

**Citizens
Advice &
Rights
Fife**



Independent advice for our community

An introduction to the CARF STARS framework

Following on from the 2019 Staff and Volunteer Conference, we are delighted to be unveiling the CARF STARS values based framework.

This framework has been developed by our staff, volunteers and those who use our services and clearly demonstrates what we stand for, what we expect of ourselves and what we expect of others.

The STARS acronym stands for:



Skilful

What does this mean to CARF?

CARF staff and volunteers are valued for their expertise and encouraged to increase knowledge through continuous learning.

What does this mean to others?

Those using our services can expect CARF staff and volunteers to use all their experience, skills and effort to provide potential solutions.

What does this look like in practice?

- Effective and clear communication
- Asking questions and taking the necessary time to gain a full understanding
- Actively listening
- Showing empathy
- Consulting with individuals
- Taking ownership and responsibility for advice provided
- Sharing knowledge, ideas and best practice
- Following agreed procedures
- Listening to, and acting upon, feedback
- Openness to improvement and change
- Fairness, inclusivity and resourcefulness
- A willingness to learn new skills
- Recognising individual limitations
- Flexibility over tasks and responsibilities
- Contributing to the development of working practices
- Challenging inappropriate behaviour
- Understanding the value of your role

Trustworthy

What does this mean to CARF?

CARF staff and volunteers are treated, and act with, honesty, respect and dignity at all times.

What does this mean to others?

Those accessing our services are able to rely on the actions of staff and volunteers and can expect honesty, confidentiality, impartiality and to be treated with dignity at all times.

What does this look like in practice?

- Taking personal responsibility for your actions
- Seeking out and building relationships
- Having the courage to speak up when necessary
- Escalating concerns appropriately
- Acknowledging mistakes
- Displaying ownership and personal accountability
- Doing what you say you will do
- Respecting confidentiality
- Managing client expectations
- Transparency and honesty when dealing with others

Aspiring

What does this mean to CARF?

CARF staff and volunteers show a desire and determination to make themselves and CARF the best they/it can be.

What does this mean to others?

Those accessing our services can have confidence that CARF will always work tenaciously to provide the best service possible.

What does this look like in practice?

- Caring and believing in what you do
- Embracing change and innovation
- Actively seeking new ideas and ways of working
- Feeling motivated to make a difference
- Supporting others
- Persistence, not backing away from a challenge
- Continuous learning to make constant improvements
- Valuing all contributions
- Giving clients a voice to encourage social change
- Using mistakes as learning opportunities
- Being self aware of your own preconceptions
- A desire to improve
- Recognising the role you play in CARF's future

Reliable

What does this mean to CARF?

CARF staff and volunteers consistently aim to deliver the highest possible service.

What does this mean to others?

Those accessing our services can depend on CARF to always deliver the highest possible service.

What does this look like in practice?

- Managing client expectations
- Being accountable when things go wrong
- Taking the initiative to act and not leaving it to others
- Working to the best of your ability
- Taking personal responsibility for your actions
- Managing time and resources effectively to deliver a consistent service
- A commitment to seeing things through
- Professionalism at all times
- Doing what you say you will do

Supportive

What does this mean to CARF?

CARF staff and volunteers work as a team to provide encouragement and support to each other, and to those who use our services.

What does this mean to others?

Those accessing our services feel informed, empowered and included.

What does this look like in practice?

- Listening to how others are feeling
- Recognising everyone as individuals
- Taking the time to care
- Helping others
- Showing compassion
- Understanding the impact of your role and your actions
- Encouraging clients to have input into the development of services
- Actively listening to feedback
- Working together across teams
- Not apportioning blame
- Valuing all contributions
- Appreciating that this may be a new experience for a client
- Displaying respect towards colleagues and clients
- Asking for feedback

Where next?

CARF's internal working group will now meet to discuss the next phase of the framework. This will primarily involve identifying and reviewing existing policies and processes affected by the introduction of the framework including, but not limited to, policies relating to support meetings, appraisals and recruitment.

In addition, the group will consider ways in which to promote the framework across CARF to ensure the values are visible in all parts of our organisation and become part of our everyday behaviours.

For more information on the CARF STARS framework please contact David Redpath or any other member of the internal working group, Peter McTiernan, Maureen Lyall, Clare Craigie, Fiona Buchanan, Janet Gawander or Myrian Lazo.