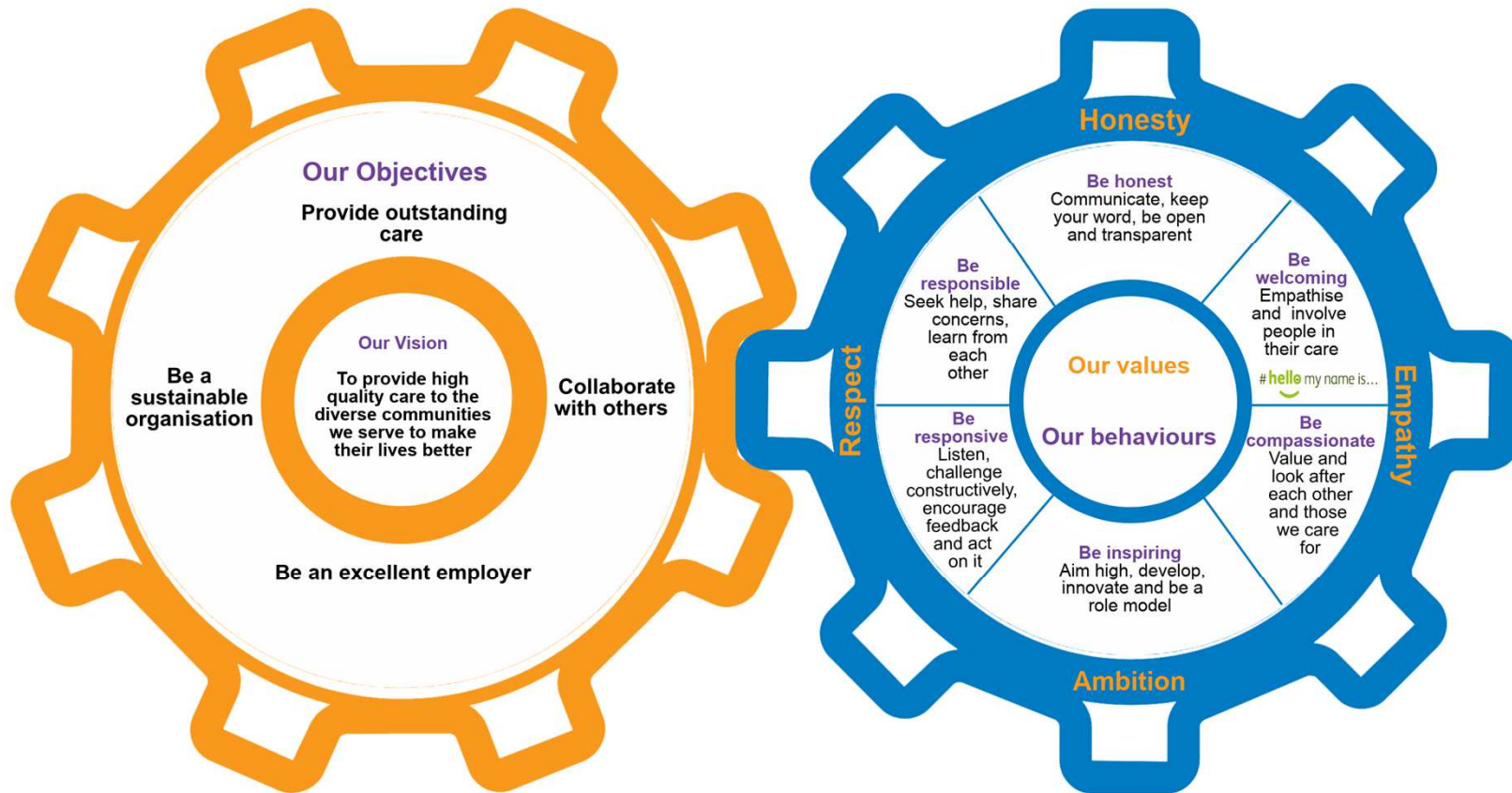


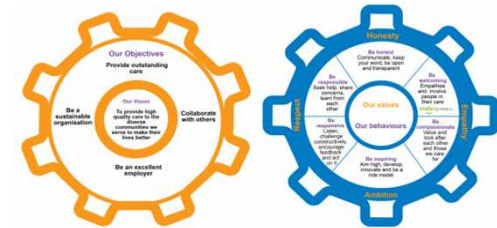


# Welcome

## Our vision, values, objectives and behaviours





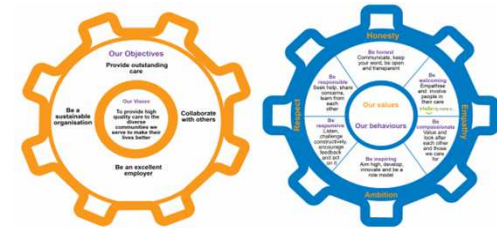


**Honesty**



**Be honest**

Communicate, keep your word,  
 be open and transparent



**Empathy**

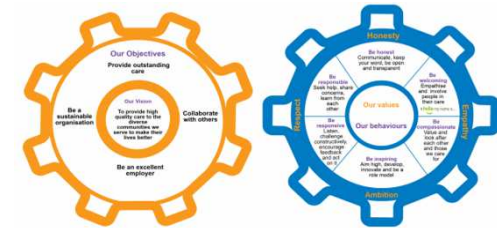


**Be welcoming**  
 Empathise and involve  
 people in their care

# **hello** my name is...



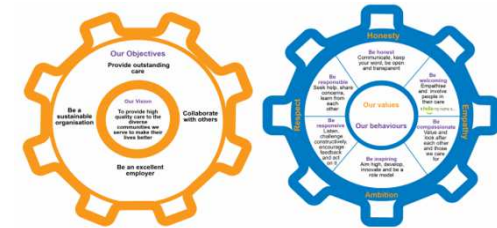
**Be compassionate**  
 Value and look after each other  
 and those we care for



**Ambition**



**Be inspiring**  
 Aim high, develop,  
 innovate and be a  
 role model



**Respect**



**Be responsible**  
 Seek help, share concerns,  
 learn from each other



**Be responsive**  
 Listen, challenge constructively,  
 encourage feedback  
 and act on it



# Our Trust

- Annual budget:** £130 million per annum
- Staff:** Circa 2523 employees (2051 wte)
- CQC rating (Good):** **'Our Quality Way'** underpins our continuous quality improvement programme and our aspiration to achieve an 'Outstanding' CQC rating. We were inspected in March/ April 2018 and rated 'Good' in all five areas of the inspection process, which is a fantastic reflection of the hard work and dedication of every member of staff
- Staff survey:** Feedback from the 2017 national staff survey was excellent for the fifth year running thanks to the fabulous culture our staff have created
- Performance:** **'Our Improvement Way'** - we have a strong track record of delivering quality improvements, service redesign programmes, and key performance indicators
- Finance:** We have a history of sound financial management achieving break-even or a small, planned surplus since inception
- Sustainability:** We have successfully diversified our portfolio and are proud to be a major provider of public health services across the East of England