

# Be part of creating a better customer experience for our residents



**Voucher Rewards**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

Have you ever had a bad experience when contacting the Council? Maybe you've been kept on hold or left waiting in reception? Or perhaps you had your enquiry resolved first time?

Whatever your experience, we want to learn from you and use your experience to improve our customer services at Kensington and Chelsea Council. In return, we will offer you **voucher rewards for your time and expertise** and you will get to directly influence how we serve our customers in future.

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## Why we need you?

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We are looking for people who live, work or study in the borough to form a **Customer User Group**. Tapping into your good and bad experiences of customer care, we want to co-produce a new set of Service Standards for the Council which will ensure residents know what to expect when they contact us and ensure that they receive the **best possible service**.

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## What will you be doing?

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Members of the group will be asked to attend monthly in-person meetings for six months to get started on **designing the standards**. We ask that you commit to at least four of the meetings over the six-month period.

Each session will involve a series of interactive discussions and activities. We want you to be at heart of setting our service standards and have a role in determining what they look like.

**The first session will take place in May 2022. We will let you know the exact dates, times and locations nearer the time.**



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## What's next?

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Once the Service Standards are designed, we will also be asking you how you expect residents to hold us to account and check that we are sticking to our promises. There will also be the opportunity for members of the user group to work on other areas of our **Customer Access Strategy** which aims to improve the overall customer experience should they wish.

- If you are interested in this vital piece of work, please visit <https://consult.rbkc.gov.uk/resources/cas-user-group> or scan the QR code and complete the online form.



- If you would like more information or would like to request a paper copy of the online form please email [casusergroup@rbkc.gov.uk](mailto:casusergroup@rbkc.gov.uk) or call **020 7361 2080**, Monday to Friday 9am to 5pm.

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## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشترلطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

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## Contact details

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Tel: **020 7361 2080**

Email: [casusergroup@rbkc.gov.uk](mailto:casusergroup@rbkc.gov.uk)