

Our Customer Charter



We will work with you to:

- come up with your own plans and ideas
- agree what support you need to be successful
- be imaginative and creative
- identify other groups and agencies who can help

We will do this by:

- developing honest relationships with you
- helping you achieve your goals
- supporting your community
- providing advice
- promoting employment and training opportunities
- using a wide range of ways to connect with you
- welcoming different points of view

We will know we have been successful if:

- you look forward to becoming involved and others want to join in
- you believe you have a say over the services you receive
- there is better planning, shared power and agreed results
- there is good two-way communication between us
- fresh ideas are being discussed
- there is respect and appreciation between you, us and within our communities
- everyone has opportunities to take part
- we learn lessons and share experiences
- our customers, staff and communities are happy!