



Annual Equalities Report

2018/19

LEICESTERSHIRE
FIRE and RESCUE SERVICE



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Introduction

The Combined Fire Authority (CFA) is pleased to share its Annual Equalities Report for 2018-19. The report provides an update on the progress of equality and diversity at Leicestershire Fire and Rescue Service (LFRS) over the year leading to March 2019.

The most significant piece of work undertaken during the relevant period has been the work to develop a new approach to how the Service is promoting Equality Diversity and Inclusion (EDI). There is now a new structure in place with two new bodies replacing the Equalities Forum.

The Strategic Equality, Diversity and Inclusion Board (SEDIB) will now offer the strategic direction and overview in relation to EDI while the Tactical Equality, Diversity and Inclusion Board (TEDIB) will take on the delivery elements of EDI at LFRS. TEDIB will be supported by the staff networks who represent staff and community interests based on some of the protected characteristics.

The Service has also seen significant improvements with its approach to community engagement activities. LFRS is now an equal partner with Leicestershire Police in working with communities through the Independent Advisory Groups (IAGs). There are five IAGs in place that LFRS is now facilitating and these represent community interests in the areas of disability, faith (and religion), race, sexual orientation and one for the older people.

The Service is also developing strong working relationships with new and emerging communities that are settling in Leicester, Leicestershire and Rutland. The Service is actively involved in supporting families who have been granted refugee status as a result of the Syrian conflict in the Middle East. The support extends to delivering Home Fire Safety Checks (HFSCs) and fire safety advice in the homes of all arriving families. The Service is also supporting families by providing safe spaces for meeting other Syrian families already settled in the area and also some spaces for English lessons.

Positive action has been another area of work that has delivered some positive outcomes in terms of recruiting a diverse workforce. The recruitment profile of the last two whole-time campaigns has delivered the most diverse intake of firefighters to date. This includes the first recruitment of women from a Black, Asian and Minority Ethnic (BAME) background. The only BAME woman to work for LFRS was a transferee from London.



Single Equality Scheme 2018-20

The CFA published a new 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 now HMICFRS inspection approach meant that the Equality Scheme will be revised and updated to reflect the changes.

The new Equality Scheme will be published in 2019.

Workforce Profile (March 2019)

The workforce stands at 700 (head count) which indicates a 3.7% reduction from 727 at 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. Leicestershire Fire and Rescue Service has not been actively recruiting in large parts of the Service for a number of years and therefore most of the data relates to the same members of staff. This is now starting to change with recent and planned recruitment campaigns for wholetime firefighting staff.

The following tables provide a detailed breakdown of the makeup of the workforce based on the protected characteristics. The operational staff category includes employees working on the wholetime duty system and those on the On-Call duty system.

At a glance

71.3%

the majority of employees are aged 36-55 years

4.9%

the declared disability profile across the workforce

5.4%

the profile of Black, Asian and Minority Ethnic (BAME) employees

15.7%

the distribution of female employees

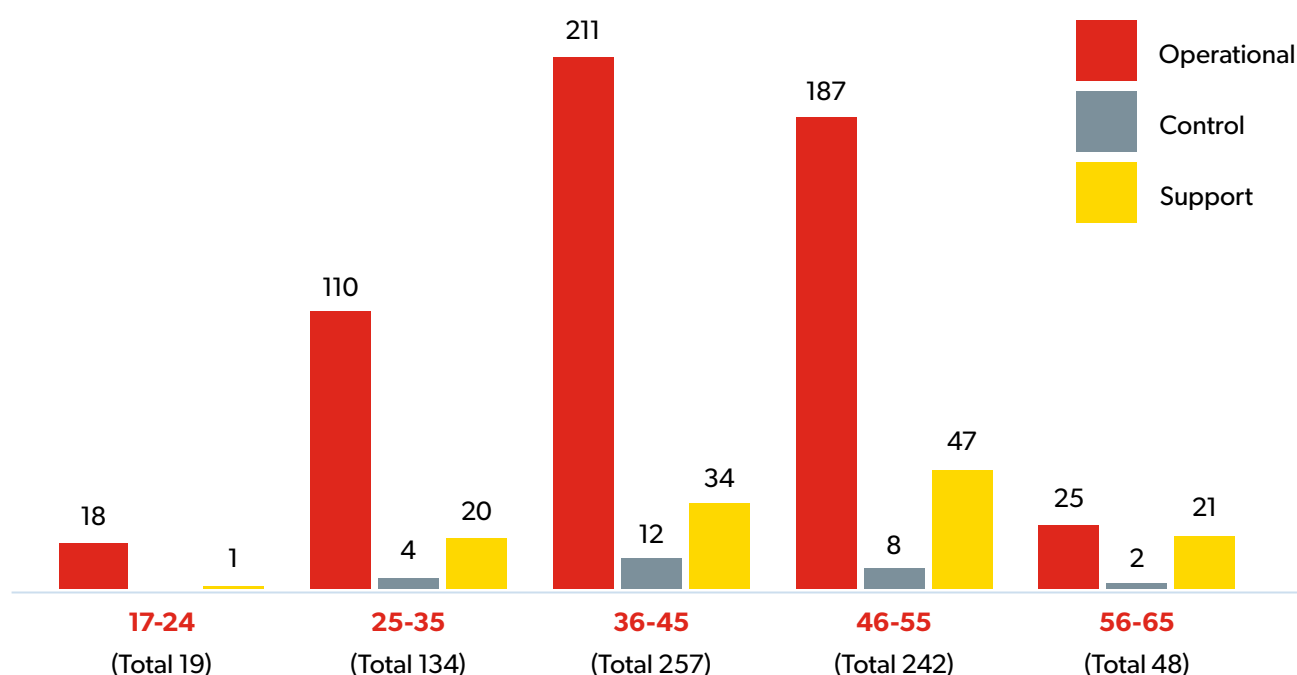
44.1%

Christianity is the largest religious grouping at LFRS

2.4%

of staff declared their sexual orientation as Lesbian, Gay, Bisexual or Transgender (LBGT)

Age profile of employees



The majority of the workforce is aged between 36 and 55 years. This group accounts for 71.3% and has remained largely static over the last four years. The lower end of the workforce (aged 17-35) also remains largely unchanged at 21.9% from 22.6% the previous year.

Disability profile of employees

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	18	407	126
Control	1	23	2
Support	15	86	22
Total	34	516	150

The disability profile across the workforce is 4.9% 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 dropped from 26.9% the previous year to 21.4% this year.

This is due to the good declaration rates for those joining the Service together with the number of staff leaving the Service, who have never stated the disability status.

Ethnicity profile of employees

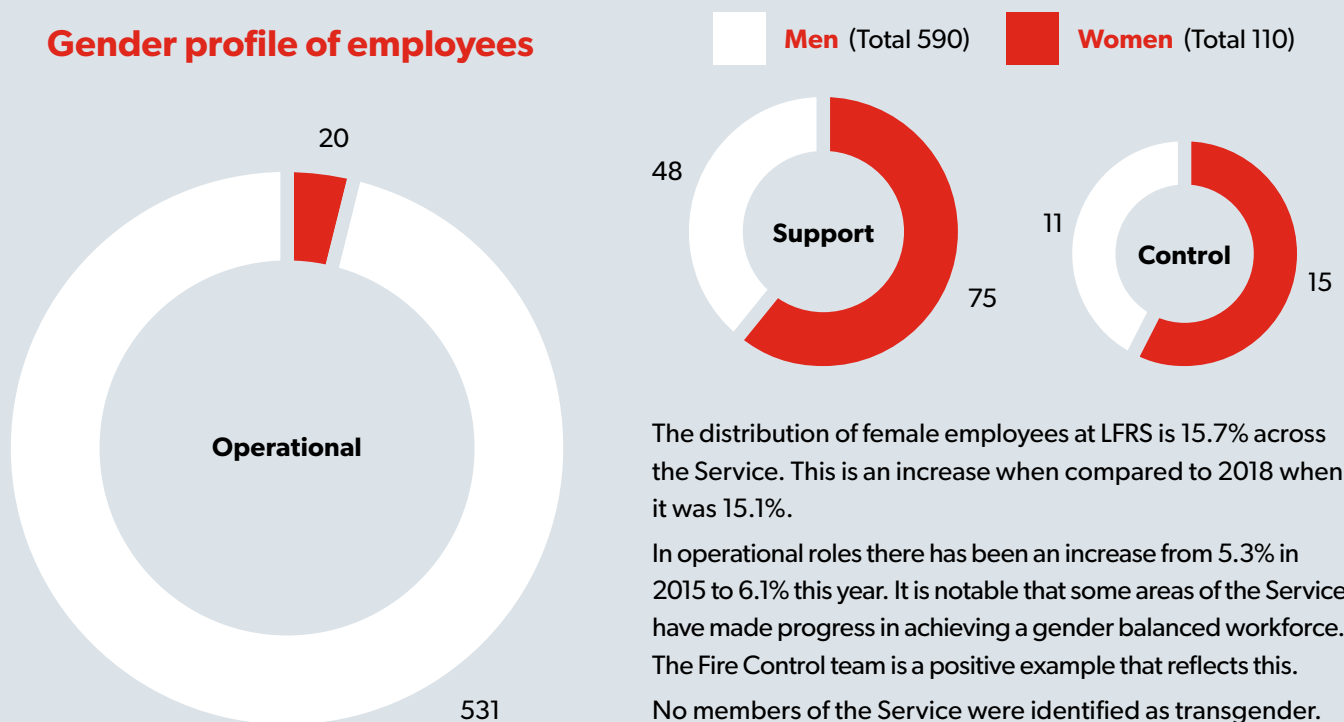
Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational	495	6	9	2	2	37
Control	20	2	0	2	0	2
Support	104	1	6	7	1	4
Total	619	9	15	11	3	43

The profile of BAME employees is 5.4% which shows no change from 2018. There has been limited wholetime recruitment in the Service and this has a significant impact on the BAME profile in the Service. This is further affected by the continued On-Call recruitment which is geographically based (meaning those areas may not meet the same diversity profile as all areas of the county). There is a large effort towards positive action now that we are recruiting, and we expect this to positively change.

The BAME workforce profile has reduced over the last four (2015 – 2019) from 6.3% to 5.4% across the workforce and from 5.3% to 3.4% for operational staff. The drop in BAME representation in the workforce has been affected by the number of BAME leavers and the continued impact of On-Call recruitment. On-Call recruitment mainly attracts British White males and this has a significant impact on the ethnic diversity of the workforce.

The declaration rate for ethnicity among staff is 93.9% which is extremely positive for the Service. However the Service aims to increase this to 100% declaration.

Gender profile of employees



The distribution of female employees at LFRS is 15.7% across the Service. This is an increase when compared to 2018 when it was 15.1%.

In operational roles there has been an increase from 5.3% in 2015 to 6.1% this year. It is notable that some areas of the Service have made progress in achieving a gender balanced workforce. The Fire Control team is a positive example that reflects this.

No members of the Service were identified as transgender.

Religion or Belief profile of employees

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	248	1	1	0	0	1	14	192	94
Control	10	0	0	0	0	1	2	8	5
Support	51	0	2	2	0	2	3	41	22
Total	309	1	3	2	0	4	25	241	121

Christianity is the largest religious grouping within LFRS at 44.1% and this is followed by staff with no religion at all 34.4%. The proportion of the other faiths, when combined, account for 5% 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 82.7% in 2019.

Sexual Orientation profile of employees

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	10	6	439	96
Control	0	0	20	6
Support	0	1	99	23
Total	10	7	558	125

The proportion of staff declaring their sexual orientation as LGBT across the workforce is 2.4%. In operational roles it stands at 2.9% and 0.8% in support staff roles.

In the last four years there has been a 100% increase in the proportion of staff declaring their sexual orientation as LGBT. In 2015 the proportion of LGBT staff was 1.2%. The Service has also seen significant gains over the same period in the proportion of staff declaring their sexual orientation. The declaration rates for sexual orientation stands at 81.1%. The success can be attributed to the positive work undertaken through specific equality initiatives to improve staff declaration rates.

Human Resources

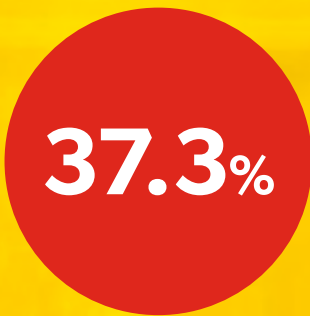
The Human Resource team (HR) performs a number of key functions throughout the year which have a significant impact on equality, diversity and inclusion. This section focuses on those functions and provides some analysis on the equality and diversity impact.

Recruitment

LFRS recruited 59 employees across different areas of the business. In the fire statistics return to the Home Office the number of total new recruits indicate that the Service recruited 50 new recruits instead of the 59 accounted for in this report. This is because the IRMP requirements do not take into account those individuals who are recruited into the Service but leave their employment within the same financial year (five). The IRMP requirements also excludes employees who are recruited on temporary contracts (four). However, for the purposes of equality monitoring it is important that everyone who has gained an opportunity at LFRS is accounted for and their relevant characteristics considered in any analysis.

The tables below represent the demographic data of all new recruits for the twelve months leading to 31 March 2019.

At a glance



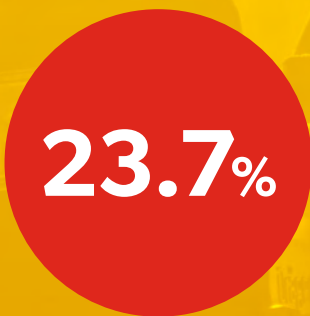
of new recruits were aged 36-45 years



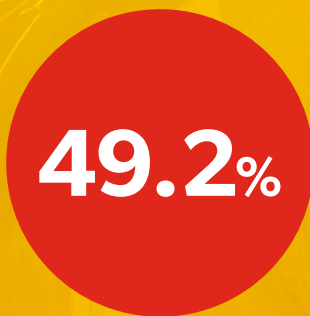
of new recruits that declared a disability



of new recruits that are BAME



of new recruits were female

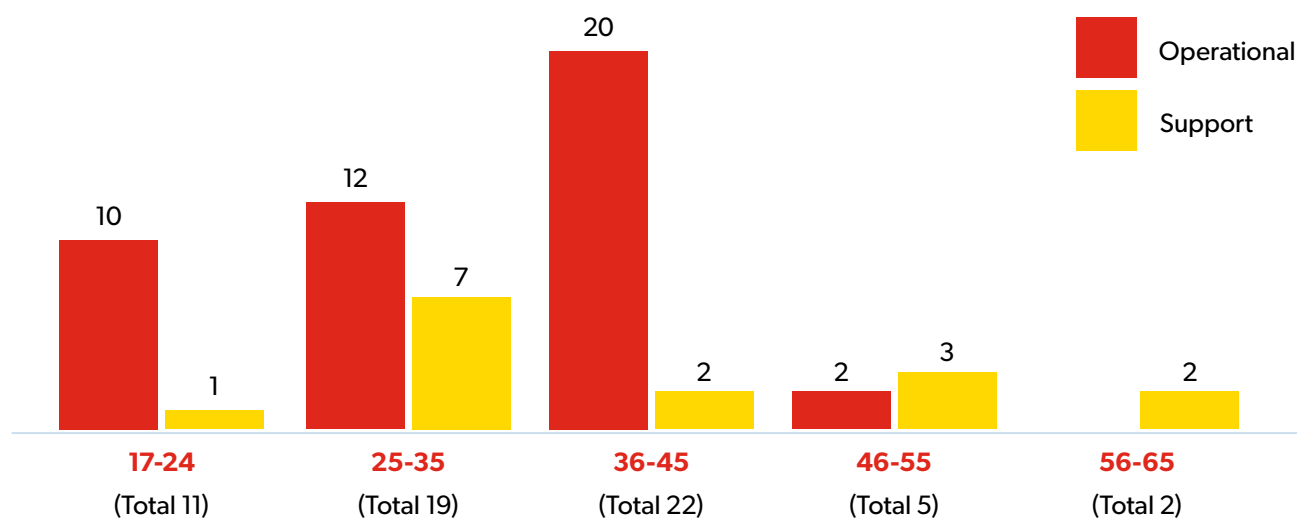


of new recruits that had no religious affiliation



of new recruits that declared their sexual orientation as LGBT

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 (69.5%) of those recruited were aged between 25-34 years. This has increased significantly when compared to the previous year when the same age group accounted for 37.9% of all new recruits.

There is also a steady increase in the number of younger recruits over the last two years. In 2017, there was only one new recruit aged between 17 and 24, in 2018 this rose to nine and this year it stands at eleven.

Disability profile of new recruits

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	2	35	7
Control	0	0	0
Support	2	12	1
Total	4	47	8

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 6.8% while those who did not declare their disability status was 13.6%. The proportion of people with disabilities joining the Service is consistent with the previous year while there is an increase in the proportion of recruits failing to declare their disability status (7.6% in the previous year).

Ethnicity profile of new recruits

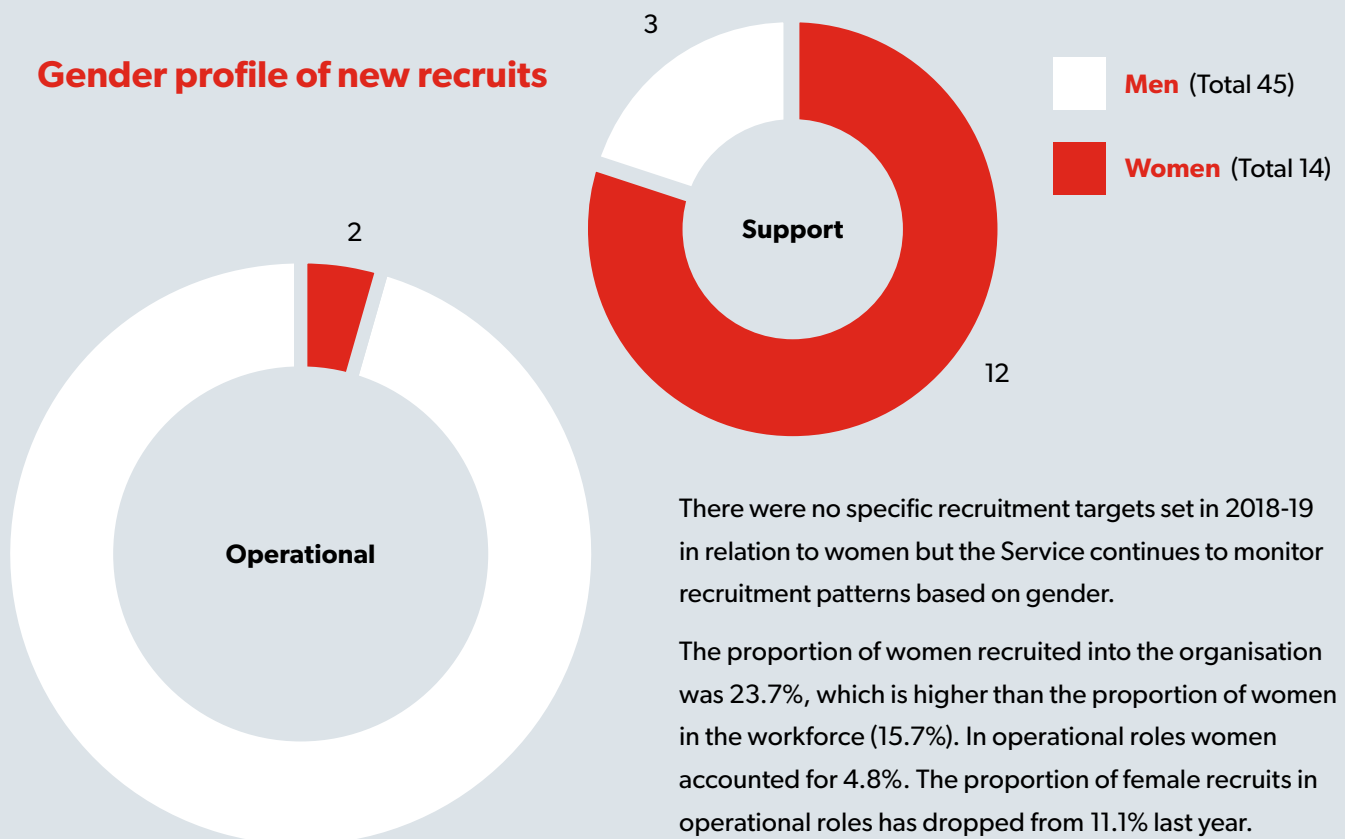
Staff Group	White British/ Irish	Mixed	Asian/Asian British	Not Stated
Operational	28	1	0	15
Control	0	0	0	0
Support	14	0	1	0
Total	42	1	1	15

There were no specific recruitment targets set in 2018-19 in relation to BAME recruits, but the Service continues to monitor recruitment patterns based on ethnicity.

Two people from a BAME background were recruited across the organisation and this accounts for 3.4% of all new recruits. The proportion of BAME recruits into operational roles was 2.3%. The proportion of new recruits who did not declare their ethnic background is 25.4%.

The BAME recruitment profile has been affected by the high level of recruitment activity for the On-Call duty system which accounted for 61% of all new recruits.

Gender profile of new recruits



There were no specific recruitment targets set in 2018-19 in relation to women but the Service continues to monitor recruitment patterns based on gender.

The proportion of women recruited into the organisation was 23.7%, which is higher than the proportion of women in the workforce (15.7%). In operational roles women accounted for 4.8%. The proportion of female recruits in operational roles has dropped from 11.1% last year.

Religion or Belief profile of new recruits

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	19	0	0	0	0	0	2	20	3
Control	0	0	0	0	0	0	0	0	0
Support	5	0	0	1	0	0	0	9	0
Total	24	0	0	1	0	0	2	29	3

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 49.1%. This is the first time we have seen a higher intake of any group other than those of a Christian faith (40.7% of new recruits). Outside of these two groupings (Christianity and those without a faith or religion), the combined religious profile of new recruits is 5.1% which is within the trends when compared to the previous year when this combined group accounted for 6.1%.

Sexual Orientation profile of new recruits

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	1	0	35	8
Control	0	0	0	0
Support	0	1	14	0
Total	1	1	49	8

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 LGBT profile of new recruits is 3.4% which is a drop when compared to the previous year when this stood at 6.1%.

Retention

Each year, LFRS monitors the profile of leavers based on six of the nine protected characteristics. In the year ending 31 March 2019, 100 employees ended their employment contracts with LFRS. 75 of those who ended their contracts were operational staff while 25 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



**of leavers were aged
25-35 and 36-45 years**



**of leavers that declared
a disability**



**of leavers that
were BAME**



of leavers were female

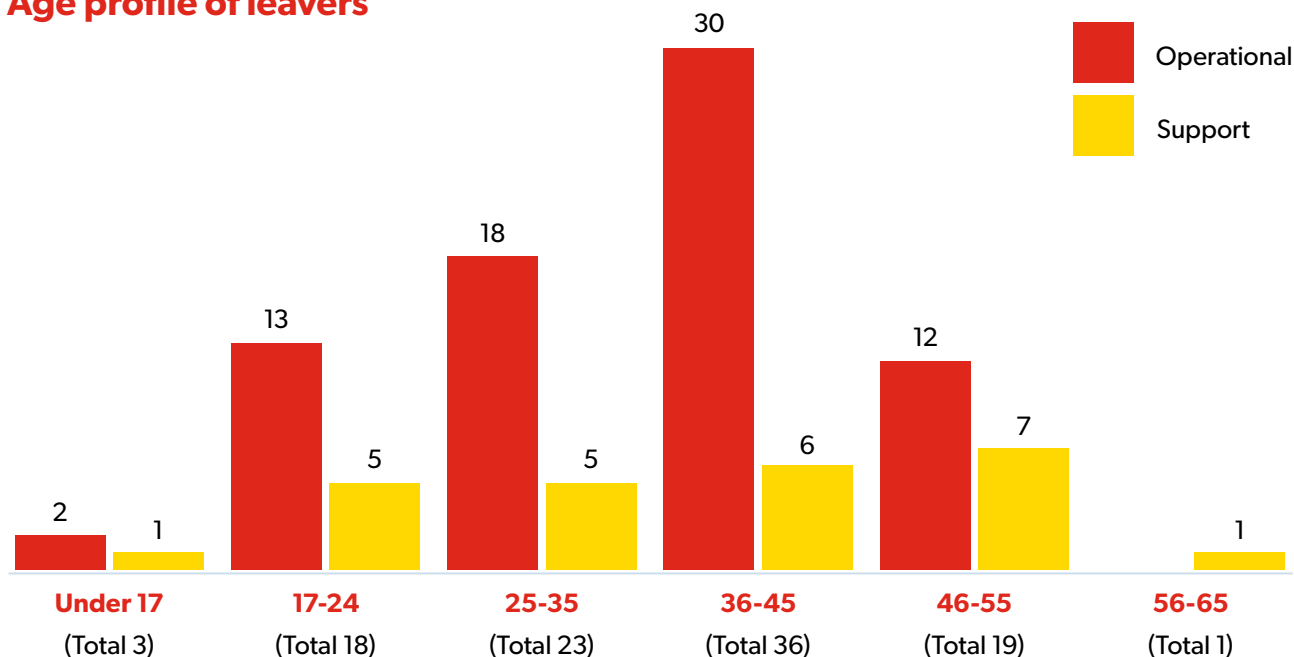


**of leavers were of
a Christian faith**



**of leavers declared their
sexual orientation as LGBT**

Age profile of leavers



The age breakdown of leavers is consistent with previous trends at LFRS.

The majority of leavers were in the age groups of 25-35, 36-45 and 46-55. These groups accounted for 78.3% of staff leaving the Service. The high numbers of leavers aged between 25 and 45 is consistent with previous years and 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.

Disability profile of leavers

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	1	54	20
Control	0	0	0
Support	3	19	3
Total	4	73	23

Four members of staff who left the Service in 2018-19 declared a disability. This represents 4% of leavers and this is lower than the previous year when leavers declaring a disability accounted for 6.7%.

The number of leavers declaring a disability is the same as the number of new recruits who declared having a disability. However due to the higher proportion of people without a disability recruited into the Service, there is a negative impact on the overall proportion of employees with a disability in the Service.

The proportion of employees who left the Service and have never declared their disability status accounted for 23%.

Ethnicity profile of leavers

Staff Group	White British/Irish	Any Other White	Chinese	Asian/Asian British	Black/Black British	Not Stated
Operational	65	2	0	3	1	4
Control	0	0	0	0	0	0
Support	20	0	1	1	0	3
Total	85	2	1	4	1	7

The highest ethnic group to have left the Service was the White British background, which accounted for 85% of staff who left the Service.

BAME who left the Service during the financial year accounted for 8% 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 also higher when compared to the previous year when it was 6.7%.

The proportion of leavers who have never stated their ethnicity is 7%.

Gender profile of leavers



The proportion of women who left the Service is 17% and this is similar to the proportion of women who left in the previous year (16.7%).

The proportion of female leavers in operational roles (including Fire Control) is 8% which is slightly higher when compared to the previous year (6.7%).

Overall, there is a positive impact in that the proportion of women joining the Service was higher when compared to those leaving. However the impact on the operational side is negative.

Religion or Belief profile of leavers

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	29	1	0	0	0	0	0	28	17
Control	0	0	0	0	0	0	0	0	0
Support	16	0	0	1	0	0	0	4	4
Total	45	1	0	1	0	0	0	32	21

The religion and belief profile of the workforce is largely made up of those from a Christian faith (44.1%) and those with no religion or belief (34.4%).

Christians accounted for 45% of leavers. This was followed by those with no religion who accounted for 32% while those who did not declare any religion or belief accounted for 21%.

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	2	2	55	16
Control	0	0	0	0
Support	0	1	20	4
Total	2	3	75	20

The proportion of LGBT staff in the workforce is 2.4%.

The proportion of staff leaving the service who declared their sexual orientation as LGBT was 5%. This will have a negative impact on the ambitions to diversify the workforce.

Promotion

The total number of promotions in the relevant period was 97. 55 of those were promoted on a temporary basis while the rest, 42, were substantive promotions. Please note that some of the temporary promotions may have subsequently resulted into substantive promotions within the same financial year and these are considered as separate in the analysis. 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 for the individuals concerned.

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 2018-19. The permanent promotions are indicated in brackets.

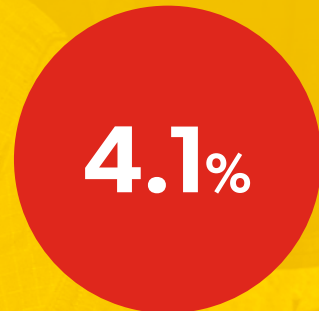
At a glance



of promoted staff were aged 36-45 years



of promoted staff that had declared a disability



of promoted staff were BAME



of promoted staff were female

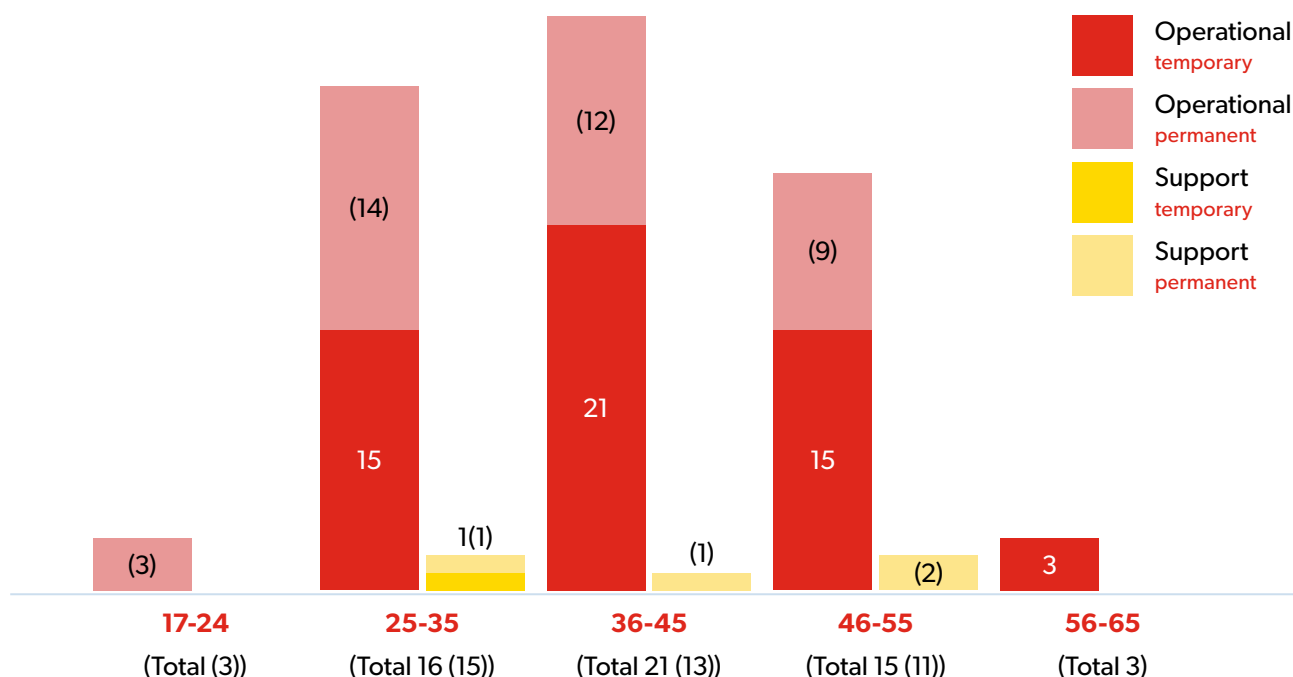


of promoted staff were of a Christian faith



of promoted staff that declared their sexual orientation as LGBT

Age profile of promoted staff



The age profile of staff promotions is consistent with previous trends with the exception of the three individuals who were promoted while aged between 17 and 24 years of age.

Disability profile of promoted staff

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	(1)	1 (31)	11 (6)
Control	0	0	0
Support	(1)	43 (2)	(1)
Total	(2)	44 (33)	11 (7)

The proportion of staff declaring a disability and being promoted is 2.1% 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 2% which is also lower when compared to the disability profile of the operational workforce (3%). In support roles, the proportion of those promoted and declaring a disability is 2.1% which is significantly lower than the support staff disability profile (12%).

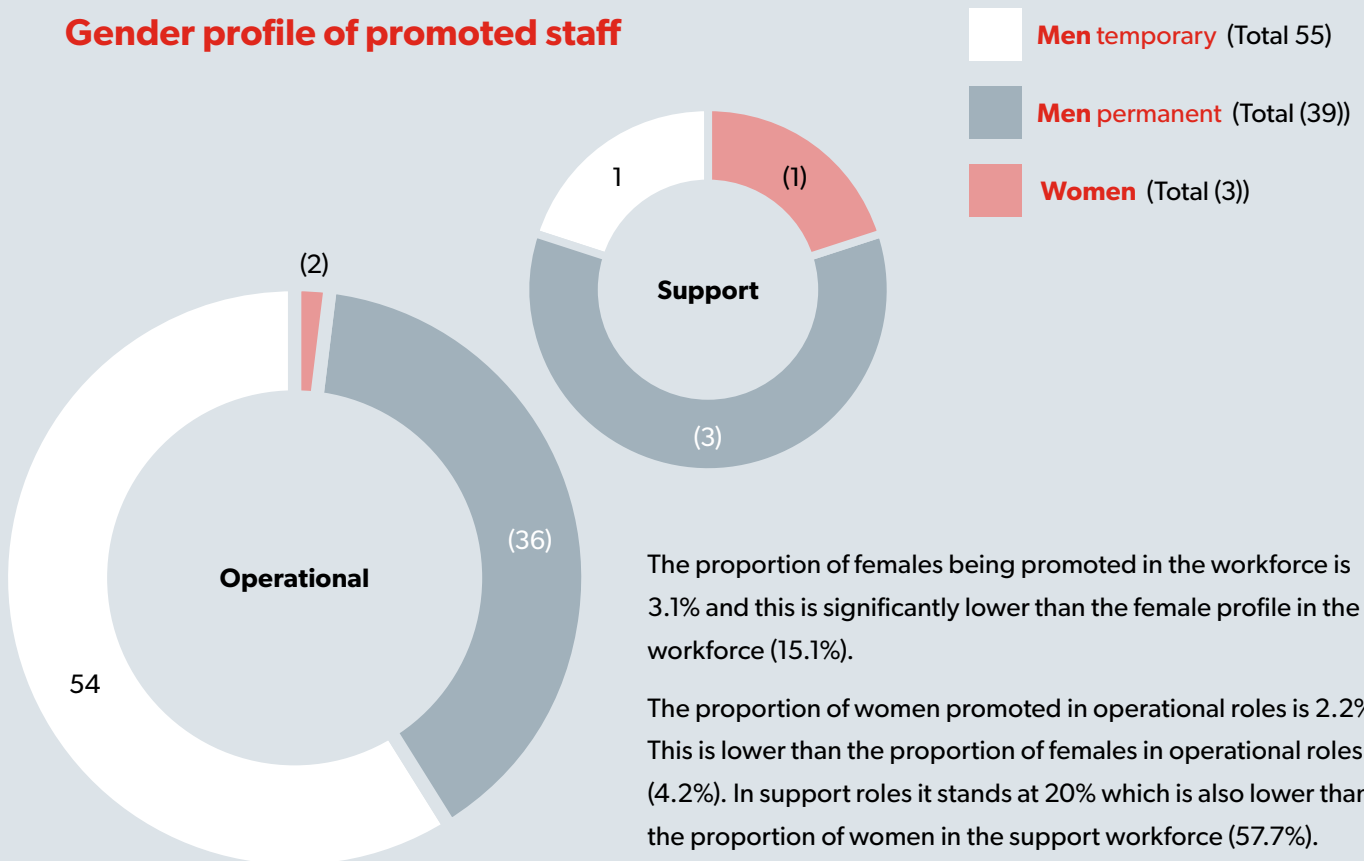
Ethnicity profile of promoted staff

Staff Group	White British/Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
Operational	50 (35)	1	(1)	0	(1)	3 (1)
Control	0	0	0	0	0	0
Support	(4)	0	1	0	0	0
Total	50 (39)	1	1 (1)	0	(1)	3 (1)

The proportion of BAME employees to be promoted in the relevant period is 4.1% of all promotions. This is slightly lower than the workforce representation (5.4%).

The BAME promotion profile in operational roles is 3.3% which is slightly lower than the proportion of BAME staff in the operational roles (4%) while in support roles the BAME promotion stands at 20% which is significantly higher than the proportion of BAME staff (12%).

Gender profile of promoted staff



Religion or Belief profile of promoted staff

Staff Group	Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	None	Not Stated
Operational	32 (21)	(1)	0	0	0	0	(2)	14 (10)	8 (4)
Control	0	0	0	0	0	0	0	0	0
Support	0	0	0	0	0	0	0	1 (2)	(2)
Total	32 (21)	(1)	0	0	0	0	(2)	15 (12)	8 (6)

The profile of those promoted and of a Christian faith is 54%, which is higher than that of the workforce at 44.1%. The promotion profile for those with no faith or religion is 27.8% compared to 34.4% in the workforce. The combined promotion profile of other faiths stands at 3.1% compared to 3.3% in the overall workforce.

The majority (57.6%) of those promoted in operational roles are of Christian faith and this is significantly higher than the Christian profile in the operational workforce. The combined other faiths in operational roles is 3.3% which is similar to that of the workforce (3%). The majority (60%) of those promoted within the support staff workforce have no faith or religion while the rest (40%) have not declared their religious or faith status.

Sexual Orientation profile of promoted staff

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Not stated
Operational	0	(1)	54 (31)	5 (6)
Control	0	0	0	0
Support	0	0	1 (2)	(2)
Total	0	(1)	55 (33)	5 (8)

The proportion of staff promoted and declaring their sexual orientation as LGBT stands at 1% and is lower than the workforce representation which stands at 2.6%.

The proportion of LGBT staff promoted in operational roles is 1.1% and this is lower than that of the operational workforce which stands at 2.9%. All promoted support staff declared their sexual orientation as heterosexual.

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 2018 -19, there were no formal cases of bullying and harassment or grievance that were investigated by the Service.

The table below provides a detailed breakdown of the 24 disciplinary cases that the Service dealt with in the same period.

Age profile of disciplined staff

17-24	25-35	36-45	46-55	56-65
0	3	9	10	2

The age proportion of those disciplined largely reflects the age profile of the workforce.

Disability profile of disciplined staff

Declared Disability	Declared Not Disabled	Not Stated
2	14	8

The proportion of those disciplined and declaring a disability is 8.3% while the proportion of people with disabilities in the workforce is 4.9%.

Gender profile of disciplined staff

Men	Women
22	2

The proportion of women disciplined is 8.3% and the proportion of women across the workforce is 15.7%.

Ethnicity profile of disciplined staff

White British/ Irish	Any Other White	Mixed	Asian/Asian British	Black/Black British	Not Stated
19	2	1	2	0	0

The proportion of BAME staff to be disciplined is 16.7% while the proportion of BAME staff across the workforce is 5.4%

Religion or Belief profile of disciplined staff

Christian	Buddhist	Hindu	Muslim	Jewish	Sikh	Other	Prefer not to say	Not Stated
9	0	1	1	0	0	1	5	4

The proportion of staff from a Christian faith to be disciplined was 37.5% compared to 44.1% in the workforce. Those with no religion or faith who were disciplined account for 12.5% compared to 34.4% in the workforce while the combined faith groups who were disciplined account for 12.5% compared to 5% in the workforce.

Sexual Orientation profile of disciplined staff

Bisexual	Gay/Lesbian	Heterosexual	Prefer not to say	Not Stated
0	0	18	4	2

There were no LGBT members of staff disciplined during the relevant period.

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 woman 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. For LFRS, this can be found here: [Gender Pay Gap](#)

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 ED within its workforce.

The following table shows the number of staff who attended EDI related training for the financial year 2018-19.

Staff Group	Equality and Diversity Induction Training	Equality and Diversity Refresher Training	Bullying and Harassment Training	Equality Impact Assessment	Multi-faith Awareness Workshop	Unconscious Bias	e-Learning Equality and Diversity Training
Numbers Attending	9	28	30	5	0	6	0
Satisfaction Rates	95%	87%	93%	78%	0	88%	0

The Service also received training from the Gypsy and Traveller Equality (GATE) Project in order to raise awareness among middle and senior managers, about the culture and lifestyle of the local Gypsy, Roma Traveller communities. There was no specific gathering of data to inform the number and satisfaction rates of those who attended the awareness sessions.

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 2018-2019 was 571. 337 of these were programmed inspections.

Fire Protection Enforcement Data for 1st April 2018 - 31 March 2019

Programmed Inspections	Total Number
No of Programmed Fire Safety Inspections	337
Ad Hoc and Follow up Inspections	234
Enforcement activities	
Deficiency Notice	108
Action Plans Issued	98
Enforcement Notices	34
Prohibition Notices	20

The Fire Protection team has set up a system to monitor satisfaction levels against its programmed inspections and this is the second 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, 39 responses were returned through the survey. This represents a return of 11.6% of all programmed fire safety inspections. This is a significant drop when compared 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 45-54 (30.8%) and the 55-64 (43.6%) age categories. This represents a change from the previous year when those most affected by fire protection audits were aged between 35-44 (30.9%) and 45-54 (39.5%).

When asked "overall how satisfied were you with the service received" from the Fire Protection team, 79.5% (31) indicated to be "very satisfied". A further 15.4% (6) indicated to be "satisfied" with the service. One responded was "dissatisfied" with the service and this accounted for 2.3%. One responded did not provide a response to this question.

Age Group	Total Number	Ethnicity	Total Number
Not submitted	1	Any other background	1
15 – 24	1	White British	29
25 – 34	2	Mixed	1
35 – 44	5	Black Caribbean/Africa	1
45 – 54	12	Asian/British Indian	4
55 - 64	17	Chinese	1
65+	1	Not submitted	2
Grand Total	39	Grand Total	39

In terms of ethnicity, the majority of respondents to the fire safety audit survey were people from a White British background. This group accounted for 74.4% of all respondents. People from an Asian or British Asian background were the next highest responding group with 10.3% responses. The combined BAME responses accounted for 20.5% of those responding.

When asked "overall how satisfied were you with the service received" from the Fire Protection team all BAME respondents were either satisfied (12.5%) or very satisfied (87.5%). The respondents that were of White British background and responded as only "satisfied" accounted for 17.2% while those that were "very satisfied" accounted for 75.9%. One respondent (3.4%) did not provide a response to the question and another respondent was dissatisfied.

Gender Identity and Religion or Belief

Women accounted for 51.3% of all respondents to the fire safety audit satisfaction survey while men accounted for 46.1%. One (3.4%) person did not provide their gender in their survey response.

When asked, “**overall how satisfied were you with the service received**” from the Fire Protection team 80% (16) of female respondents indicated to be “very satisfied” compared to 77.8% of men. 15% of women indicated that they were “satisfied” with the Fire Protection service compared to 16.7% of the men responding. One (5%) female did not respond to the satisfaction question.

Gender Identity	Total Number
Prefer not to say	0
Female	20
Male	18
Transgender	0
Not submitted	1
Grand Total	39

Religion or Belief	Total Number
Prefer not to say	0
Christian	18
Hindu	3
Muslim	0
No religion or belief	9
Not submitted	8
Grand Total	39



In terms of religion and faith, the majority of respondents were of Christian faith at 46.1% followed by those without any faith or religion who accounted for 23.1%. People of Hindu faith accounted for 7.7% of respondents while those who did not submit information on their faith or religion accounted for 20.5% of the respondents.

When asked “**overall how satisfied were with the service received**” from the Fire Protection team all those of Christian faith were either satisfied (22.2%) or very satisfied (77.8%). Those of Hindu faith were either satisfied (33.3%) or very satisfied (66.7%). Those who identified themselves as having “no faith” were either dissatisfied (11.1%) or very satisfied (88.9%).

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.

There are four classifications of satisfaction levels (very satisfied, fairly satisfied, neither satisfied nor dissatisfied and dissatisfied). 252 households responded to the After the Incident Survey from a total of 1355 sent out to households where LFRS attended a domestic incident in the financial year 2018-19. This provides a response rate of 18.6%. From the 252 responses, 242 were considered as valid responses and these have been used in the analysis where applicable because not all respondents provided equality monitoring information all the characteristics.

The overall satisfaction levels remain high at 98% when taking into account those respondents who indicated they were “very satisfied” and “fairly satisfied” when responding to the following question:

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

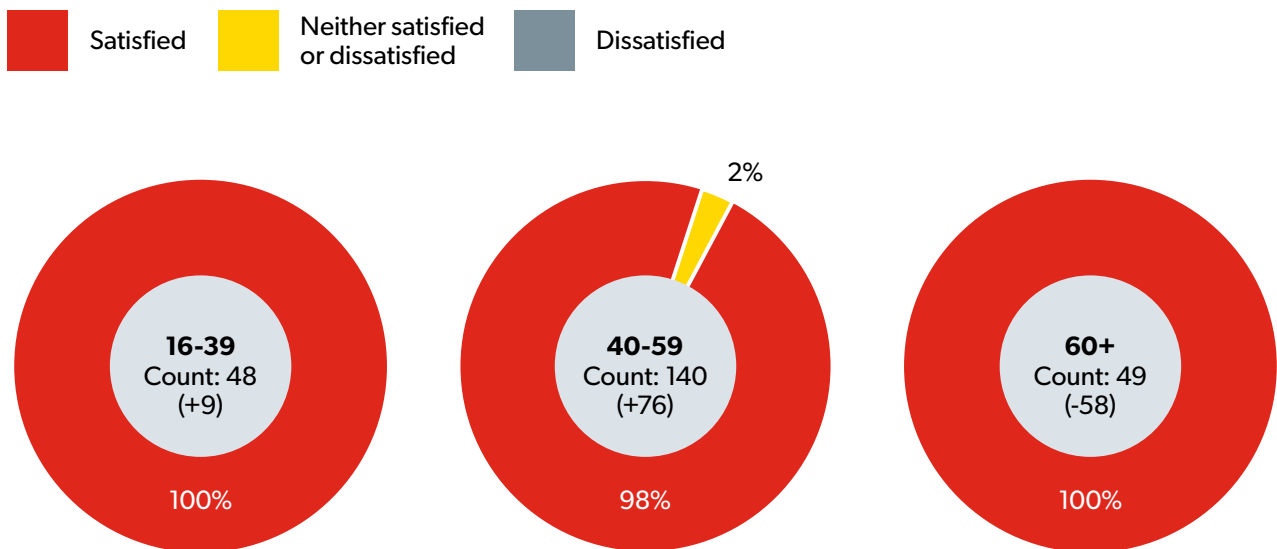
The following tables provide a detailed breakdown of satisfaction levels by protected characteristics where this information was collected.

Age profile of After the Incident Survey respondents

242 (96%) of respondents provided their age information in the equality monitoring section. 10 (4%) of the respondents did not provide this information and when asked.

Satisfaction level

The satisfaction levels are based on the 237 responses that provided both their age together with their satisfaction levels. Five respondents did not answer the satisfaction question despite providing their age. The figure in brackets indicate the difference in the number of respondents when compared to the previous year.



The analysis indicates that the majority (99.3%) of respondents across all age groups were satisfied with the service provided by LFRS.

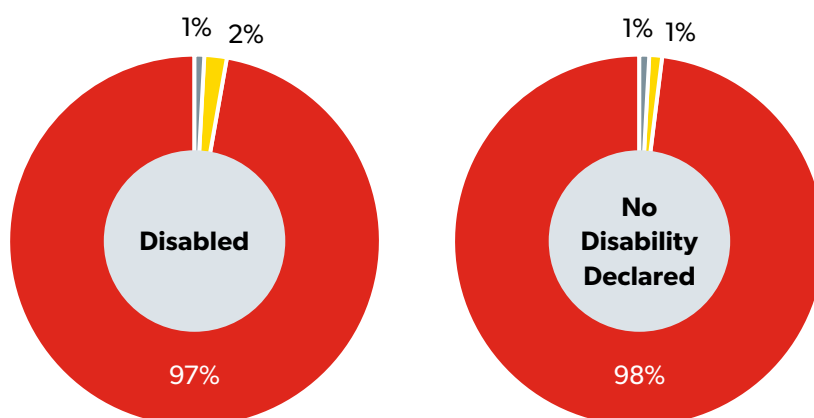
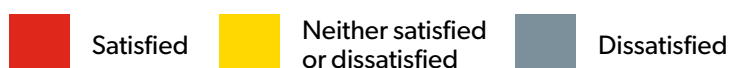
Disability profile of After the Incident Survey respondents

Declared Disability	Declared NOT Disabled	Not Stated
96	132	14

228 respondents (from the 242 valid responses) provided information on their disability status and also their satisfaction levels. Four individuals provided information about their disability status but did not answer the satisfaction question. 96 (42.1%) of those to declare their status indicated to have a longstanding illness or a disability.

Satisfaction level

The satisfaction levels are based on the disability status of the 228 respondents (who provided all the relevant information).



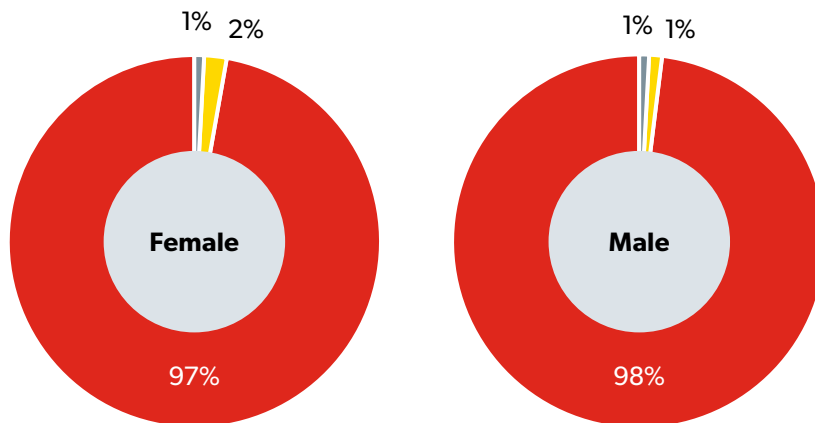
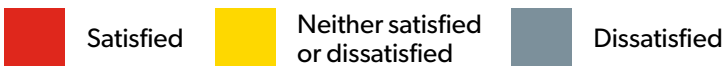
There is not much difference in the satisfaction levels between those with a long term illness or disability and those without.

Gender profile of After the Incident Survey respondents

Female	Male	Not Stated
153 (+18)	75 (+11)	3 (-1)

239 of the 242 (valid responses) respondents provided information on their gender as well as their satisfaction levels after receiving a LFRS service. 86 (36%) of those were men and 153 (64%) were women. This is consistent with responses from the previous years.

Satisfaction level



The information indicates that the satisfaction levels remain high for both male and female.

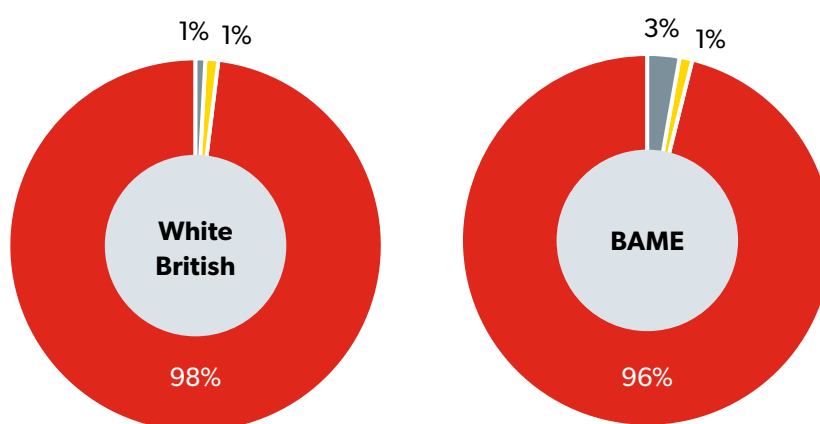
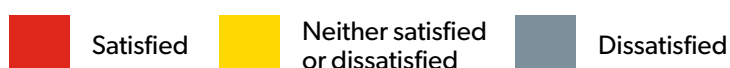
Ethnicity profile of After the Incident Survey respondents

White British	BAME	Not Stated
209 (+25)	29 (+3)	4

238 of the 242 (valid responses) respondents provided information on their ethnicity together with their satisfaction levels while four individuals provided their ethnic background but did not declare their satisfaction levels. 12.2% (29) of those who provided all the relevant details, indicated to be from a BAME background and this is consistent when compared to the previous year.

Satisfaction level

The overall “satisfied” rates were the same between BAME and White British respondents.



There is a significant difference between the satisfaction rates of White British and those of a BAME background when the “satisfied” category is broken down into those that were “very satisfied” and those that were “fairly satisfied”. The proportion of people from a White British background that indicated to be “very satisfied” was 97% compared to 86% of people from a BAME background. And only 1% of people from a White British background indicated to be “fairly satisfied” while 10% of those from a BAME background were in this category.

Home Fire Safety Checks (HFSCs)

LFRS undertakes Home Fire Safety Checks (HFSCs) for households that are identified as potentially vulnerable to the harmful effects of fire. The Service together with its partners undertook a total of 6746 HFSCs across Leicester, Leicestershire and Rutland in the financial year 2018 - 19.

Equality monitoring data was not available at the time of publishing the equalities annual report.



External Complaints

This is the second 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 28 complaints during the financial year ending 31 March 2019. 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	4
Recruitment	1
Staff Behaviour	14
Damage to Property	4
Other	5

The majority of complaints received relate to staff behaviours 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 both equality monitoring and satisfaction levels from seven (25%) 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. A further two complainants were not asked for their equality monitoring information and this was based on our staff making a judgement based on the issues and mood of the complainant. This means that 67.9% of those raising a general complaint with LFRS are happy to provide their personal information relating to equality monitoring.

There were only four individuals that informed the Service that they were not satisfied with the outcome of their complaint and represents 19% of the 21 individuals that the Service managed to contact in order to measure satisfaction levels following an complaint.

Age and Disability

There is a spread within the age range of people making a complaint with the majority (21.4%) falling within the 46-55 age group. In terms of satisfaction two people (7.1%) were dissatisfied with the way LFRS dealt with their complaints. One of the two individuals was aged 52 and there is no age recorded for the other individual. Two other individuals (7.1%) indicated that they were neither satisfied nor dissatisfied with the outcome of their complaints. The two individuals were aged 41 and 54.

Age Group	Total Number
Prefer not to say	1
Under 17	0
18 – 24	0
25 – 35	3
36 – 45	4
46 – 55	6
56 – 65	4
66 – 75	2
Not collected	8
Grand Total	28

Ethnicity	Total Number
Prefer not to say	0
No	14
Yes	5
Not collected	9
Grand Total	28

The proportion of people with a disability making a complaint is 17.9% (five) and of those only one person (20%) indicated that they were neither satisfied nor dissatisfied with the way LFRS dealt with their complaint. The other 80% of complainants with a disability were satisfied with the outcomes.

Gender Identity and Sexual Orientation

The majority of those making a complaint were men who accounted for 46.4% of all complaints received.

In terms of satisfaction levels, only one of the women (12.5%) indicated to be neither satisfied nor dissatisfied with the way LFRS dealt with their complaint. Three (23.1%) of the men indicated to be either dissatisfied (one) or being neither satisfied nor dissatisfied (two).

Gender Identity	Total Number
Prefer not to say	0
Female	8
Male	13
Transgender	0
Not submitted	7
Grand Total	28

Gender Identity	Total Number
Prefer not to say	1
Bisexual / Gay	0
Other	2
Heterosexual	16
Not collected	9
Grand Total	28

There were no complainants declaring their sexual orientation as LGBT+.

However two (7.1%) declared their sexual orientation as "other". In terms of satisfaction levels, those that were either dissatisfied (one) or neither satisfied nor dissatisfied (three) declared their sexual orientation to be either heterosexual (two) or "other" (one) and the fourth did not declare their sexual orientation.

Ethnicity and Religion or Belief

The majority (60.7%) of people raising a complaint the relevant period declared their ethnicity as White British/Irish. Only two individuals (7.1%) declared their ethnicity to be of a Black, Asian or Minority Ethnic (BAME) background. In terms of satisfaction levels, the two individuals who were neither satisfied nor dissatisfied identified themselves as White British/Irish. One of the two that were dissatisfied also identified themselves as White British/Irish while the other did not declare their ethnic background.

Ethnicity	Total Number
White British/Irish	17
White other	1
Black other	1
Not collected	9
Grand Total	28

Religion or Belief	Total Number
Christian	10
Muslim	1
No religion	8
Not collected	9
Grand Total	28

The majority (35.7%) of those raising a complaint with the Service were people of a Christian faith and this was followed by those without a faith or religion who accounted for 28.6%. The proportion of those whose faith or religion was not collected is high at 32.1% of those raising a complaint.

In terms of satisfaction levels, the two individuals who were neither satisfied nor dissatisfied do not have a faith or religion and the same applies to one of the two individuals who were dissatisfied with the outcome of their complaints. Those with "no faith or religion" represent 75% of those who were not satisfied with the way LFRS dealt with their complaints. The faith or religion information was not collected for the fourth individual.

Community Engagement

The Service engages with the public in a number of ways which include HFSCs, community based events, outreach activities, fire protection inspections, youth engagement activities as well as those service users who call upon the emergency response services.

The Service has committed to improving how it monitors its engagement profile in the community and mainly events that are either organised by LFRS, or those that LFRS staff attend for the purpose of educating communities across areas of fire and road safety. Currently the Service is reviewing the processes and methods of collecting information (including equality monitoring information) and will inform future reporting.

Publication

The Equalities Annual Report will be published on the Service's external website at:
leics-fire.gov.uk

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

The Equality Scheme and Equalities Annual Report will be made available in other languages, large print, Braille, audio, etc. on request.

Please contact our Equality and Diversity Advisor, using the details below, if you require information about this Equalities Annual Report in an alternative format

Compliments and Complaints

For information regarding the 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 5550
Email: info@leics-fire.gov.uk





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