

# Appendix B: Stevenage Borough Council Corporate Plan

# Our values

## Why we have values

The organisational values set out the standards of behaviour the Council expects from its staff. If these are clear and communicated constantly we are more likely to achieve our ambitions for Stevenage.

We have three values that we should all be working towards:

- **Putting people first**
- **Delivering value for money**
- **Working together.**

During workshops staff said it would be helpful to have clear definitions about what these three new values mean.

## Putting people first

For staff this is about:

- Recognising achievement
- Making sure they know they are valued
- Treating each other with courtesy and respect

For customers this is about:

- Dealing with them as individuals
- Listening to what they want and making it happen
- Excellent customer service – including how we deal with complaints.

## Delivering value for money

We should always think about delivering value for money. This is about:

- Providing quality services for a reasonable price
- Careful use of resources
- Keeping council tax levels as low as possible.

## **Working together**

Delivering value for money and putting people first are easier to deliver if we all work together.

Working together is about:

- Communicating effectively with one another
- Sharing learning and best practice
- Working well in partnership with other organisations.