



Our Aims

“We will work to ensure that the services we provide are delivered in line with statutory provisions.”

“We will work to ensure that Equal Opportunities and Social Inclusion are central elements in our planning and delivery of services.”

“We will strive for continuous improvement in the delivery of our services.”

“We will work to ensure that our service provision reflects the needs and priorities of our stakeholders.”

“We will do everything possible to consult our stakeholders about the way we develop and deliver our services.”

“Wherever possible we will work in partnership with our constituent authorities to achieve improvements in service provision for our mutual customers.”

“We will publish information about the level of services customers can expect to receive.”

“We will provide a clear and effective customer suggestion and complaints systems.”

“We will develop and maintain systems for measuring, monitoring and managing our performance.”

“We will develop systems which encourage employees to communicate openly.”

“We will promote a safe and healthy working environment for our employees.”

“We will encourage our employees to develop themselves to achieve their full potential.”