

Appendix 1

THE SURREY WAY – Proud of the work we do for our residents

What do we mean by the Surrey Way?

This is:

- What we stand for
- How we treat each other and
- What we do around here to ensure our residents receive excellent services

What makes up the Surrey Way and how do we communicate and demonstrate these things:

- **What we stand for** – *Our Values*
- **Our Strategy** – *new Corporate Strategy*
- **Our Customer Promise** - *Our commitment to delivering excellent service*
- **How our teams work as One Team** – *Team Talks, Team meetings, Team Away Days*
- **How we help people develop and grow** – *My Learning*
- **How we help our staff stay safe, healthy and well** – *Extensive well-being support, EAP, Fairness Champions, Health Checks, Campaigns, Flexible Working & Time to Change, Health & Safety Management System*
- **How we make workspaces better for our staff** – *Better Place to Work Project*
- **How we recognise & reward our people** – *My Benefits, Pay Strategy*
- **How we support young people to make a great start in life** - *Apprenticeships, Graduate Programme, Work Experience, Traineeships, Internships*
- **How our staff give something back** – *Volunteering*
- **How our staff help our Looked After Young People** – *Sponsorship Scheme, Traineeships*
- **How we lead** – *the Behaviours*
- **How our people engage with each other** – *the Engagement Strategy*
- **How our Members & Officers work together as One Team** – *Working Together Programme*
- **How we help our Leaders** - *Coaching, HPDP, Engagement Strategy*
- **How we improve our performance** – *Appraisal*
- **How we help people resolve differences** – *Restorative Approach, Mediation, Coaching Pool*
- **How we attract & recruit people who align with our values** – *Recruitment Strategy, recruitment video*
- **Our Journey** – *the video*

These aren't just "things we do"; this is how we are

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