

HALTON BOROUGH COUNCIL VALUES FRAMEWORK



PERSONAL ACCOUNTABILITY

- We deliver what we say we will deliver, and will let the right people know when things don't go to plan
- We seek clarity about our roles and responsibilities, and take ownership of our own objectives, regularly checking that our performance is on track
- We will personally take steps to remove barriers to our success
- We understand when we can't solve problems personally, and ask for help and support at the right time
- We let people know when mistakes are made, and provide solutions for resolving any problems

INSPIRING LEADERSHIP

- We act as positive role models for our colleagues, leading by example, building trust and supporting a learning culture
- We understand what leadership means to our teams and deliver against their expectations, providing regular and constructive feedback
- We empower colleagues to deliver, and to make decisions relating to their work, agreeing clear expectations with them for outcomes and high performance standards
- We actively promote the positive wellbeing of our colleagues, seeking to identify when help is needed and will ensure appropriate support is given
- We tackle problems constructively and quickly, finding the best solution and aiming for a speedy outcome

PERSONAL GROWTH

- We keep up to date with the knowledge and skills needed to perform at our best
- We look for opportunities to improve ourselves through a variety of development activities and learning from our experiences
- We provide constructive feedback to colleagues to enable their growth and development
- We celebrate success, ensuring colleagues are recognised for their achievements and contributions
- We embrace and understand the need for change, viewing it as an opportunity for development and personal growth

CONTINUOUS IMPROVEMENT

- We aim to deliver the highest possible standards of work, and look for opportunities to improve where we can
- We take steps to understand the needs of our customers, colleagues and stakeholders, ensuring those needs are reflected in how we deliver our services
- We encourage and support innovation and creativity to improve service delivery and outcomes
- We constructively challenge working practices, where there are opportunities for modernisation and improvement
- We balance the need for efficiency with the need for quality outcomes, and always have value for money in mind

WORKING TOGETHER

- We share knowledge, information and ideas with the right people at the right time, taking every appropriate opportunity to collaborate
- We value, support and promote diversity and inclusivity in all that we do, treating everyone with dignity and respect
- We build and maintain professional relationships through positive collaboration with colleagues, partners and stakeholders
- We listen to and value other people's opinions, and resolve differences through constructive discussions
- We show our appreciation for those who contribute to or add value to our work