

BEING THE BEST



County Durham and Darlington
Fire and Rescue Service

Welcome to the Being the Best handbook.

The purpose of this book is to layout our aspirations, as to the kind of fire and rescue service we want to be.

Our aim is simple; to be the best fire and rescue service in the UK. I hope this handbook can help us understand how we all have a role to play in making that happen.



Being the Best in a nutshell, brings together what we are about as an organisation and how we should go about our day to day business as members of County Durham and Darlington Fire and Rescue Service.

Being the Best defines our organisational culture and sets out what's important to us as a service and is a mechanism for bringing to life the service's vision, values, behaviours and strategic priorities.

This handbook should be a reference point for everything you do, your first port of call for any difficult decisions you must make or even if you want to stop and reality check you are heading in the right direction at work.

I want all members of our service to understand, buy in to and ultimately deliver Being the Best because it's through this approach, I firmly believe, we will be the best fire and rescue service in the UK.

Stuart Errington
Chief Fire Officer



Safest People, Safest Places

Our Vision

Our vision is simple

We want to have the **safest people** and **safest places**.

Safest people, safest places can also be described as the organisation's strapline - a short, easily remembered phrase used by an organisation so people recognise it.

The safest people, safest places strapline is what you can expect to see and what you should always use, alongside the crest on all external publications or publicity material as part of our organisational external branding.



Our strategic priorities and strategies



Emergency response

Plan and prepare for emergencies and provide a professional and effective response at all times.



How we will do this is outlined in the emergency response strategy.

Business fire safety

Provide professional advice and assurance to support business development and ensure public safety.



How we will do this is described in the business fire safety strategy.

Community safety

Engage and educate people to improve their safety and wellbeing.



More information on how we will do this is included in the community safety strategy.

Value for money

Deliver an efficient fire and rescue service through the effective use of public money and be accountable to the public.



Further information can be found on our medium term financial plan.



Our strategic priorities and strategies

Working together



Working with partners to improve public safety.

More information on this can be found in the community safety strategy.

Our people, Our way



Support and develop our staff and ensure our values are at the centre of everything we do.

How we will approach this is outlined in the workforce development strategy.

All strategies can be found on the service website



The service's values are:



Professional



Innovative



Effective

These values can be referred to as:



It is important we all remember that PIE is our aspiration for the way we carry out our day to day tasks.

By bringing PIE to life in the way we do our jobs every day at work, we will be the best fire and rescue service in the UK.

The PIE values should also be the way in which members of the public perceive the service they received from us.

Our Values



Our behaviours

To be the best fire and rescue service in the UK there are certain behaviours we are all expected to demonstrate at work.

How well people are demonstrating these behaviours as part of their day to day job will be assessed in the appraisal system.

These behaviours are split into four themed areas known as the 4 C's, they are:

- How we approach **challenges**
- How we **conduct** ourselves
- How we **collaborate** with others
- How we drive **change** across the organisation to make a difference





Challenges

We should approach challenges with:

- Flexibility
- Enthusiasm
- Motivation
- Passion
- Determination
- Resilience

Conduct

We should all conduct ourselves in a manner that is:

- Honest
- Trustworthy
- Reliable
- Accountable
- Consistent
- Respectful

The 4 C's



Collaborate

When collaborating and working with others, we should all:

- Be approachable
- Be supportive
- Be encouraging
- Be inclusive
- Show we value our own development and the development of others.

Change

We should drive change across the organisation to make a difference by being:

- Creative
- Resourceful
- Courageous
- Original
- Clear
- Focused

To be the best fire and rescue service in the UK, our commitment to you is to provide the best:



Equipment

Fire engines



Buildings

PPE



Training

Helping you be the best



We know life is not always straight forward, and at times you will need support from us to help you be the best.

With this in mind, we offer a range of options to support you during challenging times:



- Regular medicals
- Wellbeing assessments
- Access to free physiotherapy
- Access to flexible modified duties
- Trained dignity at work advisors
- Fitness testing
- Access to a counselling services
- Access to other therapeutic interventions
- Occupational health advice and support

Work

Life

→ Balance



We also acknowledge that achieving a good work life balance is important, with this in mind we offer:

- Enhanced maternity and paternity leave
- Flexible working procedures (e.g. career break, job share)
- Bereavement leave
- Childcare vouchers
- Flexible retirement options

Please contact your HR representative for any further information

Work life balance



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