

Honours, awards and special achievements

New policy number: **640**
 Old instruction number:
 Issue date: **24 November 2008**
 Reviewed as current: **3 December 2013**
 Owner: **Assistant Director, People Services**
 Responsible work team: **Organisational Development**

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1 Introduction

- 1.1 This policy outlines the arrangements for providing commendations, honours and/or awards to all Brigade staff, together with the arrangements for recognising the actions of members of other organisations and the public. This includes exceptional actions at operational incidents or outstanding performance or special achievements in the course of the duties carried out by an employee or group of staff.
- 1.2 The arrangements for the wearing of orders, decoration and medals, including medal ribands, is set out in Policy number 320 - Wearing of uniform and personal appearance.

2 Special achievements and meritorious actions by employees

- 2.1 Any employee may initiate a report following an action by another employee worthy of recognition, whether at operational incidents, undertaking community fire safety work, or while performing their duties. This would apply if the employee has directly observed the action or they have become aware of it (either through the media, or via an approach from a member of the public). If the action occurred whilst the employee was off duty, the report should be supported by suitable documentary evidence, e.g. press cuttings, letter from member of public etc.

How to nominate a member of staff for an honour or award

- 2.2 An employee wishing to nominate another member of staff should complete a nomination form.
- 2.3 On completion of the nomination form (which should include supporting evidence where appropriate) and to provide some managerial scrutiny, the form should be passed to the employee's line manager who must be either a group commander (borough commander)/FRS F or above.
- 2.4 If the group commander (borough commander)/FRS F considers the actions worthy of further consideration, he/she should sign the nomination form and send it, via the 'Ops Central Operations' mailbox, to the Deputy Commissioner Operations, Assistant Commissioner Fire Stations with a copy to the head of service of the person submitting the form. To be most effective, the completed nomination forms should be submitted without delay.

Local recognition

- 2.5 If on receipt of a nomination form, the group commander/(borough commander)/FRS F does not consider the actions of the employee sufficient to warrant formal recognition, they may meet with the employee and praise them for their performance. In this instance a note of the meeting, detailing the background/circumstances of the actions should be made and placed on the employee's personal record file.
- 2.6 Action by the Deputy Commissioner Operations, Assistant Commissioner Fire Stations. The following levels of awards are available:
 - Commissioner's certificate of commendation.
 - Commissioner's letter of congratulations.
 - Assistant Commissioner's certificate of commendation.
 - Borough Commander's letter of congratulations.
- 2.7 The Deputy Commissioner Operations, Assistant Commissioner Fire Stations will decide if the nomination requires further investigation to confirm the accuracy of the actions, e.g. in the case of operational incidents, particularly where teams of firefighters have been involved.

- 2.8 Every two months, the Deputy Commissioner Operations, Assistant Commissioner Fire Stations and a representative from Central Operations responsible for honours and awards will meet to review all nomination forms received to decide whether an award should be made and if so, at what level. If there is a possibility of a Commissioner's award, the honours and awards Committee Manager (from People Services) and the Communications Events Team Manager should also be in attendance.
- 2.9 In exceptional cases where a large number of employees have been nominated for an award following a specific incident, such as an incident similar to the 7 July bombings or the Paddington Rail incident, and a very detailed investigation is needed, the Deputy Commissioner Operations, Assistant Commissioner Fire Stations will convene an honours and awards panel. This Panel shall comprise the Assistant Commissioner Fire Stations (Chair), one Head of Service, one Assistant Commissioner/Director, one group commander from Central Operations and the Honours and Awards Committee Manager, to consider the nominations and make appropriate recommendations.

Assistant Commissioner's certificate of commendation and Borough Commander's letter of congratulations

- 2.10 Where it is decided that the action warrants the award of a Borough Commander's letter of congratulations, it should be prepared by the appropriate area team using the template and confirmation form available on the Honours and Awards page on hotwire and returned to the 'Ops Central Operations' mailbox where it will be prepared for presentation and returned. (A4 size glass frames are to be ordered locally on POMs). Arrangements will be made at a local level for a ceremony at which a formal presentation of the award will be made; these details should be recorded on the confirmation form and sent to Central Operations via the 'Ops Central Operations' mailbox. Where it is decided that the action warrants the award of an Assistant Commissioner's certificate of commendation it will be prepared by Central Operations and the presentation arranged. A permanent entry of these awards will also be made on the employee's personal record file.
- 2.11 A summary of the commendations/letters awarded will be forwarded by Central Operations to General Counsel's Department twice yearly (June/December) for reporting to the Brigade.

A Commissioner's Award

- 2.12 Where it is decided to recommend a Commissioner's award, the details of the action will be forwarded, via Central Operations, to the Commissioner for his/her final approval. The award of a Commissioner's certificate of commendation or a Commissioner's letter of congratulations will usually be made at the annual special achievements award organised by the Communications Department. A Commissioner's award and/or a special achievement award will be prepared by Communications Department. A permanent entry will also be made on the employee's personal record file.
- 2.13 A summary of the commendations/letters awarded must be forwarded to General Counsel's Department by Central Operations twice yearly (June/December) and reported to the Brigade.

3 National awards

- 3.1 In addition to the recommendation of a Commissioner's Award, the Group referred to in paragraph 2.10 above may recommend an application for a National Award.

Gallantry awards

- 3.2 If the recommendation is endorsed by the Commissioner, the group's recommendation will be sent to Communities and Local Government, where a decision will be taken upon the relevant national award - if any.
- 3.3 Communications Department will be responsible, in conjunction with the Commissioner's office, for arranging the formal presentation of any national awards.
- 3.4 National gallantry awards available to members of the Brigade include the George Cross; the George Medal; the Queen's Fire Service Medal (for gallantry); the Queen's Gallantry Medal and the Queen's Commendation for Brave Conduct.

Distinguished Service Awards

- 3.5 All submissions to Communities and Local Government for consideration of Empire Awards and the Queen's Fire Service Medal are made by the Commissioner in the strictest confidence. Recipients are notified direct from 10 Downing Street.
- 3.6 The British Empire Medal and the Queen's Fire Service Medal will be presented by Her Majesty's Lord Lieutenant of Greater London at a Brigade level ceremony arranged by Communications Department.
- 3.7 All other Empire Awards are presented by Investiture at Buckingham Palace. Notification of Investiture arrangements are sent direct to recipients by the Central Chancery at Buckingham Palace.
- 3.8 The receipt of any National Award should be permanently recorded on the employee's personal record file and notified to Democratic Services for reporting to the Brigade.

4 Other awards

Royal Humane Society

- 4.1 Regardless of whether or not a Brigade award is made, where an investigation indicates that the criteria of the Society may have been met (e.g. successful resuscitation) full details are to be referred to the Deputy Commissioner Operations, Assistant Commissioner Fire Stations who will arrange for an application to be submitted to the Society. Any award subsequently granted will be publicised on Hotwire and arrangements made by the Communications Department for presentation by the Commissioner at a formal award ceremony. An entry will also be made in the employee's personal record file.

The Order of St John

- 4.2 At the discretion of the Commissioner, recognition of bravery, life-saving and attempted life-saving can be pursued with the Order on behalf of employees and members of the public. Awards from the Order of St John may be pursued whether or not a Brigade award is granted but not in the event of a submission for national recognition or acknowledgement of any other organisation, i.e. Royal Humane Society, The Society for the Protection of Life from Fire. Submissions to the Order will be dealt with solely by the Commissioner. Any award subsequently granted will be publicised on Hotwire and an entry made in the employee's personal record file. Award presentation arrangements will be made by the Order, unless otherwise directed which will be notified to the Commissioner.

5 Meritorious actions by members of other emergency services

- 5.1 In cases where information is forthcoming that a member of the Police, Ambulance or other emergency service has performed a meritorious act, full details are to be reported using the nomination form referred to in paragraph 2.4 above, together with the names of any witnesses and sent to the Deputy Commissioner Operations, Assistant Commissioner Fire Stations via the Ops Central Operations mailbox, who will consider all the facts and may:
- Notify the Chief Officer of the appropriate service of the actions of his/her staff, so that he/she may take whatever action is deemed appropriate.
 - Make a recommendation to an organisation such as the Royal Humane Society for an appropriate award and, at the same time, notify the nominee's Chief Officer of the action being taken.
 - Recommend an award from the Brigade.
 - Refer the matter back to a relevant borough commander to meet with the person and praise them for their actions.

6 Meritorious actions by members of the public

- 6.1 Where the attention of a Head of Service/Borough Commander is drawn to praiseworthy actions by members of the public, an enquiry into the circumstances should be carried out and, in appropriate cases, the nomination form referred to in paragraph 2.4 above should be used and reference made to the guidance and advice provided. The completed nomination form should be signed and sent, via the 'Ops Central Operations' mailbox, to the Deputy Commissioner Operations, Assistant Commissioner Fire Stations.

7 Awards by other organisations to employees

- 7.1 Where information is obtained from an outside organisation, e.g. the Police that an employee is to be recommended for an award, the details are to be sent, without delay, by the head of service concerned to the Deputy Commissioner Operations, Assistant Commissioner Fire Stations together with a recommendation as to whether any action is required in connection with a Brigade award.
- 7.2 Awards to employees by outside organisations for meritorious conduct (whilst on duty) may be presented at an award ceremony arranged by Communications Department and may also be published on Hotwire. Guidance on this will be given by the Deputy Commissioner Operations, Assistant Commissioner Fire Stations and will depend on the level of award to be presented. In all cases an entry will also be made in the employee's personal record file.

8 The Fire Brigade Long Service and Good Conduct Medal

- 8.1 A copy of the Royal Warrant (Cmd. 4189) relating to the Fire Brigade Long Service and Good Conduct Medal and prescribing the qualifications necessary for its award is set out in the Appendix to this policy.
- 8.2 The case of each employee will be considered by the Commissioner without individual application. The name of each employee who satisfies the conditions set out in Clauses 4 to 6 of the Warrant concerning eligibility, length of service and character and conduct, will be submitted to the Secretary of State with a recommendation for the award of the medal. Employees will be notified in any case where they have completed the qualifying period of service but it is decided not to recommend them for the award. Any employee who considers that their length of service makes them eligible for the award but who has not received official notification to that effect

within three months of reaching their qualifying date should submit an application to People Services Department specifying the period of service claimed to be reckonable for such purposes along with any available supporting evidence.

- 8.3 Each award made by the Secretary of State will be published on Hotwire and the medal will be presented at an awards ceremony organised by Communications Department. A record will also be made on the employee's personal record file.
- 8.4 An employee who is awarded the Fire Brigade Long Service and Good Conduct Medal is not permitted to wear any other long service award in respect of fire brigade service.

9 Displaying honours on boards at brigade locations

- 9.1 An individual Board will be provided at each Brigade location, as soon as the occasion arises, to commemorate, permanently, honours bestowed upon employees at that location. At a fire station, it will be displayed in the Watchroom or in some other suitable place.
- 9.2 Each Honours Board will consist of a specially designed certificate, suitably framed and glazed (A3 glass frame). The Honours Board will include details of Commissioner's certificate of commendation, Commissioner's letter of congratulation and assistant commissioner's certificate of commendation and also external awards e.g. Royal Humane Society. Items will be entered in chronological order with the name(s) of the individual(s) honoured being entered. When an entry on the Honours Board is appropriate (see paragraph 9.2 above), the officer-in-charge of the premises where the employee is located shall either send the details to ODSG Admin ODSGAdmin2@london-fire.gov.uk with a request that it be inscribed or request an Honours Board with a suitable certificate. The Deputy Commissioner Operations, Assistant Commissioner Fire Stations (responsible for Honours and Awards) will decide on whether an entry on the Honours Board is considered appropriate and, if approved, will arrange to send to the station an amended honours and awards sheet for inclusion in the Honours Board.
- 9.3 In any case where a station is closed or otherwise dis-established, the Honours Board (if one exists) is to be returned, in its frame, to the Deputy Commissioner Operations, Assistant Commissioner Fire Stations (responsible for Honours and Awards) who will arrange for the Board to be passed into the safe keeping of the Brigade Museum.

10 Policies affected

- 10.1 Policy number 123 - Honours and Awards and Policy and number 391 - Commendations are hereby cancelled.

Appendix 1 - The Fire Brigade Long Service and Good Conduct Medal

Royal Warrant

Elizabeth R.

ELIZABETH THE SECOND, by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories QUEEN, Head of the Commonwealth, Defender of the Faith, to all to whom these Presents shall come, Greeting!

WHEREAS We, being desirous of honouring those who have rendered long and meritorious service as members of the Fire Brigade of the United Kingdom, the Isle of Man and the Channel Islands, did by Warrant dated 1st June 1954 for Us, Our Heirs and Successors institute and create a new Medal to be designated and styled "The Fire Brigade Long Service and Good Conduct Medal";

AND WHEREAS we have from time to time amended the said Warrant and are desirous of further amending the rules and ordinances governing the award of the said Medal and of consolidating the Warrants relating to the said Medal, We do hereby direct that the award of the said Medal shall be governed by the following rules and ordinances:

- First: Style - The Medal shall be designated and styled "The Fire Brigade Long Service and Good Conduct Medal".
- Secondly: Description - The Award shall be in cupronickel, in the form of a circular Medal, bearing on the obverse the Crown Effigy of the Sovereign and on the reverse the inscription "For Exemplary Fire Service" with a design showing two Firefighter's handling a hose.
- Thirdly: Ribbon - The Medal shall be worn on the left side attached by means of a suspending bar to a ribbon one and a quarter inches in width, which shall be, in colour red, with on either side a yellow stripe on which is superimposed a narrow stripe of red.
- Fourthly: Eligibility - Those eligible shall be full-time and part-time members of all ranks in Fire Brigades or Aerodrome Fire Services maintained by Local Authorities in England, Wales and Scotland or by a Fire Authority in Northern Ireland, or in the Fire Brigades in the Isle of Man and the Channel Islands, Fire Service members of the Home Office Fire Service Inspectorate and of the Scottish Home and Health Department Fire Service Inspectorate and Fire Service Instructors at central training establishments of the Home Office and at the Fire Service Training School of the Scottish Home and Health Department. Full-time members of Fire Brigades or Service maintained by Government Departments or by the British Airports Authority shall also be eligible, if their conditions of enrolment include a liability to engage in fire-fighting, and part-time members of such Brigades or Services shall be eligible if they have obligations similar to those of eligible part-time members of Local Authority Fire Brigades in the United Kingdom. Full-time and part-time members of all ranks in Fire Brigades and Services maintained by Government Departments and Authorities, within Our States of New South Wales, Victoria, Queensland, South Australia, Western Australia and Tasmania, the Australian Capital Territory, the Territory of Papua and New Guinea, the Northern Territory, Norfolk Island, the Territory of Christmas Island and the Territory of Cocos (Keeling) Islands if their conditions of employment include a liability to engage in fire-fighting.
- Fifthly: Service required - The qualifying period requisite for the award shall be twenty years' whole-time or part-time service in one of the Fire Brigades or Service aforementioned or

an aggregate of twenty years' whole-time or part-time service in one or more such Brigades or Services. Service in Brigades which were maintained by Local Authorities but are no longer in existence, service in the Auxiliary.

Fire Service between 3rd September 1939 and 18th August 1941 (or in Northern Ireland, between 3rd September 1939 and 1st April 1942) and service in the National Fire Service shall also be treated as qualifying service, but other service in the Auxiliary Fire Service shall not be so treated. Qualifying service may be paid or unpaid. Service in Fire Brigades or Services maintained by Government Departments or the British Airports Authority shall be treated as qualifying service only if the service is whole-time and entails a liability to engage in fire-fighting or is part-time and entails obligations similar to those of eligible part-time members of Local Authority Fire Brigades in the United Kingdom. Service in a Government Department or in Our Armed Forces whether on secondment, on recall or when called upon to serve, service in Our Armed Forces or Merchant Navy during the Second World War, 1939-1945, or service in a Fire Service in a British territory overseas, which interrupted, and was continuous with, qualifying fire service shall itself be treated as qualifying service, provided that such service has not been and will not be counted towards the award of any other official Fire Brigade Long Service Medal. Service during a period of compulsory National Service Training which interrupted, and was continuous with qualifying fire service shall be treated as qualifying service. Qualifying service in a Fire Brigade or Service maintained by a Government Department shall not be counted both for the award of the Fire Brigade Long Service and Good Conduct Medal and also for the award of the Imperial Service Medal. Any such qualifying service not counted towards the award of the Fire Brigade Long Service and Good Conduct Medal may, if otherwise suitable to be reckoned, be counted towards the qualifying period for the award of the Imperial Service Medal. Any service which has been reckoned as qualifying service for the Civil Defence Long Service Medal or the Women's Voluntary Service Medal or Clasp shall not be counted towards the award of the Fire Brigade Long Service and Good Conduct Medal.

- Sixthly: Certificate of efficiency - No person shall be recommended for the Medal unless, having completed the qualified period of service, it is certified that his character and conduct have been very good. It is also a requirement that the candidate shall have been put forward by the Chief Fire Officer or Firemaster, or, if a Chief Officer or Fire Master, by Authority maintaining the Brigade, or, in the case of the Chief Officer of a Department Fire Brigade, by the appropriate authority.
- Seventhly: Registration - The names of all those to whom the Medal is awarded in the United Kingdom shall be recorded in the Department of Atomic Energy (1st June 1954 to 31st July 1954), the Ministry of Defence, the Ministry of Home Affairs, Northern Ireland, the Home Office, the Scottish Home and Health Department, the Ministry of Public Building and Works, the Ministry of Technology, the Board of Trade or the Ministry of Transport, as the case may be. Those to whom the Medal is awarded in the Commonwealth of Australia shall be recorded in the Premier's Department, New South Wales. The Chief Secretary's Department, Victoria, the Office of the State Fire Services Council, Queensland, the Chief Secretary's Department, South Australia, the Office of the Western Australian Fire Brigades Board, Western Australia, the Premier's and Chief Secretary's Department. Tasmania or the Prime Minister's Department, Canberra, as the case may be.
- Eighthly: Name of recipient - The name of the recipient shall be engraved or stamped on the rim of the medal.

- Ninthly: Order of wear - In the official list showing the order in which Orders, Decorations and Medals should be worn the Fire Brigade Long Service and Good Conduct Medal shall be placed immediately after the Police Long Service and Good Conduct Medal.
- Tenthly: Miniatures - Reproduction of the Medal, known as miniature Medals, which may be worn on certain occasions by those to whom the Medal is awarded, shall be approximately half the size of the Fire Brigade Long Service and Good Conduct Medal, and a sealed pattern of the miniature Medal shall be kept in the Central Chancery of Our Orders of Knighthood.
- Eleventhly: Delegated Powers - Delegated powers to make awards in the United Kingdom under the terms of this Our Warrant shall be vested in Our Lord President of the Council, Our Secretary of State for Defence, Our Minister of Home Affairs, Northern Ireland, Our Secretary of State for the Home Department, Our Secretary of State for Scotland, Our Minister of Public Building and Works, Our Minister of Technology, Our President of the Board of Trade and Our Minister of Transport, as the case may be. Delegated powers to make awards in the Commonwealth of Australia shall be vested in the Governors or Officers Administering the Governments of our States of New South Wales, Victoria, Queensland, South Australia, Western Australia and Tasmania and the appropriate Ministers of State for Our Commonwealth of Australia, in regard to the Fire Brigades or Services within their respective jurisdiction.
- Twelfthly: Other awards - It shall be a condition of the award of the Medal in any Fire Brigade that the grant of any unofficial or local long service or good conduct medals for wear in such Brigade shall be discontinued, and that any unofficial or local long service medals, if already granted, shall not be worn by a recipient of Our Fire Brigade Long Service and Good Conduct Medal.
- Thirteenthly: Forfeiture and restoration - It shall be competent in the United Kingdom for Our Lord President of the Council, Our Secretary of State for Defence, Our Minister of Home Affairs, Northern Ireland, Our Secretary of State for the Home Department, Our Secretary of State for Scotland, Our Minister of Public Building and Works, Our Minister of Technology, Our President of the Board of Trade and Our Minister of Transport, as the case may be, or in the Commonwealth of Australia the aforesaid Governors or Officers Administering the Government or the aforesaid Ministers of State, as the case may be, in relation to the Fire Brigades within their respective jurisdiction, to cancel and annul the conferment of the Medal on any person and also to restore a Medal which has been so forfeited.
- Fourteenthly: Revocation of Warrant - The Warrant of 1st June 1954 is hereby revoked.
- Lastly: Annulment & C., of rules and ordinances - We reserve to Ourselves, Our Heirs and Successors, full power of annulling, altering, abrogating, augmenting, interpreting or dispensing with these rules and ordinances, or any part thereof, by a notification under Our Sign Manual.

Given at our Court at Saint James's the 12th day of November One thousand nine hundred and sixty-nine, in the eighteenth year of Our Reign.

By Her Majesty's Command,

James Callaghan

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	17/09/2008	SDIA	08/08/2008	HSWIA		RA	
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Throughout	Human Resources updated to Human Resources and Development and Service Delivery to Operations, Prevention and Response throughout in accordance with Top Management Review.	24/02/2011
Throughout	General changes to terminology made throughout policy, please read to familiarise yourself with them.	18/03/2013
Page 6 para 9.2	ODSG direct admin mailbox has been changed to ODSG Admin ODSGAdmin2@london-fire.gov.uk.	05/06/2013
Throughout	Minor amendments have been made to the wording in this policy please read to familiarise yourself with the content.	03/12/2013
Page 10	'Subject list' table - template updated.	29/01/2015
Throughout	Minor changes made throughout due to the TMR	09/10/2015
Throughout	Owner title and Department names changed in line with the introduction of the London Fire Commissioner which now replaces the London Fire and Emergency Planning Authority.	18/10/2018
Throughout	Changes made to reflect the change in organisational terminology following Role to Rank.	15/10/2019
	Departmental transfer of ownership of this policy from Central Operations to People Services.	23/02/2021

Subject list

You can find this policy under the following subjects.

Honours and awards	

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification