



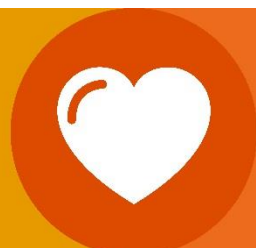
## Our staff values

Values matter. Every successful company has a set of values to assist staff to achieve their goals - as well as the company's. In Royal Greenwich, our values shape our working practices. Each value is also backed by a set of behaviours that show just how the values can be demonstrated.



### IMPROVING RESIDENTS' LIVES AND OPPORTUNITIES

- Listens and learns from residents to improve results
- Makes sure residents are well informed on things that affect them
- Helps residents understand what other services the Council provides and how to access them
- Communicates in plain English (doesn't use jargon)
- Prioritises residents' needs over the Council's convenience



### DEMONSTRATING RESPECT AND FAIRNESS

- Treats everyone they meet as equals, with respect, fairness and dignity
- Makes time to listen to people carefully
- Puts themselves in other people's shoes to understand what they're thinking and experiencing
- Ensures people feel safe and respected
- Speaks up when someone's treated unfairly or without respect



## TAKING OWNERSHIP

- Does what they say they'll do on time
- Apologises when something's gone wrong, and personally looks to sort it out
- Is clear and honest about what can and can't be done
- Looks for different ways of achieving what's needed (rather than saying 'can't')
- Goes the extra mile when needed



## DOING THINGS BETTER

- Keeps looking for ways to do things better, faster or for less money
- Prioritises the tasks that will make the most difference
- Reviews and learns from mistakes (doesn't blame others)
- Tells colleagues what's worked well and what could go better
- Brings in best practices from outside so people can do things better



## WORKING TOGETHER ACROSS THE COUNCIL

- Reaches out to collaborate with people across the Council
- Works readily with others in the Council to help achieve our aims
- Steps up to help even if it's not their own area
- Thinks about how their own decisions affect people outside their own area of work
- Readily shares their own experience, information and knowledge with people outside their own area of work