NFCC Culture Action Plan

Glossary of Terms

NFCC
National Fire
Chiefs Council

Glossary of Terms

ACER – Academic Collaboration Evaluation Research Group

An independent forum, convened by the National Fire Chiefs Council, to help coordinate and maximise the benefits of academic research with relevance for fire and rescue services, to contribute to improved public and firefighter safety.

Abuse

Any action that intentionally harms or injures another person. In short, someone who purposefully harms another in any way is committing abuse. Abuse can include; physical abuse, domestic abuse, sexual abuse, psychological or emotional abuse, financial or material abuse, neglect or acts of omission and modern slavery.

Bullying

Behaviour from a person or group that is either: offensive, intimidating, malicious or insulting, or an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone (source: ACAS).

CCoE – Core Code of Ethics

Five ethical principles produced specifically for fire and rescue services by National Fire Chiefs Council, the Local Government Association and the Association of Police and Crime Commissioners, which provide a basis for promoting good behaviour and challenging inappropriate behaviour.

CPD – Continuous Professional Development

The process of attaining and developing skills and knowledge in a professional environment.

Culture (Organisational)

This concept refers to who an organisation and the people who work for that organisation are, what they do and how they do it.

• Inclusive culture - An environment where everyone feels included and differences are celebrated and embraced.

• Toxic culture –Indicators of a toxic workplace culture include a high level of staff leaving the organisation, low employee engagement levels with staff scared to speak up, high levels of absence, high numbers of grievances and internal procedures that are underused or untrusted (Source: ACAS)

Culture Dashboard

The visual display of equality monitoring data of the workforce, in a format that gives an overview of multiple factors.

Culture Dashboard Methodology

How the equality monitoring data about the employees of a fire and rescue service is used to understand and track changes in the workforce, as well as address issues and underrepresentation.

Challenge and Support Panel

An independent panel to National Fire Chiefs Council that will provide challenge, support, advice and scrutiny to the National Fire Chiefs Council culture and inclusion programme.

DBS – Disclosure and Barring Service

The service helps employers make safer recruitment decisions each year by processing and issuing disclosure and barring service checks for England, Wales, the Channel Islands and the Isle of Man. Disclosure and Barring Service also maintains the Adults' and Children's Barred Lists, and makes considered decisions as to whether an individual should be included on one or both of these lists and barred from engaging in regulated activity.

DE – Direct Entry

A scheme which will enable those with proven leadership skills, from a variety of sectors, to apply for Station Manager roles without needing to have fire service experience or without needing to have taken the traditional firefighter promotional route.

Dignity

To treat someone with dignity is to be respectful towards them and recognise their value as an individual.

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Discrimination

Treating someone 'less favourably' than someone else because of any of the following protected characteristics; age, race, sex, disability, religion or belief, sexual orientation, gender reassignment, marriage or civil partnership and pregnancy and maternity (source: ACAS).

Diversity

Diversity (in the context of people) is the range of people in your workforce. For example, this might mean but is not limited to, people with different ages, religions, ethnicities, people with disabilities, and both men and women. It also means valuing those differences and the perspectives that different people can bring to an organisation (source: ACAS).

Diverse Communities

People from different backgrounds with different experiences who bring with them new skills, diversity of thought and talent to fire and rescue services. This can include but is not limited to, a difference in protected characteristics.

EDI

Equality, Diversity and Inclusion

Equality

Giving everyone access to the same opportunities.

EqIA – Equality Impact Assessments

 A process and tool to measure the impact of policies, procedures and projects on people. Equality Impact Assessments are a tool that organisations use to measure the equality impact of decisions whilst, if they are public sector organisations, meeting their additional duties under the Equality Act 2010.

Equity

Recognising that everyone begins from a different position and some people may need to be treated differently in order to access the same opportunities.

ELP – Executive Leadership Programme

 A leadership programme designed to enhance leadership

capabilities, allowing key strategic issues confronting the fire and rescue service to be addressed. It follows on from the Middle Leadership Programme enabling someone to continue their strategic leadership pathway.

Fire Standards

A suite of standards which have been produced with subject matter experts from across the sector to identify organisational development and best practises to all English Fire Services.

FfF – Fit for the Future

 Developed in partnership by the National Fire Chiefs Council (NFCC), the National Employers (England) and the Local Government Association (LGA), Fit for the Future (FfF) is the shared view of the ambitions for the future of the fire and rescue service over the next five years.

FSB – Fire Standards Board

Responsible for approving Fire Standards and the approach to their development. It sets the priorities for standards development work. It commissions work based on proposals from third parties, monitors progress with ongoing work and approves completed work.

FRS

Fire and Rescue Service(s), also sometimes abbreviated to services.

Harm

Defined as ill treatment. The impairment of physical or mental health (including that suffered from seeing or hearing another person suffer ill treatment).

Harassment

Unwanted behaviour related to any of the following protected characteristics: age, disability, gender reassignment, race, religion or belief, sex and sexual orientation. The unwanted behaviour is considered harassment if it has violated the person's dignity and created an intimidating, hostile, degrading, humiliating or offensive environment for the person (source: ACAS).

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HMICFRS – His Majesty's Inspectorate of Constabulary and Fire and Rescue Services

HMICFRS inspect England's fire and rescue services, inspecting and reporting on their efficiency, effectiveness and people

Homophobia (interpersonal)

The fear or dislike of someone, based on prejudice or negative attitudes, beliefs or views about lesbian, gay or bi people (Source: Stonewall). Also see systemic discrimination.

IFSG – Inclusive Fire Service Group

The Inclusive Fire Service Group was set up by the National Joint Council for Local Authority Fire and Rescue Services (NJC). It brings together a diversity and depth of expertise to address this important and challenging issue from employer and employee perspectives, identifying strategies that could be used at a local level to further encourage improvement

Inclusion

Ensuring that everyone, no matter who they are, is able to be involved and has the opportunity to contribute. May also appear as Inclusive.

Integrity

Acting and making decisions in an open and honest way.

KPIs – Key Performance Indicators

Measurable targets that an organisation sets which contribute towards an organisational performance management process.

LGA – Local Government Association

The national voice of local government, working with councils to support, promote and improve local government. The Local Government Association represents the fire and rescue authorities which have the legal and democratic responsibility for fire and rescue services.

Misogyny

Misogyny is hatred of, contempt for, or prejudice against women. Misogyny is related to sexism, but they are not the same thing. Where misogynistic views are held by someone

these will be coupled with sexist attitudes, but sexist attitudes and behaviours do not necessarily involve misogyny. Sexism is treating someone differently or discriminating against them because of their sex or gender.

MLP – Middle Leadership Programme

A programme for middle leaders which provides a smooth transition from the Supervisory Leadership Development Programme, launched by the NFCC in September 2022, to the NFCC Executive Leadership Programme. It supports individuals to further their leadership journey to the strategic leadership pathway.

NFCC – National Fire Chiefs Council

The professional voice of the UK fire and rescue service. NFCC drives improvement and development throughout the UK FRS, while supporting strong leadership – including for the devolved administrations. NFCC delivers an approach where everyone works together and offers up sector-led solutions.

Objectives

A goal or step on the way to meeting the aim, how you will achieve it. Objectives use specific statements which define measurable benefits.

ORG Learning – Organisational Learning

A process of considering the widest possible evidence base to identify notable practice and highlight where improvement or change is needed at a national (National Fire Chiefs Council) or local (Fire and Rescue Service) level. The output of this analysis informs action within NFCC and fire and rescue services to drive continual improvement in the quality of service delivered to the public.

Outcomes

Outcomes are the changed circumstance or behaviour. They are achieved from the utilisation of the project's outputs. Outcomes are linked with objectives, in that if the outcomes are achieved then the project's objective(s) have been met. Outcomes are more intangible and harder to measure than outputs. They are the reason why the project is necessary.

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Outputs

(Also referred to as products or deliverables) – Outputs are what you expect to produce in a project. Outputs result in outcomes that are tangible and easy to measure. They are not the reason the project was necessary.

Positive Practice Portal

A digital location for fire and rescue services to share and review ways of working that support the safety of communities, colleagues and partners.

Products

Resources produced by the National Fire Chiefs Council that are available to fire and rescue services to access and use, to support their work as an organisation.

Protected Characteristics

Personal characteristics that are protected by law under the Equality Act 2010. These are: age, race, sex, disability, religion or belief, sexual orientation, gender reassignment, marriage or civil partnership and pregnancy and maternity.

Racism (interpersonal)

The unfair treatment of someone because of their race or ethnicity which may be based on the colour of their skin, the language they speak or cultural differences. Also see systemic discrimination.

Safeguarding

The process of identifying risk to vulnerable groups and taking steps to protect them from this risk. This process protects people's health, wellbeing, and human rights, enabling them to live free from harm and abuse.

Safeguarding Board

Enables fire and rescue services to meet their safeguarding duties by producing a range of associated guidance, risk assessments and training to enable fire and rescue services to work towards achieving the Safeguarding Fire Standard and support implementation of any legislative change.

SLDP – Supervisory Leadership Development Programme

Aims to produce leadership pathways through standardised development programmes to prepare staff and nurture existing leaders at the first level of management within fire and rescue services. It targets all staff (non-operational and operational roles) who have a role supervising staff.

SMART

Specific, Measurable, Achievable, Realistic and Timely – an approach to setting goals or targets.

Systemic Discrimination

Systemic discrimination refers to the systems and practices which individuals interact with that have inbuilt inequality and as a result, whether intentional or not, they discriminate against individuals or groups of people, further compounding other forms of discrimination. Equality Impact Assessments are one tool that organisations can utilise to identify and begin removing systemic inequalities.

Underrepresented Groups

Groups of people who share protected characteristics and have limited representation, therefore less power to have their voices heard and influence decision making.

Values

Fundamental principles which reflect an organisation's beliefs and the way in which they approach decision making. Values are a key aspect of an organisations culture.

Vision

What an organisation aims to achieve and is taking steps towards achieving.

Vulnerability

Being vulnerable is defined as in need of special care, support, or protection because of age, disability, risk of abuse or neglect (source: Public Health England).

Zero-tolerance

A position taken by an organisation about how inappropriate language and behaviour will be approached, with an emphasis that no behaviour will be ignored, and all instances dealt with proportionately, appropriately and fairly.