

PERFORM for Wirral – Our Values

Everyone contributes to our values by demonstrating the following behaviours:

	As an Employee-:	As an Aspiring or Current Manager -:	As an Aspiring or Current Strategic Leader-:
P People first	<ul style="list-style-type: none"> • I listen and am responsive to customers • I am proactive, and get it right first time • I am an ambassador for Wirral and make sure customers are at the heart of what I do 	<ul style="list-style-type: none"> • I develop relationships that help me get things done • I seek contributions from others to add value for our customers • I tailor services to meet customers needs 	<ul style="list-style-type: none"> • I forge strategic alliances & partnerships for our stakeholders • I anticipate the impact of decisions on stakeholders • I am visible & accessible
E Efficient and effective	<ul style="list-style-type: none"> • I know what I am accountable for and take ownership for my work • I make best use of time • I deliver outcomes with pace and energy and to agreed standards 	<ul style="list-style-type: none"> • I learn from my mistakes and help others to do the same • I identify improved ways of working • I make best use of the skills & resources around me 	<ul style="list-style-type: none"> • I focus on strategic outcomes & plan effectively • I deliver strategic outcomes with pace and energy, on time and within budget • I am influential and make things happen
R Responsive to change	<ul style="list-style-type: none"> • I understand the need to change • I engage with change • I take the initiative 	<ul style="list-style-type: none"> • I translate & communicate vision clearly & positively • I set clear expectations and challenge resistance • I support my team through change 	<ul style="list-style-type: none"> • I look around to see big picture & anticipate change • I communicate & enable change • I inspire and motivate people around the vision for change
F Flexible	<ul style="list-style-type: none"> • I take pride in what I do • I am flexible & responsive, with a can do attitude • I am resilient & keep going when the going gets tough 	<ul style="list-style-type: none"> • I motivate others • I know what I am accountable for and make sure others do too • I reorganise resources to meet changing needs 	<ul style="list-style-type: none"> • I appropriately manage risks with innovation and creativity • I challenge & drive improvements • I act as a strategic leader across the whole organisation
O Open, honest and transparent	<ul style="list-style-type: none"> • I am open & honest • I ask for & offer feedback • I maintain confidentiality & integrity 	<ul style="list-style-type: none"> • I understand organisational boundaries & act within them • I make sure people understand & can contribute • I understand the impact my behaviour has on others 	<ul style="list-style-type: none"> • I make transparent decisions • I demonstrate political awareness, sensitivity & tact • I recognise achievement & performance and celebrate results
R Respectful of others	<ul style="list-style-type: none"> • I respect other people, their values and beliefs • I take responsibility for my actions and behaviours • I challenge poor, damaging customs, practice and behaviours 	<ul style="list-style-type: none"> • I identify individual needs and potential • I challenge negative behaviours • I role model positive behaviour 	<ul style="list-style-type: none"> • I am inclusive • I role model exemplar behaviour • I value and act upon challenge
M Maximise Potential	<ul style="list-style-type: none"> • I look for new opportunities • I undertake appropriate learning and development • I support others in their learning 	<ul style="list-style-type: none"> • I create & offer appropriate opportunities for development • I coach and mentor others • I develop myself 	<ul style="list-style-type: none"> • I recognise potential in others & develop it innovatively • I learn from mistakes & challenges to drive service improvements • I welcome and give challenge to learn & share