

Falkirk Council Statement of Management Principles



Falkirk Council

This **Statement of Principles** was developed by Council Employees from every Service and covering all levels. The statement explains how we can all help to make our **Values** become real action. It tells us how to treat our customers and clients, and how we should treat each other as colleagues.

The **Corporate Management Team** of the Council is fully committed to this statement. We will do our best to support it by demonstrating the behaviours described in the statement, and making sure that the spirit of the Statement is carried out in all our Services.

Our **VALUES** are described by these titles: **PERFORMANCE, PUBLIC SERVICE and PARTNERSHIPS**

PERFORMANCE is the key to the delivery of quality services. In striving for high performance we are committed to PROVIDING QUALITY, VALUE FOR MONEY, PROMOTING INNOVATION and SEEKING CONTINUOUS IMPROVEMENT.

PERFORMANCE is:	We will demonstrate this to our customers and clients by:	We will demonstrate this to our colleagues by:	The Council and our Managers will demonstrate this to us by:
Providing quality	<ul style="list-style-type: none"> <i>working with our customers and clients to deliver the services they need</i> <i>being honest about what is achievable and by when</i> <i>reflecting the VALUES of the Council</i> 	<ul style="list-style-type: none"> <i>co-operating and communicating with each other</i> <i>working together to deliver quality services</i> 	<ul style="list-style-type: none"> <i>leading by example</i> <i>keeping us informed of issues that impact on us</i> <i>agreeing to set realistic standards and performance targets</i> <i>delegating appropriately and supporting us in delivering quality services</i> <i>developing the team working ethos</i>
Achieving Value for Money	<ul style="list-style-type: none"> <i>concentrating on service not structures</i> 	<ul style="list-style-type: none"> <i>supporting service reviews to maximise resources</i> 	<ul style="list-style-type: none"> <i>clarifying our roles and responsibilities</i> <i>trusting us to accept responsibility for our actions and decisions</i>
Promoting innovation	<ul style="list-style-type: none"> <i>actively listening to customers and contributing ideas to the Council</i> 	<ul style="list-style-type: none"> <i>listening and learning from each other</i> <i>supporting each other</i> 	<ul style="list-style-type: none"> <i>seeking out and listening to our ideas and opinions</i>
Seeking continuous improvement	<ul style="list-style-type: none"> <i>reviewing the services we provide to ensure quality delivery with the resources available to us</i> 	<ul style="list-style-type: none"> <i>looking for ways to improve the quality of our services</i> 	<ul style="list-style-type: none"> <i>giving us feedback on our performance – both positive and negative</i> <i>recognising that we all make mistakes and learn from them</i>

PUBLIC SERVICE is the reason for the existence of Falkirk Council. In delivering our services we are committed to **FAIRNESS, LISTENING and RESPONDING and BEING ACCESSIBLE and ACCOUNTABLE.**

PUBLIC SERVICE is:	We will demonstrate this to our customers and clients by:	We will demonstrate this to our colleagues by:	The Council and our Managers will demonstrate this to us by:
Fairness	<ul style="list-style-type: none"> • <i>treating everyone fairly irrespective of their position within the community</i> • <i>challenging aggressive, bullying and other inappropriate behaviour</i> 	<ul style="list-style-type: none"> • <i>treating everyone fairly, irrespective of their position within the organisation</i> • <i>treating each other with respect</i> • <i>recognising that people make mistakes and learn from their mistakes</i> • <i>supporting acceptable behaviour and challenging inappropriate behaviour being displayed by, or towards colleagues</i> 	<ul style="list-style-type: none"> • <i>trusting us to accept responsibility for our actions and decisions</i> • <i>treating us in the way we are expected to treat our customers</i> • <i>recognising that we all make mistakes and learn from them</i>
Listening and responding	<ul style="list-style-type: none"> • <i>actively listening to their needs and responding appropriately</i> 	<ul style="list-style-type: none"> • <i>valuing and acknowledging good service when we see it</i> 	<ul style="list-style-type: none"> • <i>giving us constructive feedback on our performance – both positive and negative</i> • <i>seeking out and listening to our ideas and opinions</i>
Being accessible and accountable	<ul style="list-style-type: none"> • <i>accepting responsibility for the service we provide</i> 	<ul style="list-style-type: none"> • <i>agreeing and taking responsibility for realistic standards, targets and expectations.</i> 	<ul style="list-style-type: none"> • <i>setting clear realistic standards and targets for performance</i> • <i>delegating appropriately, and supporting us in delivering quality services</i> • <i>keeping us informed on issues that impact on us</i>

PARTNERSHIP is the approach we want to take in our dealings within and outwith the Council. Working together means we are committed to EFFECTIVE COMMUNICATION, SHARING DECISION MAKING and ENCOURAGING PARTICIPATION.

PARTNERSHIP is:	We will demonstrate this to our customers and clients by:	We will demonstrate this to our colleagues by:	The Council and our Managers will demonstrate this to us by:
Effective Communication	<ul style="list-style-type: none"> • <i>actively listen to them</i> • <i>communicating clearly through Plain English- not jargon</i> • <i>recognising their needs when communicating</i> 	<ul style="list-style-type: none"> • <i>recognising each others' needs when communicating</i> 	<ul style="list-style-type: none"> • <i>giving us the information we need- before the rumours start</i> • <i>listening to the people delivering the service and acting on feedback</i> • <i>recognising our value to the Council</i>
Sharing decision making	<ul style="list-style-type: none"> • <i>being open and honest – giving reasons for decisions</i> 	<ul style="list-style-type: none"> • <i>working together to achieve goals</i> 	<ul style="list-style-type: none"> • <i>getting rid of the 'blame culture'</i> • <i>giving us the authority to go with the accountability</i> • <i>respecting each other</i>
Encouraging participation	<ul style="list-style-type: none"> • <i>consulting with them to identify their needs</i> • <i>dealing with customers and clients in a fair and consistent way</i> 	<ul style="list-style-type: none"> • <i>recognising the value of each others' views and contributions</i> • <i>actively seeking opportunities to work together</i> 	<ul style="list-style-type: none"> • <i>encouraging participation of those with knowledge and experience – regardless of status</i> • <i>removing the threat and fear of making mistakes</i> • <i>trusting us to deliver</i> • <i>working with us to achieve the Council's GOALS</i> • <i>encouraging openness, fairness and consistency- breaking down the barriers</i>