



DORSET & WILTSHIRE
FIRE AND RESCUE

RESPECT

Our Behaviours Framework

WHAT IS RESPECT?

RESPECT is our behavioural framework which sets out the “core” behaviours that define how we should all approach work. They sit beside our Job Descriptions and Role Maps that outline what we are expected to do.

RESPECT has been developed using input and feedback from employees; has been compared to what we have used in the past; and has been considered in light of our Vision and Priorities.

The behaviours and attitudes described within the RESPECT framework support the delivery of our Priorities and continued development of our people, culture, service, performance and partnerships.

RESPECT is an acronym for seven sets of behaviours for everyone that works for and governs Dorset & Wiltshire Fire and Rescue.

WHAT DOES RESPECT STAND FOR?

- Responsibility
- Equality
- Support
- Professionalism
- Excellence
- Communication
- Transformation

WHAT SUPPORTS RESPECT?

RESPECT will be the cornerstone of behavioural expectations so will be embedded within a number of policies and processes including:

- ❖ Performance Review
- ❖ Recruitment Process
- ❖ Induction to the Service
- ❖ Promotion Process

- ❖ People Development
- ❖ Partnership working
- ❖ Codes of Conduct for staff, for volunteers and for Fire Authority members

To deliver our Vision, we've made four commitments to the communities we serve;

- *To help them to make safer and healthier choices;*
- *To protect people and the environment from harm;*
- *To be there when they need us; and*
- *To make every penny count.*

RESPECT helps us ensure a consistent approach to delivering these priorities and achieving the Service Vision. The following section provides a summary of what we mean by the values. A detailed set of aspirational, expected and not expected behaviours is available from the Service should members wish to see them.

- Aspirational – the behaviours that we should all try to demonstrate and that we expect to see in our managers, leaders and those seeking development
- Expected – the behaviours required from everyone
- Ineffective – some examples of how not to behave

RESPONSIBILITY

IN SHORT...

...Responsibility is about making clear decisions and taking responsibility for your role and your actions.

...It involves being honest, assertive and doing your best

...It's about gathering information, monitoring progress and doing things in the right way.

EQUALITY

IN SHORT...

...Equality is about knowing your community, knowing yourself and being fair and ethical.

...It involves challenging unacceptable behaviour and championing diversity.

...It's about respecting individual differences and doing what's morally right.

SUPPORT

IN SHORT...

...Support is about working effectively with others and supporting colleagues within and outside the Service.

...It involves being sensitive to others' feelings and wellbeing and being aware of your own behaviour.

...It's about managing your performance; understanding boundaries; and giving and receiving feedback.

PROFESSIONALISM

IN SHORT...

... Being Professional is about being credible, confident and having impact.

... It involves understanding your context, recognising key groups and building relationships with them.

... It's about assessing impact; co-operating; compromising; and recognising when to lead and when to let others do so.

EXCELLENCE

IN SHORT...

...Excellence is about wanting to do a good job, being flexible and giving your best effort to all tasks.

...It involves being flexible, adapting to situations and overcoming barriers.

...It's about inspiring others, involving people and sharing information openly.

COMMUNICATION

IN SHORT...

...Communication is about interacting effectively, having integrity and recognising different styles that suit others.

...It involves simplifying information, being diplomatic and sensitive to the audience.

...It's about making and keeping useful contacts, actively listening and committing to organisational decisions.

TRANSFORMATION

IN SHORT...

...Transformation is about questioning existing practices, thinking of new ideas and being able to cope with ambiguity.

...It involves creating solutions, adapting previous experience and finding 'quick wins'.

...It's about being empowered , empowering others and being open to change.