



## **Wirral Evolutions Employer/Employee Charter**

As an ethical employer, Wirral Evolutions (WE) aspires to work together to provide an environment that encourages people to take pride in what they do and to be inspired to improve the lives of people they work with and for.

### **The WE staff charter**

The WE charter expresses our organisational values. The charter describes what the WE commits to as an organisation, and what is expected of staff to make sure we meet this organisational commitment.

The WE values are embedded within the WE competency framework, which outlines the behaviours that are essential for effective performance in our organisation. The framework forms the basis of our people management processes (recruitment and selection, performance management and development) and provides a common language for how we go about our daily work.

### **Staff commit to:**

#### **Leadership and accountability:**

- Focusing on delivering the best possible outcomes and value for money for people at all times.
- Striving to improve their own performance and suggesting improvements for team and organisational performance.
- Giving constructive feedback, engaging fully with organisational development and taking responsibility for their actions.

#### **Collaboration:**

- Collaborating with colleagues, working efficiently and flexibly to cut out duplication and share knowledge.
- Being open to giving and receiving constructive feedback and thanking colleagues for their contribution.
- Being responsive, efficient and polite when dealing with colleagues, partners and stakeholders to build trust in the organisation

**Fairness and integrity:**

- Treating everyone with professional and personal respect, promoting fairness and recognising the value of diversity.
- Showing integrity through honesty, ethical behaviour and open communication.
- Challenging inefficient processes and inappropriate behaviours which act as barriers to improvement.

**WE commits to:****Leadership and accountability:**

- Providing a clear strategic vision and priorities supported by a strong, inspiring leadership team.
- Being an organisation that empowers and develops staff, maximising talent, skills and experience.
- Managers leading by example, celebrating successes, recognising everybody's roles and contributions, and addressing underperformance.

**Collaboration:**

- Consulting and informing staff, families and other stakeholders about WE priorities and plans, with clarity about what is expected of staff in delivering them.
- Clear lines of accountability and responsibility.
- An open and constructive joint working relationship with elected politicians and political appointees.

**Fairness and integrity:**

- Working to build trust both internally and with partners and stakeholders.
- Communicating in an open, transparent and honest way with staff, partners and stakeholders.
- Respecting and considering the diverse needs of all staff and ensuring their wellbeing.

## **Dignity and inclusion at work**

We want to provide a workplace where every employee is treated with respect. We also want WE to be free from bullying and harassment. All staff will, as standard, attend a course equipping them to understand what diversity and inclusion means within their own role as well as how to recognise and challenge inappropriate workplace behaviour.

We take allegations of bullying and harassment very seriously. We will investigate all complaints promptly, fairly and in strict confidence. If complaints are upheld, we take action according to our disciplinary procedures and our Dignity at Work policy.

## **Code of ethics**

WE employees are expected to meet the highest standards of conduct. These are set out in our Code of Ethics and Standards for Staff, which includes:

- Being professional, politically impartial, respecting confidentiality and complying with the law;
- Using public money efficiently and effectively;
- Promoting equal opportunities and stopping discrimination;
- Meeting high performance standards;
- Fair treatment and disciplinary and grievance procedures;
- A healthy and safe working environment.

## **The Social Care Commitment**

As a responsible employer, WE is fully signed up to the Social Care Commitment<sup>1</sup>

The Social Care Commitment is the adult social care sector's promise to provide people who need care and support with high quality services. It is a Department of Health initiative that has been developed by the sector, so it is fit for purpose and makes a real difference to those who sign up. Made up of seven statements, with associated 'I will' tasks that address the minimum standards required when working in care, the commitment aims to both increase public confidence in the care sector

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<sup>1</sup> <https://www.thesocialcarecommitment.org.uk/>

and raise workforce quality in adult social care. Making the commitment involves agreeing to the seven statements and selecting tasks to help put those statements into practice. Tasks cover activities such as recruiting the right staff, having a thorough induction, ensuring a strong culture that values dignity and respect and effective communication. Doing the tasks provides an official record of work done, which can raise job satisfaction and increase staff confidence.

**The Seven Employer Statements are as follows:**

1. I will take account of potential employees' values, attitudes and behaviours when recruiting new staff.
2. I will provide thorough induction for all new staff and for those changing job roles.
3. I will provide timely, appropriate and accessible education, learning and development opportunities to enable my employees to develop and strengthen their skills and knowledge.
4. I will encourage everyone I employ to sign up to the Social Care Commitment and to commit to any codes, standards or registration systems applicable to their job role.
5. I will take responsibility for the values, attitudes and behaviours that my employees display at work, including upholding and promoting equality, diversity and inclusion.
6. I will regularly monitor the skills and behaviour of everyone I employ, ensuring that feedback is encouraged from anyone they support or have direct contact with, including families and carers.
7. I will work to ensure a positive culture and working environment where all employees are supported to do what they've said they will as part of their Social Care Commitment.

**The Seven Employee Statements are as follows:**

1. I will always take responsibility for the things I do or don't do
2. I will always promote and uphold the privacy, dignity, rights, health and wellbeing of people who need care and support.
3. I will work co-operatively with others to ensure the delivery of safe, high-quality care and support.
4. I will communicate in an effective way to promote the wellbeing of people who need care and support.

5. I will respect people's right to confidentiality, protecting and upholding their privacy and dignity.
6. I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience.
7. I will promote equality, diversity and inclusion by treating all people fairly and without bias.

### **The WE Competency Framework**

Wirral Evolution's competency framework outlines the behaviours that are essential for effective performance in our organisation. The framework forms the basis of our people management processes and provides a common language for **how** we go about our daily work (while performance objectives describe the **what** we do)<sup>2</sup>

The framework comprises four clusters (working with others, leadership, delivering results and organisational context) and each cluster contains three competencies. Between five and eight competencies have been assigned to each role profile to identify the essential behaviours for effective performance in each role.

Alongside the technical requirements for a role, we also assess behavioural competencies at the application and interview stages to help ensure that our selection processes are focused on the behaviours that are important for success in the role.

### **Fair pay**

The WE supports the principal of implementing the Living Wage for all of its employee's and other fair pay policies. We believe that there is clear evidence that employers benefit across a wide range of areas - recruitment and retention, improved worker morale, motivation, productivity and reputational impacts of being an ethical employer and WE aspire to achieve all of these principles.

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<sup>2</sup> Details are set out in the competency framework guidelines