

The Future Directions Way...

Personal Responsibility for Individual
Performance



OUR VALUES

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

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Working Together and Professional Behaviours



Dear Colleagues,

It's been a little over a two years since Future Directions CIC first introduced Our Values in 2015. These 2 years have been a time of change for our company and Social Care. We have faced, and will continue to face the challenges, yet as I look through this booklet, I'm proud of how our values positively influence our achievements and continue to guide the support we provide to people. Our values remain the very foundation upon which we will build and grow both our support and business.

This edition of the Future Directions Way reiterates those enduring values, and also updates them to develop our ways of working. For example, in this edition you'll see how our values influence developing a culture of personal responsibility and individual performance. I ask that you take the time to thoroughly review this edition of the Future Directions Way, and reflect on how each of us can 'live out' our values in every way.

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

Paula Braynion
Managing Director

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Introduction

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 in regards to taking personal responsibility for their performance.

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.

Our ability to succeed depends on the integrity, skill, imagination and teamwork of every Future Directions CIC employee. To this end we strive to create a workplace where every employee takes personal responsibility for their own performance and contribution in living out our values and applying them in every circumstance in the workplace, and with all people that we come in contact with.

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.
- Anyone who is unsure of what course of action to take should check local policy and procedure or discuss with a manager.
- The Values and Behaviours within this document will form a basis for annual appraisals, supervisions 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.

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Personal responsibility for individual performance-behaviours and standards

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. We ask that everyone makes a personal commitment to live the values and work to the following standards and behaviours.



Put people first

Behaviour: Takes personal responsibility

Love to see

Goes the extra mile, putting themselves out for the benefit of others.

Expect to see

Keeps eyes open for people who need help and takes action to help them or to find someone else who can.

Don't want to see

Avoids people supported or colleagues who need help.

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Be Transparent

Behaviour: Respect everyone's time

Love to see

Calm and positive under pressure.

Comes up with suggestions to improve things.

Expect to see

Does what they have committed to do.

Is punctual and values other people's time.

Is honest and open in all circumstances.

Don't want to see

Fails to manage time effectively.

Uses excuses for not completing tasks.

Persistent lateness and failing to be prepared.



Go the extra mile

Behaviour: Develop through learning

Love to see

Takes challenging opportunities for learning development for themselves and others.

Expect to see

Takes accountability for own performance and development and seeks out opportunities to learn and improve.

Is committed to personal development.

Don't want to see

Lack of interest in the value of learning for themselves or others.

Fails to take personal responsibility and accountability for completing training on time.

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Be Creative

Behaviour: Delivers the best outcomes

Love to see

Inspires others to follow best practice.

Finds better ways to deliver services to people supported.

Looks after each other and supports each other.

Expect to see

Work in a way that gets the best out of people.

Ensures people supported and colleague outcomes are prioritised in their day to day work.

Don't want to see

Tolerates or engages in practice that is not consistent with policy & procedures and not in the best interests of people supported and colleagues.

Prioritises personal or other activities ahead of activities that would most benefit people supported outcomes. Does not complete allocated tasks and leaves these for others to complete.



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Be Adaptable

Behaviour: Courage to give and receive feedback

Love to see

Proactively seeks and acts on feedback from people supported, families and colleagues to help improve their personal performance.

Is skilled in giving and receiving feedback to colleagues at all levels.
Teaches others to do likewise.

Expect to see

Offers, welcomes and acts on constructive feedback.

Says 'thank you' and 'well done' to others.

Don't want to see

Rejects or is dismissive of constructive feedback, and is reluctant to offer feedback or praise to others.

Uses their status to block feedback.

Refuses constructive criticism.



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As these behaviours are a new development for the Future Directions Way you may want to think about the following questions, or where appropriate use these questions as the basis for a discussion with your team members.

Professional Behaviours

- Am I clear about what is expected of me to help achieve results?
- Do I work with others to achieve my objectives?
- Am I a role model for the values?
- How am I using feedback to develop my work?
- How can I improve the way I do things?
- What learning and development am I engaged in?

This document outlines the responsibilities of all staff and the standards of behaviour your colleagues can expect in the workplace.

As an employee delivering support and working in a team it is your responsibility to understand this document and support the company values.

Working together, we can embed these values and standards of behaviour into our daily practice.



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