

# OUR VALUES INTO ACTIONS

	WHAT OUR VALUES MEAN	OUR STAFF WILL
<b>DIVERSITY</b>	<b>We will value each individual difference by listening, learning and challenging the way we think.</b>	<ul style="list-style-type: none"> <li>• find out about differences so people can have the same chances</li> <li>• make sure we understand the interests and differences of the people we are working with and treat them with respect</li> <li>• be consistent in our dealings with others regardless of the way we are treated and the pressures we are under</li> <li>• listen to the needs of the individual and show respect through our body language in all situations</li> <li>• consider how our actions affect others and make sure we have taken account of other people's opinions</li> <li>• demonstrate fairness when handling conflict/resolving issues</li> <li>• welcome other opinions and work together in lots of different ways</li> </ul>
<b>INTEGRITY</b>	<b>We will build trust through honesty, openness, taking responsibility for what we do and promising to do our best at all times. We will encourage participation, listen carefully to the people who use and work in our services and not gossip.</b>	<ul style="list-style-type: none"> <li>• respect and protect people's dignity</li> <li>• do what we say we will do</li> <li>• build relationships based on trust</li> <li>• be flexible and responsive to the wishes of people who use our services</li> <li>• explain if things go wrong and if at fault say sorry</li> <li>• take time to explain things and make sure that what has been said has been understood</li> </ul>
<b>PERFORMANCE</b>	<b>We will provide staff with the training and support they need to do a good job. We are committed to providing high quality services, focused on the person that can be kept going and are affordable. We will regularly look at this to ensure we meet the required standard.</b>	<ul style="list-style-type: none"> <li>• encourage learning by listening and sharing with others</li> <li>• know what their job is, know how to do it and how to do it better</li> <li>• have a good knowledge of the Business Plan in order to support the work being done</li> <li>• be clear about where we are going and how we are going to get there</li> <li>• regularly prepare and present information relating to project work</li> <li>• provide feedback and shared experiences to others</li> <li>• be diplomatic and tactful when dealing with aggressive, angry or distressed people</li> <li>• be patient when explaining procedures or what is expected from staff</li> <li>• take personal responsibility for own mistakes</li> <li>• plan and implement improvements in working practices</li> </ul>
<b>CHALLENGING BARRIERS</b>	<b>We will speak out about things that are not fair, to make sure people have equal rights in their lives and everything they do.</b>	<ul style="list-style-type: none"> <li>• challenge ignorance</li> <li>• help the public to see it is not the person but the behaviour</li> <li>• try new things</li> <li>• be fully aware of Vibrance objectives and actively consider creative ways of achieving them</li> <li>• promote working together with others to achieve common goals</li> <li>• make recommendations for change/improvements in current practice that have been highlighted as areas of concern</li> </ul>
<b>PIONEERING</b>	<b>We will remain passionate and ambitious about what we do and will not be afraid to take risks to support people to lead their lives as they wish.</b>	<ul style="list-style-type: none"> <li>• keep up to date with what is happening and new ways of doing things</li> <li>• take what works well and use it in our everyday work</li> <li>• be creative and imaginative in how we support people</li> <li>• use computers and IT to better support people to lead their lives as they wish</li> <li>• support people to develop and achieve their ambitions</li> <li>• share our views and bright ideas about the future work of Vibrance</li> <li>• develop a wide network of professional and local people to share ideas and opportunities</li> </ul>