



Values and Behaviours Framework

In partnership with our communities,
creating a district where people can flourish.

Our Values



Pride

We take pride in our work and are committed to continuing to make the Lancaster District a great place

- I take professional pride in the work of the Council
- I am committed to environmental sustainability
- I am an ambassador for the Council and the District
- I am focussed on what matters
- I care about our customers



Working Together

We support, and are supported by, colleagues to achieve success together

- I collaborate and build rapport
- I learn from others
- I communicate openly
- I am kind and helpful
- I take into account the needs of others



Ownership

We take personal responsibility for our work and act with integrity

- I am open and keen to share my knowledge
- I am courageous
- I treat people with respect
- I am trustworthy
- I care about the impact I have



Ambition

We continually look to innovate and deliver in the best possible way we can

- I go the extra mile
- I seek out opportunities to be even better
- I am flexible in my outlook
- I make promises and keep them
- I learn from my experiences



PRIDE



**We take pride in our work and
in working alongside our partners and
communities, to make our district a great place.**

At my best...

I take steps to develop my awareness of what makes our district special

I take professional pride in the council's work

I am committed to reducing my personal impact on the environment and seek out innovative ways to promote sustainability

When working with our communities I treat everyone with equal respect, and am friendly, honest and empathetic

I put people at the heart of my decisions

I work cooperatively with and support our partners

I display professionalism when representing the council, acting as an ambassador for our district

I am flexible and adapt my style and communication to focus on what matters to people

I care and use a genuine approach to engage with customers and the people I interact with

I try my best to work towards achieving positive outcomes for our customers, resolving conflict where possible to the best of my ability

Not at my best...

When making decisions I only focus on the task and process, not the people

I am unhelpful or unprofessional when interacting with our partners and customers

I can be insensitive and unhelpful to customers and my style does not take into account their feelings and opinions

I let my mood affect how I treat others

I rarely consider my personal impact on the environment and how I can reduce this



At my best...

I create effective relationships and build strong networks with key contacts / external partners

I am aware of the changing needs of the area and community, anticipating how we may need to respond as a council

I adapt my style to work effectively with partners, building consensus, trust and respect

I support the organisation to implement innovative ways of working that will benefit everyone

I recognise how political changes and sensitivities impact on my own and my team's work

I consider the diverse needs of the community in the work we do

I build environmental sustainability into everything we do and every decision we make

I seek out and use feedback from a variety of sources to improve our service to colleagues and the community

I have a keen awareness of the overall work of the council and the impact it has

I passionately care about the impact my team has and act as an ambassador for the council

Not at my best...

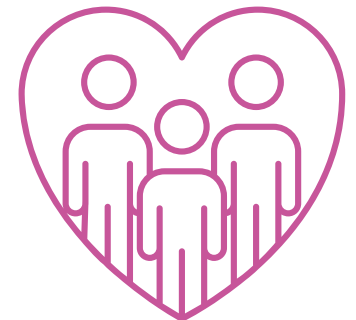
I don't seek to form and develop productive working relationships between ourselves and our partner organisations

I don't encourage my team to develop working relationships with stakeholders

I don't keep up to date with external needs and perceptions of the council

I show little understanding of or sensitivity to the influences that shape the work of the council

I rarely consider how my team can reduce their negative impact on the environment





We take personal responsibility for our work and act with integrity.

At my best...

I am open about the work I do, how I go about it and am willing to explain the decisions I make

I treat people with respect. I am able to appreciate different perspectives, listen and empathise with others

I am fair, and act in a consistent way

I am trustworthy, and do what I say I'm going to do

I am guided by our values when making decisions

I am courageous. I speak up to challenge others in a way that is positive, clear, constructive and appropriate

I manage risks by making informed decisions. When mistakes are made, I acknowledge them and learn from them

I question things and am not afraid to challenge established thinking in order to find better solutions

I take responsibility for actions to support the success of the team

I take ownership of outcomes, keeping the needs of our customers at the centre

I care about the impact I have and see things through to completion

Not at my best...

I don't respect others' perspectives and don't take the time to seek to understand their point of view

If I see something that I think is wrong or see someone acting in an inappropriate way I turn a blind eye

I cover up my mistakes

I miss deadlines or leave tasks unfinished

I blame others and don't take responsibility for my actions



At my best...

I promote a positive team culture that respects diversity and strives to be inclusive

I promote and reinforce our values and behaviours in order to develop high performing teams that consistently deliver goals and objectives

I act as a role model by living our values and setting an example for others

I promote the wellbeing of my team, supporting them to cope with pressure and change

I unselfishly use the council's resources to maximise value for everyone

I promote change as a force for good, encouraging my team members to actively participate

I create conditions so that others can thrive

I make sound decisions quickly on behalf of the team when needed, even when they may be difficult

I take responsibility for team decisions, providing rationale when those decisions are questioned

I keep a close eye on our performance and deal with issues promptly to avoid adverse impact on team morale and performance

Not at my best...

I role model behaviour that is counter to our core values

I am manipulative when influencing others

I only want what is best for me and/or those I am responsible for, and don't think about what's best for the council

I pass the buck when things get tough

I avoid having honest conversations with my team





**We support, and are supported by,
colleagues to achieve success together.**

At my best...

I learn from others and encourage others to learn from me

I work to solve problems with team members across services

I make others feel comfortable and respected by being positive and friendly

I communicate openly where I can, sharing information with colleagues within and outside my own team

I seek opportunities for collaboration and look for opportunities to work together with others

I share ownership of outcomes and celebrate success with others

I build rapport quickly with people at all levels and from different backgrounds

I am a polite, kind and helpful point of contact for colleagues

I provide timely and accurate responses to colleagues

I recognise when I'm unable to cope and asks others for help

Not at my best...

I take credit for others' work

I fail to communicate openly when it's possible to do so

I hold on to knowledge as a source of power, neglecting to pass on my knowledge to others

I ignore requests or problems until someone complains

I don't consider the impact of my own behaviour on others



At my best...

I encourage knowledge and skills sharing with other teams, as well as sharing ownership of resources

I encourage communication within my own team and across the council

I understand that we work better together when we embrace people's differences

I anticipate potential areas of conflict and acknowledge that healthy conflict can be a force for good

I approach conversations with a view to achieving a shared solution

I create environments in which colleagues can learn from and support one another

I trust my team and take the time to get to know them well

I foster an environment where others feel respected and safe

I encourage my team to seek out opportunities to improve the way we work

I recognise and celebrate the contributions that staff at all levels make

I encourage people to understand that we're stronger when we work together and to consider the collective rather than just ourselves

Not at my best...

I fail to recognise and nurture individuals' potential due to biases or assumptions

I miss opportunities to build new relationships or work in partnership

I am reluctant to let people within my team spend their time sharing knowledge and skills with other teams

I exclude others when communicating

I only care about my own needs and/or my own team's need, not the organisation's



**We look to innovate
and deliver in the best
possible way we can.**



AMBITION

At my best...

I go the extra mile to achieve the best results I can, approaching work with a positive and enthusiastic mindset

I learn from previous experience and welcome feedback

I seek opportunities to develop and take responsibility for my own personal development

I seek out and embrace innovative ways of working to improve the way we work

I understand how my own and my team's work contributes to the delivery of our corporate ambitions and priorities

I know and understand my own objectives and deliver against these

I respond flexibly to changing circumstances

I keep up to date with new ways of doing things and current thinking in my own role

I fully understand the remit of my own role and that of my team, and am happy to involve others when necessary

I keep my promises and meet deadlines

I care about the impact I have and see things through to completion

Not at my best...

I resist change and do not want to try new things

I am not receptive to feedback and don't ask for or value other people's views and suggestions

When at work, I go through the motions and do the bare minimum

I fail to prioritise or plan ahead and complete the least important tasks first

I make rash decisions without thinking first who to consult or what the consequences might be.



At my best...

I actively work with my team to deliver on meaningful objectives in line with our corporate priorities

I coach others and support them in feeling empowered to make decisions, take appropriate risks and learn from experience

I encourage others to develop and share new ideas and ways of working

I support others to learn from mistakes by encouraging effective feedback within the team

I acknowledge and celebrate the good work and achievements of the people around me

I promote trust and encourage independence and self-belief in my team members

I encourage honest conversations in relation to work pressures and work with my team to address issues and concerns

I work with my team to ensure our output is of a high standard and quality

I identify potential barriers to decision making and initiate action to move a situation forward

I communicate our strategic priorities in a compelling and convincing manner so that my team members understand our common goals and purpose

Not at my best...

I dismiss fresh and new ideas and discourage people from suggesting new ways of doing things

I develop individual and team plans that do not reflect our strategic vision

I don't take the time to listen to and understand how I can better support my team

I delegate without giving responsibility or authority

I fail to recognise individuals in my team for a job well done

