****People Bank Charter

**Helping to shape care & support and make a difference**

**We do better when we work together**

*The purpose of a charter is to describe the rights,   
aims and principles of an organisation or group of people.*

# Our aims

Our People Bank charter aims to make sure members have a good involvement experience and understand what is expected of them.

We want to use the charter to:

* create a safe and respectful working environment,
* develop good working relationships between staff and volunteers, and
* ensure that everyone has a common understanding of the People Bank’s role and the difference it makes to care and support.

# Our mission & vision

**Helping to shape care and support and make a difference.**

People Bank members contribute their time, knowledge and experience to help influence the way that social care for adults is provided in East Sussex. They work with our staff to help improve and develop care and support that helps thousands of people in their daily lives.

**We do better when we work together.**

We have a clear vision going forward and it’s about working together. We will offer opportunities to connect with people, develop new skills and grow your confidence. Everyone is welcome and the process is inclusive.

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| **People Bank charter commitments** |
| **Our principles**  **Accountability**  Delivering what we promise.  **Communication**  Connecting with People Bank members and sharing outcomes.  **Diversity**  Respecting our differences and treating others with respect and compassion.  **Empowerment**  Freedom to speak up, be heard and raise awareness.  **Equity**  All having the opportunity to fully participate.  **Inclusivity**  Welcoming, flexible, and open to everyone.  **Responsiveness**  Continuously improving & learning. |
| **Our shared values**   * We nurture a safe and respectful environment. * We are open and flexible. * We are compassionate and inclusive. * We make our voices count. * We always learn and improve. * We are valued and recognised. |