



# Organisational Culture

## OSC Spotlight

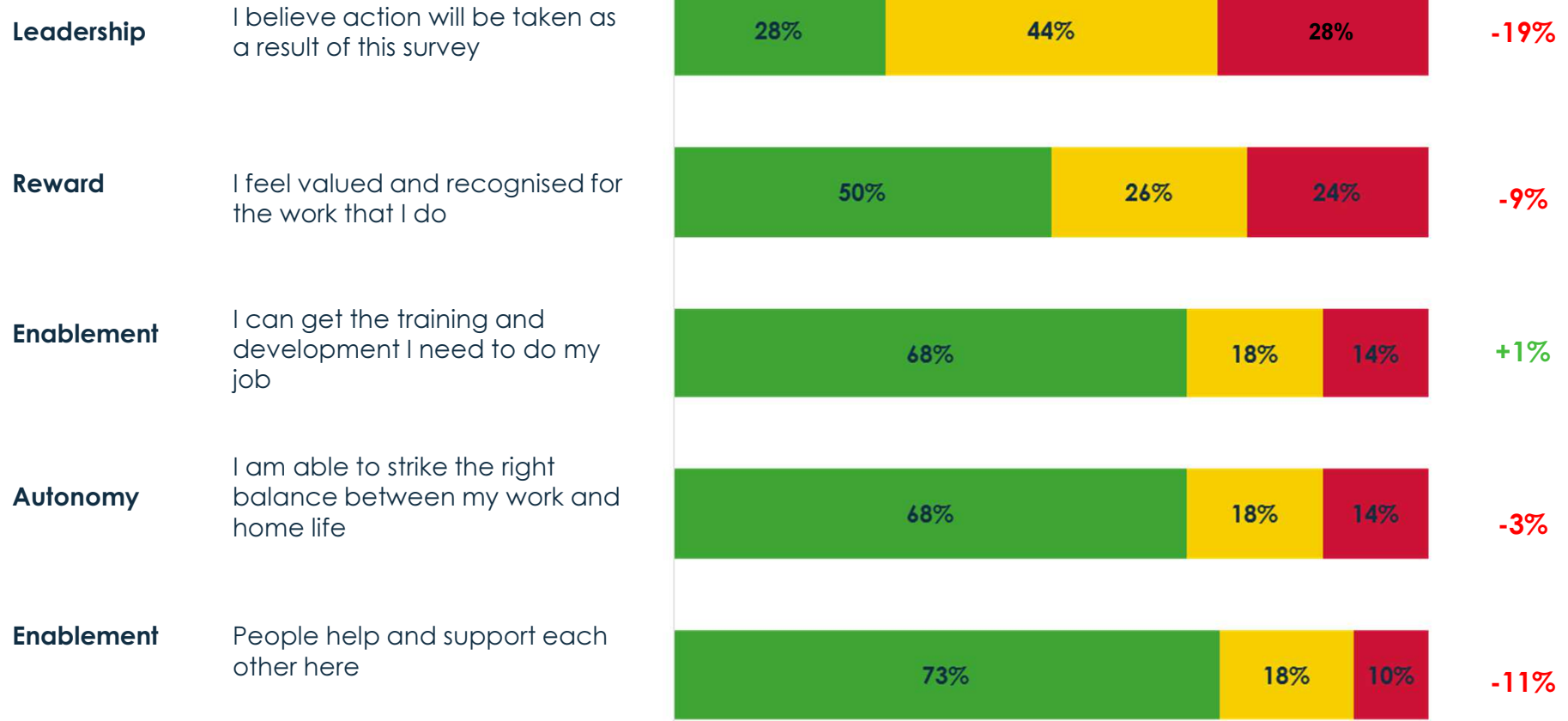
**Will Tuckley**  
**Chief Executive**

# Our challenges

- Trust, openness and honesty
- Leadership and ambition
- Organisational infrastructure
- Good governance
- Partnership and relationships
- Democracy and responsiveness

# What our staff say

vs benchmark



## Bottom 5 results – themes & items

■ Agree ■ Neither Agree nor Disagree ■ Disagree

# What our residents say

- **Overall satisfaction:** Overall satisfaction with the council is up six points from last year to **71%, 77%** felt the council was making Tower Hamlets a better place to live.



- **Informed: 71%** of residents felt informed of what the council is doing.



- **Value for money: 60%** felt the council provides value for money for the council tax;



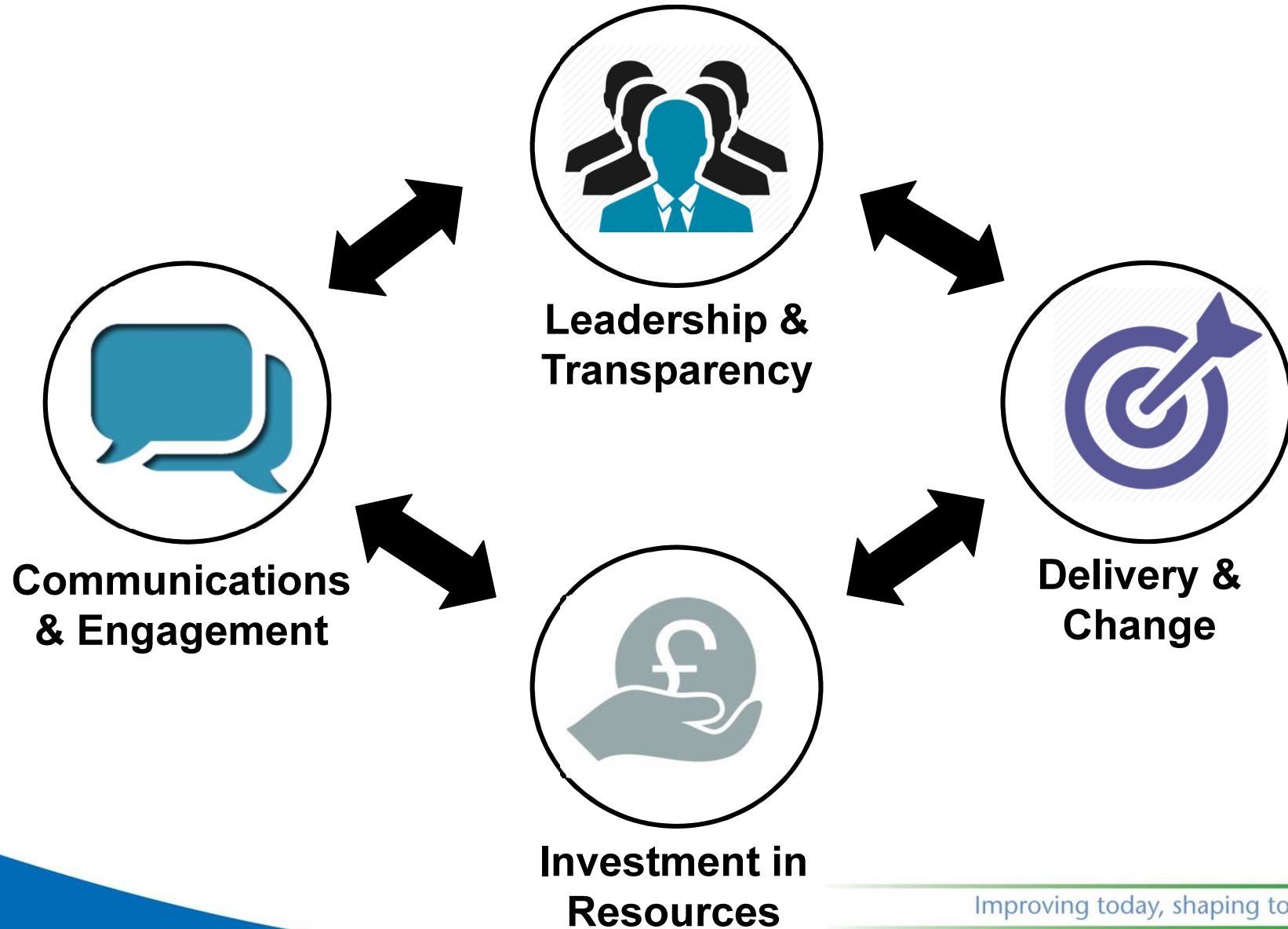
- **Resident involvement: 55%** felt the council involves residents when making decisions;



- **Trust and transparency: 72%** said they trusted the council a great deal or a fair amount;



# What are we doing?



# Our Progress

- All powers returned to us – grant making, procurement, property sales
- An open and transparent council – Clear up team, whistleblowing, better governance & refreshed constitution
- Better employee engagement – 18 Chief Executive Roadshows , Staff Conference, Staff Survey, Managers' Forums, Conversation groups, range of communication channels
- High levels of resident satisfaction – Annual Residents Survey
- New corporate structure implemented

# Values

- Top three values voted for by staff are:
  - Working together
  - Delivering service excellence
  - Acting with honesty and integrity

## Next steps

- Focus on delivery of priorities
- Evidence our improvement journey with a focus on outcomes
- Strengthen our partnership work with local people, partners and regional partners
- Be clear about our values and ambition to drive change and improve