



Equality, Diversity, and Inclusion Strategy

2022/24



Foreword

We are delighted to share with you the Equality, Diversity and Inclusion Strategy 2022–24. This Strategy sets out our commitment and objectives for equality, diversity and inclusion and how we can improve access to the services we provide for our staff and communities.

Equality, diversity and inclusion is not new to the service, however societal changes mean we need to continually adapt to these changes. It is cross-cutting and we aim to embed it into everything we do; it drives how we treat each other as members of the Fire Service; and how we interact with and deliver services for our diverse communities.

We all know that diverse teams bring variety of thought, innovation, and creativity. Therefore, creating a more inclusive and welcoming workplace will help us to attract, retain and develop the best people from a broad range of backgrounds.

We want all our work colleagues to be able to bring their whole self to work, and feel a sense of belonging in the Service. We want every individual to have a confident voice and every team to understand and be inspired by difference – it's something we want to celebrate, both for our staff and our communities.

A diverse and inclusive workforce will also help us to better understand the needs of our communities so that we can adapt our service in a way that best suits them. Placing North Yorkshire Fire and Rescue Service at the center of our community needs, will help us make better decisions, strengthen community relations and increase public trust.

For this Strategy to be successful in building upon our existing work, everyone has to take personal accountability for making it happen. As you implement this Strategy, we want to hear from you what's working, what the challenges are and where you need support to make it happen.

We look forward to working with all of you to achieve the objectives set out in this Strategy.



Jonathan Dyson
Chief Fire Officer, North Yorkshire Fire and
Rescue Service

Zoë Metcalfe
North Yorkshire Police, Fire and Crime
Commissioner

Context

National Drivers - The Fire and Rescue Sector

The Government's drive for fire and rescue services (FRSs) to reform and improve equality, diversity and inclusion in their workforces and services has been reinforced by the outcomes of significant reports over the last few years. Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) have identified some cultural aspects of the sector that could be improved by a more inclusive approach at individual, team, organisational and sector levels, highlighted within their State of Fire and Rescue Reports

The Equality Act 2010 states that everyone has the right to be treated fairly and equally. The Act also includes a duty called the Public-Sector Equality Duty (PSED) which requires public authorities like us to have due regard in the need to:

- Eliminate discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who have a protected characteristic and those who do not; and
- Foster good relations between people who have a protected characteristic and those who do not.

The NFCC EDI Strategy identifies that:

“.....people from different backgrounds, identities and ways of thinking, behave differently and when this is embraced it enables us to be creative, innovative, adaptable and flexible. We recognise that the continued improvement of service delivery will only be achieved with a workforce that accesses the widest possible talent pool and is made up of individuals who represent the diverse communities that Fire and Rescue Services serve.”

The private sector has demonstrated that a more inclusive approach can bring wide-ranging benefits, and this offers FRSs an opportunity to build on this learning - inclusive workplaces, increases productivity and employee engagement.

Why does the Service need an EDI Strategy?

We must accept that since society has elements of discrimination at large, so do all public services, including our Service. It's our responsibility to identify and address discrimination where it exists.

We value diversity and recognise that different people bring different experiences, ideas, knowledge, and culture, and that these differences bring great strength. By enabling everyone to be themselves and work together effectively, we create a healthy, enjoyable, and inclusive working environment for all. The key to success is to develop an inclusive culture, based upon effective relationships with our people and our communities, and one where everyone is encouraged to have a voice and speak up knowing that they will be listened to.

One of the three strategic aims in our People Services Strategy reinforces the need to

“foster a values-based culture focused on diversity, inclusion, and well-being.”

Equality, diversity and inclusion runs through every aspect of the Service and is a priority for change within the Commissioner's new Fire and Rescue Plan to “Enhance positive culture, openness, integrity and public trust” with the following expected outcomes:

- Public trust in North Yorkshire Fire and Rescue Service is maintained.
- Inclusivity, diversity and equality are at the heart of North Yorkshire Fire and Rescue Service's organisational culture and service delivery.
- North Yorkshire Fire and Rescue Service is an employer of choice with a clear people focus that develops leadership, integrity and inclusivity.

Strategic Intent

Equality, diversity and inclusion are central to our Service's way of working, embedded in our behaviours, culture, practices and workplaces. Our working environment enables a sense of belonging, where employees are valued for their individuality and have equal opportunities - we are an employer of choice. Our Service reflects the diversity of our communities - the delivery of our services is based on a rich understanding of the communities we serve.

EQUALITY

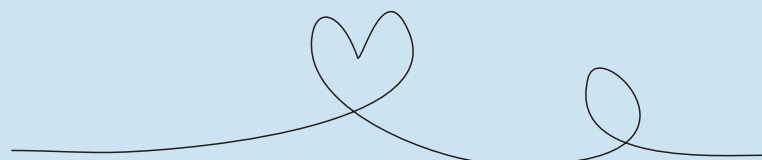
DIVERSITY

INCLUSION

What does EDI mean for everyone?

Equality, diversity and inclusion are three principles that help to create a fair society where everyone gets equal opportunities:

- **Equality** is about equal opportunities and protecting people from being disadvantaged
- **Diversity** is about recognising, respecting, and celebrating each other's differences
- **Inclusion** refers to an individual's sense of belonging within the workplace and in a wider society, and the extent to which they feel valued and included



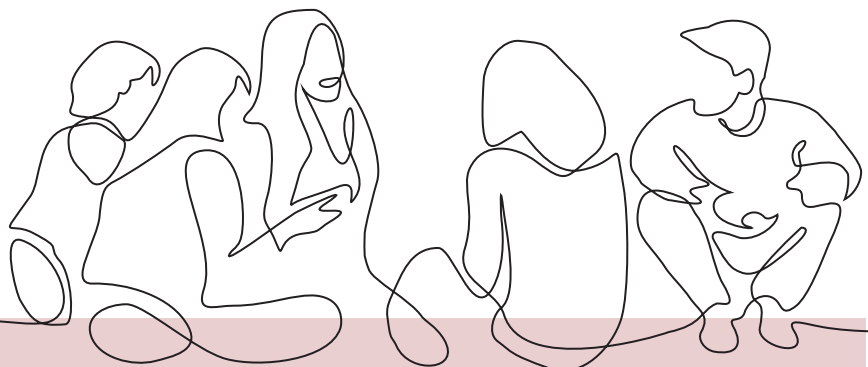
Our shared commitment

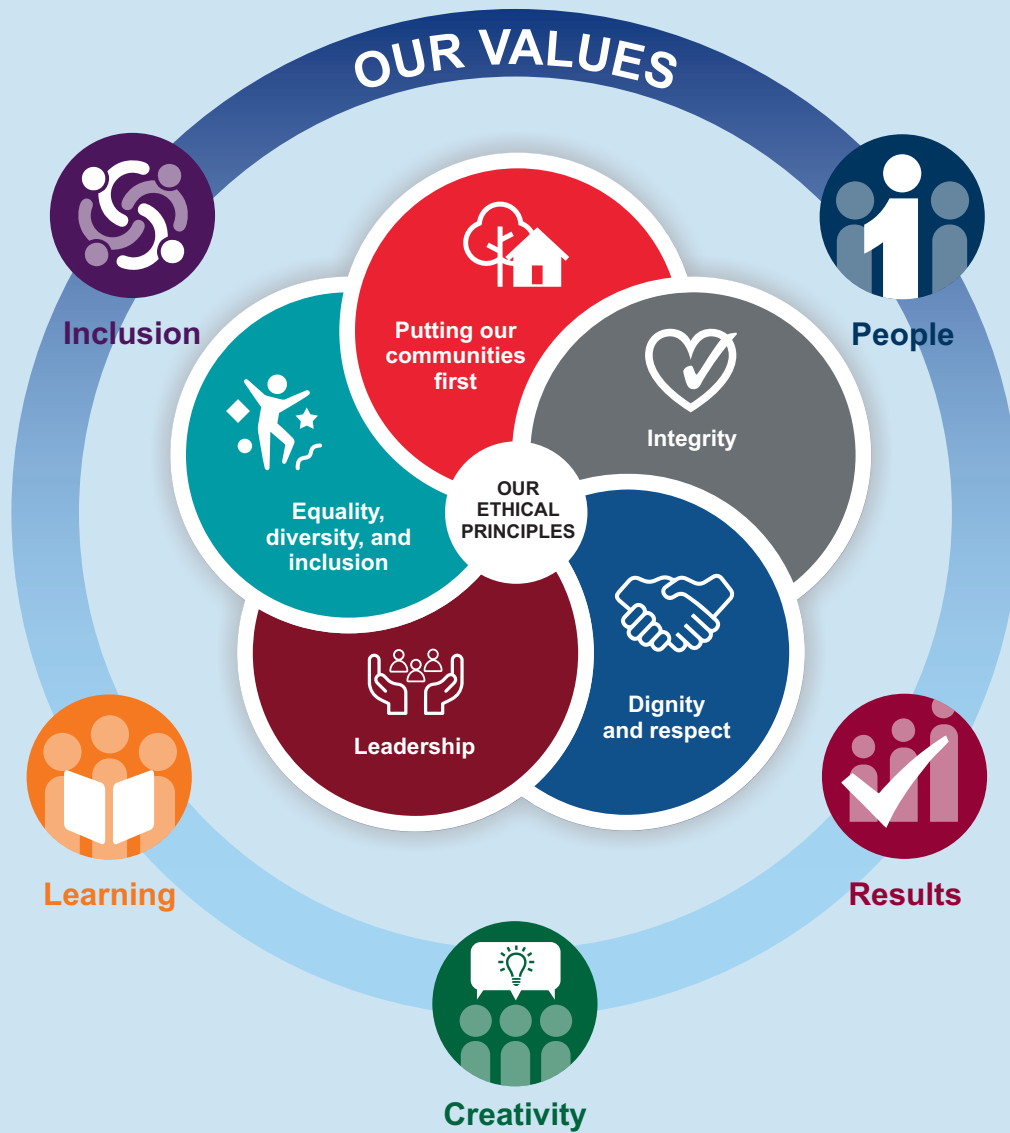
We are guided by the Core Code of Ethics. This sets out clear principles that define professional standards.

- **Putting our communities first** – we put the interest of the public, the community and service users first.
- **Integrity** – we act with integrity including being open, honest and consistent in everything we do.
- **Dignity and respect** - making decisions objectively based on evidence, without discrimination or bias.
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behavior that falls short of the highest standards.
- **Equality, diversity, and inclusion** – we continually recognise and promote the value of EDI both within the Service and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

We stated how important equality, diversity and inclusion are to our success when developing our Service Values. This is reflected most in two of our values; 'People' and 'Inclusion'. Also, by living our value of 'Learning' through our everyday conversations - we not only learn more about one another, our backgrounds, our beliefs, but also the way we think.

We require all our employees and everyone in NYFRS to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of the Service. leadership, integrity and inclusivity.





People

We exist to serve the public - we put people first

I know, understand and respond to the needs of our communities

I care for my own and other's mental and physical wellbeing

I feel appreciated, confident, safe and supported in my workplace to be my best and true self



Results

We achieve positive results

I know the difference I make to the public's ability to be safe and feel safe

I measure and evaluate the outcomes from my work and direct my efforts to where I make the biggest difference

I am accountable and am not afraid to change what isn't working



Inclusion

We embrace inclusion

I remove barriers that exclude people

I include everyone to bring understanding, make us more responsive and help our workplaces be vibrant

I represent our communities and I reject and fight all discrimination



Creativity

We encourage and promote creativity

I am empowered and encouraged to try new ideas and work with others

I overcome obstacles to achieve the right outcome

I understand our constraints and manage within them, but don't allow them to limit my creativity



Learning

We never stop learning

I share my ideas freely and welcome challenge and improvement

I actively develop myself and others

I don't blame if things go wrong: I reflect, evaluate and learn, to become better and stronger

What we aim to achieve

We have developed this Strategy in relation to both staff and service provision, based upon three themes;

1. **Our People and Culture**
2. **Our Partners**
3. **Our Communities**

1. Our People and Culture

We want to enhance our working environment making it more welcoming, supportive, and inclusive, where people don't need to 'fit in', but feel they belong and can thrive to reach their full potential.

We will promote awareness and understanding of how societal changes need us to adapt our workplaces and working practices to better serve the public. This will help us promote a more open and inclusive culture whereby people feel valued. Ultimately it will help us to satisfy our legal and moral duty to better serve the public across all areas of diversity.

Actions

- Build trust through open engagement with all our employees and future applicants, so people feel comfortable to openly share equality data and for us to learn more about our workforce.
- Evaluate equality data to understand where we can introduce policy to support a broader representation of diversity across our workforce. Deliver a Gender Pay Gap report and develop practices to address pay gaps.
- Build a collective understanding of when and why inequalities occur in our Service and in the services, we provide to the public. Use impact assessments to continually ensure our workplaces, equipment, policy, procedure and working practices remove unintended discrimination.
- Ensure inclusion is embedded within our recruitment and training and across our existing workforce, encouraging our people to challenge where necessary barriers they face in their own diversity.
- We will encourage our employee support network groups to grow and develop to roll out the changes to our way of working and bring our agenda to life in our workplace.



What will success look like?

- Mainstreaming of equality and diversity and the development of an inclusive culture.
- All our people have received EDI training over the three-year period 2022-24.
- Our future workforce will continue to attract, retain and develop more diversity across all roles.
- Our people have a greater understanding of the diversity of needs within our workforce and feel competent and confident in responding to these needs.
- Our colleagues feel confident to participate in employee surveys and to declare equality data.
- Our working environment, including equipment and buildings meets the needs of our diverse workforce.
- Improved representation of equality groups across the workforce, particularly in operational and leadership roles, better reflecting our communities.
- Diverse communities will feel fully represented by and reflected in our workforce, and feel more able to approach and engage with our service.

2. Our Partners

We need to explore opportunities to broaden collaborative working, sharing good practice and developing innovative ideas to improve our public value and making us more effective and efficient.

We are committed to work with our partners to better understand and help identify people in need, including safeguarding issues. We will target our prevention, protection, and community resilience work to help address vulnerability through best practice, shared resources, and delivery of shared services.

How will we achieve this?

- be open to opportunities to improve our service to the vulnerable in our communities – wherever the idea comes from.
- be creative in our approach and consider the whole community benefits rather than individual service benefits.
- share our experiences with our partners, locally and nationally to expand the effectiveness of the Fire and Rescue Service in serving the public.
- engage with partners and groups to develop joint learning and development opportunities and to celebrate EDI.
- share our Core Code of Ethics with our partners and recognise our partners protocols for increased awareness.
- Mainstream equality considerations into our procurement processes and improve transparency and accountability of equality and diversity in procurement barriers they face in their own diversity.

What will success look like?

- Vulnerable people and all our communities have access to a range of shared service that provide a more inclusive approach
- All partnership colleagues have a better appreciation of the diverse needs of our communities
- Through partnership arrangements fair access to support is created for all underrepresented groups
- Our partners are aware of our code of ethics and the FRS colleagues are aware of our partners protocols and ethics.



3. Our Communities

Delivering excellent services through prevention, protection, community resilience and response activities to our diverse communities is the core of our work. We must do this collaboratively; truly demonstrating our values alongside our partners. We want to build stronger links with our local communities, so we can provide a more inclusive service to the public and build diverse talent pools and provide access to careers that may not have historically been considered by members of some communities. We must anticipate the needs of people who use our service, ensuring our service is accessible and individual to their requirements.

We will better understand the diverse needs within our communities and the associated risks that they face. This will help prepare the Service to respond to their diverse needs in the most effective and inclusive way possible, taking account how it will be received by the public and our workforce.

How will we achieve this?

- We will ensure our Community Risk Profile is regularly updated and reflective of changes within our communities, to help us better understand and respond to the diverse needs of our communities.
- All policies and procedures will consider inclusion and align to our values and the core code of ethics.
- People Impact Assessments (PIAs) will be undertaken to ensure that we consider the wider implications of our actions on the public.
- We will ensure our communication channels are fully accessible by all diverse groups.

What will success look like?

- We have corporate and station-level view of the vulnerabilities of our communities through the Community Risk Profile
- Our workforce is fully conversant with markers of vulnerability and effective referral routes
- We have plans in place to focus our Protection and Prevention activities on the areas of greatest need
- We put our communities first when considering how we use our time, capacity and resources
- Our people have a greater understanding of the diversity of needs within the communities that we serve and feel competent and confident in responding to these needs.



Governance, Assurance and Accountability

Our Equality, Diversity and Inclusion Strategy 2022-2024 is a working document that will be reviewed and updated on a regular basis to make sure it continues to be significant and valuable.

We'll report on our progress annually at our Strategic Leadership Team meeting and at the Police, Fire and Crime Commissioner's Executive Board. These updates will include equality data, as well as providing a general account of our progress in meeting our statutory duty and commitments.



Getting involved and contacts

To contact us:

Office of the Police, Fire and Crime Commissioner for North Yorkshire

The Office: 12 Granby Road, Harrogate, North Yorkshire, HG1 4ST

Telephone: 01423 569562

Email: info@northyorkshire-pfcc.gov.uk

Website: www.northyorkshire-pfcc.gov.uk

Facebook: www.facebook.com/northyorkspfcc



North Yorkshire Fire and Rescue Service

You can contact the North Yorkshire Fire and Rescue Service in the following ways:

Headquarters: Alverton Court, Crosby Road, Northallerton, North Yorkshire, DL6 18F

Telephone: for non-emergencies 01609 780150

Email: capabilities@northyorksfire.gov.uk

Website: northyorksfire.gov.uk

Social media (Facebook and Twitter): [northyorksfire](#)

Youtube: youtube.com/user/northyorksfire



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FIRE & RESCUE SERVICE**