LEIGHTON-LINSLADE TOWN COUNCIL

COUNCIL

Date: 28 January 2019

Title: Town Council Corporate Behaviours

Purpose of the Report: To seek Council views in respects of the creation of corporate behavioural values which would apply to Members and Employees alike.

Contact Officer: Sarah Sandiford, Head of Democratic & Central Services

Corporate Objective/s	**LLTC Three Year Plan – Aim 1** (to consolidate processes and procedures, ensuring operational efficiency and a structure which will underpin future service delivery by the Town Council).	
Implications:		
Financial		
Human Resources	√	
Operational/Service delivery		
Risk/Health and Safety		

1.   RECOMMENDATIONS

1.1   To note the report.

1.2   To consider endorsing the development of council wide core behavioural values which would equally apply to Members and Employees alike.

1.3   To approve the proposed process and timescales outlined at 4.5

1.4   To consider the proposed draft behaviours, identified as a starting point for the engagement process, as outlined at 5.

2.   BACKGROUND

2.1   At the meeting of the Personnel Sub-Committee held on 22 October 2018, some headline figures and findings from a recent staff survey were discussed.

2.2   Whilst many of the findings from the survey were very positive, a couple of areas for potential improvement were identified, predominantly in respect of improving communications and providing both recognition and opportunities for development to individual employees.

2.3   In discussion, it was suggested that consideration be given to the question of establishing an organisational culture and values, which would then become embedded in the day to day operations of the Town Council.

3.   EXISTING VALUES

3.1   Whilst the Town Council does not currently have a formally adopted culture or set of corporate values, there are values already embedded within different areas of the organisation.

3.2   For elected Members, the key values as outlined in the Code of Conduct (adopted by Council in 2012) are in accordance with the Nolan Principles of public life, namely:-

Selflessness
Integrity
Objectivity
Accountability
Openness
Honesty
Leadership

3.3   For employees of the Council, a section of the Employee Handbook outlines the following beliefs and values:

Integrity	That it will always act impartially and will adopt a positive approach to resolving issues
Commitment	To consult widely and to listen to ideas, to work together with all sections of the community
Staff Development	To encourage and assist staff to reach their full potential, to promote a culture of continuous improvement
Financial Prudence	The concept of value for money
Community Driven	That it will always act in a responsive way to the needs of the community

3.4   In addition to the above, a number of Core Competencies were adopted as part of the Employee Appraisal Procedure in 2015. The six Core Competencies which apply to all employees (additional competencies apply to those with supervisory or management responsibility) are as follows:

Customer Focus – Delivering high levels of customer satisfaction and using customer views for continuous service improvement

Communication – Using interpersonal skills to relate confidently with others to understand and be understood

Problem Solving – Identifying when a problem needs addressing, thinking clearly and identifying - and creative solutions

Team Working – Working with others to deliver added benefits to the team and customers

Personal Effectiveness – Possess self-awareness and manage yourself to maximum Performance

Professional and Technical Development – Develops technical and or professional ability and keeps abreast of development in own area of expertise including specialist knowledge and organisational awareness

3.5 Beyond the above, the Town Council has adopted the following vision: "A community to be proud of".

4. CORPORATE VALUES & BEHAVIOURS

4.1 Corporate or organisational values, once developed, would guide priorities and actions, define how people behave and interact with each other and with customers.

4.2 Once agreed, behaviours/values can become embedded through ongoing communication and giving specific examples of what they mean in everyday practice, thereby shaping the culture of the organisation.

4.3 Clear values should be a true reflection of the organisation's aspirations for appropriate workplace behaviour and therefore play an important part in building a positive culture.

4.4 It is proposed that both elected Members and employees, who together comprise and embody the Town Council as an organisation, should have an opportunity to review and input into the process of developing core values.

4.5 Bearing in mind that the membership of the Council may change during 2019 and that new Councillors may also wish to have an input into the development of core organisational values, a proposed timescale/process is as follows:

4.5.1 Proposed values presented at staff meeting on 31 January – to be given consideration before the next staff meeting in April/May.

4.5.2 Proposed values presented to Council on 28 January – to be given consideration before the next and final meeting of the current Council on 29 April 2019.

4.5.3 Proposed values presented to new Council on 24 June 2019

4.5.4 Feedback from all of the above to be incorporated into draft values before consideration of adoption by new Council in September 2019.

5. DRAFT ORGANISATIONAL BEHAVIOURS

5.1 Bearing in mind the already existing values and competencies for both elected Members and employees, as well as the feedback from the October 2018 staff survey, a starting point for core organisational values is proposed as the following:

Listening

We consult, pay attention to others and respond. We are approachable, self-aware and reflect on our impact on others.

Open

We are willing to explain, be accountable and open to challenge. We will be co-operative and open minded.

Valuing

We care about our colleagues, staff and customers. We care about what we do and how we do it. We respect others, our services and our environment. We are receptive to the views of others.

Improving

We analyse and challenge how and what we deliver. We take responsibility for change and seek to overcome barriers to change.

Supporting

We create trust with colleagues, staff and customers. We encourage, empower and praise our colleagues and staff. We delegate appropriately and support others to achieve.

Partnering

We understand and respect the views and needs of others and work collaboratively. We are flexible and work to common goals and targets. We learn from others and are open minded.

Delivering

Our employees support the objectives of their teams and their service. They deliver according to agreed time scales and standards and take responsibility for their work.

End.