

Frankham's Vision

We will become our client's first choice and be known as the leading specialist in each of our areas of expertise.

Frankham Values

	Values	What matters to us	Behaviours Do's / Don'ts
S	Safety & Well Being	<p>Health and safety overrides all other concerns.</p> <p>Safeguarding a person's health and well-being and getting the right balance between work and home life.</p>	<p>Never putting yourself or another person's health and safety at risk.</p>
	People Growth & Development (Opportunity) Support local communities	<p>Creating opportunities for our people to make best use of their talents, develop new skills and know-how and advance their career. We want our people to reach their full potential at Frankham.</p> <p>Creating opportunities for people to join and develop at Frankham.</p> <p>Provide support to the communities in which we work.</p>	<p>Take time to understand people's personal growth needs, goals, hidden skills and knowhow and create opportunities so they can be realised.</p> <p>Motivate and encourage people to crystallise their personal growth needs and goals.</p> <p>Provide regular assessment and positive feedback on progress made in a person's personal development.</p> <p>Invest in and support development of our people.</p> <p>Commit to coaching and training staff.</p> <p>Provide time to support the communities in which we work.</p> <p>Assist with fund raising and support the Frankham Charitable Trust.</p> <p>Identify and provide training and development to meet their needs.</p> <p>Provide work experience and steer training placements.</p> <p>Assist with professional training for Chartership.</p>
I	High Quality Service	<p>Providing a service to consistently high quality standards and to continuously strive to improve on them.</p> <p>Understanding and satisfying our client's needs and expectations at all times and putting those needs ahead of our own.</p>	<p>Be passionate about the quality of your work.</p> <p>Strive to do the job right first time.</p> <p>Strive to deliver a solution that meets the client's brief.</p> <p>Do the best job you can every time.</p> <p>Consider environmental impact of our actions.</p> <p>Desire to understand client's needs and requirements.</p> <p>Always understand and manage expectations.</p> <p>Put client first in our thinking.</p> <p>Commercial awareness – effort versus return.</p> <p>Ensure Clients have a great experience.</p> <p>Deliver our services excellently.</p> <p>Do not compromise the quality of your work.</p>
	Integrity & Respect	<p>Acting in a professional, reliable, honest, truthful and accurate way.</p> <p>Respecting, encouraging and valuing different points of view and diverse backgrounds.</p>	<p>Work in a courteous, conscientious and businesslike manner.</p> <p>Be punctual.</p> <p>Respond in a timely manner.</p> <p>Always do what you say/promise you will.</p> <p>Always thank others for what they do. Seek out, encourage and listen to other people's opinions and take them into account.</p> <p>Be fair, open and transparent.</p> <p>Treat people how you would expect to be treated.</p> <p>Listen carefully and be polite.</p> <p>Keep people informed.</p> <p>Never make a promise you can't keep and do not over promise.</p>
I	Innovation	<p>Being curious, valuing learning, bringing new ideas to the table and seeking to find a smarter way.</p> <p>Positioning ourselves as thought leaders in our field.</p>	<p>Look for new learning and skills.</p> <p>Develop new, innovative and sustainable ideas.</p> <p>Use innovation to create advantage.</p> <p>Challenge the status quo.</p>
	Team Work	<p>Work constructively and productively as one team both within Frankham and externally towards a common goal.</p>	<p>Team Frankham; create a team ethos, develop relationships based on empathy and trust, have a can do attitude, be clear on deliverables and deadlines, face to face communication not email.</p> <p>Work in the spirit of openness and trust.</p> <p>Have clear goals and know end result required.</p> <p>Hold effective action orientated meetings.</p> <p>Deliver promises and meet all commitments.</p> <p>Do not make unilateral commitments.</p> <p>If delivery circumstances change, be open and honest and work as a team to find the solution.</p> <p>No blame culture.</p> <p>Understand it doesn't always go right, if it goes wrong find out why and resolve together.</p> <p>Be dedicated and passionate.</p> <p>Reduce waste and duplication, minimise rework, aim to be right first time.</p>
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