

### EFDC Corporate Values & Behaviours Draft V4

#### Behaviour feedback suggestions to demonstrate the Values

##### TRUST

We will be open and honest with each other and our customers. We will treat everyone with respect and take responsibility for our actions.

##### Our Expected Behaviours

1. We will be open and honest in our dealings with each other, our residents and customers.
2. We will listen, share information and trust in each other.
3. We will give and receive constructive and consistent feedback to each other.
4. We will take responsibility for our actions, learn from our mistakes and support each other.

##### Unacceptable Behaviours

1. We won't make promises we know we can't keep.
2. We won't discriminate against people by treating them unfairly or unequally.
3. We won't tolerate a 'blame culture'.
4. We won't disclose private information or confidences (*unless required to do so by law*).

##### PERFORMANCE

We will take pride in our work and celebrate our achievements. We will learn from our mistakes and always do what we say we will do.

##### Our Expected Behaviours

1. We will continually develop our skills and be willing to learn.
2. We will strive to achieve excellence in everything we do.
3. We will communicate clearly and use plain English.
4. We will take pride in our work and lead by example.

##### Unacceptable Behaviours

1. We won't make excuses for not delivering.
2. We won't base decisions solely on emotion and assumptions, instead of facts.
3. We won't accept missed targets without good reason.
4. We won't allow personal interest or favoritism to affect our judgment.

## **ONE TEAM**

We will work together as *One Council*, supporting each other and our partners to achieve better results for everyone.

### **Our Expected Behaviours**

1. We will encourage each other and build good working relationships.
2. We will recognise everyone is different and value each others contributions.
3. We will work together to help everyone understand and achieve the council's goals.
4. We will keep a sense of humour, and set out to make each day enjoyable.

### **Unacceptable Behaviours**

1. We won't work in isolation or pursue our personal agendas.
2. We won't be inconsiderate or fail to give credit to others.
3. We won't be territorial.
4. We won't do the bare minimum just to get by.

## **CUSTOMER**

We will put the customer at the heart of everything we do, providing services that are tailored to the different needs of our communities

### **Our Expected Behaviours**

1. We will listen, try to understand and respond to what is important to our customers.
2. We will maintain positive and caring attitudes
3. We will accept that everyone has different needs and offer realistic solutions wherever possible.
4. We will keep our customers informed of any changes and decisions that affect them.

### **Unacceptable Behaviours**

1. We won't tell people what they need without consulting or listening to them.
2. We won't assume the customer knows less information than we do.
3. We won't use jargon deliberately to confuse or demean people.
4. We won't be patronising, rude or dismiss complaints without investigation.

## **INNOVATION**

We will seek new ways of working to improve and change to meet new challenges.

### **Our Expected Behaviours**

1. We will give people the confidence to suggest new ideas.
2. We will encourage and support creative thinking, learn from the experience of others and share best practice.
3. We will try new ideas and review existing ways of doing things.
4. We will accept that not every new idea will work.

### **Unacceptable Behaviours**

1. We won't resist change because *'we have always done it this way'*.
2. We won't create obstacles to block change.
3. We won't stay as we are *'for an easy life'*.
4. We won't take unnecessary risks when trying new things.