

VALE of GLAMORGAN



BRO MORGANNWG

Supporting
Strong
Communities
with a Bright
Future



VALE of GLAMORGAN COUNCIL
STAFF CHARTER

2016-2020

www.valeofglamorgan.gov.uk

INTRODUCTION TO THE STAFF CHARTER

The Charter has been designed to ensure that we can continue to provide the best possible service to our customers through the best possible contribution from all our employees. As the external challenges grow it is important that everyone has the support and opportunity to make that contribution.

The Charter sets out a framework of mutual expectations for both the Council and all employees to meet the demands of the next few years. It seeks to set out the support that our employees can reasonably expect and the responsibilities and qualities that are expected in return.



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The importance of the Charter is that it has been framed in partnership with our employees and recognised trade unions and supports the values, objectives and aspirations set out in the 2016-20 Corporate Plan. The Charter will:

- Help us to achieve the Council's vision and values
- Inform the way we shape and evaluate future employment policies
- Help both managers and employees to review their contribution at work
- Be a point of discussion as part of the employee appraisal process
- Be evaluated as part of a regular employee survey and be reviewed accordingly

Whilst it does not seek to replace agreed policies and procedures it does aim to make clearer the terms of the employment relationship.

If you require any further information about the Charter then please contact Reuben Bergman, Head of Human Resources at rbergman@valeofglamorgan.gov.uk

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OUR VALUE 1:**● AMBITIOUS**

Forward thinking, embracing new ways of working and investing in our future.

What I can expect from the Council

- To receive strong and supportive leadership
- To be supported in achieving my potential
- To be given the opportunity to develop
- To have the opportunity to contribute to change
- To have the opportunity to test out new ideas
- To be supported to learn if things go wrong

What the Council expects of me

- To make the best contribution I can at work
- To offer and be open to new ideas
- To contribute to service improvements
- To show initiative in doing my job
- To be keen to develop
- To take shared responsibility for my own learning and development

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OUR VALUE 2:**● OPEN**

Open to different ideas and being accountable for the decisions we take.

What I can expect from the Council

- To be kept informed on important issues
- To be listened to and my views considered
- To have regular contact with my manager
- To be trusted to get on with my job
- To be given feedback on my performance

What the Council expects of me

- To contribute my views and to offer and be open to new ideas
- To make best use of all communication methods
- To keep my manager informed
- To provide feedback in a constructive manner
- To take responsibility for my own performance

OUR VALUE 3:**● TOGETHER**

Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.

What I can expect from the Council

- To be treated with respect
- To be managed in a fair, honest and consistent way
- To be clear about what is expected of me
- To work in a safe, supportive and positive environment
- To be helped through difficulties whilst at work

What the Council expects of me

- To value and respect the contribution of others
- To work with honesty and integrity
- To support team members where I can
- To be a reliable member of the team
- To contribute to a positive workplace
- To consider and support the health and wellbeing of others

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OUR VALUE 4:**PROUD**

**Proud of the Vale of Glamorgan:
proud to serve our communities
and to be part of the Vale of
Glamorgan Council.**

What I can expect from the Council

- To be appreciated and recognised for my work
- To be supported to do the best job I can
- To be kept informed about the wider work of the Council
- To be helped to understand my contribution to the wider Council

What the Council expects of me

- To take pride in my work
- To do my best for the Council and the communities we serve
- To promote the work of the Council and the services we provide
- To be supportive of my colleagues and the work they do

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SUPPORTING ACTIONS AND COMMITMENTS



The Council is a large and diverse organisation and it is recognised that, at times, managers and employees will need help and support to meet the expectations in this Charter. The following 15 actions will be pursued in order to help underpin the expectations in the Charter.

1	The Charter will be sent to all existing and new employees of the Council	2016/17
2	The employee appraisal scheme will be reviewed and relaunched	2016/17
3	A management development programme will be designed to support the Charter	2017/18
4	A succession planning and talent management programme will be piloted	2016/17
5	The Council will continue to develop and promote the Leadership Café	2016/17
6	The effectiveness of all communication methods will be reviewed and improved	2016/17
7	A Staff Editorial Team will be formed to help shape the Core Brief Process	2016/17

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8	A Staff Engagement Group will be formed to maintain regular dialogue with the Corporate Management Team	2016/17
9	Standards for team meetings/contact will be developed for use across all service areas	2017/18
10	A skills audit will be undertaken and a 'passport to training' scheme launched	2017/18
11	Ideas in relation to regular recognition events will be explored and implemented	2017/18
12	The Council will launch a new Employee Assistance Programme	2016/17
13	HR Policies will be reviewed with trade union colleagues to support the expectations set out in the Staff Charter	2016/18
14	Ideas for a suggestion or ideas scheme will be sought and launched	2017/18
15	The effectiveness of the Staff Charter will be reviewed and evaluated on a regular basis	Annually

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FIND OUT MORE ABOUT THE CHARTER

There are many ways to find more information about the Staff Charter, comment on its development or send in your ideas and thoughts:

Visit the Staffnet Pages...

Find out more through Staff Central

E-mail any questions/ideas to...

engage@valeofglamorgan.gov.uk

Ring the Helpline on...

01446 709527

Speak to...

Your Line Manager

Your UNISON; GMB or UNITE trade union rep

EMPLOYEE ASSISTANCE PROGRAMME

You may also be interested to know about the Employee Assistance Programme (Care First 0800174319) which was launched on 1 June 2016. The service provides telephone advice and counselling support (24 hours a day, 365 days a year) for employees on a range of health and everyday 'life' issues.

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WOULD YOU LIKE TO BE A

CHARTER CHAMPION?

One of the ways of helping embed the Charter will be through the support of 'Charter Champions' within each of our service areas. Such champions will help to promote the importance of the Charter in their own service area, help contribute views about how the Charter can be improved and help design and test out some of the future products around staff engagement and employee development.

If you would be interested in being a 'Charter Champion' or would simply like to know more about the role then please let us know by emailing engage@valeofglamorgan.gov.uk.



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