

## Trust's Vision and Values

Values	Behaviours	Love to see	Expect to see	Don't want to see
<b>Safe &amp; effective</b> We will work collaboratively to prioritise the safety of all within our care environment	<b>Safety</b>	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. To learn from mistakes and asks for help if they need it. .	Shows a lack of focus on safety and wellbeing in their day-to-day work
	<b>Raising concerns</b>	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Seeks and welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	<b>Communication</b>	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	<b>Teamwork</b>	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Cooperates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	<b>Reassuringly professional</b>	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease.	Passes on their negativity/ stress. Is critical of other teams or colleagues in front of others.
<b>Kind &amp; caring</b> We will act in the best interest of others at all times	<b>Welcoming</b>	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is ..'	Ignores or avoids people. Is rude or abrupt, appears unapproachable / moody.
	<b>Respectful</b>	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.

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<b>Kind &amp; caring</b> We will act in the best interest of others at all times		themselves.		
	<b>Helpful</b>	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and responsive in a timely way, compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my problem'.
	<b>Listen</b>	Makes time to listen and respond to people even when busy.	Listens and responds to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	<b>Appreciate</b>	Goes out of their way to make people feel valued for their efforts and achievements.	Acknowledges people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
<b>Exceeding expectation</b> We will grow a reputation for excellence as our norm	<b>Aiming High</b>	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	<b>Improving</b>	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	<b>Responsible</b>	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and demonstrates a positive attitude.	Avoids responsibility. Blames or criticises others.
	<b>Timely</b>	Always respects the value of other people's time.	Is on time, efficient and organised. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	<b>Makes connections</b>	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve or work with.