

## Recommendations:

- a) That members endorse the work undertaken by the review team and the improvement plan included at Appendix 1 subject to consultation.
- b) That members agree to the development of an implementation plan to ensure the delivery of the actions included in the service improvement plan.
- c) That members adopt the following objectives for customer care, communication and consultation:
  - **Inclusive:** We will communicate in a variety of ways to serve (satisfy) the diverse needs of our communities
  - **Openness and accessibility:** We will provide information at times to suit our customers
  - **Clarity:** We will provide information in plain English, that is jargon free and up to date
  - **Honesty and Integrity:** We will “tell it how it is” and will share information openly and honestly (unless it infringes privacy and commercial confidentiality)
  - **Respectful, Personable and Approachable:** We will respect the individual needs of all our customers and treat them with courtesy
  - **Engagement:** We will encourage the participation of our community in issues that affect them
  - **Consistency:** we will establish a clear and distinctive identity and image for the Council through corporate branding
  - **Leadership, Accountability and Transparency:** we will listen to the views of our communities and inform them of the reasons why the Council makes the decisions it does