

EXCELLENT WORK



Living Our Values Everyday



Stafford
and Rural Homes

Living Our Values Everyday

“Investing in empowering and growing the influence of our People”

At SARH we are passionate about our people and so living the values for all our people really does sit at the heart of everything we do.

Our five Values are simple and straightforward and describe the behaviours of the people at SARH:



Communication



Approachable



Respect



Empowerment



Support

This booklet has been created and developed by the staff at SARH. It describes the expected behaviours that all of our people have signed up to; “Living our Values Everyday”!

Communication



Everyone

- More face to face interaction less reliance on emails
- Smile and say “Thank you”
- Listen to others—don’t assume
- Be clear with your message and check understanding
- Be open and honest
- Get to know your colleagues/customers
- Walk the floor

Managers

- Lead by example
- Meet regularly with staff to update and share information
- Clear and concise messages
- Give open and honest feedback
- Consider your audience

Leaders

- Deliver and lead the Vision and Values
- Ensure fairness and consistency
- Demonstrate open and honest communication

Real People...Real Life

**Ambassador, Steve Rigby,
Technical Officer**



Steve always makes himself available to go that extra mile. When it comes to fire and flood damaged properties he liaises with residents to decant them in to suitable accommodation, often dealing with their personal and sentimental items, he coordinates the work to their home to ensure that the residents needs are taken into consideration and that everyone is communicated with effectively.

Approachable



Everyone

- Understand own strengths and weaknesses
- Make an effort—everybody matters
- Be available
- Be willing to learn and improve
- Make time for people
- Consider your impact on others
- Be visible
- Understand your audience
- Positive body language—a smile goes a long way

Managers

- Get to know your people
- Praise people for doing a good job
- Treat people fairly and consistently
- Be warm and welcoming
- Open door policy
- Make time to CARE

Leaders

- Lead by example

Real People...Real Life

Ambassador, Alisa Douce,
PA to the CEO



Alisa is exactly what the PA to the CEO should be. She is always loyal, supportive, approachable, hard working and efficient. Willing to go the extra mile on all occasions.

Often reacting to very tight deadlines with great humour, skill and commitment.

Respect



Everyone

- Respect people's differences
- Understand and listen to other peoples opinions
- Respect peoples time
- Respect customers views
- Respect different ways of working
- Establish and build relationships at all levels
- Believe in yourself and others

Managers

- Encourage team working within and across teams
- View all work from the customers perspective
- Respect different people's ways of working
- Accept responsibility for your teams

Leaders

- Value contributions from everybody
- Encourage teams to work together
- Always seek to improve ways of working

Real People...Real Life

Ambassador, Joe Sproston,
Customer Services Officer



When I think of an ‘Ambassador’ I think of somebody you could pick to represent your company in any place, any circumstance and at any time. They would do it with calm confidence, charm and dignity. You would trust them to be your company representative. This is Joe, he is the front face of SARH!

Empowerment



Everyone

- Be accountable and take responsibility
- Make a decision and back it up
- Speak out if something is wrong
- Ask for help if you need it
- Learn more Everyday
- Never give up, keep trying
- Come with the solution not the problem
- Don't be afraid to make mistakes—important to learn from them

Managers

- Create a safe environment for people to grow and develop
- Give clear objectives to help guide staff to succeed
- Give confidence to staff to take decisions
- Ask for your teams input on decisions
- Have faith in your teams abilities
- Trust your people
- Be inclusive

Leaders

- Commit to invest in developing and growing the influence of people
- Unlock and grow talent within the organisation
- Create opportunities

Real People...Real Life

Ambassador, Natalie Tilsley,
Accountant



She always demonstrates an impeccable work ethic. She is always very committed to ensuring she delivers the right information and support to her business partners. After an operation she took it upon herself to work from home as she could not drive. She kept in touch with work colleagues and completed her work to the same high standard as usual.

Support



Everyone

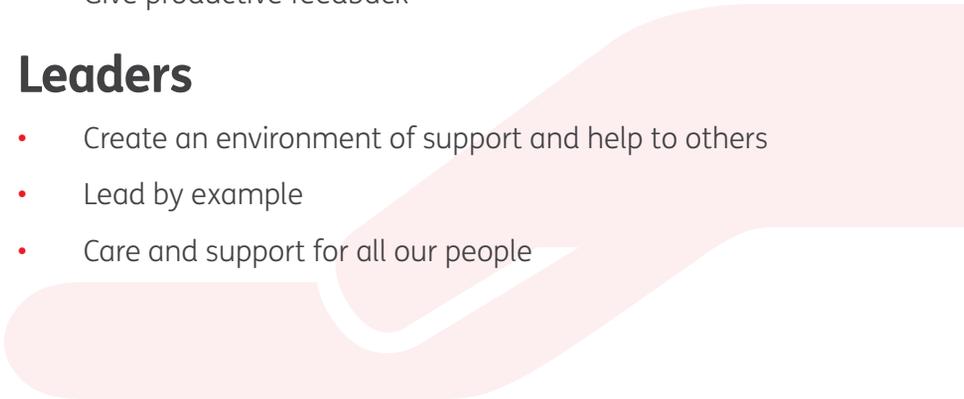
- Support each other
- Make time to get to know each other
- Always listen and be willing to help others
- Come with a solution
- Encourage delivery of people's ideas

Managers

- Take responsibility for your staff
- Listen to your staff and care
- Work as a team
- Work and help others
- Offer guidance and support to peers
- Take action and make things happen
- Give productive feedback

Leaders

- Create an environment of support and help to others
- Lead by example
- Care and support for all our people



Real People...Real Life

Ambassador, **Sally Bowers**,
Governance and
Performance Administrator



Sally was nominated by four separate individuals all praising her for her support to them during times when they needed help or an extra pair of hands. She has supported the Customer Call team at short notice, other teams with important documentation for Board, and her own team everyday.

Thought of the Day

“Success seems to be connected with action. Successful people keep moving. They make mistakes but they don’t quit”

Conrad Hilton

Its all about how you choose to be!

We hope you have enjoyed reading this booklet.

“Living our Values Everyday” will make SARH a great place to work and help us to continue to deliver an excellent service for our customers.

Living Our Values Everyday



Communication



Approachable



Respect



Empowerment



Support

Stafford and Rural Homes,
The Rurals, 1 Parker Court,
Staffordshire Technology Park,
Beaconside, Stafford
ST18 0WP

t. 0800 111 4554

w. www.sarh.co.uk

e. excellent.training@sarh.co.uk



EXCELLENT WORK