

what we expect of everyone working here ...



make fair decisions that feel fair

- we listen carefully – to get to the heart of a problem and to show we care
- we take personal responsibility and get things done with pace and pragmatism
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we're straightforward, friendly and human – giving difficult messages sensitively and never hiding behind complexity
- we recognise everyone's different – and we're flexible in adapting how we work and taking individual needs into account
- we want to know about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand what we're here to deliver – and we're each accountable for what we do
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend