

Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

INTEGRITY

VALUING PEOPLE

EXCELLENCE

We will do the right thing whatever the circumstances

We will respect everyone and appreciate their diversity

We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet people's individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement

