



**CYDRADDOLDEB AC AMRYWIAETH  
EQUALITY AND DIVERSITY**



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# North Wales Fire and Rescue Service

## Disability Equality Scheme

2006-2009

## Contents

Index	1/2
Statement by Chief Fire Officer and Chair of Fire and Rescue Authority	3/4
Duties and Responsibility of North Wales Fire & Rescue Service	5
Equality of Opportunity	5
Leadership	6
Strategic priorities	6
North Wales Fire and Rescue Service's Core Values	7
Improvement	8
Principles of the Service	8
Social Model of Disability	9/10
What is a Disability Equality Scheme	10
The General Duty	10
The Specific Duty	11
Involvement with Disabled People	12
Involvement Plan	13
Key themes	14
Impact Assessment	15
The Action Plan	15
The Gathering of information	15
Employment	16
Service Delivery	16
The use of the gathered information	16
Implementing the Scheme	16
Reporting of the Scheme Annually	16
Review of the Scheme	17
Publication	17
Complaints Procedure	17
Contact Information	18
Identifying the Service relevant Functions	19
Function Responsibility	20
Fire and Rescue	21
Fire Safety	21
Operations	22
Community Fire Safety	22
Control	22
New dimensions and Contingency planning	23
Employment	23

Human Resources	23
Pensions	23
Learning and Development	23
Administration	24
Information Technology	24
Facilities Management	24
Corporate Communications	24
Health and Safety	24
Fleet	25
Performance Management and Corporate Policy and Planning	25
Finance	26
Fire Authority Liaison	26
Welsh Language Scheme	26
Procurement	26
Action Plan	27-38
Appendix 1 Policy Setting Forums	39
Appendix 2 Initial Equality Impact Assessment	40/41
Appendix 3 Statistical Employment Data	42
Appendix 4 Assessment of functions	43
Appendix 5 Definition of Disability	44/45
Appendix 6 Monitoring of Disability	46/47

## **Foreword from the Chief Fire Officer and Chair of the Fire Authority**

We are delighted to present our first Disability Equality Scheme. This scheme sets out North Wales Fire and Rescue Service's commitment to promote disability equality between disabled people and others, and to eliminate discrimination that is unlawful under the disability discrimination act.

We intend to make it a priority to promote positive attitudes toward disabled people and to actively encourage participation by disabled people in public life; this will mean taking steps to meet disabled people's needs, even if this requires more favourable treatment. The Scheme is a written commitment to show how North Wales Fire and Rescue Service will meet the legal duty. Central to the Disability Equality Scheme is a three year plan for improvement that will be reviewed annually.

The Authority is committed to providing an exceptional level of service to all of its customers and we are committed to reflecting the social model of disability to the communities that live in our service area, involvement with the disabled community has given us a unique opportunity to focus our attention on a section of the population who are particularly at risk of injury and death caused by fire.

In November 2006 the Service launched a campaign "Putting People First". This campaign has highlighted the need for the Service to work with the diverse community and in particular vulnerable groups. We believe this ongoing relationship will benefit both the Service and more importantly the disabled members within our service area.

Changes to the law in 2005 have removed previous barriers in employment and this has enabled the service to make reasonable adjustment for employees. With adjustment to jobs and equipment it has made it easier for staff with sensory, mental and long term physical impairments to remain in the employment of the service, allowing the Service to benefit from the wealth of talent and skills that would otherwise have been lost.

Involvement with disabled groups has not only given the Service the opportunity to inform the groups of the Service we already provide, but it has also generated a wealth of constructive ideas the Service can utilise and it is our intention to incorporate these ideas into our business plans and provide the disabled community in North Wales with a service that will benefit them.



Simon A Smith  
**Chief Fire Officer**



Cllr Trevor Roberts  
**Chairman,**  
**North Wales Fire and Rescue Authority**

## **Duties and Responsibilities of North Wales Fire and Rescue Service**

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

**Conwy  
Denbighshire  
Wrexham**

**Gwynedd  
Ynys Mon  
Flintshire**

As a publicly-funded service provider the Service is fully aware of the requirement to produce a Disability Equality Scheme as outlined by the Disability Discrimination Amendment Act (2005)

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

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

### **Equality of Opportunity**

North Wales Fire and Rescue Service are committed to promoting equal opportunities in employment and service delivery across the whole organisation. It is Service policy to ensure that all service users, job applicants and employees are treated fairly and with care. We recognise that people experience disadvantage and discrimination due to disability, and fully support the provisions of the Disability Discrimination Amendment Act (2005).

We aim to develop good policy and practice to ensure effective implementation by the Service. This document aims to address discrimination through a clear statement of intent backed by a positive programme of measures. The implementation of the Disability Scheme will be regularly monitored and evaluated through the Equality and Diversity Forum.

The Service also recognises that disability cannot be separated from other equal opportunities issues. This document therefore forms part of our general approach to equality of opportunity, and will complement the Service Equality and Diversity Policy, and all other equality policies, existing, or which may be developed at a future date

## **Leadership**

### **Executive Group**

The Executive Group is responsible for ensuring the day-to-day running of the Service.

## **Strategic Priorities**

### Our Mission Statement

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

### Our Corporate Aims

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

## **Our Core Values**

We value

- Service to the community
- People
- Diversity
- Improvement

### **Service to the Community**

We value service to the community by

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

### **People**

We value all our employees by practising and promoting

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

### **Diversity**

We value diversity in the Service and the community by

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

## Improvement

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

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

## Principles of the Service

North Wales Fire and Rescue Service are committed to not discriminating against any current employees, past employees or future employees on the grounds of their disability.

North Wales Fire and Rescue Service will ensure that all employees are aware of their individual responsibility not to discriminate against any individual on the grounds of disability.

North Wales Fire and Rescue Service will give protection from discrimination to the following:

- A disabled person within the meaning of the Act.
- *People who have had a disability even if they no longer have the disability.*
- *People who have been victimised, whether or not they have a disability or have had one in the past.*

North Wales Fire and Rescue Service will not tolerate the following forms of discrimination against disabled people:

- Direct discrimination.
- Failure to comply with a duty to make reasonable adjustments.
- Disability-related discrimination.
- Victimisation of a person.
- Harassment relating to a person's disability.

North Wales Fire and Rescue Service will not discriminate against a disabled person in relation to the following acts of employment;

- Recruitment.
- Retention.
- After that person's employment has come to an end.
- In relation to recruitment and retention to subject a disabled person to harassment.

North Wales Fire and Rescue Service will not discriminate against a disabled person whom it employs in relation to:

- Terms and Conditions of Service.
- Induction.
- Training.
- Benefits (including pension benefits).
- Promotion and Transfer.

North Wales Fire and Rescue Service will consider the needs of disabled people when planning for change e.g. a new I.T system, building refurbishment.

North Wales Fire and Rescue Service will not discriminate against an employee who becomes disabled, or who has a disability that can deteriorate.

### **The Social Model of Disability**

North Wales Fire and Rescue Service are committed to reflecting the "social model of disability. The social model focuses on the social environment and how it renders people disabled. Disabled people welcome the holistic approach to the problems associated with impairment.

Disabled people generally have fewer opportunities and a lower quality of life than non-disabled people. There are two different ways of explaining what causes this disadvantage: the **Medical Model of Disability** and the **Social Model of Disability**.

## **The Medical Model of Disability:**

Disabled people not joining in society are seen as a direct result of having impairment and not as the result of features of our society which can be changed. Society focuses on 'compensating' people with impairments for what is 'wrong' with their bodies. This is done through 'special' welfare benefits and providing segregated 'special' services.

This shapes the way disabled people think about themselves. Many disabled people internalise the negative message that all disabled people's problems stem from not having 'normal' bodies. "We think it's our fault that we can't be active, or contribute to our communities" this internalised oppression can make disabled people less likely to challenge their exclusion from mainstream society.

## **The Social Model of Disability:**

The Social Model of Disability makes the important difference between 'impairment' and 'disability'. The Social Model has been worked out by disabled people themselves. Our experiences have shown us that in reality most of the problems we face are caused by the way society is organised.

Our impairments or bodies are not the problem. Social barriers are the main cause of our problems.

These barriers include people's attitudes to disability, and physical and organisational barriers.

Examples below show how society could change to allow disabled people to participate equally:

## **What is a Disability Equality Scheme**

### **The General Duty**

The Disability Discriminate Act 1995 was amended by the Disability Discrimination Act 2005 this now places a duty on all public authorities when carrying out their function to have due regards to the need to:

- Promote equality of opportunity between disable persons and other persons
- Eliminate discrimination that is unlawful under the Act

- Eliminate harassment of disabled persons that is relate to their disabilities
- Promote positive attitudes towards disabled persons
- Take steps to take account of disabled person's disabilities even where that involves treating disabled persons more favourable than other persons.

The general duty requires public authorities like the Fire and Rescue Service adopt a proactive approach, to mainstreaming disability equality into all decisions and activities.

As with the Service's Race Equality Scheme the Disability Equality Scheme is a policy with a realistic action plan, tabled over a three year period.

**"Due regard"** means that authorities should give due weight to the need to promote disability equality in proportion to its relevance. It requires more than simply giving consideration to disability equality.

The general duty requires authorities not only to have due regard to disability equality when making decisions about the future, but they will also need to take action to tackle the consequences of decisions in the past which failed.

### **The Specific Duty**

In addition to this general duty, certain public authorities are subject to what are known as "specific" duties, laid down in regulations. The regulations set out steps which must be taken to assist authorities in fulfilling the general duty.

In particular, the specific duties require public authorities to produce a Disability Equality Scheme, and the duties clearly sets out what must be included within that Scheme.

Regulation 2 (3)(d)(i) states that an Authority must establish arrangements for gathering information on the effect of its policies and practices on disabled persons and in particular its arrangements for gathering information on their effect on the recruitment, development and retention of its disabled employees.

The Service will monitor by ability and impairment where appropriate:

- Staff in post
- Applicants for employment
- Successful applicants
- Staff that cease employment, broken down by reason i.e. resignations, dismissals, redundancies, end of fixed term contract
- Applicants for training
- Staff who receive training
- Staff who are promoted
- Staff who suffer detriment as a result of performance appraisals
- Staff who claim harassment and or discrimination on the basis of their disability
- Staff involved in grievances
- Staff involved in disciplinary action

This information will be published annually, and submitted to the Services Equality and Diversity Forum.

The Service recognises the benefits of having a workforce that fully reflects its local communities and is bound by its statutory duty to promote disability equality in employment.

To ensure that our policy is operating effectively employee monitoring data is collated. The table Appendix 3 sets out the data North Wales Fire and Rescue Service currently collate.

### **Involvement with Disabled people**

*'The Disability Equality Scheme must include a statement of the ways in which disabled people have been involved in its development'.*

The specific duties require the service to involve disabled people in the development of the Disability Equality Scheme. The service was involved in a consultation exercise with South Wales Fire and Rescue Service.

North Wales Fire and Rescue Service also held a consultation with a North Wales Disability Group.

Although these events have yielded a wealth of information to inform this Disability Equality Scheme, the service recognises these events alone are

not sufficient. The Service now has a timetable of consultation events it intends to organise during the first year of this current Disability Equality Scheme.

Fire Safety Managers will be required to ensure that they programme a consultation event in their areas with local disability group/forums to take place during the first year of the Scheme.

## **Involvement Plan**

*'The Disability Equality Scheme must include a statement of the ways in which disabled people have been involved in its development'.*

Objectives set out in this Scheme were developed in partnership with disabled people from across Wales and our Service area.

The Scheme is a result of multiple involvements.

- The service initially sent out sheets informing the participants of the involvement sessions, covering the Services current areas of activity.
- Senior officers from three areas of the service Fire Safety Legislative, Community Fire Safety and Human Resources, gave a short presentation of their areas of the Service.
- Gaps were identified and disability equality objectives established.
- The Service currently has no staff wishing to disclose their disability status, as new HR system and is currently undertaking a data capture exercise it is anticipated this will identify staff who would be interested in establishing a disability equality staff network.
- South Wales Fire and Rescue Service invited North Wales Fire and Rescue Service to an information sharing event. Over 200 disabled people, with a range of impairments were invited to an information-sharing event. Approximately 30 people, with a range of impairments attended. Disabled people from Cardiff and the Vale Coalition of Disabled People facilitated the day, which involved three workshops on Community Safety, Fire Safety and Employment. These were the three areas, which had been identified as most important to disabled people during the focus group sessions.

A plenary session was held in the morning and afternoon to debate issues, express concerns and seek information and advice. The event was a great success and participants wanted it to become an annual event. Participants

were sent a pack containing useful information that they had requested on the day.

## **Key Themes**

The key themes that emerged from the involvement sessions were:

- Disabled people were not aware of the Fire and Rescue Service preventative and community safety function
- Disabled people were not aware of the specialist safety advice, information and equipment the service provided
- Disabled people were not aware of the employment opportunities open to them within the Service and that disability press should be used to advertise relevant posts
- In general disabled people felt that the Fire and Rescue Service only employed fit and able bodied people
- Employment functions could be developed conjunction with disabled people, in order to better meet their needs
- Managers and staff realised the value from having an information sharing event involving disabled people
- Consultation methods need development in order to dismantle barriers to inclusion. Adequate resources should be identified to facilitate the involvement of disabled people
- Long term sustained involvement with disabled people is required
- Staff with impairments felt they would benefit from participating in the disability equality staff network
- Case studies highlighting the positive experiences of disabled staff should be included as part of all recruitment campaigns
- The Service should raise awareness about the text phone facility for people with hearing impairments to contact '999'
- Participants committed to sharing the information they had gained through contact with the Service through their networks
- Service wide disability equality training was required to include the Social Model of Disability
- Role models, mentors and work placements for disabled people should be developed

- The difficulty in reading the North Wales Fire and Rescue Service website was raised
- Disabled people had often been referred to as ‘fire hazards’, which was untrue and the Service could have a role in dispelling that myth

### **Impact Assessment (See Appendix 2)**

*‘The Disability Equality Scheme must include a statement of the Authority’s method for assessing impact of its policies and practices, or the likely impact of its proposed policies, on equality for disabled people’.*

“All policies are required to have a completed Initial Equality Impact Assessment. This covers all areas of equality including disability. The process requires policy writers to consider the impact their policy will have in general and specifically in relation to Employment, Service Delivery, Training and Communication.

### **The Action Plan**

*‘The action plan must include a statement of steps that a public authority proposes to take to ensure the fulfilment of the general disability duty’.*

The action plan will include details of how we as a Service are going to ensure we are fulfilling the General Duty in the three year period. The involvement we have undertaken will be reflected in the way we prioritise the action plan.

### **The Gathering of Information**

*‘The Disability Equality Scheme must include a statement of the Authority’s arrangements for gathering information on the effects of its policies and practices on disabled persons’*

The gathering of data is imperative to inform the Impact Assessment process. North Wales Fire and Rescue Service are committed to the collection of equality data.

## **Employment**

The Service is currently collecting data on employment via the HRF'S for the assembly. (see appendix)

The new HR system is currently in the process of collating data from current staff, and the Service has developed a collation system for prospective employees as an interim measure before the recruitment module of the new system is in place.

## **Service Delivery**

The Service will need to devise systems to gather data on Service delivery, we need to monitor the Service we are currently providing and ensure this is meeting the needs of the disabled community in the future.

The data we gather from our operational and community fire safety activities will help us to assess how effective the Service is that we offer.

## **The use of gathered information**

The data we gather will be reported annually and this will be used to inform future Disability Equality Schemes.

## **Implementing the Scheme**

*'A public authority must carry out the steps in the action plan'*

The Chief Fire Office has overall responsibility for the delivery of equality and diversity through all of the policies and practices operated by North Wales Fire and Rescue Service. The Deputy Chief Fire Officer has responsibility for this Disability Equality Scheme and the attached Action Plan. The Deputy will ensure that the appropriate resources and infrastructure are in place to carry to implement the Scheme.

## **Reporting of the Scheme Annually**

*'A public authority must publish a report on an annual basis'*

North Wales Fire and Rescue Service will publish an annual report containing a summary of:

- The steps the Service has taken to fulfil its disability equality duty
- Progress on targets
- Results of the information gathering we have conducted
- What we have done with the information we have gathered and what actions we will take
- What evidence we have gathered and what does this indicate to the Service.

## **Review of the Scheme**

*'Public authorities have a legal obligation to revise the Disability Equality Scheme every three years'*

The Scheme will be reviewed in December 2009 and will be submitted to the Fire Authority.

## **Publication**

*'The Specific duty regulation specifies that the Disability Equality Scheme must be published'*

### Internet

The Disability Equality Scheme will be published on North Wales Fire and Rescue Service website: [www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk)

### Printed Format

The Service will ensure copies of the Disability Equality Scheme are available to be viewed at Fire Service Headquarters, Skills Learning and Development Centre and all wholtime stations.

## **Complaints Procedure**

Our overriding objective is to provide a high quality that is cost effective and efficient within the Fire and Rescue Service for the people of North Wales. However, it is accepted that occasionally things will go wrong, at these times it is our duty to put things right.

Our complaints procedure is in place to deliver continued improvements across the Service. We constantly strive to improve customer confidence and

satisfaction. We are committed to investigating every complaint thoroughly, and monitoring the complaints on all areas of equality.

If you wish to make a complaint you may do so at any time of the day or night and in any format you wish, by phone, by post, or in person.

Phone: 01745 535250

Post: The Duty Control Manager  
Complaints  
Control Room  
Denbighshire County Safety Office  
Coast Road  
Rhyl  
Denbighshire  
LL18 3PL

### **Contact information**

If you wish to give feedback or make a suggestion or if you wish to obtain a copy in an alternative format please contact:

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

Email: [sue.jones@nwales-fireservice.org.uk](mailto:sue.jones@nwales-fireservice.org.uk)

Telephone: 01745 535250

Fax: 01745 535296

## Identifying the Service's Relevant Functions

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

The Service has identified the key functions and assessed them for relevance. (See Appendix 4) The function areas were categorised as high, medium or low in relevance to the General Duty under the Disability Discrimination Act. The main function areas of the Service are identified as:

- Fire and Rescue
- Fire Prevention
- Community Safety
- Employment
- Administration
- Procurement

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

Towards the end of 2004 the Service implemented an Executive Group and Policy Setting Forum. The Executive Group consists of Principal Officers, the Policy Setting Forums consists of Managers from various departments and is chaired by a Principal Officer; each Forum has a specific remit. See Appendix 1.

The following table lists the function heads and their area of responsibility.

### **Service Functions and Current Practice Relating to Disability Equality**

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

### **Functions Responsibility**

In order to ensure that North Wales Fire and Rescue Service fulfil its obligations under the Act it is essential that all parts of the Service are aware of their responsibilities. These are as follows:

#### **Mainstreaming Equality**

- North Wales Fire and Rescue Service have a strategy to progress equality in everything that it does. Mainstreaming has been developed to encompass all seven equality strands, which includes gender, disability, race, religion or belief, age, Welsh language and sexual orientation.

- Equality mainstreaming is achieved by the promoting of equality by integrating it through all of the organisations systems, structures, policies, processes and procedures, This can be achieved by:
- Conducting an Equality Impact Assessment of all the Service's policies and procedures to ensure compliance with the DDA.
- Ensure disability issues are a standard agenda item on all Equality and Diversity Forums.
- Devise appropriate processes to ensure this policy is fully implemented and adhered to.
- Monitor disabled employee's personal records in a common format so that it can be cross-referenced to identify trends that may be discriminatory in terms of promotion, discipline, grievance or training opportunities.
- Ensure the organisation is promoted as one that is aware of the needs of disabled people and is striving to create a more diverse workforce.
- A member of each function is appointed as an equality Champion
- Equality and Diversity is part of their functions planning process.
- The function carries out equality Impact Assessments on all policies. All functions work toward employing a diverse workforce

## **Fire and Rescue**

### **Fire Safety**

- To make North Wales a safe place to live, work and visit by the effective delivery of fire safety provision in the community at large.
- To develop partnerships with other authorities, agencies and organisations to create and sustain safe communities.
- To support the corporate aims and objectives of North Wales Fire and Rescue Service as published in the Annual Improvement Plan and Integrated Risk Management Plan.

This to be achieved by:

- Raising fire safety awareness
- Fire safety education in schools and other venues.
- Proactive intervention to prevent incidents of accidental fires.
- Proactive intervention to prevent incidents of malicious and deliberate fires.
- Proactive intervention to prevent incidents of unwanted signals from automatic fire alarm systems.
- Fire safety consultation with others.

## **Operations**

The Operational Support and Development Group's primary roles are to support and develop all aspects of the Operations function. This includes ensuring appliances; equipment and Personal Protective Equipment meet the requirements of the Service and can be used safely and effectively.

All of the Service's operational policies and procedures are produced by the Group. Operational development is also a key role and includes working with other agencies and authorities to enable delivery of services to the communities of North Wales.

## **Community Fire Safety**

Prevent malicious fires by:

Seeking to influence the behaviour of specific targeted groups of people participating in partnership activities with Police and other agencies to reduce arson.

To protect people from being killed or injured by fire and other hazards, the Community Safety department will:

- Maintain a meaningful dialogue with the community we serve, our partners and other stakeholders
- Be able to demonstrate our continuing dedication to fairness and equality in all functional areas of activity
- Provide a fully bilingual service where Welsh and English are treated as equal
- Advocate and maintain professional standards at all times
- Use the Best Value Framework to involve the community in seeking continuous improvement in all our functions
- Seeking to influence the behaviour of specific targeted groups of people

## **Control**

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

## **New Dimensions and Contingency Planning**

Introduce, use, maintain and train personnel in the use of mass decontamination, civil resilience equipment and procedures introduced by Central Government into the North Wales Fire and Rescue Service, to be able to deal effectively with multiple contaminated casualties. Effective co-ordination of multi agency response in order to:

- Preserve and protect lives
- Mitigate and minimise the impact of an incident
- Inform the public and maintain public confidence
- Assist an early return to normality

## **Employment**

### **Human Resources, Occupational Health, Promotions and Appointments, Industrial Relations and Discipline**

To provide and maintain a comprehensive, effective and efficient pro-active Human Resources function within North Wales Fire and Rescue Service, which underpins, supports and informs the work of every other section/department, enabling North Wales Fire and Rescue Service to meet its strategic aims and objectives.

### **Pensions**

The obligations of the Service under the Disability Discrimination Act will take priority over the Firefighters Pension Scheme and Local Government Pension Scheme. Full account of the Service's duties under the DDA must be taken when considering pension arrangements.

### **Learning and Development**

'To constantly strive to ensure that North Wales Fire and Rescue Staff have the opportunity to enhance their professional skills, adopt a culture of work lifelong learning and through supported self-development deliver community safety activities through integrated risk management planning.'

## **Administration**

### **Information Technology**

To establish and then maintain an efficient IT provision within North Wales Fire and Rescue Service, underpinning the work of every other section and department and enabling North Wales Fire and Rescue Service to meet its strategic aims.

To ensure that the North Wales Fire and Rescue Service gain the benefit of Radio Communications, telephony and other associated technologies, so as to maximise the efficiency and cost effectiveness.

### **Facilities Management**

To develop and maintain an estates portfolio that provides accommodation for all staff and equipment.

### **Corporate Communications**

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

### **Health and Safety**

To advise on matters relating to Health and Safety at work, including the statutory obligations and responsibilities of Senior Managers and employees of the Authority.

To develop and maintain a pro-active Health and Safety culture and assist in the implementation and promotion of the Service's Health and Safety policies and procedures, including Risk Management and Accident Prevention.

To facilitate the maintenance and enhancement through systems audit, of agreed standards of Health and Safety practice.

## **Fleet**

To design, provide, and maintain:

- Emergency fleet for fire crews
- Fire Safety and Exhibition Fleet for Fire Safety community teams
- Operational Equipment such as ladders and fire fighting equipment
- Ancillary Fleet for support staff

This allows all functions of the Fire and Rescue Service the means in protecting the community, by reducing the risk, protecting the community by saving lives and property in an effective and efficient manner, and to support this service discharging all legal and statutory obligations, Technical support, and value in its operation.

## **Performance Management and Corporate Policy and Planning**

Developing and maintaining the Service's performance management framework.

- Ensuring the production of accurate and relevant performance information.
- Ensure that the Service and anyone else with an interest can have access to accurate and relevant statistical information and analysis relating to Service performance.
- Developing and maintaining the Service's corporate planning cycle within a structured planning framework, ensuring that the Service's objectives are defined and that Service plans are achieved by applicable deadlines.
- Ensure that the Service defines and achieves its objectives
- Ensure that the Service operates within a high quality corporate planning process.
- Researching specific areas of policy, interpreting relevant legislation/directives as appropriate, and contributing to the formulation of applicable strategies and policies.
- Ensure that Service provision is well planned and underpinned by first-rate policies that comply with expectations and relevant orders.

## **Finance**

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

## **Fire Authority Liaison and Advisory Matters**

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

## **Welsh Language Scheme**

Ensure the implementation of the Welsh Language Scheme and monitoring compliance, facilitating access to services to the public in Welsh, and promoting a bilingual identity for the Service.

Facilitate Welsh language training for members of staff in order to increase Service provision through the medium of Welsh. Provide a translation service for all departments.

## **Procurement**

The Service will ensure it has in place the policies and practices that will not be undermined by or compromised by engaging suppliers that do not share our values and commitment to achieving equality of opportunity for all communities.

Draft