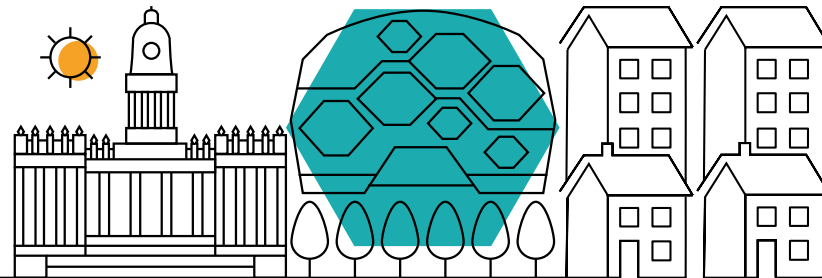


BEING OUR BEST

Our plan for 2023 onwards...



OUR VALUES AND BEHAVIOURS

HELP EVERYONE BE THEIR BEST

**BEING OPEN,
HONEST & TRUSTED**



be my best

bring out the best in everyone, and promote opportunity and development for all.

contribute to quality appraisal conversations and regular supervision.

keep colleagues informed and up to date, and support them through change.

give colleagues a voice, and listen and act on what they say.

look out for my own health, safety and wellbeing, and that of colleagues.

TREATING PEOPLE FAIRLY



feel valued for who I am

respect all, value difference and give everyone a fair chance.

appreciate others, celebrate success and say thank you.

be kind and compassionate to enable everyone to bring their whole self to work.

challenge all forms of discrimination and prejudice and speak up.

help colleagues to get through busier and more challenging times.

SPENDING MONEY WISELY



make every pound go further

manage money and resources well, so we stick within budget.

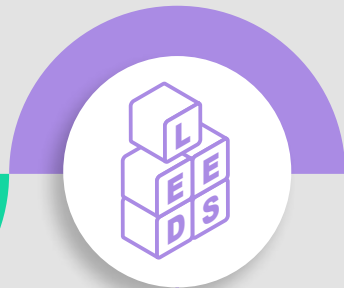
deliver more efficient ways of working.

take every opportunity for improving the way we work, including digital.

make the most of what we have, and work with others to get best value.

take care of all information and use data to improve performance.

WORKING AS A TEAM FOR LEEDS



be part of a can-do team

set high standards to get the best from myself, others and the team.

get the basics right and do things well and on time.

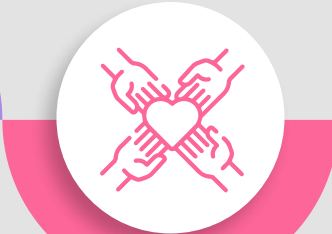
make work fun and productive.

take pride in, and ownership of the things I am responsible for.

share, learn, and innovate with others.

be adaptable, flexible, and open to change.

WORKING WITH ALL COMMUNITIES



make a difference

do things with people, not to them, building on their strengths.

provide great customer service to meet the diverse needs of all citizens and communities.

build strong working relationships with the public and councillors.

make the most of partnership working, and bring people together.

play my part to deliver better outcomes for people in the city.

I will...

Some key dates for 2023/24

2023

SUMMER

- Be Your Best core topic for 2023: Equality, Diversity and Inclusion
- Staff survey closes
- Annual appraisal window opens
- Refreshed Health and Wellbeing and Inclusive Growth Strategies
- Savings options for 2024/25 developed
- Be Your Best: Equality, Diversity & Inclusion Step 4

2023

AUTUMN

- Be Your Best: Equality, Diversity & Inclusion Step 5
- Refreshed Medium-Term Financial Strategy
- LGA Peer Challenge revisit
- National Inclusion Week
- Directorate Awards for Excellence

WINTER

- Staff recognition week
- Provisional Budget for 2024/25

2024

WINTER

- Final Budget for 2024/25
- Refreshed Best City Ambition
- Refreshed Being Our Best organisation plan

SPRING

- Annual appraisal window opens
- National Day for Staff Networks

Appendix 1: Our organisation key performance indicators

The council has a robust performance management framework which underpins our key strategies, plans, organisational management and service delivery. This includes reporting to CLT, directors' leadership teams and council scrutiny boards. As part of this, the key performance indicators (KPIs) below will help us track our progress in taking forward the priorities contained in this plan. They will be kept under regular review and updates as needed.

TITLE	DESCRIPTION
Representative workforce	Demographic comparison of the council workforce against the Leeds working age population from Census 2021
Happy and engaged workforce	Average 'recommender' score out of ten - "how likely would you be to recommend working for Leeds City Council?"
Healthy workforce	Sickness absence rate by directorate and service - with and without long term cases
Good management	% of council staff who feel their manager looks out for their general health and wellbeing
Gender pay gap	Mean / Median yearly gender pay gap across the council workforce
Appraisals	% of staff appraisals and mid-year reviews completed
Opportunities to develop	% staff who agree there are opportunities to progress their career at Leeds City Council
Staff turnover	% of staff turnover
Workplace safety	Number of a) specified injuries; and b) absences of 7+ days related to injury caused at work (with and without school incidents)
Budget management	% of budget overspent, projected at Q1/Q2/Q3 and at outturn at council and directorate levels
Budget action plans	Projected level of directorate budget action plans savings achieved
Doing business fairly	% of invoices paid within 30 days of receipt or according to supplier payment terms
Supporting local businesses	% of orders placed with suppliers based in Leeds
Access to personal information	% of subject access requests (SARS) received and responded to within statutory timescales
Access to information	% of freedom of information (FOI) and environmental information regulations (EIR) requests received and responded to within statutory timescales
Customer satisfaction	Overall satisfaction with the service customers received through the contact centre
Customer complaints	% of complaints responded to within target timescale