

Item: 10

Title: Behaviour framework

Gweithredu / Action required	For decision
Amseru / Timing	Routine
Argymhelliad / Recommendation	The Board are asked to approve the draft behaviour framework.
Risg / Risk	<p>CR1 – People and skills – ensuring that we retain and acquire the skills mix in key areas to ensure we deliver the best services.</p> <p>CR3 – Volunteers – being able to fully utilise existing volunteers to deliver services</p> <p>It also aligns with Risk Appetite RA8 – an eager appetite to helping our people do things differently and better.</p>
Cyllid / Finance	No financial implications in relation to the approval of the framework.
Amcan Cynllun Corfforaethol / Corporate Plan Objective/Amcan Rhaglen/ Programme objective	<p>WBS 2023 -2024:</p> <p>P7 - Be a well-run, trusted and ambitious organisation.</p> <p>P6 - Develop our people, attract new people and support their involvement in our work.</p> <p>P3 - Make it easy to connect with you and our partners, by being accessible and inclusive.</p> <p>Strategy 2024-2027 - Priority 05. Evolve as an organisation to become a mature, well-run, trusted and ambitious organisation.</p>
Ecwiti, Amrywiaeth a Chynhwysiant / Equity, Diversity & Inclusion	N/A
Cyfathrebu / Communications	<p>Please tick one of the following boxes if this activity will have an impact on:</p> <p>Internal: our people <input checked="" type="checkbox"/></p> <p>External: our customers/partners/stakeholders <input type="checkbox"/></p>

	External: our organisation's reputation <input type="checkbox"/>
Cymeradwyaeth / Approval/Clearance	Strategic Director of Operations & Corporate Services
Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions	Tim Arwain meeting on 11 September 2024, approved for presentation to Board.
Awdur/ Cyflwyno / Author/presenting	Director of People, Well-being and Organisational Development/ Strategic Director of Operations & Corporate Services
Dyddiad / Date	12 September 2024

Cefndir / Background

This report is to ask the Board to approve the draft behaviour framework for implementation organisationally for all our people. It has been developed with staff and volunteers and we have also gathered feedback from members of the wider public and stakeholders. A standards of behaviour framework is a set of behaviours that define the expectations for our people. It will help shape a positive and respectful environment by guiding positive interactions, decision making and actions we take.

Manylion / Detail

Following previous discussions both at Tîm Arwain and the staff conferences, which included a series of interactive group workshop sessions, the 'our behaviour framework' document has been developed. Further comments and feedback were also gathered and integrated into the framework by consulting further with both our staff and volunteers. Engagement with members of the wider public was also sought, considered and where appropriate, integrated into the document following the 100-day plan conversation exercise.

Once approved these behavioural standards will:

- Define expectations – it will clarify for all our people how we expect individuals to interact both internally and externally with others when representing Llais.
- Shape our organisational culture – build and sustain a transformational culture by clearly defining desirable and undesirable behaviours and how these relate to our organisational values.
- Become an integral foundation to all people functions – the principles contained in the framework will assist in many ways including; role design for both staff



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and volunteers, reviewing and improving recruitment practices, performance reviews, leadership and learning development processes.

- be incorporated into future reviews of all relevant policies, procedures and processes to ensure these standards become central to the way our people conduct themselves.