

PEOPLE CHARTER

Shared expectations for quality of working life

Introduction

The Charter aims to promote positive relationships and good employment practice to achieve the organisation's mission and goals.

Values and scope

Everyone, customers and colleagues alike, will be valued, treated with respect and supported to achieve positive outcomes.

People Charter Statement

We encourage everyone to:

- contribute towards positive outcomes within our work;
- develop trust by being open and honest;
- show mutual respect;
- build working relationships through effective management and leadership skills;
- recognise and reward effective contribution;
- keep others informed about developments that may affect them;
- realise their full potential and to continue their personal and professional development;
- promote positive health and well-being;
- promote the value of flexible working to support work–life balance.

Contribute towards positive outcomes within our work

Practice Solutions will ...	People should ...
<ul style="list-style-type: none"> • Involve you in setting the goals and objectives; • Help you understand how your role contributes towards achieving this. 	<ul style="list-style-type: none"> • Actively contribute to setting the goals and objectives; • Be clear of your role and your contribution towards achieving this.

Develop trust by being open and honest, and show mutual respect

Practice Solutions will ...	People should ...
<ul style="list-style-type: none"> • Treat you with respect and trust; • Actively promote and celebrate diversity and equality; • Provide an environment that is people-orientated, open and fair. 	<ul style="list-style-type: none"> • Show courtesy and respect to all; • Always use their role appropriately and responsibly; • Value difference and the opportunity to share knowledge and skills in a diverse community.

Build working relationships through effective management and leadership skills

Practice Solutions will ...	People should ...
<ul style="list-style-type: none"> • Provide a clear sense of direction for your work; • Ensure appropriate levels of coaching, support and guidance; • Encourage creativity and innovation to be drawn upon wherever possible; • Invest in the development of management skills and knowledge. 	<ul style="list-style-type: none"> • Act with integrity and trustworthiness and be accountable for their professional conduct; • Work co-operatively with and support managers and colleagues to build good working relationships; • Seek guidance and support as required; • Seek to resolve issues and problems at work constructively and promptly.

Recognise and reward effective contribution

Practice Solutions will ...	People should ...
<ul style="list-style-type: none"> • Set individual and team objectives that are realistic and challenging; • Provide a constructive and effective performance framework, together with formal and informal support and information; • Regularly review progress; • Acknowledge achievements and reward appropriately. 	<ul style="list-style-type: none"> • Be responsible for reviewing their own performance; • Actively seek to improve their performance and to innovate where appropriate; • Contribute to planning and objective setting; • Keep their line manager informed about the progress of their work and any problems that may arise.

Keep others informed about developments that may affect them

Practice Solutions will ...	People should ...
<ul style="list-style-type: none"> • Consult you about plans that may impact upon you; • Consider all ideas to help the organisation work as efficiently and effectively as possible; • Listen to all views or concerns expressed without repercussion. 	<ul style="list-style-type: none"> • Communicate their views, ideas and concerns through relevant channels; • Actively participate as appropriate; • Where possible, contribute to the organisation beyond the immediate responsibilities of their role.

Realise their full potential and to continue their personal and professional development

Practice Solutions will ...	People should ...
<ul style="list-style-type: none">• Conduct a full induction when joining the organisation;• Provide training and support to develop or update your work skills and knowledge;• Take part in regular performance and developmental review processes.	<ul style="list-style-type: none">• Take responsibility for their own ongoing learning and development;• Take advantage of learning opportunities;• Develop their skills and knowledge in their current role and be flexible in the face of future changes;• Use their experience and skills to help others learn.

Promote positive health and well-being

Practice Solutions will ...	People should ...
<ul style="list-style-type: none">• Actively communicate health, well-being and safety policies;• Ensure workloads are realistic and achievable;• Promptly address work-related stress issues;• Provide access to information and appropriate forms of support;• Treat you with understanding and sensitivity when ill and be supportive on your return.	<ul style="list-style-type: none">• Respect health, well-being and safety policies• Promote their own health and well-being and take their full holiday entitlement• Refrain from regularly working an excessive number of hours a week;• Support colleagues who suffer from ill health or other impairments.

Promote the value of flexible working to support work–life balance

Practice Solutions will ...	People should ...
<ul style="list-style-type: none">• Promote flexible working consideration that supports personal, domestic and family commitments;• Not penalise you for working flexibly.	<ul style="list-style-type: none">• Show consideration for colleagues with different working patterns;• Balance their own needs against the needs of colleagues.