

Charter
CASS Board of Trustees
The Way We Work – Our Values

Supporting Carers to enable them and their cared for to live life to the full in caring communities

We will:

1. Work together with openness, honesty and integrity
2. Always act in the best interests of CASS
3. Focus on the right priorities in the best interests of CASS
4. Recognise the difference between operational and strategic matters
5. Provide clear strategic direction to the Chief Operating Officer
6. Support the Chief Operating Officer and respect his/her operational autonomy
7. Seek out new challenges and be prepared to work outside our comfort zones
8. Be prepared to take calculated risks
9. Respect each other's views and the decisions of the Board whether or not we agree
10. Be prepared to challenge each other
11. Avoid defensiveness when challenged
12. Be aware and mindful of our personal impact
13. Deal with conflict appropriately
14. Ensure that there is no blame culture
15. Take collective and individual responsibility
16. Maintain confidentiality at all times
17. Never undermine the organisation or our colleagues in any way
18. Respond timely and effectively to communications both by e mail/phone or letter complying with any specific required timescales