

Our values and ways of working

**ONE
BRILLIANT
TEAM**



I want Redbridge to be brilliant - as a borough, as a council and as a collection of teams and individuals. A place where our staff work together to help local people maximise their potential. An opportunity to shape the destiny of a booming part of London.

This is our chance to make a real difference. We have worked together as a council to put our budgets on a stable footing and to map out a hugely ambitious programme of change that will touch every corner of the organisation. I am proud of the way that our staff have stepped up to this challenge.

The questions we need to answer now are: what is all this change for? What kind of organisation do we want to be? What is it we want to achieve for residents? We are on a journey to excellence at Redbridge. Our the values, design principles and ways of working will support us as we become a modern and effective council and work as one brilliant team.

If you are thinking about applying for a role at Redbridge please take the time to read through our values and ways of working as they will play an important part in the role you perform. As a new member of our one brilliant team, you may well identify areas that you think would benefit from possible change. The benefit of having new people and new ideas cannot be underestimated and we would look forward to you helping us to achieve brilliance for our residents

My promise to staff is simple: I will work tirelessly to create an environment where everyone can have great ideas and make them happen, where everyone can be part of the debate about the future of our organisation, and where everyone can use their judgement about how best to serve residents. In return I ask that new and current staff are always prepared to go the extra mile in pursuit of what is best in any given situation - regardless of what is written in our job descriptions.

Good luck with your job search. Andy Donald - Chief Executive



FOR A CHANGING REDBRIDGE



ONE BRILLIANT TEAM

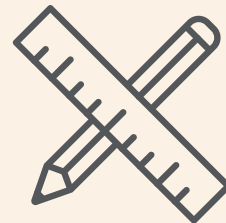
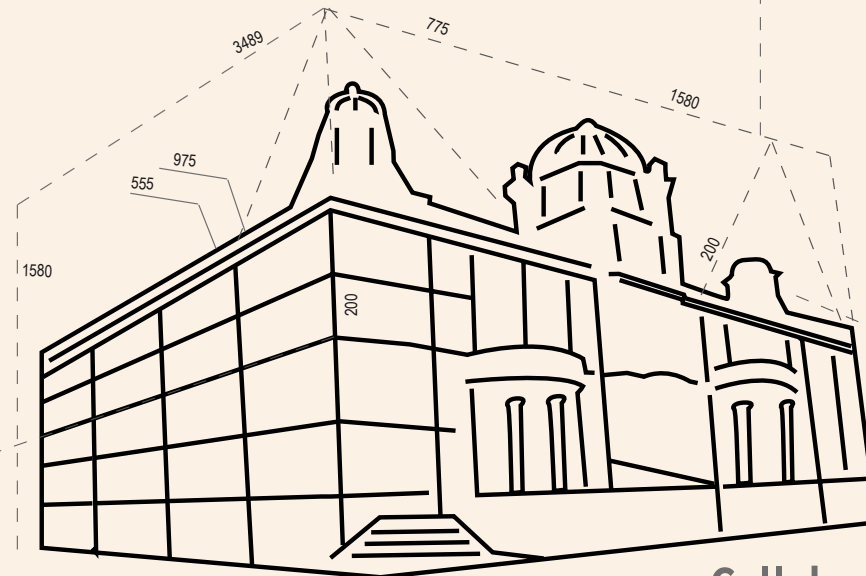
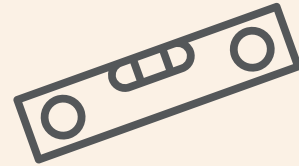
Our values

Honesty

- We are open and truthful with the public, politicians and colleagues at all times
- We accept when things are not working as planned and ask for help to address the situation
- We share information and data openly within the Council and with our residents
- We give each other constructive and supportive feedback

Fairness

- We are committed to equalities in the workplace and across the Borough
- We consider the impact of everything we do on all of our communities
- We provide a safety net for those who are not able to support themselves
- We help our communities to participate in decisions that affect them



Excellence

- We believe that the residents of Redbridge deserve nothing but the best
- We constantly experiment with new ways to improve our services
- We know mistakes happen, but we spot them early and fix them fast
- We seek feedback and use it as an opportunity to do things better, even when it's negative

Collaboration

- We work together with our partners in pursuit of a better Redbridge
- We engage residents and businesses in all that we do
- We support each other to problem solve across directorate boundaries
- We look outwards for good ideas, for inspiration, for challenge and for support



Our design principles

A council that responds rapidly to changing external circumstances



Give our staff the freedom and support to make the best decisions about services at the frontline



We need to create a single version of the facts that we can all agree on - and not use information that suits our own ends



We will be dealing with situations that we haven't dealt with before and that means that we need to be open to new ways of doing things and to new ideas



We shouldn't push so hard for efficiency that we end up with no time to think and no capacity to change



Help ensure that we are constantly experimenting with new ways to meet the needs of residents

Our design principles

A council that organises itself around the needs and strengths of residents, communities and businesses



Having rich conversations and building strong relationships to understand what people need from the council and how we can help, but also understanding what strengths they bring and what they can do for themselves

We need to ensure we have a deep understanding of our customers and communities so we'll put them at the heart of everything we do

Engaging with residents before we make decisions, giving them the information they need to have a real voice



Using data, insight and participation to bring residents into the heart of our decisions about service design



When we talk with residents we need to take responsibility for ensuring all their needs are addressed, not just the one relevant to our own department



Our design principles

A council that promotes local democracy

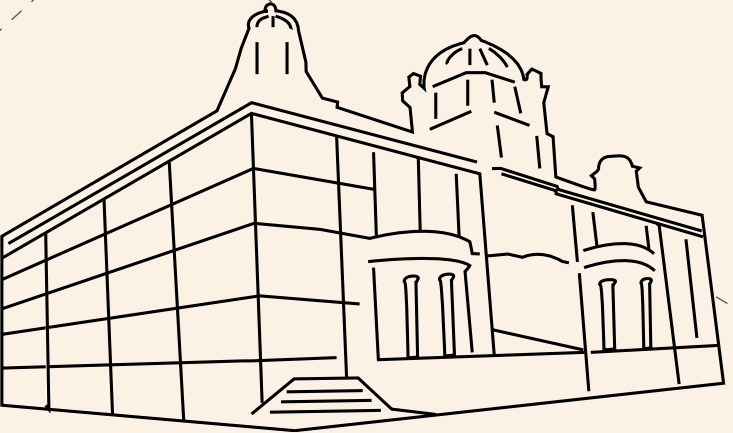
The council is a democratic body. We draw our legitimacy from local people and we are stronger when residents participate in our work



We must all recognise that it is our elected politicians who ultimately make decisions. It is our responsibility to advise politicians, of all political persuasions, truthfully, factually and with integrity



Turnouts for local elections are too low, so as a council we need to work together to ensure residents are formally engaged in elections and informally engaged in everything we do



We all need to be passionate advocates of the council, championing our collective work and ensuring that our successes are celebrated



Our design principles

A borough which secures financial self sufficiency

The only way out of austerity is to reach a point where we raise and control our own money. This means that we must all live within our means



Always consider the financial implications of our judgements and decision making



Have a zero tolerance approach to fraud or financial irregularity



As staff we have to take some risks in pursuit of new income. We need to explore whether there are services we could sell, charges we could make, or profit we could generate



We need to be careful not to confuse income with profit - ultimately we must generate income that more than covers the costs of the services we provide



**ONE
BRILLIANT
TEAM**

