

# Behaviours for Effective Service Delivery



## Focusing on Customers and Communities

We put our customers and communities at the centre of everything we do. Customers may be members of the public or colleagues that we provide support services to.



## Taking Responsibility

Everyone will take responsibility for:

- Delivering the Service
- Improving the Service
- Inspiring others to improve the Service
- Being conscious of quality and cost



## Working Together

We recognise we are one Council and one team. We will work flexibly and cooperatively with each other and our partners, to get the best possible results.



## Acting with Integrity

We do what we say we will do. We trust individuals to get on with their job, respecting differences, and listening to others for understanding.



## Building a culture of continuous improvement and innovation

We seek to continually improve and therefore welcome new ideas, taking planned risks to inspire creative and effective solutions, learning from both our successes and failures.



## Leading by example

Our leadership principles are:

- Being Visible
- Know the business
- Drives performance
- Inspires others
- Professionally credible