

Customer Involvement Statement 2010/11

Our Ambition is to.....

Become **'excellent in involvement in the eyes of its customers'** within three years. This statement sets out how we will move towards that, through the actions we intend to take.

Our Aims are to.....

- Empower customers by improving their ability to be heard, to hold us to account, to influence service delivery and the decisions we take.
- Drive up standards of service delivery and the satisfaction customers have with us, through involvement.
- Offer a wide range of opportunities that encourage as many customers as possible to get involved, especially those from less well represented groups.
- Make sure that customer input takes place at the earliest possible opportunity.
- Make sure that our staff know that involving customers is a priority for them, as individuals and teams.
- Measure the difference that involvement has made and report back to customers on our progress, so they know the difference their views have made and what has changed as a result.

In 2010/11 we will move towards achieving those aims through.....

- Continue to build our understanding of our customers. Say what changes we have made to our services, and the involvement activities we offer as a result of this understanding. We will do this at least twice a year.
- Understand how we engage with under represented groups of customers. Agree actions to improve, and report progress to the Joint Group Customer Panel by April 2011 .
- Implement the proposals for customers to examine our performance. Say how this is happening, and what customers have found, in the Annual Report.
- Offer an improved package of training to customers and measure its effectiveness. Report activities and the results to the Joint Group Customer Panel
- Develop a local service 'offer' with customers, publish this, and demonstrate how we have involved customers in monitoring both those, and the national standards.
- Improve the extent that we work with partners, like the Police and voluntary agencies, on issues affecting communities.