

factsheet

Excellent Council

OUR 8 VALUES

As the future of local government and the policies and procedures influencing Council business change, our Values will remain steady and provide clear guidance; an ethos of the Council.

Our Values are:

- **Accountable** – We are accountable for all our actions and outcomes. As a Local Authority, Councillors and employees answer directly to you – the residents and businesses within the Borough.
- **Adds Value** – We will add value to all our services, continually improving the quality of the service at a level, fitting to the public purse. Reducing ‘red tape’ and setting our sights higher are key.
- **Ambitious** – We will strive to achieve ambitious targets, pushing boundaries and ‘Leading’ in all we do.
- **Customer Focused** – We will prioritise the needs and requirements of our customers and continually ask ‘how can we make it better?’
- **Develops Talent** – We will ensure that staff, the organisations biggest asset, have the opportunity to develop their skills and in turn improve the service the Authority provides.

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- **Diverse** – We will actively encourage diverse communities and working. We will respect and value all.
- **Innovative** – We will consistently look for new ways of working, pushing boundaries and looking to pioneer new and creative ways to ensure the best outcome.
- **Open** – We will provide an easy to access ‘open door’ for people wishing to know about the services, procedures and policies of the Borough Council. We will be straight and clear in all we do.

What’s the purpose of the 8 Values?

Clear Values promote a strong sense of purpose for the people who work for the Council, for Councillors and partners and ultimately to our customers.

The 8 Values are the characteristics or personality traits of the Council.

They are designed to be at the centre of all we do and steer all the work of the Council. Hence they form the centre of the Charnwood Target, represented within the Corporate Plan.

When were they adopted?

The 8 Values were adopted in spring 2006.

Who is responsible for the 8 Values?

Everybody that works for the Council has a responsibility to strive towards applying all of the 8 Values in their day-to-day work. The Values will be included in an individual’s Performance Development Reviews – the annual appraisal for every member of staff.



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How will they influence the day-to-day business of the Council?

Everybody who works for the Council will be asked to consider the 8 Values in their jobs and roles.

Projects, initiatives and schemes that Charnwood Borough Council is responsible for or linked to, will also reflect the Values.

There is a Special Thanks And Recognition (STAR) Award scheme to recognise those who demonstrate excellence in applying the Values.

How will the Council measure how effective they are at reaching the 8 Values?

One of the 8 Values is Accountable. All staff will be asked to contribute to the Values. This will be done informally throughout the year and formally at the annual Performance Development Review. Every member of staff has a Performance Development Review.

Performance and Audit, Scrutiny and other forms of accountability will be used to assess how the 8 Values have affected the day-to-day workings of the Council and the service the customer receives.



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How will the 8 Values be communicated?

The Values will become integrated into the Council's everyday business and will be paired:

- Ambitious and Innovative
- Customer Focused and Diverse
- Develops Talent and
- Open and Accountable

This shows natural relationships and allows staff to share best practise throughout the organisation by focusing on each pair for a quarter of the year.

If you require more information please contact:

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This information is available in different formats. To access these please phone (01509) 634560.

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這資料具不同的格式，請致電 (01509) 634560 索取。

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