

ACCESSING SERVICES – CUSTOMER SURVEY

Q&A SHEET

Thank you for your assistance in promoting, distributing and collecting this survey. Below are some common questions and answers that you may have.

1. Why is the Council carrying out this survey?

The Council provides a range of services to its customers. The aim of the survey is to find out when, where and how our customers would find it most convenient to access our services in the future. This will inform our future plans for customer services and ensure that we make the best use of buildings we already have in our communities.

2. When does the survey close?

The survey closes on Friday 3rd September 2010.

3. How can customers complete the survey?

There are various ways customers can complete the survey. If your customers have access to a PC or WBC kiosk at your building, they can complete the survey electronically through the Council's website. The link is below:

http://consultations.wokingham.gov.uk/accessing_services/accessing_services.htm

The page can be found by clicking on "Consultations" then "Current Consultation". You might want to set the page up as a Favourite or create a shortcut to make it easier for customers to find.

Hard copies should also be available in a prominent position and ideally handed out to customers. Customers can either complete them and return them to you, or take it away with them and post to the address on the bottom of the survey.

4. How should surveys be collected and returned?

If possible, please provide a box for customers to put completed surveys in. Alternatively, please make your own arrangements for collecting the surveys.

Ideally, if you are getting a good response, please can you return completed surveys in two batches – one on Friday 27th August 2010 and another on Friday 3rd September (the closing date). Please post them to Carla Tanswell, Consultation Officer, Wokingham Borough Council, Civic Offices, Shute End, Wokingham, Berkshire RG40 1WQ. Alternatively, if the surveys need to be collected, please call Carla on (0118) 908 8229.

5. How will I be able to find out the results and outcomes of the survey?

Once the results have been analysed, we will happily provide a summary of the results to services and partner organisations who have participated in the project. We also publish a summary of the outcomes of surveys on the consultation section of our website.

6. How should I contact if I have any queries about the survey?

If you have any queries, please contact Louise Strongitharm on (0118) 974 6779 or e-mail louise.strongitharm@wokingham.gov.uk

7. If a customer has queries around the survey, where should I direct them?

If you customers have any queries about the survey, please ask them to contact Louise Strongitharm on (0118) 974 6779 or e-mail louise.strongitharm@wokingham.gov.uk