West Midlands Fire and Rescue Authority

Race Equality Scheme 2006-2009

July 2006

WEST MIDLANDS FIRE SERVICE

DIVERSITY

Accepting, Respecting & Valuing People as Individuals

Accessibility

This document contains information about how we intend to improve your Fire Service. This information can also be made available in other languages and formats including large print, Braille and audiotape. Please phone 0121 380 6116 (24 hour answerphone).

Arabic

هذه الوثيقة تحتوي على معلومات حول ما ننوي القيام به لتحسين خدمة الإطفاء والإنقاذ. إذا كنت تريد أن تقدم لك هذه المعلومات بشكل آخر فنرجو أن تتصل بالرقم أعلاه (خدمة 24 ساعة لتسجيل رسائلكم).

Bengali

আপনার জন্য 'ফায়ার এবং রেসকিউ সার্ভিস্' এর উন্নয়ন আমরা কিভাবে করতে চাই সে বিষয়ে তথ্যাদি এই কাগজপত্রে দেয়া হয়েছে। আপনি যদি কোন বিকল্প মাধ্যমে (ফরমেট) তথ্যাদি পেতে চান, তাহলে অনুগ্রহ করে উপরোক্ত নম্বরে ফোন করুন (২৪ ঘন্টা ধরে এ্যান্সারফোন চালু থাকে)।

Czech

Tento dokument obsahuje informace o tom, jak chceme zdokonalit Vaši požární službu. Tyto informace můžeme Vám můžeme zprostředkovat také v dalších řečech a formátech, mimo jiné vytištěné velkými literami, slepeckým písmem a ve zvukové nahrávce na pásce. Volejte, prosím, 0121 380 6116 (záznamník v provozu 24 hodin).

Chinese

這份文件的內容解釋了我們如何計劃改善公共消防拯救服務。如果你想得到其它語言或其它版式的這份文件，請致電上面列出的號碼（24小時電話錄音）。

Farsi

این مدرک حاوی اطلاعات درباره نحوه اقدامات ای که درنظرداریم جهت بهترساختن خدمات آتش سوزی ونجات شمانجام بدهیم می باشد. اگر میخواهید چاپ اطلاعات را به شکل ونوع دیگر دریافت کنیدلطفاً به شماره بالا تلفن کنید (تلفن پیام گیر24 ساعته موجوداست).

West Midlands Fire Service Headquarters, Lancaster Circus Queensway, Birmingham B4 7DE

Accessibility

French

Ce document contient des renseignements sur la manière dont nous envisageons d'améliorer votre service Secours et Feu. Pour obtenir des renseignements sous un autre format, veuillez appeler le numéro indiqué ci-dessus (répondeur 24h/24).

Gujarati

આગ અને આગથી બચાવની તમારી સેવાને સુધારવાનો અમારો કેવો ઈરાદો છે તે વિષે આ દસ્તાવેજમાં માહિતી છે. જો તમારે વૈકલ્પિક આકારમાં માહિતી જોઈએ તો કૃપા કરી ઉપર જણાવેલ નંબર પર ફોન કરો (૨ ૪ કલાક આન્સર ફોન).

Kurdish

لەم بەڵگەنامەیەدا زانیاری هەیە دەربارەی ئەوەی که ئێمه چۆن دەمانەوێت گەشه بدەین به خزمەتگوزاری ئاگر کوژاندنەوەو فریاکەوتن. ئەگەر حەز دەکەی زانیارىت دەستکەوێت به شێوەو ئەندازەی تر تکایه پەیوەندی بکه بەو ژمارە تەلەفۆنەی سەرەوە (24 سەعات تەلەفۆنی پەیام وەرگر له کاردایه).

Polish

W niniejszym dokumencie zawarte są informacje nt. sposobu, w jaki zamierzamy usprawnić Waszą służbę przeciwpożarową. Informacje te dostępne są również w innych językach i formatach, włącznie z dużym drukiem, pismem Braille'a oraz na kasetach dźwiękowych. Prosimy dzwonić 0121 380 6116 (24-godzinny aparat zgłoszeniowy)

Punjabi

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚ ਇਹ ਦੱਸਿਆ ਗਿਆ ਹੈ ਕਿ ਅਸੀਂ 'ਫ਼ਾਇਰ ਐਂਡ ਰੈਸਕਿਊ ਸਰਵਿਸ' ਨੂੰ ਕਿਵੇਂ ਸੁਧਾਰਨਾ ਚਾਹੁੰਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਵਿੱਚ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰ ਉੱਤੇ ਟੈਲੀਫ਼ੋਨ ਕਰੋ ਜਿੱਥੇ ਤੁਹਾਡੇ ਸੁਨੇਹੇ ਲੈਣ ਲਈ 24 ਘੰਟੇ ਆਂਸਰਿੰਗ ਮਸ਼ੀਨ ਚਾਲੂ ਰਹਿੰਦੀ ਹੈ।

Russian

В данном документе содержится информация о том, как мы собираемся улучшить вашу противопожарную службу. Данная информация также может быть предоставлена на других языках и в других форматах, включая крупный шрифт, шрифт Брайля и на аудиокассете. Звоните по телефону 0121 380 6116 (круглосуточный автоответчик).
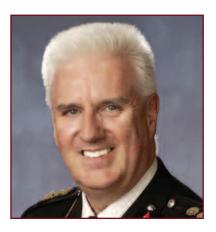
Accessibility

Somali

Dokumentigani wuxu ka kooban yahay warar ku saabsan sida aanu ugu talo jiro inaan u hor marino adeegaaga dabka iyo badbaadada. Hadaad rabto inaad warka ku hesho qaab kale oo kan ka duwan fadlan nagala soo hadal telefoonka kor ku qoran (Telefoon 24ka saacba kuu jawaabaya)

Urdu

اس دستاویز میں یہ معلومات دی گئیں ہیں کہ ہم آپ کے لیئے فائر اینڈ ریسکیو سروس (آگ سے بچانے کی خدمات) کو کیسے بہتر کرنے کا ارادہ رکھتے ہیں۔ اگر آپ چاہتے ہیں کہ یہ معلومات آپ کو کسی اور انداز میں پیش کی جائے تو اوپر دیئے گئے نمبر پر فون کیجئے (24 گھنٹہ آنسر فون دستیاب ہے)۔

Vietnamese

Hồ sơ này chứa đựng các chi tiết về việc chúng tôi dự định làm thế nào để cải tiến phục vụ cứu hỏa cho quý vị. Nếu quý vị muốn có chi tiết trong hình thức khác làm ơn điện thoại theo số trên đây (máy trả lời hoạt động 24 tiếng đồng hồ).

Contents

Frank Sheehan QFSM
Chief Fire Officer
West Midlands Fire Service

Both as the Chief Fire Officer of the West Midlands Fire Service and personally, I am dedicated to embedding equitable treatment and dignity into our working environment and I greatly value the contribution diversity brings to both the Service and the community.

This Scheme helps to show our commitment to eliminating racial discrimination, promoting equal opportunities and developing good relations between people of different ethnic groups. It will ensure that we develop robust policies and strategies that recognise and respond to the diverse and differing needs of our communities and our workforce, as we work towards achieving our key priorities as a service.

We have a clear Action Plan for our Equality and Diversity Section that will help to deliver a Corporate Equality Strategy aimed at promoting the Core Values of, Service to the Community, People, Diversity and Improvement. This will help to ensure that delivering equality becomes part of what we all do.

We have already implemented a number of key diversity initiatives including Equality Impact Assessments on our policies, Equality and Diversity Awareness training for our staff, Ethnic Monitoring of job applicants and employment of professional trainers to deliver future diversity training. The Scheme will help us to build on these successes and guide every member of staff to make a positive difference. Committing to diversity helps us all to provide a better service to the whole community and in doing so, helps us to fulfil our Vision of 'Making West Midlands Safer'.

Forewords

Councillor David Hinton
Chair
West Midlands Fire and Rescue Authority

It is with pleasure that I introduce this revision of our Race Equality Scheme. Through the Race Relations (Amendment) Act 2000, we have a positive legal duty to promote race equality. This scheme details our Authority's approach to not only fulfiling our legal duty, but also our strong commitment to embedding a cultural change that values equality and diversity in all we do.

This scheme sets out how we are going to achieve our specific duties to promote race equality. It identifies our plans for assessing, consulting on and monitoring our policies and functions for impact on race equality - publishing the results of our assessments and consultation and ensuring the public has access to our services.

I would like to take this opportunity to thank the Lead Member for Equality and Diversity, Councillor Trudy Bowen for taking such a positive lead on equality and diversity issues for the West Midlands Fire and Rescue Authority.

Councillor Trudy Bowen
Lead Member, Equality and Diversity
West Midlands Fire and Rescue Authority

As Lead Member on the Authority for Equality and Diversity issues, I will do everything within my power to deliver the actions within the Race Equality Scheme and Action Plan.

When we are next assessed as part of the Comprehensive Performance Assessment (CPA) process, I want the auditors to see that not only have we put measures and processes in place, but that we can also give examples of where and how diversity has become embedded into our culture.

Nobody can argue with the sentiments and intentions behind the Core Values, but I want to see doing more than just ticking appropriate assessment boxes; I want people to be talking about the changing culture of the West Midlands Fire Service, including the value to be placed on achieving our goals in the Race Equality Scheme. When people are consistently telling me that they can see and feel the difference, then I know we will really be incorporating Equality and Diversity into all we do.

Background to Race Equality Scheme

Stephen Lawrence

The Stephen Lawrence Inquiry report by MacPherson published in 1999, found that institutional racism had played a part in the flawed investigation, by the Metropolitan Police Service, into Stephen's murder. The Inquiry accepted that institutional racism existed in other institutions and identified it as: "The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantages minority ethnic people."

The event of Stephen's tragic death and this Inquiry was the key reason for the review of the 1976 Race Relations Act and the creation of the subsequent Amendment Act 2000.

Targets for Recruitment

One of the observations and criticisms of MacPherson of the Metropolitan Police was the lack of community representation in the operational Police force, which was there to serve and protect that diverse metropolitan area. Therefore, a recommendation was made to the Home Secretary that targets should be set to encourage the Metropolitan Police Commissioner to make particular efforts to recruit more police officers from the ethnic minority communities. This recommendation was then further developed by the Home Secretary to extend to all Police forces in England and Wales, together with similar uniformed public services such as the Fire and Prison Services.

It should be noted, however, just what the Home Secretary had set out to do. He had examined the Labour Workforce Survey (employable people aged 18-54) in each area and, based upon the percentage of those within that Survey who were from ethnic minorities, he set individual targets for Fire Authorities to aim for. Target details in key area 8.

These targets were set over a timescale of 1999-2009 with intermediate review points to check progress. He did not set "quotas" (definite figures), which have to be achieved, as that would have been illegal.

He wanted to encourage services to seek ways to attract people from ethnic minority communities.

Background to Race Equality Scheme

Thematic Review

During 1999, Her Majesty's Fire Service Inspectorate carried out a review into Equality and Fairness in the Fire Service. Within its introduction, the review made one stark statistical observation. Despite the efforts of many Fire Services, on 31st March 1998, of the 48,080 firefighters employed throughout England and Wales, only 513 of those were from black or other minority communities or backgrounds.

Legal Context

The Race Relations (Amendment) Act 2000 sets out both General and Specific Duties for public authorities to undertake. The General Duty states that every public authority citied in the Act shall, in carrying out its functions, have due regard to the need to:

- Eliminate unlawful racial discrimination;
- Promote equality of opportunity; and
- Promote good relations between persons of different racial groups.

Additionally, the Act places specific duties on certain public authorities, including the Fire Service, to produce a Race Equality Scheme to state how we plan to meet these duties.

Four principles govern the way in which we meet the duty to promote race equality:

Obligatory – the duty's aim is to make race equality a central part of any policy or service that is relevant to the duty. Promoting race equality is not a choice and must be built into normal day-to-day practices.

Relevant – consider all functions and decide whether they are relevant to race equality. 'Relevant' means 'having implications for' (or affecting) race equality.

Proportionate – the weight given to the function should be in proportion to its relevance to promoting race equality.

Complementary – the three parts of the duty complement each other and sometimes may overlap, but they are three separate and distinct parts of the duty and all must be met.

Introduction

Background to Race Equality Scheme

West Midlands Fire and Rescue Authority has a legal duty to produce this Race Equality Scheme (RES) that details how we plan to meet the general and specific duties, and to monitor a range of internal functions according to their impact upon employment practice and service delivery to people from different racial groups. The details of the Specific Duties are provided at the beginning of each of the chapters within this document.

What is a Race Equality Scheme (RES)?
The RES is effectively a strategy with a realistic timetabled Action Plan. It summarises our approach to race equality and provides details on our Corporate Aims (page 9) and Corporate Strategy (page 11/12). It shows how we plan to carry out individual parts of the specific duty i.e. the arrangements for assessing, consulting, monitoring, informing, publishing and training. The RES allows staff, audit or inspection teams and the general public to see clearly how we will meet our duties,

Introduction

The aims and objectives of the Race Equality Scheme

The RES aims to develop strategies and implement policies and procedures that recognise and respond to the diverse and differing needs of our communities when delivering against our key priorities.

By implementing this RES, we intend to achieve the following objectives:

- Develop, through training, the knowledge and understanding of our staff in relation to equality and diversity issues;
- Fully integrate race equality into the way we develop policies and procedures and consider the impact on all groups within the workforce and the wider community;
- Ensure our workforce is representative of the communities we serve;
- Identify and address any adverse impact that our internal and external functions and policies may have on any minority ethnic group;
- Promote equality and diversity within West Midlands Fire and Rescue Authority, encouraging an open, flexible and equitable workplace which celebrates diversity;

- Ensure that all the community has access to the full range of fire prevention, fire safety and emergency services provided by West Midlands Fire and Rescue Authority;
- Promote good relations with and between all the people we serve;
- Increase employee satisfaction in relation to race equality issues;
- Review the whole scheme again in 2008; produce annual reports on progress made, particularly in relation to the employment duty.

Introduction

West Midlands Fire and Rescue Authority

The community of the West Midlands comprises a broad social and cultural mix of over 2.6 million people. The region includes the major cities of Birmingham, Wolverhampton and Coventry and the metropolitan districts of Dudley, Sandwell, Solihull and Walsall.

West Midlands Fire Service was formed in 1974 and became West Midlands Fire and Rescue Authority (hereafter known as WMFRA) in 2004. It employs 2,499 staff, including 1,872 operational firefighters and officers. We respond to thousands of calls each year; in 2005/2006 for example, we attended 50,249 incidents.

To align our service delivery to a more focussed and relevant level, we have a devolved structure of seven boroughs which are aligned to the cities and Metropolitan areas we serve.

The WMFRA's primary functions are to protect the people of the West Midlands through helping to prevent fires and responding when fires and other emergencies occur, to reduce loss of life, injury and damage to property.

This is reflected in our Vision Statement:

"Making West Midlands Safer"

we intend to achieve achieve this through our Mission Statement:

"Providing a quality service to reduce risk by:
- **Preventing**
- **Protecting**
- **Responding"**

We have 15 Corporate Aims designed to support achievement of the Vision and Mission statements:

1. Meeting the Fire Authority's statutory duties, standards and expectations.
2. Creating a financial plan, operating within the budget, ensuring the most efficient use of resources.
3. Reducing risk in the community.
4. Working in partnership with stakeholders, locally, regionally, nationally and internationally.

5. Planning for and responding appropriately to all emergencies.
6. Caring for the health, safety and welfare of all our people.
7. Operating within a culture of equality and valuing diversity.
8. Contributing to the well being of the environment.
9. Developing and supporting sustainable outcomes.
10. Ensuring all our people are competent, enabled and achieving their full potential.
11. Modernising and improving the quality of service.
12. Improving channels of communication.
13. Maximising the benefits from the latest technology.
14. Having a positive attitude to change.
15. Being an influential Fire Authority.

When reports are submitted to WMFRA and Corporate Board the author has to identify which of the corporate aims its contents support. This enables a test of relevance to our vision and mission. A number of the aims have the ability to improve race equality through work in the community and in partnership workings and in particular through corporate aim 7.

In February 2006, WMFRA adopted the following Core Values which provide focus and support both to our service delivery and employment practices.

Core Values

We value **Service To The Community** by:
- Working with all groups to reduce risks;
- Treating everyone equitably and with respect;
- Being accountable to those we serve;
- Striving for excellence in all we do.

We value all our **People** by practising and promoting:
- Equality and respect;
- Recognition of merit;
- Honesty, integrity and mutual trust;
- Personal development;
- Co-operative and inclusive working.

We value **Diversity** in the service and community by:
- Treating everyone equitably and with respect;
- Providing varying solutions for different needs and expectations;

West Midlands Fire and Rescue Authority

- Promoting equality of opportunity in employment and progression within the Service;
- Challenging prejudice and discrimination.

We value **Improvement** at all levels of the service by:
- Accepting responsibility for our performance;
- Being open minded;
- Considering criticism thoughtfully;
- Learning from our experience;
- Consulting others.

Within the area WMFRA is responsible for, poverty and disadvantage raises the incidence of fires, and injuries and death caused by fire. These core values frame all our services and actions both internally and with the community. They enable us to progress equality and diversity issues and to build upon our position of respect and trust within the community with a greater understanding of the needs of all those we serve. West Midlands has a longstanding, diverse community from a range of racial and cultural backgrounds, as well as minority communities of more recent settlement.

Fire and Rescue National Framework

The Government is responsible for setting clear priorities and objectives for the Fire and Rescue Service. The new Fire Public Service Agreement (PSA) target for England came into effect on 1 April 2005. The target is:
"By 2010, reduce the number of accidental fire-related deaths in the home by 20% and the number of deliberate fires by 10%."

In addition, the Fire and Rescue National Framework strategic plan outlines how the PSA and other objectives can be delivered. The Framework areas are listed below:
- Fire prevention and risk management
- Working together
- Effective response
- Resilience and New Dimension
- Fire and rescue staff
- Workforce development
- Finance
- Performance management
- Research

Introduction

West Midlands Fire and Rescue Authority

The Framework requires us to produce an Integrated Risk Management Plan (IRMP) which sets out our plans to tackle existing and potential risks to the community and, in achieving the plan, how we will make efficient and effective use of our resources.

The duty to produce an IRMP is met through our production of a 3 year Corporate Strategy and an annual service plan.

The key priorities within the strategy are demonstrated below:

1. Communities and Partnerships
1.1 Educate, inform, target vulnerable groups;

1.2 Ensure our services meet the needs of diverse local communities;

1.3 Advice and enforcement;

1.4 Combat arson and fire crime.

1.5 Work with partnership agencies at all levels, to achieve our common objectives;

1.6 Contribute to improvements in local well being.

2. Response
2.1 Deploy appropriate resources;

2.2 Deal effectively with incidents;

2.3 Provide appropriate vehicles, equipment and risk information;

2.4 Develop civil resilience and planning.

3. People
3.1 Maintain the health, safety and welfare of our staff;

3.2 Enable a skilled and competent workforce to achieve their full potential;

3.3 Embrace the core values; equality and diversity.

Goals
- Prevent fires and other hazardous incidents;
- Protect life and property;
- Mitigate the social, economic and environmental impact of fires and other emergencies.

Outcome
- Making West Midlands Safer.

The priorities are strongly connected and support the aims of the Race Relations (Amendment) Act 2000, particularly in relation to service delivery and partnerships.

Introduction

West Midlands Fire and Rescue Authority

Our race equality aim is to deliver fire and community fire safety services, sensitive to the needs and aspirations of all the diverse communities. To do this, we will need to create a workforce at all levels that reflects and is able to understand, empathise and communicate with all our communities. Equality is a pivotal element that underpins all our objectives.

The delivery of the RES and its Action Plan links into the following areas which provide for external scrutiny of our performance.

Equality Standard for Local Government

There are five levels of achievement to which Local Authorities can aspire. We are currently at Level 2 and are working to achieve Level 3 by April 2007. In many ways the Equality Standard and the Race Equality Scheme go hand-in-hand with each other, both setting out to achieve the same aims; to evidence that we are eliminating discrimination, promoting equality of opportunity and promoting good relations with people from different races, genders and people who have a disability. This standard is also a consideration of Comprehensive Performance Assessment.

Comprehensive Performance Assessment (CPA)

All Local Authorities including Fire and Rescue Authorities are now formally assessed each year to see if they are delivering their services in the most effective way. The result of the assessment process grades Authorities in one of five ways:

1. excellent
2. good
3. fair
4. weak
5. poor

Our first assessment was in 2005 and we were rated as "Good". Whilst this was a pleasing result, we are aware from the feedback we received that more needs to be done in respect of equality and diversity. Ultimately our aim is to become an excellent performing Fire Authority through achieving and demonstrating improvements throughtout the service.

West Midlands Fire and Rescue Authority

Leadership

The Chief Fire Officer is the designated Champion of Equality and Diversity issues within the service, with overall responsibility for the delivery of the race, equality and diversity agenda. An Elected Member of the WMFRA has the lead role for Equality and Diversity, which includes responsibility for leading, shaping and influencing policy, monitoring and scrutinising actions and outcomes.

West Midlands Fire and Rescue Authority

The WMFRA comprises 27 Elected Members who meet five times a year. Their role is to receive reports and recommendations for consideration.

There are four committees:

- Appointments;
- Executive;
- Appeals;
- Standards.

Elected Members also sit on the following:

- Policy Planning Forum;
- Joint Consultative Committee.

Scrutiny

Appropriate structures are in place to monitor progress of the scheme. Overall the scheme will be monitored and scrutinised internally by the Internal Equalities Group, Corporate Board (see Appendix F for structure) and WMFRA, who will receive quarterly update reports.

The full scheme will be reviewed in two years' time, but we will report on progress made, review and refine and, if required, amend it annually, in addition to produce and publishing annual employment data.

The Scheme will be externally reviewed using the following performance management tools and strategies:

- Comprehensive Performance Assessment (CPA);
- Equality Standard for Local Government;
- Best Value Performance Indicators;
- Full Equality Impact Assessments;
- Corporate Strategy.

The Scheme has been broken down into eight key areas, which contain details on how we will meet our legal duties. These are detailed in the following pages.

Key Area 1

"A race equality scheme shall state… in particular – those of its functions and policies, or proposed policies assessed as relevant to its performance of the duty imposed by section 71 (1) of the Race Relations Act."

Core Values supported in the delivery of this key area:
- Service to the Community;
- People;
- Diversity;
- Improvement.

The statutory code of practice on the duty to promote race equality provides the following definitions, upon which we have based our assessment:

Policy

The formal and informal decisions about how a public Authority carries out its duties and uses its powers (or decides not to), policies can also be implicit in management decisions or custom and practice. Both such decisions are required to undergo screening via the Initial Equality Impact Assessment. It is recognised that unwritten policies are less open to inspection and review, so there is a greater risk of them not supporting the Act.

Function

The full range of a public Authority's duties and powers. This includes internal functions such as performance management as well as service delivery.

Relevant

Relevance is about how far a function or policy affects people, as members of the public, and as employees of the Authority.

Assessment of Functions and Policies

WMFRA, in addition to providing 24 hour cover for responding to emergencies, enforces fire safety legislation, provides community fire safety advice and carries out a range of activities under the Civil Contingencies Act.

In order to determine which functions and policies are relevant to this duty a matrix was completed by all managers of functions. See Appendix B for a copy of the matrix. The responses were then analysed and a prioritised list produced in relation to the requirement to undergo an Equality Impact Assessment (EIA). The consultation phase of the production of this scheme gave the public, our employees and representative bodies the opportunity to revise/amend priorities.

Key Area 1

"A race equality scheme shall state… in particular – those of its functions and policies, or proposed policies assessed as relevant to its performance of the duty imposed by section 71 (1) of the Race Relations Act."

Each function or policy with relevance to the general duty has been graded 'high', 'medium' or 'low', taking into account proportionality of impact and evidence of concern. Functions/policies prioritised as high are scheduled for EIA by 30th April 2007, 'medium' by 30th April 2008 and 'low' by 30th April 2009.

Functions and policies assessed as relevant to the general duty.

A list of the prioritised relevant functions and policies are attached in Appendix A.

Proposed Policies

All proposed policies are covered by the EIA process and are required to undergo screening and a full assessment as necessary. The EIA policy will be amended to require new policies to be assessed for relevance to the general duty using the screening matrix in Appendix B. Where a new policy shows relevance the prioritised list in Appendix A it will be updated.

Review of Functions and Policies

We currently operate a three yearly review of policies (known

as Standing Orders); the requirement to undertake an EIA has been integrated into this process.

A quarterly review mechanism will be introduced to monitor and ensure that EIAs are undertaken as per the schedule in Appendix A.

To ensure that changes are implemented and progress monitored, any policy / function subject to a full EIA will be scheduled for a review one year after that assessment. The EIA policy will be amended to reflect this.

Partnerships

It is the policy of the service to work in partnership with the community and other agencies, where, by doing so, we can better deliver our services to the community of the West Midlands in an effective and efficient way.

Partnerships as such do not come within the terms of the race equality duty as they are ultimately responsible for their own actions and decisions. However, the Fire Service, as a public Authority is responsible for ensuring that the partnerships we

Key Area 1

"A race equality scheme shall state… in particular – those of its functions and policies, or proposed policies assessed as relevant to its performance of the duty imposed by section 71 (1) of the Race Relations Act."

are part of take into account the general duty, and most importantly, that all members of the partnership are aware of and support our obligations and responsibilities.
We will work with our Partnerships Officer to ensure that every partnership in which we participate is aware and understands our committment to race equality. We will encourage and support these partners to apply the principles of the RES and equalities legislation in their working practices.

A pilot is currently taking place within the service to test the best method of capturing partnership information which will be collated onto a database. It is intended full implementation during 2007. This will provide a clearer perspective of our involvement and our responsibilities with regard to race equality. The results of this exercise will inform further development in this area.

Key Area 2

"A race equality scheme shall state….. in particular – the arrangements for accessing and consulting on the likely impact of proposed policies on the promotion of racial equality."

Core Values supported in the delivery of this key area:
- Service to the Community;
- People;
- Diversity;
- Improvement.

A full review with the relevant stakeholders of all functions and policies has been undertaken, using the assessment matrix in Appendix B against their impact on race equality. This review has provided us with a schedule of functions and policies requiring an impact assessment over the next three years (see Appendix A for identified areas and schedule).

We have a policy on EIAs which states "all proposed policies will need to undergo an initial EIA" The EIA considers the impact on the six strands of equality:
- Race;
- Sex;
- Disability;
- Sexual Orientation;
- Religion and Belief;
- Age.

Guidance is provided within the policy on conducting an initial and full EIA, including responsibilities, consultation, monitoring, publication, data/evidence collection and the report format for a full EIA.

The primary aim of the EIAs is to scrutinise policies to determine the extent of differential impact upon identified groups and in turn whether that impact has an adverse effect. Where an adverse or negative impact is identified a full EIA must be undertaken.

The purpose of an EIA is to improve the work of WMFRA by making sure that it promotes equality and does not discriminate. It is a way to make sure individuals and teams think carefully about the likely impact of their work on equality and take action to improve policy. It involves anticipating the consequences of policies on equality and making sure that any negative consequences are eliminated or minimised and opportunities for promoting equality are maximised.

"A race equality scheme shall state….. in particular – the arrangements for accessing and consulting on the likely impact of proposed policies on the promotion of racial equality."

Our EIA process consists of two stages.

1. Initial screening process.

Designed to screen a policy or function for its relevance to the six equality strands.

2. Full Equality Impact Assessment (EIA)

A systematic way of fully assessing and revising a relevant proposed policy or function to make sure it will not have adverse effect on different groups (including racial groups).

Stage 1 – The initial screening process.

Before moving to a full EIA on proposed policies it is necessary to carry out screening to assess the relevance of the policy to the duty to promote race equality (and the other five strands of equality legislation). This includes consideration of available data such as performance indicators and census data. The screening process considers a number of questions leading to a decision regarding relevance of the policy to the promotion of equality.

Where the answer is 'no' the process ends: a statement is included within the policy explaining why it does not need to proceed to a full EIA. This is sent to the Equality and Diversity team for analysis and monitoring.

If the answer is 'yes' the policy writer commences a full EIA, with support and guidance from Equality and Diversity team. An example of the initial screening EIA form is attached in Appendix C.

Stage 2 – Full EIA
The full EIA consists of the following eight stages.

1. Setting clear policy aims and objectives;
2. Collecting existing data;
3. Using the data to decide whether the policy is likely to affect different groups, directly or indirectly, in different ways;
4. Consideration of changes to the policy to prevent any adverse impact;
5. Consulting interested parties, service users, and members of the public;

"A race equality scheme shall state….. in particular – the arrangements for accessing and consulting on the likely impact of proposed policies on the promotion of racial equality."

6. Taking account of all assessments and consultations before making final decision or policy;
7. Making arrangements for monitoring and reviewing the policy and its impact;
8. Publishing the results via the Internet.

At the end of the assessment, the policy officer attaches a copy of the assessment report to the policy document and submits it to initially the Internal Equalities Group and then Corporate Board (comprising the Chief Fire Officer, Deputy Chief Fire Officer, Directors and Finance Officer) for approval. This may include a recommendation for piloting the policy to assess and monitor its impact prior to full introduction.

Dealing with adverse impact

If evidence of adverse impact is found during the EIA process the policy writer has to: –

- Change the proposed policy; or
- Consider alternative ways of putting the proposed policy in place; or
- Find alternative means for achieving the aims of the policy; or
- Justify the policy as originally proposed.

EIA Summary Report

On completion of the full EIA, the policy writer is responsible for writing a report, which will be published on our website. The report will contain information on the following:

- Introduction;
- Background;
- Methodology and sources of data (i.e. census);
- Assessment of impact on equality;
- Consideration of alternative approaches;
- Mitigation of adverse impact;
- Monitoring arrangements;
- Formal consultation;.
- Publication details;
- Conclusions.

The Internal Equalities forum will undertake a monitoring role of full EIAs to review and evaluate the policy post implementation, in line with stage 7 of the full EIA. The policy officer will be required to provide updates to the group who will, having reviewed and evaluated the data, make recommendations as appropriate through Corporate Board and WMFRA.

Key Area 2

"A race equality scheme shall state….. in particular – the arrangements for accessing and consulting on the likely impact of proposed policies on the promotion of racial equality."

EIA Training

Training on conducting EIAs has been delivered to 42 members of staff, including the Chief Fire Officer and Directors, via an external training provider. Another training session has been organised for September 2006. The recently appointed Equality and Diversity trainers will deliver this course throughout the following years, to ensure that new or promoted employees responsible for policies receive appropriate training.

Consultation

Consultation is a key stage in carrying out a full EIA and is built into the policy, with questions aimed to assist policy writers in their approach and information on the process.

The Consultation Process

1. Identify the policy you wish to consult on;
2. Set out clear aims for consultation;
3. Draw up a timetable for consultation and decision making;
4. Chose your consultation methods;
5. Consult;
6. Analyse the consultation results promptly;
7. Consider feedback and take action;
8. Feed the results into the decision making;
9. Publish the results.

Our Consultation Methods

The range of consultation methods we may use include:
- Surveys;
- Hosting meetings;
- Questionnaires;
- Focus groups;
- Partnership work;
- Use of Internet/Intranet;
- Local press and media;
- Use of community advocates.

Who will we consult?

We believe in engaging with both our internal workforce and the communities we serve to improve the services we deliver.

The way in which we deliver our service has the potential to affect every individual and community in the West Midlands, particularly people from ethnic minority groups. To make the consultation process realistic, we have to ensure that it is targeted and aimed at the right people. Barriers may include accessibility, language, lack of awareness of the services we

"A race equality scheme shall state….. in particular – the arrangements for accessing and consulting on the likely impact of proposed policies on the promotion of racial equality."

provide and understanding of needs.

The range of groups we may use for consultation include:

Internal:
- The Black and Ethnic Minority Members sub group of the Fire Brigades' Union;
- Fire Officers' Association;
- Association of Principal Fire Officers;
- Unison;
- All employees;
- Gay and Lesbian Forum;
- Equality champions;
- Peer support officers;
- Internal equalities group.

External:
- Commission for Racial Equality;
- Race Equality Councils;
- West Midlands Regional Management Board for Equalities;
- Partners;
- Local community groups;
- Local immigration and asylum organisations;

- Places of Worship/ Multifaith forums.

This is not a definitive list and other organisations/individuals may also be included.

We are in the process of collating information on our partners and links into the community; we are aware that it may be more difficult for some groups to take part in public consultations. To overcome these difficulties and to ensure that we consult widely and appropriately we will take advice on how to reach out and engage with all communities from the external groups identified.

Scrutiny and Monitoring of Consultation Undertaken

All consultations undertaken will be documented on the EIA form and the report, including details of who was consulted with, outcomes, actions taken and feedback given. This will be assessed by the Equality and Diversity team and Internal Equalities Group to ensure that:

- The consultation was with appropriate groups and communities;

Key Area 2

"A race equality scheme shall state….. in particular – the arrangements for accessing and consulting on the likely impact of proposed policies on the promotion of racial equality."

- The methods used were appropriate and accessible to the needs of those groups and communities;
- Those consulted were provided with all the necessary information so that the process was informed.

We will revise the EIA policy to provide more detailed guidance on the scrutiny and monitoring of consultations.

The EIA process fits into the organisations' standard policy making process through two areas:

- Standing Orders (Policies)
  All standing orders have to provide evidence to the Equality and Diversity Team of an EIA being undertaken prior to its internal consultation and implementation. The format of the standing order includes a heading 'Equality Impact Assessment' which the policy writer is required to complete, stating findings from the assessments.

- Reports to the Corporate Board and the WMFRA
  All reports have to detail the EIA results, a copy of which has to be provided to the Equality and Diversity Team.

Both the standing orders and reports/minutes of meetings are available to staff through either paper or the intranet.

Key Area 3

"A race equality scheme shall state… in particular – the arrangements for monitoring its policies for any adverse impact on the promotion of racial equality."

Core Values supported in the delivery of this key area:

- Service to the Community;
- People;
- Diversity;
- Improvement.

Monitoring our policies enables us to measure their effect in practice so that we can tell if we are working within both the law and our own Equality and Diversity Policy. It also enables us to review custom and practice, to ensure that the way in which we operate upholds the aims of the Act and enables us to promote race equality.

Monitoring helps us to identify:

1) How racial groups are affected by our policies.
2) Whether all groups are equally satisfied with the way they are treated.
3) Whether services are provided effectively to all communities; and
4) Whether services are suitable and designed to meet different needs.

In addition to our duty to monitor employment data, we have identified three service delivery areas relevant for monitoring.

The table over the page shows the main areas of service delivery and employment issues that we currently monitor.

Two further areas have been identified as being important in enabling us to monitor for adverse impact in relation to service delivery - Fire Control and our Comments, Compliments and Complaints (CCC) system. We will research and report on the feasibility of data capture relating to Ethnicity and these areas.

Key Area 3

"A race equality scheme shall state… in particular – the arrangements for monitoring its policies for any adverse impact on the promotion of racial equality."

Area	Process/System Used	Responsible Directorates	Data Collected by	Publication/ reporting of data
Employment Data	Combination of paper and computerised Human Resource systems.	Personnel, Performance and Planning; Training and Development; Chief Fire Officer	Personnel, Policy & Planning; Recruitment; Professional Standards; Training; Equality and Diversity.	Reported quarterly from Sept 2006, published annually
Service Delivery - Home Fire Safety Checks (Community Fire Safety)	Computerised database	Community Protection	Community Protection	Reported quarterly from Sept 2006, published annually
Service Delivery - FDR1 – accidental dwelling fires (Fire and Rescue)	Computerised database	Community Protection	Brigade Statistician (Administration)	Reported quarterly from Sept 2006, published annually
Service Delivery - Fire Safety Audit / Inspection Survey	Collection is paper based via external company, and inputted onto computerised database	Community Protection	Opinion Research Services	Reported quarterly from Sept 2006, published annually

"A race equality scheme shall state… in particular – the arrangements for monitoring its policies for any adverse impact on the promotion of racial equality."

Where we monitor, we use the 16+1 categories detailed in the Census 2001 (Appendix D).

To ensure that we meet the general duty to promote race equality and the specific duties, we will:

- Collect accurate, consistent and up to date information, by racial group, for all relevant functions and policies in employment and service delivery;
- Determine actions required to address any issues revealed by the monitoring data;
- Change policies, as appropriate; and
- Publish the results of our monitoring annually on our website.

The areas responsible for the data collation will provide the Equality and Diversity team with updates, as identified on the previous table, which will be subject to a report to Corporate Board and WMFRA, for evaluation and monitoring.

The Equality and Diversity team and Internal Equalities Group will, in conjunction with the Brigade's Statistician, have responsibility for analysing and interpreting the data, identifying trends and considering the findings for implications on policy. Where statistical quantative data analysis presents an adverse impact and is found not to support the aims of the General or Specific duties, the report to the Corporate Board will recommend a full EIA be undertaken urgently (within 3 months). Where the original screening process did not rate the policy as 'high' priority for review in the Action Plan, the timetable will be amended accordingly.

In addition to the quarterly reporting mechanism to Corporate Board and WMFRA, progress is also reported annually through the Best Value Performance Plan (where Performance Indicators exist) and in returns to the Department for Communities and Local Government (DCLG).

We will continue to monitor and evaluate our major strategies and relevant policies, by seeking the views of our employees, representative bodies, our partners and local organisations about their effects on racial (and other areas of) equality. through consultation.

Key Area 3

"A race equality scheme shall state… in particular – the arrangements for monitoring its policies for any adverse impact on the promotion of racial equality."

The most appropriate method for monitoring will be introduced according to circumstances. We tend to use conventional methods such as computerised forms and Performance Indicators, but we may also use the following qualitative data analysis to greater inform the evaluation:

- Employee perception surveys;
- Cultural audit;
- Customer surveys;
- Public consultation meetings or focus groups.

"A race equality scheme shall state… in particular – the arrangements for publishing the results of such assessments and consultation."

Core Values supported in the delivery of this key area:

- Service to the Community;
- Diversity;
- Improvement;

The Commission for Racial Equality reviewed our 2002-2005 Race Equality Scheme. This review revealed a need to make considerable improvements to the way we publish results (amongst other areas).

The WMFRA recognises that publicising information on the results of assessments, monitoring and consultation increases the openness of the service to public scrutiny and actively demonstrates our commitment to the promotion of equality and diversity.

From September 30th 2006 we will publish on our website (www.wmfs.net);

- This Race Equality Scheme (following its consultation);
- A summary of monitoring (including employment) data (revised annually);
- A summary of the results of any assessments and

consultations conducted (as undertaken).

We want to make this public information accessible and freely available. A copy of the Race Equality Scheme will be available on request in other relevant community languages, large print, Braille, CD or audio cassette. (We currently provide translations of major documents relating to the service in 14 lanuages).

The monitoring summaries will be published annually and the results of any assessments and consultations undertaken (on their completion) will also be published on the website. We will continue where possible to meet any requests for alternative formats of our public documents.

Executive summaries of the scheme will be available at all fire stations and other service buildings, will be sent to all public libraries in the area, and to our Partners, Commision for Racial Equality and local Race Equality Councils.

Guidance has been taken from the Statutory Code of Practice on the Duty to Promote Race Equality in relation to information we will publish. The four main groups of information we will publish both internally and externally are:

Key Area 4

"A race equality scheme shall state… in particular – the arrangements for publishing the results of such assessments and consultation."

Full EIA (Published on completion)	Consultation (Published on completion)	Monitoring for adverse impact (Published on completion)	Employment monitoring data (Published annually)
- A description of the policy by the relevant directorate including a brief account of the EIA. - A summary of the results of the assessment. - Details of research data used. - Details of any amendments made in light of the assessment. - A statement of what will happen next (such as implementation and monitoring)	- Why we carried out consultation. - How and why the consultation was conducted. - A summary of replies received subject to the Data Protection Act. - An assessment of the policy in light of the responses received. - A statement of what will happen next.	- Reports of reviews. - Details of any adverse impact identified. - Details of action taken or planned to deal with evidence of adverse impact. - Any policy changes arising as a consequence of the findings.	- Details of the racial groups of WMFRA staff, applicants for jobs, promotion and training. - Details of those receiving training. - Details of those subject to discipline. - Grievances received. - Details of those who benefit or suffer detriment as a result of performance appraisal. - Details of those leaving our employment.

Internal publication of the above information will be via the Intranet (to which all employees have access) and externally via our website www.wmfs.net.

Key Area 5

"A race equality scheme shall state…. In particular the arrangements for ensuring public access to information and services provided."

Core Values supported in the delivery of this key area:
- Service to the Community;
- Diversity;
- Improvement.

We have Customer Care Standards which provide the framework for all our day-to-day interactions, both within the service and with our customers.

We recognise that sometimes it may be difficult for members of our community to obtain information on the services we provide. To address this, we have introduced and publicised our Customer Care Charter which is available to the public via libraries, fire stations, and on our website. It details the standards to be expected and our commitments to the public.

Within the customer charter we explain:
- How you can contact WMFRA;
- How to contact your local fire station;

- Information on the service and our care standards in relation to telephone enquiries, written communication, response standards to emails and how to make comments, compliments and complaints (CCC) on the service received.

All new employees receive information at induction on their roles and responsibilities within the charter. Every employee has been given a copy of the charter.
(See Appendix E for the range of ways to contact us)

Identify information and service experiences and needs of the public

The EIA process enables us to identify barriers in relation to accessibility of information and service. Where barriers are identified, the policy officer is required to make changes to ensure equitable access is provided for all.

The public can use our CCC process to report their experiences, barriers identified and their needs.

The process for recording and actioning a CCC is computer based on our Intranet and monitoring reports are published on

"A race equality scheme shall state…. In particular the arrangements for ensuring public access to information and services provided."

the site.

Comments and compliments are acknowledged and forwarded to the relevant person. Some are also be published in our internal magazine - FirePower.

Additionally we already publicly consult on service delivery issues contained in our IRMP such as changes to staffing on fire stations. Consultation meetings are held with both businesses and the public. This affords us an external scrutiny process and enables changes to our plans to ensure that service needs of the community are identified, addressed and barriers overcome.

Complaints

Complaints provide a source of valuable information about how the organisation is performing. Complaints can be made via email, telephone, letter or in person. We will acknowledge receipt within two working days; this may be by telephone call, personal visit or letter. We will contact the complainant within ten days with information on the outcome of the investigation or, if there is likely to be a delay, provide a new deadline. We

are currently implementing a system for the public to complete a CCC form on-line.

We do not currently monitor the CCC system by ethnicity, but will investigate how we might implement this by the end of December 2006.

Where a complaint has an effect on our policies, the Public Relations team, who maintain overall responsibility for the process, inform the relevant policy officers of the issue for them to review and adjust their policy as necessary.

WMFRA will do its best to meet the duties placed upon it under the Act and is fully committed to implementing the actions set out in the RES. But we do, however, recognise that we may get this wrong or that people may be dissatisfied with the way we are carrying out our duties. We therefore intend to make sure that our communities know that they have a right to complain about how we discharge our duties and are given the information on how to do this.

"A race equality scheme shall state…. In particular the arrangements for ensuring public access to information and services provided."

Complaints (continued)

The Act does not give individuals a right to take legal action against the Fire Service for failing to fulfil its general duty (to tackle racial discrimination; promote equality of opportunity and promote good race relations) but we will attempt to deal with any complaints received about our performance in respect of the RES through our formal complaints procedure.

Role of the Commission for Racial Equality (CRE)

The CRE has the responsibility for enforcing compliance with the specific duties placed on the Fire Service. If the CRE is satisfied that a public authority is failing to meet the specific duties, it has the power to issue a 'compliance notice' requiring the Authority to provide details of its response to the notice, including details of how it intends to meet the duty. Ultimately, the CRE can ask the courts to order the Authority to comply with the duties under the Race Relations (Amendent) Act. Again individuals do not have a direct right to enforce the specific duties but they (or trade unions, voluntary organisations etc) can inform the CRE if they have concerns or complaints about whether the duties are being met. The CRE can then investigate.

Accessibility to our information and services

We will do our best to ensure that the information and services we provide are accessible and appropriate to the needs of all members of the West Midlands community. We recognise that people require access to information and services in different ways and that we need to ensure those needs are met. This is an element of the scrutiny and monitoring of EIAs (see page 22).

We will use the following mechanisms to ensure that our communities have equal and proper access to the information and services provided by us:

Customer Charter

We will endeavour to ensure that our customer charter is distributed and made accessible widely throughout the community.

Language Line

We are currently piloting the use of a language line on four fire stations, in our Fire Control and through our Community Advocates. The service provides us access to instant

"A race equality scheme shall state…. In particular the arrangements for ensuring public access to information and services provided."

translation for over one hundred languages. This facility ensures that any person who does not speak English or for whom English is not their first language can fully engage with us. The pilot is currently being evaluated and will be subject to a report for further implementation throughout the service.

Interpreters

A list of employees who are able to communicate in languages other than English is maintained in Fire Control. We will set a system in place to update this information on an annual basis and determine how this might be publicised to both the community and internally, in order that we might deliver a more personalised service for our customers.

Written Translations

We currently publicise the availability of translations of our public documents (for example RES, Best Value Performance and Business Plan, Integrated Risk Management Plan) and are able to respond effectively to requests for translations. We will translate into any relevant language (we currently do so for fourteen languages, though are able to do more if they are requested) any documents identified as being of significant

relevance, or interest to people for whom English is not their first language. This includes written translations, and Audio Translation onto cassette or CD, large print and Braille.

A translation policy will be compiled and published for use within the Service, providing details for employees on what should be translated, how this can be arranged, when it should happen etc.

We recognise that the diversity of the communities living in the West Midlands continually evolves for example with new asylum seekers and refugees moving into the area. We will review on an annual basis the languages advertised as available for their relevance.

Fire Safety Leaflets

Information on fire safety in the home is available freely from local fire stations in fifteen languages.

Home Fire Safety Checks

Provisions of these checks are our key way of 'Making West Midlands Safer'. We advertise them widely (using posters,

"A race equality scheme shall state…. In particular the arrangements for ensuring public access to information and services provided."

fliers, radio and newspaper advertisements – as an example). A free telephone number is included, so that members of the public can contact us to make arrangements for a free Home Fire Safety Check to be carried out in their home.

Community Advocates

We have employed four Community Advocates who are responsible for delivering our fire safety message through engaging and accessing those people deemed most at risk of death or injury through fire. They speak a range of community languages/dialects (five in total) and are enabling us to deliver Home Fire Safety Checks in homes where there are no English speakers, on a one-to-one basis.

Internet

We are currently investigating the opportunity to provide instant translations of the pages on our website, and reviewing the style and layout of the website for ease of access.

Key Area 6

Core Values supported in the delivery of this key area:
- Service to the Community;
- People;
- Diversity;
- Improvement.

We recognise that the training our employees in the area of equality and diversity and specifically about the duties under the Race Relations Act, is key to the successful achievement of the aims of the duty. Our aim is to equip staff with the skills and knowledge to identify and eliminate unlawful racial discrimination; promote equal opportunities and good race relations.

Current Position

An external training provider was engaged to deliver equality and diversity training to every member of staff; this training has been delivered over the past 18 months.

Training was targeted at three levels:

1. Training for staff without supervisory or line management responsibility ($1/2$ day).

2. Training for staff with supervisory or line management responsibility (1 day).

3. Training for senior staff responsible for strategic decision making (2 days).

The training included the following relevant elements:
- Prejudice and Discrimination;
- Organisational obligations;
- Positive action/ Positive discrimination;
- Direct and indirect discrimination;
- Race relations – role play covering;
  - Racial prejudice,
  - Harassment,
  - Avoidance,
  - Dealing with situations effectively.
- Race Relations (Amendment) Act 2000;
  - General duty
  - Specific duty
- Equality Impact Assessments (Strategic Managers only).

"A race equality scheme shall state…. In particular – the arrangements for training staff in connections with the duties imposed by section 7 (1) of the Race Relations Act."

In addition to this training, the Equality and Diversity team also deliver training, which includes elements of the Race Relations (Amendment) Act on the following courses:

Induction (all staff)	Recruitment and Selection
Supervisory Management Development Programme	Middle Management Development Programme

Training needs of staff are identified through annual compulsory, Individual Personal Development Reviews. Training courses can then be requested via a computerised training database. Where a 'new' course is required managers can contact the Equality and Diversity Trainers to discuss needs.

Future Position
In order to build upon and increase capability three dedicated full time professional Equality and Diversity Trainers have recently been appointed.

They are responsible for the development and delivery of specific equality and diversity related courses. They are currently in the process of identifying needs of both the organisation (through legislative requirements) and individuals/teams (through roles/personal development issues.)

Areas currently identified for training (specific to race) include:
- Cultural awareness;
- Engaging with 'hard to reach' communities, for example gypsies and travellers, asylum seekers and refugees;
- Ethnic monitoring (data collection);
- Specific training for Black and Minority Ethnic employees (as requested by B&EMM).

In addition to the above, we intend to build upon the baseline knowledge that all employees have, (through the equality and diversity training previously delivered). Employees will receive additional training over the next three years to update, refresh and re-focus on:
- The general duty (all employees);
- Both the general and specific duties for employees responsible for staff.

Key Area 6

"A race equality scheme shall state…. In particular – the arrangements for training staff in connections with the duties imposed by section 7 (1) of the Race Relations Act."

- Employees responsible under the RES for monitoring (employment and service delivery), consultation (methods and approaches), communication (including accessibility), conducting EIA and employment duty responsibilities will recieve role specific training.
- Employees with strategic responsibilities (senior managers and Elected Members) receive appropriate level training on their role and its relation to the Act.

The courses will be available throughout the three years of this scheme to ensure that new employees or those changing roles are fully trained.

The Equality and Diversity Trainers will work closely with the Training and Development function to ensure that all training courses are assessed to determine their relevance to Race Equality, those relevant, such as customer service and community fire safety, will in future include information on the Act and its duties.

Monitoring of Outcomes

The Equality and Diversity training programme was initially piloted with changes subsequently made to the content, prior to full implementation.

Each session was monitored through completion of evaluation sheets, this allowed the Equality and Diversity team to address and identify any issues. The data collected was both quantitative and qualitative.

The Equality and Diversity Trainers will review this method of monitoring and will develop mechanisms for data capture on all future courses delivered, and in particular in relation to the Act.

We will consider how training, monitoring, evaluation and analysis of employment and service delivery data and their inter-relation can inform future training programmes as well as policies.

Key Area 6

> "A race equality scheme shall state…. In particular – the arrangements for training staff in connections with the duties imposed by section 7 (1) of the Race Relations Act."

Other Methods for Raising Awareness

Cultural Calendar

Each year a calendar is produced by the Equality and Diversity section detailing religious and cultural days of importance; this is distributed freely throughout the Service. This inforamtion is also available through the internal Intranet diary system.

Faith and Diversity in our Community

The Equality and Diversity section, with help from the communities of the West Midlands, compiled a booklet providing staff with information on a variety of faiths and the ways in which they are followed. The booklet also provides information on the diverse communities of the West Midlands including gypsies and travellers, asylum seekers and refugees and gives some historical background to the communities who have settled here.

"To comply with their duty under the amended Race Relations Act, all local authorities must take racial equality into account when procuring goods, works or services from external providers."

Core Values supported in the delivery of this key area:
- Service to the Community;
- Diversity.

Procurement

A key role of the procurement process is to ensure that the companies we engage with, support our Vision and Mission statements and Core Values and share our commitment to the aims of the Act.

External providers are not responsible for meeting the general duty. However, WMFRA can positively influence suppliers towards meeting the duty through the setting of appropriate contract conditions. In this way we can drive forward race equality within other organisations by ensuring they are aware of the requirements and the benefits it will bring them, their employees and the local communities within which they operate.

When a contract for goods, works or services is put out for tender, we require the contractor to:

- Detail any findings of unlawful racial discrimination being made against them in the last three years or formal investigation by the Commission for Racial Equality (CRE);
- Set out its policy on race relations;
- Observe the CRE's code of practice in employment.

We will review this information request to ensure that it fully meets the aims of the general duty and provides sufficient and adequate information upon which decisions can be made. This review of our procurement process will take into account the CRE's document "Race Equality and Public Procurement. A guide for Public Authorities and Contractors".

Access to the tendering process can often be an issue for minority businesses, consultants or providers of services. We will therefore review how we approach and publish opportunities for tendering, to ensure that they reach as diverse an audience as possible. Integral to this review will be monitoring our performance to ensure that improvements are achieved. We will seek to encourage individuals and organisations from under-represented racial groups, to tender to compete for contracts.

Key Area 7

"To comply with their duty under the amended Race Relations Act, all local authorities must take racial equality into account when procuring goods, works or services from external providers."

A monitoring process will be designed and implemented, which will target our suppliers and contractors to ensure they are complying with the responses given out at tendering stage.

Appropriate action will be taken immediately against any supplier/contractor who is found to be in breach of the conditions of their contract.

"It shall be the duty of such a person to monitor employment data by reference to the racial groups to which individuals belong."

Core Values supported in the delivery of this key area:

- Service to the Community;
- People;
- Diversity;
- Improvement.

The specific duty on employment requires us to monitor, by racial group, the number of:

- Employees in post;
- Applicants for employment;
- Applicants for training;
- Applicants for promotion;
- Employees who receive training;
- Employees who benefit or suffer detriment from performance appraisals;
- Employees who are involved in grievance procedures;
- Employees who are the subject of disciplinary action; and
- Employees who leave our employment

and to publish the results of this monitoring annually.

The workforce of WMFRA is broken down into three categories:

1. Uniformed operational personnel (firefighters);

2. Uniformed Fire Control personnel;

3. Support Staff.

We recognise that monitoring by racial group is very important if we are to analyse and review the employment practices and processes. Such analysis informs policy direction and provides evidence for change. This data will be analysed and reported on quarterly to the Internal Equalities Group and Corporate Board, see Key Area 3 for information on how we will manage any adverse impacts identified.

WMFRA aims to be an employer of choice, with a representative work force. By 2009 our target is to have 16% of both our uniformed and support staff from black and minority ethnic groups.

Currently, the representation of black and minority ethnic staff within the workforce in 6.01% of uniformed personnel and 11.37% of support staff (June 2006). We also have a target of 2.08% for 2006/2007 in relation to the number of ethnic minority staff in senior management; the actual figure for 2005/2006 is 1.56%. Addressing the under representation of black and minority ethnic staff is a significant priority for the Fire Service.

"It shall be the duty of such a person to monitor employment data by reference to the racial groups to which individuals belong."

Monitoring Arrangements

In discharging our employment duty, we will carry out ethnic monitoring in all areas identified on page 41. This monitoring will be carried out in accordance with the CRE's Code of Practice.

In keeping with the Data Protection Act, we will ask each employee to verify or amend the personal information we hold about them, including their ethnic group, on a regular basis (at least every 3 years).

Our Human Resources system will be upgraded within the next six months; this will include 'Discovery' which is a data reporting tool. This will enable the production, monitoring and analysis of data to be carried out more fully than is currently possible.

Employees in post and leavers

We record ethnicity of those who join and leave the service. These figures are reported annually to the Department for Communities and Local Government (DCLG). This is via a computerised HR system. A policy on exit interviews is being

developed to provide further information for analysis and inform policy changes.

Applicants for employment

The Recruitment Team has responsibility for monitoring by ethnic group, applicants for all categories of jobs, those short listed, those successful or unsuccessful at each stage of the selection process (i.e. any tests undertaken) and those appointed. A combination of paper and a computerised database facilitate this data production.

Training

We utilise a computerised system for applying for, and granting of training. On analysis we have identified some gaps, where some courses/training requests are not on the system and also some queries about how the data it holds is kept up to date. We will further develop the system to ensure that accurate and appropriate data is captured in the future.

Performance Appraisals

In line with all other Fire and Rescue Authorities we have recently implemented a new performance appraisal system

Key Area 8

"It shall be the duty of such a person to monitor employment data by reference to the racial groups to which individuals belong."

entitled Individual Performance Development Review (IPDR). The recording of IPDR is completed via a computerised system. We are able to monitor by racial group those having an IPDR and will further develop the system to monitor those who benefit or suffer as a result, in consultation with ICT.

Applicants for Promotion

Applications for promotion from support staff are not currently separated from external applicants for vacancies. This area will be developed and addressed. We do not currently have a database which can be interrogated to monitor applications for promotion from uniformed firefighters or Fire Control staff, again this will be developed. We are not therefore able to currently report on this area accurately, however will do so from December 2006.

Grievances

All paperwork relating to grievances are held, reviewed and monitored by the Equality and Diversity team. The ability to analyse more fully, by racial group, will be enabled on the introduction of the upgraded Human Resource system. In the interim, measures have been put in place to produce basic monitoring data, based on a computerised recording database.

Disciplines

Discipline cases are managed by the Professional Standards team within our Personnel function. The ability to analyse the data fully will be enabled by the upgraded Human Resources system. In the interim, measures have been put in place to produce basic monitoring data, based on a computerised recording database.

Commitment to Publication

Those functions responsible for data collection will forward the information to the Equality and Diversity section who, together with the Brigade's Statistician and the Internal Equalities Group, will carry out analysis. From September this monitoring data will be submitted as a report to Corporate Board and the WMFRA on a quarterly basis. This will enable trends to be identified and recommendations made.

Every year we will publish the information on our Internet nad Intranet.

"It shall be the duty of such a person to monitor employment data by reference to the racial groups to which individuals belong."

Positive Action

The Recruitment team produce a Positive Action Plan annually, the objectives of which are to:

1. Target recruitment initiatives towards women and/or black & ethnic minority members groups.
2. Evaluate all initiatives and achieve measurable outcomes where possible.
3. Raise awareness of a career with the Fire Service and improve availability of information.
4. Break down both perceived and 'real' barriers.
5. Encourage women and black and ethnic minority groups to apply at the next recruitment opportunity.
6. Provide support to potential applicants to improve their chances of success.
7. Educate both the public and the work force regarding the legal definition of the positive action.
8. Build relationships and working partnerships with community groups/projects and other agencies.

The strategy includes long, medium and short term aims to assist us in meeting the employment targets. Examples include:

- Involvement with Black-led churches;
- Participation at events such as the Handsworth Carnival and 'Mela' event at the NEC;
- Awareness raising events for black and ethnic minority groups;
- Working with the Bangladeshi Youth Forum.

Our recruitment strategy and processes have had success over recent years in improving our workforce profile for black and minority ethnic groups.

Closer links will be developed between

- Recruitment;
- Community Advocates;
- Equality and Diversity;
- Black and Ethnic Minority Members (B&EMM) (sub-group of the Fire Brigade Union);
- Unison;

to identify any other ways in which we can improve our progress in moving towards achieving our employment targets. This will be achieved through setting up of a working group.

Appendices

Appendices A, B, C, D, E and F are located at the back of the document, along with Employment Monitoring Data and Action Plans.

Appendix A

Prioritised functions and policies for Equality Impact Assessment (EIA)

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Personnel, Performance and Planning

Function: Personnel, Policy and Planning

Policy	Relevance Assessment Priority	Year	EIA to be Completed by
Procedures for settling grievances	High	Year 1	30th April 2007
Transfer of personnel	Low	Year 3	30th April 2009
Managing vacancies	High	Year 1	30th April 2007
Character references, character witnesses and attendance at Court	Low	Year 3	30th April 2009
Official Conduct	Medium	Year 2	30th April 2008
Acceptance of donations, gifts and hospitality	Low	Year 3	30th April 2009
Secondment policy	Medium	Year 2	30th April 2008
Whistle blowing	Medium	Year 2	30th April 2008
Personal information policy	High	Year 1	30th April 2007
Declaration of membership of external organisations, and possible conflicts of interest.	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Equality Impact Assessment (EIA)

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Personnel, Performance and Planning

Function: Personnel, Policy and Planning

Policy	Relevance Assessment Priority	Year	EIA to be Completed by
Secondary employment	Medium	Year 2	30th April 2008
Performance and conduct procedures Phase 1 Trainees and Phase 2 Firefighters	High	Year 1	30th April 2007
Re-employment of uniformed personnel following retirement	Medium	Year 2	30th April 2008
Criminal disclosure	High	Year 1	30th April 2007
Pay entitlement	Low	Year 3	30th April 2009
Overtime	High	Year 1	30th April 2007
Additional responsibilities allowance	Medium	Year 2	30th April 2008
Annual leave	Low	Year 3	30th April 2009
Public holiday leave, extra statutory leave and concessionary leave	Medium	Year 2	30th April 2008
Special leave	High	Year 1	30th April 2007
Administration of absences	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Equality Impact Assessment (EIA)

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Personnel, Performance and Planning			
Function: Personnel, Policy and Planning			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Absence management policy	High	Year 1	30th April 2007
Partnership working	High	Year 1	30th April 2007
Re-employment of uniformed personnel following retirement	Medium	Year 2	30th April 2008
Personnel Functions to undergo EIA			
Promotion (uniformed)	High	Year 1	30th April 2007
Exit Interviews	High	Year 1	30th April 2007
Function: Occupational Health and Welfare			
Fundraising for charity	Low	Year 3	30th April 2009
Light duty	Low	Year 3	30th April 2009
Extended health screening/ routine medicals	Low	Year 3	30th April 2009
Policy on misuse of alcohol, drugs and other substances	Low	Year 3	30th April 2009

Appendix A

Prioritised functions and policies for Equality Impact Assessment (EIA)

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Personnel, Performance and Planning			
Function: Professional Standards			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Discipline Procedure	High	Year 1	30th April 2007
Function: Recruitment			
Recruitment Procedure	High	Year 1	30th April 2007
Function: Performance and Planning			
Performance Management Policy	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Community Protection

Function: Fire Research and Investigation

Policy	Relevance Assessment Priority	Year	EIA to be completed by
Fire Investigation	Low	Year 3	30th April 2009
Fire setting intervention programme	High	Year 1	30th April 2007

Function: Community Fire Safety

Policy	Relevance Assessment Priority	Year	EIA to be completed by
Prevention	High	Year 1	30th April 2007
Smoke alarm	High	Year 1	30th April 2007
School education policy	High	Year 1	30th April 2007
Home fire safety checks	High	Year 1	30th April 2007
Community fire safety campaigns	High	Year 1	30th April 2007
Bonfires	Low	Year 3	30th April 2009
Automatic suppression systems	High	Year 1	30th April 2007
Community fire safety	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Community Protection			
Function: Intervention			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Police surveillance from Fire Service premises	Medium	Year 2	30th April 2008
Intervention policy	Medium	Year 2	30th April 2008
Inspection of premises – Section 1 (i) (d) and the Central Risk Assessment	High	Year 1	30th April 2007
Powers of firefighters in an emergency	Low	Year 3	30th April 2009
Training Readiness and Community Safety (TRACS)	Low	Year 3	30th April 2009
Function: Youth Services			
Policy for working with The Prince's Trust	Low	Year 3	30th April 2009
Operational work experience	Medium	Year 2	30th April 2008
Youth training	Medium	Year 2	30th April 2008
Child Protection Policy	Medium	Year 2	30th April 2008
Young Firefighters Association	High	Year 1	30th April 2007
Junior Firesetter tutoring	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Community Protection

Community Protection Functions to undergo EIA

Function	Relevance Assessment Priority	Year	EIA to be completed by
Corporate Strategy	High	Year 1	30th April 2007
Fire Control	Medium	Year 2	30th April 2008
Health & Safety	Low	Year 3	30th April 2009
Community fire safety campaigns	High	Year 1	30th April 2007
Legislative Fire Safety	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Administration			
Function: Catering			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Provision of meals and refreshments and official hospitality	Medium	Year 2	30th April 2008
Function: Data Management			
Freedom of Information Act 2000	Low	Year 3	30th April 2009
Re-use of Public Sector Information Regulations 2005	Low	Year 3	30th April 2009
Data Protection and Disclosure of Information	Low	Year 3	30th April 2009
Function: Secretariat			
Procurement procedures	High	Year 1	30th April 2007
Lettings policy for the use of Authority premises	Medium	Year 2	30th April 2008

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Administration			
Function: Public Relations			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Customer Care and Compliments, Comments and Complaints (CCC) policies	High	Year 1	30th April 2007
Administration Functions to undergo EIA			
Best Value	High	Year 1	30th April 2007
Brigade Communications	High	Year 1	30th April 2007
Computer Aided Design	Low	Year 3	30th April 2009
Creative Services	High	Year 1	30th April 2007
Photographic & Video	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Training & Development			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Post-entry Training Scheme	Low	Year 3	30th April 2009
Training and Development policy	High	Year 1	30th April 2007
Individual Performance Development Review (IPDR)	High	Year 1	30th April 2007
Training & Development Functions to undergo EIA			
Operational training	Low	Year 3	30th April 2009
Phase 1 training	High	Year 1	30th April 2007
Competency based training	Medium	Year 2	30th April 2008
Commercial and Industrial Training Unit	High	Year 1	30th April 2007
Chemical, Biological, Radiation and Nuclear Incident Management	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Chief Fire Officer

Function: Equality & Diversity

Policy	Relevance Assessment Priority	Year	EIA to be completed by
Provision of personal reflection rooms	High	Year 1	30th April 2007
Fairness and Equality policy	High	Year 1	30th April 2007
Equality Impact Assessment policy	High	Year 1	30th April 2007
Professional conduct	High	Year 1	30th April 2007
Policy and code of practice on employment of people with disabilities	High	Year 1	30th April 2007
Sexual orientation	High	Year 1	30th April 2007
Religion or belief	High	Year 1	30th April 2007

Appendix A

Prioritised functions and policies for Impact Assessment

(Note: The policy holder within the function identified is responsible for undertaking an EIA)

Directorate: Technical Services			
Function: Procurement			
Policy	**Relevance Assessment Priority**	**Year**	**EIA to be completed by**
Procurement Policy	High	Year 1	30th April 2007
Issue of, alterations to and return of uniform and personal equipment	Low	Year 3	30th April 2009
Function: Technical Services Administration			
Overseas Aid Policy	High	Year 1	30th April 2007

Appendix B

Matrix Structure

	Statutory Function / Policy	Does it impact on the public	Which of the following 3 statements apply (if any)?	Potential to affect racial groups differently	Priority level	Scheduled for EIA	Which Racial Groups are affected?	Any evidence to justify priority
Departments and Sections		Yes No	1) Eliminating discrimination 2) Promoting Equal Opportunities 3) Promoting good race relations	0 = none 1 = a little 2 = some 3 = substantial	High, Medium or Low	Year 1, 2 or 3		
Department:								

Initial EIA Form

Form EIA 1 Initial

WEST MIDLANDS FIRE SERVICE

INITIAL EQUALITY IMPACT ASSESSMENT FORM

Directorate	Department/Section	Manager	Telephone No.
			e-mail

Name of Policy/Service to be assessed		Date of Assessment	Is this a new or existing policy?

1. Briefly describe the aims, objectives and purpose of the policy/service.

2. Who is intended to benefit from this policy/service, and in what way?

3. What outcomes are wanted from this policy/service?

4. Who are the main stakeholders in relation to the policy/service?

5. Who implements the policy/service, and who is responsible?

6. Are there concerns that the policy/service has/could have a differential impact on the following groups and what existing evidence (either presumed or otherwise) do you have for this?

		Please explain
	Y N	
Race	Y N	
Gender	Y N	
Disability	Y N	
Religion or Belief	Y N	
Sexual Orientation	Y N	
Age	Y N	

7. Could the differential impact identified in 6 amount to there being the potential for adverse impact in this policy/service?   Y N

Please explain

8. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group?   Y N

Have you consulted those who are likely to be affected by the policy/service?

Please explain for each equality heading (questions 6) on a separate piece of paper.

9. Should the policy/service proceed to a full impact assessment?   Y N

10. Date on which Full assessment to be completed by.   Date

I am satisfied that this policy has been successfully impact assessed.

I understand the impact assessment of this policy is a statutory obligation and that, as owners of this policy, we take responsibility for the completion and quality of this process.

Signed (completing officer) .... Date.........

Signed (Head of Section).. Date.........

PLEASE NOTE – THIS IMPACT ASSESSMENT WILL BE SCRUTINISED BY THE EQUALITY AND DIVERSITY SECTION.

Employee Monitoring Form

WEST MIDLANDS FIRE SERVICE

The West Midlands Fire and Rescue Authority is an employer committed to achieving a working environment that actively encourages, promotes and values equality and diversity. To support this aim, we welcome applications from all of the community who share our commitment.

Monitoring Form

This information is for monitoring purposes only and will be removed from your application form before it is processed. All information given is confidential and WILL NOT be used in any way when shortlisting or deciding on whether an applicant is successful or unsuccessful in obtaining employment. The information you give will help us to ensure that our recruitment procedures are fair by allowing us to identify and eliminate any potential areas of discrimination.

Gender

Male ☐   Female ☐

Age

Please state: _____ (years)

Ethnic Group:

Please select your ethnic group from the list below, or if other, please state:

Asian or Asian British:
Indian ☐
Pakistani ☐
Bangladeshi ☐
Other Asian background ☐
(please state) _____

Black or Black British:
Caribbean ☐
African ☐
Other black background ☐
(please state) _____

Chinese or other ethnic group:
Chinese ☐
Other ethnic group (please state) _____

Mixed
White and Black Caribbean ☐
White and Black African ☐
White and Asian ☐
Other Mixed background ☐
(please state) _____

White:
British ☐
Irish ☐
Other white background ☐
(please state) _____

Religion or similar belief:

Please select your religion or similar belief from the list below, or if other, please state:

None ☐   Christian ☐   Buddhist ☐
Hindu ☐   Jewish ☐   Muslim ☐
Sikh ☐   Other religion/similar belief (please state) _____
Prefer not to state ☐

Appendix E

Customer Care

West Midlands Fire Service Customer Care

We are proud of the services we provide and are committed to providing you with a caring, efficient and cost effective fire and rescue service, which we continually seek to improve. You, the customer are our top priority.

Our organisation provides a wide range of services and we have a series of Customer Care Standards that set out the level of service you can expect from us.

We will check to make certain that we achieve our standards and look for ways in which we can improve the services we provide.

Through our website you should be able to find all the information you require. If you need further assistance please contact us.

Contact us

We value your views. Your comments will help us to improve our services.

If you require any further information, or would like to comment, compliment or complain about our services, please contact our Public Relations Team by the following methods:

Ring our: **Customer Service Line on 0121 380 7404**
               (24 hour answerphone)
Write to: **Public Relations Team**
               West Midlands Fire Service Headquarters
               Lancaster Circus Queensway,
               Birmingham B4 7DE
By phone: 0121 380 6102/6103/6104 (during office hours)
e-mail: **contact@wmfs.net**

Remember: In an emergency dial '999' and ask for Fire!

Corporate Management Structure

**West Midlands Fire
& Rescue Authority**

```
Chair
   |
Fire Authority
```

West Midlands Fire Service

```
Chief Fire Officer *  ——  Equality & Diversity
   |
Deputy Chief Fire Officer *  ——  Community Protection Department
   |
```

* Finance Officer
* Assistant Chief Fire Officer Director (Personnel, Performance & Planning) *
* Assistant Chief Officer Director (Administration) *
* Assistant Chief Fire Officer Director (Training & Development) *
* Assistant Chief Fire Officer Director (Technical Services) *
* Assistant Chief Fire Officer Director (Service Delivery) *

* These Senior Personnel make up our Corporate Board

How you can stay safe

As part of our commitment to your safety at home, we are offering you a free fire safety check and, where necessary, free smoke alarms. This service is carried out by firefighters from your local fire station.

- Visits will be by appointment only.
- All appointments will be pre-arranged with you.
- The firefighters calling will always be in uniform, use an agreed password and show an ID card.

This safety check will look at areas of accident and fire risk within your home. We will advise you on the installation and maintenance of smoke alarms and also give advice and information on how to stay safe from fire, including kitchen hazards, safe disposal of smoking materials, candles, heaters, electric blankets and dangers from harmful substances. In addition, we will help you to make an escape plan to prepare you, should a fire occur in your home.

To arrange your free appointment, please call **Freephone Helpline: 0800 389 5525** or register via our website at **www.wmfs.net/homesafetycheck**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Staff in Post as at 1st July 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	1,640	12	104	47	3	9	10	4	0	1	11	2	4	6	0	19	1,872
Fire Control	71	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	73
Support Staff	465	5	18	19	2	10	21	1	1	4	3	0	0	2	1	2	554
Total	2,176	17	122	68	5	19	31	5	1	5	14	2	4	8	1	21	**2,499**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean	**NS**	Not stated

Percentage by Ethnicity Breakdown of WMFRA personnel versus 2001 Census Data for the West Midlands Area

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	NS
WMFRA	87.07	0.68	4.88	2.72	0.20	0.76	1.24	0.20	0.04	0.20	0.56	0.08	0.16	0.32	0.04	0.84	0
West Midlands	86.15	1.39	1.20	1.56	0.23	0.19	3.39	2.93	0.60	0.40	0.76	0.07	0.34	0.22	0.31	0.27	0

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean	**N/S**	Not stated

Support Staff Recruitment: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	N/S
Applications Made	2,293	39	69	171	79	32	339	163	71	21	46	13	9	18	12	12	238
Shortlisted	97	1	3	8	2	1	20	5	5	0	2	0	0	0	0	0	12
Successful at Interview	20	0	0	1	1	1	9	0	0	0	1	0	0	0	1	0	5

Please note that 84 feedback forms outstanding for monitoring purposes.

Appendix: Employment Monitoring

Firefighter Recruitment: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Applications Made	916	7	8	51	5	8	30	17	2	5	37	2	6	3	2	1	**1,100**
Shortlisted	532	3	3	32	3	4	25	8	0	0	23	0	3	2	2	0	**640**
Passed Ability Tests	428	2	3	19	0	3	15	6	0	0	15	0	0	2	2	0	**495**
Passed Practical Tests	202	1	1	10	0	2	3	3	0	0	6	0	0	1	0	0	**229**
Passed Interview	69	0	0	6	0	1	1	2	0	0	5	0	0	1	0	0	**85**
Passed Medical	54	0	0	5	0	1	1	1	0	0	5	0	0	1	0	0	**68**

Note: Some applicants though shortlisted have not yet undergone their tests / interview.
Those successful at medical are offered employment.

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Requests for Training: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	2,923	23	194	107	0	8	30	2	0	0	16	3	8	6	0	18	**3,338**
Fire Control	127	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	**131**
Support Staff	735	8	15	31	3	8	32	0	3	30	4	0	0	10	3	6	**888**
Total	3,785	31	209	142	3	16	62	2	3	30	20	3	8	16	3	24	**4,357**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Recieved Training: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	2,784	24	157	82	6	16	19	4	0	2	26	7	9	11	0	18	**3,165**
Fire Control	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**11**
Support Staff	256	2	9	9	1	2	11	0	1	6	2	0	0	3	0	4	**306**
Total	3,051	26	166	91	7	18	30	4	1	8	28	7	9	14	0	22	**3,482**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Staff having an Individual Personal Development Review (IPDR) : 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	213	1	8	4	1	0	1	0	0	0	2	0	2	0	0	2	**234**
Fire Control	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**3**
Support Staff	29	0	1	1	0	0	2	0	1	4	0	0	0	0	1	1	**40**
Total	245	1	9	5	1	0	3	0	1	4	2	0	2	0	1	3	**277**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Grievances: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	32	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	**34**
Fire Control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Support Staff	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
Total	33	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	**35**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Discipline Cases: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	39	0	4	4	0	0	0	0	0	0	0	0	1	0	0	1	**49**
Fire Control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Support Staff	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**11**
Total	50	0	4	4	0	0	0	0	0	0	0	0	1	0	0	1	**60**

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Discipline Monitoring: 1st June 2005 - 31st May 2006 : 60 cases in total

Action	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
No Case to Answer	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
Informal Managerial Action	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
Informal Written Note	24	-	2	1	-	-	-	-	-	-	-	-	1	-	-	-	28
Written Warning	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	6
Final Written Warning	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	3
Dismissal	4	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	5
Resigned before Outcome of Investigation	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	5
Still under investigation / awaiting hearing	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	5

Appendix: Employment Monitoring

Key to Ethnicity:

W(B)	White (British)	**In**	Indian	**WHBA**	White & Black African
W(Ir)	White (Irish)	**P**	Pakistani	**W&A**	White & Asian
W(O)	White (Other)	**Ba**	Bangladeshi	**M(O)**	Mixed (Other)
B(A/C)	Black (African Caribbean)	**A(O)**	Asian (Other)	**C**	Chinese
B(A)	Black (African)	**WHBC**	White & Black African	**O**	Other
B(O)	Black (Other)		Caribbean		

Leavers: 1st June 2005 - 31st May 2006

	W(B)	W(Ir)	W(O)	B(A/C)	B(A)	B(O)	In	P	Ba	A(O)	WHBC	WHBA	W&A	M(O)	C	O	Total
Uniformed Including Retained	160	1	8	1	0	0	0	0	0	2	0	0	0	0	0	2	**174**
Fire Control	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**5**
Support Staff	27	0	5	0	1	0	1	0	0	1	0	0	0	0	0	0	**35**
Total	192	1	13	1	1	0	1	0	0	3	0	0	0	0	0	2	**214**

Personnel, Performance & Planning

Action/How	Timeline	Responsibility	Outcomes
Undertake scheduled EIAs on the identified policies/ functions, by using the EIA policy which provides details on the process to be followed. Each responsible policy owner or function manager will provide Equality and Diversity with a quarterly update on the progress made against the review schedule.	As per Prioritised Functions and Policies Schedule (Appendix A).	The policy owner	Completion of EIAs will enable us to ensure that our policies have taken race equality fully into consideration.
Raise partner's awareness and understanding of our commitment to race equality; encourage and support partners to apply the principles of the RES and equalities legislation in their working practices. Through meetings with partners, Partnership Officer and Equality and Diversity Manager, incorporating this commitment into the service level agreements, sharing good practice and provide advice and guidance based on our policies.	30th April 2008	Partnerships Officer and Equality and Diversity Manager	Partners will know and understand our commitment to Race Equality and will be able to demonstrate their own.

Personnel, Performance & Planning

Action/How	Timeline	Responsibility	Outcomes
Complete pilot on capturing partnership information; implement best method of data capture; review and report outcomes of full audit to Internal Equalities Group and Corporate Board. Explore through meeting with Internal Equalities Group how the range of activities undertaken can be used to improve the services we deliver.	30th April 2007	Partnerships Officer	Full identification of the range of partnership activity. Improved, relevant service delivery. Achieve common objectives and contribute to improvement in local well-being.
Maintain up to date and accurate records on the following employment areas: • Applications for jobs; • Those shortlisted; • Appointments. This should include any tests undertaken as part of the selection process. Complete and return analysis form provided by the Equality and Diversity Advisor each quarter.	Quarterly from 1st September 2006	Recruitment Officer	Allows for analysis to be undertaken, trends and adverse impact to be identified and action to be taken. Information to be submitted to Internal Equalities Group; Corporate Board and Fire Authority on a quarterly basis.

Race Equality Scheme - Action Plans

Personnel, Performance & Planning

Action/How	Timeline	Responsibility	Outcomes
Maintain up to date and accurate records on the following employment areas: • Applications for jobs; • Those shortlisted; • Breakdown of each test, interview and medical. For firefighter and fire control positions. Complete and return analysis form provided by the Equality and Diversity Advisor each quarter.	From 1st September 2006	Recruitment Officer	Allows for analysis to be undertaken, trends and adverse impact to be identified and action to be taken. Information to be submitted to Internal Equalities Group; Corporate Board and Fire Authority on a quarterly basis.
Create and maintain an up to date and accurate record on the promotion of support staff, though adaptation of existing recording/ database processes. Complete and return analysis form provided by the Equality and Diversity Advisor each quarter.	From 1st September 2006	Recruitment Officer	Allows for analysis to be undertaken, trends and adverse impact to be identified and action to be taken.Information to be submitted to Internal Equalities Group; Corporate Board and Fire Authority on a quarterly basis.

Personnel, Performance & Planning

Action/How	Timeline	Responsibility	Outcomes
Maintain up to date and accurate records on the following employment areas: Staff in post (including role and grade); Leavers; Uniformed promotions. In the case of uniformed promotions create a process to allow this data to be collated using/ adapting existing processes. Complete and return analysis form provided by Equality and Diversity Advisor each quarter.	From 1st September 2006	Personnel Planning and Policy Manager	Allows for analysis to be undertaken, trends and adverse impact to be identified and action to be taken. Information to be submitted to Internal Equalities Group; Corporate Board and Fire Authority on a quarterly basis.
Maintain an up to date and accurate record on discipline cases including actions taken. Complete and return analysis form provided by Equality and Diversity Advisor each quarter.	From 1st September 2006	Personnel Officer Professional Standards	Allows for analysis to be undertaken, trends and adverse impact to be identified and action to be taken. Information to be submitted to Internal Equalities Group; Corporate Board and Fire Authority on a quarterly basis.

Race Equality Scheme - Action Plans

Personnel, Performance & Planning

Action/How	Timeline	Responsibility	Outcomes
Contact each group/ area and arrange for a representative to sit on the working group; set terms of reference for the group; identify ways of improving progress towards employment targets, research best practice and report to Corporate Board on how the group intend to take action.	31st October 2006	Recruitment Officer	Improved progressed on achieving employment targets through joined up working.

Race Equality Scheme - Action Plans

Training & Development

Action/How	Timeline	Responsibility	Outcomes
Undertake scheduled EIAs on the identified policies/functions, by using the EIA policy which provides details on the process to be followed. Each responsible policy owner or function manager will provide Equality and Diversity with a quarterly update on the progress made against the review schedule.	As per Priortised Functions and Policies Schedule (Appendix A).	The policy owner.	Completion of EIAs will enable us to ensure that our policies have taken race equality fully into consideration.
Identify the full range of courses delivered by the Training and Development function. Identify those courses which have implications for race relations (and other equalities legislation). Revise content of courses to include information on the Race Relations Act and its duties (as well as other equalities legislation). Equality and Diversity Trainers to work with Brigade Training Officer and the relevant managers to review and revise the course content.	30th April 2007	Brigade Training Officer / Equality and Diversity (Training and Development) Team Leader	This allows for mainstreaming and embedding of equality and diversity issues particularly race throughout training delivery.

Race Equality Scheme - Action Plans

Training & Development

Action/How	Timeline	Responsibility	Outcomes
Ensure the training request system (GTC) is fully utilised by all and provides accurate data on who has requested a course and those receiving a course. Brigade Training Officer to identify any courses offered which are not featured on the GTC and place these onto the request system.	31st December 2006	Brigade Training Officer	Ensures full data capture to enable accurate information for analysis and monitoring.

Race Equality Scheme - Action Plans

Technical Services

Action/How	Timeline	Responsibility	Outcomes
Undertake scheduled EIAs on the identified policies/functions, by using the EIA policy which provides details on the process to be followed. Each responsible policy owner or function manager will provide Equality and Diversity with a quarterly update on the progress made against the review schedule.	As per Prioritised Functions and Policies Schedule (Appendix A).	The policy owner	Completion of EIAs will enable us to ensure that our policies have taken race equality fully into consideration.
Review the standard contract documentation to ensure it is fully compliant. Identified responsible officers to use the CRE document 'Race Equality and Public Procurement' in their analysis. Findings to be reported to the Internal Equalities Group and amendments made as necessary.	30th April 2007	Supply Chain Manager and Administrator Officer Secretariat.	Enable us to have a positive influence on suppliers, and allows for race equality to be driven forward into other organisations.

Race Equality Scheme - Action Plans

Technical Services

Action	Timeline	Responsibility	Outcomes
Review how we approach and publish opportunities for tendering. Identify through best practice how we can encourage ethnic minority businesses to tender for our contracts. Report to be submitted to the Internal Equalities Group for consideration and subsequent implementation.	30th April 2007	Supply Chain Manager and Administration Officer Secretariat.	Reach an increased diverse audience, encouraging ethnic minority businesses to compete for tenders.
Implement a monitoring process which ensures compliance of suppliers and contractors with their responses given at tender stage. Advice to be taken from Equality and Diversity Manager on the content in relation to race relations when designing a supplier management system.	31st December 2008	Supply Chain Manager and Administration Officer Secretariat.	Enables scrutiny of suppliers and contractors; ensuring that they continue to share our commitment to Race Equality.

Race Equality Scheme - Action Plans

Technical Services

Action	Timeline	Responsibility	Outcomes
Provide assistance as necessary to enable the development of systems which are able to accurately capture data in relation to the Employment Duty and also a Supplier Management System. To liaise with Managers identified within the Action Plan to identify needs and build into ICT's future action plans and strategy.	On going - to be completed by 31st December 2008	Strategic Head of ICT	Enables the service to meet its duties and commitments in relation to the Employment and Procurement. Enables monitoring, analysis and trends to be identified in order that action can be taken.

Race Equality Scheme - Action Plans

Community Protection

Action/How	Timeline	Responsibility	Outcomes
Undertake scheduled EIAs on the identified policies/functions, by using the EIA policy which provides details on the process to be followed. Each responsible policy owner or function manager will provide Equality and Diversity with a quarterly update on the progress made against the review schedule.	As per Prioritised Functions and Policies Schedule (Appendix A).	The policy owner	Completion of EIAs will enable us to ensure that our policies have taken race equality fully into consideration.
Research the feasibility of implementing a system of ethnicity data capture within Fire Control. Work with Equality and Diversity Manager to identify areas of good practice being utilised by other Services (including Police and Ambulance); involve ICT in relation to the technical issues; report findings to Internal Equalities Group, identifying any actions requiring implementation.	31st December 2007	Principal Fire Control Officer	Enables detailed monitoring of service users to inform policy changes, training and improved accessibility.

Race Equality Scheme - Action Plans

Community Protection

Action/How	Timeline	Responsibility	Outcomes
Evaluate the pilot usage of Language Line through feedback from those participating in the initial scheme. Share the information with Equality and Diversity Advisor; evaluation report and future intentions to be submitted to the Internal Equalities Group for information and consideration.	31st October 2006	Community Fire Safety Manager	Enables the public to communicate more effectively with the service (for those whom English is not their first language), it promotes good race relations and assists us to meet our Mission statement.
Maintain and publish an up to date list of employees who are able and willing to interpret. Involved Equality and Diversity Advisor in determining how this should be achieved; report to be submitted to the Internal Equalities Group for information and consideration.	31st December 2006	Principal Fire Control Officer	Improved service delivery and accessibility.

Race Equality Scheme - Action Plans

Administration

Action/How	Timeline	Responsibility	Outcomes
Undertake scheduled EIAs on the identified policies/ functions, by using the EIA policy which provides details on the process to be followed. Each responsible policy owner or function manager will provide Equality and Diversity with a quarterly update on the progress made against the review schedule.	As per Prioritised Functions and Policies Schedule (Appendix A).	The policy owner	Completion of EIAs will enable us to ensure that our policies have taken race equality fully into consideration.
Research and implement a system of ethnicity data capture within the CCC system. Work with Equality and Diversity Manager to identify areas of good practice being utilised by other Services (including Police and Ambulance); involve ICT in relation to the technical issues; report findings to Internal Equalities Group, identifying actions requiring implementation.	31st December 2006 (research completed) 31st December 2007 (implementation)	Public Relations Manager	CCC informs changes to policy; this is a key tool for improving our service delivery.

Race Equality Scheme - Action Plans

Administration

Action/How	Timeline	Responsibility	Outcomes
Put the CCC form on-line and ensure it is fully available and accessible. Work with ICT in relation to technical and accessibility issues. Amend current systems to reflect changes in the range of ways in which a CCC can be received and ensure that employees are made aware though relevant publicity.	31st December 2006	Public Relations Manager	Demonstration of our commitment to accessibility; encourages continuous improvement.
Distribute the revised Customer Charter widely. Consult the Equality and Diversity Section on how to ensure that the Charter is distributed effectively, particularly in relation to 'hard to reach' groups, such as Gypsies and Travellers and Asylum Seekers/ Refugees.	30th April 2007	Public Relations Manager	Ensures the public know how to access our services and information and what they can expect from us.

Race Equality Scheme - Action Plans

Administration

Action/How	Timeline	Responsibility	Outcomes
Research the use of Internet Translations and improved accessibility on our website: www.wmfs.net . Identify current good practice, for example on other websites. Make recommendations on the basis of the findings from the research to the Internal Equalities Group.	31st December 2006	Senior Design Officer Creative Services	Improved accessibility of information.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Undertake scheduled EIAs on the identified policies/ functions, by using the EIA policy which provides details on the process to be followed. Each responsible policy owner or function manager will provide Equality and Diversity with a quarterly update on the progress made against the review schedule.	As per Prioritised Functions and Policies Schedule (Appendix A).	Equality and Diversity Advisor	Completion of EIAs will enable us to ensure that our policies have taken race equality fully into consideration.
Ensure EIA policy includes details on: • Screening of new policies in relation to General Duty; • Set up a review/ monitoring programme for full EIAs; • Scrutiny and monitoring of consultations. Review, revise and re-issue the policy.	31st December 2006	Equality and Diversity Advisor	Policy provides all the necessary information to users for performance of an EIA.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Add new, relevant policies/functions to the 'Prioritised functions and policies for EIAs' list. Design and implement a process which ensures that this information is captured, recorded and the list updated.	31st December 2006	Equality and Diversity Advisor	Prioritised list is maintained as a live and evolving document.
Raise partner's awareness and understanding of our commitment to race equality; encourage and support partners to apply the principles of the RES and equalities legislation in their working practices. Through meetings with partners and Partnership Officer, incorporating this commitment into the service level agreements, sharing good practice and provide advice and guidance based on our policies.	30th April 2008	Equality and Diversity Manager	Partners will know and understand our commitment to Race Equality and will be able to demonstrate their own.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Deliver EIA training courses for those responsible for policy writing. Undertake a gap analysis to identify how many current employees still require the training; deliver the training within the next six months; publicise the availability of the training across the service. Ensure that courses are available on the GTC over the next 3 years to allow new employees to be trained.	Ongoing - courses to be available by January 2007	Equality and Diversity (Training and Development) Team leader	Increased knowledge, understanding and raised awareness of policy makers of the impact on the public and internal customers.
Research the feasibility of implementing a system of ethnicity data capture within Fire Control. Work with Principal Fire Control Officer to identify areas of good practice being utilised by other Services (including Police and Ambulance); involve ICT in relation to the technical issues; report findings to Internal Equalities Group, identifying any actions requiring implementation.	31st December 2007	Equality and Diversity Manager	Enables detailed monitoring of service users to inform policy changes, training and improved accessibility.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Provide reports including analysis and recommendations on progress on the RES Action Plan, EIA schedule and Employment Data to Internal Equalities Group, Corporate Board and Fire Authority on a quarterly basis. Set up system of requesting updates from the relevant Departments/ responsible officers.	From 1st September 2006	Equality and Diversity Manager	Ability to address adverse impact and to celebrate successes. Provides senior management with regular updates on progress.
Publish revised RES including Employment data on-line and distribute to Departments, Fire Stations, Representative Bodies and consultees (both internal and external). Issue executive summary of RES to all current employees and distribute to relevant community groups, libraries and Partners.	30th September 2006	Equality and Diversity Advisor	Demonstration of our commitment to Equality and Diversity, openness and to public scrutiny.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Assist in the evaluation of the pilot usage of Language Line through feedback from those participating in the initial scheme. Ensure that the evaluation report and future intentions are submitted to the Internal Equalities Group for information and consideration.	30th October 2006	Equality and Diversity Advisor	Enables the public to communicate more effectively with us (for those whom English is not their first language), it promotes good race relations and assists us to meet our Mission statement.
Compile a translation policy which includes a mechanism for identifying regularly the languages most relevant to the communities of the West Midlands. Take advice from the Brasshouse in Birmingham, the Internal Communications Team, Community Advocates, Deaf Link Officer and Creative Services when developing the policy. Produce and distribute the policy within the service.	30th April 2007	Equality and Diversity Advisor	Enables the production of information in other languages as appropriate. Community will have accessible information on the services we provide.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Design (through utilisation of best practice in the areas and research documents) and make available to staff the following training programmes: • Cultural awareness; • Engaging with hard to reach communities; • Ethnic monitoring.	31st December 2007 (design). Delivered over the next three years	Equality and Diversity (Training and Development) Team leader	Employees knowledge, understanding and ability to interact with confidence will increase. Improved service delivery.
Design and deliver Race Equality training for all staff, including role specific training for supervisors; employees responsible for monitoring, consultation, communication and employment. Training to be made available for booking via the GTC system.	Ongoing over the next 3 years	Equality and Diversity (Training and Development) Team leader	Builds on the baseline knowledge already in place, equips staff with the necessary skills to improve their service delivery to ensure relevance.
Design and deliver Race Equality training to Senior Strategic Managers and Elected Members. Equality and Diversity (Training and Development) Team Leader to liaise with Director for Administration regarding implementation strategy.	Design by 31st December 2007. Delivered by 30th April 2007	Equality and Diversity (Training and Development) Team leader	Strategic Managers and Elected Members will have full appreciation of their role in relation to the Act and its duties.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Work with Brigade Training Officer and relevant managers to identify the full range of courses delivered by the Training and Development function. Identify those courses which have implications for race relations (and other equalities legislation). Produce information on the Race Relations Act and its duties (as well as other equalities legislation) which can be included within the courses.	30th April 2007	Equality and Diversity (Training and Development) Team leader	This allows for mainstreaming and embedding equality and diversity issues, particularly race, throughout training delivery.
Implement system for monitoring and evaluating equality and diversity training courses delivered. Review methods currently utilised, identify gaps or areas for improvement and design comprehensive system which can be reported on and analysed.	31st December 2006	Equality and Diversity (Training and Development) Team leader	Enable training to evolve through feedback and for service improvements to be made.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Implement revisions and changes to training programmes through analysis of the data received (both employment and service delivery) and its implications for race equality.	31st December 2006 (on-going)	Equality and Diversity Manager / Equality and Diversity (Training and Development) Team leader	Address issues and trends through training interventions.
Provide data on grievance paperwork received and training courses requested and received on a quarterly basis, through maintenance and interrogation of relevant databases.	Quarterly from September 2006	Equality and Diversity Advisor	Allows for analysis to be undertaken, trends and adverse impact to be identified and action to be taken. Information to be submitted to Internal Equalities Group; Corporate Board and Fire Authority on a quarterly basis.
Review this Race Equality Scheme in 2008 to bring it back in line with our obligations to review every 3 years (initiated in May 2002). The review will be programmed into the Equality and Diversity Sections Action Plan for 2007/2008.	31st May 2008	Equality and Diversity Manager	Meet our duties within the law to produce and review this race equality scheme.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Review and publish an annual update of the Action Plan, EIA schedule and Monitoring Data. The dates will be programmed into the Equality and Diversity Sections future action plans and will draw together the quarterly reports being submitted to Corporate Board and Fire Authority. Publication will be on the Intranet and Internet, through assistance by ICT and the Internal Communications Team.	31st May 2007 31st May 2008 31st May 2009	Equality and Diversity Advisor	Meet our duties within the law to produce and make public relevant information.
Publish results of any assessments and consultations conducted in relation to full EIAs upon their completion. Make arrangements with ICT and Internal Communications Team to ensure that the Intranet and Internet can be updated with this information.	Publication to follow completion of full EIA	Equality and Diversity Manager	Meet our duties within law; Meet our statements of objective in RES; Make information available to public.

Race Equality Scheme - Action Plans

Equality & Diversity

Action/How	Timeline	Responsibility	Outcomes
Deliver specific training for Black and Minority Ethnic employees. Internal consultation with employees and B&EMM will be organised to determine exact requirements.	Consultation by 30th November 2006 Courses available for booking from 1st January 2007	Equality and Diversity (Training and Development) Team Leader	Specific training delivered for under-represented staff; full outcomes will be determined once exact requirements are identified.
Work with Public Relations Officer to research and implement a system of ethnicity data capture within the CCC system. Identify areas of good practice and report findings to Internal Equalities Group.	31st December 2006	Equality and Diversity Manager	CCC informs changes to policy; this is a key tool for improving our service delivery.