

Council's Culture

Our values are what we represent as a council and our behaviours are how we act to get things done here to reach our potential

PEOPLE:

Treating people fairly, with compassion, respect and dignity

EXCELLENCE:

Striving for excellence, and the appropriate quality of service, care and life in Herefordshire

OPENENESS:

Being open, transparent and accountable.

PARTNERSHIP:

Working in partnership and with all our diverse communities

LISTENING:

Actively listening to, understanding and taking into account people's views and needs

ENVIRONMENT:

Protecting and promoting our outstanding natural environment and heritage for the benefit of all

PEOPLE FOCUS

Developing and implementing processes that work for our businesses and residents

PERSONAL RESPONSIBILITY

Taking personal responsibility for our own development and for our personal performance

FOCUS ON OUTCOMES

Focusing on what we are achieving not where and when we are working

TRANSPARENT AND ACCOUNTABLE

Our decision making is seen as transparent and shows clear accountability

BUSTING BOUNDARIES

Working together across the organisation to deliver the best possible outcomes for residents

PERFORMANCE BALANCE

Holding one another to account for what we do and how we do it, balancing support and challenge

VALUING DIFFERENCE

Treating one another with respect – recognising and valuing differences

FIXING THINGS

Looking to continuously improve and making changes as a result