

Living Our Values

'With communities, customers, partners, colleagues and teams'

Everyone	Managers and leaders
Being open, honest and trusted – I can be my best	
<ul style="list-style-type: none"> • I do what I say I am going to do • I manage others' expectations and am realistic • I am patient and considerate, and listen to other people • I provide customer-friendly information – jargon free and plain English • I am open to new ways of working 	<ul style="list-style-type: none"> • I set clear expectations and give regular feedback through appraisals and 1:1s • I coach, support and develop – colleagues and teams • I make an extra effort to communicate and share during times of change
Treating people fairly- It feels like I count	
<ul style="list-style-type: none"> • I appreciate everyone is different and respect the views and opinions of others - no 'one size fits all' approach • I recognise and value cultural differences • I understand individuals' communication and access needs • I appreciate the efforts of others and acknowledge a job well done • I am aware of language and cultural difference in all communications 	<ul style="list-style-type: none"> • I respect all, and give everyone a fair chance • I listen and act on the things people say • I celebrate success and say thank you for a job well done • I get the basics right on health, safety and well being
Spending money wisely – I make every pound go further	
<ul style="list-style-type: none"> • I am flexible and support priorities • Before spending, I ask 'what difference will this make?' • I look for ways to improve processes and service delivery • I remember that it's not our money that we spend 	<ul style="list-style-type: none"> • I get the best deal on price and quality • I plan resources well and stick within budgets • I consider the council wide impact when making financial decisions • I use council contracts and keep financial records in order
Working as a team for Leeds- I am part of a team with a 'can do' attitude	
<ul style="list-style-type: none"> • I keep up to date with important news and information • I take responsibility to help others • I have positive expectations of others and support them • I share my views, knowledge and ideas • I have a 'can do' attitude and learn from experience • I deliver work on time and take responsibility for my own workload • I seek feedback to drive improvements, to ensure others are satisfied • I work <i>with</i> others, rather than 'to' or 'for' them 	<ul style="list-style-type: none"> • I encourage a 'can do' approach and team problem solve • I make it ok to challenge and encourage new ideas • I think 'Team Leeds' and work with partners • I find new ways of working and embrace new technology
Working with people engaging all communities – I am proud to make a difference	
<ul style="list-style-type: none"> • I build knowledge of our customers, keep up to date / share information where appropriate • I proactively seek links and develop positive working relationships with community groups • I think about things from the point of view of others • I am knowledgeable about other services, partners and the bigger picture 	<ul style="list-style-type: none"> • I put citizens at the heart – I do things with people not to them • I work with councilors to make democracy work • I provide top quality customer service • I take a 'no wrong door' approach if someone needs help.

Doing our best – to be Best Council in the Best City