BCHA VALUES

Our Values

January 2023

Bedford Citizens
HOUSING ASSOCIATION

Value	Key Phrase	Examples of what this means
Integrity	We will act with honesty, integrity and transparency in all that we do.	• If we see wrong doing we will call it out. • If we get something wrong, we will be honest about our mistakes and will do all we can to put it right. • If we cannot do something we will tell you why.
Caring	It matters to us that you feel supported by us.	• We will support our residents and tenants to remain as independent as possible. • We will have empathy, and treat everyone with kindness and respect at all times
Quality	We aim for high standards so you can feel confident in what we do.	• We will challenge ourselves to do things better and improve what we do. • Our customers will receive a reliable dependable service from us.
Listening	We listen to what people say and seek innovative and workable ways to continuously improve.	• We will listen to feedback and use what you tell us to inform how we make improvements in what we do • Doing things better is key to the way that we will develop what we do.
Working together	We work with customers and their networks, our communities and colleagues to achieve the best results.	• We know that by working together we can achieve more we will work together as part of a team and will support each other to do well • Team work extends to the way we work with our communities and the networks around our customers, by working together with these groups we have greater understanding which will help us to provide better services.
People focused	We recognise everyone is different and we will support people to live the life they choose	• Employees will have the opportunity to develop through training • We will tailor the support we give the needs of the person.