

# Staff charter

## Staff are committed to:

### Putting our customers first

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- ☺ valuing customers and colleagues as individuals
- ☺ treating customers and colleagues with respect
- ☺ putting health and safety policies and training into practice

## Managers are committed to:

- ☺ giving staff reasonable and regular uninterrupted time
- ☺ understanding individuals' work and the pressures in their lives
- ☺ working with staff to identify hazards, assessing and minimising risks

## As an employer we are committed to:

- ☺ valuing staff as the key to our success in providing services
- ☺ treating customers and staff with respect
- ☺ providing safe and healthy working conditions and appropriate training

### Delivering what we promise

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- ☺ accepting and achieving the group's vision, values and aims
- ☺ adopting the group's service standards and meeting them consistently

- ☺ making objectives relevant to staff, and planning how they are to be achieved
- ☺ clearly communicating our service standards and what they mean to individuals

- ☺ setting clear objectives and planning effectively to meet them
- ☺ setting clear service standards and providing sufficient resources to maintain them

### Being open, honest and accountable

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- ☺ being open and honest
- ☺ accepting responsibility for individual and team performance

- ☺ being open and honest
- ☺ giving clear feedback on performance, addressing all issues

- ☺ being open and honest
- ☺ regularly providing feedback on performance

*continued overleaf*

**Staff are committed to:**

**Managers are committed to:**

**As an employer we are committed to:**

## Promoting equality and fairness

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- ☺ treating others fairly and welcoming diversity

- ☺ appreciating the unique qualities of each member of staff

- ☺ providing an environment of equality, opportunity and fair treatment where diversity is valued

- ☺ being consistent and fair in how we manage our people

- ☺ agreeing and setting realistic aims and targets

## Working in partnership

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- ☺ participating constructively in consultation

- ☺ joining briefing discussions, providing constructive feedback and asking for information when unsure

- ☺ acting responsibly within our agreed authority levels

- ☺ identifying internal barriers and putting forward solutions

- ☺ consulting with staff on how we work, through individual discussions, team meetings, briefings and the Staff Council

- ☺ communicating news to staff, providing opportunities for discussion and listening to what people say

- ☺ being clear about responsibilities and levels of authority

- ☺ giving the support and information people need to carry out their jobs effectively

- ☺ consulting staff on proposed changes to their terms of service, working arrangements, objectives and responsibilities

- ☺ communicating all significant matters that affect staff

- ☺ providing staff with the authority and resources to fulfil their responsibilities

- ☺ removing internal barriers to effective service delivery

## Always looking for ways to improve

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- ☺ taking responsibility for mistakes and learning from them

- ☺ contributing to our own learning and development and applying skills acquired from training

- ☺ speaking up about any ideas for improvement

- ☺ encouraging people to develop their experience, building on successes and learning from mistakes

- ☺ helping staff identify training and development to support their work

- ☺ encouraging ideas for improvement, and being open to ideas for different ways of doing things

- ☺ seeing mistakes as opportunities for learning and not for attributing blame

- ☺ identifying and supporting the personal training and development needs of staff

- ☺ acting on ideas for improvement