Behaviour Framework

The Behaviour Framework provides clear guidance to employees. It puts words into action and delivers on the promises made within our vision and values, put simply it's about **how** we work.

The Behaviour Framework is a set of core behaviours which define 'how' we are expected to approach our work and sits alongside 'what' we do as outlined in each of our job descriptions.

Behaviours demonstrate the attitude and approach we take to work, they are:

- Vision
- Values
- Behaviours
- Responsibility
- Leadership
- Working Together
- Excellence
- Trust & Respect

Responsibility

You take ownership of your work and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.

Everyone

- I understand how my role contributes to the overall success of the organisation
- I take personal responsibility for delivering high quality services
- I do what is required of me and encourage others to do the same
- I do what I say I'm going to do
- I am punctual and reliable
- I understand I have a duty of care and take this responsibility seriously
- I follow the organisation's policies and procedures
- I demonstrate a positive professional attitude
- I take pride in my personal appearance, wear my ID Badge and follow the dress code. I see myself as a representative of the Organisation
- I take responsibility for my safety and that of others around me including service users
- I use my initiative to solve problems and inform others when I am aware of potential issues
- I take responsibility for safeguarding vulnerable people
- I am flexible and adapt my ways of working when needed
- I acknowledge when I make mistakes and take responsibility for addressing and correcting them
- I report any absence in line with procedures
- I am proactive in dealing with risks and problems before they escalate
- I adopt a common sense approach
- I admit that I don't know everything and look for the opinions of others when solving problems
- I expect to be held accountable for my performance and actions
- I attend regular supervision and appraisals and play an active role in them.
- I seek to understand and engage with changes that are happening

Community Based Teams

- I read the Person Centred Plan at the beginning of each visit
- I identify changes in need or ability of individuals and report and record this appropriately
- I stay for the full time with each service user (unless they ask me not to)
- I follow my rota
- I let my co-ordinator know if I am running late so my service users can be informed
- I understand the importance of working to the organisation's medication policy
- I leave my own problems at the door – the individual is my priority for the time I am with them

Office Based Teams

- I involve the individual service user in developing and reviewing their person centred plan and ensure they are at the centre of the process (O)
- I ensure Person Centred Plans are detailed and include all of the information essential to support that person well (O)
- I make sure that I am available to service users, staff and other customers (O)
- I answer the phone by giving my name and the company name (O)
- I match staff to service users based on their skills, personality and training (O)
- I ensure care workers are well briefed before visiting a service user for the first time (O)
- I ensure the service is accessible and responsive to the needs of different service users (All)
- I co-ordinate services to ensure continuity and consistency of time (O)
- I let people know if their care worker is running late (O)
- I ensure that processes are built around customers and stakeholders (All)
- I ensure my working environment is clean, tidy and well presented (All)
- I treat confidential information in line with the organisation's policies (All)
- If I take a message I take full details and email it to the intended recipient (All)
- I respond to all messages, emails and other correspondence promptly (All)
- I plan my own time and workload to meet objectives (All)
- I balance competing priorities to meet standards and expectations (All)
- I take responsibility for ensuring the quality of services (All)
- Rotas are subject to continuous review to improve continuity, consistency of times, travel time and staff rotas (O)

- I adapt processes and ways of working to individuals (All)
- I offer training that recognises that people learn in different ways (CS)

Managers

- I understand the knowledge, skills and behaviours I need to lead manage and develop people effectively and take responsibility for ensuring I can deliver
- I take personal accountability for delivering my own and my team's results
- I set clear objectives and translate these into specific tasks for myself and others
- I check colleagues or staff are clear about what they have to do and why they have to do it
- I acknowledge that difficult situations and conflicts can occur and take action to resolve them
- I promote the effective use of resources in my team
- I gather facts before making decisions and don't rush to make a judgement
- I ensure an effective quality assurance framework is in place and adhered to
- I role model the organisation's values and behaviours
- I provide my teams with clear direction to enable individuals to have a strong sense of ownership and personal responsibility for the delivery of objectives and outcomes
- I monitor and review my performance and the performance of others to ensure the highest standards are being achieved

Leadership

You lead by example through your behaviours and professional approach to work; inspiring your colleagues and effectively managing your team to deliver results.

Everyone

- I live the organisation's values
- I lead by example
- I mentor others to support their development
- I question and challenge poor practice
- I play an active part in team meetings, contributing my views and ideas
- I encourage colleagues to treat each other as equal but different

Community Based Teams

- I support new staff and share my own knowledge and experience
- I shadow new staff and provide detailed and meaningful feedback to support their development

Office Based Teams

- I uphold the organisation's policies and procedures
- I promote good practice
- I am visible at all levels within the organisation
- I notice when colleagues and team members are unhappy, stressed or unwell
- I listen to people's concerns and seek to overcome challenges
- I make sure I am clear and fair and that people know where they stand
- I listen to service users, staff and others to understand the impact decisions have on them

Managers

- I ensure my teams know and understand the vision and values of the organisation
- I ensure my team know and understand what is expected of them
- I promote a supportive, fair, transparent and open culture

- I give frequent, open and constructive feedback and coach others to help them to improve their performance
- I make sure my team's direct observations, supervisions and appraisals take place
- I know how my team learn and develop and use this knowledge to lead performance improvements
- I work with my team to widen their knowledge and skills
- I am aware of and keep under review the day to day culture in the organisation including the experience and attitudes, values and behaviours of staff
- I create a working environment where people are encouraged and supported
- I make opportunities to bring people together to share information and best practice and to build relationships
- I work to build commitment and engagement and improve my team's behaviour
- I celebrate achievements and publicly acknowledge the success of individuals, teams, the organisation
- I thank people for their good work, especially when they go the extra mile
- I challenge and confront poor performance
- I hold others to account for adhering to the organisation's policies and procedures
- I regularly review the workload with my team and ensure it is appropriately resourced
- I consistently express an optimistic 'can do' attitude and encourage others to do the same
- I am motivational and drive positivity
- I give my team the autonomy to be innovative
- I lead by example influencing and inspiring confidence in others
- I continuously develop my leadership skills and those of others

Working Together

You work with others to deliver a high quality service; working in partnership, sharing information and supporting colleagues.

Everyone

- I work in partnership with internal and external partners to deliver the very best service
- I work in partnership with service users to ensure they are fully involved in every aspect of their service
- I recognise the importance of effective communication
- I communicate relevant information regularly and effectively
- I help and support my colleagues so that we work well together as a team
- I actively listen to other people's opinions and put forward my own views in a constructive way
- I turn up on time and prepared for meetings. I participate and willingly share my views and ideas
- I pull my weight – if I see that somethings needs to be done I do it rather than leaving it to somebody else

Community Based Teams

- When working on double up visits I work in partnership with my colleague.
- I ensure my written documentation is clear and detailed to provide colleagues with the information they need.
- I respond to communications from colleagues
- I attend and contribute to regular team meetings

Office Based Teams

- I facilitate and/or attend regular team meetings and cross departmental meetings
- I recognise the importance of working in partnership with external colleagues to achieve positive outcomes for service users
- I support service users and their families to be involved in the delivery of their service and our wider services

Managers

- I encourage and provide opportunities for partnership working
- I work effectively with other managers and offer support as required to achieve the goals of the organisation
- I pool resources with other managers

Excellence

You strive to deliver a high quality service that exceeds expectations. You have a positive 'can do' attitude and seek to continuously improve.

Everyone

- I am proud to work for the organisation
- I suggest improvements to the way we do things
- I take responsibility for improving my practice and the overall performance of the organisation
- I welcome feedback, even if it is critical and can demonstrate what action has been taken in response
- I regularly review what I do and how I do it to improve my personal performance
- I attend all mandatory and additional training required or suggested for my role
- I have an enthusiastic approach to learning and take full advantage of the opportunities offered
- I share ideas and practice with others
- I take personal responsibility for my own learning
- I ask for, listen to and accept feedback to improve my day to day performance
- I am open to new ideas and suggestions
- I am keen to learn from the skills and knowledge of others
- I use 'The Mum Test' every day to consider whether the service I am providing is good enough
- I am proud to promote the organisation and the services we deliver
- I am willing to go the extra mile

Community Based Teams

- I ask for additional training that may help me to better meet an individual's needs
- I ask myself what I can do to improve an individual's service
- I aim to make a difference every day
- I recognise the difference the 'little things' can make and make this part of how I do my job
- I ensure I make each individual smile at every visit
- I have an innovative approach and suggest different ideas to meet people's needs

- I take advantage of opportunities to be involved in shaping and developing services

Office Based Teams

- I understand who my customers are and why they matter
- I treat colleagues as internal customers
- I learn from concerns, complaints and incidents and share this learning
- I design, innovate and influence solutions to address inefficiencies.

Managers

- I promote and encourage an environment of continuous development and improvement.
- I talk to my staff and discuss ideas they have for improvement.
- I improve the customer experience by analysing, reviewing and redesigning processes.
- I improve and develop our services and shape the future of the organisation.
- I build networks locally, regionally and nationally to broaden my knowledge and experience and ability to provide expertise.
- I evaluate the effectiveness of communication and take steps to improve; leading and encouraging open communication at all levels across the organisation.
- I create opportunities to involve staff, service users and other stakeholders in the improvement of services.

Trust & Respect

You are aware of your impact on others. You value openness and listen carefully to understand the views of others. You promote the values of the Organisation and treat all with dignity and respect. You recognise the importance of building trust to deliver effective person centred services.

Everyone

- I see each person as an individual
- I make every individual feel that they matter
- I take time to listen and engage in conversation
- I ensure I understand each person's needs and make it my priority to meet them
- I tailor my approach to meet an individual's needs
- I talk to people appropriately and in a way they can understand
- I focus on building and maintaining open and honest relationships with colleagues, service users and their families and carers
- I am kind, caring and compassionate to both customers and colleagues
- I treat others as I would like to be treated myself
- I show concern for people's well-being and respond to needs quickly
- I am respectful and considerate
- I protect the dignity of service users, family members, customers and colleagues
- I promote equality and diversity
- I am non-judgemental
- I am aware of and take responsibility for how my attitude and behaviours can affect other people

Community Based Teams

- I have a warm and approachable manner to help put people at ease
- I smile, introduce myself, explain my role and why I am here
- I ask individuals how they like to be addressed
- I get to know my service users as a person and their history and interests. I use this knowledge to build trust and rapport
- I offer each individual choices
- I adapt my approach to each individual service user

- I recognise the importance of social interaction and the important role I play in people's lives
- I am patient and allow individuals time to do what they can for themselves
- I actively listen
- I demonstrate a real empathy for the people I care for
- I respect the individual's home and their right to choose how they do things

Office Based Teams

- I ask individuals how they like to be addressed and record this information for others
- I get to know my service users and develop a trusting relationship
- I offer more support to staff members that require it, in the way they need it
- I understand and promote respectful and compassionate behaviour in my teams
- I deliver on promises and do what I say I am going to do

Managers

- I recognise the individuality of my staff teams and adapt my management style to their needs
- I am approachable and have an open door policy
- I give staff the time, training and support they need to provide care in compassionate and person centred way
- I am supportive and understanding of my team's personal circumstances