

Our Professional Behaviours and Values – incorporating the Core Code of Ethics for FRS and NFCC Leadership Framework

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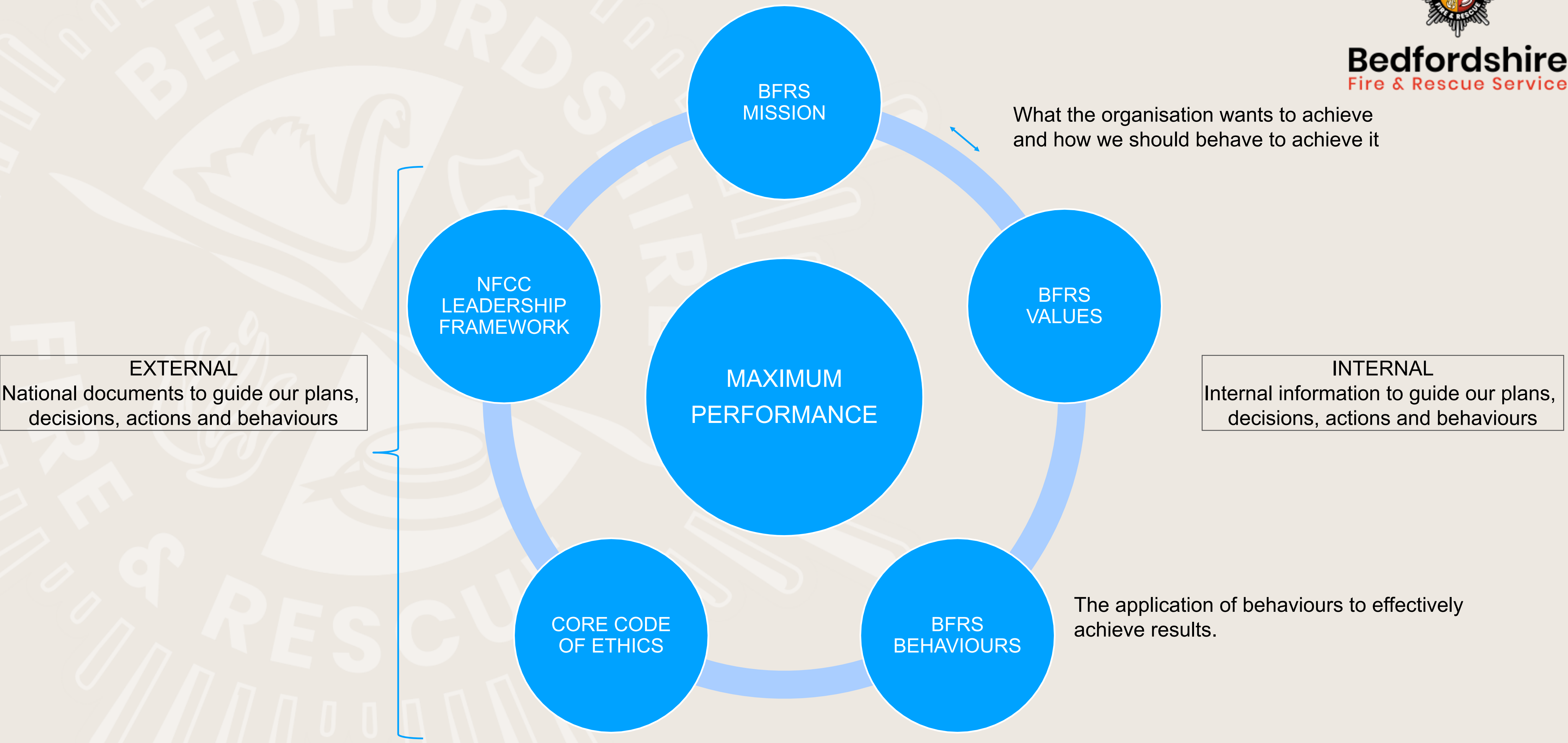


Bedfordshire
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Our Professional Behaviours and Values on a page incorporates:



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BFRS Mission and Values

BFRS Mission

To provide outstanding fire and rescue services that help make Bedfordshire safer

BFRS Values

BFRS Values were developed with our staff and our communities to ensure they support us to deliver our mission and priorities:

We are accountable – We are transparent, trustworthy, and responsible for our actions

We've got your back – Striving to keep us all safe, while being supportive and inclusive

Every contact counts – Making a positive difference each and every time, with respect and professionalism

We dare to be different – We are bold, we welcome challenge, and we are open to innovative ideas.





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Fire Standards Board – Core Code of Ethics

A fire and rescue service must:

1. Adopt and embed the Core Code to demonstrate that the service is fully committed and compliant at both an individual and corporate level
2. Ensure the attitudes, professional behaviours and conduct described within the core code are reflected in its decision-making, policies, procedures, processes, and associated guidance that govern how the service manages
3. Provide training and support to all those who work for, or on behalf of, a service to achieve their understanding of the Core Code and an appreciation of their responsibilities in adhering to it
4. Not detract from the Core Code



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Fire Standards Board – Core Code of Ethics

Those who lead services and those who work for, or on behalf of, the service must:

1. Understand, respect, and follow the principles of the Core Code and demonstrate this by their commitment to it and their responsibility for upholding it
2. Conduct themselves in accordance with the Core Code

Those responsible for the governance of fire and rescue services, whilst complying with their own ethical codes must:

1. Hold the Chief Fire Officer to account for the implementation of the Core Code at a local level
2. Play a proactive role in challenging behaviour inconsistent with the Core Code
3. Ensure strategies, policies and performance measures are in place to promote and embed a positive and inclusive culture

A fire and rescue service should:

1. Designate a senior leader who is responsible for promoting the Core Code throughout the service and ensuring that all those who work for, or on behalf of, the service understand its contents and what is expected of them



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Core Code of Ethics is a clear set of principles to base your behaviours on. It applies to everything we do.



Putting our communities first – putting the public, the community and service users first



Integrity – being open, honest and consistent in everything we do



Dignity and respect – making objective decisions based on evidence, without discrimination or bias



Leadership – positive role models, flexible and resilient and accountable for everything we do



Equality, diversity, and inclusion – creating equal opportunities, fostering good relations and celebrating difference





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NFCC Leadership Framework

To lead the organisation forward in an evolving operating environment, we need individuals who are capable of:

- Creating a compelling vision and engaging people to buy in and commit to that vision
- Leading across boundaries
- Are adaptable within an evolving modern Service
- Utilising high levels of emotional intelligence to support people in achieving the goals of the organisation
- Being in the present, but also horizon scanning
- Promoting and developing distributed leadership (i.e. leadership at all levels)
- Acting as ambassador for learning through both personal practice and creating and sustaining learning organisations
- Embracing inclusion, diversity, innovation, and being open to alternative perspectives
- Demonstrating and promoting compassion for 'self' and others, with a focus on improvement and accountability



Personal Impact

ensures we value, respect and promote equality and diversity. It's about being a positive presence on others, having personal integrity and an ability to self-manage. The focus is on self and how a manager uses leadership to create a positive, open-working environment focusing on ethics and wellbeing.

Outstanding Leadership

is about building high-performing teams and developing people to their full potential. It's about communicating with integrity, being open and honest to foster trust and building collaborative working partnership. An ambassador and role model for the fire and rescue service. The focus is on others and how a manager uses leadership to create high performance teams.



Organisational Effectiveness

is ensuring everything we do is linked to organisational plans and values. It's driving the mission and ensuring decisions and actions are beneficial to the customer. The focus is on the organisation and how a manager uses leadership to continuously improve, innovate and change.

Service Delivery

is about delivering high quality services now and into the future. It's about intelligent problem solving with an outcome focussed approach, continuous improvement and value for money to our customers. The focus is on task and how a manager uses leadership to produce outcome-focussed results which meet customer needs.

NFCC Leadership Framework clearly defines the leadership behaviours required at each level of management.

- **Leading the Service** – Focus on developing skills to support and lead corporate change
- **Leading the Function** – Focus on developing skills for setting direction and vision for the department, monitoring and improving performance and wellbeing
- **Leading Others** – Focus on people management, legal and ethical framework, personal leadership skills and personal resilience
- **Leading Yourself** – Focus on induction and local foundation. Management and staff development modules



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The benefits of using Our Professional Behaviours and Values include:

A simply one page document that embeds our Service Values, Core Code of Ethics for Fire and Rescue Services and the NFCC Leadership Framework.

- Employees have a clear set of behaviours to guide their plans, decision and actions.
- Brings additional meaning and puts BFRS values at the heart of everything we do.
- Will support the recruitment, appraisal, talent management and promotion of employees, supporting a fair and transparent process.
- There is a link between effective behaviours and performance.
- Provides a common language across the service.
- Will support us to develop outstanding leadership behaviour at all levels of the Service.



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Who is it for?

Our Professional Behaviours and Values is intended to be used by all BFRS staff, whatever their role.

It is to be used:

- During recruitment - in Job Descriptions/Person Specifications and Adverts, Induction
- During Appraisals, 1:1s and Development Reviews
- During Talent Conversations
- During Promotion Gateways

It is used to:

- help shape a conversation about behaviours and ensure we are all working to the same expected behavioural goals

It will be embedded within our CRMP and policies and procedures, our meeting Terms of Reference, procurement processes, training



Bedfordshire Fire & Rescue Service

OUR PROFESSIONAL BEHAVIOURS AND VALUES

Our Mission

To provide outstanding fire and rescue services that help make Bedfordshire safer.

Our Core Code of Ethics

PUTTING OUR COMMUNITIES FIRST

We put the interests of the public, the community, and service users first.

INTEGRITY

We act with integrity including being open, honest, and consistent in everything that we do.

DIGNITY & RESPECT

We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.

LEADERSHIP

We are positive role models, always demonstrating flexible and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.

EQUALITY, DIVERSITY & INCLUSION

We continually recognise and promote the value of EDI, both within the FRS and the wider communities in which we serve.

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrating difference.

NFCC Leadership Framework

PERSONAL IMPACT

Personal impact ensures we value, respect and promote equality and diversity. It's about being a positive presence on others, having personal integrity and an ability to self-manage. The focus is on self and how a manager uses leadership to create a positive, open-working environment focusing on ethics and wellbeing.

OUTSTANDING LEADERSHIP

Outstanding leadership is about building high-performing teams and developing people to their full potential. It's about communicating with integrity, being open and honest to foster trust and building collaborative working partnership. An ambassador and role model for the fire and rescue service. The focus is on others and how a manager uses leadership to create high performance teams.

SERVICE DELIVERY

Service delivery is about delivering high quality services now and into the future. It's about intelligent problem solving with an outcome focused approach, continuous improvement and value for money to our customers. The focus is on task and how a manager uses leadership to produce outcome-focused results which meet customer needs.

ORGANISATIONAL EFFECTIVENESS

Organisational effectiveness is ensuring everything we do is linked to organisational plans and values. It's driving the mission and ensuring decisions and actions are beneficial to the customer. The focus is on the organisation and how a manager uses leadership to continuously improve, innovate and change.

Our Values

WE ARE ACCOUNTABLE

We are transparent, trustworthy, and responsible for our action.

WE'VE GOT YOUR BACK

Striving to keep us all safe, while being supportive and inclusive.

EVERY CONTACT COUNTS

Making a positive difference each and every time, with respect and professionalism.

WE DARE TO BE DIFFERENT

We are bold, we welcome challenge, and we are open to innovative ideas.



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Our Professional Behaviours



I AM TRUSTWORTHY

I am open and honest, building trust with others and deliver what is required of me. I build constructive working relationships to achieve our goals.



I LISTEN

I hear, I listen, I seek to understand everyone. I am clear about what I need to do, so that I can deliver a high-quality service to the community.



I AM INCLUSIVE

I value inclusion and appreciate different opinions, encouraging everyone to have a voice. I treat everyone with kindness and respect and create a positive environment.



I AM INNOVATIVE

I strive to be the best I can be. I look for solutions to improve services for our community and encourage creativity and innovation. I am keen to develop and be part of a high performing team.



I AM CONFIDENT AND RESILIENT

I have belief in myself, I am capable and resilient. I am able to move towards goals with flexibility and recover from setbacks. I remain calm under pressure and look for opportunity when faced with adversity.



I AM A ROLE MODEL

I am an ambassador for the Service and take pride and responsibility for the work I do. I act with integrity and impartiality and I am aware of the impact I have on other people.



I ENCOURAGE CONTINUOUS IMPROVEMENT

I work collaboratively with others to improve the service we provide. I make decisions based on the evidence and keep up to date with best practice, ensuring actions are beneficial to the community.



I AM A TEAM PLAYER

I value my colleagues and team and I am aware of our diverse skills. I look after myself and others and seek help if needed. Everyone's mental health and wellbeing is a priority and I am aware of the systems in place to support us.