

ENABLING
LEADING
CARING



BE THE BEST
WE CAN BE

WORK
TOGETHER

INITIATE
& EMBRACE
CHANGE

MAKE
THINGS
HAPPEN

CUSTOMER
FOCUSED

the east lothian way

Our values, and the behaviours which support them known as *the east lothian way*, help us meet the objectives of our organisation detailed in the **East Lothian Council Plan 2017–22**

Our **values** are:

ENABLING and encouraging everyone we work with to be able to achieve their full potential

LEADING by example and taking responsibility to improve ourselves and our services

CARING for each other, our community and the work that we do

www.eastlothian.gov.uk

Our vision is for a prosperous, safe and sustainable East Lothian, with a dynamic and thriving economy that enables our people and communities to flourish.

The **behaviours** staff are actively encouraged to demonstrate in support of these values are to:

WORK TOGETHER

We collaborate with our partners, customers and colleagues to build strong and lasting relationships based on understanding, compassion, trust, integrity and mutual respect.

BE THE BEST WE CAN BE

We take responsibility and use our initiative to deliver the highest quality of services as efficiently and effectively as possible.

INITIATE & EMBRACE CHANGE

We embrace the need for change and initiate new ways of working to improve ourselves and our services.

MAKE THINGS HAPPEN

We plan and deliver our work effectively, making sure we understand needs and priorities.

CUSTOMER FOCUSED

Customers are everyone we provide a service to or support. We put our customers at the heart of everything we do and take responsibility to uphold our Customer Charter.

The following pages describe applying these behaviours, everyday, to our roles as a council employee.



**WORK
TOGETHER**

the east lothian way

We are successful when:

We work together with others to solve problems early on, taking time to listen and understand what is needed

We value our team and are committed to achieving shared goals

We represent our team, service and ELC in a positive way

We are respectful of different opinions and the diverse backgrounds of others

We take responsibility for our wellbeing and care for the wellbeing of others



**BE THE BEST
WE CAN BE**

the east lothian way

We are successful when:

We seek to improve systems or ways of working which are ineffective

We challenge and ask questions when we think something could be wrong

We take responsibility to undertake our development, and seek feedback

We give positive and constructive feedback to each other in a respectful way

We share ideas with others and try new things

We are less successful when:

We work on our own when it is more effective to involve our team and colleagues from other teams

Our negativity de-motivates the people we work with

We complain about other people and their work without confronting the issue we are concerned about

We take decisions without involving others who should be involved

We keep quiet if we are unclear what is being asked from others rather than asking

We are less successful when:

We ignore suggestions about our work and opportunities to improve our approach

We dismiss the ideas and contributions of others and challenge unhelpfully

We resist and complain about the need for change or trying new things

We are easily influenced by the negativity of others

We have a "yes but" response for every solution suggested



the east lothian way

We are successful when:

We use our initiative to improve how work is done or services are delivered

We approach change positively and contribute to making it happen

We take responsibility for our actions and learn from our mistakes

We take action when there is a problem – informing others as appropriate

We complete our work thoroughly and to the agreed standards



the east lothian way

We are successful when:

We approach our work in an organised way

We want to do a good job and are motivated to do so

We follow processes but adapt these when needed and appropriate

We recognise when work is urgent and we prioritise the most important things

We plan and complete our work to meet deadlines, keeping others informed if we can't meet them

We are less successful when:

We blame others for our mistakes rather taking responsibility

We accept things as they are and leave it to others to suggest improvements

We pretend to support ideas or improvements but then complain to others about them.

We ignore a problem when we come across it as it's not our job

We fail to uphold the principles of the East Lothian Way

We are less successful when:

We are disorganised, we miss deadlines and do not effectively plan or prepare our work

We are consistently late for appointments and meetings

We fail to follow processes preferring our own approach

We start our work, but fail to follow it through to completion

We over commit and do not adequately communicate delays



the east lothian way

We are successful when:

We are polite and open in our conversations with others, and about others

We find solutions with others to help them with their requests/problems

We do what we say we are going to do, within agreed timescales and to the expected standard

We welcome feedback and use it to inform service improvements

We agree realistic expectations and explain decisions

We are less successful when:

We are inflexible and unhelpful towards others

We take no action or responsibility to handle requests or solve problems

We make promises or commitments to others that we cannot keep

We let our mood affect how we treat others

We fail to manage other's expectations