



# Annual Equality Data Report

January 2013

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## **Appendix - Equality Action Plan Update 2013**

## Introduction

Our Equality Data Report provides equality data and information about our employees and the people who we provide a service to in Tyne and Wear. Findings enable us to identify equality priorities and development areas, which in turn inform our equality objectives.

This report helps us to ensure we meet the Public Sector Equality Duty which came into force on 1<sup>st</sup> April 2011, requiring us to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity for people with protected characteristics; and
- foster good relations between people who have a protected characteristic and those who do not.

Data and information has been collated for the period 1 January to 31 December 2012 and comparisons have been made to 2011.

It is important to note that during 2012 we experienced a significant period of change following a review of our back office functions. This resulted in an organisational restructure and a reduced workforce, with affected employees being redeployed without the need for any redundancies. We achieved this due to maintaining a recruitment freeze for a number of months to protect current employees.

This is an interim publication as we would like to provide the opportunity for feedback on the content of this report prior to incorporating it into our Equality Strategy.

Please feedback your comments to Equality Advisor Rachel Beadle on 0191 444 1626 or email [rachel.beadle@twfire.gov.uk](mailto:rachel.beadle@twfire.gov.uk) by **Friday 15 February 2013**. Please also contact Rachel should you require our report in a different format or language.

## Improving our equality data and information

In 2011 we identified that we had some data gaps and in response we have taken a number of steps to improve our internal and external equality data and information.

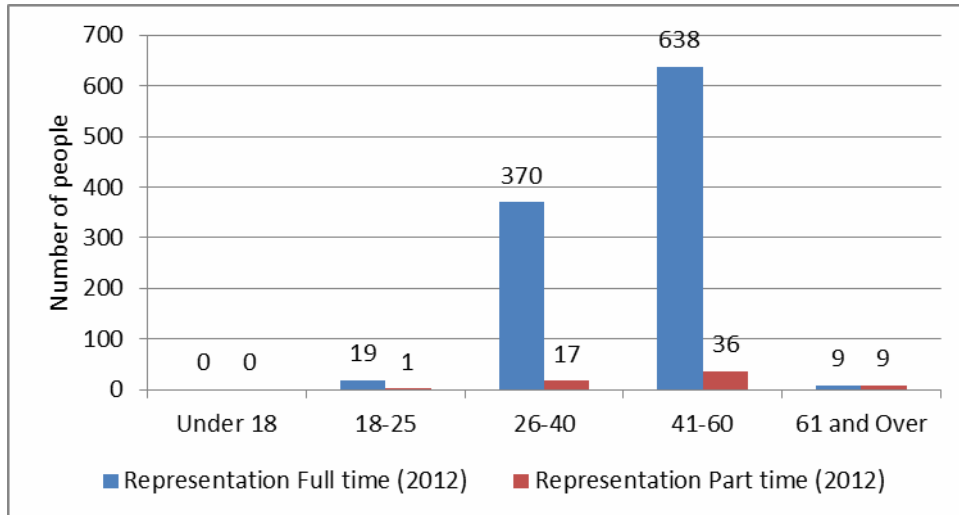
Following consultation with staff we developed a new electronic personal data update system, revised our monitoring questions and provided more detailed information about why we monitor, including a new 'Why Monitor?' leaflet. This greatly improved our 2012 census and enhanced our internal equality data.

We also reviewed our Fire Safety survey through a staff focus group and as a result we have improved our external equality data, enhancing our understanding of the people who we provide fire safety advice and guidance to.

## Workforce Data

Staff profile broken down by protected characteristic:

### Age



### What does this data tell us?

The majority of staff (61%) are within the 41-60 age range; this is a slight increase compared to 58% reported in the previous year. There has also been an increase in part-time workers over the age of 61 in 2012.

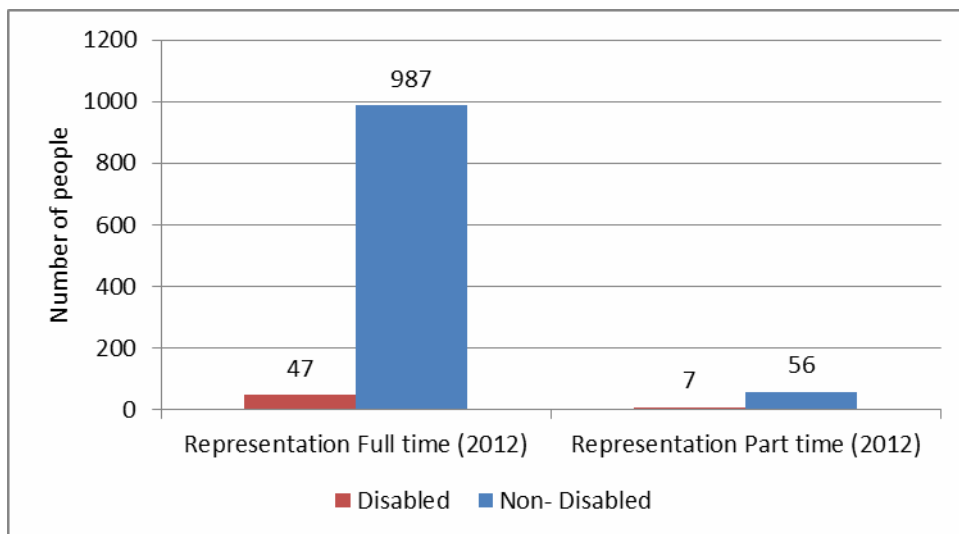
### What are we doing or going to do as a result?

Our Occupational Health team are proactive in promoting health and wellbeing for employees of all ages through various campaigns and initiatives and we would encourage employees to stay in our employment should they wish to beyond retirement age as we value their skills and experience in the workplace. This is reflected in the increase in older workers who have chosen to remain in employment, taking up part-time posts.

There are no employees under the age of 18 which is largely due to the nature of the role of fire-fighter and legislative requirements associated with recruitment. We do engage with a number of younger people throughout the year to promote ourselves as an employer of choice for example through our Young Fire-fighters Association and by regularly delivering seminars on the Higher National Certificate in Public Services programme at local educational establishments. It is positive to note that both avenues have led to individuals becoming employees of our Service.

In 2012 we plan to run an internal communications campaign to raise awareness of the more recent protected characteristics under the Public Sector Equality Duty. We decided to include 'age' to raise the profile of this protected characteristic given the recent extension to eliminate age discrimination in service provision.

## Disability



### Types of Disability

Our enhanced employee census has provided us with a greater understanding of the different types of disabilities of our employees. This is broken into the following categories:

Type of Disability	% of Employees
Physical	59%
Learning	15%
Mental health	9%
Disability (not specified)	17%

### What does this data tell us?

5% of our full time workers and 11% of our part time workers have declared themselves to have a disability. This is a higher proportion than the 4% reported for both categories in 2011. The majority of our disabled employees have declared a physical disability.

### What are we doing or going to do as a result?

The increase in the number of employees who have declared a disability is very positive. Our performance is higher than the national average for the Fire and Rescue Service in England, where less than 1.5% of staff declared a disability. (Communities and Local Government Fire and Rescue Service Equality and Diversity Report 2009).

We believe this is due to improved questions in our 2012 employee census and on-going awareness raising carried out by our Employee Advisory Group for Disability (EAGD).

Our Disability Awareness Campaign was recognised as excellent practice by the Chartered Institute for Personnel and Development who awarded us the Diversity and Inclusion in the Workplace Award in 2012. We were also entered in the Equality North East Awards 2012 Outstanding Practice category by the judges, further recognising the success of our campaign.

The EAGD are continuing their work around promoting disability inclusion; members are currently carrying out a service-wide accessibility audit which is due to be completed in 2013. This will ensure the buildings across our estate are fully accessible enabling us to improve our engagement with the disabled community.

We also continue to demonstrate our commitment to disability by holding the Two Ticks Disability Symbol since 2006.

We are able to review the support mechanisms and assistance that we currently provide to ensure we are meeting the needs of all disabled employees, and this work will be taken forward by our EAGD in conjunction with our Occupational Health specialists.

In 2012 we launched a new level to our well established stress awareness programme for employees. This was developed in response to requests from employees for more information about mental health both from an employment and service delivery perspective.

Our Welfare Officer and Fire Brigades Union representative created a DVD which is delivered as part of the training session and provides a historical overview of mental health, guidance on how to identify signs of mental health, and how to support and manage this with a focus on the workplace. Feedback indicated that this course has been very successful particularly in raising awareness of mental health, busting myths and overcoming the stigma individuals can face.

## **Reasonable Adjustments**

We demonstrated our on-going commitment to supporting disabled employees in employment by creating a Statement of Intent for Reasonable Adjustments in 2012.

During the year our Occupational Health team facilitated 8 reasonable adjustments to support employees. This has ranged from providing digital in ear hearing aids to dyslexia assessment and specialist chairs, to natural keyboards and wrist rests.

As in 2011 we continue to provide a budget of £10,000 for reasonable adjustment and we are proud to state that we have always been successful in providing reasonable adjustments when required.

Our experienced Occupational Health professionals continue to take a proactive approach to reasonable adjustment, providing many minor adjustments that may not relate to a disability but serve as a preventative measure to support employees. This way many of our employees can receive the support they need quickly to ensure their comfort and wellbeing at work.

We also operate a system of altered duties and phased return to work, including reduced days or hours. The latter is provided as a form of rehabilitation to support an employee back in to the work routine following ill health. Altered duties are usually arranged where an individual is unable to continue their current role due to a potentially temporary condition.

Altered duties and phased return to work are considered a temporary measure i.e. an employee with a condition that will recover and results from many causes of ill health (both physical and psychological) that may or may not result in sickness absence.

Each individual is viewed on a case by case basis and where intervention of this kind can support an individual we will always put arrangements in place to do so. In 2012, our Occupational Health team advised that 62 individuals should be offered either altered duties or a phased return to work; all cases were approved by HR.

## Ethnicity

Ethnicity	Full time (2011)	Part time (2011)	Full time (2012)	Part time (2012)
Asian or Asian British/Bangladeshi	0	1	0	1
Asian or Asian British/Indian	2	0	2	0
Asian or Asian British/Pakistani	0	1	0	1
Asian Other	-	-	1	0
Black or Black British/African	1	0	0	0
Black or Black British/Caribbean	1	0	1	0
Black or Black British Other Black	2	0	2	0
Chinese or Other Ethnic Group/Chinese	1	0	1	0
Mixed White/Asian	8	0	8	0
Mixed White/Black Caribbean	1	0	1	0
Other Mixed	2	0	0	0
White British	1099	60	1001	58
White Irish	1	0	1	1
White Other	6	2	13	2
Not Stated	1	0	3	0
<b>Total</b>	<b>1125</b>	<b>64</b>	<b>1034</b>	<b>63</b>

### What does this data tell us?

In 2012, the number of minority ethnic employees increased by 8 from the previous year. As a result the percentage of minority ethnic staff across the overall workforce increased from 3% to 5%.

### What are we doing or going to do as a result?

We are pleased to report an increase in our minority ethnic employees to 5%, which compares well to 5.5% for the Fire and Rescue Service in England (Communities

and Local Government Fire and Rescue Service Equality and Diversity Report 2009).

We are committed to increasing the number of minority ethnic employees in our employment. Our Community Safety Advocates speak a range of languages and work with minority ethnic groups and individuals in the local community on a day to day basis, to promote fire safety and our Service as an employer of choice.

As corporate members of AFSA (the Asian Fire Service Association), we continue to seek advice and support to help us to ensure that we are supporting our current employees and utilising best practice in relation to minority ethnic and other vulnerable and minority groups.

## Religion and Belief

Religion and Belief	Full time (2011)	Part time (2011)	Full time (2012)	Part time (2012)
Agnostic	2	0	9	1
Atheism	4	0	17	1
Buddhism	5	0	4	0
Catholicism	15	0	72	4
Christadelphian	1	0	1	0
Christianity	519	39	470	39
Hinduism	-	-	1	0
Humanism	1	0	2	0
Islam	4	2	2	1
Judaism	1	0	1	0
Latter-day saint	-	-	1	0
Methodist	2	0	6	0
Pagan	0	1	1	0
Rastafarianism	-	-	1	0
Other	2	0	5	1
No Religion or Belief	-	-	327	0
Not Stated	-	-	114	16
Unknown	569	22	-	-
<b>Total</b>	<b>1125</b>	<b>64</b>	<b>1034</b>	<b>63</b>

### What does this data tell us?

In 2012, only 12% of the workforce did not state their religion. This is a much improved return than that reported in 2011. Of those that did state, the majority of the workforce (53%) declared that they are Christian.



By improving our employee census and allowing free text, we have increased reporting and as a result have a greater understanding of the religions and beliefs of our employees as well as those who have no religion or belief.

It is also interesting to note the additional religions and beliefs of our employees that have been declared since 2011.

### What are we doing or going to do as a result?

It is important that we understand the religious preferences and beliefs of our employees so that we can take this into account when developing our policies and procedures to enable us to meet individual needs in respect of religion and belief.

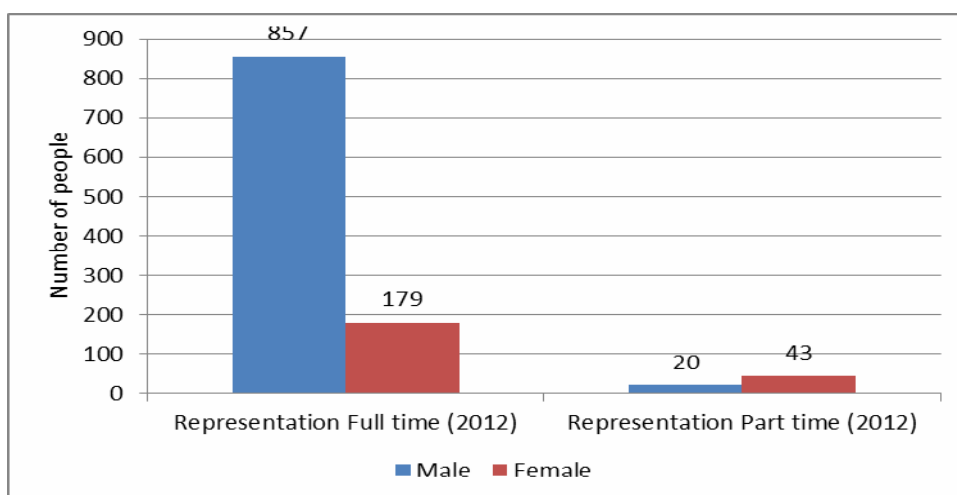
For a number of years we have provided a room dedicated for prayer or quiet time and reflection for all employees and visitors to our Service Headquarters which was developed with input from our Community Safety Advocates. All of our locations have areas that can be adapted or are specifically dedicated for this purpose.

We continue to celebrate key religious festivals through our annual Festival Recognition programme which all staff are encouraged to participate in. We are now able to use our improved understanding to review our programme and consider promoting different religions and beliefs across the workforce to enhance mutual understanding and respect. Employees can then utilise this awareness in the delivery of services to continue to ensure that all members of our diverse communities are treated with the same understanding and respect.

We have also chosen to promote 'religion and belief' as part of our awareness raising campaign during 2012 where we are focusing on raising the profile of specific protected characteristics to improve understanding of all protected characteristics across the workforce.

Findings will also be fed into learning and development packages and courses to further improve awareness of religion and belief.

### Sex



## **What does this data tell us?**

In 2012, 20% of our workforce were women, which is the same proportion reported in 2011. In comparison, the number of men in the workforce has decreased from 956 to 877.

## **What are we doing or going to do as a result?**

We are pleased to report that we have maintained our performance in relation to the number of women we employ. This is higher than the national average of 14% women in the whole of the Fire and Rescue workforce. (Communities and Local Government Fire and Rescue Service Equality and Diversity Report 2009).

Primarily the large reduction of men in our workforce since 2011 is attributed to the retirement of longer serving employees during the reporting period. This change has had a positive impact to the gender balance across the Service.

We continue to work closely with the Fire Brigades Union Women's section who are represented on our Equality Committee, and are long standing supporters of the NWFS (Networking Women in the Fire Service).

We are committed to increasing the number of women in our employment, specifically in relation to operational roles and our positive action campaign will be revisited and re-launched when there is a requirement to commence Fire-fighter recruitment.

## **Gender Reassignment**

During 2012 we introduced a gender reassignment question in our employee census, having sought good practice and advice from Transgender Alliance and Stonewall. We are unable to publish this data to ensure anonymity for our employees.

We also conducted a review of our policies in respect of trans inclusion and developed trans guidance following training and advice from A:gender, the civil service transgender network. We are currently consulting on our guidance to ensure it meets the needs of trans employees.

In 2012, we created and hosted a cross sector Lesbian, Gay, Bisexual and Transgender (LGBT) North East Workplace Conference to promote LGBT inclusivity, encourage awareness and identify good practice that can be applied across organisations.

Following this highly successful conference and as part of our continuing work with the LGBT North East group, we supported a full day course which focused on enabling managers to effectively support individuals transitioning gender in the workplace. In addition, the course covered raising awareness and providing appropriate advice and guidance for individuals who may be considering beginning the process. Several of our employees attended the course and shared their learning back in the workplace.

We also commissioned a piece of independent research which sought the views of LGBT individuals in the community and workplace. The research had three main aims:

- to understand the attitudes and perceptions within the LGBT community towards engaging with and working for the Service;
- to evaluate the LGBT communities experience with the Service;
- to establish ways for the Service to become and more attractive and inclusive employer to the LGBT community.

An improvement action plan is currently being developed to include findings from this research.

### **Pregnancy and Maternity**

<b>Pregnancy and Maternity</b>	<b>Full time (2011)</b>	<b>Part time (2011)</b>	<b>Full time (2012)</b>	<b>Part time (2012)</b>
Number expected to return	2	0	2	0
<b>Total number returned</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>

#### **What does this data tell us?**

For the second consecutive year of compiling this data, 100% of women who have taken maternity leave within the reporting period have returned to their respective roles.

#### **What are we doing or going to do as a result?**

This is a positive statistic which can be attributed to our work life balance policies and flexible working options available to employees.

During 2012 we carried out a comprehensive review of our maternity and paternity procedure and guidance following feedback from employees. We engaged with employees, managers and specialist staff with personal experience of maternity and paternity and/or of managing and supporting pregnant employees and new parents.

This has resulted in a number of suggestions for improvement and work will commence during 2013 to implement changes to enhance the support, guidance and overall experience of our pregnant employees and new parents.

We intend to promote 'pregnancy and maternity' in our campaign to raise awareness of protected characteristics during 2012 as this is an area we are currently developing and it will support the implementation of the recommendations if employees have a greater understanding of this protected characteristic.

## Sexual Orientation

Sexual Orientation	% Full time (2011)	% Part time (2011)	% Full time (2012)	% Part time (2012)
Lesbian, Gay, Bisexual	1	2	1	2
Heterosexual	77	72	79	76
Prefer not to say	-	-	19	21
Unknown	22	27	1	2

### What does this data tell us?

The majority of the workforce has declared themselves as heterosexual with a smaller number of employees declaring themselves to be lesbian, gay and bisexual (LGB). 19% of the workforce selected 'prefer not to say'.

### What are we doing or going to do as a result?

Since 2011 we have improved our understanding of how individuals report this protected characteristic by separating out 'prefer not to say' (where an individual has consciously not declared) and 'unknown' (where individuals do not answer this question or have not completed the employee census).

Sexual orientation can be a sensitive subject for some people which may prevent individuals from coming out at work. Whilst we are working hard to promote an LGB inclusive environment where people feel able to be themselves at work, we fully respect that this is a personal choice.

As long standing members of Stonewall, a national organisation that supports LGB people in the workplace, we continue to demonstrate our commitment to LGB employees and in our local community.

Our Employee Advisory Group for Sexual Orientation, established in 2010, continue to review policy, procedures and practice in respect of LGB inclusion, seeking out opportunities to promote ourselves as an employer of choice to LGB people through advertising in LGB media and holding events to raise awareness.

In 2013 we significantly improved our position in the Stonewall Workplace Equality Index of Top 100 gay friendly employers, moving up from 60<sup>th</sup> place (which we held for two years) to 28<sup>th</sup> place. We are delighted with this result and have been recognised, for the third consecutive year, as the top Fire and Rescue Service in the country in terms of our approach to supporting our LGB employees and promoting LGB equality. We continue to work closely with Stonewall to improve our performance.

## Grievances and Dismissals

In 2012, there were 11 grievances made by individuals; broken down as follows:

- 64% by men, 36% by women;
- 9% by disabled staff;
- 82% by heterosexual staff, 18% preferred not to disclose their sexual orientation;
- 55% by individuals of Christian faith and by 45% with no religion or belief.

There were no dismissals during the reporting period.

We are unable to disclose the content of any grievance; however none of the grievances were related to a protected characteristic.

## Gender balance by varying levels within the organisation

Grade	2012			
	Men	Average Salary	Women	Average Salary
Manual/Clerical (Scale 1-2)	22	14,184.09	66	14,422.05
Technical/Admin (Scale 3-5)	33	19,664.15	52	18,498.03
Supervisory/Specialist (Scale 6-SO2)	33	25,000.37	19	26,001.74
Firefighters	450	28,845.31	37	27,580.91
Middle Managers (PO Grades)	17	36,239.33	7	36,136.57
Crew/Watch Manager	255	34,235.88	32	33,499.08
Station Manager	26	41,013.87	1	41,448.00
Group Manager	25	54,806.84	1	51,846.24
Area Manager and above	7	91,672.47	2	74,280.06
Totals	868	31,367.38	217	23,215.63

### What does this data tell us?

The table above shows basic salaries in addition to continuous professional development, flexi duty on-call allowance, car user allowance and instructor allowance.

Since 2011 we amended some of the grade categories in order to provide a clearer picture of the differences in salaries between men and women.

The most apparent trend between years is the loss of staff, which is explained due to our recruitment freeze. In addition, male fire-fighters have decreased more than female fire-fighters (which actually increased); this could be because we have had more men reach retirement age than women. This is evidenced in the age data which showed a number of men leaving the organisation during 2012.

The data tells us there are differences in the salaries of men and women at most levels, particularly in the higher level posts, where on average men tend to be paid a higher annual salary. Many of these posts carry additional allowances associated with operational sector competence\* which is the main reason for the difference.

There are potentially a few reasons why women earn less on average in some of the management bands, with the exception of supervisory/specialist and Station Manager roles. This may be attributed to the fact that they have been in post for a shorter period of time and are at lower levels within the pay band.

In 2011 female fire-fighters were paid on average £26,932, this increased to £27,580.91 in 2012 bringing their average salary closer to that of male fire-fighters. This is likely to be due to newly appointed female fire-fighters moving up the pay band during the reporting period.

*\* Sector competence is where an employee has proven their ability in performing fire and rescue activities for example operational fire-fighting or emergency call management and mobilisation.*

### **What are we doing or going to do as a result?**

One of our equality objectives is to gain a greater understanding of pay parity within the Service. In addition, we are monitoring management development accessed by under-represented groups and looking at internal positive action. We are particularly interested in finding out more about why our female operational staff are not progressing to higher level operational posts within the organisation and intend to undertake a piece of research in relation to this.

### **Applications for Flexible Working and success rates**

In 2012 thirteen employees requested flexible working and all requests were successful. The number of requests have more than doubled since 2011. This is a positive indication that we have robust family friendly policies and procedures in place to support work-life balance.

## Authority Members

The Authority comprises 16 elected members, nominated by the five constituent councils of Tyne and Wear. 31% identify as White British, 6% identify as minority ethnic, with 63% unknown. Most members fall within the 41-60 and 61 and over age ranges. 25% of our members are women. 19% have declared themselves to have a disability (an increase since 2011). 6% identify as LGB. 44% of members are of Christian faith.

## Recruitment and Promotion

There was no recruitment during 2012 due to the recruitment freeze.

During the year there were 16 substantive promotions. 6% of those who gained a substantive promotion were women. For all promotions 25% of individuals were in the 26-40 age group, with 75% in the 41-60 age group. 100% identified as White British, 94% identified as heterosexual with 6% preferring not to disclose their sexual orientation. 75% were of Christian faith and 25% have no religion or belief.

This year we have improved our equality data for promotion which now includes improved monitoring of further protected characteristics.

We have a specific equality objective related to improving the numbers of individuals applying for promotion from under-represented groups and this work will be progressed during 2013.

## Training Opportunities

In this section we analyse data in relation to management development training opportunities accessed by employees.

There are **three levels** of development within the organisation categorised as:

- Supervisory Management Development which includes our Crew Managers Programme, Institute of Leadership and Management Level 3 Certificate and supervisory manager Management Assessment Process.
- Middle Management Development which incorporates the Institute of Leadership and Management Level 5 Certificate and middle manager Management Assessment Process.
- Strategic Management Development includes Institute of Leadership and Management Level 7 Certificate and strategic manager Management Assessment Process.

Employees who took up the development opportunities described above are broken down into development level and protected characteristic below:

Age	2011		2012		
	Supervisory	Middle	Supervisory	Middle	Strategic
Under 18	0	0	0	0	0
18-25	3	1	3	0	0
26-40	138	20	121	7	1
41-60	126	65	199	81	6
61 and Over	0	0	0	0	0
<b>Total</b>	<b>267</b>	<b>86</b>	<b>323</b>	<b>88</b>	<b>7</b>

Disability	2011		2012		
	Supervisory	Middle	Supervisory	Middle	Strategic
Yes	18	6	25	10	0
No	249	80	299	78	7
<b>Total</b>	<b>267</b>	<b>86</b>	<b>323</b>	<b>88</b>	<b>7</b>

Pregnancy and Maternity	2011		2012		
	Supervisory	Middle	Supervisory	Middle	Strategic
Number accessing training	4	0	5	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>

Ethnicity	2011		2012		
	Supervisory	Middle	Supervisory	Middle	Strategic
Asian or Asian British/Bangladeshi	1	0	0	0	0
Asian or Asian British/Indian	0	0	0	0	0
Asian or Asian British/Pakistani	0	0	0	0	0
Black or Black	0	0	0	0	0



British/African					
Black or Black British/Caribbean	0	0	0	0	0
Black or Black British Other Black	1	1	4	0	0
Chinese or Other Ethnic	0	0	0	0	0
Mixed White/Asian	0	0	1	0	0
Mixed White/Black Caribbean	0	0	0	0	0
Not Stated	0	0	4	0	0
Other Mixed	0	1	0	0	0
White British	265	83	314	80	0
White Irish	0	0	0	0	7
White Other	0	1	0	8	0
<b>Total</b>	<b>267</b>	<b>86</b>	<b>323</b>	<b>88</b>	<b>7</b>

Sex	2011		2012		
	Supervisory	Middle	Supervisory	Middle	Strategic
Male	213	81	264	78	7
Female	54	5	59	10	0
<b>Total</b>	<b>267</b>	<b>86</b>	<b>323</b>	<b>88</b>	<b>7</b>

Sexual Orientation	2011		2012		
	Supervisory	Middle	Supervisory	Middle	Strategic
Unknown	55	10	70	14	0
Bisexual	4	0	4	0	0
Gay	0	1	0	0	0
Heterosexual	208	75	249	74	7
Lesbian	0	0	0	0	0

<b>Total</b>	<b>267</b>	<b>86</b>	<b>323</b>	<b>88</b>	<b>7</b>
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<b>Religion and Belief (collated from 2012)</b>	<b>Supervisory 2012</b>	<b>Middle 2012</b>	<b>Strategic 2012</b>
Agnostic	0	0	0
Atheism	16	7	0
Buddhism	0	0	0
Catholicism	38	3	2
Christadelphian	0	0	0
Christianity	133	66	5
Hinduism	0	0	0
Humanism	0	0	0
Islam	0	0	0
Judaism	0	0	0
Latter-day saint	0	0	0
Methodist	0	0	0
Pagan	0	0	0
Rastafarianism	0	0	0
Other	5	0	0
No Religion or Belief	111	10	0
Not Stated	20	2	0
Unknown	0	0	0
<b>Total</b>	<b>323</b>	<b>88</b>	<b>7</b>

### **What does this data tell us?**

It is positive to note that there has been an increase in the number of women accessing development opportunities and an increase from 7% to 9% in the number of disabled employees who have accessed management development since 2011.

### **What are we doing or going to do as a result?**

We have an equality objective aimed at promoting management development to under-represented groups which will be further progressed during 2013.

## Leavers from the organisation

Age	2012	
	Voluntary	Redundancy
Under 18	0	0
18-25	1	0
26-40	12	0
41-60	39	0
61 and Over	6	0
<b>Total</b>	<b>58</b>	<b>0</b>

Disability	2012	
	Voluntary	Redundancy
Disabled	1	0
Non- Disabled	57	0
<b>Total</b>	<b>58</b>	<b>0</b>

Pregnancy and Maternity	2012	
	Representation	Redundancy
Total number returned	2	0
<b>Total Number of leavers</b>	<b>0</b>	<b>0</b>

Ethnicity	2012	
	Voluntary	Redundancy
Asian or Asian British/Bangladeshi	0	0
Asian or Asian British/Indian	0	0
Asian or Asian British/Pakistani	0	0
Black or Black British/African	1	0
Black or Black British/Caribbean	0	0
Black or Black British Other Black	0	0
Chinese or Other Ethnic	0	0
Mixed White/Asian	0	0
Mixed White/Black Caribbean	0	0
Not Stated	0	0
Other Mixed	1	0
White British	56	0
White Irish	0	0
White Other	0	0
<b>Total</b>	<b>58</b>	<b>0</b>

Religion and Belief	2012	
	Voluntary	Redundancy
Unknown	10	0
Agnostic	0	0
Atheist	1	0
Buddhist	0	0
Catholic	0	0
Christadelphian	0	0
Christian	32	0
Humanist	0	0
Jedi	0	0
Jewish	0	0
Methodist	0	0
Muslim	2	0
Pagan	0	0
No Religion or belief	13	0
<b>Total</b>	<b>58</b>	<b>0</b>

Sex	2012	
	Voluntary	Redundancy
Male	50	0
Female	8	0
<b>Total</b>	<b>58</b>	<b>0</b>

Sexual Orientation	2012	
	Voluntary	Redundancy
Unknown	10	0
Bisexual	0	0
Gay	0	0
Heterosexual	45	0
Lesbian	0	0
Prefer not to say	3	-
<b>Total</b>	<b>58</b>	<b>0</b>

## **Service User Data**

### **After The Incident Survey (Domestic)**

150 After the Incident Surveys (ATIS) were completed:

- In 2012, 29% of those who completed the survey were male, 71% were female. (35% male, 65% female in 2011)
- In 2012, the average age of those who completed the survey was 54 years. (50 years in 2011)
- In 2012, of those that stated their ethnic origin, 85% were White British. (In 2011 4% of respondents identified themselves as Black British and 4% Black African.)
- In 2012, 31% of respondents stated they have a disability. (30% in 2011).
- In 2012, of those that stated, 95% identified as heterosexual. (In 2011 8% of respondents 'preferred not to say' and 1% identified themselves as LGB.)

Results of our ATIS are fed into our Home Safety Check Targeting Strategy to ensure we are engaging with those who are identified as the most vulnerable.

### **Complaints**

In 2011 there were 25 complaints in total compared to the 17 received this year. Details are as follows:

- 28% of complainants were White British, 40% did not state their ethnicity.
- 36% of complaints were submitted by women, 24% by men.
- 8% of complainants stated they were heterosexual, while the remainder did not state their sexual orientation.
- 8% of complainants were between the ages of 25 and 39.

## Fire Safety visits by ethnicity

Ethnicity	No of people
Asian or Asian British - Bangladeshi	11
Asian or Asian British - Indian	50
Asian or Asian British - Other Asian	37
Asian or Asian British - Pakistani	18
Black or Black British - Caribbean	1
Chinese or Other Ethnic Group - Chinese	34
Chinese or Other Ethnic Group - Other	6
Mixed - Other Mixed	385
Mixed - White and Asian	18
Mixed - White and Black African	4
Mixed - White and Black Caribbean	1
Not Stated	7
White - British	3145
White - Irish	31
White - Other	46
Total	3794

In 2012, 83% of the people who received a service from our Fire Safety teams were White British and 17% were from minority ethnic communities, compared to 25% in 2011.

## Prevention and Education Home Safety Check (HSC) visits

<b>Ethnicity</b>	<b>No of HSCs</b>
Asian or Asian British - Bangladeshi	63
Asian or Asian British - Indian	273
Asian or Asian British - Other Asian	166
Asian or Asian British - Pakistani	116
Black or Black British - African	120
Black or Black British - Caribbean	37
Black or Black British - Other Black	61
Chinese or Other Ethnic Group - Chinese	114
Chinese or Other Ethnic Group - Other	29
Mixed - Other mixed	97
Mixed - White and Asian	95
Mixed - White and Black African	23
Mixed - White and Black Caribbean	27
Not Stated	3086
White - British	26904
White - Irish	36
White - Other	299
<b>Total</b>	<b>31546</b>

<b>Protected people to have HSC</b>	<b>Number</b>
Elderly people	11609
Disabled people	4414
Under 5 years	3512
Single Parents	782
<b>Total</b>	<b>20317</b>

<b>Ethnicity</b>	<b>No of visits</b>	<b>No of people</b>
Asian or Asian British - Other Asian	3	23
Mixed - Other mixed	372	28587
Mixed - White and Asian	42	2237
Not Stated	71	3860
Other	43	1938
White - British	417	10820
White - Other	3	453
White European	8	273
<b>Total</b>	<b>959</b>	<b>48191</b>

In 2012, 85% of the individuals that received a Home Safety Check were White British. 15% were from a minority ethnic community, compared to 17% in 2011.

During this reporting period over 11,000 Home Safety Checks were conducted with elderly people (age 65+), over 4,000 checks were undertaken with disabled people and over 3,000 children were engaged with during this period.

## **Community Engagement**

During 2012 we engaged with 9155 people from minority ethnic communities which was an increase on our 2011 figures of 8423. Engagement with the LGBT community has also significantly increased to 1500, from 19 in the previous year.

A number of community engagement initiatives have taken place throughout 2012 including:

**Chinese New Year** - Engaging with over 200 people as part of the Chinese New Year celebrations, distributing leaflets and providing awareness talks to businesses and community groups.

**Vaisakhi** - Working with the 3 Gurdwaras in our Service area to deliver fire safety information to the Sikh community around Vaisakhi, as well as attending celebrations for the festival. Through this work we engaged with over 150 people.

**Refugee Week** - Partnership work with the Red Cross enabled us to deliver a specific awareness event and family fun day for Asylum Seekers and refugees as part of Refugee Week, with over 200 community members attending. We also attended events held throughout the region for the awareness week, giving out fire safety advice to attendees.

**Pride** - We engaged with members of the LGBT community for both Newcastle and Sunderland Pride, hosting a Pride Breakfast before both events and engaging with large numbers of event attendees, offering safety advice, Home Safety Check referrals and completing evaluation surveys. Through this engagement contact was made with over 1500 individuals.

**Ramadan** - We conducted our 'Safe Ramadan' Campaign working with all of our local mosques, community centres and Muslim groups to distribute a 'Safe Ramadan' leaflet covering fire safety information about potential risks during the period – over 2000 leaflets were distributed, as well as evaluations with our mosques on the campaign. Over 30 staff also attended 'Introduction to Islam' courses to further their knowledge on aspects of Muslim culture, including visiting a mosque and engaging with community members.

**Mela** - Our Community engagement team attended the 2 day Newcastle Mela festival over the August bank holiday weekend. Our Advocates provided safety advice, offered safety themed giveaways and leaflets, encouraging festival attendees to sign up for Home Safety Checks and through these activities we engaged with over 1300 people and completed in excess of 200 evaluation forms.

**Schools Education** - Our Advocate team conducted safety talks with over 800 international students and people attending ESOL (English for Speakers of Other



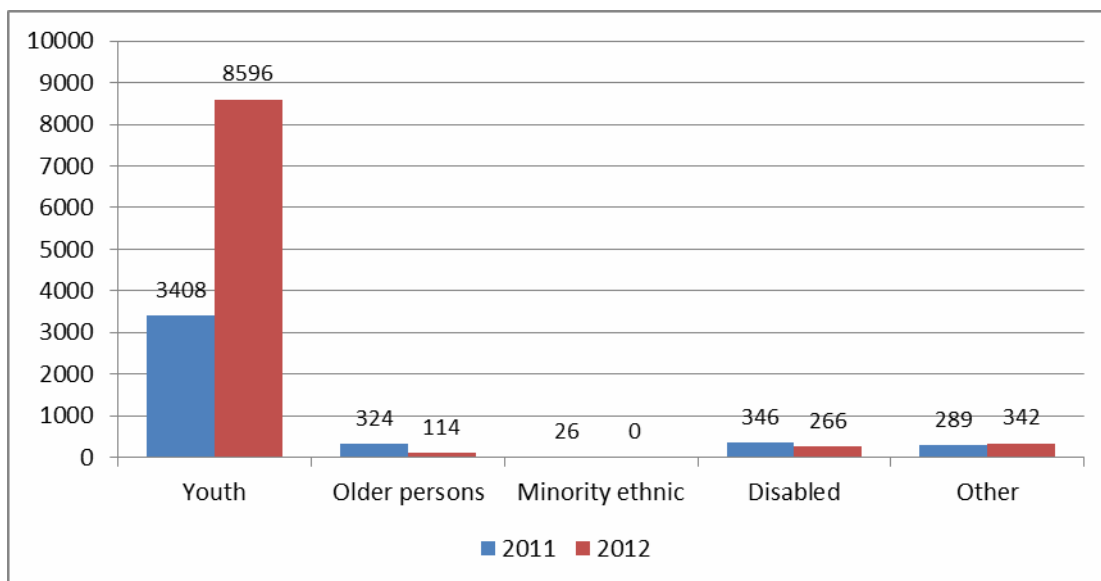
Languages) classes throughout our service area. They also delivered safety talks to over 400 BME primary school children for 'Respect Week'.

**Volunteers** - We have further invested in improving engagement with our diverse communities by launching a volunteering scheme. We recently advertised for a number of volunteers including this to focus on business and community and Deaf volunteers to support our work with Deaf and hard of hearing service users. We are currently inducting 13 volunteers.

We have also participated in numerous events throughout Tyne and Wear. Highlights include- World Mental Health Day, International Women's Day and Older Persons Festival in South Shields, Eid and Diwali festival celebrations engaging with over 700 people on issues around fire safety.

### SafetyWorks!

Our SafetyWorks! centre enables visitors to participate safely in realistic situations illustrating everyday hazards and how to prevent them. The centre has many visitors throughout the year. The chart below compares visitors to the centre during 2011 and 2012.



The largest proportion of visitors to the centre has been young people, which has increased by 152% between 2011 and 2012. This is largely due to the targeting strategy of the centre which engages with schools across the Service area.

### Phoenix Project

As part of our Phoenix Project, the positive role model of a fire-fighter is used to provide a life changing programme for young people who are the most challenging and disadvantaged in local society.

In 2012 the project was delivered to a total number of 586 people, 100 of which were adults, 70% men and 30% women. 486 young people participated in the project with similar ratios of male and female (71%/29%). 4% of the young people engaged in the process declared a disability.

### **Young Fire-fighters Association**

The Young Firefighters Association provides young people from a variation backgrounds for example, those who are at risk of offending or non-attendees at school, with a programme of practical and theoretical instructions on Fire and Rescue Service related subjects.

During the reporting period, 10 branches of the Young Fire Fighters Association were active with an average of 12 young people attending each branch on a weekly basis, engaging with around 120 young people in total. All participants were aged between 11 and 17 and 11% had declared a disability.

### **Princes Trust**

Our Princes Trust Programme provides personal development courses, enabling teams of young people, from diverse backgrounds, to work in the community and give them incentives to continue to make a contribution of lasting impact both to themselves and their communities.

In 2012 we expanded the programme to a further two locations enabling us to engage with more young people across the service area.