Equality, Diversity, and Inclusion Compliance Report

Equality Act 2010 (Specific Duties) Regulations 2011
April 2021 – March 2022
(Including Gender Pay Gap as of 31st March 2022)

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1. Glossary of Terms

AFSA   - Asian Fire Services Association

C&P   - Cambridge and Peterborough

COAG   - Chief Officers Advisory Group

CFRS   - Cambridgeshire Fire and Rescue Service

CPD   - Continuous professional development

CYP   - Children & Young People

ED&I   - Equality, Diversity & Inclusion

ENEI   - Employers Network for Equality & Inclusion

EQIA   - Equality Impact Assessment

FRS   - Fire & Rescue Service

HMICFRS   - Her Majesty's Inspectorate for Community Fire and Rescue Services

HR   - Human Resources

HFSV   - Home Fire Safety Visit

IRMP   - Integrated Risk Management Plan (strategy)

LABC   - Local Authority Building Control

LGA   - Local Government Association

LGBT+   - Lesbian, Gay, Bisexual and Transgender

L&OD   - Learning & Organisational Development

NFCC   - National Fire Chiefs Council

PDR   - Performance & Development Reviews

TRiM   - Trauma Risk Management

UFS   - Unwanted Fire Signals

2. Introduction

This report aims to provide members of the public, service users, employees, Fire Authority, regulators, and other interested parties with information relating to how Cambridgeshire Fire and Rescue Service (CFRS) complied with the [Public Sector Equality Duty](#) between April 2021 and March 2022 as required by the Equality Act 2010. The equality duty requires the Authority to:

Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Equality Act 2010.	**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.

There are **nine protected characteristics** defined by the Equality Act 2010:
1. age
2. disability
3. race (including ethnicity, national origin, nationality, and colour)
4. gender reassignment
5. marriage or civil partnership
6. pregnancy or maternity and pregnancy
7. religion or belief
8. sex
9. sexual orientation.

Under the specific duties of the Public Sector Equality Duty, we are required to prepare and publish at least one equality objective which aims to meet the above general duty and to publish information that shows the diversity of our workforce. Our Equality, Diversity & Inclusion (ED&I) objectives are set within our IRMP (Integrated Risk Management Plan) 2020-2024.

Our ED&I objectives for 2020-2024 and progress against them are given below. It should be noted for context that some of this reporting period (April 2021-March 2022) was during the coronavirus pandemic and during a time that, as an emergency service, we were still working with restrictions. This meant that our community activity was reduced as we adapted our activities to those restrictions.

3. Progress on Equality Objectives in IRMP 2020-2024

i) People Excellence

a) Continue work to develop our organisational culture and to enhance employee engagement.

1a. We revised our methods of providing leaders with the resources to improve their team's level of engagement. Following the COVID-19 pandemic, a toolkit demonstrating the benefits of quality conversations has been formulated and a suite of Professional Skills learning modules to support managers in engaging their teams.

1b. We resourced our People Partner Team to support and coach line managers and station-based employees. Our People Partners have regularly met, both formally and informally, with station-based employees in-person and online to provide support and to increase visibility post-pandemic. They have also scheduled regular welfare meetings to help managers supporting employees with long-term sickness absence.

1c. We embedded the Personal and Leadership Development Framework for employees to adopt behaviours which will support their development. We reviewed our middle management development programme and operational portfolios to closely link with the Personal and Leadership Development Framework and one team behaviours. The succession matrix now includes an assessment against the Leadership Framework which has been successfully received to support employees to develop their behaviours. These skills will be embedded further in a new Leadership Academy programme which is being developed.

1d. We reviewed the feedback from the Affinity at Work mental wellbeing and engagement survey and embedded the results in our strategy going forward. Our new Mental Health & Wellbeing Advisor has reviewed the results of our survey, and these have provided input into the new wellbeing action plan, which includes new individual Wellness Action Plans. Performance & Development Reviews (PDRs) will include wellbeing, to encourage having these important conversations.

1e. We regularly promoted our visions for our culture, which included considerations around the impact of COVID-19. We regularly referenced our values and encouraged having conversations to support each other, particularly coming out of the COVID-19 pandemic. COVID-19 was a consideration which was factored into all engagement plans, especially regarding the Ways of Working project. Heads of Groups supported the vision of new ways of working post-pandemic and aided the promotion of the values and supportive messaging through conversations and internal communication.

1f. We are ensuring that employee feedback from engagement events and visits are captured effectively, and that employees are kept informed of the outcomes. We discuss the topics raised at station visits and ensure feedback is given to watches where this is needed. We continue to engage employees, for example watch visits for the operational response review project, Other examples are Covid communications, engagement with all employees about agile working and a survey to all women in the Service about menopause and menstruation.

1g. We embedded content of all pillars of engagement into L&OD's programme of activities and interventions. The four pillars of engagement are Leadership, Management, Trust, and Voice. Existing development materials will be reviewed and updated to include the pillars of engagement, to support the cultural aims of the Service. The Leadership Academy, which is being developed, will include the pillars of engagement to promote and use them as the basis of design and delivery.

1h. We ensured that our data is visible and easy to access for all employees. Inclusion data is included in our quarterly performance newsletter which is printed and sent to all stations as well as put on internal communication channels and the noticeboard at SHQ. As the Intranet has now moved over to the SharePoint Our Hub, we are looking at how best to implement and present information on the new platform. We are planning to run another full employee engagement survey in the next reporting year (2022-2023).

b) Develop and improve the ways in which we support the mental health and wellbeing of our employees.

2a. We appointed and embedded a new Mental Health & Wellbeing Advisor role to launch the mental health and wellbeing plan and support our efforts in ending the stigma surrounding mental health. The new mental health and wellbeing plan has been successfully launched, with our Mental Health & Wellbeing Advisor providing regular updates and resources to support the plan. We have created weekly posts on internal communication channels to raise awareness of a variety of wellbeing topics, which had over 2,460 views. This included a focus on World Suicide Prevention Day in September 2021. Trauma Risk Management (TRiM) has been re-launched to support employees, and we have created a wellbeing working group which is internally promoted through station visits and managers seminars.

2b. We designed and evaluated Affinity at Work sessions to support managers in understanding mental health and wellbeing. Two focus groups were held by Affinity at Work, the aim was to listen to feedback about the learning provided in relation to mental health, wellbeing, what had worked well and what could be improved.

2c. We supported employees in the transition to normality post-COVID-19. Following the Ways of Working project and engagement group, a framework was provided for managers. The Wellness Action Plan is a tool for managers to help support their employees, alongside training in how to have supportive conversations.

c) Improve the diversity of our workforce.

3a. We have created and embedded an Equality, Diversity & Inclusion Plan. This was developed by the new ED&I Manager and is in line with our organisation's strategy and IRMP, goals, objectives, and values. Many employees, managers, and the Chief Officers Advisory Group input to the plan as it was developed. It also considers the Local Government Association (LGA) framework for FRS, an external benchmarking survey by the Employers Network for Equality & Inclusion (ENEI) and our most recent HMICFRS inspection feedback. The plan is available to all employees on the Inclusion SharePoint page. The Positive Action plan has been integrated into the ED&I Plan.

The plan has four sections:
1. Culture
2. Compliance
3. Community Inclusion
4. Development

Culture

We have reviewed the internal forums we use to progress ED&I for barriers and made the improvements. We reviewed attendees to ensure all areas of the organisation are included at the Inclusion Network and Inclusion Steering Group. For the Inclusion Network this involved consulting with employees on the days, timings, format, and content of the network going forward. The Inclusion Network is now held every six weeks on a rotation, so a different watch is able to participate each time. This has led to more operational employees attending the Inclusion Network sessions. We will review the dates and timings annually. The format was also changed to be a discussion forum that any employee can table a discussion point for the agenda. A summary of the network's discussion points, anonymised, is shared with all employees through the Inclusion SharePoint page after each session to encourage openness and transparency. Representatives from all our recognised trade unions are invited to the network meetings.

We have working groups that meet regularly for Neurodiversity, Female Operational employees, Menopause, Ethnicity, RESPECT champions and Wellbeing.

Action plan updates from inclusion ambassadors or working group leads have moved to the Inclusion Steering Group and EQIAs are also now discussed in the Steering Group, creating one quarterly governance meeting for ED&I. The inclusion ambassadors also meet regularly as peer support for their ambassador roles.

We developed a standard term of reference for all working groups, in consultation with the leads of the groups. We updated the standard agenda for the Inclusion Steering Group so that all working groups and inclusion ambassadors have time in the meeting to raise topics with senior leaders and Fire Authority members. The dates and contacts of the working groups are on the Inclusion SharePoint page for all employees to view.

We developed the SharePoint inclusion page for all employees to access ED&I resources at any time, based on feedback that as a 24/7 operation it is useful to have a resource centre online that has videos, podcasts, blogs and upcoming webinars as they are the preferred way to learn. We used Yammer and Our Week emails to highlight particular topics or resources.

Compliance

We delivered a project to improve the format and quality of our EQIAs. The project was co-delivered by an operational manager and the ED&I team, along with stakeholders across the organisation. The outcomes of the project were that we designed and delivered a new format for EQIAs online, which contains the best practice from the NFCC form and the new NFCC guide to EQIAs. We also developed a new governance framework for EQIAs and they are now discussed at the Inclusion Steering Group. We trained over 80 employees, including managers and the Chief Officers Advisory Group, on EQIAs and the new format

and they are now a peer group that meet quarterly to help each other complete EQIAs. We will plan in regular training going forward for new employees and existing employees. The new framework is available to all employees on the Inclusion SharePoint page and includes an updated policy and guide, form and the NFCC equality of access statements.

We have audited our ED&I policies and created a plan to update them over the next reporting period.

Community Inclusion

A new community engagement framework is in development, bringing together ED&I, Community Safety, Children and Young People, Recruitment and Communications teams to agree the joined-up organisational priorities and resources to support operational employees with community engagement as we start up the activity again after the pandemic. A working group has been put together to listen to the feedback, review the data and work with station commanders to understand what is needed. This group will also review the demographic data from Census 2021 when it is available near the end of 2022. We will update on this in the next reporting period.

As we start up community engagement again, we also plan to develop a Community Inclusion forum for leaders of key community groups in Cambridgeshire. The purpose of this forum will be regular two-way discussions about the Service and how we can work with the community more – for safety, recruitment, inclusion and EQIAs. We also want to explore other topics that we could partner with community groups for, e.g., our work on the menopause may be interesting to share with local community groups.

We have also started an audit of our materials, online and offline, for ED&I and will be updating them in the next reporting period.

We have started working with the NFCC and Essex FRS to explore best practice in Safeguarding and are developing an action plan. Our inclusion ambassador for sex and gender highlighted Men's Domestic Violence week with a blog that had positive feedback and we signposted employees to support organisations.

We are part of the Cambridgeshire Equality Pledge group, hosted by South Cambridgeshire District Council, for sharing best practice in ED&I across public sector organisations in the county.

Development

We reviewed the barriers to employees completing the Equality Essentials eLearning module, which was low in the previous two years. Employee feedback was that the module had been added to over the years and was now 2.5 hours long to complete, which is longer than an On-Call working evening and longer than most Wholetime watches get between jobs. Employees also fed back that the content was not all relevant as some of it was out of date, and that their preferred way of learning about ED&I is face-to-face development sessions or videos/podcasts. We reviewed the content to make it more relevant to the equality act, public sector equality duty and why EQIAs are important. We also listened to feedback that more help was needed to use the accessibility features for eLearning, so we launched the new module with a podcast version, a printable hand-out version, the usual

eLearning format, and a guide of how to use the accessibility features e.g., changing the screen background, making font larger, using the screen reader, and changing the accent. We spoke to all employees about this new eLearning in the Introduction to Inclusion sessions and at the time of this report the completion rate was much higher than previous years. We will follow-up in the next reporting period.

The ED&I team created a face-to-face development session "An Introduction to Inclusion" and are rolling this out to every team and watch over the coming year. It is an interactive discussion-based session that covers the inclusion plan, unconscious bias, inclusive language, the protected characteristics, our organisational values, and the opportunities to be involved more in ED&I through development, the Inclusion Network and working groups.

Our Professional Development courses include Professional Behaviour at Work as well as modules on communication and coaching. They are offered regularly, and any employee can book onto these courses.

We continue to educate employees by highlighting key inclusion campaigns, such as Black History Month, LGBT+ History Month, International Women's and Men's Days, Anti-bullying week and many wellbeing national campaigns.

We are part of the Eastern region FRS' ED&I forum, which is currently chaired by Essex FRS and governed by the Chief Executives Eastern Region group.

We attended the Asian Fire Services Association (AFSA) first conference since the pandemic, to learn from and share with other FRS' best practice in ED&I.

In the next reporting period, we will be assessing our progress against the NFCC's maturity model for ED&I, when it is launched.

3b. We have reviewed professional support recruitment. A business case was written for the professional support recruitment process to remove barriers, to become more candidate focussed, inclusive and modern – in line with what recruitment activity looked like post-pandemic. This included a change from the traditional application form to inviting CVs for vacancies. Adverts are now rolling, which means we can interview during the advertising period and close at any point. This has subsequently improved the time to hire and shown an increase in applicants. We have also continued to be flexible with virtual or face-to-face interviews following the lifting of COVID-19 restrictions. We are tracking the continued success of the change to this model, as well as continuing to evolve our recruitment process amidst the cost-of-living crisis and the 'great resignation' to showcase CFRS as an employer of choice.

3c. We will use the 2021 Census data to accurately inform the diversity within our communities when it is available. The demographics from the new Census data will be available from the Office for National Statistics by the end of 2022/early 2023 and we will use this to inform our ED&I Plan going forward, in particular with recruitment, community safety and community engagement.

3d. We confirmed the funding for a fixed-term employment contract to help deliver the Inclusion Plan. A business case was developed and approved to support funding. This role aims to support the delivery and success of the ED&I Plan to increase diversity in the

long-term. This was advertised directly to the community groups that we work with as well as the usual external recruitment channels and we appointed an ED&I Officer to start in the following reporting year (2022-2023).

d) Expand our programme of development activities to prepare employees for future roles and opportunities.

3e. We continued to embed a coaching culture into the Service, with both formal and informal coaching. Informal coaching has been practiced consistently by our Learning & Organisational Development (L&OD) Partners, who have reviewed and updated the coaching resources. We introduced a new Coaching Culture mindset modules platform, with resources and tools to develop employees for the long-term. We introduced the new Coaching & Mentoring culture plan and reviewed this to support our talent pool.

3f. We have explored opportunities for further collaboration between L&OD and Training Centre. We reviewed our Apprenticeship programme and found that it would be more suitable to explore other opportunities in 2023. We sourced a new Assessment & Verification course to support this. The L&OD team are collaborating with Recruitment and the Training Centre teams to create Development Portfolios, alongside the new course booking system which will ensure easier access to professional development sessions.

3g. We revised our approach to include a blend of e-Learning and in-person learning interventions for personal leadership and management development. We have utilised our digital resources to create a Digital Learning Strategy, which has been approved. We created a roadmap which aligns with L&OD's plan, which will make learning more accessible across the Service. By enhancing the resources and access to digital learning, this will benefit Training Centre and help employees access development.

3h. We have scoped a development pathway for new managers to provide them with resources and support. We scoped and reviewed induction content, and the methods of delivery, and have decided to develop a Leadership Academy for Group Commander level to support employees who are new managers in the Service, or new to this type of role, and provide resources to help with this career journey.

3i. We have designed and delivered sessions to support management development around the core people processes, especially with regards to decision-making. The People Team have had development sessions with managers on capability and discipline and how best to approach these. We aim to support managers further by continuing these discussions to develop their decision-making skills to support others.

e) Embed an understanding of the value of quality conversations to enhance personal performance and development.

4a. We reviewed Performance Development Reviews to explore if they are meeting the identified needs of the organisation and employees. We reviewed and will be re-launching the Performance Development Review process to include quality audits, and a support toolkit to promote quality conversations. L&OD will continue to reference this process during sessions and provide extra support. We have scoped some work to improve the digital form that we use, and this is planned for the next reporting year (2022-2023).

f) Strengthen our understanding of succession planning needs.

5a. We have developed a new succession matrix and we are now collecting succession data to analyse. We are collecting and analysing succession data from Wholetime, Fire Safety, Fire Protection and Operational Support Group, with other departments to follow. As part of this, we will identify the key dependency roles and people involved, so that we understand the competencies of these roles going forward. Recommendations for necessary actions to address the shortage of talent for succession will be submitted to the Chief Officers Advisory Group for further review.

5b. We have developed portfolios to support operational employees with development and promotions. We have drafted Wholetime portfolios for Wholetime at Crew Commander, Watch Commander, and Station Commander levels. We have also started work for combined fire control. The portfolio will be the gateway to promotion and will be followed by a role specific interview to demonstrate the Service is appointing the best person for the vacancy based on skills and experience. When launched, these will enable a route to promotion, through continued development, and will be of great benefit to operational employees and demonstrate that we have listened to their feedback. Further work will be completed to launch mirroring portfolios for the On-Call group.

5c. We have reviewed our assessment and verification model. We have reviewed this and identified where we have training needs for assessment and verification. We are developing a plan to address the training needs.

5d. We have reviewed the co-ordination of apprenticeship activity in the Service. We will be presenting the Firefighter apprenticeship recommendation to COAG to review how the Service can move forward with the new plan for apprenticeship activity.

5e. We have scoped a new mentoring programme to support talent management and succession planning. We have included plans for a new mentoring programme in the revised Coaching & Mentoring plan, which will identify mentors and set the expectations for the level of support which will be required and evaluate impacts and benefits. This will be done in collaboration with the NFCC coaching and mentoring platform.

5f. We developed an internal shadowing programme to provide insight into senior roles. This will form part of the new Leadership academy and will aim to support development into senior roles within the Service from those who have first-hand experience.

g) Continual review of our recruitment and promotion processes to provide equality of opportunity and remove any unnecessary barriers to people joining or progressing their careers within the Service

6a. We plan for our operational promotion processes to be updated to become a development-based route. We have included the promotional process within our Development Portfolio project. Key stakeholders are involved in the decision-making and drafting of the new process. We have launched pilot portfolios with a small group of employees to ensure we are trialling the approach and considering employee feedback. We will be developing a communications plan and the processes ready for the launch of the new Development Portfolios in the next reporting year (2022-2023).

6b. We developed our approach to enable structured feedback to be given to candidates. We have updated our communications with candidates and created new feedback forms. Our new approach includes provision of links and resources which can help candidates understand where improvements can be made and how to achieve this. Our methods of receiving feedback will be reviewed again in the next reporting year to consider how to further improve the quality of both verbal and written feedback.

6c. We continued to contact unsuccessful candidates to provide support and understand where barriers can be removed to encourage successful re-application. We have ensured that all candidates have been given the opportunity for feedback, support, and guidance to ensure they can perform to the best of their ability in future applications. The ED&I team worked alongside the Recruitment team to identify gaps where support may be needed more, especially regarding the diversity within our community and be open to asking candidates about the barriers that they may have experienced.

6d. We embedded feedback from candidates to consider how best to implement our recruitment and assessment processes after COVID-19 restrictions. We blended in-person and digital interviews with candidates for ease, safety and accessibility reasons which was positively received. There were still some restrictions in this reporting period, our face-to-face interviews required a lateral flow within 12 hours of the interview for safety reasons. However, once these restrictions were lifted, we continued to operate flexibly to best suit our candidates.

6e. We kept engaged with external organisations to re-embed work experience once lockdown restrictions were lifted. Due to restrictions, work experience was placed on hold. However, our recruitment team stayed engaged with a variety of organisations ready to begin liaising once restrictions had lifted and work experience had been re-approved. This aims to give young people the experience, skills, and knowledge of working in the Service, as was previously given before the pandemic. This is planned for the next reporting period (2022-2023).

ii)Community Safety Excellence

a) Reduce Community Risk - identify and reach those most at risk of fire.

Cambridgeshire Fire and Rescue Service has a vision of "a safe community where there are no preventable deaths or injuries in fires or other emergencies." Fire incident and risk information is analysed regularly to identify those who are at highest risk of being injured or killed in a fire or other emergency incident so the Service can plan and make appropriate interventions. We work with a range of partners to identify and share relevant data so we can target our services appropriately.

We are beginning to collect greater levels of data to evaluate and understand trends, alongside connecting with our partner agencies to identify high-risk areas. We are updating our Daily Fire reports, UFS reports and time allocation reports alongside the creation of a new evaluation dashboard to improve our data collection practices and therefore strengthen our risk assessment processes. We have increased our attendance of Wholetime employees and station commanders in meetings with external partners to increase the understanding and use of the data.

We have improved and broadened the discussions during our Community Risk Meetings. We have added road traffic collisions, water incidents and flooding to the meeting criteria, which has improved our understanding of where to focus our safety interventions. We have added flood risk as an additional risk matrix to the Exeter data jobs and we are trialling hospital bed data as an extra axis to consider.

7a. Impact of Accidental Primary Fires: April 2021 – March 2022
The number of accidental primary fires resulting in a fire casualty increased in 2021/22 with 40 accidental primary fires resulting in 45 fire casualties (including 5 fatalities) compared to 36 accidental primary fires in previous year. Of the 40 accidental primary fires, 73% occurred in a home. 62% of those injured were men and 24% were over 65.
76% of all casualties identified as White British, 9% White Other and 2% as Black or other minority ethnic and 13% ethnicity not known.

   b) Develop our Firebreak programme to support the safety, health and personal development of identified young people (CYP)

8a. We have successfully resumed Firebreak and we have experienced positive results. Firebreak continues to focus on children most at risk, and we have continued to reach out where this is most appropriate. We have delivered more Firebreaks, including an additional course with children and young people who Cambridgeshire and Peterborough (C&P) Safeguarding partnership identified as high-risk of exclusion. We are maximising our reach by promoting Firebreak through external contacts and ongoing meetings, such as visiting schools to encourage engagement and connecting with Healthy Schools to promote Firebreak across Cambridgeshire - (healthyschoolscp.org.uk).

8b. We have ensured that Firebreak is safe and efficiently resourced during and after the COVID-19 pandemic. We have ensured that all equipment and locations are safe and have undergone risk assessments to remain COVID-19 safe and in line with government guidelines. To ensure that Firebreak can be resourced and sustained, we are reviewing if recruiting more Community Development Instructors would benefit, as they provide most of the support.

8c. We have engaged with the Firebreak brand to reduce risk and promote. We have redesigned the Firebreak pump and we are using this to support community engagement, as it uses visually appealing and inclusive designs. We are using the national branding of Firebreak to promote this within Cambridgeshire.

   c) Offer early intervention and positively influence children and younger people.

9a. We continued to work towards national Children & Young People objectives. We resumed all fully risk assessed activities from before the pandemic, including Be Water Aware and school visits. This aims to resume our face-to-face work and connect with the community. We used NFCC Working Groups to stay connected, alongside new regional Children & Young People meetings which discuss moving forward with national objectives.

9b. We continued to use our Safety Zone product digitally. Before the COVID-19 pandemic this was delivered in face-to-face sessions. The virtual version is available for schools from the Healthy Schools website - Safety Zone - Healthy Schools

[(healthyschoolscp.org.uk).](healthyschoolscp.org.uk) This is being evaluated to consider the next steps going forward to maximise engagement

> d) Support businesses to comply with regulation, and ultimately create safer places to live, work and visit.

10a. We regularly conducted Business webinars, including additional sessions, to reach a wider audience. We will be developing and improving these sessions by including pre- and post-webinar evaluations and feedback forms to help increase the number of attendees following improvements. The evaluation dashboard will include data from other reports and will be improved by Business Intelligence to ensure the data collection is accurate. Data will be collected to monitor engagement and trends, to ensure we can reach as many people as possible.

10b. We are undertaking training with external partners to improve the understanding of fire regulation and identifying risks. We have been conducting joint training sessions with Local Authority Building Council (LABC) which cover approved documents, fire regulation and risk. We have begun conducting training into building safety bill regulations and information cards, which will help individuals with effective risk assessments. We have provided selected individuals from the LABC with Level 3 Fire Protection qualifications to ensure a high knowledge and understanding of fire regulation and risk.

> e) Effectively keep the community safe and well.

11a. Our Community Safety officers have worked to ensure our services are accessible. We have liaised with the deaf blind association to ensure that our services are accessible, and all media engagement materials are reviewed as part of the external data package. We are continuing to work on this to ensure our messages and changes in regulations are accessible for everyone. To highlight this within our Service, we are continuing to train managers, and other employees, in EQIAs to highlight accessibility.

11b. We have scoped a new sprinkler campaign and assessed our strategy to reach a wide audience. We have collaborated with the LABC to promote the use of sprinklers in the home. We are continuing to identify and analyse data sets from utility companies to improve our strategy and reach. Meetings are being held regularly in preparation for the launch of the campaign.

11c. We have resumed safe and well visits and proposed developments to engage with customer conversation and online tools. Following the ease of COVID-19 restrictions, we resumed conducting safe and well visits to the level we would expect to complete. We are discussing the importance of consent and correct information governance to ensure safety and fairness. We have also introduced a new online tool to evaluate the risk of living in a home; the NFCC safelincs online Home Fire Safety Checker (HFSC). We have developed this with HFSV software designers to ensure that this is accessible and compatible with our website.

11d. We have expanded our community safety visits to target those most at risk of flooding. We have broadened our resourcing and risk scoring for community safety visits to include flooding, which has been successfully implemented with the help of the

Environmental Agency and the Cambridgeshire County Council Flood Risk Team. We will be meeting with Anglian Water, Cadent Gas, and other UK power networks to improve and broaden our partnerships, aiming to improve this initiative and our reach. We have also submitted a paper to the digital advisory group proposing to automate the processes of transferring key data to improve partnerships.

11e. We have established a regional Resilience group to share best practices. We have established the Eastern Region Resilience Working Group, and we are scoping the best times and locations to hold these meetings. This aims to promote best practice and consistency across Fire & Rescue Services in the region.

11f. Safe and Well Visits. As most accidental fires occur in the home, free safe and well visits are offered to those most at risk and involve a full assessment of the resident's home and fitting of a smoke alarm where necessary, as well as advice on other well-being and safety issues e.g., falls' prevention; staying well and warm; alcohol use; crime reduction. The Service and its partners delivered 5,138 safe and well visits in the year. The table below shows the distribution of these by sex, age, ethnicity, religion and disability and compares the data with the percentage of population group in Cambridgeshire and Peterborough.

Characteristic		% Population [1]	2020-21	2021-22	5-year average
Sex	Male	50.6%	37%	37%	36%
	Female	49.4%	63%	63%	64%
Age groups	Under 24	31%	2.2%	1.8%	1.5%
	25-39	20.9%	7.4%	6.1%	5.7%
	40-59	26.6%	9.8%	10.2%	8.6%
	60-74	14.1%	22.7%	29.3%	27.8%
	75 +	7.4%	52.9%	52.4%	56.4%
Ethnic Group	White	90.3%	96.2%	95.9%	96%
	Black, Asian, Minority Ethnic	9.7%	3.8%	4.1%	4%
Religion	No religion, belief	29.1%	15.2%	14.9%	15.6%
	Christian	57.9%	82.1%	80.8%	80.7%
	Muslim	3.3	1.4%	1.4%	1.5%
	Other religions [2]	2.2%	2.0%	2.9%	2.1%
Disability	Day to day activities limited	16%			
	Disability		54.1	54.2%	54.2%

iii) Equality Impact Assessments

We continued to complete Equality Impact Assessments (EQIA). Equality Impact Assessments are a way of systematically assessing the effects that a policy, project or decision is likely to have on different people within the Service and the community.

The process helps identify potential discrimination by analysing policies, projects, practices, processes, procedures, services, and decisions, to make sure they do not discriminate or disadvantage people and helps towards improving or promoting equality.

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[1] 2011 Census
[2] Each makes up less than 1% of population and includes Buddhist, Hindu, Jewish and Sikh faiths

Carrying out Equality Impact Assessments helps us meet our legal duties as well as bringing a number of benefits. It helps us ensure that our decisions impact in a fair way, to make decisions based on evidence, to make decision-making more transparent and provides a platform for collaboration with the community and partners.

In this period Equality Impact Assessments were part of our usual ways of working while we delivered the project to improve the format and training.

Here are some examples of the more detailed EQIAs that were completed in this reporting period:

- Lone working – we identified the need for a new policy, guidance, devices, recording and applications. A working group completed the EQIA which led to a successful procurement of new devices and applications that have now been implemented. The EQIA included involving the inclusion network.
- Bikes – we listened to feedback from fire protection employees at one site who recommended using bikes to get to premises to undertake inspections as it would be quicker and more environmentally friendly than driving in a city. The EQIA explored potential impacts on sex, age, pregnancy and disability and included the Female Operational working group.
- Operational Assurance – the Operational Support Group reviewed the approach to operational assurance and, as part of this work, completed an EQIA that included the neurodiversity working group.
- Re-launch of coaching mindset modules – the Learning and Organisational team reviewed the materials prior to sending them to all employees and completed an EQIA on the format and content.

We are seeking to continually improve the quality of our equality impact assessments, by ensuring that all managers are aware of and trained in their responsibilities, and that we can more efficiently and effectively gather internal and external feedback and track actions. We will update on the outcomes of the EQIA project in the next reporting period.

4.Workforce Data

One of the Service's priority areas is to improve diversity of the workforce so that it better reflects the communities we serve and encourages diversity of thought in its culture.

To measure progress in this area we monitor employee's protected characteristics from the start of the recruitment process and provide employees with the facility to input or update their equality details in the HR database on a self-service basis. Our aspiration is to see ongoing improvement in relation to applications from women and candidates from diverse backgrounds in general. These are areas where outcomes in Fire and Rescue Service nationally and historically have been poor. Additionally, we would like to see more progression to managerial roles for women and ethnic minority employees.

As of 31st March 2022, we have 614 employees. Employee profile by role, protected characteristic and changes over the last 5 years are given below:

Head Count by Main Job

Snapshot at Month Ending	Wholetime	OnCall	Ops Total	Control	Support	Total
Mar-18	241	173	414	40	138	592
Mar-19	247	170	417	43	149	609
Mar-20	241	178	419	42	143	604
Mar-21	260	174	434	44	156	634
Mar-22	241	180	421	44	149	614

Guidance notes: The number of employees is calculated from the HR database and counts employees with a start date within a 12-month period over five consecutive years and records them in any of the four employee groups based on when the role started.

Black and Minority Ethnic Employees

Total Number
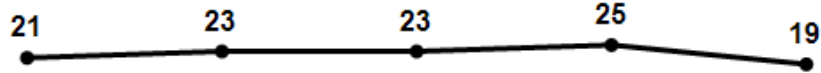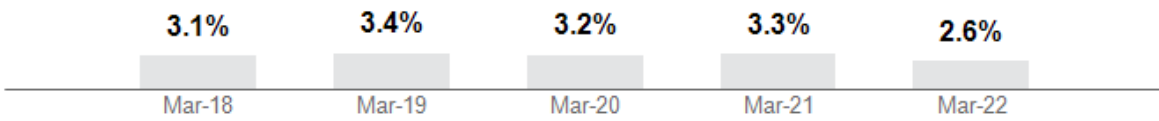
21   23   23   25   19

% of Total

	3.1%	3.4%	3.2%	3.3%	2.6%
	Mar-18	Mar-19	Mar-20	Mar-21	Mar-22

Snapshot at Month Ending	Wholetime		OnCall		Operational		Control		Support		Non-Operational		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Mar-18	7	2.9%	4	1.8%	11	2.4%	1	2.4%	9	5.6%	10	4.9%	21	3.1%
Mar-19	6	2.4%	4	1.8%	10	2.1%	0	0.0%	13	7.6%	13	6.1%	23	3.4%
Mar-20	7	2.9%	5	2.0%	12	2.4%	1	2.4%	10	5.3%	11	4.8%	23	3.2%
Mar-21	6	2.3%	7	2.8%	13	2.5%	1	2.3%	11	5.5%	12	4.9%	25	3.3%
Mar-22	3	1.2%	5	2.0%	8	1.6%	1	2.3%	10	5.2%	11	4.6%	19	2.6%

Black and Minority Ethnic Managers

Total Number

```
   7        11        12        11        9
```
Mar-18 Mar-19 Mar-20 Mar-21 Mar-22

% of Total

| 2.8% | 4.2% | 4.4% | 3.8% | 3.3% |
| Mar-18 | Mar-19 | Mar-20 | Mar-21 | Mar-22 |

Snapshot at	Wholetime		OnCall		Operational		Control		Support		Non-Operational		Total	
Month Ending	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Mar-18	4	3.7%	0	0.0%	4	2.3%	1	4.8%	2	3.6%	3	3.9%	7	2.8%
Mar-19	4	3.7%	1	1.4%	5	2.8%	0	0.0%	6	9.4%	6	7.2%	11	4.2%
Mar-20	4	3.8%	2	2.5%	6	3.2%	0	0.0%	6	9.4%	6	7.0%	12	4.4%
Mar-21	3	2.7%	1	1.2%	4	2.1%	0	0.0%	7	10.1%	7	7.6%	11	3.8%
Mar-22	1	0.9%	1	1.3%	2	1.1%	0	0.0%	7	10.9%	7	8.2%	9	3.3%

Our overall number of ethnic minority employees has decreased from recent years in Wholetime, On-Call and Professional Support.

Around 9.7% of our local population identify as ethnic minority (based on Census 2011 data), which is reflected in Professional Support where we maintained over 10% black and minority ethnic managers.

In Wholetime during this period we had three leavers, two of which were retirements and two of which were managers. One employee had two roles so therefore they account for two on the black and minority ethnic employee table.

The percentage of applications from black and minority ethnic candidates has improved since last year, and now closely reflects the percentage of black and minority ethnic people in our local community, suggesting that our community does see CFRS as an inclusive employer.

However, the number of black and minority ethnic recruits into On-Call and Professional Support is unfortunately low. We now have an ethnicity working group led by the Inclusion Ambassador for Ethnicity, who also attends the Inclusion Steering Group to ensure there is a platform for them to raise the views and input to senior leaders and members of the Fire Authority on a regular basis. We plan to evolve this group so that they are more involved with EQIAs and other inclusion initiatives going forward.

We also plan to reconnect with diverse groups in our community, as COVID-19 restrictions are lifted, with the aim to increase community inclusion work. In the next reporting year, as we come out of the pandemic, we will also re-introduce community assessors to our recruitment panels.

We will update our Community Engagement Framework for our stations with the new Census demographic data when it is released late December 2022/early 2023.

Female Employees

Total Number
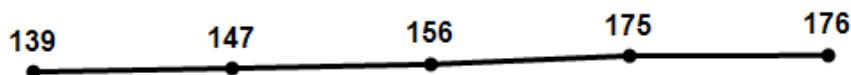
139   147   156   175   176

% of Total
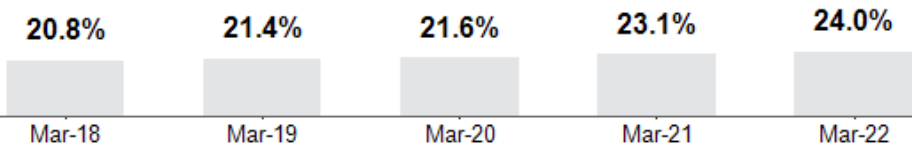
| 20.8% | 21.4% | 21.6% | 23.1% | 24.0% |
| Mar-18 | Mar-19 | Mar-20 | Mar-21 | Mar-22 |

Snapshot at	Wholetime		OnCall		Operational		Control		Support		Non-Operational		Total	
Month Ending	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Mar-18	17	7.0%	14	6.3%	31	6.7%	32	78.0%	76	46.9%	108	53.2%	139	20.8%
Mar-19	18	7.3%	15	6.7%	33	7.0%	36	83.7%	78	45.6%	114	53.3%	147	21.4%
Mar-20	17	7.0%	17	6.8%	34	6.9%	35	83.3%	87	46.5%	122	53.3%	156	21.6%
Mar-21	22	8.3%	18	7.3%	40	7.8%	36	81.8%	99	49.3%	135	55.1%	175	23.1%
Mar-22	19	7.8%	24	9.6%	43	8.7%	37	84.1%	96	49.7%	133	56.1%	176	24.0%

The proportion of female operational employees continues to grow in all areas of the organisation and compares very well with the national benchmark figure of 7.5% (2020/21), and overall, we are the 6th highest service for the overall number of female employees. We have seen a significant increase in the number of females in On-Call up to 9.6%. In Operational and Non-Operational roles we now have the highest percentage of female employees in the last five years. Operational is now 8.7% overall and Non-Operational is now 56.1%, which is higher than the proportion of females in our local Census demographic data (2021 data shows Cambridgeshire as 50.6% female).

We continue to work with our Female Operational working group that is chaired by a Wholetime Firefighter. The group meets on a regular basis to ensure the views of all our operational female firefighters are heard and that issues are listed to the relevant areas. This includes but is not limited to the following topics:

- Uniform
- Fitness (in particular following pregnancy)
- Menopause
- Promotion opportunities
- Sanitary provision
- Fertility treatment support
- Development and progression
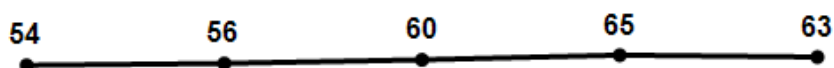- Women in the Fire Service opportunities

- EQIAs

We also have a Menopause working group, chaired by the inclusion ambassador for Menopause. The working group has male and female members in operational and non-operational roles and provides peer support as well as working on actions from the group. They have developed a menopause risk assessment, raised awareness through a video and ongoing communication and have a yammer group. The plan is to evolve this into regular sessions and invite external speakers going forward. We ran a survey for all females across all areas of the Service about the menopause and menstruation to help identify any areas where we could do more work to support women in our employment. The results will be reviewed at the start of the next reporting period and any recommendations will be presented to the Chief Officers Advisory Group (COAG).
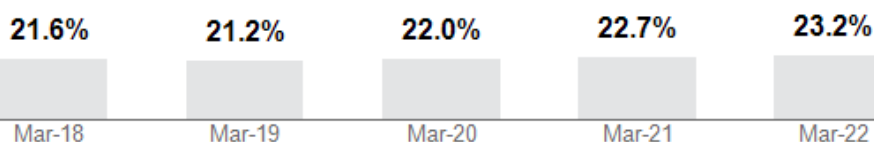
The chair of these groups attend the Inclusion Network and the Inclusion Steering Group to ensure there is a platform for them to raise the views and input to senior leaders and members of the Fire Authority on a regular basis.

Female Managers

Total Number

| 54 | 56 | 60 | 65 | 63 |

% of Total

| 21.6% | 21.2% | 22.0% | 22.7% | 23.2% |
| Mar-18 | Mar-19 | Mar-20 | Mar-21 | Mar-22 |

Snapshot at	Wholetime		OnCall		Operational		Control		Support		Non-Operational		Total	
Month Ending	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Mar-18	3	2.8%	1	1.5%	4	2.3%	19	90%	31	56.4%	50	65.8%	54	21.6%
Mar-19	3	2.8%	2	2.8%	5	2.8%	15	79%	36	56.3%	51	61.4%	56	21.2%
Mar-20	3	2.8%	2	2.5%	5	2.7%	18	82%	37	57.8%	55	64.0%	60	22.0%
Mar-21	6	5.5%	2	2.4%	8	4.1%	18	78%	39	56.5%	57	62.0%	65	22.7%
Mar-22	5	4.7%	4	5.0%	9	4.8%	17	81%	37	57.8%	54	63.5%	63	23.2%

The number of female managers has decreased slightly due to turnover, but despite "the great resignation" we have increased the percentage of female managers in On-Call and therefore increased the overall percentage of female managers across the organisation. The percentage of female managers in Control remains high at 81% and Professional Support at 57.8%. We continue to encourage females to progress within the organisation, through coaching and mentoring and professional development, and the Female Operational working group.

Employees declaring a Disability
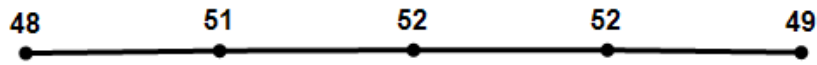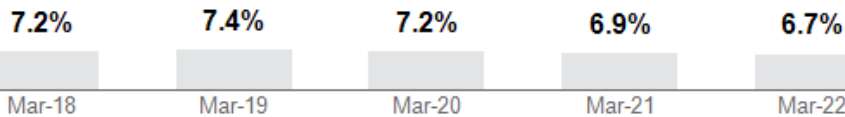
Total Number

48   51   52   52   49

% of Total

7.2%	7.4%	7.2%	6.9%	6.7%
Mar-18	Mar-19	Mar-20	Mar-21	Mar-22

Snapshot at	Wholetime		OnCall		Operational		Control		Support		Non-Operational		Total	
Month Ending	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Mar-18	25	10.3%	4	1.8%	29	6.2%	3	7%	16	9.9%	19	9.4%	48	7.2%
Mar-19	26	10.5%	5	2.2%	31	6.6%	4	9%	16	9.4%	20	9.3%	51	7.4%
Mar-20	24	9.9%	4	1.6%	28	5.7%	4	10%	20	10.7%	24	10.5%	52	7.2%
Mar-21	24	9.1%	4	1.6%	28	5.5%	3	7%	21	10.4%	24	9.8%	52	6.9%
Mar-22	21	8.6%	5	2.0%	26	5.3%	3	7%	20	10.4%	23	9.7%	49	6.7%

The number of employees declaring a disability has decreased slightly due to turnover, but despite "the great resignation" the overall percentage remains very similar.

Efforts to improve recruitment are focused on meeting the commitment of the "Disability Confident" scheme. This is a government scheme to encourage and keep disabled people in work and we have level 2 accreditation. Coming out of the pandemic we plan to reconnect with this scheme and offer work experience placements aimed at encouraging people back into work, which we did previously, and have offered an internship through the Leonard Cheshire Change 100 programme.

Disability includes mental health and neurodiversity. We have put a new process in place for operational recruitment, where any neurodiversity is now raised with the ED&I team to explore reasonable adjustments with candidates. We plan to review our neurodiversity support process for candidates and existing employees in the next reporting period (2022-2023).

We have a Neurodiversity working group that meets monthly and an Inclusion Ambassador for Neurodiversity that brings the views and input from this group to the Inclusion Steering Group which includes members of the senior leadership team and Fire Authority.
The neurodiversity working group is for peer support and a number of them have trialled software for us and reviewed processes and documents to help us EQIA changes within the organisation.

Employees declaring an Other Religion or Belief

Total Number

20	19	20	17	17

% of Total

3.0%	2.8%	2.8%	2.2%	2.3%
Mar-18	Mar-19	Mar-20	Mar-21	Mar-22
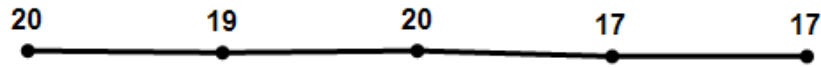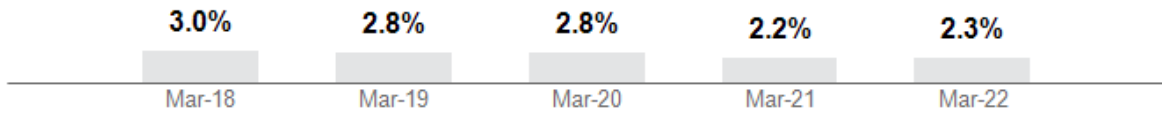
The number of employees has stayed consistent since last year. Of the 17 people, 71% were Other religion, 18% Buddhist, 6% Muslim and 6% Sikh.

Employees who identify as Lesbian, Gay or Bisexual

Total Number

11	15	21	22	24

% of Total

1.6%	2.2%	2.9%	2.9%	3.3%
Mar-18	Mar-19	Mar-20	Mar-21	Mar-22
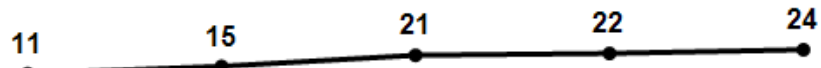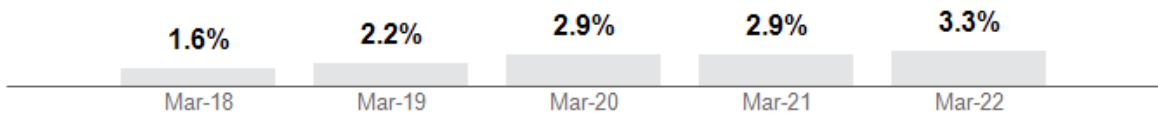
We continued to have a steady increase in employees who identify as lesbian, gay or bisexual. We continue to support LGBT+ History month in February each year and support local events, such as Cambridgeshire Pride events. We have an LGBT+ Ambassador for employees to approach and receive support from.

Age Profile

17 to 35

	2018	2019	2020	2021	2022
Wholetime (count)	73	85	82	102	90
Wholetime (%)	30%	34%	34%	39%	37%
OnCall (count)	88	89	96	100	107
OnCall (%)	39%	40%	38%	40%	43%
Control (count)	19	23	25	26	25
Control (%)	46%	53%	60%	59%	57%
Support (count)	54	57	64	61	60
Support (%)	33%	33%	34%	30%	31%

36 to 55

	2018	2019	2020	2021	2022
Wholetime (count)	166	159	157	154	148
Wholetime (%)	69%	64%	65%	58%	61%
OnCall (count)	122	123	139	131	130
OnCall (%)	54%	55%	55%	53%	52%
Control (count)	20	20	16	17	17
Control (%)	49%	47%	38%	39%	39%
Support (count)	75	82	95	102	93
Support (%)	46%	48%	51%	51%	48%

56 +

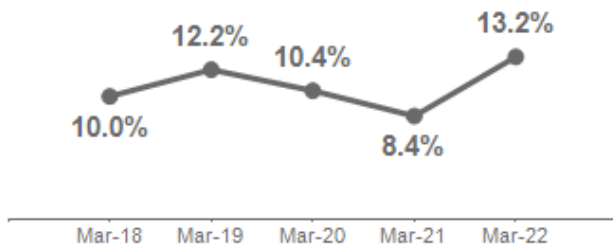|	2018	2019	2020	2021	2022
Wholetime (count)	3	4	4	8	6
Wholetime (%)	1%	2%	2%	3%	2%
OnCall (count)	14	12	16	17	14
OnCall (%)	6%	5%	6%	7%	6%
Control (count)	2	0	1	1	2
Control (%)	5%	0%	2%	2%	5%
Support (count)	33	32	28	38	40
Support (%)	20%	19%	15%	19%	21%

Each age group has stayed relatively consistent in numbers over time. Recruitment, retirement, and some employee turnover has contributed to an increase in the younger age groups.
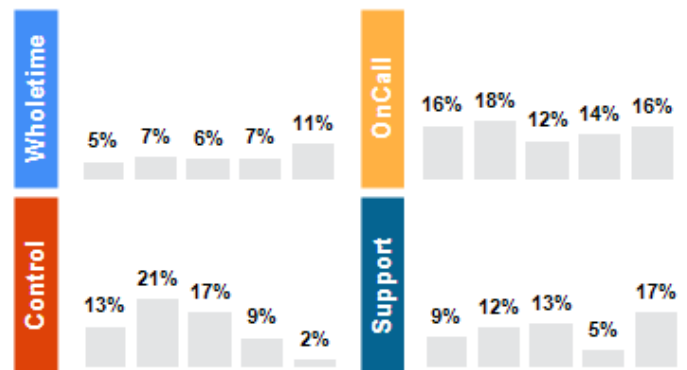
Employee Turnover

Overall Percentage Employee Turnover

10.0% — 12.2% — 10.4% — 8.4% — 13.2%

Mar-18   Mar-19   Mar-20   Mar-21   Mar-22

Percentage Employee Turnover by Main Group

Wholetime: 5% 7% 6% 7% 11%

OnCall: 16% 18% 12% 14% 16%

Control: 13% 21% 17% 9% 2%

Support: 9% 12% 13% 5% 17%

Head Count by Main Job

Snapshot at	Wholetime	OnCall	Control	Support	Total
Mar-18	241	173	40	138	592
Mar-19	247	170	43	149	609
Mar-20	241	178	42	143	604
Mar-21	260	174	44	156	634
Mar-22	241	180	44	149	614

based on the number of people by employee group
-- a person is allocated to one employee group only --

Number of Leavers by Main Job

Year Ending	Wholetime	OnCall	Control	Support	Total
Mar-18	13	28	5	13	59
Mar-19	17	30	9	18	74
Mar-20	15	21	7	19	63
Mar-21	17	24	4	8	53
Mar-22	26	29	1	25	81

based on the number of people by employee group
-- a person is allocated to one employee group only --

Employee turnover is the number of employees that have left the Service expressed as a percentage of the average annual employee number. This includes retirees and resignations.

In the last year, we have seen an increase in leavers across the Service, apart from control where there has been a significant improvement in retention. As the COVID-19 restrictions have lifted there has been a global "great resignation" – where the natural turnover that was held during the pandemic now happens more quickly and because during the pandemic people reconsidered their work and life goals going forward. This is particularly relevant for professional support where the higher turnover this year is balanced by the very low turnover the previous year.
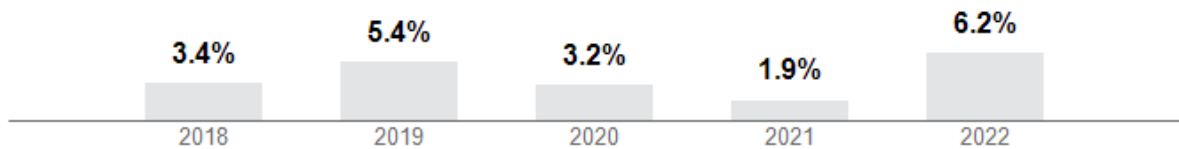
Exit data is sought from all leavers through a questionnaire and / or an exit conversation, and this is closely monitored to identify any trends or patterns. This includes close monitoring of the exit data for those with different protected characteristics. We are embedding and supporting quality conversations, have a full ED&I plan in place and have over 80 employees, including managers, fully trained in Equality Impact Assessments (EQIA) with more training planned.

Black and Minority Ethnic Leavers

Total Number

2   4   2   1   5

% of Total

|	2018	2019	2020	2021	2022
	3.4%	5.4%	3.2%	1.9%	6.2%
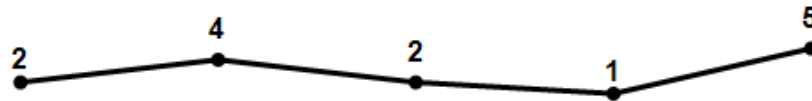
In Professional Support we had two leavers and in Wholetime during this period we had three leavers, two of which were retirements and two of which were managers.

We now have an ethnicity working group led by the Inclusion Ambassador for Ethnicity, who also attends the Inclusion Steering Group to ensure there is a platform for them to raise the views and input to senior leaders and members of the Fire Authority on a regular basis. We plan to evolve this group so that they are more involved with EQIAs and other inclusion initiatives going forward.
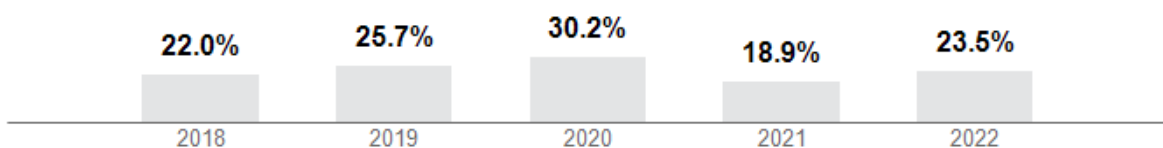
Exit data is sought from all leavers through a questionnaire and / or an exit conversation, and this is closely monitored to identify any trends or patterns. This includes close monitoring of the exit data for those with different protected characteristics, the review for this period did not raise any concerning topics.
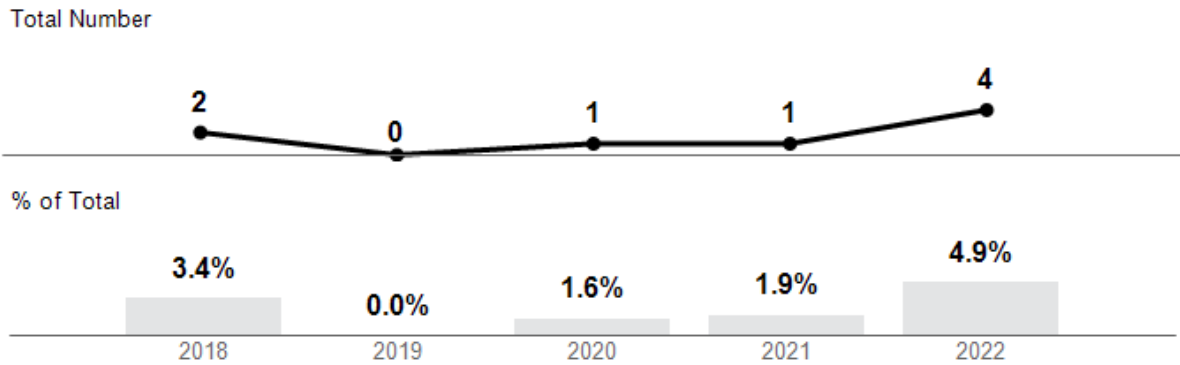
Female Leavers

Total Number
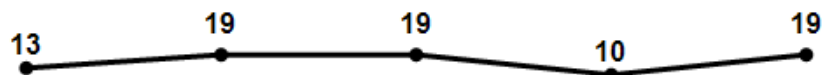
13   19   19   10   19

% of Total

	2018	2019	2020	2021	2022
	22.0%	25.7%	30.2%	18.9%	23.5%

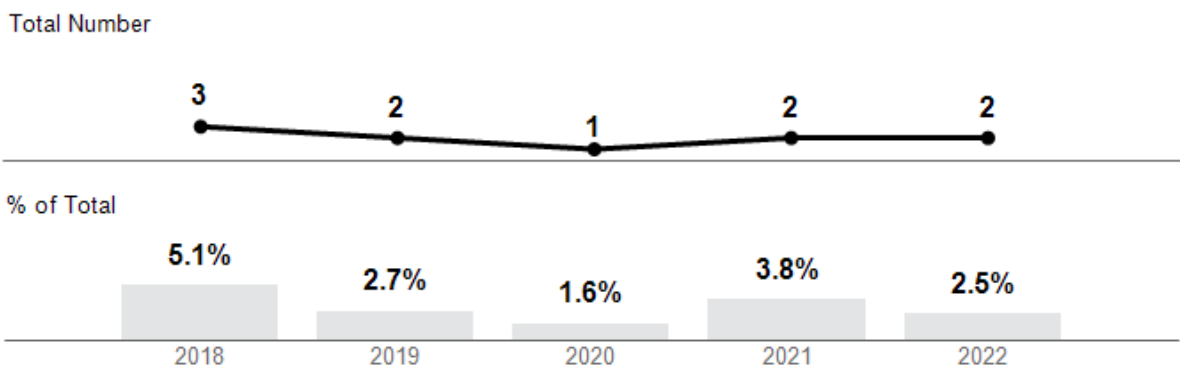| Rolling 12 months	Wholetime		OnCall		Operational		Control		Support		Non-Operational		Total	
Ending	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Mar-18	1	7.7%	0	0.0%	1	2.4%	4	80.0%	8	61.5%	12	66.7%	13	22.0%
Mar-19	2	11.8%	0	0.0%	2	4.3%	6	66.7%	11	61.1%	17	63.0%	19	25.7%
Mar-20	1	6.7%	5	23.8%	6	16.7%	6	85.7%	7	36.8%	13	50.0%	19	30.2%
Mar-21	0	0.0%	2	8.3%	2	4.9%	2	50.0%	6	75.0%	8	66.7%	10	18.9%
Mar-22	3	11.5%	0	0.0%	3	5.5%	0	0.0%	16	64.0%	16	61.5%	19	23.5%

The number of females leaving has slightly increased since last year, with the same pattern as "the great resignation" as the majority of them have left Professional Support roles, balanced by the low turnover the previous year.

Leavers who identify as Gay, Lesbian or Bisexual

Total Number

| | 2 | 0 | 1 | 1 | 4 |

% of Total

| | 3.4% | 0.0% | 1.6% | 1.9% | 4.9% |
| | 2018 | 2019 | 2020 | 2021 | 2022 |

There has been an increase in leavers who identify as gay, lesbian, or bisexual, again in line with the pattern of "the great resignation". However, the overall number of LGBT+ employees has increased.

Leavers declaring an Other Religion or Belief

Total Number

| | 3 | 2 | 1 | 2 | 2 |

% of Total

| | 5.1% | 2.7% | 1.6% | 3.8% | 2.5% |
| | 2018 | 2019 | 2020 | 2021 | 2022 |

Only two leavers had identified as having an "Other religion or belief".

Leavers sharing a Disability
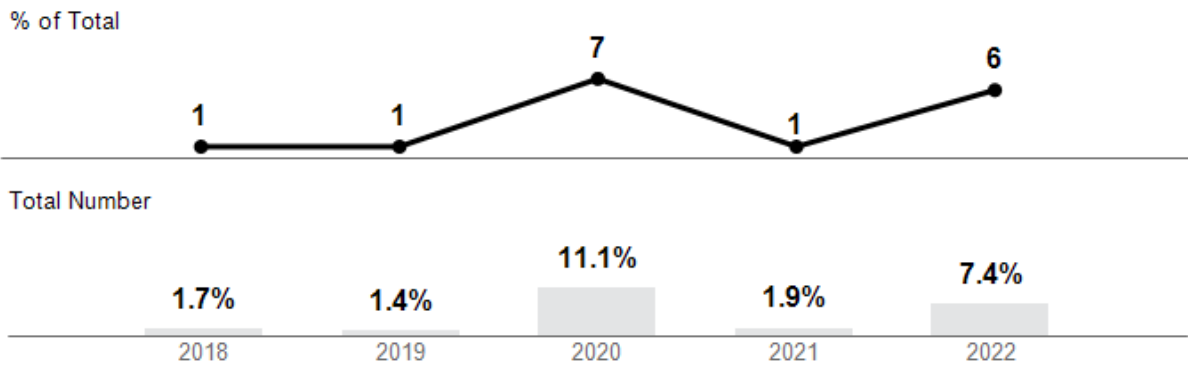
Six leavers (7.4%) had identified as having a disability. This is close to the percentage of employees who identify as having a disability, which means that a disproportionate number of disabled employees did not leave in the last year.

It should also be noted that the majority of these leavers were from Professional Support, and the pattern is the same as the charts above in terms of the impact of "the great resignation" and is balanced by the low number of leavers the previous year.

Return to work after maternity leave

We had 7 employees on maternity leave during the period, and 3 employees continued their maternity leave past the expected date of return. None of these employees left the Service during this time.

Analysis of discipline and capability cases

Disciplinary Cases	Informal Outcome			First Formal Warning			Final Formal Warning			Dismissal		
Year	19/20	20/21	21/22	19/20	20/21	21/22	19/20	20/21	21/22	19/20	20/21	21/22
Total Numbers	11	4	6	3	2	1	0	0	0	3	1	0
Availability & attendance	4	1	1	0	1	0	0	0	0	0	0	0
Failure to comply with policy	1	0	0	0	0	0	0	0	0	0	0	0

Dishonesty	0	0	1	0	0	0	0	0	0	1	1	0
Inappropriate Behaviour	0	3	3	1	0	0	0	0	0	0	0	0
Driving	0	0	0	0	0	0	0	0	0	0	0	0
Capability	5	0	1	2	1	1	0	0	0	0	0	0
Probation	1	0	0	0	0	0	0	0	0	2	0	0

We have analysed the protected characteristics of the employees involved in the disciplinary and grievance cases and are satisfied that there is no disproportionate impact.

Grievance Cases						
	2019/2020		**2020/2021**		**2021/2022**	
Total Numbers	**8**	**Outcomes**	**12**	**Outcomes**	**2**	**Outcomes**
Process	6	0 upheld 1 partially upheld 0 not upheld 5 informally resolved	3	0 upheld 0 partially upheld 1 not upheld 2 informally resolved	1	0 upheld 0 partially upheld 1 not upheld 0 informally resolved
Bullying	0	0 upheld 0 partially upheld 0 not upheld 0 informally resolved	1	0 upheld 0 partially upheld 1 not upheld 0 informally resolved	0	0 upheld 0 partially upheld 0 not upheld 0 informally resolved
Health & Safety	0	0 upheld 0 partially upheld 0 not upheld 0 informally resolved	7	0 upheld 2 partially upheld 4 not upheld 1 informally resolved	0	0 upheld 0 partially upheld 0 not upheld 0 informally resolved
Unfair Treatment	2	0 upheld 1 partially upheld	1	0 upheld 1 partially upheld	1	0 upheld 0 partially upheld

		1 not upheld 0 informally resolved		0 not upheld 0 informally resolved		0 not upheld 1 informally resolved

Our number of grievances has significantly decreased from previous years.

We have RESPECT Champions in the Service who signpost towards different options and provide a confidential route to discuss issues. We plan to offer refresher training to these champions in the next reporting period. We also take part in the national Anti-Bullying week campaign and have a SharePoint page as well as a confidential email inbox for our RESPECT programme.

5. Recruitment Data

The following tables and graphs show the number of applicants and successful recruits for all employee groups.

Selection Standards
Panels of short listers and assessors must undergo assessor training before being allowed to interview or assess. Application forms are shortlisted anonymously with personal details and diversity information removed before assessors receive them.

Total number of Applicants and Recruits

Applicants						
Rolling 12 months	Wholetime	OnCall	Operational	Control	Support	Total
Ending	Number	Number	Number	Number	Number	Number
Mar-18	186	223	409	112	190	711
Mar-19	175	269	444	96	171	711
Mar-20	259	185	444	115	179	738
Mar-21	124	209	333	1	343	677
Mar-22	0	145	145	0	195	340

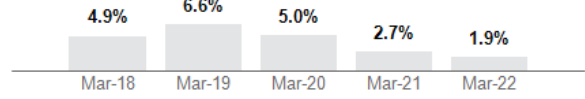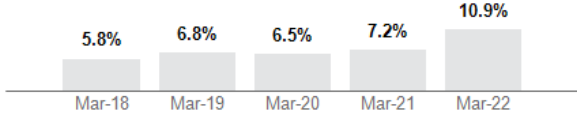| Recruits						
Rolling 12 months	Wholetime	OnCall	Operational	Control	Support	Total
Ending	Number	Number	Number	Number	Number	Number
Mar-18	7	26	33	6	22	61
Mar-19	11	32	43	11	22	76
Mar-20	5	33	38	5	17	60
Mar-21	24	22	46	7	21	74
Mar-22	0	34	34	0	18	52

In this reporting period we did not run a new Wholetime recruitment campaign or have any vacancies in Fire Control, which accounts for the overall number of applicants and recruits being lower than the previous years. On-Call and Professional Support recruitment continued.

People with a Black and Minority Ethnic Background

Total Number

48 48 49
41   37

3   5   3   2   1

% of Total

5.8% 6.8% 6.5% 7.2% 10.9%

Mar-18 Mar-19 Mar-20 Mar-21 Mar-22

4.9% 6.6% 5.0% 2.7% 1.9%

Mar-18 Mar-19 Mar-20 Mar-21 Mar-22

Applicants										
Rolling 12 months	Wholetime		On-Call		Operational		Control		Support	
Ending	No.	%	No.	%	No.	%	No.	%	No.	%
Mar-18	5	2.7%	13	5.8%	18	4.4%	3	2.7%	20	10.5%
Mar-19	6	3.4%	21	7.8%	27	6.1%	1	1.0%	20	11.7%
Mar-20	6	2.3%	15	8.1%	21	4.7%	15	13.0%	12	6.7%
Mar-21	10	8.1%	12	5.7%	22	6.6%	0	0.0%	27	7.9%
Mar-22	0	0.0%	12	8.3%	12	8.3%	0	0.0%	25	12.8%

Recruits										
Rolling 12 months	Wholetime		On-Call		Operational		Control		Support	
Ending	No.	%	No.	%	No.	%	No.	%	No.	%
Mar-18	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	13.6%
Mar-19	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	22.7%
Mar-20	0	0.0%	1	3.0%	1	2.6%	1	20.0%	1	5.9%
Mar-21	0	0.0%	1	4.5%	1	2.2%	0	0.0%	1	4.8%
Mar-22	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	5.6%

The percentage of applications from black and minority ethnic candidates has improved since last year, in Support and On-Call where we have been recruiting.
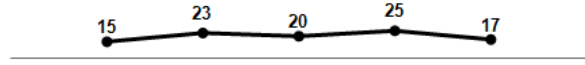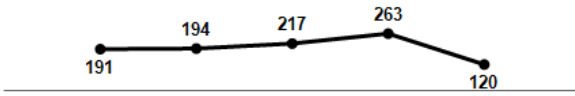
However, the number of black and minority ethnic recruits into On-Call and Professional Support is unfortunately low. We now have an ethnicity working group and we plan to reconnect with diverse groups in our community, as COVID-19 restrictions are lifted, with the aim to increase positive action work and become more visible and accessible to black and minority ethnic candidates. In the next reporting year, as we come out of the pandemic, we will also re-introduce community assessors to our recruitment panels.

We will update our Community Engagement Framework for our stations with the new Census demographic data when it is released in late 2022/early 2023.
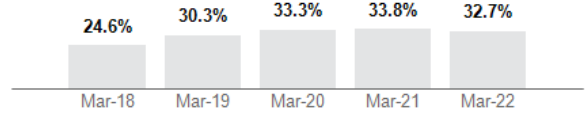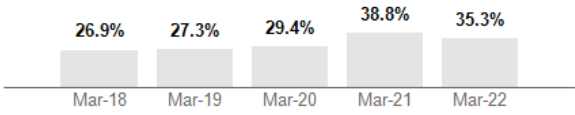
Female Applicants and Recruits

Total Number

191 — 194 — 217 — 263 — 120

15 — 23 — 20 — 25 — 17

% of Total

	Mar-18	Mar-19	Mar-20	Mar-21	Mar-22
Applicants	26.9%	27.3%	29.4%	38.8%	35.3%
Recruits	24.6%	30.3%	33.3%	33.8%	32.7%

Applicants										
Rolling 12 months	Wholetime		On-Call		Operational		Control		Support	
Ending	No.	%	No.	%	No.	%	No.	%	No.	%
Mar-18	19	10%	30	13%	49	12%	45	40%	97	51%
Mar-19	29	17%	36	13%	65	15%	54	56%	75	44%
Mar-20	31	12%	28	15%	59	13%	68	59%	90	50%
Mar-21	22	18%	29	14%	51	15%	1	100%	211	62%
Mar-22	0	0%	22	15%	22	15%	0	0%	98	50%

| Recruits										
Rolling 12 months	Wholetime		On-Call		Operational		Control		Support	
Ending	No.	%	No.	%	No.	%	No.	%	No.	%
Mar-18	0	0%	3	12%	3	9%	1	17%	11	50%
Mar-19	2	18%	2	6%	4	9%	10	91%	9	41%
Mar-20	0	0%	6	18%	6	16%	5	100%	9	53%
Mar-21	2	8%	3	14%	5	11%	4	57%	16	76%
Mar-22	0	0%	5	15%	5	15%	0	100%	12	67%

In this reporting period we did not run a new Wholetime recruitment campaign or have any vacancies in Fire Control, which accounts for the overall number of applicants and recruits being lower than the previous years.

It is positive to see that the percentage of female applicants is still higher than pre-pandemic levels at 35.3%, indicating that the community does see us as an inclusive employer. Coming out of the pandemic, we plan to reconnect with Women in the Fire Service as they begin to promote their positive action activities and resources again and connect their regional representative to champions in Whole time and On-Call through the Female Operational working group.
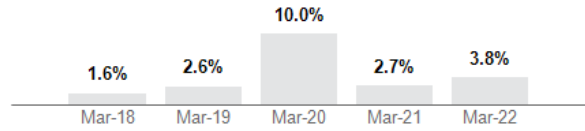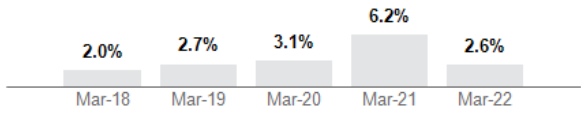
It is positive to see that 32.7% of our recruits were female, only a 1% decrease from the previous year where there was double the amount of recruitment.

People sharing a Disability

Total Number
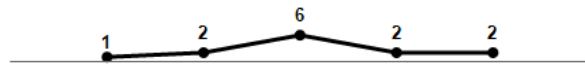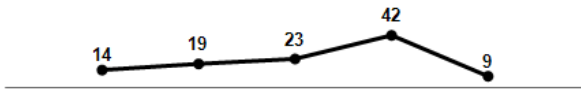
% of Total

Applicants										
Rolling 12 months	Wholetime		On-Call		Operational		Control		Support	
Ending	No.	%	No.	%	No.	%	No.	%	No.	%
Mar-18	2	1.1%	6	2.7%	8	2.0%	4	3.6%	2	1.1%
Mar-19	4	2.3%	4	1.5%	8	1.8%	6	6.3%	5	2.9%
Mar-20	8	3.1%	2	1.1%	10	2.3%	10	8.7%	3	1.7%
Mar-21	7	5.6%	6	2.9%	13	3.9%	0	0.0%	29	8.5%
Mar-22	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9	4.6%

Recruits										
Rolling 12 months	Wholetime		On-Call		Operational		Control		Support	
Ending	No.	%	No.	%	No.	%	No.	%	No.	%
Mar-18	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	4.5%
Mar-19	0	0.0%	1	3.1%	1	2.3%	1	9.1%	0	0.0%
Mar-20	1	20.0%	1	3.0%	2	5.3%	0	0.0%	4	23.5%
Mar-21	1	4.2%	0	0.0%	1	2.2%	0	0.0%	1	4.8%
Mar-22	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	11.1%

In this reporting period we did not run a new Wholetime recruitment campaign or have any vacancies in Fire Control, which accounts for the overall number of applicants and recruits being lower than the previous years.
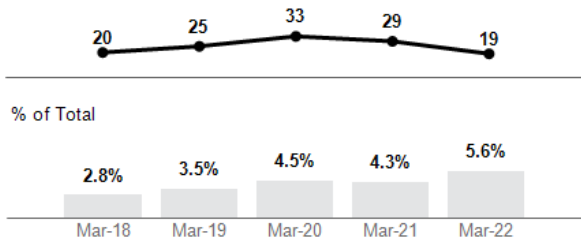
We did not receive any applications for On-call from applicants with a disability (which includes mental health and neurodiversity), compared to 2.9% in the previous year. We have put a new process in place for recruitment, where any neurodiversity is now raised with the ED&I team to explore reasonable adjustments with candidates. We plan to review our neurodiversity support process for candidates and existing employees in the next reporting period (2022-2023).

The percentage of disabled recruits for Professional Support has improved since last year, and proportionately we recruited a higher percentage than applied, indicating that our recruitment process and assessors are inclusive.

Efforts to improve recruitment are focused on meeting the commitment of the "Disability Confident" scheme. This is a government scheme to encourage and keep disabled people in work and we have level 2 accreditation. Coming out of the pandemic we plan to reconnect with this scheme and offer work experience placements aimed at encouraging people back into work, which we did previously, and have offered an internship through the Leonard Cheshire Change 100 programme.

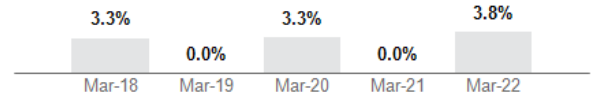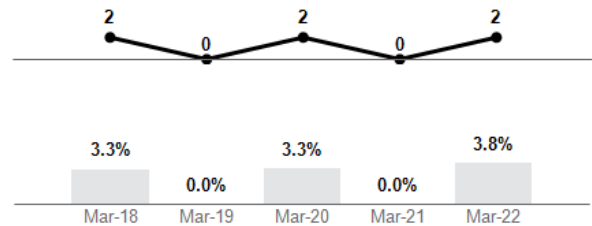## People declaring an Other Religion of Belief

Total Number
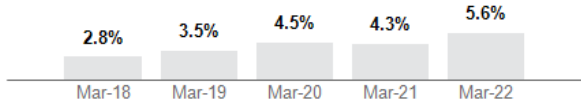
Applicants: 20, 25, 33, 29, 19

Recruits: 2, 0, 2, 0, 2

% of Total

Applicants: 2.8% (Mar-18), 3.5% (Mar-19), 4.5% (Mar-20), 4.3% (Mar-21), 5.6% (Mar-22)

Recruits: 3.3% (Mar-18), 0.0% (Mar-19), 3.3% (Mar-20), 0.0% (Mar-21), 3.8% (Mar-22)

Applicants	Recruits

In this reporting period we did not run a new Wholetime recruitment campaign or have any vacancies in Fire Control, which accounts for the overall number of applicants and recruits being lower than the previous years.

However, the percentage of applicants and recruits declaring other religion or belief is at the highest they have been in the last five years, indicating that the community does see us as an inclusive employer and that our recruitment process and assessors are inclusive.

People who identify as Lesbian, Gay or Bisexual
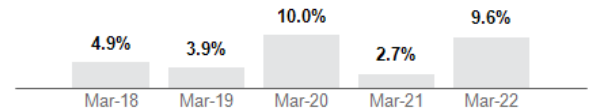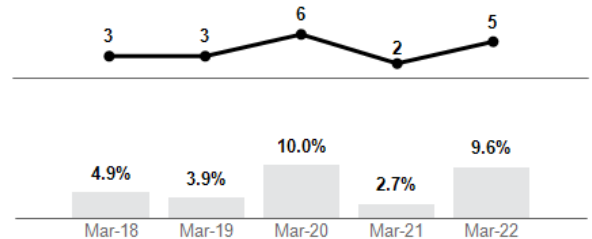
Total Number

Applicants: 23, 37, 33, 46, 14

Recruits: 3, 3, 6, 2, 5

% of Total

Applicants: 3.2% (Mar-18), 5.2% (Mar-19), 4.5% (Mar-20), 6.8% (Mar-21), 4.1% (Mar-22)

Recruits: 4.9% (Mar-18), 3.9% (Mar-19), 10.0% (Mar-20), 2.7% (Mar-21), 9.6% (Mar-22)

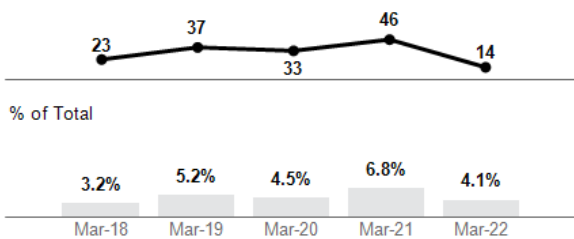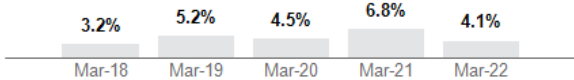| Applicants	Recruits

In this reporting period we did not run a new Wholetime recruitment campaign or have any vacancies in Fire Control, which accounts for the overall number of applicants and recruits being lower than the previous years.

Although there was a percentage decrease in the applicants who identify as LGBT+, proportionately more of the applicants were recruited than last year, which shows a significant improvement that is higher than our local Census demographic data suggest is representative of the community, and a return to pre-pandemic levels.

We plan to attend Pride events in the next reporting year (2022-2023), as we did pre-pandemic, to display our support and reach the LGBT+ community, and we will continue to support our LGBT+ employees by promoting LGBT History Month, providing resources on

the Inclusion SharePoint page and Yammer, and blogs from the LGBT+ inclusion ambassador.

Age Profiles
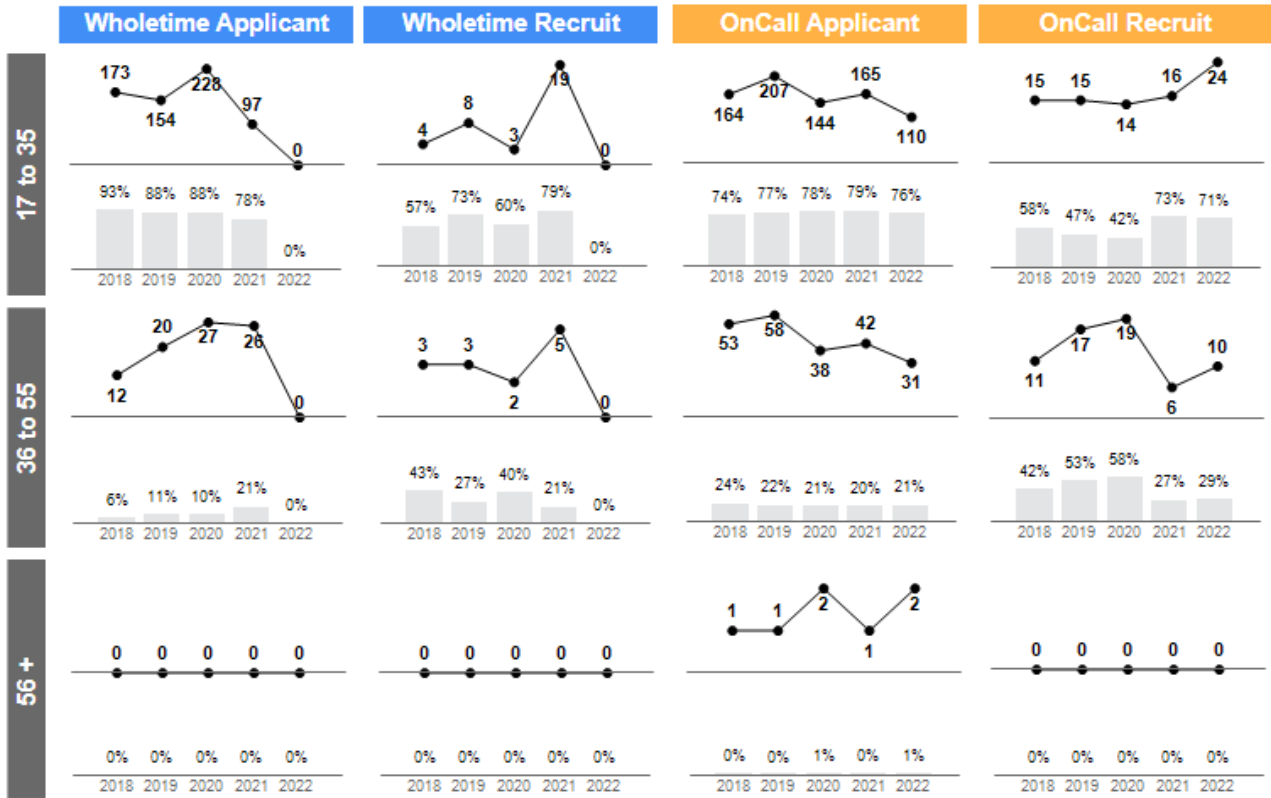
In this reporting period we did not run a new Wholetime recruitment campaign. In On-Call the percentage age profile of applicants and recruits continues to be similar each year.

Age Profiles

17 to 35

Control Applicant
76, 66, 79, 1, 0
68% 69% 69% 100% 0%
2018 2019 2020 2021 2022

Control Recruit
6, 8, 3, 6, 0
100% 73% 60% 86% 0%
2018 2019 2020 2021 2022

Support Applicant
99, 102, 86, 155, 80
52% 60% 48% 45% 41%
2018 2019 2020 2021 2022

Support Recruit
13, 12, 8, 5, 7
59% 55% 47% 24% 39%
2018 2019 2020 2021 2022

36 to 55

Control Applicant
16, 25, 33, 0, 0
14% 26% 29% 0% 0%
2018 2019 2020 2021 2022

Control Recruit
0, 3, 2, 1, 0
0% 27% 40% 14% 0%
2018 2019 2020 2021 2022

Support Applicant
57, 51, 77, 145, 76
30% 30% 43% 42% 39%
2018 2019 2020 2021 2022

Support Recruit
9, 10, 8, 15, 11
41% 45% 47% 71% 61%
2018 2019 2020 2021 2022

56 +

Control Applicant
0, 5, 2, 0, 0
0% 5% 2% 0% 0%
2018 2019 2020 2021 2022

Control Recruit
0, 0, 0, 0, 0
0% 0% 0% 0% 0%
2018 2019 2020 2021 2022

Support Applicant
11, 9, 4, 23, 17
6% 5% 2% 7% 9%
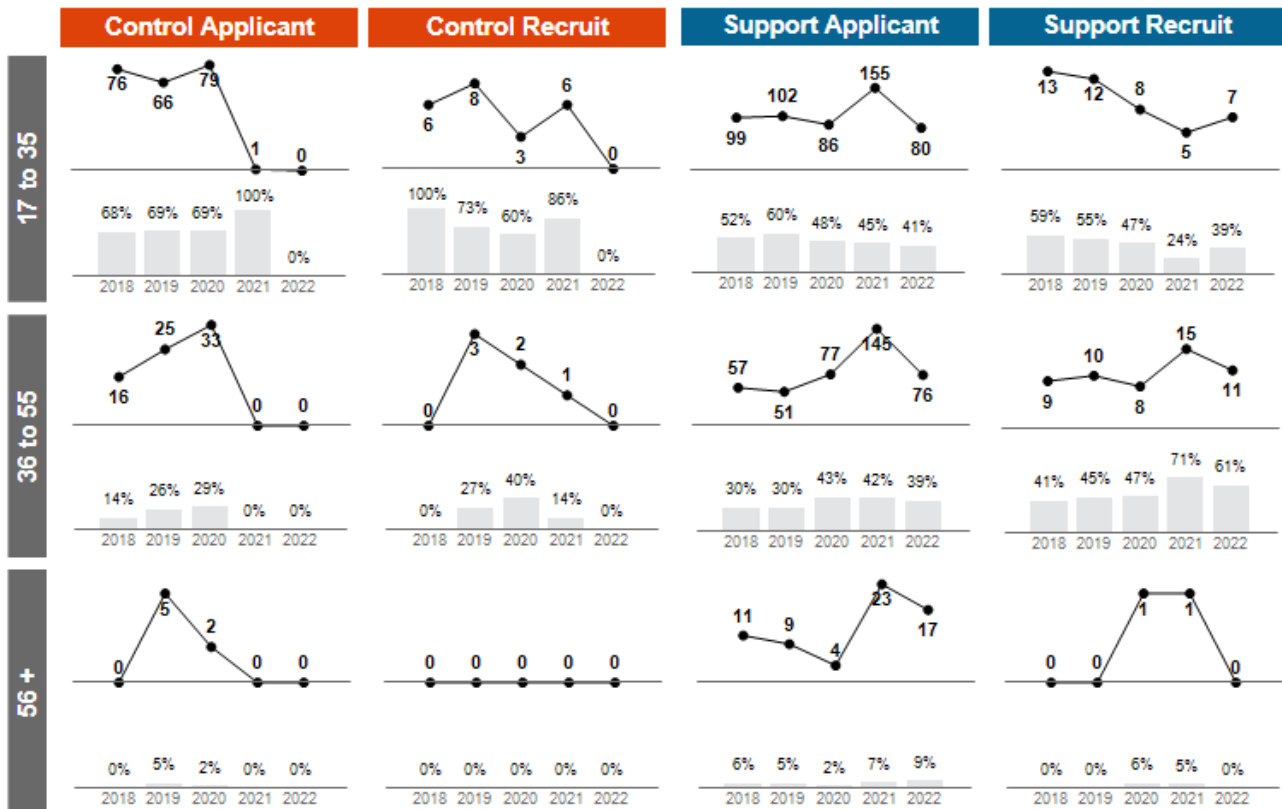2018 2019 2020 2021 2022

Support Recruit
0, 0, 1, 1, 0
0% 0% 6% 5% 0%
2018 2019 2020 2021 2022

In this reporting period we did not have any vacancies in Fire Control, which accounts for the overall number of applicants and recruits being lower than the previous years.

Professional Support roles saw an increase in recruits in the 17 to 35 age range.

6.Gender Pay Gap

Employers of more than 250 employees are required to calculate and publish information about the gender pay gap in their organisation (Equality Act 2010).

The gender pay gap shows the difference between the average earnings of men and women. As a concept it is different from "equal pay" which deals with any pay differences between men and women who carry out the same or similar jobs or jobs of equal value.

Calculating, analysing and reporting on the gender pay gap can provide a valuable measure of equality in the workplace. It is a long-standing phenomenon globally and varies by occupation, age group and working patterns. It highlights any difference in men's and women's participation in work of different types and levels and how effectively talent is being maximised.

The gender pay gap regulations require us to calculate a number of gender pay gap measures with reference to all employees. However, where it has been helpful to explain or further explore this pay gap, reference has been made to the pay (and gaps) between different groups of employees. The following calculations are required by the regulations and explained below. They are all expressed in percentages.

Mean gender pay gap

The difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees (regulation 8).

A **mean** average involves adding up all the numbers and dividing the result by how many numbers were listed.

Median gender pay gap

The difference between the median hourly rate of pay of male full-pay relevant employees and that of female full- pay relevant employees (regulation 9).

A median average involves listing all numbers in numerical order. The median average is the middle number when there is an odd number of results.

Mean bonus gender pay gap

The difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees (regulation 10b). For Cambridgeshire Fire and Rescue Service, "bonus" as defined in regulation 10b includes payment related to *"productivity, performance or incentive"*.

- **Productivity:**
    - resilience payments paid to operational employees for providing additional operational cover under certain conditions.

- **Performance:**
    - performance related supplements paid to Area Commanders and Group Commanders.

    - honorariums potentially payable to any employee group member as a one-off payment in recognition of particularly good work or effort.

- **Incentive:**
    - Continuous professional development (CPD) payments to operational employees. This is not an automatic payment but dependent on evidence of CPD – hence interpreted as an incentive in accordance with LGA advisory bulletin 644 (January 17).

Median bonus gender pay gap

The difference between the median bonus pay paid to male relevant employees and that paid to female relevant employees (regulation 11).

Proportion of males and females receiving a bonus payment

The proportions of male and female relevant employees who were paid bonus pay (regulation 12).

Proportion of males and females in each quartile pay band

The proportions of male and female full-pay relevant employees in the lower, lower middle, upper middle and upper quartile pay bands (regulation 13).

Cambridgeshire Fire and Rescue Service Gender Pay Gap

Difference in mean hourly rate of pay	2017	2018	2019	2020	2021	2022
Mean hourly rate of pay for all male full-pay relevant employees	£18.25	£18.01	£18.11	£18.52	£19.06	£18.70
Mean hourly rate of pay for all female full-pay relevant employees	£14.86	£15.24	£15.26	£15.76	£16.28	£16.49
% Difference in mean hourly rate of pay	*18.58%*	*15.38%*	*15.74%*	*14.90%*	*14.59%*	*11.82%*

Difference in median hourly rate of pay	2017	2018	2019	2020	2021	2022
Median hourly rate of pay for all male full-pay relevant employees	£16.04	£15.75	£15.99	£16.39	£16.75	£16.65
Median hourly rate of pay for all female full-pay relevant employees	£13.81	£13.97	£14.04	£14.77	£14.82	£15.06
% Difference in median hourly rate of pay	*13.90%*	*11.30%*	*12.20%*	*9.88%*	*11.54%*	*9.55%*

Commentary: The mean gender pay gap has continued to decrease to 11.82% and the median to 9.55%, which is the lowest gap since reporting started in 2017 and a significant decrease from last year.

Despite "the great resignation", which proportionally for us affects more women as it mostly affects Professional Support, there continues to be progression for our female employees, who are choosing to stay with the Service longer and return to the Service following maternity leave.

We will continue to seek to improve our gender pay gap and support the actions from our Female Operational working group, other working groups and the Inclusion Network and Steering Group.

Cambridgeshire Fire and Rescue Service Bonus Gender Pay Gap

Difference in mean bonus pay	2017	2018	2019	2020	2021	2022
Mean bonus pay paid during the relevant period to male relevant employees who were paid bonus pay during that period	£54.19	£56.52	£55.62	£59.89	£65.27	£59.04
Mean bonus pay paid during the relevant period to female relevant employees who were paid bonus pay during that period	£53.88	£58.24	£50.09	£59.00	£69.71	£72.63
% Difference in mean bonus pay	*0.57%*	*-3.04%*	*9.94%*	*1.49%*	*-6.80%*	*-23.02%*

Difference in median bonus pay	2017	2018	2019	2020	2021	2022
Median bonus pay paid during the relevant period to male relevant employees who were paid bonus pay during that period	£47.08	£47.58	£48.50	£49.50	£50.50	£51.25
Median bonus pay paid during the relevant period to female relevant employees who were paid bonus pay during that period	£47.08	£47.58	£48.50	£49.50	£51.98	£55.15
% Difference in median bonus pay	*0.00%*	*0.00%*	*0.00%*	*0.00%*	*-2.93%*	*-7.61%*

Commentary: The gap in mean and median bonus pay this year continues into the negative for the second year. We recognise is due to a series of honorariums being paid to female employees including more female drivers, more returners from maternity leave and CPD payments. There has also been continued recruitment of women, promotions for women and a general uptake on women staying longer with the Service.

Proportion of male and female employees who received bonus pay	2017	2018	2019	2020	2021	2022
The number of male relevant employees who were paid bonus pay during the relevant period	317	291	290	303	336	332
The number of male relevant employees	516	506	525	519	526	509
*The proportion of **male** employees who received bonus pay*	*61.43%*	*57.51%*	*55.24%*	*58.38%*	*63.88%*	*65.23%*
The number of female relevant employees who were paid bonus pay during the relevant period	34	25	36	31	56	69
The number of female relevant employees	131	131	135	140	157	161
*The proportion of **female** employees who received bonus pay*	*25.95%*	*19.08%*	*26.67%*	*22.14%*	*35.67%*	*42.86%*

Commentary: The proportions of men and women who received bonus pay reflects the makeup of men and women in the Service.

Proportion of male and female employees according to quartile pay bands	2017	2018	2019	2020	2021	2022
The number of male full-pay relevant employees in the lower quartile pay bands	110	106	109	108	113	104
The number of full-pay relevant employees in that quartile pay band	163	159	162	163	178	169
*Proportion of **male** employees in the **lower quartile** pay band*	67.48%	66.67%	67.28%	66.26%	63.48%	61.54%
The number of female full-pay relevant employees in the lower quartile pay bands	53	53	53	55	65	65
The number of full-pay relevant employees in that quartile pay band	163	159	162	163	178	169
*Proportion of **female** employees in the **lower quartile** pay band*	32.52%	33.33%	32.72%	33.74%	36.52%	38.46%
The number of male full-pay relevant employees in the lower middle quartile pay bands	124	117	125	133	129	131
The number of full-pay relevant employees in that quartile pay band	163	158	166	172	164	166
*Proportion of **male** employees in the **lower middle quartile** pay band*	76.07%	74.05%	75.30%	77.33%	78.66%	78.92%
The number of female full-pay relevant employees in the lower middle quartile pay bands	39	41	41	39	35	35
The number of full-pay relevant employees in that quartile pay band	163	158	166	172	164	166
*Proportion of **female** employees in the **lower middle quartile** pay band*	23.93%	25.95%	24.70%	22.67%	21.34%	21.08%
The number of male full-pay relevant employees in the upper middle quartile pay bands	134	145	149	138	143	134
The number of full-pay relevant employees in that quartile pay band	160	161	168	159	171	168
*Proportion of **male** employees in the **upper middle quartile** pay band*	83.75%	90.06%	88.69%	86.79%	83.63%	79.76%
The number of female full-pay relevant employees in the upper middle quartile pay bands	26	16	19	21	28	34
The number of full-pay relevant employees in that quartile pay band	160	161	168	159	171	168
*Proportion of **female** employees in the **upper middle quartile** pay band*	16.25%	9.94%	11.31%	13.21%	16.37%	20.24%
The number of male full-pay relevant employees in the upper quartile pay bands	148	138	142	140	141	140
The number of full-pay relevant employees in that quartile pay band	161	159	164	165	170	167
*Proportion of **male** employees in the **upper quartile** pay band*	91.93%	86.79%	86.59%	84.85%	82.94%	83.83%
The number of female full-pay relevant employees in the upper quartile pay bands	13	21	22	25	29	27
The number of full-pay relevant employees in that quartile pay band	161	159	164	165	170	167
*Proportion of **female** employees in the **upper quartile** pay band*	8.07%	13.21%	13.41%	15.15%	17.06%	16.17%

It is positive to see a continued increase in the proportion of females in the upper middle of the pay bands, demonstrating that we are progressing women through the Service. Although we have two less in the upper quartile pay band, this is from On-Call and was a change to retained hours rather than leaving roles.

We have still more than doubled the number of females in the upper quartile pay band since reporting started in 2017. Recommendations from the equal pay audit carried out in 2018-19 were implemented and a full EQIA was undertaken as part of the work to design a new management band pay scale.

Demography of Cambridgeshire and Peterborough – Census 2011

Cambridgeshire and Peterborough   Population : 804,841

Gender
49.8% Male (400,419)
50.2% Female (404,422)

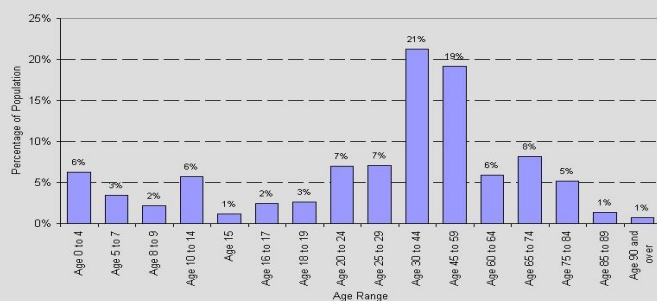**Average Age**
39 years

Median Age
38 years

Long Term Health Problem or Disability

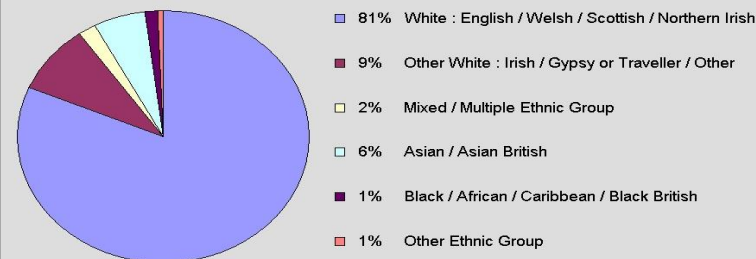Day-to-day activities limited a lot   : 7% (54,674)

Day-to-day activities limited a little : 9% (70,944)

Day-to-day activities not limited   : 84% (679,223)

Age Range

First or Preferred Language aged 3 and over

- 87% English
- 3%   Polish
- 2%   South Asian Language
- 1.3% East Asian Language
- 1%   Lithuanian
- 0.7% Portuguese
- 0.4% West / Central Asian Language
- 0.4% Italian
- 2%   Other EU Language : Any Other
- 2%   Other

Ethnic Groups

- 81% White : English / Welsh / Scottish / Northern Irish
- 9% Other White : Irish / Gypsy or Traveller / Other
- 2% Mixed / Multiple Ethnic Group
- 6% Asian / Asian British
- 1% Black / African / Caribbean / Black British
- 1% Other Ethnic Group

Religion

- 58% Christian
- 0.5% Buddhist
- 1%   Hindu
- 0.2% Jewish
- 3%   Muslim
- 0.3% Sikh
- 0.4% Other religion
- 29% No religion
- 8%   Religion not stated

Cambridge City District   Population : 123,867

Gender
50.8% Male (62,984)
49.2% Female (60,883)

Average Age
36 years

Median Age
31 years

Long Term Health Problem or Disability

Day-to-day activities limited a lot   : 5% (6,798)

Day-to-day activities limited a little : 7% (9,266)
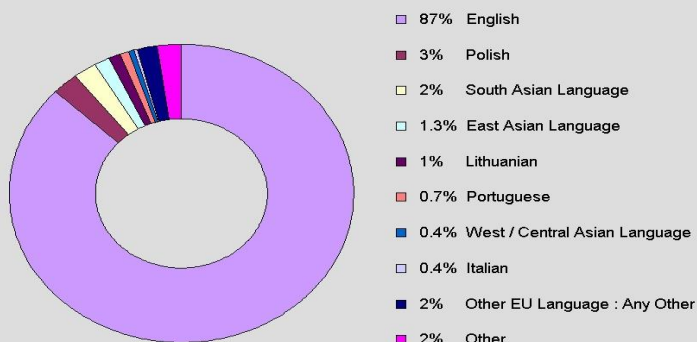
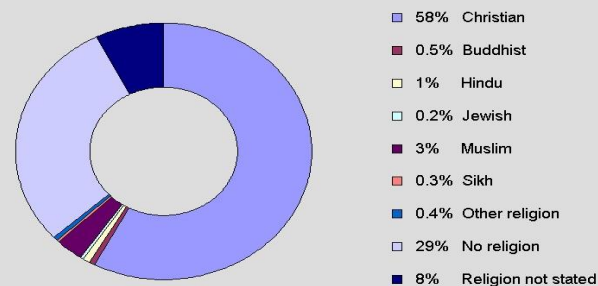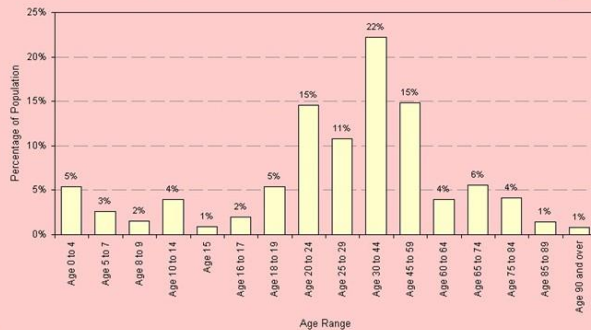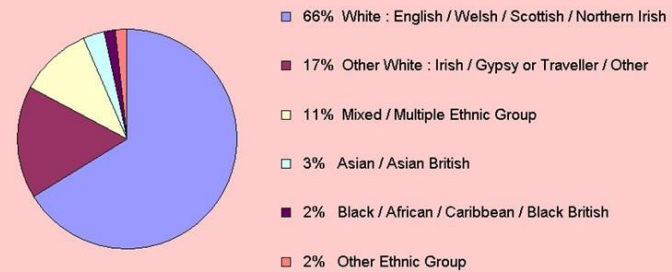Day-to-day activities not limited   : 87% (107,803)

Age Range

Ethnic Groups

- 66% White : English / Welsh / Scottish / Northern Irish
- 17% Other White : Irish / Gypsy or Traveller / Other
- 11% Mixed / Multiple Ethnic Group
- 3% Asian / Asian British
- 2% Black / African / Caribbean / Black British
- 2% Other Ethnic Group

First or Preferred Language aged 3 and over

- 83% English
- 3% East Asian Language
- 2% South Asian Language
- 2% Polish
- 1% Spanish
- 1% German
- 1% Italian
- 1% French
- 0.6% Arabic
- 3% Other EU Language : Any Other
- 3% Other

Religion

- 44% Christian
- 1.3% Buddhist
- 1.7% Hindu
- 0.7% Jewish
- 4% Muslim
- 0.2% Sikh
- 0.6% Other religion
- 38% No religion
- 9% Religion not stated

Peterborough District

Population : 183,631

Gender
49.5% Male (90,859)
50.5% Female (92,772)

Average Age
37 years

Median Age
35 years

Long Term Health Problem or Disability

Day-to-day activities limited a lot   : 8% (14,053)

Day-to-day activities limited a little : 9% (16,538)
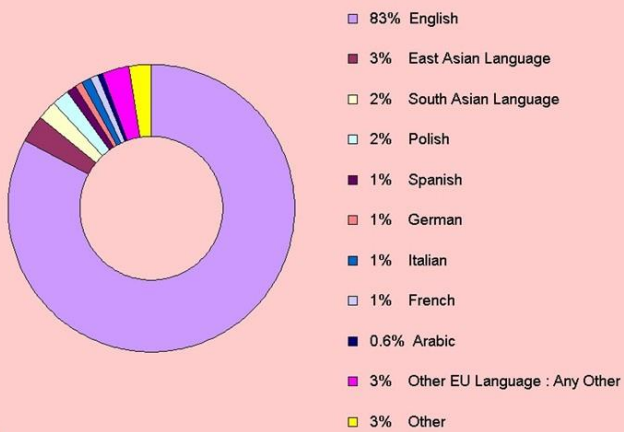
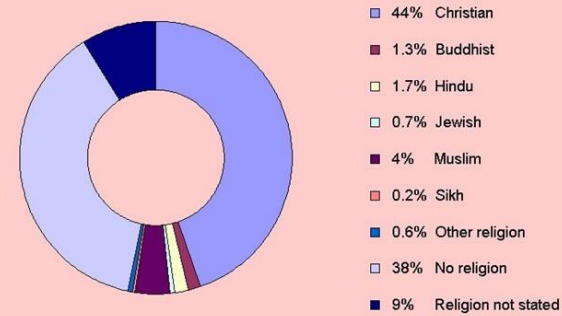Day-to-day activities not limited   : 83% (153,040)

Age Range

Ethnic Groups

- 71% White : English / Welsh / Scottish / Northern Irish
- 12% Other White : Irish / Gypsy or Traveller / Other
- 3% Mixed / Multiple Ethnic Group
- 12% Asian / Asian British
- 2% Black / African / Caribbean / Black British
- 1% Other Ethnic Group

First or Preferred Language aged 3 and over

- 84% English
- 4% South Asian Language
- 4% Polish
- 2% Lithuanian
- 1% Portuguese
- 0.9% West / Central Asian Language
- 0.6% Latvian
- 0.5% East Asian Language
- 2% Other EU Language : Any Other
- 1% Other

Religion

- 57% Christian
- 0.3% Buddhist
- 1% Hindu
- 0.1% Jewish
- 9% Muslim
- 1% Sikh
- 0.3% Other religion
- 25% No religion
- 7% Religion not stated