The We CARE Charter and Commitments to Our Customers

Connected

We will encourage you to access services online and provide support to do so if you need it

We will connect you with other services and groups across the city who can help you and offer the best support

Accessible

Responsive

Empowered

We will aim to deliver the best services possible and will invest in supporting our most vulnerable customers

We will be open and honest about what we can and can’t do, and the reasons for this

.

We will listen and act upon your feedback, whether it’s a complaint or a compliment

We will involve you in helping us to design and test our ways of working

We will use plain language and make sure our communication with you is easy to understand

We will always be approachable, empathetic and keen to listen and understand your needs

* technology