Culture Dashboard Methodology consultation

Introduction

As part of our ongoing commitment to establish an inclusive and safe culture within the Fire and Rescue Service, the NFCC undertook to deliver a Culture Dashboard Methodology, as evidenced in the Culture Action Plan (June 2023).

The NFCC has worked with subject matter experts to develop this draft Culture Dashboard Methodology and is seeking to gather views from the sector and beyond.

This document provides a comprehensive guide designed to help fire and rescue services develop their own culture dashboards. The methodology consists of several sections that address different aspects of creating and using a culture dashboard, including:

- Key Resources - focuses on the resources that facilitate implementation of the methodology, such as demonstration models, case studies, and good practices in data management.
- Readiness Assessment - provides a basis for services to evaluate and assess the readiness of the organisation in terms of design and implementation principles, operational readiness, technical readiness, and data-related readiness.
- Design and Implementation - explores the benefits of an effective culture dashboard and considerations for functionality, displaying information, metrics, data analysis, stakeholders, and timing.
- The Journey from Strategy to Action - aims to provide a framework for translating organisational strategy into measurable metrics, analysing data, and using insights to drive action.

We would like to know if the language used in this document is easy to understand and if you agree with the content. Once all feedback has been gathered and changes made, the next steps will include finalising professional editing, formatting, and design. Your input will help us improve the methodology and ensure it better meets the needs of the Fire and Rescue Service.

If you would like to prepare your response, you can review the questions in advance. There is also a save and continue function that can be used throughout the consultation so that you can return to your response later and pick up where you left off.

This survey will close end of the day **Monday 3 June 2024**. If you have any questions, please contact Chioma Obi.

Thank you for taking the time to respond to this consultation.

Privacy statement
The NFCC uses your data expressly for the purposes outlined in this introduction. Your contact details will only be used to clarify your response or request additional information relating to this survey. The NFCC complies with GDPR policies for the collection, processing, and storage of personal data.

Your details

1. Please select your Fire and Rescue Service:

2. If you are not from a Fire and Rescue Service, please provide your contact details:

Name	
Service/Organisation	
Role/Job title	
Email address	

3. If you are from a Fire and Rescue Service, please provide your contact details:

Name	
Role/Job title	
Email address	

4. Are you responding on behalf of your organisation or as an individual?

☐ On behalf of my organisation

☐ As an individual

5. Are you the single point of contact for your service?

☐ Yes

☐ No

☐ Not applicable

6. Are you happy for us to contact you regarding your response to this consultation?

☐ Yes

☐ No

7. How did you find out about this consultation?

☐ Direct email notification

☐ General communications from the NFCC

☐ NFCC Committee or working group

☐ NFCC Members newsletter

☐ NFCC Workplace

☐ Notified through your organisation

☐ Service single point of contact (SPOC)

☐ Twitter

☐ Other (please specify):
_____

8. If you are not the Single Point of Contact, please provide details for the SPoC for your service/ organisation:

Name: _____

Role/Job title: _____

Email: _____

Introduction and purpose

These questions are to gain your feedback on the **Introduction and Purpose** section of the methodology. This covers:

- Introduction
- Purpose
- Context
- How to use the guidance

When providing text feedback, please ensure to include the subheading that your comments relate to. To what extent do you agree or disagree, if at all, with the following statements relating to this section:

9. The language in Introduction and Purpose is easy to understand.

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Don't know

If you disagree, do you have any feedback for how we could improve the language in this section?

10. Do you agree with the content in Introduction and Purpose?

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Don't know

If you disagree, do you have any feedback regarding anything that is missing or erroneous in this section?

Key resources

These questions are to gain your feedback on the **Key resources** section of the methodology. This covers:

- Demonstration model and performance metrics
- FRS case studies
- Examples of dashboards
- Reference materials

When providing text feedback, please ensure to include the subheading that your comments relate to. To what extent do you agree or disagree, if at all, with the following statements relating to this section:

11. The language in Key resources is easy to understand.

- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Don't know

If you disagree, do you have any feedback for how we could improve the language in this section?

12. Do you agree with the content in Key resources?

- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Don't know

If you disagree, do you have any feedback regarding anything that is missing or erroneous in this section?

Readiness assessment

These questions are to gain your feedback on the **Readiness assessment** section of the methodology. This covers:

- Design and implementation principles
- Assessing operational readiness
- Assessing technical readiness
- Assessing data-related readiness

When providing text feedback, please ensure to include the subheading that your comments relate to. To what extent do you agree or disagree, if at all, with the following statements relating to this section:

13. The language in Readiness assessment is easy to understand.

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Don't know

If you disagree, do you have any feedback for how we could improve the language in this section?

14. Do you agree with the content in Readiness assessment?

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Don't know

If you disagree, do you have any feedback regarding anything that is missing or erroneous in this section?

Design and implementation

These questions are to gain your feedback on the **Design and implementation** section of the methodology. This covers:

- Benefits of an effective culture dashboard
- Considering functionality
- Considering displaying information
- Considering metric
- Considering data analysis
- Considering stakeholders
- Considering timing

When providing text feedback, please ensure to include the subheading that your comments relate to. To what extent do you agree or disagree, if at all, with the following statements relating to this section:

15. The language in Design and implementation is easy to understand.

- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Don't know

If you disagree, do you have any feedback for how we could improve the language in this section?

16. Do you agree with the content in Design and implementation?

- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Don't know

If you disagree, do you have any feedback regarding anything that is missing or erroneous in this section?

The Journey from strategy to action

These questions are to gain your feedback on **The Journey from strategy to action** section of the methodology. This covers:

- From strategy to metrics
- From data to information
- From information to action

When providing text feedback, please ensure to include the subheading that your comments relate to. To what extent do you agree or disagree, if at all, with the following statements relating to this section:

17. The language in The Journey from strategy to action is easy to understand.

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Don't know

If you disagree, do you have any feedback for how we could improve the language in this section?

[ ]

18. Do you agree with the content in The Journey from strategy to action?

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Don't know

If you disagree, do you have any feedback regarding anything that is missing or erroneous in this section?

[ ]

Glossary of terms

These questions are to gain your feedback on the **Glossary of terms** section of the methodology.

 To what extent do you agree or disagree, if at all, with the following statement relating to this section:

19. Do you agree with the content in the Glossary of terms?

- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Don't know

If you disagree, do you have any feedback regarding anything that is missing or erroneous in this section?

Final question

Thank you for taking the time to respond to this consultation. Your feedback is greatly appreciated.

20. Please use this space to provide any other feedback you have on the Draft Culture Dashboard Methodology.