

## **SECTION 3: Service-focused Engagement**

Wellington residents engage with the Council through the everyday Council services and facilities they use. This form of engagement is often at the forefront of what a resident will remember about the Council. For this reason, the Council seeks service-focused engagement that:

- results in a positive experience, where excellent service is provided to the resident or visitor
- is timely, responsive and accessible to the resident or visitor, ensuring the service meets their needs and expectations
- promotes an overall positive image of the Council
- actively looks for improvement, and is measured against best practice.