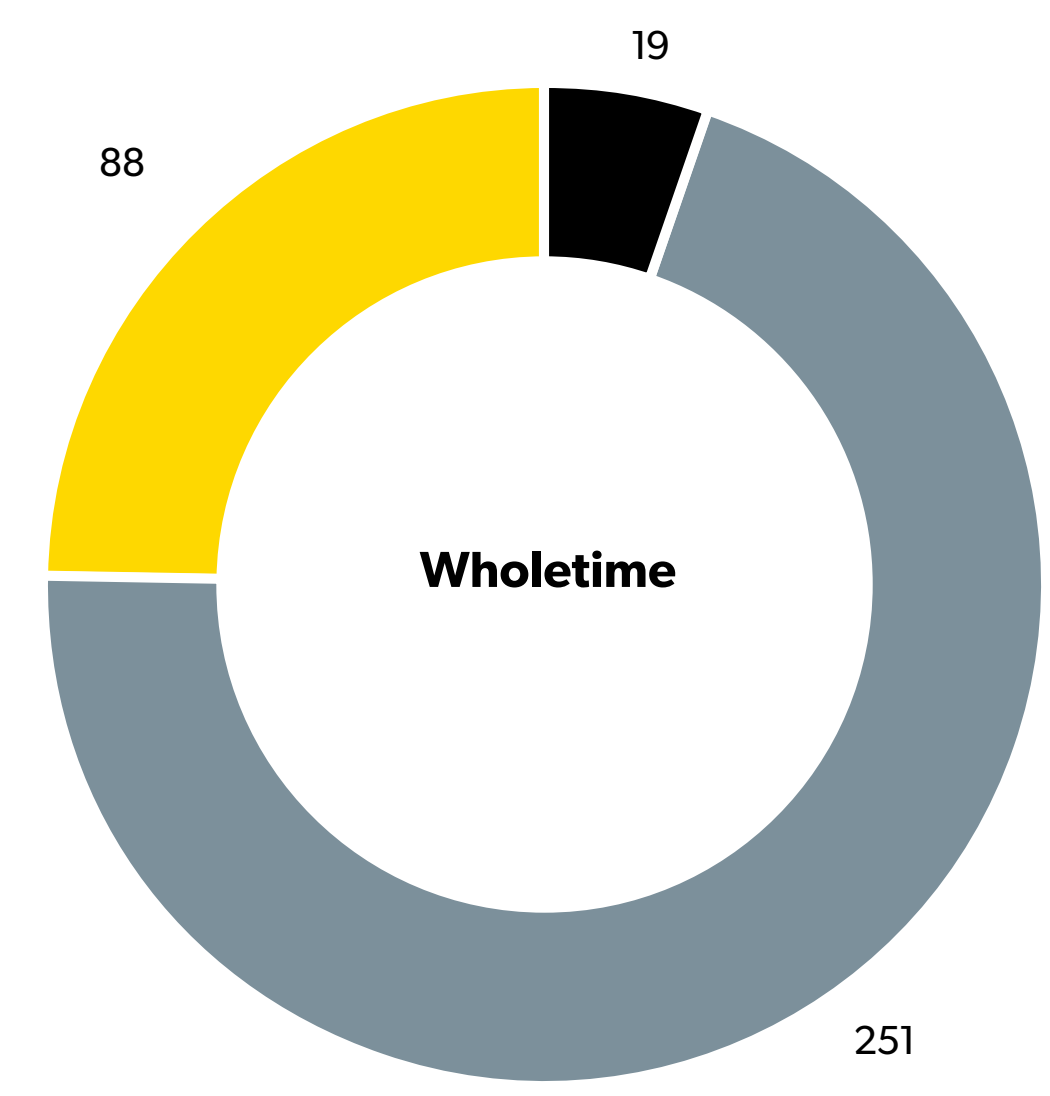
Age profile of employees



Gender profile of employees



Disability profile of employees

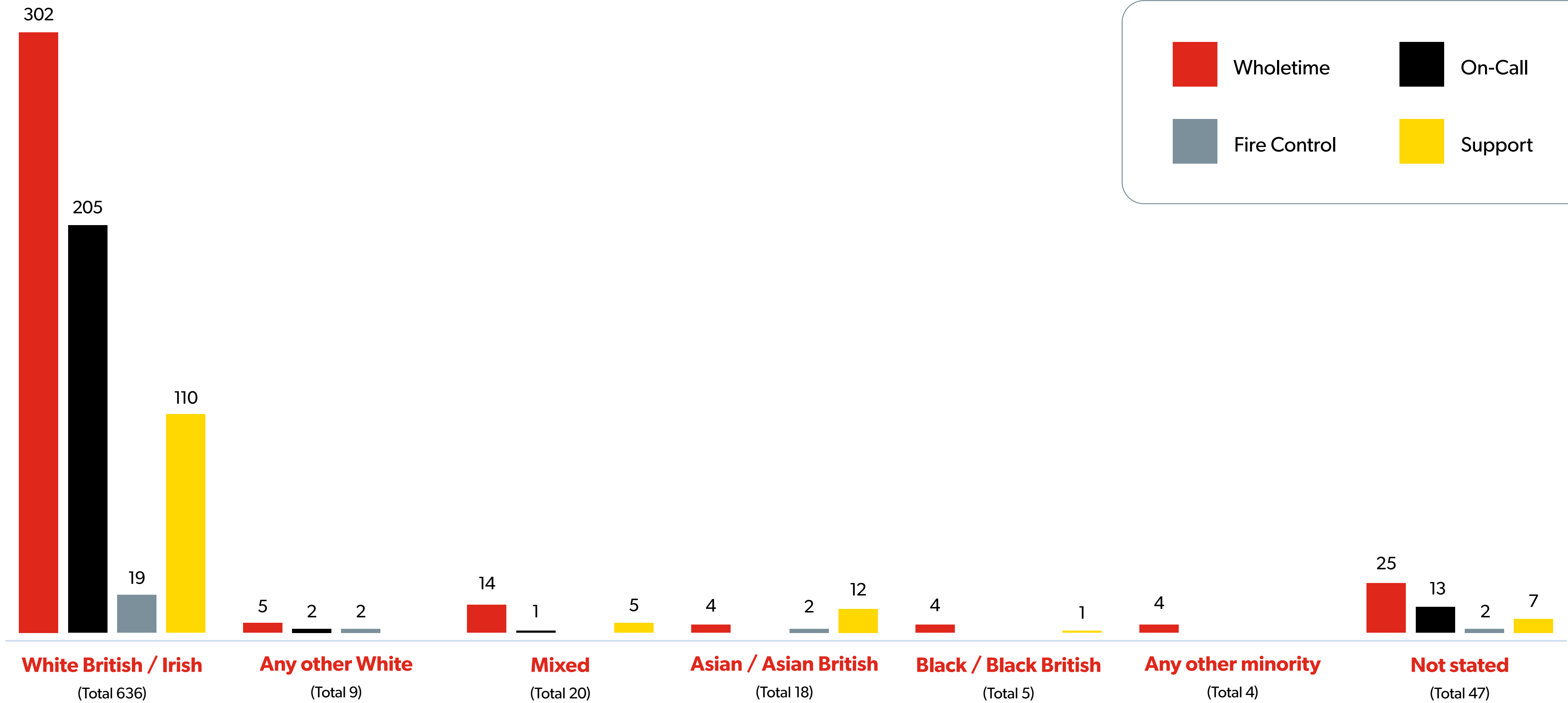


Declared Disability
(Total 39)

Declared Not Disabled
(Total 521)

Not stated
(Total 179)

Ethnicity profile of employees



Religion or Belief profile of employees

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not stated
Wholetime	140	1	1	1	1	3	14	131	66
On-Call	89	1	-	-	-	-	4	95	32
Fire Control	10	-	-	-	-	1	2	7	5
Support	48	-	5	2	-	3	5	47	25
Total	287	2	6	3	1	7	25	280	128

Sexual Orientation profile of employees

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Wholetime	10	5	279	64
On-Call	5	6	180	30
Fire Control	-	-	19	6
Support	-	1	113	21
Total	15	12	591	121

What this data tells us?

- Disproportionate number of females in Wholetime and On-Call roles
- Disproportionate number of White British/Irish employees across all staff groups
- More employees feel comfortable sharing their religion or belief than those who don't

What are we doing as a result?

- Create a new post and recruit for a Positive Action Lead within the Service
- Research, design, deliver and measure the impact of a range of positive action activities for internal and external recruitment
- Deliver a series of workshops covering EDI and themes linked to the Core Code of Ethics

Human Resources

Recruitment activity throughout the year and across all staff groups influence our employee profile. To appreciate how well we recruit diverse individuals, this section details our equality and diversity figures in relation to recruitment. There are no targets set linked to protected characteristics when undertaking recruitment activity, although the Service recognises the need to better balance the diversity of the workforce.



Recruitment

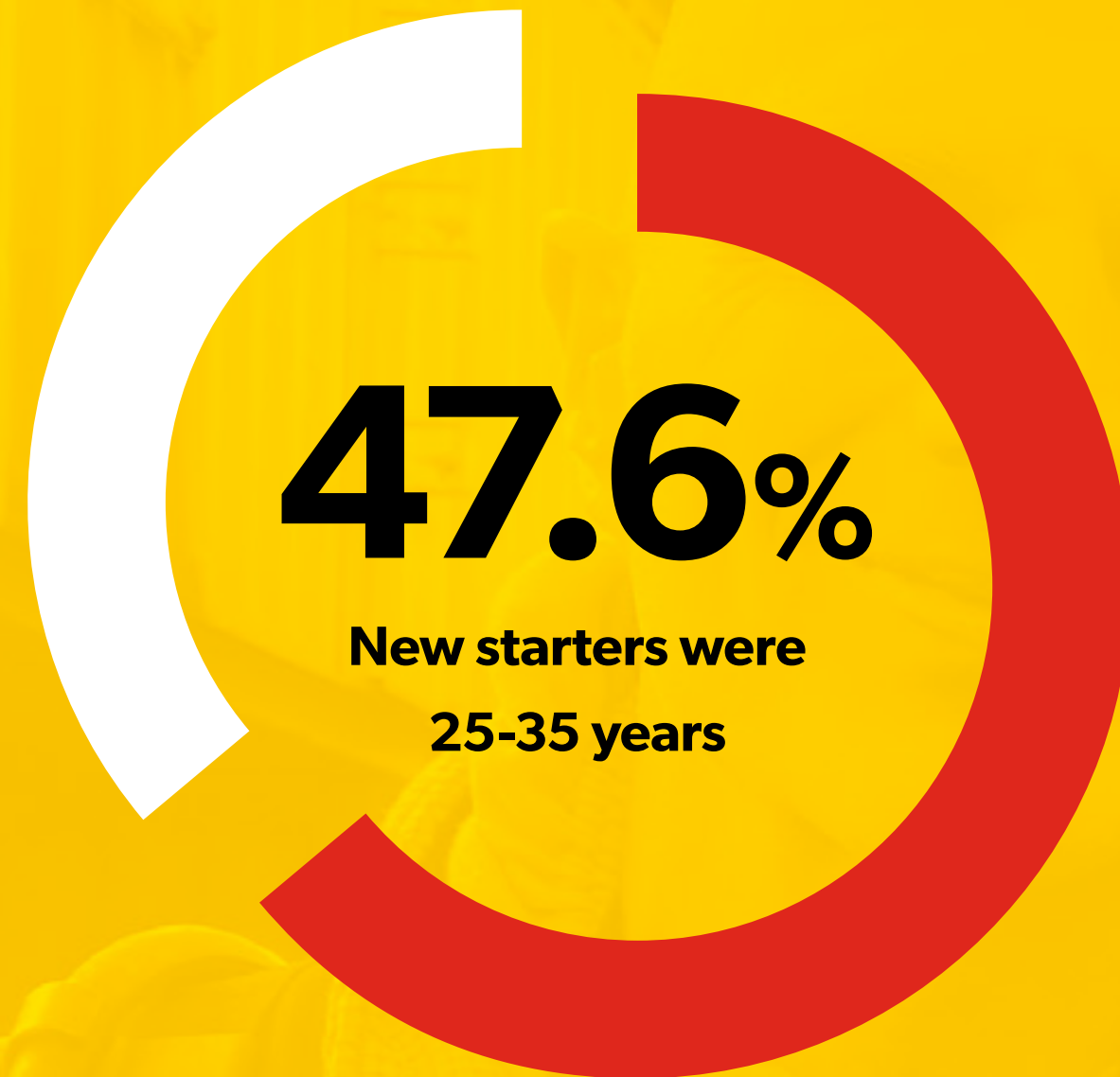
A total of **105 employees were recruited** during the year across various staff groups.

Recruitment in some staff groups were low and if shown would be able to identify individuals. Therefore, data relating to Wholetime and Fire Control is merged providing anonymity.

A detailed breakdown of recruitment activity is shown below:



At a glance



New starters declared a disability



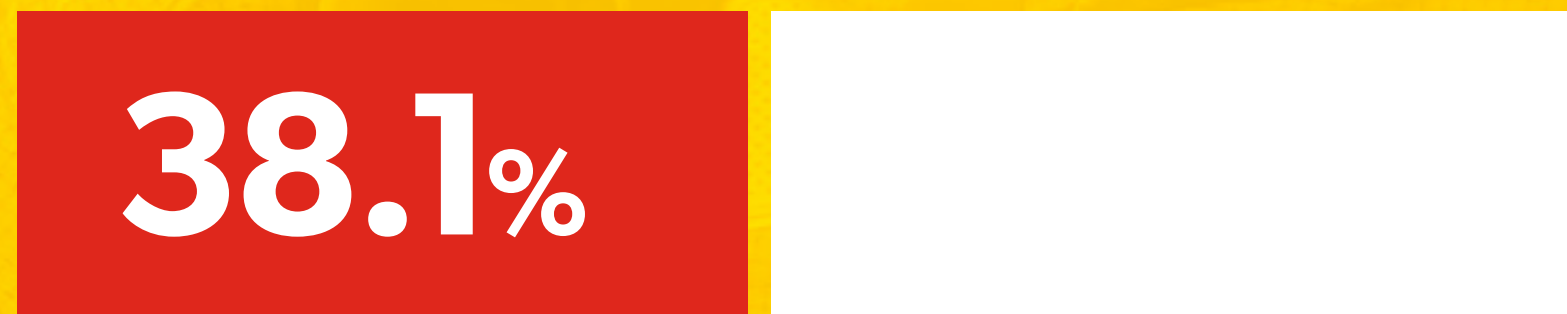
16.2%
New starters were female

New starters were Black, Asian and Minority Ethnic (BAME)



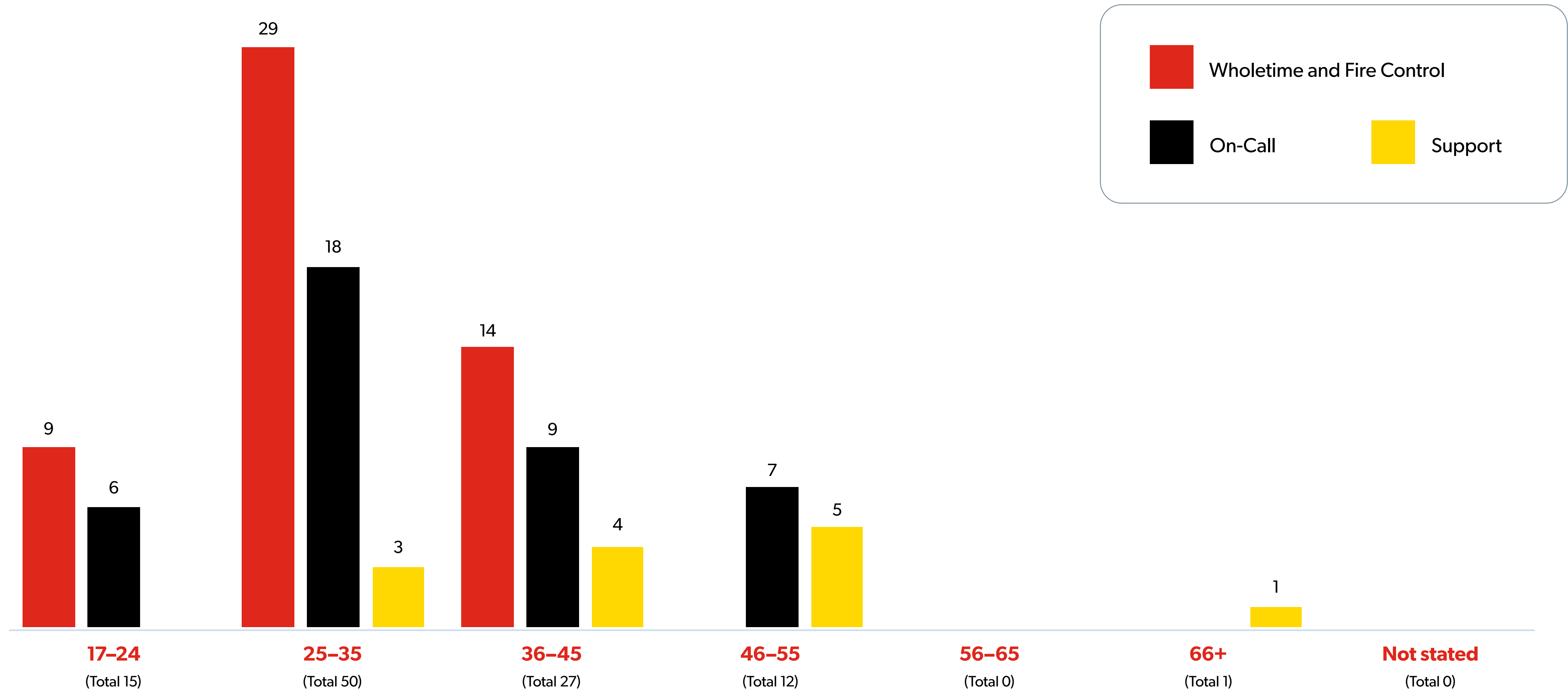
8.6%

New starters declared their sexual orientation as Lesbian, Gay and Bisexual (LGB)

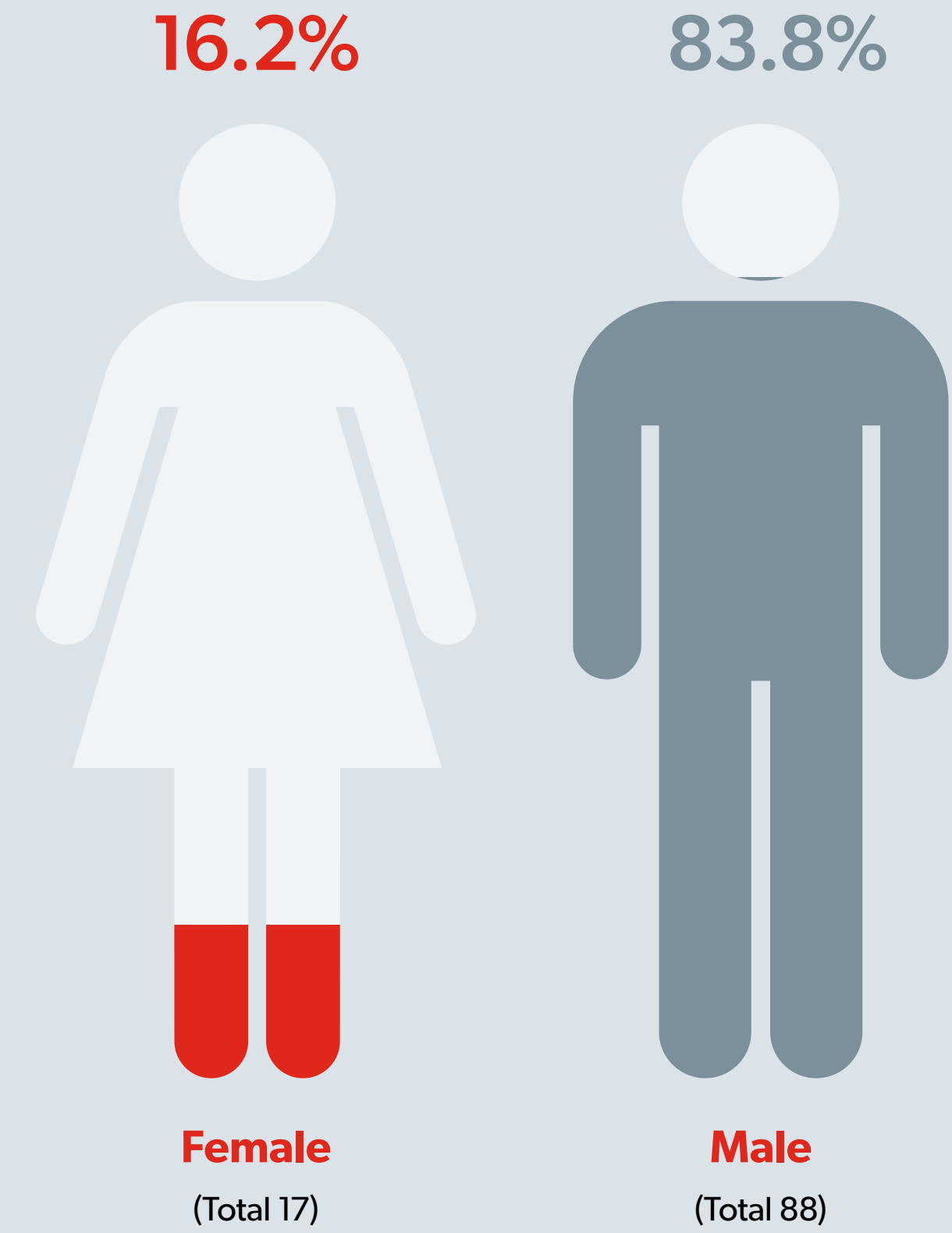


New starters had no religious affiliation

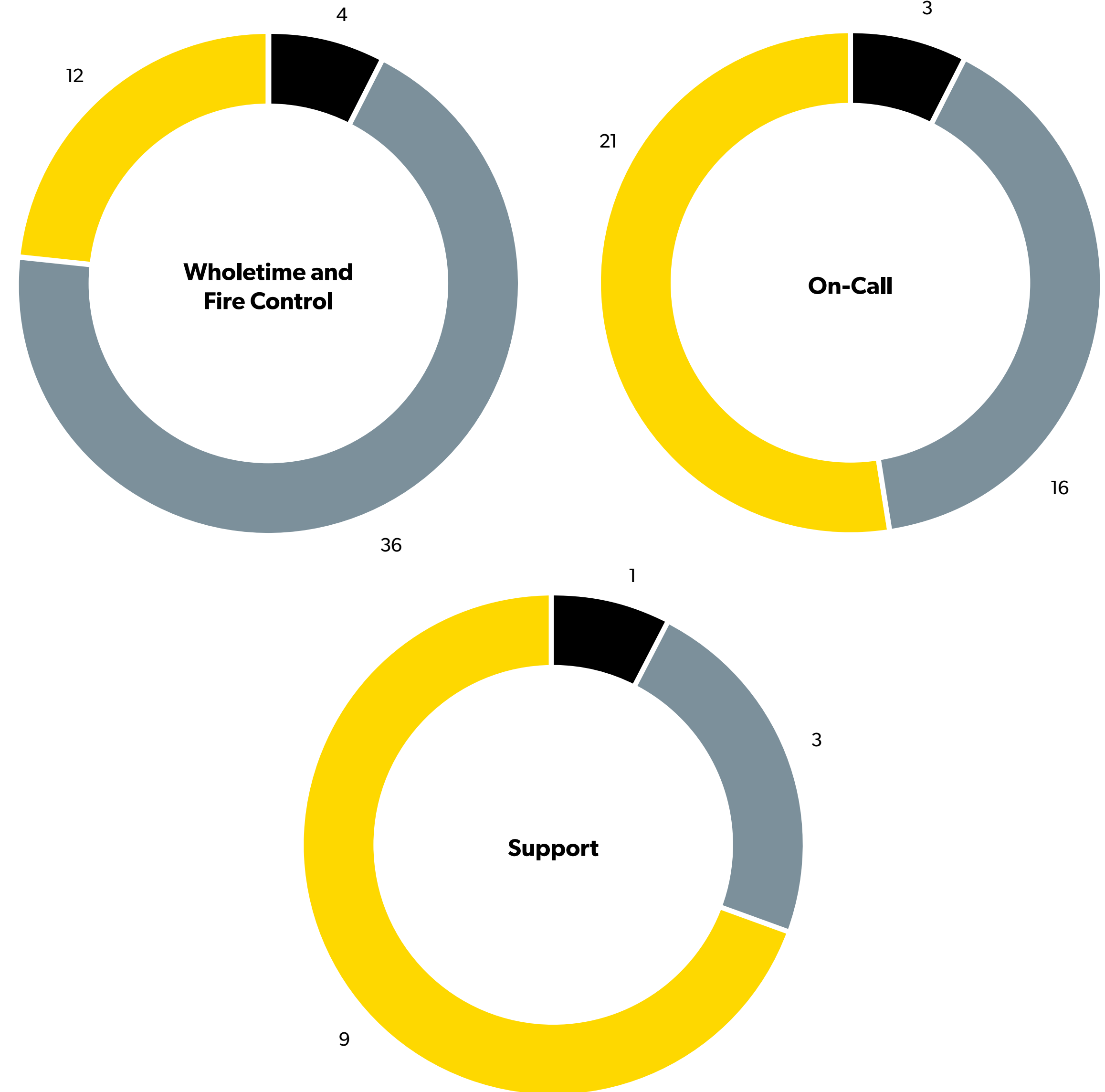
Age profile of new starters

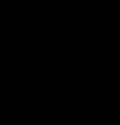




Gender profile of new starters

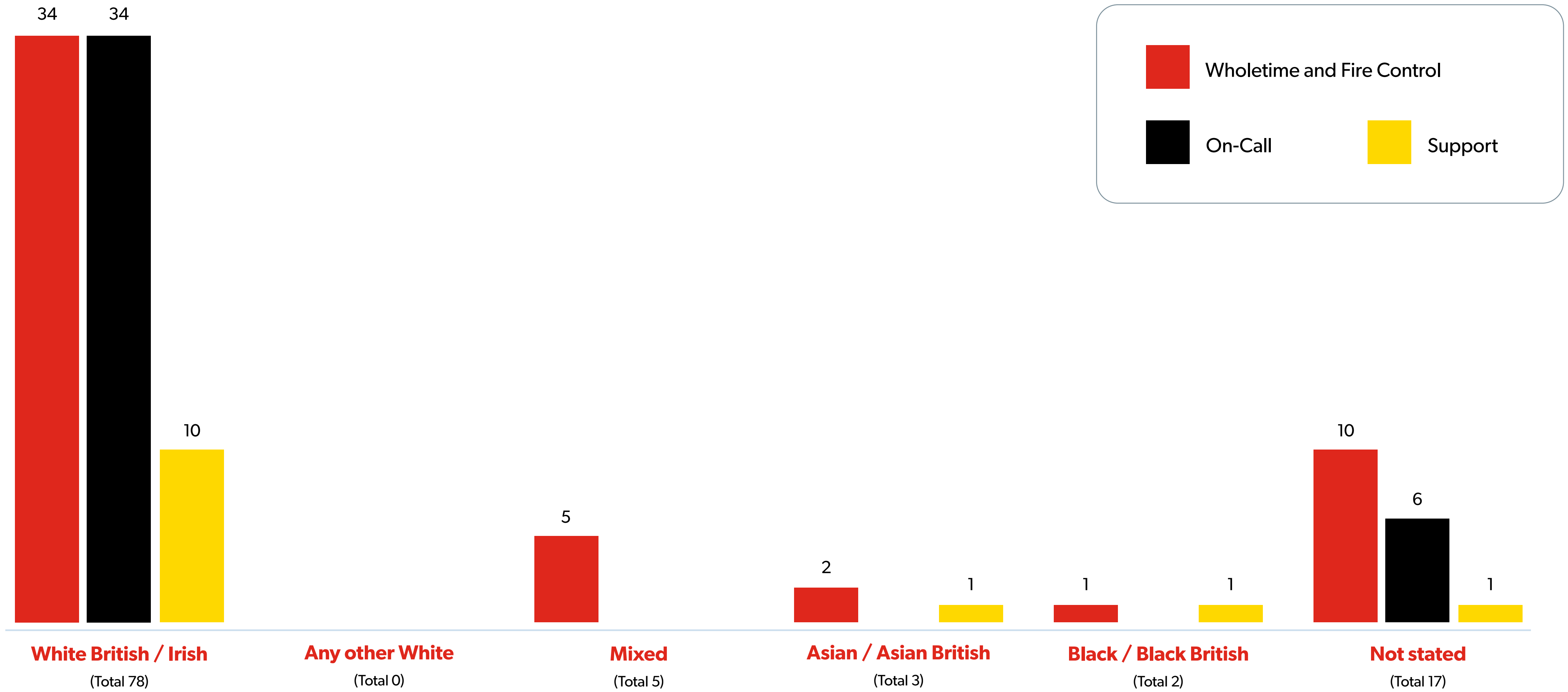


Disability profile of new starters



-  **Declared Disability**
(Total 8)
-  **Declared Not Disabled**
(Total 55)
-  **Not stated**
(Total 42)

Ethnicity profile of new starters



Religion or Belief profile of new starters

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not stated
Wholetime and Fire Control	19	1	-	1	1	1	2	18	9
On-Call	13	-	-	-	-	-	2	18	7
Support	5	-	1	-	-	-	1	4	2
Total	37	1	1	1	1	1	5	40	18

Sexual Orientation profile of new starters

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Wholetime and Fire Control	5	1	40	6
On-Call	2	1	29	8
Support	-	-	12	1
Total	7	2	81	15

What this data tells us?

- A disproportionate number of new starters did not declare their disability status
- A disproportionate number of males were recruited in Wholetime and On-Call staff groups
- A high number of new starters did not disclose their disability status

What are we doing as a result?

- Create a new post and recruit for a Positive Action Lead within the Service
- Research, design, deliver and measure the impact of a range of positive action activities for internal and external recruitment
- Review the content of recruitment marketing materials

Retention

Employees leave the Service for various reasons including: retirement, career progression, lifestyle choice or as a consequence of how included they feel. It is important to capture reasons why and demographic data to identify any emerging trends and areas where retention can be improved.

A total of 82 employees ended their employment with the Service in the reporting year, with 67 of them being Wholetime staff and 15 of them being Support staff.

Leavers in some staff groups were low and if shown would be able to identify individuals. Therefore, data relating to Wholetime and Fire Control is merged providing anonymity.

A detailed breakdown of leaver activity is shown below:

At a glance



Leavers declared
a disability



14.6%
Leavers were
female

Leavers were Black,
Asian and Minority Ethnic
(BAME)

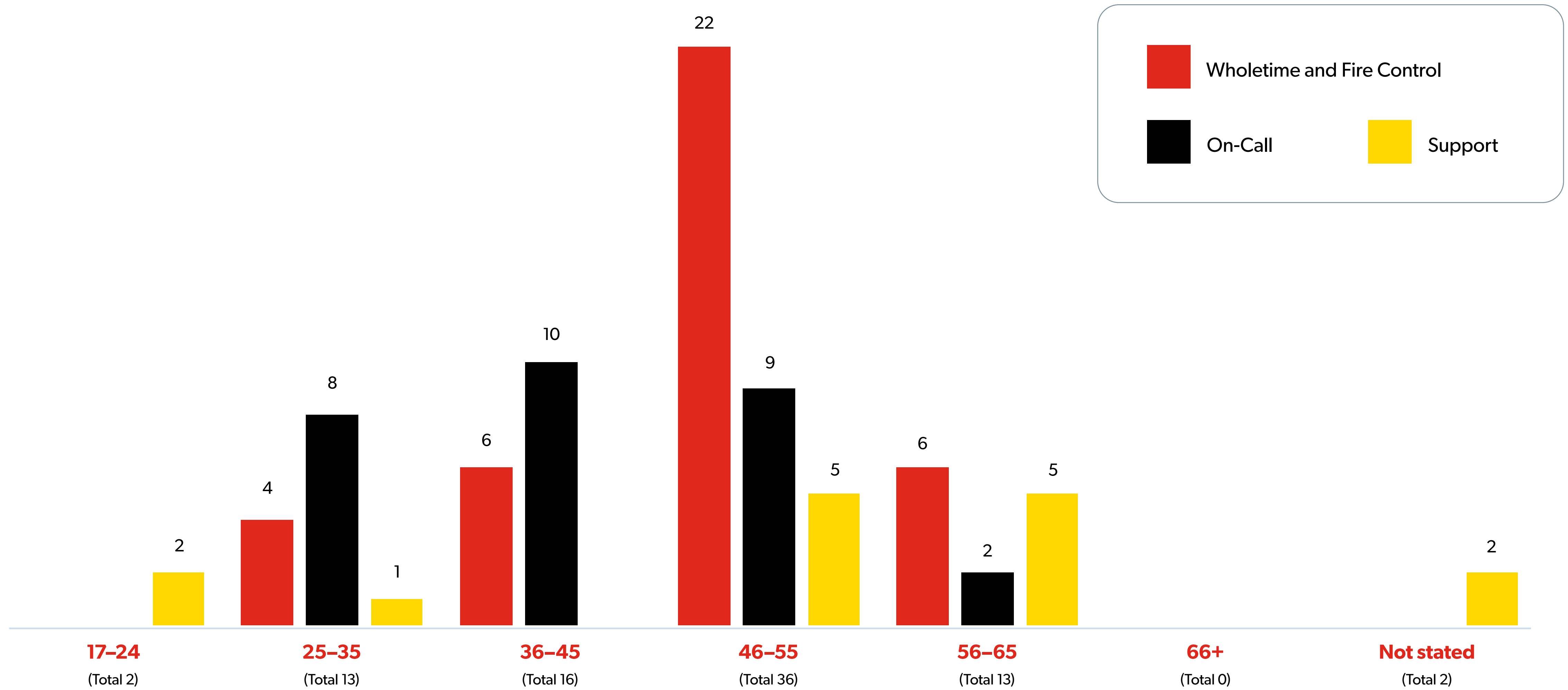


Leavers were of a Christian faith

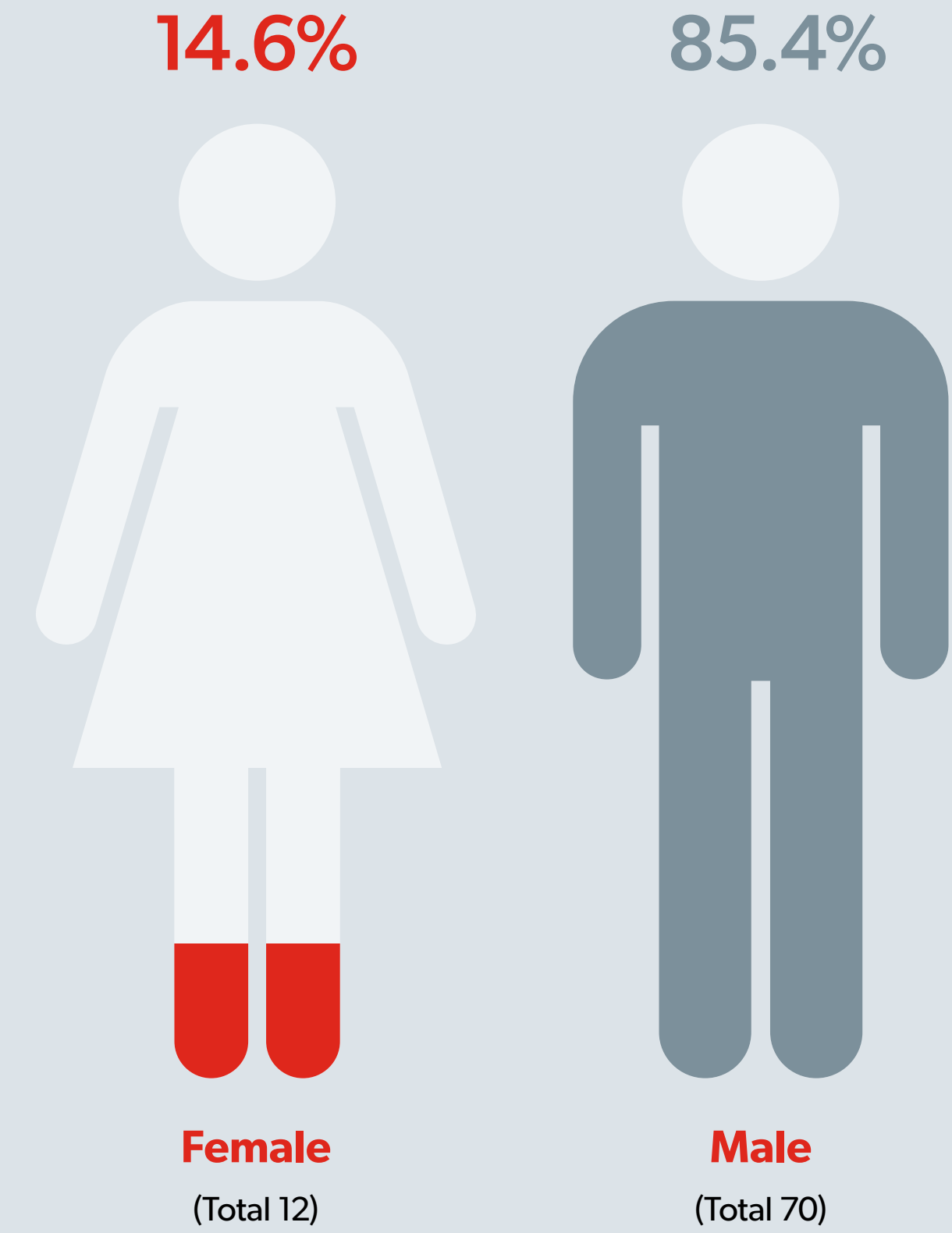
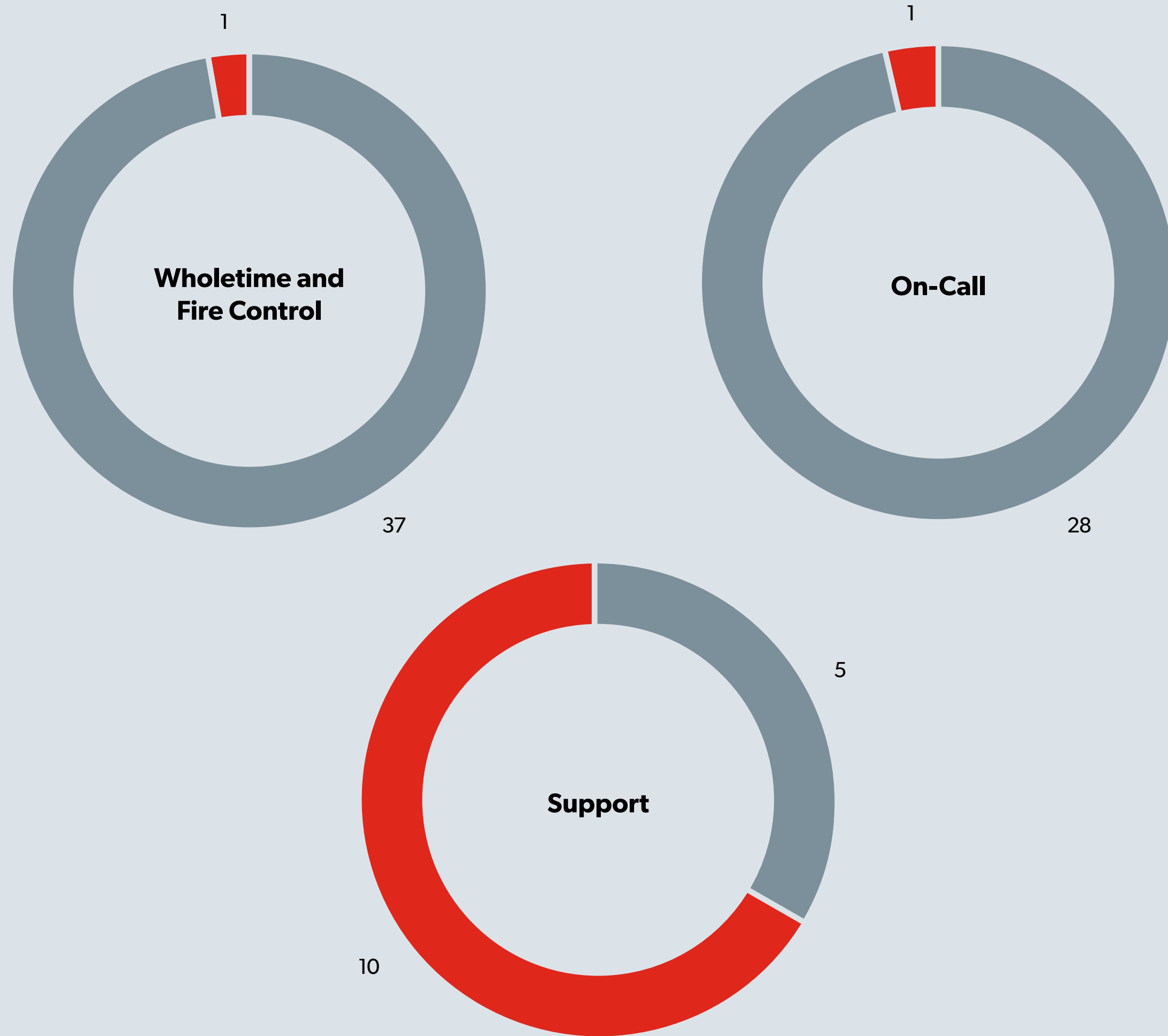


Leavers declared their
sexual orientation as
Lesbian, Gay and Bisexual
(LGB)

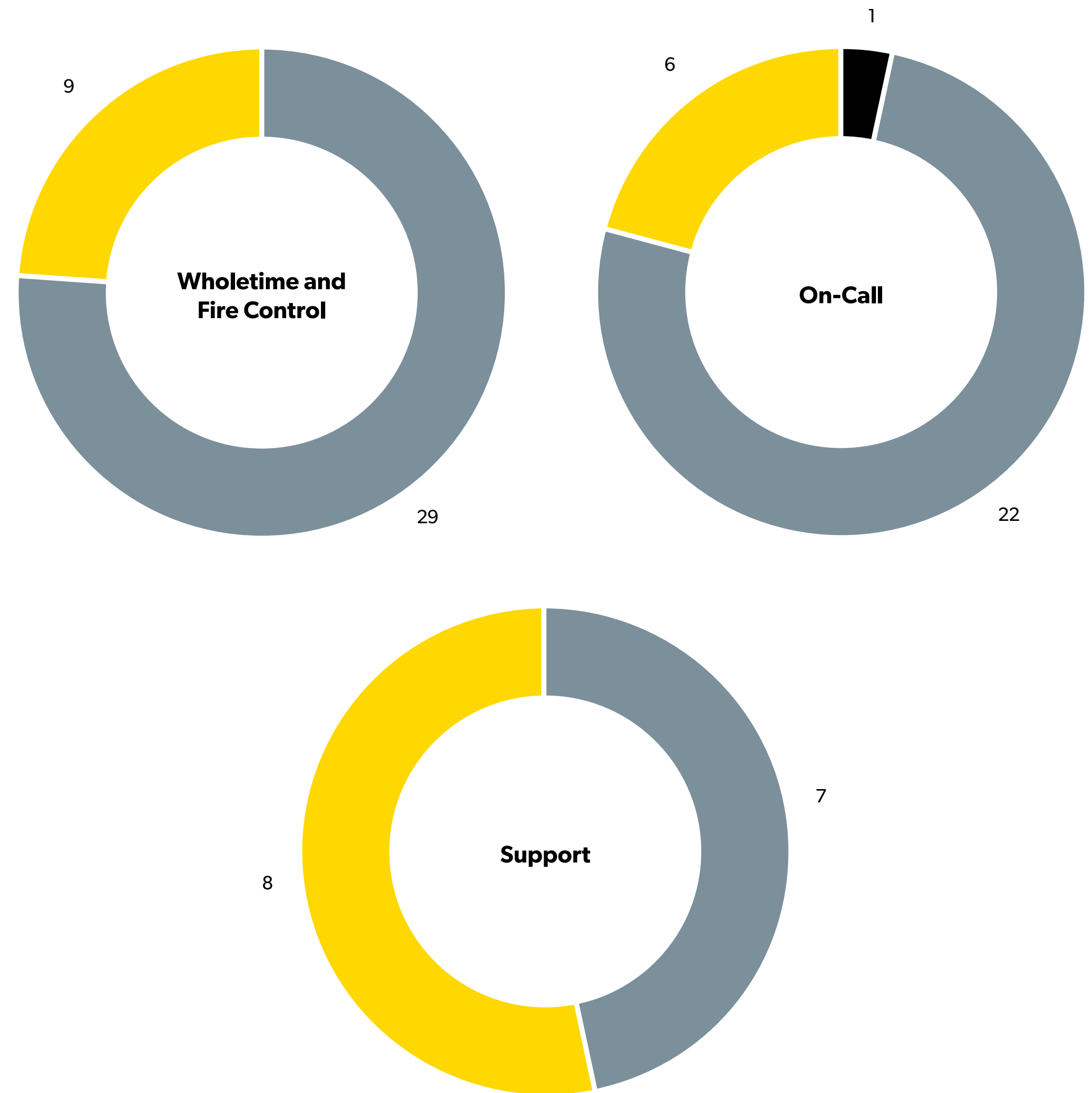
Age profile of leavers

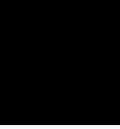




Gender profile of leavers

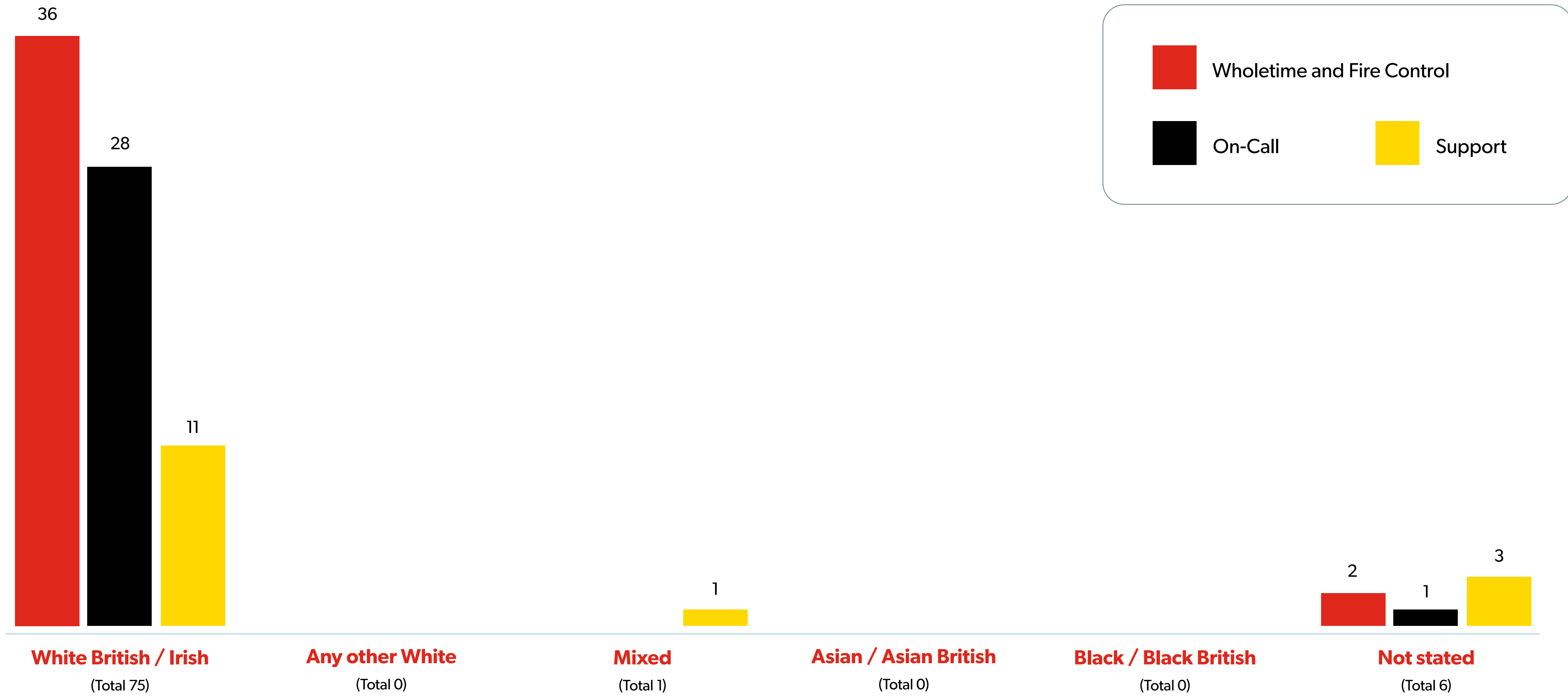


Disability profile of leavers



-  **Declared Disability**
(Total 1)
-  **Declared Not Disabled**
(Total 58)
-  **Not stated**
(Total 23)

Ethnicity profile of leavers



Religion or Belief profile of leavers

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Wholetime and Fire Control	21	-	-	-	-	-	-	12	5
On-Call	17	-	-	-	-	-	1	9	2
Support	5	-	-	-	-	-	-	7	3
Total	43	0	0	0	0	0	1	28	10

Sexual Orientation profile of leavers

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Wholetime and Fire Control	2	-	29	7
On-Call	-	-	25	4
Support	-	1	11	3
Total	2	1	65	14

What this data tells us?

- The age profile of leavers reflects those who were eligible to retire from operational roles
- The gender profile of leavers reflects those that were eligible to retire from operational roles
- The percentage of leavers not stating if they had a disability is lower than that of new starters

What are we doing as a result?

- Undertake and respond to the findings of a staff survey including questions sets that link to inclusivity
- Review on boarding, probation and exit interviews to include question sets that link to inclusivity
- Deliver a series of workshops covering EDI and themes linked to the Core Code of Ethics



Promotion

Promotion is considered to mean a change in role to either include higher levels of responsibility often achieving a higher pay grade. Positions are achieved through due recruitment processes. Promotion is more widely available to employees in Wholetime, On-Call or Fire Control staff groups, who predominantly work in hierarchical structures; and mostly drawn from the existing workforce. Operational roles encounter limitations to the types of disabilities that can reasonably be adjusted for to be able to carry out the role (for example physical disabilities), as such, the recording of disability within promotion processes is likely to remain low.

All Support roles are openly advertised with existing employees encouraged to apply when positions become available.

It is important to capture the demographic data of those promoted to identify if any emerging trends suggest processes need improving.

A total of **99 promotions were achieved** in the reporting year, with 61 of these substantive and 38 on a temporary basis. Temporary promotions occur as a result of secondments, long term absence, or when a vacancy was unable to be substantively filled.

A detailed breakdown of promotion activity is shown below:



At a glance



Promoted staff declared a disability

5.0%



16.2%

Promoted staff were female

Promoted staff were Black, Asian and Minority Ethnic (BAME)

4.0%

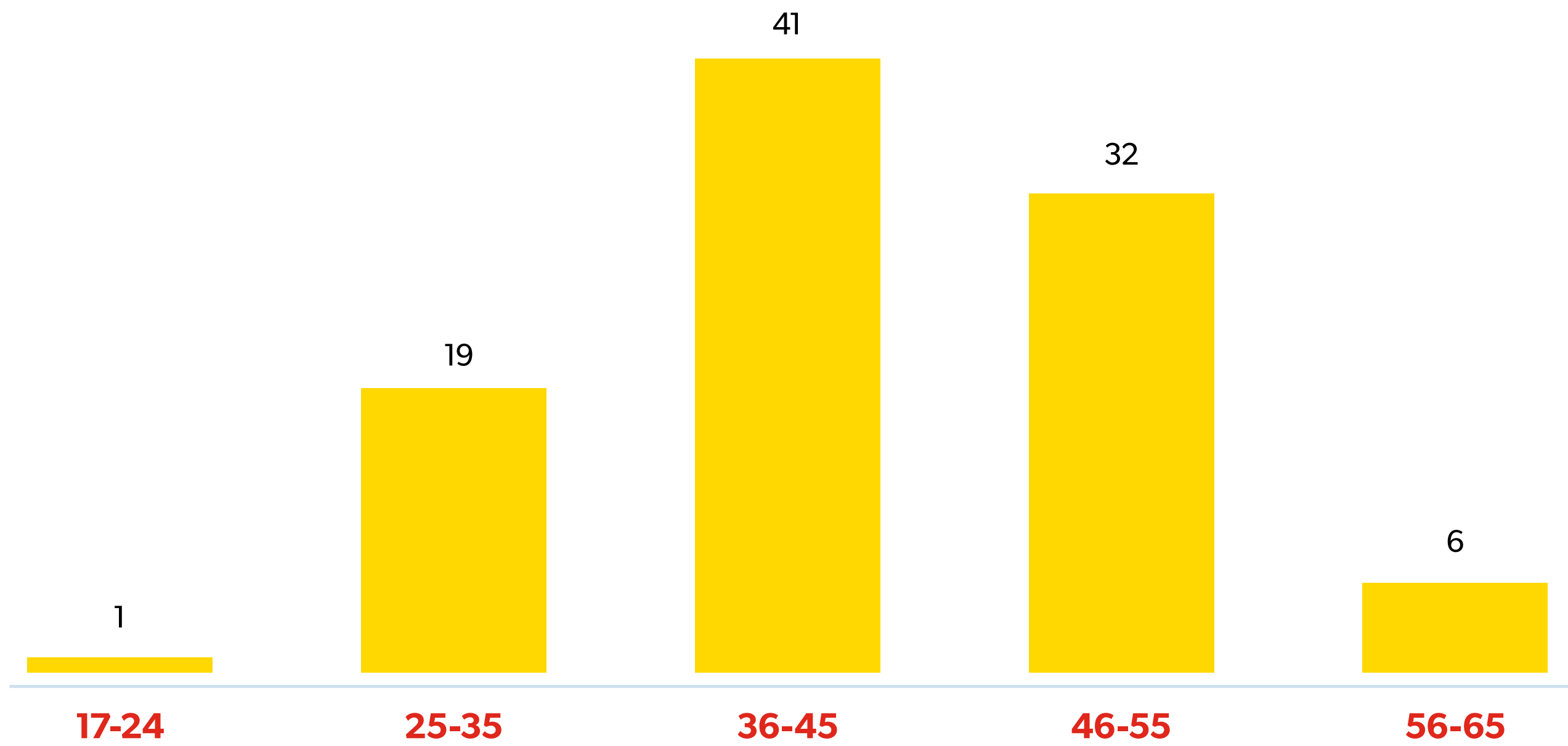
0.0%

Promoted staff declared their sexual orientation as Lesbian, Gay and Bisexual (LGB)

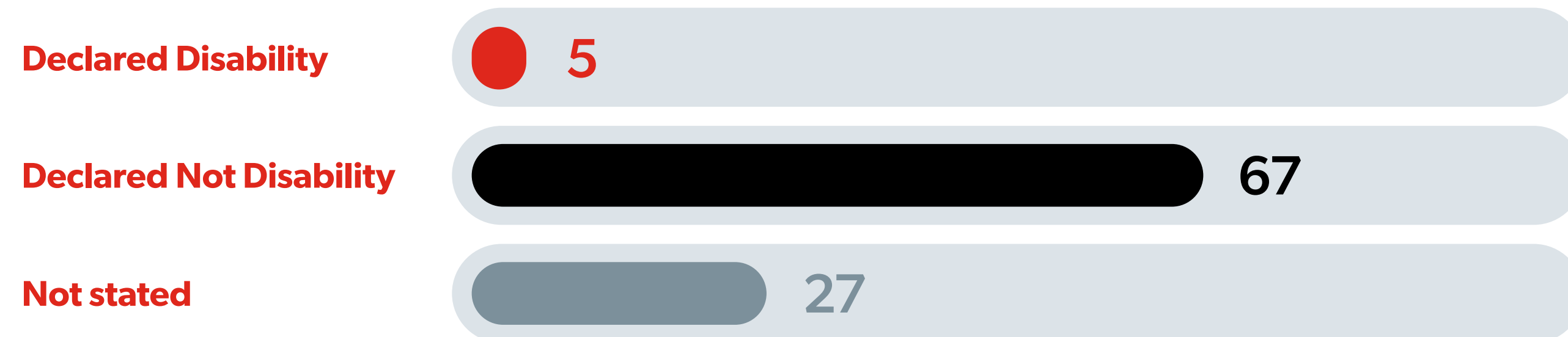


Promoted staff had no religious affiliation

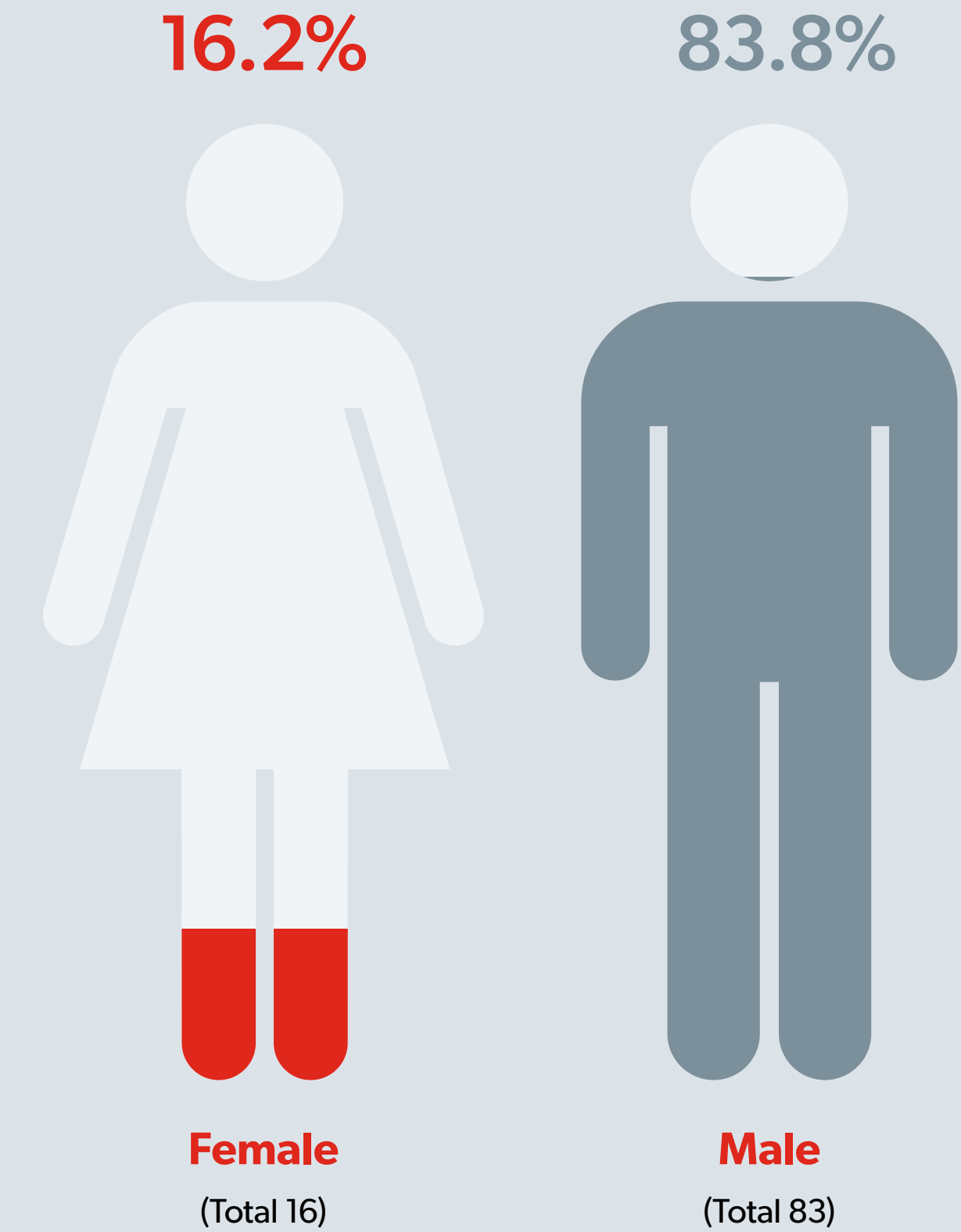
Age profile of promoted staff



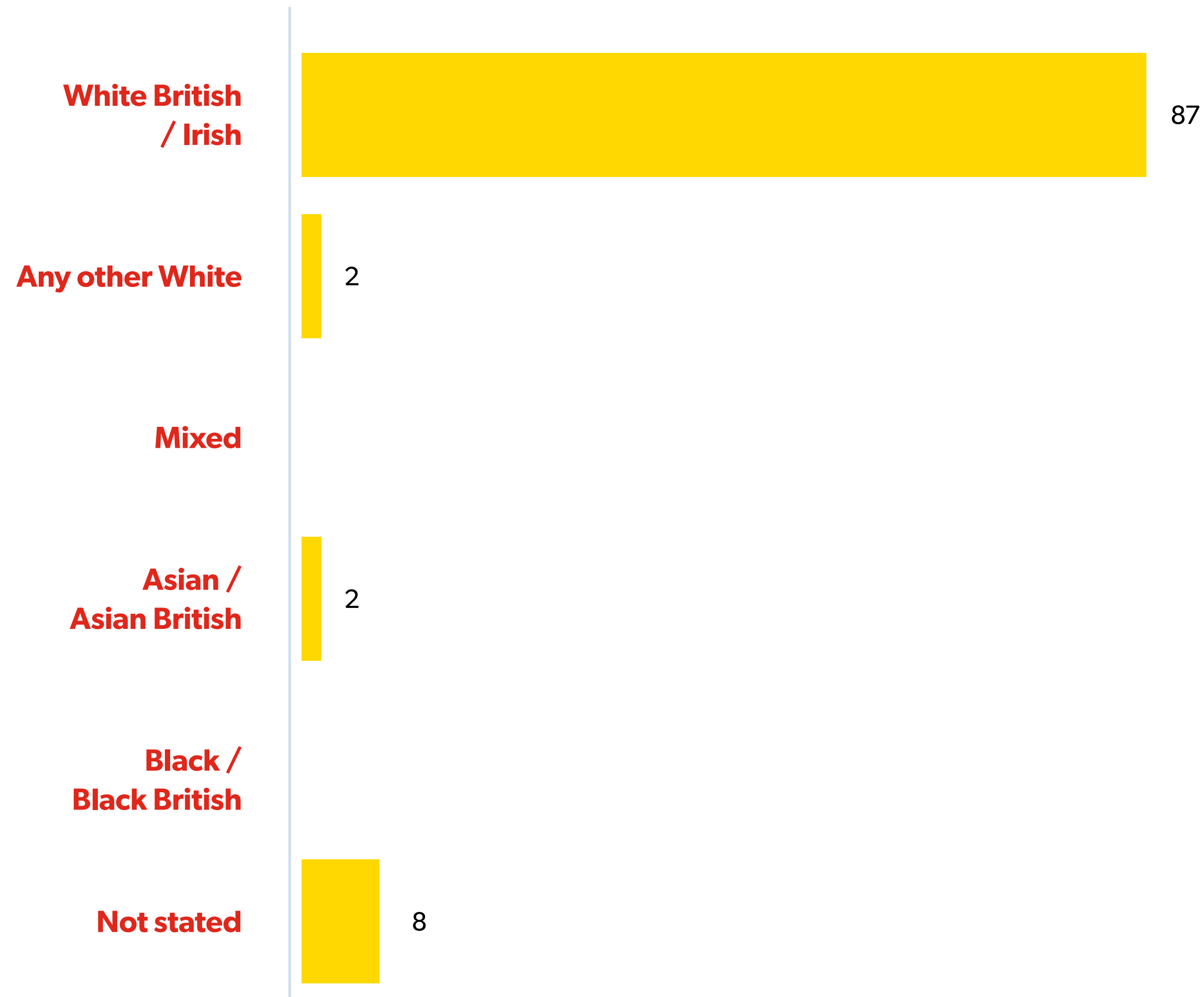
Disability profile of promoted staff



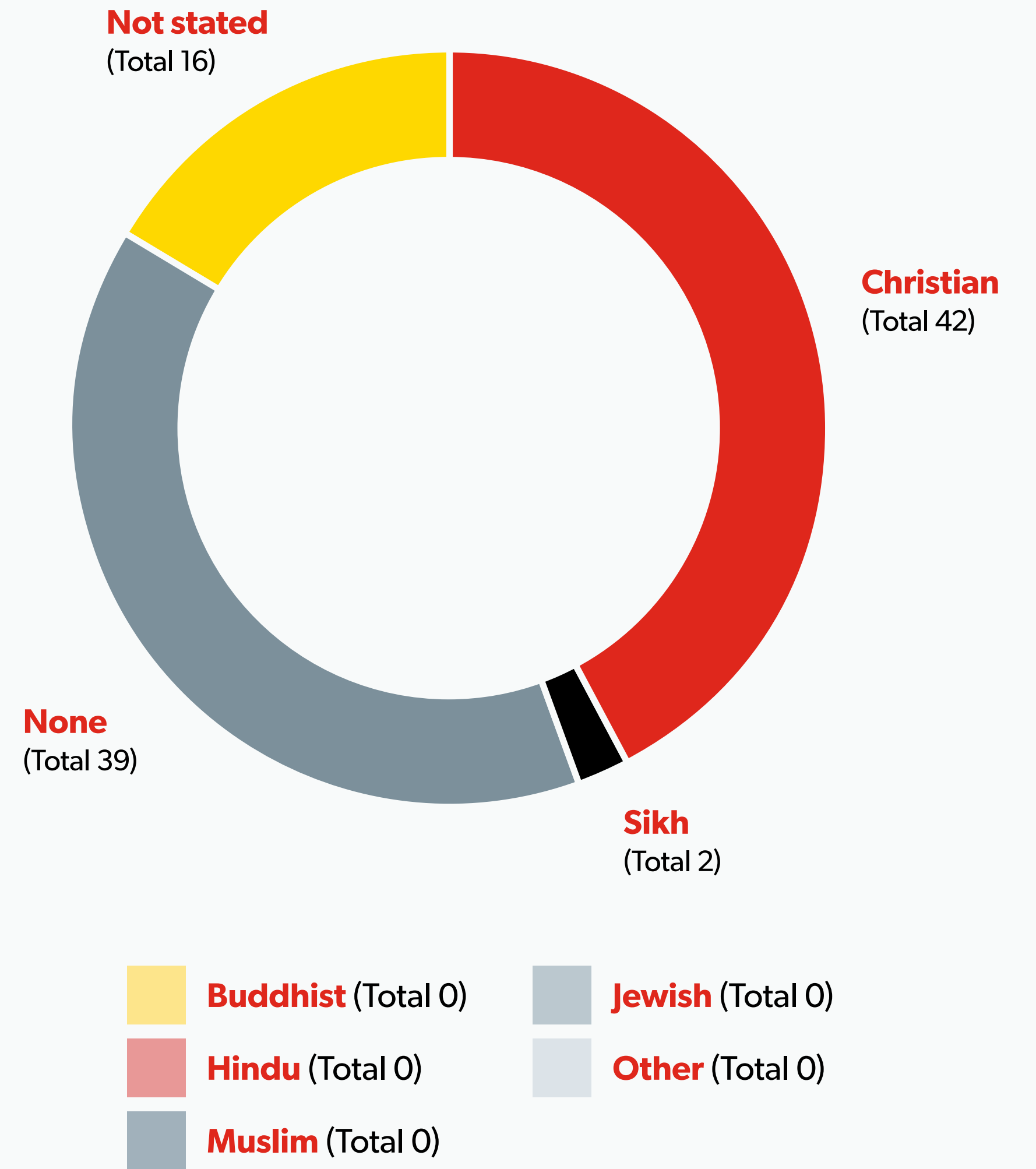
Gender profile of promoted staff



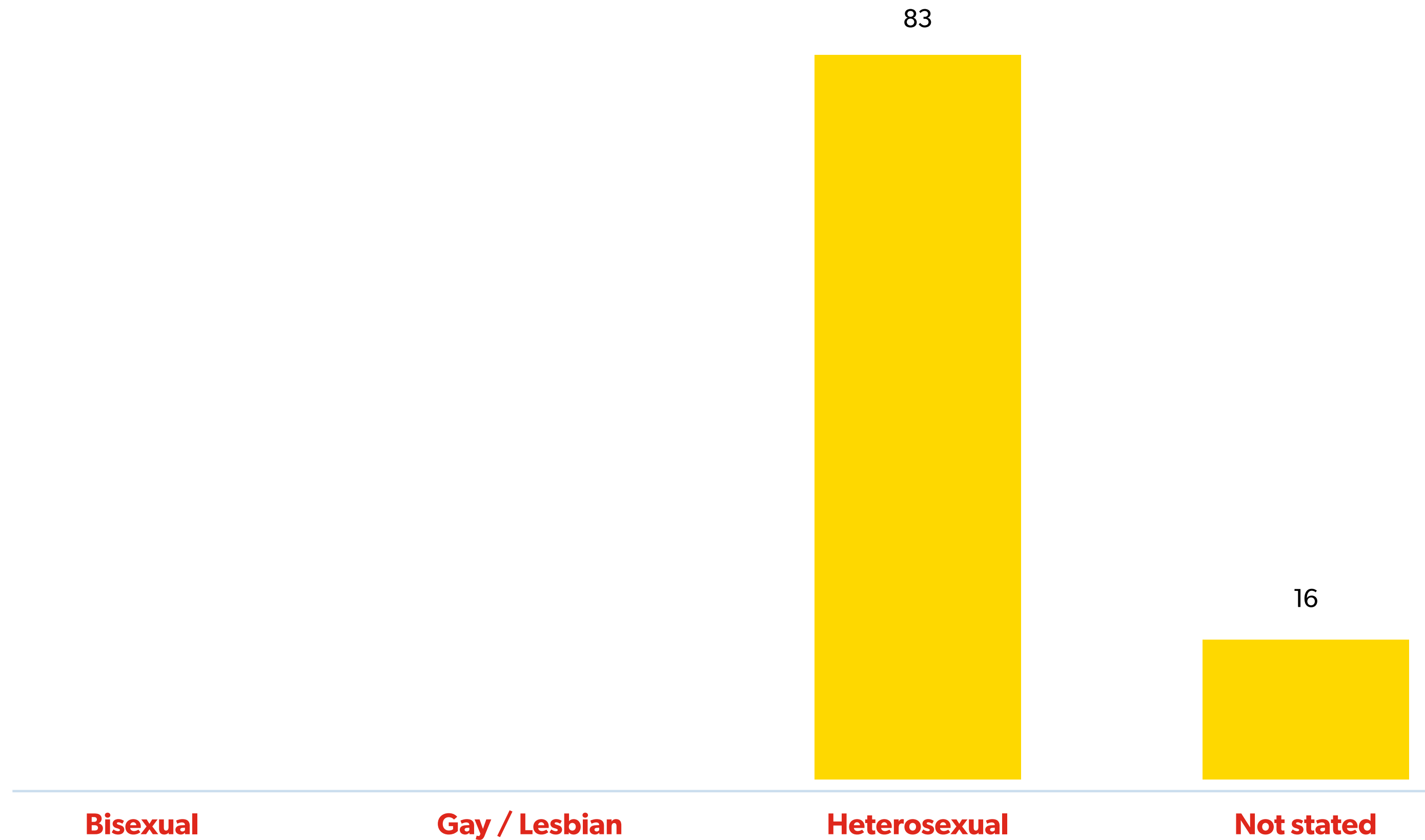
Ethnicity profile of promoted staff



Religion or Belief profile of promoted staff



Sexual Orientation profile of promoted staff



What this data tells us?

- There were no promoted staff declaring their sexual orientation as LGB
- The existing workforce profile is not as diverse and reflective of the community, which is shown in the profile of staff being promoted

What are we doing as a result?

- Research, design, deliver and measure the impact of a range of positive action activities for internal and external recruitment
- Include assessment of skills and behaviours in the recruitment and promotion processes that are in line with the Core Code of Ethics and our values
- Provide a range of non-formal development interventions for individuals from underrepresented groups



Bullying and Harassment, Grievances and Disciplinary

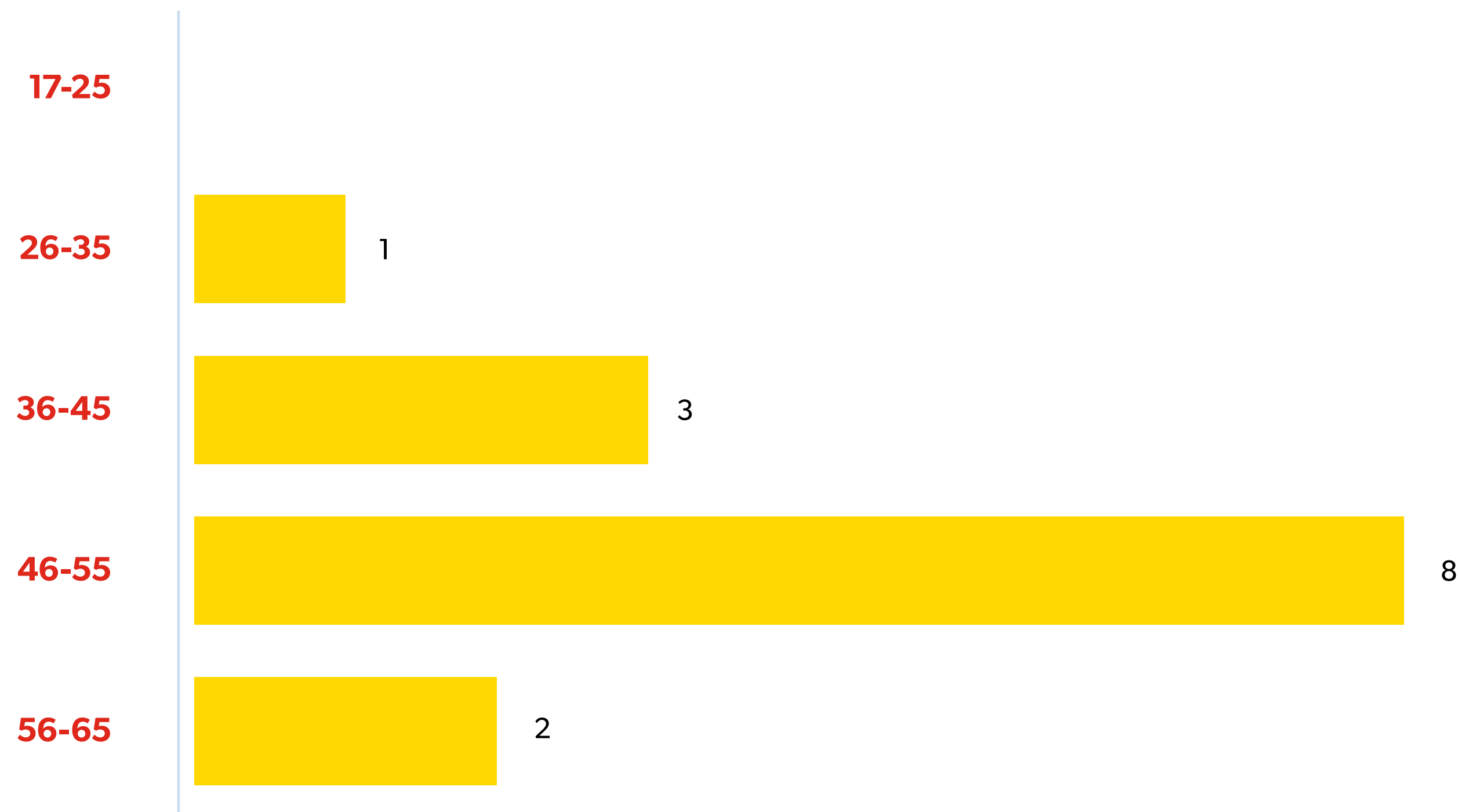
All formal cases of bullying and harassment, grievances and disciplinary are monitored for equality purposes. The three aspects are areas of interest as they serve as key indicators in relation to workplace culture.

Bullying and Harassment and Grievances

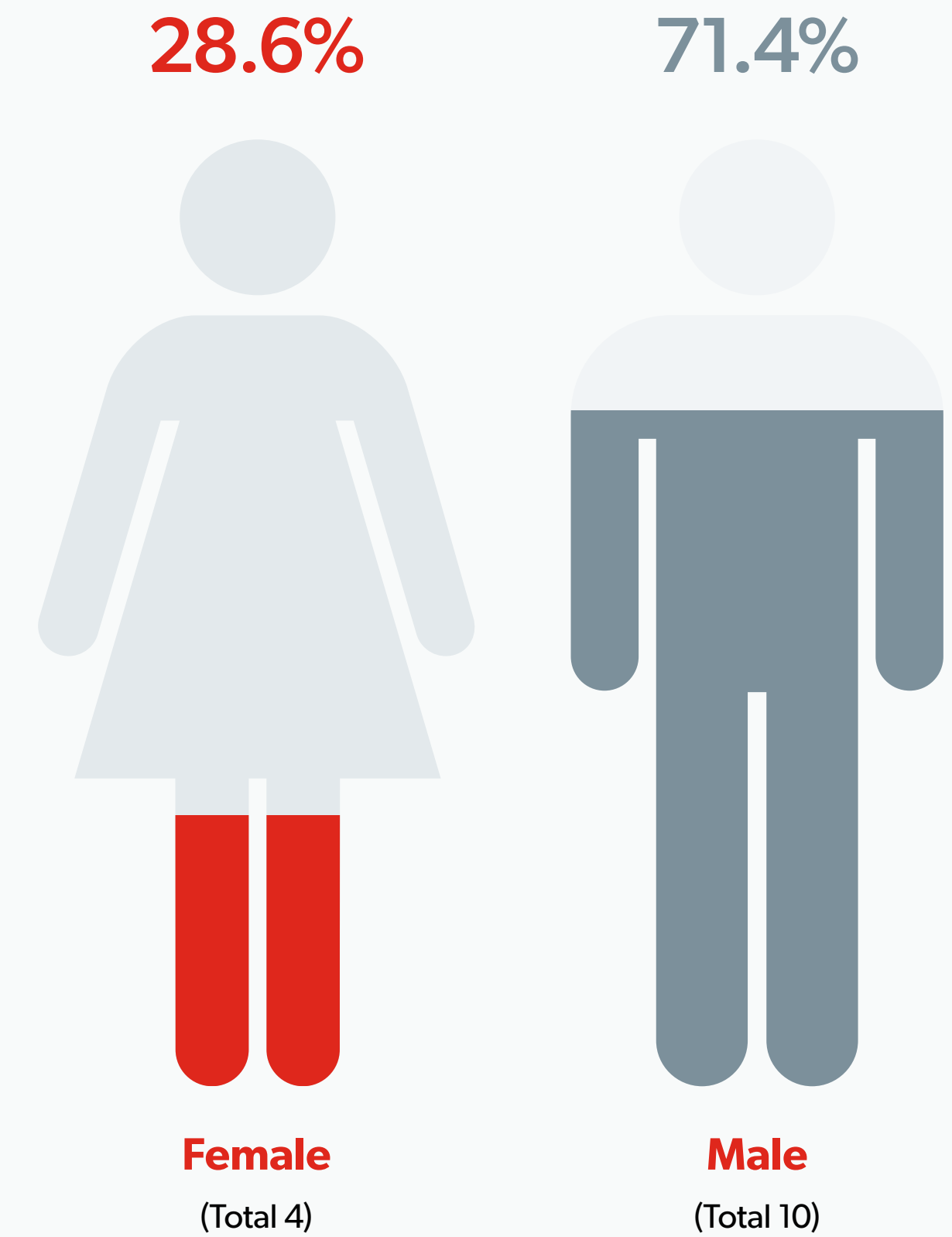
A total of 14 cases of bullying and harassment or grievance cases were investigated during the reporting period.

A detailed breakdown of these investigations is shown below:

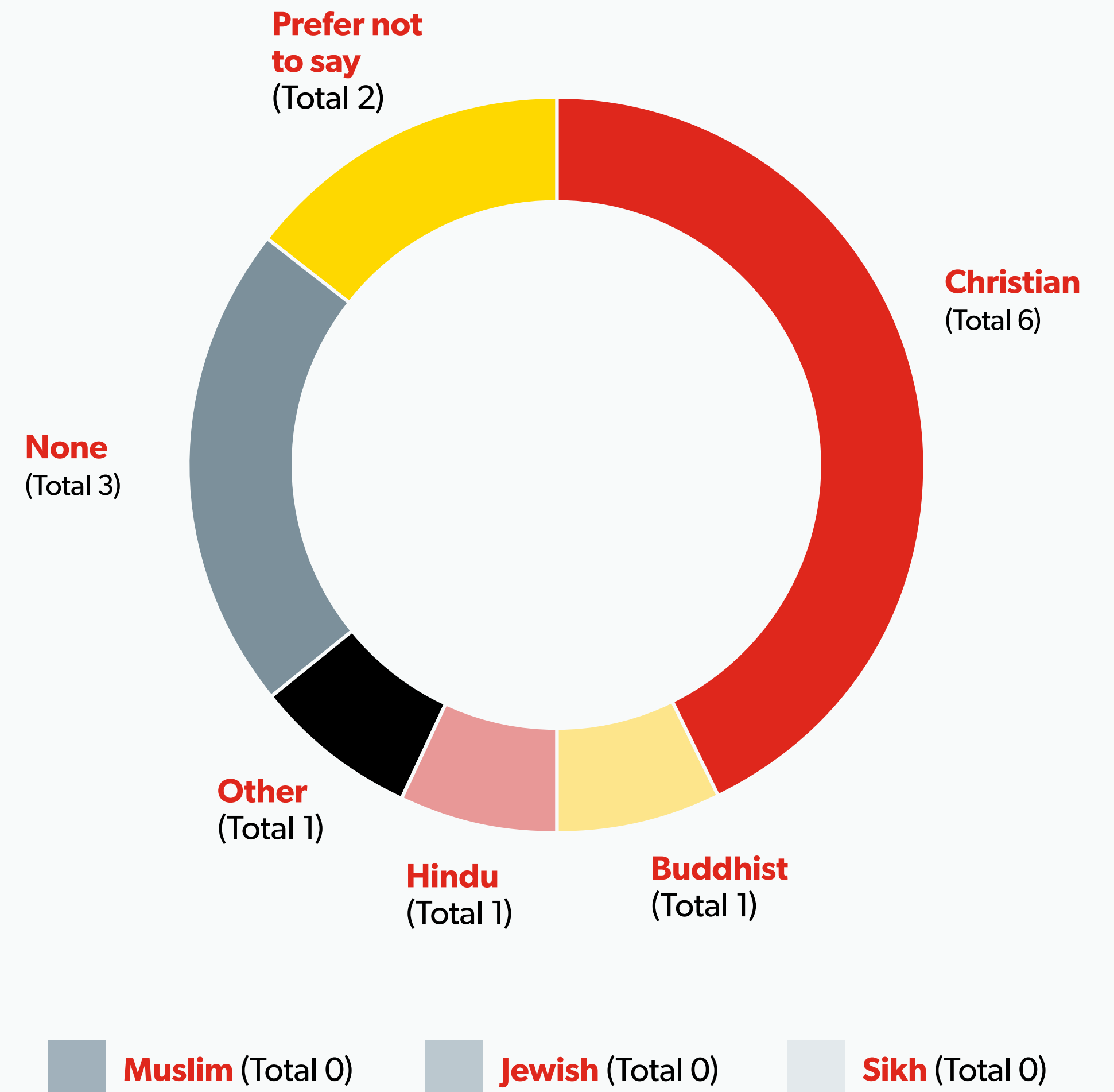
Age profile of cases



Gender profile of cases



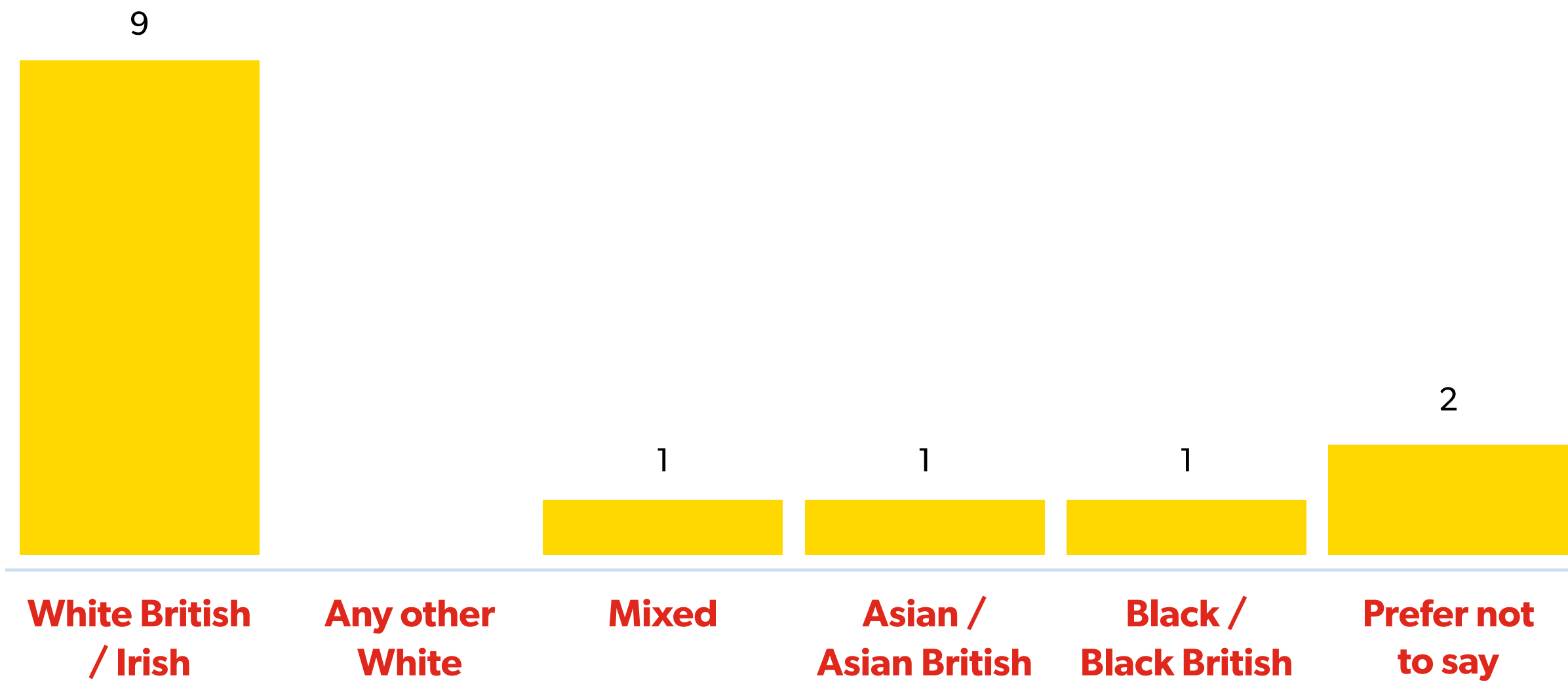
Religion or Belief profile of cases



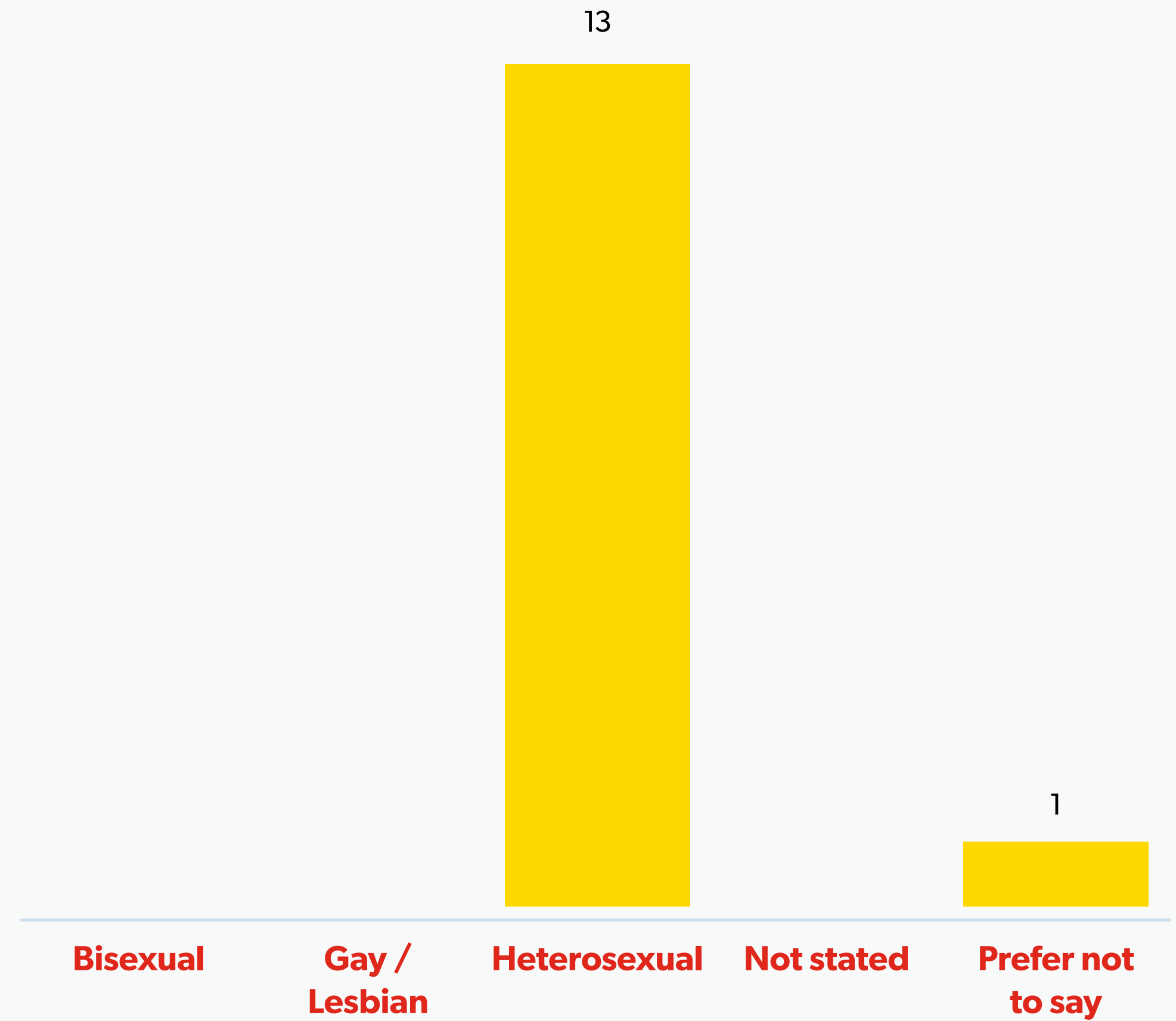
Disability profile of cases



Ethnicity profile of cases



Sexual Orientation profile of cases



Disciplinary

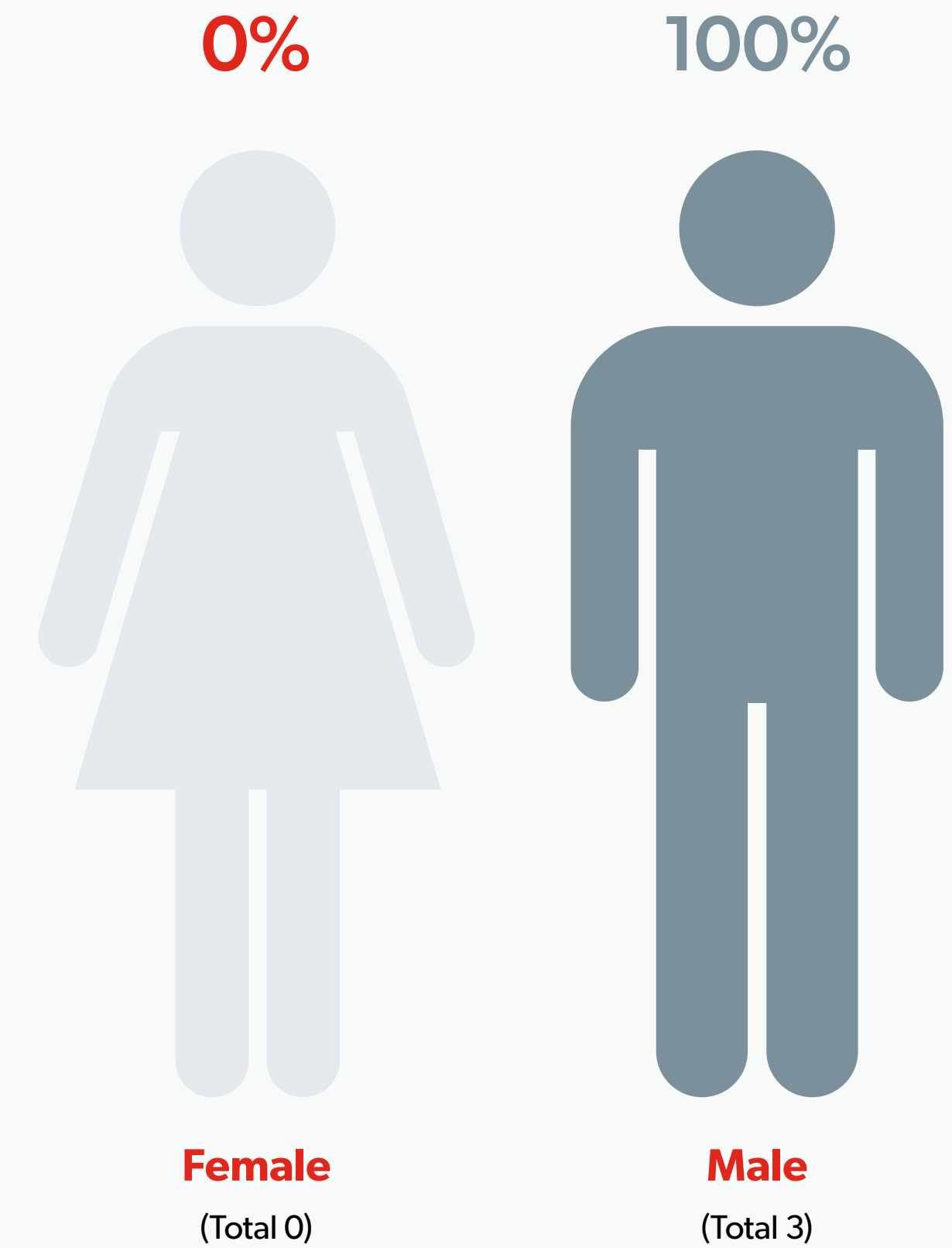
A total of three formal disciplinary cases were investigated during the reporting period.

A detailed breakdown of these investigations is shown below:

Age profile of disciplined staff



Gender profile of disciplined staff



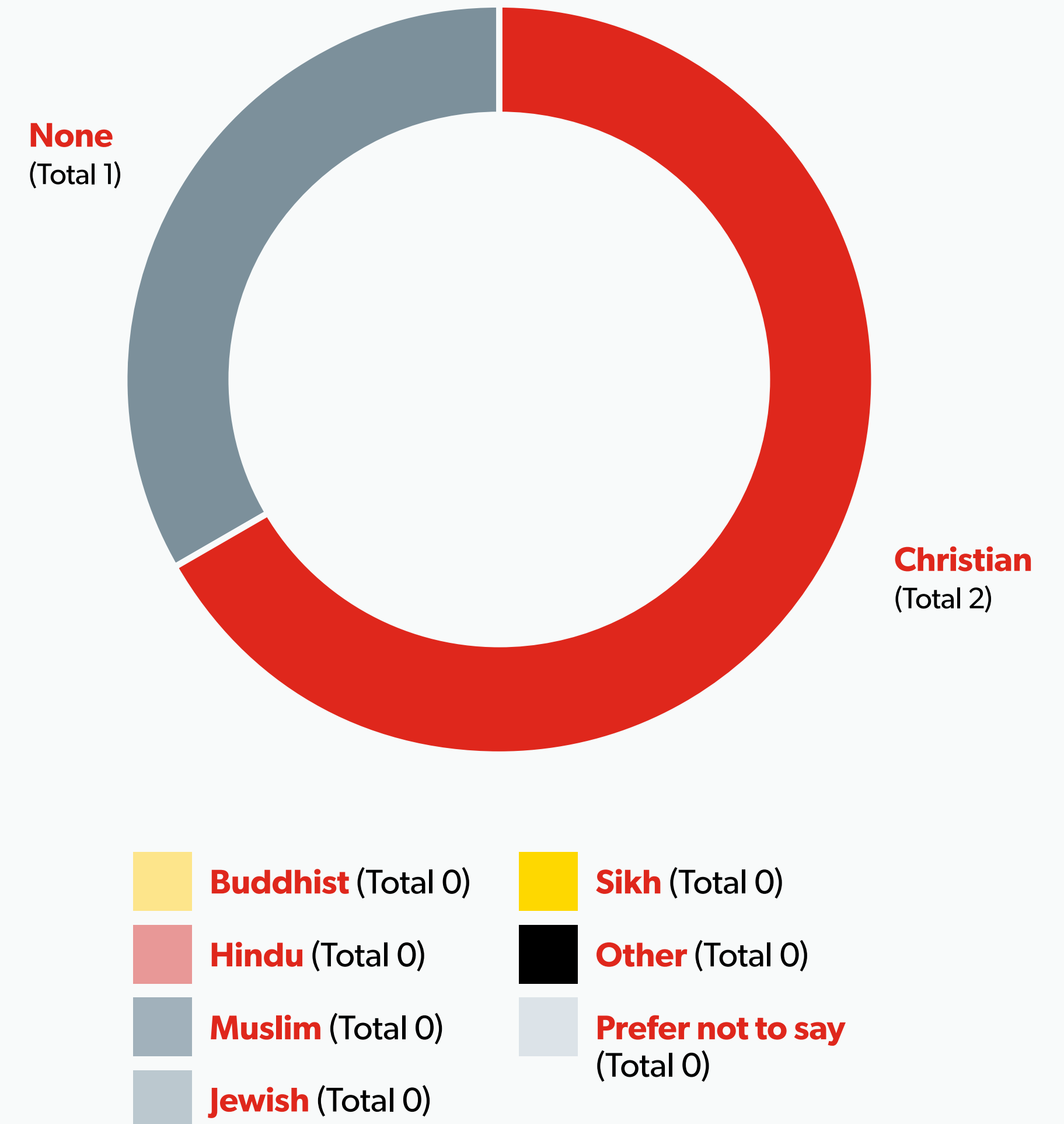
Disability profile of disciplined staff



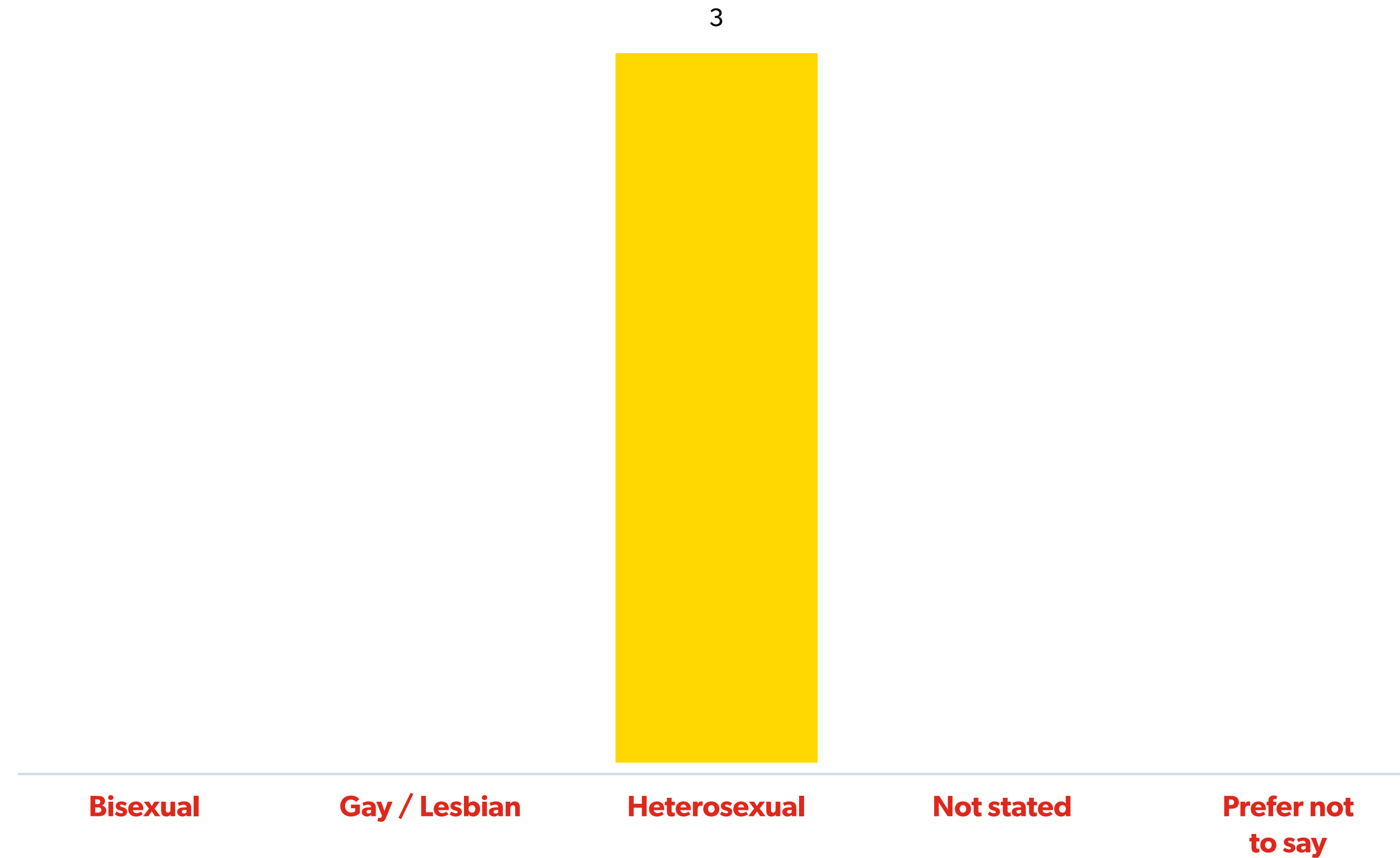
Ethnicity profile of disciplined staff



Religion or Belief profile of disciplined staff



Sexual Orientation profile of disciplined staff



None of the discipline cases related to issues associated with Equality or Diversity.

What are we doing as a result?

- Take action based on themes linked to organisational culture that are identified within bullying and harassment, grievance and disciplinary cases,
- Deliver phase two mandatory EDI training across the workforce looking at unconscious and conscious bias
- Embed Ethical and Inclusive leadership into Organisational Development interventions that are in line with the Core Code of Ethics and our values

Safer Communities

Protection

There are about 27,704 non-domestic premises that come within the scope of the Regulatory Reform (Fire Safety) Order 2005 (FSO). Our challenge is to ensure that these premises comply with the FSO and reduce the risk of fire related injuries, deaths and property damage which are detrimental to our community and businesses.

In order to achieve this an inspection programme is formulated each year based on premises identified as presenting the greatest risk of fire, particularly where sleeping risk is incorporated, such as a residential care home or hotel, working with the Responsible Person to educate, inform and on occasions take enforcement action.

The table shows the level of engagement with communities during the reporting period:

We carried out:

- 310** fire safety advice requests
- 583** fire safety concerns
- 718** building regulations inspections
- 989** fire safety audits. 119 of these were follow ups
-  **290** licensing consultations
-  **194** specific inspections
-  **93** desk-based inspections



A system is in place that enable communities to evaluate satisfaction levels against the fire safety audits conducted by the Fire Protection Inspecting Officers, enabling the collection and use of equality monitoring information. This is achieved through a voluntary online survey, completed after the inspection.

These details are used to analyse the demographics of those engaged in fire protection activities, enabling satisfaction levels to be used to develop services based on risk and the needs of our communities.

During the reporting period, **124 surveys were received** representing a return of **14.1%** of all programmed fire safety inspections. Satisfaction levels of individuals are high, with only four people being dissatisfied with our service.

A detailed breakdown of those responding to the voluntary survey is shown below:





Age Profile

Age Group	Total Number
Not submitted	7
15-24	0
25-34	5
35-44	20
45-54	35
55-64	45
65+	12
Grand Total	124

Ethnicity Profile

Ethnicity	Total Number
Any other background	8
White British / Irish	96
White Other	3
Mixed	0
Black/ British	0
Asian/ British	11
Chinese	0
Prefer not to say	3
Not submitted	3
Grand Total	124

Gender Profile

Gender Identity	Total Number
Prefer not to say	1
Female	34
Male	86
Transgender	0
Not submitted	3
Grand Total	124

Religion or Belief Profile

Religion or Belief	Total Number
Prefer not to say	5
Christian	61
Hindu	3
Muslim	3
Jewish	0
Sikh	3
No religion or belief	44
Not submitted	4
Other	1
Grand Total	124



Longstanding Illness / Disability Profile

Longstanding Illness / Disability	Total Number
No	102
Yes	6
Prefer not to say	12
Not stated	0
Not submitted	4
Grand Total	124

Sexual Orientation Profile

Sexual Orientation	Total Number
Heterosexual	111
Bisexual	0
Lesbian / Gay	1
Prefer not to say	7
Not stated	0
Not collected	5
Grand Total	124

What this data tells us?

- A disproportionate number of those who responded were White British/Irish
- A disproportionate number of those who responded were Christian
- Satisfaction levels may influence individuals to respond, suggesting some perceived barriers are preventing others from doing so

What are we doing as a result?

- Develop links within communities that we have limited engagement with through community initiatives and station based activities
- Implement and embed the findings from the cultural audit
- Improve our range of evaluation tools



Home Safety Checks (HSCs)

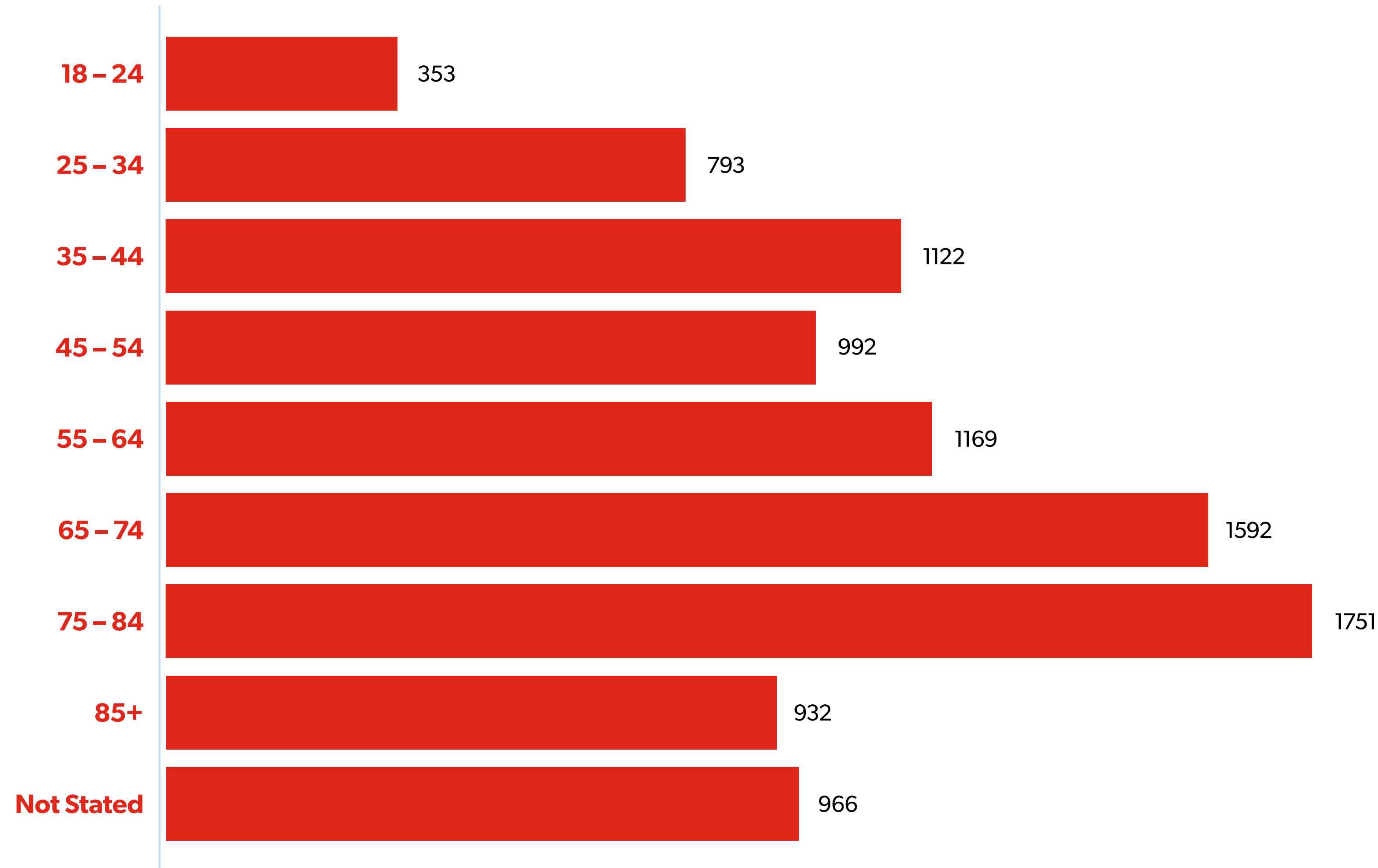
The delivery of Home Safety Checks (HSCs) in people’s homes is targeted to those who are more vulnerable to the harmful effects of fire. Multiple factors are assessed to identify people at risk, however those who are older are more at risk.

Together with our partners during the reporting period we carried out a total of **12,939 HSCs** across Leicester, Leicestershire and Rutland.

A system is in place that enable those receiving a HSC to provide their satisfaction levels of this service which includes the collection of equality monitoring information during the initial visit, of which we completed a total of **9,670**. These details are used to analyse the demographics of those receiving a HSC which supports us identify communities who may be at greater risk of fire, enabling us to develop initiatives to meet their needs.

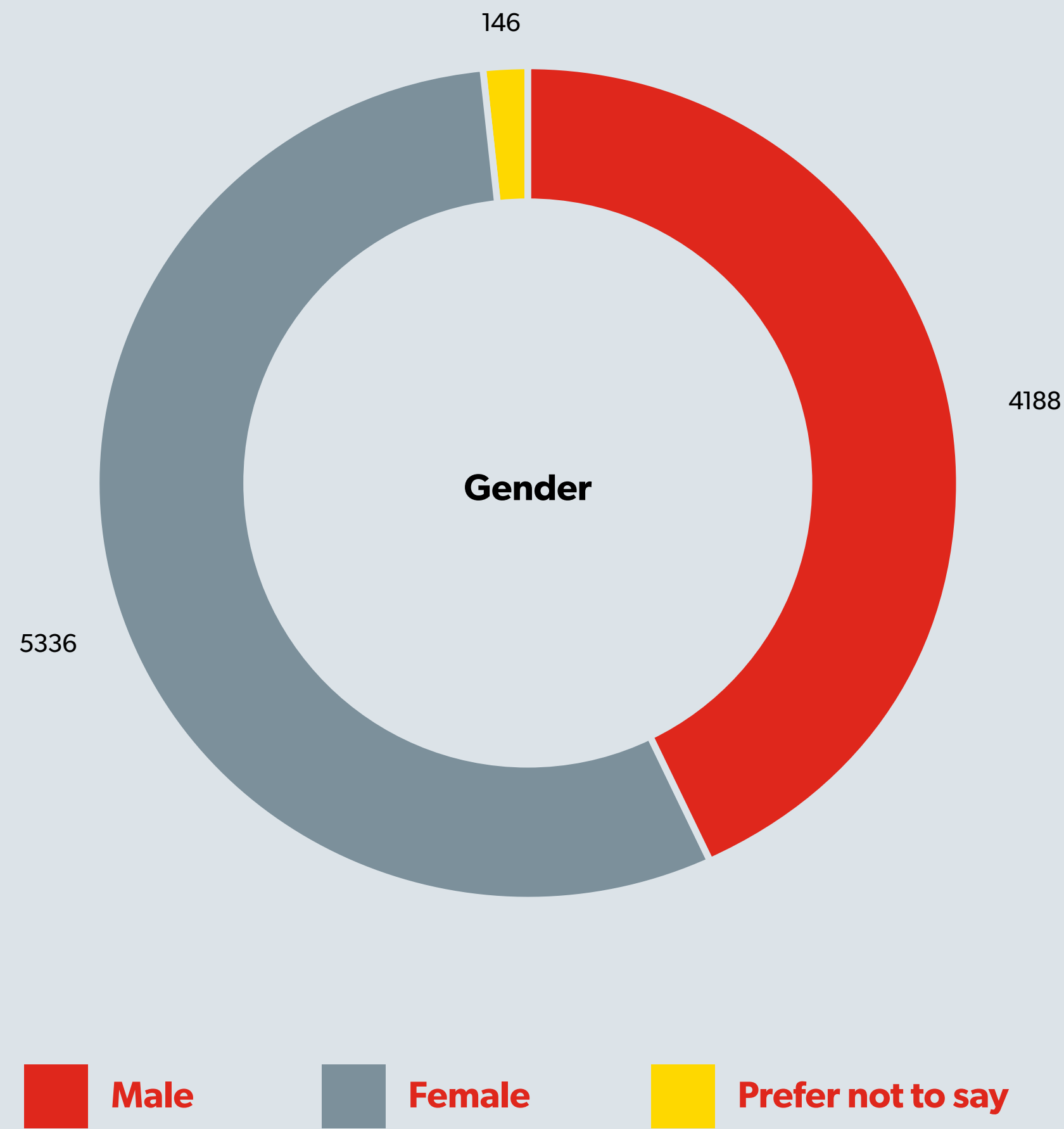
A breakdown of this detail is shown below:

Age profile of HSC Feedback respondents



Age Group

Gender profile of HSC Feedback respondents



Disability profile of HSC Feedback respondents

Staff Group	Declared Disability	Declared Not Disabled	Prefer not to say	Not Stated
Total	2480	3840	3333	17

Ethnicity profile of HSC Feedback respondents

Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Other	Chinese	Prefer not to say	Not Stated
Total	5908	121	21	619	108	22	7	2864	0

Religion or Belief profile of HSC Feedback respondents

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated	Prefer not to say
Total	2435	5	227	232	2	36	25	1055	5653	0

Sexual Orientation profile of HSC Feedback respondents

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Other
Total	1	33	5110	4520	6

What this data tells us?

- A disproportionate number preferred not to declare their religion/belief
- A disproportionate number were White British/Irish
- A disproportionate number preferred not to declare their sexual orientation

What are we doing as a result?

- Develop links within communities that we have limited engagement with through community initiatives and station based activities
- Implement and embed the findings from the cultural audit
- Improve our range of evaluation tools

X Prevention

The Service delivers a range of preventative activities that include Community Engagement Events, Fire Station Open Days and presentations to groups.

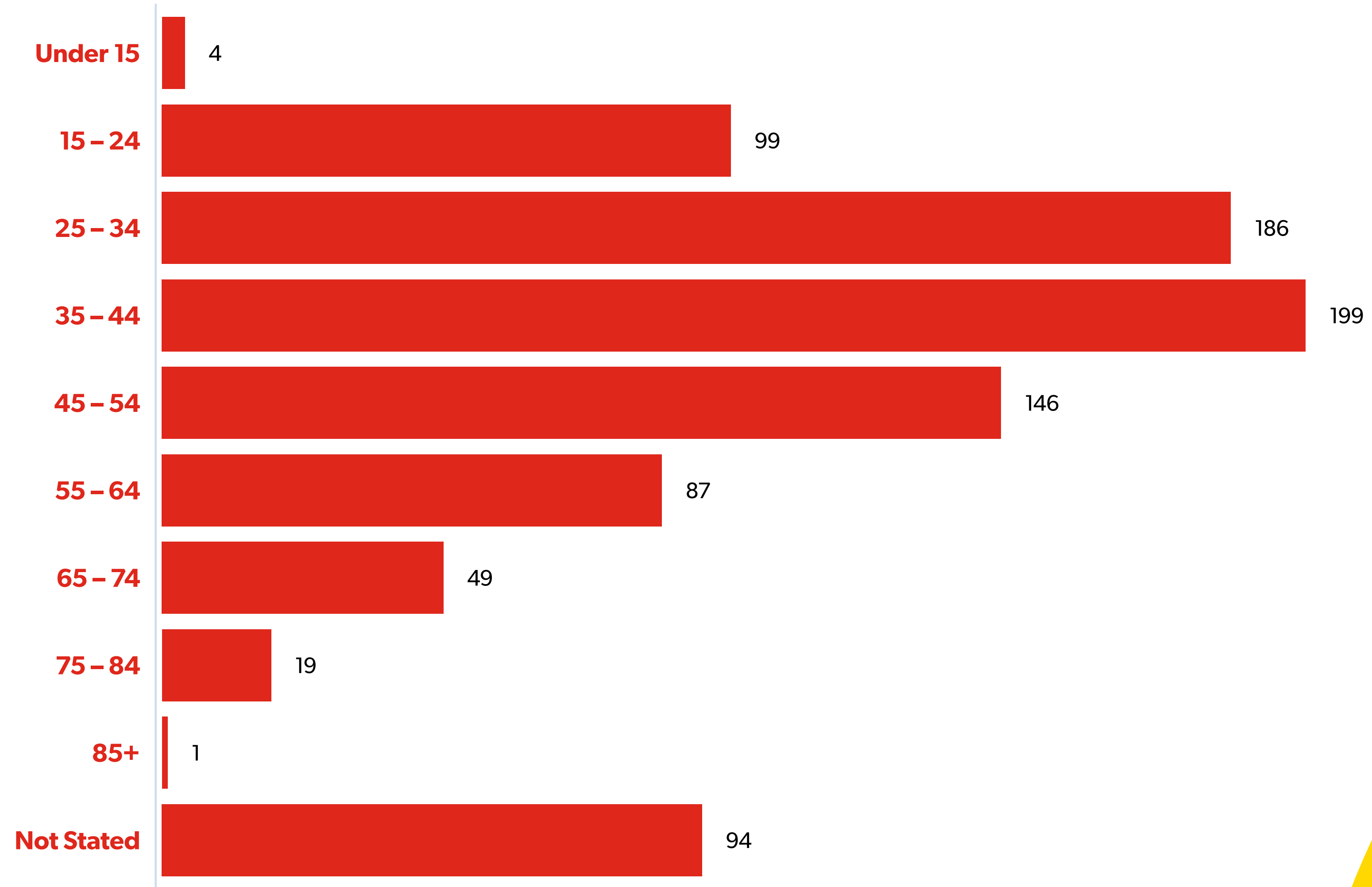
A system is in place that enable communities to evaluate satisfaction levels against these events enabling the collection and use of equality monitoring information. This is achieved through a voluntary online survey, completed at the event or afterwards.

These details are used to analyse the demographics of those engaged in fire prevention activities, enabling satisfaction levels to be used to develop services based on risk and the needs of our communities.

During the reporting period, 884 surveys were received. Satisfaction levels of individuals are high, with only four people being dissatisfied with our service.

A breakdown of this detail is shown below:

Age profile of Event Feedback respondents

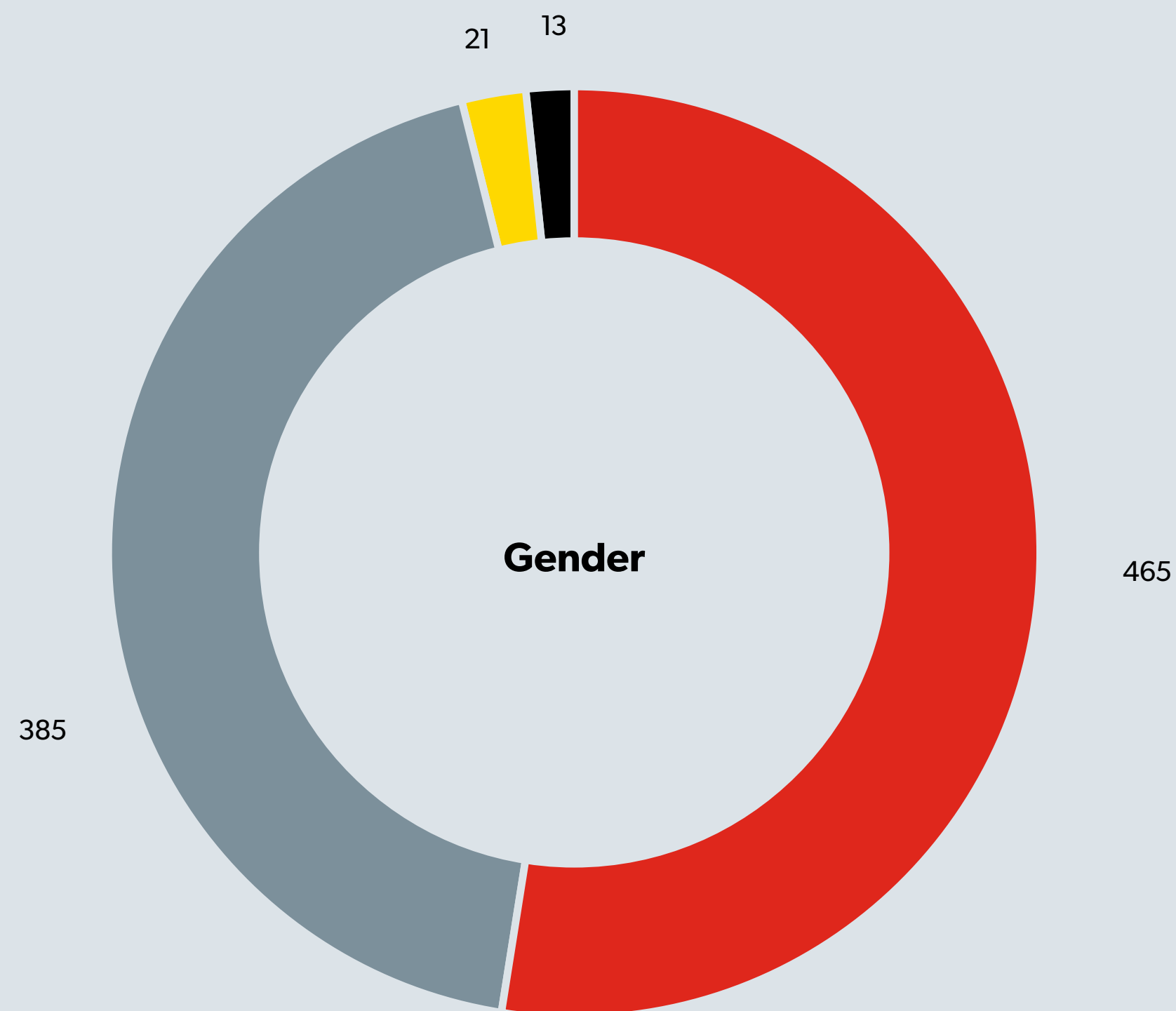


Age Group





Gender profile of Event Feedback respondents



Disability profile of Event Feedback respondents

	Declared Disability	Declared Not Disabled	Prefer not to say	Not Stated
Total	74	734	48	28

Ethnicity profile of Event Feedback respondents

	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Other	Chinese	Prefer not to say	Not Stated
Total	702	23	19	55	18	4	5	40	18

Religion or Belief profile of Event Feedback respondents

	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated	Prefer not to say
Total	314	4	21	24	2	7	7	356	79	70

Sexual Orientation profile of Event Feedback respondents

	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Other
Total	27	13	650	98	96

What this data tells us?

- A disproportionate number of those who responded were White British/Irish
- A disproportionate number of those who responded were Christian
- Satisfaction levels may influence individuals to respond, suggesting some perceived barriers are preventing others from doing so

What are we doing as a result?

- Develop links within communities that we have limited engagement with through community initiatives and station based activities
- Implement and embed the findings from the cultural audit
- Improve our range of evaluation tools



Fire Cadets

Fire Cadets is a nationally recognised long term educational programme open to young people, aged 13-18 from all backgrounds.

Each unit operates from a fire station, one afternoon/evening per week, usually for two hours a time. Fire Cadets provides young people with various life skills including team work, problem solving and communication.

Equality monitoring data is collected regarding those attending the Fire Cadet programme to assist us to shape how the course is provided and to ensure no communities are disadvantaged.

During the reporting period the Fire Cadet groups met virtually due to the pandemic and were unable to receive the full range of activities provided. This has enabled a greater number of people to engage with the Service, however demographic data is limited due to a large number of Cadets not disclosing information.

The data below is based on a total number of 32 cadets.

Age profile of Cadets

	13	14	15	16	17
Total	3	6	7	12	4

Gender profile of Cadets

	Male	Female	Not Stated
Total	17	14	1

Ethnicity profile of Cadets

	White British / Irish	Any Other White	Mixed	Asian / Asian British	Black / Black British	Not Stated
Total	21	0	2	5	0	4

Disability profile of Cadets

	Declared Disability	Declared Not Disabled	Not Stated
Total	0	4	28

What this data tells us?

- The gender profile of Fire Cadets is balanced
- The ethnicity profile of Fire Cadets is disproportionate represented by White British/Irish

What are we doing as a result?

- Develop links within communities that we have limited engagement with through community initiatives and station based activities
- Implement and embed the findings from the cultural audit
- Improve our range of evaluation tools



After the Incident Survey

After attendance at an emergency incident, those involved are asked to complete a voluntary survey to provide information about the incident and provide feedback to help understand the levels of performance during various stages of it.

Those responsible involved with the incident are asked a number of questions about their experiences and asked to provide feedback that enables performance levels to be assessed. Equality monitoring information is collected as part of this voluntary survey.

During the reporting period, **490 surveys were received**. Satisfaction levels of individuals were high, with only two people being dissatisfied with our service.

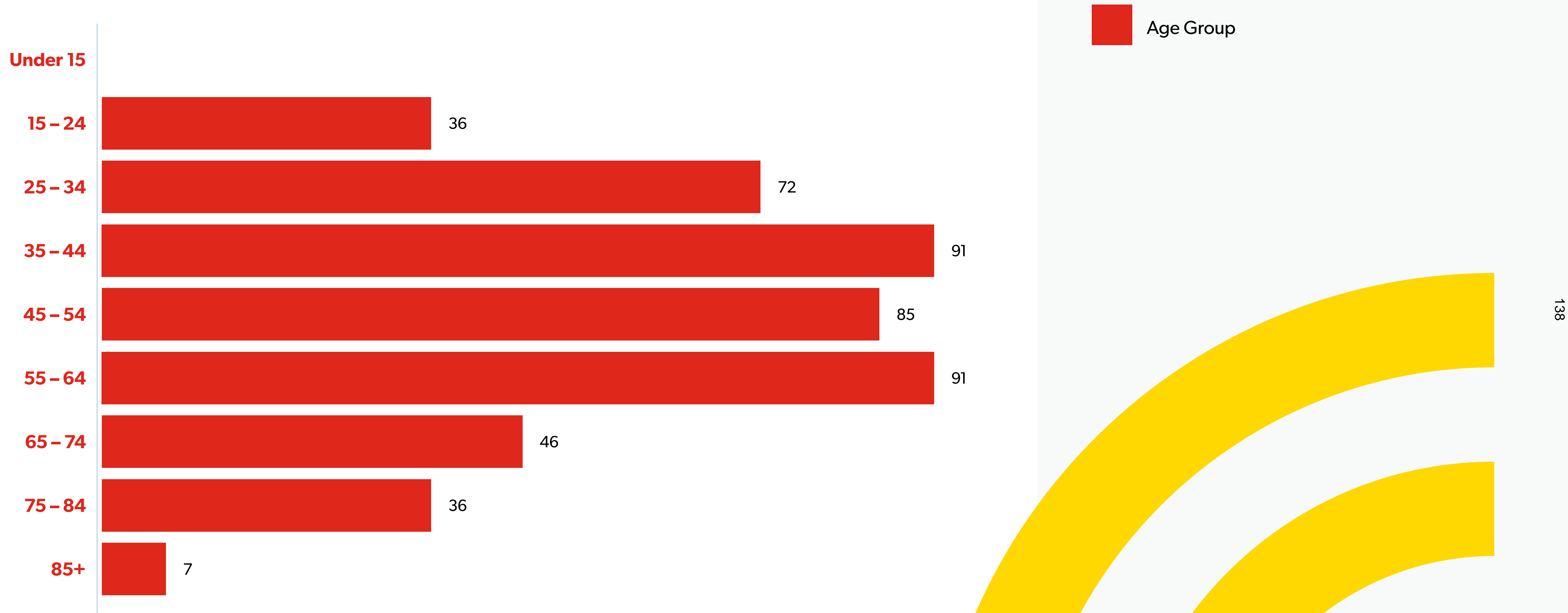
Those responding to the survey included 416 following a domestic/ individual incident and 74 following a business related incident. Notably, the sample appeared underrepresented by males (41%) compared to females (58%).

Survey question results have been reported based on those who provided a valid response i.e. removing the 'don't know' options and no replies. Percentage totals may not add up to 100% due to rounding or multiple-choice questions.

A detailed breakdown of those responding to the voluntary survey is shown below:



Age profile of respondents



Gender profile of respondents

Gender Identity	Total Number
Female	282
Male	201
Prefer to self-describe	2

Ethnicity profile of respondents

Ethnicity	Total Number
White British	383
BAME	98

Sexual Orientation of respondents

Sexual Orientation	Total Number
Bisexual	12
Gay / Lesbian	3
Heterosexual	414
Prefer not to say	37

Religion or Belief profile of respondents

Religion or Belief	Total Number
Christian	198
Buddhist	2
Hindu	17
Muslim	32
Jewish	0
Sikh	7
Other	6
None	215

Disability profile of respondents

Disability	Total Number
Declared Disability	82
Declared Not Disabled	401

What this data tells us?

- A disproportionate number of those who responded were White British/Irish
- A disproportionate number of those who responded were Christian
- Satisfaction levels may influence individuals to respond, suggesting some perceived barriers are preventing others from doing so

What are we doing as a result?

- Develop links within communities that we have limited engagement with through community initiatives and station based activities
- Implement and embed the findings from the cultural audit
- Improve our range of evaluation tools



External Complaints

A system is in place to capture equality monitoring information from the complaints process. These details are used to analyse the demographics of those lodging their dissatisfaction across a broad range of matters associated with the Service, enabling the development of services provided, and assessing if certain communities are being disadvantaged.



Nature of complaints

During the reporting there were **10 complaints received**. The diverse range of complaints received are broken down into four main categories. The majority of complaints received relate to staff behaviours. This category accounted for 30% of all complaints received during the reporting period.

The table below provides the details relating to the nature of complaints received. Complaints that do not fit into any of the four categories identified will be placed in the “other” category.



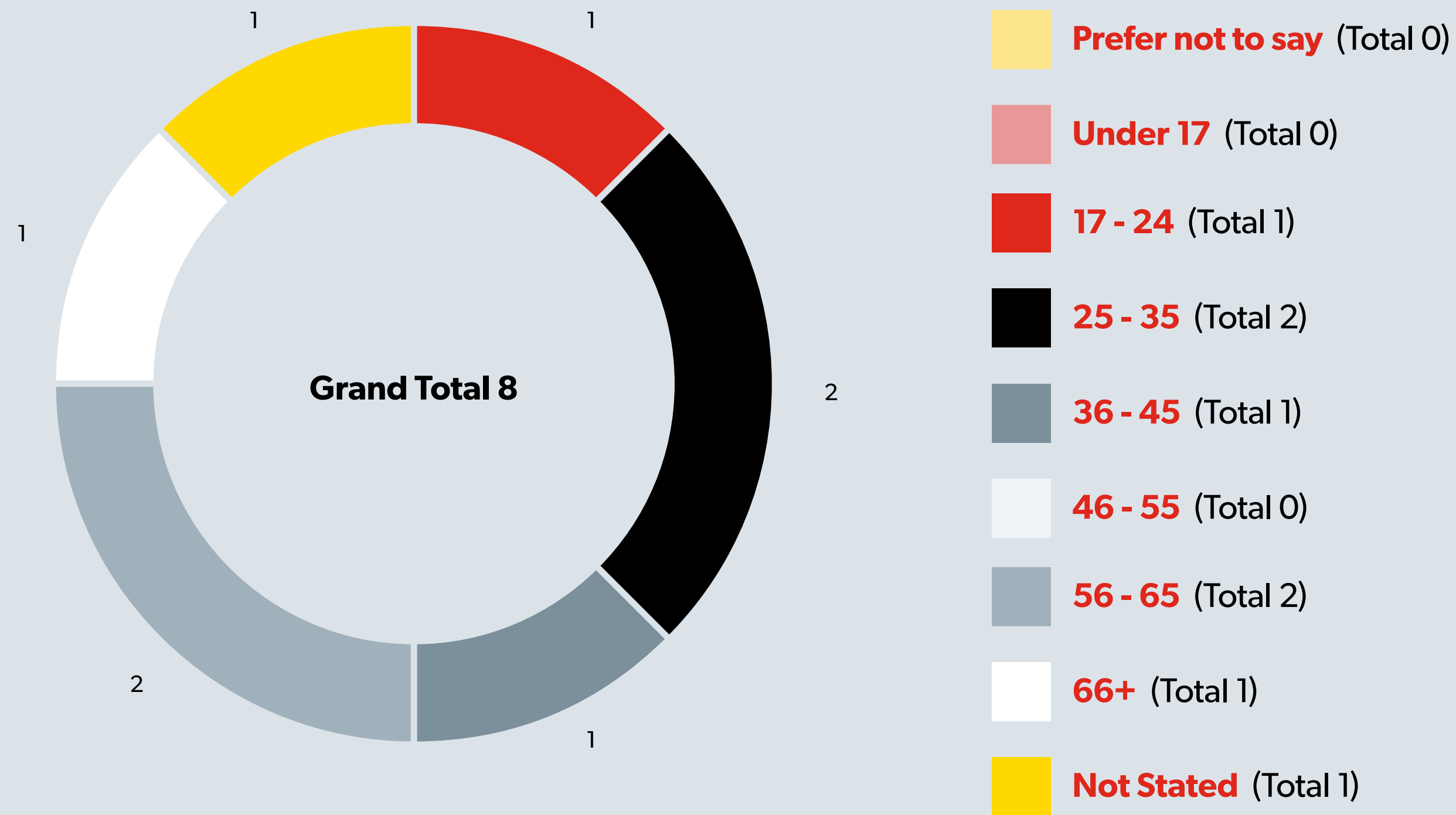
The collection of equality monitoring data is achieved once the Service and the complainant agree the matter has been dealt with to their satisfaction (where possible). During the reporting period two individuals who had raised a complaint were unable to be contacted to obtain their details.

Six individuals were satisfied with the actions taken as a consequence of making their views known, one individual informed the Service they were not satisfied with the outcome of our response, with one respondent indicating they were neither satisfied nor dissatisfied with the outcome.

None of the complaints received related to the protected characteristics of communities, or the way in which services were delivered.

A detailed breakdown of those providing equality data is shown below:

Age Profile of respondents



Gender Identity of respondents

Gender Identity	Total Number
Prefer not to say	0
Female	3
Male	5
Transgender	0
Not submitted	0

Sexual Orientation of respondents

Sexual Orientation	Total Number
Prefer not to say	0
Bisexual / Gay	0
Other	0
Heterosexual	5
Not collected	3

Ethnicity of respondents

Ethnicity	Total Number
White British/ Irish	7
White Other	0
Mixed	0
Other	1
Prefer not to say	0
Not collected	0

Disability of respondents

Disability	Total Number
Yes	2
No	6
Not collected	0

Religion or Belief of respondents

Religion or Belief	Total Number
Christian	3
Other	1
No religion	3
Not collected	1

What this data tells us?

- A disproportionate number of those who made a complaint were male

What are we doing as a result?

- Develop links within communities that we have limited engagement with through community initiatives and station based activities
- Implement and embed the findings from the cultural audit
- Improve our range of evaluation tools



Engagement

As part of the specific equality duties, public authorities are required to publish information about the engagement they have undertaken.

The CFA will use a number of strategies to ensure it actively engages with other service providers, stakeholders and the different communities within Leicester, Leicestershire and Rutland.

By engaging with different groups, other service providers and stakeholders in our service area we can:

-  Identify particular needs, patterns of disadvantage and poor relations
-  Understand the reasons for disadvantage, low participation rates and poor relations
-  Design initiatives to meet these needs and overcome any barriers
-  Identify opportunities to promote equality and foster good relations
-  Contribute to filling gaps in equality information
-  Contribute in determining priorities
-  Identify the relevance of our functions to equality
-  Analyse the equality impact of particular programmes, policies or proposals
-  Check the quality, relevance and comprehensiveness of our information





Publication

The Annual Equalities Report will be published on our website at www.leics-fire.gov.uk

This document will be made available to all departments, stations, partners, local equality organisations and interested parties on request, either as a one off or an on-going basis.

The Annual Equalities Report will be made available in other formats upon request. Please contact our Equality, Diversity and Inclusion Manager about this Report or if you would like it in an alternative format.

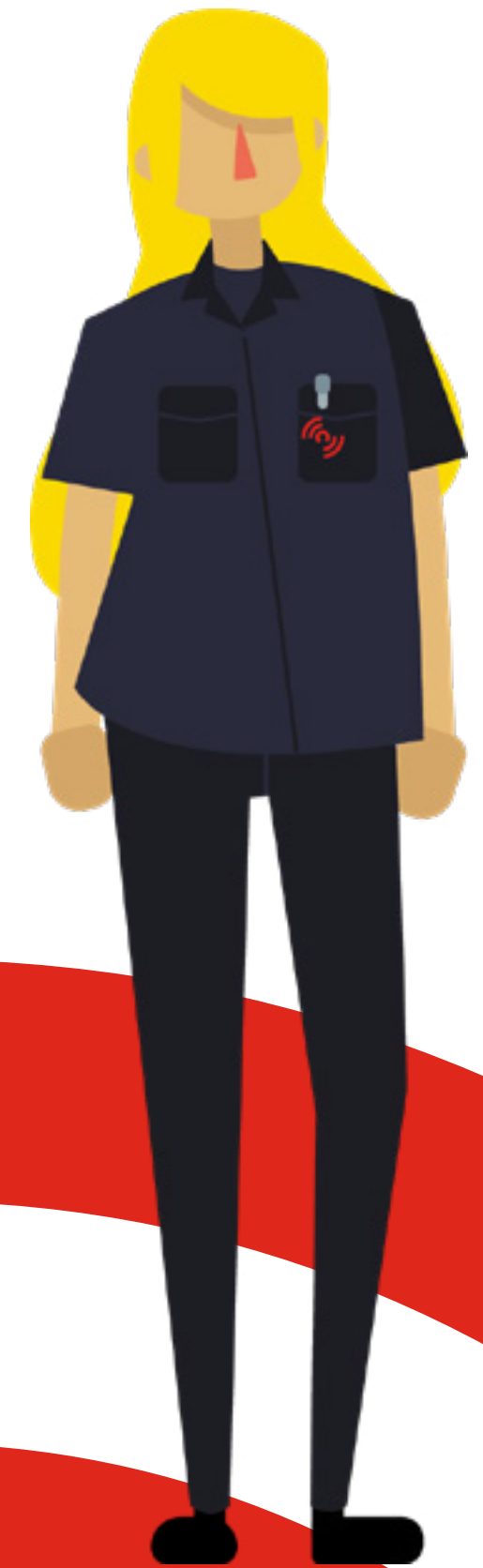


Compliments and Complaints

To provide feedback about our Service and workforce please visit our website: www.leics-fire.gov.uk

For information with regards to our complaints procedure or to lodge a complaint, please visit our website. Alternatively, you can contact the Service Information Team on the contact details below:

Service Information Team
Leicestershire Fire and Rescue Service
Birstall
LE4 3BU
Tel: 0116 210 5555
Email: info@leics-fire.gov.uk





Leicestershire Fire and Rescue Service

Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU

Tel 0116 2105555

Fax 0116 2271330

Email info@lfrs.org

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