

# Equality Improvement Framework

Journey to Excellence

Creating a vision for what Excellence looks like at  
Hampshire Fire and Rescue Service

# Equality Improvement Framework

- A process of continuous improvement where decisions are based upon information, data and feedback that is used to set equality objectives.
- Equality decisions create a journey for learning, monitoring and evaluation that improves our understanding and leads to better outcomes.

## Leadership

- Commitment and Reputation

## Accountability

- Significant progress and tangible outcomes

## Service Delivery

- Understanding our communities and delivering outcomes

## Employment

- a diverse workforce that understands diversity

## Best Practice

- a cycle of continuous improvement

# Leadership

- All of our employees, managers and FRA members will have a reputation for championing equality issues.
- Equality objectives are embedded in the Service Plan and other related documents.
- Our communication strategy will underpin our reputation by evidencing the difference we have made.

# Leadership - to underpin this.....

- We will have a corporate objective that relates to our work on equality and diversity and links to the EIF and equality decisions. This will ensure that our work is always visible and embedded into performance management systems and can be monitored for effectiveness
- We will have a network of diversity champions right across the Service.
- We will provide authority members with information relating to our equality objectives so that they are informed and better placed to scrutinise our priorities.
- Our FRA Members will inform our priorities through their contact in the community.
- Our Communication Strategy will make clear the evidence we have used to set our priorities and how this has made a difference to our communities.
- We will have a broader definition of leadership of equality issues; we will ensure everyone across the Service knows their responsibility in delivering equality objectives.

# Accountability

- HFRS are measuring significant progress on equality objectives, and can demonstrate real outcomes that have improved equality in service delivery and in employment.
- Any group within our demographic area will not have a disproportionate number of incidents in any category of incidents.
- Appropriate action is taken to address issues that have been identified.

# To underpin this

- We will assess risk data against equality profiling and tailor our prevention activities to the groups this data tells us are most at risk.
- We will have an equal reduction of incidents in all groups.
- We will have the ability to monitor and understand differentiation of incidents within call categories.
- We will build a workforce that matches the profile of the catchment area for retained duty system and the profile of Hampshire for whole time stations.

# Service Delivery

- HFRS are able to identify the changing nature of its communities and their expectations of us.
- We prioritise activities based on information about our communities and can explain our rationale to them.
- We work with strategic partners to achieve defined equality outcomes for the community.

# To underpin this

- We will develop a sophisticated understanding of our communities, using a wide range of data collection methods including electronic and face to face, and we will use this data to inform our priorities in our Service Plans.
- We will have a wide range of communication mechanisms to ensure that a broad range of people residing in our communities can get involved and tell us what they think about our priorities. We will provide residents with as much information that informs them how we arrived at our decisions and how they will affect them. From an informed position they will be better placed to challenge the priorities set.
- We will work with our partners to create a joined up approach to consultation that takes place in our communities.
- We will influence our partners' understanding of operational diversity.

# Employment and Training

- HFRS Provide a high standard of service delivered by knowledgeable and well trained employees who understand the needs of our communities.
- We can demonstrate a range of innovative practices that deliver equality outcomes for the whole workforce.
- We can demonstrate significant progress towards recruiting a diverse workforce.

# To underpin this

- We will have a targeted approach to recruitment and will promote our jobs specifically to under-represented groups.
- We will have a modern recruitment process that is efficient and speedy and keeps our applicants engaged throughout the process.
- We will use a variety of mechanisms that enable a broad range of people to work with us including voluntary placements and work experience placements.
- We will review the way we recruit and select people to our operational roles, with emphasis on the broader range of skills required to be a fire fighter.
- We will move away from our current top slicing selection process and have better ways of analysing recruitment scoring data so that a wider range of people are successful.
- We will see positive improvements when measuring workplace behaviours through cultural audit or disciplinary and grievance processes.
- We will test social/community awareness into our recruitment process and throughout our training and development programme. This will assess peoples understanding of the issues that apply to their community. This will apply to all staff in all roles.

# Best Practice

- We use all the information available to us to create a cycle of continuous improvement.
- We showcase our work and others look to us to share information and examples of good practice.

- We are able to analyse all employment and community data and demonstrate how it is used to make improvements.
- We enter and win National ED Awards and we have regular postings on the SEFIP Resource site.
- We see regular submissions of operational diversity through the beacon status application.
- Employees regularly submit examples of operational diversity to our Exchange Magazine.
- We achieve “Excellent” in the timeframe we set ourselves.