



Equality in Diversity



Our Equal Opportunities Policy

Our policy serves three purposes

- 1 It is an expression of what we believe.
- 2 It reminds us of our legal obligations.
- 3 It supports our aim to provide a best value service.

2 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.

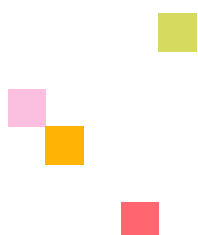
1 What we believe

- We value diversity.
- We believe in promoting equality.
- We believe that every individual from every community is entitled to a good service from us and should be treated with respect.
- We believe that discrimination should be eradicated.

3 Best value

We cannot provide a best value service unless we have the trust of London's diverse communities. Practising equality in all that we do will help to build that trust.

We must recruit from London's diverse communities so we get the best staff available. A diverse workforce will help us understand and meet the differing needs of all the communities we serve.



Rights and responsibilities

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

The public

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

Members

As the elected representatives of London, members have the right to expect that all staff will play their part in implementing our equal opportunities policy.

As the governing body, members have the ultimate responsibility for making sure our equal opportunities policy is implemented and produces the intended benefits.

Managers

Every manager has the right to expect their staff to do their best to practise equal opportunities.

Managers are responsible for making sure the policy is implemented in their area of service delivery.

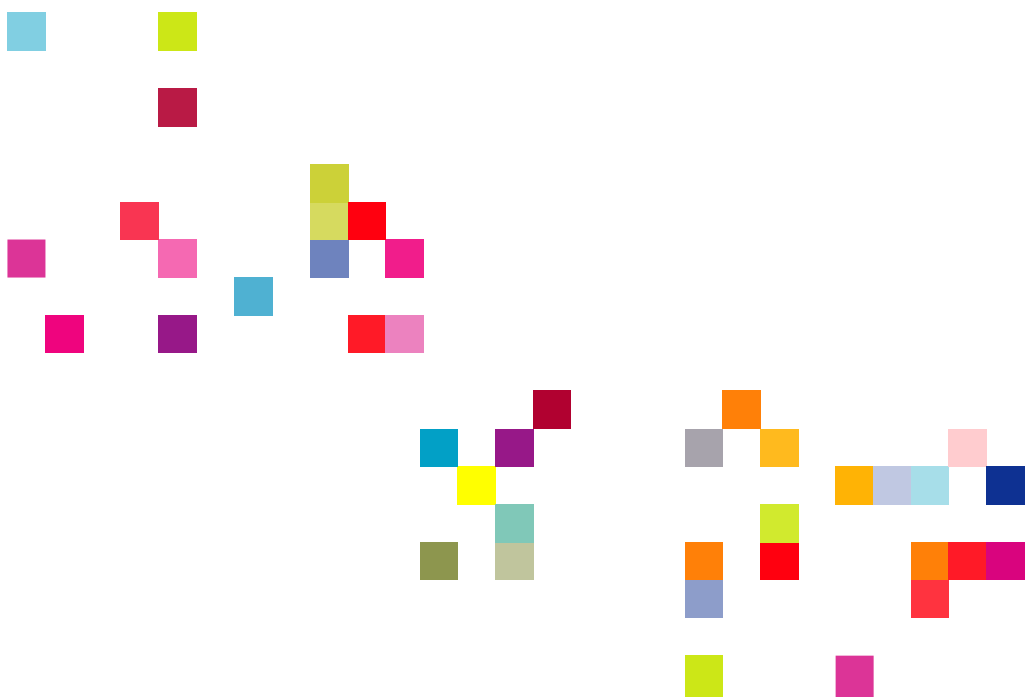
Managers are expected to treat staff with respect and to safeguard their rights under the policy.

Managers will promote equality of opportunity, challenge discriminatory conduct and will lead by example.

Staff

All staff are expected to provide members of 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.

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.



Scope of the policy

Our equal opportunities 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.

Delivering our services

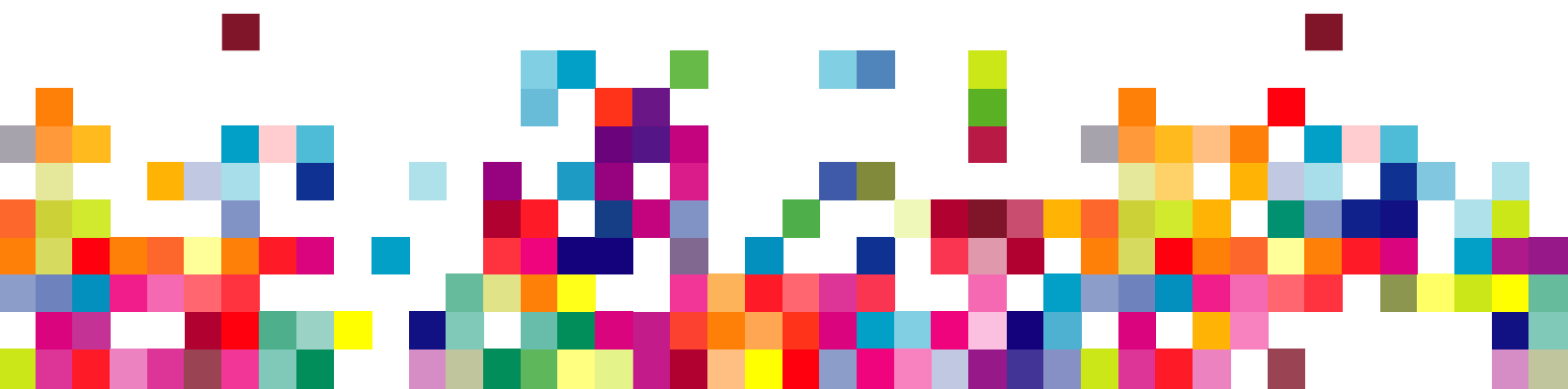
We will be accountable to the people of London. We will consult London's diverse communities about what service they want from the London Fire Brigade. We will provide our services to everyone based on their needs, constrained only by the limits of available resources. We will adopt a risk-based approach to find out what people need and prioritise our services for those most at risk. We will set service delivery targets. We will publish the targets and the results of our efforts to hit those targets.

Employment practices

We will make sure our employment policies are in harmony with our equal opportunities policy. These include employment policies on recruitment and internal selection, conditions of service, training and development, employment procedures, consultation, promotion and retirement.

We will eliminate all forms of discrimination and take positive action to put right the consequences of present and past discrimination. We will make sure that appropriate facilities, equipment and working environment are provided to meet the different needs of our staff.

We will make sure that all staff are trained to provide services in line with our equal opportunities policies.



Consultation and decision making

To make sure our service is accessible to everyone, both service users and our staff have the right to be consulted about the service. We will make sure measures are in place so that all London's communities and our staff can be involved in decision making at all levels. We will monitor these measures and publish the results.

Working in partnership

We will work in partnership with other statutory, voluntary and private organisations. We will make sure all partnership arrangements are based on the principles of equality.

Working in partnership with trade unions

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

Implementing our policy

- We will publicise and promote our equal opportunities policy.
- We will make sure our equal opportunities policy is built into our decision-making processes.
- We will design our services to meet the differing needs of all London's communities.
- We will deal with individual instances of discrimination both in service delivery and employment practice.
- We will provide training for all our staff to make sure they understand their rights and responsibilities under our equal opportunities policy.
- We will equip all staff to demonstrate leadership and take responsibility for equality.
- We will regularly monitor and review all the procedures we use to provide our services and search for adverse impact on any community group or members of staff. We will take action to redress any adverse impact. We will publish the results.
- We will support local communities to help them to get involved in decision making about the fire services which affect them.
- We will work in partnership with voluntary, private and other public sector organisations and our trade unions to ensure equal access to our services. We will develop seamless service delivery, when more than one agency is providing a service.

LFEPA's Equality Action Plan

The detail of how we put our ideas into practice are contained in our service delivery and employment policies.

Our Equality Action Plan which also incorporates our Race Equality Scheme explains how we are developing and implementing these policies.

The plan for 2002/3-5 lists what we are doing. The activities are under three headings:

- 1 Cultural change** – this is about tackling some of the attitudes which are barriers to equality and the delivery of a fair service.
- 2 Service delivery** – this is about improving the way that all people in London can access our services.
- 3 Employment** – this is about building a workforce which represents the different communities and different groups of people who live in London.

We will monitor the progress of the Equality Action Plan to check if we have hit the targets that have been set. The plan will be regularly reviewed.

When we contract out a service we will 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.

The plan respects diversity, promotes equality of opportunity and good relations between people from different communities and it aims to eradicate discrimination. What we do may change as new opportunities come about to further our aim.

For more information contact

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would like this leaflet in large
print, on tape, in Braille or in
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Please supply your name and
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