



South Yorkshire Fire & Rescue's 10 year vision for the future

The Full Story



Making **SOUTH YORKSHIRE** **SAFER & STRONGER**

Everything we do should be delivered with this purpose in mind.

Our plans and strategies help to define us and to start the story but they do not tell the whole story of who we are and what we do.

We have developed a refreshed vision and purpose so that every member of staff, regardless of rank or role, understands the challenges we face. We want everyone to consider how they can help to address these challenges and to know how they contribute towards making us a leading fire and rescue service.

Our first goal will always be to save lives and make people safer. This is what we do every single day, whether it's responding to 999 calls or carrying out work to prevent emergencies from happening in the first place.

Much of our work goes beyond this though, from improving the life chances of young people and protecting businesses, to helping to tackle other issues like crime and healthcare. Our organisation's purpose extends therefore to making our communities stronger places for the future.

“ We get the privilege of helping people nearly every day of our careers. At incidents or through contact with the public, undertaking community safety work. When I go home having helped someone, I go home happy. ”

*Del Galloway
Station Manager*



OUR SPECIALISMS

These are the things which make us the only organisation which can truly deliver on our purpose

We believe we have a unique set of skills which make us special and set us apart from any other public service.

MAKING PEOPLE SAFER THROUGH TARGETED WORK IN HOMES AND BUSINESSES

Our carefully planned work to stop emergencies happening helps to make our communities safer places to live and work, now and in the future.

RESPONDING TO EMERGENCIES AND SAVING LIVES

We are a strong organisation with the right skills, tools and support to attend a huge range of life-threatening incidents.

USING OUR TRUSTED REPUTATION TO IMPROVE PEOPLE'S LIVES

Our strong reputation means no one is better at reaching those who are most at risk, to make them safer and improve their lives.



“The culture at SYFR is evolving. Changes in leadership styles have seen a shift in how we do things and I’ve seen people flourishing, positively taking responsibility for their own actions and adopting a more innovative approach to the work we do. Our story will help to make sure this continues.”

*Alex Johnson
Assistant Chief Fire Officer*



OUR ASPIRATIONS

We want to be a leading fire and rescue service

To achieve this, we have developed a set of aspirations which will form the basis of everything we do over the next 10 years. These aspirations replace our old 'priorities', which were good at describing what we do now, but did not help to explain where we are going.

BE A GREAT
PLACE TO
WORK

PUT
PEOPLE
FIRST

STRIVE
TO BE THE
BEST



OUR ASPIRATIONS

*Be a great
place to work*

We will create the right culture, values and behaviours to make this a brilliant place to work that is inclusive for all.





Be a great place to work

CULTURE

We will challenge our current way of doing things and review and simplify our procedures so that everyone knows what is expected of them. We will create a fair and equal workplace, where people have a voice and are able to offer constructive challenge.

We will build a place of trust where we recognise good work, support people to make effective decisions at the lowest level possible and promote wellbeing for all of our staff. We will also develop a wellbeing strategy which will become the heart of the support we offer.

VALUES AND BEHAVIOURS

We will seek to recruit and retain people whose values and behaviours match what we are now here to achieve as an organisation. This includes people who are adaptable to the challenges we will face in the future.

We will review our pay structures to attract applicants with the right skills and expertise for our support staff roles. We will encourage our staff to take responsibility for their own professional development.

EQUALITY AND DIVERSITY

Championing diversity isn't just about the type of people we serve and employ. It also means diversity of thought and ensuring that we break down psychological and structural barriers. For example, between support and operational staff so that we can better work together as an organisation to achieve common goals.

OUR ASPIRATIONS

Put people first

We will spend money carefully, use our resources wisely and collaborate with others to provide the best deal to the communities we serve.





Put people first

FLEXIBLE SERVICE

We will look to develop an even more flexible service and consider further ways to ensure we provide the most effective emergency response cover to South Yorkshire.

This will involve continually reviewing the service we provide and making sure the correct resources are in place, which may include new workforce structures, contract types, appliances, skill sets and more. This is all designed to make sure that we make a positive difference to the people who are most vulnerable in South Yorkshire.

BEST VALUE

We face big changes to our financial, property and procurement processes and we will continue to build upon these in order to provide the best value service to the public.

To achieve this we will carry out longer term planning against our needs, look to become more sustainably funded, and adopt best practice wherever possible. We will make the most of our buildings and facilities, develop more effective relationships with our suppliers and identify opportunities to collaborate.

COLLABORATION

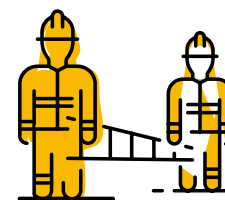
We will continue our work to proactively identify the right areas to collaborate with others. This could be other emergency services or local and national organisations with a shared aim to make South Yorkshire safer.

We will look to always consider whether collaboration is a suitable option for new projects, but not at the expense of our own identity and specialisms. We will develop the skills needed to work well with others, offering training for any new ways of working to maximise the impact we make.

OUR ASPIRATIONS

Strive to be the best

We will work with others, make the most of technology and develop leaders to help us become the very best at what we can be.



Strive to be the best

TRAINING AND DEVELOPMENT

We want to make sure the training and development we offer is the best it can be, to help our staff achieve high levels of competency in their roles.

This will include exploring new ways to deliver district based training. We will provide more specialist skills to both operational and support staff to be able to respond to all incidents and work activities effectively and safely. We will continue to develop ways of providing realistic fire training opportunities.

We will enable employees to focus on their own development through other methods like sharing knowledge, professional development, coaching, mentoring and e-learning.



STRENGTHEN LEADERSHIP

We will invest in non-technical skills training for our staff, so that leadership and people skills become part of everyone's development and become a more visible part of what we do.

We will develop managers with a more adaptable leadership style, who understand their weaknesses and can have honest conversations with their staff.

UTILISE TECHNOLOGY

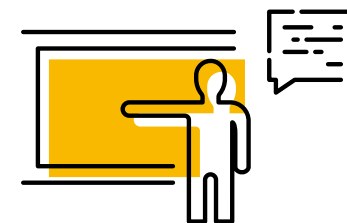
Technology is key to supporting what we all do. Our digital strategy will allow us to continue to explore and embrace new technology in order to enhance our service and our daily working lives.

Our plans will include making sure our systems speak to each other, that we can share information more easily, and that our electronic processes are simple and effective. We will stop using outdated manual processes and harness data to make better decisions.

We will also, more consciously, look for new and better equipment and techniques that will improve the way we work.

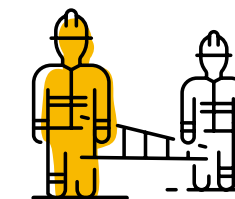
OUR PLAN

To achieve our aspirations, we intend to:



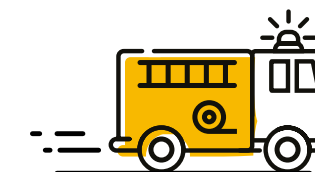
EMBED THESE PRINCIPLES IN EVERYTHING WE DO

Our aspirations will form part of how we plan our work and make all our decisions.



EMPLOY THE BEST PEOPLE

We will attract and retain the best possible people and support our current staff to deliver our aspirations.



BE BRAVE

We will have the courage to do things differently. We will do the right thing, not just the easiest thing and learn from our mistakes.

“I find SYFR an inspiring and motivating place to be because people are mentally and physically energised. They’re genuinely passionate about the services they’re delivering and there’s a huge amount of respect for people and their views.”

*Sue Kelsey
Interim Head of HR*



OUR BEHAVIOURS

have been developed by staff as the things which meant most to them

These behaviours replace the old 'values', which staff told us were a well meaning list, but meant little to them in their daily work. To achieve our aspirations, we need all our staff, regardless of rank and role, to display them everyday.

HONESTY

Be open and honest in everything we do

INTEGRITY

Do what we say we will do and follow through on promises

RESPECT

Respect people and trust them to do a good job





South Yorkshire FIRE & RESCUE