

Our values

Supportive

Here when people need us

We listen to our clients and colleagues concerns and reassure them.
We encourage others to overcome challenges.
We create a working environment where people are encouraged and supported.
We ask after the wellbeing of our colleagues and encourage an open, sharing environment.

Non-judgemental

Treating all as equals

We respect that people are different.
We pay attention to different needs so that everyone is treated fairly.
We are discreet and sensitive when dealing with confidential information.
We challenge behaviours or actions we think are inappropriate or judgemental.

Respectful

Showing admiration for others

We listen to each other's opinions and put our own views forward in a constructive way.
We talk to others and encourage them to learn from successes as well as from conflict and difficult experiences.
We encourage professional behaviour and challenge inappropriate behaviour.
We respect the experience and knowledge of others.

Empowering

Giving others strength

We share our knowledge and experience with our colleagues and clients to support individual and organisational growth and development.
We encourage each other to achieve personal and professional goals.
We help our service users in finding the tools and techniques they might need to take control of their lives.

Honest

Trust in our honesty

We always set the correct expectations with clients when we work with them and are truthful about aims for their journeys.
We talk openly and appropriately with our colleagues about our feelings and work.
We are transparent about our funding and where our money is spent.
We share information appropriately and work with others to ensure the best possible outcome for our clients.
We gather facts before making decisions and don't rush to make a judgement.
We keep our promises.
We are clear in all our communications.