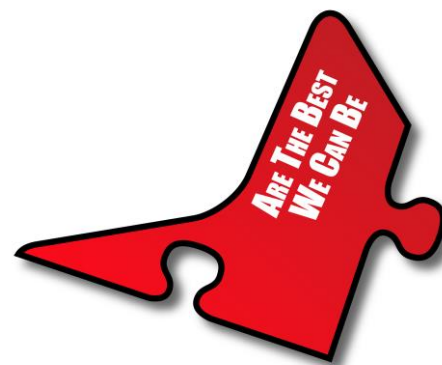


HARBOROUGH DISTRICT COUNCIL  
OUR VALUES





### This means we:

#### ★ Choose to be positive

- ★ We choose to come in and do things in a positive way, even when we are having a “bad day”.
- ★ We make the choice to act positively to deliver our service in the way it should be.
- ★ Be a 2%er and have a Can Do attitude.

#### ★ Strive to be Brilliant

- ★ We make every effort to deliver the best service we can and try our hardest to be brilliant at what we do and in the way we do it (Remember the Art of Being Brilliant).
- ★ We have “bounce back” ability and want to be the best at what we do.

#### ★ Work as one

- ★ We make sure we communicate with other services and partners, and do things that help and support each other rather than hinder.
- ★ We make sure that work is not duplicated and we all work as one collective team to make HDC Brilliant.
- ★ We remove barriers across teams and work together to deliver the Council services to our residents. Share experience and knowledge to achieve our corporate goals and vision.

#### ★ Go the extra mile

- ★ We do what we can to make a difference to our customers.
- ★ We take pride in our work. If it has to be done, we do it right.
- ★ We try and exceed expectations and are passionate in what we do.
- ★ We make an effort to do more than “just our job”, ...and we

#### ★ Manage expectations

- ★ If we say we will do something, we will do it, and we will do it when we say we will do it.
- ★ If we can't do something by a deadline, we will say so.
- ★ We are realistic to our customers, colleagues, partners and members about what we are able and unable to do, about timescales and about budgets.
- ★ We don't make promises we can not keep or commit to things we are unable to deliver.

**FOR OUR CUSTOMERS, COLLEAGUES, MEMBERS AND PARTNERS**



### This means we:

#### ★ Share information

- ★ Wherever possible, we share open and honest communication.
- ★ If we can't be open about certain things we say so and give a reason why.
- ★ We ensure everyone is kept effectively informed of what is happening within the organisation and do this through an appropriate format.
- ★ Where appropriate we share information with external stakeholders.
- ★ We share and celebrate success!

#### ★ Be responsible

- ★ We take responsibility for our actions.
- ★ If we make a mistake we own up to it, and we take responsibility for the outcomes of our actions.
- ★ We don't ignore issues; we don't pass the blame or responsibility for something we have done.
- ★ We act responsibly for our customers.
- ★ We ensure that if we take on a task we do it to the best of our ability.
- ★ We take responsibility for the role we play in our team and take responsibility for our own and others health & Safety.

#### ★ Take Ownership

- ★ We do what we say we are going to do and follow it through to conclusion.
- ★ We say "We", not "they", if something goes wrong, we take action and personal responsibility.
- ★ We don't pass customers or colleagues or partners from pillar to post.

#### ★ Clear and transparent - in everything we do.

- ★ If we are able to share information, we will do so and if we are unable to, we say so and we say why.
- ★ We don't hide behind policies and procedures and we don't cover up our mistakes.

#### ★ Trust

- ★ We trust each other to do the jobs we do in the way they should be done.
- ★ We Have faith employees can do the task without checking.
- ★ We trust in each other to follow through with what we say we will do.
- ★ Do the right thing even when there is pressure not to do so.
- ★ We Keep confidential information confidential

FOR OUR CUSTOMERS, COLLEAGUES, MEMBERS AND PARTNERS



### This means:

#### ★ Courtesy

- ★ We respect people's opinions and treat people in the way we wish to be treated.
- ★ We always say thank you when we have asked someone to do something.
- ★ We use our basic good manners. We think about our actions and the impact on others.

#### ★ Support & Develop

- ★ We listen and encourage various points of view.
- ★ We are prepared to seek compromise.
- ★ We ask for feedback and look for opportunities to develop further.
- ★ We help others to develop by sharing our knowledge and experience.
- ★ We help our colleagues in being the best they can be.
- ★ We have fun.
- ★ We provide colleagues with the opportunity to develop their skills, knowledge and behaviours.

#### ★ Appreciate

- ★ We give praise; say "well done" and "thank you".
- ★ We recognise and value others for their contribution.
- ★ We take time to provide feedback and celebrate success.

#### ★ Respect

- ★ Never making anyone feel uncomfortable because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or point of view.
- ★ It is ok to speak up if someone displays inappropriate behaviour towards you or someone else.
- ★ Be respectful of your colleague's workload, priorities and deadlines. Ensure people are not excluded because of where or when they work.

#### ★ Recognition

- ★ We communicate to the rest of the organisation when the team does well, celebrating and sharing successes, sharing pride to enthuse others.
- ★ We encourage everyone to nominate colleagues for STARS awards and see recognition as a positive thing.

FOR OUR CUSTOMERS, COLLEAGUES, MEMBERS AND PARTNERS



### This means:

#### ★ Continually Improve

- ★ We continually seek ways to improve the way we do things.
- ★ We take action about poor service and celebrate achievement.
- ★ We set ourselves high standards in everything we do.
- ★ We question how can I do this differently or better?
- ★ We find out what others do and compare results and service levels.

#### ★ Question Assumptions

- ★ Just because it hasn't worked in the past, it might work now.
- ★ Just because it works well doesn't mean it's the best way.
- ★ Just because everyone else is doing something, it doesn't mean *you* have to change it!
- ★ Don't just accept it will be a no; find out the reason why... it may lead to a yes.
- ★ Don't anticipate the answer to your questions or idea.

#### ★ Free to Push Boundaries

- ★ You are empowered to come up with and suggest alternative approaches to doing things.
- ★ Keep the clear the clutter mentality.
- ★ If you have an idea, share it! Consider going against the norm.

#### ★ Be Brave

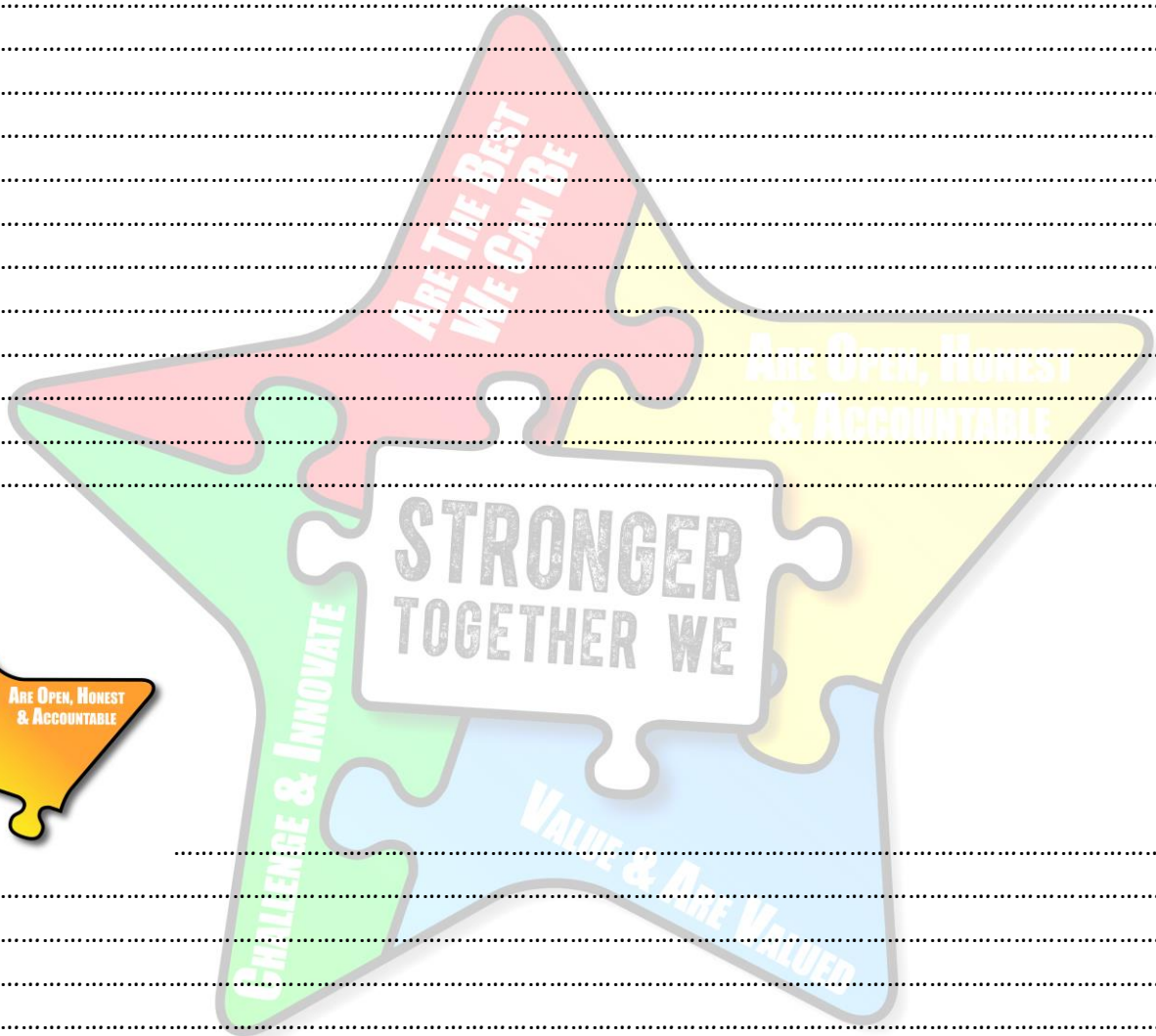
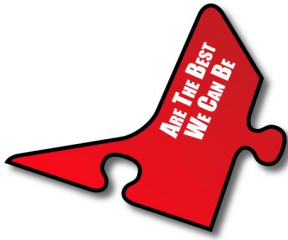
- ★ Just because everyone is doing it, doesn't mean we have to.
- ★ Just because no one is doing it, doesn't mean we don't have to.
- ★ Try out new ideas; ask the "stupid question."
- ★ If you think you have a great idea then go for it!
- ★ Lead, not just follow.

#### ★ Explore (New & Creative Ideas)

- ★ Investigate different ways of doing the same things.
- ★ Think about the customer as you think of how to improve things.
- ★ What would an outsider think, do or say?

FOR OUR CUSTOMERS, COLLEAGUES, MEMBERS AND PARTNERS

# Living the Values in our Team



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