

Bolton 2030

Value and Behaviours Framework

Supporting our Bolton 2030 Vision

The values outlined here should guide our behaviour and decision making to help achieve our vision. Staff across the council have helped identify the five top-line values shown below and have contributed to outlining the visible expected behaviour that we should be all working to.



Accountability

take responsibility for actions,
stand by decisions...

Determination

don't give up, remain positive and
open to new ideas...



Making a difference

work to a high standard, provide a
quality service, keep it simple...

Working together

share knowledge, support,
collaborate for better outcomes...



Honesty and respect

be truthful, open, fair, treat others
how you want to be treated...

...we will be one council,
building an effective and
dynamic organisation.



Accountability

Take responsibility for actions, stand by decisions.

Behaviours that demonstrate accountability:

Take responsibility for our actions

Explain and stand by decisions

If you say you're going to do it – do it

Be open to scrutiny

Behaviours that fail to demonstrate accountability:

Hide mistakes

Say one thing and do another

Be defensive

Fail to deliver

You can develop yourself by:

Talking to your line manager about progress made against objectives

Taking opportunities to develop your personal skills and competencies

Actively seeking feedback on your work to identify areas for improvement

Using facts to justify/evidence your decisions

When leading and managing others, consider:

Encouraging staff to learn from mistakes and help them rectify them

Setting standards within your team and fostering a commitment to continuous improvement

Taking time to give constructive feedback to staff

Being open to (and actively seeking) feedback on your own work

Making a difference



Work to a high standard, provide a quality service, keep it simple.

Behaviours that demonstrate making a difference:

Work to a high standard

Provide a quality service

Keep things simple

Celebrate what we do

Behaviours that fail to demonstrate making a difference:

Do the bare minimum

Complain instead of doing something

Present problems with no consideration of potential solutions

Provide a service of poor quality

You can develop yourself by:

Reading and understanding the Vision and priorities to inform your priorities

Engaging in the performance review process

Actively seeking feedback on your work to identify areas of improvement

Reflecting on what you do on a regular basis/monitoring whether making a difference

When leading and managing others, consider:

Explaining in a simple way the strategic direction and vision and how they can be achieved

Ensuring your team know how their work makes a difference and how it relates to the council's vision

Taking time to recognise and reward effort and achievement, celebrate success

Providing coaching to develop your team



Honesty and Respect

Be truthful, open, fair, treat others how you want to be treated.

Behaviours that demonstrate honesty and respect:

Be open, honest and transparent about what we are doing and why

Treat others how you want to be treated yourself

Act with integrity

Value diversity

Behaviours that fail to demonstrate honesty and respect:

Be secretive

Promote what can't deliver

Acting unfairly

Fail to respect differences

You can develop yourself by:

Undertaking Equality and Diversity training

Tackling inappropriate behaviour and reinforcing good behaviour

Improving active listening skills

Accessing coaching and mentoring opportunities

When leading and managing others, consider:

What your responsibilities are in terms of Equality and Diversity

Encouraging staff to be open and honest

Trusting others to take responsibility

Communicating clearly and regularly with your team

Working together

Share knowledge, support, collaborate for better outcomes..

Behaviours that demonstrate working together:

Share knowledge

Support and collaborate with others

Value people's strengths

Develop relationships

Behaviours that fail to demonstrate working together:

Work in isolation

Keeping things to yourself

Present other people's ideas as your own

Poor listening

You can develop yourself by:

Engaging in learning and networking related to your field of work

Being proactive in benchmarking /engaging with good practice from elsewhere

Sharing ideas with others to ensure that they are practicable

Looking for opportunities to work with other colleagues/ partners

When leading and managing others, consider:

Sharing good practice the team has identified with other areas of the council

Looking at how the work of your team impacts on other areas of the council

Encouraging collaboration with other teams within the council/partners

Co-operating with colleagues when requests are made

Determination

Don't give up,
remain positive
and open to
new ideas.

Behaviours that demonstrate determination:

Not giving up
when things get
difficult

Remaining
positive

Being open to
new ideas

Taking
informed risks
to make things
happen

Behaviours that fail to demonstrate determination:

Giving up rather
than trying to
find a solution

Lack of passion

"That's not
my job!"

Resistant to
change

You can develop yourself by:

Participating in
council-wide
events and
consultations

Developing
strategies to
build personal
and team
resilience

Developing
capacity through
cross-council/
partner working

Looking for
new ideas to
deliver results

When leading and managing others, consider:

Helping others
to move from
a negative
reaction

Challenging poor
performance and
recognise good
performance

Providing
leadership and
direction

Using a range
of strategies to
improve service
delivery i.e. lean