

GROWING #TEAMIWC



PEOPLE ARE AT THE HEART OF WHAT WE DO.

Everything that we do should be inclusive, open and transparent. Working as part of a team, and achieving the Isle of Wight Council's vision should be done in a way that is straight forward and positive.

The Isle of Wight Council's 11 core values as defined in the Corporate Plan 2018-2020 can be distilled under four key headings:



Customer and community focused

Putting customers and our community at the heart of everything we do.

Be sensitive to local needs and concerns in everything we do.

Protect and nurture the environment and heritage.



Working together

Engaging with partners to maximize integrated working.

Working as a team for the Isle of Wight.

Helping communities to help themselves.



Effective and efficient

Being effective and efficient in everything we do and spending money wisely.

Getting on with delivery.

Being bold, ambitious, and innovative.

Fair and transparent



Transparent decision making, based on the effective use of data and evidence.

Treating people fairly.

ISLE OF WIGHT COUNCIL VALUE: CUSTOMER AND COMMUNITY FOCUSED

**Putting customers and our community at the heart of everything we do.
Protect and nurture the environment and heritage.**

FOR ALL STAFF THIS MEANS:

- Being clear, honest and unambiguous.
- Understanding the needs and managing the expectations of your 'customers'/the people you serve, both internal and external.
- Doing what you say you will do, when you say you will do it and communicating the outcome.
- Responding to colleagues and customers appropriately; acting courteously, respectfully and positively.
- Listening to people and give correct, timely responses; knowing and understanding appropriate methods of communication.

FOR MANAGERS AND LEADERS THIS ADDITIONALLY MEANS:

- Using customer focused outcomes to define tasks and plan service delivery.
- Engaging in co-production of services – ensuring the voice of the person is heard and understood in service improvements.
- Communicating the rationale and impact of decisions made to those affected
- Giving consistent, timely messages to staff to enable them to relay these onto teams/customers.
- Understanding and responding appropriately to the political environment; being aware of how services can support the priorities of the administration.



Claire is friendly and polite and uses her initiative to help people with their enquiries. She does not 'hide' behind the process but rather sees what her customer needs and tries to act as a guide. She feeds back to colleagues and her manager her ideas for improving things for customers.



Clive actively seeks feedback from staff and customers, acting on this to improve services for customers. He understands community needs by asking questions and is able to speak knowledgeably about the services he manages with partners.

ISLE OF WIGHT COUNCIL VALUE: EFFECTIVE AND EFFICIENT

Being effective and efficient in everything we do and spending money wisely, getting on with delivery.

FOR ALL STAFF THIS MEANS:

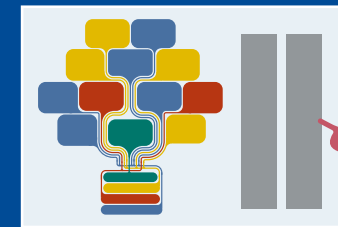
- Using your initiative and innovation to solve everyday problems.
- Being conscious of resources including physical resources and budgets and understanding how commercial principles can be applied to your role.
- Working in an agile way – working where and how it works best for the service and, as importantly, for our customers.
- Engaging with the council's priorities and ensuring your service is helping to achieve them.
- Prioritising and co-ordinating work for self and others (where appropriate).
- Taking responsibility for your own continuous personal and professional development.

FOR MANAGERS AND LEADERS THIS ADDITIONALLY MEANS:

- Encouraging staff to innovate and use their initiative; actively seeking out opportunities for service improvement and efficiencies.
- Ensuring services operate within financial limits and applying commercial thinking to all decisions and activities.
- Communicating and challenging all staff to think and act commercially.
- Enabling and encouraging teams to work in an agile way as defined by the business need.
- Ensuring staff can see the 'golden thread' from the corporate plan through the service plan to their own personal objectives and have protected time for their development.
- Managing risk and balancing risk against the need to secure positive long-term outcomes.
- Taking responsibility for the continuous personal and professional development of your team.



Ed works in an agile way suiting the needs of the business and his customers. He plans his days and actively engages in his own development and helps colleagues to learn and develop.



Ellen is able to help her team to understand their contribution to the overall outcomes of the organisation by explaining how their service fits into the corporate plan. She seeks improvements in service delivery and has a good knowledge of budgets and real costs of the services she manages.

ISLE OF WIGHT COUNCIL VALUE: WORKING TOGETHER

Working as a team for the Isle of Wight.

Engaging with partners to maximize integrated working.

FOR ALL STAFF THIS MEANS:

- Respecting others' points of view, taking time to listen and being open to change.
- Being collaborative and working well with others in a spirit of trust.
- Taking responsibility for your own actions and the impact they may have on others
- Putting forward your ideas to colleagues and managers.
- Understanding the other service areas of the council and partners that may have an impact/influence on your work.

FOR MANAGERS AND LEADERS THIS ADDITIONALLY MEANS:

- Being a role model for open honest relationships; providing an open environment where individuals know that their ideas and opinions matter and are appreciated.
- Enabling, empowering, motivating and inspiring your team to develop productive relationships and connect with other people.
- Managing the performance of staff and support their health and well-being.
- Using a coaching methodology when managing staff/teams; creating opportunities for learning and development appropriate to their needs.
- Using systems thinking approaches to service improvement.



Wendy is an active listener who works well on her own and as part of a team. She takes responsibility for what she does, knowing that her manager will support her. She works well with colleagues and feels confident to put forward her ideas.



Julia works in a collaborative way with colleagues across the Council and the wider system and community. She has regular coaching discussions with her team members and acts as an enabler to help them achieve their objectives.

ISLE OF WIGHT COUNCIL VALUE: FAIR AND TRANSPARENT

Transparent decision making, based on effective, efficient use of data and evidence.

FOR ALL STAFF THIS MEANS:

- Following guidelines and processes appropriate to your role and service area and check you are using the most recent versions.
- Using and sharing your knowledge and expertise to provide solutions; looking to improve everyday tasks.
- Keeping up to date with service and wider Council developments.
- Checking that your decisions are based on accurate and current evidence and that records of decisions are kept.

FOR MANAGERS AND LEADERS THIS ADDITIONALLY MEANS:

- Defining and communicating what 'Good' looks like in your context/service area and then striving for continuous quality improvement.
- Using and sharing data and intelligence to prioritise and plan.
- Considering the political implications of your decisions and engage appropriately with councillors.
- Promoting and understanding performance management and governance frameworks.



Dave likes to support new members of the team. He is interested and aware of what's going on around the council and the community. He plans well and keeps accurate records/notes.



Toni leads her team by explaining how they can all continuously improve. She has good working relationships with elected members and is able to write and present succinct, clear information to different audiences.