

Why?	We want every person in Tameside to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.					
Who?	Everybody	People who require urgent support	People who require longer-term support	Carers		
	We listen to people to understand what matters to them. We make connections and build relationships to improve people's wellbeing and independence.	We don't make long term plans in a crisis. We work with people until we're sure there is no immediate risk to their safety, health or wellbeing, and they have regained stability and control in their life.	If people need longer-term care and support, we work with them to understand what a good life looks like for them. We make sure they have resources and support to live the life they choose and do the things that matter to them as independently as possible.	We understand the importance of carers. We support carers to sustain their caring role and to care for their friends or family, whilst also considering the carers own wellbeing.		
How?	Hope	Connection	Relationships	The Voice of People	Flexibility	Rights
	We focus on possibilities, dreams and aspirations. We don't limit people's choices.	We explore ways to involve people in their communities. We make and maintain meaningful connections.	We recognise the important role of families and friends in caring for one another. We support new and existing relationships.	We involve people as equal partners in conversations and decisions about them, their families and their communities.	We are willing and able to adapt. Our approach is responsive and proportionate.	We make sure people know their rights. We promote autonomy, choice and self-determination.
	We're Kind	Listen	Trusting	Transparent	We're Present	Honest
We respect and understand people as individuals. We don't judge people or make assumptions.	We know and follow the law, ethics and best practice. We are always open to improvement	We listen and keep an open mind. We want people to trust that our workforce has the knowledge, skills and confidence to support them.	We're open about how we work and ensure people know what they can and cannot expect.	We connect and engage well with people. We respond in a timely manner	We are honest about what we're going to do. When we say we are going to do something, we do it.	
We know the language we use matters. We use plain, respectful and kind language.						
What?	Wellbeing and Independence	Information and advice	Active and supportive communities	Flexible and joined up care and support	Control	The people who support me
	Living the life I want, keeping safe and well	Having the information I need, when I need it	Keeping family, friends and connections	My support, my own way	When things need to change, I have control.	Provide me a good service
So?	Better experienced and better lives for people in Tameside.		Improved morale and satisfaction for Tameside's workforce		More sustainable use of resources	