

Our Culture

We are... an organisation where we all make a positive contribution at work for the whole council. Where we never lose sight of the fact we are here to serve the people of the borough.

This is a place where...

- **We are valued, trusted and supported**
- **We are heard**
- **We take responsibility for our own development**
- **We work hard**
- **We are not afraid to try something new**
- **We belong**

Our Behaviours

	We will...	We will not...
We make a positive contribution at work for the whole council	<ul style="list-style-type: none"> • Contribute to Council, service and team goals • Build good links and relationships with other teams and services • Keep colleagues across the Council informed of progress and issues which affect them • Work effectively with other teams and services to get things done 	<ul style="list-style-type: none"> • Blame other services or teams when things go wrong • Be satisfied with poor performance or standards • Work in isolation or 'silos' • Pass work to other teams without making sure they can take it on
We never lose sight of the fact we are here to serve the people of the borough	<ul style="list-style-type: none"> • Be helpful, polite and friendly to our customers • Take time to understand the needs of our customers • Try and find solutions to customers' problems and issues • Listen to and act on customer feedback 	<ul style="list-style-type: none"> • Be unhelpful or rude to customers • Be disrespectful about customers • Make promises to customers that we know cannot be kept • Make decisions or act without considering the needs of the customer
We are valued, trusted and supported	<ul style="list-style-type: none"> • Be tolerant of others, recognising that we are all different and like to work in different ways • Ensure that we all know what is expected of us • Give others the time and opportunity to do their work • Help others to gain experience, and develop their skills and knowledge • Keep each other informed and updated • Show appreciation and say 'thank you' • Challenge inappropriate behaviour and attitudes 	<ul style="list-style-type: none"> • Ignore, exclude or treat others unfairly • Take credit for the good work of others • Avoid responsibility when problems arise • Be unreasonable or make things difficult for others • Gossip or undermine others
We work hard	<ul style="list-style-type: none"> • Be reliable, on time and meet deadlines • Take pride in our job • Be flexible and willing to help out • Try our best • Take responsibility for our work 	<ul style="list-style-type: none"> • Say no all the time when we can help out • Avoid work • Wait to be told what to do • Assume someone else will do it

	We will...	We will not...
We are heard	<ul style="list-style-type: none"> • Make time to listen to, support and involve others • Speak to each other with respect and understanding • Give honest and helpful feedback • Seek different views and opinions and take them into account • Be happy to ask questions and speak up 	<ul style="list-style-type: none"> • Discourage discussion • Ignore people or show a lack of interest • Be uncooperative or indifferent • Dismiss suggestions without explaining why
We take responsibility for our own development	<ul style="list-style-type: none"> • Show that we are willing and committed to learn new things • Actively seek opportunities to learn and develop • Recognise our strengths and abilities but also where we can improve • Admit mistakes and learn from experience • Seek feedback 	<ul style="list-style-type: none"> • Be reluctant to learn new things • Think we don't need to improve or develop • Ignore or refuse offers of support • Ignore feedback
We are not afraid to try something new	<ul style="list-style-type: none"> • Encourage creativity and innovation • Seek out and share ideas for improvement • Be willing to take on new challenges • Be open to change • Fully consider ideas and suggestions before pressing ahead • Understand that sometimes new ideas fail 	<ul style="list-style-type: none"> • Let fear of making mistakes stand in our way • Discourage ideas and suggestions • Say 'this is the way we always do it' • Stick to a course of action which is clearly not working • Change things without thinking it through
We belong	<ul style="list-style-type: none"> • Be friendly, approachable and positive • Care about others • Look out for each other • Celebrate achievements • Take opportunities to get involved • Speak highly of who we are and what we do • Keep up to date with what's happening in the Council and across the borough 	<ul style="list-style-type: none"> • Moan or complain all the time • Show that we can't be bothered • Leave colleagues to deal with difficult situations by themselves when they need help • Say 'its nothing to do with me' • Forget that we represent the Council