



Living Our Values





Our Values Journey

In 2019, we started a conversation with our staff and communities to define the values that support the kind of organisation we all want Renfrewshire Council to be. Values that shape and reflect how we work together; how local people view the council and importantly—how we act and support each other.

The response was brilliant. More than 4,000 voices including our staff, local residents, partners, young people and community groups helped identify the values most important to us all that describe our promise to our communities, staff and partners and what people can expect of us.

These values have been formally adopted by Renfrewshire Council and are visible in how we deliver services and make decisions every day.



Our Values

We are fair

We treat each other and everyone we deal with respectfully and work hard to build trust in Renfrewshire Council.

We are helpful

We care about getting things right and are always approachable.

We are great collaborators

We work as one team and with people who care about this place.

We value learning

To help us innovate, improve and deliver better services.

How can we live our values?

The way we think and act—our behaviours—will demonstrate our values in action and bring them to life.

Each and every one of us can live these values, every day, no matter what our role.

We need to ask ourselves:

'What can I do today to live our values?'

We are fair

We will:

- ✓ Be honest at all times—doing what we say we will do
- ✓ Be empathetic and non-judgemental
- ✓ Uphold the dignity of those going through life's most difficult experiences
- ✓ Support each other and be prepared to challenge behaviour that is out of step with these values
- ✓ Value everyone's wellbeing



"For me, fair conjures up three words—trust, respect and transparency—and this is what we focus on for staff and our residents. We deal with anti-social behaviour. One person's party is another person's noise so we have to treat this fairly, get both sides of the story and try to mediate between the two to come to an agreement about any action.

We always engage, explain and encourage before we enforce, our officers are trained in negotiation and we believe it's unfair for us to go straight to enforcement.

We treat people and local businesses the way they would expect to be treated. I really think this core value has become a simple part of the job and is in everything we do."

Chris Dalrymple

Communities and Regulatory Manager

We are helpful

We will:

- ✓ Be open, friendly and kind
- ✓ Do our best every day—listen to feedback and ideas
- ✓ Take ownership of challenges, respond quickly and communicate clearly
- ✓ Ensure we use resources and money wisely
- ✓ Say sorry and fix things when they go wrong



"It's so important that my team and I are approachable and helpful, and that people are comfortable to come to us. I think that's because we're friendly and know that a smile and a little bit of kindness go such a long way.

We get such a variety of requests at Renfrewshire House, but we pride ourselves on helping people wherever we can, even if that means stepping outside our day-to-day role. We do really care and if we can help someone, we will, and often go above and beyond."

Lynne Tervit

Facilities Co-ordinator,
Environment & Infrastructure Services

We are great collaborators

We will:

- ✓ Be positive, passionate ambassadors for Renfrewshire
- ✓ Recognise that we do not have all the right answers and work with others to find the best solutions
- ✓ Be involved—get to know people and respect their knowledge and experience
- ✓ Protect our environment for future generations
- ✓ Say thank you—recognise and appreciate the contribution of others



“This is a really important value for our organisation because it encapsulates everything in terms of the way we work together as a team and the way we care for our children in our local communities.

It's not just about staff who work in a single school, it's about working with colleagues across Children's Services and our most important group—the parents and carers—who really value the work that we do with their children. It's evident when there's vibrancy and happiness and people are working well together.

One of the biggest privileges of my professional year has been setting up the hub at St James' Primary School in Renfrew, looking after the children of key workers. The way in which our staff came together, at such very short notice, in response to the Covid-19 pandemic has been amazing. Staff from across Renfrewshire: support staff, teaching staff, our janitorial staff, home link, secondaries and nursery all coming together to support our children, really demonstrates teamwork, caring and collaboration in action.”

Karen MacKechnie

Interim Head Teacher, Kirklandneuk Primary School

We value learning

We will:

- ✓ Be open-minded—prepared to try new ways of working and engage in different conversations
- ✓ Be curious—seek out information for ourselves
- ✓ Take responsibility for our own learning and development and share learning with each other
- ✓ Embrace opportunities to adopt new tools and technologies



"Learning is so important to me. It's part of the journey of life and it defines who we are.

Working with colleagues in HR & OD on the implementation of new management programmes, I got to see just how this development opportunity was appreciated and enjoyed by hundreds of our staff. I feel it re-defined the council as a learning and development establishment and a platform for opportunity.

The saying—you learn something new every day—is 100% true here."

Kevin Milliken

Procurement Assistant

and our Staff Awards Young Achiever 2019

Our Commitment

To help and support you to live these values,

We will:

- ✓ Review all of our people policies so that our values are a part of your working life throughout your journey with the council
- ✓ Work with managers and leaders to develop role model behaviours, with key objectives to help you enable your teams to live the values
- ✓ Provide you with a range of resources and tools to help you link our values to your own role, and live them every day
- ✓ Help you develop a values action plan around working with each other, making decisions and interacting with customers and service-users
- ✓ Make decisions and manage our people according to these values and challenge, and be prepared to be challenged—when behaviours don't match them
- ✓ Recognise, celebrate and share the stories of our people living the values
- ✓ Ensure you have lots of opportunities to see, hear and experience our shared values

More information

Visit the 'Our Values' pages on our website for more information on our values story and our plans to make these values integral to our day-to-day working lives.

www.renfrewshire.gov.uk/ourvalues



And a big thank you to everyone featuring in our launch campaign.

