

Our WESTMINSTER WAY

OUR PURPOSE

We act together
to improve lives
for a better
Westminster.



City of Westminster

OUR PROMISES

Our People Promise

Everyone has Talent

Promises to help you thrive at work, grow your career and feel backed through challenges.

Our Community Commitment

Westminster Community Participation

Promises to our communities to listen, design together and deliver better for all.

OUR PRINCIPLES

Everyone is a Leader

We believe in responsible stewardship at every level of our organisation. Therefore, we take ownership of our roles, act equitably, and support each other to succeed. We use our influence to create positive change, no matter our role or job title.

WE DO THIS BY...

- Owning our impact, delivering our roles effectively and supporting others to do the same.
- Making responsible decisions, using sound evidence and diverse views to drive the best outcomes.
- Leading by example — demonstrating the behaviours we expect from others.

Everyone is Valued

We believe in the equality of all people, and we recognise that diversity is a strength that enriches our work and our communities. When we each play our part in making others feel respected, included, and valued, we shape a council and a city, where everyone can belong and thrive.

WE DO THIS BY...

- Showing empathy and respect, making people feel heard and safe in every interaction.
- Lifting others up — sharing knowledge, ideas, and support to achieve more than we could alone.
- Celebrating others' contributions, making people feel valued and appreciated.

Everyone is Connected

We believe that our greatest achievements come when we unite as one, working together across roles, teams, and communities. So, we break down silos and collaborate to drive innovation, impact and growth for the communities we serve.

WE DO THIS BY...

- Listening actively, making space for different perspectives.
- Collaborating effectively, finding ways to connect across teams, communities and partners to drive progress.
- Embracing continuous learning — bringing our curiosity to spark innovation.

Everyone impacts Communities

We believe that thriving, resilient communities are built on trust, care, and connection — and that the best outcomes happen when people are truly heard. We put people at the heart of our decisions and actions, understanding their needs, focusing on meaningful outcomes, and working with honesty and care.

WE DO THIS BY...

- Seeking to understand the evolving needs of our communities.
- Focusing on delivering meaningful outcomes — making a real difference for people through our work.
- Being honest and transparent, even when it's difficult.