

**CFRS**

**Policy**

**Awards & Commendations**

Introduction

It is the intention of the Chief Fire Officer to ensure individuals are recognised for meritorious actions associated with the work of Cumbria Fire and Rescue Service.

Cumbria Fire and Rescue Service (CFRS) values the loyalty and devotion to duty displayed by its staff, through long service and good conduct. The Service is also aware that on occasions individual employees or groups will take actions beyond their normal call of duty. Such actions undertaken in commitment to serving the community deserve to be recognised and rewarded.

The nature of emergency service work also means that members of the service may witness acts of selflessness by members of the general public or other organisations that might otherwise go unreported.

There are a number of awards and commendations available for consideration by the service and its personnel and these are covered in greater detail with examples of what may be considered appropriate in [Appendix A](#Check8) of this policy.

This policy supports and encourages all managers to give due recognition to their colleagues, partners and staff by giving thanks and praise through the nomination for awards and commendations.

Scope

This policy applies to operational members of Cumbria Fire and Rescue Service (CFRS).

**Principles**

Cumbria Fire and Rescue Service is committed to ensuring individuals and teams that are conscientious in their work and go the extra mile or demonstrate acts of selflessness or bravery are appropriately recognised for their efforts and achievements.

This policy identifies the Awards and Commendations that are available, outlines the circumstances whereby nomination for an award might be appropriate and the criteria that needs to be met.

[Process](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

**Internal Awards**

**Cumbria County Council 35 Year Long Service Award**

1. This award is applicable to every employee of Cumbria County Council.
2. This award will be in accordance with the Council policy and procedure in place at that time however currently, to qualify for the Long Service Award, employees must have worked for Cumbria County Council for 35 years and each recipient will be presented with a gift.

**Chief Fire Officer's Commendation**

1. The Chief Fire Officer may, on receiving information of an act worthy of special note decide to formally record that act by the presentation of a personal commendation. The act will normally require the individual, or individuals, to have shown courage and determination. A commendation can be made to a member of CFRS, whether uniformed or Green Book, on or off duty, or a member of the public.

**Chief Fire Officer's Certificate of Congratulation**

1. The Chief Officer may, on receiving information of an act worthy of note, decide to formally record that act by a certificate of congratulation. The act will normally require the individual, or individuals, to have accomplished an act, related to CFRS, worthy of note at Local, Regional or National level. A Certificate of Congratulation can be made to a member of CFRS, whether uniformed or non-uniformed.

**Chief Fire Officer’s Letter of Appreciation**

1. This award will recognise individuals or teams who have contributed to the work and ideals of CFRS, by participating in projects, programmes, activities and initiatives that have had a positive impact on operations, community safety, administration, support functions or learning and development.

**Cumbria County Council – Excellence Awards**

1. The Excellence Awards are normally annual events held across the County where awards are given for a specific period and are about those who go the extra mile to deliver services, who have proven to be outstanding in their area of work and includes the CCC long service awards. Any employee can nominate a colleague or team of colleagues for any award. Forms received before the closing dates are judged by the panel (who are members of staff or external partners who have volunteered) and a shortlist is drawn up for each award category. Those who have been short listed are invited to attend an awards ceremony (in a geographical location) where the winners are announced.

**External Awards**

**Gallantry Awards (Queens Awards)**

1. The awards for gallantry for which members of the fire and rescue service are eligible are as follows:

* **George Cross**   
  Awarded to civilians for acts of the greatest heroism or of the most conspicuous courage in circumstances of extreme danger.
* **George Medal**  
  Awarded for acts of great bravery.
* **Queen's Gallantry Medal**  
  Awarded for exemplary acts of bravery.
* **Queen's Commendation for Bravery**   
  May be awarded when one of the awards above is not considered appropriate to award the Queens Gallantry Medal but action is worthy of recognition.
* **Queens Fire Service Medal**

Awarded to operational members of the Fire and Rescue Service who have performed acts of exceptional courage and skill, or exhibited conspicuous devotion to duty.

(All gallantry awards may be granted posthumously)

**The Fire Brigade Long Service and Good Conduct Medal**

1. The conditions under which the Fire Brigade Long Service and Good Conduct Medal can be awarded are governed by a Royal Warrant. The medal is awarded by Her Majesty the Queen, to operational staff of Fire and Rescue Services in the United Kingdom who have rendered long and meritorious service. In accordance with the Royal Warrant, the medal should be awarded to individuals who have completed the qualifying period and where their character and conduct have been very good.

9. Regular and retained members are eligible for the award upon the recommendation of the Chief Officer on completion of 20 years service (whole or part time).

1. The Chief Fire Officer recommends the award of this medal to the Secretary of State at the Home Office. In making recommendations for the award the Chief Fire Office and the Directorate Leadership Team (DLT) will pay particular attention to the nominee’s character and conduct being deemed “worthy” throughout their whole 20 years. DLT will consider any disciplinary warning/sanction that was given throughout the course of their employment for misconduct. Where personnel have disciplinary sanctions on their record, medals will not normally be considered until the disciplinary sanction has expired. It is not the intention that an employee should be debarred from receiving the medal solely on account of a trivial breach of discipline or even of a more serious offence if it has been followed by many years of blameless conduct. DLT will consider the disciplinary offence and will decide if the employee should receive the medal. If DLT decide not to approve awarding of the medal at that time they will inform the individual whether their view is that the medal will never be awarded or indicate when the decision will be reviewed (for example if an employee has had a written warning for 6 months on their file several years ago, the medal may be reconsidered for the award at 20 years plus 6 months).
2. Further information on the awarding process for the [Good Conduct and Long Service Medal is shown below](#Check2).

**The Society for the Protection of Life from Fire**

12. Where the actions of a member of the public, another emergency service or an off duty member of the fire and rescue service, in attempting to save a life, or in the actual successful rescue from fire is felt to warrant special note, the Chief Fire Officer may, on investigating the circumstances, nominate that person for consideration for an award by the Society for the Protection of Life from Fire.

13. The decision to make an award rests solely with the Society. It is essential therefore that as much supportive evidence is made available to go forward with the nomination.

**Royal Humane Society**

14. The Royal Humane Society may bestow awards to individuals where they have assessed a level of bravery when saving a human life. Awards consist of medals, a testimonial on vellum or parchment and a certificate of commendation.

15. Additionally, the Society may issue a ‘Resuscitation Certificate’ to those whose actions result in “the successful restoration of life”. These particular awards are for all circumstances and not related directly to bravery. The awards can be made to members of the public and to members of the emergency services.

**Royal Society for the Prevention of Cruelty to Animals**

16. The RSPCA may bestow awards in recognition of acts of bravery or special merit in connection with the rescue or attempted rescue of animals. The awards can be made to members of the public and to the emergency services.

**The British Red Cross**

17. The British Red Cross Care in Crisis awards are made in recognition for care given to others during a period of crisis in their life. This award does not necessarily have to be associated with an emergency incident. Anyone is eligible to be considered for the award. CFRS may well become aware of a job well done by members of the public who have acted in a caring or courageous manner prior to arrival of emergency services at an incident.

**The Order of St John**

18. The Order of St John may award their Life Saving Medal for acts of conspicuous gallantry to those who have endangered their own life in saving or attempting to save another life. The medal may be awarded in Gold, Silver or Bronze, as may be determined in each case by the Grand Prior of the Order.

**Other Awards Including the** **Queens Jubilee Medals**

19. All jubilee medals (or any other awards not stated above) will be awarded in accordance with the relevant guidance at that time.

**Awarding Procedures**

20. All nominations must be considered by the Chief Fire Officer DLT. The Chief Fire Officer or DLT can decide whether to approve or not approve the nomination.

21. Any person witnessing actions which in their opinion should be considered for any of the awards aforementioned should submit a nomination form ([Appendix B](#Check1)) containing full details (including any photos or other supporting evidence) through their departmental manager for initial consideration. The departmental manager will indicate support or otherwise and forwarded the nomination to the PA/Secretary to the Chief Fire Officer who arrange for the nomination to be considered by the Chief Fire Officer and/or DLT

22. The Chief Fire Officer and/or DLT will consider all evidence provided for all nominations on the following generic criteria and will also take account of any special circumstances relating to:

* Rescue of life in extreme circumstances of danger
* Rescue of life (Human & Animal) in other circumstances
* Outstanding acts of bravery & courage
* Saving and Restoration of Life efforts (successful and otherwise)
* Selflessness in actions taken
* Actions above and beyond the normal call of duty
* Compassion shown to others
* Good Conduct - upholding of the professional image of the service
* Exceptional contribution to the service
* Leadership
* Initiative
* Determination.
* Outstanding Achievement

23. All nominations to outside bodies e.g. Royal Humane Society, The British Red Cross are subject to endorsement by the Chief Fire Officer and/or DLT. The Chief Fire Officer will then submit the relevant documentation to the awarding body.

24. Exceptions to the procedure outlined above are for the Cumbria Fire & Rescue Service Annual Awards Ceremony, the awards given by Cumbria County Council’s Excellence Awards and the Council’s Long Service Awards.

25. Copies of any letters or award related documentation will be placed on the employees PRF.

**The Fire Brigade Good Conduct and Long Service Medal**

26. The PA the Chief Fire Officer will initiate the process of nomination by reviewing on a quarterly basis individuals who are eligible for the nomination following a report from iTrent. The PA to the Chief Fire Officer will raise a ticket on the People Management Portal and People Management will check the employees files highlighting any points to be considered on whether the employee has attained 20 years exemplary service.

NB employees are not expected to complete the nomination form shown in [Appendix B](#Check1)

27. The decision to process the nomination will rest with DLT.

28. During each calendar quarter and after awarding has been confirmed, eligible recipients of the award will receive a letter of congratulations from the Chief Fire Officer with further advice detailing the option for subsequent presentation of the medal which in CFRS include:

* Presented at the Fire Station by the Chief Fire Officer or an Officer designated by the CFO, or an Officer of suitable position identified by the recipient.
* Presentation at the CCC Excellence Awards by the Lord Lieutenant
* No presentation and hand delivered by a relevant line manager

29. Additionally, the recipient will be issued with 2 medal riband brooch bars. These may be worn with immediate effect. The recipient will be required to return completed forms confirming personal details and the medal will then be ordered. All medals have the recipients name engraved on the rim so actual delivery to Headquarters will take additional time beyond the 20 year period.

30. If an employee is not granted the medal then the employee will be written to and informed and if appropriate advised when they are able to become eligible. There is no appeal process however staff may invoke the grievance procedure should they choose.

31. **Forfeiture and Restoration -** The Secretary of State requires to be advised, as and when necessary, with full particulars of any circumstances which on first examination give rise to the question of forfeiture of medals, e.g. disgraceful conduct or a criminal offence. Similarly, the Secretary of State will be advised of any circumstances meriting consideration of restoration of a medal that has been forfeited.

32. **Posthumous Awards**- The Royal Warrant does not provide for posthumous awards. If a candidate qualifies for the medal but dies before a recommendation has been made, no recommendation will be submitted. An award made to a candidate who dies before receiving it will be presented to the legal beneficiary.

**Standards of Dress for Receiving or Wearing Medals, Medal Ribands and Awards**

33. Personnel who normally wear uniform for their role should normally wear Full Undress uniform when receiving medals:

* Operational Staff – Full Undress Uniform, no cap (Long Service Medals can be presented in Blue Shirt Uniform)
* Green Book Personnel – Smart Casual
* Volunteers – Smart Casual
* Retired Members – Smart Casual

34. Full Undress Uniform for presentations is available from Technical Services.

**Wearing of Medals and Medal Ribands**

35. Medals or Ribands should be worn at the following events:

* Fire & Rescue Service Funerals (All Personnel)
* Memorial Services
* Long Service & Good Conduct Medal Presentations
* Parades which include a religious service
* Remembrance Day Parades
* Where instructed by the Chief Fire Officer

36. All medals authorised by the sovereign are worn on the left breast (E.g. Long Service and Good Conduct Medal). Any other decorations and medals are worn on the right breast (E.g. Royal Humane Society Medal).

37. Medals must be worn showing the sovereigns head.

38. Medals worn with Undress Jacket – the riband must be centered on the breast pocket. Medals should not be worn on shirts. Gallantry medals will take precedence and other medals will be placed immediately adjacent on the breast pocket.

39. Medal Ribands worn without decorations or medals must be either tailored sewn-on-style or brooch bar style.

40. Sewn on style or brooch bar style of decorations can be worn on duty rig at the discretion of the individual.

**Appendix A**

**Example of Actions or Events that May Trigger Nominations**

**Gallantry Awards**

* Individuals who have lost their lives in the line of duty.
* Individuals who have endured great danger and personal risk in adverse conditions forsaking personal safety to rescue another. (E.g. Property Fires involving the rescue of many casualties).
* Individuals who have been subject to personal injury in pursuance of their role to save the lives of others or their colleagues. (E.g. Firefighter receiving significant burns in rescuing members of the public or fellow crew members).
* Individuals who have demonstrated great skill and courage in successfully averting a major emergency with the potential to lead to the massive loss of life (E.g. Command and Control of a major disaster).

**Chief Fire Officer's Commendation**

* Individuals who have put themselves at personal risk in adverse conditions to rescue another. (E.g. Property Fires involving the rescue of casualties).
* Individuals who have been subject to personal injury in pursuance of their role. (E.g. Firefighter receiving significant burns in rescuing members of the public or fellow crew members).
* Individuals who have demonstrated great skill and courage in successfully averting a major emergency with the potential to lead to a significant loss of life (E.g. Command and Control of a major incident).
* Individuals who have shown exceptional devotion to duty

**Chief Fire Officer's Certificate of Congratulation**

* Individuals who have undertaken regional or national work that has brought high regard to Cumbria Fire and Rescue Service
* An individual attaining a distinguishing qualification worthy of note.

**Chief Fire Officers Letter of Appreciation**

* May be sent to mark the Service’s appreciation for work done by any individual or team

**The Society for the Protection of Life from Fire**

The Society has a strict code for determining who receives the award and in what circumstances and this is:

* In cases of burning buildings there must be evidence that a person has entered the building, although in certain circumstances external assistance where the rescue has been particularly hazardous e.g. Flames from lower windows reaching the ladder, whereby the award has been made.
* Where the flames are in the open, e.g. a burning vehicle but there must be evidence of exposure to the fire.
* The extinguishing of burning clothing.
* Awards are not normally made to relatives but exceptions may be made for meritorious actions of:
  + Children
  + Elderly Grand Parents
* The award to the Fire and Rescue Service can only be made in respect of non operational personnel or “Off Duty” Operational personnel.

**Royal Humane Society**

* Awards are issued for acts of bravery in the saving of human life and, also, for the restoration of life by resuscitation. (E.g. Passer by rescues person from a house on fire or provided mouth to mouth resuscitation to a person suffering from a heart attack)
* Recognition may also be given to those who have contributed to the saving or attempted saving of life, though they may not have put their own life at risk. In these instances, a Certificate of Commendation may be granted.
* In addition, Resuscitation Certificates may be granted to those who, though not professionally trained to do so, carry out a successful resuscitation.
* Awards are usually attributed to one of the following emergency scenarios:
  + Accidents in Aircraft or Ships
  + Asphyxia in Blast Works, Earth Works, Sewers or any other confined space.
  + Cliffs or other heights.
  + Drowning
  + Electrocution

**Royal Society for the Prevention of Cruelty to Animals**

* Awards are given to individual(s) in recognition of acts of bravery in rescuing or attempting to rescue animals (E.g. Rescue of Horse involved in RTC.)

**The British Red Cross**

* Can be awarded to anyone, not necessarily involved in an emergency incident that has shown a high degree of compassion, care and courage in helping another perhaps before the arrival of emergency services (E.g. Rendering humanitarian services to a person in distress at RTC or Flooding Incident).

**The Order of St John**

* The Life Saving Medal of the Order of St John may be awarded to individuals who have endangered themselves to save another (E.g. Rescue of another person from a river putting them at significant risk.)

**Appendix B**

**Cumbria Fire and Rescue Service**

**Awards Nomination Form**

**Part 1**

**Nominees Details**

**Employee**

**Name: Area:**

**Department/Watch: Role/Job Title:**

**Member of the Public**

**Name: Address:**

**Award:**

|  |  |
| --- | --- |
|  | **Chief Fire Officer's Commendation** |
|  | **Chief Fire Officer's Certificate of Congratulation** |
|  | **Chief Fire Officer’s Letter of Appreciation** |
|  | **Gallantry Award (Queens Awards)** |
|  | **The Society for the Protection of Life from Fire** |
|  | **Royal Humane Society** |
|  | **Royal Society for the Prevention of Cruelty to Animals** |
|  | **The British Red Cross** |
|  | **The Order of St John** |
|  | **Other Award (Please state)** |

**Please give full details of your reasons for the nomination: (include appropriate evidence, note external awards may require separate nomination forms)**

**Nominated By**

**Name: Area:**

**Department/Watch: Role/Job Title:**

**Signed: Date:**

**Please return completed forms to the PA to the Chief Fire Officer at Service Headquarters.**

**Part 2 – To be completed by the Directorate Leadership Team or Chief Fire Officer**

**Comments and Recommendations**

**Approved / Not Approved**

**Signed: Date:**