

# A new plan for Customer Services 2022 to 2025



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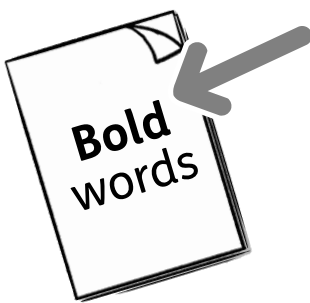
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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

# Introduction

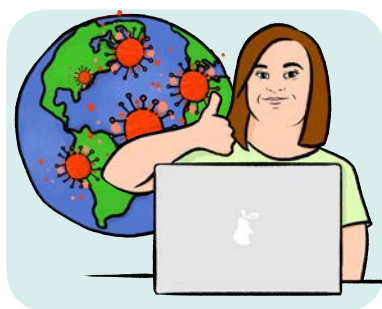


The Royal Borough of Greenwich is writing a new Customer Services plan for 2022 to 2025.

The plan will explain how we want to communicate with local people and improve our customer services.



We want to start communicating in new ways, like using text messages and online chats.



We have already been using new ways to communicate with people during COVID-19, to keep people safe from the illness.



This has helped us to think about what we can do to improve the way we do things in the future.

# Our vision for customer services



**Our vision** is how we want things to be in the future.



We want our customer services to be the best they can be for everyone in Royal Greenwich.



We want more people to be able to access our services online.



We will support people who find it difficult to get online, or don't have the use of a computer.



We want improve the way our customer services teams work so that:



- staff are doing less paperwork and have more time for other tasks.



- people have more choice about how they can get in touch with us.

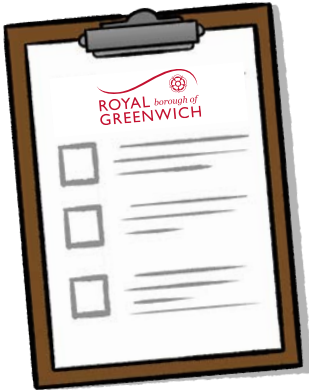


- we are better organised so that we can help more people with the staff we already have.



We have already set up a new telephone system at the council to help us deal with customers.

# Our 3 main ideas



There are 3 main things we want to do to improve customer services:

## 1. **Have all the teams work in the same way when it comes to customer services**



At the moment we offer different services by post, telephone and email.



The team has different standards of customer services, which means that customers have a different experience depending on how they contact us.



There are also some customers who have to contact us more than once to ask for the same information.



We want all the customer services teams to work in the same way.



We will:

- update the customer services standards we have on our website.



- make sure that customers get the same standard of service however they get in touch with us.

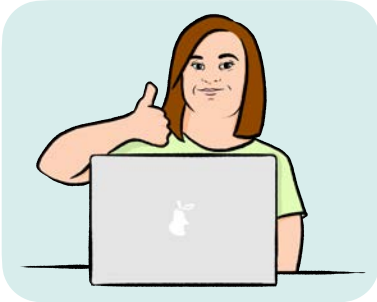


- make sure people have clear and simple access to services. Especially services that people need urgently, like if they are not safe.



Making our customer services team better at doing its work will help other staff in the council do important things.

## 2. Help all people in Royal Greenwich to access our services online, and support anyone that can't



We want everyone to be able to access our services online.



This will include supporting people who find it difficult to get online. Our customer services team will be an important part of doing this.

To make this work we will:



- have some members of the customer services team who are trained to help customers get online.



- have computers, iPads, printers and scanners that people can come and use at our service centres in Woolwich and Eltham.



- make our service centres accessible to people with different needs.



- look at helping people over the phone to use their own computers at home.



We know that some people will not be able to get online at all, even with support.



We will make sure that these people can still access our services in a way that suits them.

### **3. Give every customer the best customer services experience**

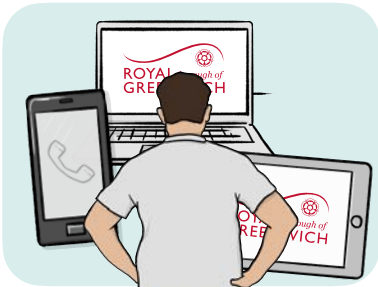


We want customers to be able to get the information they need, when they need it.



We want every customer to get the same high standard of service from every part of the council.

We will do this in 3 ways:



1. Create new and better ways for people to get in touch with us by:

- looking at letting people contact us by text and **chat**.



**Chat** is a way of typing messages to a member of our staff on our website.



- making sure that any new ways of contacting us are set up for all parts of the council.



- making sure that all customer questions and issues are dealt with from start to finish.





- looking at sending messages to people to remind them about appointments or give them information.



- thinking about having longer opening hours for our customer services team.



2. Join up the information we have about people to provide a better service by:



- having information about people in one place so the different parts of the council can work together better to help them.

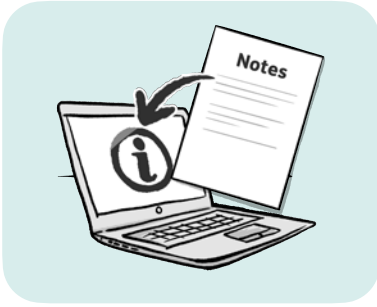


- making sure the information we have about people is correct and up to date.



- improving the way we work so that we can offer people more than one service at time.





- keeping a record of each time we have been in contact with a customer so we can give a better service.



### 3. Make information about how well we are doing available for people to see by:



- measuring how we are dealing with customers who get in touch with us in different ways.



- updating our customer services standards.



- making information about customer services available to everyone in Royal Greenwich, including the rest of the council.



- telling customers who get in touch with us about how well we are doing.

# What will be good about the new plan

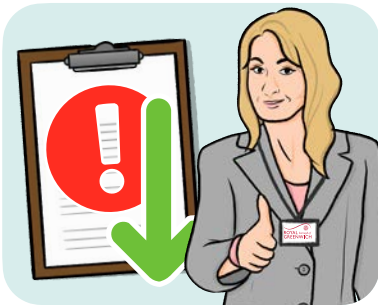


The new plan for customer services will be good for these reasons:

- It will improve our customer services which will mean we have happier customers.



- Our staff will be happier and work better.



- There will be fewer issues and things going wrong which will mean the whole council can work better for everyone.



- By using new ways of working and communicating, our time can spent on more important work.

# For more information



You can look at our website here:

[www.royalgreenwich.gov.uk](http://www.royalgreenwich.gov.uk)

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