

## HwH Values and Behaviours Policy

### Introduction:

HwH is proud to be a values driven organisation where its staff demonstrate behaviours appropriate to the organisation. Being *proactive* about making Healthwatch Hertfordshire work is a responsibility for all staff.

Healthwatch Hertfordshire (HwH) refreshed its values in 2016/17 and developed understanding of their application within the organisation, including a model for performance assessment based on our culture and values. HwH introduced values that embrace working together and professional behaviours that support the achievement of our vision and objectives. Together with the policies and the management approach outlined below, it provides clarity about common objectives and purpose, and the ways in which we can most productively work together.

Our Values are:

- Compassion and equality
- Influential
- Credible
- Independent
- Supportive

We strive to be an organisation that helps to improve health and social care and a place where staff want to work.

### Purpose:

HwH aims to provide a working environment and experience that reflects the above values and expects colleagues to conduct themselves in a way that is consistent with them.

Our vision and values set out the standards of behaviour we expect from staff and volunteers. The purpose of this policy is to ensure all staff and volunteers are aware of the standards and behaviour expected and demonstrate these values when carrying out their responsibilities.

The aim of the policy is to set out clearly the standards expected and the responsibilities of managers, staff and volunteers in the application of this policy, so that appropriate behaviours are in evidence in dealings with partners, members of the public and work colleagues.

Related HwH policies and documents include:

- Staff Handbook
- Customer Care Standards & Policy
- Individual Performance Assessment
- Volunteer Handbook

### Scope:

This policy is applicable to all staff (temporary and permanent) and volunteers. It applies to every aspect of an employee's or volunteer's role, in particular applies to interactions between staff and external partners and customers, as well as between work colleagues.

## **Management Approach:**

Healthwatch Hertfordshire aims to provide leadership and management which balances staff's individual ability to shape and grow with clarity of purpose and high quality performance e.g. empowering and at times directive, manage by performance not status, encourage autonomy and responsibility and seeing the bigger picture.

We strive for:

- Effective communication (active listening, reflectiveness, respectful)
- Solution focused and action orientated attitudes and behaviours (initiative, creativity)
- Equal opportunities and diversity (taking account of particular needs of a range of people)
- Responsive and flexible management support
- Clear goals and agreed targets
- Continual learning and development
- Development through personal support and challenging work
- Self-awareness and effective self-management
- Realistic and appropriate work programmes which fit with Healthwatch Hertfordshire's purpose and goals

## **Roles and Responsibilities**

The requirements of your role, and the skills and knowledge required to carry out your role and responsibilities are detailed in your job or role description.

For staff, Healthwatch Hertfordshire has a proportionate management system which includes work plans, quarterly reviews, development 1:1s, and ad hoc support.

For Volunteers the framework includes development sessions and/or 1:1s, and ad hoc support.

Employees and volunteers are:

- Expected to be aware of HwH values and demonstrate behaviours in accordance with these values
- Responsible for your own behaviour and conduct in a manner consistent with HwH values
- Expected to hold each other to account - take responsibility for reporting incidents of to their line manager/lead volunteer officer if they witness unacceptable attitude, behaviour or communication

Managers are:

- Responsible for ensuring staff are aware of the standards of behaviour and what is expected by HwH

- Responsible for leading and setting the standards of behaviour and how these are monitored
- Responsible for ensuring that where standards and behaviours are not displayed, action is taken under the appropriate guidance, policies and procedures

Human Resources will:

- Provide advice and guidance to managers on the application of this procedure
- Support employees through the employee package and managers through the HR service provider

**Procedure:**

Procedures have been produced to support this policy taking account of related policies, procedures and framework. These separate documents are saved on the shared drive.

**Reviewed and signed off at the Healthwatch Hertfordshire Board Meeting on:**

*Nuray Ercan*

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Signed by Nuray Ercan, as Company Secretary

**Responsible Officer**

Geoff Brown, Chief Executive