

STRIVE - we do our best and make every effort to make Lancashire safer



Lancashire Fire
and Rescue Service

Values and behaviours – doing the right things, in the right way

Lancashire's communities have the right to expect that we will try as hard as we can to do our best for them at all times, including having the highest standards of behaviour. This is also what we expect of each other.

Our values are the qualities that we believe are most important to us. They define the way we work to achieve our priorities. Our values and behaviours apply to everyone, whatever your role.

The vast majority of staff always STRIVE to do their best; it's what makes our Service so great to work in and is why we are held in such high regard.

Are we living our values?

This document defines our values and sets out the behaviours that are expected of all LFRS staff. It is everyone's responsibility to know what is expected of them and to STRIVE to deliver their best at all times.

**So today,
ask yourself:**

**Have I tried my very best to do the right thing, in the right way?
Did what I say and what I did leave a good impression in line with our STRIVE values?
Am I proud of my actions?**

Our values – what we believe in

S Making Lancashire safer is the most important thing we do. **SERVICE**

T We trust the people we work with. **TRUST**

R We respect each other. **RESPECT**

I We do what we say we will do. **INTEGRITY**

V We actively listen to others. **VALUED**

E We contribute to decisions and improvements. **EMPOWERED**

SERVICE <ul style="list-style-type: none"> • Making Lancashire safer is the most important thing we do • We work in a diligent and competent way 	TRUST <ul style="list-style-type: none"> • We trust the people we work with • We contribute to a positive workplace 	RESPECT <ul style="list-style-type: none"> • We respect each other • We demonstrate consideration of others and recognise how our behaviour may impact on others 	INTEGRITY <ul style="list-style-type: none"> • We do what we say we will do • We work in a professional, positive and non-judgemental way 	VALUED <ul style="list-style-type: none"> • We actively listen to others • We recognise the contribution of others whatever their role, background, idea, view or approach 	EMPOWERED <ul style="list-style-type: none"> • We contribute to decisions and improvements • We are accountable for our decisions, actions and behaviour
<ul style="list-style-type: none"> • Prioritises the needs of the community and residents over personal needs, goes above and beyond. • Undertakes duties in a competent and diligent way. • Is constructive in the use of works time and always seeks to do their best. • Has well developed skills to undertake all elements of the job role. • Maintains standards and demonstrates a professional approach at all times. • Behaves in a non-discriminatory, inclusive way and is interested in the range of communities LFRS serves. 	<ul style="list-style-type: none"> • Is positive and recognises negativity as a serious threat to improvement. • Looks to identify solutions not problems. • Maintains professional and constructive relationships with communities, other agencies and all members of the team. • Adheres to Service Orders and LFRS Policies. • Works in a collaborative and inclusive way. • Maintains confidentiality. • Is honest, friendly and approachable. 	<ul style="list-style-type: none"> • Is helpful when dealing with colleagues and members of the public and looks to meet their individual needs. • Considers other people's feelings and recognises the impact of their personal behaviour on others. • Works effectively with a range of colleagues within LFRS and external agencies and partners. • Is flexible and considers proposals for change, contributing to discussions in a constructive way. • Has respect for the environment. 	<ul style="list-style-type: none"> • Works in a professional and non-judgemental way. • Is a positive role model and an ambassador of LFRS at all times who supports rather than undermines. • Displays positive behaviours in the workplace and doesn't bad mouth colleagues. • Stands up to for what is right regardless of peer pressure. 	<ul style="list-style-type: none"> • Actively listens to others. • Demonstrates consideration and respects the opinion of others. • Shares their point of view in a constructive and non-confrontational way. • Works effectively with all colleagues across LFRS, is part of the LFRS wider team and other partners. • Is able to give and receive feedback. 	<ul style="list-style-type: none"> • Contributes to discussions about issues with a view to developing a shared solution. • Is an effective team worker. • Looks to continuously improve, and develop within the job role.
<ul style="list-style-type: none"> • Prioritises the needs of the community and residents over personal needs. • Has well developed technical and professional knowledge. • Manages resources and projects effectively, within time scales with a focus on efficiency. • Maintains standards and demonstrates a professional approach at all times. • Behaves in a non-discriminatory and inclusive way and challenges behaviour which is not inclusive. • Leads and motivates the team. 	<ul style="list-style-type: none"> • Is positive and recognises negativity as a serious threat to improvement. • Recognises when errors occur and learns from mistakes. • Is flexible and open to new ways of working and considers the ideas of others. • Maintains a positive and professional relationship with communities, other agencies and team members and gives regular feedback on how to improve. • Leads change and looks to implement change effectively and in consultation with others. • Maintains confidentiality. 	<ul style="list-style-type: none"> • Is helpful when dealing with colleagues and members of the public. • Demonstrates consideration and respects the opinion of others. • Is self-reflective and recognises the impact of personal behaviour on others and seeks to improve. • Works effectively with a range of colleagues within LFRS and external agencies and partners. 	<ul style="list-style-type: none"> • Works in a professional, non-judgemental way and is a positive role model. • Is transparent in decision making and explains the reasons for decisions. • Displays positive behaviours in the workplace and doesn't bad mouth colleagues. • Challenges poor performance/inappropriate behaviour and gives constructive feedback. • Recognises and mitigates risk effectively. • Is successful at working in partnership and collaboration. • Is an ambassador of LFRS at all times. 	<ul style="list-style-type: none"> • Actively listens to others, considers their point of view in a constructive and non-confrontational way. • Meets with team members to discuss the strategic direction of LFRS and individuals' personal contribution to that direction. • Is part of the wider LFRS Team. 	<ul style="list-style-type: none"> • Supports staff in decision making. • Wants to make a difference. • Gives praise, encourages others, is receptive to being challenged and values debate. • Looks to develop shared solutions rather than identification of the problems.