

## GREENWICH LEGAL SERVICES VALUES

### How we treat our clients

#### *Excellent customer service*

- Consistent
- Approachable and accessible
- Proactive and responsive
- Regular communication
- Understanding the needs of the clients and the Council

#### *Respect*

- Mutual trust and respect
- Integrity
- Confidence
- Managing expectations positively
- Delivering on our promises
- Effective relationships

#### *Legal advice focused on outcomes and solutions*

- Innovative
- Practical and pragmatic
- Clear and relevant
- Delivered to agreed timescale
- High quality
- Alignment with Council's objectives and priorities

#### *Value for money legal services*

- Emphasis on efficiency
- Maximises use of Council resources
- Awareness of overall financial landscape

## **How we treat each other**

- Acting as one team
- Equality of opportunity
- Treating each other fairly and with respect
- Valuing our diversity
- Delivering on promises
- Being open and honest
- Appreciating the contribution of all team members