

# Ways of Working

*Working together to shape the great waterfront city* is the council's shared goal. It reflects our collective priority around social, economic and physical regeneration - shaping a great city. The goal also reflects Portsmouth's waterfront city brand and the role of our geography in defining our history and shaping our future. The goal also reflects the council's strong public and private sector partnerships, and our strength as an organisation when we work together towards a collective goal.

In order to shape Portsmouth as the great waterfront city, the council is focused on creating a sustainable economy that delivers regeneration and inward investment and creates opportunities for businesses and prosperity for our residents. So our residents can achieve their full potential and businesses have the skills to grow, we are committed to ensuring education and training are excellent. We are working to make our city a great place to live that makes the most of our natural assets, supports a vibrant and diverse culture and has high quality homes for our residents. As well as protecting and supporting our most vulnerable residents, we are focussed on encouraging independence and helping everyone to achieve their full potential, and ensuring all our residents are able to live healthy lives in a city that keeps them safe. And we are committed to running an efficient city that puts customers at its heart, delivers value for money and encourages participation. Our aspirations for our great waterfront city help us to work together and to shape our business plans to ensure we focus on what's important.

*Guiding Principles and Ways of Working*, give us the direction of travel which leads us to our goal 'working together to shape the great waterfront city'

The infographic is divided into two main sections: 'Our guiding principles' and 'Our ways of working', both under the heading 'Our goal: working together to shape the great waterfront city'.

**Our goal**  
working together to shape the great waterfront city

**Our guiding principles**

- put customers first
- provide value for money
- be ambitious
- use evidence to shape services
- simplify, strengthen and share processes
- get it right first time
- support councillors as strategic leaders
- value and support staff
- listen and learn

**Our ways of working**

- we focus on what's important**
  - understand our customers' needs and expectations
  - understand the organisation's priorities
  - are open to change
  - provide an efficient service
  - evaluate our performance so we continue to improve
- we take pride in our work**
  - take personal responsibility
  - meet deadlines and do what we say we will
  - are committed to our customers (both internal and external)
  - strive to do it right first time
  - continually learn and develop
- we value others**
  - are open minded and without prejudice
  - respect and value other people's opinions
  - work well with team members, other services, and partners
  - listen to feedback and act on it
  - speak up openly, candidly and respectfully
- we make a positive difference**
  - want to help, and know when to ask for it from others
  - are motivated and empowered to do our jobs with confidence
  - use resources wisely and innovatively
  - respond to customers' needs
  - know what works
  - constructively support and challenge

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## Working together to shape the great waterfront city

Portsmouth City Council became a unitary authority in 1997. We employ around 3000 people (not including in our schools) and spend around £560million annually. There are 14 wards, each of which has three councillors (42 in total). Elections are held by thirds in three of every four years. Portsmouth has enjoyed lively local politics; since unitary, the control of the council has passed from Labour, to Conservative, to No Overall Control with a rainbow administration, then a minority Liberal Democrat administration, and is now (since 2009) a Liberal Democrat majority.

We have seen many achievements. The city has hosted many international events. The Spinnaker Tower is an iconic structure and a thriving visitor attraction. Combined with the wider Gunwharf Quays development, it has done much to lift the image of the city. The new Mary Rose Museum has just opened to great national and

international interest. We own and manage the Commercial Port, which contributes over 200 jobs directly to the local economy as well as many others supported by the associated logistics and visitor numbers. Importantly, the Port contributes millions of pounds annually to the authority budget, helping to support front line services. In 2009, the authority purchased MMD, a local importer, to add to the Port business, and in 2012 opened a new International Terminal.

We think creatively about our neighbourhoods. In 2011, we opened Southsea Library, moving a poorly located library into a vacant Woolworths store in the main shopping area. This has been a resounding success, dealing with the problem of a prominent vacant shop unit and at the same time increasing the usage of library services, including ICT access and children's activities. Also in Southsea, we've started implementing our seafront strategy, reinvigorating local facilities such as the Canoe Lake area and developing a free use splashpool (we've also provided one of these in the north of the city). We've developed an award-winning community facility, the John Pounds Centre, in one of our most deprived communities, and are developing an exciting community hub in another, Somerstown.

This is just the tip of a very large iceberg.

Portsmouth is an extraordinary city that we believe is on a journey to becoming a truly Great Waterfront City. If those ambitions are to be delivered, then the local authority needs to be ready to confront the challenges of straitened public finances to ensure that no one is left behind, and the city continues to thrive.

We need to minimise the negative impacts of these challenges to ensure that we protect the most vulnerable in society, whilst at the same time capitalising on opportunities to deliver economic expansion and job creation, through the delivery of new homes, skills and businesses. This means changing the things we do, and the way we do things.

You could be at the very heart of these changes and challenges.

## **Portsmouth the great waterfront city**

Portsmouth is the UK's only island city, with Portsea Island accounting for 62% of the city's land mass.

Portsmouth is the most densely populated area in the UK outside of London, with an estimated population of 207,300 (215,700 registered patients) residing within 15.5 square miles.

Portsmouth is ranked 76th most deprived out of 326 local authorities in England, with 15% of the city's population experiencing income deprivation. Charles Dickens ward tends to be the most deprived ward in the city across all of the various domains.

The city is becoming more ethnically diverse. The city's ethnic profile has changed significantly since 2001, with 84% of the population identifying themselves as White British (down from 92% in 2001). Portsmouth's BME community accounts for an estimated 11.6% of the population (up from 5.3% in 2001), and 4.3% of the population is Other White (up from 2.2% in 2001 - reflecting increased immigration from EU accession countries including Poland). 17% of Portsmouth's school children are from an ethnic group other than White British, which indicates greater ethnic diversity amongst the city's young people.

There are 88,025 dwellings in Portsmouth. Private stock accounts for nearly 81% of the dwellings in Portsmouth, with the remainder divided between the local authority (13%) and registered social landlords (6%). Nearly half of the private sector housing stock was built before 1919, which is more than twice the England average. In terms of dwelling type, 63% of Portsmouth's private dwellings are terraced houses, which is significantly more than the England average (29%). Portsmouth performs a key role as an employment hub for its suburban hinterland, most notably the boroughs of Fareham, Gosport and Havant which supply 24% of the city's workforce.

Unemployment in the city is typically on a par with the average for Great Britain, but around 1% higher than the South East region's average. An estimated 7.2% of the city's 16-18 year olds are NEET (not in education, employment or training). While this is lower than the England average (8.1%), it is higher than the SE regional average of 5.8%. Adults in Portsmouth have lower than average levels of skills and qualifications, with approximately 27% of the working age population having no or low qualifications (NVQ1 equivalent). We know that local resident earnings are significantly lower than local workplace salaries, suggesting that many of the higher level jobs are filled by people commuting in to the city.

Portsmouth is well connected with strategic road and rail routes as well as domestic and international ferry routes to a range of destinations. The opening of the Hindhead Tunnel has significantly improved road access to London, shortening journey times by 20mins.

There are five train stations in the city, with the railway line running through the heart of the city, north to south. Consultation with residents suggests that affordability of public transport - especially bus fares - is a major issue. We also have limited road capacity due to the "island" nature of the city, and only three road routes off Portsea Island, although congestion measures compare well with other cities. We were the first 20mph city in the country.

## **Benefits, working with Portsmouth City Council**

Portsmouth City Council wants and needs the best from all our staff, so we invest in training, qualifications, development and career opportunities.

We are committed to ensuring staff enjoy a rewarding role that is supported by a genuine belief in getting the work / life balance correct and constantly reviewing how we attract and retain the right people

### **Modification order**

At its most simple this means if you have been working in certain types of industries or with certain employers then your length of service will remain unbroken if you join Portsmouth City Council with no break from your former employer. More details can be found [here](#)

### **Holidays**

We have a basic 26 days holiday rising to 30 days after 5 years' service plus bank holidays.

### **Flexible working**

With our family friendly policies, job share & part time opportunities we believe in people leading a balanced life. We also have a flexi time system for most staff that allows flexibility in the time that you start and end work.

### **Discounts**

Many local businesses provide PCC staff exclusive discounts and deals.

### **Travel loans**

We offer interest free loans to assist with season tickets for travel on either bus, ferry, or train. All part of working towards a greener more pleasant city.

### **Work place nursery**

Looking after children from 3 months to 5 years with an excellent report from OFSTED on standards of staff, care and education.

## **Training**

Opportunities to work and gain the experience and skills that develop your career in the direction you want in the type of role that will give you the satisfaction of knowing you are making a difference.

## **Support for you**

We provide, through Right Corecare, support to help when there are matters that are of concern to you. This service is independent and completely confidential and the help lines are open 24 hours a day every day of the year.

## **Final Salary Pension Scheme**

The Local Government Pension Scheme is currently considered one of the best available.

## **Childcare vouchers**

If you are a working parent with children up to 16 years old you could save up to £933 a parent, a year on your registered childcare costs. Childcare vouchers are a staff benefit available to all eligible working parents at Portsmouth City Council.