

Equality, Diversity and Inclusion Policy

1. Our commitment

- 1.1 North Yorkshire Fire and Rescue Service is committed to providing a high quality service to all the communities of North Yorkshire and the City of York. In doing so we strive to improve the services we provide to fully consider individual needs. We are committed to promoting equality and inclusion in the services we offer to the community and to our employees and to ensure equality of opportunity in employment, preventing discrimination in relation to the protected characteristics. (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation, or any other reason which can not be shown to be justified)
- 1.2 This policy is intended to assist us in putting this commitment into practice, as such we will strive to ensure that in the services we deliver to our communities and in the work environment everyone is treated with dignity and respect and we will consciously think about the three aims of the Equality Duty as part of our decision making process; those aims are to:
- **Eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited by the Equality Act 2010
 - **Advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
 - **Foster good relations** between people who share a protected characteristic and people who do not share it.

Equality and Inclusion covers all aspects of the work we do, from developing policies to how we engage with the communities we serve

2. The law

- 2.2 It is unlawful to discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. These are known as "protected characteristics".
- 2.3 Discrimination after employment may also be unlawful, e.g. refusing to give a reference for a reason related to one of the protected characteristics.
- 2.4 Employees should not discriminate against or harass a member of the public in the provision of services or goods (e.g. fitting smoke alarms). It is unlawful to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services.

3. Complaints and Grievances

Please note this is the website version of this document. If you are a member of NYFRS staff please use the intranet version.

- 3.1 North Yorkshire Fire and Rescue Service has a complaints policy and procedure on the internet for members of the public to report any complaints and there is a grievance procedure and a harassment and bullying in the workplace policy and procedure for employees, these documents can be obtained on the Service's intranet site.
- 3.2 All complaints, grievances will be taken seriously and the issue investigated in accordance with the policy and procedure.
- 3.3 An employee will not be penalised for raising a grievance or complaint of harassment and bullying even if it is not upheld, unless the complaint or grievance is both untrue and made in bad faith.

4.0 Service Users, suppliers and other people not employed by the organisation

- 4.1 North Yorkshire Fire and Rescue Service will not discriminate unlawfully against the public using or seeking to use, facilities or services provided.
- 4.2 Employees should report any harassment or bullying by members of the public, suppliers, visitors or others to their manager or a member of the HR team who will take appropriate action.

5.0 Recruitment

- 5.1 North Yorkshire Fire and Rescue Service will consider the use of positive action initiative before the recruitment process begins to try to become more representative of the communities we serve and to change the diversity of the current workforce

6.0 Training

- 6.1 North Yorkshire Fire and Rescue Service will provide training in equality, diversity and inclusion issues, through the induction process and ongoing training cycle, to all existing and new employees and others engaged to work in the Service, to help them understand their responsibilities and rights under the Equality Act and Service policies and what they can do to help create a working environment free of harassment and bullying. Additional training will also be provided to managers to enable them to deal more effectively with complaints from the public and employees.

7.0 Employer responsibilities

Core values have been developed to support how we will deliver our services to our communities (see Appendix A). The health and safety of our staff is a core element of how we deliver an effective service to the community. We will train and equip all staff to enable them to deliver high quality service that our communities expect. As an employer the service has a responsibility to develop the service to make it more inclusive and representative to our service users. We will develop service awareness and knowledge towards equality, diversity and inclusion and work to eliminate unlawful discrimination.

8.0 Employees responsibilities

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- 8.1 Every employee is required to assist the Service to meet its commitment to eliminate unlawful discrimination, advance equality of opportunity and foster good relations both in service delivery and in employment. All employees are required to comply with the core values of the Service along with the [code of conduct](#), to ensure that everyone is treated with respect and dignity.
- 8.2 Employees can be held personally liable as well as, or instead of, the Service for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence.
- 8.3 Acts or allegations of discrimination, harassment, bullying or victimisation against members of the public or employees are disciplinary offences and will be dealt with under the Service's discipline and grievance procedures. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

9.0 Monitoring and review

- 9.1 This policy will be monitored periodically to judge its effectiveness and will be updated in accordance with changes in the law. Where opportunities exist for peer review we will consider entering into such an arrangement
This will include: -
- how our services are delivered
 - how we engage with stakeholders and consider needs
 - the protected characteristics of the existing workforce
 - the protected characteristics of applicants for jobs/training(including promotion),
 - exit interviews to provide reports on reasons for leavers from the service.
 - complaints/grievances
- 9.2 We will also consider the impact of any changes to how our services are delivered and how these actions may affect the public in general and in particular those with protected characteristics.
- 9.3 Information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection Act 1998.

Linked policy/strategy

Workforce Strategy (replaces People Strategy)
Equality and Diversity Policy
Recruitment and Selection Policy
Bullying and Harassment Policy

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Appendix A

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PEOPLE

We exist to serve the public - we put **people** first

I know, understand and respond to the needs of our communities.
I care for my own and others' mental and physical wellbeing.
I feel appreciated, confident, safe and supported in my workplace to be my best and true self.

How well do I understand the needs of our communities?
What have I done today to respond to the needs of our communities?
How have I supported others in my workplace today?
How have I shown appreciation for others?
Have I really listened to my colleagues today?
When was the last time I praised a colleague?

RESULTS

We achieve positive results

I know the difference I make to the public's ability to be safe and feel safe.
I measure and evaluate the outcomes from my work and direct my efforts to where I make the biggest difference.
I am accountable and not afraid to change what isn't working.

How big a difference am I making to the public?
How much am I helping to change things that are not working?
When do I only 'just do enough'?
How ambitious am I for how great this Service can be?
What am I prepared to take responsibility for today?
When was the last time I celebrated a positive result?

INCLUSION

We embrace **inclusion**

I remove barriers that exclude people.
I include everyone to bring understanding, make us more responsive and help our workplaces be vibrant.
I represent our communities and I reject and fight all discrimination.

Have I allowed others to be themselves at work today?
How aware am I of the impact of the language that I use?
When do I take the opportunity to understand the different needs of my colleagues?
How often do I speak up if I see people being excluded?
How comfortable am I with being challenged?
Am I afraid to be different?

CREATIVITY

We encourage and promote **creativity**

I'm empowered and encouraged to try new ideas and work with others.
I overcome obstacles to achieve the right outcome.
I understand our constraints and manage within them, but don't allow them to limit my creativity.

How do I look for ways to keep the public safe?
How do I help others to develop their ideas?
How respectful am I when someone raises a new idea?
Do I hold back from sharing my ideas?
Am I resistant to change?

LEARNING

We never stop **learning**

I share my ideas freely and welcome challenge and improvement.
I actively develop myself and others.
I don't blame if things go wrong: I reflect, evaluate and learn, to become better and stronger.

When do I take time to reflect on my experience?
What did I learn today that I should share with others?
What opportunities do I take to develop myself?
When was the last time I changed something because it wasn't working?
Have I looked for someone to blame when things went wrong?

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