HONEYCOMB
GROUP



LIVING OUR VALUES

AN EASY TO READ GUIDE

These aren't just words on a page – they're the values we live by every day. Shaped by our customers and driven by our colleagues, they reflect what great support and collaboration look like.

OUR VALUES



CHASE CURIOSITY & AMBITION

Giving things a go and demonstrating passion in all we do.



BE DEAD GENUINE

Our customer experience is about talking to people and keeping it real.



NEVER SHUT THE DOOR

Keeping an open mind. We value other people's differences. Listening and learning always.



BE A LEADER IN THE FIELD

Doing what's right even when no one is watching. Being accountable and seeking to make a positive difference.



COME TOGETHER

Collaborating with other teams for bigger and better solutions.



CHASE CURIOSITY AND AMBITION IN ACTION

BEHAVIOUR	WHAT IT LOOKS LIKE FOR ALL STAFF	WHAT IT LOOKS LIKE FOR LEADERS	WHAT IT DOESN'T LOOK LIKE
WE STAY CURIOUS	• Asking questions to understand why, not just what • Listening to different perspectives • Being open to feedback and new ideas	• Creating space for questions and healthy challenge • Asking "why" and encouraging others to do the same • Actively seeking views from teams, partners, and stakeholders	• Assuming you already know the answer • Dismissing views that challenge your own • Shutting down questions or debate
WE KEEP LEARNING	• Taking ownership of your learning and development • Learning from experience, feedback, and mistakes • Using learning to improve how work is done	• Role-modelling continuous learning and reflection • Supporting others to grow and build skills • Using learning to improve services and plan ahead	• Doing things the same way without reflection • Ignoring feedback or development opportunities • Treating learning as a tick-box exercise
WE THINK CREATIVELY AND CHALLENGE THE STATUS QUO	• Suggesting better ways of working • Questioning how things are done constructively • Focusing on solutions and improvement	• Encouraging new ideas and different approaches • Supporting safe testing of new ways of working • Looking outside the organisation for learning and inspiration	• Resisting change without good reason • Criticising ideas without offering alternatives • Avoiding challenge to stay comfortable
WE ACT WITH AMBITION, COURAGE, AND RESILIENCE	• Taking ownership and showing initiative • Adapting to change and persevering through challenges • Learning from setbacks and moving forward	• Setting high but realistic expectations • Empowering others with trust and accountability • Supporting safe risk-taking and learning from failure	• Avoiding responsibility or playing safe • Giving up when things get difficult • Blaming others or creating fear of failure

BE DEAD GENUINE
IN ACTION

BEHAVIOUR	WHAT IT LOOKS LIKE FOR ALL STAFF	WHAT IT LOOKS LIKE FOR LEADERS	WHAT IT DOESN'T LOOK LIKE
WE ACT WITH HONESTY, INTEGRITY, AND PROFESSIONALISM	• Communicate openly and respectfully • Behave professionally and speak up when needed • Represent the organisation positively	• Lead with integrity and openness • Handle difficult conversations well • Explain decisions and set clear expectations	• Avoiding difficult conversations • Ignoring concerns or withholding information • Behaving inconsistently or unprofessionally
WE TREAT PEOPLE WITH FAIRNESS, RESPECT, AND KINDNESS	• Treat everyone with empathy and respect • Show customers they are valued • Help create an inclusive environment where people feel comfortable	• Create a culture of belonging • Promote fairness and inclusion • Address poor behaviour consistently	• Being disrespectful or excluding others • Accepting inappropriate behaviour • Making unfair decisions
WE ARE SELF-AWARE, REFLECTIVE, AND AUTHENTIC	• Reflect on your impact • Be open to feedback and learning from mistakes • Be genuine whilst maintaining professional boundaries	• Seek feedback and reflect on your impact • Lead with empathy and authenticity • Support others through change	• Being defensive or unwilling to learn • Ignoring the impact on others • Lacking empathy or avoiding difficult conversations
WE BUILD TRUST THROUGH CLARITY AND CONSISTENCY	• Follow through on commitments • Communicate clearly and with transparency • Manage expectations consistently	• Provide clear direction • Communicate openly and realistically • Build trust through consistent actions	• Failing to follow through • Giving mixed messages • Setting unrealistic expectations

NEVER SHUT THE DOOR IN ACTION

BEHAVIOUR	WHAT IT LOOKS LIKE FOR ALL STAFF	WHAT IT LOOKS LIKE FOR LEADERS	WHAT IT DOESN'T LOOK LIKE
WE'RE OPEN, HONEST, AND APPROACHABLE	• Communicate proactively • Be approachable and responsive • Ask for support when needed	• Lead with openness and integrity • Set clear expectations • Encourage honest conversations	• Avoiding difficult conversations • Being defensive or unavailable • Making unrealistic promises
WE LISTEN WITH EMPATHY AND KEEP AN OPEN MIND	• Listen and care • Keep an open mind • Treat people with kindness and respect	• Understand individual needs • Value different perspectives • Adapt approaches accordingly	• Making assumptions • Dismissing concerns • Taking a one-size-fits-all approach
WE LOOK FOR SOLUTIONS AND NEVER GIVE UP	• Focus on solutions • Stay positive and persistent • Follow through on commitments	• Encourage innovation • Stay resilient • Work with others to achieve outcomes	• Dwelling on problems • Giving up or resisting change • Blaming others
WE SUPPORT PEOPLE WITH COMPASSION AND RESPECT	• Support others with respect • Value different perspectives • Seek or signpost to support	• Create an inclusive culture • Help people grow • Share knowledge and work together	• Being dismissive or excluding others • Working in silos • Withholding support

BE A LEADER IN THE FIELD IN ACTION

BEHAVIOUR	WHAT IT LOOKS LIKE FOR ALL STAFF	WHAT IT LOOKS LIKE FOR LEADERS	WHAT IT DOESN'T LOOK LIKE
WE TAKE OWNERSHIP AND DO THE RIGHT THING	• Take responsibility and follow through • Raise concerns and help solve problems • Prioritise safety	• Be accountable for decisions and outcomes • Address issues early and focus on solutions • Create a culture where people feel safe to speak up	• Avoiding responsibility or ownership • Ignoring problems or blaming others • Discouraging people from speaking up
WE KNOW OUR SERVICE AND KEEP LEARNING	• Understand your role and our customers • Seek feedback and learning opportunities • Look for ways to improve	• Understand the service and wider organisation • Use learning and performance information to improve • Balance delivery with long-term improvement	• Resisting feedback or change • Working without understanding the bigger picture • Accepting poor performance or missed opportunities
WE ACT WITH CONFIDENCE, COURAGE, AND PURPOSE	• Take initiative and focus on outcomes • Speak up and share ideas • Embrace change and improvement	• Provide clear direction and make decisions • Encourage challenge and innovation • Support learning and appropriate risk-taking	• Avoiding decisions or difficult conversations • Staying silent when concerns should be raised • Resisting change or new ideas
WE TAKE PRIDE IN WHAT WE DO	• Do things right and see them through • Pay attention to detail • Leave things better than you found them	• Set high standards and lead by example • Ensure quality is maintained over time • Encourage teams to take ownership and strive for excellence	• Accepting poor standards or unfinished work • Overlooking issues and allowing things to deteriorate • Doing the minimum required

COME TOGETHER IN ACTION

BEHAVIOUR	WHAT IT LOOKS LIKE FOR ALL STAFF	WHAT IT LOOKS LIKE FOR LEADERS	WHAT IT DOESN'T LOOK LIKE
WE WORK AS ONE TEAM WITH SHARED GOALS	• Collaborate and share knowledge • Focus on collective success • Understand your contribution to wider goals	• Create shared goals and align priorities • Break down barriers between teams • Promote a one-organisation mindset	• Working in silos • Blaming others • Prioritising individual success over shared outcomes
WE LISTEN, INVOLVE, AND VALUE DIFFERENT PERSPECTIVES	• Actively listen with an open mind • Seek understanding before judging • Value different experiences and ideas	• Encourage feedback and healthy challenge • Create space for diverse voices • Communicate clear and consistent messages	• Making assumptions • Dismissing feedback or challenge • Sending mixed messages
WE BUILD STRONG RELATIONSHIPS AND ARE RESPONSIVE TO CUSTOMERS' NEEDS	• Build positive relationships • Seek to deliver a personalised experience • Prioritise what matters and respond swiftly to urgent issues	• Connect people and teams • Encourage collaboration and problem-solving • Recognise and celebrate teamwork	• Working in isolation • Withholding support or information • Allowing conflict to undermine relationships
WE ARE VISIBLE AND ACCESSIBLE	• Keep customers informed without needing to be chased • Understand and respond to individual needs • Keep people updated until matters are resolved	• Be visible and engaged • Remove barriers to access • Act on feedback and role-modelling accessibility	• Being difficult to reach or slow to respond • Remaining disconnected or passing issues on • Ignoring feedback or making assumptions

HONEYCOMB

GROUP

Champions for Happy Homes

honeycombgroup.org.uk