

Our story



HAMPSHIRE & ISLE OF WIGHT FIRE & RESCUE SERVICE



Hampshire
& Isle of Wight
FIRE & RESCUE SERVICE

Introduction



Neil Odin
Chief Officer



Our story has been developed to help our communities understand the impact of our work, and how the actions and behaviours expected of our colleagues by living our values and behaviours makes a difference to our Service and supports our future.

At Hampshire & Isle of Wight Fire & Rescue Service (HIWFRS) we are driven by the pride in what we do and by our sense of duty, doing the very best we can every day.

We are guided by our purpose - together we make life safer – serving as our assurance to our communities that in times of need we will be there. This purpose sits above our values which are central to everything we do and form the culture of our service.

We are constantly learning and adapting, responding to the challenges we face together and remaining focused on our priorities.



Together we make life safer



Where we are today

We live in a changing and unpredictable world. The unprecedented events of the global pandemic have shown us this. But the Covid-19 response is just one of the many ongoing challenges we continue to face together.



The landscape in which we operate is constantly evolving, as is the work we do to address it.

- Increasing diversity in the range of incidents we attend
- Managing the impact of climate change and extreme weather
- Central government funding reductions impacting the decisions we make and how we make them
- Regulations evolving in the wake of the Grenfell Tower inquiry
- Public expectations becoming broader and more complex

At HIWFRS we continue to rise to these challenges, helping the most vulnerable members of our communities to live the best lives they can, protecting them from harm and saving lives.

Our job has always been to help make life safer and this is one thing that will not change.

Where we are heading together

Our journey is one of continuous improvement, evolving as an organisation to meet the new risks and challenges we face.

We have entered into a new phase of our journey as Hampshire & Isle of Wight Fire & Rescue Service, combining our two services and pooling our resources to achieve greater resilience and realise significant benefits.

This provides an opportunity for us to draw on our strengths, to build on our work in understanding the risks now and in the future and to continue developing plans to manage them.

We will only achieve this by working closely with our partners and our communities, harnessing new technologies, continuing to evolve as an organisation through innovative approaches and processes and being guided by our priorities.

It's a work in progress, as we build our new organisation and new future together. We might not get it right first time or every time, but by supporting each other and all playing our part, we will create a service to be proud of.





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



You can find out more about our priorities and the improvements we intend to make in our Safety Plan.

Together we make life safer



Our priorities

To achieve our purpose, we need to fully understand the risks that our communities face. By engaging with those most affected by the risks identified we are able to create the most effective services to protect them and to make Hampshire and the Isle of Wight safer. On this basis we developed five priorities:



- 1 Our Communities**
We work together to understand different community needs and deliver accessible, local services which build safer places.
- 2 Our People**
We look after each other by creating great places to work and promoting the health, wellbeing and safety of our people.
- 3 Public Value**
We plan over the longer term to ensure our decisions and actions deliver efficient and effective public services.
- 4 High Performance**
Our diverse teams are trusted, skilled and feel equipped to deliver a leading fire and rescue service today and into the future.
- 5 Learning & Improving**
We have the support of policy and guidance with the freedom to use our discretion to do the right thing, learning from ourselves and others.

Our values

Our values were created by our workforce in 2019 and have since become central to everything we do. They have enabled us to define and reinforce who we are, what we stand for and how we act as individuals and as a service. And in many cases, they highlight the great work we already do.



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.



What we stand for

Our people are our greatest asset. That is why we want our service to be a great place to work and for every colleague to feel proud about what we do and why we do it. Our colleagues were asked how they would tell the story of HIWFRS in their own words, what it means to them and why we are important as a service.



Living our values

By demonstrating our values and behaviours, we show our communities and each other our commitment to making life safer and achieving the priorities set out in our Safety Plan. Every colleague has a vital part to play in ensuring we live our values, every day.



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 behaviours

Following on from the creation of our values we worked together as a service through sessions to define the behaviours that demonstrate their practical application - the way we believe all of our colleagues should act at work, regardless of rank or role. Importantly, these behaviours closely reflect who we are as a service, they demonstrate our personality, and they enable us to achieve our priorities and remain true to our purpose.

We have carefully aligned both our values and behaviours with the national fire and rescue service's (FRS) Code of Ethics, published by the National Fire Chiefs' Council (NFCC).

Our behaviours should be considered in everything we do, from recruitment and induction to PDR discussions and our day-to-day activities.



Dedicated



Openness



Caring



Empowering



Inclusive

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.



Working at HIWFRS

Life at HIWFRS is a team game, where everyone plays their part in helping to make life safer. But don't take our word for it...

I joined the fire service 22 years ago and still enjoy it. Over the years I have seen change and the lesson learned that have helped the Service to move forward with the times.

As a Service we are better at supporting others and providing opportunities to help people grow and progress – something I have taken advantage of in my career path.

I am still as proud today as I was when I joined to put on the uniform and deliver the service we provide to our communities and colleagues.

I get enormous satisfaction when I feel I've made a difference at work. Resolving incidents and attending co-responder calls are a big part of that yet visiting the community and delivering Safe and Well information is just as important.

Knowing I'm making a difference and actively engaging with others is why I do the job that I do. But what I love most is seeing those on my team grow as firefighters and become more confident and capable.

I love working for the Fire Service as I feel like I am making a positive difference to the people in my community.

Being able to work with volunteers who come from all walks of life and want to do their part for the community is so rewarding.

Everyone in the Service contributes in different ways to achieving the aim of making life safer and I feel part of a big family.

I used to work for a global bank before I started with the Fire Service, so I feel like I'm doing something a lot more worthy now, helping us deliver our service to Hampshire and the Isle of Wight.

There is an enormous sense of pride in what we do. The way in which we support the public and the things we do is far beyond what I ever imagined. The people make this service a great place to work.

Helping and supporting colleagues and providing solutions that I know is going to make their lives that bit easier gives me real job satisfaction.



The future

Our Safety Plan sets out our plans and priorities until 2025 but is only the start of our story as HIWFRS.

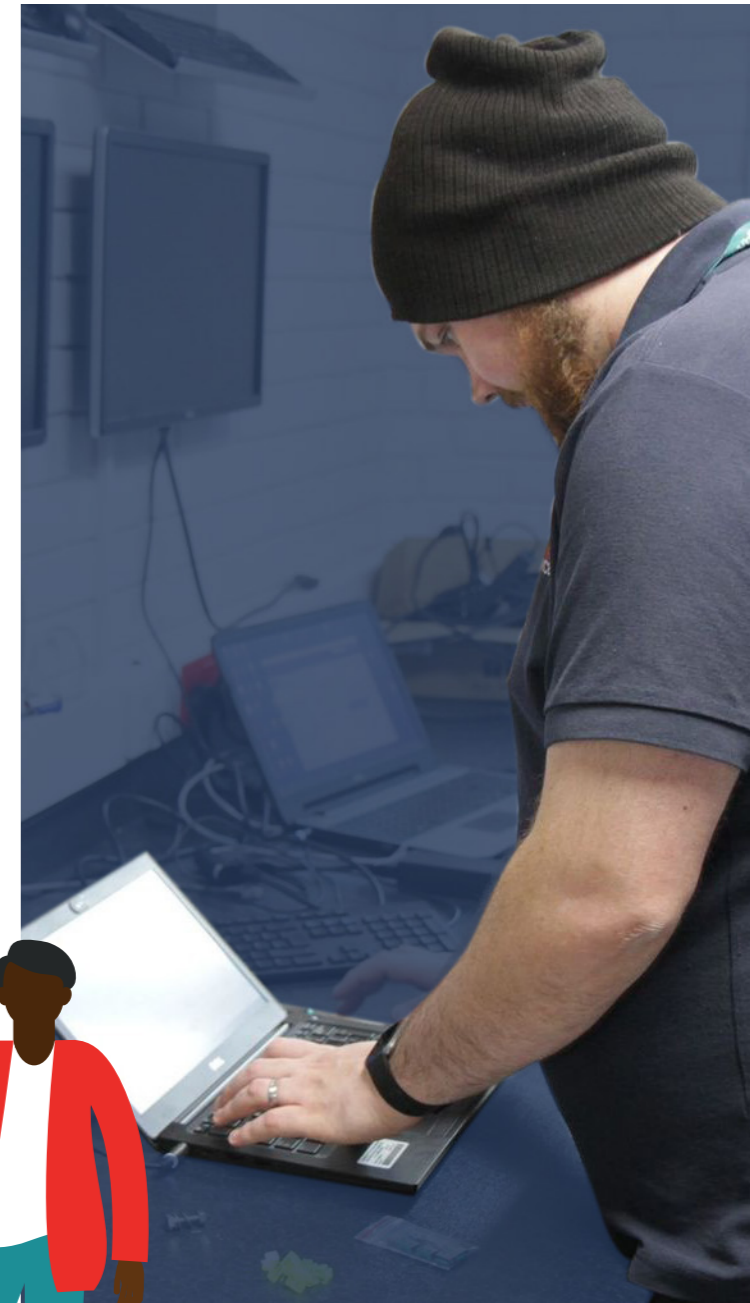
Although the next few years will see lots more change affect our service and the wider fire and rescue sector, we understand our key priorities and how we intend to achieve them together.

Those achievements will see us working closely with our partners, aligning as a single service and continuing to be a learning organisation with the most diverse talent delivering the best services for our communities.

They will see us developing a greater understanding of the communities we serve to reduce fire risk while introducing tools and resources to better look after our people.

They will see us reviewing plans that will improve and enhance public value while continuing to implement high performance measures. And they will see us taking advantage of opportunities that enable us to continue learning and improving together.

We are HIWFRS and this is our story.





**Hampshire
& Isle of Wight**

FIRE & RESCUE SERVICE

Our story starts with you

