

## **Mission**

'Restore futures and see an end to poverty in all its forms'

*We aim to achieve this through equipping people in our community both practically and emotionally to believe in their potential;*

## **Vision**

"Transforming lives through kindness, belief, hope"

## **Values**

Pecan offers a breadth of interventions which comes together through working from our values of **Kindness, Belief and Hope**.

This is expressed through;

### **Kindness**

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability;

### **Belief**

- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge;

### **Hope**

- Starting, living, and ending every diverse and unique encounter in hope

These values underpin the culture of the charity. People can only progress when they feel safe to make mistakes. People must feel supported, not judged. Success should be defined by the richness of the journey, not the destination achieved.

## **Ethos**

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action.

## **Pecan's Charitable Objectives:**

1. To address the multiple needs of all involved and work towards their social inclusion, through the development and delivery of holistic projects.
2. To work with and support the local church in meeting the practical needs of the community.
3. To challenge inequality and injustice on a local and national level, with and for our community.

## **Respect**

Pecan can only treat clients with respect when the team are all treated with respect. This is the culture that we operate through. Many of our clients face multiple barriers to progressing their situations. Many have had missed opportunities or made wrong decisions. We can reflect this in the life stories of Pecan as a team.

Our interactions don't start from where people have been as that can't change. We start from where people are and where they want to go. Understanding the past rather than judging the past, helps people to progress. We recognise that progress is not a straight line, but something that will go backwards and forwards. Therefore, under our value of Believe we say we 'Persevere alongside people through every challenge'

## **Culture**

The culture of the staff and volunteer team is grounded in Pecan's ethos as an inclusive Christ-centred organisation. This is demonstrated in the way all interact with each other. Everybody aims to show kindness and respect, seeking in each encounter to uplift people with honesty and to be regarded as a trusted partner.

As a charity we follow the principles of the Happy Manifesto, which has the following guiding principles.

1. **Trust your people Step out of approval.** *Instead, pre-approve and focus on supporting your people.*
2. **Make your people feel good.** *Make this the focus of management.*
3. **Give freedom within clear guidelines.** *People want to know what is expected of them. But they want freedom to find the best way to achieve their goals.*
4. **Be open and transparent.** *More information means more people can take responsibility.*
5. **Recruit for attitude, train for skill.** *Instead of qualifications and experience, recruit on attitude and potential ability.*
6. **Celebrate mistakes.** *Create a truly no-blame culture.*
7. **Community: create mutual benefit.** *Have a positive impact on the world and build your organisation too.*
8. **Love work get a life.** *The world, and your job, needs you well rested, well-nourished, and well supported.*
9. **Select managers who are good at managing.** *Make sure your people are supported by somebody who is good at doing that and find other routes for those whose strengths lie elsewhere.*
10. **Play to your strengths.** *Make sure your people spend most of their time doing what they are best at.*

<https://happymanifesto.com/happy-manifesto/>

The Happy Manifesto grounds the Pecan team in a trusted culture that empowers people to take more control of their role and understand how the team functions together. This structure is built on honesty and the ability to own mistakes as they are the greatest learning tools we have.

Pecan celebrates that for everyone, work is not the only priority in their lives. We have a flexible work pattern that enables people to balance their priorities and the work times that suit them as well as the charity.

Regarding time spent at work, everyone is strongly encouraged not to work additional hours and if people are struggling to complete tasks in time, their role, training, support, and wellbeing are reviewed to enable them to have a stronger work/life balance.

All people are unique, and this includes the team at Pecan! We know that different people handle pressure in different ways. We know that people can have issues outside of work that can affect them in their workplace. To support people, we have a variety of wellbeing support for the team, including one member of staff who has a wellbeing brief for the whole team. Our front-line staff are all offered external supervision and we have access to wellbeing schemes that are free and confidential to use.

Internally the organisation has a structure of formal recorded one to one meetings and annual reviews. These follow a set structure that starts with wellbeing, followed by a review of annual targets and only then looks at ongoing issues. The focus of the charity is always to take care of the team, as in the words of Stephen R Covey – *‘Always treat your employees exactly as you want them to treat your best customers’*.