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倘若您希望我們對該雜誌的任何部分給予解釋或提供翻譯，或以不同格式（如大字體或錄音帶）提供，請致電 01249 465465 聯絡我們，洽商您的需求。

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Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi başka bir formatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konuşmak için bu numaraya telefon edin: 01249 465465.



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PART OF GREENSQUARE GROUP LIMITED



Customer and Community Involvement 2010-2013



ISSUED: JULY 2010



Communities and you **COUNT**

We will work with others to create better communities and stronger neighbourhoods. We will help residents and communities to improve their quality of life by being:



ACCESSIBLE

Open and useful to everyone

We will:

- Improve skills for residents and empower them to be involved in decisions that affect their homes. Give employment opportunities for residents including accredited training.
- Give residents a menu of options on how to be involved in Westlea's management decisions.

RESPONSIVE

To people's needs, interests and concerns

We will:

- Involve residents in decision making on service standards to create great customer services and do more consultation in local communities.
- Give resident options on managing their own neighbourhoods and deciding on how a local budget is spent.
- Work with Barnardos, Children Centres, Youth Development Services and Young Carers and others to support young residents who live in our homes.

COMPREHENSIVE

Affects everything that we do

We will:

- Ensure that residents' influence Westlea's Business Plan through our Residents' Business Plan.
- Recruit and train residents to be involved in selecting staff and contractors.
- Every other year a community survey will be carried out in key neighbourhoods to check that we are meeting with partners, residents' needs in their neighbourhoods.



FOUNDED ON GOOD INFORMATION AND COMMUNICATION

Knowing and understanding and
connecting with our customers

We will:

- Increase access for residents to the digital world and digital services.
- Strengthen communication by feeding back to residents on what has been achieved and what we still have to do. Train staff to communicate in plain language and in a way preferred by residents.

- Investigate ways we can keep in contact with residents via new technology.
- Investigate ways to provide rewards to residents who work with us.

WORK IN PARTNERSHIP

We will:

- Continue to fund North Wilts Carers Support to give more support to residents who are carers.
- Work with the Council's Area Boards and partnerships to include residents' priorities in their plans.
- Develop a garden share scheme, provide land for allotments and a garden handy help scheme.
- Continue to develop partnership projects to tackle antisocial behaviour.
- Work with Wiltshire and Swindon Partnership (WASP) to provide sports activities to residents of all ages.
- Develop projects with partner organisations to help residents' health and well being.
- Help residents get access to affordable credit and free debt advice.
- Offer employment placement opportunities to 16-24 year olds through the Whatever project and to 25 and over through the What Now project.