



**CYDRADDOLDEB AC AMRYWIAETH
EQUALITY AND DIVERSITY**



Gwasanaeth Tân ac Achub
Fire and Rescue Service

North Wales Fire and Rescue Service

Race Equality Scheme 2005 - 2008

Index	2-3
Foreword	4
Statement by Chief Fire Officer	5
Introduction by Chair of Fire and Rescue Authority	6
North Wales Fire and Rescue Service's Mission Statement Corporate Aims	7
North Wales Fire and Rescue Service's Core Values	8
The Service's Values	9
The Service's Race Equality Targets	9
Equality of Opportunity	10
Equalities and Diversity Forum Table	11
Duties and Responsibilities of North Wales Fire and Rescue Service	12
Employment Function	12
Procuring and Contracting Function	12
Other Areas of Equality Legislation	13
Complaints	14
Review of the Race Equality Scheme	15
Objectives of the 2005-2008 Race Equality Scheme	15
Identifying the Service's Relevant Functions	16
Policy Setting Forums	17
List of Functions	18-25
Action One - Impact Assessment and Monitoring Policies	26-28
Impact Assessment Flow Chart	
Equality Impact Assessment Process	
Action Two - Consultation	29-30
Action Three - Monitoring for Adverse Impact	31-33
Service Delivery	
Monitoring on Employment	
Action Four - Publish the results of Assessments, Consultation and Monitoring	34-36
Action Five - Training of Staff	37-38
Action Six - Special Projects All Wales Collaboration	39-41
Data Collection	
Employment Duty Data Collection	

Appendix 1	Assessment of Functions	42
Appendix 2	Principal Officers Department Heads and their Responsibilities	43
	Action Plan	44-57
Appendix 3	List of Policies directly linked to the HR Function for Recruitment Process Review	58
Appendix 4	Employment Monitoring Data Table 1 Support Staff	59
Appendix 5	Employment Monitoring Data Table 2 Operational Staff	60
Appendix 6	Employment Monitoring Data Table 3 Control Staff	61
Appendix 7	Ethnic Categories	62
Appendix 8	List of Organisations to be consulted	63
	Glossary	64-67
Appendix 9	List of Service Operational Orders Impact Assessed	68-72

Foreword

This document is a revision of the North Wales Fire and Rescue Service's Race Equality Scheme 2002-2005, it will outline how the Service will meet the General Duty to promote race equality set out in Section 71(1) of the Race Relations Act 1976 and complies with the Specific Duty to produce a Race Equality Scheme outlined in Sections 2(2) and (3) of the Race Relations Act (Statutory Duties) Order 2001.

Under the General Duty, in carrying out their functions, public authorities must have due regard to the need to:

- **Eliminate unlawful racial discrimination**
- **Promote equal opportunities**
- **Promote good relations between people from different racial groups**

The General Duty to promote race equality now applies to a much wider range of public authorities and requires that such institutions have "due regard" towards race equality in their functions as employers and service providers.

The General Duty is supported by specific duties and make sure the Service is committed to the duty to promote race equality. These duties also include the collection and publication of employment monitoring data and the requirement to produce a Race Equality Scheme.

The Race Equality Scheme sets out the Service's commitment to ensure that racial discrimination does not occur in the first instance, and that the Service is pro-active in providing training and awareness sessions to all employees on equal opportunities, diversity and fairness, all of which will included input on race issues, commensurate with the minority ethnic population of the North Wales Area. The Scheme covers the period 2005-2008, included in the Scheme is an action plan that will set out the Service's intentions for this period.

Statement by the Chief Fire Officer

In May 2002 the Service published its first Race Equality Scheme, since that time the Service has encountered changes brought about by the modernisation agenda, the Service has also implemented a restructure to mirror the Unitary Authorities, this demonstrates our commitment to interact with and reflect the communities we serve. I am pleased to introduce the first revision of North Wales Fire and Rescue Service's Race Equality Scheme.

The Scheme illustrates our continued commitment to promote race equality, to eliminate unlawful discrimination, and promote equality of opportunity, ensuring that we promote good race relations between people of different racial groups. Whilst North Wales Fire and Rescue Service accept this as a legal requirement the Service wholeheartedly accepts these principals as a way in which the Service operates.

North Wales Fire and Rescue Service are committed to delivering high quality services to all sectors of a diverse community. The Service has a strong commitment to equality and diversity; this will enable the Service to strengthen links with representative groups within the communities and in doing so will ensure that North Wales is a safer place to live.

Since the introduction of the first Race Equality Scheme a number of key equality initiatives have been implemented, including equality impact assessments on our policies and functions, and improvements to existing monitoring on staff training and job applications. We have undertaken a programme of equality training for senior managers, and we are currently embarking on an e-learning diversity training programme to ensure the continued development of all staff on diversity issues.

As Chief Fire Officer I welcome the opportunity to reiterate the Service's commitment to provide a fair and equal service to our many communities. This Scheme will not only help us to build on existing partnerships, but to encourage the Service to seek out liaison with all aspects of the community we serve.



A handwritten signature in black ink that reads "S A Smith". The signature is written in a cursive, flowing style.

Simon A Smith
Chief Fire Officer

Introduction by the Chairman of the Fire and Rescue Authority

Back in 2002 North Wales Fire and Rescue Service published its first Race Equality Scheme. Since then the Service has strived to incorporate the principles of equality and fairness into all its policies and procedures and this at a time when the Service was confronted with major changes that were brought about by the modernisation agenda. It now gives me great pleasure to present to you the Service's second Race Equality Scheme. This Scheme reaffirms the Service's commitment towards the promotion of equality and fairness and builds upon the foundations laid by its predecessor. The Service is committed not only to equality and fairness within the workplace, but also within the community it serves. North Wales is a diverse area, geographically, culturally and linguistically, it is therefore important that the Service which serves this community reflects its diversity. As Chairman of North Wales Fire and Rescue Authority I wish to reiterate my own sincerest commitment to this Scheme and the principles within it.

North Wales Fire and Rescue Authority fully support the promotion of equality amongst its staff and citizens. It sees the publication of this revised Scheme as the foundation upon which a better and brighter future can be built for all our citizens and staff, regardless of their ethnic origin, gender, religion or language. The Authority will strive to assist the Service in its desire to ensure that equality and fairness is incorporated into every aspect of its work and interaction with the local community. In addition to fulfilling the traditional emergency role across a large and diverse area, North Wales Fire and Rescue Service provide the community with fire safety advice and education.

With the publication of this revised Scheme I am delighted to have the opportunity to state the Authority's commitment to the promotion of equality and fairness, and the elimination of racial discrimination. The Authority undertakes to treat everyone equally and fairly; respect their beliefs and values; and create an ethos of tolerance and understanding among all its staff and stakeholders. North Wales Fire and Rescue Service's second Race Equality Scheme will continue the process of identifying and implementing any changes that are necessary in order to deliver a more diverse and culturally effective service of the highest quality to all our customers.



Trevor Roberts

Cllr Trevor Roberts
Chairman, North Wales Fire and Rescue Authority

North Wales Fire and Rescue Service

Mission Statement

**Our mission is to make North Wales
a safer place to live, work and visit.**

CORPORATE AIMS

These five fundamental aims summarise every aspect of what North Wales Fire and Rescue Authority wants to achieve through the day to day operations of the Service.

1. To prevent accidental and malicious fires.
2. To protect people from being killed or injured by fire and other hazards.
3. To protect the community, businesses and the environment from being harmed by fire and other hazards.
4. To find ways to improve in order to meet the expectations of the community.
5. To operate as effectively and efficiently as we can, making the best use of the resources we have available.

North Wales Fire and Rescue Service

Core Values

We value

- Service to the community
- People
- Diversity
- Improvement

SERVICE TO THE COMMUNITY

We value service to the community by

- Working with all groups to reduce risk
- Treating everyone fairly and with respect
- Being answerable to those we serve
- Striving for excellence in all we do

PEOPLE

We value all our employees by practising and promoting

- Fairness and respect
- Recognition of merit
- Honesty, integrity and mutual trust
- Personal development
- Co-operative and inclusive working

DIVERSITY

We value diversity in the Service and the community by

- Treating everyone fairly and with respect
- Providing varying solutions for different needs and expectations
- Promoting equal opportunities in employment and progression within the Service
- Challenging prejudice and discrimination

IMPROVEMENT

We value improvement at all levels of the Service by accepting responsibility for our performance by

- Being open-minded
- Considering criticism thoughtfully
- Learning from our experience
- Consulting others

The Service's Values

As a public organisation providing fire safety through emergency assistance, advice and education, the Service believes strongly that racism should be eradicated in every form, be it internal or external to the organisation. A particular ethos of the Service is that of teamwork amongst its employees and it therefore believes that racist behaviour can only serve to endanger this culture.

The Service has a distinguished history of helping the public in a wide variety of situations which underlines its commitment to working in a fair and equitable manner. The Service therefore has a clear understanding of the need to provide an unrestricted and culturally aware Service to the people of North Wales. The nature of the Service's responsibilities require that it must communicate with the broadest cross-section of society and the Service believes that this will only be possible if it can consider itself to be, not merely opposed to racism, but supportive of diversity as well.

Equality is about identifying and employing the right people for the job, it is about effective working relationships, and if problems arise it is about correcting them in the quickest and fairest way for all concerned.

In service delivery we have a duty to deliver the best possible service. In recruitment and retention we need to maintain a basic standard for all employees. Changing culture takes time and commitment from the Service and its employees. This revised Scheme sets out the Service's plan for achieving this.

The Service's Race Equality Targets

The Service's Race Equality Targets are part of its Best Value Performance Plan. The target that the Service had been set by the Department of Transport, Local Government and the Regions (DTLR) is 0.7% of all Wholetime Firefighters, and 1.2% of Non-Uniformed Staff by 1st April 2009. (Best Value Performance Indicator 2: "The Percentage of Uniformed Staff from Minority Ethnic Backgrounds as compared with the percentage of the population in the authority's area from Minority Ethnic Backgrounds of Working Age (18-54 years)").

No targets were set by the *DTLR regarding the recruitment of minority ethnic employees as Retained Firefighters, due to the small number of minority ethnic people that live within the catchment areas of the predominantly rural Retained service. However the Service is committed to ensuring equality of opportunity and has included on all adverts that "The Service is an equal opportunity employer and welcomes applications from all sections of the community."

**DTLR is now DCLG Department of Communities and Local Government)*

Equality of Opportunity

The Service is conscious that good relations are closely linked with equality of opportunity. It is clear that equality of opportunity can only be realised if there are good relations. The Service wishes to publicly outline its commitment to the promotion of good relations between people and staff members of differing religious beliefs, political opinions or racial groups.

Towards the end of 2004 the Service underwent a restructure, as a result the Equality and Diversity Forum was reviewed to ensure it is representative of the Service. The Forum is the focal point for progress of the Service's equal opportunities development work.

The following table shows the structure of the Equality and Diversity Forum, the Forum will concern itself with any and/or all matters to do with equal opportunities.

The Forum may invite individuals/small groups to attend meetings if the need is identified.

The Service is also setting up a Race Equality Scheme Project Board. Due to the identified key areas of the Race Equality Scheme different functions and Managers have responsibility for carrying out specific aspects of the scheme.

Equalities Adviser	Responsibility for the Race Equality Scheme
HR Manager	Responsibility for the Employment Data
Development Manager	Training of Staff in Race and Equality Issues
Operations Manager	Responsible for the Service Administrative and Operational Policies, Impact Assessment
Fire Safety Manager	Responsibility for the Service Delivery, and Legislative Fire Safety
Community Fire Safety Manager	Responsible for Community Fire Safety, links with Minority groups in the communities in North Wales
ACO Finance and Procurement Officer	Responsible for the procurement of goods and services to the Service, and contracts
Corporate Communications Manager	Responsible for the website and the Service's publications

Equalities and Diversity Forum



Race Equality Scheme Project Board



Duties and Responsibilities of North Wales Fire and Rescue Service

North Wales Fire and Rescue Service provide a fire and rescue service within the counties of:-

Conwy

Gwynedd

Denbighshire

Ynys Mon

Wrexham

Flintshire

As a publicly-funded service provider the Service is fully aware of the requirement to produce a Race Equality Scheme as outlined by the Race Relations (Amendment) Act 2000.

The Service protects a population of 670,000 over a geographical area of 2,400 square miles. During the summer months the population increases with the thousands of tourists who come to North Wales. The Service employs over 1000 staff including Wholetime Firefighters, Retained Firefighters Support and Manual staff and Control Staff. The Service consists of 44 stations, of which 8 are staffed by wholetime Firefighters operating either shift, or day crewed system, 36 stations are retained.

It is the duty of the Service to promote safety and protect the lives of the public throughout North Wales. Fire does not discriminate, it treats everyone alike, but age, disability, poverty, ethnic origin and illness can and does increase the risks associated with fire and other life threatening situations.

Employment Function

The Service employs staff in a variety of operational and support roles. It operates equal opportunities in employment policy and has an open approach to employee involvement. All aspects of employee's employment are supported through a comprehensive framework of policies and procedures. The Human Resources Department is responsible for these functions and works closely with managers and officers to ensure that employment priorities are met. Employee consultation is achieved through Union consultation and a staff liaison committee.

The current make up of North Wales Fire and Rescue Service can be seen in the Appendix 4, 5 and 6.

Procuring and Contracting Function

The Service has a number of contracts with a variety of organisations and companies. The principals within this Scheme apply to all those who work for North Wales Fire and Rescue Service. We have a general duty to ensure that all organisations working for the Service are actively promoting the level of standards laid down by the Act.

The Service will endeavour to ensure that agencies supplying us with goods or services have also adopted and implemented an equal opportunities policy. The companies will be asked to submit any findings relating to racial discrimination or harassment relating to them, they must also adopt the CRE's code of practice on racial equality in employment.

We will also include within the terms and condition of the contracts that we require contractors to follow the recommendations of our employment and the contractors are supplied with a copy of the Service's Race Equality Scheme, and Equality and Diversity Policy.

Other areas of Equality Legislation

North Wales Fire and Rescue Service recognise that disadvantage and discrimination occurs on grounds that are not covered by law. The Service is anxious to address and eliminate all forms of discrimination.

Discrimination is currently unlawful in the United Kingdom on the grounds of gender, ethnic origin, disability, sexual orientation, and religious belief, under the following statutes:

Disability Discrimination Act 1995

Sex Discrimination Act 1975 & Equal Opportunities Commission Codes of Practice;

The Sex Discrimination Act was extended in 1999 by the Sex Discrimination (Gender Reassignment) Regulations, to protect transsexuals from discrimination on the grounds of their gender reassignment, in employment and training.

Equal Pay Act 1970 (updated in 1983)

Protection from Harassment Act 1997.

Race Relations Act 1976, Race Relations Act (Amendment) 2000 & Commission for Racial Equality Codes of Practice;

In 2000, the **Race Relations (Amendment) Act** was brought in to:

Extend protection against racial discrimination by public authorities;

Place a new, enforceable, general duty on public authorities to:

Eliminate racial discrimination

Promote equality of opportunity

Promote good race relations between people from different ethnic groups;

(Place new, specific duties on public authorities, including the need to produce a 'Race Equality Scheme')

Employment Equality Regulations 2003 Sexual Orientation and Religious Belief

Welsh Language Act 1993

Employment Protection (Consolidation) Act 1978;

Health & Safety at Work (etc.) Act 1974;

Human Rights Act 1998

This Act, which formally came into force in 2000, incorporates the European Convention of Human Rights into United Kingdom Law. It is unlawful for a public authority to act incompatibly with the convention rights. This means that North Wales Fire and Rescue Service is under a duty not to infringe human rights, and is under an obligation to protect those rights in certain circumstances.

The Equality in Employment Directive requires member states to introduce legislation to protect people from discrimination on the grounds of **Age** by October 2006.

The Generic Equalities Standard for Local Government

The Generic Equalities Standard for Local Government has been produced by the Welsh Local Government Association, alongside a number of equalities organisations in Wales.

It provides a framework to help local authorities introduce a comprehensive and systematic approach to dealing with equalities issues. There are five 'levels' in the Standard, from the commitment to a comprehensive Equality and Diversity Policy (level 1) to achieving and reviewing outcomes (level 5). The Standard provides a common approach for dealing with equality for race, gender, disability and Welsh language issues, whilst remembering that each strand will often require separate treatment.

The Service is progressively working towards achieving all levels of the Generic Equalities Standard for Local Government.

Complaints

Any complaints regarding the Scheme's content and/or proposed actions should be directed to the Assistant Chief Fire Officer (Service Support) at the following address: North Wales Fire and Rescue Service, Fire and Rescue Service Headquarters, Ffordd Salesbury, St Asaph Business Park, St Asaph, Denbighshire, LL17 0JJ.

The Assistant Chief Fire Officer (Service Support) is responsible for dealing with any public complaints concerning North Wales Fire and Rescue Service and will handle the query in accordance with the Service's *SAPPO (Section 7 Order Number 13 Complaints Management)*

Review of the Scheme

The Act states that:

'within a period of three years from 31st May 2002, and within each further period of three years, review the assessment of those of its functions and policies, or proposed policies, which that person has assessed as relevant to its performance of the duty imposed by section 71 (1) of the Race Relations Act'.

The Action Plan will be monitored by the Equalities Adviser and will be reviewed annually. Our performance against the actions will be assessed to ensure we are achieving our aims. We will also identify new actions required, based on any changes to legislation or guidance as and when it is available.

The Service will conduct a complete review of the Scheme in May 2008 and every three years thereafter.

If you wish to comment about this Race Equality Scheme please contact:

Equalities Adviser
North Wales Fire and Rescue Service
Ffordd Salesbury
St Asaph Business Park
St Asaph
Denbighshire
LL17 0JJ

Phone: (01745-535266)

E-mail: sue.jones@nwales-fireservice.org.uk

Objectives of North Wales Fire and Rescue Service's 2005-2008 Race Equality Scheme

Action One	Impact Assessment and Monitoring Policies
Action Two	Consultation
Action Three	Monitoring for Adverse Impact
Action Four	Publish the Results of Assessments, Consultation and Monitoring
Action Five	Training of Staff
Action Six	Special Projects All Wales

Identifying the Service's Relevant Functions

'Public authorities must list in the Race Equality Scheme the functions and policies (including proposed policies) that are relevant to promote race equality. They should review this list at least every three years'.

What we have achieved so far

During 2004 the Service identified the key functions and assessed them for relevance using the grid in Appendix 1. The function areas were categorised as either high medium, or low in relevance to the General Duty under the Race Relations (Amendment) Act 2000. The main function areas of the Service are identified as:

- Fire and Rescue
- Fire Prevention
- Community Safety
- Administrative Support
- Stores (Procurement)

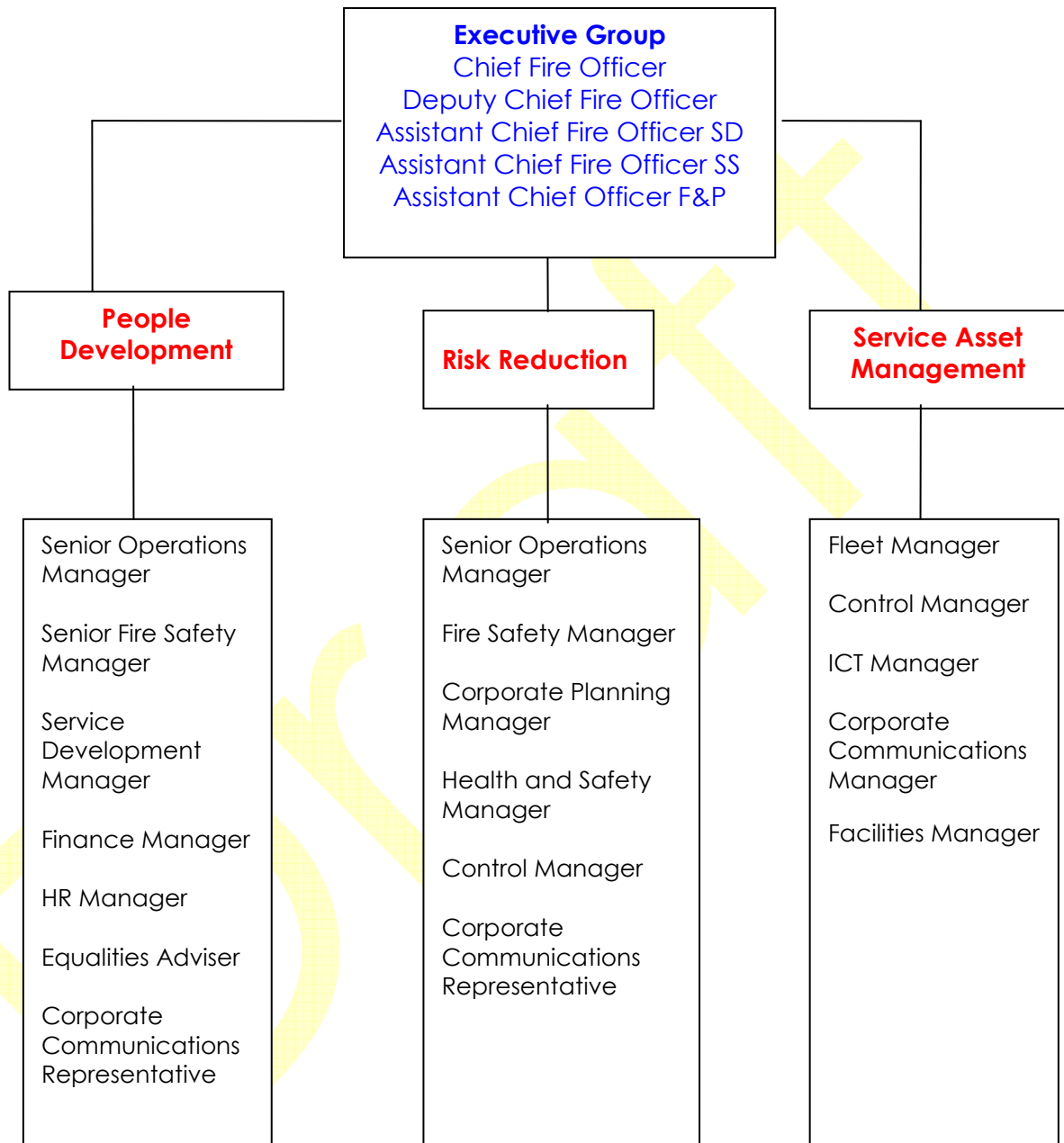
These services are available to every member of the community in North Wales; each of these functions is supported by policies and procedures. A majority of these policies and procedures are technical and designed to cover techniques and equipment used to support the function of Fire and Rescues. The Administrative Support function exists to support the functions of Fire and Rescue, Fire Prevention and Community Safety.

Towards the end of 2004 the Service implemented an Executive Group and Policy Setting Forum. The Executive Group is made up of Principal Officers, the Policy Setting Forums are chaired by a Principal Officer, and made up of Managers from various departments in the Service, and each Forum has a specific remit.

What we will do during 2005-2008

- The functions and policies having been identified have been placed in order of priority based on how relevant they are to race equality. Functions listed as high will form the basis for impact assessment during 2005-2008.
- Each of the relevant functions will assess each of their policies and procedures to ensure they are being carried out to meet the three points of the General Duty.
- Impact Assessment training has been planned to equip all of the Service's policy writers with the necessary skill to impact assess their policies. The training programme is scheduled to start in 2006.
- Assessment of relevance will be completely reviewed before May 2008 and a new list of functions will be produced for the next Race Equality Scheme 2005-2011

Policy Setting Forums



Listed below are the functions and a statement from each of the function holders. Each of the departments' heads is responsible for the policies and procedures of that particular department, and will be responsible for the impact assessment of those departments' policies.

**Deputy Chief Fire Officer
Mr Chris Enness**

Fire Safety	Fire Safety Manager
<ol style="list-style-type: none"> 1. To make North Wales a safe place to live, work and visit by the effective delivery of fire safety provision in the community at large. 2. To develop partnerships with other authorities, agencies and organisations to create and sustain safe communities. 3. To support the corporate aims and objectives of North Wales Fire and Rescue Service as published in the Annual Improvement Plan and Integrated Risk Management Plan 4. This to be achieved by: <ul style="list-style-type: none"> • Raising fire safety awareness • Fire safety education in schools and other venues. • Proactive intervention to prevent incidents of accidental fires. • Proactive intervention to prevent incidents of malicious and deliberate fires. • Proactive intervention to prevent incidents of unwanted signals from automatic fire alarm systems. • Fire safety consultation with others. 	Medium

Human Resources, Occupational Health, Promotions and Appointments, Industrial Relations, and Discipline	HR Manager
To provide and maintain a comprehensive, effective and efficient pro-active Human Resources Function within North Wales Fire and Rescue Service, which underpins, supports and informs the work of every other section/department, enabling North Wales Fire and Rescue Service to meet its strategic aims and objectives	High

Equality and Diversity	Equalities Adviser
To provide, maintain and ensure North Wales Fire and Rescue Service's continuing dedication to equality diversity and fairness in all areas of activity, enabling the Service meets its Strategic Aims and Objectives.	High

Community Fire Safety	CFS Manager
<p>Prevent malicious fires by:</p> <ul style="list-style-type: none"> • Seeking to influence the behaviour of specific targeted groups of people • Participating in partnership activities with Police and other agencies to reduce arson <p>To protect people from being killed or injured by fire and other hazards, the Community Safety department will:</p> <ul style="list-style-type: none"> • Maintain a meaningful dialogue with the community we serve, our partners and other stakeholders • Be able to demonstrate our continuing dedication to fairness and equality in all functional areas of activity • Provide a fully bilingual service where Welsh and English are treated as equal • Advocate and maintain professional standards at all times • Use the Best Value Framework to involve the community in seeking continuous improvement in all our functions • Seeking to influence the behaviour of specific targeted groups of people 	<p style="text-align: right;">High</p>

**Assistant Chief Fire Officer
Service Support
Mr Colin Hanks**

Facilities Management	Facilities Manager
To develop and maintain an estates portfolio that provides accommodation for all staff and equipment.	Low

Fleet	Fleet Manager
<p>To design, provide, and maintain:</p> <p>a) Emergency fleet for fire crews b) Fire Safety and Exhibition Fleet for Fire Safety community teams c) Operational Equipment such as ladders and fire fighting equipment d) Ancillary Fleet for support staff</p> <p>That allows all functions of the Fire and Rescue Service the means in protecting the community, by reducing the risk, protecting the community by saving lives and property in an effective and efficient manner, and to support this service discharging all legal and statutory obligations, Technical support, and value in its operation.</p>	Low

Information Technology	ICT Manger
<p>To establish and then maintain an efficient IT provision within North Wales Fire and Rescue Service, underpinning the work of every other section and department and enabling North Wales Fire and Rescue Service to meet its strategic aims.</p> <p>To ensure that the North Wales Fire and Rescue Service gain the benefit of Radio Communications, Telephony and other associated technologies, so as to maximise the efficiency and cost effectiveness of the North Wales Fire & Rescue Authority.</p>	Low

Control	Control Manager
As the Control Room is often the first point of contact, all personnel are aware of their responsibilities under the Equal Opportunities, Welsh Language Act and Bullying and Harassment Policies and strive to encompass all guidance to ensure that all callers are treated with equal courtesy and respect at all times.	Low

Complaints	ACO Service Support
<p>Our overriding objective is to provide a high quality, cost effective and efficient Fire and Rescue Service to the people of North Wales. However, it is accepted that from time-to-time things will go wrong. At these times it is our duty to put such things right. Our complaints procedure is in place to deliver continued improvements across the Service. We constantly strive to improve customer confidence and satisfaction. We are committed to investigate every complaint thoroughly.</p>	<p>Medium</p>

Welsh Language Scheme	Welsh Translator
<p>To provide a translation service for all departments.</p> <p>To ensure the implementation of the Welsh Language Scheme and monitoring compliance, facilitating access to services to the public in Welsh, and promoting a bilingual identity for the Service.</p> <p>To facilitate Welsh language training for members of staff in order to increase Service provision through the medium of Welsh.</p>	<p>Low</p>

Corporate Communications	Corporate Communications Manager
<p>Responsible for developing and promoting the Corporate Communications strategy, providing comprehensive and professional senior management corporate communications advice and support which promotes the Service's corporate aims and objectives.</p>	<p>High</p>

**Assistant Chief Fire Officer
Service Delivery
Mr Paul Claydon**

Operations	Operations Manager
<p>The Operational Support & Development Group's primary roles are to support and develop all aspects of the Operations Function. This includes ensuring appliances; equipment and Personal Protective Equipment meet the requirements of the Service and can be used safely and effectively. All of the Service's operational policies and procedures are produced by the Group. Operational development is also a key role and includes working with other agencies and authorities to enable an enhanced delivery of services to the communities of North Wales.</p>	Medium
Learning and Development	Development Manager
<p>'To constantly strive to ensure that North Wales Fire and Rescue Staff have the opportunity to enhance their professional skills, adopt a culture of work life-long learning and through supported self-development deliver community safety activities through integrated risk management planning.'</p>	High
Health and Safety	Health and Safety Manager
<p>To advise on matters relating to Health and Safety at work, including the Statutory obligations and responsibilities of Senior Managers and employees of the Authority.</p> <p>To develop and maintain a pro-active Health and Safety culture and assist in the implementation and promotion of the Service's Health and Safety policies and procedures, including Risk Management and Accident Prevention.</p> <p>To facilitate the maintenance and enhancement through systems audit, of agreed standards of Health and Safety practice.</p>	High

New Dimensions and Contingency Planning	NDG Manager
<p>Responsibilities: Introduce, use, maintain and train personnel in the use of mass decontamination, civil resilience equipment and procedures introduced by Central Government into the North Wales Fire and Rescue Service, to be able to deal effectively with multiple contaminated casualties.</p> <p>Aims: Effective co-ordination of multi agency response in order to:</p> <ul style="list-style-type: none"> • Preserve and protect lives • Mitigate and minimise the impact of an incident • Inform the public and maintain public confidence • Assist an early return to normality 	<p>High</p>

Finance and Procurement Dawn Docx

Performance Management	Corporate Planning Manager
<p>Responsibilities: Developing and maintaining the Service's performance management framework. Ensuring the production of accurate and relevant performance information.</p> <p>Aims: To ensure that the Service and anyone else with an interest can have access to accurate and relevant statistical information and analysis relating to Service performance.</p>	High

Corporate Policy and Planning	Corporate Planning Manager
<p>Planning Responsibilities: Developing and maintaining the Service's corporate planning cycle. Within a structured planning framework, ensuring that the Service's objectives are defined and that Service plans are achieved by applicable deadlines.</p> <p>Aims: To ensure that the Service defines and achieves its objectives. To ensure that the Service operates within a high quality corporate planning process.</p> <p>Policy Responsibilities: Researching specific areas of policy, interpreting relevant legislation/directives as appropriate, and contributing to the formulation of applicable strategies and policies.</p> <p>Aims: To ensure that Service provision is well planned and underpinned by first-rate policies that comply with expectations and relevant orders.</p>	High

Finance	Finance Manager
<p>To achieve targets set by North Wales Fire and Rescue Service's Best Value Performance Plan in respect of financial payments.</p> <p>Ensure cost effective use of resources in the delivery of invoices, collection of income and the payments of salaries, wages and allowances.</p>	Low

Fire Authority Liaison and Advisory Matters	Member Liaison Officer
<p>The role of the Committee Services/Member Liaison Department is to maintain a positive working relationship with the community and with the Authority's partners in the public and commercial sectors via the elected members of the Authority. As it strives to achieve these objectives the Department will make every effort to treat everyone on an equal basis, regardless of age, disability, gender, language or race.</p>	High

Procurement	Stores Manager
<p>To ensure that the procurement of all the Service's uniform, operational equipment, stationery, consumables, and all other items as requested are performed as quickly and efficiently as possible in accordance with approved budget regulations and financial standing orders. To uphold an efficient Stores and issue service to the Service.</p>	High

Action One Impact Assessment and Monitoring Policies

Equality Impact Assessment is a thorough and efficient analysis of policy procedure and service area, whether it is written or unwritten, formal or informal, and irrespective of the scope of that policy.

The most important function of the Equality Impact Assessment should be to determine the degree of difference upon the relevant groups and in turn whether that impact is adverse, i.e. whether it has a negative impact on groups or individuals in relation to one or more of the equality categories i.e. race, gender, disability, sexual orientation, religious belief and age.

What we have achieved so far

The Service operational policies have all been impact assessed; these policies are on operational procedure and equipment. The Senior Operations Manager and the Equalities Adviser impact assessed each Policy. See Appendix 16.

The Equalities Adviser has developed a process for impact assessing policies and procedures and this will be used in the planned programme of training on Impact Assessment to be delivered by the WLGA in November 2005.

Each new or proposed policy requires an assessment of impact on all equalities issues. The impact assessment process will consist of two stages and will involve an Initial Impact Assessment that will ascertain if a Full Impact Assessment is required. The Impact Assessment will be carried out by the author of the policy.

What we will do to achieve this process.

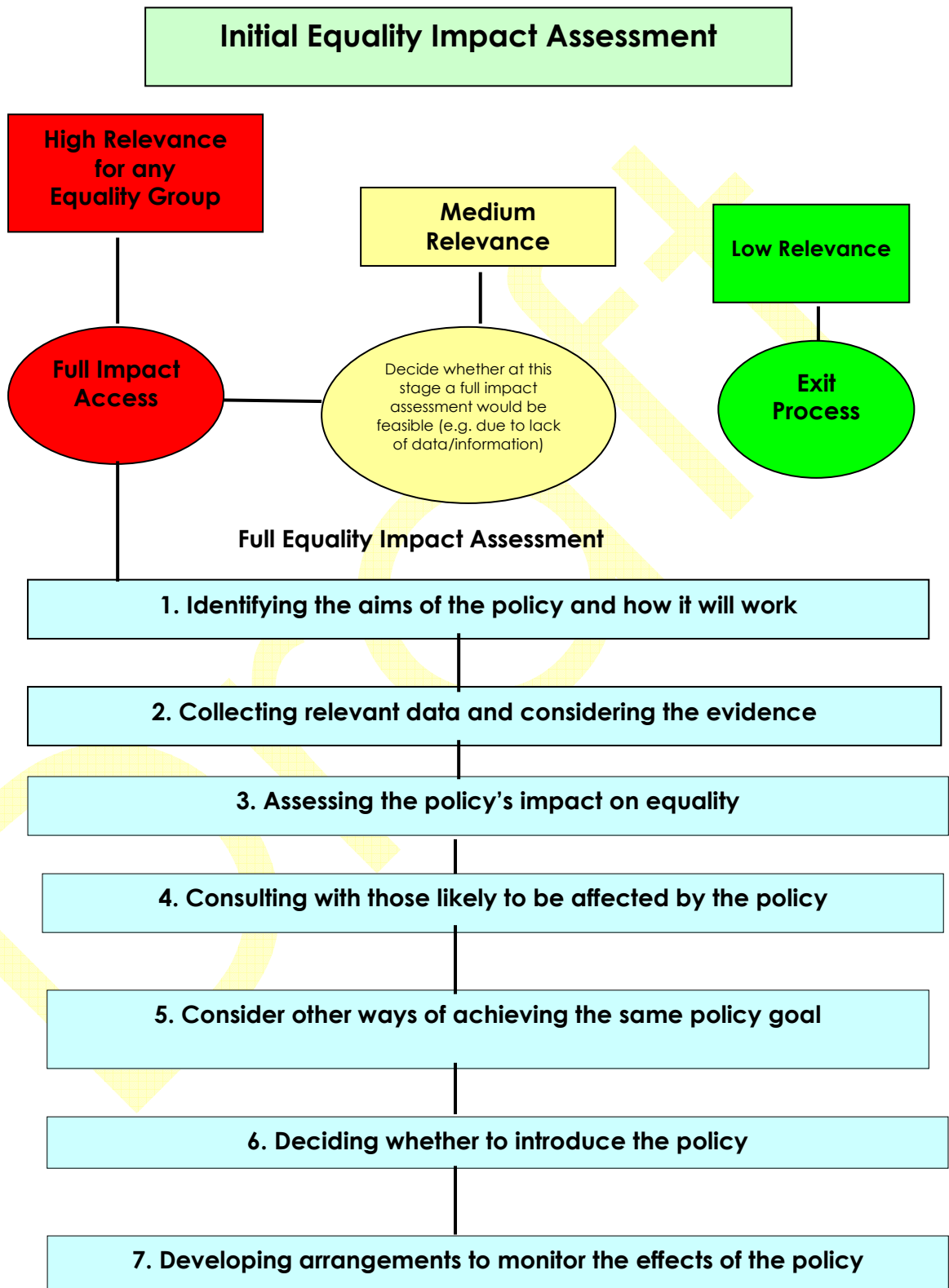
Initial Assessment

Currently the process has consisted of a statement in SAPPO Section 1 Order Number 1 requiring the author to pay particular note of all the strands of equality when writing a policy. This process is not strict enough for a Full Impact Assessment so following on from Impact Assessment Training the new procedure will be implemented.

All North Wales Fire and Rescue Service existing and proposed policies will have an Initial Impact Assessment. This will play a valuable role in new policy formulation, or when considering changes to an existing policy and will be carried out in **ALL** cases. Before embarking on an Equality Impact Assessment, it is important to establish the aims of the policy. From this point it is possible to determine whether full assessment is necessary.

The author of a policy will be required to complete an initial impact assessment and dependent on the outcome of the Initial Impact Assessment a full impact assessment may be required. The Initial Impact Assessment procedure is detailed in the following flowchart.

Impact Assessment Flow Chart



Equality Impact Assessment Process

In conducting an Equality Impact Assessment there are certain methods and procedures that must be considered:

Initial Assessment Grid

First the author of the policy must complete an Initial Impact Assessment to assess the policy for the policy's relevance to the General Duty. The grid when completed will help the author decide the order of priority dependent on the policy's relevance to the General Duty. See Appendix 9 for the Initial Impact Assessment Grid.

Stage One

- Identify the aims of the policy
- Collect relevant data and consider the information
- Decide if the policy is relevant

Stage Two Collate the relevant data

Stage Three Assessing the policy impact

Stage Four Consultation with those likely to be affected

Stage Five Developing monitoring arrangements on the effect of the policy

Stage Six Publish the result of the assessment

To assess the impact of a proposed policy it is important to have as much knowledge as possible about how the proposed policy will affect people.

- Demographic data and other statistics, including census findings
- Comparisons between similar policies in our Service and other Services
- Survey data
- Equality monitoring data

The three Welsh Fire and Rescue Services have identified a gap in the collection of data not only in Employment Monitoring, but also in the collection of service delivery. As a result the Services have decided to collaborate on a joint project to review the current collection and monitoring of data and recruitment.

Action Six will outline in detail how we intend to achieve this.

Action Two Consultation

'The RES should also outline how the authority plans to carry out each part of the specific duty; this is its arrangements for:

Assessing, Consulting on, and monitoring its functions'

The Service is committed to full and meaningful consultation on our Race Equality Scheme; this includes equality impact assessments, consultation and monitoring arrangements.

What we have done so far

North Wales Fire and Rescue Service have made little progress in the last three years on consultation, despite the fact our newly formed County Safety Offices and Community Fire Safety Officers are working in partnership with many of the groups we need to consult with.

A list of those we have consulted on matters relevant to the Service's equality duties, is detailed in Appendix 8. The list is by no means comprehensive enough for the scope of consultation the service would wish to hold, on this we have failed. A lot of good community liaison work is being carried out, the Service now needs to seek a way of joining up that work, with a consultation process, and this is one of our main objectives for the next three years.

What we will do during 2005-2008

The Service has identified that a lot of good work is already taking place in the County Safety Offices with community liaison. As a Service we need to link into established partnerships, and seek out further partnerships with groups not yet working with the Service.

The Service is currently setting up a register of organisations both in the public sector and the voluntary sector. This register will form the basis of our consultation list. The Service is divided into seven County Safety Offices based on the Unitary Authority Areas. The register will be accessed by each of the County Safety Offices, Community Fire Safety, the Arson Reduction Team and the Equality Adviser; each department will add their own contacts to the register. Each of those departments will have a point of contact for that group whether it is the Racial Community, Disabled Organisations, Schools, the Gay Lesbian Bisexual Community, Local Charities, Religious and Faith Groups or Local Authorities.

This will form the basis for our consultation list. Policies requiring consultation will be sent to organisations in the North Wales Area where the Service has an established contact. Meetings with these organisations will be arranged to discuss issues North Wales Fire and Rescue Service are seeking consultation on.

Although the numbers of people of ethnic background are relatively small and dispersed in North Wales, the views of this part of the community are critical to the success of the Scheme and North Wales Fire and Rescue Service will endeavour to increase the links into the ethnic minority communities.

Where minority groups are not represented the Service will seek through the County Fire Safety Offices and the Community Fire Safety Officer to reach out into those communities. The post of Community Fire Safety Practitioners is now attached to the County Fire Safety Offices, these practitioners are working out in the community and this may be a way of linking into underrepresented groups.

Some underrepresented groups are difficult to establish links with, the Gypsy and Travelling community have no permanent site in the North Wales area, and very often in an area for one or two days so establishing and building a relationship with this community is difficult, The Service will undertake to link in with other local authorities and emergency services for information or help in establishing contact with this community.

The Service would welcome enquiries from any organisation reading this Race Equality Scheme wishing to be added to the list of those to be consulted and should contact the Equalities Adviser to have their interest noted.

Each consultation exercise will be monitored for Gender Disability Race Age and where appropriate by Sexual Orientation and Religious Belief. The scale of the consultation will depend on the issue. The results of the consultation will be analysed, and the feedback will be considered and if action is required then the necessary action will be taken. The results of the consultation and subsequent action will be published.

Action Three Monitoring for Adverse Impact

'Public authorities must set out in their race equality scheme their arrangement for monitoring their policies for any adverse impact on race equality'.

Monitoring is a vital component of the Impact Assessment Process. Monitoring specific areas of our activity and service delivery can provide us with crucial information as to whether different minority ethnic groups experience the same treatment or level of service and thereby enabling us to identify areas that need improvement or overhauling.

Service Delivery Monitoring

What has been achieved so far

North Wales Fire and Rescue Service recognise the need to monitor the service it is providing to the people of North Wales. We are currently investigating ways of monitoring our service delivery that will deliver meaningful data. The last public survey was conducted was in 2003, it was a random survey. Unfortunately with a random survey there is no guarantee that out of the people questioned, any have ever used the services of the North Wales Fire and Rescue Service.

What we are intending to do 2005-2008

The Service is looking at the best way to survey members of the public who have received the services of North Wales Fire and Rescue Service whether it is as a result of a fire, a road traffic accident or a visit from the Community Fire Safety Team. This may involve leaving customer satisfaction surveys, or randomly sampling, and interviewing the customers to find out what they thought of the service, and where they believe it could be improved. North Wales a Fire and Rescue Service intend to set up a Service Delivery Monitoring System as soon as possible.

Monitoring on Employment

Over the last three years North Wales Fire and Rescue Service have monitored their staff and the returns are collated each year and returned to the Office of the Deputy Prime Minister. The following table in Appendices 4, 5, and 6, shows the data we hold on staff currently employed by the Service. The table is compiled by types of employee, the Whole time and Retained Operational Fire-fighter, Emergency Control Room Staff, and Non-Operational Support Staff.

As with other public authorities bound by the General Duty we will also be monitoring by:

- The total number of staff in post
- Applications for Employment (external)
- Applicants for Promotion
- Numbers of staff who receive training
- Numbers of staff who are involved in a grievance procedure
- Number of staff who are subject to disciplinary procedures
- Number of staff who leave the employment of North Wales Fire and Rescue Service.
- Number of staff who benefit or suffer from Performance Appraisals, (the Appraisal Scheme is in the process of being started, monitoring of this will take place from 1st April 2005 to 31st March 2006.

The information supplied in the staff tables Appendices 4, 5, and 6 is for the period from 1st April 2004 to 31st March 2005.

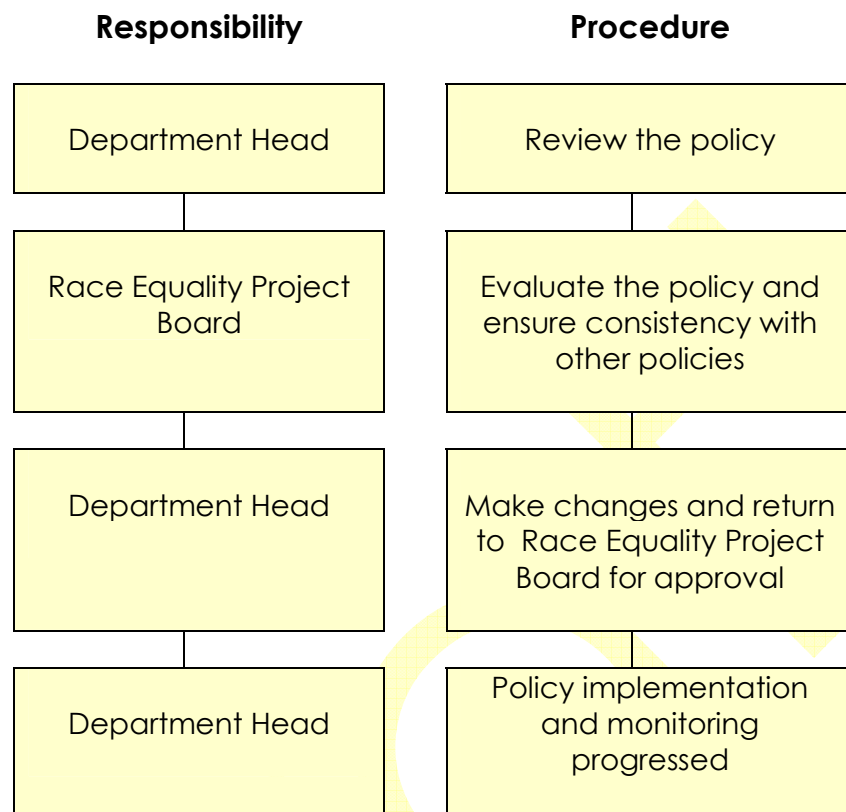
Each year following the collection of data for the Office of the Deputy Prime Minister, North Wales Fire and Rescue Service will submit a report to the Fire Authority on Employment Monitoring.

Reviewing Policies for adverse impact

It will be the responsibility of the Principal Officers to ensure the Heads of Departments in their directorate are Impact Assessing their policies and reviewing regularly for any evidence of adverse impact.

Following Impact Assessment if a policy requires changing the Head of Department with responsibility will make the necessary changes and forward to the Service's Race Equality Project Board for approval. Following approval by the Project Board the policy will be implemented and monitored.

The Policy Review Process



Action Four Publish the Results of Assessments, Consultation and Monitoring.

The RES should also outline how the authority plans to carry out each part of the specific duty, that is its arrangements for:

Publishing the results of any assessments, consultations and monitoring they carry out to see whether their policies have an adverse impact on race equality

Ensuring public access to information and services it provides'

Communication

Following consultation and subject to demand and resources, this Scheme will be available in print form and alternative formats, free on request from the Service. Arrangements will be made for the publication of the Scheme to be publicised and to ensure equality of access.

What we have achieved so far

The Service has reviewed what we have achieved 2002-2005 and appreciates that we will need to make improvements in the way we publish data relating to Race Equality. Not enough was done to ensure the Scheme was accessible to everyone in the North Wales area.

What we intend to do

External Communication

In producing our Race Equality Scheme we will comply with the Welsh Language Act 1993.

The Service is committed to ensuring that the information it disseminates and the services it provides are made accessible to ensure equality of opportunity. It is particularly conscious that some groups will not have the same access to information as others. These include:

- People who may have difficulties in accessing or understanding information.
- People with sensory and learning disabilities who may have difficulties with information in print.
- Members of minority ethnic groups whose first language is not English or Welsh and may have difficulties with information provided only in English and Welsh.
- People who are not literate.

Consideration will be given to providing accessible information to all groups or, if this is not possible, to ensure the information that is available will be explained in a manner appropriate to the needs of the groups or the individual requesting the assistance.

What we intend to achieve

- The Service will publish results of the Impact Assessments, Consultations, and Monitoring both Service Delivery, and Employment Data on its website.
- The Race Equality Scheme
- The results of the assessment of relevance of the Service's function
- The results of the Initial Impact Assessment of Policies
- A summary of consultations conducted
- Result of monitoring conducted
- Employment Monitoring Report Annually

Copies of the approved Scheme will also be sent to key stakeholder groups listed in Appendix 8. A copy will be sent to the Stakeholders named in the register the organisation is currently compiling. A copy will also be placed in local libraries.

The Service we provide is accessible through

- Letter
- e-mail
- request for a face-to-face meeting arranged by appointment
- telephone, including typetalk

written guidance, publications and fact sheets will available on request in the following formats:

- Large font
- Tape

Internal Communication

The Service will endeavour to inform its employees about the Scheme and any future amendments via the following media:

- Service Orders for the publication of the Scheme and any amendments.
- Y Fflam
- The Service's Website (www.nwales-fireservice.org.uk)
- North Wales Fire and Rescue Service are also investigating the possibility of developing an intranet
- E-mail, particularly the inclusion of the Scheme, any amendments and consultation documents (i.e. feedback forms).

Action Five Training of Staff

'The RES should also outline how the authority plans to carry out each part of the specific duty, that is its arrangements for:

Training their staff in connection with the general duty to promote race equality, and any specific duties'

What we have achieved so far

The Training and Development Manager and the Equalities Adviser have purchased a Diversity E-Learning package purchased during 2005 and this is being rolled out across the whole Service. Each member of staff will undertake the programme via the internet. The package covers the six strands of equalities and takes five hours in total to complete. Staff will be given from eighteen months to two years to complete.

Senior Managers are currently undertaking an Equality Training Programme provided by the Welsh Local Government Association. The training has proved very successful, therefore a further stage will continue with middle management, and the Integrated Development Training Officers this will be concluded in spring of 2006.

Service staff have recently undertaken Personal Development Record training, this is prior to the commencement of Personnel Development Reviews, and the review will encompass training needs analysis. This will enable the Service to identify the specific equality training needs of each individual member of staff.

What we intend to do

North Wales Fire and Rescue Service will be undertaking a review of the Equality Training needs of the Service in January 2006.

The Service need to identify each individual's training needs, this will take place during the Personal Development Review, and training to be reviewed is contained in the table below.

<ul style="list-style-type: none">• Conducting Impact Assessment	<ul style="list-style-type: none">• Managers Diversity Training	<ul style="list-style-type: none">• Age Discrimination
<ul style="list-style-type: none">• Human Rights Act	<ul style="list-style-type: none">• Disability Discrimination Awareness	<ul style="list-style-type: none">• Recruitment and Selection Equality Training
<ul style="list-style-type: none">• Gender Discrimination Training	<ul style="list-style-type: none">• Religious and Cultural Awareness	<ul style="list-style-type: none">• Race Equality Duty
<ul style="list-style-type: none">• Race Relations Act	<ul style="list-style-type: none">• Sexual Orientation Awareness	<ul style="list-style-type: none">• Transgender Awareness

The package is linked to a full reporting system and progress of each member of staff will be tracked by the Equalities Adviser and their Line Manager. The completing of the Learning package will be accredited to the individual's record within the Integrated Personal Development System.

New members of staff to North Wales Fire and Rescue Service will receive induction training, and be required to undertake the e-learning package within a set timescale.

Draft

Action Six Special Projects All Wales

Article 5 (1), 5 (2) and 5 (3) of the Race Relations Act 1976 (statutory Duties Order states the following

'It shall be the duty of such a person to monitor, by reference to the racial groups to which they belong, the numbers of

***Staff in post
Applicants for employment, training and promotion, from each such group
Staff that receive training
Staff that benefit or suffer detriment as a result of poor performance assessment procedures
Staff involved in grievance procedures
Staff that are the subject of disciplinary procedure
Staff that cease employment***

Such a person shall publish annually the results of its monitoring'

The three Welsh Fire and Rescue Services have identified three areas where the Services are being prevented from meeting the General Duty and the Specific Duty on Employment monitoring. The Services will be collaborating on a joint project to

Diversity Impact Recruitment Process

- The Employment profiles of the Service is predominately white male.
- The gaps in the employment monitoring data currently requested by the ODPM and required under the Race Relations Amendment Act 2000.
- The absence of Minority Ethnic Monitoring data on the FDR1 Report which, if available, would enable the Service to highlight any specific requirements of individual communities.
- North Wales Fire and Rescue Service and the other two Fire and Rescue Services in Wales have identified the area of recruitment as a potential problem. Each Service has identified from the employment profiles of the Services there is a large predominance of white male employees.

As a result of these identified areas of concern the three Services' Equalities Advisers have decided to investigate the current Recruitment process in depth and analyse each step of the process and produce a report to inform the HR Department where we identify either good or bad practice, and where we believe improvements could be made, we will also extend our interest to encompass recruitment to all areas of the Service.

Expansion of Employment and FDR1 Report Data Collection.

Data Collection

The Service currently does not have a process for data collection, the Fire Reporting Form (FDR1) does not monitor for Ethnicity. This is a national form and originates from the Office of the Deputy Prime Minister (ODPM). The three Fire and Rescue Services in Wales will be lobbying for a change to the Data Collection Form.

The Services will be requesting guidance from the ODPM with regard to the procedure for acquiring the data; this may be a sensitive issue and may not be appropriate at the time of the incident.

The Services will have to arrange training for firefighters with regard to the purpose of collating the data and equip staff to request the information with confidence, and sensitivity.

The data must be logged onto the GIS System and mapped. A Monitoring Group will need to be established in each Service to analyse the data and produce a report. The report will not only assist with Impact Assessment but also inform Community Fire Safety initiatives, and stations as to risk areas, and language or cultural sensitivities.

Employment Duty Data Collection

Develop an Employment Monitoring Report template to be used by the three Welsh Fire and Rescue Services. The report should follow the format of the HRF's collected each year for the Office of the Deputy Prime Minister. The report should contain data on:

- Current staff by ethnicity, disability salary grade and gender
- Applicants for training
- Staff who receive training
- Applicants for promotion for uniformed and non-operational support staff
- Staff that are the subject of disciplinary procedures
- Staff involved in grievance procedures

Establish a Monitoring Group to analyse the data and produce a report the recommendation should be reported directly to the Deputy Chief Fire Officer and the HR Manager, in each of the Services.

Ensure that the Integrated Personal Development System evaluates and monitors staff that benefit or suffer detriment a result of performance assessment procedures.

Ensure the Skills Learning and Development Centre evaluates and monitors the Assessment and Development Centres.

Actions to take will depend on an analysis of specific employment duty data.

Draft

Draft