



The Edmund Trust competencies are linked to our Core Values.

They are about our behaviours:

- How we do things
- How we treat others
- How we expect to be treated



Core Values

The Edmund Trust believes in:

- Being user-led
- Treating everybody equally – with dignity and respect
- Encouraging innovation
- Quality and continuity
- Transforming lives
- The competencies are a helpful tool that should be used to clarify the behaviours expected of managers, staff and volunteers;
- They provide a “picture” of how staff, volunteers and management should behave in their work and towards others;
- They provide an opportunity for managers, staff and volunteers to celebrate their achievements;
- They apply to how we treat those who choose to use our services e.g. in supporting them to live their lives to their full potential and consulting them about service development.



The Edmund Trust

User-Led

Those who choose to use our services, their families and carers, our staff, volunteers, partners and other stakeholders determine and drive everything we do.



Organisational Responsibilities

We achieve this by:

- Using consultation to inform the development process
- Quality Assurance feedback
- Staff Forum
- Service User Forum
- Team Meetings
- Branch working groups
- Supervision
- Staff suggestion boxes

We will achieve this by:

- Developing a Quality Assurance Strategy
- Implementing robust feedback mechanisms
- Positively responding to feedback
- Communicating outcomes
- Reviewing, evaluating and where necessary refining our activities to ensure they remain people-centered
- Developing our membership services

Individual Responsibilities

We will achieve this by:

- Valuing the people we support and work alongside.
- Listening to and respecting the views of others.
- Making constructive suggestions for service development
- Recognising that people have a choice in accessing our services
- Consulting people as part of developing services
- Giving recognition for achievements
- Sharing good practice
- Challenging poor practice
- Reflecting on own practice.



The Edmund Trust

Equality and Diversity

Those who use our services, our staff and our volunteers are empowered to make decisions that affect their lives and work. They are consulted about the best ways of working and about change. We treat everyone equally, fairly and with respect.



Organisational Responsibilities

We achieve this by:

- Equality and Diversity Policy
- HR Policies and Procedures
- Training and Supervision
- Whistleblowing Policy
- Ensuring that all service users have equality of access to support.

We will achieve this by:

- Promoting positive behaviours in treating people with fairness, dignity and respect
- Ensuring that decision making is fair, transparent and consistent
- Monitoring and reviewing our decision-making.

Individual Responsibilities

We will achieve this by:

- Recognising people as individuals and that diversity benefits us all
- Seeking to understand people's backgrounds and points of view
- Treating people as our equals, with dignity and respect
- Treating people fairly
- Consulting people as part of decision making
- Empowering people to make decisions
- Taking responsibility for our own actions and decisions
- Giving recognition for achievements
- Sharing good practice
- Challenging poor practice
- Reflecting on own practice



The Edmund Trust

Innovation

We encourage innovation, creativity and flexibility. We are prepared to take risks in responding to opportunities that achieve our vision and mission and deliver services that respond to service user needs.



Organisational Responsibilities

We achieve this by:

- Having a robust business model
- Being open to new ideas and acting upon these
- Adapting services to meet service user needs and aspirations
- Staff Forum
- Service User Forum
- Staff suggestion boxes

We will achieve this by:

- Establishing a service user forum that is representative of all our service users
- Further developing our market research
- Increasing our awareness of national initiatives
- Improving our ability to respond quickly to opportunities

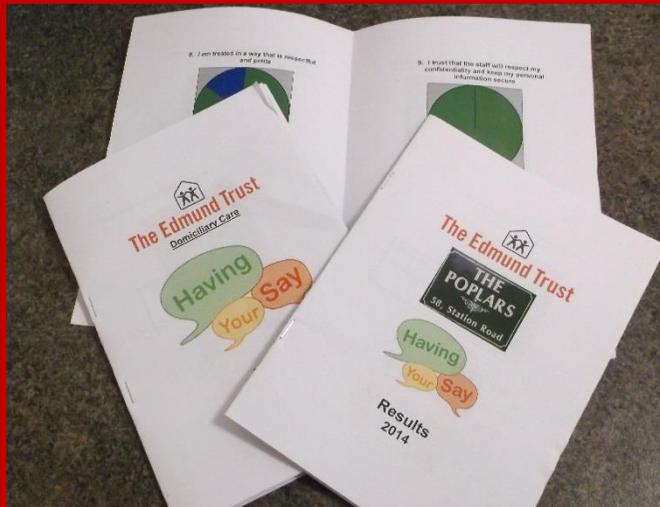
Individual Responsibilities

We will achieve this by:

- Contributing ideas and supporting others who make suggestions
- Listening to and acting on service user and staff ideas and suggestions
- Being flexible about what we do and how we do it
- Adapting support to meet service user needs and aspirations
- Being prepared to step outside of our comfort zone
- Praising good ideas and not blaming if things don't work out as planned
- Proactively looking for opportunities to develop services and referring on to other teams as appropriate
- Sharing good practice
- Challenging poor practice
- Reflecting on own practice

Quality and Continuity

We set ourselves high standards and make a commitment to providing continuity of support and services to benefit our service users.



Organisational Responsibilities

We achieve this by:

- Meeting and exceeding external standards
- Keeping consistency high standards
- Undertaking regular Q.A. Audits
- Investing in our people
- Supervision and performance reviews
- Robust financial management
- Offering continuity of care and support.

We will achieve this by:

- Developing a quality assurance strategy
- Implementing organisation-wide feedback and consultation mechanisms
- Involving all stakeholders

Individual Responsibilities

We will achieve this by:

- Working to a high standard
- Making constructive suggestions for improvement
- Proactively adopting new practice and change
- Continuously improving what we do
- Leading by example
- Working co-operatively between services and across the organization
- Setting targets and giving feedback on performance
- Seeking informal and ongoing feedback from users of our services
- Providing support and services that meet the changing needs of service users
- Sharing good practice
- Challenging good practice
- Reflecting on own practice



Transforming Lives

We seek to make a difference to people's lives. For service users and their families, this means improving their life experience for the better. For our staff it means investing in each individual so that they can realise their potential and achieve their very best.



Organisational Responsibilities

We achieve this by:

- Supervision, coaching and mentoring
- Listening to service users
- Service User Forum
- Providing services that meet service user aspirations
- Providing opportunities for development and promotion to staff within the organization

We will achieve this by:

- Implementing a training and development policy
- Implementing organization-wide feedback and consultation mechanisms
- Involving all stakeholders
- Ensuring that all service users have a support plan that supports their needs and identified their aspirations

Individual Responsibilities

We will achieve this by:

- Taking responsibility for own training and development needs
- Ensuring training and development needs are met; access to training is fair and transparent
- Encouraging and supporting people to learn, develop and meet their aspirations
- Encouraging service users to make informed choices
- Valuing the choices that people make
- Proactively seeking ways of meeting service user aspirations
- Sharing good practice
- Challenging poor practice
- Reflecting on own practice