

Values Framework 2022

RESPECT

We treat everyone with empathy and kindness

This means I	This means I do not	My line manager	The Board and Leadership Team
<ul style="list-style-type: none"> • Always communicate in a polite and friendly manner • Listen to and respect the views of others • Give and receive feedback in a positive way • Listen to and value everyone's contribution • Behave respectfully and professionally with customers and colleagues 	<ul style="list-style-type: none"> • Dismiss or be negative about the views of others • Be rude or impolite to customers or colleagues • Putt people down or talk negatively about them • Blame others for my mistakes • Put my needs ahead of customers, my team, or colleagues • Judge others 	<ul style="list-style-type: none"> • Treats me and my colleagues with respect • Listens to my views and feedback • Gives and receives feedback in a positive way • Values my contribution • Behaves respectfully and professionally with me and my colleagues • Encourages staff to share ideas and feedback views • Involves the team in decision making, developing best practice and improvements to service delivery 	<ul style="list-style-type: none"> • Treat all staff and customers with respect • Listen to the views of all staff and value everyone's contribution • Listen to our customers' views and value their contribution • Behave professionally with staff and customers • Involve staff and customers in decision making and improving service delivery

Values Framework 2022

INCLUSIVE

We aim to meet individual needs and recognise diversity

This means I	This means I do not	My line manager	The Board and Leadership Team
<ul style="list-style-type: none"> • Am welcoming and friendly to everyone • Ensure I know my customers and be aware of their needs • Ensure that <u>everyone</u> I work with both customers and staff feel respected • Contribute towards creating a sense of belonging • Ensure I am aware and have understanding of different cultures and beliefs • Take time to listen and get to know customers and colleagues • Work collaboratively with colleagues and partners 	<ul style="list-style-type: none"> • Treat anyone negatively because of their individual needs or views • Exclude or leave anyone out • Make assumptions about customers needs • Put barriers in the way of customers accessing our services • Make assumptions on the needs of my colleagues 	<ul style="list-style-type: none"> • Involves all members of the team • Encourages all team members to participate and feedback their views • Treats all individual team members fairly • Creates a sense of belonging within the team • Communicates well with the team • Ensures we are involved in organisational decision making developing best practice and improvements to service delivery 	<ul style="list-style-type: none"> • Ensure they know our customers and are aware of their needs • Are welcoming and friendly to everyone • Ensure that both customers and staff feel respected • Create a sense of belonging • Ensure that they are aware and have understanding of different cultures and beliefs • Work collaboratively with each other and partners

Values Framework 2022

INTEGRITY			
<i>We act with integrity and honesty at all times</i>			
This means I	This means I do not	My line manager	The Board and Leadership Team
<ul style="list-style-type: none"> • Speak honestly and be open • Take pride in working for WSHA and be a positive ambassador for WSHA • Take responsibility for my actions and proactively resolve any issues • Am accountable and take ownership of my responsibilities • Do what I say I am going to do and communicate to others impacted, in appropriate ways 	<ul style="list-style-type: none"> • Take advantage of others • Argue over disagreements • Blame others for my mistakes • Be dishonest or lie • Commit to doing something and not do it • Make promises that cannot be delivered 	<ul style="list-style-type: none"> • Is open and honest with me and my colleagues • Is kind to me and my teammates • Encourages the team to do the right thing • Encourages the team to be accountable and take ownership for their responsibilities • Helps me and my teammates and encourages us to 	<ul style="list-style-type: none"> • Speak honestly and be open • Take responsibility for actions and proactively resolve any concerns or issues • Do what we say we are going to do and communicate to staff and customers as appropriate • Do the right thing even it is not the easiest thing • Help others wherever possible • Consider the environment in terms of how we work • Are accountable and take ownership of our responsibilities

Values Framework 2022

<ul style="list-style-type: none"> • Do the right thing even if it is not the easy thing • Be kind to those that need it • Help others wherever possible • Consider the environment in terms of how I work 		<p>help each other & colleagues</p>	
--	--	---	--

Values Framework 2022

IMPROVEMENT

We aim to continuously improve what we do to benefit our customers, staff and stakeholders

This means I	This means I do not	My line manager	The Board and Leadership Team
<ul style="list-style-type: none"> • Always seek to do my best • Look for solutions rather than problems • Solve the problem if I can, rather than pass onto a colleague • Strive to improve what we do for our customers • Take positive action to improve poor customer service • Look for ways to make a positive difference through the work I do with customers and colleagues • Review what I do, how I do it and make 	<ul style="list-style-type: none"> • Dismiss or be insensitive to concerns or complaints • Accept poor service delivery by myself or my colleagues • Ignore customer feedback • Do the minimum of work required of me • Focus on the negative • Only work on my own or within my own team 	<ul style="list-style-type: none"> • Provides constructive feedback to me and my team mates to support us to improve • Manages any issues in relation to poor performance using the performance management framework • Encourages discussions and ideas in respect of areas of improvement • Involves the staff team in improvement plans • Consults with the team on organisational improvement developing best practice and on continuous 	<ul style="list-style-type: none"> • Seek to do their best • Look for solutions rather than problems • Strive to improve what we do as an organisation for both customers and staff • Take positive action to improve poor performance • Look for ways to make a positive difference through the work that we do with customers and staff • Review what we do, how we do it and make

Values Framework 2022

<p>suggestions that lead to improvements</p> <ul style="list-style-type: none"> Engage with my colleagues and other organisations to increase my understanding of how to improve our services, communities and our organisation. 		<p>improvements to service delivery</p> <ul style="list-style-type: none"> Motivates and encourage the team to seek to do their best & work with others to achieve this Benchmarks with others to improve performance. 	<p>suggestions that lead to improvements</p> <ul style="list-style-type: none"> Engage with other organisations to increase our understanding of how to improve our services, communities and our organisation Benchmark with other organisations to improve performance Motivate and encourage staff to seek to do their best and work with others to achieve this
---	--	--	--

Values Framework 2022

SUPPORT

We will be supportive in our approach with customers, staff and stakeholders

This means I	This means I do not	My line manager	The Board and Leadership Team
<ul style="list-style-type: none"> • Have a first instinct to customers and colleagues of “how can I help”. • Listen to the concerns of others • Show empathy and understanding • Help to resolve issues wherever possible • Work with other colleagues/organisations in order to seek solutions • Am flexible to meet the needs of others • Raise concerns or issues affecting my workload 	<ul style="list-style-type: none"> • Say no to a request as my first instinct • Put my own needs before that of others • Dismiss or ignore the concerns of others • Be unhelpful and leave issues unresolved • Challenge or be resistant to change without good cause 	<ul style="list-style-type: none"> • Listens to my concerns and those of my colleagues • Shows empathy and understanding to our team members • Works with the team to resolve issues • Works across the organisation in order to seek solutions • Provides support in respect of my wellbeing • Encourages the team to support each other • Encourages the team to have regular discussions on wellbeing 	<ul style="list-style-type: none"> • Listen to the concerns of others • Show empathy and understanding • Help resolve issues wherever possible • Work with each other and staff in order to seek solutions • Provide support to staff wellbeing in respect of their wellbeing

Values Framework 2022

