OUR VALUES – WHAT IS IMPORTANT TO US?

EXCELLENCE
We are inspired by the impact that CQC can have across all areas of its work and are ambitious for ourselves and for people who use services.

We do the right things, in the right way, at the right time to enable us to have the greatest impact in our work. We are disciplined in our application of managerial best practice, to ensure we are well run, economic and efficient.

We are curious, always look for best practice and improvements in our ways of doing things and never settle for second best. We are open to constructive challenge to enable us to learn from our mistakes and we agree stretching goals in our shared drive to be a high performing organisation.

INTEGRITY
We demonstrate the highest ethical and moral standards which instils trust in the what we do. We are courageous, even when it is hard, so we don’t compromise on ensuring we do the right thing for people who use services, and for each other. We are clear about what we will do and how we will do it, and take responsibility for our actions.

We are open, honest and transparent in all our work. We are objective and free from bias to ensure that our judgements are viewed as ethical, fair and driven by a passion for doing the right thing.

CARING
We are passionate about making a positive difference because we care about people. We are driven by the needs of people who use services, people who work across the Health and Social care landscape and our people. We care about each and every person, and we are thoughtful about the impact we can make as individuals and as an organisation.

It is important to us that we are approachable so we are thoughtful and kind as we interact with each other, and others. We respect the views and ideas of everyone, and value difference in all our interactions. Our work is underpinned by a desire to treat everyone with dignity and respect.

TEAMWORK
We accomplish so much more by working together and with others. We are driven to achieve for our teams, for CQC, and for stakeholders. We motivate, encourage and support each other to reach common goals, and we share our achievements with others. We work collaboratively with each other and partners to create solutions for the benefit of people who use services.

We recognise the strengths of others and look for ways to complement them,. We learn from each other to enable us to be the best we can be.
OUR VALUES – BROUGHT TO LIFE

**EXCELLENCE**

In my work for CQC:
- I set high standards for myself and others, and take accountability for results
- I am ambitious to improve and innovate
- I encourage improvement through continuous learning,
- I make best use of people’s time, and recognise the valuable contribution of others

**CARING**

In my work for CQC:
- I am committed to making a positive difference to peoples lives
- I treat everyone with dignity and respect
- I am thoughtful and listen to others
- I actively support the well-being of others

**INTEGRITY**

In my work for CQC:
- I will do the right thing
- I ensure my actions reflect my words
- I am fair and open to challenge and have the courage to challenge others
- I positively contribute to building trust with the public, colleagues and partners

**TEAMWORK**

In my work for CQC:
- I provide high support and high challenge for my colleagues
- I understand the impact my work has on others and how their work affects me
- I recognise that we cant do this alone
- I am adaptable to the changing needs of others