

We take ownership – CVF competency

Taking ownership is one of the six competencies in the competency and values framework (CVF).

3 mins read

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What taking ownership means

We take personal responsibility for what we do ourselves, and for making policing better and our force more effective.

Through our actions, we deliver tasks in a way that is timely and effective, and help others do the same.

We make decisions that are appropriate to our level and area of work, being clear why we do so (for example, by using decision-making models) and accepting responsibility for our judgements. We seek feedback without being defensive so that we can learn from our mistakes and reflect on opportunities to build on our strengths.

Demonstrating pride in our work is important to us. Our selflessness means that we also seek to help solve issues or problems, which may be internal or external to our own teams. We recognise where limitations in our own knowledge and experience may have an impact on our decision-making and try to address this. We take responsibility for ensuring that support or development is sought to minimise any risks.

Why taking ownership is important

Our work is safety-critical and of huge public interest – so delivering it effectively and efficiently is of the highest priority to ourselves and to the public. We all face different kinds of challenges that are not always in our comfort zone, so every one of us needs to feel confident and able to take appropriate responsibility.

Not all decisions need senior leader approval: where necessary, we can respond more swiftly to challenges using our professional judgement, always ensuring we have a clear rationale for our decision making.

These behaviours mean that we are empowered, effective and able to learn from our experiences and mistakes. Doing so allows us to own and see successes through our delivery of results, and not just by whether a particular process has been followed.

Level 1 – Taking ownership

- I approach tasks with enthusiasm and a positive attitude, adapting quickly from one situation to the next.
- I take responsibility for my own actions and decisions.
- I respond to demanding and tough situations, demonstrating commitment to tackling the issue.
- I seek appropriate advice and guidance on tasks and decisions when necessary.
- I take responsibility to regularly update people who are relying on me.
- I seek feedback to understand the quality of my work and the impact of my actions.

Level 2 – Taking ownership

- I delegate appropriately by giving clear direction that recognises people's strengths and potential to achieve more.
- I monitor progress of my team and work to ensure deadlines are met and my team are clear on their objectives.
- I take ownership of individual and team performance, not leaving it to others to address problems.
- I take personal responsibility for seeing events through to a satisfactory conclusion and dealing with any problems both promptly and openly.
- I am proactive in supporting actions that tackle the bias or prejudice that may be experienced by some groups of people.

Level 3 – Taking ownership

- I promote a culture of personal accountability in teams so that people strive for high standards of sustainable and ethical performance.
- I put in place measures that will allow others to take responsibility effectively and support them to improve their performance.
- I take an organisation-wide view, acknowledging where improvements can be made and take responsibility for making these happen.
- I promote a culture that responds to mistakes with learning rather than with blame.

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