

A white silhouette of a town skyline, including various buildings, a lighthouse, and a bridge, is positioned above the main heading.

Making sure the basics are done brilliantly, every time

Brilliant Basics sets out the standards that we work to.

These are things the things we know make a difference.
Things that everyone can apply to their work.

Our teams do great work every day. But how we do it is
changing fast.

It is more important than ever that when there is an
opportunity to improve how we work, we take it.

We all have the freedom and permission to make
improvements.

Brilliant Basics gives us all the ways in which we can
make this happen.

Our capabilities – What

- We prioritise what matters and work to deliver it quickly.
- We look at data and evidence to make sure we focus on what matters to our residents and colleagues.
- We work in a structured way that makes the best use of everyone's skills.
- We make the most of the systems that are there to support us.
- When we spot opportunities to reduce inefficiency or cut out duplication, we take them.
- When we see behaviours that don't help us all we challenge them.



Our Behaviours — How

- We all take responsibility for managing our time and using it to focus on things that make a difference.
- We collaborate and work openly. We are happy to share what we know and ask for help when we need it.
- We work beyond our own areas to maximise the difference we can make.
- We learn from mistakes. Sometimes we will make them and when we do we share what we've learned with others. Fear of failure does not stop us from trying new things.
- We think about what we say to people and how we say it – both when we speak to our residents and each other.

Our Impact — Why

- We ensure there is money available to invest in what matters to our residents and makes our organisation a better place to work.
- We free up our people and resources to work on what matters most to the people of the Vale.
- We make the most of the knowledge and skills of our colleagues and use it to improve our services.
- We get things right the first time.

Developing the charter

- Initial priorities set by SLT – August 2024
- Test principles with colleagues in a workshop session and through surveys – September 2024
- Design principles agreed and then tested with managers through management development sessions – March 2025
- The draft Brilliant Basics charter is tested at an internal drop-in session and refined – April 2025
- We launch our new Brilliant Basics charter – October 2025

Better basics. Better service.

