

Future Ealing Values and Behaviours

Summer 2018

EALING COUNCIL

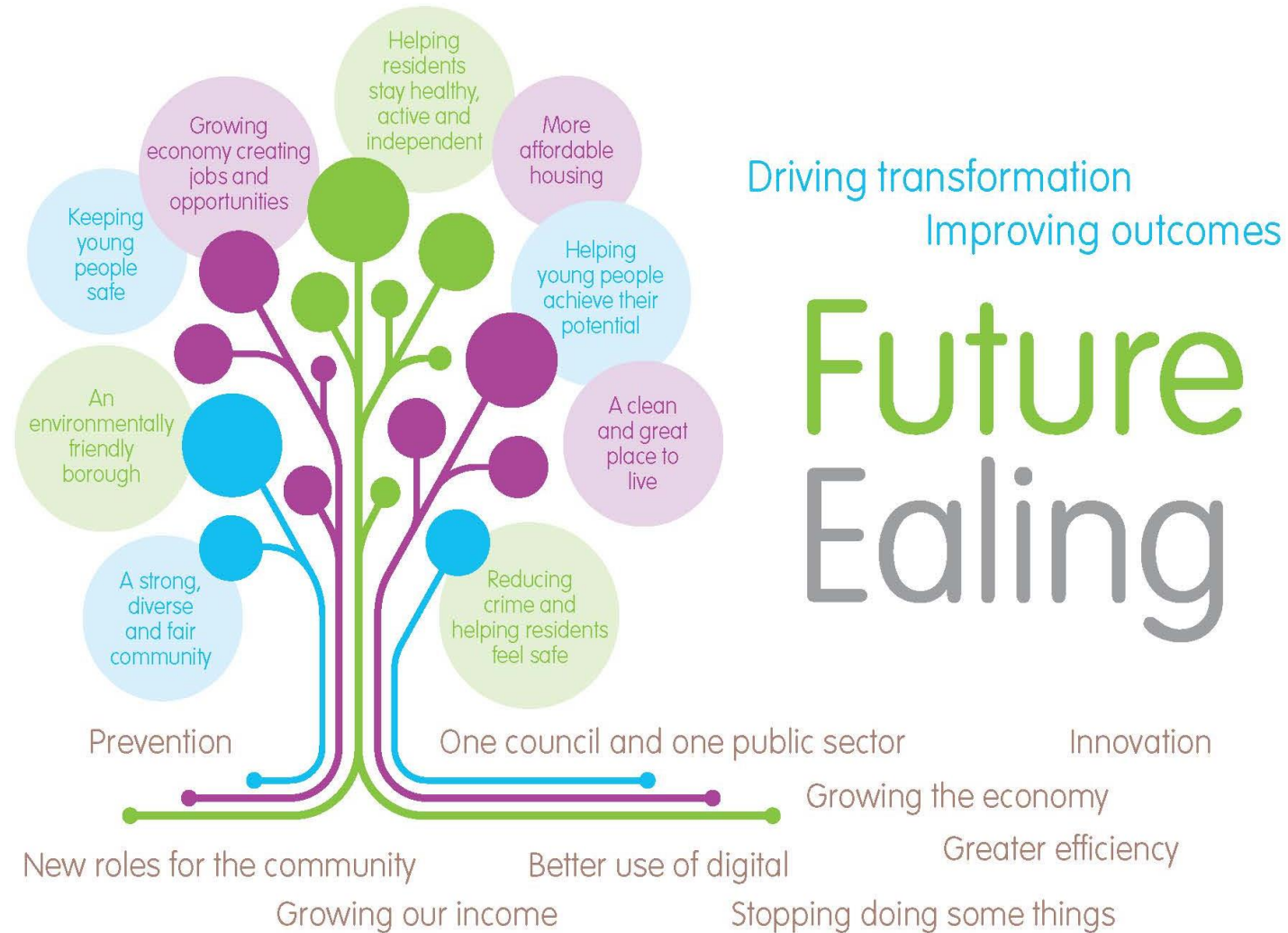
Objectives

- Why new values and behaviours?
- The Challenge and Approach
- How the new V&B will help to achieve Future Ealing outcomes
- Exercise
- Action Plan

Why new values and behaviours?

- Can you name our old values? ...
- The following have changed:
 - The borough
 - Our financial situation
 - Expectations of our residents
- To support the Future Ealing outcomes

9 Future Ealing Outcomes



The Aim

- Develop an aspirational framework (up to 5 values) that everyone can identify with
- Translate values into 3-4 behaviours
- Meaningful stakeholder engagement
- Consultation with a cross-section of staff

Our Approach

- 53 staff participated + Corporate Board + EDG Members
- 6 x 3-hour focus groups
- Identified common themes
- Highest leverage values and behaviours to deliver FE outcomes

Ealing's New Values and Behaviours

Improving lives for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

Supporting Future Ealing

- Everything we do should be linked to the values and behaviours
- Review performance against objectives **and** the values and behaviours
- Objectives – **what** I have to achieve
- Values & Behaviours – **how** I do it

Putting it in to practice

Think about one of your objectives and tell your neighbour:

- What the objective is
- What progress you have made toward achieving it
- How you have **demonstrated** the **values and behaviours** in meeting this objective – with examples

How often do you demonstrate these behaviours?

1 – Never

2 – Rarely

3 – Sometimes

4 - Often

5 – Most of the time

6 - Always

Exercise

- Questionnaire – 5 values and behaviours associated with each
- Rate yourself in relation to how often you demonstrate **each behaviour**
- In your groups discuss your scores

Action Plan

- Identify one behaviour that would make the most difference to you and your team if you were to score it higher
- What actions will you take to increase your score on this behaviour and by when?
- How will you monitor yourself and receive feedback on your progress?

So what next? ...

- Improving lives for residents
- Trustworthy
- Collaborative
- Innovative
- Accountable

Embedding the values and behaviours

- Communications – internal and external
- Staff briefings
- To be used throughout all stages of the employment cycle / processes:
 - Role profiles
 - Recruitment
 - Induction
 - Appraisals
 - L&D interventions
 - Leadership and management development
 - Succession planning and talent management
 - Reward and recognition

Feedback

