



## “We are Stockton-on-Tees Borough Council”

The culture of our organisation is brought to life by how every one of us behaves.

Now that we have developed a definition of the culture we want, we have set out the behaviours to underpin it.

These have been developed by the SBF Culture Work Stream following lots of workshops, drop-ins and conversations across the organisation.

Each and every one of us can now be clear as to the expectations of us at work, of the behaviours and attitude required to sustain our culture (and of those that we do not want which will undermine it).

On behalf of our Corporate Management Team, a big thank you to everyone who has contributed to this hugely important piece of work, and a plea to you all to now make it real...

**Neil Schneider, Chief Executive.**



	We will...	We will not...
We make a positive contribution at work for the whole council	<ul style="list-style-type: none"> <li>Contribute to Council, service and team goals</li> <li>Build good links and relationships with other teams and services</li> <li>Keep colleagues across the Council informed of progress and issues which affect them</li> <li>Work effectively with other teams and services to get things done</li> </ul>	<ul style="list-style-type: none"> <li>Blame other services or teams when things go wrong</li> <li>Be satisfied with poor performance or standards</li> <li>Work in isolation or 'silos'</li> <li>Pass work to other teams without making sure they can take it on</li> </ul>
We never lose sight of the fact we are here to serve the people of the borough	<ul style="list-style-type: none"> <li>Be helpful, polite and friendly to our customers</li> <li>Take time to understand the needs of our customers</li> <li>Try and find solutions to customers' problems and issues</li> <li>Listen to and act on customer feedback</li> </ul>	<ul style="list-style-type: none"> <li>Be unhelpful or rude to customers</li> <li>Be disrespectful about customers</li> <li>Make promises to customers that we know cannot be kept</li> <li>Make decisions or act without considering the needs of the customer</li> </ul>
We are valued, trusted and supported	<ul style="list-style-type: none"> <li>Be tolerant of others, recognising that we are all different and like to work in different ways</li> <li>Ensure that we all know what is expected of us</li> <li>Give others the time and opportunity to do their work</li> <li>Help others to gain experience, and develop their skills and knowledge</li> <li>Keep each other informed and updated</li> <li>Show appreciation and say 'thank you'</li> <li>Challenge inappropriate behaviour and attitudes</li> </ul>	<ul style="list-style-type: none"> <li>Ignore, exclude or treat others unfairly</li> <li>Take credit for the good work of others</li> <li>Avoid responsibility when problems arise</li> <li>Be unreasonable or make things difficult for others</li> <li>Gossip or undermine others</li> </ul>
We work hard	<ul style="list-style-type: none"> <li>Be reliable, on time and meet deadlines</li> <li>Take pride in our job</li> <li>Be flexible and willing to help out</li> <li>Try our best</li> <li>Take responsibility for our work</li> </ul>	<ul style="list-style-type: none"> <li>Say no all the time when we can help out</li> <li>Avoid work</li> <li>Wait to be told what to do</li> <li>Assume someone else will do it</li> </ul>

	We will...	We will not...
We are heard	<ul style="list-style-type: none"> <li>Make time to listen to, support and involve others</li> <li>Speak to each other with respect and understanding</li> <li>Give honest and helpful feedback</li> <li>Seek different views and opinions and take them into account</li> <li>Be happy to ask questions and speak up</li> </ul>	<ul style="list-style-type: none"> <li>Discourage discussion</li> <li>Ignore people or show a lack of interest</li> <li>Be uncooperative or indifferent</li> <li>Dismiss suggestions without explaining why</li> </ul>
We take responsibility for our own development	<ul style="list-style-type: none"> <li>Show that we are willing and committed to learn new things</li> <li>Actively seek opportunities to learn and develop</li> <li>Recognise our strengths and abilities but also where we can improve</li> <li>Admit mistakes and learn from experience</li> <li>Seek feedback</li> </ul>	<ul style="list-style-type: none"> <li>Be reluctant to learn new things</li> <li>Think we don't need to improve or develop</li> <li>Ignore or refuse offers of support</li> <li>Ignore feedback</li> </ul>
We are not afraid to try something new	<ul style="list-style-type: none"> <li>Encourage creativity and innovation</li> <li>Seek out and share ideas for improvement</li> <li>Be willing to take on new challenges</li> <li>Be open to change</li> <li>Fully consider ideas and suggestions before pressing ahead</li> <li>Understand that sometimes new ideas fail</li> </ul>	<ul style="list-style-type: none"> <li>Let fear of making mistakes stand in our way</li> <li>Discourage ideas and suggestions</li> <li>Say 'this is the way we always do it'</li> <li>Stick to a course of action which is clearly not working</li> <li>Change things without thinking it through</li> </ul>
We belong	<ul style="list-style-type: none"> <li>Be friendly, approachable and positive</li> <li>Care about others</li> <li>Look out for each other</li> <li>Celebrate achievements</li> <li>Take opportunities to get involved</li> <li>Speak highly of who we are and what we do</li> <li>Keep up to date with what's happening in the Council and across the borough</li> </ul>	<ul style="list-style-type: none"> <li>Moan or complain all the time</li> <li>Show that we can't be bothered</li> <li>Leave colleagues to deal with difficult situations by themselves when they need help</li> <li>Say 'its nothing to do with me'</li> <li>Forget that we represent the Council</li> </ul>

**We are...** an organisation where we all make a positive contribution at work for the whole council. Where we never lose sight of the fact we are here to serve the people of the borough.

### **This is a place where...**

- **We are valued, trusted and supported**
- **We are heard**
- **We take responsibility for our own development**
- **We work hard**
- **We are not afraid to try something new**
- **We belong**



### **To find out more..**

about Shaping a Brighter Future please contact:  
**[sbf@stockton.gov.uk](mailto:sbf@stockton.gov.uk)** or visit the SBF intranet page.