

**THE NORTHAM CARE TRUST - ORGANISATIONAL
EXCELLENCE IN PRACTICE THROUGH VALUES AND
BEHAVIOURS POLICY**



- *CHAMPION THE CAUSE**
- *BUILD TRUST**
- *INSPIRE LEADERSHIP**
- *PROMOTE TEAMWORK**
- *CHAMPION THE BRAND**
- *DELIVER RESULTS**

CHAMPION THE CAUSE

- *Speak and act in a way that demonstrates an understanding of how your own job contributes towards the achievement of TNCT objectives**
- *Treat everyone with respect and behave consistently towards the people we support, colleagues and customers**
- *Adopt a person centred approach in working with the people we support, colleagues, parents, families**
 - *Take action to improve services**
- *Remember at all times how much the people we support value their independence and personal history**

BUILD TRUST

- *Create an environment of trust through communicating in an open and honest way**
- *Value people, appreciate different abilities, strengths and expertise that different colleagues bring**
- *Demonstrate honesty & integrity, respect confidentiality**
 - *Share ideas and learning with other staff**
 - *Meet commitments to colleagues**

INSPIRE LEADERSHIP

- *Lead by example, encourage leadership in others**
- *Make TNCT mission, vision and values clear to all and consistent in words and actions**
- *Strive to develop individual potential to the full and apply this approach to all staff in encouraging high performance**
 - *Accept change, encourage others to do the same**
 - *Act as a role model for others**
 - *Create a positive work environment**

PROMOTE TEAMWORK

- *Be supportive and cooperative, adopt a we're in this together approach**
 - *Work with others to solve problems**
- *Communicate! Share important info with others in the team**
 - *Work with others to ensure service delivery quality**
 - *Recognise when someone needs assistance**
 - *Pull your weight**
 - *Muck in**
 - *Do not adopt a 'blame and fault' approach**

CHAMPION THE BRAND

- *Work to get the best for TNCT**
- *Work to gain positive exposure for TNCT with other organisations**
 - *Portray a positive image of TNCT**
- *Think creatively, find different ways of doing things**
- *Be positive, creative and supportive - live the mission, not enough to simply write it down**
 - *Be flexible and adaptive**

DELIVER RESULTS

- *Provide a service that surpasses expectations of all customers including the people we support, families, commissioners, our regulators**
 - *Ask for feedback on how to improve performance, demonstrate continuing learning**
- *Demonstrate enthusiasm in tackling tasks and activities, complete them to agreed standards**
- *Meet commitments and promises to the people we support, families and colleagues**
- *Show determination & tenacity when facing problems, do not give up easily, deal with setbacks in a positive way**
- *Identify outcomes, measure quality, develop choices for the people we support**

These values and behaviours are an agreed policy at TNCT and underpin excellent practice, innovation, inclusiveness, integration and empowering staff to empower individuals. To make sure that how we support people is connected to how we manage and lead. They form part of our staff appraisal system and our disciplinary procedures. LL/2018 Updated 2/19