

HwH Values and Behaviours Policy

Introduction:

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

HwH upholds 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 trustees. 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

Scope:

This policy is applicable to all staff (temporary and permanent) and volunteers (including trustees). It applies to every aspect of an employee's or volunteer's role.

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)
- Equity, diversity and inclusion (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 a staff team member, and the skills and knowledge required to carry out their role and responsibilities are detailed in job or role descriptions.

Employees and volunteers are:

- Expected to be aware of HwH values and demonstrate behaviours in accordance with these values
- Responsible for 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

**Reviewed and signed off with minimal changes by the Company Secretary
on: 20th January 2026**

A handwritten signature in blue ink that reads 'Ivana Chalmers'. The signature is fluid and cursive, with 'Ivana' on the first line and 'Chalmers' on the second line, which ends in a large, stylized 's'.

Signed by Ivana Chalmers, as Company Secretary

Responsible Officer

Ivana Chalmers, Chief Executive