



### What people like and admire about us...

- We are as passionate about making a difference for people as you are
- We are serious about looking for ways to listen and communicate that work
- We value opportunities for finding out more and learning
- We are good at finding creative ideas and solutions
- We make decisions even when that is difficult and we check that things get done
- We try to be open and honest about what goes wrong as well as celebrating what is really good.
- We are approachable and always interested to hear about what matters to everyone involved with the Dimensions Group

### What's important to us...

- Fairness and equality for all – to ensure that people have choice and control in their lives
- That we work together to help the Dimensions Group be successful and the very best it can be
- That we get out and about to meet with and listen to, and understand the real life experience for people we support, tenants, our colleagues, families and other partners
- That we recognise good practice and build on it
- That we maintain high standards in what we do and right across the organisation
- That we make a positive contribution and difference to Dimensions and all the people supported by it and working for it

### How to support us well at work...

- Talk to us about what really matters to the people we support, tenants, families and to colleagues
- Give us the information we need so we can understand the issue and make good decisions
- Allow us time to think, prepare for discussions, consider all the options and work through solutions
- Allow us to ask questions – and we will listen
- Be honest – we will try to learn from what you tell us rather than look for who to blame.
- Bring us ideas – we like to be challenged in our thinking
- Let us know sooner rather than later if there is a problem then we have more chance to help to sort things out
- Invite us to come and spend time with people we support and tenants – we really enjoy it!