



SCOTTISH  
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

# Mainstreaming and Equality Outcomes Report 2021-2023



## Accessibility Statement

If you require this Mainstreaming and Equality Outcomes Report 2021-2023 in an alternative format, please contact [sfrs.equality@firescotland.gov.uk](mailto:sfrs.equality@firescotland.gov.uk) to discuss how we can take steps to accommodate your needs.

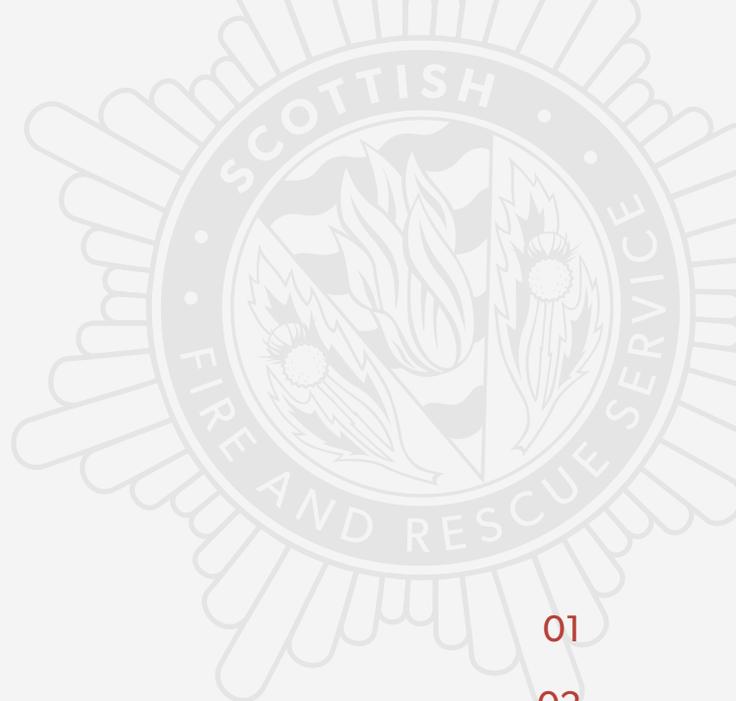
The accessibility of our published materials is an important feature in making the Scottish Fire and Rescue Service transparent and accountable. Where we can, we will provide printed materials in large print documents and formats suitable for use with screen readers.

Our website functions well with Google Translate to provide individuals access to our web content in languages other than English.

Accessibility of the content of materials is just as important as accessibility of the format. In this regard the Service has written the Mainstreaming and Equality Outcomes Report 2021-2023 with a broad audience in mind.

The report must satisfy certain conditions for its content, but we have tried to restrict unnecessary detail or multiple examples illustrating the same point to a minimum. For more information please email the SFRS Equality inbox [sfrs.equality@firescotland.gov.uk](mailto:sfrs.equality@firescotland.gov.uk)

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## 1. Introduction and Purpose

This Mainstreaming and Equality Outcomes Report 2021-2023 is published on behalf of the Board and Chief Officer of the Scottish Fire and Rescue Service (SFRS) and is in accordance with our legal duties under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended.

This is our sixth Mainstreaming Report and continues to provide updates on progress since our previous reports published in 2013, 2015, 2017, 2019 and 2021. Within this report you will find details on the following:

- The steps that the SFRS has taken to mainstream the general equality duty across the Organisation
- Progress made towards achieving the SFRS's six corporate Equality Outcomes
- Employee information together with details on progress that the SFRS has made in gathering and using the information to better meet the general equality duty
- Information on the gender composition of our Board members
- Current pay gap information relating to gender, ethnicity and disability

The Scottish Fire and Rescue Service is a national service providing emergency and preventative interventions working in partnership with communities and others in the public, private and third sectors to improve the safety and well-being of the people of Scotland.

As a national service, we are proudly committed to our community planning role. Local Senior Officers engage with local authorities, community groups and partners to better understand local risks and identifies how best to respond to them. Our Strategic Plan sets out our priorities and objectives which in turn influence how our resources and assets are used.

Our priorities and goals are also aligned to the Scottish Government's National Outcomes including:

- We live longer, healthier lives (National Outcome 6);
- We live our lives safe from crime, danger and disorder (National Outcome 9);
- We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others (National Outcome 11); and
- Our public services are high quality, continually improving, efficient, and responsive to local people's needs (National Outcome 16)



## 2. Foreword

We are pleased to present our Mainstreaming and Equality Outcomes Report 2021-2023. The Scottish Fire & Rescue Service (SFRS) see our duties to mainstream equality not only as a responsibility but an opportunity to achieve better outcomes for the people of Scotland.

There is no doubt that the SFRS plays an important role in helping to reduce inequalities across Scotland. We know that factors such as poorer health, lower education attainment and disability can put individuals and communities at increased risk of harm. We will use this knowledge, seeking more where we can, to take a risk-based approach to prioritising vulnerable individuals and communities.

Equally important is our commitment to our employees. We will continue our activities to develop the culture of the SFRS, ensuring that our values of being inclusive, diverse and fair are fully embedded across the entire Service. Employees who feel valued and that they belong, are more engaged in the workplace, impacting positively on their general wellbeing.

We know that this can't be achieved by working in isolation and we will continuously identify and pursue opportunities to work with external partners and the community. We will work together to build capacity and respond to changing risk profiles and demographics to prevent harm and develop our services to meet the needs of Scotland's vulnerable communities.

This Mainstreaming and Equality Outcomes Report 2021-2023 highlights our commitment to addressing inequalities and demonstrates some of the excellent work that is taking place across the Service. We will harness this commitment within SFRS to continue to mainstream equality through our employment, service delivery, decision making and governance practices.

Joint statement by Chair of Board, Kirsty Darwent and Chief Officer Ross Haggart



## 3. Mainstreaming Equality in the SFRS

### Why We Mainstream Equality

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 requires the SFRS to publish a report that demonstrates the steps it has taken to mainstream equality across the organisation and, in particular, what steps it has taken to mainstream the three elements of the general equality duty - the duty to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between different groups
- Foster good relations between different groups

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 places a statutory obligation on the SFRS to:

- prepare and publish a set of Equality Outcomes
- report on progress against the Equality Outcomes every two years
- review and revise Equality Outcomes every four years
- prepare and publish a report every two years that sets out the steps taken to mainstream equality – the Mainstreaming Report

Mainstreaming equality has the benefit of ensuring that people's needs are identified and met at the point of service delivery. It has the further advantage of improving the capacity of the organisation to meet those needs, as the responsibility for achievement does not rest with a small number of individuals, but with everyone. Individual employees and teams that work with local communities are the ones best able to establish meaningful relationships with communities and ensure that their specific requirements are met. It means that those fulfilling roles as managers, trainers, HR practitioners and others involved in the employer – employee relationship can respond to employee needs at the closest point of contact.

### How We Mainstream Equality

Mainstreaming equality is at the heart of the SFRS governance processes to influence both cultural and systemic change.

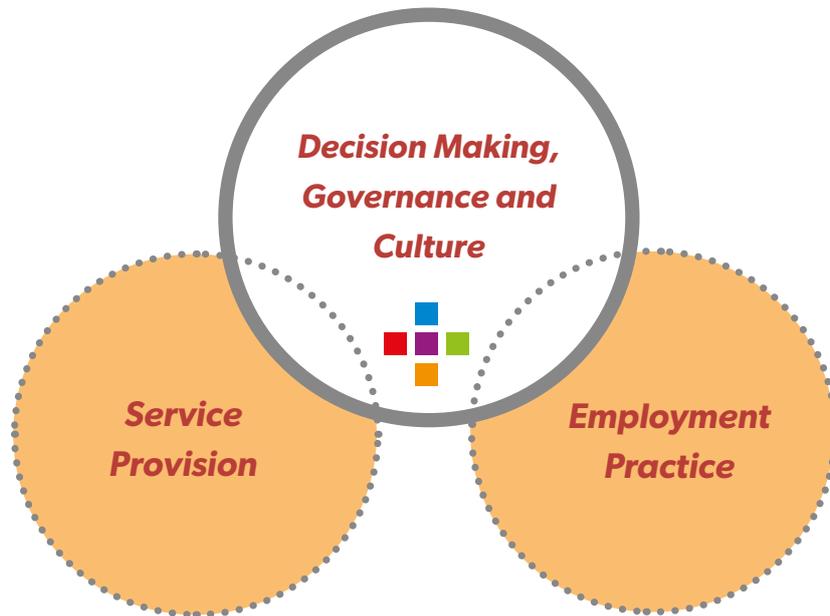
The [Fire and Rescue Framework for Scotland 2022](#) sets out the expectations of the SFRS, and highlights the vital role that we can play in reducing inequalities for the people of Scotland.

This is reflected in our [SFRS Long-Term Vision](#), which is our route map for the future. It sets our high-level aspirations which we deliver through our [three-yearly strategic plan](#).

To meet our Long-Term Vision, there are eight overarching priorities for the Service under the four principles of progressive, people centred, inclusive and connected. It details how we will embrace inclusiveness and difference and be driven by a deeper understanding of the needs of our employees and communities.

At this strategic level the importance we place on providing fair and equitable access to our services and considerate workplace practices is clear to see.

At a practical and operational level, the Equality and Diversity Charter is central to our approach for mainstreaming equality. Setting out roles and responsibilities, it outlines our decision making pathway to ensure that equality is embedded throughout our activities.



**The decision making pathway for mainstreaming equality**



## Leadership and Scrutiny

Senior leaders have a critical role to play in the mainstreaming of equality. Their position allows them to proactively challenge and scrutinise processes and practices. Leaders can use their power to influence and act as a driver to shape the culture of the SFRS and setting the priority status of equality.

The SFRS Board and Senior Leadership Team ensure that the decisions the SFRS makes support the general equality duties. Part of this role includes scrutinising the equality and human rights impact assessments of any policy decisions that they are being asked to make. This allows them to make informed and evidence-based decisions. The handling of equality issues is covered in guidance notes issued to the Strategic Leadership Team and the Chairs of the SFRS Committees.

Importantly, visible leadership on equality issues is important for any organisation mainstreaming equality. This is demonstrated through the SFRS Equality Champion roles for age, disability, women, care experienced/carer providers, LGBT, tackling domestic abuse and race and are providing visible leadership to our corporate messaging on a range of issues such as Corporate Parenting and Anti-Racist practices.

The Strategic Leadership and Senior Management Teams, supported by other senior managers within the directorates, are focused on ensuring that the SFRS develops an inclusive culture where mainstreaming is ingrained through the integration of positive behaviours in everything we do.

## Specialist Equality Support

The SFRS includes within its structure a small corporate team of professional equality and diversity (E&D) specialists whose primary role is to support the mainstreaming of equality across the organisation operating under a 'business partner' model. The E&D Team provide advice and guidance to Directorates and Service Delivery Areas to assist them to identify and meet the equality obligations in each of their functions of the SFRS.

The E&D Team provide a co-ordinating role for corporate, multi-function equality initiatives such as Corporate Parenting and the Gaelic Language Plan and provide the main focus of contact between the SFRS and national equality bodies. Partnership working with colleagues from across the public sector but especially Scottish Government, Police Scotland and the Scottish Ambulance Service is invaluable in meeting our own and our combined equality responsibilities.

We represent SFRS on the Scottish National Equality Improvement Project and have responded to the consultation proposals to review the effectiveness of the Public Sector Equality Duty in Scotland. We also responded to the Scottish Government Equality Evidence Strategy 2023-2025 consultation, understanding the importance of data to enable policy makers to develop sound and inclusive policies to improve service delivery and outcomes for people in Scotland.

The Equality and Diversity Team have been working with external organisations and practitioners to develop and deliver information sessions. The focus has been on particular equality themes and considerations with an opportunity for questions. Since December 2021, sessions have been delivered including:

- Donaldson Trust - Neurodiversity
- Wise Woman – Domestic Abuse
- Stonewall Scotland – LGBT+
- Who Cares? Scotland – Care Experience and Employment
- Changing Faces – Visible Difference
- Ellie Muniandy - What is 'Anti-Racism?'
- Ellie Muniandy – 'A Strategic Approach to Anti-Racism'
- Scottish Government – Neurodiversity, Recognising Creative Differences

Where possible, these sessions are recorded and made available on iHub as learning resources for the wider Service.

## Equality Partnership Group

The E&D Team lead the Equality Partnership Group which was set up following the Equality and Diversity Mainstreaming Review project in 2018 to provide a forum for representatives from all Directorates and Service Delivery Areas to meet and share good practice and discuss common areas of concern relating to equality, diversity, inclusion and human rights.

The Service is currently exploring the establishment of a strategic equality and human rights group to consider, review and make recommendations to the Strategic Leadership Team and other relevant Boards/Committees on Equality, Diversity and Human Rights matters.

## Equality and Human Rights Impact Assessment Process

The Equality and Human Rights Impact Assessment process continues to be one of the most important tools that the SFRS uses to mainstream equality.

This process allows equality and human rights to be embedded into policy design and the SFRS regards Equality and Human Rights Impact Assessments as being an integral part of the overall policy. All staff, not just managers or those responsible for developing policies, are encouraged to read and familiarise themselves with the Assessments as it may provide instruction for policy implementation as well as a means of assessing performance and identifying any discrepancy between intended impact and actual impact.

Within the SFRS impact assessment process we not only incorporate all the protected characteristics as required by law but we also look at the needs of those with caring responsibilities, individuals who are care experienced, socio-economic disadvantage, mental health, community island impacts as well as considering the human rights and children's rights implications for our decision-making and policy developments.

This approach allows us to consider intersectionality in our policy and practice development. Realistically, no one sits in only one protected characteristic. Different people can experience multiple, intersecting inequalities and discriminations that overlap and combine to create different levels of inequality.

Social and economic disadvantage may lack the legal basis that the protected characteristics possess in relation to impact assessments but the SFRS maintains the issue on an equal basis with those characteristics defined by the Equality Act 2010. In part, this is in recognition of the close link between protected characteristics and socio-economic inequality, such as the link between disability and unemployment or the link between older people and social exclusion. A further consideration for the SFRS is the link between the incidents of fire and other emergencies and socio-economic inequality. The SFRS recognises social and economic disadvantage in its widest sense from poverty or low levels of economic activity to lifestyle factors such as drug or alcohol dependency.

As part of the 'business partnership' approach described above, the E&D team work in close collaboration with policy owners to ensure that equality considerations are fully incorporated into the development, implementation and monitoring of policies and other relevant activities.

Whilst the policy owners remain in control of the Impact Assessment, the E&D advisors provide support and guidance in identifying negative impacts and maximising opportunities to promote potential positive impacts. To develop greater capacity and confidence amongst policy owners to mainstream equality and human rights into their work, the E&D Team have developed and delivered an ongoing programme of training which aims to raise awareness and improve the practical skills of policy owners. These training sessions are delivered on a rolling basis to small groups of staff who may be involved in the impact assessment process and includes refresher training.

## 4. Equality and Service Provision

In 2021, the SFRS introduced six Equality Outcomes which are:

1. SFRS services are accessible and appropriate to the needs of Scotland's diverse communities.
2. Scotland will be a safer and fairer place as a result of our collaborative work with other organisations.
3. SFRS is an inclusive employer with a workplace which reflects the diversity of Scottish society.
4. SFRS staff feel valued and have the opportunity to achieve their full potential.
5. SFRS employees are supported on mental health and wellbeing in line with policies and initiatives.
6. SFRS will support Scotland's young people reach their full potential.

The following provides an update on the progression we have made against these outcomes, with case studies to highlight some of the excellent work that is taking place across the Service. We know that there are still challenges we face but we are committed to moving forward and promoting equality where we can.

## 4.1 Equality Outcome 1

### SFRS services are accessible and appropriate to the needs of Scotland's diverse communities.

For our services to be accessible and appropriate to the needs of our communities, we first need to understand what their needs are and use this information to make informed and evidence-based decisions.

The requirement to collect and use equality related data is set out in the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. It places a duty on organisations to make policy decisions based on evidence which in turn requires a degree of monitoring.

SFRS's obligations for collating, reporting and using equality employment data is currently being progressed and improved through the sensitive information project as part of the Midland-HR iTrent system and the People Finance Training and Asset Systems project.

Whereas, there is a specific requirement to collate and publish equality related employment data, the Regulations make no such demand of service provision equality data and currently the Service do not collate information by protected characteristic but we are taking active steps to work towards this.

The categorisation of equality characteristics to be captured by SFRS for the purposes of recording, monitoring and reporting on employment and service delivery practices have been reviewed in line with the Scotland Census 2022.

The SFRS have recently established a Public Involvement Consultation Team (PICT) who are responsible for developing high quality strategies that support our national and local consultation activities.

Working collaboratively, a key focus for PICT is providing leadership and guidance; adopting and sharing best consultation practice across the Service.

PICT leads on involvement and consultation activities with stakeholders, ensuring that SFRS is better informed and equipped to undertake public consultation of a consistently high standard.

The Team is involved in various workstreams and offers practical support to local teams. Specific responsibilities include stakeholder mapping and list management; horizon scanning and related research; consultation training for the Service; the development of a consultation framework and the creation of a stakeholder reference group.

The Stakeholder Reference Group (SRG) would scrutinise the public involvement and consultation function of SFRS. The group would include a diverse membership with representation of representative bodies, other emergency services, local authorities, third/community sector and members of the public, including under-represented groups. It is intended that the group will identify local/regional sources of information and analysis; consider other relevant strategies and proposals; and review and feedback at key stages in national and strategic consultation work.

Across the range of services provided by the SFRS we have been making improvements to the accessibility of our services.

### Gaelic Language Plan:

To comply with the Gaelic Language (Scotland) Act 2005, every three years we are required to develop a new Gaelic Language Plan. We have worked collaboratively with Bòrd na Gàidhlig to develop our strategic and high level aims linked to specifically normalising and giving Gaelic equal respect to English throughout Scotland.

To ensure we could meet those aims, we developed a draft second plan and consultation survey that we shared with all our employees and with over 500 organisations throughout Scotland. The plan and the consultation were open for a period of six weeks and was available to view and complete in both Gaelic and English. We worked closely with the Public Involvement and Consultation Team and developed a promotional video and a number of social media messages to improve completion rates of the consultation survey.

The results of the survey were used to inform us with regards to the actions we need to take forward in the second edition of our Gaelic Language Plan.

## British Sign Language (BSL):

National Plan 2017 to 2023: Under action 63, there is a requirement for SFRS to work with Police Scotland and Scottish Ambulance Service to develop and implement measures to improve access to emergency services for BSL users. In this vein, we have worked together to make improvements to the experience of individuals at an incident. A communications aide is in development that will be used to determine critical responses from individuals who are non-verbal. The outcome will be universal symbols that are used across the services to provide consistency not only for this purpose but to minimise potential communication barriers in other areas e.g. language barriers if an individual's first language is not English.

Under action 64, we are required to improve access to all Scottish Fire and Rescue Service (SFRS), emergency and preventative strategies (including home fire safety visits), for BSL users.

Working with the BSL Officers from Deaf Action, we have compiled and published the following information in BSL.

- [Your Guide to Fire Safety Leaflet](#)
- [Smoke Alarm Advert](#)
- [Smoking and Alcohol Leaflet](#)
- [Recipe for Safe Cooking Leaflet](#)
- [Elderly Leaflet](#)
- [Electrical Safety](#)

We also worked with Deaf Action to produce '[BSL Student Fire Safety Messages](#)'. [The video can be accessed here.](#)

We worked with partners in Fife to create a British Sign Language advert for our Make the Call campaign.

## Conference of the Parties 26 (COP26):

The impact of COP 26 on Scotland was significant in terms of visitor numbers and the Scottish Fire and Rescue Service planned ahead to ensure we were prepared for the impact that COP26 had on the organisation and our services to the public.

We produced a pictorial, easy read, safety booklet to aid communication with the public and designed cultural awareness guidance for employees.

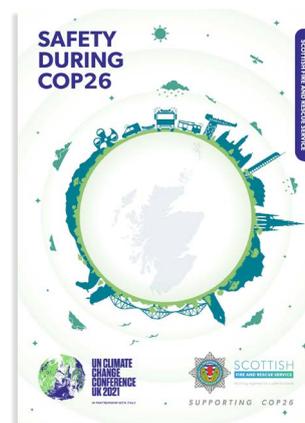
We engaged positively with Activists, respecting their right to do so in a safe manner for all. This included safety information around camping including disposal of waste.

Thursday 4th November 2021, marked the festival of Diwali. The festival extended over five days and our visitors from many different countries meant a potentially larger number of individuals celebrating this festival and advice on how to celebrate safely advice was disseminated.

We respected an employee's right to their views on climate change as a protected philosophical belief and provided communications around this to aid understanding.

## Reducing Unwanted Fire Alarm Signals (UFAS) – Options for responding to Automatic Fire Alarms (AFAs):

The Scottish Fire and Rescue Service (SFRS) embarked on a journey to change the way it manages the level of demand created by responding to AFAs, that turn out to be unwanted fire alarm signals (UFAS).



The consultation document, was made available in electronic, hard copy and Gaelic versions to ensure that they were accessible across the diverse communities of Scotland. Alternative formats were also available on request.

Subtitled, 'bite-sized' video content was produced for use on social media summarising the content of the consultation document.

Postcards raising awareness of the consultation were also produced and distributed to the Dutyholder/Premises Responsible Person by operational crews, following attendance at a UFAS incident during the consultation period.

Opinions on the draft documents could be registered via the internet, through an online version of the consultation document, or by email; both letters and paper copies of the consultation document could be submitted by post and telephone numbers were also published.

## Case Study One – Fire Escape Hoods

SFRS are introducing Fire Escape Hoods following the inquiry into the Grenfell tragedy. They will be carried on risk based SFRS Rescue Pumps and deployed at relevant incidents as necessary. Firefighters will carry fire escape hoods which can be offered to members of the public unable to escape buildings due to the presence of smoke or fire gases, or who will be exposed to smoke or fire gases during the course of being rescued or evacuated.

The overall benefit of implementing Fire Escape Hoods is that they offer protection to the wearer and improve the feasibility of rescue of members of the public from a smoke-filled atmosphere.

Service Delivery Operations, supported by the Public Involvement and Consultation Team (PICT) and Equality and Diversity team, engaged with people within communities that could be potentially impacted by the implementation of the Fire Escape Hoods. This was primarily focused around faith and disability groups.

PICT sent out an introduction email with the relevant Fire Escape Hood information sheet; a short video link – How to put a fire escape hood on; step by step pictures displaying how to use a fire escape hood; some additional considerations and a short four question survey with a dedicated email address. The consultation period ran for 6 weeks until 26 September 2022 with responses from British Deaf Association, Deafblind Scotland and Disability Equality Scotland and an in-person demonstration, with questions delivered to 163 people at the Sikh Gurdwara in Glasgow.

The findings from the consultation will be incorporated into SFRS training and policy around Fire Escape Hoods and will inform the public launch to ensure accessibility of message.

## Case Study Two – Cost of Living Crisis

As colder weather approaches and with rising costs, people may look at alternative ways of heating and lighting their homes, potentially putting themselves at risk of accidental fires and carbon monoxide poisoning. We have been promoting fire safety through a number of means, including backing the National Fire Chiefs Council's Stay Fire Safe campaign and working in partnership to deliver key messages.

The campaigns have also included advice regarding potential hazards and guidance for the safe use of portable heaters, electric blankets, wood burning stoves, candles and maintaining chimneys.

Deputy Assistant Chief Officer Alasdair Perry said: "Fuel poverty and rises in the cost of living are a real concern as we anticipate seeing a change in behaviours at home as people try to cope with rising costs. People could inadvertently be putting themselves at risk. We want to ensure that people are aware of potential dangers and keep themselves and their loved ones safe at home."

## 4.2 Equality Outcome 2

### Scotland will be a safer and fairer place as a result of our collaborative work with other organisations.

This outcome is supported by the [SFRS 'Working in Partnership' document](#) that demonstrates how we work with our partners to design and deliver the best possible services to help make the people of Scotland safer both locally and nationally.

We know that to be as effective as possible and to deliver the services the communities of Scotland need from us, we must continue to work in partnership with others and continue to build and develop the great partnership work already taking place across the Service, at a local, national and international level. As an Emergency Service we have always made a strong commitment to partnership working over many years, proudly responding alongside our emergency service partners and working closely with local authorities and others to protect the public and promote safety. We are very proud of all the work and commitment our people put into all this work.

Participating in the Scottish National Equality Improvement Project, Cross Justice Sector Working Group on Race and Employment, the Cross Justice Group on Race and Service Delivery Data and the Justice Advisory Group on BSL provide for a common approach to shared concerns to be shared across our related public bodies.

We work in partnership with organisations such as the Asian Fire Service Association, Stonewall Scotland, Changing Faces, Deaf Action and Breastfeeding Friendly Scotland who provide a direct link to the communities we serve.

SFRS sat on the Scottish Government Working Group to support and contribute to the development of the Scottish Government Anti-Racist Employment Strategy. The group drew from good practice across a number of experts and organisations including CEMVO, Close the Gap and EHRC. The group sought to respond to the scale and complexity of the challenge of Institutional Racism, ensuring that an anti-racist approach is at the heart of organisations.

The Service is represented on the Collaborative Corporate Parenting Network which is being facilitated by Who Cares? Scotland. The first meeting of the Network was held in January 2023 and there was representation from key public sector Corporate Parents including NHS, Police, Land & Forestry Commission, Care Inspectorate and Sports Scotland.

We are working in partnership with NHS Lanarkshire and other NHS Boards to be part of the Breastfeeding Friendly Scheme. The scheme is a Scottish Government supported national scheme that aims to provide mothers with positive experiences of breastfeeding, raise awareness of the associated legislation and ensure organisations are aware of their responsibilities.

Employees within the Prevention and Protection and Equality and Diversity Teams attended bespoke training delivered by Victim Support, to gain more in-depth knowledge and understanding of how the COVID-19 pandemic impacted on people experiencing or survivors of Domestic abuse.

At a local level, areas have the flexibility to adapt the Equality Outcomes to the needs of their local communities and local partnership arrangements.

The Community Action Team in Falkirk were involved in the Safer Streets and twilight sports programme, where they advised on a wide range of home and personal safety issues. The twilight sports events allowed operational crews to meet and speak to young people in a positive and constructive setting.

Fochabers Fire Station held its first Menopause Café in collaboration with The Fire Fighters Charity, who facilitated an information session and discussion around menopause. Feedback on the café has proved very positive with requests for further meetings and the area is now looking to hold regular events.

Across the service, we supported 16 days of Activism with a number of stations and watches demonstrating their support by displaying white ribbons and by becoming directly involved in events taking place in their areas with local partners.

SFRS employees in Ayrshire formed part of a weekly Task Force, meeting with various partners to discuss support for Ukrainian Refugees entering local communities.

Members of the Task Force were provided with information on the new legislation for detectors in Scotland to assist with establishing premises and sponsor property checks for the refugees being placed in a safe and secure home.

Through engagement with the P&P Directorate, SFRS have been able to develop a Ukrainian and Russian version of our Home Fire Safety booklet. This booklet is distributed within any welcome packs that are provided to the refugees.



### Case Study One – Connect Business Event

Kilmarnock Fire Station, working in partnership with the Ayrshire Chamber of Commerce, hosted a Connect Business event at their station.

Around 40 local businesses attended the event where they were given CPR demonstrations and shown how to use a defibrillator. They were given information and advice on Automatic Fire Alarms and business safety legislation and watched crews as they demonstrated a vehicle extraction. Recruitment information provided to employers highlighted how they can help keep their local community safe by supporting employees to become on call firefighters.

Leanne Helm, Director of Lilygirl Estate Agents, said: “Loved this event! The crew were fantastic at explaining what they do, and good fun too. This event might save someone’s life one day.”

Debbie Grant, recruitment manager, said: “It was a fantastic event. What an amazing job our firefighters do. Some of the training and advice they can give businesses is really helpful.”

Daniel Bryson, Graham & Sibbald said: “We thought the Ayrshire Chamber of Commerce connect event hosted at Scottish Fire & Rescue in Kilmarnock was excellent. It was inspiring to see the work our local service does day to day while hearing of their proactive engagement with the community, in addition to receiving some CPR and defibrillator training on the day. I’d have been petrified to open a defib beforehand, but now I know everything is automated and the machine talks you through each step. I’d be more than comfortable using one should the occasion ever arise.”

### Case Study Two – Cost Of Living Partnership Working

The SFRS participated in a series of workshops aimed at frontline staff and volunteers who deliver services in the homes of vulnerable people.

The workshops were organised by the Gas Safe Charity in partnership with Scottish Gas Network and Scottish Power Energy. Their purpose was to support organisations to help their clients get through the cost of living crisis.

Alan Doyle, Safer Homes Officer, presented advice to help keep people safe as households trying to reduce rising costs turn towards alternative methods of lighting, cooking and heating, as well as how to identify potential fire risks in homes.

Other speakers at the events included Age Scotland, Greener Kirkcaldy and Citizens Advice Scotland. The in-person workshops took place at our HQ in Cambuslang and at external locations in Fife and Aberdeen. Further topics covered by these free workshops included how to spot the dangers and safety risks of carbon monoxide poisoning.

### Case Study Three – A Partnership Approach to Fire Safety Good Practice Guide

We have been supporting the Scottish Government’s Technology Enabled Care (TEC) Programme by working collaboratively with a range of partners to develop ‘A partnership approach to Fire Safety Good Practice Guide’.

The aims of the guide are to further develop a partnership approach between telecare service providers (TSPs) in Scotland and the SFRS. This approach is to help enable people to live safely and well within their communities as well as improving the safety, experience and outcomes for people in receipt of telecare services in Scotland.

There are 15 recommendations within the guide for safe and effective practice which can be used by both TSPs and the Service as a checklist for service delivery and partnership working.

The guide will be used by health and social care partnerships, local authorities, housing providers and other organisations that provide care supported by technology. It also takes into consideration the changes in Scottish legislation relating to fire, smoke and carbon monoxide alarms which came into force on Tuesday, 1 February, 2022.

### Case Study Four – Blue Light Multi Agency BBQ

Working in partnership with Police Scotland LGBTQI Association, the station commander at Motherwell Fire Station organised a multi-agency BBQ. This event had a wide range of blue light employees in attendance ranging from support to strategic managers, as well as community victim support groups and other representative bodies. Everyone was brought together to promote awareness and discuss LGBT+ issues within the workplace, share ideas and best practice to make our workplaces inclusive for all.



Everyone agreed that this event was beneficial to all partners, enabling a greater understanding of the role we can all play in promoting the benefits of workplace inclusion and LGBT+ allyship.

## 4.3 Equality Outcome 3

### SFRS is an inclusive employer with a workplace which reflects the diversity of Scottish society.

The SFRS reviewed our approach to creating a workplace culture that is aligned with our values. We're committed to ensuring everyone is treated with dignity and respect and have a zero-tolerance approach to all forms of bullying, harassment and discrimination. We encourage a report-it culture where you will be supported to raise concerns.

**Contact Advisors:** We have established contact advisors who are spread across Scotland, from support and uniform roles. They have undergone comprehensive training to prepare them for the role which has included active listening skills, different types of listening, behaviour change, building trust and demonstrating empathy.

**Career Ready:** SFRS continued to participate in the Career Ready programme. The scheme is a partnership arrangement with the Career Ready charity whereby S5/6 pupils from disadvantaged backgrounds are matched with a volunteer mentor for a period of 18 months and have the opportunity to participate in a one month paid internship.

**Pre-Recruitment Engagement Programme:** A Pre-Recruitment Engagement Programme (PREP) has been designed to assist on call candidates by giving them a full appreciation of the service, the expectations at station level as well as more detail of the role itself. It is hoped that this programme will encourage under-represented groups to consider a career in the SFRS.

**Cancer Charities:** As part of our ongoing commitment to health and wellbeing, we have formed partnerships with cancer charities. One of those organisations is Maggie's, which provide practical advice and emotional support to people living with cancer and their families. Our partnership also means that Maggie's offer us 'Cancer in the Workplace' workshops, which are free for us to attend. Their aim is to help us, as an employer, manager or colleague, to support someone with cancer.

**Stonewall Diversity Champions:** SFRS is a Stonewall Diversity Champion and as part of this we completed the Stonewall Workplace Equality Index (SWEI). This index is

a definitive benchmarking tool for employers to measure their progress on lesbian, gay, bi and trans inclusion in the workplace. In February 2023 we were awarded Silver Status.

Our employees are also asked to complete an anonymous survey about their experiences of diversity and inclusion at work.

To ensure we can be an employer of choice and mainstream diversity and inclusion of LGBTQ+ people in our workplaces and working practices, we established a SWEI Working Group. The purpose of this group was to further embed best practice and improve the daily working lives of our LGBTQ+ employees but also demonstrate that we consider the needs of all the communities of Scotland.

Each year, the Equality and Diversity team produce a calendar with important cultural and faith-based dates for the coming year that should be considered in our policy and practice such as safety messaging and scheduling of events and interviews.

**Wellbeing & Inclusion Sub Group (WISG):** This group was set up in November 2021 to identify and promote key initiatives which will support the mental health and wellbeing of Scottish Fire and Rescue Service (SFRS) employees. This includes:

- Identifying and agreeing the long-term aspirations of the SFRS in relation to creating a mentally healthy workplace.
- Identifying themes; developing and implementing an annual calendar, promoting activities aimed at improving the overall mental and physical wellbeing of our workforce.

The Sub-group consists of representatives from across the Service to ensure a co-ordinated, joined up approach to agreeing a calendar of events. In the last year the WISG have delivered over 45 events including Holocaust Memorial Day, LGBT History month, International Women's Day, International Day for the Elimination for Racial Discrimination and Face Equality Week.

The group work closely with the Suicide Prevention group and recently worked together to plan activities for Suicide Prevention day in September, and to inform us about the work being done on an SOS crisis button for our internal intranet.

### Case Study One – Courageous Conversations

To mark International Day for the Elimination of Racial Discrimination 2022, 158 employees attended ‘Courageous Conversations’ events. The purpose of the events was to encourage everyone to renew their commitment to listen, stand up, speak out, and actively combat all forms of racism and racial discrimination, whilst enhancing our understanding of the needs of our local communities at the same time.

The events were delivered by 2022 BAFTA Award Winner and former Metropolitan Police Officer Gamal Turawa, or ‘G’ as he prefers to be called, who is widely recognised for his knowledge and expertise in this matter across the United Kingdom, Europe and beyond.

Interim Deputy Chief Officer Stuart Stevens said, “International Day for the Elimination of Racial Discrimination is designed to remind everyone of the negative consequences of racial discrimination, and compels us all to combat this concern both within the workplace and the communities that we serve and live within.

It is important to recognise and acknowledge the work that has been done to date to end racism; however, we cannot and must not ignore the fact that many people are still subject to racial abuse daily.

As a proud public-sector organisation, it is essential that we ensure equality of access to our services for every person in Scotland; whether they be in permanent or temporary residence.

The ‘Courageous Conversations’ events allowed us to reflect our commitment to this matter, whilst raising our understanding of racism and its impact.”

### Case Study Two – Positive Action

Throughout 2022 the remodelling of the SFRS approach to positive action has continued.

The key themes of the renewed approach were agreed by the Strategic Leadership Team as follows:

1. Build capacity within SFRS for the delivery of positive action through the development and deployment of a positive action toolkit to support local delivery of activities.
2. Develop and implement positive action measures to support the professional development and progression of groups under-represented within the SFRS as a whole and as they are represented in occupational segregation modelling.
3. Develop and implement an agile model of positive action that is responsive to the business needs of the organisation.

This case study focuses on points one and three of the main themes above.



Background – as with other Service Delivery Areas, the East, North and South Ayrshire Service Delivery Area (ENSA) has a deficit of on call firefighters. On call fire fighters are those individuals who may have other primary employment with another employer and respond to fire service emergencies as and when required. They typically are located in rural and semi-rural places with lower levels of population density, which in itself is a contributing factor in attracting and retaining people to these posts, as they must be able to turn out to an emergency call within a very short time frame.

Running parallel to the work of the Positive Action and Engagement Team, colleagues across SFRS have been progressing a targeted piece of work in attracting and retaining people to on call posts. The work of the Positive Action Team sought to complement the work of the on call project team and offer additional avenues to attract individuals into these posts.

The Actions - Working with colleagues across the ENSA the Positive Action and Engagement Team have been developing a toolkit and supporting resources to expand the current reach of marketing for on call vacancies. This includes promoting job opportunities in venues where targeted positive action messaging might be appropriate such as local mosques and women's libraries. The toolkit is due for completion during 2023 and work to cascade the delivery model across SFRS SDAs will commence in tandem.

Some features of the toolkit were piloted in ENSA with immediate positive results. Community fire stations often throw their doors open to the local community and Troon Community Fire Station was one station that had a plan for such an event as well as a number of unfilled on call posts which had the potential to affect the operating delivery model. It was agreed to pilot some positive action and other general recruitment activities alongside the planned station open day. In addition to standard community messaging about the open day, flyers and personalised approaches were also made to local community venues where underrepresented groups may attend.



On the day, the Station used inclusive recruitment promotional materials and brought in role model on call personnel to share their personal experiences of being a firefighter. The result of the day was a contact list for potential applicants who were later followed-up with to encourage completion of their application to the on call vacancies. In time, all but one of the vacant posts was filled by candidates

who had attended the event or had had the information from the event shared with them by a contact attending. Not all of the successful applicants were from an under represented group, but the success of positive action measures is judged on the reach of SFRS as an employer to promote and attract interest in the roles across as broad an audience as possible.

### Case Study Three – Changing Faces

SFRS proudly signed a pledge with Changing Faces to become a more inclusive organisation during Face Equality Week in May 2022. The Pledge was signed by Bruce Farquharson (Disability Equality Champion).

Changing Faces UK are a campaigning organisation for anyone with a scar, mark or condition on their face and/or body. SFRS began working with Changing Faces in November 2021 and signed the Pledge a few months later. This was followed by a Lunch and Learn session that was held in July 2022 with Changing Faces partners. The session was recorded and made available for all employees.



During the session a query was raised about how SFRS can continue to provide safety messages at Bonfire Night without further stigmatising burns victims in our communications. The Changing Faces CEO Angela Harris was pleased at the query and assured the attendees a response.

The response that we received confirmed that Changing Faces wouldn't anticipate SFRS stopping the use of images of people who are burns survivors but suggested that the language be amended to remove the emphasis from 'victims' and replace with 'survivors'. Changing Faces encourage people to use factual language to describe someone's visible difference rather than anything sensationalist.

Changing Faces also shared some useful 'language guidelines' for employees to use.

## 4.4 Equality Outcome 4

### SFRS staff feel valued and have the opportunity to achieve their full potential.

The Service seeks to maintain a positive working environment and to enable this we have developed the Building the Future Together Programme to support the development of our workplace culture which promotes 'Our Commitment' to our employees, with a specific focus on Dignity in the workplace.

**Employee Networks:** The SFRS recognises that from time to time we can all benefit from engaging with people who have similar life experiences, challenges and ambitions. This can sometimes be more challenging or there may be barriers to doing so for those with protected characteristics. In turn, these shared experiences can help inform others who do not share that protected characteristic and this can have a positive effect in creating an inclusive, dignified and respectful working environment. The Equality and Diversity team have supported the development of Employee Networks and currently there are networks for Race, Disability, Carers, Women, Religion or Belief, LGBT+, Veterans and Neurodiversity.

Work is underway to revise the guidance to allow pathways to support and collaborate on equality needs in the workplace.

**Equality Champions:** We have Equality Champions and Domestic Abuse Champions, established from our strategic and senior management teams, who are taking an active role in promoting equality and inclusion issues in the SFRS.

**Dignity and Integrity at Work:** The SFRS Dignity and Integrity at Work Policy has been reviewed and updated to become our Dignity and Respect Policy, with an accompanying Bullying, Harassment and Discrimination Procedure. In launching this revised policy, we have introduced a network of trained Contact Advisers who will act as a confidential, impartial point of contact for employees and provide an additional mechanism for raising concerns and exploring support with employees.

**Agile Working:** We have implemented flexible and agile working practices, to enable employees supported by the organisation, to consider how, when and where they can work and still achieve the best outcomes and required performance levels in their role.

Individuals having greater flexibility around their normal hours, time or location of work, means they can manage a positive work life balance which can improve general wellbeing. It means that individuals can structure their working day to meet their personal needs such as caring responsibilities and religious observance.

At key times throughout the year we celebrate and support equality events to communicate our commitment to Diversity and celebrate difference. Diversity and inclusion are vital for the organisation's performance and staff wellbeing and by recognising these, we make a meaningful difference to our employees and the communities we serve.

**A Strategic Approach to Anti-Racism:** To mark Black History Month 2022, 'A Strategic Approach to Anti-Racism' sessions were delivered to members of our Senior Leadership Team and Senior Management Board. The sessions discussed structural inequality and the measures that organisations can take to develop anti-racist policy and practice.

### Recognition Awards

We are committed to recognising the valuable contribution all colleagues make to achieving the Service's aims and objectives. Our Recognition Awards support the organisation in recognising staff who exceed expectations within or associated with their role. The nomination categories align with our strategic objectives and Future Vision and include:

- Above and Beyond
- Service Values
- Partnership Working

- Personal Development
- Exceptional Leadership
- Environmental Champion

Nominations this year have highlighted some of the excellent work that is taking place across the SFRS to mainstream equality into our day to day practices. Colleagues have developed a fire safety book for children and adults with Autism Spectrum Disorder, supported communities experiencing food poverty and homelessness, photographed crews to create bespoke local advertising and organised the Service's Ukrainian Humanitarian appeal and engaged with Ukrainian refugees.

### Case Study One – Recognition of Positive Action and Engagement Team

The Positive Action & Engagement Team (PA&Eng) won a recognition award under the category of Partnership Working. This is for their continued efforts in building hugely effective relationships with Career Ready, an organisation who support young people to develop the skills needed for future career success.

Whilst this partnership has been in place for a number of years now, the work of the PA&Eng team across 2022 was exceptional in continuing to build on this partnership and the relationship between SFRS, Career Ready and the students who form part of this programme.

The team work in partnership with Career Ready to support the SFRS mentors to provide the best experience possible to the young people across their 2-year mentorship. This is supported by a 4-week placement during the summer which requires significant co-ordination in terms of transport and communication with the students, planning and scheduling of functional area's time and input (mixture of class room based and practical skills) and arrangements for a graduation/presentation ceremony.

The feedback received from the young people, Career Ready representatives and the schools which the students come from was phenomenal this year and really shone a light on

the significant difference this programme makes to the lives of these young people, not just in terms of experience but in building their confidence in particular as they consider moving into the world of work.

### Case Study Two – Colleagues celebrate Eid and mark the end of Ramadan

April saw followers of Islam participate in Ramadan by fasting from dawn till dusk. Those fasting aren't allowed to consume food or drink (including water) during daylight hours, meaning they can only eat and drink after sundown.

Eid marks the end of fasting with large gatherings between friends and family taking place and centring around food and drink.

Our National HQ was the scene of our very own Eid gathering with colleagues, some of whom hadn't seen each other for over two years, meeting to enjoy food and learn about culture and faith. The gathering was organised by our colleague Ijaz Bashir, an Asset Governance and Performance Manager based in Cambuslang.

Ijaz said: "It was wonderful to celebrate Eid with so many of my colleagues.

"It was a great excuse to raise awareness about Ramadan and to celebrate diversity. It was also lovely to see people back in the office.

"I hope everyone enjoyed the food and Eid Mubarak to everyone."

Our Acting Director of Asset Management, Ian Morris, said: "My thanks go to Ijaz and his family for providing us with the opportunity to come together in a safe and secure way to mark Eid and the end of Ramadan.

"Not only was the homemade food on offer delicious, but getting together face-to-face also gave us a vital opportunity to educate ourselves around faith and culture."

### Case Study Three – Neurodiversity and Recognising Creative Differences

The Neurodiversity Employee Network engaged with Scottish Government to design and deliver the Recognising Creative Differences information session. The aim of the session was to raise awareness amongst colleagues of Neurodiverse conditions and share good practice from Scottish Government partners about how people in their organisation are supported via an Employee Passport and reasonable adjustments. The colleague that led the session willingly shared their story of how they discovered they were

Dyslexic after many years in the Service, which set the scene and provided a valuable personal insight.

The 90 min session was recorded and publicised using internal communications and was attended by 36 colleagues from all areas of the Service.

Feedback received was positive and a momentum has been created around Neurodiverse conditions and how employees can be supported in the workplace and the conversations will continue in the Employee Network.



## 4.5 Equality Outcome 5

### SFRS employees are supported on mental health and wellbeing in line with policies and initiatives.

The SFRS Mental Health Strategy sets the scene for the work that is taking place throughout the Service setting out the following:

- Our Mental Health Pledge;
- Our Mental Health Commitment;
- Our Mental Health Model;
- Our Mental Health Objectives

**Mental Wellbeing Champions:** To help us deliver on this, we have introduced Mental Wellbeing Champions who are individuals within SFRS dedicated to raising awareness of mental wellbeing. They lend an informal, friendly, confidential ear and signpost colleagues who need support to relevant resources. This is a voluntary role which will encourage colleagues to participate in health campaigns and promote anti-stigma activities across SFRS working collaboratively with other champions.

Since the launch of the Mental Wellbeing Champion Programme, 170 SFRS employees have volunteered to become Mental Wellbeing Champions.

The Strategy acknowledges that mental health outcomes are different across the Scottish population, with inequalities evident for most of the protected characteristics, as detailed in the Equality Act 2010.

**Mental Health and Equality Training:** A Mental Health and Equality training package has been designed to raise awareness that individuals with a protected characteristic(s) can already face discrimination in society. Stigma, and a lack of services around mental health, can further compound impacts. This training is being rolled out to all Mental Wellbeing Champions.

**Challenge Poverty Week:** To promote a mentally healthy workplace, we raise awareness of key issues, encouraging

individuals to seek help and support. This included Challenge Poverty Week Scotland which recognises that times are hard, and getting harder, for hundreds of thousands of people across the country. We highlighted World Suicide Prevention Day, demonstrating that we can all play a critical role by thinking ALERT. Ask are you okay, Listen to them, Encourage them to talk, Right now and Tell someone. We supported the Samaritans BIG LISTEN day and the Scottish Governments new Mental Health and Wellbeing platform to help Scottish employers actively support and promote mental health at work.

The nature of our Service is such that firefighters and other members of staff, can be exposed to traumatic and challenging situations. We know that non-work related matters can also impact on the wellbeing of our staff. In recognising these stressors, we need to be fully committed to creating a mentally healthy environment, within which all staff can work and prosper. We are committed to ensuring mental health is considered across everything we do and integrated within our culture. This requires structure, resources, supporting interventions and good management practices.

Our Employee Assistance Programme, Health Assured, offers advice and counselling to support individuals with any personal challenges and details on how to access this service were highlighted throughout Mental Health Awareness Week.

As part of our partnership with Lifelines Scotland, four mental health related courses are available, linked to employees' roles within the SFRS.

Everyone was required to attend two of the first three courses within the Lifelines series in sequence and post-trauma support was optional:

1. Staying Well and Understanding Resilience
2. Supporting Your Colleagues
3. Supporting Your Team
4. Post-Trauma Support

## Case Study One – Mental Wellbeing Champions

A Mental Wellbeing Champion is an individual within SFRS who is dedicated to raising awareness of mental wellbeing. They will lend an informal, friendly, confidential ear and signpost colleagues who need support to relevant resources. This is a voluntary role which will encourage colleagues to participate in health campaigns and promote anti-stigma activities across SFRS working collaboratively with other champions.

Before becoming a Mental Wellbeing Champion, interested employees first met with the Mental Health and Wellbeing Co-ordinator and another colleague from the Health and Wellbeing Team to understand their interests and motivations behind wishing to take on this voluntary role. This was followed up with delivery of an online induction session to further explain the role and level of commitment required.

To enable our employees to undertake these roles with confidence, we worked in partnership with Lifelines Scotland, the River Centre and the NHS to deliver a number of comprehensive training courses and information sessions that fully equip them with the knowledge and understanding they need to support any employee who may request it.

One Mental Health Champion said, 'When I heard about the MHWC programme, I thought it was a fantastic concept and I was very keen to become involved. Not only to help my fellow colleagues, but also gain more information about Mental Health, so that I could use the knowledge gained to help and support members of my family, friends and my partner. I love being a Mental Wellbeing Champion and I would urge more colleagues to become involved'.

## Case Study Two – Digital Wellbeing and Detox Week

Digital wellbeing is a term used to describe the impact of technologies and digital services on people's mental, physical, social and emotional health.

From an individual perspective, it may involve identifying and understanding the positive benefits that digital activities bring to our daily lives like connectedness, remote working or online shopping. It also involves looking at the negative aspects of engaging with digital activities and being aware of ways to manage and control these to improve wellbeing.

We highlighted digital wellbeing week to encourage people to look at how they use technology, and its impact on their life at work and home.

How does their family use technology? How can they limit screen time and keep a happy household? We provided digital detox tips and information on i-Hub on digital wellbeing to keep safe and healthy in our digital world.

## Case Study Three – Grief Awareness Day

For Grief Awareness Day, we focussed on how individuals can support someone who has experienced a loss.

It highlighted how we sometimes struggle to know just what to do and say in these circumstances but if someone can't think of something to say, a reassuring hug or a heartfelt message is a great start. Simply offering support and asking what you can do help is often the best approach. People who are bereaved sometimes say they feel 'up and down', and this is perfectly normal.

We encouraged people to speak with their manager, the Health and Wellbeing and/or local Wellbeing Champions if they need extra support at work.

## 4.6 Equality Outcome 6

### SFRS will support Scotland's young people reach their full potential.

The SFRS engage with children and young people in a variety of ways across our functions and areas. Within our prevention activities there is the Youth Volunteer Scheme, Youth Engagement Fireskills, Fireskills Employability SCQF level 4 and Fire Safety Support and Education (FSSE). All of this work is guided by Safeguarding principles and training.

Within our people function there is Corporate Parenting, Career Ready, the Youth Employment Strategy, the Kickstart Scheme and Modern Apprenticeships.

SFRS are committed to working in partnership with organisations whom assist young people with their transition to working life.

We have a number of volunteers within the organisation who go above and beyond their role by offering their time to support and build relationships with several charity organisations to mentor and support care-experienced and disadvantaged young people.

In building these relationships, we have committed to mentoring many young people, supporting them to develop the essential skills and experience required as they consider moving into the world of work. We believe that all young people deserve the opportunity to kickstart their career ensuring that their background does not determine their future.

The feedback that has been received by our partner agencies and the young people that have participated has been incredible and has given us insight into how our support positively impacts their lives.

Much of the actions detailed within the above are delivered at a local level and have the flexibility to adapt to the needs and experiences of young people in that area.

**Youth Volunteer Scheme:** The SFRS Youth Volunteer Scheme (YVS) is a national youth initiative that creates opportunities to improve life chances and empower young people to work together for a safer Scotland.

The main objective of YVS is to provide a safe, welcoming, enjoyable and fun environment where Youth Volunteers (YVs) can learn as individuals, develop positive relationships and actively work together for a safer Scotland. YVS provides a great opportunity for young people across Scotland to develop their skillset and make a valuable contribution to their local communities, whilst gaining a unique insight into life at a working fire station. By participating in the programme, young people develop a practical understanding of the SFRS and play a supportive role in their communities as SFRS YVs; supporting development and enhancing inter-personal skills and confidence.

**MCR Pathways:** SFRS work in partnership with MCR Pathways, founded in 2007 to address the gap in life chances and educational outcomes between young people who are care experienced and their peers. This is done through a school-based mentoring programme, matching young people with a fully trained volunteer.

SFRS have 28 mentors that are currently matched and meeting with a young person. In addition, there are a further 17 that are in the process of becoming a mentor, at various stages including awaiting their 1:1 meeting, awaiting training and awaiting their PVG. Seven of the 17 are ready and awaiting a suitable match with a young person.

**Fireskills Employability Programme:** The Fireskills Employability Programme at Her Majesty's Young Offenders Institute, Polmont supports the development of skills for life, learning, and employment for young people. The course provides participants the opportunity to achieve a SCQF level 4 Employability Award.

**National House Project:** Colleagues in East Dunbartonshire work with the National House Project charity to support young people in care moving into their own homes. Colleagues attended weekly groups to build rapport with the young people and getting to know their needs. Once the individual took up tenancy, they were supported with fire safety advice.

**Multi-agency project:** Young people in Stirling got to spend some time with our fire investigation dog Phoenix and his dog handler Jonathan Honeyman. Phoenix took part in a multi-agency project to discourage anti-social behaviour, including wilful fire raising, in the local area. SFRS was delivering fire safety advice at the Stirling High School event, which was part of a 12 week youth engagement programme. Participants got to find out more about Phoenix's special capabilities within the fire investigation unit.

**Water Safety Event:** Glasgow City Parents Group hosted an online event to show parents how to enjoy the water safely and reduce the risk of drowning by giving insights into the potential risks and dangers of entering open water. The webinar was created in response to a request from the Glasgow City Parents Group which is keen to equip parents with the knowledge to keep children and young people safe. While the group is based in Glasgow, this event was open to all Scottish parents and carers.

## Case Study One – Social Media Messaging Dumfries and Galloway

A variety of short videos were filmed for TikTok around the theme of bonfire night to help address various issues with youth led anti-social behaviour (entering derelict buildings, deliberate fire setting, malicious activation of fire alarms). All videos were

filmed at Dumfries Fire Station with the crew from the Dumfries on call firefighters. Information was supplied to Youth Work D&G to allow them to do voice overs on all videos.

The videos were uploaded to TikTok each day of the week leading up to bonfire night via the Youth Work D&G and Youth Enquiry Service TikTok accounts. Information was also supplied to Youth Work to allow them to do a live question and answer session on TikTok. They based all questions and information on facts around bonfires and fireworks. The information was also sent to all Youth Workers to allow them to educate young people attending their groups. All videos were also shared using Instagram, Facebook, and Twitter.

The videos reached a large audience:

- TikTok – 6,012 people
- Twitter – 11,202
- Facebook – 6919

576 young people took part in the live 'question and answer' event for bonfire/firework safety on TikTok. Young people engaged throughout the event by both answering and asking questions, and discussing the information. The videos started good discussions in the drop-in groups. Young people took the messages on board and were able to repeat them and answer questions on what they had seen. From an SFRS operational perspective, incident numbers were low on bonfire night. It was also noted that the level of anti-social behaviour faced by both SFRS and Police Scotland was much reduced in comparison to the previous year. There were zero acts of violence recorded locally. It was agreed by everyone that this was a very worthwhile project.

## Case Study Two – Implementing United Nations Conventions Rights Child (UNCRC)

Children’s rights are unique in that many of them, although designed for the safety and protection of children, have to be provided for by adults.

As a public-sector organisation, we have a role to play in supporting the Scottish Government to integrate children’s rights and welfare into policy and practice.

Children’s Rights are considered in our policy, planning and performance through our Equality and Human Rights Impact Assessment process.

We have established a SFRS Young Persons Forum that will draw together all of the work that is taking place across the Service. The group is still in its infancy but its Terms of Reference and purpose will have Children’s Rights at its core.

Our Corporate Parenting Plan 2023-2026 includes the UNCRC articles that are pertinent to each of our outcomes and has an action in its own right to be mindful of the ‘United Nations Convention on the Rights of the Child Bill’ and amend policy and practice to reflect any changes in the Plan.

An enhanced safeguarding module has been developed and will be delivered face to face to employees who are in regular contact with children and young people. This module refers to the UNCRC articles and the right of every child to live free from harm and abuse. The module looks more in depth at the definition of harm and abuse as well as recognising the signs and symptoms and the process for reporting and recording. This module also discusses domestic abuse and human trafficking/exploitation.

## 5. Pay Gap Information and Employee Data

Our Equal Pay and Gender Report 2023 has been published and should be read alongside this Mainstreaming and Equality Outcomes Report to provide a complete picture of employment equality performance. As of December 2022, the SFRS Mean and Median Pay Gap was as follows:

	2017	2019	2021	2023*
Mean	5%	4.42%	1.01%	-5.76%
Median	Not available	5.92%	2.5%	0%

Table 1 – SFRS Mean and Median Pay Gap

In addition to these core reporting requirements, SFRS also acknowledges the recommendations of the Equality and Human Rights Commission and the Scottish Government that employers supplement these metrics by reporting on the pay gaps of employees with disabilities, or from BAME groups. Information of the pay gaps of these employee groups is therefore also provided. In doing so, we have revised our reporting metrics from those applied within our 2021 Gender Pay Gap and Equal Pay report to conform with those contained within the Government's 2021 census. Consequently, employees listing themselves as White-Irish, White-Eastern European, White-Polish and White – Gypsy/Traveller.

The mean pay gap of BAME employees in SFRS is 3.02% in favour of BAME staff. This is an increase from 0.07% in the 2021 report. A comparison between these figures has identified that this increase is primarily due to the inclusion of all ethnic groups other than White British/Scottish within the BAME group, as stated previously.

The mean pay gap of employees with a disability has increased from 3.03% in 2021 to 9.76%, in favour of employees with a disability. When investigating the reasons behind the increase it was found that a high proportion of employees with disabilities (69%) are uniformed staff and since 2021, several of these have completed Firefighter training to progress to the competent Firefighter pay rate. Others have progressed to Crew Commander and Watch Commander level. It is also noted that there is a higher proportion of Support Staff in more senior positions who have declared a disability in comparison with those in the lower pay grades.

SFRS is not currently representative of the communities it serves within its workforce. Moreover, the data held by SFRS about its employees is incomplete. A significant proportion of employees choose not to disclose their protected characteristics in our self-service employee monitoring system. Our Sensitive Information Project will continue to improve employee confidence in disclosing personal information.

\* The data used in this report reflects SFRS staff as of December 2022 whereas the 2021 report was January 2021. The snapshot date for data was brought forward in this recent report to allow sufficient time for the compiling of the report prior to publication.

The information that we currently hold is as follows:

### Gender Pay Gap

	Female		Male		Total	
	Headcount	%	Headcount	%	Headcount	%
Uniformed employees	614	9%	6097	91%	6711	89%
Support Staff	447	54%	382	46%	829	11%
<b>SFRS Total</b>	<b>1061</b>	<b>14%</b>	<b>6479</b>	<b>86%</b>	<b>7540</b>	<b>100%</b>

Table 2 – Gender Pay Gap

### BAME Employees

Ethnicity	Number	Percentage of total
White	4251	55.06%
BAME	62	0.80%
Prefer not to say	21	0.27%
Not recorded	3386	43.86%
Total	7720	100.00%

Table 3 – BAME Employees

### Disabled Employees

Ethnicity	Number	Percentage of total
Disabled	68	0.88%
No Disability	2008	26.01%
Not known	5644	73.11%
Total	7720	100.00%

Table 4 – Disabled Employees

## 6. Board Diversity

The SFRS has a Board comprised of 12 members including a Chair and Vice Chair. Between 2013 and 2016 the composition of the Board was 2 women and 10 men. Since that time the membership of the Board was subject to renewal under the Public Appointments Process and following this process the composition of the SFRS Board is 5 women and 7 men.

As noted above, appointment to the SFRS Board is made through the Scottish Government's Public Appointment Process and appointments must have the final approval of the relevant Minister.

Whilst the SFRS has limited ability to directly influence the appointments process it does have some capacity to encourage applications from women from diverse backgrounds.

The Gender Representation on Public Boards (Scotland) Act 2018 provides the legal basis for SFRS' continued support of the Scottish Government in promoting gender diversity on Public Boards by raising the profile of Board opportunities in our engagement activities.

## 7. 2023 Onwards

We have visible leadership on equality issues which is important for any organisation mainstreaming equality. We have Equality Champions for age, disability, gender, care experienced/ carer providers, LGBT+, tackling domestic abuse and race who provide visible leadership to our corporate messaging on a range of issues from positive action in recruitment to Corporate Parenting. The Strategic Leadership and Senior Management Teams, supported by other senior managers within the directorates, are focused on ensuring that the SFRS develops an inclusive culture where mainstreaming is ingrained through the integration of positive behaviours in everything we do.

We will explore establishing a strategic equality and human rights group to consider, review and make recommendations to the Strategic Leadership Team and other relevant Boards/ Committees on Equality, Diversity and Human Rights matters.

We will re-launch the Senior Leader Equality Champion role around the protected characteristic they represent including Sex, Race and Disability.

We will update our guidance and training to support the Equality and Human Rights Impact Assessment process and look at the current operating model for our Employee Networks.

The Equality and Diversity Team will continue to assist functions and SDAs to mainstream equality into their day-to-day activities and to highlight the excellent work that is taking place in their reporting mechanisms so that equality is a component of everything the SFRS do.



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April 2023 – Version 1.0