

Making our values real

Putting our values at the heart of all we do



CARING: we are compassionate and approachable

What you can expect of us

- We focus on outcomes for people, recognising and promoting people's rights
- We are supportive and seek to build rapport with people
- We recognise people's different skills, perspectives and experiences
- We are mindful of, and sensitive to, people's personal circumstances

FAIR: we are consistent, impartial and inclusive

What you can expect of us

- We are objective, proportionate and balanced
- We acknowledge strengths as well as areas for improvement
- We actively promote equality, diversity and inclusion in all aspects of our work
- When we challenge, we are always constructive in our approach
- We are open to constructive challenge about our work



INTEGRITY: we are honest and trustworthy

What you can expect of us

- We are accountable for our actions and the quality of our work
- We communicate in an open, accurate and straightforward way
- We do what we say we are going to do and will explain why if we can't
- We are not afraid to say if we don't know

PROFESSIONAL: we are skilled, knowledgeable and innovative

What you can expect of us

- We actively listen to people
- We encourage innovation and positive practice and are happy to share what we know
- We challenge poor practice, in ourselves and others
- We keep on learning, reflecting and developing



RESPECT: we listen, engage and value people

What you can expect of us

- We are courteous and respectful, treating people as we would wish to be treated
- We strive to establish and maintain the trust and confidence of people
- We seek people's views and ideas and welcome feedback
- We are sensitive to how feedback can feel and ensure we are always constructive