



North Wales Fire and Rescue Authority

Strategic Equality Plan

2016-2020

Action Plan

Published April 2016

The Equalities Objectives 2016-2020

Life and Health

- **Equality Objective 1**

Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people who can be shown to be at greater risk because of their particular characteristics and/or circumstances.

Employment

- **Equality Objective 2**

Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.

Education

- **Equality Objective 3**

Through a comprehensive programme of tailored education and advice provided singly and in collaboration, to empower people living, working and visiting North Wales to continue to reduce their own level of risk from fire and other hazards throughout the different stages in their lives.

Personal Safety

- **Equality Objective 4**

Reduce the risk of death or injury from fires in North Wales by the provision of effective prevention and protection services and emergency fire and rescue response.

Representation and Voice

- **Equality Objective 5**

By being open and accountable about what we do and what our plans are, encourage more people to involve themselves in the process of determining the way fire and rescue services are delivered in North Wales, and aim to increase the range of representative voices that contribute to that process.

Access to Services, Information and Buildings

- **Equality Objective 6**

Improve access to information and communications with the Service, and improve physical access to fire and rescue service buildings which the public use or visit

North Wales Fire and Rescue Service Strategic Equality Plan 2016-2020 Action Plan

Life and Health

Equality Objective 1

Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people who can be shown to be at greater risk because of their particular characteristics and/or circumstances.

Equality Objective	Actions	Lead Manager
Process map Home Safety Checks from requests and identified need, through to completion.	Complete a comprehensive process mapping exercise aimed at improving the efficiency of Home Safety Check planning and delivery, enabling the Service to focus more on people whose characteristics, circumstances and/or behaviours place them in known categories of higher vulnerability.	Corporate Planning Manager
Review the equality impact assessments process and set up a procedure for quality assuring completed EIA's.	<p>Review the EIA template and guidance; establish if a revised template would assist staff in completing EIAs. Take the opportunity to integrate a refreshed EIA form, raise awareness and improve the EIA quality in collaboration with Professional Service Standards (PSS) review of the Services policy structure. The EA will assess the current EIA process and make a submission to the PSS consultation process.</p> <p>As part of this review process consideration will be given to introducing a quality assurance panel to review and approve completed EIAs.</p>	Equality Adviser
Develop a targeted and consistent approach to gathering and interpreting risk data in a context of protected characteristics, to fully understand if any particular groups are more at risk from fire than another.	Commission a strategic problem profile to understand the profile of those who have been killed or injured at previous incidents. This may include understanding risks associated with particular custom and practice, along with a profile of where particular groups or individuals may reside in North Wales	Senior Fire Safety Manager

<p>Target those who are already known to be more at risk from fire, for education and intervention as a result of their protected characteristics of age and disability.</p>	<p>Utilise partner referral and other means to target those who are known to be at increased risk from fire, based on age or disability.</p> <p>Develop the Falls Risk Assessment process for wider North Wales roll out.</p> <p>Develop a falls response service in partnership with Telecare and WAST</p>	<p>Senior Fire Safety Manager</p>
<p>Develop a new system to manage risk information that is pertinent to the individual rather than to the premises, so as to more effectively manage the needs of those most at risk from fire.</p>	<p>Develop the business process requirements and commission either a new system, or undertake revisions to our existing systems that allow the recording of person specific risk information.</p>	<p>Senior Fire Safety Manager</p>
<p>Incorporate equalities into the Fire Safety Campaigns steering groups annual delivery plan linked to key dates and events are fully utilised so as use opportunities to engage with those with protected characteristics.</p>	<p>Raise awareness of the requirements of the Equality Act 2010 in the Campaigns Steering Group and consider the requirement to undertake specific activities to support individuals or groups as a result of their protected characteristics.</p>	<p>Senior Fire Safety Manager</p>

Employment and Pay

Equality Objective 2		
Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.		
Equality Objective	Actions	Lead Officer
<p>Ensure that future tactics, equipment and PPE are aligned to the needs of the Service and take cognisance of the protected characteristics.</p> <p>Ensure that equipment is more ergonomically practical, reduced weight without compromising the technical requirements, and PPE is fit for purpose without discrimination.</p>	<p>Embed the ethos of continuous improvement in operational equipment and PPE in regards to all areas that may have a detrimental effect on those who fall under the protected characteristics.</p>	<p>Senior Operations Manager</p>
<p>Engage with suppliers who build traditional fire appliance designs to fully integrate and build to a 5'2" stature and dissuade the 6' manikin being used as a design build standard.</p> <p>New procurement documents in the All-Wales Fleet functions must have a measurable diversity goal built in for suppliers and Fleet managers to be measured against</p>	<p>New All-Wales vehicle procurement tender to enhance the "Designing for a diverse workforce" section to become a measurable aspect of the tender.</p> <p>Engage with suppliers and ensure this design aspect is emphasised to the suppliers and a real and measurable objective is delivered.</p> <p>Suppliers will be encouraged in innovative design concepts, to assist Wales in achieving this benefit.</p> <p>Engage with "Women in the Fire and Rescue Service" to fully understand challenges and needs in a modern FRS.</p>	<p>Fleet Manager</p>

<p>Engage with teaching establishments to hold open days to demonstrate career options in engineering for female school leavers</p>	<p>Consider open days at Fleet to show-case the business and potential prospects for female applicants. Run this process alongside female fire fighter engagement/positive action.</p> <p>Encourage teaching establishments to have equality goals built into their objectives in respect of traditional job roles.</p>	<p>Fleet Manager</p>
<p>Through NWFRS employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to work.</p>	<p>Review Positive Action days and contribute to the production of a Positive Action Strategy. Draw from best practice and incorporated the tools and process to run effective positive action events into one policy with supporting material.</p> <p>E.g. Target potential female recruits through a number of additional initiatives including contacting sports clubs i.e. Women's Football Association, running, hockey and netball teams.</p> <p>Fitness Advisers to visit gyms and leisure centres at peak times, as well as attending female sport events e.g. Race For Life.</p>	<p>HR Manager</p> <p>Senior Training and Development Manager</p> <p>Equalities Adviser</p>
<p>Promote policies to aid and encourage work life balance amongst NWFRS employees.</p>	<p>Produce enhanced Maternity/paternity scheme which incorporates recent legislation to promote greater awareness, and equality.</p> <p>Research guidance for employees who undertaking caring responsibility (Carers Guidance for Dependents).</p> <p>Produced guidance on addressing Mental Health issues at work for employees and Line Managers (i.e. access Mindfulness)</p>	<p>HR Manager</p>
<p>Identify and address underrepresentation within the finance department, and equality impact assess the restructure of the department and ensure business continuity, and succession planning.</p>	<p>Restructure department review roles and duties, aligning tasks to role for business continuity purposes.</p> <p>Conduct a succession planning exercise; plot virtual department for future reference to ensure that the department has a combination of staff to facilitate flexible working.</p>	<p>Finance Manager</p>

Work toward a submission to the Stonewall Index	<p>Benchmark NWFRS against the Stonewall Index.</p> <p>The HR Manager and EA will develop an implementation plan looking in detail at the requirements NWFRS would need to achieve to enable the Service to prepare a submission to the Stonewall Workplace Index.</p> <p>Consider any budget implications.</p>	Equalities Adviser
Produce a Service Equalities/Diversity Handbook	Conducting research across other FRS and Local Authorities to identify relevant formats and content for a Service Equality Handbook.	Equalities Adviser

Education and Skills

Equality Objective 3

Through a comprehensive programme of tailored education and advice provided singly and in collaboration, empower people living, working and visiting North Wales to continue to reduce their own level of risk from fire and other hazards throughout the different stages in their lives.

Equality Objective	Actions	Lead Officer
Create a Equality Training Strategy	Create a strategy and action plan.	Senior Training and Development Manager
Introduce training related to Violence against Women Domestic Abuse and Sexual Violence Act 2015	Increase awareness of domestic abuse and provide training to staff to make them aware of what they need to look for, and have the confidence to report it. Introduction, Level 1 training moving to Level 2	Senior Training and Development Manager

Personal Safety

Equality Objective 4

“Reduce the risk of death or injury from fires in North Wales by the provision of effective prevention and protection services and emergency fire and rescue response.

Equality Objective	Actions	Lead Officer
Ensure frontline staff are aware of issues such as hate crime and domestic violence and harassment and that they have the confidence to use processes for reporting it.	Use the opportunity of audits for raising frontline staff awareness	Senior Professional Service Standards Manager
Reduce the risk of injury and death by fire by the improved integrity and management of location information.	Introduction of a managed service corporate gazetteer ensure the Command and Control System has the latest address information	Control Manager
Reduce the risk of injury and death by fire by improved collaboration between Emergency Service partners.	Share common information technology platforms to allow a more timely exchange of information to more ably manage resources to provide a more effective response to the communities of North Wales NWFRS to move to share the NWP Frequentis ICCS.	Control Manager
Reduce the risk of injury and death by fire by the introduction of systems to enhance and improve the availability of Risk Information at the time of call.	Introduction of new Command and Control System linked through the new gazetteer to Fire RMS which is used as a source of risk information storage	Control Manager
Develop a more targeted and consistent approach to gather and interpret risk data in a context of protected characteristics, so as to fully understand if any particular groups are more at risk from fire than another.	Implement the recommendations of the Operational Equalities data pilot 2015. Analyse the information gathered over each 12 month period and utilise to support any future prevention strategies where required.	Senior Operations Manager

Representation and Voice

Equality Objective 5

By being open and accountable about what we do and what our plans are, encourage more people to involve themselves in the process of determining the way fire and rescue services are delivered in North Wales, and aim to increase the range of representative voices that contribute to that process.

Equality Objective	Actions	Lead Officer
Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups.	Develop plans for Engagement, ensure this is inclusive of “seldom heard groups” and review actual representation to target those still not included.	Equalities Adviser Corporate Communication Manager

Access to Services, Information and Buildings

Equality Objective 6		
Improve access to information and communications with the Service, and improve physical access to fire and rescue service buildings the public access.		
Equality Objective	Actions	Lead Officer
Ensure that appropriate means and methods of communication are adopted in promoting priority safety messages identified by the Fire Safety department	Ensure this is linked to the Corporate Communications Objective in relation to supporting the objectives and developing close working links with Community Fire Safety and Arson Reduction Departments	Corporate Communications Manager Senior Fire Safety Manager
Adopt an agreed Public Engagement and Consultation Strategy	Take into account multi-languages, accessibility; collaborate with established representative forums and groups etc.	Corporate Communications Manager
Improve access to information and communications and improve the customer experience.	Assess/check Corporate Communication Strategies for specific guidance on alternative formats and interpretation and translation protocols. Review, Utilise and report outputs from investigation (complaints etc.) to inform potential improvements	Senior Professional Service Standards Manager
Improve the requirement for equality objectives for tender renewal of garage supplies.	NWFRS will write an equalities objective into the new tender for Wales with measurable scores.	Fleet Manager
Improve building access for Fire and Rescue Service visitors to the Joint Communications Control Centre	Improve access for disabled persons visiting the Joint Communications Control Centre with improved fob access points, opening and closing of door orientation and availability to disabled toilets (ground floor).	Control Manager Estates Manager

<p>Update Equality and Diversity Guide for Contractors and formally issue to all facilities contractors.</p> <p>Ensure all contractors engaged by the Service to work on NWFRS premises are aware of NWFRS Strategic Equality Plan and Equality Policy.</p>	<p>Update and consult internally on a guide document.</p> <p>Issue to all Facilities contractors with copies of NWFRS Equality Policy and monitor contractors' compliance.</p>	<p>Estates Manager</p>
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