

HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE

DISABILITY EQUALITY SCHEME ACTION PLAN - DECEMBER 2009-DECEMBER 2012

1: CORPORATE					
Objective	Lead	Predicted Timescale for completion	Detail of actions to be undertaken	Progress to Date	Completed
1.1 Method of consulting and publishing information	Head of People Services	Dec 2009 – Nov 2012	Consult with local Disability Groups to seek their advise as how the Service can increase links with Disability Groups		
1.2 Impact Assessment (existing policies and procedures)	Department Heads	Dec 2009 – June 2010	Carry out outstanding impact assessments to ensure that current functions and policies do not discriminate.	Operations CRM People Services Operations Support Corporate Services	

1.3 Impact Assessment (new policies and procedures)	Department Heads	Dec 2009 - Nov 2012	Ensure new staff undertaking EIA are informed and understand the requirements of EIA		
1.4 Personnel required to undertake EIA have the appropriate support, contacts and sources of information.	Head of People Services	Dec 2009 - March 2011	Develop a contact database for personnel undertaking EIA's		
1.5 Open and transparent publication of outcomes.	Head of People Services	Dec 2009 – Nov 2012	Publish the Action Plan results online annually and provide results in paper format, large print or Braille upon request	The Action Plan is updated monthly on our website.	

2: SERVICE DELIVERY					
Objective	Lead	Predicted Timescale for completion	Detail of actions to be undertaken	Progress to Date	Completed
<u>2.1 Community Safety</u>					
2.1.1 Community Safety Information	Head of Community Risk Management	Dec 2009 – Nov 2012	Review printed material on an ongoing basis and ensure that they meet the needs of the community		
2.1.2 Community Safety Checks	Head of Community Risk Management	Dec 2009 – June 2010	Provide fire safety advise to communities in relations to disability through local support groups/associations.		

2.1.3 Community Safety Information	Head of Community Risk Management	Dec 2009 – Nov 2012	Engage with statutory partner organisations on media campaigns raising awareness to people with disabilities.		
2.1.4 IRMP	Head of Community Risk Management	Dec 2009 – Nov 2010	Extend the existing IRMP Questionnaire to analyse all 6 strands (Race, Gender, Disability, Age, Religion and sexual orientation)		
2.1.4 Partnership register	Head of Community Risk Management	Dec 2009 – Nov 2010	Develop and implement a process to record details of local engagement	CRM - An interactive recording mechanism for the community engagement activities has been drafted.	October 2009

2.1.5 Ongoing Involvement	Head of Community Management	Dec 2009 – Nov 2010	Implement ongoing involvement with people with disabilities, as part of the review of the Scheme.		
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2: SERVICE DELIVERY					
Objective	Lead	Predicted Timescale for completion	Detail of actions to be undertaken	Progress to Date	Completed
<u>2.2 Operations</u>					
2.2 Contact links with Disability Groups	Head of Operations	Dec 2009 – Nov 2012	District managers to set up contact links with local disability groups and individuals, and feedback any issues through the appropriate Service channels.		

3: SERVICE SUPPORT					
Objective	Lead	Predicted Timescale for completion	Detail of actions to be undertaken	Progress to Date	Completed
3.1 <u>Service Support</u>					
3.1.1 Complaints	Head of Corporate Service	Dec 2009 – Nov 2012	Ensure complaints are monitored by ethnicity and data analysed to recommend improvements. Introduce a system to report, record and monitor baseline information to ensure that process is fit for purpose.		

3: SERVICE SUPPORT					
Objective	Lead	Predicted Timescale for completion	Detail of actions to be undertaken	Progress to Date	Completed
3.1 <u>Training</u>					
3.2.1 Training Course Material	Head of People Services	Dec 2009 – July 2010	Review all training courses, documentation and materials and consult on simplicity and plain English to meet the needs of the community	All L&D documents being assessed and prioritised into subject areas for allocation to all L&D personnel for assessment/ amendments and EIA.	
3.2.2 Staff training	Head of People Services	Dec 2009 – Nov 2012	To ensure that all staff receive awareness training in Equality & Diversity		
3.2.3 Training	Head of People Services	Dec 2009 – Nov 2012	Introduce a rolling refresher training program for all HIFRS staff		
3.2.4 HIFRS Trainers	Head of People Services	Dec 2009 – Nov 2010	All training staff involved to be trained in Equality & Diversit		

3.2.5 Further Training	Head of People Services	Dec 2009 – Nov 2012	Identify any further training requirements that are required and timetable accordingly	Members of the DDA review group and Managers will be trained on reasonable adjustments according to the DDA by the Access to Work Adviser for the Highlands & Islands and the Service Manager of Leonard Cheshire Disability before the end of the financial year 2009/2010	
3.2.6 Monitoring	Head of People Services	Dec 2009 – Nov 2010	Monitor through analysis applications (successful and unsuccessful) for training and development opportunities. Setup monitoring/reporting system		
3.2.7 Joining Instructions	Head of People Services	Dec 2009 – Nov 2012	Review joining instructions in the context of the DDA on an ongoing basis to make sure instructions stay in line with the changing requirements of the community		
3.2.8 External Training Providers	Head of People Services	Dec 2009 – Nov 2012	Ensure External Training Providers Policies are in line with HIFRS Equal Opportunities Policy and the Disability Equality Scheme		

3: SERVICE SUPPORT					
Objective	Lead	Predicted Timescale for completion	Detail of actions to be undertaken	Progress to Date	Completed
3.2 <u>Human Resources</u>					
3.3.1 Recruitment & Selection	Head of People Services	Dec 2009 – March 2010	Set up a minimum of 4 positive action initiatives per year to support the recruitment of a more diverse workforce		
3.3.2 Recruitment & Training	Head of People Services	Dec 2009 – Nov 2012	Ensure that all staff included in the Recruitment and Selection process are trained in Recruitment and Equality & Diversity		
3.3.3 Monitoring	Head of People Services	Dec 2009 – March 2010	Extend the existing monitoring system to analyse by Race, Gender, Disability, Age, Religion and sexual orientation		
3.3.4 Equal Opportunities Policy	Head of People Services	Dec 2009 – March 2010	Implement the updated Equal Opportunities Policy		

3.3.5 Consultation	Head of People Services	Dec 2009 – Nov 2010	Identify groups to be consulted, establish contacts and methods of consultation. Circulate the Disability Equality Scheme and Action Plan for consultation making them available in an appropriate range of formats as necessary		
3.3.6 Record and Monitor incidents of harassment and discrimination of people with disabilities	Head of People Services	Dec 2009 – Nov 2012	Ensure related policies are updated, revised and communicated across the Service		
3.3.7 Ensure staff are aware of their responsibilities in line with the provisions of the Disability Discrimination Act.	Head of People Services DDA Review Group	Dec 2009 – Nov 2012	In association with Occupational Health Adviser ensure reasonable adjustments are appropriately identified and implemented and develop guidance for line managers about making reasonable adjustments	Guidance for Managers is approved by SLT and is under consultation with Unions at present. Training on reasonable adjustments for Managers will be in place with the Access to Work Adviser for the Highlands & Islands and the Service Manager of Leonard Cheshire Disability by the end of the current financial year.	

3: SERVICE SUPPORT					
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<u>3.4 Risk Management/ Health & Safety</u>					
3.4.1 Accident investigation	Head of Operations Support	Dec 2009 – Nov 2010	Accidents to be monitored by disability and data analysed to recommend further improvements	An interim measure is in place, but this specific action is part of much broader H&S revitalisation strategy currently being developed.	
3.4.2 HIFRS premises	Head of Corporate Services	Dec 2009 – Nov 2012	Further improve procedure for public use of HIFRS premises to ensure the specific needs of the community/disability groups are addressed. Identify barriers to access and plan rectification where appropriate		
3.4.3 Access compliance	Head of Corporate Services	Dec 2009 – Nov 2010	Develop an access compliance audit by involving the relevant access panels.		

3: SERVICE SUPPORT

Objective

3.3 Operations Support

3.5.1 Hate Incidents

3.5.2 Translating and Interpreting Services

