

OUR BEHAVIOURS

All staff are expected to demonstrate our values in their behaviour at work.

Staff will move between levels depending on the requirements of their role.

Owning my behaviour

Working with others

Leading behaviour

AMBITION



- Work hard to achieve my objectives
- Act on feedback to develop myself and the service I provide
- Seek and take opportunities to develop and learn in my role

- Recommend ways to overcome obstacles to improvement
- Seek opportunities to work with others to improve performance
- Support others to develop and reach their full potential

- Set strategic priorities and goals
- Work with multiple stakeholders to influence outcomes
- Empower others to achieve long-term customer benefits
- Develop and implement the strategies to achieve the business vision

DIVERSITY



- Appreciate different points of view
- Treat people fairly, showing respect
- Ensure the service I provide meets the diverse needs of customers
- Take responsibility for my behaviour

- Consider views from a wide range of stakeholders
- Build the best solution to meet diverse needs
- Value differences and create trust within the team
- Challenge inappropriate behaviour

- Ensure that services are accessible to all and meet a wide range of needs
- Implement policies fairly to enable all staff to achieve their full potential
- Hold people accountable for their behaviour

INTEGRITY



- Work to the Group's standards and policies
- Take responsibility for my decisions and actions
- Take action when things are not done correctly

- Show trust in the teams I work with
- Consider the consequences of decisions and actions
- Recognise and act when others need support

- Ensure the performance of others complements business objectives
- Clearly communicate the vision and reason for change
- Act fairly and consistently
- Promote open and honest decision making

QUALITY



- Respond quickly to customer needs
- Produce work of a high standard and seek help if required
- Look for ways to do things better

- Consistently meet expectations
- Consider pros and cons of alternative approaches
- Use feedback to make improvements to service
- Actively collaborate to ensure the best decision is made

- Work to overcome obstacles that impact on service quality
- Recognise, reward and develop others
- Ensure poor performance is addressed
- Demonstrate high levels of personal performance and behaviour

SUSTAINABILITY



- Listen to and effectively communicate with customers
- Adapt to deliver consistently high services
- Regularly evaluate my performance and development

- Anticipate potential problems before they occur
- Match customer needs to available services
- Take responsibility for obtaining resources, support and information to deliver services

- Make decisions with the longer-term in mind
- Change the overall plan, goal or project when needed
- Effectively assess risk to inform decision making

YOUR ROLE

OUR MISSION

To remain the market leader in provision of high quality housing, nursing and residential care and community services



OUR VALUES



OUR BUSINESS OBJECTIVES

documented in the Group Business Plan and Operational Plans



JOB PROFILES

Set out what you do and what skills, experience and knowledge you need to do your job well



OUR BEHAVIOURS

Describe how you are expected to behave whilst doing your job



MY PERFORMANCE

You and your manager will set objectives and regularly review how you behave and perform in your job

