

Wokingham Borough Council's

Customer Experience Strategy

2023-2028



Easy Read Summary

Contents

This report is made up of 4 sections:

1.
Introduction to this document

2.
The Council Vision - What you can expect from us when you contact us

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Equality Diversity and Inclusion

4.
4 things we will do to improve



Introduction



- We provide services to you and want to support you in leading a happy and healthy life
- People who live here told us how we could work better
- This feedback was used to create this strategy
- A strategy is a long-term plan on what to do to achieve a certain goal



- Our strategy will make it easier to get the services you need
- This document tells you about how we will deal with you when you contact us:
 - In person at the council offices
 - In writing by email or letter
 - by phone

What you can expect from us



- We promise to put people at the heart of all we do.



- We will do what we promise



We will make sure that you:

- Feel listened to
- Are able to get what you need
- Trust that we will use money well
- Feel valued



When you contact us the people who work here will:

1. Make it easier for you to talk to us



2. Be open and honest



3. Support and care for you



4. Get things right first time



5. Be friendly and helpful



6. Listen and learn when
you tell us things

Equality, Diversity and Inclusion



We want to make sure everyone can get the services they need.

We will speak to you clearly so you can understand



- Listen to you so we can try and make things better if things go wrong



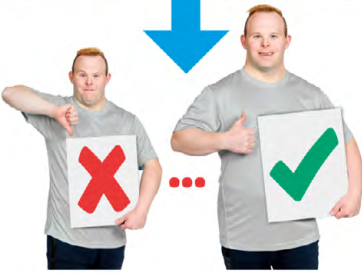
- Make sure you can get the services you need

We will work on 4 things to improve

We will:

- Listen to what you have to say so we can understand you and what you need
- Work with you to offer the services you want and need
- Make sure you get the right service
- Make sure we do what we promise





We will ask you how well we are doing and will make improvements if we need to.

A big thank you to our partners at CLASP
for helping us with this strategy.
www.claspwokingham.org