



Strategic Objective :

1.1 Citizen and Customer Service

Description :

To foster a culture across the organisation which addresses the needs of the community through communication and the provision of excellent customer service

Strategy: 1.1.2.05 Develop an Advocacy and Lobbying Plan to advocate on behalf of the community with Members of Parliament and other key stakeholders			
Advocacy and Lobbying Plan	Q1 Jul-Sep	100 %	The Advocacy and Lobbying Plan is a completed strategy. It is implemented through meetings with MPs and Government Departments plus the production of a priorities book that is reviewed monthly.