What people like and admire about us ....

- We are friendly and easy to talk to.
- We have broad shoulders and are not afraid to stand up for our customers even if it makes us unpopular.
- We know what we are talking about – and we have great partnerships to support our work.

What is important to us ....

- Being honesty and trustworthy
- Being a team
- Motivation to provide a quality service
- Our wide ranging professional expertise
- Finding the right jobs for the right people
- Being able to think “outside the box” to find solutions
- Person centred and flexible attitude
- Confidence to make big decisions
- Doing the right thing
- Doing our best
- Realising and embracing the idea that one size doesn’t fits all
- Promoting independence
- Making a difference

How to support us well at work ....

- Understand what we do, we do not provide a day or care service, we help support customers on their pathway into paid employment this may include work experience, voluntary work and other work related activities.
- Be truthful and transparent when dealing with us – talk to us, communication is a key part of how we work.
- We can work with any situation as long as we know about it so give us all the available information. Full information produces a much more satisfactory outcome for everyone.
- We need time to work with customers to find out what they want, what they like, and to find the right matches for that person.
- We are here to help, not to judge. All of our customers are individuals and we will do what we can to work with them to try and achieve their goals.
- Support us, together we can help the customer achieve their aspirations.
- Don’t promise the earth – we need to raise aspirations but not in an unrealistic way.