

Our Behaviours

 Compassion	 Accountability	 Respect	 Excellence
We show kindness, caring and willingness to help others.	We take responsibility for our actions, behaviours, performance and decisions.	We value people's lived experience, feelings, qualities and views.	We support innovation, improvement and learning.
YOU WILL SEE THAT WE:			
- Show empathy towards other people. - Consider other people's emotions, thoughts and experiences and take action when I see someone struggling. - Show kindness and understanding to ourselves.	- Take ownership for doing what is expected of us and deliver outstanding care and services. - Always ensure that public money is spent in the most effective and appropriate way. - Speak up and report concerns, near misses and risks.	- Treat others with fairness, civility and dignity. - Take time to listen to, understand and respond to people with respect. - Speak up if we witness unwanted, inappropriate and/or harmful behaviour.	- Commit to achieving the highest possible standards in all aspects of our work. - Take a person-centred approach by considering other people's needs, preferences and values. - Effectively manage our time to ensure that we meet my objectives and deliver first-class care and services.
YOU WILL SEE THAT WE DO NOT:			
- Fail to listen to others to understand their lived experience, views, concerns and ideas. - Blame others and act in a selfish or uncaring way. - Avoid dealing with emotional situations.	- Set unrealistic expectations and not do what we say we will do. - Choose not to call-out individuals that are rude, uncivil or unkind to other people. - Ignore how our words, body language, tone and energy may negatively impact on others.	- Act in a rude, abrupt, unhelpful or disrespectful way. - Make assumptions and judgements about other people. - Treat people differently because of their background or identity.	- Compromise quality and safety in the things that we do. - Carry on doing what we always do without challenging existing norms where appropriate. - Act in an inflexible way, block innovation or fail to embrace new technologies.