



Equality Impact Assessment Proforma

Date: 5th December 2008

Directorate: Safer and Stronger Communities

Unit: Fire and Rescue Service

Function or Strategy: Fire Protection

Lead Officer responsible for EIA: Equality Officer

This EIA applies to the following policies and documents (list if relevant)

This is a cross cutting review of prevention in relation to services to the community in Cumbria Fire and Rescue Service. A separate review of prevention in relation to organisational development has also been undertaken.

Table 1: Aims of function or strategy being assessed

Purpose of the function/strategy	Prevention
Does the function/strategy support a Council Plan objective, LAA indicator or National Indicator Set indicator? (please state)	<p>Cumbria Fire and Rescue Service targets 2008-09:</p> <ul style="list-style-type: none"> ▪ Equality for all groups in Cumbria ▪ Reduction in the number of accidental dwelling fires ▪ Reduction in secondary deliberate fires ▪ Improved Road Safety ▪ Greater Respect for others and reduced anti-social behaviour ▪ Continuous Improvement
Who is intended to benefit from the function/strategy?	<p>Cumbria Fire and Rescue Service and the community that it serves.</p> <p>This will look at the provision of Fire Protection Services by Cumbria Fire and Rescue Service in relation to Equality and Diversity Duties</p>
Scope of function/strategy: <ul style="list-style-type: none"> • One directorate • Cross directorate • Outsourced organisation 	Cumbria Fire and Rescue Service only

Phase 1: Gathering information

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 3.3% of the population can be classified as from Minority Ethnic Groups.

Despite some affluent areas in Southlakeland and Eden, there are also pockets of significant urban deprivation in wards of Barrow, Maryport, Workington and Whitehaven. 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

Table 2: Information and feedback.

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. Also include consultation with staff and community groups.

Type of information or feedback	Findings
<p>The following documents were considered:</p> <ul style="list-style-type: none"> ▪ The Fire and Rescue Service National Framework 2008-11 ▪ The Fire and Rescue Service Equality and Diversity Strategy 2008-11 ▪ Cumbria Fire and Rescue Service (CFRS) Service Delivery and Improvement Plan 2008-09 ▪ CFRS Direction of Travel Statement 2007 ▪ CFRS Equality and Diversity Strategy ▪ The Audit Commission CPA Report on CFRS 2007 ▪ The Regulatory Reform (Fire Safety) Order 2005 ▪ CFRS Fire Safety Audit and Data Gathering Form <p>The following data/information was considered:</p> <ul style="list-style-type: none"> ▪ CFRS Best Value Performance Indicators ▪ CCC Best Value Survey 2007 ▪ CCC Attitudes Survey ▪ CCC Intelligence Unit Data 	<p>These are included in the issues section</p>

Phase 2 Identifying the issues

Table 5: Screening for issues

Generic: This includes impacts that cuts across different equality strands, i.e. an issue affecting young Gypsy Traveller women would include ethnicity, gender and age.

Issue:	Positive Impact/ Negative Impact	Further comment	Further action?
<p>How do Fire Protection Services promote their service to people across the strands of diversity? People from different ethnic backgrounds, religions, people with disabilities, to ensure that all businesses in Cumbria are safer.</p>	<p>Negative</p>	<p>When the Regulatory Reform (Fire Safety) Act was passed in 2005 there was a lot of national activity to inform businesses of their statutory duty. Since then there has been promotion of the duty either nationally or by CFRS. Within the requirement of the 2005 Act there is no duty of promotion. Does this mean though that CFRS should not do? What is important is that the community is safer. <u>Within this year's IRMP a partnership of promotion has been initiated with Risk Smart to contact all business and offer a range of support in them reaching compliance including fire service lead workshops around the county. Additionally the fire service (me) has signed a MOU with business link north-west to cross refer businesses requiring support. Other programmes to raise awareness within the RRO agenda include targeted campaigns on schools and will result in a paper to cabinet proposing the adoption of sprinklers in all new school buildings.</u></p>	<p>Yes Ideally there would be better promotion if funding allowed.</p>
<p>Understanding of Fire Protection Service of Equality agenda</p>	<p>Negative</p>	<p>Fire Protection work is guided by the Regulatory Reform order 2005, but this does not mean that other legislation such as equality legislation and general government duties such as social, economic and health well being do not apply to the delivery of the service. <u>Agreed work need to be carried out across the legislative area utilising the existing newtworks of</u></p>	<p>Yes, understanding of modernisation/equality agenda by service</p>

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		<p><u>locality and practioner's group meetings. A new annual event is also planned to communicate this broader agenda the first of which (there will be two this year) will take place on the 27th of March</u></p>	
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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.

Issue	Positive Impact/ Negative Impact	Further comment:	Further action?
How are Audit's undertaken for businesses that may not have English as their first language? What reasonable adjustment is made to assist these businesses to comply with their statutory duty?	Negative	A business could reasonably expect the provision of some materials in their own language if they could not understand English, especially if enforcement activity was to be taken against a business where there were language barriers. Currently no language support is given to businesses that may not have English as their first language.	Yes, service needs to offer language support to businesses.
What knowledge do Fire Protection Officers have of interpreter services in Cumbria? Do they know how to access Cumbria Interpreter Bank or Language Line (do they know codes?)	Negative	There appears to be no knowledge or understanding of the range of language services available in Cumbria – or that in fact 42 languages are used in Cumbria today. Also Fire Protection Officers should have a mobile phone as part of their role in the community and they should be able to access Language Line on it. <u>Agreed, I understand they were provided to the office but have become, over time, a preserve of a particular officer and not a general phone for sharing. I am having this issue progressed at the moment so that each will have a phone. I believe this should stay in. Awareness of the language line service will be highlighted on the 27th of March.</u>	Yes, Officers need information on language services in Cumbria. Also Fire Protection Officers need mobile phones.
What materials on	Positive	Making information available in different languages to	Yes, review

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<p>producing risk assessment's is available in alternative languages? None nationally, so how do we direct people to guidance?</p>		<p>enable businesses to comply with their statutory duty will make businesses and people living/working and visiting Cumbria safer. Exploration with other FRS needs to be undertaken to see if information in other languages can be sources <u>Agreed</u></p>	<p>availability of guidance in different languages.</p>
<p>What knowledge do Fire Protection officers have of businesses operated by Gypsy and Traveller's in Cumbria? How are these audited? What cultural understanding is there?</p>	<p>Potential positive</p>	<p>Making information available to all businesses to comply with their statutory duty will make businesses and people living/working and visiting Cumbria safer. Does not appear to be an issue with service provision, but I think could be included in some broader equality training. <u>Agreed</u></p>	<p>Yes, Fire Protection Officers need Equality Training</p>
<p>When businesses undertake Fire Audits do they give consideration to the fact that many people may not have English as their first language, as well as it own Minority Ethnic population 3.3%, Cumbria receives 15 million visitors a year. How can these people be</p>	<p>Negative</p>	<p>Fire Protection officers could at least be raising awareness of the changing social profile of Cumbria and the number of visitors received every year, to ensure that businesses are giving appropriate attention to this in their risk assessments. This is not covered in the Audit and Data Gathering Form, but could be covered in an aid memoire or check list attached. Some Fire Protection Officers do this but there is no consistent approach/guidance. <u>Agreed, being addressed as previous comments</u></p>	<p>Yes Fire Protection Officers need Equality Training and Guidance</p>

kept safe in an emergency? Are businesses directed to guidance on Fire Safety information in different languages?			
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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.

Issue	Positive Impact/ Negative Impact	Further comment:	Further action?
<p>When Fire Audits are undertaken is consideration given to people with disabilities:</p> <ul style="list-style-type: none"> ▪ Reduced mobility ▪ Hearing impairment ▪ Sight impairment ▪ Learning difficulty ▪ Illiterate ▪ People with long term limiting illness 	Negative	<p>Escape plans for businesses for used by people with disabilities such as reduced mobility, hearing impairments. Appears no consistent approach by CFRS</p> <p><u>If this is true then this is of concern, it is an explicit element in considering the appropriateness of an assessment that the people who resort to it are considered in the risk assessment process.</u></p> <p>Also what about Fire Audits for businesses owned by people with hearing/sight impairments. Are sign language translators used (no)? Could blind people produce an audio risk assessment (yes). <u>Agreed.</u></p>	Yes, review how the Fire Protection Service considers equality issues in service delivery.
<p>A recent disability focus group indicated that they were having access problems because Fire Extinguishers placed by private Fire Services such as Chubb were often placed near exits of doors so disabled people could not open the door properly and get in with their wheel chair. An example given was toilets as Keswick Tourist Information.</p>	Negative	<p>Fire Audit should ensure that access for people with reduced mobility is not inhibited by Fire Safety Equipment such as Extinguishers. Can some one from Workington Fire Protection Team look at Keswick TIC?</p> <p><u>A good issue for debate where we can raise awareness with owners and the fire products industry. Also to raise awareness amongst inspecting officers. Although to be honest, I would expect this level of consideration given the need to consider the appropriateness of the Risk Assessment for those who resort to the premises</u></p>	Yes, increased disability awareness with Fire Safety Officers needed

Gender: including men, women and transgender people.

Issue	Positive Impact/Negative Impact	Further comment:	Further action
Do Fire Protection Services do any work to promote their service with gender specific groups who might not have a good understanding of their statutory duty such as Cumbria Rural Women's Network, or Carlisle Asian Women's Network.	Positive	Is any work done to promote statutory duty in relation to Fire Audits? <u>I don't believe that they currently do but I would highlight our new relationship with business link and their role in reaching out to different sectors of the business community as they also deliver our message and support services. Perhaps more to do though?</u>	Yes, linked to need to promote service requirements
Are female Officers available to undertake Audits if requested rather than a man?		Are there any female fire protection officers? Many communities feel more confident working with a women, especially Gypsy and Travellers, also some Muslim/Hindu Groups <u>No, I don't think so, that said it could be possible to 'arrange'. Most officers would seek to find someone who could facilitate a meeting where barriers may arise, such as a community or faith leader etc.</u>	Yes, women should be encouraged to join Fire Protection Services

Sexuality: including heterosexual, gay, lesbian and bisexual people

Issue:	Positive Impact/Negative	Further comment:	Further action:
Would people from different sexual orientation feel confident to ask for a Fire Protection Audit? Do they feel confident in coming forward to receive services from Cumbria Fire and Rescue Service?	Negative	No evidence that they do not feel confident, in fact a lot of known service users <u>Agreed</u>	No, but should be considered as part of any promotion of service

Age: All age groups

Issue:	Positive Impact/ Negative	Further comment:	Further action:
Are people from different age groups aware of stat duty in terms of Fire Protection audits?	Positive	Do we have a statutory or moral duty to promote awareness of requirements of Fire Protection Audits? Is so how do we do this? Does it reach all ages? <u>Again I'd need to refer to the business link MOU and accept there is probably more we can do. The risk smart initiative will give us data on all small to medium sized businesses and there level of compliance and therefore enable us to analyse which groups, demographic, professions etc that we need to target our activities towards, this may include support activities.</u>	To consider in any kind of promotion of service
Have Fire Protection Officers had training relating to protection of vulnerable adult and child protection?	Negative at moment	Fire Protection Officers may gain access to buildings that provide services to vulnerable adults or children that other agencies cannot access. They should be confident in being able to recognise basic indicators of abuse and be able to sign post concerns to appropriate agencies. <u>I'm not sure about this one.</u>	Fire Protection Officers need Vulnerable Adult and Child Protection Training
Business safety issues that relate to particular age groups younger/older persons	Positive	The form considers needs of young people and CFRS ensure this is included in risk assessment. Appears to be no consideration of additional needs of older people in business audit. <u>Agreed</u>	Fire Protection service needs to consider how vulnerable

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

Area	Positive Impact/ Negative Impact	Further comment:	Further action:
<p>What understanding do Officer's undertaking Fire Audits have of attending businesses run by people from different religions/beliefs? What cultural knowledge do they have of Muslim's/Sikhs/Hindus/Buddhists/Jews all who deliver businesses in Cumbria? What Equality training has been undertaken?</p>	<p>Negative Impact</p>	<p>Fire Protection Officers should have a good understanding of the changing social profile of Cumbria. This will make them more confident when working with businesses that have different cultures to their own and will prevent risk of misunderstanding. Currently no training has been given <u>Agreed, an action to programme the training. I would see this being an aspect of an awareness day.</u></p>	<p>Fire Protection Officers need Equality Training</p>
<p>How would a Fire Protection Officer undertaken an audit one of the Mosques in Cumbria, would shoes be removed/over shoes used etc. Same applies to other places of worship/such as Buddhist Priory etc.</p>	<p>Negative Impact</p>	<p>Fire Protection Officers should have a good understanding of the changing social profile of Cumbria and should be confident in appropriate behaviours. Training needs to be given and overshoes provided. Currently Officers do remove shoes if asked, but CFRS should be providing over shoes as an alternative. <u>Agreed as an action</u></p>	<p>Fire Protection Officers Need overshoes and guidance</p>

Rurality: people who live in sparsely populated areas that are far from shops, services and transport links

Area	Positive Impact/ Negative Impact	Further comment:	Further action:
Do businesses in rural areas receive the same level of Fire Audit's as those in urban areas? Or is the focus on urban areas due to resources?	Positive	Yes the service provides Fire Audits based on risk across the County and rural areas are equally serviced. <u>Agreed</u>	No

Community Cohesion:

Area	Positive Impact/ Negative Impact	Further comment:	Further action:
Ensuring all businesses are equally compliant with Fire Safety has to be positive in terms of community cohesion	Negative	It appears that there are often inconsistency in approaches across the County. This could be improved by increased strategic leadership and more sharing of good work across the County. <u>Again, I would not agree with the strategic leadership issue but would agree that the good practise/awareness days would assist the current practioner's group meetings.</u>	Yes, increased strategic leadership of section.

Phase 3: Action planning

**Table 7: Action Plan
Generic**

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	<u>Update Nov 2009</u>
Equality Training is needed for Fire Protection Officers to enable them to provide a service that reflect changing social profile of Cumbria and so they understand statutory implications of equality.	Equality training delivered to Fire Protection Officers	Justin Johnson	Equality Officer to provide	Fire Protection Officers appropriately trained in changing social context of Cumbria	Planned for 2010

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Ethnicity

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Officers need information and guidance on language services in Cumbria; Language Line, Cumbria Interpreters Bank etc.	Equality training delivered to Fire Protection Officers	Justin Johnson	Equality Officer to provide	Fire Protection Officers appropriately trained to manage changing social context of Cumbria	Planned for 2010

Also Fire Protection Officers need mobile phones, not only as routine part of work, but in order to access language line.	Phones provided	Justin Johnson	Within existing budgets	Phones can be used to contact Applied Language Solutions	Achieved in 2009
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Disability

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Disability Training is needed by Fire Protection Officers to understand statutory duty of DDA and also to recognise if during an audit fire extinguishers are correctly placed so as not to impede disabled access.	Equality training delivered to Fire Protection Officers	Justin Johnson	Equality Officer to provide	Fire Protection Officers appropriately trained to manage changing social context of Cumbria	Planned for 2010

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Gender

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Yes, women should be encouraged to join	All opportunities to be promoted through CFRS Women's	Suzanne Pender Lynsey McVay	Within existing Budgets	CFRS has female Fire Protection	Planned for 2010

Fire Protection Services through positive actions	Network			Officers for members of community who prefer or require female officers.	
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Sexuality

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Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Already covered in generic section					

Age

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Fire Protection Officers need Vulnerable Adult and Child Protection Training					

Religion/Belief

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Fire Protection Officers need	Equality training delivered to Fire	Justin Johnson	Equality Officer to	Fire Protection Officers	Planned for 2010

overshoes and guidance on why they should use them.	Protection Officers		provide	appropriately trained to manage changing social context of Cumbria	
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Rurality

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Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
None					

Community Cohesion

Negative Impact or Potential Impact	Actions proposed	Lead officer Timescale	Resource implications	Outcome	Link to current plan of further action require by SMT
Covered in generic section					

[Add rows as necessary]

Documents appended to the Equality Impact Assessment:

Date completed	5 th Dec 2008
Signature	S M Pender
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Page 5: [1] Deleted		Suzanne Pender	19/12/2009 15:21:00	
If CFRS were to contract out Enforcement activity in relation to Fire Protection, will equality issues be considered in the contract?	Negative	Need to make sure any enforcement service compliant with requirements under equality diversity...comment from Justin/William CRS has no intention to contract out enforcement it does however have an intention to enhance ability and resilience by working in partnership Lancashire Fire & Rescue Service in terms of training and legal support. This will be launched 27th of March.		

Page 6: [2] Deleted		Suzanne Pender	19/12/2009 15:22:00	
Lack of strategic direction for Fire Protection Service	Negative	<p>There appears to be a lack of strategic direction for Fire Protection Service. There is no annual sharing of good practice, no consistency across the service and generally low management capacity be enhanced?</p> <p>Justin –do you want to challenge this or observation out?</p> <p>This impacts on the ability of the service to meet the needs of the community.</p> <p>I feel that this one is a little uncertain, a lack of structure went into preparing implementing the RRO, a regular set of similar to those held for Prevention are the service rotating around the localities chaired by the lead officer for legislative matters. I have checked that these meetings have taken place and are evidenced through the minutes and agendas. In addition a good deal of work has gone through these groups to progress the implementation of CFRMIS. I suppose the additional and new initiatives to add to this will be the annual practitioners meeting these did not happen before and as there is a need to cover there will be two this year with the first on 27th of March.</p>		

Page 17: [3] Deleted		Suzanne Pender	19/12/2009 15:26:00	
Any procurement process related to Enforcement would need to consider equality issues				
Strategic leadership of the service could be improved to ensure it more effective and consistent in service delivery, more sharing of good practice and understanding of new initiatives/legislation.				