



## Consultant's Brief: Values and Inclusion Day for UStSC Staff Team (14/08/23)

<b>Project</b>	Values and Inclusion Workshop for the United St Saviour's (UStSC) Team
<b>Context and problem statement</b>	<p>UStSC is an almshouse provider and funder based in Southwark <a href="https://www.ustsc.org.uk/">https://www.ustsc.org.uk/</a>. The organisation is going through a period of significant growth and the staff team has increased from 8 to 18 over the last 3 years. We have opened up a new almshouse, introduced new roles and functions and programmes.</p> <p>In line with our values, and ambitions to make Southwark a more equal and inclusive borough, we have proactively sought to increase the diversity of the team through our recruitment processes. The result is that we now have a larger and more diverse new team.</p> <p>This rapid expansion, introduction of new roles, and more complex management structures, is creating challenges. We have also had concerns raised that relate to differences in values, working practices and communication styles. While there are inevitable 'norming, storming, forming' processes going on, we think it is important reduce the likelihood of conflict, build strong working relationships. We very much want to ensure that we are an inclusive organisation – welcoming and sensitive to the values of a much more diverse team where everyone has different ways of working and communicating.</p> <p>We have a set of values that were established with the (then) staff team back in 2018 but we do not use them as well as we could, and new staff members haven't had a formal introduction to (and discussion of) them. This is potentially an opportunity to also refresh these values.</p>
<b>Project outline</b>	We would like to bring in a skilled facilitator to run a full day workshop with the staff team to help develop the foundations for inclusive and co-operative ways of working and communicating – underpinned by the principles of Equality, Diversity and Inclusion.
<b>Essential topics to be covered</b>	<p><b>The importance of equality, diversity, and inclusion in the workplace:</b> Understanding the benefits of having a diverse and inclusive workforce, such as increased creativity, innovation, and problem-solving skills. Learning different types of discrimination and how to address them.</p> <p><b>How to create an inclusive culture in the workplace:</b> Exploring how to create a workplace where everyone feels welcome, valued, and respected. Understanding the importance of creating an environment where everyone feels comfortable speaking up and sharing their ideas.</p> <p><b>How to communicate effectively with people from different backgrounds:</b> Exploring how to communicate effectively with people from different cultures, genders, and abilities.</p>

	<p>Learning how to be mindful of our own biases and how to avoid making assumptions about others.</p> <p><b>How to work collaboratively with others:</b> Learning how to work effectively with others, regardless of their differences. Understanding the importance of cooperation, teamwork, and compromise.</p>
<b>Intended outcomes</b>	<ul style="list-style-type: none"> <li>• Stronger relationships and a sense of shared endeavour across the team</li> <li>• A strong foundation laid for good working practice and communication</li> <li>• Increased understanding and sensitivity to differences to people’s cultures, values and communication styles</li> <li>• That we are welcoming, sensitive and inclusive team – working in line with our values</li> <li>• Understanding of the behaviours that embody our values</li> </ul>
<b>Deliverables:</b>	A one day workshop
<b>Timeframes:</b>	By the end of November 2023 (ideally by October)
<b>Other information:</b>	<p>UStSC will organise the venue, equipment, food and logistics. Delivery in Southwark.</p> <p>UStSC already has a set of values and behaviours that were designed to guide the way we work, and work together. These were developed in 2017 but are not being systematically used across the organisation. We consider that they are still fit for purpose but also recognise that the new team was not involved in their development. This may be an opportunity to review and refresh them.</p> <p>(See Appendix 1)</p>
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## Appendix 1

### United St Saviour's Values and Behaviours

Value	Meaning	Behaviours
<b>United</b>	At United St Saviour's Charity we are united in our common vision for Southwark, where people are resilient, communities are sustainable and neighbourhoods have a strong identity.	<ul style="list-style-type: none"> <li>• We work as a team</li> <li>• We are positive, optimistic and celebrate success</li> <li>• We are collaborative, co-operative and support each other</li> <li>• We each take responsibility</li> <li>• We take pride in our history and our work</li> <li>• We champion the Charity and each other</li> </ul>
<b>Nurturing</b>	At United St Saviour's Charity we empower and encourage each other, our residents, and our partners in pursuit of our vision.	<ul style="list-style-type: none"> <li>• We are compassionate, caring and empathetic</li> <li>• We listen</li> <li>• We coach and support to get the best out of people and projects</li> <li>• We develop and maintain good relationships</li> <li>• We care about the environment</li> </ul>
<b>Innovative</b>	At United St Saviour's Charity we are a learning, pioneering and creative organisation.	<ul style="list-style-type: none"> <li>• We challenge and ask questions</li> <li>• We reflect on what we do and how we do it</li> <li>• We are pioneering, and explore new ways of doing things</li> <li>• We look for solutions rather than problems</li> </ul>

		<ul style="list-style-type: none"> <li>• We seek to continually improve in everything we do</li> </ul>
<b>Trusted</b>	At United St Saviour's Charity we value the diversity of everyone we work with and operate with integrity at all times.	<ul style="list-style-type: none"> <li>• We operate with fairness and transparency</li> <li>• We are inclusive and respectful</li> <li>• We remain calm and respond professionally and appropriately at all times</li> <li>• We are open and honest</li> <li>• We are reliable and meet deadlines</li> </ul>
<b>Excellent</b>	At United St Saviour's Charity we aspire to deliver the best and achieve excellence in everything we do.	<ul style="list-style-type: none"> <li>• We do things properly and are focused on getting the best results</li> <li>• We look after projects/people to the end, and we get things done</li> <li>• We are efficient and demonstrate good value</li> <li>• We provide good customer services to our residents, grantees and each other</li> <li>• We communicate effectively with each other and our stakeholders</li> </ul>
<b>Driven</b>	At United St Saviour's Charity we are bold and ambitious, aspiring to maximise our impact and achieve our vision.	<ul style="list-style-type: none"> <li>• We are enthusiastic and passionate about what we do</li> <li>• We are all committed to achieving the wider goals of the Charity</li> <li>• We proactively look for opportunities</li> <li>• We are open to change and new ideas</li> <li>• We are ambitious for the Charity and ourselves</li> </ul>