

South Wales Fire and Rescue Service

Annual Equality Report

1st April 2016 to 31st March 2017

Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service

Equality Statement

South Wales Fire and Rescue Service (SWFRS) continues to build equality and diversity into everything that we do- from creating a workplace which values the diversity of employees, to delivering people centred services for all the communities in South Wales. This in an ongoing journey which we are committed to continue.



Huw Jakeway
Chief Fire Officer



Sally Chapman
DCO
Finance and Corporate
Services



Cllr Tudor Davies
Chairman
SWFR Authority

To see how we are working to making equalities real in the Fire Service, please look at our [Strategic Equality Plan](#), [Risk Reduction Plan](#), and [Improvement Plan](#). These can all be found, along with other information, on our website: southwales-fire.gov.uk

This document can be provided in alternative formats upon request to the contact provided on the back page.

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Introduction

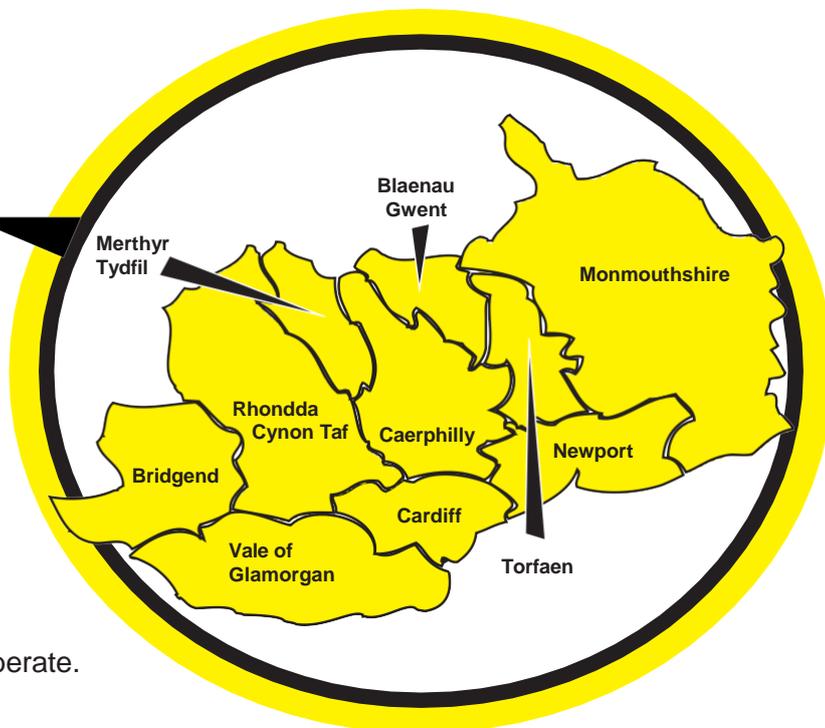
Equality has changed significantly over the last few years, most recently with the replacement of over 100 pieces of legislation with one piece of law (Equality Act 2010), and the Wales Specific Duties.

This Annual Report aims to meet Regulation 14 of the Wales Specific Duties; it carries on from the last Annual Report , and should be read with it to get a full picture ([LINK](#))

Who We Are

South Wales Fire and Rescue Service (SWFRS) covers 10 Unitary Authorities (UA). There are 24 elected members on the SWFRS Fire Authority nominated from the 10 UA's. It is one of the largest fire and rescue service areas within the UK and is made up of rural, coastal and urban areas.

Area: 2,700 km²
Population: 1.49 million
Dwellings: 662,000
Non-Domestic Properties: 46,000
(Source: Stats Wales and www.southwales-fire.gov.uk)



In 2016/17 we dealt with:

- **35,381** emergency calls.
- **17,315** incidents.
- **5,798** fires of which **4,054** were deliberate.
- **1,179** road traffic collisions (RTC's).

(Source: Incident Recording System (IRS) + Operational Statistics Return 2016-17 (Welsh Government))

We:

- Rescued **177** people trapped in vehicles.
- Did not turn out to **104** calls having identified them as malicious.
- We turned out to **302** calls having failed to identify them as malicious.
- Completed **16,387** home fire safety checks.
- Had face to face engagement with **47,408** Children and Young People through community safety events and school visits.

Source- Fire & Rescue Services' Annual Statistical Returns (Community Fire Safety 2016-17)

We have **47** Fire Stations which deployed both fire engines and reserve vehicles.

We have other specialist vehicles to deal with a wide range of emergencies (such as large animal rescue)

All emergency calls are managed by Fire Control based in the Joint Public Service Centre, Bridgend. Our Headquarters is in Llantrisant.

Our Vision

To make South Wales safer by reducing risk.

Our Vision Statement describes an ideal future and unites SWFRS around a common purpose.



Our Mission

We will achieve our Vision by:

- Serving our communities' needs
- Working with others
- Facing challenges through innovation and improvement
- Reducing Risk through education, enforcement and response
- Succeeding in making South Wales safer

Our Values

Our VALUES define what we stand for — they are our core rules. Once defined, the values that are important to us should be reflected in everything we do.

- Caring
- Dedicated
- Disciplined
- Dynamic
- Professional
- Resilient
- Respectful
- Trustworthy

Whenever you come into contact with the Service, these values should always be evident.

General Duty

The Equality Act 2010 established a General Duty which aims to ensure people with Protected Characteristics are not excluded, discriminated against, or otherwise treated less favorably than anyone else, due to their protected characteristics; and consists of three fundamental areas:

- ***Eliminate* discrimination, harassment, victimisation and any other conduct that is prohibited under the Act**
- ***Advance* equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**
- ***Foster* good relations between persons who share a relevant protected characteristic and persons who do not share it**

The General Duty is further supported by the Wales Specific Duties (the Human Rights Act also supports equality work, but is not explicitly included in this Report).

Some of the ways we have worked towards the General Duty include:

- Carried out positive action days so anyone from an under-represented group could have the opportunity to learn about South Wales Fire and Rescue Service.
- Launched the Service's "Together" campaign as part of its Attraction and Diversity strategy focusing on engaging with key community groups who are currently under-represented within our employee base.
- Developed a network of White ribbon ambassadors with HQ and Stations to raise awareness in the community through the media.
- Worked with various faiths to increase fire/cooking safety within the home, especially around religious festivals.
- Attended Cardiff Race for Life
- Supported Deaf Awareness Week
- Supported Older Person's Day
- Participated in the Welsh Gov. Equality Week Network Events
- Attended Stonewall's Workplace conference / Represented at Cardiff Pride event
- Supported the #ReachOut campaign run by Time to Change Wales / Mental Health Awareness Week

The Wales Specific Duties

This section shows what we have done, and what we intend to do, in relation to the Wales Specific Duties, in order to meet the General Duty as mentioned above.

Regulation 3: Equality Objectives

Equality objectives should be mainstreamed so that all services and departments contribute to equality improvement and manage their equality commitments as part and parcel of their general improvement and customer service commitments.

Regulation 4: Preparation and review of equality objectives

Authorities have a duty to collect a range of equality information to contribute to this evidence base.

What we did

- Developed a range of ways in which information collecting systems, to ensure that all relevant data relating to the protected characteristics is captured and monitored as appropriate e.g. an E&D questionnaire is offered to the household on every Home Visit that is undertaken by SWFRS.
- Continued to develop relationships with other organisations to evaluate and amend our equality objectives, and the ways in which we provide our services as appropriate.
- An E&D questionnaire has been created to attach to all Campaigns templates M38's and offered to all groups engaged with.
- Additional questions around Welsh Language have also been added to promote bilingualism and build a rationale to improve service delivery.
- Collected a range of equality information during fire safety inspections of business premises and during Business Engagement events.

What we still intend to do

- Continue to maintain annual focus on equality objectives by incorporating such objectives within Departmental business plans.
- Continually monitor and regular review of the information we collect to ensure it meets the needs of the Service and the communities of South Wales and also legislative requirements.
- Integrate equality information into new technology to support and improve the reduction of risk, and enable us to prioritise activities and use our resources more effectively.
- To separate the data collected on visits and create a "leave behind" form and confidential envelope to promote a larger return and increase anonymity.
- Develop an in-house Fire Service Improvement Plan 2018-21

Regulation 5: Engagement provisions

As part of gathering relevant information, an Authority will need to engage appropriate people in assessing its work in relation to meeting the three aims of the general duty

What we did

- Promoted our services via social media to targeted communities
- Continued to work closely with Stonewall Cymru to deliver training to both our Supervisory and Middle Managers on unconscious bias,
- Facilitated positive action days specifically for people from groups under-represented in our fire service
- Build on our active partnerships with community groups to identify and meet their needs
- Continued to refine the methodology of acquiring equality information via pro-active services, such as Home Safety Checks, and stakeholder engagement activities in order to ensure that the data we capture is meaningful and will assist us with planning future risk reduction activities.
- Enhanced data collection and reporting mechanisms in terms of the Protected Characteristics, for all community engagement, and community based preventative activities.
- Attended numerous events including Cardiff Pride, Older Person's Day and the Grangetown Festival.

What we still intend to do

- Continue to refine our data collection in order to ensure that we are targeting the right groups with our risk reduction activities.
- Seek to establish additional staff networks e.g. Equality Allies Network, which will enable a wider number of employees to influence Service policy.

Regulation 6: Accessibility of published information

Local Authorities must ensure that any document or information published to meet its general or specific equality duties in a form that is accessible to people from protected groups

What we did

- Ensured any information, guidance or document published externally were produced in a bilingual format.
- Carried out Equality Risk Assessments of published documents.
- Continued to attend local forums e.g. B&ME groups, Time to Change Wales etc. in order to monitor whether the information we provide meets their needs. This has enabled us to make amendments as needed.
- Increased our use of social media to advertise our attendance at events such as Cardiff Pride and our support for campaigns such as White Ribbon.

What we still intend to do

- Continue to identify improvements to the way we communicate effectively with the diverse communities we serve, by engaging proactively and inclusively.

Regulation 7: Arrangements for collection of information about compliance with the general duty

An authority must put appropriate arrangements in place to ensure that it identifies the relevant information that it holds, and identifies and collects relevant information that it does not hold.

What we did

- An E&D questionnaire is offered to the household on every Home Visit.
- An E&D questionnaire has been created to attach to all Campaigns templates M38's and offered to all groups engaged with.
- Additional questions around Welsh Language have also been added to promote bilingualism and build a rationale to improve service delivery.

What we still intend to do

- Identify innovative ways of gathering relevant information to support the reduction of risk within the communities of South Wales.
- Ensure the new Business Management Information System (BMIS) captures relevant equality data and information
- Develop an 'everyone matters' pack, which includes an anonymised questionnaire plus a

freepost envelope, and integrate provision of the pack with every type of visit

- Work with other Fire Services in Wales to identify new ways of collecting information, gaps, and trends

Regulation 8: Impact and monitoring of policies and practices

Assessments need to be completed when a policy or practice is being proposed or reviewed. This will include business planning, efficiency proposals, and staff restructures.

What we did

- Completely re-designed the Equality Risk Assessment form and guidance, to ensure it is better fit for purpose
- Included the Well Being and Future Generations Act goals into the Equality Risk Assessment

What we still intend to do

- Increase the proportion of Equality Risk Assessments done at conception of ideas/projects
- Build in an annual review at senior management level of the good practice and thematic challenges, and use outcomes to improve the process.

Regulation 9: Collection and reporting of employment information

This includes data on recruitment and retention, promotion, training opportunities, and grievance and disciplinary actions.

What we did

- Further developed the Service's new HR system (Core) allowing staff to self-manage their equality information
- Developed an anonymous "Leavers form" allowing staff exiting the Service to expand on their reasons for leaving.
- Purchased an Unconscious Bias e-learning package
- Reviewed levels of completed equality information

What we still intend to do

- Regularly promote self-managing and updating of personal details

Grievance Data:

- For the time period of this report there were four Grievances recorded by the Resolution Team, three male and one female, and all related to organisational procedures.
- The Service is refining its monitoring to better capture equality related data that might be associated with Grievances.

Regulation 10: Staff Training

Authorities are required to promote knowledge and understanding of the general and specific duties amongst employees and must ensure that performance assessment procedures, such as personal appraisals or personal development reviews, are used to identify and address training needs.

What we did

- Supported staff to attend a variety of equality and diversity related conferences, seminars and workshops for professional development
- We have engaged with Welsh Government to deliver the Violence against Women Domestic Abuse and Sexual Violence (VAWDASV) programme across the whole Organisation.
- We have expanded our e-learning resources to address key issues i.e. Inclusive Workplace.
- We have redesigned our staff appraisal process to make it more accessible to the workforce. Our intention is to encourage greater openness through more frequent and pertinent interactions.
- Promoted public messages to ensure staff awareness e.g. LGBT History Month, Mental Health, promotion of age awareness.
- Participated in the Stonewall Allies programme

What we still intend to do.

- We intend to develop our e-learning resources further and improve accessibility to encourage greater participation.
- We will look for opportunities that spring from our “appraisal” process to target our resources where they can have the most impact.
- Launch the in-house Equality Allies Network,

Regulation 11 and 12: Equal pay and Action Plans

There is also a requirement to consider this information when drawing up equality objectives. Local Authorities must also publish an equality objective and action plan in relation to addressing any gender pay difference identified or publish reasons why it has not done so.

The Service is adhering to government produced guidance and deadlines regarding an equal pay assessment and the development of a related action plan

What we did

Published our Annual Pay Policy

What we intend to do

To publish relevant information in line with Gender pay reporting legislation

Regulation 13: Review of arrangements

Regulation 14: Annual reporting on compliance with the general duty
Equality objectives must be reviewed at least every 4 years. Authorities are also required to keep under review other aspects of compliance with general and specific duties.

What we did

- Ensured the publication of our last Annual Equality Report met the legally required deadline
- Built the four outcomes of the Strategic Equality Plan Outcomes into the new Corporate Themes

What we intend to do

- Publish our Annual Equality Report
- Publish our Strategic Equality Report

Regulation 18: Public Procurement

The general duty applies to all procurement regardless of the value of the contract. The specific duty applies when a Local Authority is procuring works, goods or services from other organisations on the basis of a 'relevant agreement'

What we did

- The Service continues to question suppliers through our procurement process in line with Equal Opportunities and Discriminatory Practices, training and promotion opportunities.
- All opportunities are advertised to provide access and promote opportunities to SME's, local business and the 3rd Sector. Evaluation Criteria are set which ensure fairness to all responding suppliers.

What we intend to do

- Continue to build equality into the procurement process and monitor through contract management. We will question suppliers during the procurement process to assess and compare their performance on ethical employment within the supply chain.

Service Data

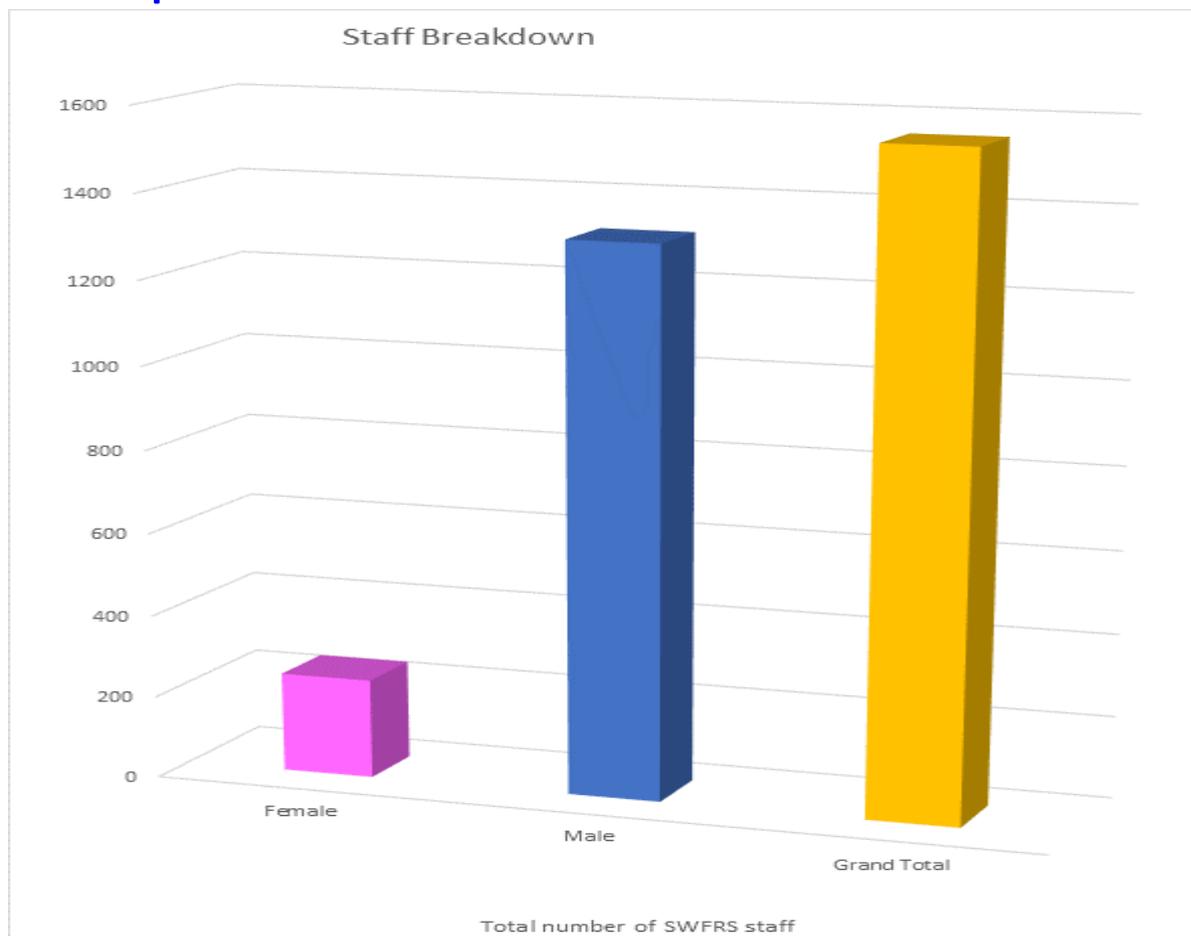
1st April 2016- 31st March 2017

Casualties:	
Accidental Dwelling Fires:	
People Aged 65+	40
Ethnic Minority Background	1
Road Traffic Collisions (attended by SWFRS):	
People Aged 65+	66
Ethnic Minority Background	0
<i>*source- Incident Recording System (IRS)</i>	
<i>* casualties include fatalities, injuries and rescues</i>	

Home Fire Safety Check Visits (HFSC):	
Disabled	4,239
Smoke alarms installed	3,692
People Aged 65+	7,529
Smoke alarms installed	6,879
Ethnic Minority Background	242
Smoke alarms installed	267
Single Parent Households	815
Smoke alarms installed	617
Specialist deaf smoke alarms installed	2,706

Staff Data: General

1st April 2016 - 31st March 2017

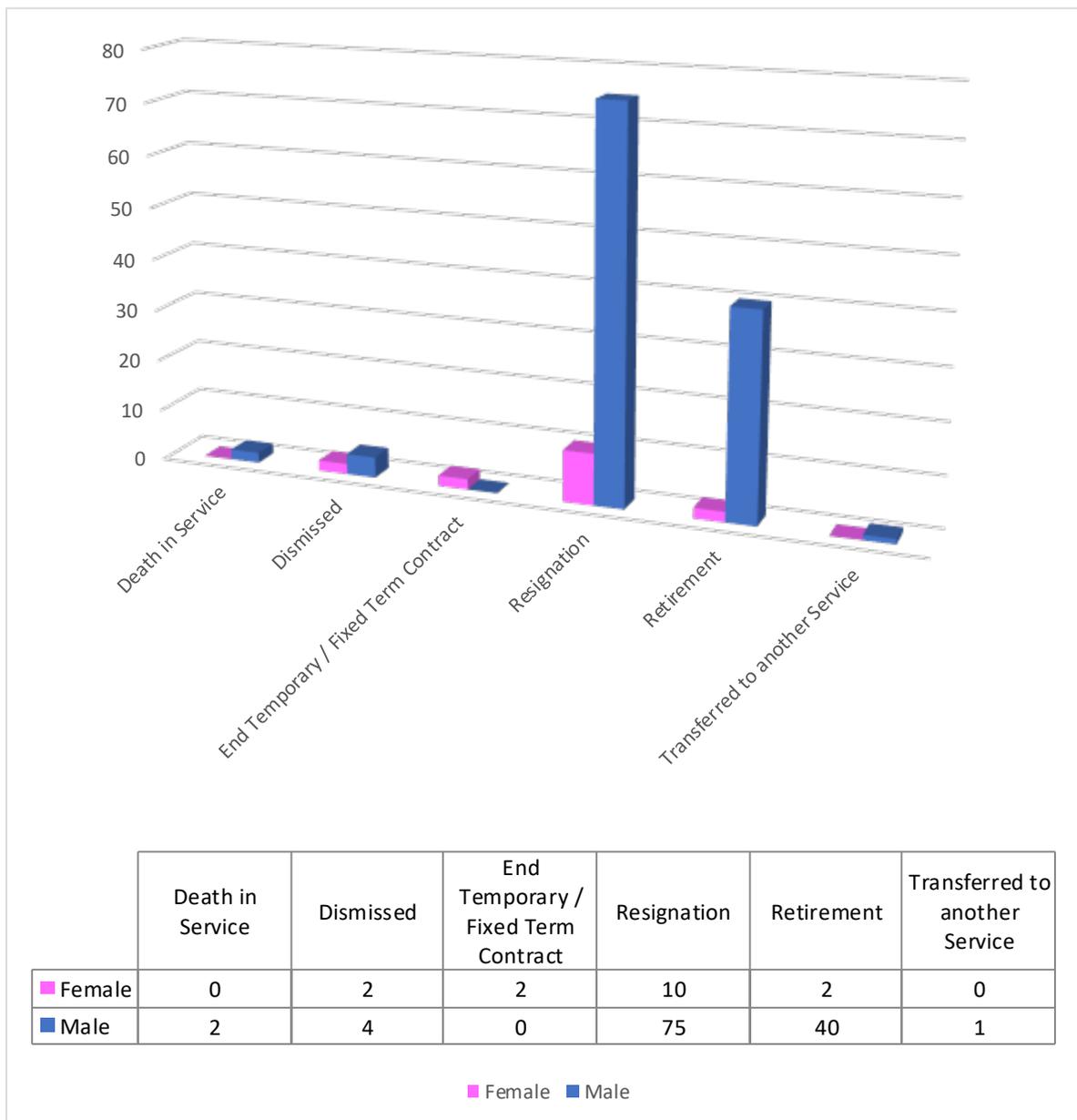


SWFRS Staff	Female	Male
Totals	241	1316
18-25	11	93
26-40	76	514
41-60	147	687
60+	7	22
Self-Declared as Disabled	3	9
Black (African)	0	1
Black Caribbean	0	1
Caucasian (white)	211	1120
Left Blank	22	133
Other	5	19
Prefer Not to Say	3	42

Bisexual, Gay, Lesbian	12	
Heterosexual	470	
Prefer Not to Say	923	
Left Blank	152	
Gender Reassignment/Identity	1	

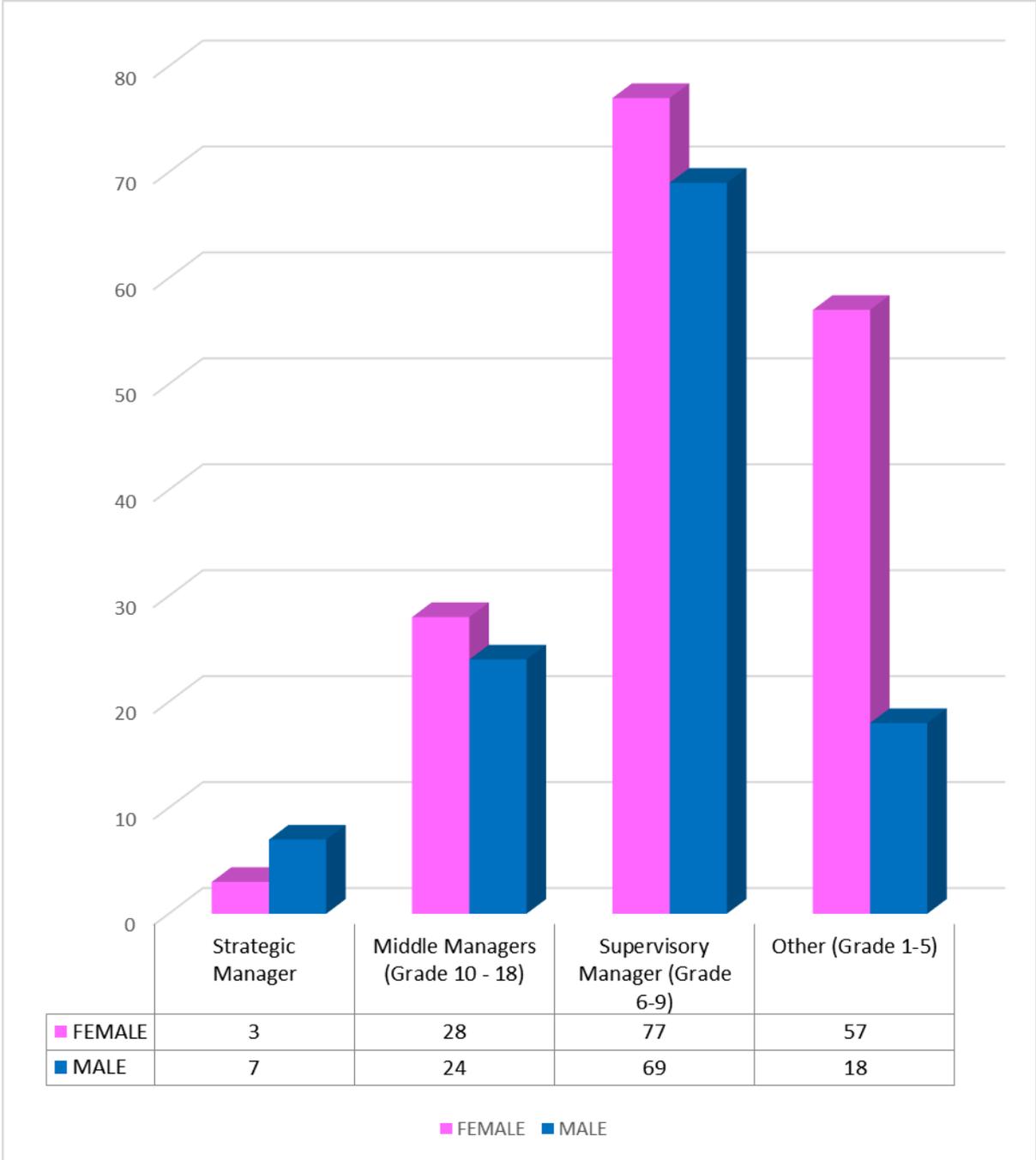
Staff Data: Leavers

1st April 2016 - 31st March 2017

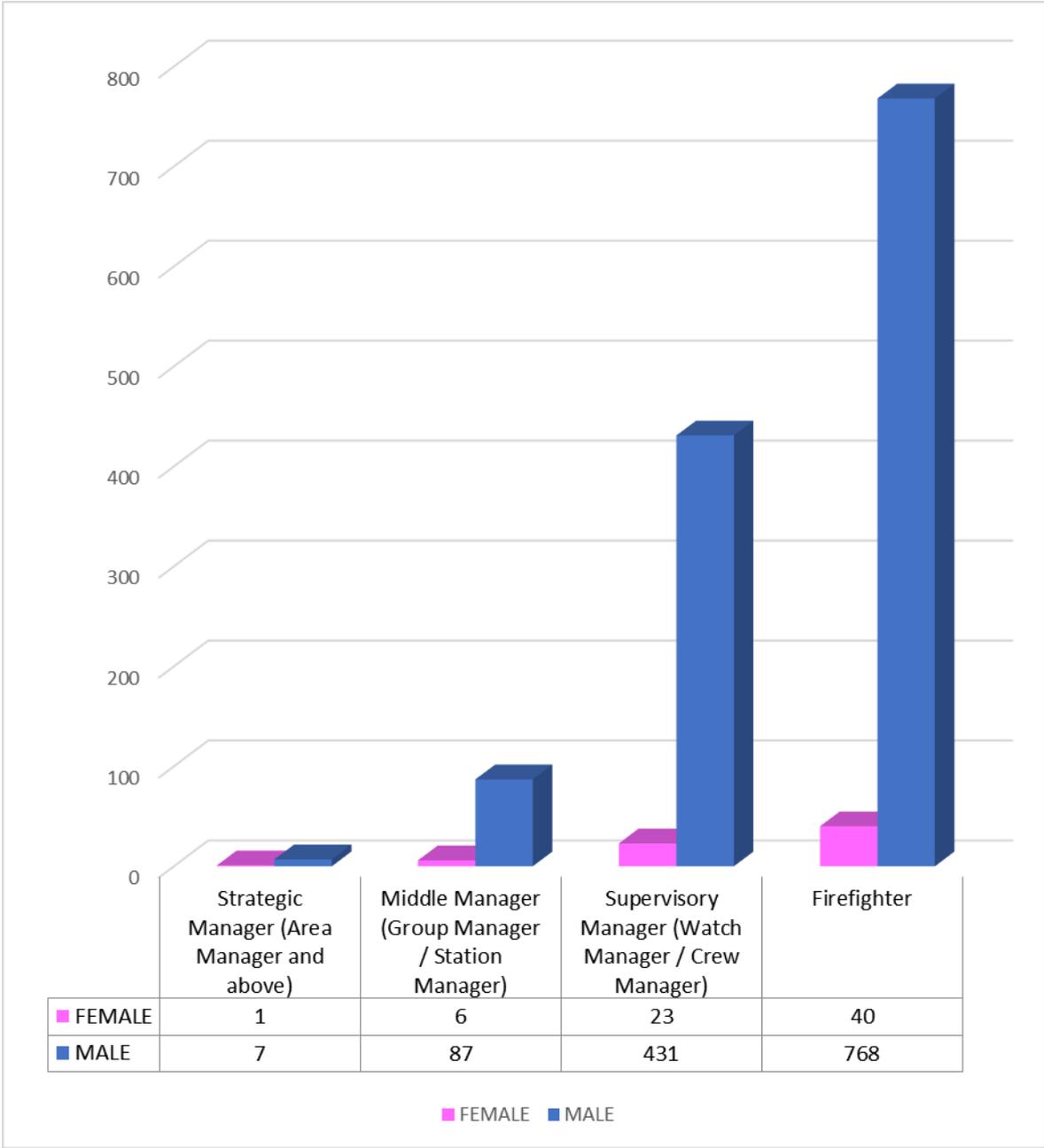


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Staff Data- Gender/Grade: Corporate 1st April 2016 - 31st March 2017



Staff Data- Gender/Role: All Uniformed 1st April 2016 - 31st March 2017



Recruitment Data: Corporate

	TOTAL APPLICATIONS
FEMALE	387
MALE	236
TRANSGENDER	0
UNKNOWN/PNTS	0
TOTAL:	623
UNDER 18	11
18-24	150
25-40	262
41-59	146
60+	23
Unknown / Prefer Not to Say	31
Registered Disabled	12
Not Registered Disabled	569
Unknown / Prefer Not to Say	42
Ethnic Minority	18
White	576
Unknown / Prefer Not to Say	29
Buddhist	1
Christian	196
Hindu	0
Jewish	0
Muslim	8
Sikh	0
None	360
Other	0
Unknown / Prefer Not to Say	58
Bisexual	4
Gay	2
Heterosexual	577
Lesbian	6
Prefer Not to Say	34
Don't Speak Welsh	345
Learner	120
Intermediate	37
Fluent	72
Prefer Not to Say	49

Recruitment Data: Whole-time

	TOTAL APPLICATIONS
FEMALE	324
MALE	2635
TRANSGENDER	0
UNKNOWN/PNTS	19
TOTAL:	2978
Registered Disabled	45
Not Registered Disabled	2904
Prefer Not to Say	29
Ethnic Minority	117
White	2672
Prefer Not to Say	189
Buddhist	7
Christian	887
Hindu	2
Jewish	5
Muslim	26
Sikh	0
None	1842
Other	43
Prefer Not to Say	166
Bisexual	95
Gay	44
Heterosexual	2621
Lesbian	46
Prefer Not to Say	172
Don't Speak Welsh	2137
Learner	452
Intermediate	122
Fluent	243
Prefer Not to Say	24

Recruitment Data: On-Call (Retained)

	TOTAL APPLICATIONS
FEMALE	22
MALE	222
TRANSGENDER	0
PREFER NOT TO SAY	20
TOTAL:	264
UNDER 18	9
18-24	94
25-40	111
41-59	21
60+	0
Prefer Not to Say	29
Registered Disabled	2
Not Registered Disabled	233
Prefer Not to Say	29
Ethnic Minority	7
White	229
Prefer Not to Say	28
Buddhist	0
Christian	63
Hindu	0
Jewish	0
Muslim	1
Sikh	0
None	164
Other	1
Prefer Not to Say	35
Bisexual	1
Gay	3
Heterosexual	220
Lesbian	4
Prefer Not to Say	36
Don't Speak Welsh	189
Learner	20
Intermediate	6
Fluent	20
Prefer Not to Say	29

Recruitment Data: Fire Control

	TOTAL APPLICATIONS
FEMALE	124
MALE	97
TRANSGENDER	0
UNKNOWN/PNTS	7
TOTAL:	228
UNDER 18	
18-24	
25-40	
41-59	
60+	
Unknown / Prefer Not to Say	
Registered Disabled	5
Not Registered Disabled	207
Unknown / Prefer Not to Say	16
Ethnic Minority	4
White	212
Unknown / Prefer Not to Say	12
Buddhist	0
Christian	99
Hindu	0
Jewish	0
Muslim	0
Sikh	0
None	109
Other	3
Unknown / Prefer Not to Say	17
Bisexual	5
Gay	3
Heterosexual	195
Lesbian	7
Prefer Not to Say	18
Don't Speak Welsh	139
Learner	41
Intermediate	19
Fluent	21
Prefer Not to Say	8

Glossary

The Equality Act (2010)

This replaced more than 100 pieces of legislation with one legal document.

General Duty

The Equality Act 2010 established a General Duty which has three fundamental areas:

Eliminate discrimination

Advance equality of opportunity

Foster good relations

Protected Characteristics

These are the identified characteristics which are protected by Law against being discriminated against or otherwise treated less than anyone else and cover: Age, Belief/ Non-Belief, Disability, Gender Reassignment, Race, Sex, and Sexual Orientation.

In certain circumstances, this also includes Civil Partnerships/Marriage and Pregnant/ Maternity.

Wales Specific Duties

The Welsh Government set out specific areas that must be complied with here in Wales, and by doing so, public bodies such as the Fire and Rescue Service will be able to show compliance with the General Duty above.

Strategic Equality Plan (SEP)

Our Strategic Equality Plan is developed with input from communities and staff, and outlines how we plan on meeting the requirements of both the Equality Act (2010) and the Wales Specific Duties.

Improvement Plan (IP)

This is published on our website (www.southwales-fire.gov.uk) and shows how we are performing across our services, and what the priorities are for the coming year.

Risk Reduction Plan (RRP)

This plan is published on our website (see above) and shows our priorities plus how we intend to meet them.

Ways Forward

Some key areas which we will be growing, include:

- *Ensuring developmental opportunities are promoted to all staff*
- *Advocating for compliance and best practice with our partners*
- *Investigating workable ways of using data to better serve and meet the various needs of **all** our communities*
- *Building Equality Outcomes directly into The Improvement Agenda and Strategic Themes*
- *Revising the Equality Risk Assessment process so we better target resources in what we do and why*
- *Exploring meaningful new ways to increase diverse representation in both staff and service delivery*
- *Continuing to further promote, enhance, and establish our relationships with historically marginalised groups*



SWFireandRescue

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South Wales
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