

South Wales Fire and Rescue Service

# Annual Equality Report

1st April 2017 to 31st March 2018

**Gwasanaeth Tân ac Achub**  
De Cymru



South Wales  
**Fire and Rescue Service**

**Raising Awareness - Reducing Risk**

# 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 is an ongoing journey which we are committed to continue.

A handwritten signature in black ink, appearing to read 'H Jakeway'.

Huw Jakeway  
Chief Fire Officer

A handwritten signature in black ink, appearing to read 'Sally Chapman'.

Sally Chapman  
DCO  
Finance and Corporate  
Services

A handwritten signature in black ink, appearing to read 'Tudor Davies'.

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](http://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:

English:

<https://www.southwales-fire.gov.uk/app/uploads/2018/04/Annual-Equality-Report-16-17.pdf>

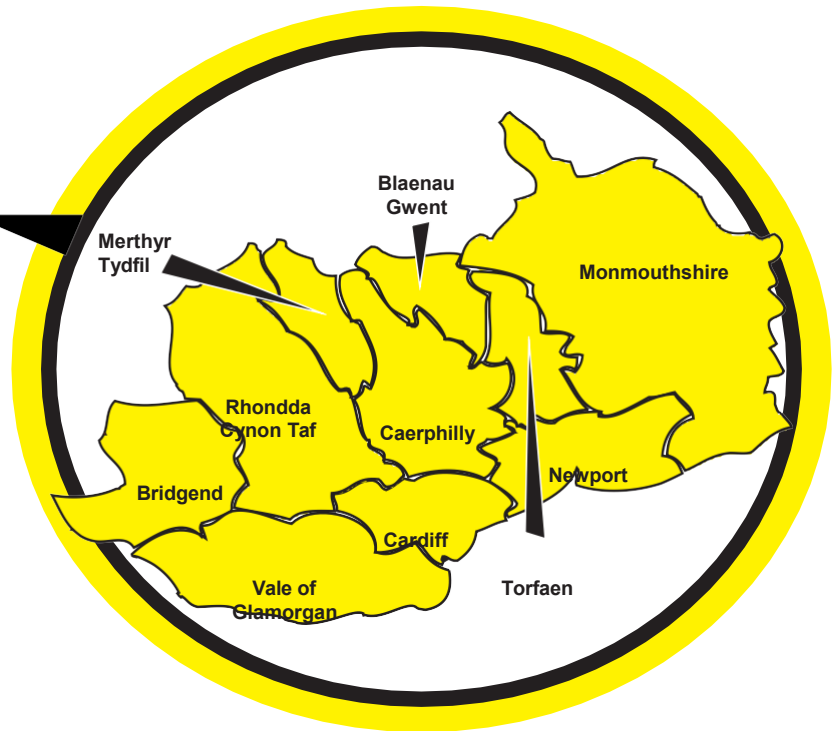
Welsh:

<https://www.southwales-fire.gov.uk/app/uploads/2018/04/Annual-Equality-Report-16-17-CY.pdf>

# 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 km<sup>2</sup>  
**Population:** 1.49 million  
**Dwellings:** 662,000  
**Non-Domestic Properties:** 46,000  
(Source: Stats Wales and [www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk))



## In 2017/18 we dealt with:

- **32,765** emergency calls.
  - **17,241** incidents.
  - **5,790** fires of which **4,200** were deliberate.
  - **1,139** road traffic collisions (RTC's).
- (Source: Incident Recording System (IRS))

## We:

- Rescued **71** people trapped in vehicles.
- Did not turn out to **333** calls having identified them as malicious.
- We turned out to **248** calls having failed to identify them as malicious.
- Completed **17,396** home fire safety checks.
- Had face to face engagement with more than **46,965** Children and Young People through community safety and educational events.

Source- Fire & Rescue Services' Annual Statistical Returns

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.

## 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

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

**We aim to reflect our Values in everything we do.**



# 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 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:

Continuing our work as a Stonewall Champion as well as supporting the White Ribbon, Jacobs Foundation, and Time to Change Wales campaigns

Drafting and publishing an updated in-house \*Trans Guide

Participating in Stonewall's Workplace Equality Index

Hosting focus groups to find out the barriers women believe they face in becoming fire-fighters

Securing and embedding a mandatory 'Inclusive Workplace' e-learning package for all staff

Engaging with business owners from various ethnic backgrounds in order to develop better ways of sharing business fire safety information

Developing an innovative root to branch three year inclusive plan

Attending events such as Cardiff Pride to promote home fire safety messages to under-represented groups

# 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**

Aligned each of our 241 Business Plan tasks to one of the four equality outcomes outlined in our Strategic Equality Plan.

Enhanced our ability to access and review any evidence gathered by developing a new Business Management Information System, which has centralised the organisation's Business Plan. This allows staff to view information in real-time against the equality outcomes and makes accessing it easier.

Increased the equality information collected during consultation events, recruitment, and community safety interactions which includes:

- Safe and Well visits
- Business Fire Safety Audits
- Application forms (recruitment)
- The Incident Recording System
- Public consultation events

Recruited two Communication, Attraction and Engagement Officers during 2017-18, whose primary focus is to increase the volume and diversity of engagement we have with our communities. By increasing the effectiveness and efficiency of our communication with the wider public, they will allow us to collect considerably more Equalities Monitoring data.

Business Fire Safety collected equality information during inspections, reactive fire safety work, business engagement events, and community based initiatives in order to further identify needs of businesses within our area.

A form was developed, consulted on, and trialed in multi-cultural business areas that captured data, identified risks, and enabled for a better use of resources based on the diverse needs.



## **What we still intend to do**

- Use the in-house Community Engagement Group to review Equalities Monitoring questions included within our data collection forms to keep them up-to-date and relevant.
- Report the progress of business plan tasks against the four equality outcomes, to the Senior Management Team.
- Explore more effective methods of collecting Equalities Monitoring data during engagement, to improve the volume, accuracy and robustness of the evidence base collected.
- Increase the responsiveness of making changes to services as a result of equality data.
- Integrate equality information into new technology to support and improve the reduction of risk, enabling prioritization of activities use of more effective use of resources to identify and reduce risk.

## **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**

Launched a new website, which has increased our ability to gather relevant information from our communities by;

- Publicising the numerous methods via which we can be contacted
- Embedding data collection forms within the website, where feedback can be input seamlessly

Increased the use datasets from feedback forms to identify people within our communities who may be at risk, with the latest exercise resulting in 95% of these feedback forms being returned completed.

Continued to provide easily accessible and anonymous feedback forms at all events that is used to improve our attendance in the future.

Involved others in the testing of our new website to make sure it is as fully accessible as possible, and that it followed best practice.

Enhanced social media coverage by creating bilingual Facebook pages for all of its 47 stations and by exploring other social media platforms such as Instagram.

Attended engagement events so that we can use local knowledge to improve our practices as well as our local services.

### **What we still intend to do**

- Continue to focus on engaging with all the various communities in South Wales.
- Look to build even better relationships with schools, including further education.
- Develop an events calendar on our new website.
- Expand the promotions of safety messages on social media.
- Use our Diversity, Equality, and Inclusion group to ensure engagement events activities are free from indirect barriers.
- Build on our partnerships with organisations such as Stonewall, Race Equality First, MIND, and Menter Iaith in order to enable continuous improvement.
- Develop a focus group from a wide range of business owners to learn more about specific business communities.

## **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**

Made sure our new website can be easily used on mobiles and laptops.

Ensured that written information is available in a variety of formats.

Had innovative software built into our website, which can read information aloud in various languages.

Increased accessibility by using fonts, layouts and colour schemes based on best practice for accessibility.

Developed a split front screen so the website can be accessed in either Welsh or English.

Improved the design, layout, and language used within our Strategic Plan 2018-2023 so members of the public can more easily read and understand it.

Made sure that Equality Risk Assessment Screenings were carried out on all documents published to the public.

Ensured any information, guidance or document published externally were produced in a bi-lingual format.

Increased the diversity in our media campaigns ensuring our information reflects the communities we serve.

Improved the accessibility of the Business Fire Safety web page.

Carried out training to Business Fire Safety staff in use of 'Language Line' translation services.

### **What we still intend to do**

Explore further options that will make our website even more accessible to all of our communities

Look into alternative methods of digital and non-digital ways of communicating our key safety messages with all members of the public. Such methods have started to include Virtual Reality

Continue to identify how we can improve the way we communicate with all of our diverse communities.

Produce a Business Fire Safety auditor's booklet that is multi lingual and pictorial so information is understandable to an even wider audience.

## **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**

Agreed a new process of leaving anonymous equality forms, with prepaid envelopes, at all home visits (as this started towards the end of this reporting period, there is no data yet to include).

Started reviewing what information was needed, and why, and adapting our collection accordingly.

Lobbied for best practice with key partners, including other public services.

Got ready for the new GDPR legislation, which is all about data and what we hold, why we hold it, and how we treat it.

Used gaps in data to help us figure out what we needed; for example hosting engagement events for multi-cultural businesses so we could identify which languages to publish fire safety information in.

### **What we still intend to do**

Identify more innovative ways of gathering relevant information to support the reduction of risk within the communities of South Wales.

Look at how we can gather data about people not from the UK/not first language English speaking, so we can adapt advice and services even better.

Use an engagement initiative (that saw a 40% decrease in shop fires), as a best practice template.

## **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**

Had our Equality Risk Assessment (ERA) form and process assessed by an external expert in order to ensure it was still fit for purpose.

Re-designed the template to include Well Being of Future Generation Goals and altered framework to focus on benefits, engagement, and evidence.

Trialed the new ERA process with three different teams.

Maintained the practice of uploading ERAs onto the intranet, which are available upon request to the public.

Carried out more than 31 Equality Risk Assessments, including: policies, plans, projects, and equipment.

### **What we still intend to do**

Secure training for staff on the new ERA form and process, and roll out in 2019.

Ensure that any staff restructure has a robust Equality Risk Assessment.

## **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**

Promoted the updating of personal details held on the HR CORE system, which allows each staff member to self-complete.

Continued to collect comprehensive data at all stages of the recruitment process, from application to appointment.

Sent out anonymous feedback forms and prepaid envelopes to all leavers three months after their departure, to determine if a Protected Characteristic was an element for leaving.

Devised a form for the grievance/disciplinary investigations to determine if discrimination against a Protected Characteristic was a factor in the alleged misconduct.

### **What we still intend to do**

Promote the updating of personal data to all staff on a six monthly basis.

Investigate ways of collecting additional information so we can better monitor promotions and training, and ensure any indirect barriers are identified and removed.

Use the internal routine notice and newsletter publications to publicise the Service's values and why they matter to us.

### **Grievance Data:**

Between May 2017 and March there were 22 returns of the anonymous equality form from leavers: 1 said religion and business reasons contributed to them going, and 3 said age.

In relation to discipline cases, there were 35, of which 13 went to panel and involved 15 males (no females), resulting in 12 warnings plus 3 dismissals. No Protected Characteristic was a factor.

## **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**

Continued including a key Diversity session within all staff inductions

Made an online e-learning package mandatory

Revised and grew our learning and development team

Brought in specialized training and speakers for middle managers

Began developing a comprehensive suite of training with equality and diversity woven in

Established a learning and development partnership with a local University

Offered learning sessions to staff on subjects such as mental health and dementia

Hosted quarterly middle manager events

### **What we still intend to do**

Build on the University partnership

Rollout the bespoke in-house suite of learning current being developed

Obtain an update so the e-learning platform we use is able to host relevant modules for all our staff to access.

Deliver the training actions identified within the 3 year Inclusive Plan



## **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 published its Gender Pay Gap report and it can be viewed both on our website and also at YouGov:

<https://www.southwales-fire.gov.uk/app/uploads/2018/04/2495-Gender-Pay-Gap-Report.pdf>

[https://gender-pay-gap.service.gov.uk/viewing/employer-%2cTmhiV-UMZ\\_ZcfJK5\\_DjoLg!!/report-2017](https://gender-pay-gap.service.gov.uk/viewing/employer-%2cTmhiV-UMZ_ZcfJK5_DjoLg!!/report-2017)

## **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**

Carried out a review of actions aligned with our Strategic Equality Plan

Ensured the Strategic Equality Plan Review, and previous Annual Equality Report, were translated and published ahead of the legally required deadline.

Completely redesigned the Equality Risk Assessment form and process to reflect positive impacts and also to incorporate the Well Being of Future Generations goals.

### **What we intend to do**

Begin the development of our new Strategic Equality Plan which will include both internal as well as external consultation and input.

Use social media as a key feature in engaging with our communities on outcomes for the new Plan.

## **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**

Continued to question suppliers through our procurement process in line with Equal Opportunities and Discriminatory Practices, training, and promotion opportunities.

Lobbied for best practice in any joint procurement exercise.

### **What we intend to do**

Look into fine tuning how we spot-check supplier's employment practices to ensure they are in line with all equality related legislation, including that of anti-trafficking.

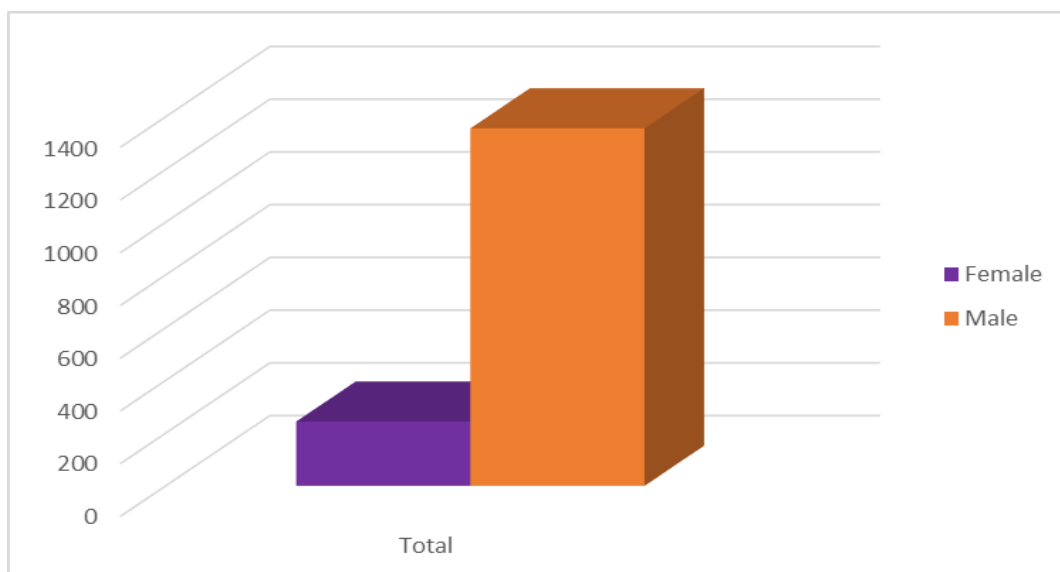
## Service Data

1st April 2017- 31st March 2018

Where information has been given	
<b>Accidental Home Fires:</b>	
People Aged 65+	<b>15</b>
Race	<b>1</b>
<b>Road Accidents (attended by SWFRS):</b>	
People Aged 65+	<b>77</b>
Race	<b>5</b>
<i>source- Incident Recording System (IRS)</i>	
<b>Home Fire Safety Check Visits (HFSC):</b>	
Disabled	<b>2,529</b>
Smoke alarms installed	<b>1,927</b>
People Aged 65+	<b>5,204</b>
Smoke alarms installed	<b>4,753</b>
Race	<b>168</b>
Smoke alarms installed	<b>17</b>
Single Parent Households	<b>751</b>
Smoke alarms installed	<b>942</b>
Specialist deaf smoke alarms installed	<b>2,676</b>

# Staff Data: Total

## As of 31<sup>st</sup> March 2018



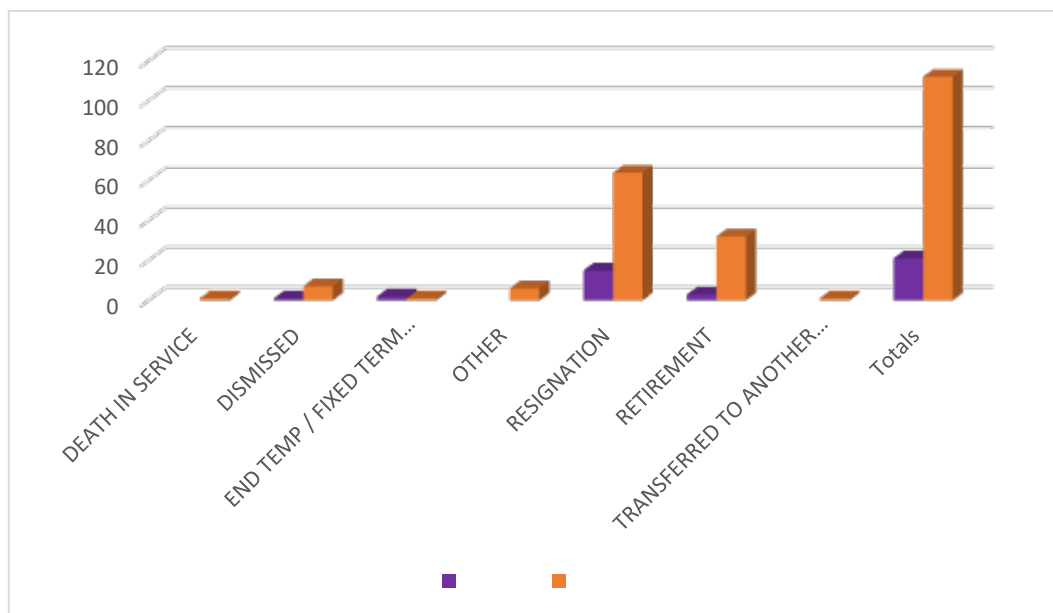
	Female	Male
<b>SWFRS Staff Total</b>	<b>250</b>	<b>1,375</b>
<b>(Data is based on head count, not number of contracts)</b>		
<b>18-25</b>	<b>13</b>	<b>111</b>
<b>26-40</b>	<b>75</b>	<b>529</b>
<b>41-60</b>	<b>149</b>	<b>687</b>
<b>61+</b>	<b>7</b>	<b>17</b>
<b>Self-Declared as Disabled</b>	<b>3</b>	<b>8</b>
<b>African</b>		<b>2</b>
<b>Black Caribbean</b>		
<b>Caucasian (white)</b>	<b>204</b>	<b>1,074</b>
<b>Left Blank</b>	<b>33</b>	<b>221</b>
<b>Other</b>	<b>5</b>	<b>18</b>
<b>Prefer Not to Say</b>		

<b>Bisexual, Gay, Lesbian</b>	<b>12</b>
<b>Heterosexual</b>	<b>478</b>
<b>Prefer Not to Say</b>	<b>855</b>
<b>Left Blank</b>	<b>280</b>
<b>Gender Reassignment/Identity</b>	<b>1</b>

# Staff Data: Leavers

Between 1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018

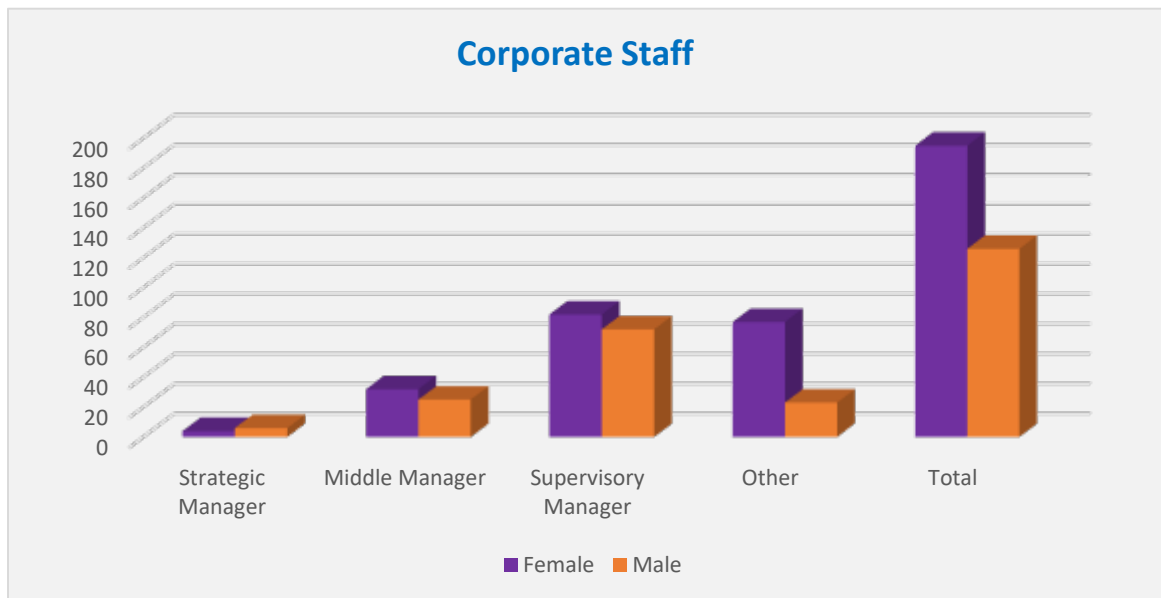


Reason for Leaving:	Female	Male
Death in Service	0	1
Dismissed	1	7
End Contract	2	1
Redundancy	0	0
Resignation	15	64
Retirement	3	31
Other/Transfer	0	7
Total	21	111

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# Staff Data- Gender/Grade: Corporate

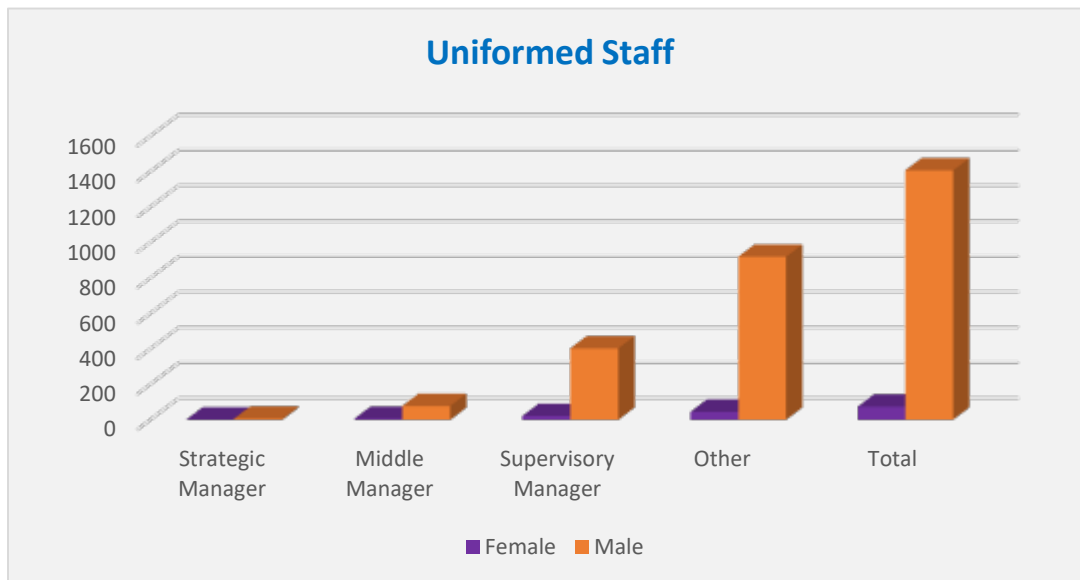
## On 31<sup>st</sup> March 2018



Corporate Staff	Strategic Manager	Middle Manager (Grade 10-18)	Supervisory Manager (Grade 6-9)	Other (Grade 1-5)	Total
Female	4	32	82	77	195
Male	6	25	72	23	126

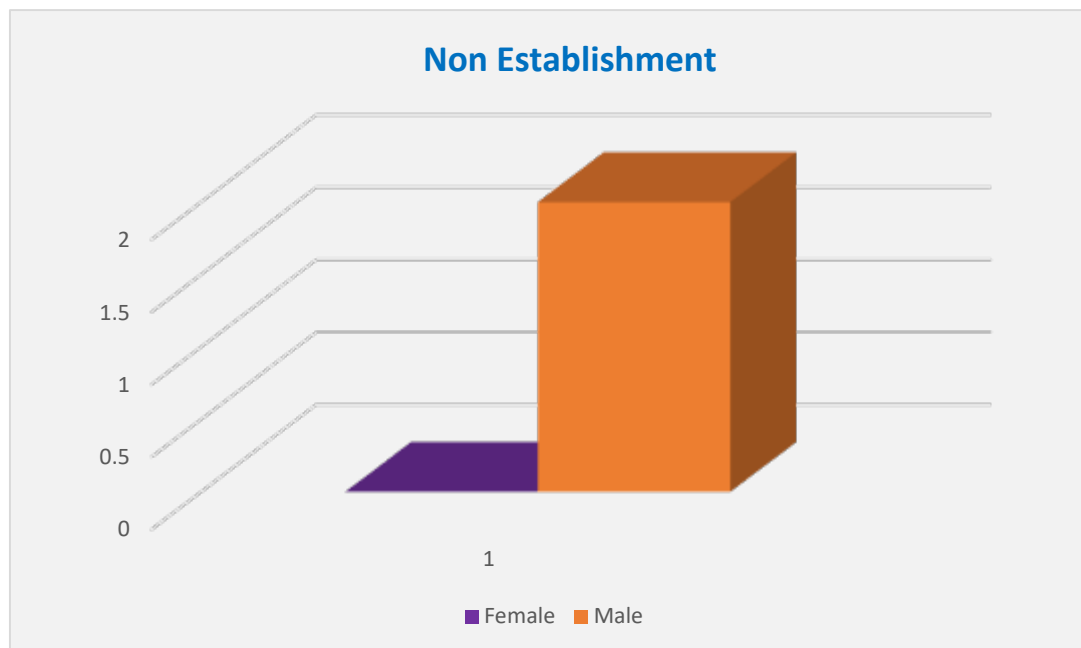


# Staff Data- Gender/Grade: Uniformed On 31<sup>st</sup> March 2018



Uniformed Staff (Operational & Control)	Strategic Manager	Middle Manager (GM –SM)	Supervisory Manager (WM-CM)	Other: Firefighter & Control	Total
Female	1	6	22	45	80
Male	7	78	403	920	1,408

## Staff Data- Gender/Grade: Non Establishment On 31<sup>st</sup> March 2018



Non Establishment	Total	
Female	0	0
Male	2	2

## Recruitment Data: Corporate 2017- 2018

	TOTAL APPLICATIONS
<b>FEMALE</b>	136
<b>MALE</b>	199
<b>TRANSGENDER</b>	0
<b>UNKNOWN</b>	0
<b>TOTAL:</b>	<b>335</b>
<b>UNDER 18</b>	9
<b>18-24</b>	114
<b>25-40</b>	147
<b>41-59</b>	63
<b>60+</b>	2
<b>Prefer Not to Say</b>	0
	12
<b>Registered Disabled</b>	5
<b>Not Registered Disabled</b>	321
<b>Prefer Not to Say</b>	9
<b>Ethnic Minority</b>	4
<b>White</b>	321
<b>Prefer Not to Say</b>	10
<b>Buddhist</b>	0
<b>Christian</b>	108
<b>Hindu</b>	0
<b>Jewish</b>	0
<b>Muslim</b>	3
<b>Sikh</b>	0
<b>None</b>	210
<b>Other</b>	0
<b>Prefer Not to Say</b>	14
<b>Bisexual</b>	0
<b>Gay</b>	3
<b>Heterosexual</b>	315
<b>Lesbian</b>	3
<b>Prefer Not to Say</b>	14
<b>Don't Speak Welsh</b>	201
<b>Learner</b>	50
<b>Intermediate</b>	30
<b>Fluent</b>	53
<b>Prefer Not to Say</b>	1

## Recruitment Data: Retained On-Call 2017-2018

	TOTAL APPLICATIONS
<b>FEMALE</b>	50
<b>MALE</b>	324
<b>TRANSGENDER</b>	0
<b>UNKNOWN</b>	2
<b>TOTAL:</b>	<b>376</b>
<b>UNDER 18</b>	16
<b>18-24</b>	149
<b>25-40</b>	158
<b>41-59</b>	27
<b>60+</b>	0
<b>Prefer Not to Say</b>	26
<b>Registered Disabled</b>	11
<b>Not Registered Disabled</b>	313
<b>Prefer Not to Say</b>	52
<b>Ethnic Minority</b>	9
<b>White</b>	324
<b>Prefer Not to Say</b>	43
<b>Buddhist</b>	0
<b>Christian</b>	74
<b>Hindu</b>	0
<b>Jewish</b>	0
<b>Muslim</b>	3
<b>Sikh</b>	0
<b>None</b>	257
<b>Other</b>	3
<b>Prefer Not to Say</b>	39
<b>Bisexual</b>	1
<b>Gay</b>	0
<b>Heterosexual</b>	327
<b>Lesbian</b>	4
<b>Prefer Not to Say</b>	44
<b>Don't Speak Welsh</b>	262
<b>Learner</b>	41
<b>Intermediate</b>	15
<b>Fluent</b>	20
<b>Prefer Not to Say</b>	38

# 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](http://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.



SWFireandRescue

**Gwasanaeth Tân ac Achub**  
De Cymru



South Wales  
**Fire and Rescue Service**

South Wales Fire and Rescue Service  
Headquarters, Forest View Business Park, Llantrisant. CF72-8LX  
email: [diversity@southwales-fire.gov.uk](mailto:diversity@southwales-fire.gov.uk). [www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)