

ADOPTION WEST VALUES

	Trust & respect	Excellence	Responsibility	Engaged leaders
Empowering people	We value and encourage others to share their ideas and opinions and trust in their capability to take decisions within their roles.	We focus on developing our skills to empower our colleagues and deliver great services in our communities.	We take responsibility for our actions and ensure we protect Adoption West, we learn from our challenges and share our experiences to continually improve our services.	<p>We give our teams responsibility and trust them to deliver great service. We give our teams the support and encouragement they need and take the time to understand their strengths and how to get the best out of them</p> <p>We are open and honest and share information and Adoption West's expectations, ensuring there is transparent decision making.</p>
Innovation	We respect, consider and value different opinions, perspectives and ideas to drive innovation in our services.	We continually look to identify new creative and commercial opportunities to improve how we work and deliver our services.	We identify and drive digital and creative improvements to ensure that our customers get the best value from our services.	<p>We create an environment where teams can take informed risks and are encouraged to learn and develop.</p> <p>We inspire our teams to find new ways of working to improve the customer experience and to maximise service delivery. We listen and allow everyone to participate, ensuring all voices are heard.</p>
Collaboration	We collaborate in an open and honest way, recognising each other's challenges and contributions, and celebrating successes. We are respectful and supportive of each other and work together to find solutions.	We expect and encourage high standards from ourselves and others and share ideas and information to improve the delivery of services in our communities and how we work together.	We share knowledge, constructively challenge and feedback with each other, and take ownership to ensure we all deliver the best outcomes in our communities.	We role model excellent communication and teamwork with other teams and our partners to build effective working relationships in order to deliver a great service and our corporate priorities.