

# The Future Directions Way...



## OUR VALUES

Put people first – Be transparent – Go the extra mile – Be creative – Be adaptable

## The Future Directions Way...

I am very proud to be the Chair of Future Directions and I am also very proud of the valuable contribution that the vast majority of our staff make to improving the lives of the people we support. Being a social care provider, staff are our greatest asset and key to delivering a first class service and achieving the outcomes we strive for. You make a huge difference in the lives of vulnerable individuals.



I want Future Directions to build on its core values so that we continue to develop and provide the best services to the people we support and that each of them achieves the best possible life experience. Each and every one of you is the key to achieving this.

The message I want to send is very clear. To the majority of you who live out our values by demonstrating, on a daily basis, commitment to the people we support and to colleagues, families and external stakeholders – thank you and keep up the good work. However, we have made clear what is expected and if you cannot or will not live up to this expectation you need to give very serious thought to whether Future Directions is the right place for you to continue to work.

A handwritten signature in black ink that reads "Alan Jefferson". The signature is written in a cursive style and is positioned above a long, thin horizontal line that extends to the right.

Alan Jefferson  
**Chair**

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Future Directions is a values driven organisation and one of my key aims is to ensure that our core values are always at the heart of everything that we do, whether this is supporting individuals, working with each other, speaking to families or liaising with external organisations.

I enjoy seeing first hand how many people live out our values as these are our guiding principle and it is not possible to provide the best quality support to people without living out those values in practice. There is no place in the organisation for anyone who does not live out our values by putting people first, being transparent, going the extra mile, being creative and being adaptable.

The purpose of this document is to further clarify our expectations and what living out our values means. I know I can rely on your support in ensuring that we all endeavour to consistently demonstrate our values to make a difference to people's lives.



A handwritten signature in blue ink that reads "P. Braynion".

Paula Braynion  
**Managing Director**

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This document outlines the Values and Behaviours which inform how Future Directions does business throughout all our services and locations and makes a real difference to people's lives. This document provides a simple reference point to show what is expected from ALL employees at ALL times.

#### **The Future Directions Values are as follows:**

To put people first, To be transparent, To go the extra mile,  
To be creative and To be adaptable

The objective is to ensure that our values define the way we all think, work and act as Future Directions employees, resulting in the provision of quality, person-centred services to every individual that we support.

The Future Directions Way is aligned with The Codes of Practice for Social Care Workers which can be found on the Skills for Care website, as well as our operational policies and procedures.

#### **All staff need to be aware that:**

- Future Directions take the Values and Behaviours and points set out in this document very seriously.
- It is everyone's responsibility to be aware of and understand this document and the policies and procedures that apply to our roles.
- Anyone who is unsure of what course of action to take should check local policy, or discuss with a manager or the on-call managers.
- The Values and Behaviours within this document will form a basis for annual appraisals, job consultations and team meetings.
- Any failure to act in accordance with the Values and Behaviours or breach this document may result in disciplinary action, up to and including dismissal.

**Living out our values applies to everyone, in every role, throughout Future Directions.**

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In reviewing the performance of us all, we need to consider how we have demonstrated the Values and Behaviours outlined in this document, as well as how we perform against our other objectives.

The Values and Behaviours apply to all employees in all areas of the business, at all times and in everything that we do.

All colleagues will be expected to reflect on how they have applied the Values and Behaviours, as well as receiving feedback, as part of performance reviews.

To enable this, it is important that everyone understands our Values and the Behaviours that we want to see.

Here are some examples of how you can live out our values at work. The lists are by no means exhaustive, there will be many more ways that you can live out our values at work.

### To put people first

- Ensure that each individual have as much choice and control over their own lives as possible.
- When supporting someone, always provide support in a way that starts from a point that they have capacity to make decisions for themselves.
- Make sure you are fully familiar with and follow all the care and support plans in place for the people you are supporting. If unsure about anything, ask your manager.
- Put yourself in the shoes of the people that we support.
- Provide support that you would be happy to receive yourself, or for your mum, dad, sister, brother, son, daughter, etc to receive.
- Treat others how you would expect to be treated yourself.
- Do everything you can to meet the needs and the wishes of the people we support.
- If you sense that someone is unhappy, ask them if there is anything you can do to help.
- Be reliable, attend work on time, do not cancel shifts at late notice.
- Always put the needs and preferences of the person you are supporting before your own.
- Know the ambitions of the people we support and do everything that you can to help them to achieve these.

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### To be transparent

- When things go wrong, be honest and open. Aim to put things right.
- Keep thorough and accurate records relating to support, incidents, etc.
- Be open and honest at meetings, whether 1:1s or team meetings.
- Avoid gossip – if you want to know something, ask.
- If you have concerns, raise them with your manager.
- Be open and honest with external professionals.
- If you see something that concerns you, report to your manager or on-call.
- When things go wrong:
  - Apologise – it goes a long way to making things right again.
  - If you have to keep someone waiting (eg, you cannot achieve a deadline), let them know and tell them why.
  - Don't ignore a problem, tackle it. If you ignore it, it will only grow.



### To go the extra mile

- Go beyond what is expected of you and what is in your job description.
- Plan and organise events that people we support would like and enjoy – try something new.
- Explore the local community and find groups/events which people would enjoy and enable them to make friends.
- Support your colleagues when working positively in services.

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### To be creative

- Try new things that people we support might enjoy, not just the same activities week in week out.
- Share ideas with other teams throughout the service – others may benefit.
- Think of things that people might want to do that they haven't before – eg, holidays.
- Be imaginative in overcoming problems that you encounter rather than adding obstacles.
- Research new options to help support individuals – eg, technology, places to go, things to do.
- Support individuals to take positive risks where appropriate (but only after a thorough risk assessment has been done).
- If something doesn't work the first time, reflect and learn from it and try again.



### To be adaptable

- Be prepared to work in alternative homes as required for the needs of the people we support.
- Be willing to learn new skills which will not only benefit you, but will also benefit the people we support.
- Be flexible to meet the needs and preferences of the people we support.
- Move with the times and embrace change, rather than just accepting the way things are/have always been.
- Always strive to improve what you and we do.

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## How do we demonstrate that we meet our values?

We should all work to our values every day and in everything that we do while at work, doing our best by the people we support. However, discussions regarding how each of us are living out our values will form a key part of:

- **Team and Tenant's Meetings**
- **Job Consultations**
- **Personal Development Reviews (Appraisals)**

**If an individual fails to work within our values, this may be dealt with as a disciplinary matter which could ultimately lead to dismissal.**



*Living out the Future Directions values will make a big difference in the lives of the people we support and the outcomes we all want to achieve.*

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