

# Living Our Values

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

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

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