10 | Openness

The environment is outward-looking and open to learning

Openness means that people are encouraged to see themselves, and the service that they are in, as part of a larger world that has things to contribute to the way they live. An enabling environment welcomes visitors and their observations of the service because it is curious about itself and how others experience it. People in an enabling environment like to get feedback about how they are. They also want to know about other people's ideas about what they could do or improve. It matters to everyone that people who visit or have contact with the service feel comfortable and welcome. Everyone is curious about themselves and others and open to others views of them. People learn what they can about themselves from experience.