

Document Name:		Values in practice
Review Schedule		Every two years
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Owner (Responsibility)		Chief Executive Officer (CEO)
Document Description:		
<p>This policy sets out the expectations for all staff and volunteers at Age UK Wiltshire & Age UK Southampton when putting our values into practice. It reflects our organisations commitment to fostering an inclusive, respectful, and high-performing workplace.</p> <p>Our values, Person Centred, Trusted, Empowering, and Ambitious, guide how we work with each other, our clients, and our wider community.</p>		
Implementation & Quality Assurance		
<p>Implementation is immediate, and this Policy shall stay in force until any alterations are formally agreed.</p> <p>The Policy will be reviewed every two years by the Board of Trustees, or sooner if legislation, best practice or other circumstances indicate this is necessary.</p> <p>All aspects of this Policy shall be open to review at any time.</p>		
Revision History		
Revision date	Summary of Changes	Other Comments

Glossary of Terms

AUKW – Age UK Wiltshire

AUKS – Age UK Southampton

Board – Board of Trustees, the collective term for all Trustees (see below)

CEO – Chief Executive Officer, the most senior paid employee within the charity, accountable to the Board of Trustees

the Charity – Age UK Wiltshire & Age UK Southampton

Client – an individual in receipt of support from one or more of AUKW & AUKS services

Staff – collective term for all paid personnel within the charity irrespective of their contract type; includes both employees and casual workers

Trustees - The people who share ultimate responsibility for governing the charity and directing how it is managed and run. The Trustees are legally responsible for the charity. Trustees are volunteers and are not paid other than reimbursement of expenses.

Volunteers – the unpaid personnel of the charity, volunteers give their time freely and are not obliged to do work for the charity, equally the charity is not obliged to provide them with work, volunteers do not have rights under employment law.

Core Expectations

Our values, **Person Centred**, **Trusted**, **Empowering**, and **Ambitious**, guide how we work with each other, our clients, and our wider community.

1. Person Centred

We are holistic, caring, and compassionate:

- Treat colleagues, clients, and partners with dignity, respect, and compassion.
- Listen actively and seek to understand individual needs, backgrounds, and perspectives.
- Recognise each person's uniqueness and adapt our approach accordingly.
- Offer support and encouragement to promote wellbeing and resilience.
- Uphold EDI by valuing differences and challenging stereotypes or assumptions.

What good looks like:

- Listening without judgment and showing empathy.
- Adapting communication and support to meet the needs of individuals.
- Offering support to colleagues in challenging situations.
- Valuing each person's unique experience and identity.
- Respecting boundaries while being approachable and kind.

What is not acceptable:

- Dismissing or ignoring someone's concerns.
- Using language or behaviour that is disrespectful or demeaning.

- Making assumptions about people's needs or abilities.
 - Excluding individuals based on background, identity, or circumstance.
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2. Trusted

We are professional, reliable, and honest:

- Act in a professional manner with integrity and transparency in all interactions.
- Deliver on commitments and take responsibility for actions.
- Maintain confidentiality and handle data/information responsibly.
- Uphold professional boundaries while showing compassion.
- Ensure fairness and consistency, avoiding bias or favouritism.

What good looks like:

- Delivering work on time and to a high standard.
- Being open and transparent about challenges or mistakes.
- Maintaining confidentiality and safeguarding information.
- Acting with fairness and consistency in decision-making.
- Keeping promises.

What is not acceptable:

- Withholding information or being dishonest.
 - Breaking confidentiality or misusing sensitive data.
 - Showing favouritism or treating people unequally.
 - Blaming others instead of taking responsibility.
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3. Empowering

We nurture independence and ownership:

- Encourage colleagues and clients to take initiative and make informed decisions.
- Share knowledge and skills generously to build confidence in others.
- Provide constructive feedback that promotes growth.
- Celebrate achievements and recognise contributions.

- Foster an inclusive environment where every voice is heard, and diverse perspectives are welcomed and valued.

What good looks like:

- Encouraging colleagues and clients to contribute ideas.
- Providing constructive feedback that helps others grow.
- Sharing knowledge and mentoring where possible.
- Recognising and celebrating achievements.
- Creating space for diverse voices and perspectives.

What is not acceptable:

- Taking credit for others' work.
 - Discouraging new ideas or shutting down contributions.
 - Ignoring or talking over people.
 - Creating dependence instead of supporting independence.
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4. Ambitious

We strive for the best for our staff, clients, and organisation:

- Demonstrate commitment to personal and professional development.
- Embrace innovation, continuous improvement, and creativity.
- Set high standards and support others to achieve their goals.
- Work collaboratively towards shared organisational success.
- Promote equity of opportunity and advocate for positive change.

What good looks like:

- Setting high standards and supporting others to achieve them.
- Seeking out opportunities for learning and improvement.
- Collaborating to achieve shared goals.
- Driving innovation and positive change.
- Advocating for fairness and equity in opportunities.

What is not acceptable:

- Settling for poor standards or 'just enough'.
- Resisting change without reason.

- Undermining colleagues' or the organisation's success.
 - Creating barriers to others' growth or opportunities.
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Equity, Diversity, and Inclusion (EDI) Expectations

EDI underpins all our values. Every staff member and volunteer is expected to:

- Actively promote equality and challenge discrimination, prejudice, or exclusion.
 - Respect and value diversity of thought, background, culture, and identity.
 - Consider accessibility and inclusivity in all aspects of work.
 - Reflect on their own behaviours and biases and take steps to address them.
 - Contribute to creating a workplace where everyone feels safe, valued, and able to thrive.
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Accountability

All staff and volunteers are responsible for upholding our commitment and living our values in their day-to-day work. Managers have a particular responsibility to model these behaviours, support their teams, and address any conduct that falls short.