

Operating Principles

Working together to make a real difference by forging clear, measurable objectives and delivering excellence in a customer orientated workplace.

- **Customer**

1. We do not assume we know what our customers want; we talk with them to understand their needs
2. We are clear about what our customers can expect from us and proactively manage expectations
3. We are approachable, friendly, professional and polite

- **Process**

1. Our processes are flexible and adaptable to changing needs
2. We use measurable evidence and feedback to inform process improvement
3. We review processes regularly and take appropriate action to update them when necessary
4. We reduce unnecessary steps to ensure processes can be completed quickly and easily

- **People**

1. We make full use of personal development and review to investigate, develop and support staff knowledge, skills and learning
2. We take pride in what we do
3. We create a culture of encouraging our people and sharing success
4. We are self-motivated

- **Performance**

1. We follow through on commitments and meet agreed deadlines
2. We pro-actively give feedback to our customers about our performance
3. We apply core service standards at all times

- **Data and systems**

1. We work together to ensure our systems are fit for purpose
2. Data quality is at the heart of what we do
3. We look at innovative approaches to service delivery
4. We work through issues and problems to agree on sustainable solutions

- **Ways of working**

1. We are one team and we work together cohesively
2. We build on good practice
3. We reduce non-value added activity
4. We make it easier to get things done