

# Our Values.



**How we conduct ourselves is just as important as what we do.**

Our core values are the principles that guide us every day in how we support our service users, their families and our staff team. They represent our highest priorities and the driving force behind every decision that we make, no matter how big or small.

At Brighter Horizons we:



**put people first**



**have integrity & respect**



**are inclusive and accessible**



**have fun**

## **At Brighter Horizons we put people first.**

We believe that our service users and our staff are the most important thing about us and that relationships are at the heart of everything we do. We aim to offer a safe and supportive environment in which service users are empowered to try new activities, to build upon their existing skills, increase their confidence and achieve their goals. We also believe that investing in, and celebrating, our staff is crucial to our success.

## **At Brighter Horizons we have integrity and respect.**

We believe that to have integrity is to act professionally, to take responsibility for our actions and to be honest with ourselves and our colleagues. We know that a strong team, and the best service, is built on honesty, trust and mutual respect.

## **At Brighter Horizons we are inclusive and accessible.**

We believe that everyone is unique and has a right to be themselves. We also believe that everyone has an equal right to access and receive the same level of support from our services and that everyone should be treated fairly. Just as our service users are unique, so is our team. We welcome different approaches amongst our staff, recognising that our team will have different skills and experience and that 'one size doesn't fit all'.

## **At Brighter Horizons we have fun.**

We believe that having fun is central to our sense of wellbeing and that we learn better when we are enjoying ourselves. Everyone has the right to have fun together and we believe that this fosters an environment of equality, helping us to focus on what we can achieve both personally and as a team. We also recognise that everyone (service users and staff) have different interests and passions and we encourage the pursuit of these.



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This means that we do our best, because that's what our service users deserve. We:

- Provide high quality person-support care and support for each service user.
- Celebrate individuality and encourage everyone to be themselves, recognising that we all make a unique contribution to our centre.
- Recognise that everyone learns at a different pace and so we offer a range of activities that promote empowerment and learning and that are suited to a range of needs.
- Promote dignity and respect in all aspects of our care.
- Support service users to make positive and informed and life choices.
- Recognise an individual's personal agency by seeking consent and input to make decisions jointly.
- Demonstrate empathy and compassion in all of our relationships; with service users, parent-carers and each other.
- Use our influence over others wisely, so as to build people up.
- Are kind to ourselves, recognising our own needs and feeling proud when we have done a good job.
- Regularly review and reflect on our own practice in order to become better at what we do.
- Are generous with our time in order to support our colleagues.
- Invest time in communicating information well so colleagues don't feel left out.
- Recognise and reward staff fairly and equally.
- Say thank you to one another



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We believe that to have integrity is to act professionally, to take responsibility for our actions and to be honest with ourselves and our colleagues. We know that a strong team, and the best service, is built on honesty, trust and mutual respect.

This means that we conduct ourselves in a professional manner at all time, holding ourselves and each other to a high standard. We:

- Keep our word and do what we say we will do. If we can't keep our word we are honest about it.
- Are diligent and conscientious in ensuring that all of our responsibilities are maintained.
- Follow policies and procedures and own up to when we haven't.
- Take responsibility for keeping ourselves up to date with information about service users.
- Recognise that our colleagues may do things differently to us and, that because this makes us stronger as a team, we make an effort to learn from each other.
- Are transparent in our decision making, allowing ourselves and or thinking to be challenged so that we can achieve the best outcomes for service users.
- Are proactive and use our initiative to solve problems in order to get the job done to the highest standard we can.
- Are consistent in how we treat our colleagues and service users so no-one is fearful of approaching us.
- Are honest in our communications but always try to talk our colleagues up, not down.
- Go the extra mile to take responsibility for a job that we can see needs to be done.
- Treat each other fairly and deal with conflict appropriately.
- Actively listen to, and consider, our colleagues opinions and ideas.
- Are punctual, recognising our mutual commitment to one another.
- Are receptive to feedback.



## At Brighter Horizons we are inclusive and accessible.

We believe that everyone is unique and has a right to be themselves. We also believe that everyone has an equal right to access and receive the same level of support from our services and that everyone should be treated fairly. Just as our service users are unique, so is our team.

We welcome different approaches amongst our staff, recognising that our team will have different skills and experience and that 'one size doesn't fit all'.

This means that we stand against ableism and all other forms of prejudice. We:

- Design and deliver a programme of fully accessible activities that caters for a range of disabilities and which is adapted to the needs of individual service users.
- Adopt a model of inclusion which recognises the importance of belonging, empowerment, fair progression and respect.
- Provide service users with personal choice to enable informed decisions.
- Provide opportunities for service users and their families to have their voices heard by inputting into how their service is run, through face to face meetings, surveys, a service user forum and in other ways.
- Invest in staff training and resources in order to build a team of subject specialists, to develop our skills in working with adults with learning disabilities and autism and to help service users who exhibit behaviours that challenge and/or sensory needs to engage positively in activities.
- Proactively keep our language up to date and support each other when we make mistakes
- Employ diversity monitoring practices to ensure that our team and our service users reflect the diversity of our local community.
- Take opportunities to celebrate a range of religious and cultural festivals as well as individuals' personal heritage and cultural backgrounds.
- Learn from each other, embracing new ideas and ways of working.



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This means that we:

- Provide opportunities for service users to have fun.
- Provide time each day for service users to socialise with their friends.
- Consciously adopt a positive mental attitude about everything we do.
- Enjoy laughing and encourage everyone to develop their sense of humour.
- Recognise that it's ok not to be happy all the time!



# Our Behaviours.



To live out our values, our team focuses on positive behaviours.



## putting people first

We are **supportive, empathetic**  
And **encourage independence.**



## inclusive and accessible

We are **adaptable, flexible** and  
**open-minded.**



## integrity & respect

We are **honest, professional**  
and take **responsibility.**



## have fun

We have a **positive outlook,**  
**promote wellbeing** and **laugh a lot.**