

# invitation

*Would you like  
to help check  
the quality of  
the information  
and advice we  
provide?*

Sheffield City Council Communities is reviewing the information and advice people need to help them have the best quality of life and remain independent, safe and well.



As part of this work we're looking at how we can test the quality of our services – with help from service users, carers and residents.

We're holding a half day **Mystery Shopping session** to look at what we provide now, and the quality of service people get.

When: **17 November 2016. 10:30 am to 2.30 pm**

Where: **Moorfoot Conference Suite, The Moor, Sheffield**

As part of the session you'll surf local websites, comment on our leaflets and review the friendliness and helpfulness of our staff on the telephone!

We can help with support costs and travel expenses, and we'll provide refreshments and lunch. And if you need support to get involved we'll help with that too.

**Interested?** Email us: [involvement@sheffield.gov.uk](mailto:involvement@sheffield.gov.uk) or call (0114) 273 4119 if you would like to be involved.

*Communities Quality Team  
Sheffield City Council.*

