

Gwasanaeth Tân ac Achub  
De Cymru



South Wales  
Fire and Rescue Service

South Wales Fire and Rescue Service

# Annual Equality Report

1st April 2018 - 31st March 2019

RAISING AWARENESS - REDUCING RISK

# Equality Statement

Welcome to our Annual Equality Report for the year 2018/2019.

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.



Huw Jakeway  
Chief Fire Officer



Sally Chapman  
Deputy Chief Officer  
Finance and Corporate Services



Cllr Tudor Davies  
Chair SWFR Authority

To see how we are working to make equalities real in the Fire Service please look at our Strategic Equality Plan, Corporate Strategic Plan, and Improvement Plan.

These can all be found, along with other information, in the Publications Library on our website at [www.southwales-fire.gov.uk](http://www.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

This Annual Report aims to meet Regulation 14 of the Wales Specific Duties, and should be read alongside the last Annual Report in order to get a full picture:

### **Annual Equality Report 2017/18:**

[https://www.southwales-fire.gov.uk/app/uploads/2019/07/Annual-Equality-Report-1718\\_en.pdf](https://www.southwales-fire.gov.uk/app/uploads/2019/07/Annual-Equality-Report-1718_en.pdf)

The reason for an Annual Equality Report is to act as a report card showing some of how we, as a service funded by the public, are moving forward with complying with the Equality Act (2010).

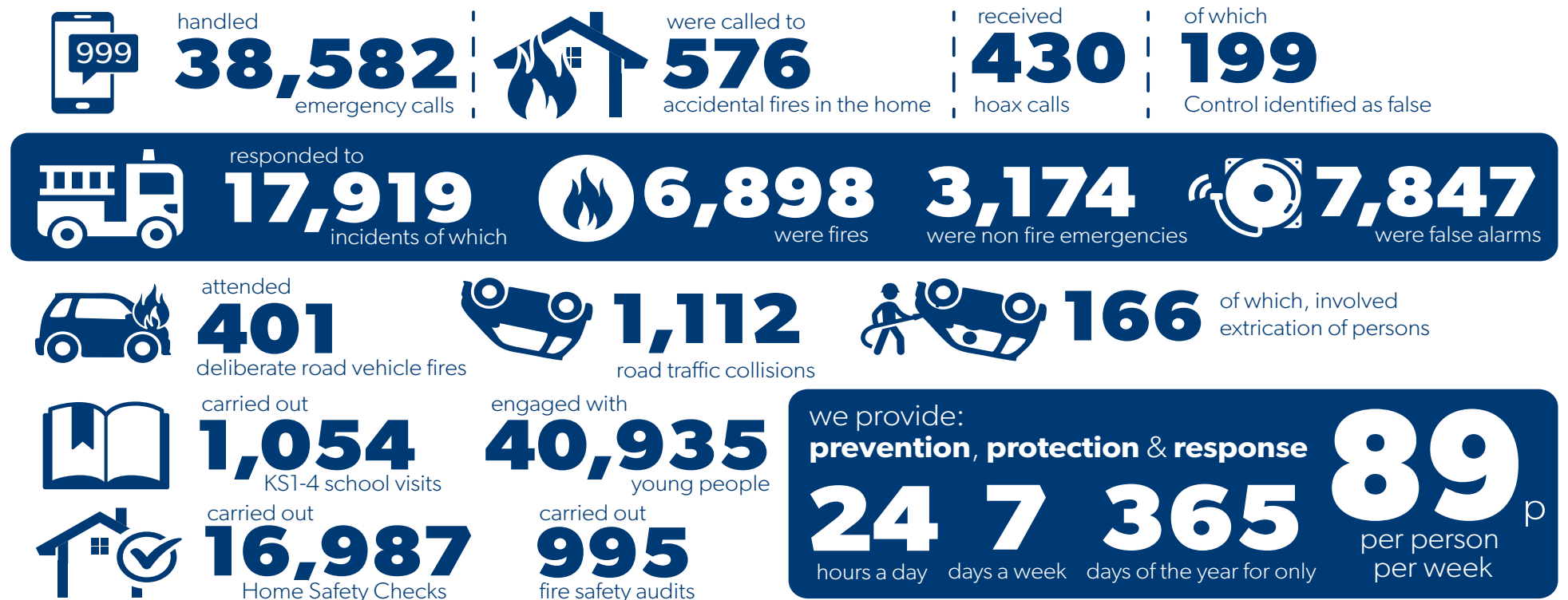
Here in Wales, the Welsh Government also issued Wales Specific Duties as helpful steps in the equality journey for public services.

Creating practical, real, and meaningful improvement takes time, and we hope you agree that we are heading in the right direction.

# About us, Who we serve, What we did



## In 2018 - 2019 South Wales Fire and Rescue Service:





“ To make South Wales safer by reducing risk. ”

**We will achieve this through:**

- **S**erving our communities needs
- **W**orking with others
- **F**acing challenges through innovation and improvement
- **R**educing risk through education, enforcement and response
- **S**ucceeding in making South Wales safer

**Define what we stand for; our core rules.**

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

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

## 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, victimization, 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:**

- Supported a midnight Ramadan football event.
- Supported Hate Crime awareness week.
- Attended Community based events, including Cardiff Pride.
- Launched an in-house wellbeing campaign.
- Carried on building relations with BAME business owners to improve their safety.
- Promoted equality campaigns on social media and shared information from partner agencies, including not-for-profit ones like MIND.
- Delivered positive action sessions for females and members of our BAME community.
- Developed videos which challenged stereotypes for the On-Call campaign.
- Designated November as Diversity Month and utilized social media platforms to share key messages and the pages of partners, such as Stonewall.

# The Wales Specific Duties

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

## Regulation 3: Regulation 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

- Each Corporate action was linked to one of the Strategic Equality Plan outcomes so we could keep track of improvements
- Devised and publically promoted November as our People Month
- Hosted internal staff training/awareness for ADHD, Dementia, and mental health so we can better understand and serve those needs in our communities
- Launched our Equality Allies Network

### What we still intend to do

- Further improve our gathering of relevant data and using results to influence services, and how they are delivered



## 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

- Conducted 18686 Home Safety Checks across SWFRS area in 2018/2019
- All published booklets, information leaflets, and social media campaigns are bi lingual (English/Welsh)
- Any references to Safe and Well visits in previous versions are now replaced with our standard 'Home Fire Safety Checks'
- Made sure any questionnaire or survey used at our events (such as UKRO in Cardiff Bay) included relevant equality questions. Data then fed into the overall Improvement Plan
- Proactively encouraged public feedback on our Improvement Plan by promoting it in various ways to attract a wider reply
- Undertook the Investors in People audit and started an in-house engagement group
- Used social media and online surveys to better reach, and interact with, our wider community
- Developed a list that includes members of the public, which forms part of our consultation process

### What we still intend to do

- Review questionnaires on a regular basis to make sure each is fit for purpose
- Look into more ways we can further improve relationships with under-represented 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

- Increased the use of pictures, gifs, and symbols in both our campaigns and social media content
- Moved to a 'more pictorial, less words' approach to the plans and strategies we publish
- Made sure the offer of other formats is always available for copies of plans and strategies
- Promoted the accessibility of our website
- Used tools like Survey Monkey in order to get feedback
- Developed a Communications Strategy as a roadmap to help us increase two-way sharing with our communities

### What we still intend to do

- Implement the Communications Strategy
- Look at how we can encourage even more feedback from our communities
- Work with our external partners to improve sharing of resources so we can reach more people

## 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

- Increased how our new Business Management Information System (BMIS) is used so we can better see who is receiving our services
- Made sure surveys were relevant before using them at events
- Ensured survey results were looked at and learned from
- Gained more expertise in the data team
- Regularly encouraged staff to self-update their personal information

### What we still intend to do

- Lead on improving data we get from home fire safety checks, and using that information to see who we are, and are not, providing services to
- Assess all the data sources and combine wherever possible

## 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

- Continued to carry out Equality Risk Assessments (ERA) against all major policies reviews, new projects, and key documents like our annual budget
- Began developing an improved approach, which involves one overarching ERA for large pieces of work/campaigns, with individual mini assessments for each of the events/sessions

### What we still intend to do

- Pilot the improved approach mentioned above

## 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

- Made sure any data was cleaned and anonymized so no employee could be identified by the information
- Regularly reported the anonymized data to Senior Management and the Fire Authority

### What we still intend to do

- Look at how we can analyse who accesses training/external opportunities, and who does not

### Grievance Data

- 20 alleged breaches of discipline were investigated
- 12 proceeded to formal disciplinary
- 1 case linked to a protected characteristic

## 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

- Devised an updated training needs analysis for all incident commanders
- Developed a new Learning & Development (L&D) strategy in line with the new direction of the Services L&D and progression principles, incorporating the key themes of the new People Strategy 2019-22
- Began a series of sessions for Station Commanders which includes a dedicated equality element
- Continued including equality in all staff inductions

### What we still intend to do

- Address the issues around the online e-learning platform we use, so that e-packages can be better offered, and accessed, by all staff
- Build a series of Master Classes with equality in each level
- Make sure the new appraisal process includes an action to evidence equality knowledge/involvement

## 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 at YouGov and also on our website.**

<https://www.southwales-fire.gov.uk/app/uploads/2019/03/3538-Gender-Pay-Gap-Report-2019.pdf>

## 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 still 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
- Improved our delivery through creating and implementing a Procurement Induction information and Staff Training
- Developed methodology to capture guidance on large procurement projects to ensure effective future procurements
- Initiated debriefs and lessons learnt from major procurement projects

### What we still 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 2018 - 31st March 2019

Data is based on home visits where Home Safety advice was given:

Age Range	2018/2019
18-20	46
21-24	194
25-40	1,865
41-59	2,032
60-64	643
65-69	894
70-74	968
75-79	1,012
80-84	863
85-89	522
90+	365
Not answered/ Prefer not to say	7,584
<b>Total</b>	<b>16,988</b>

Disability	2018/2019
Yes	2,115
No	6,202
Not answered/ Prefer not to say	8,671
<b>Total</b>	<b>16,988</b>

Belief	2018/2019
Atheist	292
Buddhist	14
Christian	3,653
Jewish	14
Muslim	80
No Religion	1,321
Other	203
Sikh	7
Not answered/ Prefer not to say	11,404
<b>Total</b>	<b>16,988</b>

Sexual Orientation	2018/2019
Bisexual	26
Gay	15
Heterosexual	6,048
Lesbian	19
Other	66
Not answered/ Prefer not to say	10,814
<b>Total</b>	<b>16,988</b>

Ethnicity	2018/2019
African	7
Any other background	31
Bangladeshi	12
British	2,898
Caribbean	3
Chinese	7
English	203
Indian	18
Irish	33
Other Asian	11
Other Black	5
Other Multi	5
Other White	54
Pakistani	37
Scottish	34
Welsh	4,195
White & Asian	9
White & Black African	5
White & Black Caribbean	10
Not answered/ Prefer not to say	9,411
<b>Total</b>	<b>16,988</b>

Gender	2018/2019
Female	5,665
Male	3,827
Not answered/ Prefer not to say	7,496
<b>Total</b>	<b>16,988</b>

Welsh Speaker	2018/2019
Yes	270
No	8,227
Not answered/ Prefer not to say	8,491
<b>Total</b>	<b>16,988</b>

## Service Data 1st April 2018 - 31st March 2019

Data is based on home visits where Home Safety advice was given:

Accidental Home Fires* 2018/2019	
People aged 65+	41
Residents who identify as ethnically non-British**	98

Road Traffic Collisions attended by SWFRS 2018/2019	
People aged 65+	96
RTC victims who identify as ethnically non-British**	56

Home Fire Safety Check (HFSC) visits 2018/2019	
<b>Disabled</b>	<b>2,115</b>
Smoke alarms installed***	1,696
<b>People aged 65+</b>	<b>4,624</b>
Smoke alarms installed	4,370
<b>Residents who identify as ethnically non-British**</b>	<b>246</b>
Smoke alarms installed	240
<b>Single Parent Households</b>	<b>957</b>
Smoke alarms installed	768
Specialist Smoke alarms installed****	2,797

\*information is taken from demographics obtained when an Accidental Dwelling Fire (ADF) has included a victim and also from demographics obtained through HFSCs of dwellings that have had an ADF during financial year 2018/2019.

\*\*ethnicity information is self-declared. Ethnically non-British includes all ethnicities that are not English, Northern Irish, Scottish and Welsh.

Below is a list of Non-British ethnic groups self-identified in financial year 2018/2019:

- African
- Asian
- Bangladeshi
- Black Other
- Caribbean
- Chinese
- Irish
- Multi-Racial
- White
- White Other

\*\*\*standard smoke alarms issued by either a Partner Agency / Community Safety Personnel or by Station Personnel.

\*\*\*specialist deaf smoke alarms issued by either a Partner Agency/Community Safety Personnel or by Station Personnel.

## Staff Data

As per instruction from the Welsh Government, completely anonymized staff data (by self-declared Protected Characteristics) is now viewable as an Open Data Source Document.

[https://www.southwales-fire.gov.uk/app/uploads/2019/03/SWFRS\\_Employer-Equality-Report-Data-2018-19.pdf](https://www.southwales-fire.gov.uk/app/uploads/2019/03/SWFRS_Employer-Equality-Report-Data-2018-19.pdf)

This means no one can be personally identified by how the data is presented, yet we are able to still show a general breakdown of how we are working towards representing our communities.

Please note that when numbers have been low, they have been kept out of the data report. This is to help make sure no person can be identified. Figures for Gender/Grade, as well as Leavers, is also included.

If you would like a paper copy of this data, email:

[divext@southwales-fire.gov.uk](mailto:divext@southwales-fire.gov.uk)

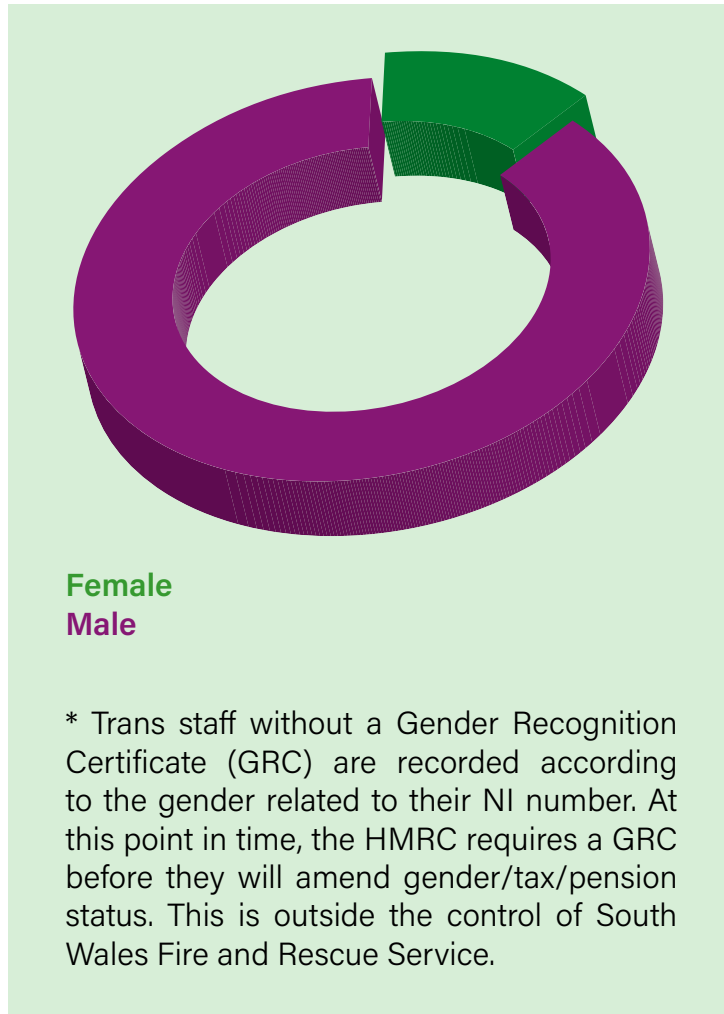
or write to:

**Diversity Unit,  
SWFRS Headquarters,  
Forest View Business Park,  
Llantrisant,  
CF72 8LX**

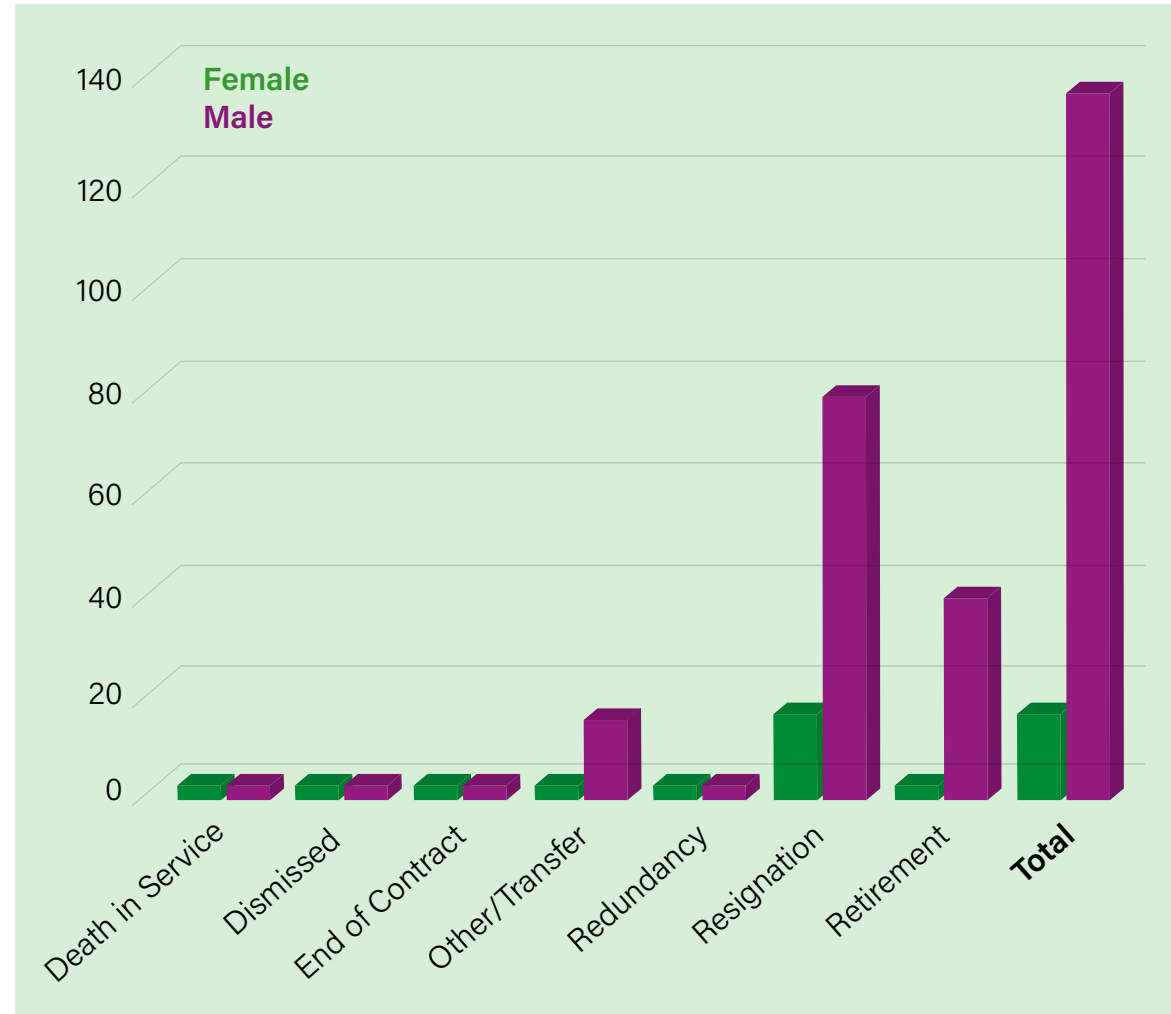
with your address and which language version you require.

The following two pages of charts provide an overview of key information. It is worth noting that staff data is based on the number of people, not the number of posts (some have two contracts, eg; a wholetime firefighter may also be On-Call at their local Station).

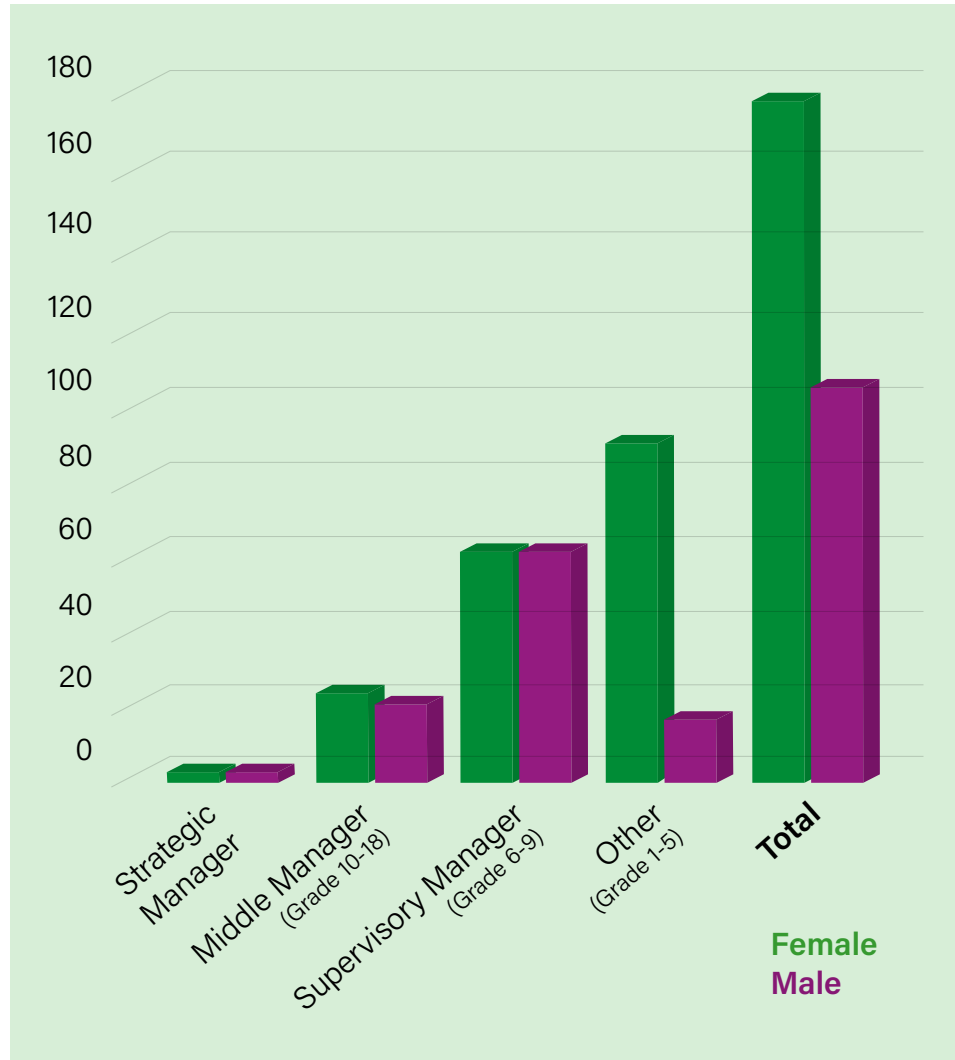
## All Staff Data based on Gender\* as of 31st March 2019



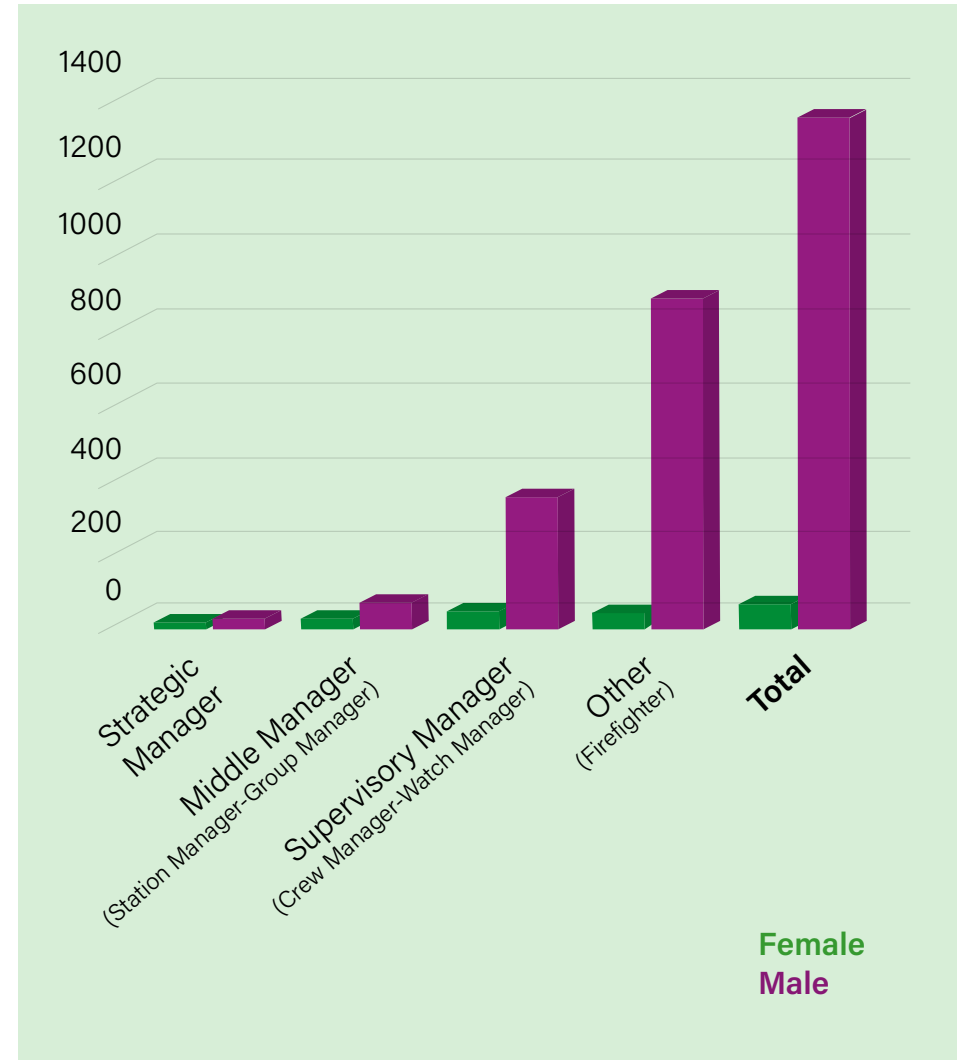
## Staff Leavers between 1st April 2018 - 31st March 2019



## Support Staff by Gender/Grade on 31st March 2019



## Uniformed Staff (inc Control and On-Call) by Gender/Grade on 31st March 2019



## Recruitment Data: 2018- 2019

### Applications Received - Support Staff

Gender	Total Applications
Female	448
Male	342
Transgender	0
Unknown	10
<b>Total</b>	<b>790</b>

Age Range	Total Applications
Under 18	1
18-24	75
25-40	339
41-59	108
60+	8
Prefer not to say	259

Disability	Total Applications
Registered Disabled	6
Not Registered Disabled	456
Prefer not to say	319

Ethnicity	Total Applications
Ethnic Minority	9
White	464
Prefer not to say	317

Belief	Total Applications
Buddhist	0
Christian	183
Hindu	0
Jewish	0
Muslim	0
Sikh	0
None	289
Other	0
Prefer not to say	318

Sexual Orientation	Total Applications
Bisexual	4
Gay	4
Heterosexual	463
Lesbian	4
Prefer not to say	315

Welsh Speaker	Total Applications
Don't speak Welsh	349
Learner	72
Intermediate	15
Fluent	30
Prefer not to say	324

## Recruitment Data: 2018 - 2019

### Applications Received - On-Call Staff\*

Gender	Total Applications
Female	57
Male	453
Transgender	0
Unknown	10
<b>Total</b>	<b>547</b>

Age Range	Total Applications
Under 18	27
18-24	152
25-40	283
41-59	36
60+	0
Prefer not to say	49

Disability	Total Applications
Registered Disabled	5
Not Registered Disabled	496
Prefer not to say	46

Ethnicity	Total Applications
Ethnic Minority	10
White	501
Prefer not to say	36

Belief	Total Applications
Buddhist	1
Christian	143
Hindu	70
Jewish	0
Muslim	1
Sikh	0
None	247
Other	2
Prefer not to say	83

Sexual Orientation	Total Applications
Bisexual	2
Gay	3
Heterosexual	438
Lesbian	14
Prefer not to say	90

Welsh Speaker	Total Applications
Don't speak Welsh	297
Learner	51
Intermediate	21
Fluent	26
Prefer not to say	152

\*No Whole-time Recruitment took place during 2018/19.

# 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.



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We welcome correspondence in Welsh and English – we will respond equally to both and will reply in your language of choice without delay.



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