



# COVEY

our values

COMMITMENT OPENNESS RESPECT INNOVATION PASSION



## our mission

Through strong trusting relationships we support children, young people and families to become more resilient, safe and better equipped to reach their full potential; we add colour to lives.

## our vision

Children, young people and families live happy fulfilled lives.

## our values

Giving of our best **COMMITMENT**  
Communicating authentically and truthfully **OPENNESS**  
Valuing the individual **RESPECT**  
Providing creative solutions **INNOVATION**  
Caring deeply **PASSION**

## welcome

Welcome to our COVEY values handbook, which sets out what our guiding principles are and what everyone can expect when they are involved with our organisation; they form our essential and enduring focus.

Organisational Values represent 'the way we do things around here'; they are the underlying beliefs which people use to guide their actions and decisions and to help them make judgements about what is right and wrong in any organisation.

Organisational values can be created in many ways and in 2010 through a series of workshops the COVEY Board and Staff worked together to identify how we wanted to be known and what behaviours would set us apart as an organisation.

***"It's not hard  
to make  
decisions when  
you know what  
your values are"***

Roy Disney



We knew that if the values were to work effectively they had to be lived out day to day; used in every staff appointment, recognition of staff, for celebration and feedback, and a fundamental element of all our communication.

We believe in COVEY that we have achieved much of the above by creating the values together and constantly referring to them, seeking to live them until they have truly become part of our DNA.

This booklet is another demonstration of our commitment to living these values and serves as a guide and reminder. In addition, values check-ups are held regularly with staff and Board and our annual appraisals for all Board and staff members are based on our values. Appointments are made to both Board and staff through a values-based process and in this process we strive to ensure that even the unsuccessful candidates go away stronger than they arrive.

It is our aspiration that COVEY will be an exemplar of our values and synonymous with Commitment, Openness, Respect Innovation, and Passion.

**We live the values so our volunteers and young people and families see and more importantly 'feel' what a values-based life can be like**

**We live out our values every day**

**We use the values to interview and appoint**

**We use the values for staff and Board appraisal**

**We use the values to make decisions at all levels**

**We use the values to truly emancipate staff**

***“While money and perks provide motivation, values provide meaning”***



# commitment

## GIVING OF OUR BEST

Taking responsibility for  
our behaviours

Having a positive attitude

Engaging positively

Following through

Being reliable and consistent

Being self-aware

Giving our best at all times





# openness

**COMMUNICATING  
AUTHENTICALLY AND  
TRUTHFULLY**



Having confidence to express thoughts, views and opinions

Ability to give and receive constructive feedback

Having a clear flow of information

Being open to personal growth and development

Actively engaging in honest discussions

Proactively sharing information internally and externally



# respect

## VALUING THE INDIVIDUAL

Accepting and acknowledging differing viewpoints

Being non-judgemental

Empowering others by giving responsibility

Being real and authentic

Being aware of each other's difficulties

Exchanging views and opinions

Being transparent, honest



# innovation

## PROVIDING CREATIVE SOLUTIONS



Forward thinking

Creating opportunities

Promoting and implementing  
creative ideas

Actively embracing change

Being solution focussed

Having a flexible approach



# passion

## CARING DEEPLY

Having a strong belief in what we do

Being visionary

Being inspirational

Engaging emotionally and getting involved


Being a positive force in the lives of others

Caring and believing in others

Being intuitive in our decision-making







Like what  
we do?

Here are some ways you could make a difference  
for young people and their families in Lanarkshire:

**Spread the word about COVEY on social media**

**Fundraise for us**

**Volunteer with us**

**Work with us**

Find out more by contacting the office



**[www.coveybefriending.org.uk](http://www.coveybefriending.org.uk)**

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