

## Our Values and how we behave

**Respect:-** embrace diversity with kindness and consideration and recognise the value of everyone

- Recognise everyone is different and value a mix of ideas, skills and experience
- Take responsibility for your attitudes and actions at work, making sure you value and learn about diversity
- Listen carefully to understand each other's views and needs
- Treat everyone with importance to ensure equality
- Communicate decisions clearly and check people have understood

**Collaboration:-** work together and contribute to the creation of helpful and successful teams and partnerships across the council and beyond

- Work enthusiastically with colleagues, Members, partners, communities and other organisations to deliver for our citizens
- Take accountability for your own performance and understand your impact on others (such as the team, service, organisation, partners, citizens and city)
- Think how something can be delivered better by pulling together and building positive bonds with others
- Be friendly and show flexibility in going about collective tasks

**Efficiency:-** work in a way that makes the best use of resources, always looking at alternative ways of getting stuff done and asking, 'How can I improve that?'

- Question the way things are done in order to make improvements
- Be clear about, own and deliver your work objectives on time and to the agreed standards
- Work in a way that makes best use of resources (people, money, energy, technology, materials, equipment, natural environment and water)
- Collate good quality information and feedback to plan activities and check our performance

**Customer Focus:-** deliver our 'Customer Promise' to colleagues, partners, Members and customers. We will be easy to reach, be clear and treat you with respect, listen and act to get things done.

- Understand our citizen's needs and put them first
- Be an excellent representative for your service by offering assistance, being friendly and polite
- Engage our citizens/ visitors/ colleagues, listen carefully to their views and take responsibility for responding quickly
- Manage the reaction of others if unable to meet expectations
- Communicate clearly using a variety of approaches that helps customers understand

**Creativity:-** have ideas that challenge the 'tried and tested', use evidence of what works, listen to feedback and come up with different solutions

- Suggest, share and be open to new ideas
- Review your service and consider new solutions to problems
- Continue to look for solutions despite setbacks
- Take inspiration from others e.g. partners, citizens, colleagues and other organisations
- Take considered risks within agreed boundaries

**Openness:-** share and communicate with honesty about our service and self, whenever appropriate. Accept where we have to change in order to improve.

- Be honest about what's going on, sharing your information, knowledge and ideas with others.
- Be willing and able to say if you don't know.
- Give and take feedback so you can learn from it
- Recognise that change is everywhere and adapt with it
- Be approachable and aim to create good relationships with people based on trust