

A new plan for Customer Services

What do you think?



easy
read



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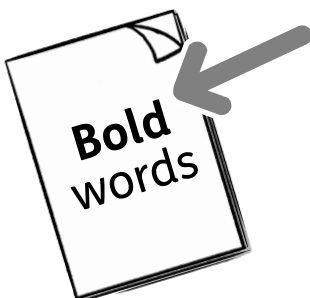
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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



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 service.



You can look at the ideas for the plan in our separate Easy Read document.



To help us write our final plan, we want to know what you think.

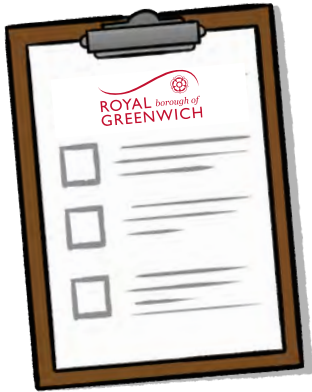


Please tell us what you think by answering the questions in this survey.



We need your answers by Wednesday, 9 March 2022.

Our 3 main ideas



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



1. Make customer services the same for all areas of the council.



2. Help all people in Royal Greenwich to access our services online. If they can't, we will help them to access our services by phone or face to face.



3. Give every customer the best customer services experience.

About you



Question 1a: Have you been to the Woolwich or Eltham Centre in the last year?

☐

Yes

☐

No

☐

Not sure

Question 1b: If 'yes', which of these council services did you want?

☐

Parking

☐

Housing - because you have no home

☐

Housing - repairs

☐

Council tax

☐

Benefits - money to help you with daily living

☐

Adults' social care - support with daily living

☐

Children's social care



☐ Street cleaning or collecting the bins and recycling



☐ To register a birth, death or marriage

☐ To use some equipment, like a telephone

☐ Other - please say



Question 1c: How did you feel about the service that you received at the service centre?



Very
good



Good



OK



Not very
good



Very
bad



Question 1d: Do you want to say anything else about this centre?



Question 2a: Have you phoned the council in the last year?

☐

Yes

☐

No

☐

Not sure

☐

Parking

☐

Housing - because you have no home

☐

Housing - repairs

☐

Council tax

☐

Benefits - money to help you with daily living

☐

Adults' social care - support with daily living

☐

Children's social care

☐

Street cleaning or collecting the bins and recycling



☐ To register a birth, death or marriage

☐ Other - please say



Question 2c: How did you feel about the service that you received when you phoned?



Very
good



Good



OK



Not very
good



Very
bad



Question 2d: Do you want to say anything else about the phone call?



Question 3a: Have you contacted the council in any other way in the last year?

- ☐ Yes
- ☐ No
- ☐ Not sure



☐ Parking



☐ Housing - because you have no home

☐ Housing - repairs



☐ Council tax

☐ Benefits - money to help you with daily living



☐ Adults' social care - support with daily living



☐ Children's social care



☐ Street cleaning or collecting the bins and recycling



☐ To register a birth, death or marriage

☐ Other - please say



Question 3c: How did you feel about the service that you received when you contacted us?



Very good



Good



OK



Not very good



Very bad



Question 3d: Do you want to say anything else about this experience?



Question 4a: How do you feel about the council making changes to the way we communicate with local people?

☐

I don't like it

☐

I like it



Question 4b: Have you any comments about this?

About our plans



Please tell us what you think about our 3 main plans.



1. Have 1 team at the council that deals with all contact from customers.



Question 5a: Do you agree with this idea?

☐

Yes

☐

No

☐

Not sure



Question 5b: Do you have you any comments about this?



2. Help all people in Royal Greenwich to access our services online.



Question 6a: Do you agree with this idea?

☐

Yes

☐

No

☐

Not sure



Question 6b: Do you have you any comments about this?



3. We want to set up new, easier, ways for people to contact the council.



Question 7a: Do you agree with this idea?

☐

Yes

☐

No

☐

Not sure



Question 7b: Do you have you any comments about this?



Question 8: Is there anything in our plans that you didn't understand?



Question 9: Is there anything in our plans that is not fair?



Question 10: Do you have any other comments or suggestions?

For more information



You can look at our website here:

www.royalgreenwich.gov.uk

If you need more information please contact us by:



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