

 **SAFER PEOPLE
SAFER PLACES**

PROFESSIONAL • POSITIVE • HONEST



LEICESTERSHIRE
FIRE and RESCUE SERVICE

Annual Equalities Report

2022/23



LEICESTERSHIRE
FIRE and RESCUE SERVICE



Contents

4 Introduction

5 Workforce Profile

12 Human Resources

12 Recruitment

19 Retention

26 Promotion

31 Bullying and Harassment, Disciplinary and Grievances

32 Bullying, Harassment and Grievances

33 Disciplinary

34 Safer Communities

34 Protection

39 Home Safety Checks (HSCs)

40 Prevention

43 Fire Cadets

44 After The Incident Survey

47 External Complaints

49 Engagement

50 Publication

50 Compliments and Complaints



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 2022 to 31 March 2023.

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.

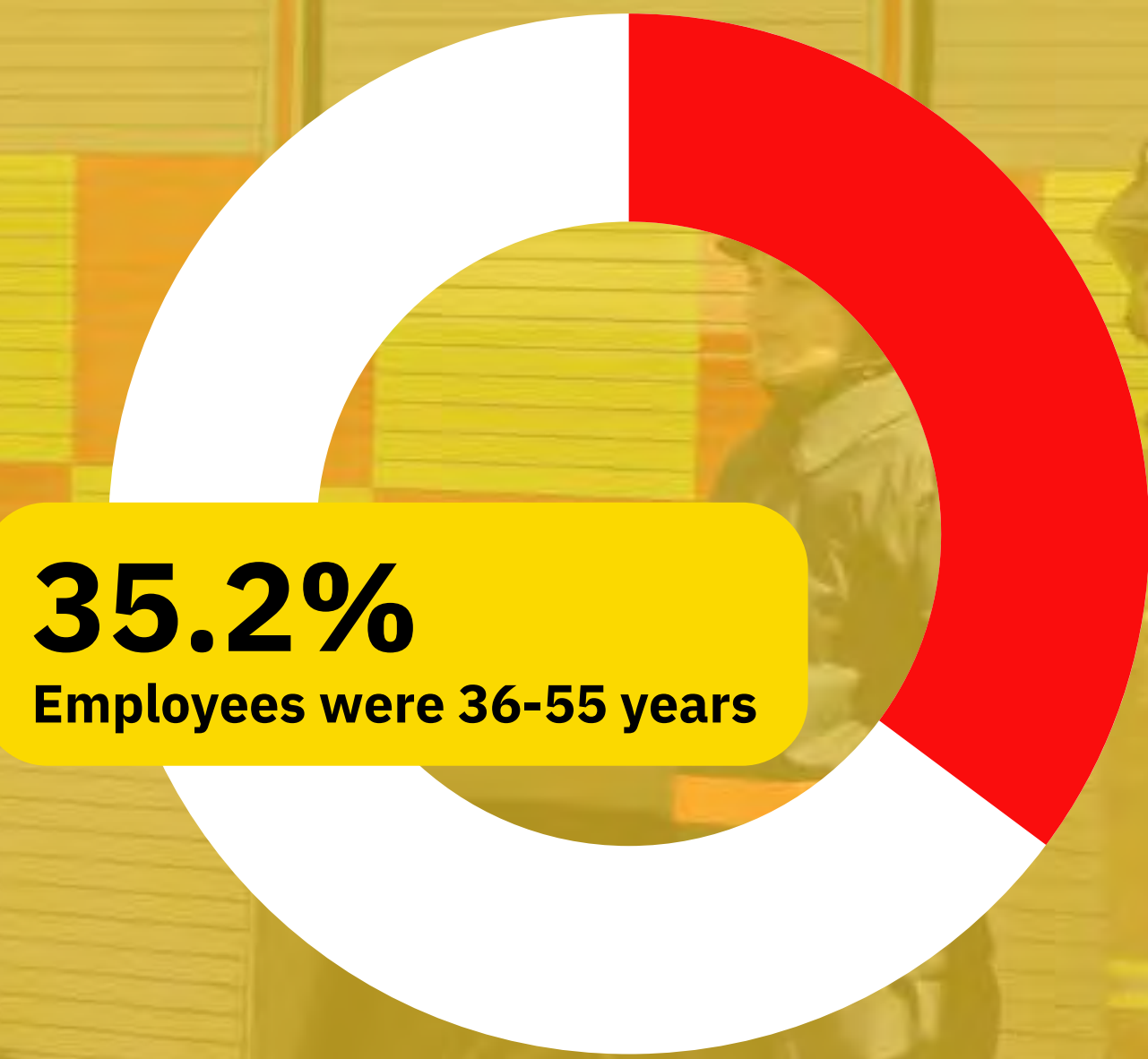
It is recognised that employees change throughout the year and some short term contracts are not included within the analysis. Many Wholetime employees typically complete at least 30 years' employment with the Service, only leaving earlier as a result of geographical relocation, promotion elsewhere or change of career. The Service has opened up recruitment during this financial year and whilst only marginally increased, we have seen a rise in the number of female employees and those declaring their sexual orientation as Lesbian, Gay or Bisexual.

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.

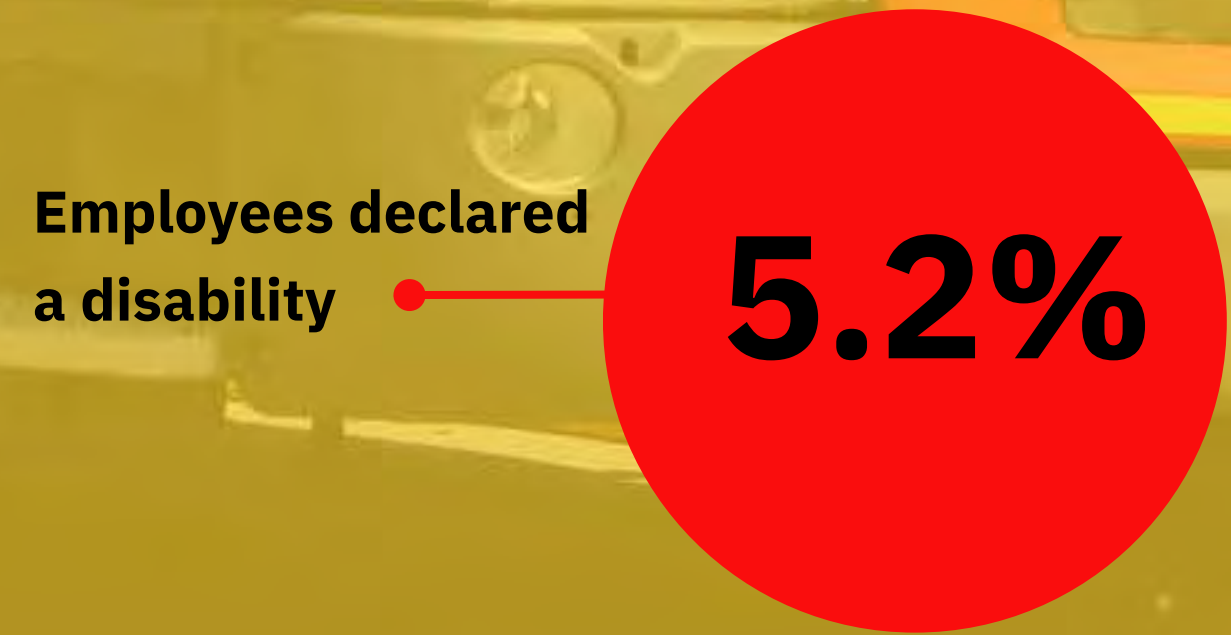
A detailed breakdown of the makeup of the workforce across Wholetime, On-Call, Fire Control and Support Staff categories is shown below:



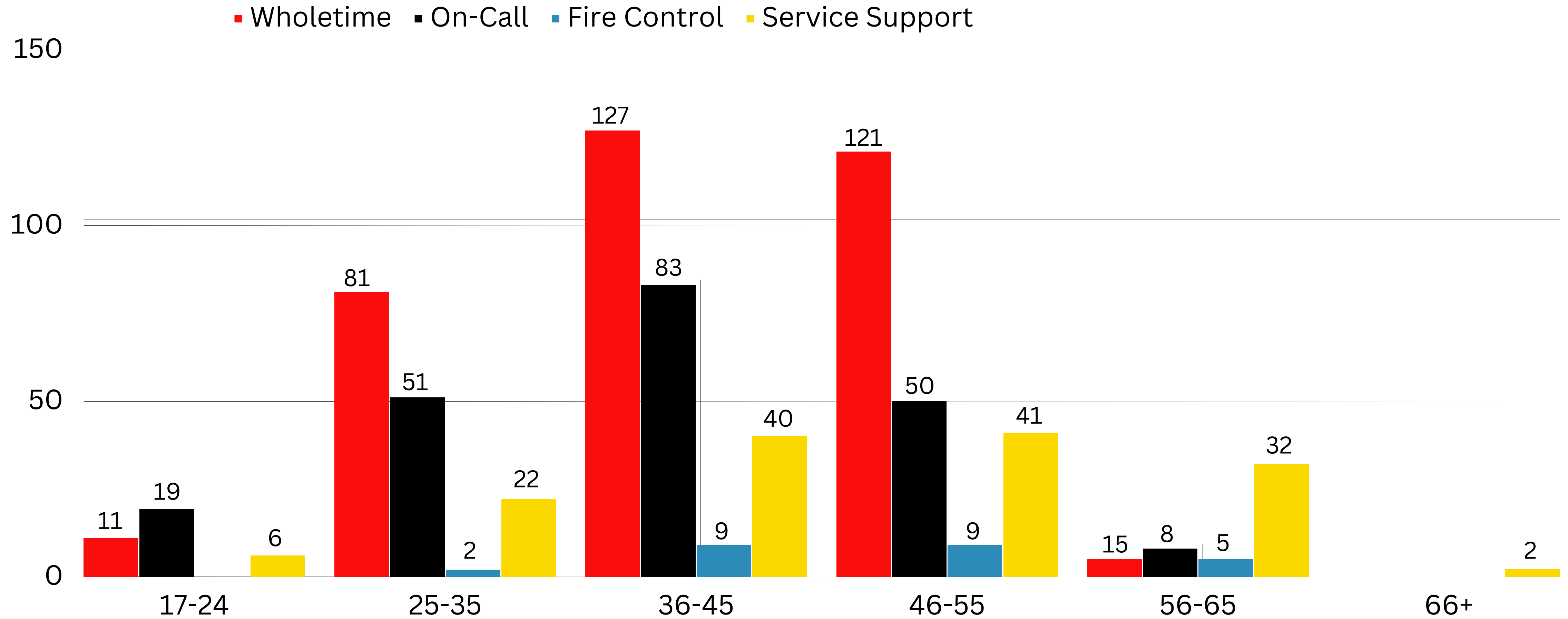
At a glance



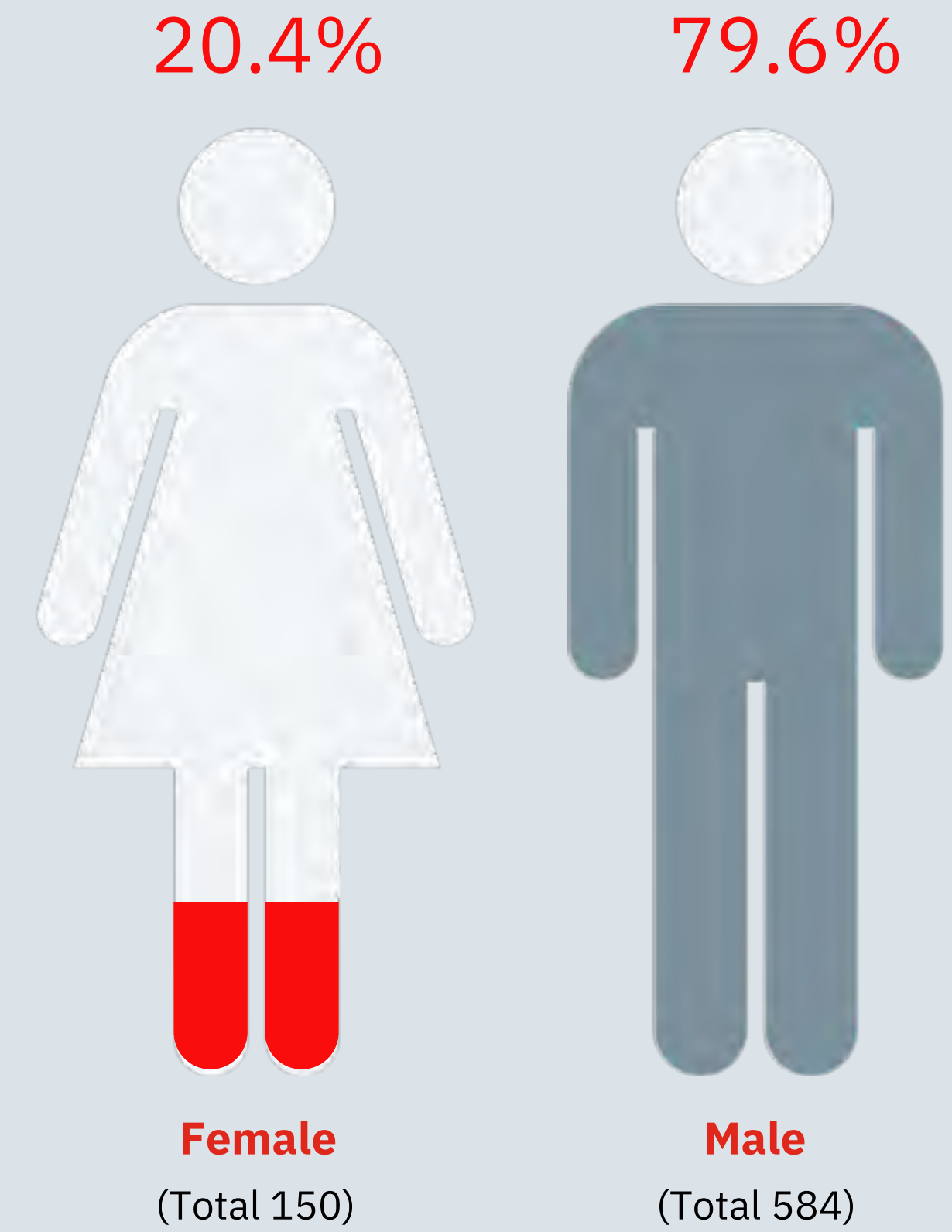
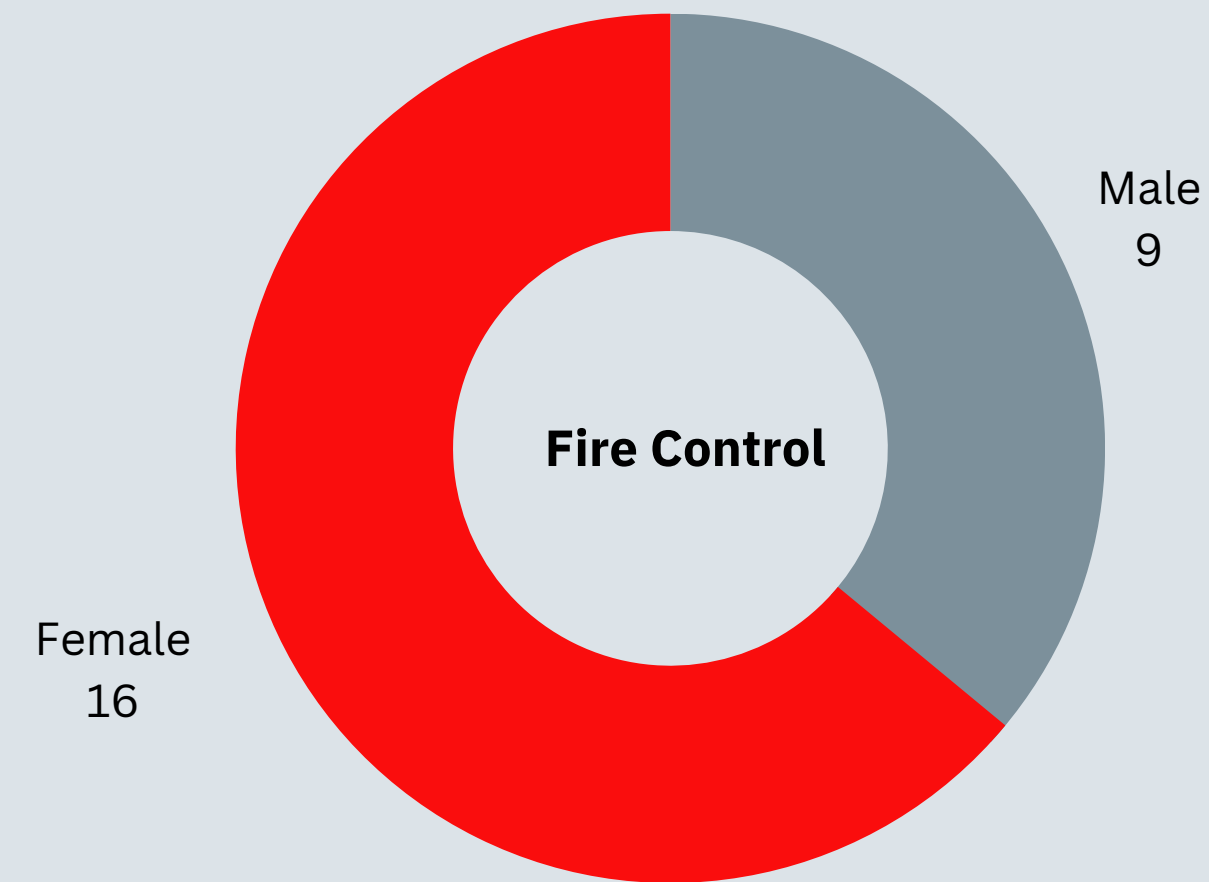
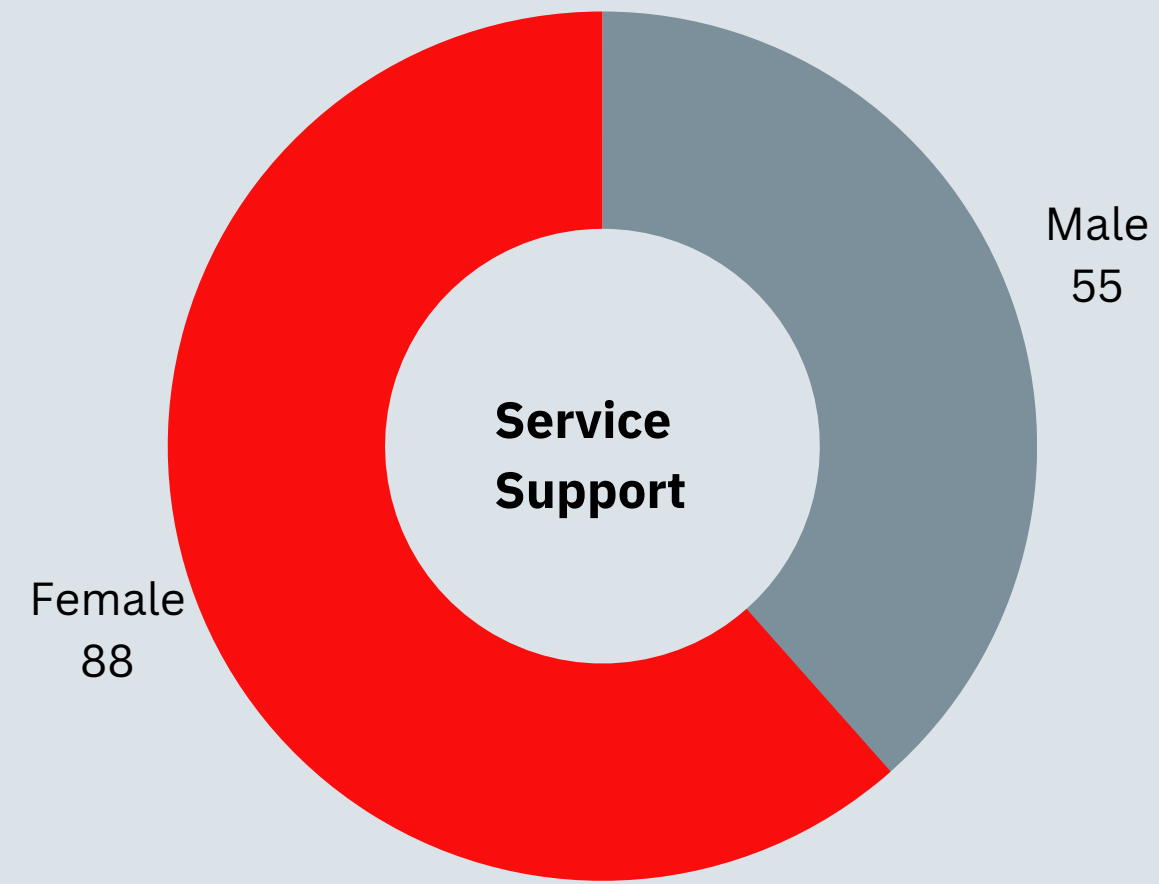
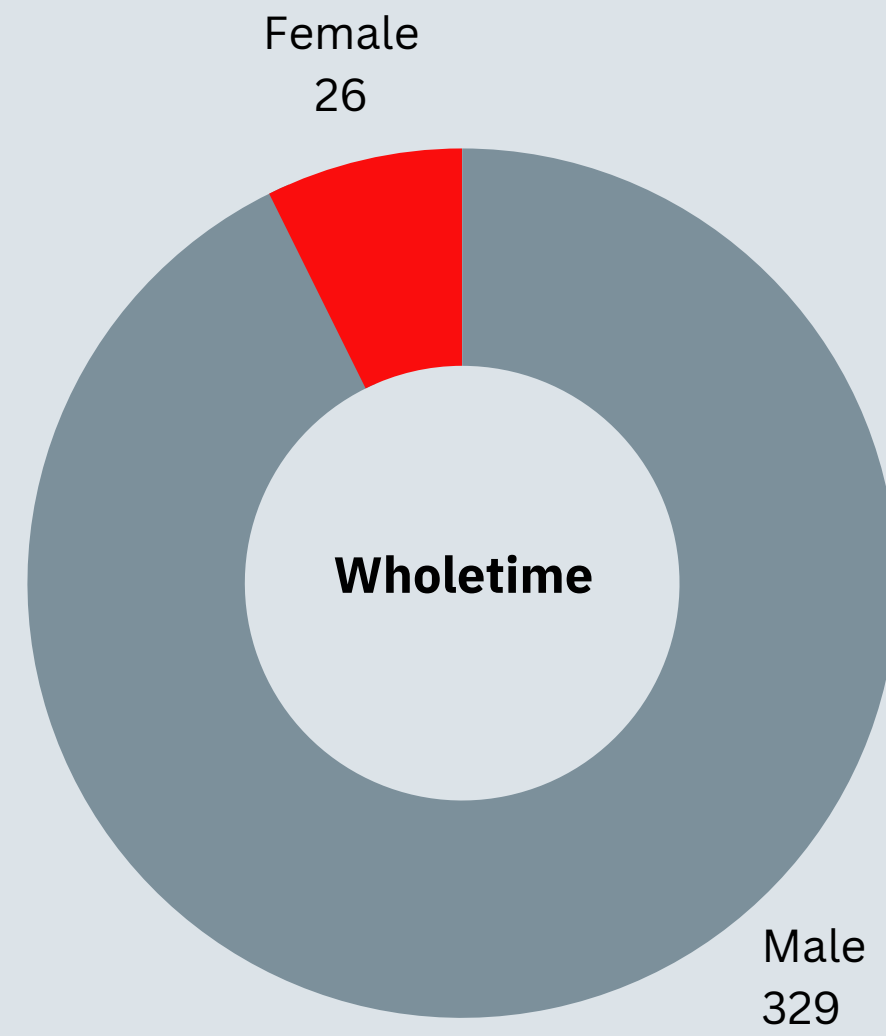
Employees were of a Christian faith



Age profile of employees



Gender profile of employees

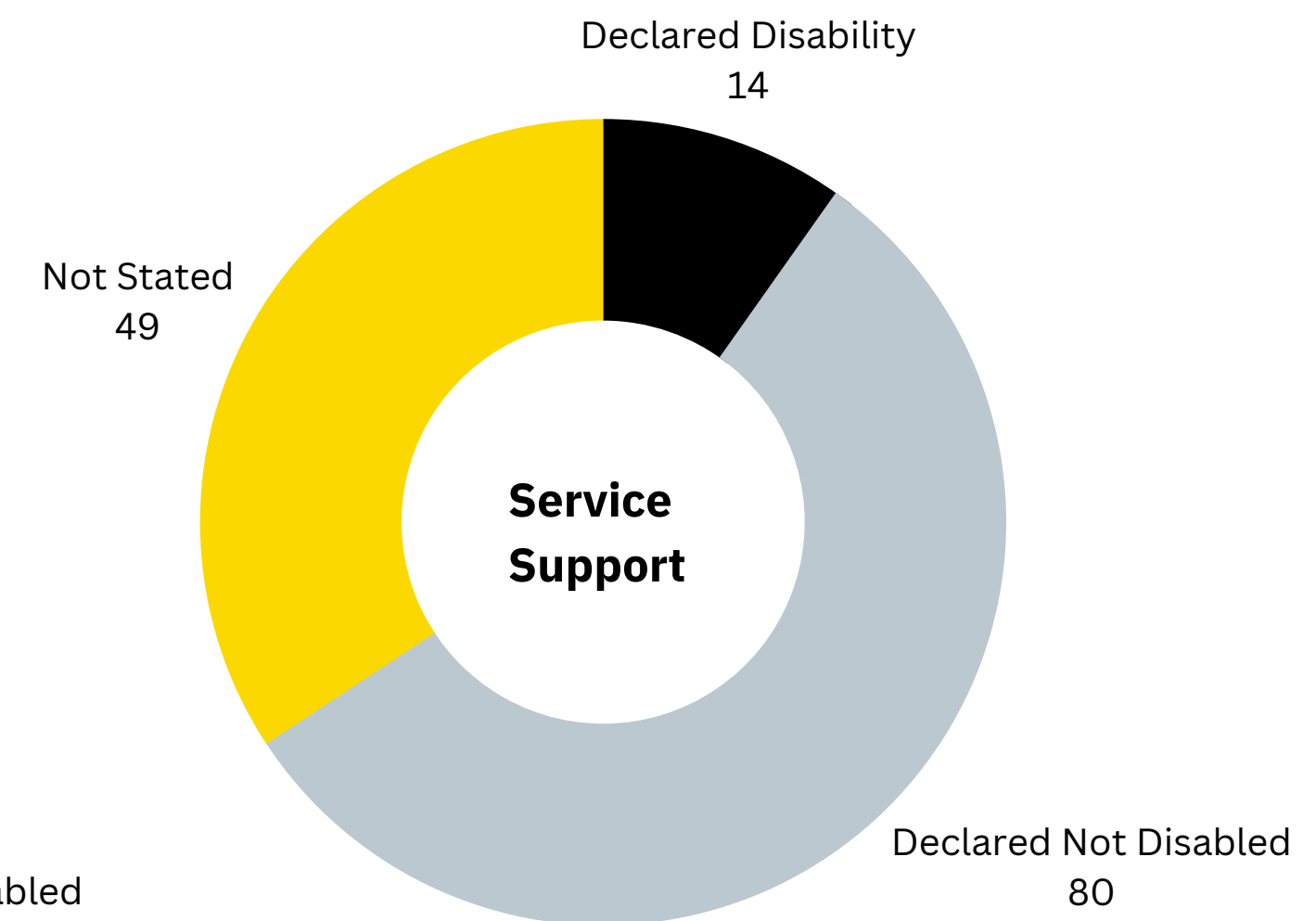
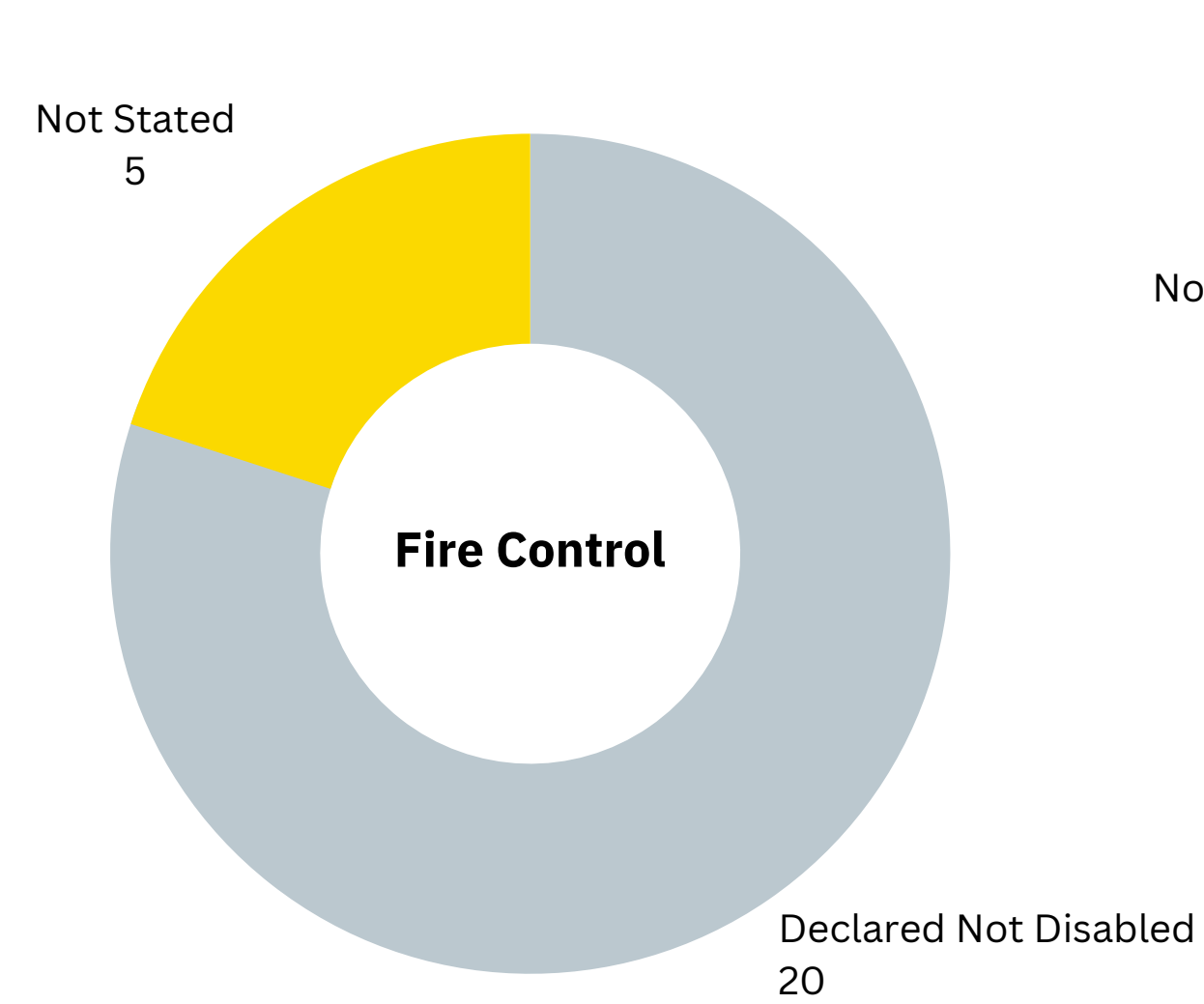
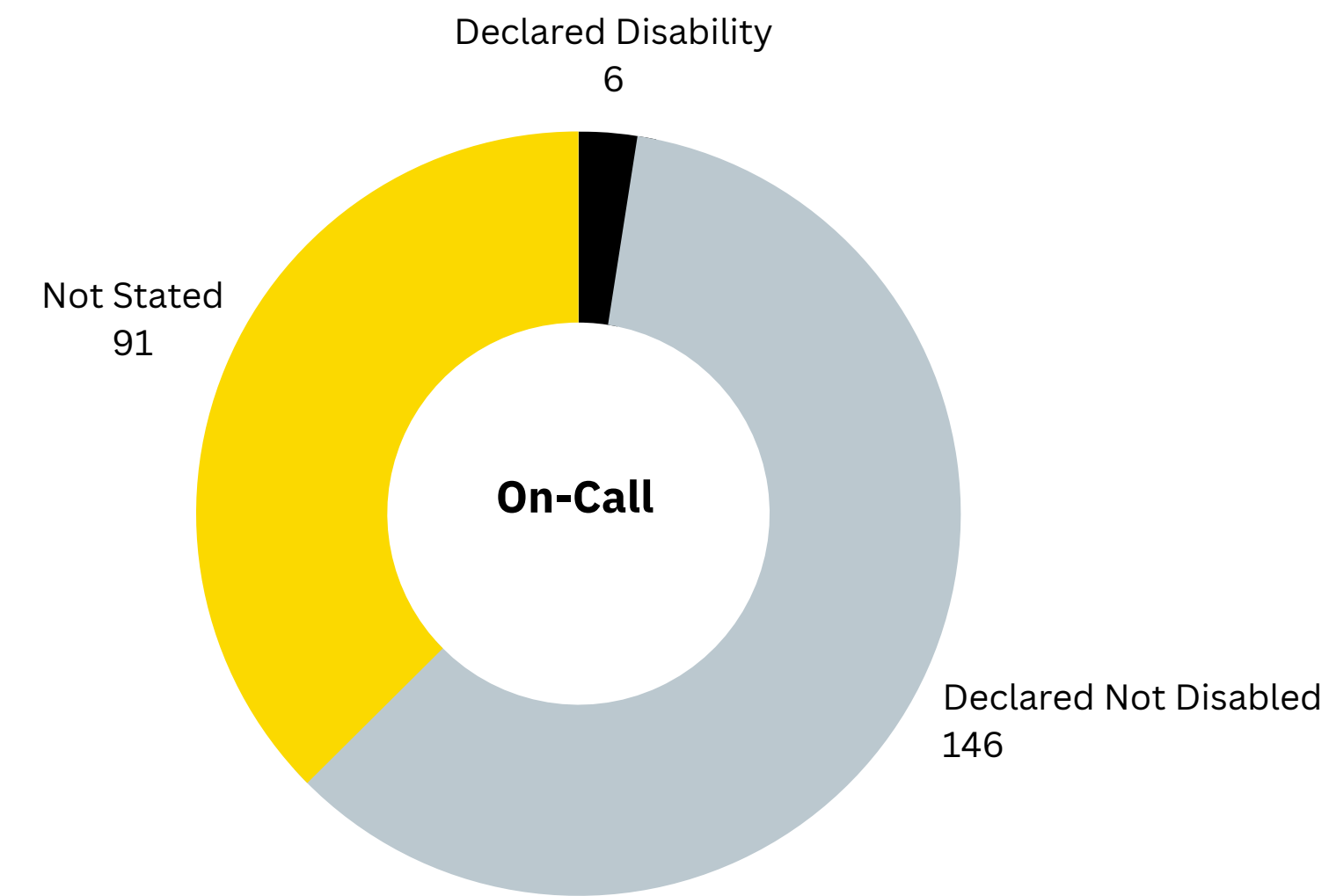
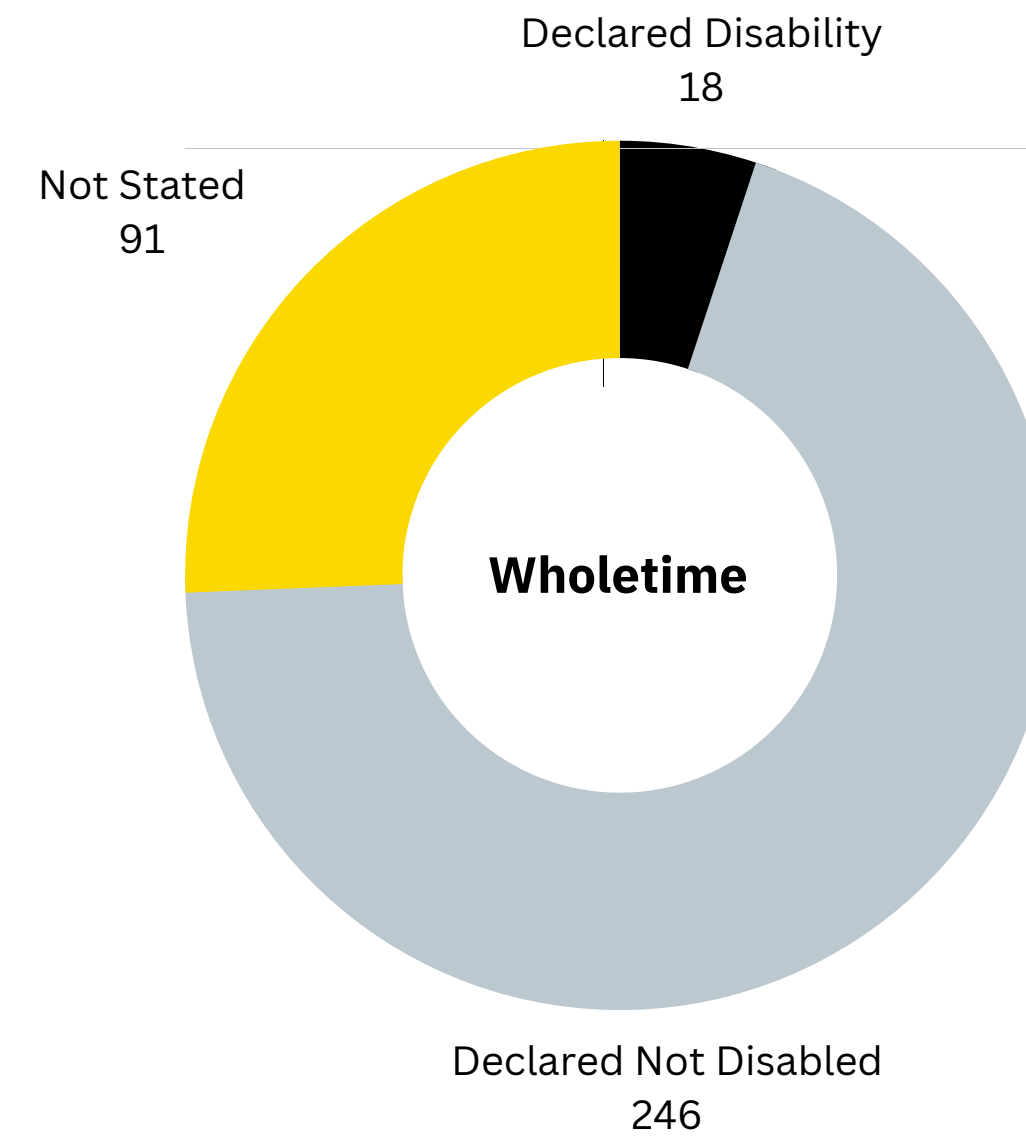


Disability profile of employees

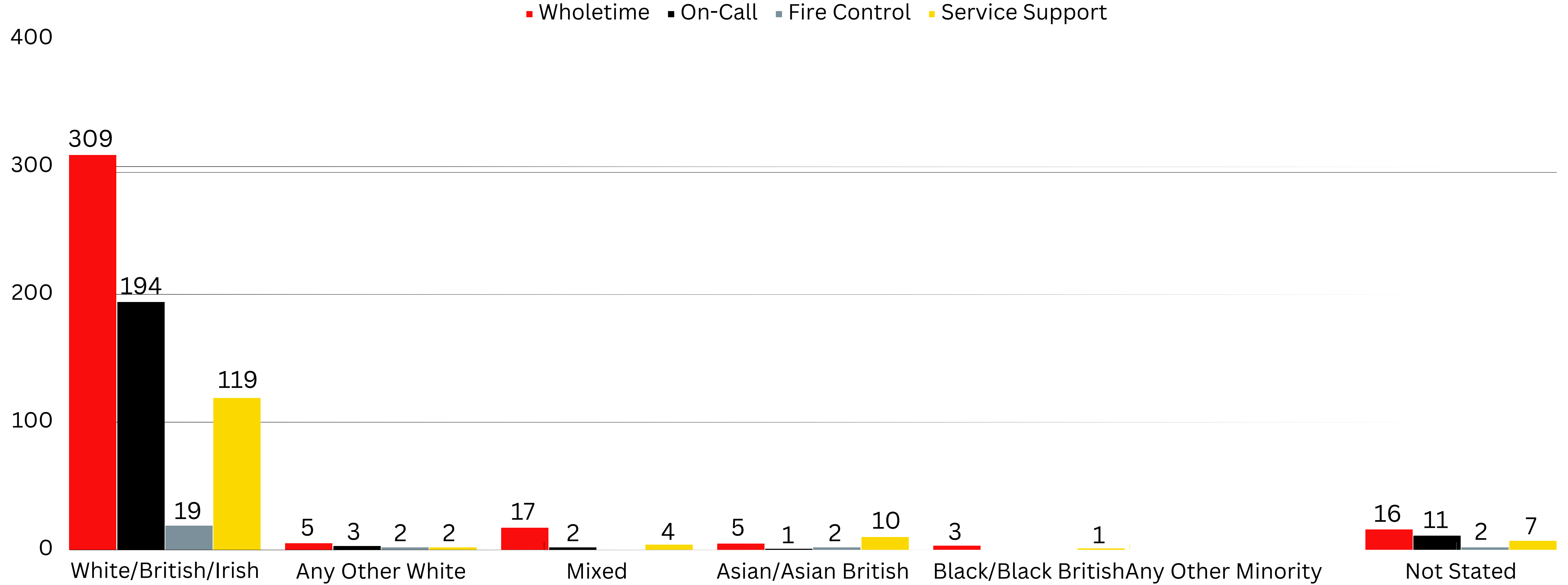
Declared Disability
(Total 38)

Declared Not Disabled
(Total 492)

Not stated
(Total 236)



Ethnicity profile of employees



Religion or Belief profile of employees

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not stated
Wholetime	142	1	2	1	1	2	12	134	60
On-Call	84	-	-	1	-	-	3	96	27
Fire Control	10	-	-	-	-	1	2	7	5
Service Support	52	-	4	2	-	3	5	52	25
Total	288	1	6	4	1	6	19	289	117

Sexual Orientation profile of employees

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Wholetime	11	6	279	59
On-Call	6	6	177	22
Fire Control	-	-	19	6
Service Support	-	2	121	20
Total	17	14	596	107

What this data tells us?

- The number of females in Wholetime and On-Call roles remains disproportionately low.
- The number of White British/Irish Employees remains disproportionately high across all roles within the Service.
- More employees continue to feel comfortable sharing their religion or belief than don't.
- There has been an increase in the number of employees who feel comfortable sharing their sexual orientation compared to last year and there has been a decline in those not stating their sexual orientation.

What are we doing as a result?

- Continue to promote Leicestershire Fire and Rescue Service as an employer of choice.
- Undertake community engagement to strengthen trust and confidence and encourage new starters from diverse communities across Leicester, Leicestershire and Rutland.
- Deliver a series of workshops to highlight benefits of declaring personal data to support organisational monitoring.
- Promote benefits, and understanding, of Positive Action initiatives to encourage recruitment from diverse communities across Leicester, Leicestershire and Rutland.

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 by applying Positive Action where disproportionality is identified when recruiting to specific roles or functions.



Recruitment

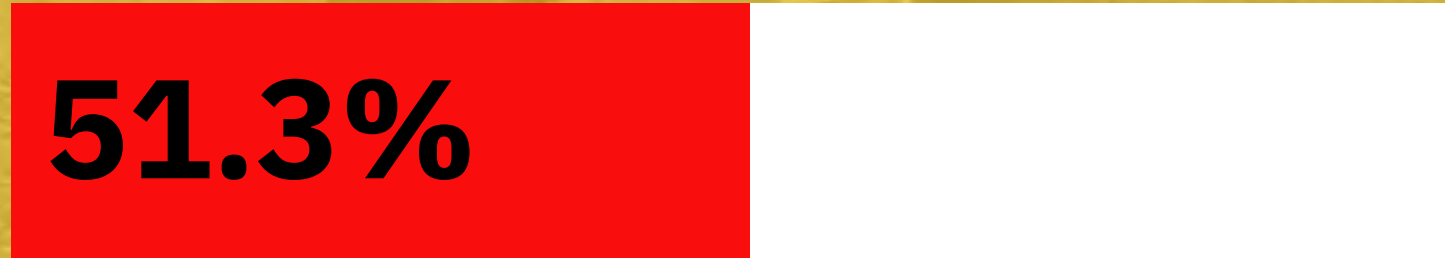
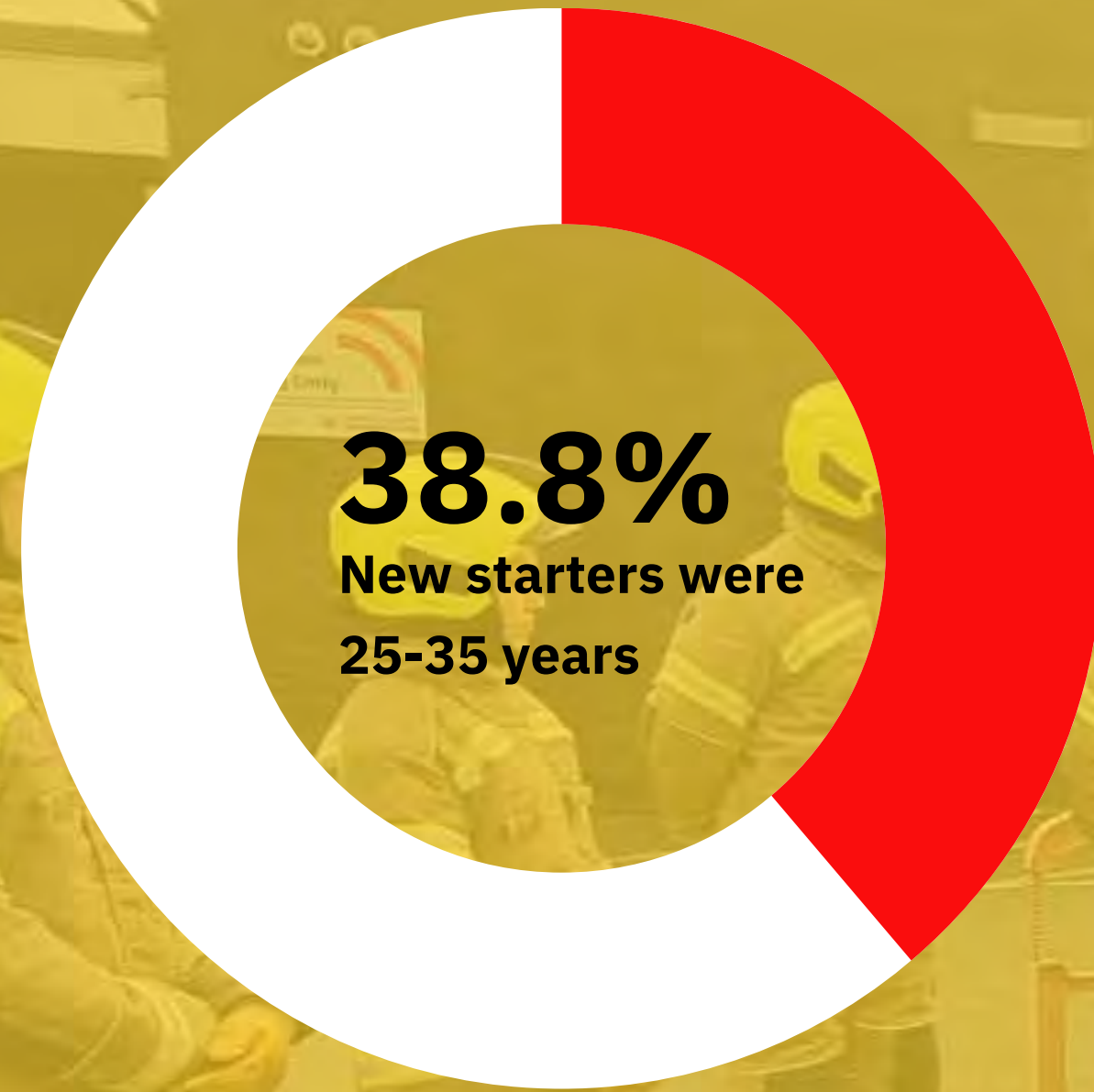
A total of **72 employees were recruited** during the year across various staff groups.

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

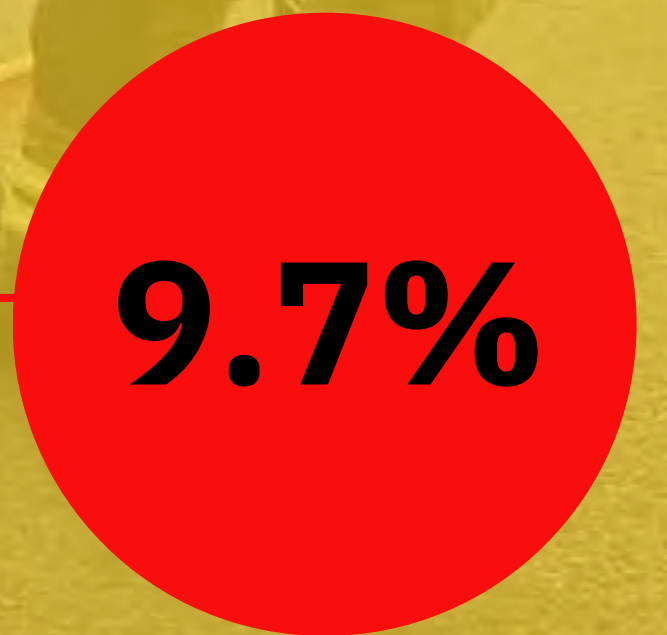


New starters had no religious affiliation

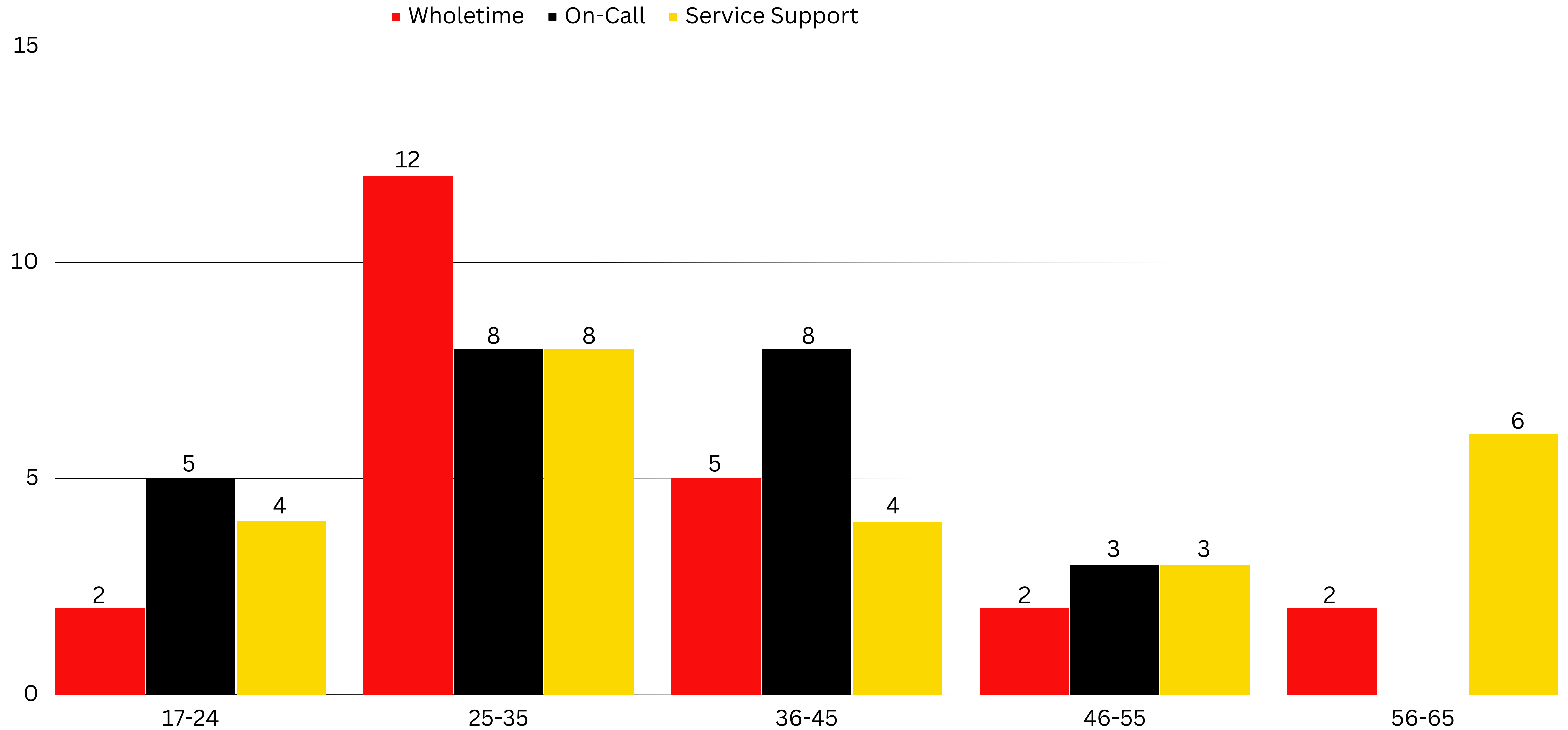


New starters were Black, Asian and Minority Ethnic (BAME)

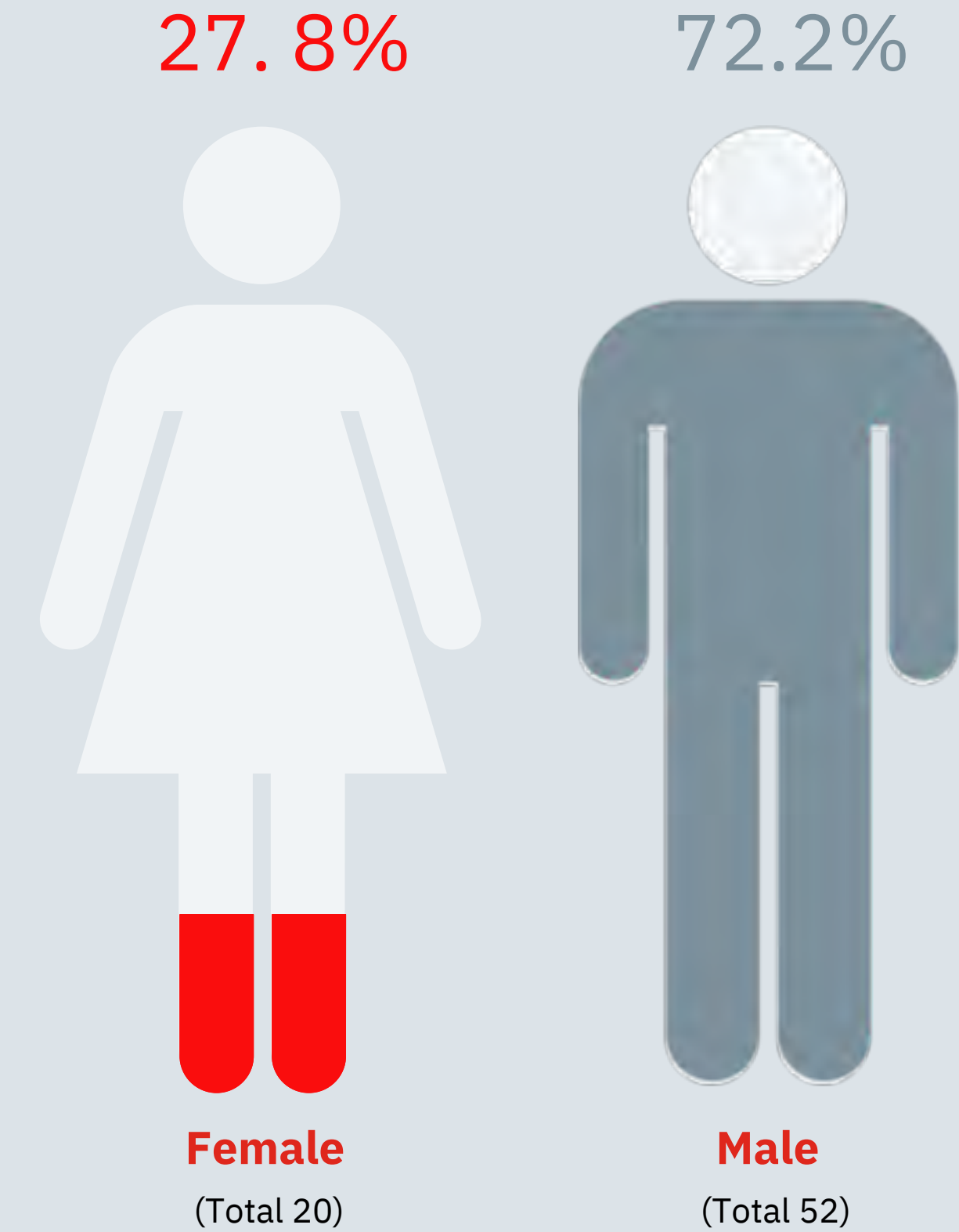
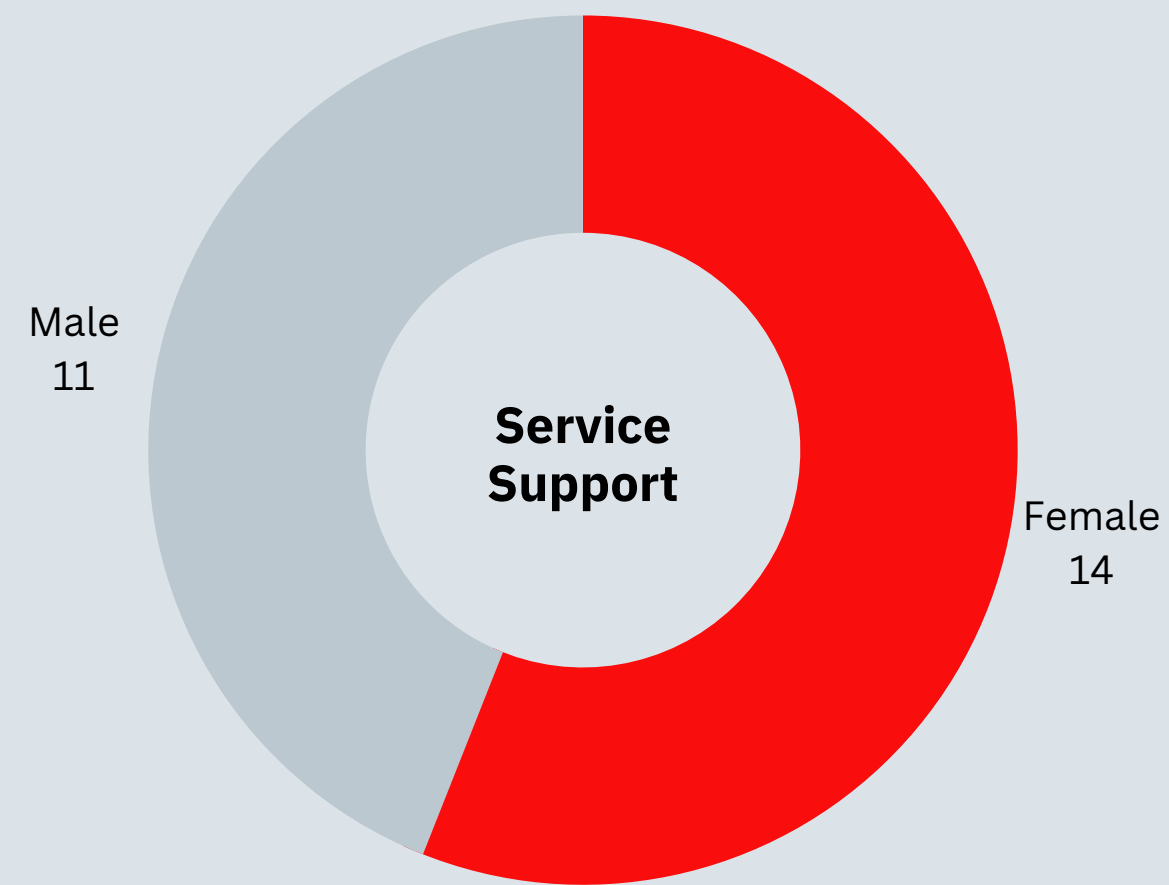
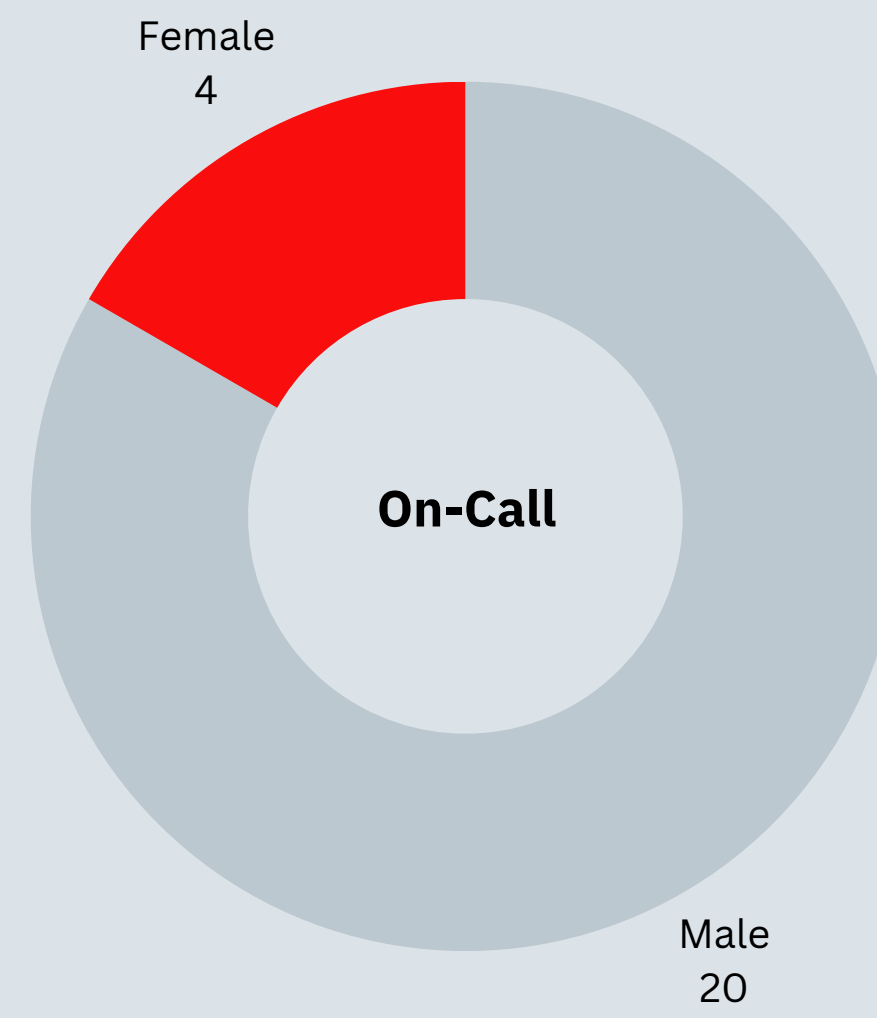
New starters declared their sexual orientation as Lesbian, Gay and Bisexual (LGB)






Age profile of new starters

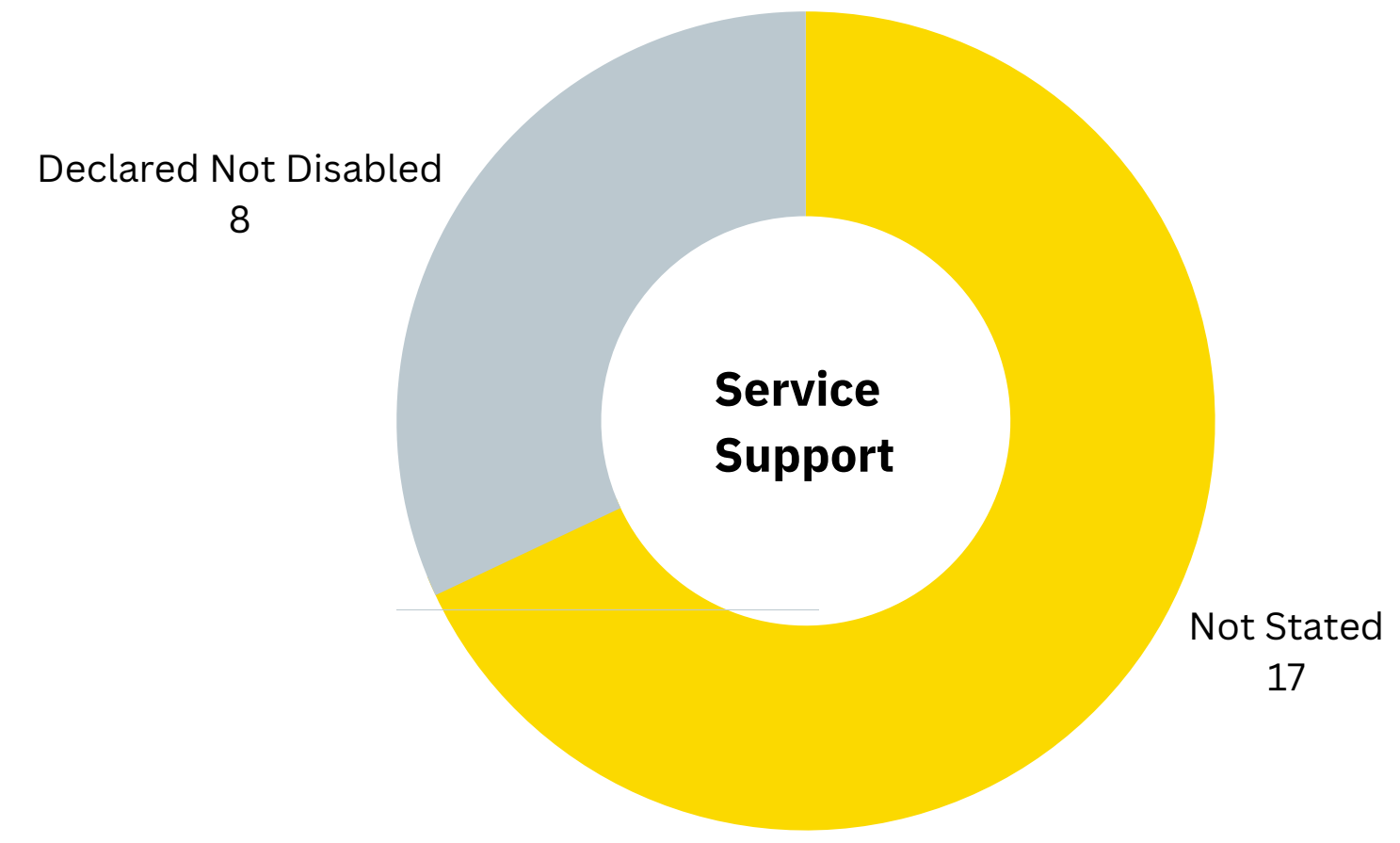
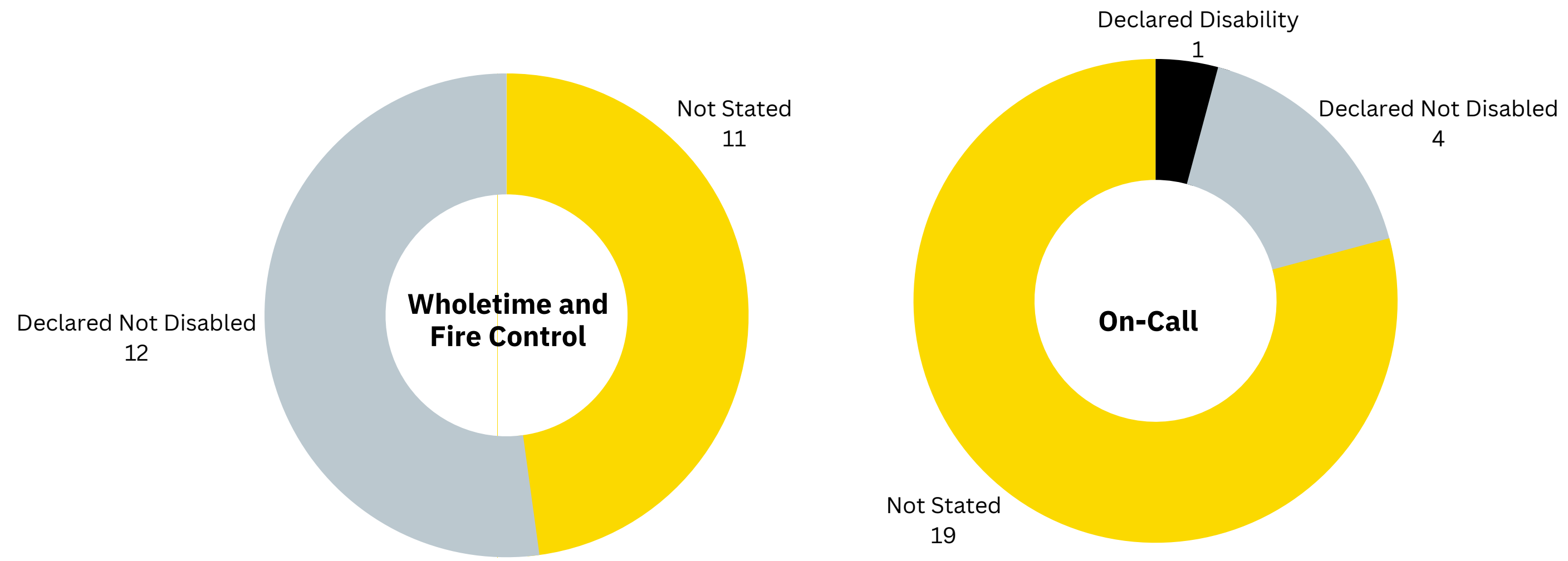


Gender profile of new starters

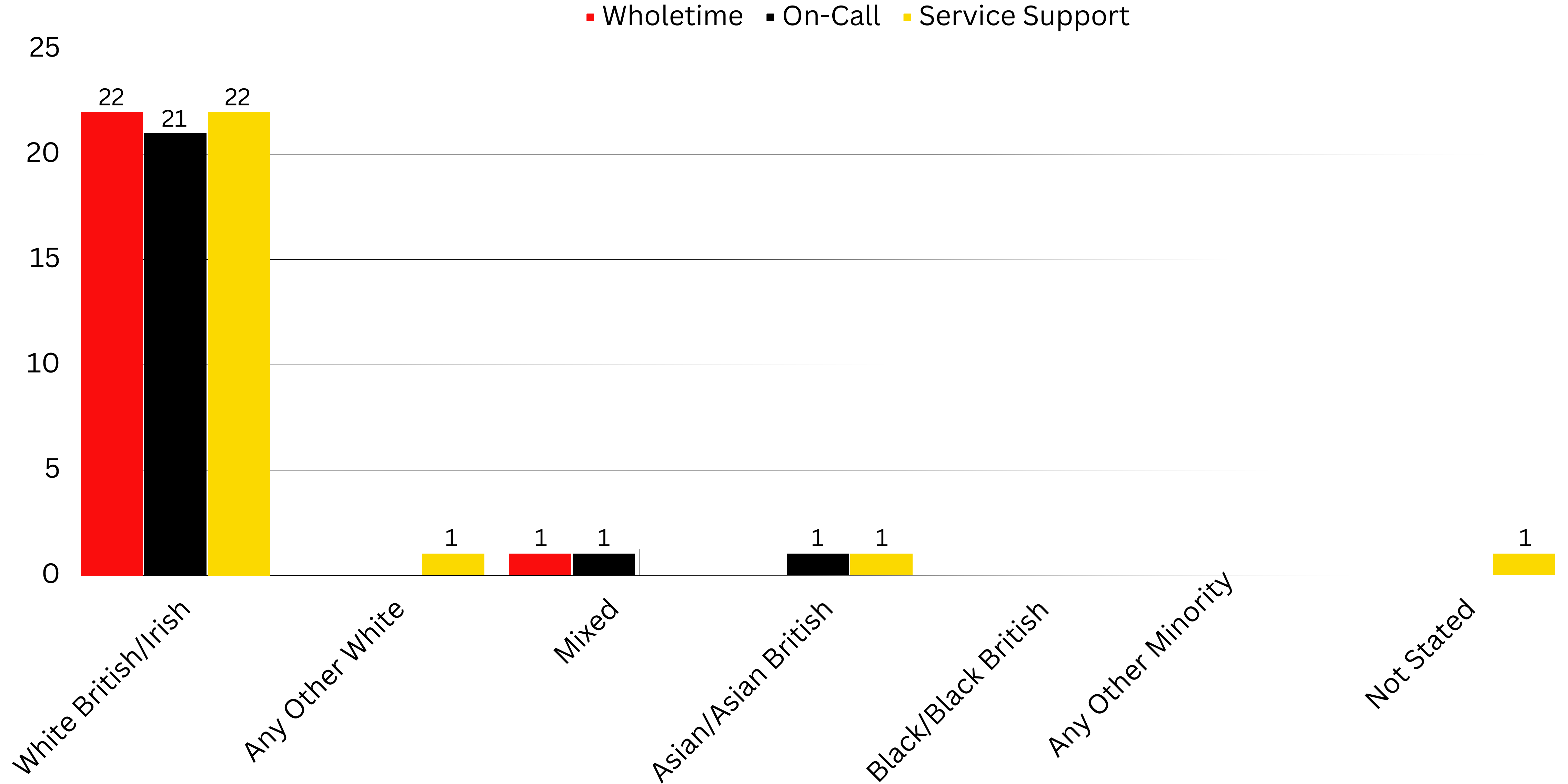


Disability profile of new starters

-  **Declared Disability**
(Total 1)
-  **Declared Not Disabled**
(Total 24)
-  **Not stated**
(Total 47)



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	11	-	-	-	-	-	-	9	3
On-Call	4	-	-	1	-	-	-	16	3
Service Support	10	-	-	-	-	1	-	12	2
Total	25	0	0	1	0	1	0	37	8

Sexual Orientation profile of new starters

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Wholetime and Fire Control	2	1	17	3
On-Call	2	1	19	2
Service Support	-	1	22	2
Total	4	3	58	7

What this data tells us?

- The number of new starters not declaring their disability status remains high across all areas of the Service.
- The number of females recruited into Wholetime and Fire Control and On-Call has risen during this period.
- Black and Minority Ethnic recruitment remains disproportionately low across all areas of the Service.

What are we doing as a result?

- Positive Action Lead to continue to engage with diverse communities to raise awareness of the roles within the Fire Service.
- Continue to measure the impact of Positive Action initiatives for both internal and external recruitment.
- Review the content, and reach, of recruitment campaigns and marketing material.
- Promote the purpose/intention for requesting personal data as part of the recruitment process.



Retention

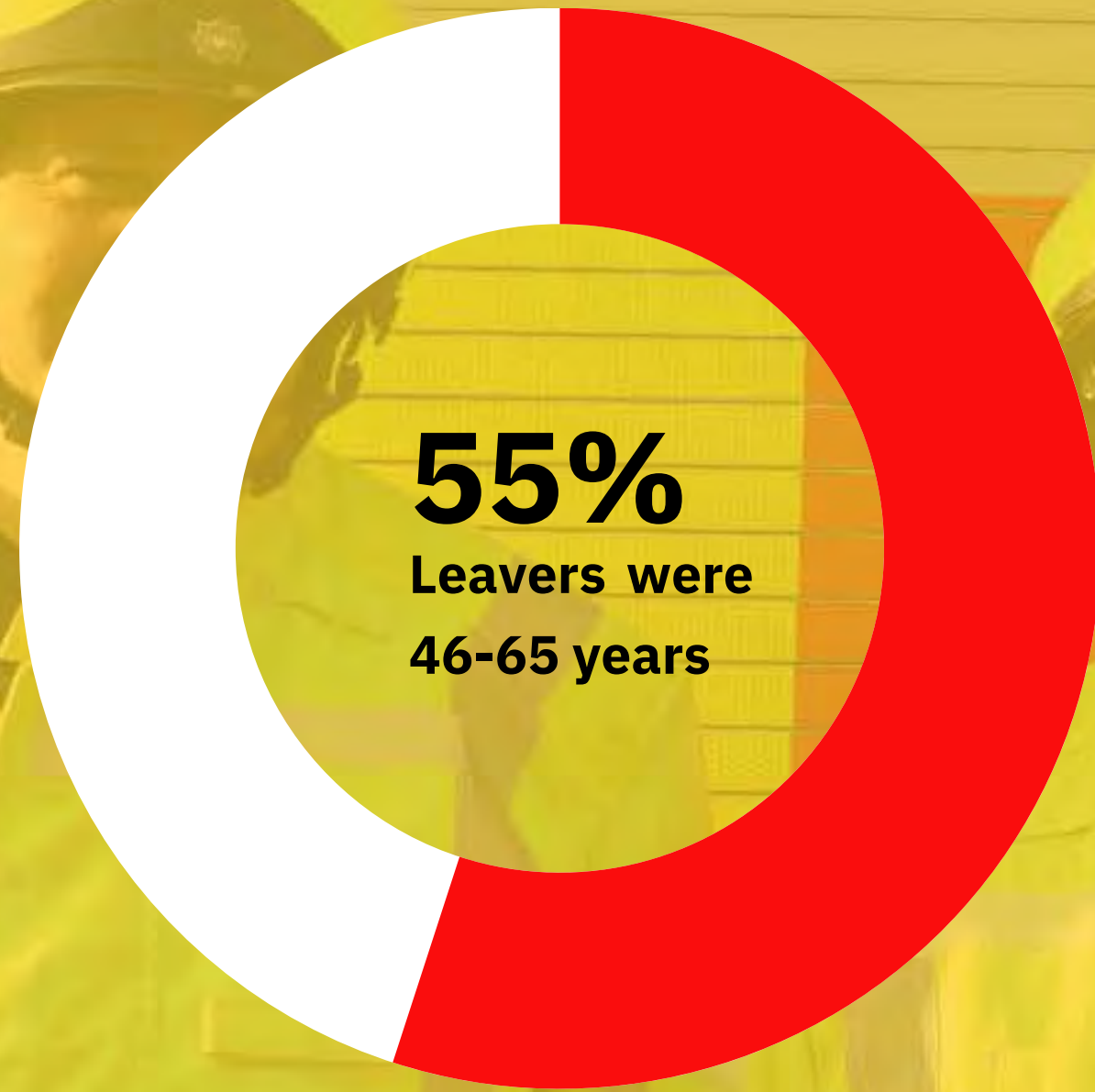
Employees leave the Service for various reasons including: retirement, career progression, lifestyle choice or as a consequence of how included they feel. It is important to capture reasons why and demographic data to identify any emerging trends and areas where retention can be improved.

A total of 80 employees ended their employment with the Service in the reporting year, with 62 of them being Wholetime or On-Call staff and 18 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



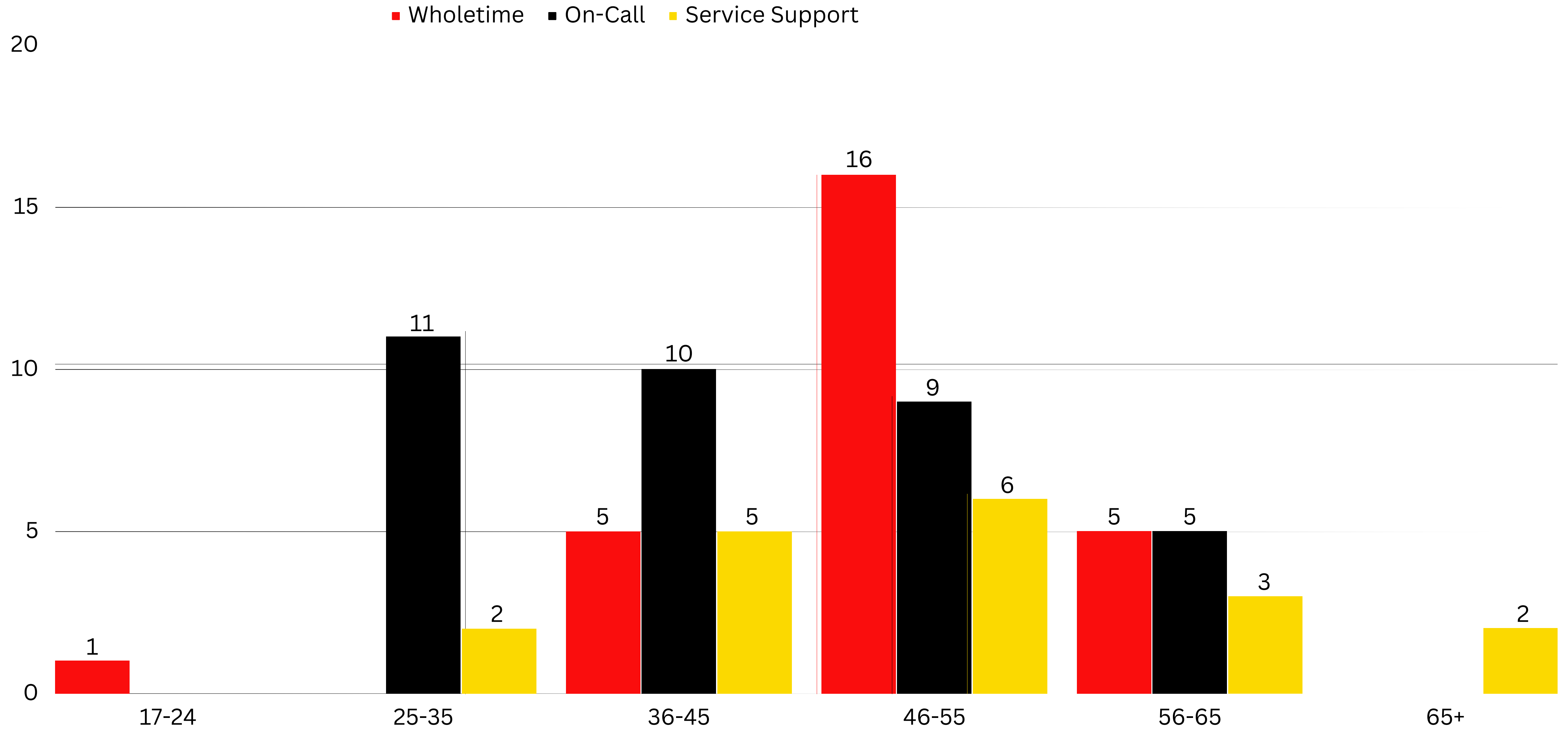
Leavers had no religious affiliation



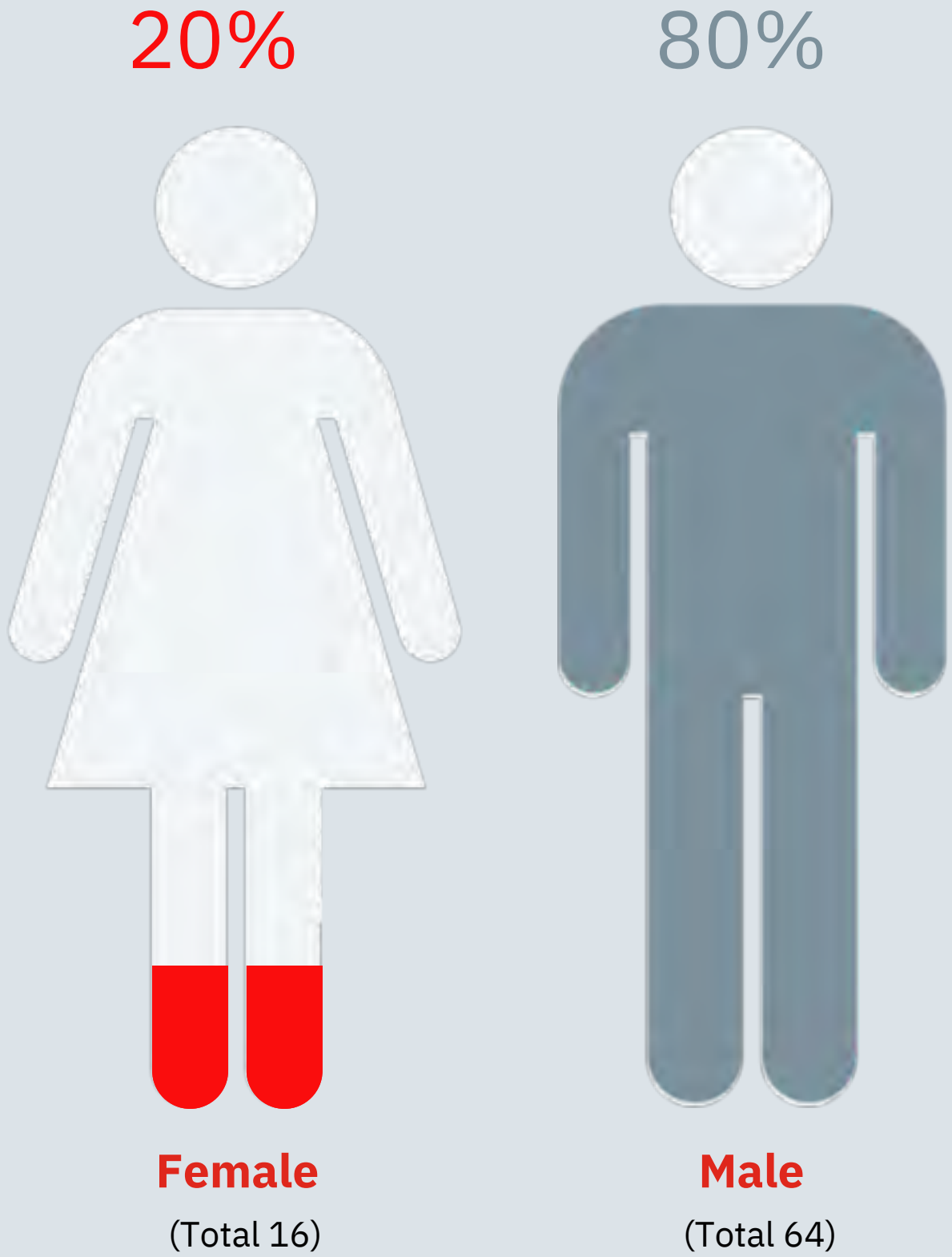
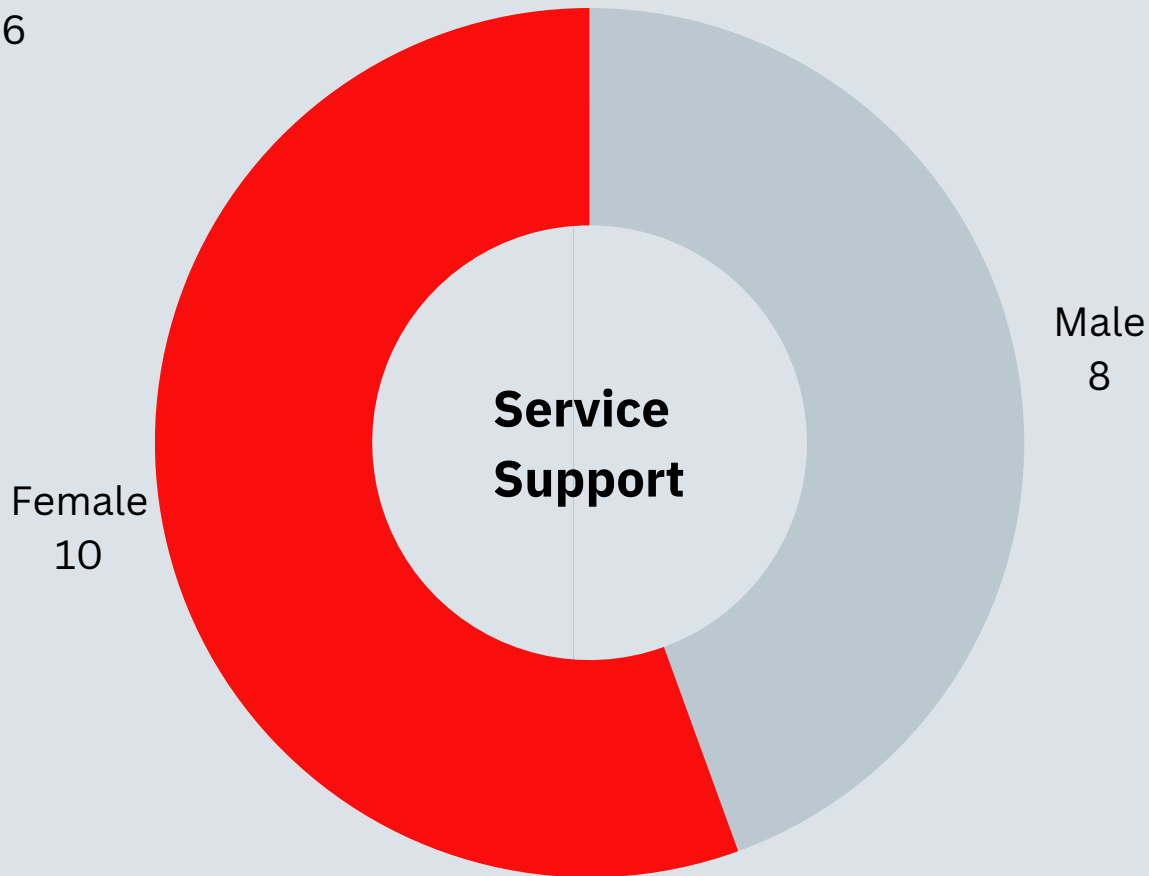
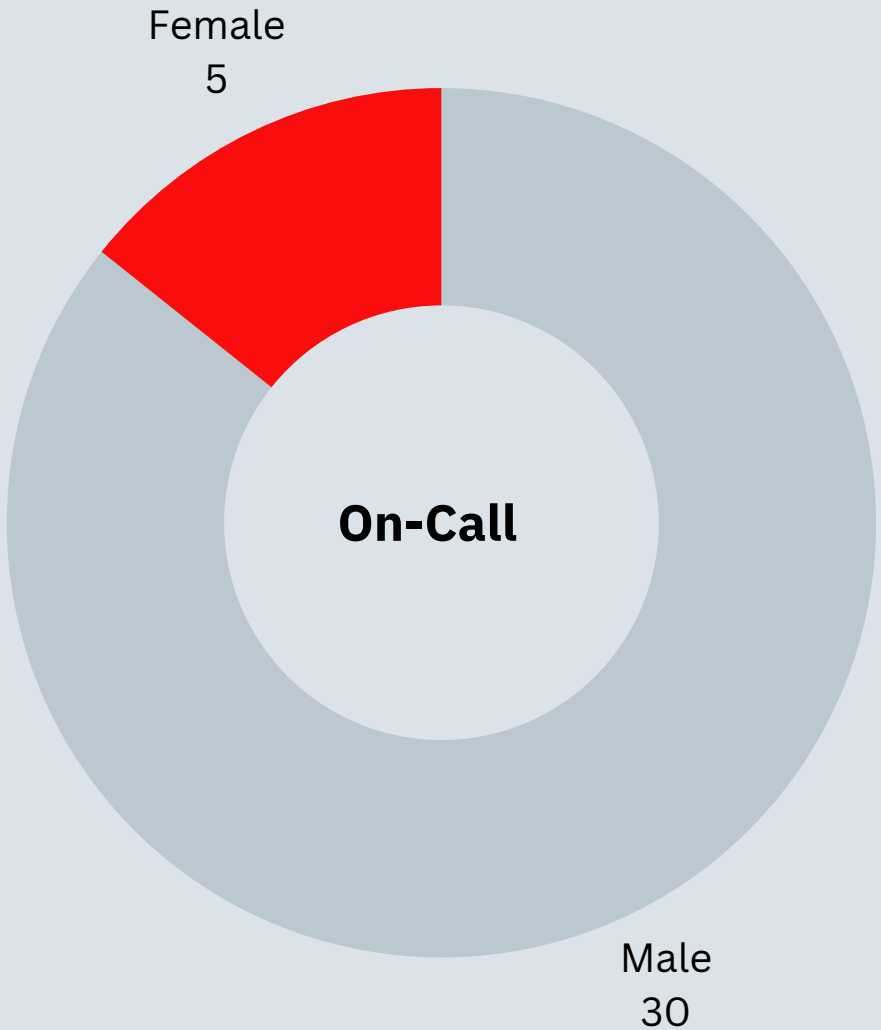
Leavers declared
their sexual
orientation as
Lesbian, Gay and
Bisexual (LGB)



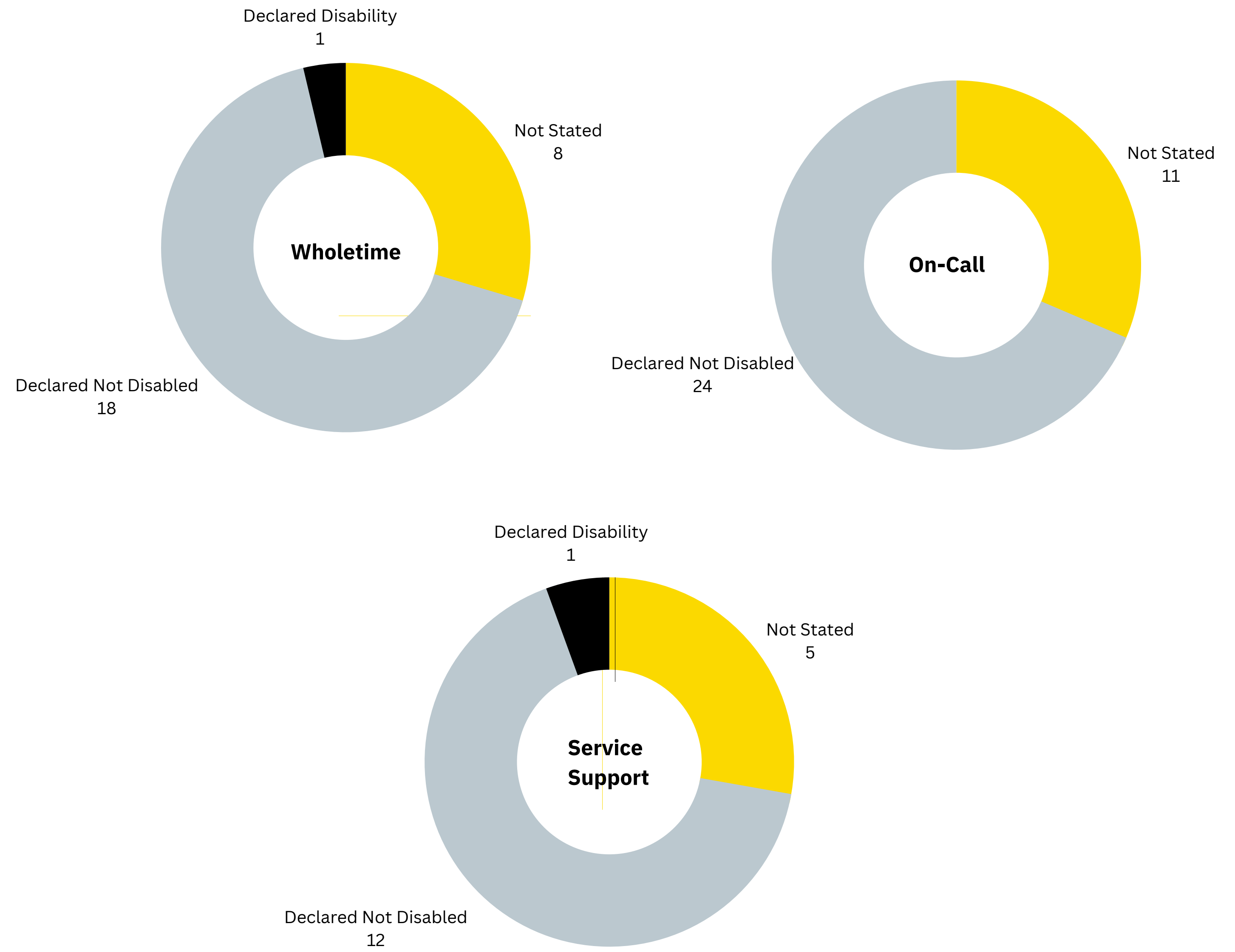
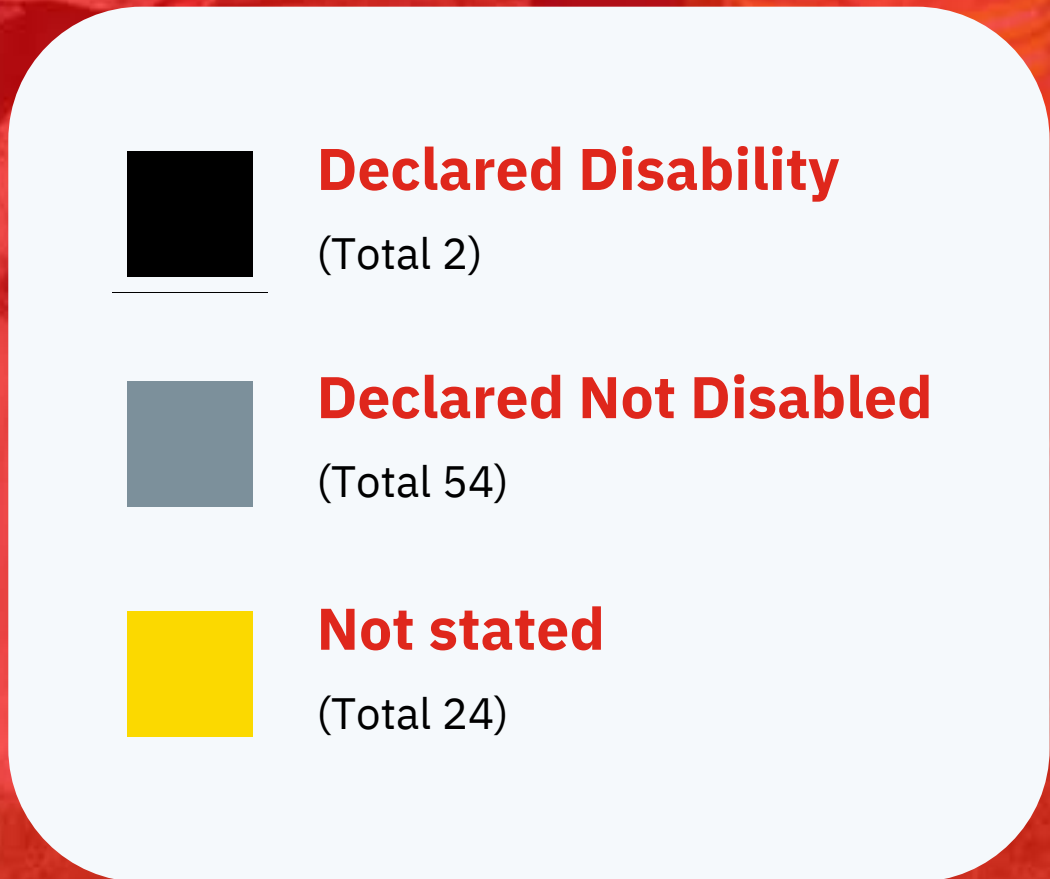
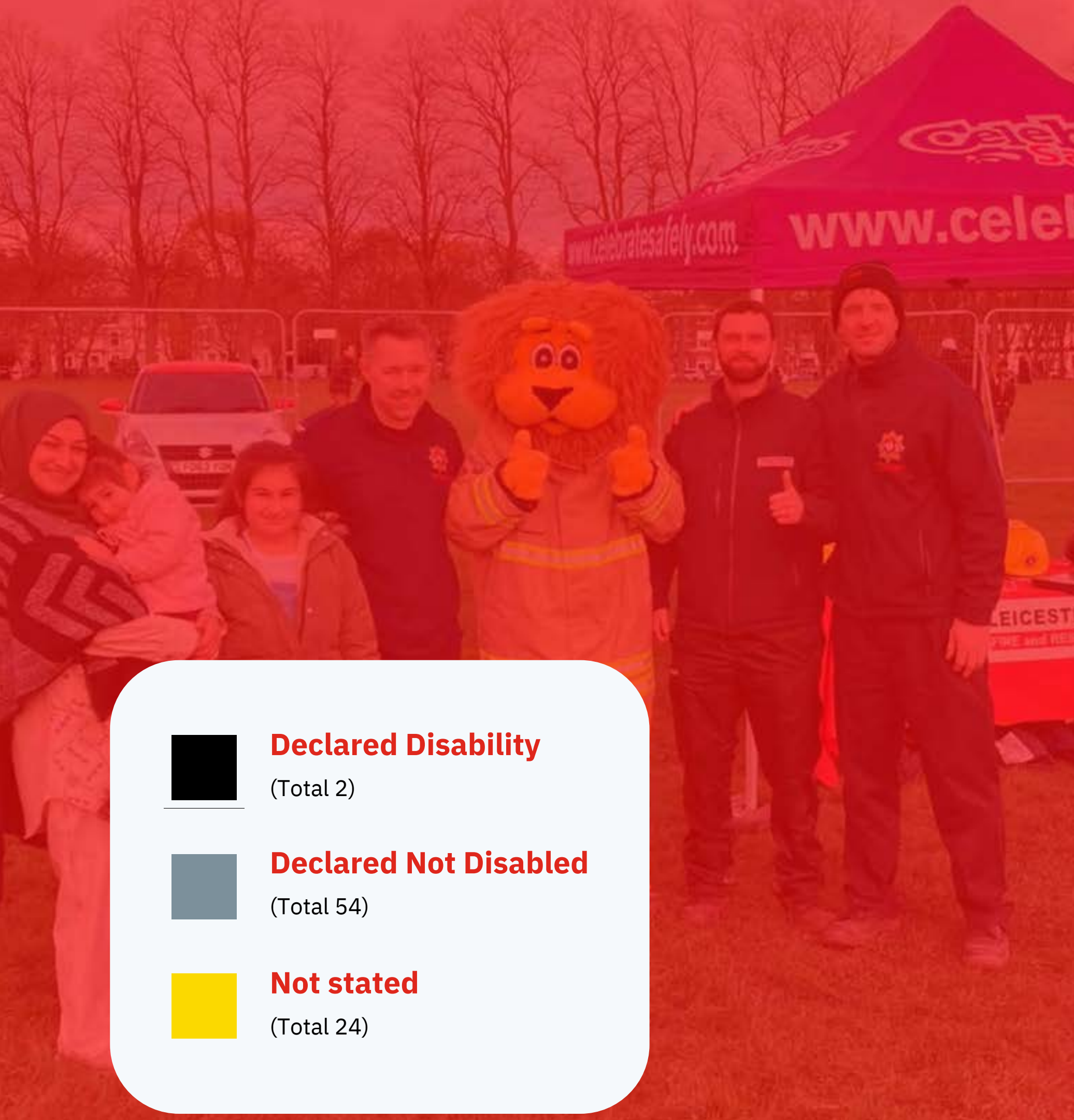
Age profile of leavers



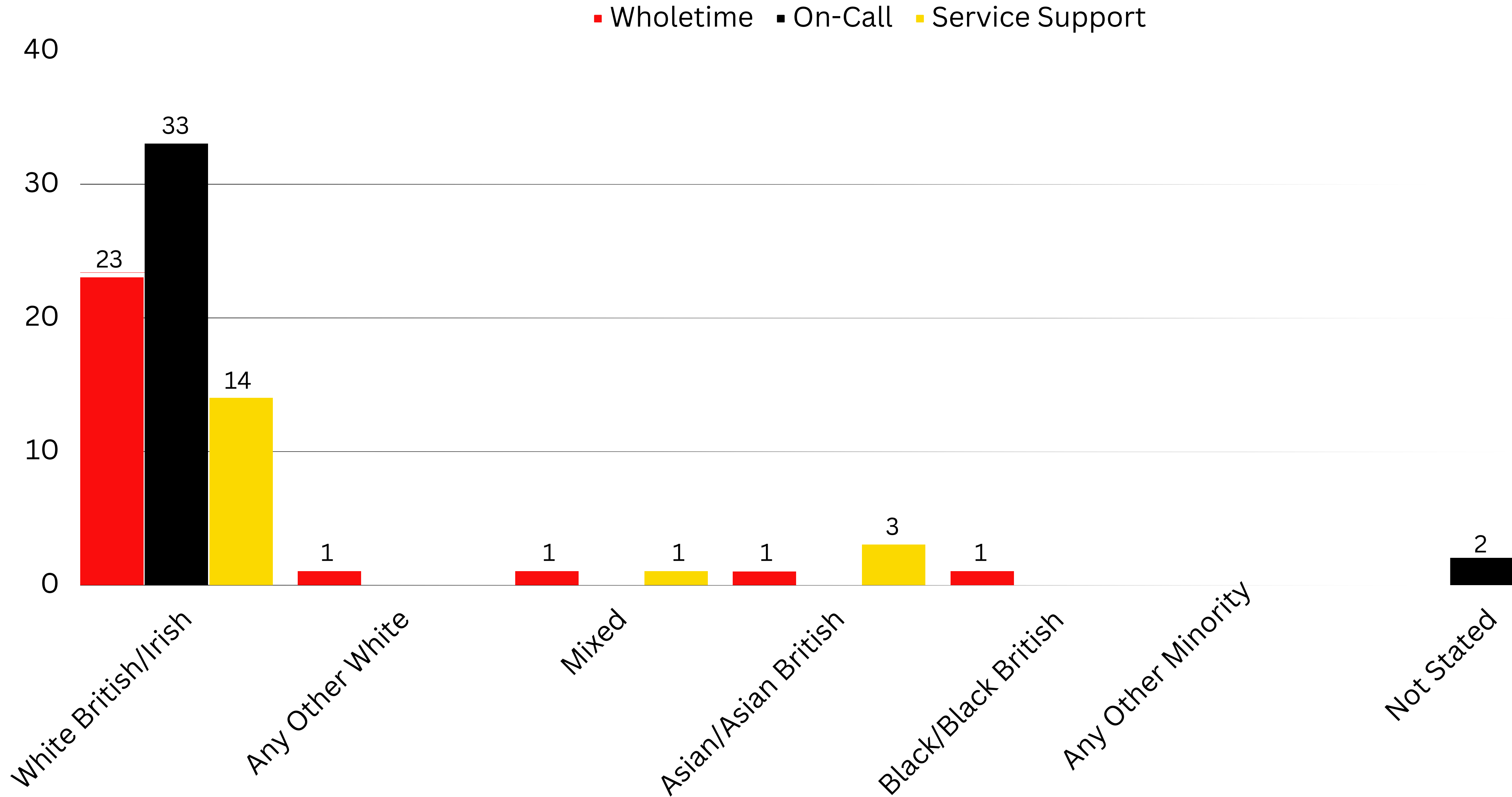
Gender profile of leavers



Disability profile of leavers



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	10	-	-	-	-	1	1	9	6
On-Call	13	1	-	-	-	-	1	14	6
Service Support	5	-	1	-	-	1	1	9	1
Total	28	1	1	0	0	2	3	32	13

Sexual Orientation profile of leavers

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Wholetime and Fire Control	1	-	19	7
On-Call	2	1	25	7
Service Support	-	1	16	1
Total	3	2	60	15

What this data tells us?

- The age profile of leavers reflects those who were eligible to retire from operational roles.
- Those leavers from the 25 – 35 age profile has remained the same for this period when compared to the previous year.
- The number of females leaving the Service was higher than the previous period.
- Fewer people who declared a disability have left the Service during this period.

What are we doing as a result?

- Role out of workshops covering the Core Code of Ethics will continue.
- A cultural review is being undertaken by an external consultant which will identify gaps in relation to EDI and inclusivity.
- Findings of HMICFRS report recommendations will be used to identify training needs analysis in relation to EDI and inclusion.

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 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.

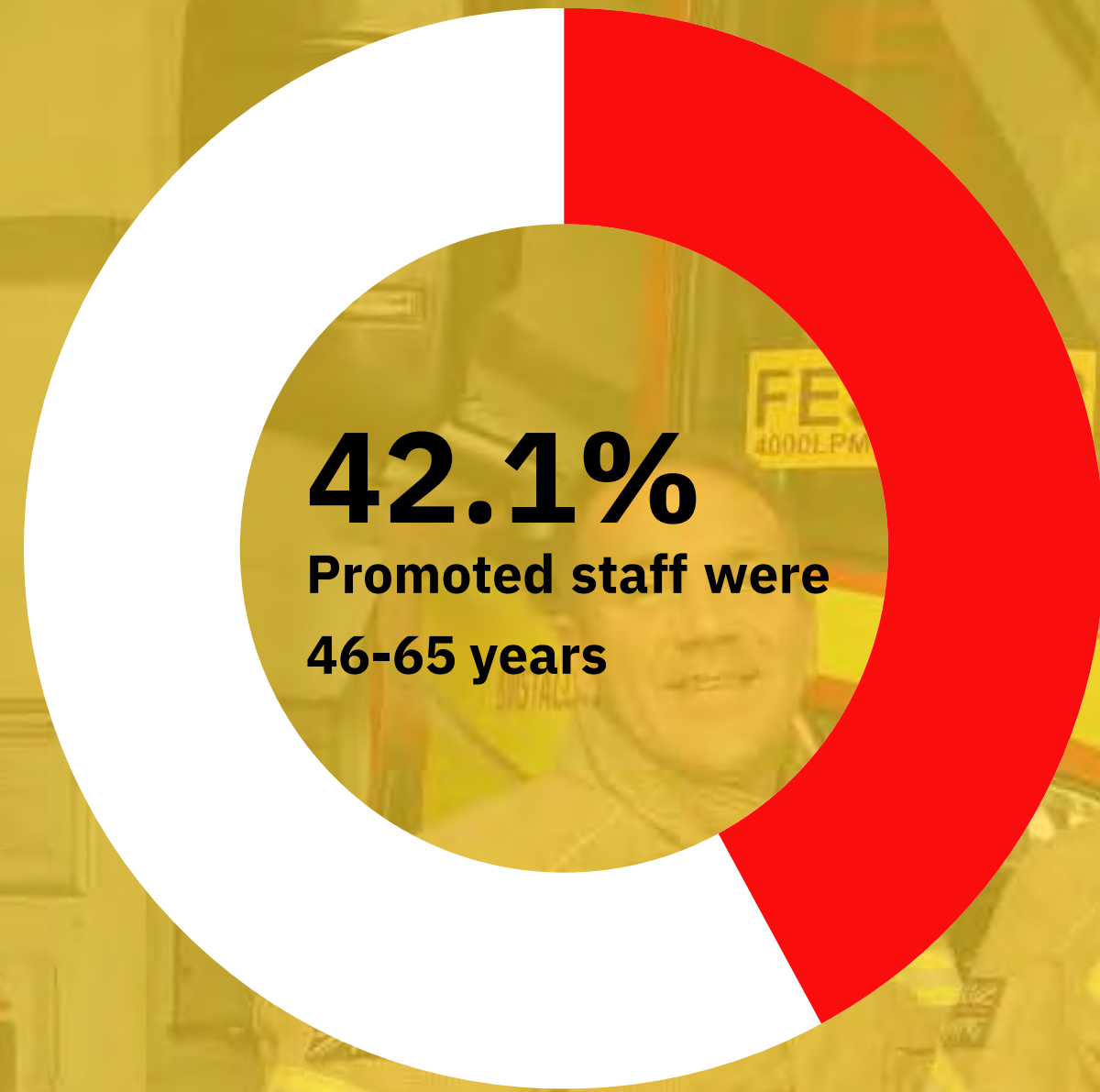
It is important to capture the demographic data of those promoted to identify if any emerging trends suggest processes need improving.

A total of **81 promotions were achieved** in the reporting year, with 57 of these substantive and 24 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:



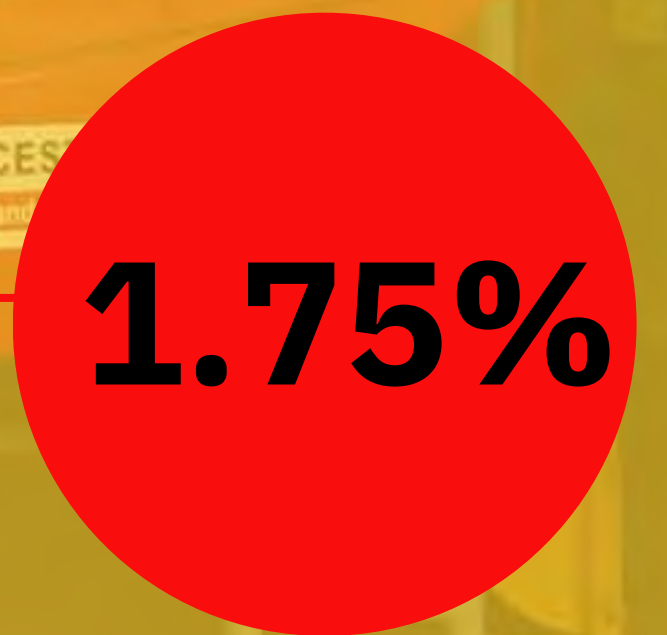
At a glance



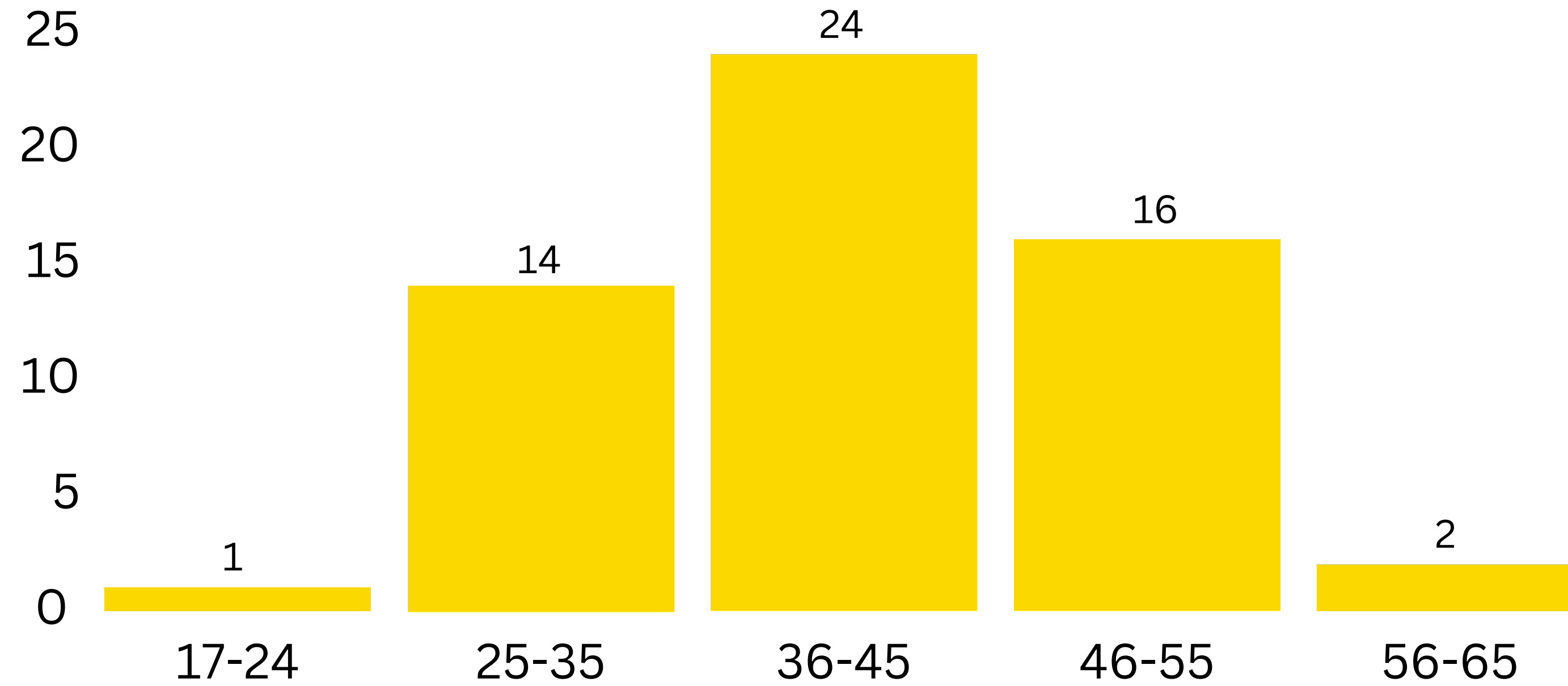
Promoted staff had no religious affiliation



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



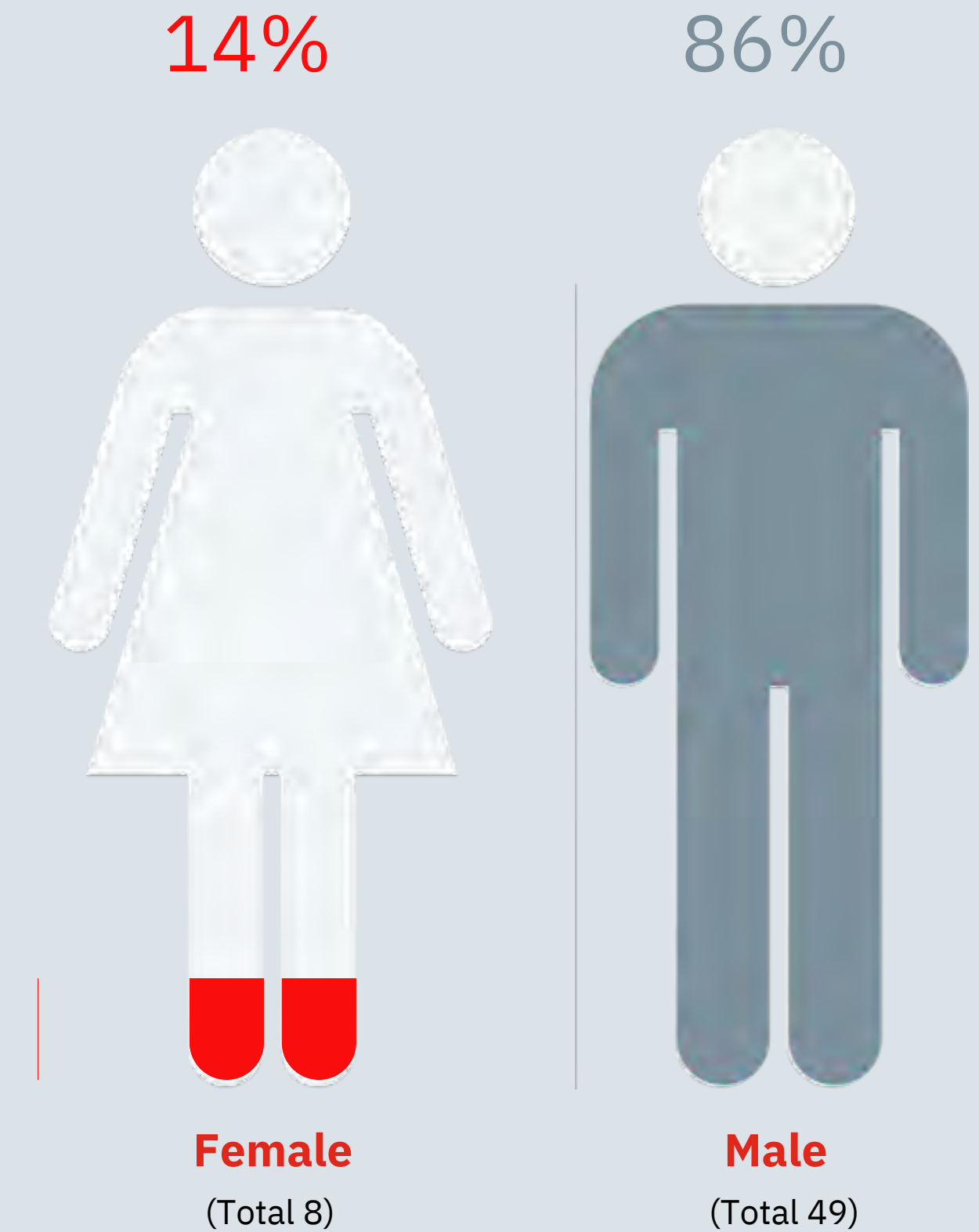
Age profile of promoted staff



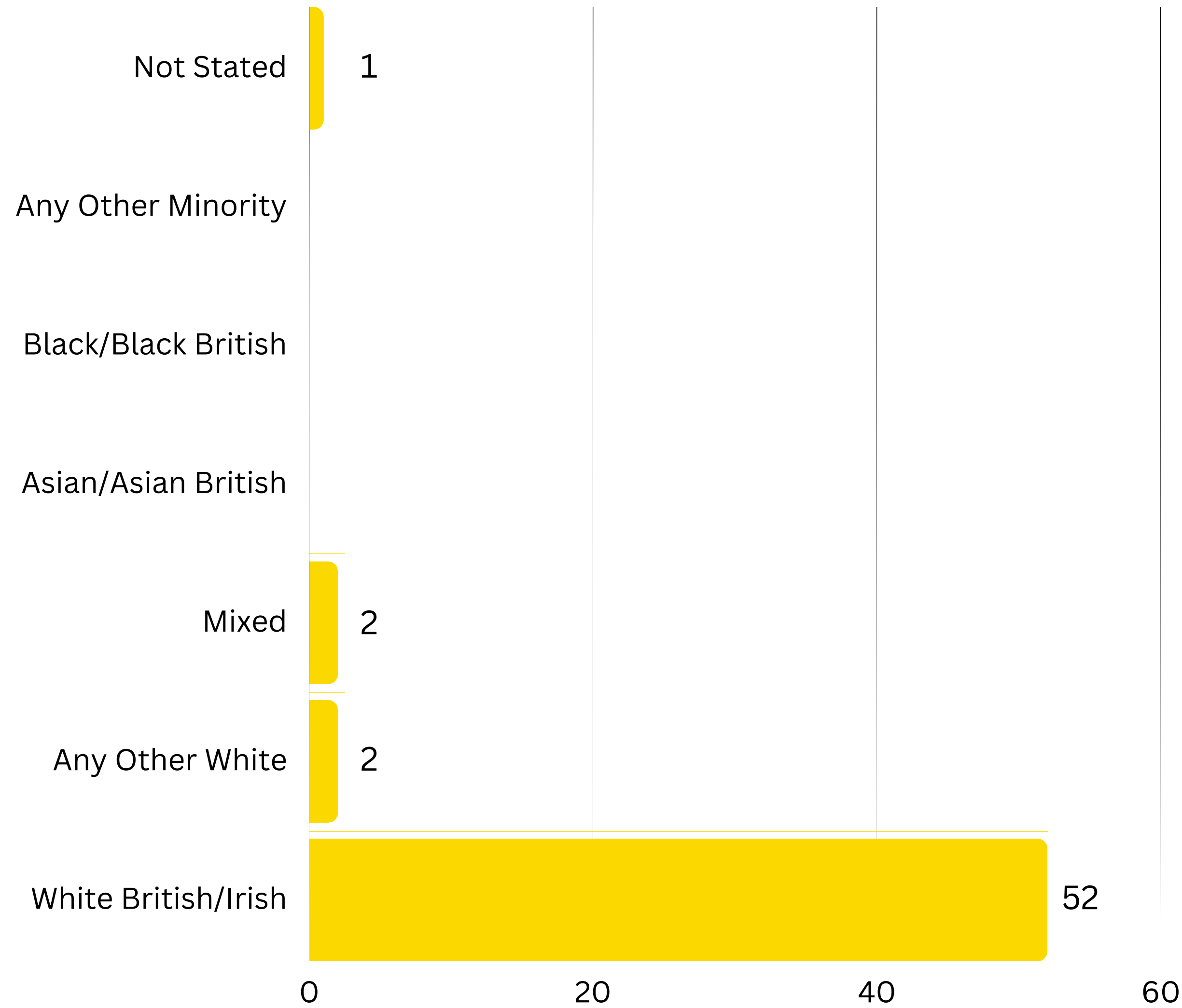
Disability profile of promoted staff



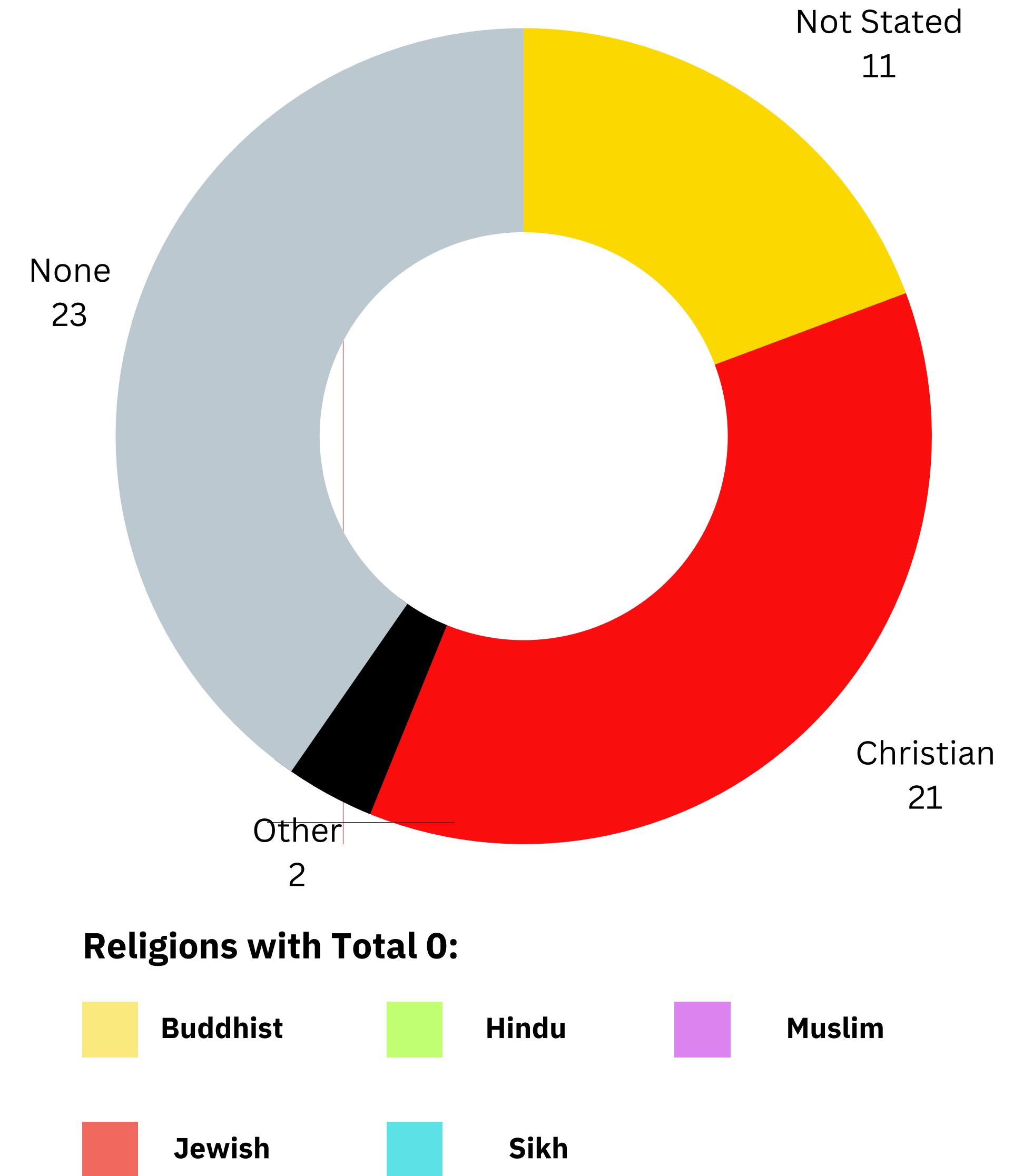
Gender profile of promoted staff



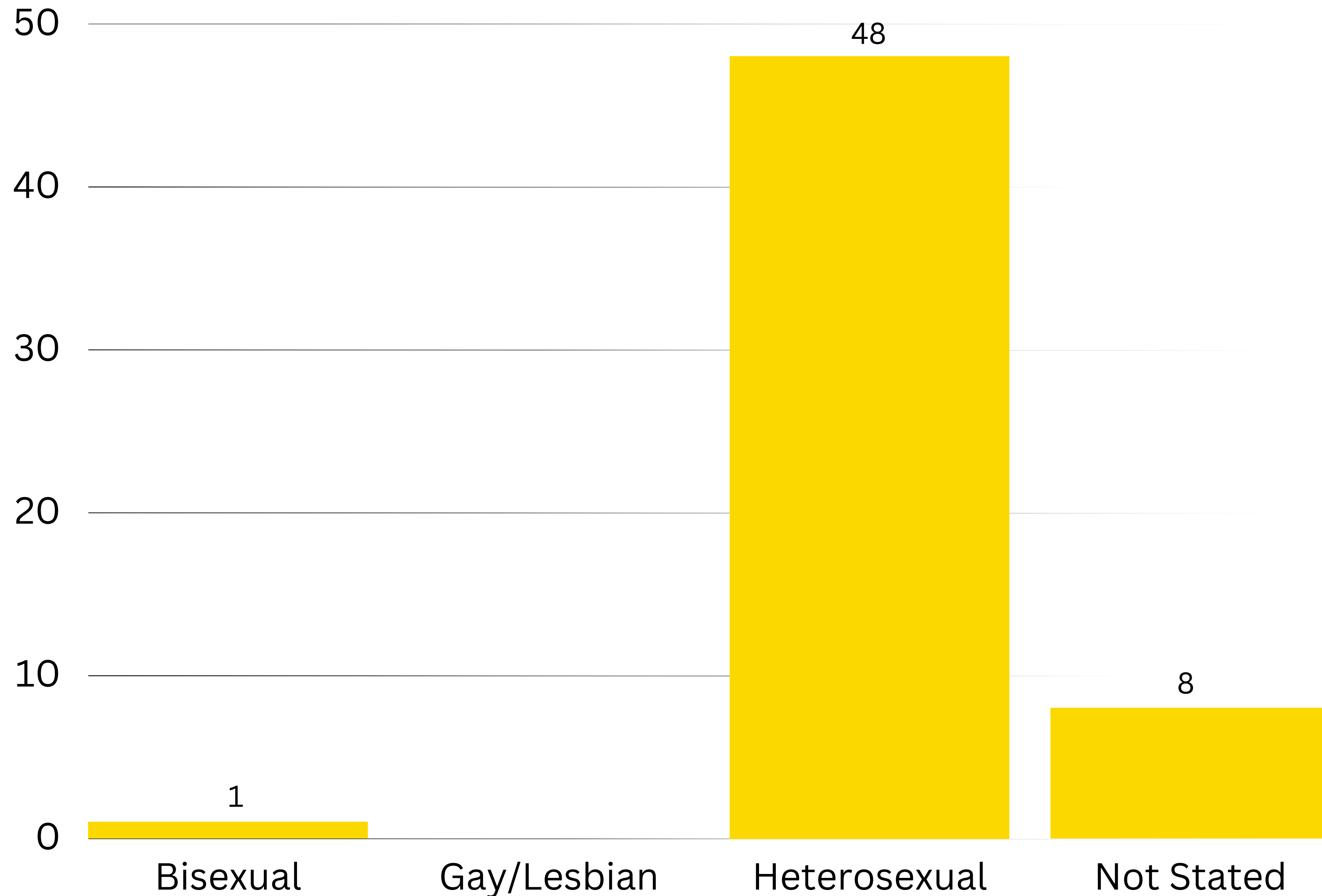
Ethnicity profile of promoted staff



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 at LGB (Lesbian, Gay and Bisexual).
- The diversity reflected within promotions supports the lack of diversity within the Service.

What are we doing as a result?

- Continue to develop and provide a range of informal development interventions for individuals from under-represented groups.
- Encourage use of coaching and mentoring across the Service to support individuals from under-represented groups.
- Strengthen relationships with staff networks to ensure understanding of barriers and blockers across protected characteristics.



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, Harassment and Grievances

A total of **8** cases of bullying and harassment or grievance cases were investigated during the reporting period which is significantly lower than during the same period reported on last year.

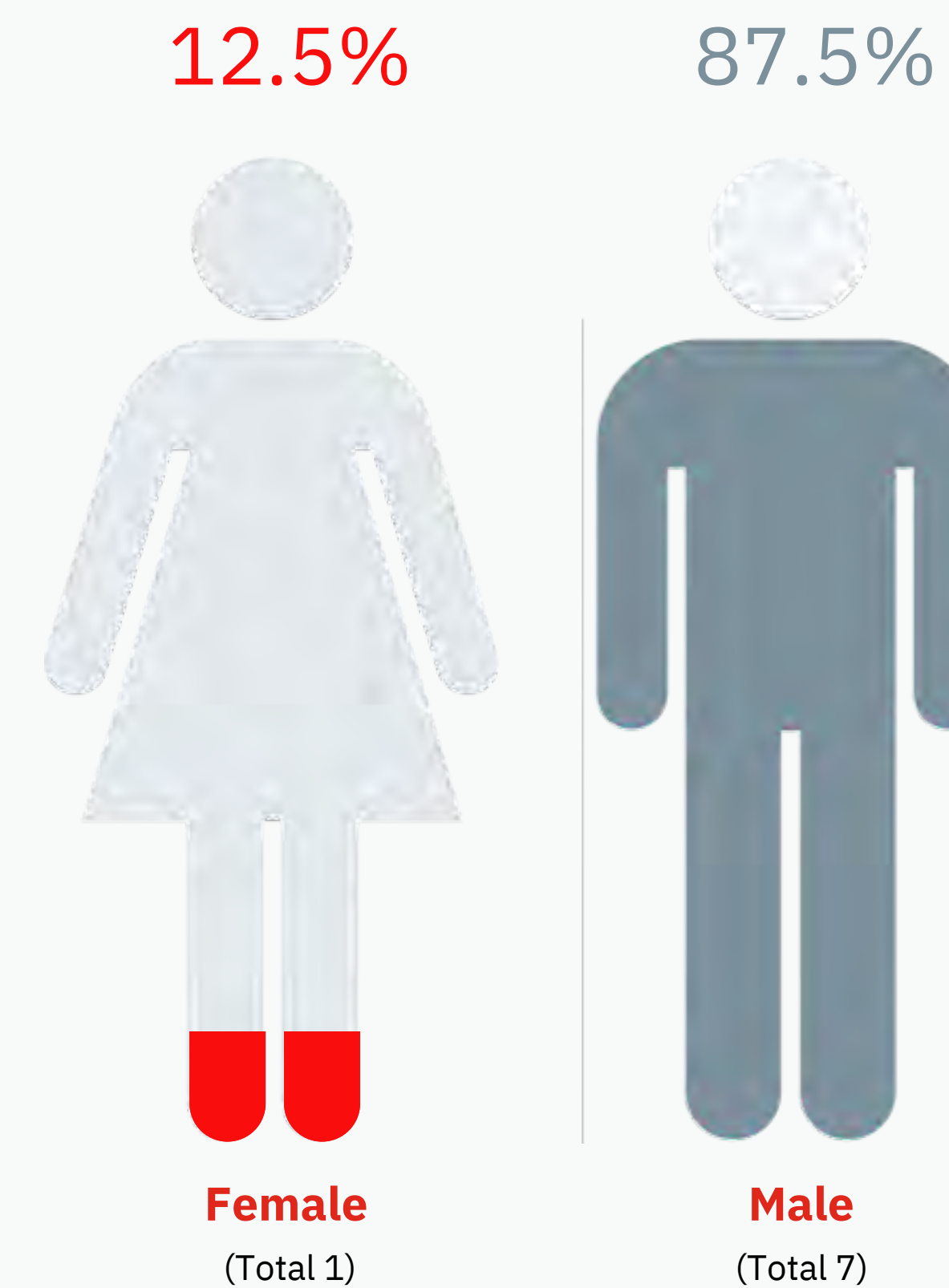
A detailed breakdown of these investigations is shown below:

Grievances from Black and Minority Ethnic staff continue to show a proportionate ratio to the representation within the organisation however the number of female staff raising grievances continues to be lower than those raised by male members of staff.

No disabilities were declared by those raising cases and the majority of those raising a case were heterosexual.

All grievances raised were by staff between the ages of 26 and 55.

Gender profile of cases



Disciplinary

A total of 9 formal disciplinary cases were investigated during the reporting period which is significantly higher than the same period previously reported on.

A detailed breakdown of these investigations is shown below:

Data shows that no staff disciplined declared a disability and the majority of those disciplined either did not declare their sexual orientation or preferred not to say.

During this reporting period there were no discipline cases raised against those from a Black or Minority Ethnic background.

The majority of those disciplined did not state their religion but of those who did the majority were Christian.

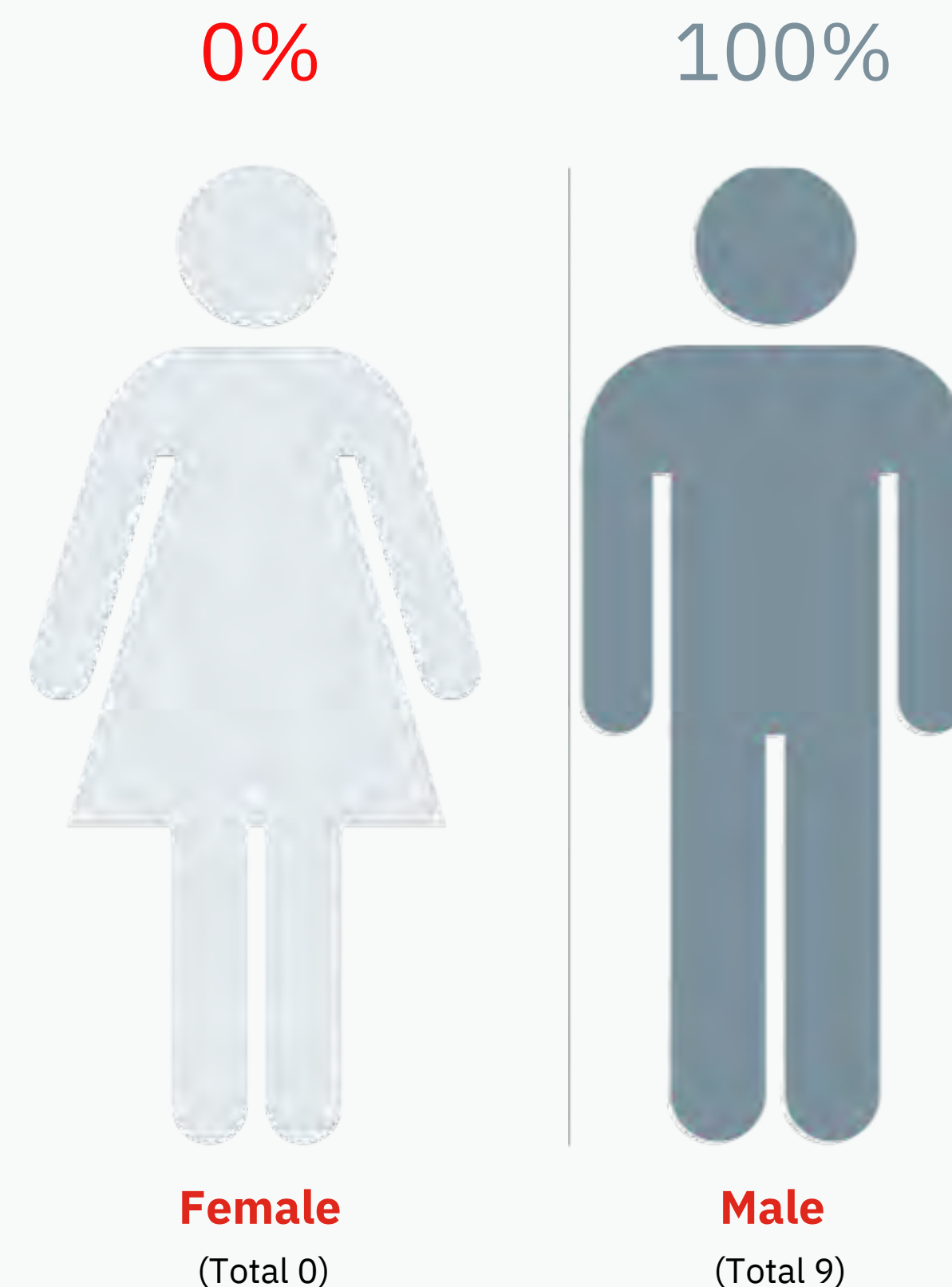
Disciplined staff were from across all age groups with the majority falling within the 26 - 45 age range.

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

What are we doing as a result?

- Continue to robustly investigate cases linked to organisational culture that are identified within bullying and harassment, grievance and disciplinary cases.
- Continue to develop training material relating to aspects of EDI to build on existing unconscious bias and conscious bias training.
- Embed Ethical and Inclusive leadership into Organisational Development interventions that are in line with the Core Code of Ethics and our values.

Gender profile of disciplined staff



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:

403	Fire safety advice requests.
665	Fire safety concerns.
711	Building regulation inspections.
1,413	Fire safety audits. 119 of these were follow ups.
242	Licensing consultations.
244	Specific inspections.
109	Desk-based inspections.

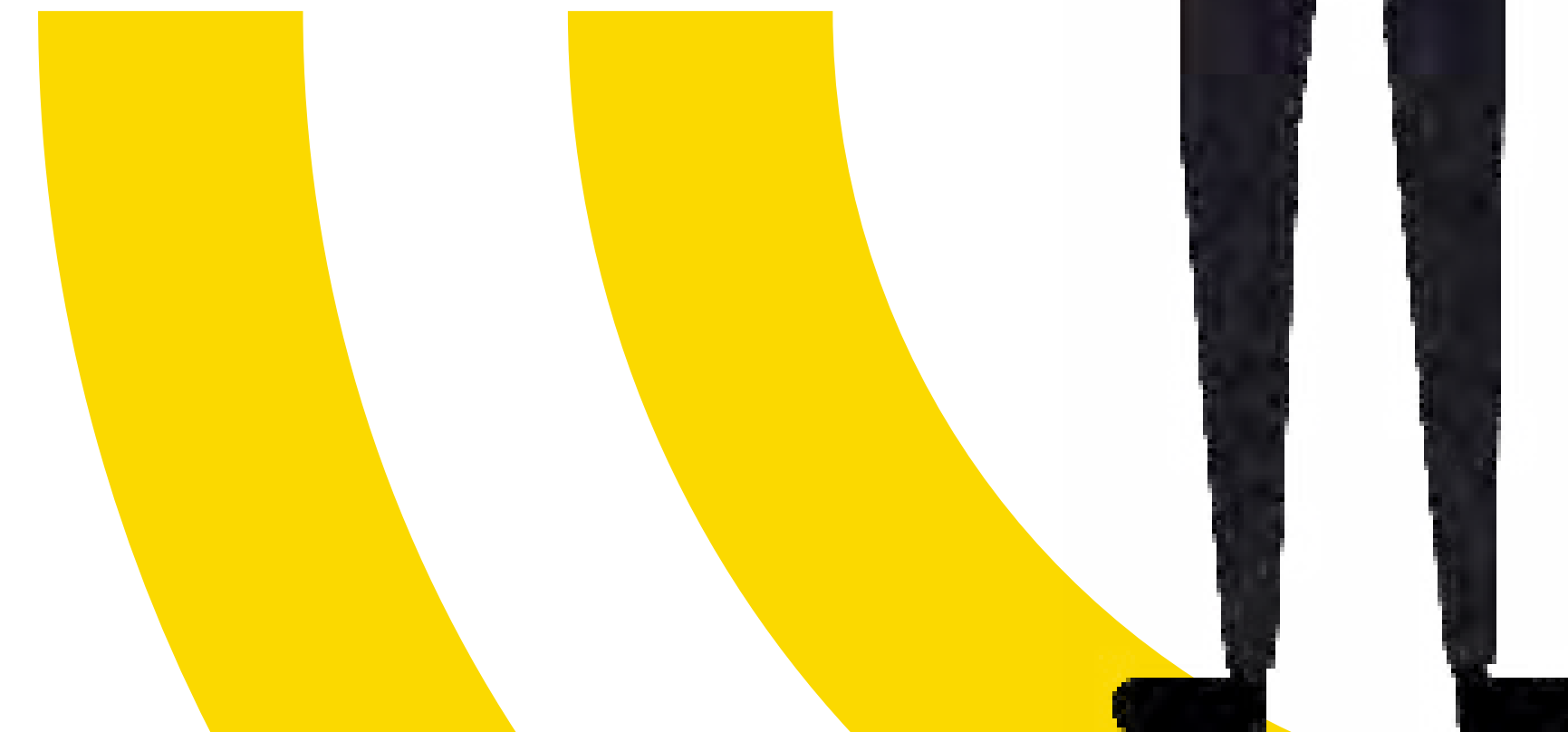


A system is in place that enables communities to evaluate satisfaction levels against the fire safety audits conducted by the Fire Protection Inspecting Officers, enabling the collection and use of equality monitoring information. This is achieved through a voluntary online survey, completed after the 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, **192 surveys were received** representing a return of **13.6%** of all programmed fire safety inspections. Satisfaction levels of individuals are high, with only one person being dissatisfied with our service. Fire Safety Audits are carried out based on risk and are not considered as targeted interventions, meaning that demographic data may appear disproportionate when compared to diversity data across Leicester, Leicestershire and Rutland.

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





Age Profile

Age Group	Total Number
Not Submitted	14
25 - 34	33
35 - 44	26
45 - 54	61
55 - 64	50
65+	8

Ethnicity Profile

Ethnicity	Total Number
Any Other background	2
White British/Irish	162
Mixed	1
Black/British	1
Asian/British	16
Prefer Not to Say	5
Not Submitted	5
Grand Total	192

Gender Profile

Gender Profile	Total Number
Prefer Not to Say	6
Female	66
Male	116
Not Submitted	4
Grand Total	192

Religion or Belief Profile

Religion or Belief	Total Number
Prefer Not to Say	13
Christian	90
Hindu	3
Muslim	8
No Religion or Belief	69
Sikh	3
Not Submitted	5
Buddhist	1
Grand Total	192



Longstanding Illness / Disability Profile

Longstanding Illness/Disability	Total Number
No	169
Yes	11
Prefer not to say	8
Not stated	4
Grand Total	192

Sexual Orientation Profile

Sexual Orientation	Total Number
Heterosexual	168
Bisexual	2
Lesbian/Gay	1
Prefer not to say	14
Not stated	3
Not Submitted	4
Grand Total	192

What this data tells us?

- The majority of those who responded were White British/Irish.
- The majority of those who responded were Christian.
- Responses would suggest that satisfaction levels influence which individuals respond, suggesting that there are perceived barriers preventing others from doing so.

What are we doing as a result?

- Continue to strengthen links with communities particularly those where there is limited engagement.
- Utilise engagement opportunities across all departments to offer fire safety advice and audits. Identify perceived barriers to reporting to improve trust in responding regardless of outcome.
- Utilise new technology to increase "on scene" completion and return.



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 **13,661 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 **10,102**. These details are used to analyse the demographics of those receiving a HSC, which supports us to identify communities who may be at greater risk of fire, enabling us to develop initiatives to meet their needs.

During the reporting period a total of **2,025** responses were received with only one person being dissatisfied with the service received.

X Prevention

In 2022-23, our frontline staff delivered and/or participated in 862 community activities for the purposes of getting to know their local communities and offering safety advice. Activities included hosting station visits for local groups, providing safety advice on social media, doing demonstrations, and giving talks. Safety advice was given on fire, road and water safety, as well as dealing with problem parking, improving awareness of the work of the Fire and Rescue Service for recruitment purposes.

A breakdown of engagement undertaken is shown below:



Road Safety

The road safety department delivers a number of activities including the innovative Virtual Reality based Hazard Express and accompanying presentation predominantly aimed at car drivers. It also delivers motorcycle rider safety courses such as BikerDown alongside the Fire Bike. Sessions are delivered to the general public as well as target groups such as young offenders and learner drivers.

Activity Type	Number of Sessions
Hazard Express/Road Safety Presentation	192
BikerDown/Fire Bike	35
Multi Activities	7
Other Activities - Hazard Express Video	21
Total	255

Virtual Reality

Virtual reality is increasingly being used to deliver training for Firefighters such as in dealing with fires in tall buildings and fire investigation. This is delivered using our VR in a box technology. The use of virtual reality will be expanded into non-emergency work such as with educational and regulatory compliance work.



Activity Type	Number of Sessions
Virtual Reality Operational Training	16



Fire Cadets

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

We currently have two cadet units, with a third due to open shortly, each of which runs from a fire station and meets once a week, usually for two hours at a time. Fire Cadets provides young people with various life skills including team work, problem solving and communication.

Equality monitoring data is requested from those attending, however is not mandatory, resulting in a large number of cadets not disclosing personal data. To protect the identity of those who have disclosed their information, the information is not included in this report, however programme leaders use disclosed data to support ongoing commitment to ensure no community is disadvantaged and that the scope and reach of the programme remains available to all young people.

The established programme currently has a total of **24** cadets of which **10** are female and **14** are male. Data for the new unit will be included in next year's reporting.





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, **359 surveys were received**, with the majority of responses coming from those involved in domestic/individual incidents. 99.7% of respondents were satisfied with the overall service received.

Those responding to the survey included **316** following a domestic/ individual incident and **42** following a business related incident. Data shows that surveys continue to be completed by females (63%) more than males (37%).

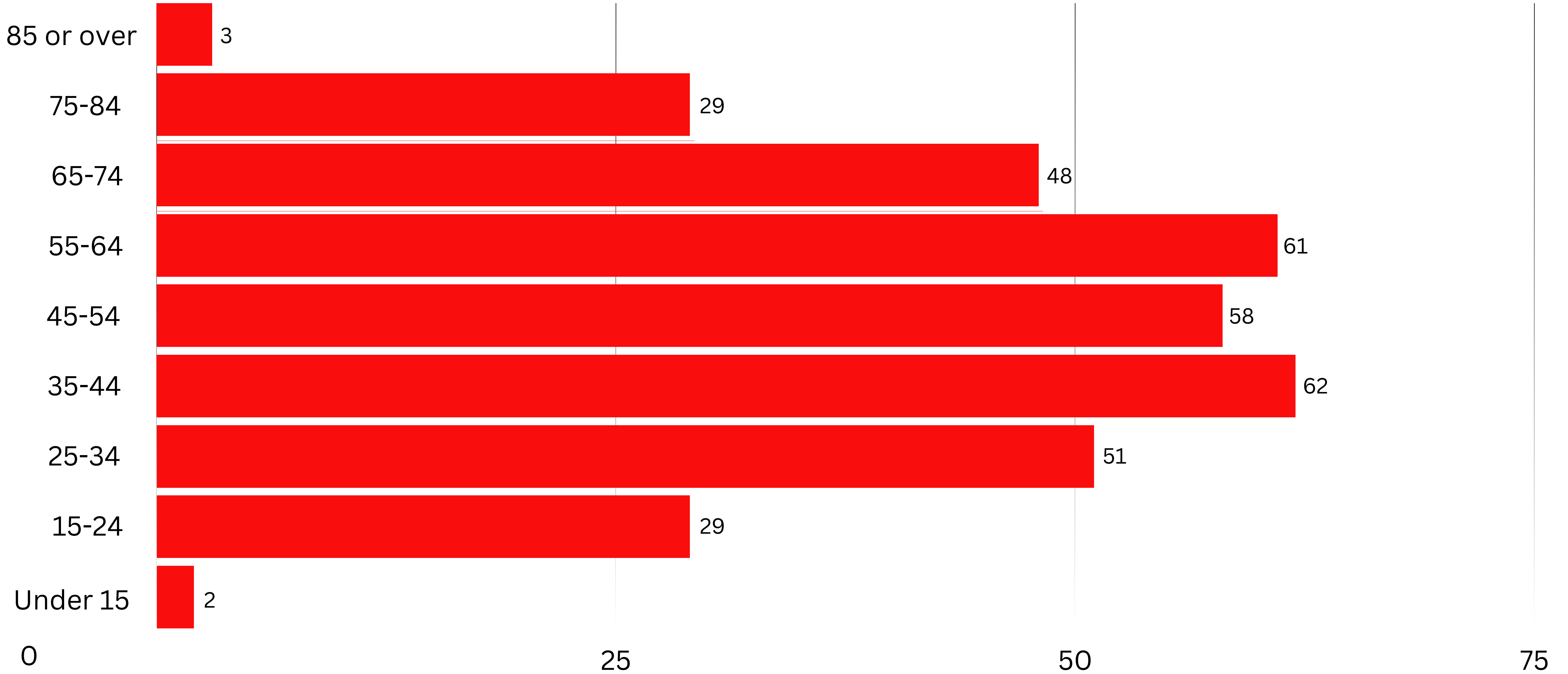
Survey question results have been reported based on those who provided a valid response i.e. removing the "don't know" options and no replies. Percentage totals may not add up to 100% due to rounding or multiple-choice questions.

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

After the Incident Survey



Age profile of respondents



Gender profile of respondents

Gender Identity	Total Number
Male	131
Female	226

Ethnicity profile of respondents

Ethnicity	Total Number
White British	309
Black/Black British	3
Asian/Asian British	5
Any Other White	5
Any Other Minority	0
Mixed/Dual Heritage	17
Not Stated	16

Disability profile of respondents

Disability	Total Number
Declared Disability	62
Declared Not Disabled	287

Sexual Orientation of respondents

Sexual Orientation	Total Number
Bisexual	5
Gay/Lesbian	4
Heterosexual	307
Use Another Term	1
Other	13

Religion or Belief profile of respondents

Religion or Belief	Total Number
Christian	161
Buddhist	0
Hindu	13
Muslim	23
Jewish	1
Sikh	7
Other	6
None	138

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, however many complainants contacting the Service chose not to disclose this information either at the time of making the report or when contacted on completion of any investigation by the Service.



Nature of complaints

During the reporting there were **36 complaints received**. The diverse range of complaints received are broken down into four main categories.

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.



What the data tells us?

- The limited returns available show that the majority of those of who provide their information are female.
- The limited returns available show that those over 46 years of age are more likely to disclose their age than those who are not.
- The limited returns available show that respondents are more likely to declare that they do not have a disability than for any other monitoring category.

What are we doing as a result?

- Look at ways of increasing awareness of the need for data to be provided by respondents.
- Use external complaints to develop awareness of the workforce as appropriate to reduce the number of complaints received and identify training needs or development for individuals involved.



Engagement

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

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.

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.





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



SAFER PEOPLE SAFER PLACES

PROFESSIONAL • POSITIVE • HONEST



Leicestershire Fire and Rescue Service

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

Tel 0116 2105555

Fax 0116 2271330

Email info@leics-fire.gov.uk

leics-fire.gov.uk

Follow @LeicsFireRescue



LEICESTERSHIRE
FIRE and RESCUE SERVICE

