

# Kathryn Billing - Inclusive culture.

Working together  
to make  
Cornwall safer



## Cornwall Fire, Rescue and Community Safety Service



**CORNWALL**  
FIRE & RESCUE SERVICE  
A service of Cornwall Council

**EXCELLENT** FIRE & RESCUE SERVICE  
EQUALITY FRAMEWORK




**INVESTORS IN PEOPLE**


**quiltbag**  
inside and out  
**SAFER CORNWALL**  
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**CORNWALL COUNCIL**  
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# An Inclusive culture both “inside and out”

- Everyone feels 100% comfortable to come to work and/or to access our services, feeling 100% respected and valued for being who they are.
  - Open for Business research undertaken by Virgin, IBM Google. Having an inclusive culture makes them 40% more productive.
  - An inclusive organisation will naturally provide a better service.
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# What are the barriers to an inclusive culture?

- Language
  - Policies
  - Facilities
  - Unconscious bias
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# Our positive experiences in Cornwall.

- Becoming an integrated Service.
  - Leadership – at all levels – Role models.
  - Ownership of ED&I - its what we all do.
  - Challenge – face to face discussions.
  - Staff support and engagement groups.
  - Staff involvement – shaping the service, positive action, recruitment.
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# Importance of data and recording

- If you don't ask you don't know.
  - What impact you are having and on who?
    - Recruitment, retention, promotion
    - Sickness
    - Performance
    - Bullying, Harassment, grievance, discipline
    - Service delivery
  - Better understanding of our workforce and community.
  - Are our staff and communities valued, respected and supported?
  - Is the service diverse and inclusive?
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# Outside – Inclusion within our communities

- Knowing our communities and who is accessing our services is important.
  - If we ask our residents about who they are, it will help us get a picture of societal changes.
  - New ways people identify their ethnic origin, sexual orientation, gender identity.
  - Better ways to support the health, safety and wellbeing of those most vulnerable.
  - Being more inclusive will support recruitment, becoming an employer of choice.
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Police and Fire  
respected and valued by the  
communities we serve.

Inclusion is **not** a choice.

