

Values and Behaviours

Teamwork	Honesty	Respect	Innovation	Value-Led	Empowerment
Working together across teams, partner organisations and communities to achieve shared goals.	Acting honestly and openly in all communications and decisions.	Valuing diversity, treating everyone with dignity, and ensuring fairness.	Encouraging new ideas, continuous improvement, and embracing change with strength, flexibility, and a recognition that being better doesn't have to cost money.	Public Service is at our core; putting the needs of residents at the heart of decisions, focusing on meaningful outcomes and striving for excellence.	Supporting staff to take initiative and influence their work, maintaining high standards of conduct, competence, and ethics.
<p>Listen to each other, share knowledge and expertise to achieve our goals.</p> <p>Take responsibility and work proactively.</p> <p>Work collaboratively, building productive relationships, finding common ground and helping each other to achieve shared outcomes.</p> <p>Be united across teams, as a single organisation, without silos, to meet our residents' needs.</p>	<p>Be transparent in our decision-making, proactively sharing explanations and building trust between the Council and residents/customers.</p> <p>Communicate openly, showing respect and understanding.</p> <p>Exchange reflections and constructive suggestions to improve the way we work, without blame or judgement.</p> <p>Be authentic and our actions match our words: we say what we mean, and we do what we say we will do.</p>	<p>Value new and different ideas and listen actively to all points of view, even if we disagree.</p> <p>Treat everyone (residents, customers, partners and staff) fairly and create an inclusive environment where everyone feels respected and are accountable.</p> <p>Embrace diversity, appreciating its benefits and getting the most out of its opportunities, so everyone feels valued and included.</p> <p>Take time to recognise, acknowledge and appreciate each other and celebrate successes, so we know our voices are heard and our actions are valued.</p>	<p>Challenge the status quo, embracing change and adapting to meet future demands.</p> <p>Continuously learn and develop, using data and experience, and listening to residents and customers, to recognise what's working well and what we can do differently.</p> <p>Maximise opportunities to improve; building on our existing skills, processes, infrastructure, technology and tools to be the best we can be.</p> <p>Encourage and welcome new ideas, discovering new ways of doing things, finding creative solutions to problems and turning uncertainty into opportunities.</p>	<p>Always keep our residents and customers in mind and are committed to delivering the best we can, while spending public money wisely.</p> <p>Hold ourselves to high standards, acting as a role model.</p> <p>Live by our values and are focused on outcomes.</p> <p>Prioritise wellbeing, leading with compassion and empathy.</p>	<p>Serve our residents and customers proactively and decisively, confident in our authority, autonomy and areas of expertise, and making courageous decisions.</p> <p>Support residents and customers to be as independent as possible, promoting self-service for those who want it, so we can provide greater support to those who need it.</p> <p>Trust each other, and challenge unprofessional behaviour.</p> <p>Actively create the environment and opportunities for learning and skills development, and each of us takes responsibility for making the most of them.</p>