

# Our values

## Principles and practice at Pilgrims' Friend Society

Welcome to your introduction to  
our culture and the way we  
do things around here



Our culture is rooted in our four values – **compassion, community, transparency** and **excellence** – and, as a Christian organisation, these values are all grounded in the Bible's teachings. Whether you live or work with us, are thinking about living or working with us, support us as a charity, or connect with us as professional service, our values will guide the way we interact with you.



# Compassion

Compassion is at the heart of how we interact with people. Having compassion helps us treat each individual person as unique and precious and as we would want to be treated.



This means that we offer loving care through relationships based on empathy respect and dignity, we get alongside people and show grace to those who are struggling, and do what we can to ease people's burdens, and we find new ways to care well for older people.

Ephesians 4:32  
2 Corinthians 1:3-4



# Community

We believe that all people are made to exist in relationship and that community is central to human flourishing. Working together in community creates a space of care, trust, and celebration, as well as support and helpful challenge.

This means that we are a community of people who share life together, celebrating victories and supporting each other during difficult times, committed to one another and seeking to give of ourselves and receive of other people.



1 Corinthians 12:26  
Philippians 2:3-4



# Transparency

We believe that being honest and open is crucial as this allows trust to be built in our communities. Truthfulness is important and helps us to do excellent work, learning and growing together as we go.

This means that we are honest with one another, asking for what we need and telling the truth. We avoid shame, are open about problems and mistakes, and seek to find solutions when the need arises. We listen respectfully to each other and when we disagree, we do so without conflict.

Ephesians 4:25  
Proverbs 28:13



# Excellence

As we care for others, it's important that we strive for excellence in our work. This means that we do the very best we can, being committed to each task and the best outcomes for people.

We aim for excellence in everything that we do, making sure that we are going above and beyond to support those in our care. We do things as well as we possibly can, not cutting corners or seeking an easier way out. We steward our resources faithfully and carefully, and we seek out opportunities to get better at the work we do.

Colossians 3:23  
Titus 2:7



# The Way We Care

The Way We Care is our bespoke approach to caring for those who live with us in our care homes. At its heart is a commitment to understanding the whole person, including their spiritual needs. It is rooted in five key principles:

- Those who live with us are 'family members'
- We get to know each person individually
- We resource and train our staff appropriately
- Person-centred care means we respond to needs not routines
- We take the 'feelings matter most' approach to those living with dementia



# The Way We Live

The Way We Live is what guides our communities in our independent living housing schemes and is built on the following foundations:

- We aim to create communities where Christian life and fellowship can flourish
- We value and support those we serve as part of the community
- We recognise and respect each individual's unique needs
- We equip and train our staff to deliver the highest standard of service
- We foster a culture of dignity, choice, and inclusion within our denominationally diverse Christian community
- Compassion and empathy are at the heart of all we do
- We strive to create a safe, nurturing environment where everyone feels they belong



We have built *four pillars* of practice from our values

# The Way We Work

The Way We Work outlines what we expect from those who work with us. It is a framework created around six key points:

- We highly value our work and the impact it has on the charity
- We take immense pride in our work
- We go above and beyond to care for the people who live with us
- We will go out of our way to recognise the value of each other's contributions
- We make sure that the information we provide to one another is correct
- We talk about tough things together in a kind and honest way



# The Way We Lead

The Way We Lead is what we expect from our leaders across the organisation and is rooted in the following principles:

- We are open to the people we work and live with
- We create clarity by communicating well and often
- We take accountability for performance and set high expectations
- We create a culture where people feel safe
- We live out the behaviours that we expect



As well as those who live and work with us, we take care to ensure that our values guide the ways that we interact with the relatives of those living with us, those considering coming to live or work with us, our charitable supporters and funders, and those professional services with whom we do business.

***For relatives,*** we put the well-being of you and your loved one at the heart of our interactions, building connections and relationships, communicating openly and asking if there's anything else you need.

***For those considering coming to live or work with us,*** we commit to responding promptly and comprehensively to your enquiry, introducing you to all parts of our community, listening well to your needs and concerns, and helping you find the right support.

***For supporters and funders,*** we value your time and commitment, getting to know you and your interests, receiving and responding to feedback and taking care to use your support well.

***For those working in professional services,*** we make sure we engage helpfully and kindly with you, valuing your insight and expertise, communicating openly about our circumstances, and ensuring the work that we do with and for you is of a high standard.



[www.pilgrimsfriend.org.uk](http://www.pilgrimsfriend.org.uk)

Pilgrims' Friend Society, 175 Tower Bridge Rd, London SE12AL  
☎ 0300 303 1400 | ✉ [info@pilgrimsfriend.org.uk](mailto:info@pilgrimsfriend.org.uk)

Follow us on social media: [f](#) [d](#) [in](#) [@](#) [v](#)

Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No: 1045920 • Company No: 03027071