



## **Equality Impact Assessment Proforma**

**Date: 18<sup>th</sup> August 2008**

**Directorate: Safer and Stronger Communities**

**Unit: Cumbria Fire and Rescue Service**

**Function: Cross Cutting**

### **Policies and procedures that are affected by this EIA (list if relevant)**

Thematic review of intervention services
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## Phase 1: Gathering information

**Table 1: Aims of policy or procedure being assessed**

Purpose of the policy	Thematic Review of Cumbria Fire and Rescue Services Intervention
Does the policy support a Council Plan objective? (please state)	<p>Cumbria Fire and Rescue Service targets 2008-09:</p> <ul style="list-style-type: none"> <li>▪ Equality for all groups in Cumbria</li> <li>▪ Reduction in the number of accidental dwelling fires</li> <li>▪ Reduction in secondary deliberate fires</li> <li>▪ Improved Road Safety</li> <li>▪ Greater Respect for others and reduced anti-social behaviour</li> <li>▪ Continuous Improvement</li> </ul>
Who is intended to benefit from the policy?	Cumbria Fire and Rescue Service and the Community that it serves
Scope of policy: <ul style="list-style-type: none"> <li>• One directorate</li> <li>• Cross directorate</li> <li>• Outsourced organisation</li> </ul>	Cumbria Fire and Rescue Service

**Table 2: Background information on the policy.**

List examples of background information that you think is relevant. This may include official statistics such as Census or Household Survey information, or data held by the organisation, such as service uptake, workforce or complaints data.

**Please include any findings from staff, community or stakeholder consultation that have a bearing on equalities.**

Information from focus groups and consultation should also be included where you think it is relevant.

<b>Type of information</b>	<b>Findings</b>
<p>The following documents were considered:</p> <ul style="list-style-type: none"> <li>▪ The Fire and Rescue Service National Framework 2008-11</li> <li>▪ The Fire and Rescue Service Equality and Diversity Strategy 2008-11</li> <li>▪ Cumbria Fire and Rescue Service (CFRS) Service Delivery and Improvement Plan 2008-09</li> <li>▪ CFRS Direction of Travel Statement 2007</li> <li>▪ CFRS Integrated Integrated Risk Management Plan 2006-2010</li> <li>▪ CLG Fire Service Emergency Cover Tool Kit (FSEC)</li> <li>▪ ROSPA Sector Award Submission 2008</li> <li>▪ Part 4 of General Orders</li> <li>▪ CFRS Equality and Diversity Strategy</li> <li>▪ The Audit Commission CPA Report on CFRS 2007</li> <li>▪ Survey of current and ex-firefighters (CLG Publication) 2008</li> </ul> <p>The following data/information was considered:</p> <ul style="list-style-type: none"> <li>▪ CFRS Best Value Performance Indicators</li> <li>▪ CFRS FR1 summary forms</li> <li>▪ Home Safety Access Data Base</li> <li>▪ CCC Best Value Survey 2007</li> <li>▪ CCC Attitudes Survey</li> <li>▪ CCC Intelligence Unit Data and Cumbria Observatory</li> </ul>	<p>See section 3</p>

**Introduction:**

The Cumbria Fire and Rescue Service is located within the Safer and Stronger Communities Directorate of Cumbria County Council.

The Headquarters are in Cockermouth, however Cumbria Fire and Rescue Service operates four geographical localities Kendal, Workington, Carlisle, Barrow.

Cumbria enjoys an outstanding natural environment however the local context brings significant challenges to local delivery. Cumbria is the second largest county in England and covers 689,000 hectares including 245km of coastline. The population is low, with larger settlements around the edges of the county. The population is aging and many of these older people live in rurally isolated areas. Approximately 2% of the population can be classified as BME and "White Other".

Despite some affluent areas in Southlakeland and Eden, there are also pockets of significant deprivation. Wages in Cumbria are lower than the national average. Rural deprivation also presents many challenges even in more affluent areas. Transport and communication can be problematic.

Cumbria Fire and Rescue Service seeks to overcome these challenges through careful planning, risk management, innovation and partnership.

The service is delivered through 38 fire stations across the four localities and 850 staff are employed of which 253 are full time (regular) firefighters and nearly 500 are part time (retained) firefighters.

The over-arching principles of service delivery are:

- Prevention
- Protection
- Intervention
- Organisational Development

## Phase 2 Screening the policy

**Table 5: Screening for issues**

**All equality strands:** Any issue that cuts across ethnicity, age, gender, disability, religion/belief, sexuality and rurality.

Area	Relevance High Medium Low Potential	Positive Impact	Negative impact	Further Action?
All service delivery including intervention	High	2007 BVPI Customer Satisfaction Survey for Cumbria County Council indicated 95% satisfied or very satisfied with service provided by Cumbria Fire and Rescue Service.		No
All service delivery including intervention	High	Compliments and Complaints in last 2 years 2007/8 - 85 compliments 4 complaints 2006/7 – 35 compliments, 2 complaints Compliments from community and multi agency		No
Dwelling Fires analysis by diversity strand	Potential		Currently the only information recorded is age, gender, ward and some limited information on disability. The new Incident Reporting System (IRS) to be introduced later in the year will enable CFRS to monitor more effectively across the diversity strands, including ethnicity.	No, as required improvement within new IRS system

Emergency Response Plan, does it reflect needs of a diverse community?	Potential	Mobilising procedure covered by General Orders part 2 section 3. CFRS also developing policy on public welfare and victim support. This policies will reflect diverse needs of Communities across Cumbria.		No - new policies on public welfare and victim support will reflect equality agenda.
Integrated Risk Management Plan	Potential	Revised IRMP does reflect the Equality agenda. Equality Officer to work with IRMP Officer to make sure that the consultation process is meaningful and reaches groups perceived to be hard to reach.		No – IRMP consultation process underway with Equality Officer

**Ethnicity:** All ethnic groups recognised under the Race relations Act including Asian, Black, East Asian and white minority ethnic groups, including Eastern Europeans, Irish people and Gypsy Travellers.

Area	Relevance High Medium Low Potential	Positive Impact	Negative impact	Further action?
Language barriers to emergency calls	High	<p>Language Line training in 2008 to be delivered to HQ reception, Equality officer and all control staff.</p> <p>All Fire Crew and Control familiar with language line and number programmed into mobile phones.</p> <p>In addition CFRS service is a subscriber to the Enhanced Information System for Emergency Centres (EISEC). This system is able to pinpoint fairly accurately the location from which a call is being made, therefore, resources can be despatched to a specific location to assess the nature of the incident. This provides a fall back solution if language difficulties occur.</p>		No – language line training already commissioned.

Gypsy Traveller/Other Travellers reluctance to contact uniform services and sometime difficulty identifying location in emergency			Reluctance to call uniformed services. (see case study from Control that documents call from traveller child in Yurt).	Yes – through engagement with Gypsy/Traveller Groups
Commercial Fire Safety, difficulty of communication with some local businesses to allow audit of their fire assessment	Potential		Currently Department for Communities and Local Government (CLG) does not provide fire safety information for businesses in a range of languages. Some held locally by CFRS. CFRS has to visit local businesses and audit their risk assessments, many from ethnic backgrounds. CFRS need to make sure that we meet legal requirement to make a reasonable adjustment to services so they can be accessed across the community. This needs to be considered if we explore commissioning opportunities.	Yes – include provision in commissioning arrangements for enforcement service.

Ethnic Groups, inc Migrant Workers	High		Some ethnic groups/migrant workers afraid to contact uniformed services, may be working illegally or may be afraid have to pay for services. Need to reassure that is a free service and universal.	No focus groups with migrant workers commissioned to improve their access to services
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**Disability:** All forms of disability recognised under the Disability Discrimination Act including sensory impairment, mental health, learning disabilities, mobility related conditions, conditions such as heart disease, diabetes, asthma.

<b>Area</b>	<b>Relevance</b> High Medium Low Potential	<b>Positive Impact</b>	<b>Negative impact</b>	<b>Further action?</b>
Vulnerability to escape from dwelling fire	High	Operational Intelligence will gather information on vulnerable adults and children and record it on their risk register. This information is also shared with control.	Nationally disabled people are 30% less likely to escape from a dwelling fire.	No consultation with disabled groups in progress, to promote HSV and improve operational intelligence
Vulnerability to reach safety in any disaster flood, terrorism, other disaster	High	Operational Intelligence collect information on vulnerable children and adults and record on their risk register to ensure CFRS can meet their needs in a disaster.		No
Deaf/Hard of Hearing making emergency call	High	The service has a long established and broadly advertised Minicom Communicator for the use by the speech impaired or deaf/hard of hearing members of our communities. Deaf alarms also provided.		Yes – deaf awareness training to be provided.

Speech difficulties when making emergency call	High	BT also provide their Typetalk Service which uses an expert operator to act as an effective go-between for the caller and the emergency service.		No
Deaf or Speech Difficulties giving information to CFRS at site of emergency	High	Makaton Sign Language Training provided (see case study) Also British Sign Language leaflet being produced in partnership with police, one to be placed on each appliance.		Yes – as above deaf awareness training to be provided.

**Gender:** including men, women and transgender people.

Area	Relevance High Medium Low Potential	Positive Impact	Negative impact	Further action?
Is any group more at risk from fire injury/more likely to need targeted services?	High		Males consistently more at risk from fatal or serious injury in dwelling fire. In last 5 years 55% of injuries (fatal, non fatal and precautionary check) are males. This inequality needs to be tackled through targeted community safety.	No – already in CFRS E & D Strategy
Are support mechanisms for minority of female fire-fighters adequate to allow them to perform at their highest levels or could we do more?	Medium		Further evidence needs to be gathered and a questionnaire will be sent out to all female fire fighters. Issues to be considered are support and mentoring, dedicated facilities, sleeping facilities and progression within the organisation.	Yes - once further evidence gathered a report will be brought to SMT.

**Sexuality:** including heterosexual, gay, lesbian and bisexual people

<b>Area</b>	<b>Relevance</b> High Medium Low Potential	<b>Positive Impact</b>	<b>Negative impact</b>	<b>Further action?</b>
Are these groups confident in accessing emergency services from CFRS?	Potential	CFRS is seeking to increase confidence in the service by working with local representatives.	May have reluctance to seek services, due to fear of traditional values in CFRS.	Yes- through engagement with local focus groups

**Age:** All age groups

<b>Area</b>	<b>Relevance</b> High Medium Low Potential	<b>Positive Impact</b>	<b>Negative impact</b>	<b>Further action?</b>
Some young people's involvement in Anti-Social Behaviour including starting secondary fires and arson.	High	CFRS has an "Embedded Firefighter Scheme" at a Seondary School Workington, where a FF regularly attends schools to interact and develop relations with students in order to reduce barriers and discourage anti-social behaviours such as fire setting.	Number of Secondary deliberate fires still a concern	No – embedded fire fighter scheme will be appropriately reviewed.

**Religion/belief:** all faiths including Christianity, Islam, Judaism, Hinduism, Buddhism, Sikhism and non religious beliefs such as Humanism

Area	Relevance High Medium Low Potential	Positive Impact	Negative impact	Further action?
Are CFRS confident in delivering intervention services to all groups?	High	CFRS is working to increase knowledge and understanding of difference religions and groups in Cumbria.	Lack of knowledge of culture could cause a community to loose confidence in CFRS.	No – already to be covered by engagement and by CFRS Equality training and development

**Rurality:** People who experience disadvantage or deprivation because they live in a rural community.

Area	Relevance High Medium Low Potential	Positive Impact	Negative impact	Further action?
Fire response rates in rural areas	High	High number of retained stations provide excellent service to rural communities.	Following categorisation of risk in IRMP response rates for rural wards are often slower than for urban areas.	No - IRMP is to review provision in Penrith, a rural area
Casualty levels in rural area high, although deemed low risk wards	High	Some excellent examples of community safety preventative work exist to mitigate against risks in more isolated wards. Examples from Kendal locality include Whinfell Ward enhanced safety work, Community Safety Volunteers work, such as delivery of HSV info with Coal Delivery to homes etc.	Casualty numbers over last 5 years are highest in medium risk wards 128, then high risk 123, but still high in low risk wards 92 (includes fatal, injuries and precautionary checks). Fatalities are highest in low risk wards 8 in past 5 years, compared to 3 in medium risk and 6 in high risk wards.	Yes –further analysis required to feed into full review of IRMP in 2009.
Regional Control loss of local knowledge, could this be detrimental to rural response			Regional control may mean a loss of valuable local knowledge that can be essential for responding to emergencies in rural areas. Need to ensure that this knowledge is not lost through contributing to the regional control development programme.	No- already participating in regional control development programme.

### Phase 3: Action Planning

The action plan needs to feed into the directorate and unit actions plans and be reviewed by the Directorate Equality Lead Officer.

**Table 7: Action Plan**

<b>Negative Impact where further action required from above tables.</b>	<b>Actions proposed</b>	<b>Lead officer/ When?</b>	<b>Resource implications</b>	<b>Outcome</b>	<b>Update Nov 2009</b>
Increase intelligence on Gypsies and Travellers and increase their confidence in using the service	Undertake focus group and other engagement with Gypsy and Travellers permanently settled in Cumbria	CFRS Equality Officer by Dec 08	Within Equality Budget	Improved operational intelligence and increased confidence by service users.	80 HSV undertaken on static gypsy and traveller sites in Cumbria in 2009.
Commissioning enforcement services – procurement needs to reflect requirements of a diverse community	Ensure procurement process includes needs of a diverse community in specification document	Group Manager Fire Safety/ Operational Planning by March 09	No additional resources required	Newly commissioned enforcement service meets needs of different groups in Cumbria.	Raised with Fire Safety
Deaf Awareness Training to be provided	Deaf awareness training to be commissioned	CFRS Equality Officer by Dec 08	Within Equality Budget	Improved awareness of providing services to deaf or hearing impaired in Cumbria	Deaf Awareness training provided for 24 staff in 2009 and commissioned again in 2010.

Support to enable operational excellence from Female Fire Fighters	Questionnaire to be sent out to gather further evidence	CFRS Equality Officer by Sept 08	Within Equality Budget	Improved support for female fire fighters in CFRS	In 2009 programme of engagement with female firefighters and report and action plan went to SMT as a result of this. CFRS Network of women launched.
Improve engagement with Lesbian Gay Transgendered and Bisexual Communities	Seek to further increase their confidence in the service	CFRS Equality Officer by Dec 08	Within Equality Budget	Increased knowledge and confidence in services provided by CFRS	CFRS has worked closely with Outreach Cumbria and is keen to sponsor and LGBT event in Cumbria.
Improve analysis of intervention services received in rural areas.	To further data that reflects service provided by CFRS to rural areas	CFRS Equality Officer by Dec 08	No additional resources required	Review of CFRS service to rural areas completed	Rurality now strongly on agenda at CFRS and 2 rural advocate posts currently being advertised.

[Add rows as necessary]

**Documents appended to the Equality Impact Assessment:**

None as cross cutting

<b>Date completed</b>	18 <sup>th</sup> August 2008
<b>Lead officer</b>	Head of Service Delivery and Equality Officer
<b>Latest update of EIA</b>	

