



London Borough
of Hounslow

Our Staff Charter



Hounslow People Commitments

Hounslow People

Commitments - Staff Charter

Mission Statement:

Aiming high - Ambitious for borough residents

Values:

Getting it right - Going the extra mile

Staff can expect:

- To have clarity about what is meant by high performance
- To be supported to achieve their potential and recognised for their achievements
- To be trusted to use their skills, abilities and initiative
- Honesty, fairness and respect when given feedback on their performance

Staff are expected to:

- Show determination and commitment in delivering their service
- Be flexible and adaptable in meeting the commitments set out in the Customer Charter
- Promote teamwork, support their colleagues and help induct new staff
- Regularly challenge themselves to improve their performance

Innovating - Learning from experience

Staff can expect:

- To be involved at an early stage in service development and change
- Senior managers to actively seek their ideas to change and improve
- To be supported to learn if things go wrong
- To be trusted to take informed and balanced risks

Staff are expected to:

- Be open-minded and willing to adapt to change
- Be constructive and creative when making suggestions and discussing ideas
- To highlight issues and concerns and take responsibility to learn from mistakes
- To seek out and apply good practice

Spending wisely - Every penny counts

Staff can expect:

- Information and transparency about council investments, expenditure and efficiency savings
- Wise investment in the right tools and resources to do the job
- The council to manage its budgets carefully and responsibly
- To be asked for their ideas about improving value for money

Staff are expected to:

- Understand that the use of resources (time, equipment etc) has a cost
- Actively seek to reduce costs wherever possible
- Spend the Council's scarce budgets prudently and effectively
- To follow set financial regulations fully and proactively

Many talents - One aim

Staff can expect:

- Training, support and investment to develop their knowledge, skills and careers
- To receive regular updates and communication
- The opportunity to give upward feedback and suggest ideas for improvement
- Their talents and skills to be recognised, harnessed and valued

Staff are expected to:

- Take responsibility for their development and share knowledge and information
- Work in a joined-up way with other services and partners
- Take responsibility and initiative to improve services
- Demonstrate loyalty and commitment to their service and the council

Listening - Responding

Staff can expect:

- To be listened to and to have honest and speedy responses to their ideas, suggestions and questions
- A considered, respectful and personal response to their questions or concerns
- To be communicated with via a range of communication channels
- Face-to-face discussion and dialogue to be prioritised over other communication media

Staff are expected to:

- Encourage, value and respect the contribution of others
- Make their feedback as constructive as possible
- Make use of all available communication channels especially the Cascade Brief to give upward feedback
- Show respect and courtesy when communicating with colleagues, managers and external partners

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