



Annual Equalities Report

2020/21



LEICESTERSHIRE
FIRE and RESCUE SERVICE



Contents

- 4 Introduction**
- 6 Equality, Diversity & Inclusion Scheme 2020-25**
- 7 Workforce Profile (March 2021)**
- 13 Human Resources**
 - 13 Recruitment
 - 19 Retention
 - 25 Promotion
- 29 Bullying and Harassment, Disciplinary and Grievances**
- 33 Gender Pay Gap Reporting**
- 34 Equality Related Training**
- 37 Service Data**
 - 37 Fire Protection
 - 42 After the Incident Survey
 - 45 After the Event Survey
- 49 Safer Communities**
 - 49 Home Safety Checks (HSCs)
 - 49 Community Safety Activities
 - 50 Cadets
- 51 External Complaints**
- 55 Community Engagement**
- 56 Publication**
- 56 Compliments and Complaints**



Introduction

The Combined Fire Authority (CFA) is delighted to share its Annual Equalities Report for 2020-2021. The report provides an update on the progress of Equality, Diversity and Inclusion (EDI) at Leicestershire Fire and Rescue Service (LFRS) over the year ending March 2021.

The year has seen further progress and development of the two bodies; Strategic Equality, Diversity and Inclusion Board (SEDIB) and Tactical Equality, Diversity and Inclusion Board (TEDIB). Both have developed into becoming integral parts of the organisation. SEDIB continues to lead the Service with its strategic direction of EDI. Whilst TEDIB supports the staff networks; Race, WOLFF (Women Of Leicestershire Fire and Friends), Faith, shOUT (LGBT+) and Enable (disabilities). All of the networks have benefitted from increased membership during the year. Prior to the pandemic TEDIB would hold its monthly meetings across the stations to encourage station engagement and give the opportunity across the service to bring ideas forward, raise concerns and talk about relevant topics of EDI. TEDIB has continued to meet on a monthly basis throughout the pandemic in a virtual format.

Acknowledging the outcomes of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Inspection and subsequent report together with the findings of the State of Fire and Rescue – The Annual Assessment of Fire and Rescue Services in England 2020, the Inclusion Team will introduce EDI training to the organisation.

The training will ensure EDI is well understood and becomes important values of the services. The training will be delivered in 2 phases. Phase 1 will include an introduction to Equality, Diversity & Inclusion, which covers inclusive language, bias, harassment and discrimination, and the nine protected characteristics under The Equality Act 2010. Phase 2 will cover Unconscious bias training, Mentoring and developing on EDI for staff in the talent pool and promotion process, continuation of EDI workplace advisor's engagement, Positive Action workshops, and Network Group promotion.



Community Engagement training will also form an element of Phase 2. This will focus on embedding Positive Action into all that we do as an organisation. So ensuring continued progress in recruiting and attracting people from underrepresented groups. As an organisation we have seen increasing success in terms of recruiting a diverse workforce. This will be developed further through future recruitment campaigns and Positive Action workshops. A Positive Action statement has also been introduced outlining the initiatives and commitment to make the service a truly inclusive workplace. The Positive Action Statement can be found [here](#).

The Service continues to build upon its work in the community and work in partnership with East Midlands Ambulance Service and Leicestershire Police. There are five Independent Advisory Groups (IAGs) in place that LFRS and the Police facilitate and these represent community interests in the areas of disability, faith (and religion), race, sexual orientation and the strategic group, Fire Police Advisory Group on Equality (FPAGE).





Equality, Diversity & Inclusion Scheme 2020-25

The Equality, Diversity & Inclusion Scheme 2020–25 was published in 2019. The scheme is reviewed annually. The scheme includes an Action Plan which is intended to support the delivery of the CFA’s objectives. Although the EDI Scheme runs until 2025, some of the actions listed will be completed at different stages. An updated version of this can be found [here](#).



Workforce Profile (March 2021)

The current workforce consists of 704 contracts, in comparison with 705 contracts in the same period last year.

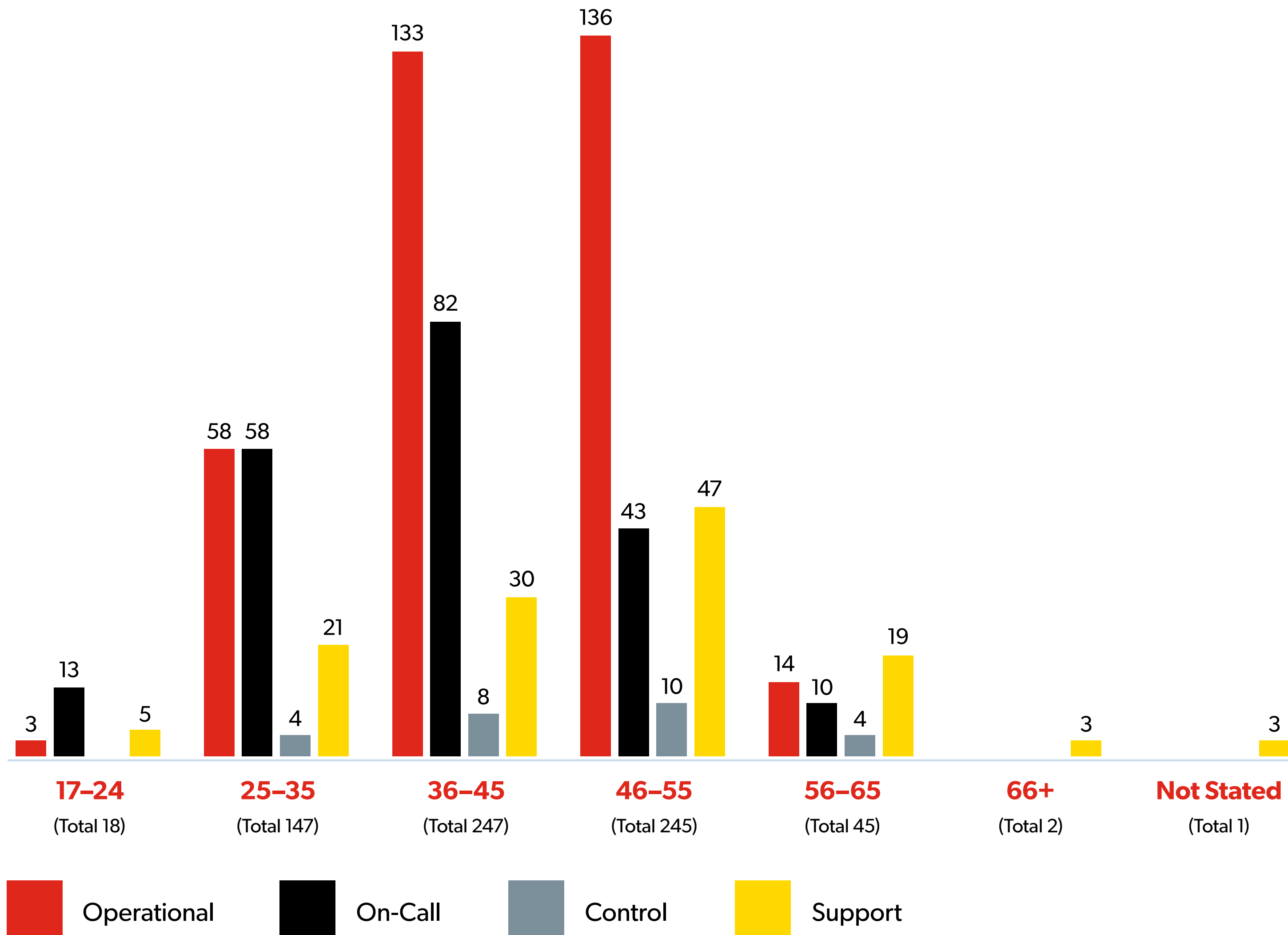
In analysing the workforce data, dual contracts are considered as separate contracts and this is done in order to reflect the workforce data submitted to the Home Office as part of our fire statistics return. Otherwise the Full Time Equivalent (FTE) data would disregard all dual contracts which make up a significant number of the LFRS establishment. The Leicestershire Fire and Rescue Service workforce is now starting to change with recent and planned recruitment campaigns for wholetime and on-call firefighting staff.

The following tables provide a detailed breakdown of the makeup of the workforce based on the protected characteristics across wholetime, on-call, control and support staff categories.

At a glance



Age profile of employees



The majority of the workforce is aged between 36 and 55 years. This group accounts for 69.5% and has remained largely static over the last four years. The lower end of the workforce (aged 17-35) and the upper end (aged 56+) also remain largely unchanged from the previous year.

Disability profile of employees

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	15	243	86
On-Call	3	169	34
Control	0	21	5
Support	14	85	29
Total	32	518	154

The disability profile across the workforce is 4.5% which is an increase on 2015 when the profile was declared as 3.4%. There has also been a further increase in the proportion of staff who have declared their disability status to 78.3% of the workforce (77.7% in 2020). The proportion of the “Not Stated” category is also lower than 22.3% recorded in 2020.

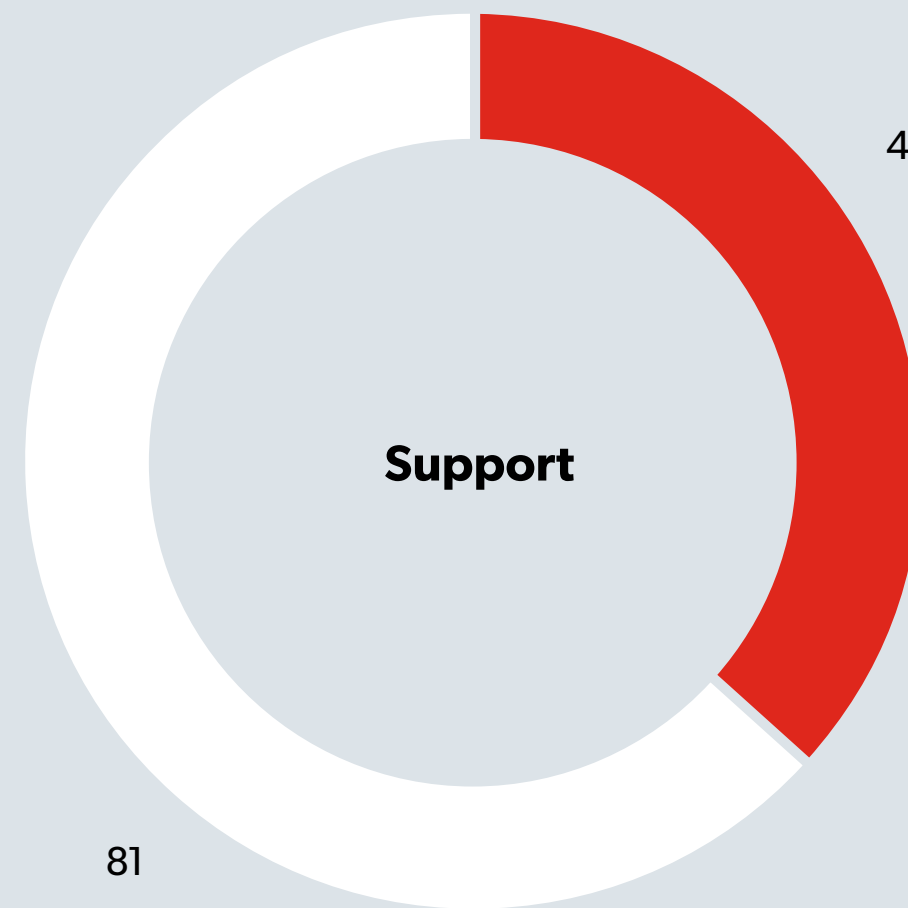
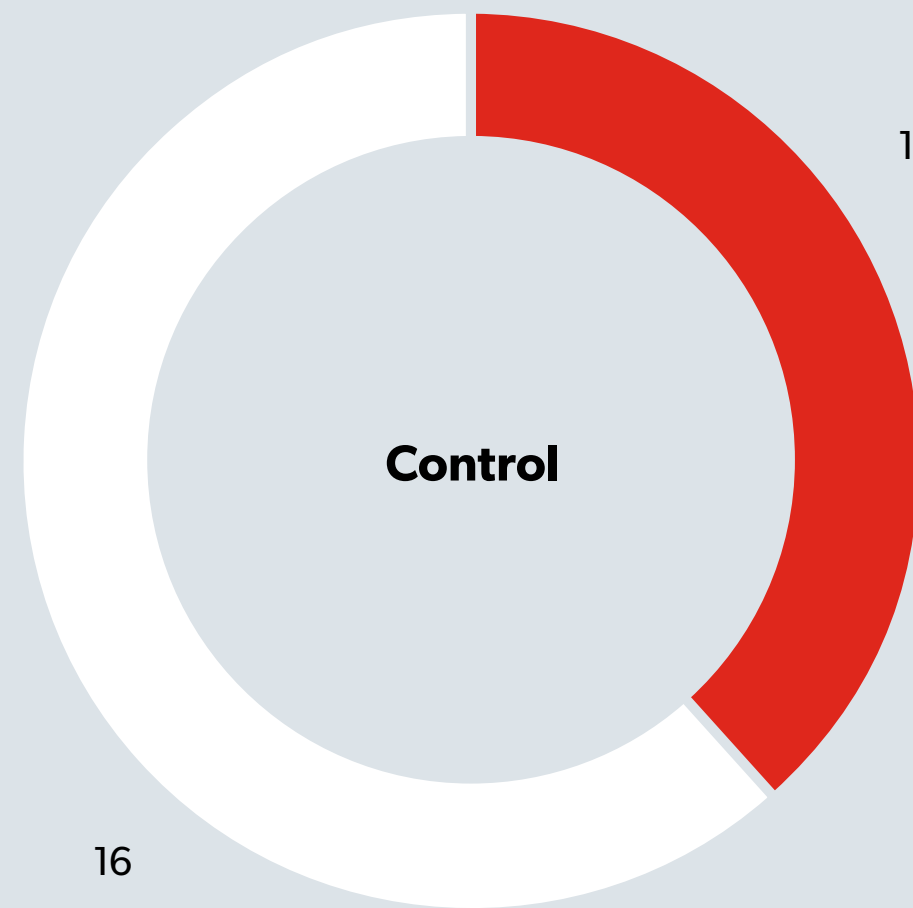
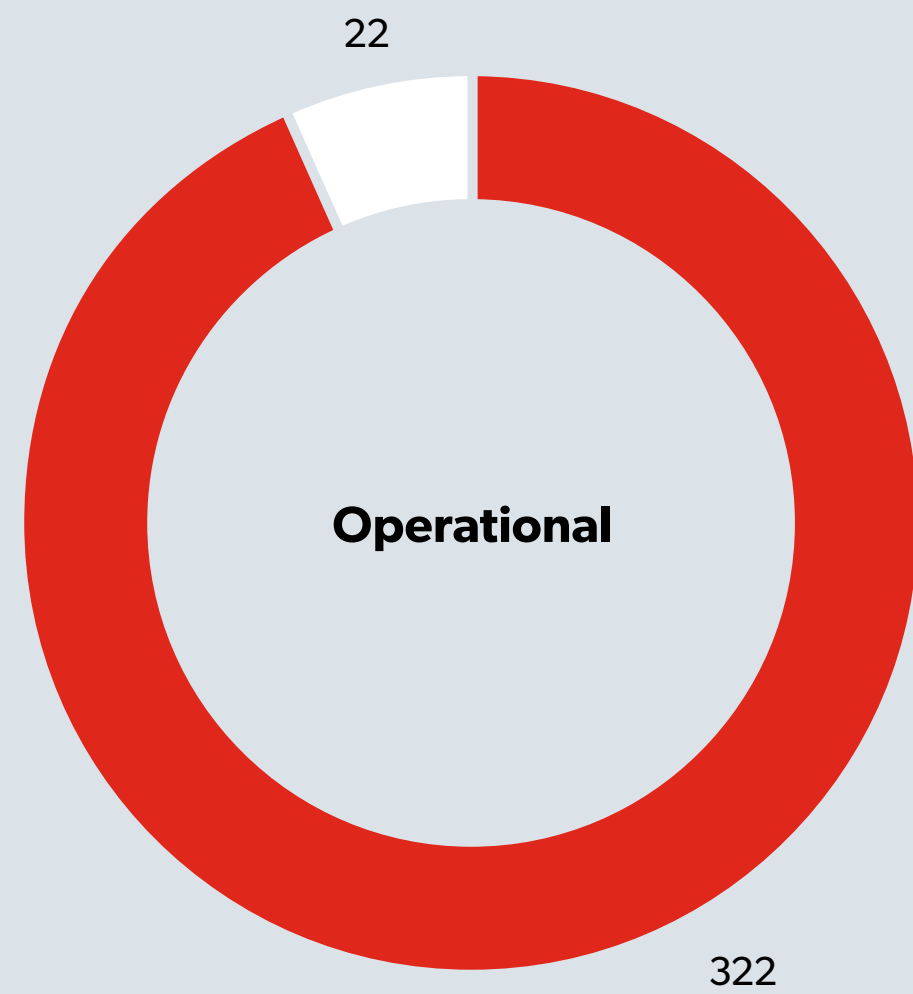
Ethnicity profile of employees

Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Any other minority background	Not Stated
Operational	304	4	12	3	3	1	17
On-Call	195	2	1	0	0	0	8
Control	20	2	0	2	0	0	2
Support	107	0	4	9	0	0	8
Total	626	8	17	14	3	1	35

The profile of BAME employees has increased to 6.1% from 5.8% in 2020. Despite ongoing recruitment for On-Call staff, these posts are geographically based, meaning those areas may not meet the same diversity profile as all areas of the county, and this has a significant impact on the BAME profile within the Service. We expect this to positively change with further recruitment drives targeting underrepresented groups. Currently 4.3% of operational staff are from a BAME background.

The declaration rate for ethnicity among staff is 95%, which is extremely positive for the Service, and above last year (92.3%). However, the Service is still committed to increasing this to 100% declaration.

Gender profile of employees



Male (Total 589)
 Female (Total 116)

The distribution of female employees at LFRS is 18.2% across the Service, increasing from 16.5% in the same period last year and 15.7% in 2019.

In operational roles there has been an increase from 5.3% in 2015 to 6.7% this year (down from 7.4% in 2020), while the gender balance in Fire Control remains fairly static.

No members of the Service identified as transgender.

Religion or Belief profile of employees

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	141	0	1	0	0	2	12	125	63
On-Call	95	1	0	0	0	0	3	81	26
Control	10	0	0	0	0	1	2	8	5
Support	46	0	3	2	0	3	4	47	23
Total	292	1	4	2	0	6	21	261	117

Christianity is the largest religious grouping within LFRS at 41.5% and this is followed by staff with no religion at all, 37.1%. The proportion of the other faiths, when combined, account for 4.9% of the workforce.

Improvements in employee declaration rates for religion and belief have improved the Service's understanding of the religious profile of the workforce. In 2015, staff who declared their religion or faith (or lack of) accounted for 60.6% of the workforce. This has significantly improved to 83.4% in 2021.

Sexual Orientation profile of employees

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	7	4	268	65
On-Call	3	5	172	26
Control	0	0	20	6
Support	0	2	103	23
Total	10	11	563	120

The proportion of staff declaring their sexual orientation as LGB across the workforce is 3%, increasing from 2.7% in 2020 and 2.4% in 2019.

This can be broken down into 3.3% of operational staff and 1.6% of support staff declaring their sexual orientation as LGB.

The Service has also seen significant gains over the last five years in the proportion of staff declaring their sexual orientation. The declaration rates for sexual orientation stands at 82.9%. The success can be attributed to positive work undertaken through specific equality initiatives to improve staff declaration rates.

Human Resources

The Human Resource team (HR) performs a number of key functions throughout the year which have a significant impact on equality, diversity and inclusion. This section focuses on those functions and provides some analysis on the equality and diversity impact.



Recruitment

LFRS recruited 54 employees across different areas of the business.

The tables below represent the demographic data of all new recruits for the twelve months leading to 31 March 2021.



At a glance

New recruits that were aged 25-35 years

39.0%

New recruits that declared a disability

3.7%

11.1%

New recruits that are BAME

New recruits that were female

35.2%

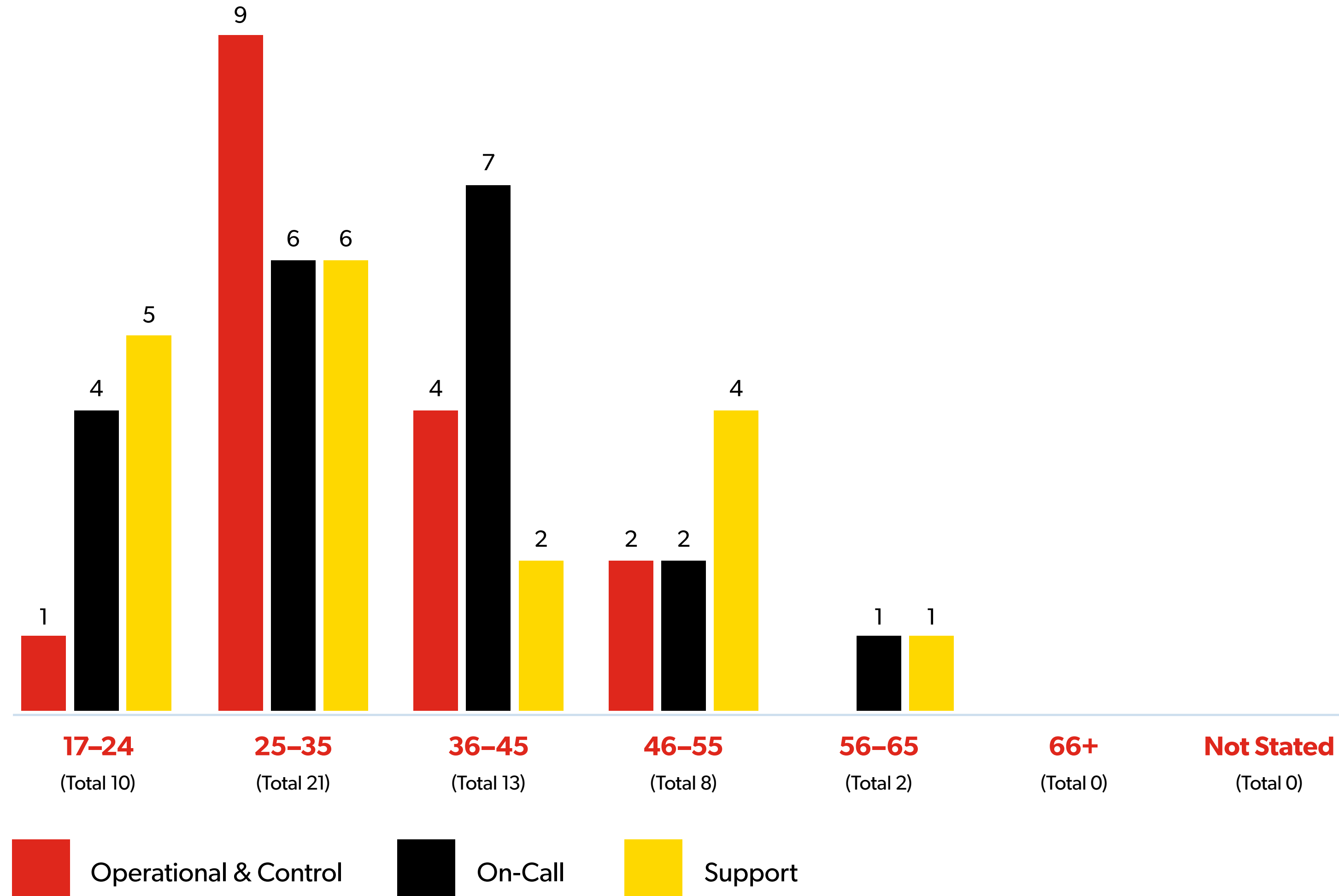
55.6%

7.5%

New recruits that declared their sexual orientation as LGB

New recruits that had no religious affiliation

Age profile of new recruits



There are no specific recruitment targets relating to age, although it is the Service's intention to diversify the workforce. The age profile of the new recruits indicates that the majority (63%) of those recruited were aged between 25-45 years. This year's new recruits were made up of 18.5% over the age of 46 years; whereas this age bracket accounted for 10.2% of new recruits in 2020.

Disability profile of new recruits

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational & Control	1	14	1
On-Call	0	19	1
Support	1	12	5
Total	2	45	7

Ethnicity profile of new recruits

Staff Group	White British/ Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational & Control	13	0	1	1	1	0
On-Call	19	0	1	0	0	0
Support	15	0	1	1	0	1
Total	47	0	3	2	1	1

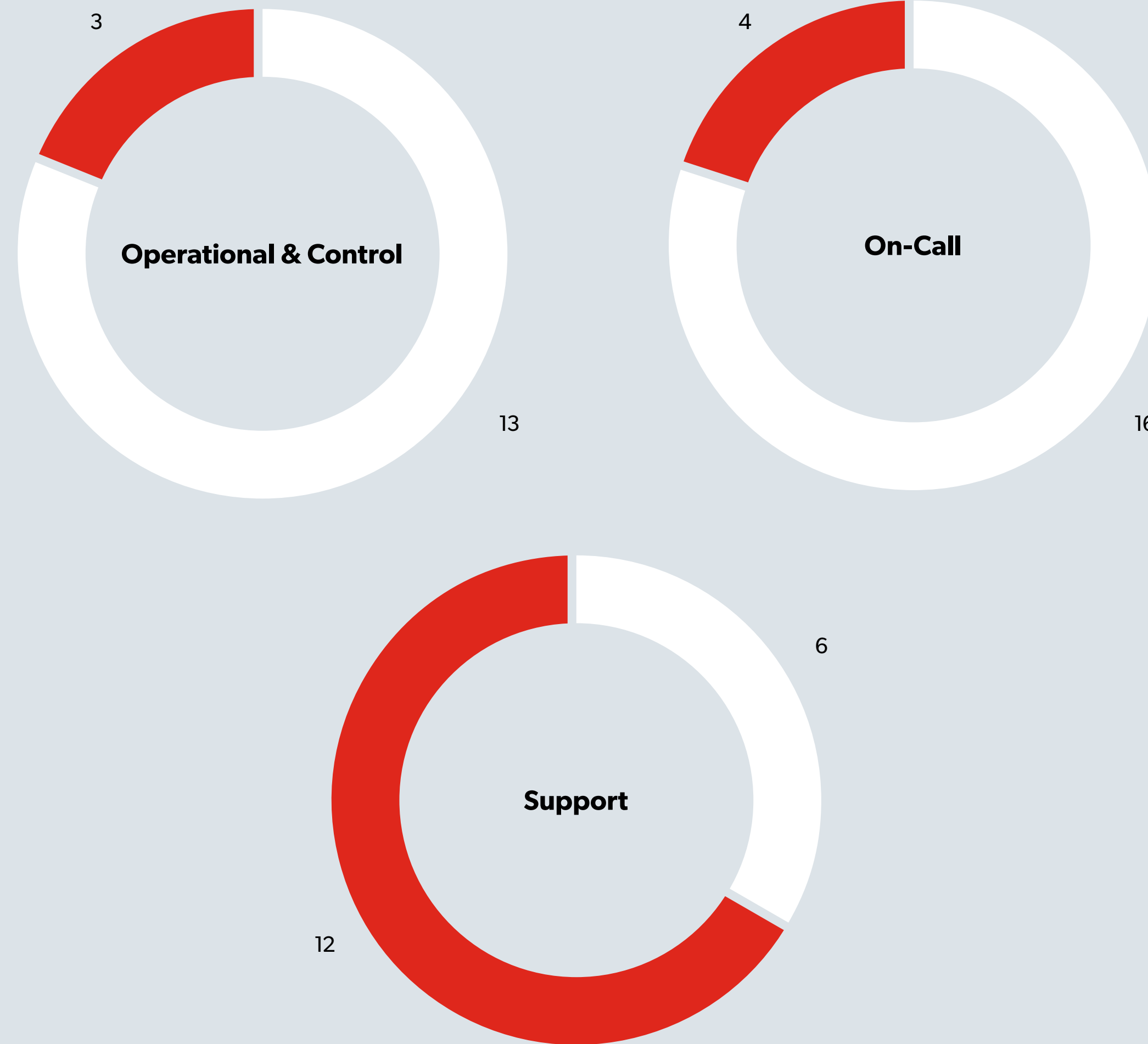
There are no specific recruitment targets relating to disabilities, although it is the intention of the Service to diversify the workforce including people with disabilities.

The proportion of new recruits declaring a disability was 3.7% while those who did not declare their disability status was 13%. This is extremely positive if compared to 2020 when only 1.7% of new recruits declared a disability and 30.5% chose not to declare their status.

There were no specific recruitment targets set in 2020-21 in relation to BAME recruits, but the Service continues to monitor recruitment patterns based on ethnicity.

Six people from a BAME background were recruited across the organisation and this accounts for 11.1% of all new recruits. The proportion of BAME recruits into operational roles was 7.4%. The proportion of new recruits who did not declare their ethnic background is 1.9%, compared to 27.1% of new recruits in 2020.

Gender profile of new recruits



Male (Total 35)
 Female (Total 19)

There were no specific recruitment targets set in 2020-21 in relation to women, but the Service continues to monitor recruitment patterns based on gender.

The proportion of women recruited into the organisation was 35.2%, which is higher than the proportion of women in the workforce (18.2%). In operational roles women accounted for 19.4%. Although slightly lower than 2020 (22.2%), the proportion of female recruits in operational roles has risen from 4.8% in 2019 and 11.1% in 2018.

Religion or Belief profile of new recruits

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational & Control	7	0	0	0	0	1	0	7	1
On-Call	5	0	0	0	0	0	1	12	2
Support	5	0	0	0	0	1	0	11	1
Total	17	0	0	0	0	2	1	30	4

There are no specific recruitment targets relating to religion or belief but the Service continues to monitor recruitment patterns based on faith and religion.

This year, people without a religion accounted for the majority of new recruits at 55.6%. This is the second year running we have seen a higher intake of any group other than those of a Christian faith (31.5% of new recruits). Outside of these two groupings (Christianity and those without a faith or religion), the combined religious profile of new recruits is 5.6%. The number of new recruits not stating their religious profile has fallen from 11.9% last year to 7.4% this year. The declaration rate has also increased to 92.6%.

Sexual Orientation profile of new recruits

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not Stated
Operational & Control	0	1	14	1
On-Call	0	2	15	3
Support	0	1	16	1
Total	0	4	45	5

There are no specific recruitment targets relating to sexual orientation although the Service has identified sexual orientation as one of the areas to monitor against its ambitions to diversify the workforce.

The LGB profile of new recruits stands at 7.4% in comparison to the previous year of 8.5%. However, the declaration rate has increased from 83.1% to 90.7%.

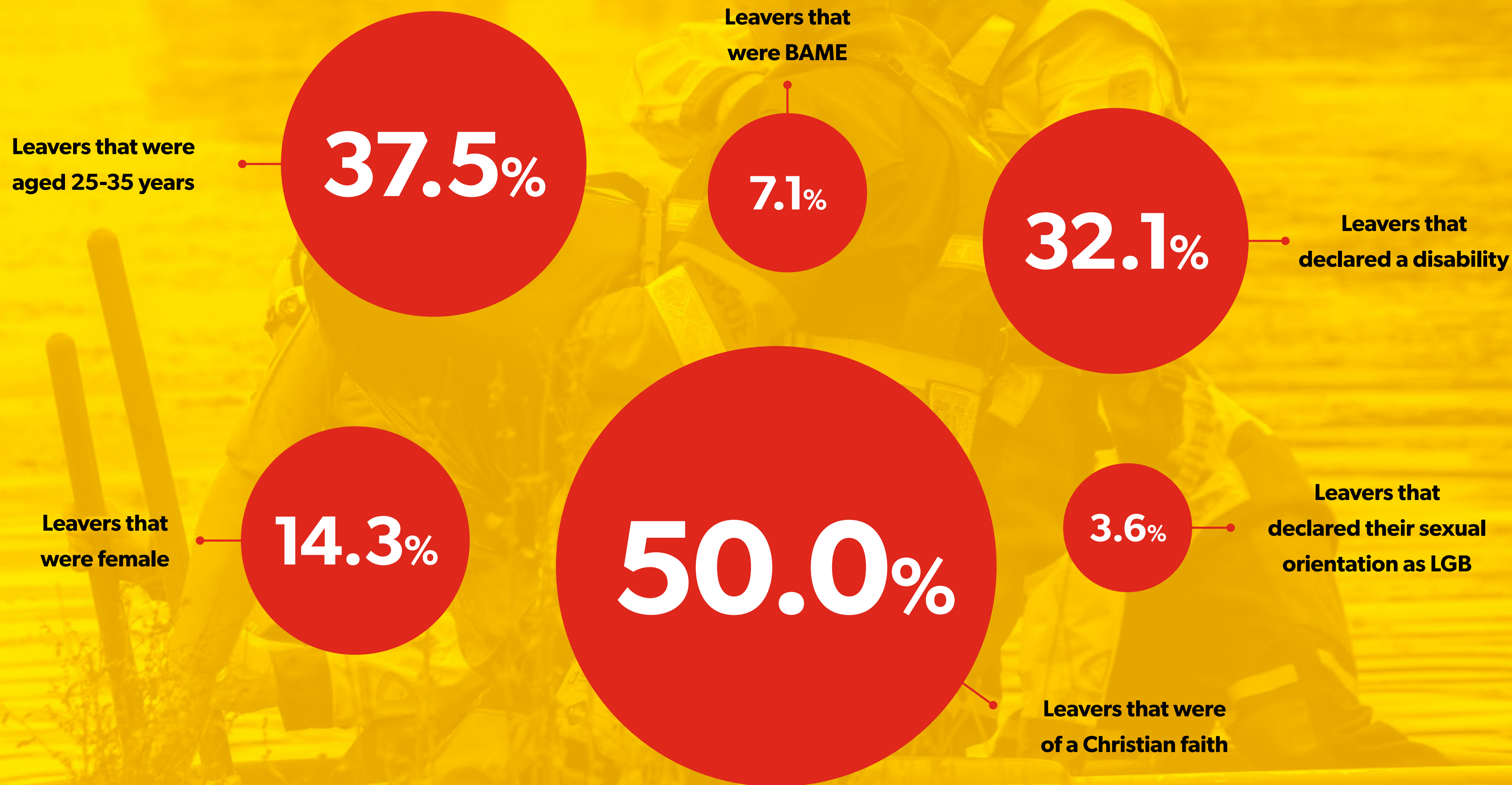


Retention

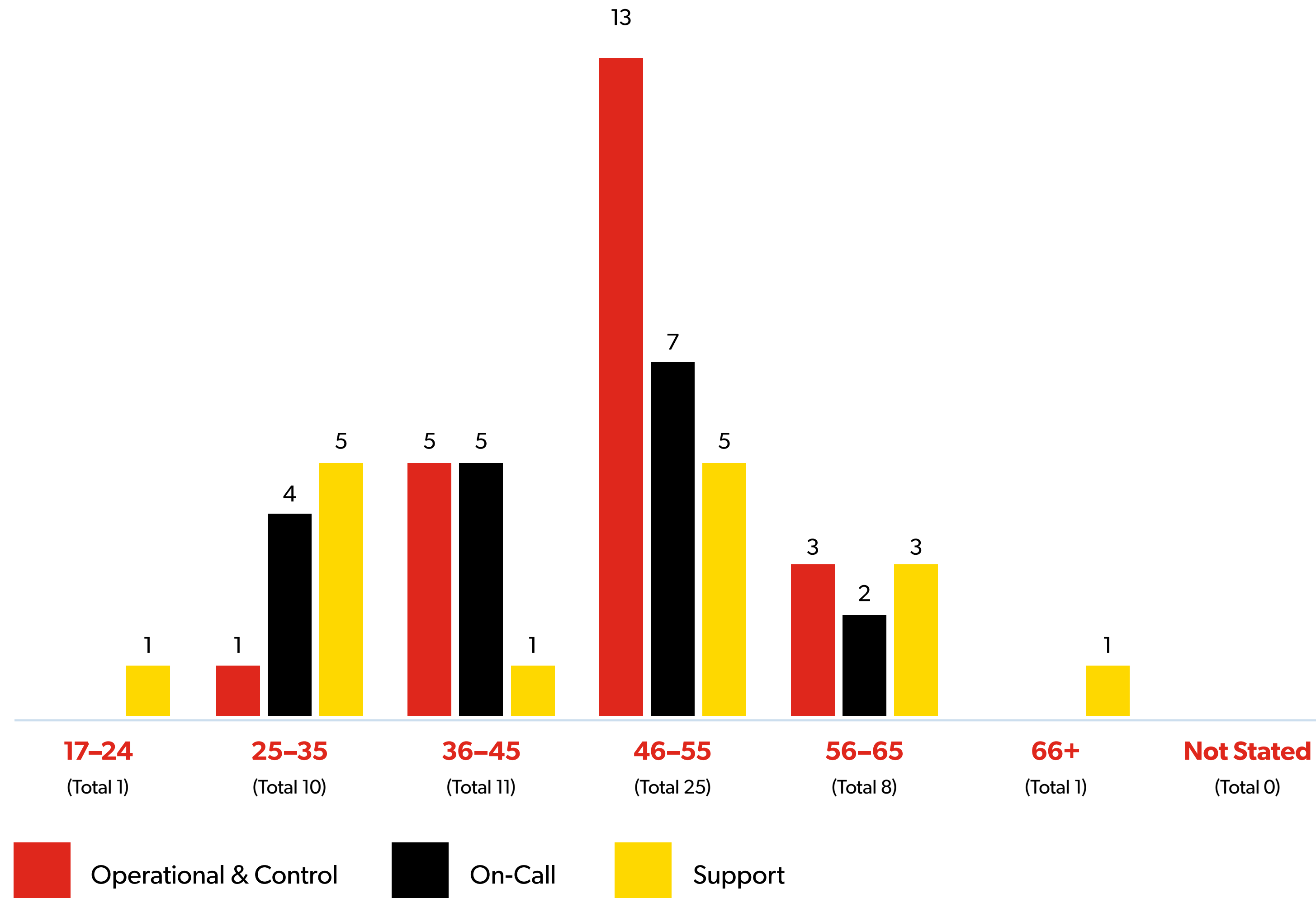
Each year, LFRS monitors the profile of leavers based on six of the nine protected characteristics. In the year ending 31 March 2021, 56 employees ended their employment contracts with LFRS. 40 of those who ended their contracts were operational staff while 16 were support staff. Individuals that ended one of their dual contracts but remain in employment with the Service have been excluded in the following analysis.



At a glance



Age profile of leavers



The majority of leavers were in the age groups of 25-35, 36-45 and 46-55. These groups accounted for 82.1% of staff leaving the Service. The high numbers of leavers aged between 25 and 45 is reflective of the staff turnover in the On-Call duty system. The high number of leavers aged between 46 and 55 also includes a significant number of retirements from operational roles (52%)

Disability profile of leavers

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational & Control	2	17	3
On-Call	15	0	3
Support	1	12	3
Total	18	29	9

2021 has seen a significant increase in the number of leavers declaring a disability (32%) as compared to 3% in 2020 and 4% in 2019.

The proportion of employees who left the Service and did not declare their disability status accounted for 16%, this is lower than the 24.2% declaration rate in 2020.

Ethnicity profile of leavers

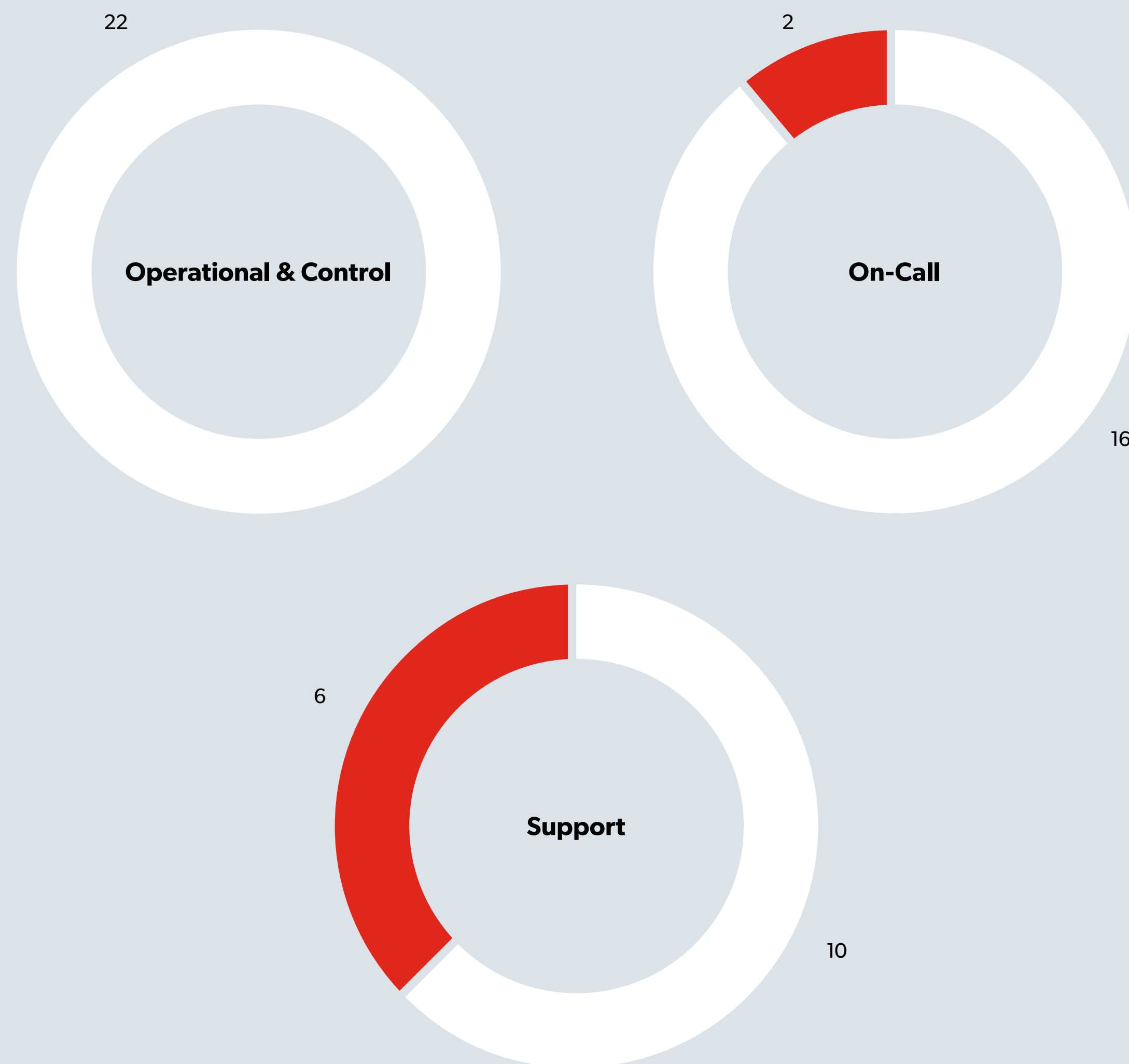
Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational & Control	21	0	1	0	0	0
On-Call	16	0	0	0	0	2
Support	13	0	1	1	1	0
Total	50	0	2	1	1	2

The highest ethnic group to have left the Service was the White British background, which accounted for 89.3% of staff who left the Service.

BAME who left the Service during the financial year accounted for 7.1% of all leavers. This will have a negative impact on the overall proportion of BAME staff across the service because of the low numbers of BAME staff in the workforce. The proportion of BAME leavers is marginally lower when compared to the previous year when it was 7.6% and 8% in 2019.

The proportion of leavers who did not state their ethnicity has decreased from 15.6% to 3.6%.

Gender profile of new recruits



Male (Total 35)
 Female (Total 19)

The proportion of women who left the Service is 14.3%; this is lower than the proportion of women who left in the previous year (25.8%).

The proportion of female leavers in operational roles (including Fire Control) is 5%.

Overall, there is a positive impact in that the proportion of women joining the Service in operational roles was higher when compared to those leaving (7/2).

Religion or Belief profile of leavers

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational & Control	9	0	0	0	0	0	0	11	2
On-Call	11	0	0	0	0	0	1	4	2
Support	8	0	1	0	0	0	0	5	2
Total	28	0	1	0	0	0	1	20	6

The religion and belief profile of the workforce is largely made up of those from a Christian faith (41.5%) and those with no religion or belief (37.1%).

Christians accounted for 50% of leavers. This was followed by those with no religion who accounted for 35.7%, while those who did not declare any religion or belief accounted for 10.7%.

The impact on the workforce profile remains largely unchanged due to the higher proportions of those joining the Service being either Christian or of no faith at all.

Sexual Orientation profile of leavers

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not Stated
Operational & Control	0	1	18	3
On-Call	0	0	13	5
Support	0	1	14	1
Total	0	2	45	9

The proportion of LGB staff in the workforce is 3%.

The proportion of staff leaving the service who declared their sexual orientation as LGB was 3.6%. This will have a negative impact on the ambitions to diversify the workforce.



Promotion

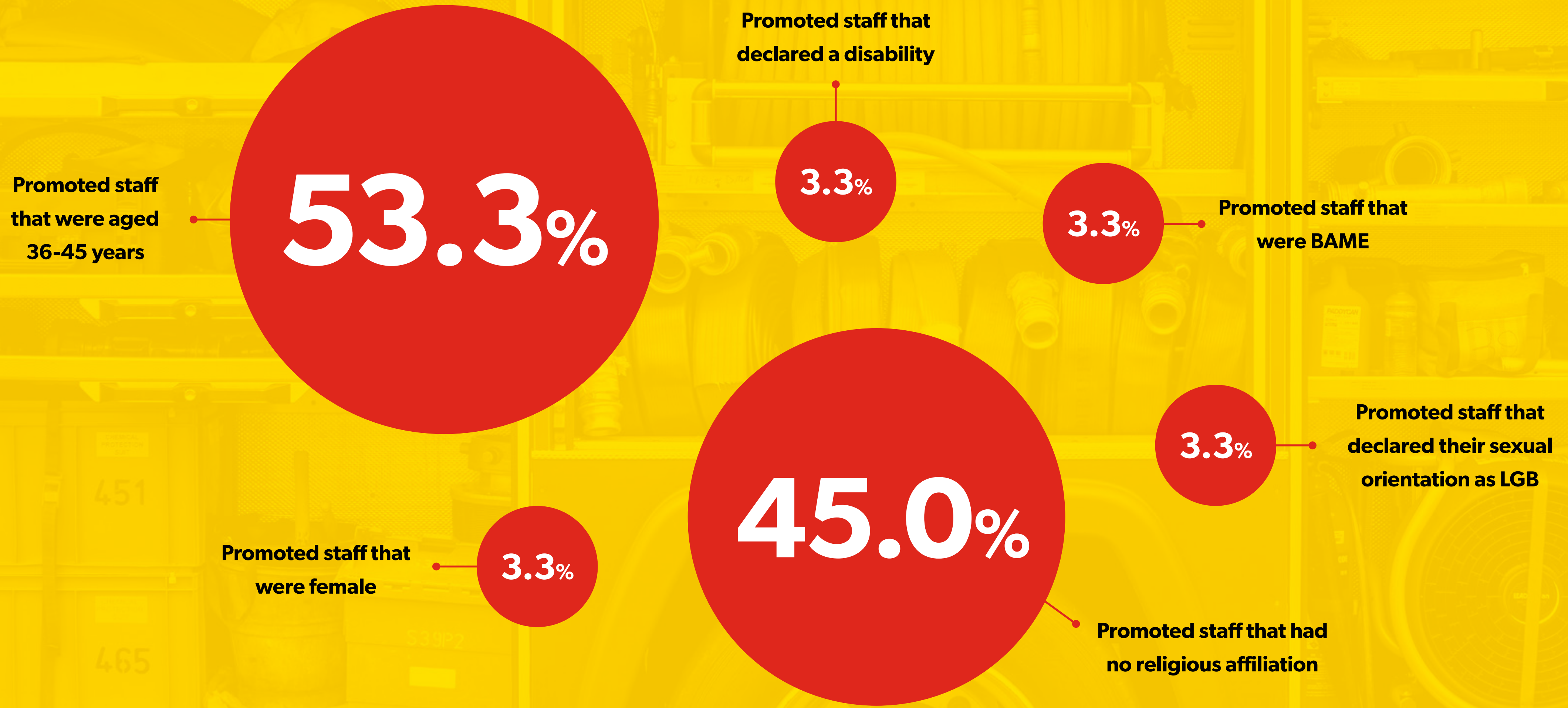
The total number of promotions in the relevant period was 60. 38 of those were promoted on a temporary basis while the rest, 22, were substantive promotions. For the purpose of this report, a promotion is considered to mean a change in role to either include higher responsibility or a higher pay grade, whereby the position achieved is through due process.

Promotions occur, in a large proportion, within operational areas of the Service and mostly draw from the existing workforce. The existing workforce is not yet as diverse and reflective of the community and this affects the profile of staff being promoted.

The tables below show all the relevant protected characteristics of all staff who were promoted in 2020-2021.



At a glance



Age profile of promoted staff

All Staff Groups	17-24	25-35	36-45	46-55	56-65
Total	0	9	32	19	0

Disability profile of promoted staff

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Total	2	42	16

Ethnicity profile of leavers

Staff Group	White British/ Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Total	55	0	1	1	0	3

The age profile of staff promotions is consistent with previous trends.

The proportion of staff declaring a disability and being promoted is 3.3% which is lower than the disability profile of the workforce. A large area of promotions are operationally based staff and due to the nature of the roles this limits the type of disabilities that are able to be accommodated and subsequently this does impact on the number of staff in those areas that can then be promoted.

The proportion of those promoted and declaring a disability within the operational group is 3.4% which is slightly higher than the disability profile of the operational workforce (3.1%).

The proportion of BAME employees to be promoted in the relevant period is 3.3% of all promotions.

The BAME promotion profile in operational roles is 3.4% which is lower than the proportion of BAME staff in operational roles (5.2%).

Gender profile of promoted staff

All Staff Groups	Male	Female
Total	58	2

Religion or Belief profile of promoted staff

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Total	23	0	0	0	0	0	1	27	9

Sexual Orientation profile of promoted staff

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Total	2	0	48	10

3.3% of promotions were female staff, lower than the female profile in the workforce (18.2%). This represents 1.6% of the total number of women in the Service and 0.3% of the total workforce.

The proportion of women promoted in operational roles is 1.7%. This is lower than the proportion of females in operational roles (6.7%).

The profile of those promoted and of a Christian faith is 38.3%. The promotion profile for those with no faith or religion is 45% compared to 37.1% in the workforce. The combined promotion profile of other faiths stands at 1.7% compared to 4.9% in the overall workforce.

15% of promoted staff did not state their religious profile, in comparison to 16.6% of the total workforce.

The proportion of staff promoted and declaring their sexual orientation as LGB stands at 3.3% and is higher than the workforce representation which stands at 3%.

The proportion of LGB staff promoted in operational roles is 3.4% and this is slightly higher than that of the operational workforce which stands at 3.3%.



Bullying and Harassment, Disciplinary and Grievances

Each year the CFA monitors, for equality purposes, all formal cases of bullying and harassment, disciplinary and grievance. The three aspects are key areas of interest to the Service as this serves as one of the key indicators of workplace culture. In the financial year 2020 -21, there were 10 staff involved in cases of bullying and harassment or grievance that were investigated by the Service.

The tables below provide a detailed EDI breakdown of these 10 staff that the Service dealt with.

The total number of cases is too small to warrant comparison with the overall workforce.

Age profile of Bullying, Harassment and Grievance cases

Staff Group	17-25	26-35	36-45	46-55	56-65
Total	0	0	5	4	1

Disability profile of Bullying, Harassment and Grievance cases

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Total	0	8	2

Ethnicity profile of Bullying, Harassment and Grievance cases

Staff Group	White British/ Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Prefer not to say
Total	8	1	0	0	0	1

Gender profile of Bullying, Harassment and Grievance cases

Staff Group	Male	Female
Total	8	2

Religion or Belief profile of Bullying, Harassment and Grievance cases

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Prefer not to say
Total	5	0	0	0	0	0	1	3	1

Sexual Orientation profile of Bullying, Harassment and Grievance cases

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated	Prefer not to say
Total	0	0	9	1	0

Age profile of Disciplined Staff

Staff Group	17-25	26-35	36-45	46-55	56-65
Total	0	0	4	13	3

Disability profile of Disciplined Staff

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Total	0	15	5

In the financial year 2020-21, disciplinary cases that were investigated by the Service involved 20 staff.

The tables opposite provide a detailed EDI breakdown of the staff involved in these cases.

The total number of cases is too small to warrant comparison with the overall workforce.

Ethnicity profile of Disciplined Staff

Staff Group	White British/ Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Total	18	1	0	0	0	1

Gender profile of Disciplined Staff

Staff Group	Male	Female
Total	18	2

Religion or Belief profile of Disciplined Staff

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated	Prefer not to say
Total	12	0	0	0	0	0	0	5	1	2

Sexual Orientation profile of Disciplined Staff

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated	Prefer not to say
Total	0	0	16	1	3



Gender Pay Gap Reporting

In April 2017, the government introduced a duty on employers with 250+ employees to calculate and publish specific measures in relation to the pay gap between men and women in their organisation. Pay data is collected on a specific pay date; 31st March 2020 and must be published on the Authority's (LFRS) own external website as well as the Government website.

Equal Pay

Equal pay means that men and women doing the same job must receive equal pay.

LFRS pays all staff the same pay grades for doing the same jobs. The pay grades have different pay spinal points and people may be on different levels depending on length of service or the experience they bring to the role.

Gender Pay Gap

The gender pay gap refers to the difference in average pay between men and women working in an organisation.

It is expressed as a percentage of the difference in the hourly rate of pay between males and females. There are two calculations: the mean (average) and the median (the middle point in the sample).

The hourly median for combined staff has decreased at 16% from 23.7% the previous year. This decrease is a positive change in bridging the gender pay gap and is very close to the national average of 15.5%. The hourly mean for combined staff was 21.9%.

The Equality, Diversity and Inclusion (EDI) Scheme 2020 – 25 provides an overview of the proposed work to improve the gender balance of the workforce at LFRS. The action plan will be monitored through the Strategic Equality, Diversity and Inclusion Board (SEDIB).

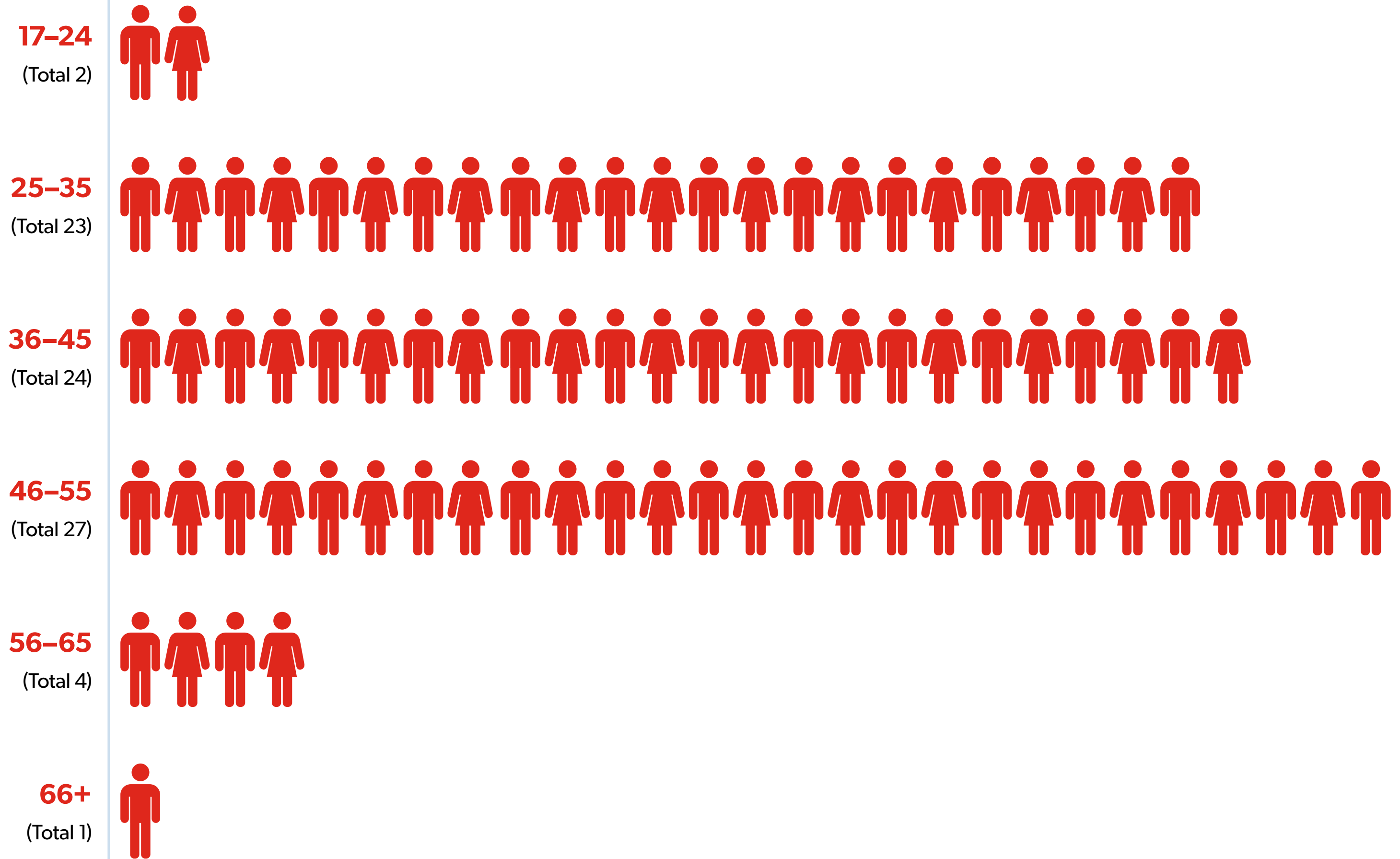




Equality Related Training

LFRS provides a range of equality and diversity related training. The training is aimed at different staff in the organisation and is intended to raise awareness of ED within its workforce. Due to the pandemic, face to face training was not able to take place. The data below relates to the ED profiles of 28 staff who completed Equality and Diversity Training during the financial year 2020-21 as part of their On-Call or Wholetime Firefighter induction process.

Age profile of training attendees



 Staff Group



Disability profile of training attendees

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Total	1	60	20

Ethnicity profile of training attendees

Staff Group	White British/ Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Total	71	1	4	4	0	1

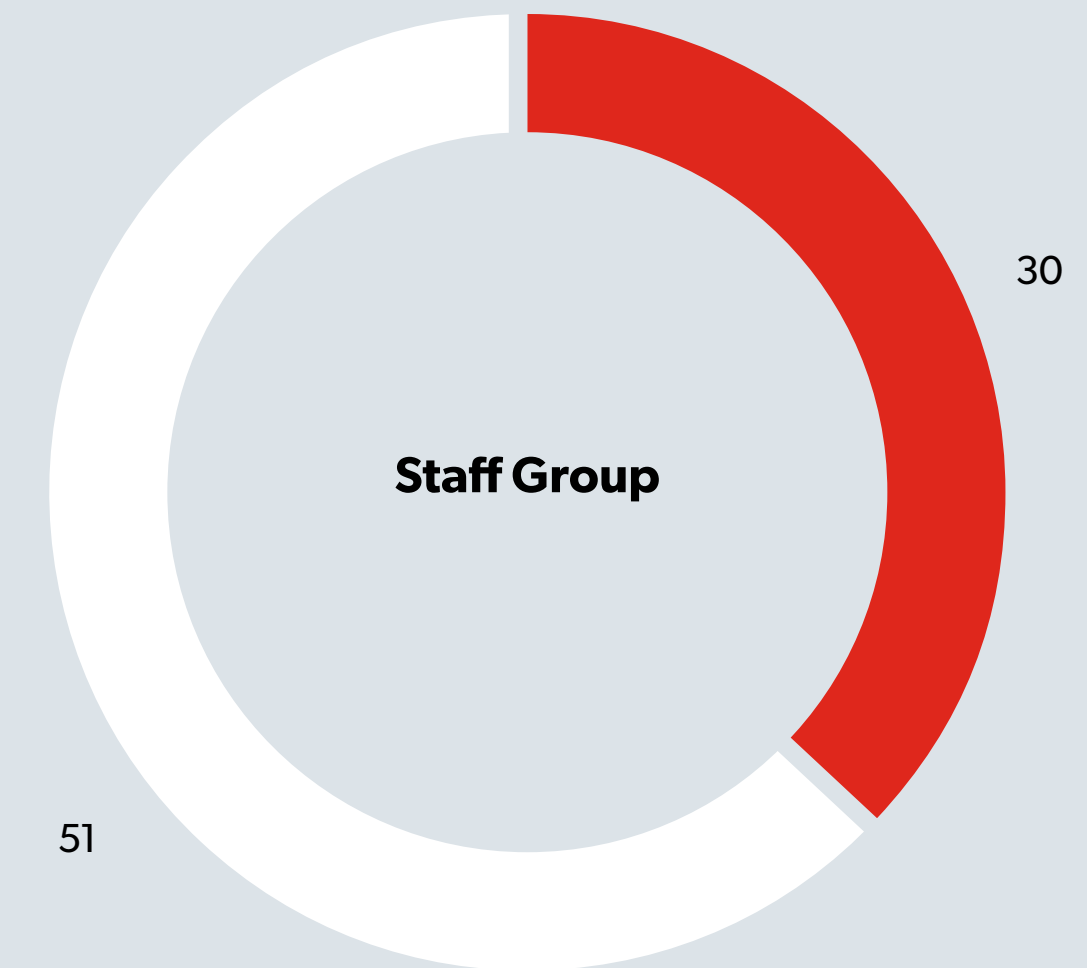
Religion or Belief profile of training attendees

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated	Prefer not to say
Total	32	0	0	0	0	2	1	36	4	6

Sexual Orientation profile of training attendees

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Not stated
Total	1	1	66	7	6

Gender profile of training attendees



Male (Total 51)
 Female (Total 30)

Service Data



Fire Protection

LFRS have a legal duty to monitor and enforce current fire safety legislation. In order to achieve this, an inspection programme based on national guidance, Incident Recording System (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.

The Fire Protection team undertake fire audits in premises and this is the first stage of any enforcement activities. Generally, at this stage, only advice is given to the responsible person.



The total number of fire protection inspection activity for the financial year 2020-2021

 **602**

of these were programmed inspections

Fire Protection Enforcement Data for 1st April 2020 - 31 March 2021

The Fire Protection team has set up a system to monitor satisfaction levels against its programmed inspections and this is the third year of reporting on the satisfaction levels. The reporting on satisfaction levels was developed to support and improve on the equality monitoring information that is collected from people responsible for premises where Fire Protection Officers have conducted fire safety audits. This information is collected through an online survey conducted after an inspection.

These changes mean that LFRS is now able to analyse fire protection activities based on the protected characteristics and will provide statistical data to build a picture of which communities are more affected by fire protection activities. The survey will also provide information on the satisfaction levels across all protected characteristics based on those who have responded to the survey.

This year, 208 responses were returned through the survey. This represents a return of 26.7% of all programmed fire safety inspections; increasing from 15.7% last year. The tables below provide the statistical data and any findings.

Programmed Inspections	Total Number
No of Programmed Fire Safety Inspections	602
Ad Hoc and Follow up Inspections	176
Enforcement activities	
Deficiency Notice	128
Action Plans Issued	56
Enforcement Notices	23
Prohibition Notices	8

Age and Ethnicity

The majority of respondents from the fire safety audits were those in the 35-44 (39%) age category. This is the same age category as the previous year that are most affected by fire protection audits.

Age Group	Total Number
Not submitted	8
15-24	0
25-34	15
35-44	81
45-54	43
55-64	44
65+	17
Grand Total	208

Ethnicity	Total Number
Any other background	0
White British / Irish	179
White Other	3
Mixed	1
Black/British	2
Asian/British	7
Chinese	0
Prefer not to say	6
Not submitted	10
Grand Total	208

In terms of ethnicity, the majority of respondents to the fire safety audit survey were people from a White British / Irish background. This group accounted for 86.1% of all respondents. People from an Asian or British Asian background were the next highest responding group with 3.4% responses. The combined BAME responses accounted for 6.3% of those responding.

Gender Identity and Religion or Belief

Women accounted for 30.8% of all respondents to the fire safety audit satisfaction survey while men accounted for 66.8%.

Gender Identity	Total Number
Prefer not to say	0
Female	64
Male	139
Transgender	0
Not submitted	5
Grand Total	208

Religion or Belief	Total Number
Prefer not to say	8
Christian	77
Hindu	2
Muslim	2
Jewish	0
Sikh	1
No religion or belief	37
Not submitted	81
Grand Total	208

In terms of religion and faith, the majority of respondents were of Christian faith at 37% followed by those without any faith or religion who accounted for 17.8%. People of other faiths accounted for 2.4% of respondents, while those that did not submit a response accounted for 39% of the group.



Longstanding Illness / Disability and Sexual Orientation

The means for collecting Fire Protection ED data during the period 2020-2021 changed in November 2020, meaning the following data cannot be compared with previous years. It also means that data for 75 respondents was not collected under the following categories.

Longstanding illness / disability	Total Number
No	57
Yes	8
Prefer not to say	0
Not stated	0
Not submitted	143
Grand Total	208

Sexual Orientation	Total Number
Heterosexual	62
Bisexual	0
Lesbian / Gay	0
Prefer not to say	1
Not stated	2
Not collected	143
Grand Total	208





After the Incident Survey

Each year the CFA undertakes an After the Incident Survey. The survey informs the CFA about the quality of services offered to residents of Leicester, Leicestershire and Rutland after a domestic incident.

The survey is done through a questionnaire sent out to all households that accessed LFRS emergency response services. Those responsible in the household are asked a number of questions about their experiences of using LFRS services. Equality monitoring information relating to age, disability, gender and ethnicity is collected as part of the survey and this forms the basis of this section of the report.

In 2020-21 a total of 236 responses to the survey were received; 47% involved a fire, 25% involved a 'Special Service' incident (e.g. animal rescue, flood, medical incident or gaining entry), 9% involved a false alarm, 1% involved a road traffic collision and 17% were classified as 'other' (e.g. triggered carbon monoxide alarms, children locked in cars and ring removal).

Overall, positive feedback was received in every section of the survey and 99.6% of respondents (235/236) expressed overall satisfaction with the service they received from LFRS in response to the question:

“Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?”

The following tables provide a detailed breakdown of satisfaction levels by protected characteristics where this information was collected. 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.

Age profile of After the Incident Survey respondents

In the period 2020-21, 230 (97.5%) respondents provided their age information in the equality monitoring section. The majority of respondents were aged 45-64 (41.3%).

Age profile of Satisfaction Survey respondents

Age Group	Under 15	15-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Total	2	21	40	29	47	48	25	13	5

Disability profile of After the Incident Survey respondents

Disability Status	Declared Disability	Declared Not Disabled	Not Stated
Total	37	194	5

Gender profile of After the Incident Survey respondents

Gender Identity	Female	Male	Prefer to self-describe
Total	140	95	1

231 respondents (from the 236 responses) provided information on their disability status, with 15.7% declaring a long standing illness or disability.

99.6% of respondents provided information on their gender. 59.6% of those were female and 40.4% were male.

Ethnicity profile of After the Incident Survey respondents

Ethnicity	White British	BAME	Not Stated
Total	188	41	7

229 of the 236 respondents provided information on their ethnicity. 18% of those indicated to be from a BAME background.

Religion or Belief profile of After the Incident Survey respondents

Religion or Belief	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None
Total	116	0	9	6	0	4	3	94

50% of respondents reported to follow the Christian faith, while 41% reported no religion or belief. 9.5% of respondents followed other faiths, with 4 people not declaring their religion or belief profile.

Sexual Orientation profile of After the Incident Survey respondents

Sexual Orientation	Bisexual	Gay/Lesbian	Other	Heterosexual	Prefer not to say
Total	1	3	1	203	17

2.2% of respondents identified as LGBT+, while 7.5% preferred not to say. 11 people did not respond.



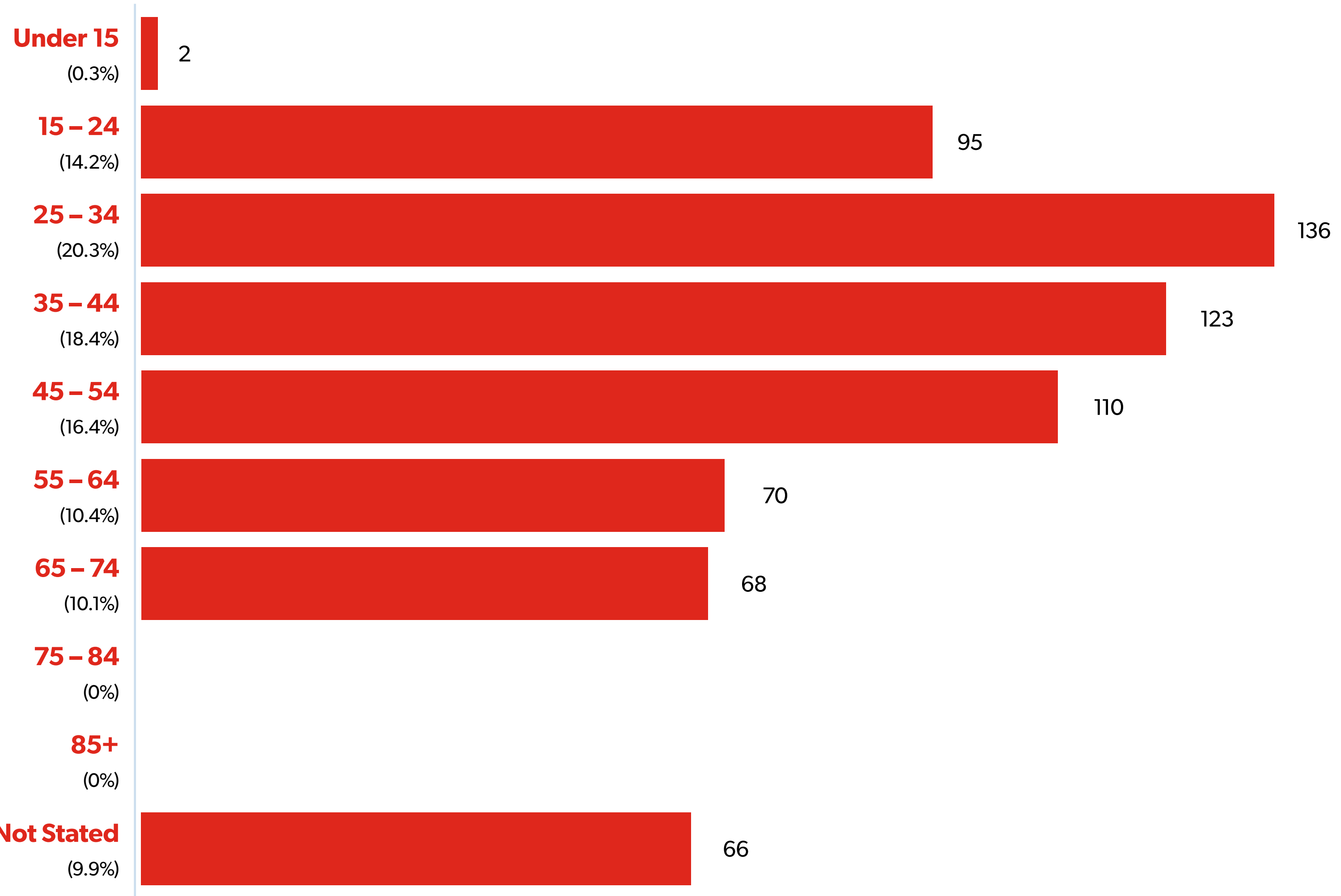
After the Event Survey

Following Community Engagement Events, Station Open Days, Recruitment Drives and Group Presentations, members of the public are able to complete an online feedback form. As part of this form, equality and diversity information is collected.

During the year 2020-2021, 670 responses were received that included ED information and this is shown in the tables below.



Age profile of Event Feedback respondents



Age Group



Disability profile of Event Feedback respondents

Disability Status	Declared Disability	Declared Not Disabled	Prefer not to say	Not Stated
Total	56	564	26	24
%	8.4	84.2	3.9	3.6

Ethnicity profile of Event Feedback respondents

Ethnicity	White British/ Irish	Any Other White	Mixed	Asian/ Asian British	Black/ Black British	Other Asian	Chinese	Prefer not to say	Not stated
Count	543	17	14	36	8	7	1	28	16
%	81	2.5	2.1	5.4	1.2	1	0.2	4.2	2.4

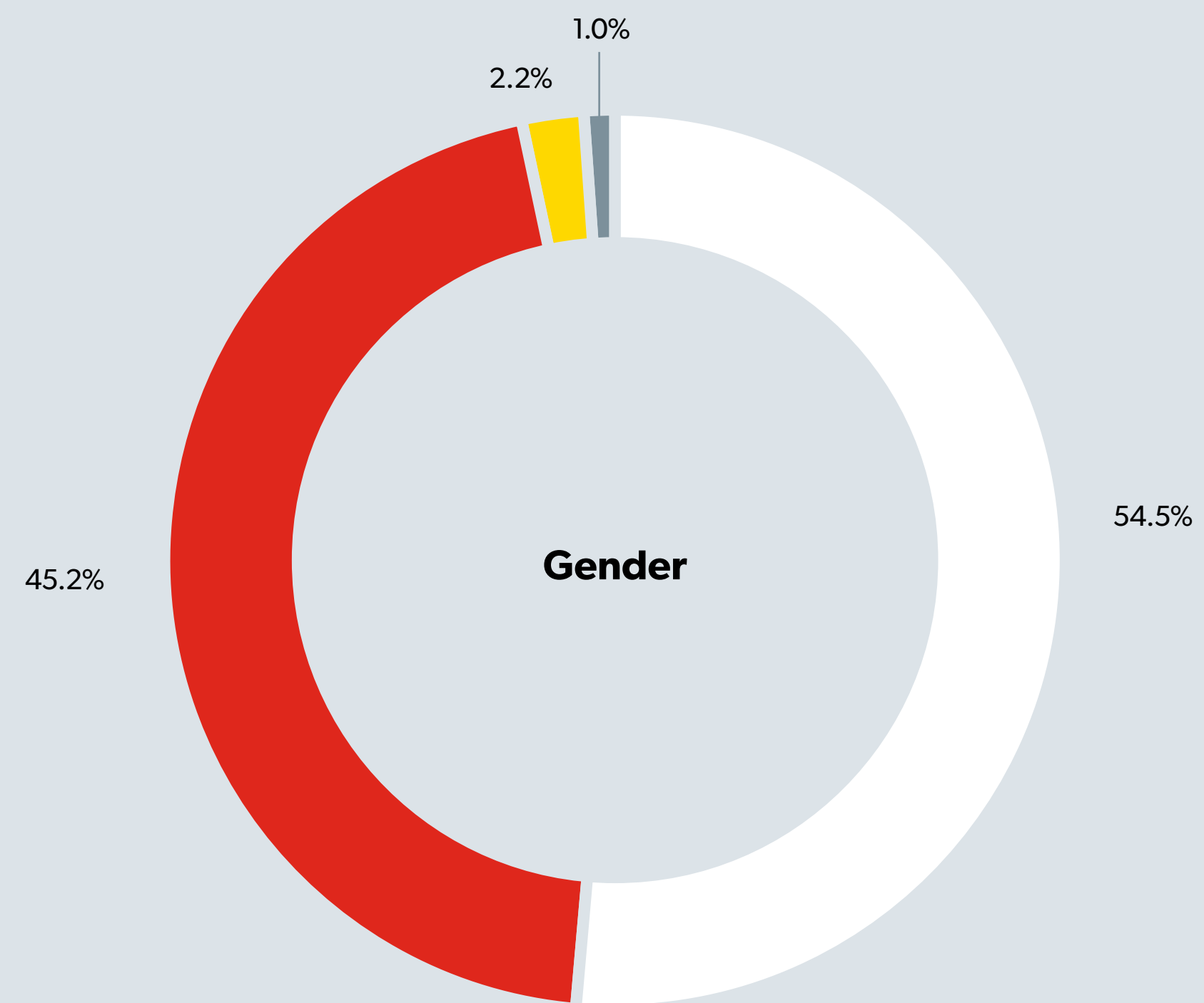
Religion or Belief profile of Event Feedback respondents

Religion or Belief	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated	Prefer not to say
Total	240	1	15	16	1	5	11	272	52	57
%	35.8	0.2	2	2.2	0.2	0.7	1.6	40.6	7.8	8.5

Sexual Orientation profile of Event Feedback respondents

Sexual Orientation	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Not stated
Total	18	11	489	66	86
%	2.7	1.6	73	9.9	12.8

Gender profile of Event Feedback respondents



- Male** (Total 345)
- Female** (Total 303)
- Prefer not to say** (Total 15)
- Not Stated** (Total 7)



Safer Communities



Home Safety Checks (HSCs)

LFRS undertakes Home Safety Checks (HSCs) for households that are identified as potentially vulnerable to the harmful effects of fire. The Service together with its partners undertook a total of 8867 HSCs across Leicester, Leicestershire and Rutland in the financial year 2020-21.



Community Safety Activities

2020-2021 was heavily influenced by the COVID-19 pandemic. National and local lockdowns resulted in the Service taking an innovative and creative approach to undertaking some traditional activities, whilst also taking the opportunity to engage in other community based and partner agency initiatives. Despite some staff having to self-isolate during the year, the Service continued to provide prevention activities to the communities of Leicester, Leicestershire and Rutland.

Community activities – over 100 events including fire safety talks to community groups adapted for Zoom, virtual station open day, station tours for schools in person engagement with younger and older people (social distancing where allowed).

Covid-19 support – over 100 activities relating to facemask and visor making and delivery of visors, medication and food bank parcels.

Social Media – over 70 posts covering a variety of fire, road and covid-19 safety messages.



For the year 2020-21 we have collected EDI data for our cadets groups through Fire Cadet Manager. The Cadet groups at three locations have continued to meet throughout the pandemic via the virtual platform of Zoom. Equality and Diversity data has not been updated during this time; it is historical data and may not fully reflect the diversity of our young people at this time, due to the large number of Cadets where no information has been disclosed.

The data below is based on a total number of 22 cadets.

Age Profile of Cadets

Age Group	13	14	15	16	17
Total	2	3	11	4	2

Disability Profile of Cadets

Disability Status	Declared Disability	Declared Not Disabled	Not Stated
Total	3	1	18

Ethnicity Profile of Cadets

Ethnicity	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Total	13	0	2	0	0	7

Gender Profile of Cadets

Gender Identity	Female	Male	Not Stated
Total	12	5	5



External Complaints

This is the fourth financial year that the Service is able to provide statistical data on the equality monitoring information captured from the complaints process that was implemented in January 2017. The new process was implemented as a result of identifying improvement opportunities in how we monitor for equality and satisfaction when dealing with external complaints.

The complaints received by the Service are generally around fire protection issues in public buildings and spaces. In order to understand the nature of complaints and concerns and where they impact on the business, the Service has split the complaints and concerns monitoring into two different areas; complaints and concerns specific to Fire Protection and Enforcement activities and also complaints that relate to everything else that the Service does (general complaints).



Nature of complaints

LFRS received 18 complaints during the financial year ending 31 March 2021. It is difficult to provide the nature of every complaint received by the Service and therefore for the purposes of equality monitoring the Service has developed four main categories based on the frequency of such complaints. The table below provides the details relating to the nature of complaints received. Complaints that don't fit into any of the three categories identified will be placed in the "other" category.

-  **0** **Driving**
-  **1** **Recruitment**
-  **5** **Staff Behaviour**
-  **3** **Damage to Property**
-  **9** **Other**

The majority of complaints received relate to 'other' incidents and include a range of circumstances. This category accounted for 50% of all complaints received by Service.

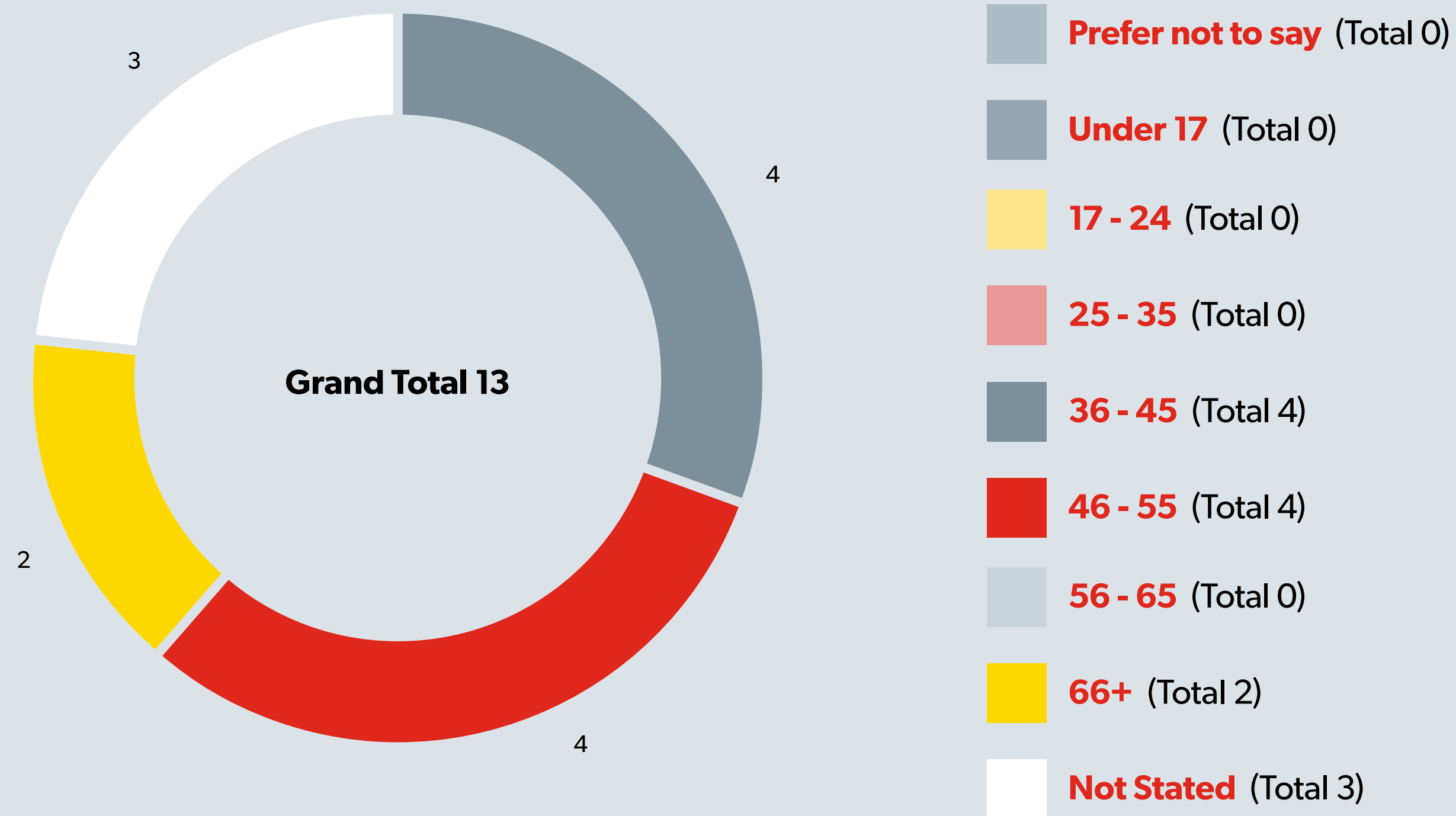
As part of the improvements made to the process, the Service has included the collection of satisfaction levels following the conclusion of an investigation (where possible) and also the equality monitoring information to help the Service in identifying any disproportionality in the trend of those making complaints. The equality and satisfaction information is collected once an investigation has been completed and the outcome provided to the complainant.

During the relevant period, the service did not manage to collect any information on equality monitoring and satisfaction levels from 5 individuals who had raised a complaint. Details against these complaints indicate that staff have made at least three attempts to try and contact the complainant and there has been no response on each occasion. This data is not included in the tables below.

There was only one individual that informed the Service they were not satisfied with the outcome our contact, and sited this being due to not having made a complaint. One respondent indicated they were neither satisfied nor dissatisfied with the outcome. The other 11 individuals contact by the Service reported to be satisfied with the outcome of their complaint (85%).

Age and Disability

There is a spread within the age range of people making a complaint with the majority (61.5%) falling within the 36-55 age groups.



Disability Status	Total Number
Yes	4
No	9
Not collected	0
Grand Total	13

The proportion of people with a disability making a complaint is 30.8% and 100% of complainants contacted responded.

Gender Identity and Sexual Orientation

The majority of those making a complaint were men who accounted for 53.9% of all complaints received.

Gender Identity	Total Number
Prefer not to say	0
Female	5
Male	7
Transgender	0
Not submitted	1
Grand Total	13

Sexual Orientation	Total Number
Prefer not to say	1
Bisexual / Gay	0
Other	0
Heterosexual	10
Not collected	2
Grand Total	13

There were no complainants declaring their sexual orientation as LGB.

Ethnicity and Religion or Belief

The majority (46.2%) of people raising a complaint during the relevant period declared their ethnicity as White British/Irish, while 38.5% declared their ethnicity to be of a Black, Asian or Minority Ethnic (BAME) background.

Ethnicity	Total Number
White British/Irish	6
White other	3
Mixed	1
Other	1
Prefer not to say	1
Not collected	1
Grand Total	13

Religion or Belief	Total Number
Christian	6
Other	2
No religion	4
Not collected	1
Grand Total	13

The majority (46.2%) of those raising a complaint were people of a Christian faith.



Community Engagement

LFRS is proud of the work it delivers in the community as well as directly helping the public who call upon the emergency response services, these include:

- **Fire Protection Inspections**
- **Home Safety Checks**
- **Community based events**
- **Fire safety talks**
- **Positive Action work**
- **Road Safety presentations**
- **Youth engagement activities**



Publication

The Annual Equalities Report will be published on the Service's external website at:

www.leics-fire.gov.uk

Copies of the report will be made available to all internal departments and stations, partners, local equality organisations and interested parties upon request.

The Equality Scheme and Annual Equalities Report will be made available in other languages upon request. Please contact our Inclusion Team, using the details at the end of this report, if you require the Annual Equalities Report 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, please contact the Service Information Team on the contact details below:

Service Information Team

Leicestershire Fire and Rescue Service

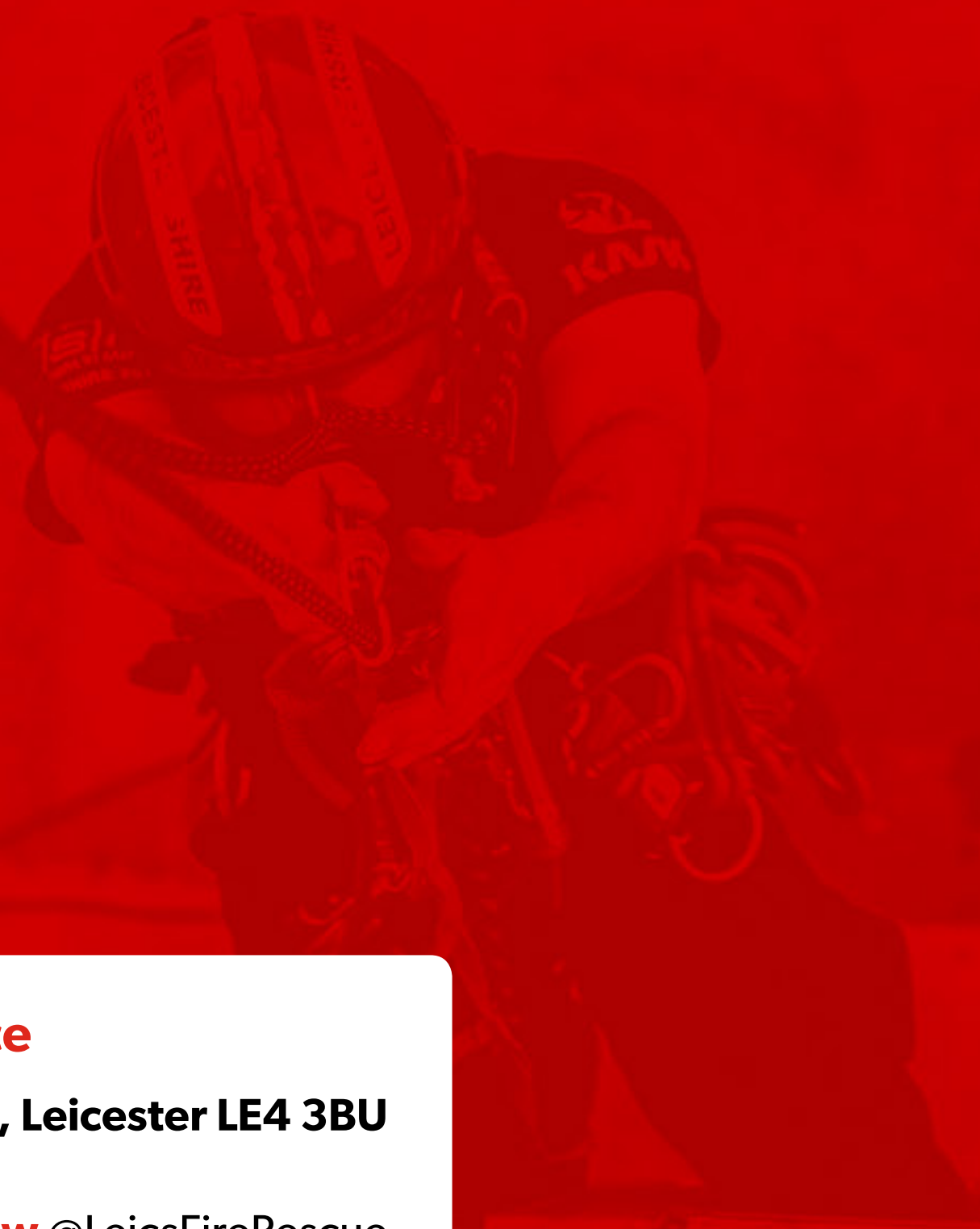
Birstall

LE4 3BU

Tel: 0116 210 5550

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

Follow @LeicsFireRescue



LEICESTERSHIRE
FIRE and RESCUE SERVICE

This page is intentionally left blank