

Circular number	79/2009	Date issued	23 December 2009
This circular is	For response	Date response required	5 February 2010
This circular is	Relevant to the National Framework		
Status	This circular asks fire and rescue services to complete the attached questionnaire regarding progress on equality and diversity, for the FRS Equality and Diversity Report 2010		

Fire and Rescue Service Equality and Diversity Report 2010 - Questionnaire

Issued by:

Gill McManus

Fire & Rescue Service Development Division

Addressed to:

**The Chair of the Fire and Rescue Authority
The Chief Executive of the County Council
The Clerk to the Fire and Rescue Authority
London Fire Commissioner
The Chief Fire Officer**

Please forward to:

**Head of Equality and Diversity
Head of Human Resources**

Summary

The Fire and Rescue Service Equality and Diversity Strategy 2008-2018 requires Fire and Rescue Authorities to provide information to Communities and Local Government (CLG) on their performance on equality and diversity annually. CLG have undertaken to publish an annual FRS Equality and Diversity Report using this information. The attached questionnaire should be completed and returned to CLG by 5 February 2010.

For further information, contact:

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Fire & Rescue Service Development Division
Zone 3/D1 Eland House
Bressenden Place
London SW1E 5DU**

Direct line **0303 444 2944**

E-mail gill.mcmanus@communities.gsi.gov.uk

Website www.communities.gov.uk

1.0 Background

- 1.1 In May 2008 Communities and Local Government published the Fire and Rescue Service Equality and Diversity Strategy 2008-2018. The Strategy set out what the Service should look like in ten years time, in terms of the diversity of its workforce and culture of the organisation, and provided a framework for how change would be achieved.
- 1.2 To support and encourage fire and rescue services in achieving this change, Communities and Local Government committed to the annual publication of a Fire and Rescue Service Equality and Diversity Report. The Report was to include information on progress made at both national and local level to improve equality and diversity within the Fire and Rescue Service.
- 1.3 The first annual Report was published in March 2009. The 2009 Report, which was published as a baseline report, drew on the IRMP statistical returns as its main source of information regarding progress made on equality and diversity by individual fire and rescue services. In order to ensure future annual reports included qualitative, as well as quantitative, evidence of progress the National Equality and Diversity Delivery Partnership has recommended that fire and rescue services be asked to provide additional information about the progress they have made.

2.0 Background

- 2.1 In order to facilitate the collection of the qualitative information required for the 2010 Equality and Diversity Report, and to ensure consistency of approach, a questionnaire has been developed for completion by fire and rescue services. A copy is attached to this circular. Fire and rescue services are asked to complete the questionnaire and return it to CLG, electronically or in hard copy, by **5 February 2010**.
- 2.2 To facilitate the completion of the questionnaire, tick boxes have been provided where possible, however, owing to the nature of the information, narrative responses are also required and dialogue boxes have been provided throughout the questionnaire for this purpose.
- 2.3 Because information from the completed questionnaires will be used in the 2010 Equality and Diversity Report we are asking the Chief Fire Officer of each fire and rescue service to sign off the completed questionnaire before it is returned to CLG.

Gill McManus

Fire & Rescue Service Development Division

Fire and Rescue Service Equality and Diversity Report 2010 Questionnaire.
(Covering the period 1 January to 31 December 2009)

Dear Chief Fire Officer,

As part of Communities and Local Government's commitment to support delivery against the requirements of the Fire and Rescue Service Equality and Diversity Strategy we undertook to publish an annual Equality and Diversity Report. In order to ensure the annual Report is reflective of the progress being made by each Fire and Rescue Service in England we have prepared the following questionnaire for completion by your Service.

Please can you ensure that the completed questionnaire, certified by you, is returned to us at the address below by **5 February 2010**.

Completed returns should be sent to:

Clive Botterill by e mail to: clive.botterill@communities.gsi.gov.uk

Or by post to:

Clive Botterill

FRSDD

Communities and Local Government

3rd Floor, Zone D1

Eland House

Bressenden Place

London SW1E 5DU

If you have any questions regarding the questionnaire please contact Gill McManus at gill.mcmanus@communities.gsi.gov.uk

Many thanks.

Fire and Rescue Service Equality and Diversity Report 2010 Questionnaire.
(Covering the period 1 January to 31 December 2009)

As part of Communities and Local Government's commitment to support delivery against the requirements of the Fire and Rescue Service Equality and Diversity Strategy we have agreed to publish an annual Equality and Diversity Report. The intention is that the report should provide both quantitative and qualitative information on the progress made annually by each fire and rescue service. In order to ensure the annual Report is reflective of the progress being made on equality and diversity we are asking every fire and rescue service in England to complete the following questionnaire.

Thank you for your help in this matter.

Instructions:

To complete this questionnaire you can either print it out and complete by hand or you can complete it electronically. If you complete it electronically answers are written in to the grey boxes below which will allow you to either put a mark in the box or expand so that you can write in some text or a number. You can use the arrow keys to move between answer boxes. Please remember to save your questionnaire when you finished completing it.

Details of person completing questionnaire (who can be contacted should we need to clarify any responses):

What is the name of your FRS: _____

What is your name: _____

What is your job title/role: _____

What is your email address: _____

Section 1: Statutory Requirements

1. Has your FRS published the following equality schemes? (Mark all that apply)

a) Gender No Yes

If yes where was it published (Please provide web address if applicable)

b) Race No Yes

If yes where was it published (Please provide web address if applicable)

c) Disability No Yes

If yes, where was it published (Please provide web address if applicable)

2. Has your FRS published a Single Equality Scheme?

No Yes Date published (mmm-yy): _____

If yes where was it published (Please provide web address if applicable)

3. If yes please indicate which diversity strands your Single Equality Scheme includes? (Mark all that apply)

a) Gender b) Gender Identity c) Race

d) Disability e) Age f) Sexual Orientation

g) Religion/Belief

h) Other (please list):

4. When was (were) your scheme(s) last reviewed /updated:

a) Gender (mmm-yy): _____ b) Disability (mmm-yy): _____

c) Race (mmm-yy): _____ e) Single (mmm-yy): _____

5. Please indicate the level of the Equality Standard for Local Government your FRS has achieved?

1 2 3 4 5

6. Does your FRS intend to migrate to either: (Mark whichever applies)

a) the Fire and Rescue Service Equality Framework?

b) the Equality Framework for Local Government?

And at what level is your FRS migrating?

a) Developing b) Achieving c) Moving to Excellence d) Excellent

Section 2: Leadership and Promoting Inclusion

7. Who is your most senior equality and diversity champion and what is their role in the organisation?

8. What steps have been taken since January 2009 to ensure Authority Members and staff have received appropriate training and development to effectively promote equality and diversity?

9. What percentage of a) Fire Authority Members and b) staff have undertaken Equality and Diversity training in the last 2 years?

a) ____% of Fire Authority Members

b) ____% of Staff

10. What steps have you taken to ensure all staff and Fire Authority Members are aware of, and act in accordance, with FRS Core Values?

11. How do you ensure that your FRS engages effectively with representative and staff bodies with regard to equality and diversity issues in order to achieve an effective partnership approach? Give an example of this partnership working.

12. Does your FRS support groups for under represented sections of the workforce such as National Disabled Fire Association, Asian Fire Association, Networking Women in the Fire Service and Stonewall?

No Yes

If yes please list the groups which groups you support:

13. What measures have you put in place to ensure that equality & diversity issues are fully considered in the procurement of goods and services?

Section 3: Accountability

14. Briefly describe how your FRS reported to FRA Members on the implementation of the E&D Strategy in your Service during 2009.

15. Describe briefly how your FRS makes information publicly available regarding improvements to the service it provides.

16. Have all members of staff; including Chief Fire Officers had an annual performance appraisal in 2009?

Yes No

If No please explain briefly why and what arrangements have been made to introduce annual appraisal

17. Has every member of staff been given/ agreed at least one equality and diversity objective?

Yes No

If No please explain briefly why and what arrangements have been made to ensure every member of staff will have equality and diversity objectives?

18. Please describe briefly how performance against these objectives is measured and what steps are taken to ensure these objectives are met?

21. Provide an example to demonstrate how your FRS has used the evidence from consultation to improve service delivery to different communities within your area?

22. Do you monitor the diversity of those who receive the following services from you:

- | | | |
|-------------------------------|------------------------------|-----------------------------|
| a) Emergency Response /Rescue | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b) Fire/Community Safety | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c) Fire Safety Legislation | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

23. What strands of diversity do you collect about the recipients of the services set out in Q22?
(Please mark all that apply)

A) Emergency Response/ Rescue

- | | | |
|--|---|--|
| a) Gender <input type="checkbox"/> | b) Gender Identity <input type="checkbox"/> | c) Race <input type="checkbox"/> |
| d) Disability <input type="checkbox"/> | e) Age <input type="checkbox"/> | f) Sexual Orientation <input type="checkbox"/> |
| g) Religion/Belief <input type="checkbox"/> | | |
| h) Other <input type="checkbox"/> (please list): _____ | | |

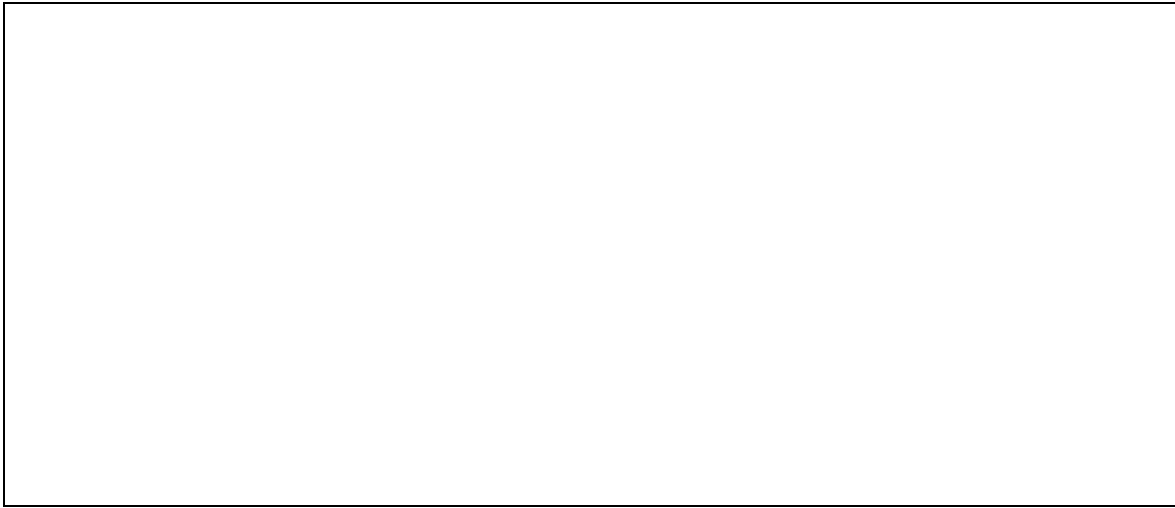
B) Fire/Community Safety

- | | | |
|--|---|--|
| a) Gender <input type="checkbox"/> | b) Gender Identity <input type="checkbox"/> | c) Race <input type="checkbox"/> |
| d) Disability <input type="checkbox"/> | e) Age <input type="checkbox"/> | f) Sexual Orientation <input type="checkbox"/> |
| g) Religion/Belief <input type="checkbox"/> | | |
| h) Other <input type="checkbox"/> (please list): _____ | | |

C) Fire Safety Legislation

- | | | |
|--|---|--|
| a) Gender <input type="checkbox"/> | b) Gender Identity <input type="checkbox"/> | c) Race <input type="checkbox"/> |
| d) Disability <input type="checkbox"/> | e) Age <input type="checkbox"/> | f) Sexual Orientation <input type="checkbox"/> |
| g) Religion/Belief <input type="checkbox"/> | | |
| h) Other <input type="checkbox"/> (please list): _____ | | |

24. What method (s) do you use to monitor community satisfaction with your service?



25. Provide an example of how you have used the information received from your monitoring processes to improve your service delivery to vulnerable/ minority groups within your community, including evidence of the effectiveness of the improvement made



Section 5: Employment and Training

26. Provide a brief summary of awareness raising campaigns and positive action events you have under taken in 2009 to encourage people from currently under represented groups to consider a career in the Fire and Rescue Service.

27. Provide brief evidence of the effectiveness of the above initiatives you have listed.

28. Have you offered (and where agreed undertaken) exit interviews for **all** members of staff who have left your Service between January and December 2009?

Yes No

29. What exit interview options do you offer to leavers? (Mark all that apply)

- a) With their line manager
- b) With Chief Fire Officer
- c) With an external organisation
- Other (please state) _____

30. During 2009 a) how many members of staff left your FRS and b) what percentage of these leavers took the opportunity of an exit interview?

a) _____ Number of staff

b) _____% of leavers

31. Have you used information derived from exit interviews in reviewing policies, practices and procedures?

No

Yes If yes please provide a brief example:

32. Have you undertaken a review of your FRS working environment (including fire stations, offices, training centres etc) and your provision of equipment, clothing, food etc during the last three years to ensure all employees receive the support and resources they require?

Yes

No

33. How have you used the information from the review to ensure all employees have appropriate facilities, equipment, clothing, food etc to meet their diverse needs?

34. If you have not undertaken a review as above do you have plans to review these issues?

Yes No

If yes, when will this review (series of reviews) be undertaken? (mmm-yy): _____

If no, provide reasons why not:

35. In particular what action are you taking to ensure all fire stations have separate and appropriate, resting and washing facilities for men and women?

36. For those stations where these facilities are not currently available (or are not of an appropriate standard) what actions are you taking to bring these facilities up to standard?

37. Has your FRA undertaken an equal pay audit?

No Yes If yes when? (mmm-yy): _____

If yes was the audit undertaken by your FRS or an external body?

a) FRS

b) External Body Name of body: _____

38. If you have not undertaken an equal pay audit do you have plans to undertake one?

Yes No

If yes, when will this audit be undertaken? (mmm-yy): _____

If no, provide reasons why not:

39. Briefly explain how you ensure all staff receive training and development on equality, diversity and fairness issues including those relating to harassment, bullying, unfair discrimination and unacceptable behaviours:

Section 6: Evaluation and sharing good practice

40. How do you encourage a) staff and b) service users to complete diversity monitoring information?

Staff:

Service Users:

41. On average what level of completed diversity monitoring returns do you receive from a) staff and b) service users?

Staff:

- a) Less than 25% b) 25% to 40% c) over 40% to 60%
d) Over 60% to 80% e) over 80% to 100%

Service Users:

- a) Less than 25% b) 25% to 40% c) over 40% to 60%
d) Over 60% to 80% e) over 80% to 100%

42. What steps (if any) are you taking to improve the rate of monitoring returns?

43. What methods do you use to raise staff understanding of equality and diversity issues and awareness of progress being made by your FRS?

44. Please provide an example to evidence the effectiveness of the methods you are using to raise staff understanding of equality and diversity issues.

45. What arrangements do you have in place to work with partners to promote and share good practice a) locally, b) regionally and c) nationally, (give a brief example for each)?

A) Locally:

b) Regionally:

c) Nationally:

46. In no more than 200 words provide brief details of an initiative which your FRS has undertaken in 2009 in support of equality and diversity which you would like to share as good practice. Include brief evidence of the positive outcomes from the initiative.

Certification: I am content that the information contained within the above responses to this questionnaire are an accurate record.

Signature of the Chief Fire Officer:

Oh behalf of:

Fire and Rescue Service

Thank you for your time in completing this questionnaire. Please return the completed questionnaire to;

Clive Botterill by e mail to: clive.botterill@communities.gsi.gov.uk.

Or by post to: Clive Botterill
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