



Royal Association for Deaf people

Our Values



Patron: Her Majesty The Queen. Founded 1841. Registered Charity No. 1081949.
A company limited by guarantee registered in England No. 3973353

Introduction

Our values are the very essence of our organisation, they are important to us and guide the way we work on a day to day basis. They help to ensure that we provide the best possible service to Deaf people.

Value: Take the time to understand what matters to Deaf people

Senior Management Team (SMT) behaviour that demonstrates this value

We:

ensure that user involvement stays on all team agendas and is discussed and reviewed at SMT meetings

share collated data and evidence internally and externally

communicate clearly, demonstrating our respect to BSL. Ensure that Deaf and hearing colleagues are treated equally

build relationships with Deaf colleagues and use these relationships as a starting point when identifying common issues in the wider community

will be more visible in the community

are honest and committed to delivering on our promises

are reflective in our work and thinking

Organisational behaviour that demonstrates this value

We:

demonstrate our commitment to being user-led through community engagement and involvement

invest time and money in user groups and community events

ensure that all staff abide by, and are committed to, the Deaf and Hearing Working Together policy

have a grass roots presence. Celebrate (and use) the connections we already have

are honest; admit any shortfalls and deliver on our promises

regularly seek and gather feedback and use it to inform our practice

Value: Respect Deaf language, identity, community, heritage, and diversity

Senior Management Team (SMT) behaviour that demonstrates this value

We:

support staff to develop their sign language skills

encourage staff to use sign language around the office in line with the Deaf and Hearing Working Together policy

establish steering groups that work with Deaf people to develop and improve services

obtain feedback from clients on the provision of services in order to inform development

establish strong partnerships to strengthen RAD's ability to secure funding to meet the needs of Deaf people

maintain Deaf heritage

Organisational behaviour that demonstrates this value

We:

ensure our policies reflect our commitment to training all staff to the highest level of Sign Language required for their work

continue to review and update the Deaf and Hearing Working Together policy and ensure that all staff adhere to it

support Deaf clubs, engage with the community and increase our presence in the community

invest resources into user involvement

actively confirm our commitment to receiving and using feedback from Deaf people

develop and build on existing partnerships

develop services that meet the needs of Deaf people

work with external organisations to increase Deaf Awareness and improve access to services and facilities

display artefacts that depict Deaf history

work with the British Deaf History Society

Value: Develop services and partnerships that Deaf people need

Senior Management Team (SMT) behaviour that demonstrates this value

We:

maintain and enhance relationships with other Deaf organisations

pursue new opportunities to develop or enhance services

actively seek opportunities for partnership working

evaluate what works well in our current services and where any gaps exist

ensure user involvement is a high priority

always encourage suggestions from staff

Organisational behaviour that demonstrates this value

We:

build and strengthen relationships with existing partners

ensure that teams meet their set customer service targets

ensure that we are responsive to the needs of Deaf people and that we build services around these needs

ensure that we have an increased presence and profile

develop and maintain an increased presence within the Deaf community and within wider society

ensure staff receive adequate training and support to deliver first class services

invest resources into user involvement

maintain our current staff consultation process

Value: Acknowledge the contributions our staff and volunteers make

Senior Management Team (SMT) behaviour that demonstrates this value

We:

recognise work well done

actively involve staff and volunteers in decision making processes where possible

are consistent and fair in acknowledging contributions

actively support staff to develop their strengths

trust and support staff to take decisions, where appropriate

celebrate success

always listen to staff and volunteers

Organisational behaviour that demonstrates this value

We:

ensure there are opportunities for professional development and advancement

are flexible in our working practices and respect for life/work balance

undertake a supervision and appraisal process where realistic targets are agreed and monitored

develop a workforce development strategy which includes team development

undertake regular review of salaries

listen to feedback from staff and volunteers and act on it where appropriate

ensure staff and volunteers have the resources they need

Value: Always deliver on our promises

Senior Management Team (SMT) behaviour that demonstrates this value

We:
make sure our promises are achievable

regularly review what we have promised to ensure we deliver

conduct an annual staff satisfaction survey and use the feedback to monitor our progress

deliver the service that we would find acceptable ourselves

set objectives for staff through the appraisal process and review these as part of the supervision sessions

Organisational behaviour that demonstrates this value

We:
ensure high levels of professionalism in all that we do

take the time to understand our customers expectations

actively seek feedback and use it to inform our service delivery and development

monitor complaints

ensure that projects and services run smoothly and are completed on time

display our commitment to staff development by ensuring that the supervision and appraisal processes are valued by all

Value: Communicate clearly

Senior Management Team (SMT) behaviour that demonstrates this value

We:

ensure that we practise the principles of Deaf Awareness in all of our communication and interaction

ensure our information materials, the RAD Website and our services are examples of clear, Deaf-friendly communication and ensure information is displayed in appropriate formats

assess all services and develop our work ensuring clear communication is at the forefront

ensure that we communicate in the language and manner that best suits the people we are working with (both staff and the people who use our services). This would include BSL, SSE, English, Makaton and other forms of non-verbal communication

provide training for all staff in BSL up to Level 2 and provide opportunities to extend training to level 3

provide opportunities for staff to practice communication and signing

Organisational behaviour that demonstrates this value

We:

regularly seek feedback from Deaf staff and people who use services to ensure that communication is clear

regularly seek feedback on information materials

ensure that all staff are confident to advise on clear communication

develop services to meet the communication needs of Deaf people

regularly ask what the best method of communication is and seek feedback of the quality of communication

ensure that staff possess the required language proficiency for their work

monitor training and provide support to staff and volunteers

ensure that all staff abide by the Deaf and Hearing Working Together policy

Value: Promote continuous improvement in all we do

Senior Management Team (SMT) behaviour that demonstrates this value

We:

always undertake supervision and appraisals on time.
Explore continuous improvement and staff learning and development opportunities

undertake staff satisfaction questionnaires and analyse and make an action plan for improvement

develop a culture where team members feel they can make suggestions for improvements

always reflect and ask “how could I/we have improved upon the way we did x”

take the time to sit and talk to staff informally, to be approachable and open to suggestions and new ways of working

Organisational behaviour that demonstrates this value

We:

display our commitment to staff development by ensuring that the supervision and appraisal processes are valued by all
regularly seek feedback on key areas of our work from our key stakeholders

welcome complaints and suggestions for improvement
maintain our commitment to staff consultation

manage all complaints professionally and always within the timescales

will become more reflective in our practise

ensure that our working culture is open and honest
encourage staff to give feedback without fear of reprisal

Value: Honest with ourselves and our stakeholders

Senior Management Team (SMT) behaviour that demonstrates this value

We:

ensure transparency of decision making process e.g. regular SMT bulletins

inform staff of decisions in a timely manner

ensure budget calculations for potential partners and funders are as accurate as possible

ensure funding bids and projects have realistic and measurable targets

always follow our policies and procedures

consult with stakeholders e.g. Deaf community, before making decisions that will have a large impact

recognise when we make mistakes and apologise

Organisational behaviour that demonstrates this value

We:

ensure staff feel able to share concerns and comments with SMT without fear of reprisal

conduct themselves in a professional manner with colleagues and stakeholders

comply with RAD's policies and procedures

are honest about what we can deliver and what we can't deliver

continue to review existing policies and ensure that staff understand them

build on and invest resources into relationships with stakeholders

are honest with ourselves and each other



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