



## **Encompass Mission Statement**

'With courage and integrity we embrace our responsibility to develop and provide services which improve people's lives.'

*This mission statement will become the deeply ingrained principle and fabric that guides employee behavior, company decisions and actions. This mission statement is intended to reflect that everything we do at Encompass has one aim and that is to improve the lives of residents. We do this by the provision of a wide range of services which meet our users needs but also by the empathy and hope we give people in crisis.*

## **Encompass Core Values**

*The Company values will underpin the Company culture and are the behaviors the company and employees expect of themselves.*

*It is no accident that a successful organisation provides services that are efficient, effective, good value for money, innovative and empathetic.*

*The service we deliver is the output of passionate, enthusiastic and dedicated people employed by Encompass LATC Ltd. The culture, values and standards demonstrate that every resident, client and customer is at the heart of our business.*

## **Empowerment**

Encompass staff are passionate, committed and they inspire colleagues, customers, clients and service users every day. Staff empower customers to make informed decisions and take control of their own lives. Encompass staff support customers to build resilience and achieve the outcomes they desire. Staff create positive relationships and that makes working in partnership even better.

Encompass encourage employees to take initiative and give the best. Encompass adopts an error-embracing environment to empower employees to lead and make decisions. Encompass management team provide leadership and act as role models.

Encompass provide a safe work environment and one that is free from bullying and harassment.

Why. Encompass recognises that its customers should determine the outcome they desire and staff facilitate the achievement of those outcomes.

.Encompass recognises the contribution that staff make to the success of the Company. Employee's are the ambassadors of the Company and a fulfilled and motivated workforce make the best ambassadors. A committed workforce work hard because they want the Company to succeed and they want to be part of that success. They work with a strong sense of urgency and purpose and deliver to high standard.

### **Growth and Learning**

Encompass provides exciting opportunities for learning and growth.

Encompass staff recognise they are responsible for their own learning and growth. They want to reach a high level of personal achievement which contributes to the Company success and their own personal development.

Why. Growth and learning improves performance, morale and develops potential. It helps attract, develop and retain talent by creating a learning culture and drives innovation. We need to ensure staff are able to comply with legislation and industry regulation. This is important for the company's survival and reputation.

### **Be Creative**

Encompass staff want tomorrow to be better than today. They want to build a better future through everything they do. They question everything, challenge norms, raise bars and restlessly innovate. They see opportunities years ahead of others.

Why. The world doesn't stay the same. Clients needs change, legislation and regulations mean change, budget become under pressure people needs change. The way to survive is to constantly innovate to meet our clients and service user needs in new and better ways. Survival means that the only constant is change.

## **Speak Out**

Encompass staff are insightful and speak their mind. They discuss, debate, share views, listen, and develop their position. They respect differences and embrace diversity. They challenge inequality and poor behaviour. They act with honesty and honor without compromising the truth.

They are confident but never bullish. Their passion for the best outcome means that they don't always agree but they respect decisions made after debate. They give feedback freely and take feedback gracefully.

Why. Passion for the best outcome means listening to other people ideas and encouraging people to feel they can contribute. No question or idea is too small or too silly to ask. We all have different perceptions of events we need to see others view point to avoid conflict and grow.

## **Own it**

Encompass staff stand up and take ownership of things. When a volunteer is needed they all step forward. They are accountable for mistakes and don't blame others They constantly use and refine their own good judgement. Staff think for themselves and do not always need be told what to do. Staff have a "can-do" attitude.

Why. Nothing gets done if we all leave it to someone else. The passion for getting a job done well means we are more interested in getting the job done rather than whose job it is.

## **Deliver Exceptional Services**

Everything Encompass staff do is to make customers, clients and service users delighted with the service. They want our customers to recommend us without hesitation to others in complete confidence. Encompass staff make the difficult seem manageable. They allow people to expect exceptional and get it.

Why. Provide a service at a reasonable price, treat your customers like human beings, and they will always come back for more and leave satisfied.

## **Be Humble**

Encompass staff empathise and understands each person needs. They connect on a deeply human level, building constructive relationships, helping people to build resilience and overcome adversity. Encompass staff treat people with respect and respect diversity.

Why. Encompass staff understand that every colleague, client, partner and user of our services is another human being with their own hopes, dreams, fears and frailties.