

Leeds City Council Aspirational Culture

Sept 2008

Our stories and symbols

- We are proud to be looking after Leeds
- We make a difference to communities and individuals
- Our customers receive excellent services
- We offer equality of opportunity and celebrate our diversity
- We are a learning organisation
- We make this a great place to work – dynamic and fun

Leadership and behaviours

- We are ambitious for the Council, the City and its people
- We continually strive for excellence
- We are intelligent, well informed and innovative
- Our leaders are empowered and supported to deliver high quality outcomes and resolve issues
- We are committed to the desired leadership behaviours
- We are decisive and influential
- We are open to challenge and can be challenging

Our routines rituals policies and procedures

- We share and celebrate each others successes and achievements
- We deliver improved performance
- We value appropriate behaviours
- Our decision making is timely, clear and understandable
- Our approach to commissioning is smart and informed
- Our discussions are action orientated
- Our policies and procedures are responsive to people's needs

One Council Culture

- Together we make a difference to people, society and the environment
- The council's business is my business
- **We put the people of Leeds at the centre of what we do**
- Democratic engagement is strong and effective
- We are an effective, valued partner
- We live 'Our Values'

Our organisational arrangements

- Are flexible and responsive to change
- Are enabling
- Are representative of our communities
- We are resource aware

Our governance and regulation

- Our controls are modern, flexible, fit for purpose and proportionate
- Each of us is accountable and empowered
- We promote a positive and respectful relationship between Members and Officers
- Politicians are responsible and accountable for shaping the city and setting policy

Our communication and engagement

- Our communications are open, honest and trustworthy
- We believe communications is everyone's responsibility
- We are committed to meaningful consultation, engagement and involvement – internally and externally

Our Values



Looking After Leeds



Putting Customers First



Treating People Fairly



Valuing Colleagues