the DCHS WAY
Working the DCHS Way
Set out in this document are the expectations for staff. These expectations are integral to the DCHS appraisal process which includes the performance indicators and the behaviours that we expect to demonstrated in our organisation. To ensure that the appraisal process is engaging and meaningful all individuals are expected plan, prepare and gather supporting evidence. Between appraisals there will be regular dialogue with your manager on your progress and personal development plan progress. Your line manager will set your individual Key Performance Indicators for the focus areas of Business and Service whilst the measures for People are already set.

We are aspiring to build a culture where positive behaviours are role modelled, shared and celebrated and your individual contribution is valued.

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>Corporate Objectives</th>
<th>Key Performance Indicator</th>
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</thead>
<tbody>
<tr>
<td>Quality People</td>
<td>To build a high performance work environment that engages, involves and supports staff to reach their full potential</td>
<td>100% attendance</td>
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<td></td>
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<td>100% annual performance appraisal completion</td>
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<td>100% completion of Essential Learning</td>
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<td>Quality Business</td>
<td>To ensure an effective, efficient and economical organisation that promotes productive working and which offers good value to its community and commissioners</td>
<td>Cost improvement plan</td>
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<tr>
<td>Quality Service</td>
<td>To deliver high quality and sustainable services that echo the values and aspirations of the communities that we serve</td>
<td>Maintain Care Quality Commission compliance</td>
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I will work in the DCHS Way by demonstrating the following behaviours:

**Communication / Personal Qualities**
- Actively listen and ask questions to help me understand
- Share information maintaining confidentiality
- Check information for accuracy and keep relevant and up to date records
- Present a positive image of myself and the service
- Communicate openly and honestly to improve the service and keep the patient at the centre of everything that I do

**People and Personal Development**
- Prepare for and take part in my own appraisal
- Identify what I need to improve on and how I might do this
- Produce a personal development plan with my reviewer
- Take an active part in learning & development activities and keep a record of them for my portfolio
- Seek feedback from others about my work to help identify my own development needs

**Safety**
- Follow Trust policies, procedures and risk assessments to keep myself and others safe at work
- Help to keep a healthy, safe and secure workplace for everyone
- Work in a way that reduces risks to health, safety and security
- Know what to do in an emergency at work
- Look for potential risks to myself and others in work activities and processes
- Report any issues at work that may put myself or others at a health, safety or security risk
- Manage identified risks in the best way possible
I will work in the DCHS Way by demonstrating the following behaviours:

**Service Improvement**
- Discuss with my line manager any changes that might need making to my own working practices and why
- Adapt my own work and take on new tasks as agreed and ask for help if needed
- Help to evaluate the service when asked to do so
- Pass on any good ideas to improve services to your line manager or appropriate person
- Alert my manager if new ways of working, policies or strategies are having a negative impact on the service given to users, patients or the public

**Quality**
- Follow Trust policies and procedures, professional standards and other quality approaches as required. I will also encourage others to do the same
- Maintain my professional registration if this is relevant to me
- Work within the limits of my own competence, area of responsibility and accountability
- Work to support the team; I will support others when they ask for help
- Prioritise my own workload and manage my own time to ensure priorities are met and quality is not compromised
- Use Trust resources effectively and encourage others to do the same
- Monitor the quality of work in my own area and alert others to quality issues, reporting any errors or issues to the appropriate person

**Equality and Diversity / Staff Engagement**
- Treat everyone with dignity and respect
- Allow others to express their views even when different from my own
- Not to discriminate or offer a poor service because of others’ differences or different viewpoints
- Challenge or bring to the attention of a manager any bias, prejudice and intolerance
- Use plain language when carrying out duties
- Be aware of the impact of my own behaviour on others