

Tri-borough values and behaviours

The Tri-borough vision is to deliver great local services through quality, innovation and leadership



We put service to the public at the heart of everything we do, lead by example and take pride in serving our public well

Responsive

We have a 'can do' attitude and respond to the needs of others quickly, positively and appropriately

Innovative

We embrace change and constantly seek ways to improve the way we work

Serving our Public

Collaborative

We work well together to achieve a common goal

Enterprising

We are resourceful and seek the best deal when looking for ways to improve value for money

People and service management

I manage my service, know my budgets and what is going on

Leadership and engagement

I lead high performing teams by engaging employees

► Responsive

We have a 'can do' attitude and respond to the needs of others quickly, positively and appropriately:

- ✓ I listen, acknowledge what is needed and respond promptly and appropriately
- ✓ My actions and decisions are informed, balanced, reasonable, transparent and well explained
- ✓ I take responsibility for my actions and enable others to take action or make decisions too
- ✓ I anticipate and plan to meet future needs
- ✓ I seek regular customer feedback on how my service is received and make improvement where is needed

Not helpful:

- ✗ I apply the same solution to all
- ✗ I put off resolving problems or pass them on to someone else

► Innovative

We embrace change and constantly seek ways to improve the way we work:

- ✓ I look for better ways of delivering my service to add value for my customers and the taxpayer
- ✓ I am open to new ideas and encourage a creative environment where these can emerge
- ✓ I make things simple and easy-to-access for my customers/residents
- ✓ I embrace change and build on new opportunities that emerge
- ✓ I act as a role model exploring all sectors and adopting best practice to deliver my service

Not helpful:

- ✗ I have always done it this way and that's how it will be done
- ✗ I am unwilling to adapt my response to different situations

► Collaborative

We work well together to achieve a common goal:

- ✓ I am sensitive to the needs and preferences of others, respect them and adapt my behaviour as appropriate
- ✓ I share knowledge and am open to learning from others
- ✓ I am open to constructive challenge from others and seek and act on feedback
- ✓ I invest time in building and maintaining my relationships with internal and external partners
- ✓ I recognise and show that I value the contribution of others

Not helpful:

- ✗ I expect my view to prevail
- ✗ I dismiss or fail to build on the ideas of others

► Enterprising

We are resourceful and seek the best deal when looking for ways to improve value for money:

- ✓ I deliver high quality services in spite of diminishing resources and do not overspend
- ✓ I seek ways to reduce cost and work with others to get better value for our taxpayers
- ✓ I have a commercial outlook and look for ways to generate income
- ✓ I focus on delivering results and outcomes
- ✓ I challenge existing practice to ensure continuous improvement and support new ways of working

Not helpful:

- ✗ I am slow to adapt my ways of working even when doing so will reduce waste and inefficiency
- ✗ I use rules and regulations to block or confuse

► Serving our Public

We put service to the public at the heart of everything we do, lead by example and take pride in serving our public well:

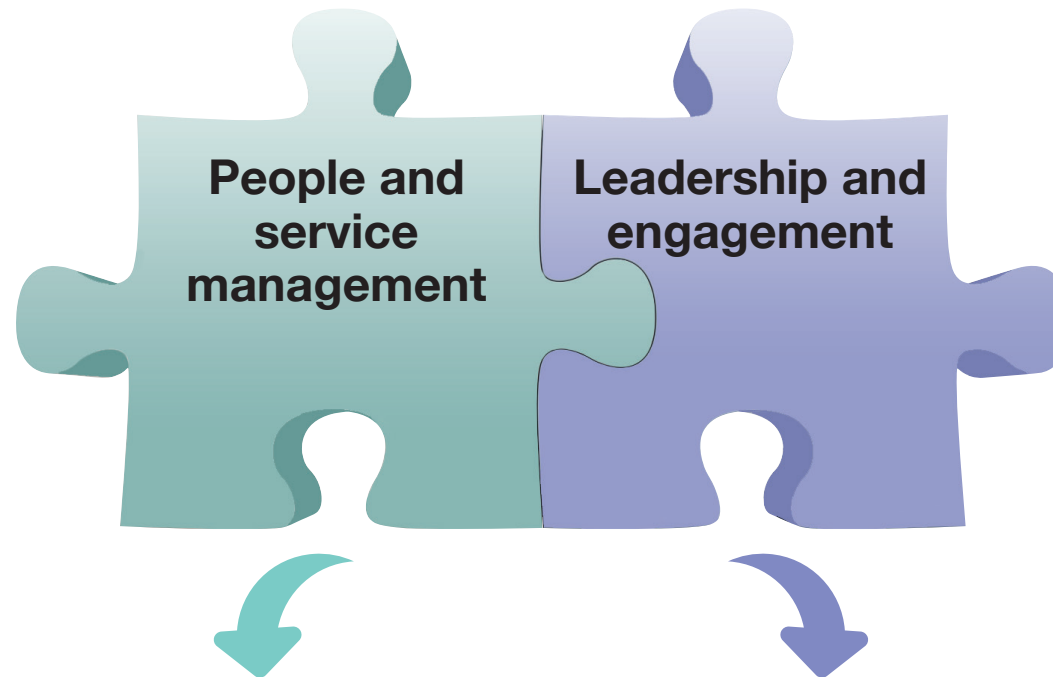
- ✓ I set high standards for myself and ensure that I deliver the best possible service that reflects diverse needs
- ✓ I put citizens at the heart of everything I do
- ✓ I enable others to make informed decisions by providing clear and concise information
- ✓ I am aware of my role within the local authority and deliver services in order to balance competing needs
- ✓ I treat others with courtesy, fairness and transparency when delivering public services

Not helpful:

- ✗ I apply the same rules to everyone regardless of circumstances
- ✗ I pay more attention to my own interests than my customers

Tri-borough values and behaviours

In addition, for managers:



I manage my service, know my budgets and what is going on

I lead high performing teams by engaging employees

▶ People and service management

I manage my service, know my budgets and what is going on:

- ✓ I encourage my team to improve the service and find opportunities to collaborate with others to maximise performance
- ✓ I set and monitor stretching targets, whilst supporting people to deliver
- ✓ I anticipate Members' needs and respond to their feedback
- ✓ I take prompt and fair action to rectify poor performance
- ✓ I plan, monitor and adapt my budget to respond to changing priorities

Not helpful:

- ✗ I ignore early signs of problems in the hope that they will go away
- ✗ I do not have performance data, budget information or customer feedback which tells me how my service is performing

▶ Leadership and engagement

I lead high performing teams by engaging employees:

- ✓ I develop and communicate a clear vision and direction for my service
- ✓ I help staff engage with and understand reasons for change
- ✓ I coach and build the capacity of my team
- ✓ I invest time meeting and communicating with my staff, including through one to ones, team meetings and performance appraisals
- ✓ I make time to understand people's strengths and what motivates them

Not helpful:

- ✗ I only concentrate on getting the task done, rather than building my team to deliver
- ✗ I do not make time to communicate with staff, as I don't realise the benefits this gives in terms of service delivery