



**SAFER
PEOPLE
SAFER
PLACES**

Annual Equalities Report

2019/20

LEICESTERSHIRE
FIRE and RESCUE SERVICE

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Introduction

The Combined Fire Authority (CFA) is delighted to share its Annual Equalities Report for 2019–20. 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 2020.

During the year, the two new bodies; Strategic Equality, Diversity and Inclusion Board (SEDIB) and Tactical Equality, Diversity and Inclusion Board (TEDIB) 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, Women, Faith, shOUT (LGBT)+ and Enable (disabilities). TEDIB now 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.

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).

The Service is proud of the work of Positive Action in attracting and recruiting people from underrepresented groups. This saw increasing success in terms of recruiting a diverse workforce and will be developed further through future recruitment campaigns. Our work in Positive Action has also been recognised for its efforts by winning a national award for Positive Action 'Team of the Year' at the Asians in the Fire Service Association (AFSA) National Awards in 2019. This was based on the diversity of new recruits to the wholetime duty system.



Single Equality Scheme 2018–20 and Equality, Diversity & Inclusion Scheme 2020–25

The CFA published an Equality Scheme 2018 – 20 in December 2017. The scheme included new equality objectives to be delivered over the course of the scheme. However, changes in the sector including the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) inspection approach meant that the Equality Scheme was revised and updated to reflect the changes.

The new Equality, Diversity & Inclusion Scheme 2020–25 was published in 2019.

For LFRS, this can be found [here](#).

Workforce Profile (March 2020)

The current workforce consists of 705 contracts, in comparison with 700 contracts in the same period last year.

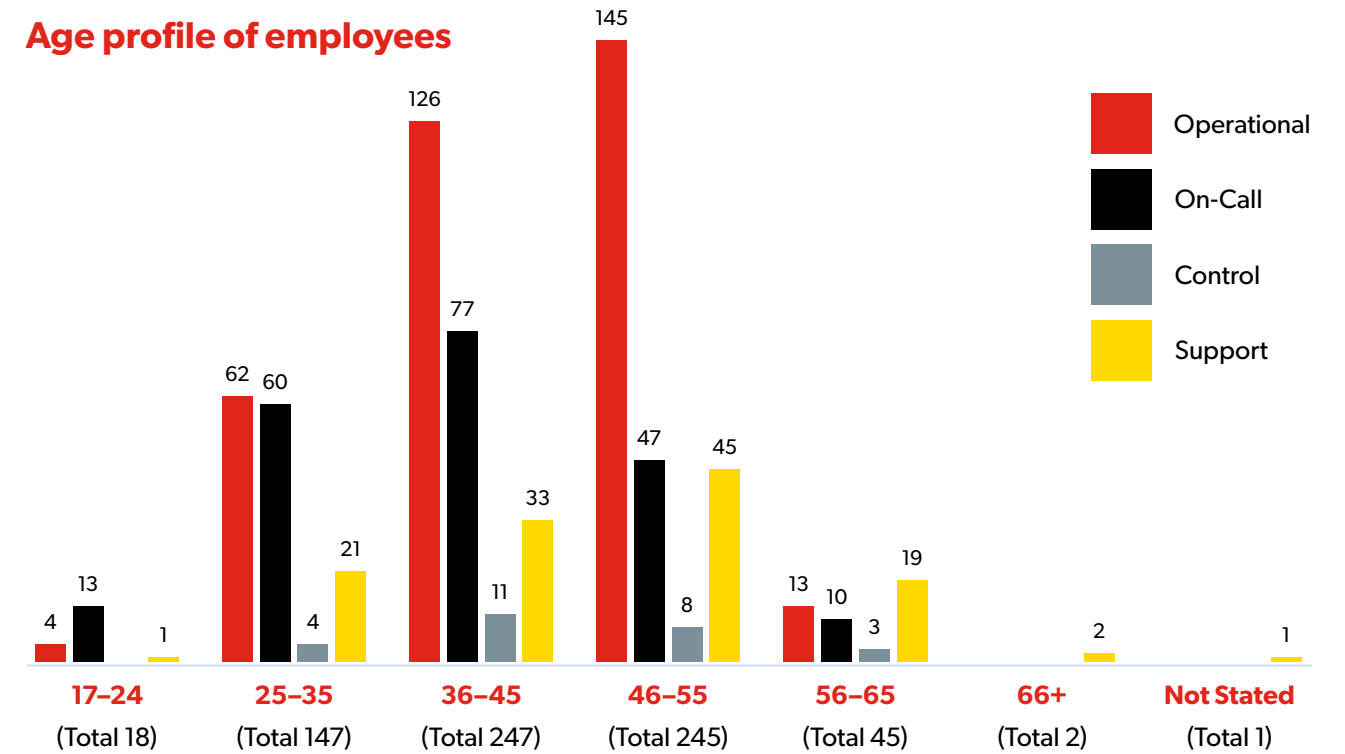
In analysing the workforce data, dual contracts are considered as separate contracts and this is done in order to reflect the workforce data submitted to the Home Office as part of our fire statistics return. Otherwise the Full Time Equivalent (FTE) data would disregard all dual contracts which make up a significant number of the LFERS establishment. The LFERS 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 69.8% 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	245	90
On-Call	3	166	38
Control	1	21	4
Support	14	83	25
Total	33	515	157

The disability profile across the workforce is 4.6% which is an increase on 2015 when the profile was 3.4%. There has also been an increase in the proportion of staff who have declared their disability status.

The proportion of the “Not Stated” category has risen slightly from 21.4% the previous year to 22.3% this year, although is still lower than 26.9% recorded in 2017–18. This is due to improved declaration rates for those joining the Service together with the number of staff leaving the Service, who have never declared their disability status.

Ethnicity profile of employees

Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational	309	5	12	2	2	20
On-Call	183	2	0	0	0	22
Control	20	2	0	2	0	2
Support	98	0	4	9	1	10
Total	610	9	16	13	3	54

The profile of BAME employees is 5.8% which shows little change from 2018. 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 4.6% of operational staff are from a BAME background.

The declaration rate for ethnicity among staff is 92.3% which is extremely positive for the Service, although lower than last year (93.9%). However, the Service is still committed to increasing this to 100% declaration.

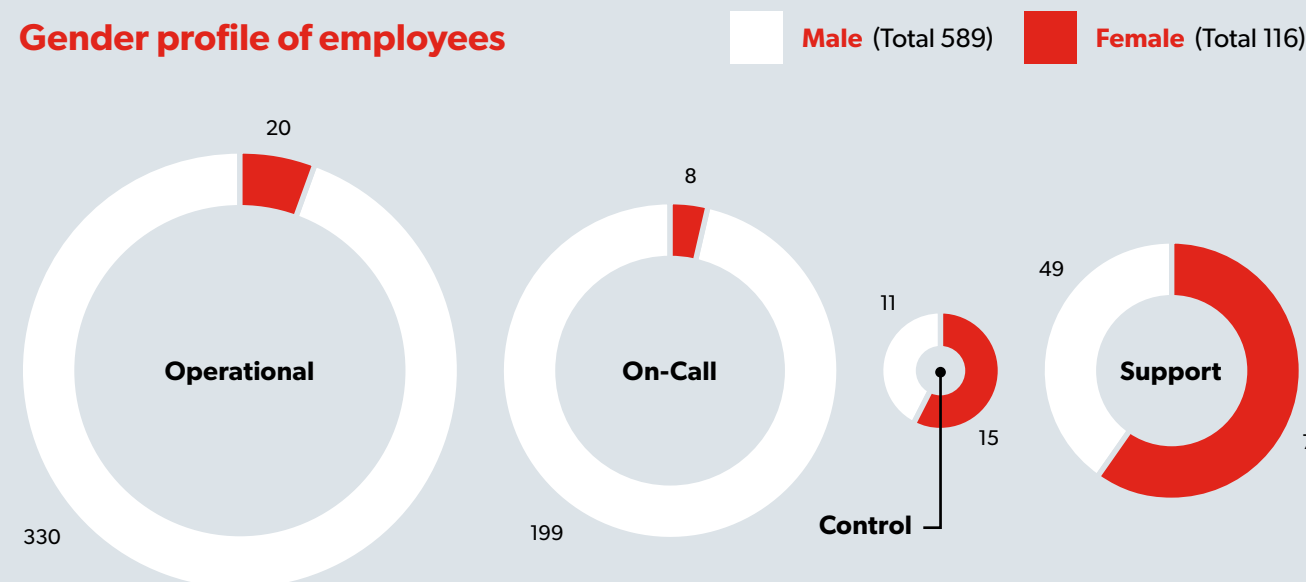
Religion or Belief profile of employees

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	144	0	1	0	0	1	12	128	64
On-Call	102	1	0	0	0	0	3	74	27
Control	9	0	0	0	0	1	2	9	5
Support	49	0	4	2	0	2	4	39	22
Total	304	1	5	2	0	4	21	250	118

Christianity is the largest religious grouping within LFRS at 43.1% and this is followed by staff with no religion at all, 35.5%. The proportion of the other faiths, when combined, account for 4.7% 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 83.3%.

Gender profile of employees



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

In operational roles there has been an increase from 5.3% in 2015 to 7.4% this year, while the gender balance in Fire Control remains.

No members of the Service identified as transgender.

Sexual Orientation profile of employees

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	7	4	272	67
On-Call	3	3	173	28
Control	0	0	20	6
Support	0	2	99	21
Total	10	9	564	122

The proportion of staff declaring their sexual orientation as LGB across the workforce is 2.7%. In 2015 the proportion of LGB staff was 1.2%.

In operational roles it stands at 2.9% and 1.6% in support staff roles.

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 82.7%. 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

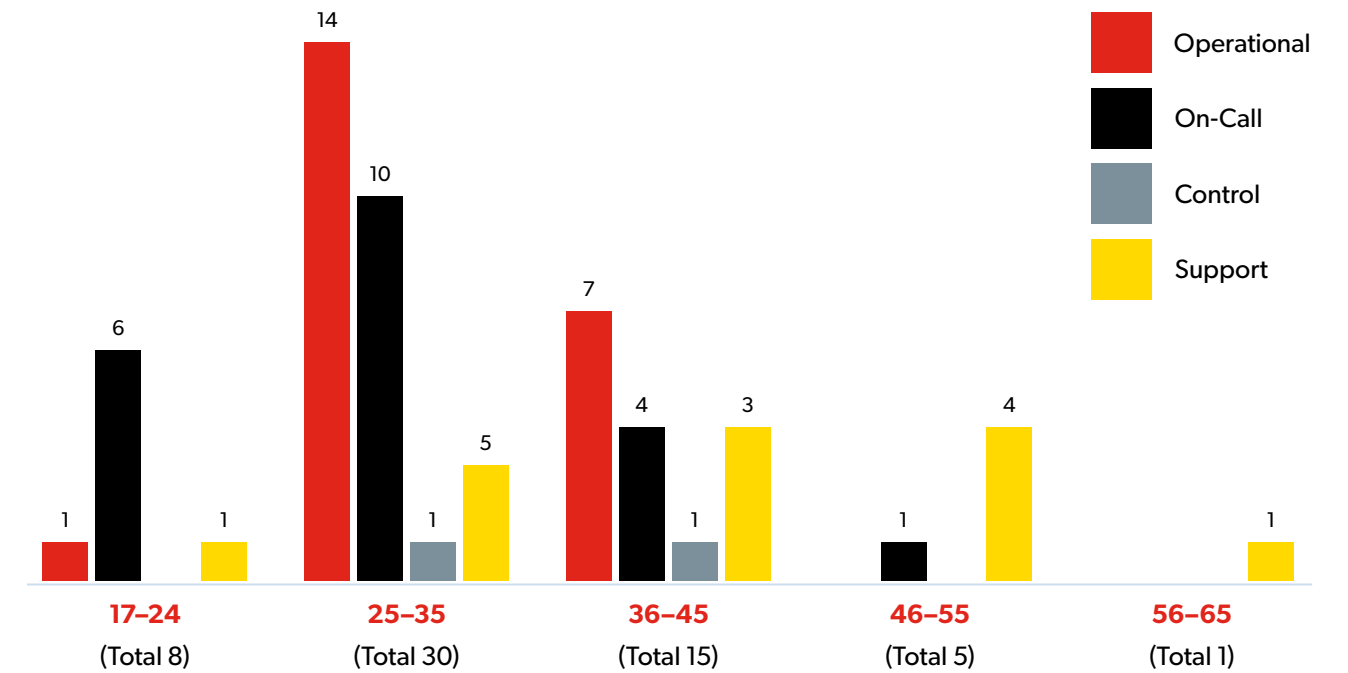
LFRS recruited 59 employees across different areas of the business.

The tables on the following pages represent the demographic data of all new recruits for the twelve months leading to 31 March 2020.

At a glance



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 (76.3%) of those recruited were aged between 25–45 years. This has increased when compared to the previous year when the same age group accounted for 69.5% of all new recruits.

Disability profile of new recruits

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	1	12	9
On-Call	0	18	3
Control	0	0	2
Support	0	10	4
Total	1	40	18

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 1.7% while those who did not declare their disability status was 30.5%. There is an increase in the proportion of recruits failing to declare their disability status (13.6% in the previous year).

Ethnicity profile of new recruits

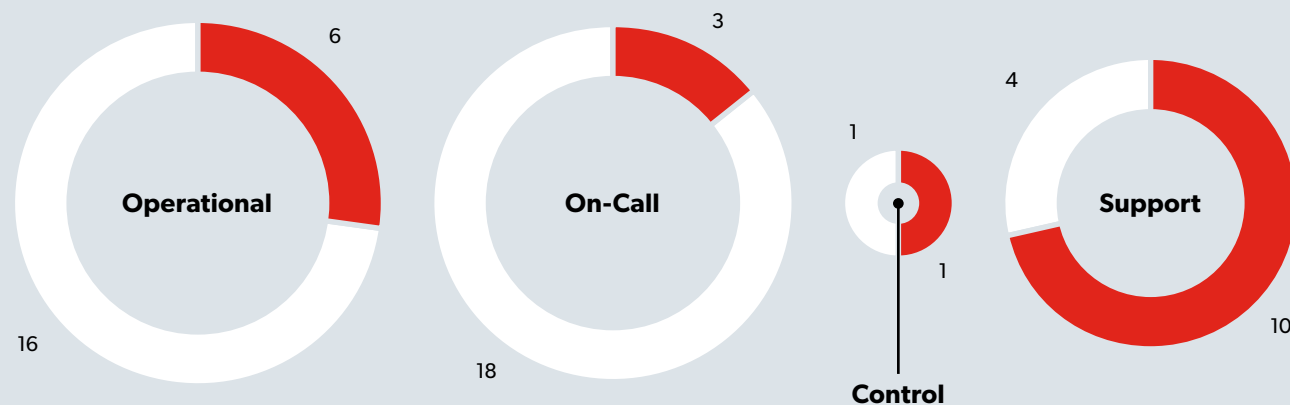
Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational	13	1	4	0	0	4
On-Call	15	0	0	0	0	6
Control	2	0	0	0	0	0
Support	6	0	0	2	0	6
Total	36	1	4	2	0	16

There were no specific recruitment targets set in 2019–20 in relation to BAME recruits, but the Service continues to monitor recruitment patterns based on ethnicity.

Seven people from a BAME background were recruited across the organisation and this accounts for 11.9% of all new recruits. The proportion of BAME recruits into operational roles was 8.5%. The proportion of new recruits who did not declare their ethnic background is 27.1%.

Gender profile of new recruits

Male (Total 39) Female (Total 20)



There were no specific recruitment targets set in 2019–20 in relation to women, but the Service continues to monitor recruitment patterns based on gender.

The proportion of women recruited into the organisation was 33.9%, which is higher than the proportion of women in the workforce (16.5%). In operational roles women accounted for 22.2%. The proportion of female recruits in operational roles has risen from 4.8% last year and 11.1% in the previous year.

Religion or Belief profile of new recruits

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	9	0	0	0	0	0	2	8	3
On-Call	5	0	0	0	0	0	0	14	2
Control	1	0	0	0	0	0	0	1	0
Support	3	0	2	0	0	0	1	6	2
Total	18	0	2	0	0	0	3	29	7

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 49.2%. This is the first time we have seen a higher intake of any group other than those of a Christian faith (40.1% of new recruits). Outside of these two groupings (Christianity and those without a faith or religion), the combined religious profile of new recruits is 8.5%. The number of new recruits not stating their religious profile has risen from 5.1% last year to 11.9% this year. The declaration rate still remains high at 88.1%.

Sexual Orientation profile of new recruits

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	0	0	16	6
On-Call	2	2	15	2
Control	0	0	2	0
Support	0	1	11	2
Total	2	3	44	10

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 has risen to 8.5% in comparison to the previous year when this stood at 3.4% and 2017–18 when this was 6.1%. The declaration rate is 83.1%.

Retention

Each year, LFRS monitors the profile of leavers based on six of the nine protected characteristics. In the year ending 31 March 2020, 66 employees ended their employment contracts with LFRS. 45 of those who ended their contracts were operational staff while 21 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

43.9%

of leavers were aged
25–45 years

3%

of leavers declared
a disability

7.8%

of leavers
were BAME

25.8%

of leavers were female

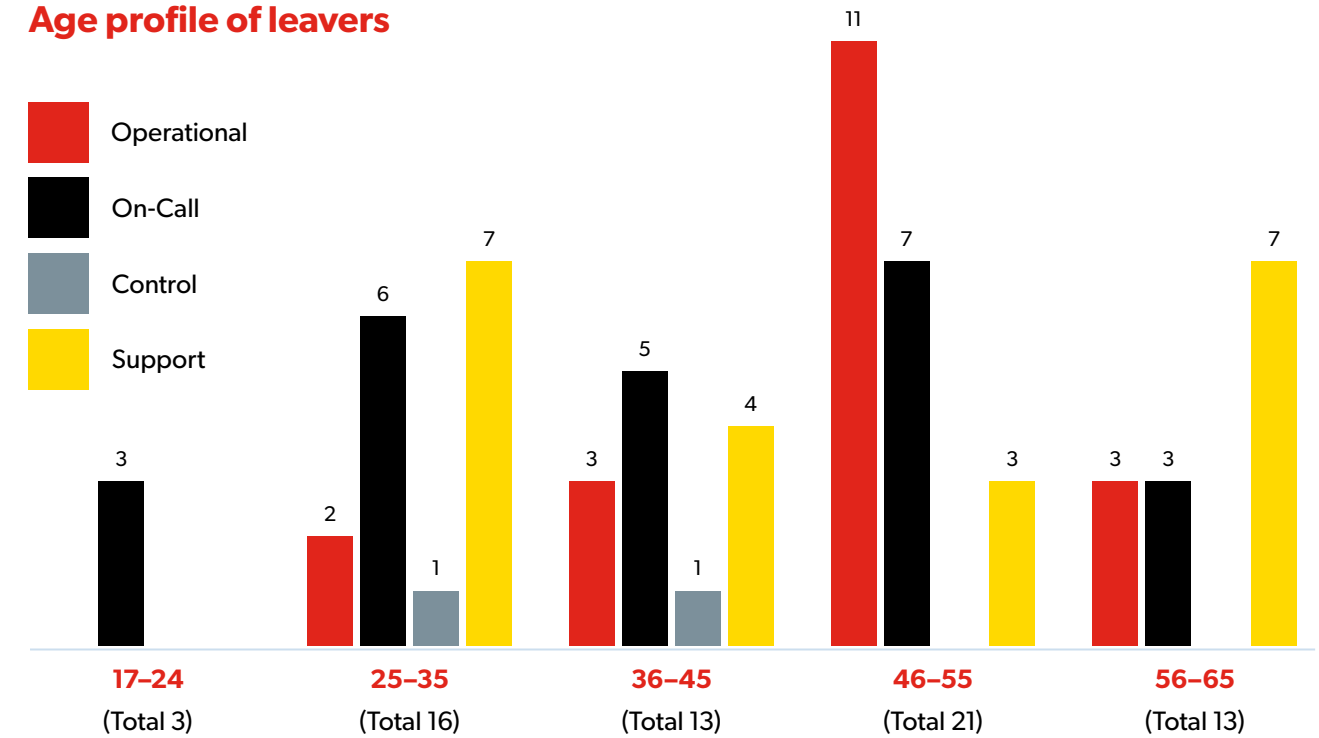
39.4%

of leavers were of
a Christian faith

4.6%

of leavers declared their
sexual orientation as LGB

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 75.8% 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 in operational roles (55.6%).

Disability profile of leavers

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	0	12	7
On-Call	1	17	6
Control	0	2	0
Support	1	17	3
Total	2	48	16

Two members of staff who left the Service in 2019/20 declared a disability. This represents 3% of leavers and this is lower than the previous two years when leavers declaring a disability accounted for 4% (2018–19) and 6.7% (2017–18).

The proportion of employees who left the Service and have never declared their disability status accounted for 24.2%.

Ethnicity profile of leavers

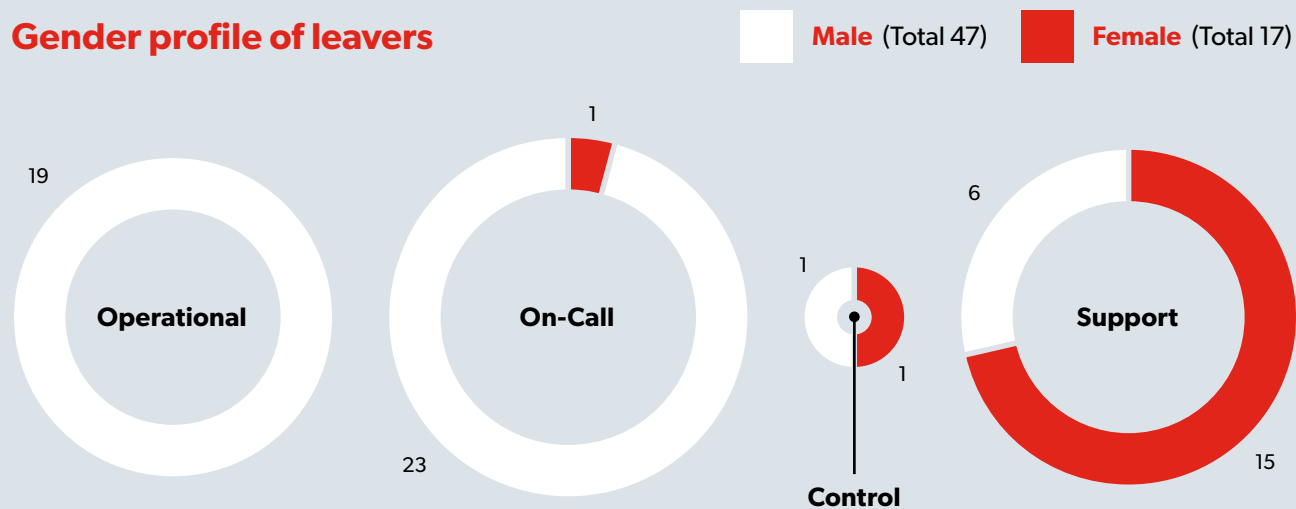
Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational	14	1	0	0	0	4
On-Call	19	0	1	0	0	4
Control	2	0	0	0	0	0
Support	16	1	2	0	0	2
Total	51	2	3	0	0	10

The highest ethnic group to have left the Service was the White British background, which accounted for 77.3% of staff who left the Service.

BAME staff who left the Service during the financial year accounted for 7.6% 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 8%.

The proportion of leavers who have never stated their ethnicity has increased from 7% to 15.6%.

Gender profile of leavers



The proportion of women who left the Service is 25.8% and this is higher than the proportion of women who left in the previous year (17%).

The proportion of female leavers in operational roles (including Fire Control) is 4.4% which is lower when compared to the previous year (8%).

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 (10/2).

Religion or Belief profile of leavers

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	6	0	0	0	0	0	1	6	6
On-Call	11	0	0	0	0	0	0	8	5
Control	2	0	0	0	0	0	0	0	0
Support	7	0	0	0	0	0	0	10	4
Total	26	0	0	0	0	0	1	24	15

The religion and belief profile of the workforce is largely made up of those from a Christian faith (43.1%) and those with no religion or belief (35.4%).

Christians accounted for 39.4% of leavers. This was followed by those with no religion who accounted for 36.4% while those who did not declare any religion or belief accounted for 22.7%.

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	0	1	11	7
On-Call	2	0	19	3
Control	0	0	2	0
Support	0	0	16	5
Total	2	1	48	15

The proportion of LGB staff in the workforce is 2.7%.

The proportion of staff leaving the service who declared their sexual orientation as LGB was 4.6%. This will have a negative impact on the ambitions to diversify the workforce.

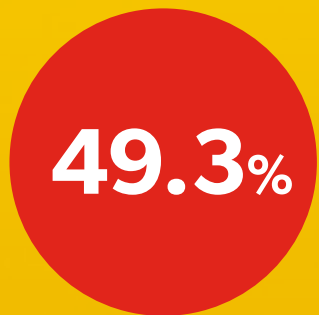
Promotion

The total number of promotions in the relevant period was 69. 50 of those were promoted on a temporary basis while the rest, 19, 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 2019–20.

At a glance



of promoted staff were aged 36–45 years



of promoted staff declared a disability



of promoted staff were BAME



of promoted staff were female

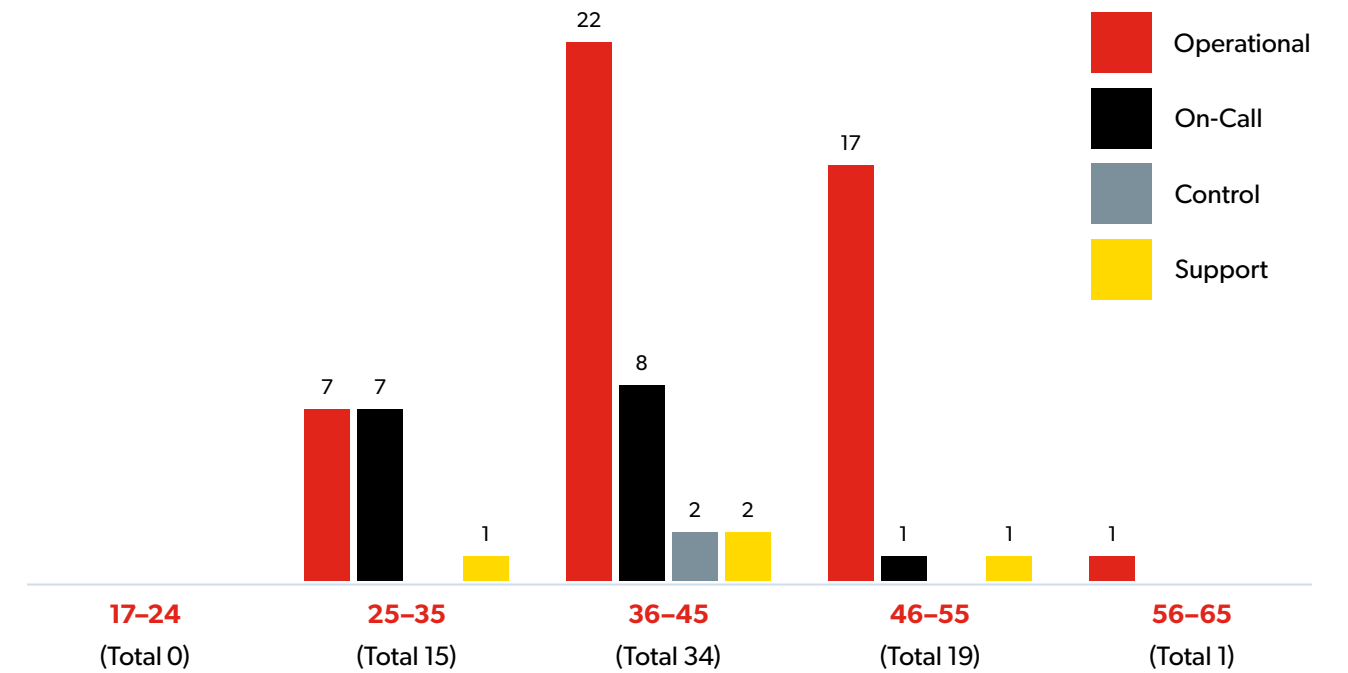


of promoted staff were of a Christian faith



of promoted staff declared their sexual orientation as LGB

Age profile of promoted staff



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

Disability profile of promoted staff

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	2	32	13
On-Call	0	14	2
Control	0	2	0
Support	0	3	1
Total	2	51	16

The proportion of staff declaring a disability and being promoted is 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 3.1% which is also similar when compared to the disability profile of the operational workforce (3.3%).

Ethnicity profile of promoted staff

Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational	42	0	2	0	0	3
On-Call	14	2	0	0	0	0
Control	1	0	0	1	0	0
Support	3	0	0	1	0	0
Total	60	2	2	2	0	3

The proportion of BAME employees to be promoted in the relevant period is 8.7% of all promotions. This is higher than the workforce representation (5.8%).

The BAME promotion profile in operational roles is 7.7% which is also higher than the proportion of BAME staff in operational roles (4.6%).

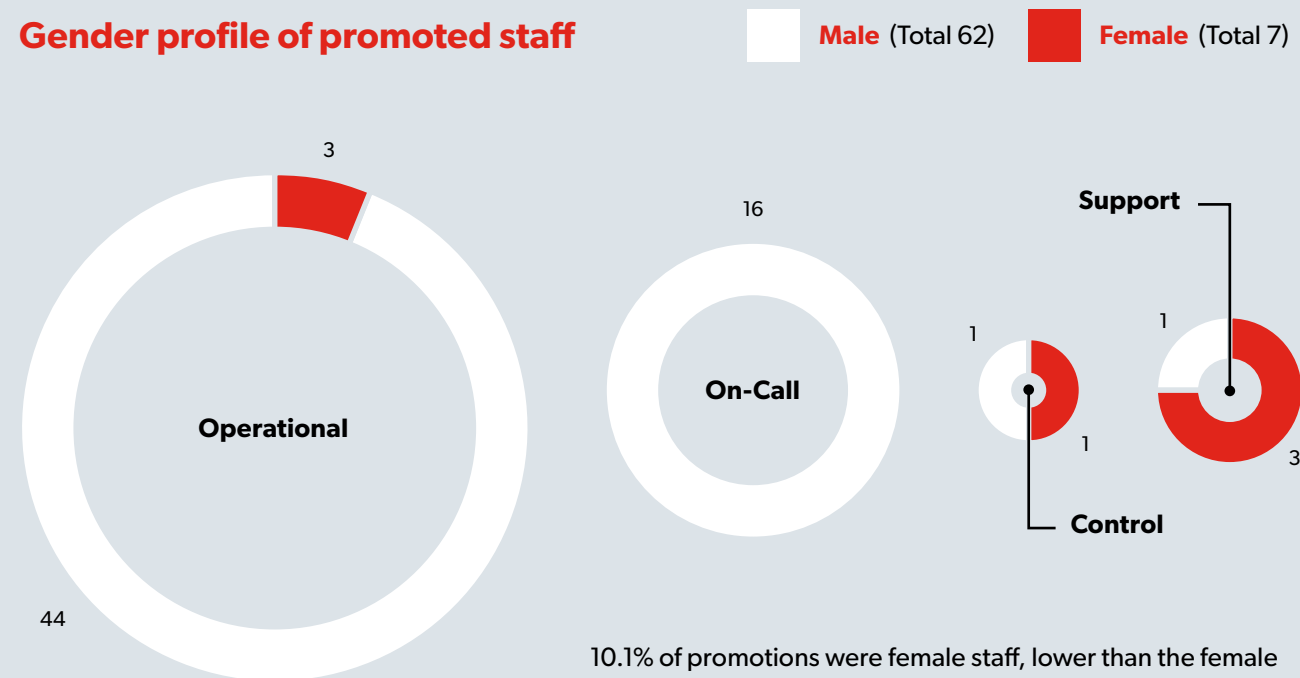
Religion or Belief profile of promoted staff

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	17	0	0	0	0	0	0	20	10
On-Call	8	0	0	0	0	0	0	7	1
Control	1	0	0	0	0	0	1	0	0
Support	1	0	0	1	0	0	0	0	2
Total	27	0	0	1	0	0	1	27	13

The profile of those promoted and of a Christian faith is 39.1%. The promotion profile for those with no faith or religion is 39.1% compared to 35.5% in the workforce. The combined promotion profile of other faiths stands at 3% compared to 4.7% in the overall workforce.

18.8% of promoted staff did not state their religious profile, in comparison to 16.7% of the total workforce.

Gender profile of promoted staff



10.1% of promotions were female staff, lower than the female profile in the workforce (16.5%). This represents 6% of the total number of women in the Service and 1% of the total workforce.

The proportion of women promoted in operational roles is 6.2%. This is lower than the proportion of females in operational roles (7.4%).

Sexual Orientation profile of promoted staff

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	1	0	39	7
On-Call	1	0	13	2
Control	0	0	2	0
Support	0	0	2	2
Total	2	0	56	11

The proportion of staff promoted and declaring their sexual orientation as LGB stands at 3% and is higher than the workforce representation which stands at 2.7%.

The proportion of LGB staff promoted in operational roles is 3.1% and this is higher than that of the operational workforce which stands at 2.9%.

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 2019–20, there were 12 formal cases of bullying and harassment or grievance that were investigated by the Service.

The following tables provide a detailed breakdown of these 12 cases 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	1	2	4	4	1

Disability profile of Bullying, Harassment and Grievance cases

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Total	4	5	3

Ethnicity profile of Bullying, Harassment and Grievance cases

Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Total	12	0	0	0	0	0

Gender profile of Bullying, Harassment and Grievance cases

Staff Group	Male	Female
Total	9	3

Religion or Belief profile of Bullying, Harassment and Grievance cases

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Total	6	0	0	0	0	0	0	4	2

Sexual Orientation profile of Bullying, Harassment and Grievance cases

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Total	0	0	11	1

In the financial year 2019–20, there were 4 disciplinary cases that were investigated by the Service.

The tables below provide a detailed breakdown of these 4 cases.

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

Age profile of Disciplined Staff

Staff Group	17–25	26–35	36–45	46–55	56–65
Total	0	0	2	1	1

Disability profile of Disciplined Staff

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Total	2	1	1

Ethnicity profile of Disciplined Staff

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

Gender profile of Disciplined Staff

Staff Group	Male	Female
Total	3	1

Religion or Belief profile of Disciplined Staff

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Total	0	0	0	0	0	1	0	1	2

Sexual Orientation profile of Disciplined Staff

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

Gender Pay Gap Reporting

The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 came into force on March 2017. The regulations impose a legal requirement on public authorities, including LFRS, to publish gender pay gap information relating to its employees.

Gender Pay Gap

The gender pay gap refers to the difference in average pay between men and women working in an organisation. The gender pay gap information must be published on the Authority’s (LFRS) own external website as well as a dedicated Government website.

Gender pay gap reporting is different from equal pay reporting although they both deal with pay that women receive in the workplace.

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.



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 EDI within its workforce.

The following table shows the number of staff who attended ED related training for the financial year 2019–20, and the ED profiles of attendees.

Staff Group	Equality and Diversity Induction & Refresher Training	Bullying and Harassment Training	Equality Impact Assessment	Multi-faith Awareness Workshop
Numbers attending & submitting ED data	39	24	17	1

Age profile of training attendees

Staff Group	17–24	25–35	36–45	46–55	56–65	66+
Total	2	23	24	27	4	1

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

Gender profile of training attendees

Staff Group	Male	Female
Total	51	30

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



Service Data

Fire Safety Audit

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 safety 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 2019–20 was 502. 266 of these were programmed inspections.

Fire Protection Enforcement Data for 1st April 2019 – 31 March 2020

Programmed Inspections	Total Number
No of Programmed Fire Safety Inspections	266
Ad Hoc and Follow up Inspections	236
Enforcement activities	Total Number
Deficiency Notice	109
Action Plans Issued	89
Enforcement Notices	35
Prohibition Notices	24

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, 79 responses were returned through the survey. This represents a return of 15.7% of all programmed fire safety inspections; increasing from 11.6% last year. This is still lower in comparison to the previous year when the return was 24.3% (63). The tables below provide the statistical data and any findings.

Age and Ethnicity

The majority of respondents from the fire safety audits were those in the 35–44 (26.7%) and the 45–54 (38.7%) age categories. These are the same age categories as the previous year that are most affected by fire protection audits.

When asked “overall how satisfied were you with the service received” from the Fire Protection team, 85.9% (67) indicated to be “very satisfied”. A further 12.8% (10) indicated to be “satisfied” with the service. One responded with “very dissatisfied” with the service and this accounted for 1.3%. One respondent did not provide a response to this question.

Age Group	Total Number
Not submitted	4
15–24	0
25–34	8
35–44	20
45–54	29
55–64	16
65+	2
Grand Total	79

Ethnicity	Total Number
Any other background	1
White British / Irish	57
White Other	2
Mixed	1
Asian/British	9
Chinese	2
Prefer not to say	1
Not submitted	6
Grand Total	79

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 78.1% of all respondents. People from an Asian or British Asian background were the next highest responding group with 12.3% responses. The combined BAME responses accounted for 20.6% of those responding.

Gender Identity and Religion or Belief

Women accounted for 40.5% of all respondents to the fire safety audit satisfaction survey while men accounted for 59.5%.

Gender Identity	Total Number
Prefer not to say	0
Female	32
Male	47
Transgender	0
Not submitted	0
Grand Total	79

Religion or Belief	Total Number
Prefer not to say	4
Christian	33
Hindu	1
Muslim	8
Jewish	1
Sikh	1
No religion or belief	23
Not submitted	8
Grand Total	79

In terms of religion and faith, the majority of respondents were of Christian faith at 46.5% followed by those without any faith or religion who accounted for 32.4%. People of other faiths accounted for 15.5% of respondents.



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 2019/20 a total of 208 responses to the survey were received; 45% involved a fire, 29% involved a 'Special Service' incident (e.g. animal rescue, flood, medical incident or gaining entry), 6% involved a false alarm, 2% involved a road traffic collision and 17% were classified as 'other' (e.g. triggered carbon monoxide alarms, fuel spillages etc.).

Overall, positive feedback was received in every section of the survey and 100% of respondents (206) 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 2019–20, 200 (96.2%) respondents provided their age information in the equality monitoring section. The majority of respondents were aged 35–54 (47%).

Age Group	Under 15	15–24	25–34	35–44	45–54	55–64	65–74	75–84	85+
Total	1	12	30	40	53	29	25	8	2

Disability profile of After the Incident Survey respondents

Disability Status	Declared Disability	Declared Not Disabled	Not Stated
Total	32	171	5

203 respondents (from the 208 responses) provided information on their disability status, with 16% declaring a long standing illness or disability.

Gender profile of After the Incident Survey respondents

Gender Identity	Female	Male	Prefer to self-describe
Total	122	85	1

100% of respondents provided information on their gender. 59% of those were female and 41% were male, with one respondent preferring to self-describe.

Ethnicity profile of After the Incident Survey respondents

Ethnicity	White British	BAME	Not Stated
Total	175	24	9

199 of the 208 respondents provided information on their ethnicity. 14% 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	103	0	5	5	1	2	4	82

51% of respondents reported to follow the Christian faith, while 41% reported no religion or belief. 7% of respondents followed other faiths, with 6 people not declaring their religion or belief profile.

Sexual Orientation profile of After the Incident Survey respondents

Sexual Orientation	Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say
Total	1	5	182	10

4% of respondents identified as LGB, while 5% preferred not to say. 10 people did not respond.





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 7274 HSCs across Leicester, Leicestershire and Rutland in the financial year 2019–20.

Community Safety Activities

In 2019–20 we carried out 1,085 community activities, including in community venues, at fire and rescue stations, on social media and as post incident response.

Celebrate Safely — 59 activities including visits to schools, places of worship and local community associations to raise awareness of fire and road safety.

Vulnerable People — 291 activities such as talks to carers groups, supporting dementia events, talking to older people and activities with Age UK, visiting food banks

Minority Communities — 143 activities — such as talks in Gujarati to older persons’ groups, attending local festivals like Belgrave Mela, welcoming new communities like Syrian communities’ family day, Leicester Pride, Caribbean Carnival, developing links with the Somalian community.

Cadets

For the year 2019–20 we have collected EDI data for our cadets groups through Fire Cadet Manager. The data below is based on a total number of 28 cadets.

Age Profile of Cadets

Age Group	13–16	17–24
Total	16	12

Disability Profile of Cadets

Disability Status	Declared Disability	Declared Not Disabled	Not Stated
Total	4	20	4

Ethnicity Profile of Cadets

Ethnicity	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Total	20	0	1	1	1	5

Gender Profile of Cadets

Gender Identity	Female	Male
Total	16	12

External Complaints

This is the third 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 19 complaints during the financial year ending 31 March 2020. 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.

Nature of complaints	Number received
Driving	3
Recruitment	0
Staff Behaviour	2
Damage to Property	5
Other	9

The majority of complaints received to other incidents and include a range of circumstances. This category accounted for 47.4% 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 between 5 and 8 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.

There were only three individuals that informed the Service that they were not satisfied with the outcome of their complaint and represents 15.8% of the 19 individuals that the Service managed to contact in order to measure satisfaction levels following a complaint.

Age and Disability

There is a spread within the age range of people making a complaint with the majority (31.6%) falling within the 25–35 and 66+ age groups, although the largest number of complaints came from those whose data was not collected.

Age Group	Total Number
Prefer not to say	0
Under 17	0
17–24	0
25–35	3
36–45	2
46–55	2
56–65	1
66+	3
Not collected	8
Grand Total	19

Disability Status	Total Number
Yes	4
No	15
Not collected	0
Grand Total	19

The proportion of people with a disability making a complaint is 21.1% and 100% of complainants responded.

Gender Identity and Sexual Orientation

The majority of those making a complaint were men who accounted for 47.4% of all complaints received.

Gender Identity	Total Number
Prefer not to say	0
Female	3
Male	9
Transgender	0
Not submitted	7
Grand Total	19

Sexual Orientation	Total Number
Prefer not to say	0
Bisexual / Gay	0
Other	0
Heterosexual	11
Not collected	8
Grand Total	19

There were no complainants declaring their sexual orientation as LGB, although data was not collected for 42% of complainants.

Ethnicity and Religion or Belief

The majority (47.4%) of people raising a complaint during the relevant period declared their ethnicity as White British/Irish. This equates to 81.8% of those whose ethnic data was collected. Only two individuals (10.5%) from the 19 complainants declared their ethnicity to be of a Black, Asian or Minority Ethnic (BAME) background.

Ethnicity	Total Number
White British/Irish	9
White other	1
Mixed	1
Not collected	8
Grand Total	19

Religion or Belief	Total Number
Christian	8
Other	1
No religion	2
Not collected	8
Grand Total	19

The majority (72.7%) of those raising a complaint, whose EDI data was collected, were people of a Christian faith. The proportion of those whose faith or religion was not collected is high at 42.1% of those raising a complaint.



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

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