

Values and why they matter

Our values reflect what matters most to us. They influence every decision we make and every action we take. The values are brought to life through our behaviours - over time, these repeated behaviours build a professional identity and reputation that others recognise and trust.

Ask someone what 'reliability' means and they might struggle. Ask them what a reliable colleague does, and they'll answer straight away - they reply to messages, they show up when they say they will, they tell you early if something's slipping. That's the whole idea: People experience what we actually do. **A value only becomes real the moment it turns into an action.**

Standards for how we work

A task can be completed and ticked off. Values are different - you don't ever finish being respectful, and there's no day when trust is "done". Our values are not aspirations, and they are not words on a wall. They are the standards for how we work with each other, so that we deliver for each other and our residents.

That matters, because our work throws up hard, messy, human situations most days - a resident who's angry for good reason, a decision with no clear answer, a moment where the kind thing and the efficient thing aren't quite the same. In those moments, the values are what you come back to:

We succeed together

We keep our word

We do better every day



We succeed together



We keep our word



We do better every day



We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

Respect

I treat every colleague with respect regardless of their role or level.

Inclusion

I listen to and include people whose perspectives are different from mine.

Belonging

I ask for what I need to do my job and make sure others feel valued and part of the team.

Collaboration

I work across team boundaries and do not operate in silos. I am approachable, ask for help when I need it and offer it to others.

Celebration

I recognise and celebrate the contributions of others promptly and specifically.



We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

Responsibility

I make sure I know what is expected of me and take responsibility for the quality of my work.

Integrity

I treat colleagues and residents fairly and do the right thing.

Ownership

When I see something that is not working, not right or not safe, I do something about it.

Reliability

I do what I say I will do and tell people promptly when plans change or if something will take longer.

Trust

I speak up about issues with quality, standards and behaviour, and I listen when others raise them, even when it feels difficult.



We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Pride

I hold myself to high standards and take pride in the work that I do at NHG.

Learning

I learn from successes and failures and use insight and knowledge to do things differently.

Improvement

I actively look for better ways to do my job and always share ideas for improvement.

Innovation

I am open to new ways of doing things and I try them rather than defaulting to how we have always worked.

Growth

I look for opportunities to learn, grow and use my strengths, and I support the people around me to do the same.