



Living Our Values

Respect

We shall treat others as we would expect to be treated and cared for. We shall do this by:

- treating everyone with dignity and respect;
- listening to others and valuing their contribution;
- valuing and supporting the health and wellbeing of all our staff, volunteers, service users and trustees;

Diversity

We shall value, celebrate and promote the diversity of the communities within which we live and work. We shall do this by:

- providing services that meet the diverse needs of our communities in appropriate and culturally specific ways;
- recruiting trustees, staff and volunteers who reflect the diversity of the local population and the people we serve;
- proactively promoting the rights, inclusion and contribution of all people, and anti-discrimination in relation to age, disability, sex or gender reassignment, ethnicity, religion or belief, sexual orientation, and marital or partnership status.

Learning

We shall do everything we can to create a positive learning environment. We shall do this by:

- being open, transparent and honest about our performance, setting challenging improvement targets when we get things wrong, and doing all we can to correct and learn from our mistakes;
- listening to our service users, staff, trustees and volunteers and using their feedback to improve the ways in which we operate and behave;
- seeking opportunities to be innovative in the development of our work, and to explore new perspectives in our thinking and service delivery.

Safety

We shall endeavour to ensure the maximum safety and security of our staff, trustees and volunteers, and the people who use our services. We shall do this by:

- accepting personal and corporate responsibility for the well-being of one another, and the security of our premises;
- adhering to agreed policies, procedure and guidance for the implementation of health and safety best practice.