

<u>Q1 What is your ambition for our organisation?</u>	<u>Q2 What does us being the best council mean to you?</u>	<u>Q3 What would you like to see change?</u>	<u>Q4 What kind of organisation do we want to create?</u>	<u>Q5 What do you think should be the purpose of this organisation?</u>
customer focused	job satisfaction	actions	Fair, we're not always yes people. Approachable. Responsible.	Fair
welcoming	empowered	mindful of changes for all to T's and C's	Value for money. Delivering good service (recognising we do have constraints)	Approachable
accessible	customers	embracing new ways of working	Trusted, transparent. Focus on services we should be delivering not diversifying into other areas that commercial organisations are involved in delivering.	feel OK to share issues
Service excellence	Listens	work/life balance	Responsive, value for money for residents,	residents/vulnerable
cost effective	options to make informed choices	not a race to the bottom with T's and C's	Inclusive, diverse, ethical, helpful, efficient	Responsible
open	access services	flexibility	Enabling services	value for money
approachable	Customer focused	working from home	Financially in control. Reducing duplication, adopting best practice e.g libraries, so customers see one service, smooth for them.	Can do culture

accessible	good reputation	empowered	staff retention, positive media, collaboration	collaboration
efficient	treated with respect	listen to	Acting on feedback, not just data collection. Exit interviews etc, use the information.	trusted
effective	flexible	open valued	dynamic	transparent
Value staff	Look after staff	seriously	progressive	Focus on services we should be delivering
feedback	feel valued	feedback	forward thinking	Responsive
Open forum for feedback	job satisfaction	proud	open	value for money
Senior management to be approachable	it isn't always about the work	feedback loop	transparent	decisions for the community
avoiding jargon	Constricted by finances but what CAN we do	inclusive communication	creative	inclusive

accessible	perception	embrace change	no blame	diverse
one stop services	employer looks after employees	speed to change	develop opportunities	ethical
internal expertise	Harmonise Terms and conditions of employment	brave	pathway	helpful
use knowledge	level playing field	fearless	Integrity, truthful, community,	efficient
involved in shaping	Open communication	confidence	Uplifting, inclusive.	open
consulted	finding the balance	eliminate fear	appreciate what we have already.	honest
integrated	Respect/flexibility	listens	inspiring	deliver services needed
one United Council	realistic	trade unions	Listening	Enabling
Inclusive decisions	recognising	good thing	raise standards for all	progressively
Value staff	rewarding contributions	openness	Inclusivity	Positive media
constructive challenge	Employee reward schemes	njc t&c	Ambitious	compliments
feedback	Recognise length of service	mistakes	Proud	integration
good quality	lots can be done at low/no cost	develop	Financially sound	holistic
quality remunerated jobs	open 2 way communication	trust started	Careful	Feedback mechanisms
respect culture	ideas/feedback	meaningful conversation	Considerate	Financially in control
raise the collective of life	good quality line management conversations	influence	Democratic	best practice

decent terms and conditions	overhaul appraisal process	debates	Caring	one service
good org to work for	if top of band has no financial incentive	consistent approach	Solid	staff retention
positive action	good development pathway.	do with	Responsive	positive media
employer values, looks after start	value for money	Leadership	Empathetic	collaboration with agencies
treat fairly	Progressive with technology	What we look like to others, get businesses in. Get a better Image so people want to come and be here. Nice roads, not just a drive through town but that they want to stay.	Accessibility	Acting on feedback
high quality	innovation	planned and valued outcomes for residents and businesses.	Transparency	Exit interviews
divvies	job satisfaction	influence	A kind, forgiving place that support you if you make a mistake	emphasis
diversity	empowered	cohesive	Safe environment	working together
quality	customers	deliver	Happy place	leading
responsive services	Listens	value for money	Trusting	protection
valued	options to make informed choices	give LAC idea	Well mannered	cares
supportive	access services	aspiration	Supportive	looks after
trusted	Customer focused	joined up thinking	Engaging	want to come to work
inclusive	good reputation	improve	Mature	valued

adequate	treated with respect	connect with public consultation	Reliable	make a difference
sufficient	flexible	ineffective	Good morals	thrive
high performing	Look after staff	localism	Decent	quality
value	feel valued	public engagement	Compassionate	chosen employer
respect	job satisfaction	earn peoples confidence		meaningful
new narrative	it isn't always about the work	ambitious		good service
add value	Constricted by finances but what CAN we do	proud		benchmark employer
transparency	perception	financially sound		raise standards
dissemination of information top to bottom	employer looks after employees	careful		whole some
a viable concept- financially sound	Harmonise Terms and conditions of employment	considerate		healthy
proven benefits for all residents	level playing field	empathetic		thriving
facilities	Open communication	solid		vibrant
technical and physical must be accessible /available for ALL	finding the balance	responsive		communities
inclusive	Respect/flexibility	caring		work, live, invest
know where it fits in with all council levels	realistic	Interaction		great place to work and invest
both elected members and officers	recognising	Inclusive		Integrity

service	rewarding contributions	Business support		truthful
Deliver services	Employee reward schemes	Connected		community
value for money	Recognise length of service	Integrated		Leadership
know what is going on	lots can be done at low/no cost	Arrogance		residents
Voice to be heard	open 2 way communication	Pride		Uplifting,
Councillors sometimes are not competent	ideas/feedback	Proud		inclusive
they also should not have vested interests when voting or if they stand down as they have vested interests, they shouldn't have them	good quality line management conversations	Communication		residents
Some members are not prepared	overhaul appraisal process	Accessible approachable		inspiring
Don't like them giving jobs financially through a different	if top of band has no financial incentive good development pathway.	Heart Trust		every level of community businesses
Don't want to be disadvantaged	value for money	Accountability		Image
Relationship between North	Progressive with technology	Ownership		Creative
together	innovation	Consistency		outcomes
are multi- cultural	inclusive	Accessibility		residents and businesses
all must lead on equality	opinions	More progressive		Listening
celebrate each other	make promises	Quicker resolution to problems		role models

Care	stick to them	Responding and actioning complaints		standards
Members must value officers	no competition between DDC and Northants council	Don't want to see bad press about the Council		Inclusivity
members do not have the ex	Elected officers should also be available	It's not enough to say it's a 'new' Council		Plan
Get politics out of decisions	Leadership	Nobody needing to use a food bank		training
planning ahead	Training MUST be provided and should train elected members even if they think they don't need it they don't always have the capability to make decisions etc	Not giving money away to NTFC		thriving
working with grass roots	benchmarking	Extra support and care for care leavers		vibrant
not top down	Don't lose contact or the voices from District/Parish councils not straight to Unitary	Teaching communities about money and bills so they can manage that better		communities
more 'apolitical' politics inter	ALL work together	More youth clubs so there are less gangs and crime		work, live, invest
strategic planning	Appreciate what we already have			great place to work and invest
better leadership	work more closely with community			serve public

Focus on Northants	training			provide great public services
trusts	an absolute need			Accessibility
rely on	Support for community activity			Driving force
work together/gel	attract people to bring business/visit etc			Measure success
protective	Wider image			forward thinking
big task	improve image			To represent the people
come together	slick and up to date website			To serve the county
work as one	Direct telephone contact			To provide the right services to everyone
sell to communities	Partnership			
Consultation	training vital for elected members			
Awesome	everyone needs training			
Cultural Change	Online – not all have computer access			
Real Identity	it's difficult if rely on telephones			
Push the boundaries	Need better access not just online			
Attitude	should be no obstacles to basic support			
Ambition	especially if vulnerable			
Change	Very difficult at the moment to get support			
Agile	Not enough to have 1 central location			

Approachability	should be more accessible, where people live			
Acted upon as in, issues bring a	Councillors arrogance			
Togetherness	they should respect officers			
Consistency	Call Councillors to account			
Collaboration	annual assessments			
Cooperation	performance appraisals			
Being accountable	Joint services			
Reliable	Aspiration			

<u>Q6 What would success look like</u>	<u>Q7 (multiple choice)</u>	<u>Q7 (ideas)</u>	<u>Q8 What values are the most important</u>	<u>Q9 How many core values should there be and why?</u>
Customers feel OK to share issues with the	E	D and E, the words put together	value for money and customer focus	5,7
Can do culture, can, not can't, collaborative	D	E is a string of words	Supportive	2,3
Using council tax to provide focused services	B	E uses good words but needs to be a statement	Collaborative	5,6
a mind-set of making decisions for the council	D	So a mixture of B, C, D and E	Customer focused inclusive	6,10
Focus on services we should be delivering	E	E overall, start with One Council, turn into sentences including sustainable growth, words from B, C, D. Not A.	trusted	7
deliver services needed.	B	relevant	on L&D	5
Positive media coverage, more compliments than complaints, integration, we're working seamlessly, holistic decisions on waste, a holistic vision.	C	none mention about staff	trained	1 and focus on it.

Feedback mechanisms will tell us if we have delivered to the satisfaction of customers and also staff.	D	C as needs to include sustainable needs to include staff	Value staff	5,7
County thrives progressively	E	speechless that A is in there	customer focus	5 or 1 with bullet points
low turn over	E	like use of communities inclusivity	action orientation	3
developed	E	partners with community must re start	flexible	4,5
long serving	A	empowering/serving, important key words but needs more than that	empowerment	
engagement	E	like elements - strengthen communities	development	5
think economy	D	Maybe bullet points afterwards. Empowering, serving, evolving.	2 sets of values	No limit to the amount of values, as long as they are the right ones
motivated start	B	could benchmark to see if achieved.	Respectful	3

enjoying	B	Don't just strive. Don't need badges. Feeling of invitation missing from them all. Work on B and expand with elements of E.	learning	4
stable start	C	introverted	fairness	4
positive engagement	E	nonsenses	customer focussed	5
good quality	C	insular	inclusive	5
people staying in area	B	self scoring	trusted	6
schools doing well	D	identify	supportive	
career progression	B	favourite	developing	
staff involvement	C	coming together	encouraging	
participation culture	A	deliver throughout lives and future	sustaining	
engaging	C	transparent, clear	listening	
transparent	B	Empowered	fearless	
local trending		Community	dynamic	
positive attitudes	C	D too general	caring	
motivated	E	E too wordy	forward thinking	
people deserve to live here	B	A unrealistic	strategic	
loyalty	A	Likes delivering high performing services	diverse	

access to services	D		emp choice	
easy access	A		progressive	
flow of info	E		transparent	
All in this together.	B		valuing	
Creation of best council for residents.	E		empowering	
every level of community supported and valued.	E		relationships	
opportunity to show what we can do. Plan to look forward, training for all.	B		partnerships	
role models for Lgovt	B		collaboration	
public confidence	Love A		open	
trust has eroded	None of them		transparent	
reliable social services	B		adult relationships	
finances good shape	A		people,	
visible value			processes,	
seen as an entity			competence,	

			leadership,	
integrated/seamless				
good relationships with all different partners			empathy,	
Communicate			outcomes	
Facilitate Business			culture that all work together to achieve the vision and values.	
Clarity			inclusivity	
Real Honesty			serving comm	
Realism			connecting	
Honesty			democratise	
Explain Clarify			solid	
Feel proud			reliable	
Accountability			respected	
Clarity			representative	
			democratic	
More services to bring us together.				
The market is no longer the place it used to be - needs improving.			inclusive	
Create mores services to bring us together			losing voice	
It is about changing the way people feel about where they live			Accessible	

Where are the community centres? There are no main hubs?			Consultative	
We need to measure success			Agile	
Haven't seen any success so don't know			Trust	
Happier residents and people			Connecting	
Sharing news about improvements			Open	
Better quality of life			Honest	
Following up on actions			Listen	
Seeing people making effort to support you			Supportive	
Helping people anyway - shouldn't need praise for it			Integrated	
Seeing quicker improvements			Connecting	
Good standards of service			Positive	
			Pride	
			Success	
			Proactive	
			Approachable	
			Upbeat	

			Not believing the reputation	
			Going with the good stuff	
			Consult	
			Communications	
			Transparent	
			Visionary	
			Approachable	
			Awesome	
			Relentless	
			Pioneering	

			Adaptable	
			Agile	
			Driven	
			Positive	
			Positively relentless	
			Proactive	
			Relentless	
			Accountability	
			Consistency	
			Proactive	
			Ambition	
			Ambitious	
			Driving Force	
			Influencing	
			Community	
			Aspirational	
			Pride	
			Respectful	

			Trustworthy	
			Reliable	
			Accountability	
			Honest	
			Realistic	
			Supportive	
			Responsible	

Q10 What behaviours would you expect to see/feel/hear/experience?	collaborative	take responsibility			warm and fuzzy when interact with Council
			helpful	consistency	
complimentary	Leadership is in synch	happy supportive environment	healthily thriving workplace	trust officers	solve and assist
listening	Lead by example				A happy team working together.
		feeling included	free to speak	work with them	
positive	senior management demonstrating positive behaviours				front of house, ,
		respectful	decision informed	give them skills and assets	
not passed around	non silo			make decisions	return calls within 24 hours Treat with respect
		listening	thriving organisation		
Satisfied	solution focused			all sections of community should be acknowledged and celebrated	don't belittle
		open & inclusive	healthily culture		
knowledgeable	one team	connected	welcomed	5 values	take responsibility
reputation	No blame culture			pillars of Unitary	one voice
		informed	treated honestly		

serve community				Transparency	More understanding of people
	one point	responsible	culture CF		
respect			Collaboration	Collectively	Less anxious
	contact	clear expectations			
kindness	professional	fairly	Accountable	Togetherness	Equality and diversity
			Fair	No Excuses	
empathy	informed	decently			
			Consistent	Feeling welcomed all the time	
	serious	motivated respect			
			Honesty	More accepting of people from other backgrounds	