



# DISABILITY EQUALITY SCHEME 2007 - 2010





# Contents

Introduction	4
Avon Fire & Recue Service - In context	5
Disability Equality within Avon Fire & Rescue Service	8
The Disability Duty	11
Gathering Information	16
Equality Impact Assessments	18
What next?	20
Disability Equality Scheme Action Plan 2007-2010	21
Appendix 1 - AF&RS's Policies and Practices	28



## Foreword



Avon Fire & Rescue Service (AF&RS) is committed to mainstreaming equality and diversity in everything that it does. We regard equality work as central to modern public services that are inclusive of the needs of all the community and are delivered by a diverse workforce enriched with many talents. We recognise the significant role AF&RS can play in delivering equality for Disabled people.

We are extremely grateful for all the Disabled people and groups that have spared their time to be involved in the preparation of this Disability Equality Scheme. We will ensure that Disabled people continue to be involved in the monitoring, reviewing and revising of the scheme.

The Disability Discrimination Act 2005 placed a general duty on all public authorities, when carrying out their functions, to have due regard to the need to promote equality of opportunity for Disabled people, eliminate unlawful discrimination, eliminate disability related harassment, promote positive attitudes towards Disabled people, encourage participation by Disabled people into public life and take account of Disabled people's needs.

We are proud of the disability equality work AF&RS has already engaged in, but we see the new Disability Duty as a welcome opportunity to create a strategic framework for this work and improve our performance. The Disability Equality Scheme sets our aims and the practical ways in which we plan to meet our responsibilities under the Disability Duty

We expect all employees, members and partners to make a full contribution to the AF&RS's disability equality work. We will ensure that we provide both the leadership and support they need to do this.

**Kevin Pearson**  
Chief Fire Officer/Chief Executive

**Terry Walker**  
Chair to the Fire Authority



## Introduction

The purpose of the Avon Fire & Rescue Service (AF&RS) Disability Equality Scheme (DES) is to explain in one document how we will make sure we will promote equality for Disabled people and challenge discrimination against them.

Currently, Disabled people in this country do not have the same opportunities or choices as non-Disabled people. They experience attitudinal and environmental barriers that prevent them being fully included in society on an equal basis.

In its report, 'Improving the Life Chances of Disabled People' (2005), the Government described its vision of disability equality as follows, "By 2025, Disabled people in Britain should have full opportunities and choices to improve their quality of life and will be respected

and included as equal members of society."

Avon Fire Authority will be working towards making this a reality.

The aim of the DES is to facilitate the removal of barriers for all Disabled people who we provide services to, are employed by us or those who wish to be employed by us. This includes people who may not necessarily define themselves as Disabled but who are at risk of experiencing discrimination because of their impairment. This DES aims to address issues for people with physical and sensory impairments, people who may experience mental and emotional distress, Deaf people, people with learning difficulties and people with long term health conditions such as diabetes or HIV/AIDS.



# Avon Fire & Rescue Service – In Context

## About us

Avon Fire & Rescue Service came into being on 1 October 2004 as a result of the Fire & Rescue Services Act 2004. We serve an area of 134,753 hectares, a population of just over one million people, and provide fire safety, community education and emergency response to the Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire unitary authorities.

## Avon Fire Authority

Avon Fire Authority (AFA) has the responsibility for Avon Fire & Rescue Service, and consists of 25 elected representatives drawn from the four constituent unitary authorities.

The Equalities Forum is the AFA sub-committee that monitors equalities initiatives. This includes the development of work

arising from the Disability Equality Scheme, holding the responsibility for transacting scrutiny on behalf of the AFA in this regard.

From a scrutiny perspective, the AFA must ensure that the work of Avon Fire & Rescue Service is efficient, effective and economical, meeting the principles of Best Value and Comprehensive Performance Assessment.

## Our Role and Function

We constantly evaluate the way we work in line with the Fire and Rescue Services Act 2004; this is intended to deliver a modernised fire and rescue service that is able to respond to the particular demands of the 21st century. For us, modernisation means a “safer community and a safer workplace”, which we intend to achieve through:

- Preventing: Fire and community safety advice and guidance. Advice and education for those at risk.
- Protecting: Physical measures in buildings – protecting escape routes, provision of smoke detectors and sprinklers, legislative enforcement and inspections.
- Responding: Operational response, firefighting, rescue and environmental protection activities.

The modern fire and rescue service places an ever-increasing emphasis on the prevention of fire and incidents. The current target for the fire and rescue service is to reduce the number of accidental fire-related deaths in the home by 20% and the number of deliberate fires by 10% by 2010. Community safety - the prevention of fire and incidents through



community involvement, education, research and awareness-raising all play vital roles in helping to achieve this target.

We recognise that Disabled people are more at risk of being killed or injured in a fire in a home, and we will ensure that our fire safety initiatives are inclusive of their needs. Ensuring that our community safety work is accessible to and inclusive of Disabled people is one of the key priorities of this Disability Equality Scheme.

### **What are our Mission, Vision, Values and Objectives?**

Our mission, vision, values and objectives should help to enable us to meet the statutory duties to promote disability equality.

This applies to anyone touched by service delivery, planning, employment or partnership. We aim to embrace and value diversity and acknowledge individual difference

through our work plans, practices, policies and procedures.

- Our Mission: To improve public safety through prevention, protection and response.
- Our Vision: For our people to be motivated and inspired to make all of our communities safer.
- Our Values: The core values of Avon Fire & Rescue Service that drive and underpin our work are:
  - Trust
  - Respect
  - Integrity
  - Can-do
  - Openness
  - Learning

All of these values are integral to promoting Disability Equality.

- Our Objectives: We are striving for a work environment that is free from discrimination for employees, stakeholders and members of the public.



## Our Values

### Trust

Relying on our colleagues without question or doubt. Having the public's confidence in our abilities.

### Respect

Respecting people and property - having consideration for their feelings and belongings, and treating them with value and care.

### Integrity

Upholding our principles.

### Can-do

A positive approach to problems, issues and initiatives.

### Openness

Be willing to accept new ideas and be approachable.

### Learning

Continually learning from every experience so that we're better prepared for the next situation.



## Disability Equality within Avon Fire & Rescue Service

### Our Approach to Disability Equality

We acknowledge that we do not have a long history of working on Disability Equality. This is because it has only been in the last five to six years that any fire service in the UK realised the integral nature of equalities and diversity work within a modern public service. AF&RS has previously made efforts to ensure that its services are accessible to Disabled people by making links with community groups and providing information in a range of formats. In relation to employment, operational firefighters that make up the vast majority of our workforce, were exempt from the provisions of the Disability Discrimination Act until 2004. However, by providing reasonable adjustments, we have recruited new Disabled

members of staff and retained existing staff members who become Disabled during their employment with us.

Avon Fire & Rescue Service is committed to do everything it can to promote Disability Equality. We follow the 'social model of disability'. This states that the exclusion, poverty and disadvantage experienced by Disabled people is not an inevitable result of their impairment or medical condition. Instead it is caused by society's failure to take into account their needs. For example, a wheelchair user may be denied the opportunity to do a job because she/he was unable to attend the interview held on the upper floor of a building without a lift. The exclusion here is not caused by anything the jobseeker has done or his/her spinal injury, it stems from the employer not providing an accessible



interview venue. We recognise that Disabled people do not form a homogenous community. Most Disabled people experience layers of discrimination as a result of their gender, race, age, sexuality and/or gender identity. We also recognise the particular barriers experienced by members of the Deaf/ British Sign Language using communities that relate to them being a linguistic and cultural minority.

We currently work hard to ensure that our services and employment practices are accessible to Disabled people. However, we have not attempted to co-ordinate this work within a strategic context and we have not always actively sought feedback from Disabled people. We

believe that the Disability Equality Scheme provides an excellent opportunity to improve our performance in this area.

### **Responsibilities for Disability Equality**

The service is committed to the fulfilment of our Disability Equality obligations in all areas of the organisation. Statutory and overall responsibility for determining policy and effective implementation of this scheme lies first and fully with the Avon Fire Authority. Day to day responsibility for implementing policy determined by Avon Fire Authority lies with the Business Unit Directors and management teams.

The Equalities Unit falls under the remit of the Service Support Directorate. The designated point of

contact for this Disability Equality Scheme is the Equality & Diversity Manager whose role it is to develop and manage the Equalities strategy for AF&RS, and manage the Equalities Unit.

Our Senior Management Team and the Avon Fire Authority will receive a quarterly progress report on the targets for disability work included in the Disability Equality Scheme and the Equality Impact Assessment timetable.

### **Employing Disabled people**

We recognise that we have to take positive action to increase the number of Disabled people within our workforce. We will review how we advertise job vacancies and consider new ways to promote AF&RS jobs at all levels of the



organisation to Disabled people. We will also identify work experience and employment opportunities into which we can recruit Disabled people. In order to enable a Disabled person to do a job, we will look at changes that could be made to the workplace or working practice and to make any reasonable adjustments.

Examples of reasonable adjustments include making adjustments to premises, acquiring or modifying equipment, altering working hours and adjusting some of an employee's responsibilities. We will utilise 'Access to Work' funding and programmes such as 'WorkStep' to ensure that Disabled employees receive as much support as they require.



## The Disability Duty

The Disability Discrimination Act 2005 placed a general duty on all public authorities, when carrying out their functions, to have due regard to the need to:

- Promote equality of opportunity for Disabled people.
- Eliminate unlawful discrimination.
- Eliminate disability related harassment.
- Promote positive attitudes towards Disabled people.
- Encourage participation by Disabled people into public life.
- Take account of Disabled people's needs.

This means that it is no longer sufficient for public authorities to only respond to complaints from Disabled customers and employees. They will have to go further than this and proactively

promote Disability Equality by making it central to planning, policy making, operational delivery and employment practice.

Most public authorities (including fire and rescue services) also have a specific duty to publish a Disability Equality Scheme demonstrating how it intends to fulfil responsibilities under the Disability Discrimination Act 2005. Disabled people must be involved in the development of the scheme.

### **Involving Disabled People**

We are committed to ensuring that Disabled people have been fully involved in the production of this Disability Equality Scheme and will remain central to our ongoing Disability Equality work. In preparing this scheme, we wanted to find out what Disabled

people think our priorities should be. We held meetings with community organisations, highlighted the role and work of a fire and rescue service and asked how we can develop our Disability Equality work. We held meetings with six organisations, five which were organisations of Disabled people, which gave us the opportunity to involve people with a range of impairments. The organisations were:

- Bath & North East Somerset Disability Equality Forum
- Bristol & South Gloucestershire People First
- Bristol & South Gloucestershire British Sign Language Users Forum
- Include to Inform
- North Somerset People First
- Orchard Rethink Project



The Disabled people we met identified that the following work should be prioritised:

- Producing relevant information in accessible formats.
- Developing partnerships with organisations from both the statutory and voluntary sectors to communicate fire safety information more widely.
- Enabling Deaf people to contact Avon Fire & Rescue Service more easily in an emergency.
- Advertising job vacancies in media that Disabled people are more likely to access.
- Ensuring fire alarms are in accessible positions.
- Providing Disability Equality training for staff.

Currently, we do not know which of our employees

are Disabled so we were unable to ask them about what they think our priorities are. However, we did involve the trade unions we recognise as representative bodies of the workforce (Amicus, Fire Brigades Union and UNISON), which identified the following priorities:

- Developing a dyslexia policy.
- Enabling Disabled staff to take on or continue managerial responsibilities without operational impact.
- Improving disability access within AF&RS buildings.

Fire and rescue services are not responsible for ensuring that fire alarms are in accessible positions in buildings so this work is not reflected in this scheme. However, all the other priorities identified by Disabled people are either already

embedded in our work, for example providing information in accessible formats, or are reflected in the Disability Equality Scheme Action Plan (pages 21 - 27).

The Disability Duty requires us to sustain ongoing engagement and involvement of Disabled people. We will allocate sufficient resources to make this possible.

The Disability Duty creates many opportunities for Disabled people to demand better Disability Equality work from public authorities. We hope all Disabled people will use these opportunities. We will publicise the Disability Rights Commission guide to the Disability Equality Duty for Disabled people and their organisations.

Avon Fire & Rescue Service is developing a mechanism for securing

greater involvement of members of equalities communities within its decision making and service planning processes. An AF&RS Principal Officer will chair this equalities stakeholder group. We will ensure that Disabled people are involved in this and any external consultation we carry out to support Equality Impact Assessments.

### **Tackling Disability Discrimination and Harassment**

We are determined to tackle all forms of discrimination and harassment.

“The service is committed to securing and promoting equality of opportunity in both service delivery and employment. Everyone is entitled to fair treatment and it is essential for the continuing success and development of our

service that we have in place a policy that secures this commitment. Discriminatory practice undermines the effectiveness of the way people apply themselves to their work. This is wasteful for the service, is unacceptable to the individual and does not make best use of people’s skills and potential.”  
Equality At Work Policy, May 2005.

Disabled people, like everyone else, have the right to seek, obtain and to hold employment with us without fear of harassment and discrimination. A Disabled job applicant or employee who believes they may have experienced discrimination or harassment may seek support from their manager, Equalities Unit, Human Resources or the trade unions.



We have devised a rolling programme of equality and diversity training for employees. This programme is split into three phases, with anti-harassment issues featuring prominently in each phase. By early 2006, we aim to have completed the first phase, which is the delivery of introductory equalities and diversity training to all staff. Throughout the rest of the year, phase two of the training will be rolled out which will be an electronic learning package focussing on anti-harassment. Once employees have completed these two phases, they will be given further development aimed at tackling harassment and discrimination.

Disabled members of the public who believe Avon Fire & Rescue Service has discriminated against them, should contact the Chief Fire Officer/Chief Executive at Avon Fire & Rescue

Service Headquarters.

**Promoting Positive Attitudes Towards Disabled People**

We recognise that within society there are widespread negative views about Disabled people who are frequently not valued as equal human beings, disrespected, pitied and patronised. We aim to promote positive attitudes towards Disabled people. For example, when we develop and deliver our communication activities, we will ensure that Disabled people are not invisible within them and they are portrayed positively. We will present our Disability Equality initiatives not as benevolent charity but the core work of a professional modern public service meeting the needs of all of its customers and staff. We will also adopt and promote best practice in employing Disabled people.

## **Encouraging Participation by Disabled People in Public Life**

We want to utilise the valuable experience of Disabled members of the public and encourage their participation of Disabled people within our organisation. We will take positive action to ensure Disabled people fully participate in any public consultation we organise. The four unitary authorities nominate the members of Avon Fire Authority. We will support any work carried out by these local authorities aimed at encouraging more Disabled people to become elected members.

## **Disability Equality Duty and Procurement**

We enter into a range of contracts and partnerships with other organisations for services, goods,

services and staff. The procurement process plays an important role in ensuring that our policies and practices are not undermined or compromised by engaging partners that do not share our values and commitment to Disability Duty. We will ensure that our procurement processes reflect our responsibilities under the Disability Duty. The standard terms and conditions of our contracts will include information about the Disability Discrimination Act 2005. We will also require that every contractor complies with the anti-discrimination provisions of the Act when carrying out any duties contracted by us.



## Gathering Information

We recognise that gathering qualitative and quantitative information is essential if we are to improve our performance. Traditionally we have not collected and published any data relating to disability. We will start to gather information on the extent to which the services we provide and the functions we perform take account of the needs of Disabled people. For example, we will assess what proportion of our service users are Disabled and use this information to identify and remove any barriers they might be experiencing.

One of the key elements of our service provision is Home Fire Safety Visits and we will start to monitor how many households visited have at least one Disabled person. We also look forward to

the Department of Communities and Local Government's planned release of a new information technology system that will record and collate statistics about those who are unfortunately killed or injured by fire – including whether they are disabled.

Relating to employment we will start to monitor by disability status of:

- Job applicants and those who are then shortlisted;
- Successful job applicants who are offered employment;
- Staff who go on training;
- Staff who are invited to attend Assessment Development Centres and those who are then placed on a development programme;
- Staff who are offered



temporary and substantive promotion;

- Staff who benefit or suffer from performance appraisals;
- Staff who are involved in grievance procedures;
- Staff who are the subject to disciplinary actions; and
- Staff who end their service with us.

We will use the monitoring information to check for any patterns of inequality. We will take positive action to redress any inequality identified.



## Equality Impact Assessments

When used effectively, Equality Impact Assessments help mainstream Disability Equality within service planning and decision-making processes of an organisation. We will use Equality Impact Assessments to assess the impact, or likely impact, of all our policies and practices on Disabled people. We will use them to prevent our decisions and activities (including those that arise from partnerships and procurement) from either inadvertently discriminating against Disabled people, or failing to proactively promote equality of opportunity. All Equality Impact Assessments will be carried out in the context of the six elements of the general duty as outlined in page one.

Appendix 1 contains a list of all the policies and

practices of Avon Fire & Rescue Service and our assessment of whether each one has a high, medium or low impact on Disability Equality. During 2007/8 we will carry out an Equality Impact Assessment on every policy and practice that has a high impact on Disability Equality. It is likely that a policy or practice has been assessed as high impact if it is either a major one in terms of significance for AF&RS's activities or if, while it is a less significant policy, it is likely to have a major impact upon Disabled people. It is expected high impact policies and practices will require a 'full' impact assessment, which will include the participation of Disabled people and will involve:

- Establishment of clear aims and objectives of the policy or practice
- Consideration of

- available data and research, and carrying out further research if necessary
- Assessment of impact, for example the affect a policy or practice will have upon a Disabled person
  - Consultation with interested parties, for example members of the public, community groups or trade unions
  - Consideration of measures which might mitigate any adverse impact and alternative policies which might better achieve the promotion of equality of opportunity for Disabled people while still delivering the aims of the policy
  - A decision
  - Agreement on monitoring for any adverse impact in the future
  - Publication of the results of impact assessment.

Policies and practices that are assessed as low or medium impact will have an Equality Impact Assessment carried out between 2008 and 2010.

We will issue updated guidance to AF&RS members of staff on how to carry out appropriate Equalities Impact Assessments.

We will ensure that an Equality Impact Assessment is carried out on all new policies and procedures before either the Senior Management Board or Avon Fire Authority adopts them.

If it is established that one of our policies or practices has a negative impact on Disability Equality, we will modify it to achieve a more favourable outcome. However, Disability Equality is just one of our, sometimes competing, priorities. After carrying

out a thorough Equality Impact Assessment, there may be occasions when we decide to pursue a policy or practice that does have a negative impact on Disability Equality. We expect this to be a very rare occurrence and when it happens we will ensure that the decision making process is fully transparent and the results are publicised. Only a Principal Officer has the authority within AF&RS to approve the implementation of a policy when a negative impact has been identified.



## What next?

### Annual Reporting

Every year we will publish a report containing a summary of our Disability Equality work. It will include:

- Progress on action plan targets.
- Progress on Equalities Impact Assessments.
- All information gathered through monitoring.
- What we have done with the information we gathered.

### Revising the Disability Equality Scheme

We will produce a new Disability Equality Scheme in three years time to establish our work for 2010 - 2013. We will take into account our progress on the work set out within this Disability Equality Scheme as well as all the disability related information we will have gathered. We will also be able to draw upon all of our Equality Impact Assessments, ongoing

involvement of Disabled people and the Secretary of State for Local Government and Communities' report on Disability Equality in fire and resilience.

### Complaints or enquiries in relation to the Disability Equality Scheme

It is our intention to maintain high standards of service delivery and employment practice. However, should you have a complaint or enquiry about this document, please:

- Telephone the Equalities Unit on 0117 9262061 extension 246/9
- E-mail: [equalities@avonfire.gov.uk](mailto:equalities@avonfire.gov.uk)
- Or write to Avon Fire & Rescue Service, HQ, Temple Back, Bristol, BS1 6EU
- You can also fill out a Complaints, Compliments and Comments Form available at all Avon Fire & Rescue Service premises, or request a form from any fire appliance.



## Disability Equality Scheme Action Plan 2007-2010

Number	Target	Responsible Officer	Completion Date
<b>Whole Organisation</b>			
1	Ensure all public information is produced in accessible formats when requested	All Service Managers	Ongoing
2	Carry out Equality Impact Assessments on all new policies before they are implemented	All Service Managers	March 2007
3a	Carry out Equality Impact Assessments on existing policies and practices that have a high impact on Disability Equality	All Service Managers	December 2007
3b	Carry out Equality Impact Assessments on existing policies and practices that have a medium impact on Disability Equality	All Service Managers	December 2008
3c	Carry out Equality Impact Assessments on existing policies and practices that have a low impact on Disability Equality	All Service Managers	December 2009



<b>Avon Fire Authority (AFA)</b>			
4	Ensure that Equality Impact Assessments are carried out on all policies before they are agreed by the AFA	Clerk to Avon Fire Authority	March 2007
<b>Service Delivery</b>			
5	Publish and distribute fire safety DVD for Deaf and people with hearing impairments	Head of Community Safety	March 2007
6	Publish and distribute fire safety DVD and booklet for people with learning difficulties	Head of Community Safety	March 2007
7	Introduce equalities monitoring for young people attending courses at Youth Development Centre	Head of Community Safety	March 2007
8	Introduce equalities monitoring of people applying for Home Fire Safety Visits	Head of Community Safety	March 2007
9	Develop system to enable people who are Deaf, or have a speech impairment, to contact our Fire Control in an emergency	Principal Fire Control Officer	June 2007

10	Develop system to aid communication between people who are Deaf, or have speech impairment, and operational personnel in an emergency situation.	Area Manager Operational Response	September 2007
11	Deliver fire safety advice to at least 24 groups of Disabled people per year	Head of Community Safety	December 2007 December 2008 December 2009
12	Increase the number of Home Fire Safety Visits delivered to households containing Disabled people by 50% every year	Head of Community Safety	March 2008 March 2009
13	Develop community fire safety for interventions with Disabled young people	Head of Community Safety	March 2009
14	Deliver fire safety advice to at least nine special schools per year	Head of Community Safety	December 2009



<b>Service Improvement</b>			
15	Develop a robust system which will ensure that an Equality Impact Assessment is carried out on all new policies before they are implemented	Assistant Chief Fire Officer - Service Improvement	March 2007
16	Monitor progress on carrying out Equality Impact Assessments and submit quarterly updates to Senior Management Team	Business Services Manager Strategic Planning & Communications	March 2007
17	Develop a fully accessible internet website (including video information in British Sign Language)	Marketing Manager	March 2007
18	Work in partnership with the Department of Communities and Local Government to introduce system to monitor disability of people injured or killed in domestic fires and produce yearly reports	Performance Improvement Manager	December 2007
<b>Service Support</b>			
19	Introduce database to record cases of harassment and bullying and organisational response to them, and provide appropriate training for managers on using of them	Equality & Diversity Manager	March 2007

20	Update and distribute guidance for AF&RS staff on carrying out Equality Impact Assessments	Equality & Diversity Manager	March 2007
21	<p>Introduce monitoring by disability of:</p> <ul style="list-style-type: none"> <li>• Job applicants and those who are then shortlisted</li> <li>• Successful job applicants who are offered employment</li> <li>• Staff in post</li> <li>• Staff who are offered temporary and substantive promotion</li> <li>• Staff who benefit or suffer from performance appraisals</li> <li>• Staff who are involved in grievance procedures</li> <li>• Staff who are the subject to disciplinary actions and</li> <li>• Staff who end their service with us (dismissal, redundancy or voluntary departure)</li> </ul>	Business Services Manager Human Resources	March 2007
22	Secure from JobCentrePlus agreement to use the “Two Ticks” disability symbol	Business Services Manager Human Resources	March 2007



23	Ensure all Disabled employees are able to access training and development opportunities	Area Manager People Development	June 2007
24	Actively encourage employees to take up opportunities to acquire and develop British Sign Language skills	Area Manager People Development	June 2007
25	Introduce AF&RS Dyslexia Policy	Business Services Manager Human Resources	June 2007
26	Review use of media to advertise vacancies to increase applications from Disabled people	Business Services Manager Human Resources	June 2007
27	Carry out disability access review of our buildings most likely to be accessed by the public and/or support staff and ensure that any remedial works identified forms part of a long-term Asset Management Strategy	Business Services Manager Finance & Asset Management	December 2007
28	Create one new apprenticeship opportunity per year for a Disabled young person	Business Services Manager Human Resources	December 2007, December 2008, December 2009

29	Create two short term paid work experience placements and two unpaid placements all targeted at long term unemployed Disabled people	Business Services Manager Human Resources	December 2007, December 2008, December 2009
30	Report on the number and percentage of staff that have received training on anti-harassment issues	Equality & Diversity Manager	December 2007, December 2008, December 2009
31	Develop and disseminate 'Guide to Managers on Recruiting and Retaining Disabled Employees'	Equality & Diversity Manager	March 2008
32	Review Attendance Management Policy	Business Services Manager Human Resources	March 2008

## Appendix 1 – AF&RS’s Policies and Practices

### Avon Fire Authority (AFA)

		Impact on Disability Equality (High, Medium, Low)
	Probity in Public Service & Confidential Reporting Code	H
	AFA Standing Orders and Financial Regulations	L
	Anti-Fraud Corruption Strategy & Response Plan	L
	Members’ Code of Conduct	L

### Service Delivery

	Service Delivery Directorate Plan	H
	Integrated Risk Management Plan	H

### Operational Response

	Thornbury Station Business Plan	H
	Yate Station Business Plan	H
	Patchway Station Business Plan	H
	Avonmouth Station Business Plan	H
	Southmead Station Business Plan	H
	Portishead Station Business Plan	H
	Pill Station Business Plan	H
	Temple Station Business Plan	H
	Kingswood Station Business Plan	H

	Speedwell Station Business Plan	H
	Bath Station Business Plan	H
	Keynsham Station Business Plan	H
	Brislington Station Business Plan	H
	Bedminster Station Business Plan	H
	Nailsea Station Business Plan	H
	Clevedon Station Business Plan	H
	Weston-super-Mare Station Business Plan	H
	Yatton Station Business Plan	H
	Chew Magna Station Business Plan	H
	Radstock Station Business Plan	H
	Paulton Station Business Plan	H
	Blagdon Station Business Plan	H
	Winscombe Station Business Plan	H
	Emergency Control	H
	Crewing Office and Handbook	H
	Emergency Response Standards	H
	Incident Command Communication System	H
<b>Community Safety</b>		
	Community Fire Safety Business Plan	H
	Home Fire Safety Prioritisation Plan	H
	SOP E4: Community Safety, Home Fire Safety Visits	H
	SOP E10: Youth Development Course	H



	SOP E5: Child Protection Policy and Guidance	H
	SOP E7: Work Experience	H
	SOP E8: Firesetter Intervention Plan	H
	SOP E9: Schools Education, Key Stage II (SPARKS)	M
	SOP E11: Attendance at Community Events	H
	SOP E12: Hoax Calls	H
	Youth Development Centre Action Plan	H
	FireSkills SOP	H
	Arson Task Force Action Plan	L
	SOP E6: Chip Pan Demonstration	L
<b>Risk Planning</b>		
	Risk Planning Unit Business Plan 2006-07	H
	MoU C25: Mass decontamination: Memorandum of Understanding between Avon Fire & Rescue Service and Great Western Ambulance Service NHS Trust	H
	SOP F1: Interim Mass Decontamination Following a CBRN Terrorist Attack	H
	SOP G1: Business Continuity Management Guidelines	M
	SOP A6: Incidents Requiring Bulk Foam (interim)	L
	SOP A14: Fires and Incidents on the Railways	L

	SOP C4: Packaging and Transportation of Radioactive Materials	L
	SOP C5: Nuclear Weapons Accident Procedures	L
	SOP C23: Chemet Forecasts	L
	SOP G2: Fuel Shortage Contingency Plan	L
	MoU C26: Environment Agency South West Region and Avon Fire & Rescue Service: Local annexe to the protocol between the Local Government Association and Environment Agency on Fire Service issues	L
	SOP D3: Major Incident Plan	L
	SOP D8: Pipelines	L
	SOP D29: Events Pre-planning	L
	SOP D32: Military Aid to the Civil Community	L
	SOP F2: National Co-ordination Arrangements	L
	SOP F3: Convoys	L
	SOP F4: Hazardous Detection, Identification and Monitoring (HDIM)	L
	SOP F5: High Volume Pumps and Pumping	L
	SOP H1: Quality System Procedures	L
<b>Fire Safety</b>		
	Fire Safety Enforcement Policy	H
	SOP E1: Fire Alarm Procedures	H
	SOP E2: Elderly Persons Dwellings or Sheltered Housing Fire Procedures	H



	After the Fire Inspections at Commercial Premises Policy	M
	Unwanted Fire Signals	M
	Fire Safety Unit Action Plan	M
	SOP E3: Fire Safety Induction Procedures for New Employees and Contractors	M
	Quality Control of Fire Safety Policy	L
	Fire Safety Policy and Standards	L
	Fire Safety Inspection Policy	L
	Sprinkler Policy	L

### Service Support

<b>Finance &amp; Asset Management</b>		
	Property Maintenance & Development	H
	Facilities Management	H
	Supplies Administration	H
	Asset Management Plan	M
	Capital Bid Procedures	M
	Reception & Office Services	M
	Lion Apparel Contract	M
	Fleet Strategy	M
	Contractor Control Policy	L
	Stores & Distribution	L
	Debt Recovery Policy	L
	Servicing & Repairs of Fleet, Ladders and Equipment	L



	Operational & Technical Notes, Guidance & SOPs	L
	Hydrant Maintenance & Inspection	L
	Lease Scheme Policy	L
	Capital Investment Strategy	L
	Treasury Management & Investment Strategy	L
	Budget Holder Guidelines	L
	BCC Payroll Service Level Agreement	L
	Finance Handbook	L
<b>People Development</b>		
	Administration Procedures	H
	Workforce Development Strategy	H
	Conference Administration Procedures	H
	Assessment Development Centre	H
	Bullying and Harassment Policy	H
	Equality at Work Policy	H
	Development & Sponsorship Policy	M
	Severn Park Service Level Agreement	M
	Leadership Development Initiatives	M
	Delivery of Development Advice & Programmes	M
	Station Training Profiles	M
	Race Equality Scheme	L



	Role Based Profiles	L
	Recording of the Development and Maintenance of Employee's Skills	L
<b>Human Resources</b>		
	Recruitment & Selection Policy	H
	Firefighter Point of Entry Selection Process	H
	Job Descriptions & Person Specifications	H
	Positive Action	H
	Attendance Management Policy (including sick pay)	H
	Job Share	H
	Rank to Role	H
	Re-deployment on Medical Grounds	H
	Occupational Health	H
	Grievance Procedure	H
	Discipline Procedure	H
	Suspension from Duty	H
	Performance Management	H
	Exit Interviews	H
	Probation	M
	Career Breaks, Unpaid Leave and Flexible Working	M
	Home Working	M

	Stress at Work	M
	Support Staff Retirement & Pension Scheme	M
	Job Evaluation for Non-Uniformed Staff	M
	Internal Transfer Policy for Wholetime Personnel	M
	Maternity, Paternity, Adoption Leave and Pay	L
	Politically Restricted Posts	L
	Overtime	L
	Flexitime	L
	Annual Leave	L
	Special Leave	L
	Expenses and Allowances	L
	Time off for Trade Union Duties	L
	Firefighter Retirement & Pension Scheme	L
	Lone Working	L
	Duty Systems	L
	Contract of Employment	L
	Childcare Vouchers	L
	Working Time	L
	Prohibition of Smoking at Work	L
	Long Service and Good Conduct Medals	L
	Alcohol and Substance Misuse	L



	Dealing with Violence at Work	L
	Wholetime Firefighters Undertaking Retained Duties on a Secondary Contract	L
	Display of Inappropriate Material in the Workplace	L
	Notification of Criminal Proceedings	L
	Corporate Clothing	L
	HR Database	L

### Service Improvement

<b>ICT</b>		
	Email	H
	Internet Use	H
	Health & Safety – VDU	M
	Access to Communications Hardware	M
	IT Request Procedure	M
<b>Improvement Co-ordination Unit</b>		
	Negotiating Committee	H
	Corporate Risk Register & Guidance	L
<b>Performance Improvement Unit</b>		
	Complaints, Compliments & Comments	H
	Customer Satisfaction Survey	H
	Performance Management Information	M

	Best Value Performance Indicator Returns	L
<b>Business Planning</b>		
	Planning Handbook & Toolkit	H
	Corporate Plan Consultation	H
	Planning Timetable	H
	Business Plan Quality Check	H
	Annual Review	M
	Partnership Register & Guidance	M
	Project Management Guidance	L
	Business Planning Guidance	L
	Corporate Risk Strategy	L
	EFQM Management	L
	Freedom of Information Policy	L
	Data Protection Policy	L
<b>Creative Services</b>		
	Marketing	H
	Media Relations	H
	Design and Graphics	H
	Evaluation of Campaign Impact	H
	Corporate Style	H



	Plain English	M
<b>FSEC</b>		
	FSEC Updates	H
	Risk Modelling	H
<b>Health &amp; Safety</b>		
	Management and Consultation SOP	H
	Visitor Safety SOP	H
	Workplace Inspection SOP	H
	Work Equipment SOP	H
	Display Screen Equipment SOP	H
	Provision of Advice and Guidance on Health, Safety and Welfare	H
	Principles of Risk Assessment and Management	H
	Health, Safety and Welfare SOP	M
	COSHH SOP	L
	Adverse Occurrences SOP	L
	Legislation Overview and Penalties SOP	L



If you would like this document in another language, larger print or in Braille,  
please contact us at the address below:

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Telephone 0117 9262061  
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We can also provide you with a British Sign Language video or audio  
version of this document.