

Introducing our new values

We believe that by working together we can deliver our new values which are:

Put customers first

We are passionate about our customer service. We always listen and work with our customers to meet their needs. We take responsibility for things we can change and improve and encourage our customers to do the same.

Improve & innovate

We challenge each other to look for ways to do things better. We listen to feedback and learn from it so we can improve. We welcome change and move forward with confidence.

Together we...

Have respect for everyone

We listen to one another and understand each other's views and pressures. We appreciate each other and trust our colleagues to do a good job to the best of their ability.

Find out more about what mean for all of us, and how we can all work towards delivering them overleaf ...

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Our value	What the value means	How we demonstrate this value
<p>We put customers first</p>	<p>We are passionate about our customer service. We always listen and work with them to meet their needs. We take responsibility for things we can change and improve, and encourage our customers to do the same.</p>	<p>This is all about focusing on the customer experience and ensuring the services we provide are responsive to internal and external customer needs. Ways we can all demonstrate this include:</p> <ul style="list-style-type: none"> • Striving to create a great first impression of the council through a professional, consistent and courteous interaction with customers. • Working to the standards set out in our 'Customer Promise' ensuring that the council is seen as responsive to customers. • Taking responsibility for understanding customer needs and following through to ensure they are met. • Working to deliver the best service possible, and getting things 'right first time' and exceeding customer expectations. • Listening to customer feedback and complaints, and using it to inform improvements in process and practice that better meets our customers' needs.
<p>We improve and innovate</p>	<p>We challenge each other to look for ways to do things better. We listen to feedback and learn from it so we can improve. We welcome change and move forward with confidence.</p>	<p>This is all about taking accountability for driving excellence and delivering results, focussing on improvement within the context of increasing efficiency, reducing costs and improving productivity. Ways we can all demonstrate this include:</p> <ul style="list-style-type: none"> • Being flexible and open to change with a 'can do' attitude that focusses on the positive impact and benefits it can bring. • Proactively seeking feedback and challenge from others (including colleagues and customers) about how we can improve things. • Seeking examples of practice and innovation from other services and organisations to inform suggestions for improvement. • Using the knowledge and learning from mistakes and committing to doing things better next time. • Challenging current practice and process where it is not delivering the best service possible, value for money or outcome.
<p>We have respect for everyone</p>	<p>We listen to one another and understand each other's views and pressures. We appreciate each other and trust our colleagues to do a good job to the best of their ability.</p>	<p>This is all about working together across team, service and organisational boundaries to deliver effective services. Ways we can all demonstrate this include:</p> <ul style="list-style-type: none"> • Promoting and encouraging a culture where people can openly and constructively express their feelings without fear of retribution and criticism. • Communicating clearly so that people's expectations of others are fully understood, and providing clarity where needed. • Working together with others to solve problems and issues, and making improvements to existing practice, process and service delivery. • Valuing diversity and welcoming the different perspectives others can provide to discussions and problem solving. • Saying 'thank you' to others for the contribution they have provided, and giving praise and recognition to colleagues for achievements and successes.