

Service Policy



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Coaching & Mentoring Policy

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Document Control

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October 2026	October 2028	Jo Woods	John Price	

Amendment History

Version	Date	Author	Reasons for Change
1	2026	Jo Woods	

Equalities Impact Assessment

Initial	Full	Date	Reviewed by	Comments
JW	Full			

Civil Contingencies Impact Assessment

Date	Reviewed by	Comments

Related Documents

Doc. Type	Ref No.	Title	Location
Policy		Appraisals	

Distribution List

Name	Position	I/R

Sign-Off List

Name	Position

Target audience

All MFS	x	Ops Crews		Fire safety		Community FS		Support Staff	
Principal off.		Senior off.		etc		etc		etc	

Ownership

FOI exemption required?	Yes		URL	
	No		Reason	

Legislation

Title	N/A

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Coaching & Mentoring Policy

1. Policy Introduction and Background

The Coaching & Mentoring Policy sets out the organisation's commitment to creating a coaching and mentoring culture which supports delivery of the People Plan, Community Risk Management Plan and Cultural Action Plan.

MFRS recognises coaching and mentoring as important development interventions which support individuals to maximise their potential, enhance performance, strengthen leadership capability and contribute to a culture of continuous learning and inclusion.

Coaching enables individuals to develop insight, identify solutions and achieve goals through reflection and effective questioning. Mentoring provides support, guidance and knowledge sharing through experience and professional expertise.

The Service is committed to providing accessible and inclusive coaching and mentoring opportunities for all employees.

2. Policy Explanation

The Coaching & Mentoring Policy and our organisational approach is based on the following principles:

- We recognise coaching and mentoring as key development tools which support individual, team and organisational performance.
- We will provide access to coaching and mentoring opportunities which support career development, talent management and succession planning.
- We will promote a coaching culture by encouraging leaders and managers to adopt coaching skills within everyday workplace conversations.
- We will develop mentoring opportunities which enable employees to share experience, knowledge and expertise across the organisation.
- We will support the development of trained coaches and mentors through ongoing learning and continuous professional development.
- We will encourage individual ownership of learning and development through active participation in coaching and mentoring relationships.
- We will ensure coaching and mentoring opportunities are fair, inclusive and accessible to all employees.
- We will support positive action initiatives and encourage participation from under-represented groups.
- We will maintain appropriate standards of professionalism, confidentiality and ethical practice.
- We will evaluate coaching and mentoring activity to ensure it remains effective and supports organisational priorities.

As such, under the Coaching & Mentoring Policy we will:

- Provide access to coaching and mentoring through appraisal, development, talent and leadership processes.
- Maintain a network of trained internal coaches and mentors.
- Facilitate access to external coaching and mentoring where appropriate.
- Promote continuous learning through coaching, mentoring and leadership development activities.
- Monitor participation, feedback and outcomes to support continuous improvement.

3. Policy Implementation

The Coaching & Mentoring Policy is delivered through a variety of People and Organisational Development activities including leadership development, talent management, succession planning and appraisal processes.

The Workforce Planning and Organisational Development Team is responsible for coordinating coaching and mentoring provision, maintaining standards and supporting the development of coaches and mentors. Strategic oversight will be provided through the SLT People Board.

This Policy is supported by Service Instructions, guidance documents and learning resources which provide further information regarding coaching and mentoring arrangements, roles and responsibilities, confidentiality and evaluation requirements.

Data relating to coaching and mentoring activity will be reviewed regularly to ensure arrangements remain effective, support organisational priorities and deliver positive outcomes for employees and the Service.

Participation, diversity, feedback and development outcomes will be monitored to evaluate effectiveness.

5. Review

This Policy will be reviewed every two years, or sooner where legislative, organisational or operational changes require amendment. Participant feedback, organisational priorities and emerging best practice will inform future revisions.

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