



one team serving our community

Our Employer promise

and your guide to Croydon Council's services for our people



Our employer promise

We aim to achieve our Mission and live out our Values, then and key to doing so is the people who work for us – only they can make the difference.

We make sure we have the right people in the right job.

We promise to support, develop and reward our employees so that they can do the best job possible, realise their potential and live our values.

We treat everyone as an individual, with respect, ensuring they have the chance to develop their career.

All our employees work in an open, friendly place where the focus is always on what we can do for the community.

Developing our People



It's really important that we develop the council's workforce so we can provide excellent services to the community and transform and modernise the council.

The Performance Development and Competency Scheme (PDCS) provides a great way of setting everyone challenging, but achievable targets, and identifying the learning and development they need.

Learning and Development

The council has a very wide range of learning and development opportunities. These include technical training, work skills and personal and professional development. For people joining the council we've set up an inspiring induction programme and graduate, apprenticeships and trainee schemes

Managers need to have the right qualities and skills to lead change so we have an extensive programme of management development and coaching plus an on-line management support toolkit.

We also aim to develop and grow the leaders of the future through our Leadership Academy, one of the most innovative in the country.

Recruitment and Retention

We want to make sure that Croydon is a council that attracts people with the right skills and talents – and where they want to stay. As well as bringing the best people into the council, we also want to find and develop our own talent, investing in our own staff.

We know that the types of jobs that will be needed at the council will change over time so we plan and anticipate the workforce we need for the future – making sure it's representative of the community.

Contacts

Executive coaching	x 47204
Inspire Induction	x 47205 / 47212
Leadership Academy	x 63399
Learning and Development Programme	x 47206
Management Development	x 47206
Mentoring	x 47205
Recruitment and Retention	x 88337

Or click on the tree on the Intranet home page and then on 'Developing our People'.

Rewarding and Recognising our People



An excellent organisation needs high-performing teams and individuals. To help achieve this we recognise and reward talent, achievement and commitment within the council.

The Performance Development and Competency scheme (PDCS) makes sure that good performance is rightly rewarded through career progression. This includes identifying job opportunities and secondments that can help your career.

We are also building up an extensive rewards package for all employees which will include benefits like access to childcare vouchers, cycle to work and mobile phone benefits as well as, retail and holiday discounts, dental and healthcare schemes.

We think it's important that people are recognised for performance and achievement at all levels in the council. The high-profile Croydon Awards recognise and reward exceptional performance and customer service right across the council and its partners – most importantly through nominations from colleagues and our customers.

Contacts

Croydon Awards	x 63155
PDCS	x 47206
Rewards and recognition	x 88912

Supporting our People



We want to make sure that all employees are looked after and supported so they are able to do the best job possible and provide excellent, value for money services to the community.

There are lots of benefits for employees such as flexible working, a generous pension scheme, a staff deli, staff parking, a staff nursery and discounts with local shops and services.

It's important to the council that our people keep fit and well and we have a range of opportunities to help you, such as the 'Activate Your Workplace' programme of at-work fitness activities, discounts at local gyms, support for quitting smoking and a counselling service.

We also want to give people the chance to work more flexibly to fit in with their own lifestyles. This also helps us extend and improve the range of services we offer to the community

The council's Health and Safety and Occupational Health teams ensure that the council is a safe place to work.

Equality and diversity

We want our workforce, at all levels, to be representative of our community so that people have confidence that the council understands and can meet their needs.

We'll ensure that everybody is treated as an individual, with respect, regardless of their gender, race, age, religion, sexual orientation, or disability and that all groups are recognised and represented throughout the council.

The council has a clear Equalities and Employment Plan and a zero-tolerance approach to unlawful or discriminatory behaviour.

Contacts

Activate Your Workplace	x 62138
Employee Benefits	x 88912
Equalities and Diversity	x 47161
Health and Safety	x 62001
Occupational Health	x 62138

Involving our People



It's very important that the people who deliver the council's services are clear about how the council is changing, feel part of the process and understand their own role and what they contribute.

So we want all our people to have the chance to be involved, both in developing our services and in decisions about their own jobs and careers

Each year all of our employees are involved in some way in service planning, which sets the council's targets and work programme for the coming year.

Tell us what you want

We hold regular staff surveys to ask people how they feel about working for the council and put action plans in place to improve what we do for our employees. The council also aims to be accredited as an Investor in People for how it involves, manages and develops its workforce.

We also want our people to tell us directly how we can improve our services. You can tell us about environmental problems that need fixing through the See and Tell scheme or contact BoB (Blitz on Bureaucracy) to say how we can cut down on red tape or make it easier for you to do your job.

The council works closely with all the trade unions and recognises— Unison, GMB and TGWU for collective bargaining, as well as the main teachers' unions. We are proud to be the first London Council to reach a collective agreement on the implementation of Single Status. There are also staff networks and groups to make sure that under-represented groups in the workforce can always have their say.

Contacts

Blitz on Bureaucracy	bob@croydon.gov.uk
See and Tell	x 60660
Staff surveys	x 47204

Or click on the tree on the Intranet home page and then on 'Involving our People'.

Informing our People



During a period of major change for the council it's more important than ever that you are kept informed. We want people to understand the council's vision and values and their key role in providing excellent services to the community.

We communicate with our people in a number of ways including the Loop employee magazine, posters, briefings and events and we are always looking at ways to improve. The Chief Executive communicates directly through his regular blog.

The council's Intranet provides an easy and effective way for people to get the information that they need and access employee services. We know that many people don't have access to computers all the time as part of their job so we are developing a mini-intranet that which they can use when they have the opportunity.

Communication will only work well if it is two way so all our communications provide ways for people to get involved or give us feedback, wherever possible face-to-face.

All our policies and procedures, (for example on pay or pensions) are clearly explained and we have a very comprehensive Staff Handbook available on-line or in printed format.

Contacts

Internal Communications	x 47217
Intranet	x 47217
The Loop	x 47217

Or click on the tree on the Intranet home page and then on 'Informing our People'.

Our values



Proud to Serve

We are proud to serve our community and put customers' needs at the heart of everything we do. We listen to all parts of our community and act on what they tell us.

One Team

Great things happen when we work together – colleagues, partners, customers, divisions, departments – as one team.

Openness

We say what is meant and mean what we say so that people know where they stand and can express their views openly.

Difference

We welcome the diversity of our staff and customers and regard this as a strength of our borough. We treat people as individuals and respect their views and opinions.

Talent

We invest in our people to help them go beyond where they think they can, encouraging creativity, responsibility, problem solving, greatness and fun.

Excellence

We will never stop striving to be an excellent organisation, using tax-payers' money wisely to deliver the highest quality services to the satisfaction of our customers.

A- Z of useful contacts



Activate Your Workplace	x 62138
Blitz on Bureaucracy	bob@croydon.gov.uk
Coaching and mentoring	x 47205
Croydon Awards	x 63155
Employee Benefits	x 47217
Equalities and Diversity	x 47161
Health and Safety	x 62001
Internal Communications	x 47217
Inspire Induction	x 47205/ x 47212
Intranet	x 47217
Leadership Academy	x 63399
Learning and Development Programme	x 47207
Management Development	x xxxxx
Occupational Health	x 62138
PDCS	x 47xxx
Recruitment and Retention	x 88337
Rewards and Recognition	x 47217
See and Tell	x 60660
The Loop	x 47217
Trade Unions	x 47217

Or click on the tree graphic on the Intranet home page.



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