



**Henshaws Community Services enable people of all ages living with sight loss and a range of other disabilities to make informed choices about their future.**

We are here throughout their journey offering expert support, guidance and skills, helping people to fulfil their potential.

Independence and friendship are at the heart of what we do to help people find the confidence to go beyond their expectations.

**To ensure we achieve this, we promise that we will;**

1. Provide professional, expert support, guidance and skills
2. Treat you with honesty and respect
3. Respect your culture, beliefs and rights to privacy
4. Deliver our services in a comfortable environment
5. Enable you to make informed choices about your future
6. Respond to you in an efficient, timely and courteous manner ensuring complete confidentiality
7. Communicate with you in your preferred format
8. Help you to gain independence, friendship and confidence
9. Ask for and acknowledge your feedback.

Please turn over

**We also promise  
that we will greet you with  
a smile and a warm welcome!**



### In return, we would like you;

1. To do your best to arrive on time to groups and classes and to let us know as soon as you can if you are unable to attend
2. To respect our staff and our property
3. To demonstrate a positive attitude and commitment
4. To support our charity's fundraising and marketing teams by being an active Henshaws promoter, so we can increase our awareness in the community and continue to reach others who need our support.

**We hope that we exceed your expectations, please let us know when we get it right or wrong so that we can continually improve.**

If you would like to know any more about our Customer Promise or have any comments, please speak to a member of staff.

Note: Our board and user voice group will monitor our performance against these promises to ensure that we are constantly improving; together we want to support people with sight loss towards a more independent future.

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**henshaws**

**community  
services**

*beyond expectations*