

Merseyside Fire & Rescue Authority

Equality, Diversity & Inclusion Annual Report

April 2020 to March 2021



Alternative Formats

We are committed to ensuring that all our information is fully accessible for all communities across Merseyside, we have included this document on our website which can be accessed from our Webpage <http://www.merseyfire.gov.uk/equality & diversity>

If you would like a copy in Arabic, Bengali, Chinese, French or Somali please contact us at Diversity Team, Merseyside Fire & Rescue Service Headquarters, Bridle Road, Bootle, Liverpool L30 4YD. Telephone 0151 296 4422 or email diversityteam@merseyfire.gov.uk.

Arabic

Diversity: بنا الاتصال يرجى، الصومالية أو، الفرنسية أو، الصينية أو، البنغالية أو، العربية باللغة نسخة أردت إذا على

Team, MF&RS Headquarters, Bridle Road, Bootle, Liverpool, L30 4YD
diversityteam@merseyfire.gov.uk 4422 296 0151 الإلكتروني البريد أو 4422
كبييرة طباعية بحروف أيضًا متوفر.

Bengali

আপনি আরিব, বাংলা একটি কিপ চান, চীনা, ফরাসি বা সোমালি করুন যোগাযোগ
ডাইভারসিটি দল

আমাদের, MF & আরএস সদর, রশ্মি রোড, Bootle, লিভারপুল L30 4YD.

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উপলব্ধ.

Chinese

如果你想复制的阿拉伯语，孟加拉语，中国，法国或索马里，请联系 我们多元化的团
队，MF & RS总部，马勒路，布特尔，利物浦L30 4YD。电话和小型机0151 296
4422 或电邮diversityteam@merseyfire.gov.uk。在较大的打印也可以。

French

Si vous souhaitez obtenir une copie en arabe, bengali, chinois, contactez s'il vous plaît français ou en Somalie nous à la diversité équipe, siège de MF & RS, Bridle Road, Bootle, Liverpool L30 4YD. Téléphone et minicom 0151 296 4422 ou par courriel diversityteam@merseyfire.gov.uk.Egalement disponible en gros caractères.

Somali

Haddii aad rabtid nuqul Carabi, Bangaali, Shinees, Faransiis ama Soomaali fadlan la xiriir kooxda Diversity, Merseyside Fire & Rescue Service, Headquarters Service Bridle Road, Bootle Liverpool L30 4YD. Telefoonka: 0151 296 4422 ama Email: diversityteam@merseyfire.gov.uk Sidoo Kale waxaa heli kartaa iyadoo far waaweyn ah.

This Document is also available in larger print and can be reproduced in Braille on request.

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Foreword

Welcome to our 2020-21 Equality, Diversity and Inclusion (ED&I) Annual Report, this is our eighth report, providing a wide audience with an account of our progress against our strategic ED&I objectives.

The last year has been challenging for everyone, the pandemic having shone a light on the inequalities that exist across communities, and whilst we know there is still more to do we are understandably proud of the work we have undertaken in response to a global crisis.

Throughout this period, we have been at the heart of our communities, making a difference, with staff volunteering to help deliver mass testing, mass vaccination, as well as delivering food parcels and prescriptions to the vulnerable and isolated.

We have also looked after our own staff, recognising that some have been more vulnerable than others, we have acted together to put our communities first.

We have also made significant inroads internally, strengthening our own organisational culture and promoting diversity and inclusion throughout the Service. Our staff networks have gone from strength to strength and our senior leaders are engaged and involved sponsors, supporting the networks and working with staff with protected characteristics to ensure their voice is heard. The Service has improved significantly as a result.

But it is the Network Chairs who have brought our diversity to life, sharing their beliefs, feelings and ambitions for the Service. We feel more inclusive now than we have over the whole of my career, and this is without doubt generated from within.

We have broadened our ED&I training and development opportunities for staff, remote learning and webinars have become a key way of learning fast. Offering us opportunities to involve more staff in training and ED&I sessions than would ordinarily have been the case.

We have undertaken our fourth Staff Engagement Survey since our last Annual Report and we are extremely pleased with the results which show that 88% of staff are engaged with the organisation (a very high level).

We are creating a fire and rescue service where everyone feels they belong and I am very proud of the progress that we have made, we understand that the more diverse we are the better we are able to respond to our communities – we know that and so do our partners, who share this ambition.

We understand the power of listening, so we will continue to listen to the voices and needs of our diverse staff and our communities to ensure we continue to develop and respond to the changing ED&I landscape and make MFRA services and employment inclusive for all.

Chief Fire Officer

Phil Garrigan – Senior Sponsor for ED&I

In January 2020 I was fortunate enough to be able to represent MFRS as a part of the Fire Diversity & Inclusion Network in London at its first ever meeting. The aim of the Network is to create a positive impact on ED&I within Fire Services nationally. It is hoped that by contributing experiences, strengths and successes it will allow good practice to be shared and celebrated.

From this first meeting I was aware of how forward thinking MFRS is, planning and putting things in place now that will support the many divergent aspects of ED&I both now and in the future. In the short time since January 2020, despite the Covid-19 Pandemic, MFRS have pro-actively moved ahead, recognising and celebrating diversity, meeting the needs of both their staff and public with protected characteristics. The Strategic Leadership Team, acting as champions of the various newly developed and regenerated networks, LGBT, BAME, and Gender, is exceptional and apart from demonstrating significance this will have a practical positive impact for the members of the networks. Reading through the ED&I Annual Report 2021 I really do find it inspiring that so much credence and action has been applied, ED&I is now embedded in the Service, included in annual plans and therefore becomes a part of the Service Delivery Plan.

As Authority members it is our role to act as a 'critical friend', so we will always find questions to ask! The fact that the ED&I training programme has continued, albeit remotely, is yet another significant achievement, raising awareness is in itself a huge task. Supporting the vulnerable in our communities is something MFRS excels at. During Lockdown many residents had their food parcels delivered by MFRS staff, and an amazing achievement was the training of staff to deliver vaccinations to protect the lives of so many. There is so much more, such as working with the Anthony Walker Foundation, leading and inspiring by example in the Princes Trust and Fire Cadets, the Beacon Project or Healing Together. I am always amazed by what is achieved by MFRS, I am immensely proud and privileged to be a member of the Authority, this report epitomises why.

Cllr Jan Grace

Authority Lead Member for Equality and Diversity 2020/21

Introduction to this report and our governance of ED&I

Merseyside Fire and Rescue Authority is pleased to publish this report as a reflection on the work delivered across the organisation in pursuit of ED&I excellence. This report presents the public and other stakeholders with many success stories about the work we do on a day to day basis, to ensure that the services we deliver provide our diverse communities with confidence that we are addressing their needs.

This year's report provides an overview of:

- Progress made in the final year of our Equality Objectives 2017 – 2020 (including our Gender Pay Gap figures as at March 2021)
- An overview of our new Equality Objectives for 2021 – 2024
- Highlights of our Staff Engagement Survey results
- Highlights from our local plans in relation to delivery of ED&I objectives for 2021-22
- Delivery of ED&I events during the year

This report also demonstrates our commitment to ensuring compliance with the Equality Act 2010 and the Public-Sector Equality Duty (PSED) in relation to:

- Publishing, at least annually, information to demonstrate our compliance with the Equality Act 2010 and the PSED.
- Preparing and publishing one or more specific and measurable objectives that help to achieve the aims set out in the PSED.
- Publishing equality information and the objectives in a manner that is accessible to the public.

ED&I is embedded in each area of the organisation, with ED&I priorities included in annual plans, which in turn become part of our Service Delivery Plan. This ensures that ED&I is consistently considered and delivered as part of organisational planning and service development.

The ED&I team hold regular equality engagement meetings with the Representative Bodies (trade unions and staff associations), Staff Networks, and a variety of other

stakeholders to ensure that they are aware of the ED&I developments and have an opportunity to contribute to the consideration of the ways in which ED&I influences the provision of our fire and rescue services.

Equality Impact Assessments (EIAs) are carried out on policy, strategic and service delivery (including changes), these are attached to the governance documents when approved by the Authority, they are published on our website www.merseyfire.gov.uk with Authority meeting papers.

Equality Objectives - Progress 2020-21

As part of our commitment to delivering services and employing staff in accordance with the Equality Act 2010, and in line with the responsibilities placed on the Authority by the Act, we have established five Equality Objectives that are both inward looking (staff related) and outward looking (community and service delivery related)

The objectives below demonstrate how we show due regard to eliminating discrimination, harassment and victimisation, advance equality of opportunity and foster good relations.

- **Equality Objective 1**
Create a strong cohesive organisation that is positive to rising to the future challenges we face.
- **Equality Objective 2**
Ensure that people from diverse communities receive equitable services that meet their needs.
- **Equality Objective 3**
Reducing fires and other incidents amongst the vulnerable protected groups
- **Equality Objective 4**
To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to:
 - eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act,
 - advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don't.
- **Equality Objective 5**
To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework

This year we have reviewed and refreshed our Equality Objectives to reflect our aims and plans for 2021-24. We were happy that our objectives still reflect what we want to do as an organisation and only minor changes have been made. Our Objectives for 2021-24 are:

OBJECTIVE 1: Create a strong inclusive organisation that is positive to rising to the future challenges we face.

OBJECTIVE 2: Ensure that people from diverse communities receive equitable services that meet their needs.

OBJECTIVE 3: Reducing fires and other incidents amongst vulnerable people in the protected groups and deprived areas

OBJECTIVE 4: To ensure that all staff can undertake their role whilst understanding the need for and the benefits of equality, diversity and inclusion

OBJECTIVE 5: To continue to aspire for equality, diversity and inclusion excellence; measuring ourselves against best practice and benchmarking tools within the Fire & Rescue Service and other sectors

Full details of our new Equality, Diversity and Inclusion objectives for 2021-24 can be found in Appendix 1, on page 71 of this report

This section of the report focuses on providing an update using data and narrative to explain the progress made in achieving our Equality Objectives.

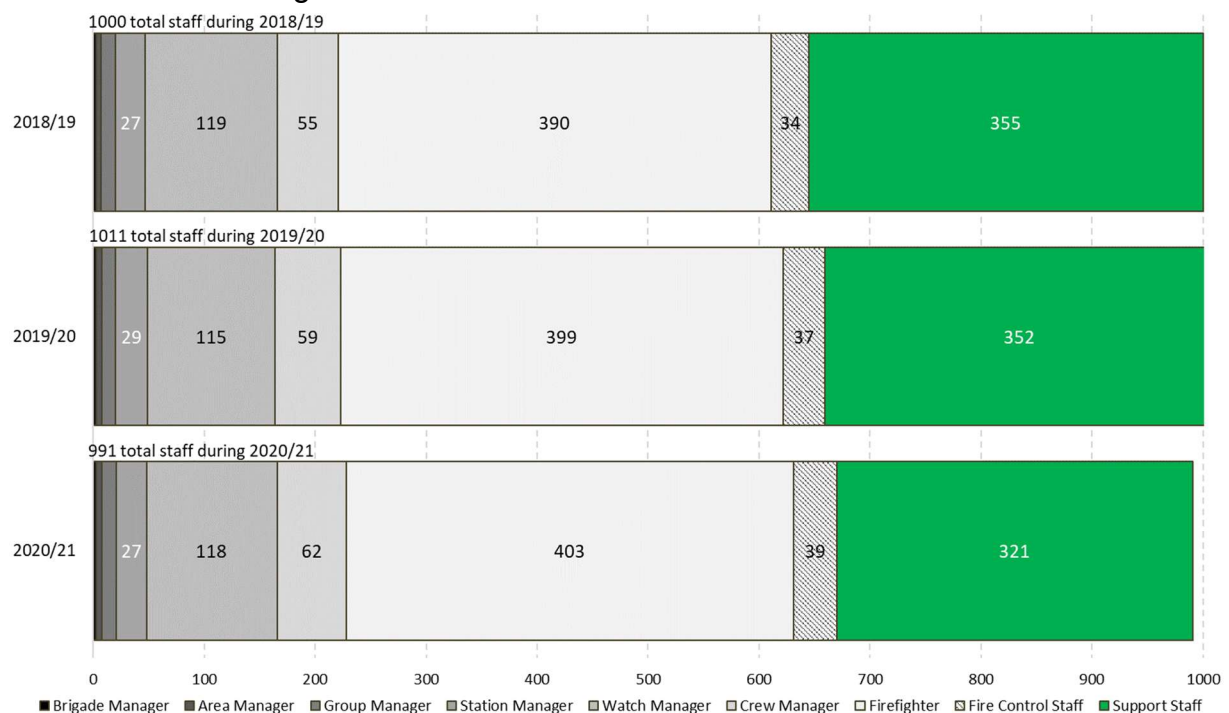
Equality Objective 1-

Create a strong cohesive organisation that is positive to rising to the future challenges we face.

The following equality analysis data tables and charts demonstrate our progress in relation to the workforce at MFRA, showing diversity in relation to staff in post, recruitment, leavers and flexible working requests. We have also provided a benchmark to other fire and rescue services to demonstrate our progress in relation to the national diversity agenda. The equality analysis shows the breakdown of the workforce by gender, age, ethnicity, disability and religion and/or belief and sexual orientation. **All data provide within this report is based on head count as at 31th March 2021.**

Staffing Structure

Data chart 1: Staffing Structure over time



Key Results – Analysis of the staffing structure over time

Data chart 1 provides the staffing structure of Merseyside Fire & Rescue Service (MFRS) over the past 3 years. The chart identifies:

- Over the 3-year period, total employees have reduced by 9, from 1000 during 2018/19 to 991 during 2020/21.
- Overall Operational personnel (shown as grey in the chart above) account for 63.7% of total staff (or 631)
- In combination, numbers of Firefighters and Crew Managers reduced by 3 during 2019/20, but overall they have increased from 445 during 2018/19 to 465 during 2020/21.
- Watch Managers have reduced by 1, from 119 during 2018/19 to 118 during 2020/21.
- Station Managers have reduced by 1 over the 3-year period, however there has been an increase of 3 when comparing 2020/21 to 2019/20.
- Fire Control has seen a number of new staff join the team as part of our workforce planning arrangements ensuring we maintain staff numbers at the required level. During 2020/21 Fire Control staff account for 3.9% of total workforce headcount.
- Support staff numbers have fallen year on year, from 355 during 2018/19 to 321 during 2020/21. During 2020/21 Support staff accounted for 32.4% of total workforce.

Analysis of MFRS Staffing 2020/21

Data table 1: Analysis of staffing by Gender

Role	Position	Total	Gender		
			Male	Female	% Female
Operational Staff	Brigade Manager	3	3		0.0%
	Area Manager	5	5		0.0%
	Group Manager	13	13		0.0%
	Station Manager	27	26	1	3.7%
	Watch Manager	118	115	3	2.5%
	Crew Manager	62	59	3	4.8%
	Firefighter	403	345	58	14.4%
	Sub Total	631	566	65	10.3%
Fire Control Staff	Group Manager	0	0	0	0.0%
	Station Manager	0	0	0	0.0%
	Watch Manager	11	1	10	90.9%
	Crew Manager	7	1	6	85.7%
	Firefighter	21	1	20	95.2%
	Sub Total	39	3	36	92.3%
Support Staff	Grades 12+	28	19	9	32.1%
	Grades 6-11	216	109	107	49.5%
	Grades 1-5	74	22	52	70.3%
	Apprentices	3	2	1	33.3%
	Sub Total	321	152	169	52.6%
Grand Total		991	721	270	27.2%

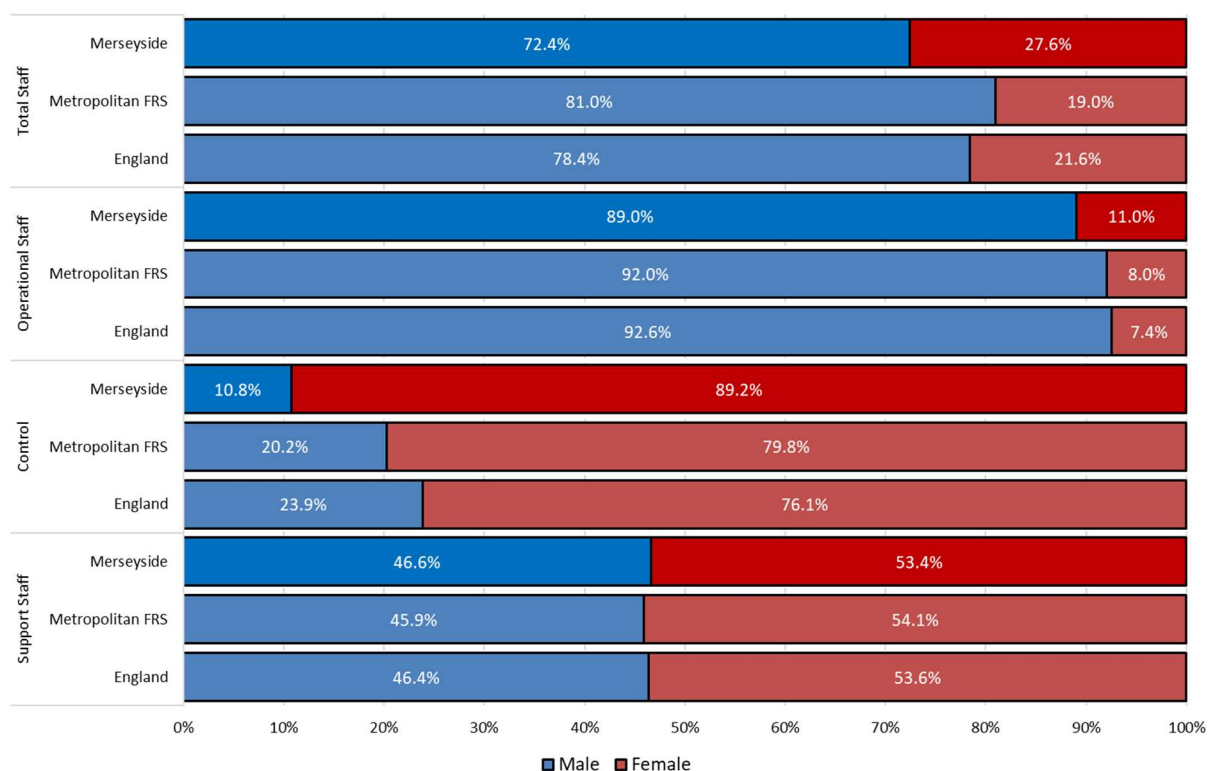
Key results – of staffing by gender

Data table 1 identifies the following when looking at the data by gender for 2020/21:

- There were 270 women working for MFRS, accounting for 27.2% of the total workforce.
- Women accounted for 65 or 10.3% of Operational staff, 36 or 92.3% of Fire Control staff and 169 or 52.6% of Support Staff.
- The highest ranked Operational woman was Station Manager. In Fire Control, there were 10 female Watch Managers and for Support Staff, 9 from 28, or 32.1% posts at Grade 12 and above, are held by women.

Home Office Data – Benchmarking (Gender¹)

Data chart 2: Benchmarking Gender using Home Office Data



Key Results of Benchmarking gender against the national statistics

Data chart 2 compares MFRS to the Metropolitan fire and rescue services² and against fire and rescue services nationally on the topic of gender. The chart shows that:

- Overall in 2020/21, proportionally Merseyside had more women (27.6%) in the organisation than both the Metropolitan group (19%) and for English FRS (21.6%) as a whole.
- Concerning Operational Staff, proportionally Merseyside employs more women (11%) than the benchmark groups. Metropolitan groups (8%) and for English fire and rescue services as a whole (7.4%)
- Concerning Fire Control, Merseyside had a lower proportion of men (10.8%) than the benchmark groups. The Metropolitan group was 20.2% and the English fire and rescue services group was 23.9%

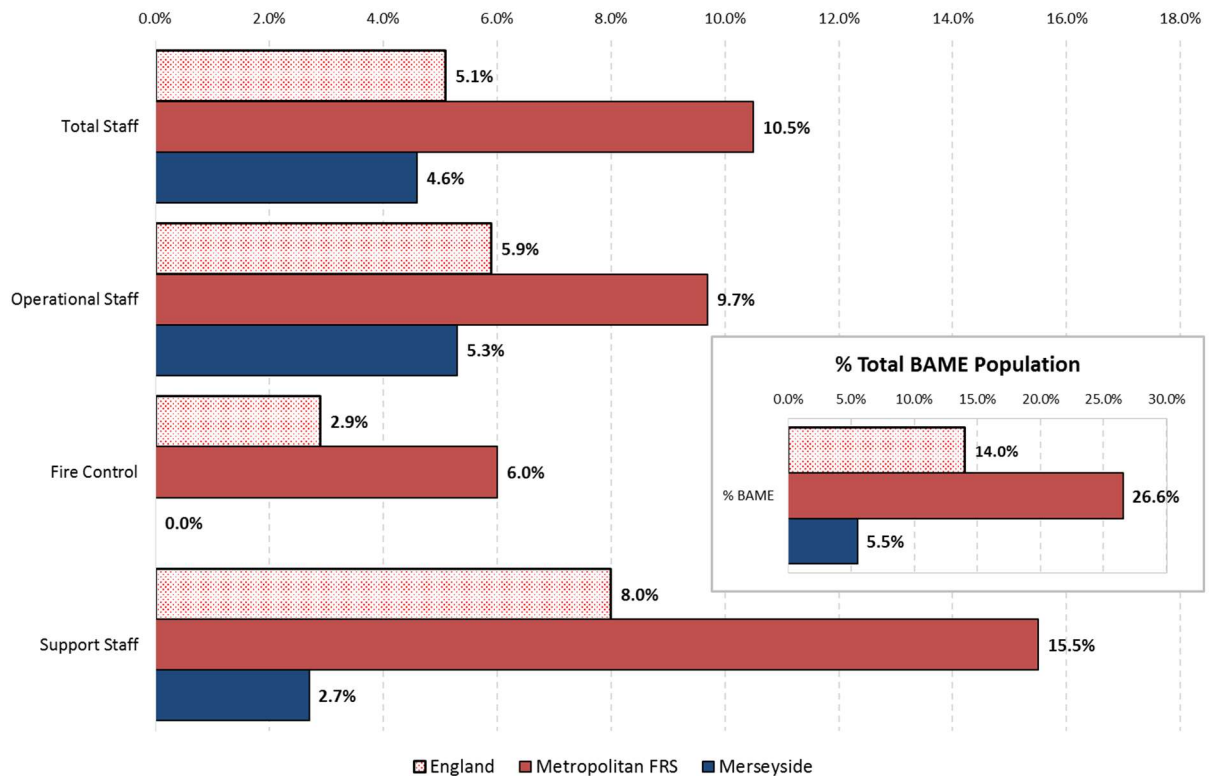
¹ Benchmarking data is based on the employee data supplied to the HO for the year 2019/20 and as such will differ from MFRA's 2020/21 data

² Merseyside fire & Rescue Service is a member of the Metropolitan Fire & Rescue Service (Met) family group. Please note in the Met calculation Merseyside is INCLUDED within this group.

- For Support Staff, in MFRS the proportions of the male and female workforce were slightly more balanced than the benchmark groups, with 53% of employees being female.

Home office - Benchmarking (Ethnicity)³

Data chart 3 Benchmarking Ethnic Origin



Key results of Benchmarking Ethnic Origin against national statistics

Data chart 3 compares MFRS to the Metropolitan fire and rescue services⁴ and against fire and rescue services nationally on the topic of ethnicity. The smaller inset chart provides the proportions of Black and Minority Ethnic (BAME) populations at an England and Metropolitan fire and rescue service level and locally within Merseyside⁵

³ Benchmarking data is based on the employee data supplied to the HMIC for the year 2019/20, so there are some differences with MFRS data which is 2020/21

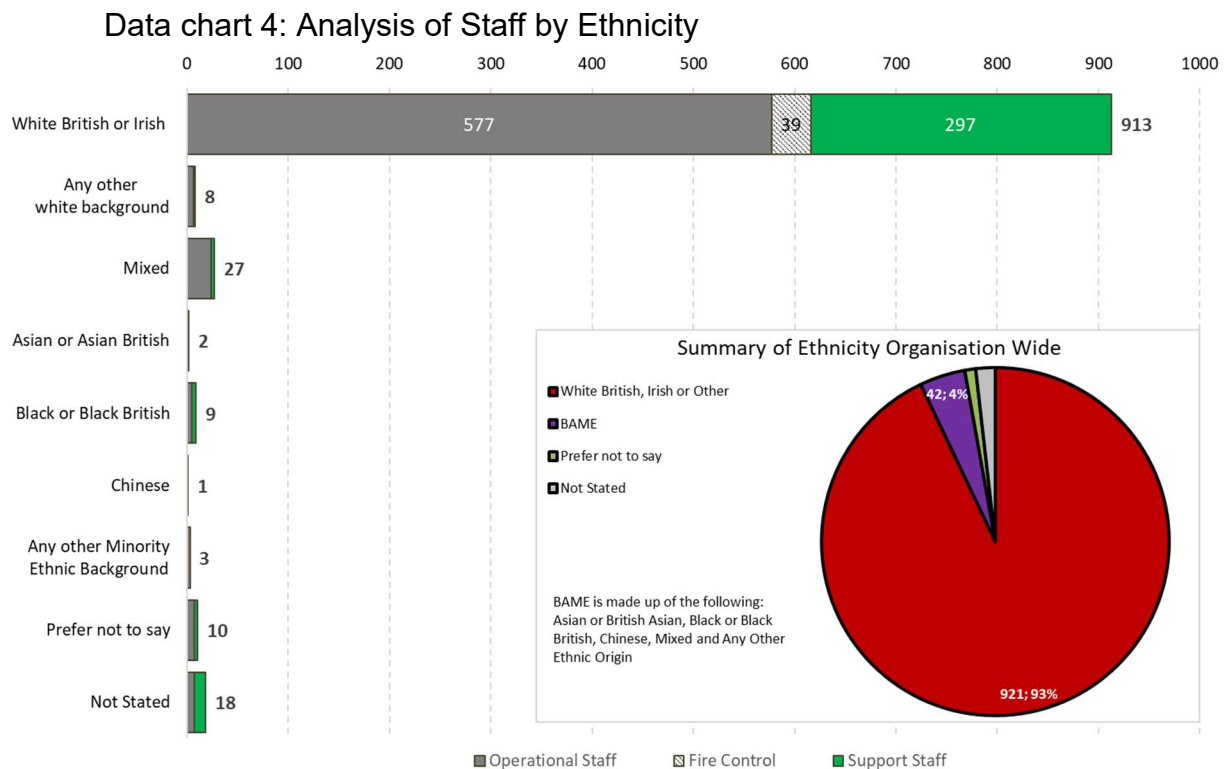
⁴ Merseyside fire & Rescue Service is a member of the Metropolitan Fire & Rescue Service (Met) family group. Please note in the Met calculation Merseyside is INCLUDED within this group.

⁵ Based on Census 2011 figures

The charts show that:

- The proportion of BAME employees in operational roles (5.3%) is very close to the local population (5.5%). We believe this to be the most accurate comparison in relation to MFRS being representative of our own communities and it shows the success of our positive action work in Merseyside. When compared to both the English average (5.1%) and Metropolitan fire and rescue services (10.5%), MFRS had proportionally fewer Black and Minority Ethnic (BAME) members of staff regardless of role (4.6%), but this comparison can be misleading due to significant differences in the proportions of BAME people throughout the country.
- Despite our success in relation to operational staff, we know that we can still improve and our continued positive action work will help us do that.

Analysis of Staff by Ethnicity



Data Table 2: Breakdown of Ethnic Origin by role

Role	Position	Total	White British or Irish	BAME	Any Other White	Prefer Not To Say	No Data
Operational Staff	Brigade Manager	3	3	0	0	0	0
	Area Manager	5	5	0	0	0	0
	Group Manager	13	11	1	0	0	1
	Station Manager	27	24	3	0	0	0
	Watch Manager	118	106	7	1	2	2
	Crew Manager	62	60	1	1	0	0
	Firefighter	403	368	22	4	5	4
	Uniformed Sub Total	631	577	34	6	7	7
Fire Control Staff	Area Manager	0	0	0	0	0	0
	Group Manager	0	0	0	0	0	0
	Watch Manager	11	11	0	0	0	0
	Crew Manager	7	7	0	0	0	0
	Firefighter	21	21	0	0	0	0
		Control Sub Total	39	39	0	0	0
Support Staff	Grades 12+	28	28	0	0	0	0
	Grades 6-11	216	195	8	2	3	8
	Grades 1-5	74	72	0	0	0	2
	Apprentices	3	2	0	0	0	1
		Support Sub Total	321	291	8	2	3
Total		991	933	42	8	10	18

Key results by Ethnic Origin by role

Data chart 4 identifies that in 2020/21:

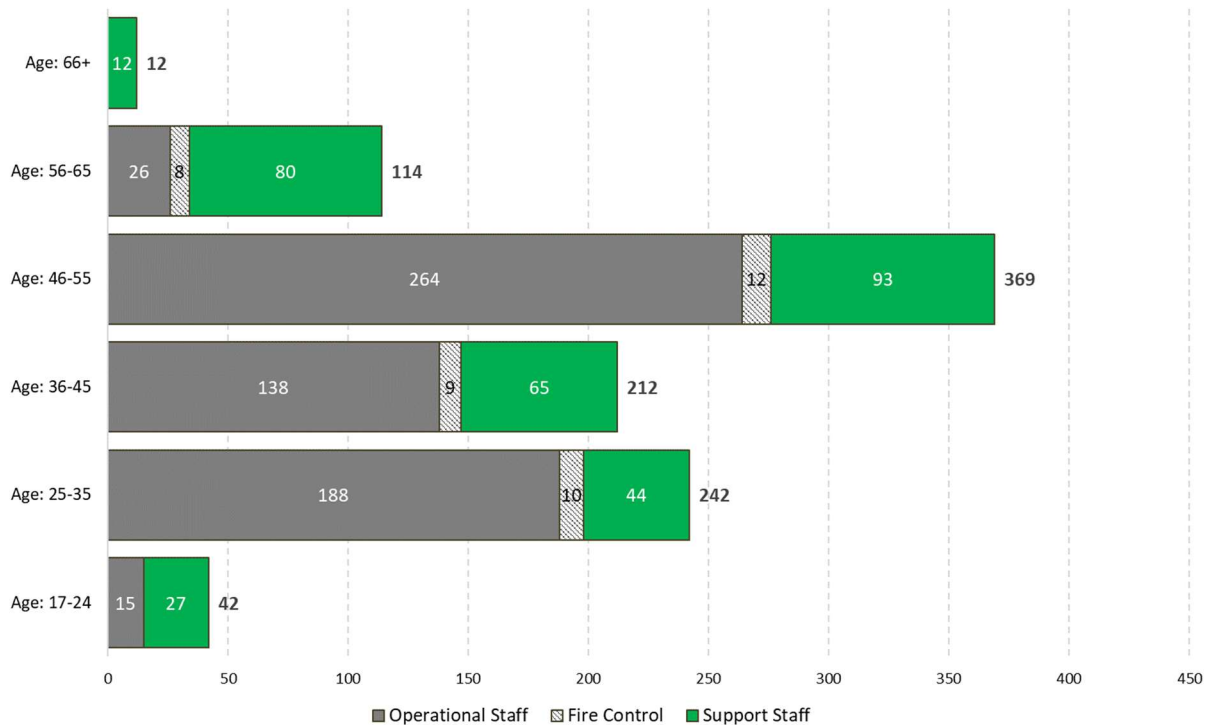
- Regardless of role, the most prominent ethnicity at Merseyside Fire & Rescue Service during 2019/20 was White British with 933 members of staff or 92% overall.
- In total 42 members of staff (4.2%) were classified as BAME (Black, Asian and Minority Ethnic)

Data table 2 provides a further breakdown of staff ethnicity by role, there were:

- One senior member of staff from a BAME background (Group Manger)
- Three Station Managers
- Seven Watch Managers
- Eight Support Staff grade 6-11

Analysis of staff age structure by role (Uniformed, Support Staff and Fire Control)

Data chart 5: Analysis of staff age structure

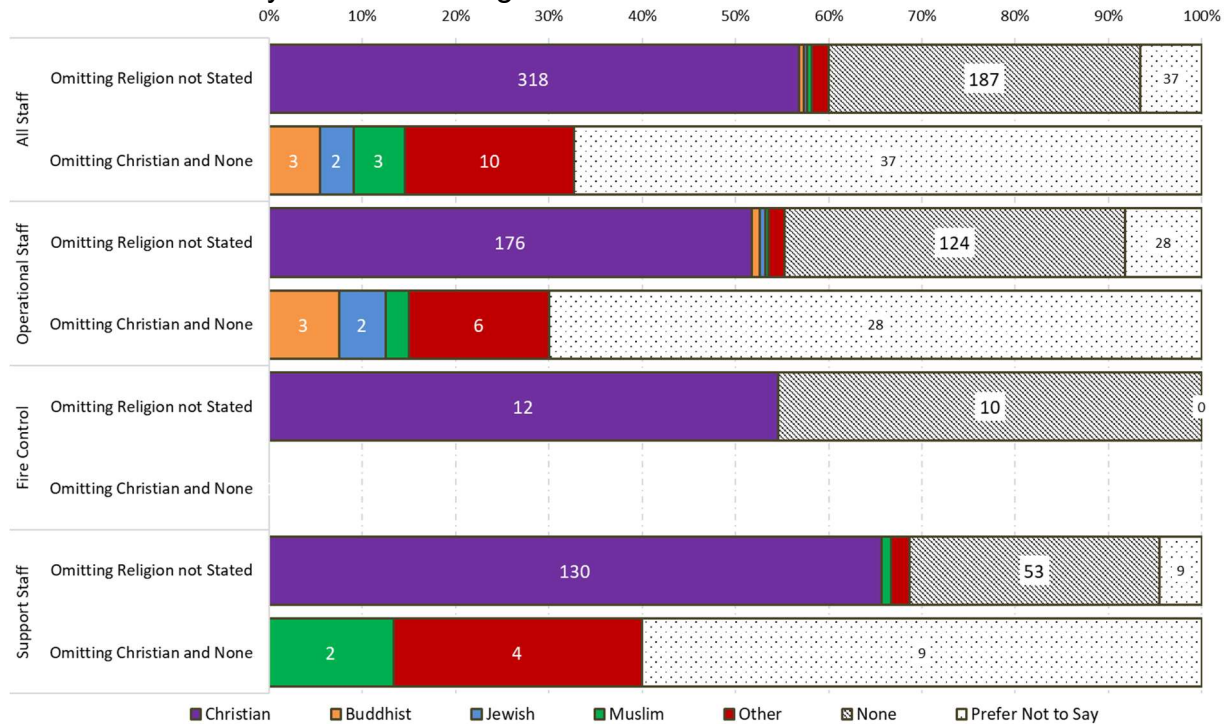


Key Results – Staffing by Age

Data chart 5 identifies that in 2020/21:

- The majority of staff (regardless of role) were between the age of 46-55.
- Concerning ages above age 56 – 65, there were fewer Operational Staff members (26) with the majority being Support Staff, (80)
- There were no Operational Staff above the age of 66+
- When looking at the lower age range, there was a total of 42 staff aged 17-24, of which 27 are Operational Staff and 15 are Support Staff.

Data chart 6: Analysis of Staff Religion



Key Results – Breakdown of religion across the service.

Data chart 6 provides a breakdown of religion across the service, based on valid data (the data that has been provided to us by staff). The chart identifies that:

- Christianity is the most common religion with 318 members of staff stating that they are Christian. This is 56.8% of the valid data.
- This is then followed by staff who have no religion, accounting for 187 or 33.4% of the valid data.
- Minority religions including Judaism, Buddhism and Islam account for 2.7% of the valid data.

Analysis of Staff Disability

Data table 3: Analysis of Staff Disability

Role	Position	Total	Yes	No	No Data
Operational Staff	Brigade Manager	3	0	3	0
	Area Manager	5	0	3	2
	Group Manager	13	0	8	5
	Station Manager	27	0	20	7
	Watch Manager	118	2	49	67
	Crew Manager	62	0	31	31
	Firefighter	403	5	226	172
	Sub Total	631	7	340	284
Fire Control Staff	Group Manager	0	0	0	0
	Station Manager	0	0	0	0
	Watch Manager	11	0	5	6
	Crew Manager	7	0	2	5
	Firefighter	21	2	12	7
	Sub Total	39	2	19	18
Support Staff	Grades 12+	28	0	15	13
	Grades 6-11	216	7	125	84
	Grades 1-5	74	1	38	35
	Apprentices	3	0	2	1
	Sub Total	321	8	180	133
Total		991	17	539	435
% of total response			1.7%	54.4%	43.9%
% of valid data (count = 556)			3.1%	96.9%	

Key Results – in relation to disabilities

Data table 3 shows that:

- In relation to disability, only 56.1% of data is valid, meaning that this proportion of staff have updated their records with disability data. This is a 12% improvement on the previous year's data, but we will continue to encourage staff to provide this data to ensure we have a full picture of how disability affects our workforce.
- Where staff have provided this data, it shows that there are 17 members of staff who have a disability, this equates to 3.2% of the valid data.

Where staff tell us that they have a disability, we work with them and Access to Work (an organisation that provides assistance to people with disabilities) to make reasonable adjustments to help them carry out their role.

Analysis of staff Sexual Orientation

Data table 4: Analysis of staff Sexual Orientation

Role	Position	Total	Heterosexual	Gay / Lesbian	Bi sexual	Self-described	Other	*PNTS	No Data
Operational Staff	Brigade Manager	3	3	0	0	0	0	0	0
	Area Manager	5	3	0	0	0	0	0	2
	Group Manager	13	6	0	0	0	0	0	7
	Station Manager	27	17	0	1	0	0	1	8
	Watch Manager	118	38	1	2	2	0	3	72
	Crew Manager	62	22	0	0	0	0	3	37
	Firefighter	403	199	14	12	0	2	12	164
	Sub Total	631	288	15	15	2	2	19	290
Fire Control Staff	Area Manager	0	0	0	0	0	0	0	0
	Group Manager	0	0	0	0	0	0	0	0
	Watch Manager	11	2	0	0	0	0	1	8
	Crew Manager	7	4	0	0	0	0	0	3
	Firefighter	21	15	0	0	0	0	0	6
	Sub Total	39	21	0	0	0	0	1	17
Support Staff	Grades 12+	28	13	0	0	0	0	0	15
	Grades 6-11	216	121	3	1	0	1	9	81
	Grades 1-5	74	45	0	1	0	0	1	27
	Apprentices	3	2	0	0	0	0	0	1
	Sub Total	321	181	3	2	0	1	10	124
Total		991	490	18	17	2	3	30	431
% of total response			49.4%	1.8%	1.7%	0.2%	0.3%	3.0%	43.5%
% of valid data (count = 560)			87.5%	3.2%	3.0%	0.4%	0.5%	5.4%	

*PNTS – Prefer not to say

Key Results – in relation to sexual orientation

Data table 4 shows that:

- Across the Authority, 43.5% of staff have not recorded their sexual orientation, however, this is improving year on year, based on the valid count of 560 (up from 527 the year before),
- We will continue to stress to staff the importance of recording this information.
- 87.5% of staff reported that they were Heterosexual, which is below the national average of 93.7%⁶
- 3.2% said they were either Gay/Lesbian,
- 3.0% described themselves as Bisexual,

⁶ Office of National statistics May 2021.

<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2019>

- 5.4% preferred not to say
- 0.9% reported that they were either self-describing or other.

New Starters and Leavers

Data table 5: Analysis of New Starters by Gender

Role	Position	Total	Gender		
			Male	Female	% Female
Operational Staff	Brigade Manager	0	0	0	N/A
	Area Manager	0	0	0	N/A
	Group Manager	0	0	0	N/A
	Station Manager	1	1	0	N/A
	Watch Manager	1	1	0	N/A
	Crew Manager	0	0	0	N/A
	Firefighter	57	53	4	7.0%
	Sub Total	59	55	4	6.8%
Fire Control Staff	Group Manager	0	0	0	N/A
	Station Manager	0	0	0	N/A
	Watch Manager	0	0	0	N/A
	Crew Manager	0	0	0	N/A
	Firefighter	4	0	4	100.0%
	Sub Total	4	0	4	100.0%
Support Staff	Grades 12+	1	1	0	N/A
	Grades 6-11	12	8	4	33.3%
	Grades 1-5	4	1	3	75.0%
	Apprentices	1	1	0	N/A
	Sub Total	18	11	7	38.9%
Total		81	66	15	18.5%

Key Results – New Starters by Gender

Data table 5 shows that during the period 1st April 2020 – 31st March 2021:

- There was a total of 81 new employees within MFRS.
 - Of these new starters, they were predominantly men; 66 of the total (81.5%).
 - Concerning Operational (fire fighter) recruitment, there were 4 women, which equated to 7.0% of new recruits
 - Within Fire Control there were 4 new starters; all were women
 - Support staff; 7 new starters were women, equal to 38.9%.

Data table 6: Analysis of Leavers by Gender

Role	Position	Total	Male	Female	% Female
Operational Staff	Brigade Manager	0			N/A
	Area Manager	0			N/A
	Group Manager	0			N/A
	Station Manager	4	4		N/A
	Watch Manager	9	8	1	N/A
	Crew Manager	3	1	2	N/A
	Firefighter	33	29	4	12.1%
	Sub Total	49	42	7	14.3%
Control Staff	Group Manager	0			N/A
	Station Manager	0			N/A
	Watch Manager	0			N/A
	Crew Manager	0			N/A
	Firefighter	2	1	1	50.0%
	Sub Total	2	1	1	50.0%
Support Staff	Grades 12+	7	3	4	57.1%
	Grades 6-11	23	16	7	30.4%
	Grades 1-5	8	3	5	62.5%
	Apprentices	8	5	3	37.5%
	Sub Total	46	27	19	41.3%
Total		97	70	27	27.8%

Key Results – leavers by Gender

Data table 6 shows that during the period 1st April 2020 – 31st March 2021:

- 97 members of staff left MFRS.
 - Leavers were predominantly men, at 70 of the total (72.2%).
 - Concerning Operational leavers, 7 were women, equating to 12.1%,
 - Within Fire Control there were 2 leavers, 1 man and 1 woman
 - Support staff; there were 46 leavers, of which 19 were women, equal to 41.3%.
 - When leavers and new starters are compared there were proportionally more women leaving (27.8%) than starting (18.5%).

Leavers can complete Exit questionnaires and interviews if they wish to and we act upon any matters that arise from those returns by sharing those questionnaires /interview which contain any recommendations with Senior Manager for that department to implement if feasible/appropriate.

Flexible Working

In total there were 11 requests for flexible working during 2020/21, of which 9 were accepted by the Flexible Working Panel, 1 was withdrawn and 1 was ongoing at the time the data was collected. Of this total, 9 were from women and 2 were from men.

When analysed by age, there was:

- 1 request from the 21-30 age group,
- 7 requests from the 31-40 group,
- 1 request from the 41-50 group,
- 2 requests from the 51-60 group

When analysed by ethnicity:

- The majority of requests (10) were from White British or Irish members of staff
- 1 requester was of Asian or Asian British ethnicity.

No requesters stated that they had a disability.

Highlights in relation to Objective 1 during 2020-21

Positive Action

The year our normal activities around Positive Action recruitment have been limited due to Covid restrictions. Our Recruitment team have not been in a position to visit stakeholders or accommodate any “Have a Go Events” or station visits. However, the Team have kept in contact with stakeholders and ensured details of vacancies were circulated.

Positive Action activities will commence again as restrictions ease in line with the Government Covid Road Map. The Recruitment team are planning to broaden the programme of work by working closely with our Staff Networks with regards to stakeholder engagement. In addition, the team are engaging and building relationships with The Anthony Walker Foundation and looking to work with them to engage with more young people from underrepresented groups. We will be reviewing our communications around Positive Action too to help us engage more with underrepresented groups.

Gender Pay Gap

The gender pay gap reporting obligations are included in the Public Sector Equality Duty (PSED). This section reports on our fourth gender pay gap exercise which based on data taken as at 31st March 2021. Gender pay gap figures are based on a total of 959⁷ staff in scope for this exercise; 703 (73.3%) were male and 256 (26.7%) were female.

Measure 1: Mean gender pay gap

This measure is the difference between the mean (average) hourly rates of pay for male and female full pay relevant employees. A negative percentage indicates that women are paid less than men and a positive pay gap reflects the opposite.

Data table 7: Mean Gender Pay Gap 2020/21

Staff group	Male hourly pay £	Female hourly pay £	Pay gap £	2020/21 Pay gap %	2019/20 Pay Gap %
All staff	£16.32	£14.70	-£1.62	-9.9%	-11.4%
Operational Staff (inc Fire Control)	£16.22	£14.48	-£1.74	-10.7%	-12.9%
Support staff	£16.70	£14.83	-£1.87	-11.2%	-9.0%

Across the organisation, the mean gender pay gap is -9.9% or £1.62 per hour. For operational staff only the gap is -10.7% and for support staff the gap is slightly wider at -11.2%.

When the 2020/21 gender pay gap is compared to the previous year, the table identifies that overall the gender pay gap has reduced from 11.4% to 9.9% which indicates the overall progress we have made. For Support Staff the gap increased

⁷ A number of employees weren't included in the Gender Pay Gap Figures because they were not "Full Pay Relevant". This means that, for the reasons detailed below an individual did not receive a full month's salary for the reporting period.

- Staff who joined the service part way through the pay period
- Staff who left the service part way through the pay period
- Staff in receipt of childcare vouchers
- Staff on maternity leave
- Staff with deductions for unpaid leave / jury service
- Staff with deductions for half/no pay due to sickness

from -9.0% during 2019/20 to -11.2% during 2020/21. For operational staff, the gender pay gap reduced from -12.9% during 2019/20 to -10.7% during 2020/21.

The differences in figures may be due to typically longer service for men and incremental pay rises as a result. Research suggests that women may take longer to reach the top of their grade if they take time out for: maternity, adoption or career breaks for example. The impact of having low number of female staff at higher grades also has an important bearing on the overall Gender Pay gap for operational staff and this is being addressed through our Equality Objective 1 – in relation to our Positive Action strategy and the People Plan.

Measure 2. Median gender pay gap

This is the difference between the median hourly rate of pay of male and female full-pay relevant employees.

Data table 8: Median Gender Pay Gap 2020/21

Staff group	Male hourly pay £	Female hourly pay £	Pay gap £	2020/21 Pay gap %	2019/20 Pay Gap %
All staff	£14.96	£14.57	-£0.39	-2.6%	-5.2%
Operational Staff (inc Fire Control)	£14.83	£14.63	-£0.20	-1.3%	-2.3%
Support staff	£14.98	£14.18	-£0.80	-5.3%	-7.7%

When compared to the mean gender pay gap, the difference between male and female staff is narrower, with a -2.6% difference at a MFRA level, a -1.3% difference for operational staff and -5.3% difference for support staff. The UK median gender pay gap according to the DIT gender pay gap report 2019 -20 is -15.9% for full time employees ⁸.

Measure 3. Mean bonus gap

This is the difference between the mean bonus paid to male relevant employees and that paid to female relevant employees. This measure is not applicable as there are no bonus payments made to MFRA staff.

⁸ <https://www.gov.uk/government/publications/dit-gender-pay-gap-report-and-data-2019-to-2020/dit-gender-pay-gap-report-2019-to-2020#:~:text=The%202020%20mean%20gender%20pay,hourly%20difference%20is%20%C2%A34.04.>

Measure 4. Median bonus gap

This is the difference between the median bonus paid to male relevant employees and that paid to female relevant employees. This measure is not applicable as there are no bonus payments made to MFRA staff.

Measure 5. Bonus proportions

The proportions of male and female relevant employees who were paid bonus pay during the relevant period. This measure is not applicable as there are no bonus payments made to MFRA staff.

Measure 6. Quartile⁹ pay bands

The proportions of male and female full-pay relevant employees in the Lower (1), Lower Middle (2), Upper Middle (3) and Upper (4) quartile pay bands.

Quartile pay bands

Data table 9: Quartile Pay Bands 2020/21

Quartile pay Bands	From hourly rate £'s	To hourly rate £'s	# of men	%	# of women	%
1. Lower	£4.55	£14.46	128	53.6%	111	46.4%
2. Lower Middle	£14.49	£14.83	186	77.5%	54	22.5%
3. Upper Middle	£14.83	£17.21	190	79.2%	50	20.8%
4. Upper	£17.21	£68.54	199	82.9%	41	17.1%

The table identifies that the gender pay gap within quartiles 2 (Lower Middle) and 3 (Upper Middle), the hourly rates are very similar; suggesting that pay parity is close between male and female staff, within these two quartiles. Within the Lower quartile there is a difference between hourly rates of £9.91, this increases in the Upper quartile (where there is a difference of £51.33 between hourly rates).

⁹ If a set of data is split into 4 equal parts, then each part is a quartile. The Lower / 1st Quartile is the first quarter of a dataset, the Lower Middle / 2nd Quartile is the equivalent of the Median, the Upper Middle / 3rd Quartile is the 3rd Quarter of a dataset and the Upper / 4th Quartile is the final quarter of the dataset.

MFRS WORKFORCE GENDER PAY GAP

BASED ON AN EQUALITY ANALYSIS OF WORKFORCE & EMPLOYMENT DATA AT 31ST MARCH 2021



MEDIAN* GENDER PAY GAP

-2.6%
DIFFERENCE -
OVERALL

-1.3%
DIFFERENCE -
OPERATIONAL

-5.3%
DIFFERENCE -
SUPPORT

* MEDIAN = THE MIDDLE VALUE OF A DATA SAMPLE



MEAN* GENDER PAY GAP

-9.9%
DIFFERENCE OVERALL
(£1.62 PER HOUR)
DOWN FROM -11.4%
IN 2019/20

-10.7% DIFFERENCE FOR OPERATIONAL STAFF
(£1.74 PER HOUR)
DOWN FROM -12.9%
IN 2019/20

-11.2% DIFFERENCE FOR SUPPORT STAFF
(£1.87 PER HOUR)
UP FROM -9%
IN 2019/20

* MEAN = SUM OF ALL THE NUMBERS DIVIDED BY THE AMOUNT OF NUMBERS

THE NATIONAL PICTURE

THE UK MEDIAN GENDER PAY GAP USING OFFICE OF NATIONAL STATISTICS DATA SHOWS AN AVERAGE PAY GAP FOR ALL EMPLOYEES TO BE **-7.4%** DURING 2020.

MEAN VS MEDIAN:
OUR GENDER PAY GAP (DIFFERENCE BETWEEN MALE & FEMALE STAFF PAY) IS **NARROWER** WHEN MEASURED BY MEDIAN



GENDER PAY GAP FIGURES BASED ON



PROPORTIONS OF MALE & FEMALE EMPLOYEES IN THE LOWER, LOWER MIDDLE, UPPER MIDDLE & UPPER QUARTILE PAY BANDS:

PAY BAND	% MALE	% FEMALE
LOWER	53.6	46.4
LOWER MID	77.5	22.5
UPPER MID	79.2	20.8
UPPER	82.9	17.1

FOR ALL MFRA STAFF, DATA SUGGESTS THAT MEN'S PAY TENDS TO BE MORE CONSISTENT THAN WOMEN'S

WHY IS THERE A PAY GAP?

♀ IS IT THE IMPACT OF HAVING A LOW NUMBER OF FEMALE STAFF AT HIGHER GRADES?

♀ DO WOMEN TAKE LONGER TO REACH THE TOP OF THEIR GRADE IF THEY TAKE TIME OUT FOR MATERNITY OR CAREER BREAKS, AS RESEARCH SHOWS?

♂ TYPICALLY, MEN HAVE LONGER SERVICE WITH RESULTING INCREMENTAL PAY RISES

THIS IS MFRS' 5TH GENDER PAY GAP EXERCISE

WE ARE ADDRESSING ISSUES THROUGH OUR EQUALITY OBJECTIVE 1 - RELATING TO POSITIVE ACTION

Equality Objective 2

Ensure that people from diverse communities receive equitable services that meet their needs.

The following ED&I data tables, analysis and case studies show our progress in relation to ensuring we are delivering an equitable service to the communities we serve. Normally this would be through our Home Fire Safety Checks (HFSC's) and our Safe and Well visits, but this year also includes the work carried out by our Prevention teams and volunteers from across the Service to provide help and support to the NHS, local councils and vulnerable members of the community during the pandemic. As well as through the range of courses offered by our Youth Engagement team.

Home Fire Safety Checks 2020 – 21 (HFSC)

The following data tables below show the number of HFSC's carried out by our operational staff during the period 1st April 2020 to 31st March 2021 (these figures were correct on the date of extraction (20th May 2021)), from the Service's information management system¹⁰.

It should be noted that due to the ongoing pandemic, MFRS was unable to carry out the normal number of HFSC's during 2020-21, so the figures within the following section are based on a total of 3484 HFSCs.

¹⁰ Please note: both Home Fire Safety Check and Safe and Well performance figures contained within this report differ to those published in the Service Delivery Plan. When a high risk re-visit occurs this overwrites the pre-existing visit – therefore when the data is refreshed; visits that were recorded in the previous year now have an updated visit date and therefore no longer appear in historical data.

Data table 10: HFSC's conducted by Operational Crews by Ethnicity

Ethnicity	2020/21 Total Visits	% Overall	% of Visits Omitting "Unknown"	% of Merseyside Resident Population
White - British	3127	89.8%	97.2%	91.8%
White - Irish	7	0.2%	0.2%	1.0%
White - Other	28	0.8%	0.9%	1.7%
Asian - Bangladeshi	2	0.1%	0.1%	0.2%
Asian - Chinese	6	0.2%	0.2%	0.8%
Asian - Indian	8	0.2%	0.2%	0.6%
Asian - Other	7	0.2%	0.2%	0.4%
Asian - Pakistani	2	0.1%	0.1%	0.2%
Black - African	8	0.2%	0.2%	0.7%
Black - Caribbean	4	0.1%	0.1%	0.2%
Black - Other	8	0.2%	0.2%	0.2%
Mixed - Other	2	0.1%	0.1%	0.4%
Mixed - White & Asian	0	0.0%	0.0%	0.3%
Mixed - White & Black African	0	0.0%	0.0%	0.4%
Mixed - White & Black Caribbean	5	0.1%	0.2%	0.5%
Other Ethnic Group	4	0.1%	0.1%	0.7%
<i>Unknown</i>	266	7.6%		
Total	3484	100.0%		

Key Results – HFSC Equality data for Ethnicity

Data table 10 identifies that:

- On only 7.6% of occasions the occupier of the dwelling did not state their ethnicity.
- 89.8% of our HFSCs have been carried out in homes where the resident identifies as White British, if visits involving persons where the ethnicity is unknown are omitted, then this increases to 97.2%.
- 1.7% of HFSC have been carried out in homes where the resident identifies as BAME compared to a Merseyside BAME population of 5.5%

Data table 11: HFSC's Conducted by Operational Crews by Religion

Religion	2020/21 Total Visits	% Overall	% Omitting "Unknown"	% of Merseyside Resident Population
Christian	1996	57.3%	82.4%	74.0%
Atheist / None	331	9.5%	13.7%	17.2%
Declined	24	0.7%	1.0%	0.0%
Other	52	1.5%	2.1%	0.3%
Muslim	7	0.2%	0.3%	1.4%
Jewish	6	0.2%	0.2%	0.2%
Buddhist	3	0.1%	0.1%	0.3%
Hindu	3	0.1%	0.1%	0.3%
Sikh	0	0.0%	0.0%	0.1%
Jehovah's Witness	0	0.0%	0.0%	0.0%
<i>Unknown</i>	<i>1062</i>	<i>30.5%</i>		<i>6.2%</i>
Total	3484	100.0%		

Key Results – HFSC Equality Data for Religion

Data table 11 above identifies that at the time the data was extracted from the MFRS information management system:

- On 30.5% of occasions the occupier did not state their religion which is a 3.4% increase on last year.

Based on valid data:

- 82.4% of responses indicated that they were of the Christian faith
- 13.7% were Atheist or had no religion
- Judaism, Buddhism and Islam accounted for 0.5% of valid data, with 1% declining to provide a religion
- The remaining 2.1% indicated other (but did not specify)

We are working to improve the number of responses we get when we ask people about their ethnicity and religion and we are confident that our continued efforts to introduce more diversity into our workforce (including actions in our Integrated Risk Management and People Plans), plus providing more information to explain why we want this data and further guidance for staff will help improve these responses.

Safe and Well Visits 2020 – 21 (S&W)

The following data tables represent the number of Safe and Well visits conducted by our Prevention team during the period 1st April 2020 to 31st March 2021 (these figures were correct on the date of extraction (27th July 2021)), from the Service’s information management system.

Data table 12: Safe and Well Visits conducted by Prevention Team by Ethnicity

Ethnicity	2020/21 Total Visits	% Overall	% Omitting "Unknown"	% of Merseyside Resident Population
White - British	7500	94.0%	96.3%	91.8%
White - Irish	42	0.5%	0.5%	1.0%
White - Other	59	0.7%	0.8%	1.7%
Asian - Bangladeshi	4	0.1%	0.1%	0.2%
Asian - Chinese	12	0.2%	0.2%	0.8%
Asian - Indian	2	0.0%	0.0%	0.6%
Asian - Other	14	0.2%	0.2%	0.4%
Asian - Pakistani	3	0.0%	0.0%	0.2%
Black - African	23	0.3%	0.3%	0.7%
Black - Caribbean	12	0.2%	0.2%	0.2%
Black - Other	16	0.2%	0.2%	0.2%
Mixed - Other	19	0.2%	0.2%	0.4%
Mixed - White & Asian	10	0.1%	0.1%	0.3%
Mixed - White & Black African	11	0.1%	0.1%	0.4%
Mixed - White & Black Caribbean	10	0.1%	0.1%	0.5%
Other Ethnic Group	53	0.7%	0.7%	0.7%
<i>Unknown</i>	<i>191</i>	<i>2.4%</i>		<i>0.0%</i>
Total	7981			

Key Results – Safe and Well Equality data for Ethnicity

Data table 12 identifies that:

- On only 2.4% of occasions the occupier of the dwelling did not state their ethnicity.
- 94.0% of Safe and Well visits have been carried out in homes where the resident identifies as White British, this increases to 96.3% if “unknown” data is considered
- 2.4% of HFSC have been carried out in homes where the resident identifies as BAME compared to a Merseyside BAME population of 5.5%

Data table 13: Safe and Well Visits Conducted by Prevention Team by Religion

Religion	2020/21 Total Visits	% Overall	% Omitting "Unknown"	% of Merseyside Resident Population
Christian	4,771	59.8%	64.5%	74.0%
Atheist / None	2,388	29.9%	32.3%	17.2%
Declined	108	1.4%	1.5%	0.0%
Other	52	0.7%	0.7%	0.3%
Muslim	43	0.5%	0.6%	1.4%
Jewish	15	0.2%	0.2%	0.2%
Buddhist	11	0.1%	0.1%	0.3%
Hindu	6	0.1%	0.1%	0.3%
Sikh	2	0.0%	0.0%	0.1%
Jehovah's Witness	0	0.0%	0.0%	0.0%
<i>Unknown</i>	585	7.3%		6.2%
Total	7,981			

Key Results – Safe and Well Equality Data for Religion

Data table 13 above identifies that at the time the data was extracted from the MFRS information management system:

- On 7.3% of occasions the occupier did not state their religion.

Based on valid data:

- 64.5% of people responding indicated that they were of the Christian faith
- 32.3% were Atheist or had no religion.
- Judaism accounted for 0.2%, Buddhism for 0.1% and Islam accounted for 0.5% of valid data. 1.4% of recipients declined to provide a religion.
- The remaining 0.7% indicated other (but did not specify).

Youth Engagement Team

At Merseyside Fire & Rescue Service we offer a range of interventions for children and young people. These include our Beacon Projects, Fire Cadets, Healing Together and our Prince's Trust Programme. 2020/21 has also presented challenges for our Youth Engagement work. In early 2020 all our development work with young people were suspended due to the Covid pandemic. In September however, we were able to start delivering our 12-week programme again with Covid secure arrangements in place and a mixture of both in person and virtual lessons. Both our Fire Cadets and Prince's Trust teams rose to the challenge and even altered the way in which they completed their community project, which this year has seen them get involved with litter picks, WhatsApp challenges, painting ¹¹Isla Stones and producing and delivering positivity books to care homes.

In 2020/21 we also introduced our new programme, Healing Together, which is a 6 week, 1 hour a week programme to support young people age 6-16 who have been impacted by domestic violence.

The programme has been developed by Innovating Minds, funded by the Merseyside Violence Reduction Partnership and is being delivered in partnership with Local Authorities. The course can be delivered either on a 1:1 basis or as a group session at an individual's school and is delivered by our trained Youth Engagement team. Healing Together has been designed to help children and young people learn about their feelings and how their body and brain can work together to help them feel safe and calm. Participants receive the tools, resources and coping strategies to feel comfortable in their own skin.

Prince's Trust Summary

During 2020-2021 there was a total of 74 attendees on our Princes Trust courses.

When analysed by age:

¹¹ Isla Tansey, a 7-year old girl, who sadly passed away in 2018 started a worldwide stone decorating movement. #Ilastones is her legacy and we are proud to be part of it to raise awareness of DIPG and childhood cancer

- 38 (51.4%) of attendees were aged 16-18
- 36 of attendees (48.6%) were above the age of 19

When broken down by gender:

- 73% (54) were men
- 27 % (20) were women

When analysed by ethnicity, the following was identified:

- The majority of attendees were White British 87.8% (65 attendees)
- 5.9% (8 attendees) identified as Black, Asian or Minority Ethnic (BAME)
- 1.4% (1 attendee) preferred not to say

Twenty-eight attendees considered themselves to some extent disabled

Fire Cadets Summary

During 2020- 2021 there was a total of 51 attendees participating in our Fire Cadet groups.

When looking at these figures by age:

- The majority of participants came from the 15, 16 and 17 age group with 11 attendees from each age group.

When broken down by gender:

- 76% of attendees were male
- 24% of attendees were female

When analysed by ethnicity, the following was identified:

- The majority of attendees were White British (50 attendees)
- One attendee identified as BAME.

Twelve attendees considered themselves to some extent disabled.

Beacon Course Summary

During 2020-21 there was a total of 24 attendees participating in our Beacon Courses.

When broken down by gender:

- 66.66% of attendees were male
- 33.33% of attendees were female

When broken down by age

- Most participants were in the 13-year-old group with 7 attendees
- Followed by 14-year-olds with 6 attendees

When analysed by Ethnicity, the following was identified:

- All attendees were White British

Four attendees considered themselves to some extent disabled.

Within the our IRMP we have said that we will Recruit Prevention staff who truly reflect the diverse communities we serve so we can fully understand and address the inequalities that exist. It is also important we consider how we attract to our courses and we will look to build this in to our review.

Healing Together Summary

During 2020-21 there was a total of 26 attendees participating in our Healing Together course.

When broken down by age:

- Most participants (7) were 9 years old
- Followed by 10-year-olds with 6 attendees

When broken down by gender:

- 58% of attendees were male

- 42% of attendees were female

When analysed by Ethnicity, the following was identified,

- The majority of attendees were White British (24)
- With 2 identifying as Mixed British

Fifteen attendees considered themselves to some extent disabled.

Highlights in Relation to Objective 2 during 2020-21

Safe and Well visits

Prevention Advocates have completed 7873 Safe and Well visits across Merseyside during the pandemic, where the risk of fire outweighed the risk of Covid.

Case Studies

During the Covid pandemic, our Vulnerable Person Advocates have gone above and beyond on a daily basis to support the vulnerable people in our communities whilst also offering support to the NHS and local authorities across Merseyside. The following case studies show the benefits of our interventions:

A request came in from Liverpool City Council for a prescription to be delivered to a lady who was 100 years old and was shielding. By chance, this was our 3,000th prescription delivery. The lady was visited by Jen Taylor (Volunteers Manager) who then referred her on to Age UK for a food parcel to be delivered as the lady was vulnerable and required essential items.



Prevention also received a referral from Knowsley Council for a prescription to be collected from a pharmacy and delivered to an elderly lady who was unable to leave her home due to shielding. When the member of staff involved delivered the prescription to her, they noticed that her smoke alarm was bleeping. The Advocate asked her if she would like them to replace the alarm to which she agreed. The Advocate wore full PPE and entered the property, completed a Safe and Well check as they noticed that due to the lady's age and lifestyle, and there were a couple of risk factors that required our attention. The staff member submitted a risk form explaining the lady's mobility problems, as she would not have been able to vacate the property in an emergency without assistance. This now means that should she ever require emergency assistance from a fire crew, they will know that she needs additional help to leave her home.

MFRS WORKFORCE PROFILE BY AGE

BASED ON AN EQUALITY ANALYSIS OF WORKFORCE & EMPLOYMENT DATA AT 31ST MARCH 2021



THE MAJORITY OF STAFF WITHIN MFRA (369 OR **37%**) ARE AGED **46-55...** WITH MORE PERSONNEL **ABOVE THE AGE OF 46** THAN BELOW, THE STAFFING STRUCTURE IS SLIGHTLY **TOP HEAVY**

WITH AN AGEING POPULATION

THE REMOVAL OF THE DEFAULT RETIREMENT AGE* COULD LEAD TO A HIGHER AVERAGE AGE FOR EMPLOYEES - THE ISSUE IS BEING ADDRESSED

* without significant recruitment

EMPLOYMENT POLICIES WILL NEED TO TAKE ACCOUNT OF THIS AS PART OF ONGOING EQUALITY IMPACT ASSESSMENTS & FOR WORKFORCE SUCCESSION PLANNING

HOW OLD ARE STAFF?

CONTROL	OPERATIONAL	SUPPORT
<p>AGE 25-35 - 25%</p> <p>AGE 36-45 - 23%</p> <p>AGE 46-55 - 31%</p> <p>AGE 56-65 - 21%</p>	<p>AGE 17-24 - 0.02%</p> <p>AGE 25-35 - 30%</p> <p>AGE 36-45 - 22%</p> <p>AGE 46-55 - 42%</p> <p>AGE 56-65 - 6%</p>	<p>AGE 17-24 - 0.08%</p> <p>AGE 25-35 - 14%</p> <p>AGE 36-45 - 20%</p> <p>AGE 46-55 - 29%</p> <p>AGE 56-65 - 25%</p> <p>AGE 66+ - 0.04%</p>

THE MAJORITY OF EMPLOYEES IN THE 17-24 AGE GROUP (27 OF 42) ARE SUPPORT STAFF, AS ARE ALL EMPLOYEES AGED OVER 66.

Equality Objective 3

Reducing fires and other incidents amongst the vulnerable protected groups.

The following case studies show our progress in relation to reducing fires and other incidents amongst the vulnerable protected groups. Our staff work closely with partner organisations to ensure that we provide support to a wide range of people and use different methods of engagement to deliver our message, some of the ways in which we do this are detailed in this section.

Highlights in Relation to Objective 3 during 2020-21

Autism Champions Scheme



This year we have been working with Autism Adventure to renew our Autism Champions status. The Autism Champions Scheme was developed and launched by Autism Together in 2016 and is open to any organisation and especially those organisations that provide a direct service to the public. Accessing new places or allowing new people into their home or known environments for autistic people can become very overwhelming and daunting, causing anxiety and resulting in individuals and families becoming isolated.

The aim of the scheme is to ensure that people with autism:

- Are better supported by healthcare professionals and the emergency services
- Feel confident and safe travelling on public transport
- Can go shopping, take part in sports and leisure activities, visit cultural places of interest and dine out in restaurants independently
- Are able to do anything everyone else does

To become an Autism Champion organisations, need to:

- Make a commitment to become an autism friendly organisation by signing the Charter
- Ensure that a least 10% of public facing staff receive Autism Champions/Awareness training.
- Make reasonable, autism friendly adjustments to the physical environment and practice
- Provide autism friendly specific sessions/days where possible
- Commit to a review every 3 years; ensuring that the required standards and skills have been maintained.

Autism Adventure provide training and awareness programmes for organisations to enable them to adapt their business to cater for families living with Autism and have been working with our Advocates and Youth Engagement Team, delivering Autism Champions/Awareness training. Training was started in October 2020 but due to Covid restrictions, has had to be postponed and will be completed in 2021-22.

We are also showing our ongoing support to the Charter and both Autism Together and Autism Adventure Charities by displaying the charter logo and key messages on one of our fire appliances in Liverpool, which was launched in April to celebrate Autism Awareness month.



Prevention Directorate

Our Prevention Directorate is committed to promoting and valuing diversity in every aspect of the work they do. This has been particularly evidenced during the past year dealing with Covid. The Prevention teams have been able to support the most vulnerable people in our communities by providing different services than normal including prescription and food deliveries, in addition to maintaining a level of fire prevention service delivery across all districts of Merseyside. To continue to support vulnerable communities we must be able to know, reach and influence them accordingly and our Prevention teams do this by using business intelligence and data to inform our Home and Community Safety strategies.

Covid pandemic – workforce response

At the start of the pandemic a request for volunteers was sent to all MFRS staff to ask for support for a wide range of NHS and other key partners. Overall,

approximately 570 workforce volunteers have assisted with various roles during the pandemic including:

- Delivery of essential items (food and prescription deliveries)
- Vaccination delivery and support
- Mass testing, surge testing and lateral flow testing for staff
- Face mask fitting testing for NHS and care staff

Prescription and food deliveries during the pandemic

During 2020/21, staff from the Prevention Directorate assisted the NHS and local authorities across Merseyside in the delivery of over 8000 essential items including food and prescriptions to those who were most vulnerable and were unable to leave their homes due to shielding. Some specific examples include:

- Workforce volunteers (operational and non-operational staff) delivered in excess of 1,000 food parcels to homeless members of the community with a St Helens based charity (Teardrops) and also to Torus Housing tenants in Liverpool.
- Crews at St Helens and Prescot Community Fire stations were involved in the delivery of food parcels on behalf of Age UK.
- In the region of 600 Age UK health and wellbeing parcels were delivered to elderly residents every Thursday (during the first lockdown) who were shielding in Knowsley during the pandemic.
- 12 staff volunteered on Christmas Day to assist Age UK in the delivery of a hot meal to Wirral residents who were alone and vulnerable.
- From December 2020, MFRS assisted a charity called “New Beginnings – Improving Lives” which offers support to families living in poverty across the City. Workforce volunteers supported on a weekly basis and delivered approximately 1,000 food parcels to families who needed them most.

- Along with delivering food and essential items, our pool of volunteers delivered in excess of 100 Easter parcels to children who were living in poverty or were vulnerable.

Mass Vaccination Programme

Since January 2021, MFRS has been involved in the mass vaccination programme providing continued support at the vaccination hub in St Helens. 130 members of staff received training from the NHS to become vaccinators, with a further 60 members of staff volunteering as administrative support. This meant that our volunteers were able to offer resilience at the site 7 days a week.

We directly administered over 22,000 Oxford AstraZeneca and Moderna vaccines and drew up in excess of 29,000 vaccines between January 2021 and April 2021.

Surge and Lateral Flow Testing

Staff assisted local authorities with Lateral Flow Testing and at mass testing at sites in St Helens and Knowsley, meeting, greeting and directing members of the community as they arrive at the sites. Members of the community returning postal testing kits for analysis, were able to drop off them at their local community fire station where they were collected by Royal Mail. Our Prevention Advocates also received training from NHS staff on how to use PPE correctly which they then delivered to care homes. Staff also assisted with Surge Testing in parts of Southport when the South African variant was confirmed and became a variant of concern.

MFERS WORKFORCE PROFILE BY ETHNICITY

BASED ON AN EQUALITY ANALYSIS OF WORKFORCE & EMPLOYMENT DATA AT 31ST MARCH 2021



MINORITY ETHNICITIES BY GROUP

- 27 MIXED RACE
- BLACK / BLACK BRITISH 9
- OTHER WHITE 8
- CHINESE 1
- 3 OTHER MINORITY ETHNIC
- ASIAN / ASIAN BRITISH 2

(10 staff members preferred not to state ethnicity & 18 others did not give any data)

92%

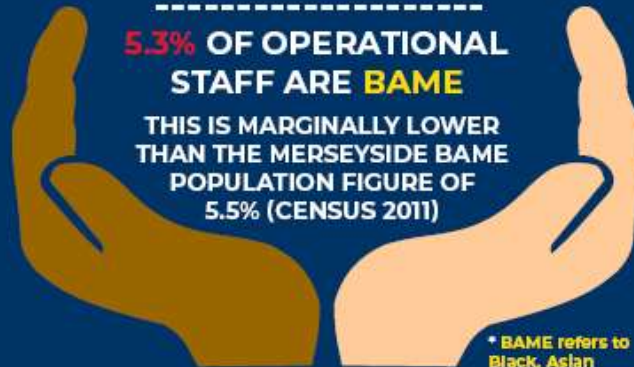
(933) OF STAFF AT MFRA ARE OF **WHITE** BRITISH OR IRISH ORIGIN, WITH

4.6%

 (42) BEING **BAME***

5.3% OF OPERATIONAL STAFF ARE **BAME**

THIS IS MARGINALLY LOWER THAN THE MERSEYSIDE BAME POPULATION FIGURE OF 5.5% (CENSUS 2011)



* BAME refers to Black, Asian & Minority Ethnic

OBJECTIVE 1 IS DESIGNED TO **INCREASE THE DIVERSITY** OF OUR WORKFORCE & **VOLUNTEERS** AT ALL LEVELS ACROSS THE ORGANISATION. **POSITIVE ACTION** WILL SUPPORT **BAME** STAFF TO APPLY FOR **DEVELOPMENT & PROMOTION**

(They are currently under-represented in operational, supervisory & management roles)

THE NATIONAL PICTURE

ON FACE VALUE...

MERSEYSIDE HAS PROPORTIONALLY FEWER BAME PERSONNEL IN ALL ROLES COMPARED TO THE METROPOLITAN AND ENGLISH FIRE & RESCUE SERVICES...

HOWEVER...

THIS IS MISLEADING AS MERSEYSIDE HAS A FAR LOWER BAME POPULATION THAN MANY AREAS OF ENGLAND.

INDEED

COMPARING THE PROPORTION OF BAME EMPLOYEES TO THE LOCAL BAME POPULATION, IT APPEARS THAT MERSEYSIDE IS CLOSER TO ACHIEVING PARITY THAN EITHER THE METROPOLITAN OR ENGLISH FRS AS A WHOLE.



Equality Objective 4

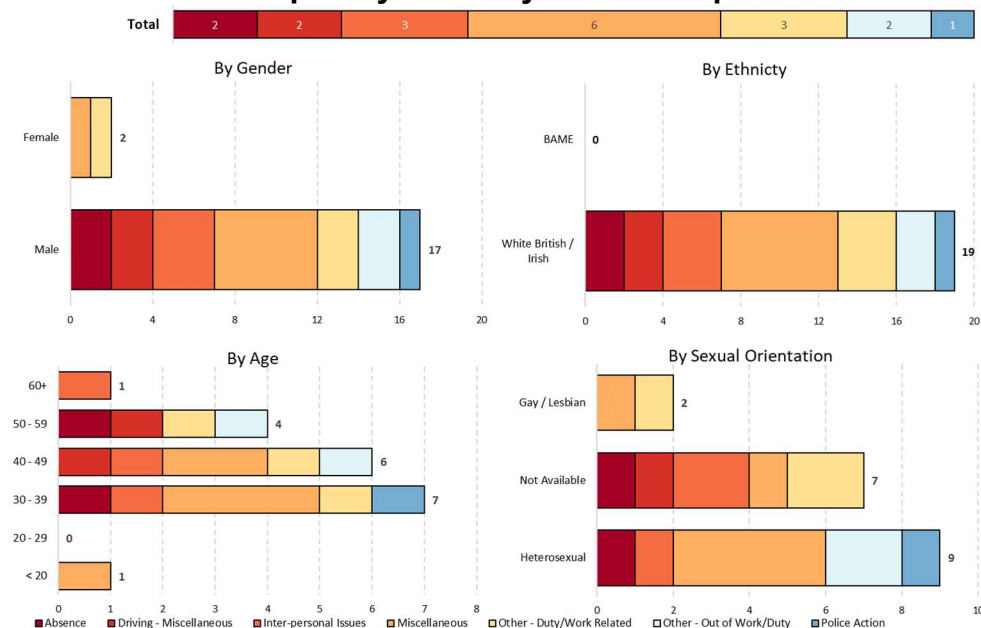
To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to: “eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don’t.

The following ED&I data tables, analysis and case studies show our progress in relation to ensuring that our staff are better equipped to deliver their roles whilst showing due regard to the need to eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act. In this section we look at the data around Employment Tribunals, internal Grievances and Disciplinary cases, and the delivery of our Equality, Diversity and Inclusion Essentials training.

Staff Discipline Cases

During 2020-2021 there was a total of 19 disciplinary cases, this was a reduction when compared to the five-year average of 23 per year. The following section analyses this data by gender, age, ethnicity and sexual orientation - as well as reference to the reasons for and outcomes from the disciplinary cases.

Data chart 7: Disciplinary cases by cause and protected characteristic



Key Results – Disciplinary cases by cause and protected characteristic

Data chart 7 shows that during 2020/21:

- There was a total of 19 disciplinary cases
 - the majority (6) were classified as Miscellaneous
 - The next most common disciplinary issues were Other – Duty/work related and Inter-personal issues with 3 each.
 - These were then followed by: Absence, Driving – Miscellaneous and Other – Out of Work/Duty with 2 each.
 - There was a single disciplinary case involving Police Action.

When looking at the 19 disciplinary cases by gender:

- 17 (89.5%) were related to men
- 2 (10.5%) were related to women

When comparing the disciplinary cases by age:

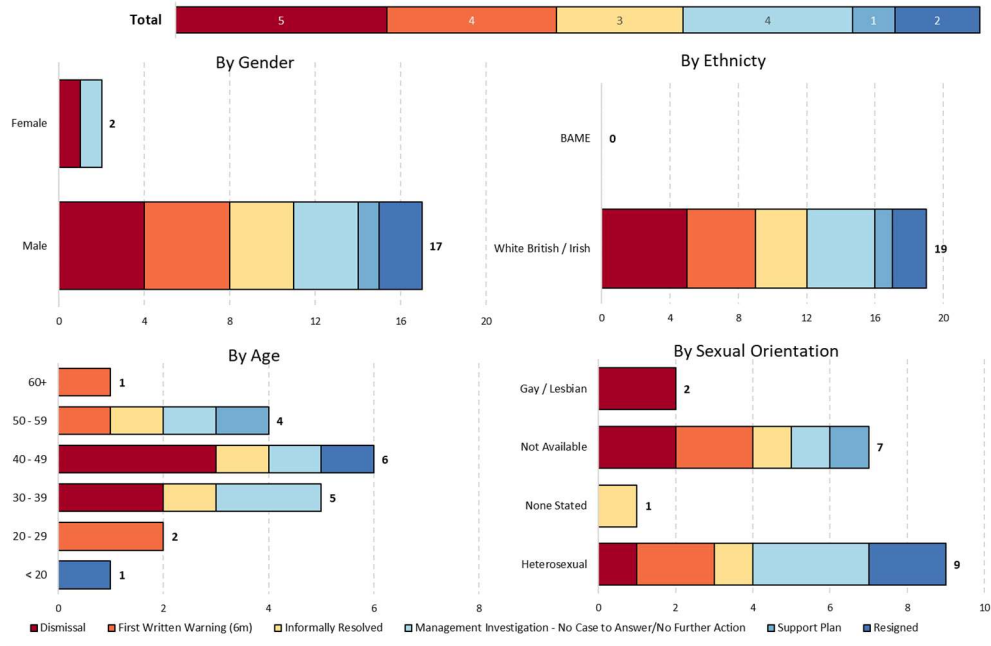
- 1 case involved an employee who was less than 20 years,
- 0 cases involved 20-29 year olds
- 7 cases involved 30-39 year olds
- 6 cases involved 40-49 year olds
- 4 cases involved 50-59 year olds
- 1 case involved an employee above the age of 60.

All 19 disciplinary cases involved people of White British Irish ethnic origin.

Concerning sexual orientation:

- 9 cases involved heterosexual people
- 2 cases involved Gay/Lesbian people
- The data is unavailable for the remaining cases

Data chart 8: Disciplinary cases by outcome and protected characteristic

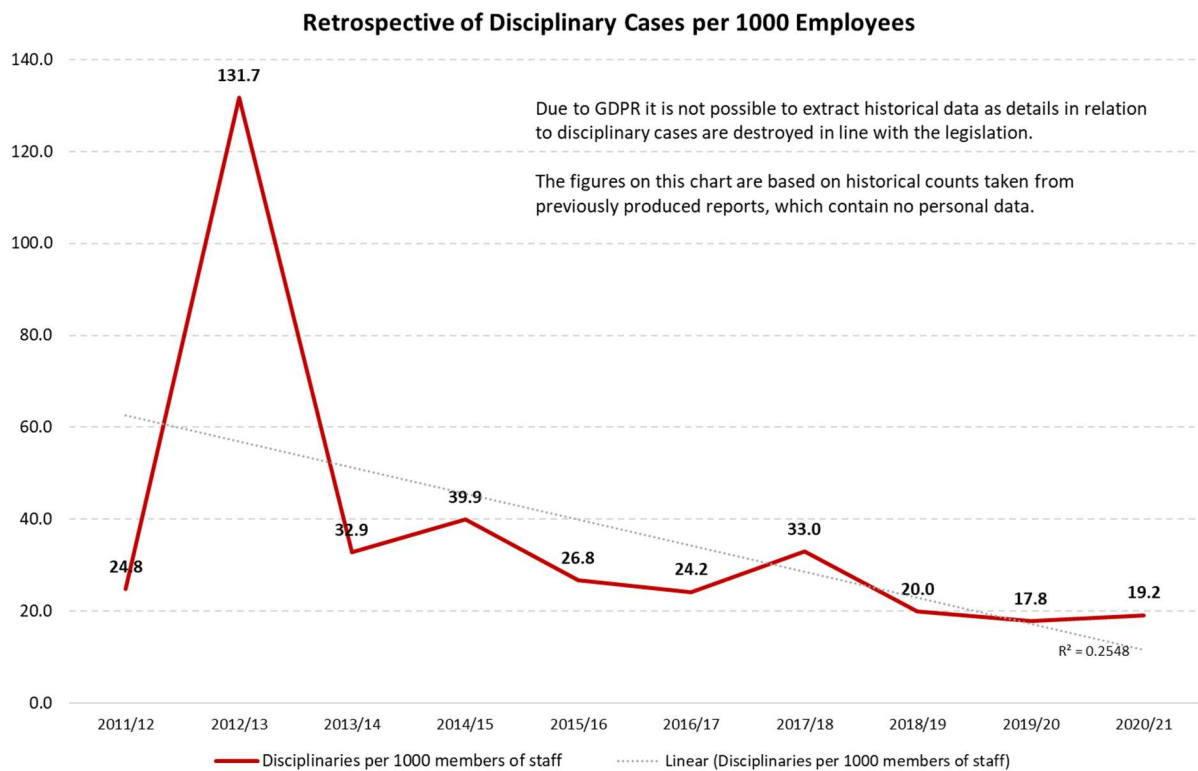


Key Results – Disciplinary cases by outcome and protected characteristics

Data chart 8 shows the Disciplinary cases by outcome and protected characteristics and shows that:

- 5 staff members were dismissed,
- 4 were issued with a First Written Warning,
- In 4 cases following a Management Investigation there was no case to answer,
- 3 were informally resolved,
- 2 resigned
- 1 received a support plan.

Data chart 8: Retrospective Disciplinary cases, per 1000 Employees



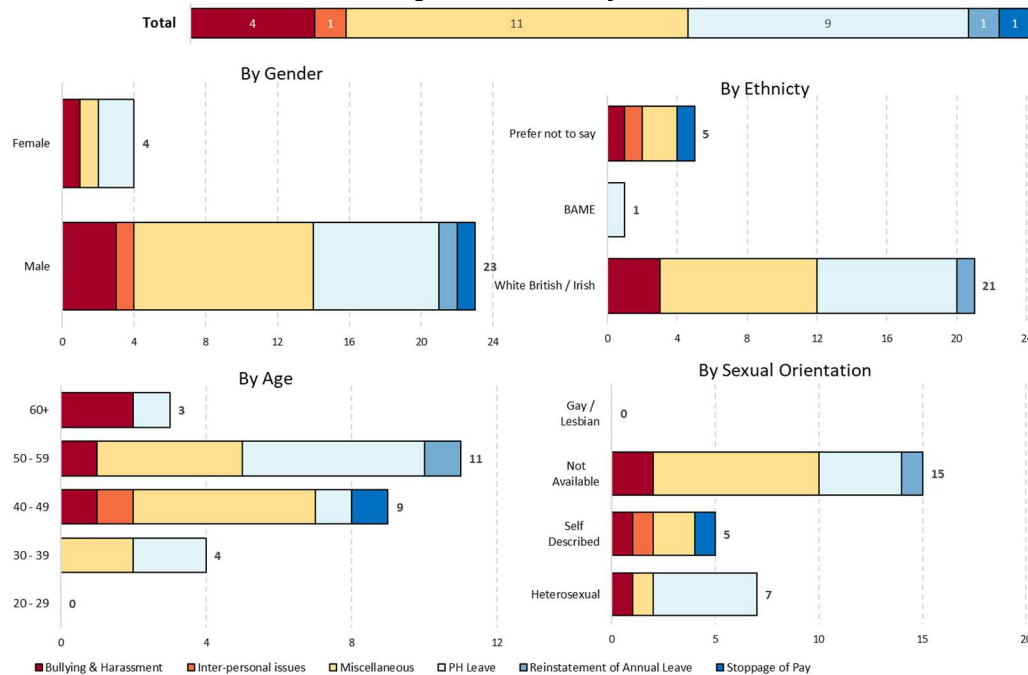
Key results – Retrospective of Disciplinary cases per 1000 employees

Data chart 8 shows that over the 10-year period (2011/12 – 2020/21), the number of disciplinary cases per 1000 members of staff has gradually fallen.

Staff Grievance

During 2020/21 there were 27 recorded grievances, a reduction on 2019/20 when 36 grievance cases were raised. The following section analyses this data by: gender, age, ethnicity and sexual orientation - as well as reference to the reasons and outcomes from the grievance.

Data chart 9: Grievances by cause and protected characteristic



Key Results – Grievances by cause and protected characteristic

Data chart 9 shows that during 2020/21:

- There were 27 grievances.
 - The majority fell into the Miscellaneous category (11).
 - The next most common grievance was related to Public Holiday Leave (9)
 - Bullying and Harassment claims resulted in 4 grievances
 - Inter Personal Issues, Stoppage of Pay and Reinstatement of Annual Leave all resulted in 1 case each.

When looking at the grievances by gender:

- the majority involved men (23).

When grievances are split by age:

- 4 grievances involved 30-39 year olds,

- 9 cases involved 40-49 year olds,
- 11 cases involved 50-59 year olds
- 3 grievances involved individuals who were aged above 60.

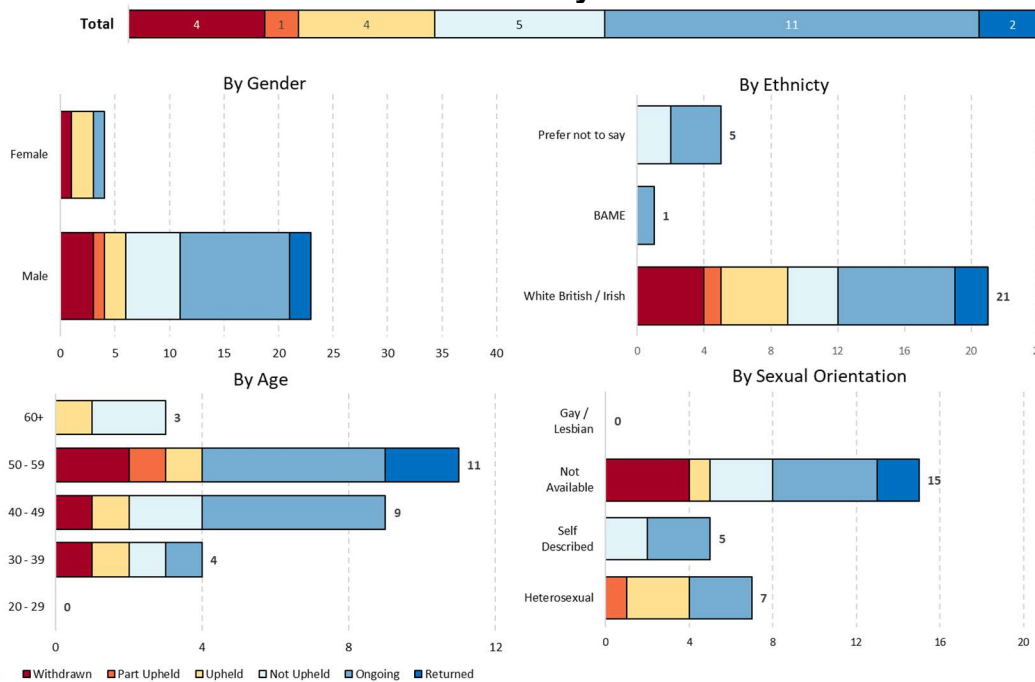
Taking ethnicity into accounting:

- 21 grievances were raised by staff who were White British/Irish
- 1 member of staff was BAME.
- There were 5 cases where the staff member preferred not to say.

Concerning sexual orientation, less information was available. Of the valid data:

- 7 were heterosexual
- 5 Self Described.

Data chart 10: Grievance Outcomes by Protected Characteristic



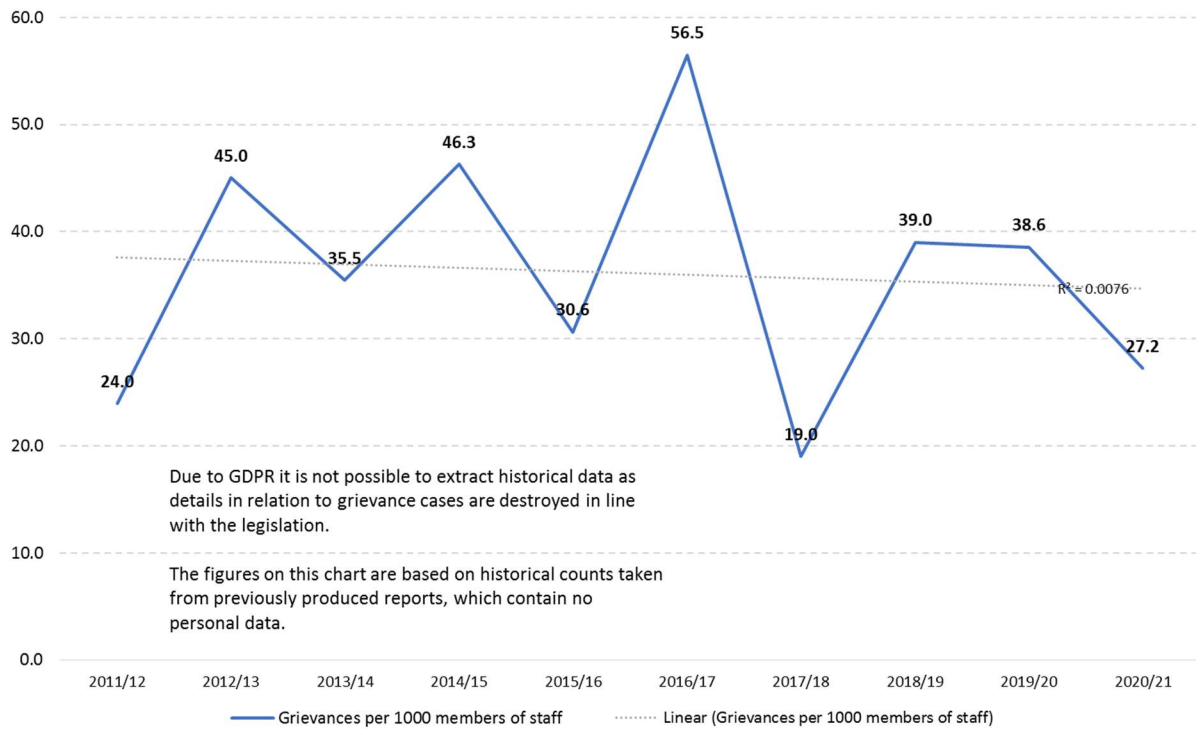
Key Results – Grievance outcomes by protected characteristic

Data chart 10 shows that concerning outcomes

- 11 grievances that were ongoing at the time the data was collected
- 5 were Not Upheld
- 4 were Upheld

- 4 were Withdrawn.
- 2 were returned without being progress further.
- 1 was Part Upheld.

Data chart 11: Retrospective of Grievance cases per 1000 Employees



Key results: Retrospective of Grievance cases per 1000 employees

Data chart 11 shows that whilst there is evidence to suggest that disciplinary cases have fallen over the 10-year period (2011/12 – 2020/21), grievance cases haven't seen the same reduction. The data suggests that grievances fluctuate year by year and therefore showing little to no pattern.

Employment Tribunal 2020-2021

In regard to Employment Tribunals for the period 1st April 2020 to 31st March 2021 the national age discrimination claim which was reported on in our last annual report which would affect Merseyside Fire and Rescue Authority was upheld. The claim for unfair dismissal and disability discrimination which was heard in February 2020 and was also reported in the 2019/20 Annual report was also dismissed.

Currently there is one on-going claim for race discrimination.

Highlights in relation to Objective 4 during 2020-21

Equality Diversity and Inclusion cultural support for staff and managers

ED&I Resource Library

The ED&I Team have continued to work on ensuring that staff and managers have a suite of resources to provide them with help and support on a range of topics. For example; during the last year we updated our resource library to include detailed new guidance on Neurodiversity in the workplace.

The guidance has been created in two formats – the traditional booklet which can be printed, and also a series of new pages on our ED&I Intranet Portal page making these resources available in an accessible and easy to navigate way, so that key information can be found quickly and easily.

Equality, Diversity and Inclusion Essentials and Awareness Training

In May 2019 we launched our new face to face ED&I Essentials training which is being delivered to all staff in a 3-hour session. Unfortunately, we were unable to deliver the level of training we expected during 2020/21 this year due to pandemic restrictions. Whenever restrictions allowed, we did deliver training and we also piloted delivery of the training via Teams. The feedback was that it is a subject that works better with face to face delivery which allows for better group discussions and interaction with the trainer. We will start delivering the training again as restrictions ease in line with the Government pandemic road map.

During the year we have taken the opportunity to develop an ED&I Awareness on line training package, which provides staff with a general understanding of ED&I. The package is compulsory for all staff and will provide basic understanding for those who have not attended the Essential ED&I training and a refresher for those who have.

Unconscious Bias training

In total, three Unconscious Bias Training sessions were delivered to 57 members of staff, including senior leaders and the chairs of our Staff Networks. The training was originally due to take place in March 2020 but due to the impact of the pandemic restrictions the decision was made that the sessions would be delivered via Microsoft Teams. The staff who have received this training were identified as part of the first phase of our Unconscious Bias Training project, which will look at the development and delivery of training and the use of different delivery methods and platforms.

The webinar training looked at the following

- Exploring inclusion and diversity and the relationship between diverse workforce and an inclusive culture
- Understanding the nature of Unconscious Bias and how it works
- Examples of bias and the impact of bias within the working environment
- Providing an overview of bullying, harassment and discrimination
- Strategies and tips for managing and mitigating bias
- Considering personal actions to help towards creating an inclusive work culture

Understanding Ramadan

The UK has a Muslim population of around 3 million people, many of whom observe Ramadan. However, for non-Muslims, why Ramadan is celebrated and what it involves can be a bit of a mystery.

To help us understand more about the month of Ramadan staff, were invited to take part in a short presentation and conversation with Kaushar Tai to discuss the topic and given the opportunity to ask questions. The session held at the end of March

2021 enabled those taking part learn how best to support their Muslim colleagues and members of the community who would be fasting during this period.

Kaushar is a Management and Training Consultant. He is the founder member and Director of Akssa, specialising in delivering soft skills training and Islamic Cultural Awareness and Cultural Competency Training and has delivered well received Islam Awareness Courses to our staff in recent years.

Staff Inclusion Networks

At MFRS our Staff Networks offer a safe place for staff to come together, share experiences and provide mutual support. In addition, the Networks act as a critical friend to MFRS leaders and are helping to shape the culture and behaviours of the organisation.

Highlighted below are details of some of the achievements of our Staff Networks during 2020/21.

BAME Staff Inclusion Network



Our BAME Staff Inclusion Network chaired by Uche Ihiekwe, supported by vice chairs John Maddox and Chris Man, assisted our Strategic Covid team in reaching out to all our BAME staff when it became apparent in the early Summer of 2020 that they could be at an increased risk of catching Covid and becoming seriously ill.

The Network has also held a highly successful joint 'Meet the Chairs' event with Merseyside Police BAME Staff Network and Senior Officers from both organisations. The online event asked the panel of representatives from both organisations key

questions of why they got involved with the networks, the value and how they would like to see them develop in the future.

Three members of the network decided ahead of Ramadan this year to share what Ramadan means to them as Muslims and to share with colleagues the different ways they choose to observe the month.

Faris said “Every household is different and have their own way of observing their fast. Ramadan is a month to draw back to basics and reflect on person life choices. It is a time for you to look at some of the bad habits you may have picked up and leave them in the past, a chance to get yourself back on the right path and move forward, a time to give to those who are less fortunate than yourself and a time to forgive things that may have not been forgiven.”

Nazma said” I observe Ramadan with my family every year, like all Muslims round the world. This year has been extra special as the current pandemic has divided and shaken up families and communities. I feel this Ramadan is appreciated even more than usual as families and their health has been in the forefront of people’s priorities.”

Mohammed shared that “Throughout the month you also do extra prayers at the mosque every night, but with Covid Pandemic has restricted for the last 2 years. But if that makes it sound super serious and boring, it's really not. It's a time of celebration and joy, to be spent with loved ones. At the end of Ramadan there’s a big three-day celebration called Eid al-Fitr, or the Festival of the Breaking of the Fast.

Your daily routines do change, so if you usually go the gym in the mornings, then not really a good idea in Ramadan as you have to continue throughout the day with no food or drink. So it is important to change things around”

Gender Inclusion Network



The Gender Inclusion Network was launched in January 2019 and despite the challenges of the Covid pandemic the Network used MS Teams to continue with projects and engage with staff.

Two members of the Network, Alison Harrison and Julie Edwards created the “Menopause Lounge” which meets informally once a month for a drop in session. The idea is to further develop the sessions to include key speakers or to focus on specific topics identified by staff. These virtual lunchtime sessions are a good opportunity for staff experiencing the peri-menopause and menopause (or anyone with an interest in the subject) to drop in for a catch up to see how they are all doing and share supportive ideas, thoughts and helpful information.

We asked Lauren Woodward for a few words to describe the Gender Inclusion Staff Network:

“The Gender Network is organised and led by staff for staff. The aim is to provide support, information, inspiration and represent all our staff. Everyone is included, all voices are heard and we work to drive inclusion and diversity for the benefit of all staff and the communities of Merseyside.

The areas of discussion and actions are shaped by the members of the network and service “.

The aims of the Network are to:

- Create an inclusive safe space where staff can raise issues and emerging factors that may impact the individual as an employee or the organisation so we can work collaboratively to make MFRS an inclusive, supportive and diverse work place
- Create avenues for staff development aligned to Gender and the wide range of subjects this covers, in order to provide the best service for our staff and the communities we serve.

LGBTQ+ Staff Inclusion Network – FireProud



Following a relaunch in March 2019 our LGBTQ+ Staff Inclusion Network FireProud continued to support and engage with staff. Chaired by Gemma Sung, with vice chair Darren McCann, with the support of members of staff from across the service, in July 2020 the Network supported the virtual Pride organised by Liverpool City Region Pride Foundation, details of which can be found in the events section of this report.

In February 2021, as part of our LGBT History month celebrations, staff and members of the Network created a short video highlighting the different terms used within the LGBT community to describe gender and sexuality. As well as the video, we also relaunched our LGBT Allies to encourage a wider participation within the service.

We asked Gemma Sung, Chair of the network, for a few words to describe the LGBTQ+ networks and what they have achieved this year.

“In the last year we have achieved the launch of the Fire Proud Network. We have supported various events (i.e. Pride, LGBTQ+ History Month, Transgender

Awareness Day & IDAHOBIT) by working together as a Network and reaching out to colleagues.

The biggest challenge we have faced is the Covid Pandemic. We have had to do most things virtually and it has been testing to promote the Network.

Our aims are to strengthen the Network, improve contribution in all aspects of LGBTQ+, to help support staff & to grow as a Network. Our long term aim is to educate people, inspire people, challenge people and wholeheartedly support the LGBTQ+ community.”

What our Staff Networks mean to it members

We asked members of the staff networks to let us know what it means to them to be part of a staff network at MFRS:

Alison Harrison, Fire Safety Inspector, Protection Department

“Becoming an active member of the staff networks has been so valuable as it has given a collective voice, based on people’s experiences, that is heard and respected. I’ve enjoyed being in contact with different colleagues from a wide range of different teams and roles who are as equally passionate about equality, diversity and inclusion. We all really want to try and make a positive difference for people by being supportive colleagues and by improving as a service. One area that I’ve really enjoyed being part of is helping to start up our Menopause Lounge which is an informal, informative and supportive way to help each other get through the various stages of the menopause by keeping in touch and encouraging supportive conversations”.

Chris Mann, Watch Manager, vice chair of BAME Staff Inclusion Network commented:

“The Network is an invaluable resource to the organisation. We can use this platform to provide insight into how our colleagues view MFRS and in turn determine how effective our inclusivity strategy is.

The more we can encourage our staff to engage in the networks, determines how much we can shape our future and ways of working. Bringing different minds, backgrounds and diverse perspectives together, can only lead to innovation.”

This year has seen our ED&I Senior Sponsors grow in their roles too, with members of the Strategic Leadership Team acting as champions and supporters for the Networks and promoting their events.

Sponsors for areas that we do not yet have Networks for, have also been working with interested groups of staff to help develop approaches to Neurodiversity (for example) with the intention that this work will benefit staff now and form the basis of new Staff Networks in the future.

Staff Engagement Survey Results 2020

Staff engagement is a key element in helping Merseyside Fire & Rescue Service meet the range of challenges that we face. By involving our staff in decisions and communicating clearly with them, we can maintain and improve staff morale, inclusion and engagement, especially during periods of difficulty and change.

On the 9th November 2020 we launched our fourth Staff Engagement Survey (they occur every two years); the survey ran for 5 weeks until the 14th December.

People Insight facilitated the survey again for us this year, to ensure that all responses are confidential and the resulting report is independent of the Service. This year we received a total of 637 returned surveys - a response rate of 61% (637), an increase of 5 percentage points from 2018 and above the average of 50-55% response rate expected for Fire and Rescue Services. This unprecedented response rate and positive comments demonstrate the commitment and dedication of MFRS staff in the community and in the response to Covid.

Of the 637 responses to the survey 211 respondents had not taken part in the previous survey in 2018. In addition, 524 did not feel the pandemic had influenced their responses.

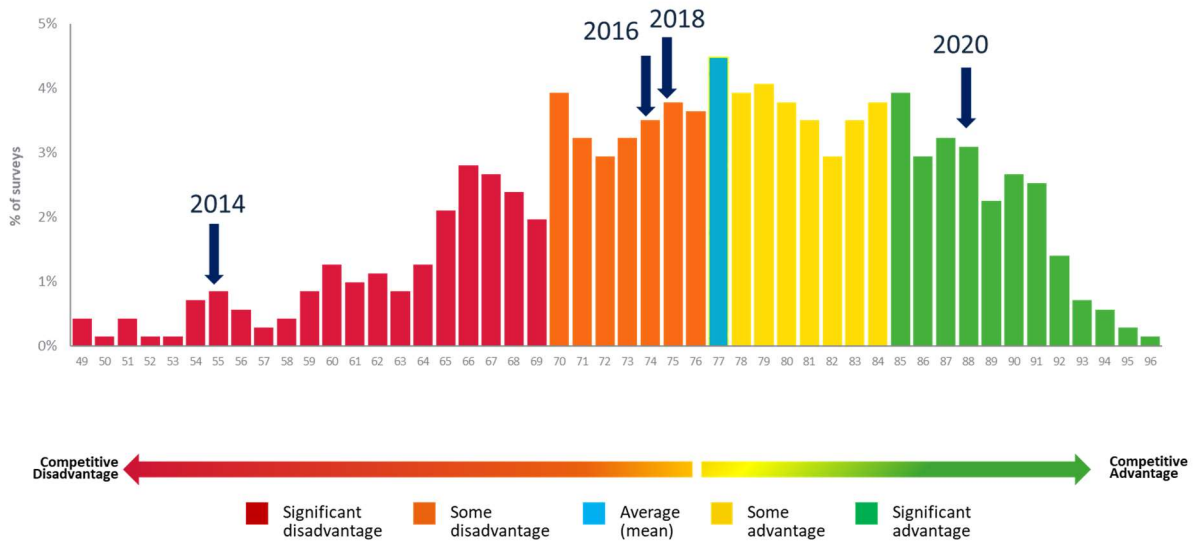
This year the Chief Fire Officer decided to do things a little differently, and the rapid rise in the use of Microsoft Teams allowed us to broadcast the results to as many staff and Members as possible and our Staff Engagement consultant from People Insight presented the results to staff, managers, Representative Bodies, Chairs of Staff Networks and Authority Members on Tuesday 19th January. The presentation was seen by over 100 people live and was also recorded to allow staff unable to make the meeting the opportunity to hear the same presentation and view the results at a more convenient time.

Our overall engagement score for the 2020 staff survey was 88%, this is an excellent result and is an improvement of 12 percentage points on the 2018 result and an increase of 33 percentage points in the six years since the first survey in 2014. This outstanding performance has put MFRS in a very strong position despite the significant challenges that have been taking place, most of which have had a direct impact on staff personally and in their work at MFRA.

When asked about improvement in our results Costa Antoniou from People Insight said;

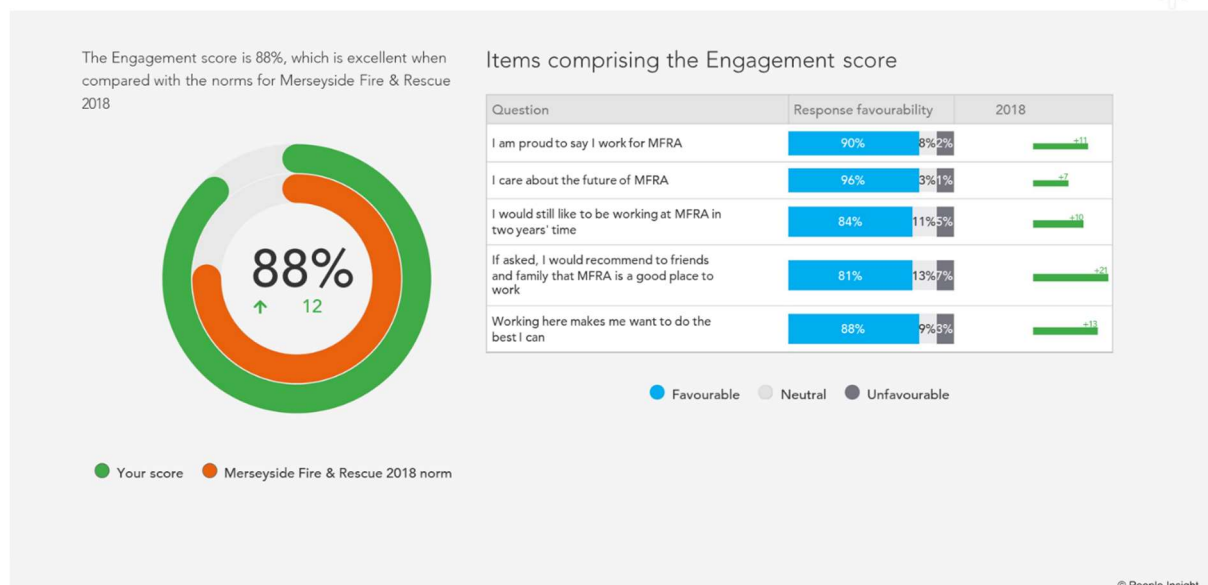
"To transform engagement from 55% in 2014 to 88% in 2020 is a tremendous result. Although such an improvement is possible, it is also very uncommon. A change of over 30% points in engagement means Merseyside Fire & Rescue Service have gone from being in the bottom quartile to the top quartile, and this clearly reflects the work undertaken internally to act on employee survey results and make positive change a reality."

The table below shows the engagement score from 2014 and the significant increase from that in the 2016, 2018 and 2020 surveys which now places MFRA in the top quartile of results.



How is our Engagement score calculated?

The diagram below shows the five key areas of the report which are used to calculate our overall engagement score. The diagram shows that 90% of staff answered favourably to the question “I am proud to say I work for MFRS”, this is an 11 percentage points increase on 2018. When asked If they would recommend to friends and family that MFRA is a good place to work 81% answered favourable, this particular question saw the largest increase of 21 percentage points since 2018.



The full set of results and reports from the Staff Survey can be found [here](#) on our Website

Chief Fire Officer Phil Garrigan said:

“I am absolutely thrilled with the results of the staff survey and delighted to hear how happy our staff are, this is very important to us.”

“The last 12 months have been tough and we have had to face many challenges, but they have stepped up every single time and I can honestly say I have never been prouder, it is a privilege to work with so many compassionate people – who very often put their communities before themselves”.

MERSEYSIDE FIRE & RESCUE SERVICE 2020 STAFF SURVEY RESULTS



637
completed surveys.
↑ 10% from 2016

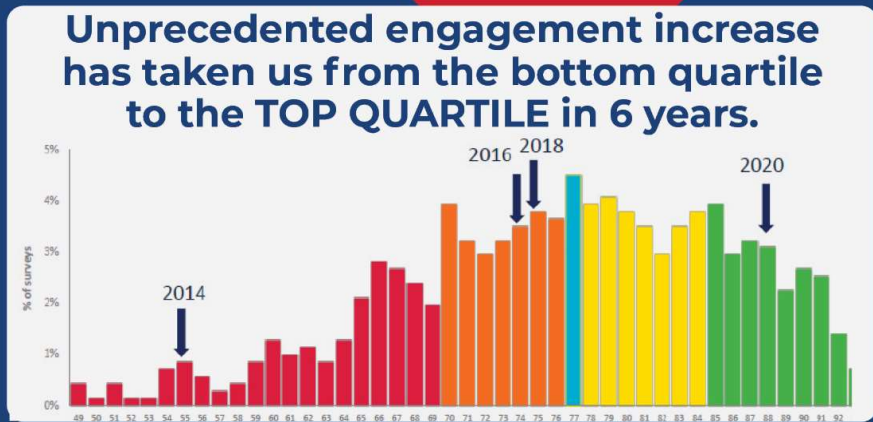
88%
Engagement score...
↑ 12% on 2018
↑ 14% on 2016
↑ 33% on 2014

90%
of respondents are proud to work for MFRS.
↑ 11% from 2018

81%
would recommend MFRS as a **good place to work** to their family & friends.
↑ 47% from 2014

84% said they would still like to work here in two years' time ↑ 10% from 2018
& **76%** have a good sense of job security.
↑ 50% from 2014

96%
care about the future of MFRS.



88% feel working at MFRS makes them want to do the best they can.
-----AND-----
86% get a sense of personal accomplishment from their work.

93%
feel MFRS has kept staff well informed & maintained effective communication during the COVID-19 pandemic.

Equality Objective 5

To continue to aspire to achieving excellence, or equivalent in a Fire and Rescue Service Equality Framework

The following sections shows how MFRA are continuing to aspire to achieve excellence or equivalent and how we continue to look at how we as an organisation can benchmark ourselves and the services we provide against other FRS and public sector bodies

Highlights in Relation to Objective 5 during 2020-21

During the year we commissioned an external audit of ED&I within MFRA which was carried out by Jagtar Singh Associates. The audit, which took approximately 3 months, started in early January 2020, with members of our Strategic Leadership Team, our Staff Network chairs and members of our Human Resources and ED&I teams taking part in one to one interviews. The interviews looked at:

- where the organisation is now in relation to ED&I
- where it needs to be (its ambition)
- what interventions will help
- what we need to do in the future in the following areas to meet our ambitions

A short anonymised bespoke online survey was circulated to senior managers, HR & middle managers & members of our three staff networks. The survey focused on the Service's approach to ED&I, the extent to which it is embedded and how that impacts on change. The final stage was a comprehensive desk top review looking at various documents and our website while assessing our performance in line with equality legalisation, FRS standards and best practice/benchmarking.

The outcomes were delivered in early 2021/22, and will be used by the leadership team to plan next steps for ED&I in the organisation.

Equality Impact Assessment and Audit.

The completion of Equality Impact Assessments (EIA's) is a useful tool in identifying the impact of policies, plans and decisions on staff and communities. This year our ED&I Team commenced a review and audit of our current EIA process. The review, which will continue in 2021/22, will take into consideration National Fire Chiefs Council (NFCC) EIA guidance and training, outcomes from our ED&I audit and HMICFRS inspection, best practice from across the public sector and feedback from our staff.

The team are working to ensure that the new process will provide accessible information and guidance to allow staff to develop their understanding and knowledge when conducting an assessment within their work environment.

MFRS WORKFORCE PROFILE BY GENDER



BASED ON AN EQUALITY ANALYSIS OF WORKFORCE & EMPLOYMENT DATA AT 31ST MARCH 2021

OPERATIONAL STAFF HAVE A GENDER SPLIT OF

89.7% MEN

-----TO-----
10.3% WOMEN

HIGHER THAN ENGLAND'S FIRE AND RESCUE SERVICE FEMALE FIREFIGHTER AVERAGE

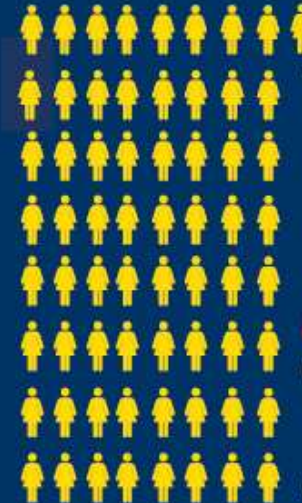


POSITIVE ACTION IN RECRUITMENT WILL HELP:

- ATTRACT MORE WOMEN TO FIREFIGHTER ROLES
- WOMEN TO PROGRESS TO HIGHER RANKS
- ATTRACT MORE MEN TO FIRE CONTROL ROLES

PEOPLE STRATEGY WILL FOCUS ON:

- ATTRACTING FEMALE STAFF
- DEVELOPING FEMALE STAFF INTO MORE SENIOR ROLES



WE HAVE **65** FEMALE FIREFIGHTERS

CONSISTING OF:

58 FIREFIGHTERS
3 CREW MANAGERS
3 WATCH MANAGERS
1 STATION MANAGER

MFRS HAS:

36 FEMALE

3 MALE

CONTROL OPERATORS



THIS IS A LOWER PROPORTION OF MEN THAN THE ENGLISH FIRE SERVICE AVERAGE



THERE ARE HIGHER PROPORTIONS OF WOMEN IN ROLES AT MFRS COMPARED TO THE ENGLISH FIRE SERVICE AVERAGE (With the exception of support staff)

SUPPORT STAFF HAVE A GENDER SPLIT OF **53%** (169) WOMEN TO **47%** (152) MEN

BUT THERE ARE MORE WOMEN IN LOWER PAID JOBS

WOMEN MAKE UP **27.2% (270)** OF THE TOTAL WORKFORCE

A DECREASE ON THE 28.1% SEEN DURING 2019/20



Events and awards

This section provides an overview of some of the events and awards that MFRA have been involved in during 2020 – 2021.

E-Learning, Conferences and Webinars

2020-21 saw organisations, including fire and rescue services, look at new ways to deliver and engage with staff, partners and the community. For all of us it meant learning to use new technology and platforms such as MS Teams and Zoom, which has created challenges but has also created great opportunities to engage with colleagues from across the country and for a much wider range of MFRS staff to attend events and training which may have been difficult to attend in person. This unanticipated benefit of the pandemic restrictions has seen more staff engage with ED&I events and sparked an interest in broadening their knowledge.

Some of the events which the ED&I team and our Staff Networks members and Senior Sponsors have attended this year include:

- Webinars, training and round table events by The Employers Network for Equality and Inclusion (ENEI) looking at a wide range of topics including:
 1. Social Inclusion
 2. Hearing and Hearing Impairments
 3. Mental Wellbeing – Covid
 4. Cultural awareness
 5. Hidden Disabilities
 6. Introduction to Menopause
 7. Mental Health Webinar
 8. Celebration of International Men’s Day – Men’s Health, is it a Taboo Subject?
 9. Introduction to Disability Inclusion
 10. International Day of Persons with Disabilities
 11. Disability – Inclusive Recruitment and Retention
 12. Annual National Conference - Inclusive practices addressing the pay gap

- Webinars and seminars provided by the Asian Fire Service Association (AFSA) have included:
 - Positive Action Toolkit
 - Inclusion and the fire service
 - Religious identity & the workplace
 - Diverse communities and business and risk
 - Fire and rescue service and health and well being
 - Inclusive leadership
 - ED&I, data and the fire & rescue service
 - Staff networks and the fire & rescue service

- We have also been able to attend events hosted by other Fire & Rescue Services which have included:
 - Let's talk about Mental Health – Hosted by London Fire Brigade
 - ED&I/Positive Action and Women's Network – Hosted by North Yorkshire Fire & Rescue
 - Police, Fire & Ambulance Celebrating Black History Month – Hosted by West Midlands Blue Light Services
 - "Let's talk about Black History Month" – Hosted by Suffolk FRS
 - Writing Black British History with Stephen Bourne – Hosted by London Fire Brigade

- We have also been able to attend conferences hosted by external organisations which have looked at wider topics, including
 - Understanding LGBT and employee networks
 - Neurodiversity in the workplace
 - Virtual workplace Health and wellbeing conference

Pride in Liverpool 2020

Due to the pandemic we were all unable to celebrate the Pride in Liverpool Festival 2020. Normally, staff, friends and family, Authority Members and representatives of partner organisation would have met for breakfast at Liverpool City Fire Station ahead of the march through Liverpool city centre, during which more than 12,000 people show their support for LGBT Equality. Liverpool City Region Pride Foundation decided to move the event online and produce a virtual online march, which was streamed live on Saturday 25th July 2020 to coincide with when the march would have taken place.

The virtual event was made up with videos and photographs from organisations and members of the public, who normally take part in the march, talking around the theme “young at heart” while sharing photographs from previous events celebrating Pride. MFRS also produced our own video, using photographs from previous Pride marches to show our support, which was published on social media and the MFRS Intranet to coincide with the march.

As well as participating in the virtual event, the LGBT+ Network also arranged for a fire appliance, based at Toxteth Community Fire Station to be wrapped using the FireProud logo to show our support of LGBT+ communities of Merseyside.



Queen's Birthday Honours List and Freedom of the City

This year Chief Fire Officer Phil Garrigan was honoured in the 2020 Queen's Birthday Honours list, receiving an OBE (Order of the British Empire) for the work he has undertaken nationally in response to the Covid 19 pandemic.. Phil joined the Service in 1990 - working in some of Merseyside's most vulnerable and deprived communities. With this he brings a strong community focus to the Service and has used this to tackle the underlying factors which affect risk in our communities. After taking on the role of Chief Fire Officer he bucked the trend of cuts to fire and rescue services nationally and found innovative ways to recruit new firefighters and increase the number of fire engines available. These, amongst other factors, led to the Service receiving the highest civic honour - the Freedom of the City of Liverpool earlier in the year.

The Fire Fighters Charity (FFC) Spirit of Fire Awards

The Merseyside Committee in Aid of the Fire Fighters Charity won two awards at the 2020 FFC Spirit of Fire Awards The MFRS FFC committee won the Spirit of Fire Team of the Year award and MFRS employee Emma Satchell won The Fire Supporter of the Year.

Special Recognition Award

MFRS received a Special Recognition Award from Oscar Kilo, the home of the National Police Wellbeing Service. MFRS is the only non-police organisation to achieve an award, which recognised the Critical Incident Stress Management (CISM) procedure. CISM was developed in 2013 in collaboration with our representative bodies and it allows us to engage with and support our staff following their attendance at a traumatic incident. All Station Managers, Control Staff Managers and some of our Watch Managers are defusing officers; this means that they give immediate support to crew members who have attended a serious incident, often involving severe injury or loss of life. The Service also has a team of 20 Critical Incident De-briefers. This team of volunteers come from every area of the Service and following more serious incidents, will lead a debrief to ensure that our staff have a better understanding of their role at the incident, allowing them to talk openly, with structure and support. Since its introduction, the Service has attended 395 critical incidents and the CISM teams has undertaken almost 1,000 defusing sessions and 40 debriefs with our staff.

Looking forward

Looking forward to our priorities during 2021-22 we will continue to:

- Deliver our ED&I Essentials training and ED&I Awareness E-Learning module
- Develop our ED&I resource library
- Complete our Equality Impact Assessment audit and review
- Continue to develop further e-learning opportunities
- Take any actions arising from our second HMICFRS inspection
- Co-host the Asian Fire Service Association (AFSA) Winter Conference in November 2021
- Continue to work with our Networks and Senior Sponsors to build on the success of the last year to organise key events throughout the year and promote key topics
- Undertake the DWP Disability Confidence peer review to achieve Level 3 (Disability Confident – Leader)
- Develop relationships and collaborative opportunities in the functional area of ED&I with Merseyside Police and North west Ambulance Service
- Return to the heart of our diverse communities to recruit our firefighters of the future.

Conclusion

I hope this report has provided a useful insight to the ED&I work we are undertaking and the impact it has on our diverse staff and the communities of Merseyside. It shows that our workforce is becoming more diverse through the good work of our Positive Action programme, we are reaching more diverse communities and this is helping them to stay safe and reduce their risk from fire and other emergencies.

We are particularly proud of the way the Chairs and members of our Staff Networks have developed and grown their networks over the year, in the most challenging of circumstances and we look forward to continuing that journey with them over the next year.

Throughout the last year all our staff have shown that they are willing to go that extra mile to support the most vulnerable members of our community

I feel confident that ED&I is more embedded than ever across the organisation, the challenge is to ensure we make continued and targeted progress alongside many other challenges the MFRA has to face.

If you have any feedback, comments or ideas that may assist us in our work, please feel free to email me at DiversityTeam@merseyfire.gov.uk

Appendix 1

Equality, Diversity & Inclusion Objectives 2021-2024

Objective 1	
Create a strong Inclusive organisation that is positive to rising to the future challenges we face	
Action	<ul style="list-style-type: none"> • Increasing the diversity of our workforce and volunteers to increase the number of people from underrepresented groups • Delivering Positive Action programmes across all occupations, for recruitment, progression and retention where under representation exists, and learning from and sharing results • Work across all departments to increase knowledge and understanding of what is needed to carry out a role and how to progress e.g. understanding fitness tests for new recruits and pathways for progression • Working with local diverse communities to build better relationships with people and organisations that can promote MFRA as an employer of choice to those groups underrepresented in our workforce • Encourage staff to act as role models at all levels throughout the organisation • Continuing to monitor the workforce and encourage more disclosure of diversity information by staff; including Disability, Sexual Orientation and Religion and Belief • Working with all our staff to ensure that MFRA is an inclusive place to work, where everyone feels they can be themselves. • Continue to work with our Senior Sponsors and staff networks to ensure that MFRA is an inclusive place to work • Reviewing progression and promotion across all levels of the organisation to understand any perceived barriers to promotion and progression and addressing them
How we will measure our success	<p>We will see:</p> <p>Increased diversity in our workforce and volunteers, at all levels, in order to reflect the local community, we serve.</p> <p>Increased applications for vacancies, at all levels, by people from protected groups currently under represented.</p> <p>We will be supporting the progression, promotion and retention of staff across the organisation and especially those from currently underrepresented groups</p>
How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:	
We'd like our workforce to better represent the makeup of our communities and will work to encourage applications from under-represented groups when we carry out any internal or external recruitment	

Objective 2	
Ensure that people from diverse communities receive equitable services that meet their needs.	
Action	<ul style="list-style-type: none"> • Carry out activities to help us know and understand our diverse communities including: <ul style="list-style-type: none"> ○ Gathering data and intelligence to help us know and understand our diverse communities better in line with our legal responsibilities and best practice such as the National Fire Chiefs Council Strategic Improvement Plan and the Equal Access to employment and services summary ○ Engaging with diverse communities to understand their needs in relation to the services we provide ○ We will standardise the data we collect and use it to evaluate what we do and target services at the most vulnerable people and communities ○ Improving Equality Monitoring of the services we deliver to our communities (e.g. HFSC Monitoring, Business Safety Audits) and take account of satisfaction levels with our services provided through ongoing community engagement and consultation • Carrying out Equality Impact Assessments on services and policies that affect the diverse communities we serve
How we will measure our success	We will have meaningful data and information that helps staff develop effective activities, campaigns and events that result in better engagement with diverse communities across Merseyside (including diverse businesses) and services that meet their needs.
<p>How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:</p> <p>This work will strengthen our services to meet the needs of a wide range of diverse communities. By understanding people’s needs and carrying out engagement we can ensure that those groups are fully supported by the Fire and Rescue Service to help reduce risk.</p>	

Objective 3	
Reducing fires and other incidents amongst vulnerable people in the protected groups and deprived areas	
Action	<ul style="list-style-type: none"> • Continuing to prioritise Home Fire Safety Checks at vulnerable people and in vulnerable places • To continue to work closely with Businesses owned and or operated by people from protected groups to aid increased fire safety amongst those groups • Continuing to engage with young people and others in deprived areas to reduce anti-social behaviour • Increasing the Equality Monitoring and reporting of HomeFire Safety Checks, Business Safety Audits, hate crime and safeguarding • Analysing our performance each year using the Performance Indicators (PI's) that relate to fire deaths, injuries and accidental dwelling fires. We will introduce measures as necessary to contribute to the reduction in these incidents • To use social media and other communication channels as a platform for safety messages and other campaigns, measuring the impact
How we will measure our success	<ul style="list-style-type: none"> • We will contribute to a reduction in fires, deaths and injuries and other relevant incidents. • We will contribute to increasing the knowledge, understanding and importance of Fire safety to residents and business owners across Merseyside
<p>How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:</p> <p>By better understanding the impacts for diverse community groups in terms of Fires and other incidents we can measure whether there are any disproportionate outcomes for the protected groups of : Age, Gender, Ethnicity, Religion, LGBT and Disability</p>	

Objective 4

To ensure that all staff can undertake their role whilst understanding the need for and the benefits of equality, diversity and inclusion ⁴

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| Action | <ul style="list-style-type: none">• Continued development and delivery of equality and diversity training• Embedding Equality and Diversity in our volunteering programmes and youth engagement.• Helping Authority Members understand their role in scrutinising the organisation's delivery of equality and diversity outcomes• Carrying out Equality Impact Assessments ensure that our Policies and services maximise any positive impacts and minimise any negative impacts on people from protected groups.• Creating a diverse supplier base for goods and services in our procurement procedures• Supporting and recognising the work of our staff networks in helping MFRA to understand and better support our diverse groups of staff and their contribution to the organisation.• The continued development of the Senior Sponsors roles within the organisation to support our staff networks and promote key issues related to their chosen protected characteristic• Using staff survey results to understand levels of engagement in relation to the protected groups |
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| How we will measure our success | <ul style="list-style-type: none">• Staff will feel better equipped to manage their functions and delivery of services to all communities in an inclusive way. This could be measured through:<ul style="list-style-type: none">○ Staff Engagement Surveys○ The assessment of outcomes delivered to different groups○ community feedback from after the incident reports and other customer satisfaction surveys○ Monitoring the impact of training sessions completed around Equality and Diversity○ Reviewing the grievance, complaints and disciplines to ensure there is no disproportionate impact.• We will see an improvement in levels of engagement amongst staff from the protected groups |
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How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:

This helps the organisation to meet its Public Sector Equality Duty to have due regards to understand and meet the needs of different protected groups and foster good relations between groups

⁴To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to: “eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don't.” – The Public Sector Equality Duty - Equality Act 2010

<p>Equality Objective 5</p> <p>To continue to aspire for ED&I excellence; measuring ourselves against best practice and benchmarking tools within the Fire & Rescue Service and other sectors</p>	
<p>Action</p>	<ul style="list-style-type: none"> • Undertake an external ED&I Audit to identify and assess our current ambitions and identify key targets • Identify external benchmarking tools and awards currently available within the ED&I sector
<p>How we will measure our success</p>	<p>We will use external ED&I audit to identify our current position and identify key areas for development moving forward, seeing improvements as a result.</p> <p>We will assess those results by undertaking external benchmarking such as the Employers Network for Equality and Inclusion (ENEI), assessment against the NFCC Strategic Improvement Plan and undertaking the Disability Confidence peerreview to achieve Level 3 (Disability Confident – Leader)</p>
<p>How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:</p> <p>Taking part in an assessment helps us to integrate our commitments to promote equality and diversity across all functions of the organisation. This assists with meeting the Equality Act 2010 – Public Sector Equality Duty to ensure that we are having due regards to the needs of staff and public we serve around the 9⁵ protected groups.</p>	