

A framework of behaviours aligning with Compassion, Respect, Empowerment and Partnership with SCARF at their heart. To shape and drive a culture to achieve our strategic objectives and create a great place to work, for our people now and in the future.

## **COMPASSION**

We always...

- SC** Listen to and respond to the views, needs and wishes of those we care for and work with, treating everybody, including ourselves, with openness, honesty and kindness
- SCR** Consider the impact of our words and behaviours on others, even when conversations are difficult. Taking time to think and reflect before we respond
- SCR** When things don't go to plan, ask 'why has this happened?' not 'who is to blame?' without jumping to conclusions
- SCF** Maintain the dignity and safety of all those we care for and work with, acknowledging our own and others' vulnerabilities and courage
- C** Approach our work with warmth, enthusiasm and hope, which we share with others

## **EMPOWERMENT**

We always...

- SA** Take personal responsibility to improve the situation or escalate an issue or concern. We don't ignore issues or blame the system or others
- SF** Work hard to make sure all voices are heard, and people feel empowered and safe to speak up, encouraging through praise the efforts, courage, and achievements of everybody
- F** Hold in mind the importance of choice, and find ways to provide and communicate available choices to those we care for and work with
- F** Share expectations of ourselves and others with clarity and respect and are clear when something is outside of our control or we are unable to deliver
- S** Contribute new ideas and look to innovate, knowing we are safe to do so

## **RESPECT**

We always...

- S** Listen for and speak up when we see or hear about discriminatory or disrespectful behaviour
- CAR** Feel able to challenge with compassion and respect and are open to giving and receiving both positive and negative feedback
- SAR** Reflect on who we may have hurt (with actions or words) and have the courage to say sorry, seeking to put things right, learning as we do
- RF** Reflect to understand the impact of our own conscious and unconscious bias. Recognising, learning from and celebrating others' strengths, differences, knowledge and qualities. Especially the lived experience of those we care for and work with
- F** Make sure everyone feels welcomed, valued and respected equally, with tolerance and without judgement
- F** Actively look out for the needs of others and take action, especially when we notice they may need help or support

## **PARTNERSHIP**

We always...

- F** Seek to include others and play our part as a team
- SA** Recognise our own limits and, if required, are not afraid to seek support to maintain the level of service and care we provide, even if this is sometimes difficult
- R** Develop healthy relationships with our external and internal partners, challenging them if appropriate, with respect
- SF** Continually share our knowledge and expertise with others, listening to, understanding and learning from them in turn
- F** Recognise, value and build on the experience of the friends, families and communities we care for and work with
- F** Celebrate the work we do and the contribution of others, remembering to say well done and thanks

