Citizen’s Charter

Vision statement

‘I am because we are’

- We believe in making a positive difference in the lives of the people we support

- We believe we will be judged not on what we do but on the impact that we have on the lives of the people we work alongside

We need to….

- To learn from those who have experience of our services
- Recognise everyone's individuality by responding flexibly and creatively to their needs
- Commission services 'with' citizen's instead of 'for' them
- Understand who our population is and what they're needs are

We will….

- Always listen to our citizens
- Be respectful to everyone
- Communicate with our citizens at every opportunity
- Inclusive of everyone who wishes to be involved
- Focus on how we can enable our citizen's to have a voice
- Focus on how we can empower them at every opportunity
- Engaging people – to ensure the right people are there at the right time to inform services
- Work together to plan services