

Corporate Values Framework

Proud of our past, fit for the future

C

CUSTOMERS FIRST

Customers First

- We put our customers at the heart of everything we do
- We are polite and approachable
- We listen to our customers, respond to them and keep them informed about what is happening
- We see things from the customer's point of view

A

ACT WITH RESPECT

Act with Respect

- We are friendly towards, listen to and respect each other
- We act with openness, integrity, honesty and trust
- We share ideas and knowledge with each other
- We welcome challenge and take account of alternative opinions and the wider picture

N

NURTURE PEOPLE

Nurture People

- We are all champions of our organisation
- We value our employees, invest in their development and provide equal opportunities for growth and progression
- We give our people encouragement, authority and support to be creative and flexible in how they deliver services
- Together we approach each day with passion, enthusiasm and tenacity

D

DRIVE EXCELLENCE

Drive Excellence

- We work towards a common goal through cooperation and teamwork
- We work together to support the Council's priorities
- We do what is right, not merely what is expected
- We constantly look to improve our processes, value for money and effectiveness

O

OWN IT

Own It

- We take personal responsibility for our actions
- We admit to our mistakes and put things right, asking for help when it's needed
- We look after our assets as though they are our own
- We are committed to sustainability and to working in an environmentally friendly way