

# THE WE CARE CHARTER AND COMMITMENTS TO OUR CUSTOMERS



## CONNECTED

- We will support and encourage you to use our online services
- We will connect you with other services and groups across the city who can also help you and offer the best support



## ACCESSIBLE

- We will make sure our communication with you is easy to understand and recognise that sometimes people need information provided in different ways
- We will always be approachable, empathetic and keen to listen and understand your needs



## RESPONSIVE

- We will be open and honest with you about what we can and can't do, and the reasons for this
- We will aim to deliver the best services possible and support our most vulnerable customers



## EMPOWERED

- We will involve you in helping us to design and test the ways we deliver our services
- We will listen and act upon your feedback, whether it's a complaint, comment or a compliment

