
Who We Are

A guide to our values and behaviours



HAMPSHIRE & ISLE OF WIGHT FIRE & RESCUE SERVICE

Introduction

We are Hampshire & Isle of Wight Fire & Rescue Service (HIWFRS) and we're proud of it.



Proud of making life safer across our communities.



Proud of the service we give to the public.



Proud of who we are.

What we do is the work that people see us doing every day. But **how we do** it defines what they **feel about us**. And how people feel about us – whether that's a member of the public or our colleagues – is decided by how we go about our business.

The bedrock for this is **our values and behaviours**. These provide a shared view of how we should act, make decisions and treat one another.

This guide has been co-produced with colleagues from across all parts of our service and represents the values and behaviours we should expect from each other, every day. It's our template for making HIWFRS a great place to work and for how we go about making life safer for our communities.

**Neil Odin
Chief Officer**



How to use this guide

This guide provides information, tips and actions to help you get the very best out of our values and behaviours.

It will also help you to:

- Embed our values and behaviours into the Service
- Support our teams to have open conversations
- Inspire and motivate people across the organisation

Everyone at HIWFRS is an individual, so it's all about actively engaging with this guide and making it work well for you and your colleagues.

By being true to our values and behaviours every day, you are demonstrating your commitment to our purpose – together we make life safer.



Use this guide

- As the basis for guiding your own development and that of our teams.
- For resolving problems or when prioritising conflicting demands.
- When working collaboratively with others, especially when working with new colleagues for the first time.



Don't use this guide

- As a rigid, inflexible basis for PDR and 1-2-1 conversations – actions or objectives should be recognised as representing the values or contributing to our overall purpose, rather than be forced under a certain heading.
- As reference for every possible behaviour – it would be impossible to capture every behaviour in this guide, but actions should clearly align to our values and purpose.
- As a way of undermining others – while you may not feel someone is displaying a value or behaviour, their action may be driven by a different interpretation of the values or behaviours.



Together we make life safer



Our purpose

Our values and behaviours come together to drive our purpose. Everything we do should always contribute to making life safer for the people of Hampshire and the Isle of Wight – and that includes how we go about our work.

By demonstrating our values and behaviours every day, we are showing our communities and our colleagues our commitment to our purpose. We make them feel safe, respected and cared for. People understand what we stand for and exactly how together we make life safer.

By living our values and behaviours and driving our purpose, we will deliver the priorities laid out in our Safety Plan in a consistent and compassionate way.

i For more information on our priorities, you can read our full Safety Plan.

Our values story

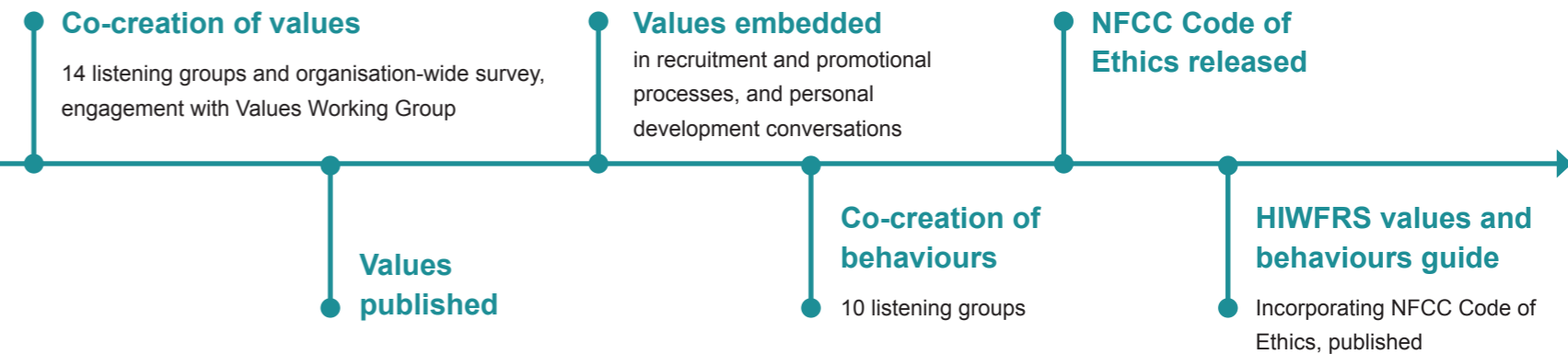
Our values and behaviours are central to everything we do and the way we do it. They inspire our actions, how we work, how we recruit and how we lead. They bind us together in how we make life safer.

We all own our values and behaviours and so it was only right that they were co-created with input from across the service. They have been created through extensive engagement with colleagues from all parts of the organisation and feedback from people at all levels.

They reflect us as people and as an organisation, defining what matters to us, what we stand for and how we work. **They are what makes us HIWFRS.**



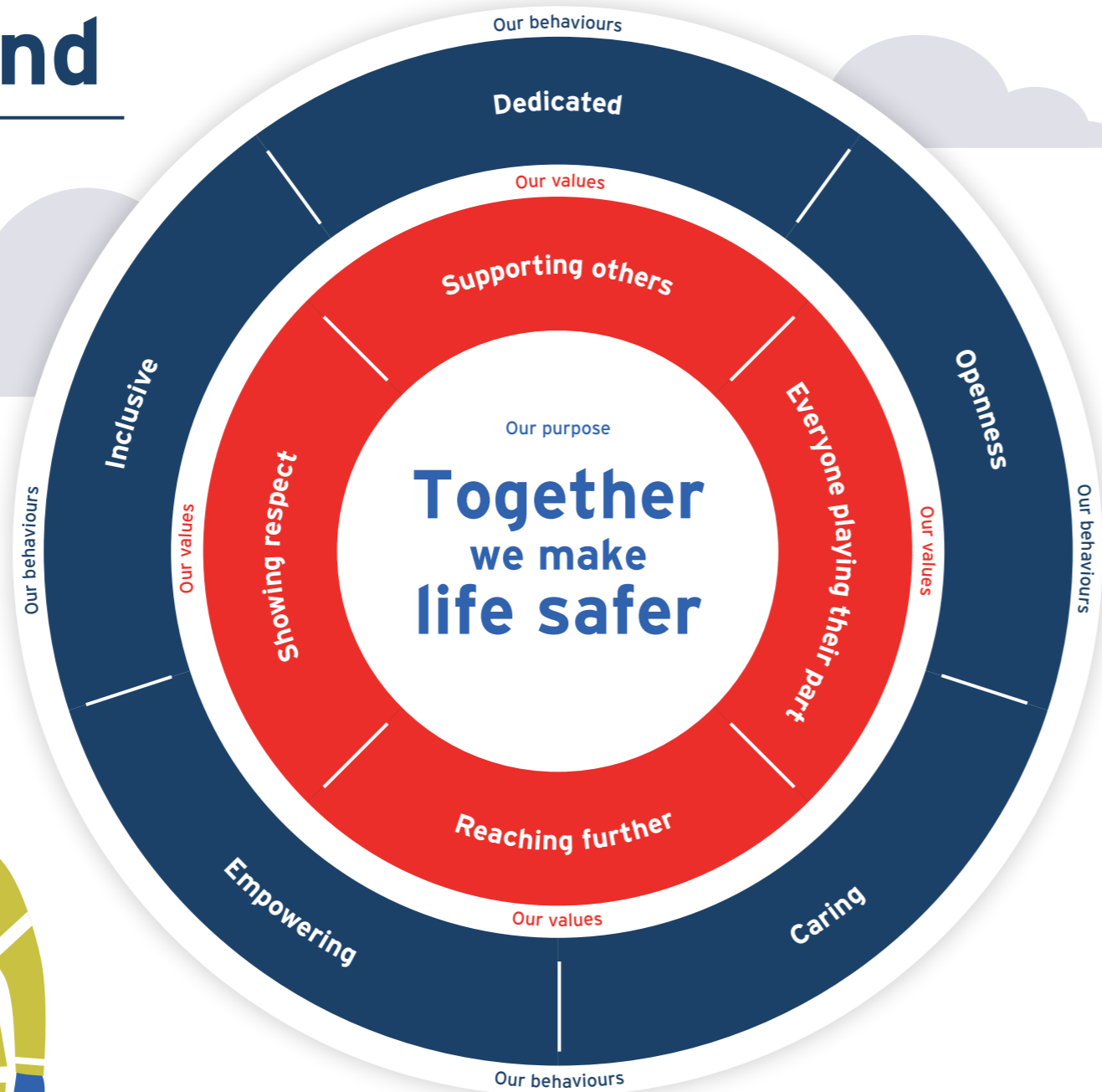
Timeline



Our values and behaviours

Our purpose, our values and our behaviours all work together to make us who we are.

Our everyday behaviours are shaped our by our values and these drive our purpose.



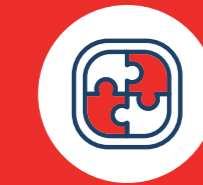
Our values



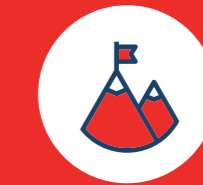
Showing respect
Fairness, honesty and integrity in everything we say and do.



Supporting others
Listening and acting with compassion and empathy.



Everyone playing their part
Recognising the contribution we all make.



Reaching further
Inspiring and challenging ourselves and others.



Our behaviours

Our behaviours are the day-to-day embodiment of our values and all of them support all four of our values.

They fall into five key groups that align with the National Code of Ethics.



Dedicated

At HIWFRS...

- We are visible, friendly and approachable
- We have a can-do attitude and go above and beyond for each other and our communities
- We understand the impact we have on public safety and adapt our work to provide the best possible service
- We act as ambassadors and role models for our service
- We show empathy and put the interests of our communities first.



Openness

At HIWFRS...

- We actively listen to each other and our communities and speak honestly and with integrity
- We take responsibility for the outcomes of our actions
- We are reliable, maintain standards and demonstrate professionalism at all times.
- We are able to give and receive challenge, accepting and listening to the views of others
- We listen and remain impartial, gaining the full facts before reaching conclusions.



Caring

At HIWFRS...

- We are positive role models and support each other rather than undermine
- We reach out for help when it is needed and feel comfortable to be able to do so
- We are quick to recognise the contributions of others, saying thank you or appreciating a good job
- We take time to check in with each other and reach out to those less willing to speak up
- We deal with mistakes supportively and constructively, using them as genuine learning opportunities.



Empowering

At HIWFRS...

- We identify potential and provide the environment and opportunities for people to shine
- We actively seek out and share knowledge, and encourage feedback
- We come up with ideas for improvement to develop and enhance our performance
- We are clear on expectations with each other and our teams
- We understand the different roles that everyone plays and collaborate to improve our work.



Inclusive

At HIWFRS...

- We embrace inclusion and celebrate difference
- We tackle discriminatory behaviour and are aware of how our own actions may affect others
- We take the time to understand how others want to be treated, taking different styles and backgrounds into account
- We value the diverse skills and strengths of colleagues and teams, creating an environment where everyone can be their best
- We work in a collaborative and inclusive way, giving everyone an equal voice.



Your role, our purpose

By demonstrating our values yourself, you're showing our communities and your colleagues your commitment to making life safer and achieving the priorities set out in our Safety Plan. We all have a vital part to play in ensuring every one of us is living them, every day.

i For more information, read the full Safety Plan.



By reaching further we can:

- Be a learning organisation
- Make improvements and introduce new innovations



By playing your part we can:

- Better look after our people
- Develop a greater understanding of the communities we serve.



By showing respect we can:

- Attract diverse talent
- Implement high performance measures



By supporting others we can:

- Empower our teams to provide outstanding services
- Improve our people's physical and mental wellbeing.

Our values and the Core Code of Ethics

The national fire and rescue service (FRS) shares a core Code of Ethics, published by the National Fire Chiefs Council (NFCC).

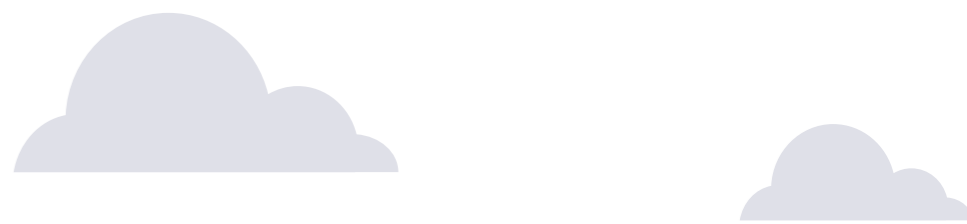
It is designed to support a consistent approach to ethics by fire and rescue services in England.

It aims to improve the organisational culture and workforce diversity of FRSs, ensuring that communities are supported in the best way.

Naturally, we want our work to align with the core ethical approach shared by our fire services colleagues up and down the country.

So, the Core Code of Ethics has been carefully reviewed and they do align with our values and behaviours to ensure that we are working side-by-side with other services.

i To view the full Core Code of Ethics, go to ukfrs.com/core-code-ethics



Do I work by our HIWFRS values and behaviours or the NFCC Code of Ethics?

We have carefully aligned our values and behaviours with the Core Code of Ethics to ensure it is represented and reflected in this document. By living our HIWFRS values and behaviours, you will also be acting by the national Core Code of Ethics.

It is important that the Core Code of Ethics is reflected in our values and behaviours.

But it is equally important that they reflect our unique HIWFRS personality as they have been shaped, from beginning to end, by our people. It's important we stay true to the language used by the colleagues who have contributed, so people can relate to our values and behaviours.



The power of stories

To get the best out of our values and behaviours, try to create links between them and your own personal values.

One of the most powerful ways you can do this is to develop your own stories. Inspire people with real-life examples, memories and impactful moments you've experienced.



i Our values and behaviours should be adaptable, not restrictive.



Storytelling Tips

- Think about the great work you do, either as an individual or as a team, and use these as examples for others.
- Make it personal. Take time to think about how your own values and behaviours align.
- Don't be afraid to personalise our values, adding your own style and energy to the way you live them.
- Use examples from outside of work. Perhaps your friends and family see you as a supportive listening ear, or there's a specific reason why honesty and integrity is important to you.

Our values in action

To help all of us understand and connect with our values we will continue to share stories and real-life examples of lived experiences from across our service.

As well as my wholtime job I also run an RDS section. People weren't used to using Teams in this role and we faced a massive overnight change when the pandemic hit. This saw everyone step up and do things differently. Because I was used to working with computers I took the lead with this. People quickly followed and others started to run the virtual sessions too. People had to adapt fast, and they did.

As a manager, I had to reevaluate the way I lead and manage during the pandemic due to the increase in workloads and changes in the ways of working with more curveballs that impacted people's mental health and their coping mechanisms. I knew the way I manage others had to change. I would stop and think a little more before replying to emails, consider more how I was reading things, think more about the background before responding.

We work very differently to our colleagues in the police but by showing respect and understanding for each other and pulling together to understand our different needs we presented an incredible programme for International Women's Day.

I'm fairly new to the service. I went out on a Safe and Well visit with two firefighters and saw first-hand how they demonstrated the value of supporting others, watching as a firefighter listened and empathised with a member of the community in a difficult and challenging situation. They demonstrated compassion and a deep understanding of this person's circumstances, and it made me feel proud to work for our service.



Living our values

Here's a few simple ways you can put our values and behaviours at the heart of everything you do.



1 Be human, be approachable

2 Trust people to do a good job and make effective decisions

3 Take the time to celebrate or appreciate someone's efforts – a simple thank you or shout out can go a long way

4 Listen to feedback and act on it when you can

5 Be open and learn from your mistakes

6 Be brave. Do the right thing, not just the easiest thing

7 Look for opportunities to improve things

8 Be open in talking about mental health and wellbeing. Keep an eye on others and offer support when it's needed



**Hampshire
& Isle of Wight**

FIRE & RESCUE SERVICE

**Together we make life safer.
Thank you for your commitment!**
