

## MAKE IT HAPPEN

### We will:

- Listen to you and understand your needs
- Respond to your enquiry and keep you updated on progress
- Aim to get it right first time
- Be friendly, fair and honest
- Ensure our staff are knowledgeable and equipped to assist you
- Have clear service standards so you know what to expect



### We ask you to:

- Treat us as you would like to be treated
- Let us know if you have any specific needs

## MAKE IT EASY

### We will:

- Offer a variety of ways to access our services and help you to use them
- Explain decisions and outcomes clearly
- Handle your information with care and respect your privacy
- Signpost you to trusted service if we can't help you

### We ask you to:

- Work with us to keep your information up to date, give us the correct information and tell us if things change
- Ask if you are unsure, or we are not as clear as we should be
- Tell us if you are having problems so we can resolve together



## MAKE IT BETTER

### We will:

- Aim to ensure all information is available online
- Use technology to better deliver our services
- Keep our information up to date and easy to access
- Keep you informed about any changes that may affect you.
- Continuously review our processes
- Use your feedback to learn, develop and improve our services.
- Work together as one Council to the same standards



### We ask you to:

Let us know your feedback, including complaints and compliments and offer ideas for improvement