

Diversity policy

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Owner: **Strategic Advisor to the Commissioner**
Responsible work team: **Corporate Management Team**

Contents

1 Introduction 2
2 Policy statement..... 2
3 Our diversity policy 2
4 Rights and responsibilities 3
5 Scope of the policy 3
6 Delivering our services 4
7 Employment practices 4
8 Consultation and decision making 4
Document history 6

1 Introduction

- 1.1 We aim to provide a fire service which is accessible to all and meets the needs of London's diverse communities.

2 Policy statement

- We will provide accessible and appropriate services to meet the needs of London's diverse communities.
 - We welcome and respect diversity.
 - We will promote equality of opportunity.
 - We oppose discrimination.
- 2.1 Subject to our legal obligations, we will promote diversity and oppose discrimination, particularly discrimination based on age, disability, ethnicity, gender, gender reassignment, marital status/civil partnership, maternity, nationality, religious or political belief, sexual orientation, socio-economic circumstances or caring responsibilities.
- 2.2 We will challenge prejudiced beliefs about different groups and different communities in society.
- 2.3 We will take positive action, in the delivery of our service to promote good relations between people from different communities who live in London and also between people from different communities who work for us.

3 Our diversity policy

- 3.1 Our policy serves four purposes:
- It is an expression of what we believe.
 - It reminds us of our legal obligations.
 - It supports how we will provide our services.
 - It outlines how we will employ and train our staff.

What we believe

- We believe in promoting equality.
- We believe that every individual from every community is entitled to a good service.
- We believe everyone should be treated with respect and dignity.
- We believe that unlawful discrimination, harassment and victimisation should be eradicated.
- We believe local services should meet the needs of local people.
- We believe that through working in partnership, we will successfully deliver improved access to our services and wider employment opportunities.

The law

- The law requires us to provide equal access to our services and equal opportunities for employment.
- The law places on us a corporate responsibility to promote equality.
- The law also places an individual responsibility, on each and every one of us, not to discriminate.
- The law requires us to respect an individual's human rights.

Our services

- We will be accountable to the people of London.
- We will consult London's diverse communities about what service they want from the London Fire Brigade.
- We will provide our services to everyone based on their needs.
- We will provide services based on risk.
- We will encourage external providers to subscribe to our values.

Employment

- We will recruit people from diverse backgrounds.
- We will invest in training and development.
- We will integrate diversity and equality into our employment practices.
- We will behave in a professional manner.
- We will impose professional standards.
- We will manage people in a way that respects diversity.

4 Rights and responsibilities

4.1 Our policy is an expression of individual and collective rights and responsibilities.

The public

4.2 Every member of the public from every community has the right to be treated with respect by staff of the London Fire and Emergency Planning Authority.

Members

4.3 As the elected representatives of London, Members have the right to expect that all staff will play their part in implementing our diversity policy.

4.4 As the governing body, Members have the ultimate responsibility for making sure our diversity policy is implemented and produces the intended benefits.

Staff

4.5 All staff are expected to provide the public with a good service and to treat them with respect. They also have a responsibility to treat their managers and work colleagues with respect.

4.6 All staff have the right to be treated fairly and the right to work in an agreeable environment free from harassment. They also have the right to be protected from harassment by the public.

5 Scope of the policy

5.1 Our diversity policy embraces every service we provide. It covers:

- How we deliver our emergency response, fire safety enforcement and community fire safety services.
- How we consult service users, our staff and trade unions, before we make decisions about the fire service we provide to London.
- How we work in partnerships with other organisations and London's diverse communities.
- How we employ people.

6 Delivering our services

- 6.1 We will provide our services to everyone based on their needs constrained only by the limits of available resources.
- 6.2 We will adopt a risk-based approach to find out what people need and prioritise our services for those most at risk. We will set service delivery targets based on this approach and publish these targets and the results of our efforts to reach them.

7 Employment practices

- 7.1 We will make sure our employment policies are in harmony with our diversity policy. These include employment policies on recruitment and internal selection, conditions of service, training and development, employment procedures, consultation, promotion and retirement.
- 7.2 We will work towards the elimination of all forms of discrimination. We will take positive action to put right the consequences of present and past discrimination.
- 7.3 We will provide appropriate facilities, equipment and working environment to meet the different needs of our staff.
- 7.4 We will train our staff to provide services in line with our diversity policies.

8 Consultation and decision making

- 8.1 Our decision making processes will be open and transparent and we will consult with the public and our staff in order to deliver services that are accessible and able to respond to changing needs and circumstances.

Working in partnership

- 8.2 We will work in partnership with other statutory, private and third sector organisations. We will make sure that all partnership arrangements are based on the principles of equality and diversity.

Working in partnership with trade unions

- 8.3 We recognise the role trade unions play in promoting equality of opportunity and will seek their support when implementing the policy.

Our commitments

- 8.4 We are committed to:
 - Monitoring and evaluating policies, procedures and practices in relation to service delivery and employment.
 - Ensuring equality and diversity is mainstreamed into all our decision making processes through our performance management framework.
 - Designing our services to take account of the differing needs of all London's communities.
 - Consulting with London's communities and our own staff.
 - Ensuring that our staff understand their responsibility to treat others with respect.
 - Ensuring that our managers take responsibility for upholding our values and delivering our equality objectives.
 - Treating seriously and taking appropriate action against behaviour that is deliberately contrary to our principle of valuing diversity.

- Ensuring that those contractors from whom we procure goods and who deliver our services share our equality vision by demonstrating that all practicable steps are taken to allow equal access to the services they deliver and the employment opportunities they offer.
- Equality and diversity objectives being an integral part of our staff appraisal scheme.
- Making sure our work in partnership with other statutory, private and third sector organisations is informed by our equality and diversity values.

LFB's equality framework

- 8.5 The detail of how we put our ideas into practice is contained in LFB's existing decision-making, service delivery and employment policies.
- 8.6 We will monitor the progress of the equality framework to check if we have hit the targets that have been set. The plan will be regularly reviewed.
- 8.7 When we contract out a service we shall make sure, as far as the law allows, that the contractor's service delivery and employment policies are in line with our own equal opportunities policy.
- 8.8 A copy of our policy is available in alternative formats; write to us at the following address with your name and address, and let us know the language and format you want.

Corporate Management Team
LFB Headquarters
Lower Ground Floor
169 Union Street
London SE1 0LL

Email: info@london-fire.gov.uk

Document history

Assessments

An equality or sustainability impact assessment and/or a risk assessment was last completed on:

EIA	06/09/2011	SIA	07/09/2011	RA	NA
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Throughout	Deletion of introduction and minor wording changes made throughout.	24/04/2009
Throughout	This policy has been reviewed as current, retitled and has had major changes made throughout to the content. Please read to familiarise yourself with the content.	07/09/2011
Throughout Page 6	Reviewed as current with no changes. 'Subjects list' table - template updated.	14/11/2014

Subject list

You can find this policy under the following subjects.

Equalities	

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification