

Public services in London

What do you think?

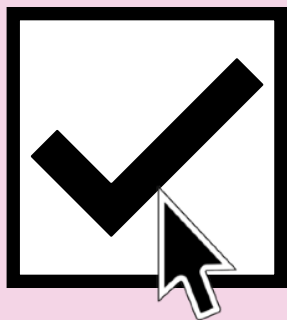


How to use this survey on a computer



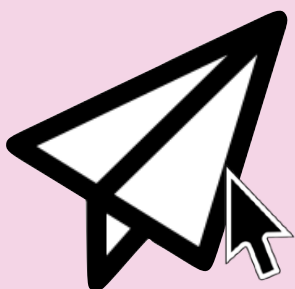
You can complete this survey on your computer.

First you will need to download it.



Then open the survey on your computer.

You will be able to click or write in the boxes.

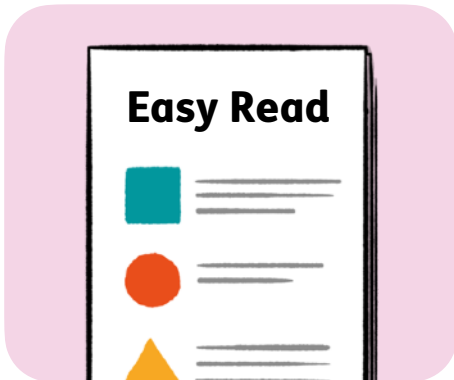


When you have finished the survey, save it to your computer.

Then email a copy to:

TalkLondon@london.gov.uk

Easy Read

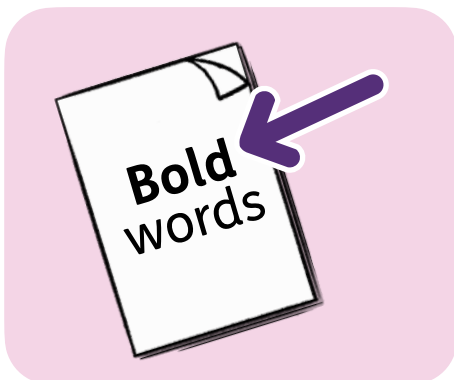


This is an Easy Read version of some information.

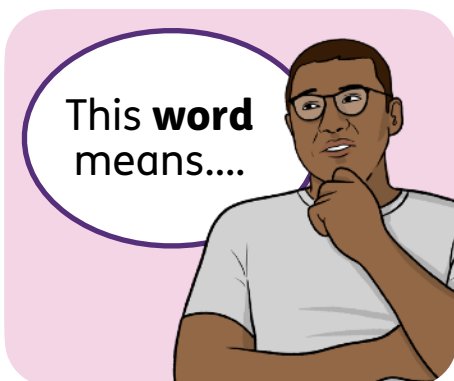
It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this booklet

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About this booklet

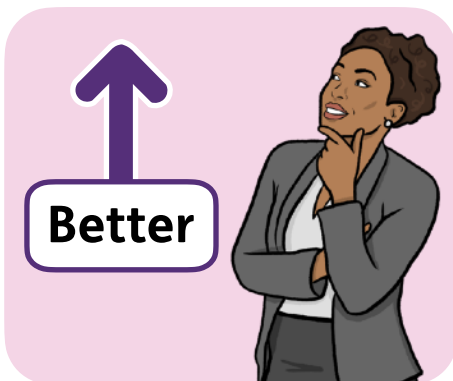


We are City Hall and London Councils.



We run **public services** in London.

We will explain what public services are on the next page.



We want to know how we can make our public services better.



Please answer the questions to tell us what you think.

Please only answer if you live or work in London.

Public services



Public services help local people.
They include:

- Health services, like doctors, dentists and hospitals.



- Care and support services that help older and disabled people and children to live good lives.



- Housing services that help people find a place to live.

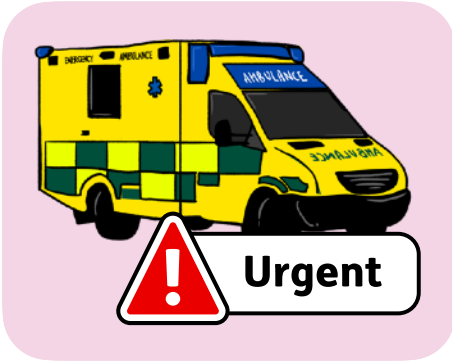


- Services that help children and young people to learn and grow.



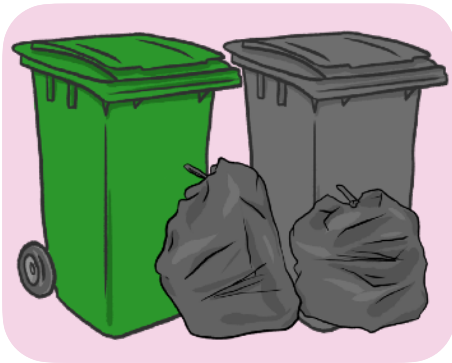
Public services also include:

- Transport services that help people get around London, like buses and the Tube.



- Help in **emergencies**, like the police and fire services.

An **emergency** is when someone needs urgent help right away.



- Services to keep local areas clean, like collecting bins, looking after parks and cleaning streets.



- Services that help people to live healthier lives, like stopping smoking.

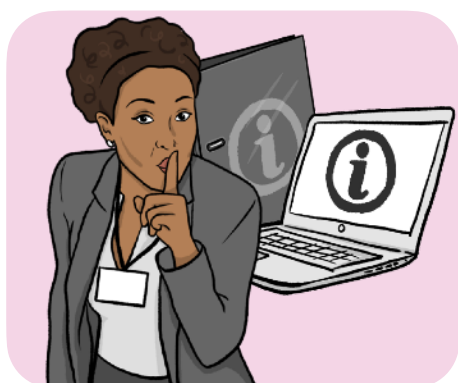


- Services that make London better, like choosing where to build new homes and keeping the air clean.

Information about you



We will ask you some questions about yourself.



We will follow the law and keep this information private.



You do not have to answer these questions if you do not want to.



You can find out more about how we use your information by looking at this website:

www.londoncouncils.gov.uk/who-we-are/information-disclosure/data-protection-and-privacy-notice



The law says that we can only use your information if we have a good reason.

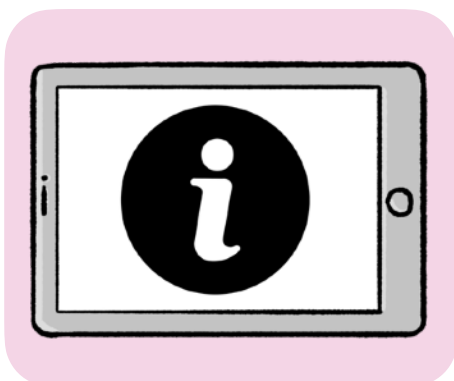


We are planning to use this information to make public services in London better.



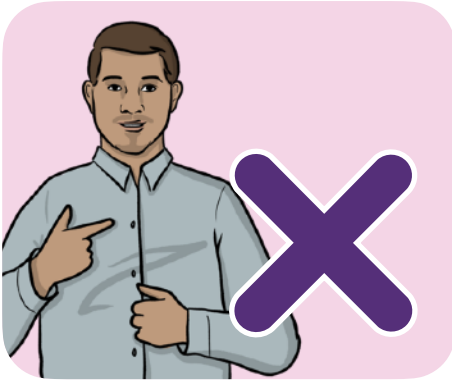
Artificial Intelligence is when a computer acts like a human and makes choices, like when you chat with the computer.

It is often called **AI** for short.



We might use AI to help with looking at the information you share with us.

We have rules for how we use AI.
They include:



- AI will only work on information that does not show who you are.



- Humans will keep checking AI's work until we are sure it is good enough.



- We will not share your personal information with anyone else.



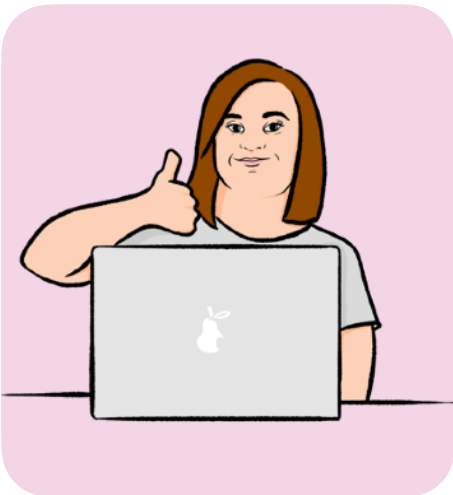
- We will only keep your information as long as we need it.



We might share information with different councils in London and other organisations.



We will not share information that says who you are.



You can ask to read our privacy policy if you want to know how we use your information:

[www.london.gov.uk/who-we-are/
governance-and-spending/
privacy-policies/gla-privacy-policy](http://www.london.gov.uk/who-we-are/governance-and-spending/privacy-policies/gla-privacy-policy)

Using public services



Question 1: Do you know about any of these public services?

Tick all the public services you know about.

- Seeing a doctor or getting health care
- Getting help to stay safe and well
- Finding or keeping a home
- Learning, care and support for children and young people
- Getting around London

There are more choices on the next page.

Staying safe and getting help in an emergency

Keeping local areas clean and working well

Help to live healthier lives

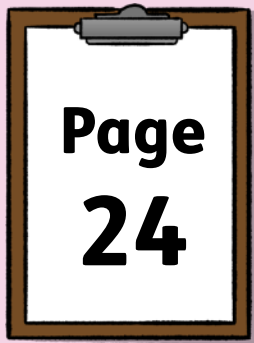
Services that make local areas better

All of these

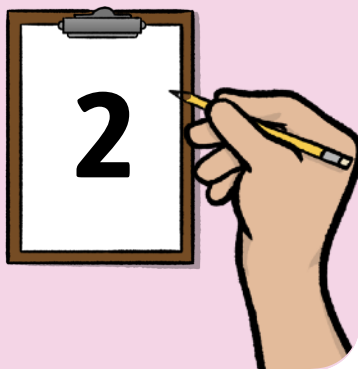
I have heard of another public service:

I do not know about any of these public services

I do not know



If you said that you do not know about these public services, please go straight to **Question 3** on page 24.



If you do know about these public services, please answer **Question 2**.

Question 2 starts on the next page.



In Question 2, you only need to answer questions about services that you know about.



Question 2a: How often have you seen a doctor or had healthcare in the last year?

A few times a week

Once a week

A few times a month

Once a month

Every 1 to 3 months

Every 3 to 6 months

Every 6 months

Less often than once every 6 months

Never



Question 2b: How often have you had **care and support** to stay safe and well in the last year?

- A few times a week
- Once a week
- A few times a month
- Once a month
- Every 1 to 3 months
- Every 3 to 6 months
- Every 6 months
- Less often than once every 6 months
- Never



Question 2c: How often have you had help with **finding and keeping a home** in the last year?

A few times a week

Once a week

A few times a month

Once a month

Every 1 to 3 months

Every 3 to 6 months

Every 6 months

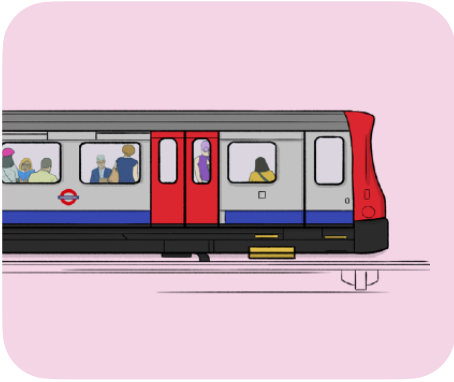
Less often than once every 6 months

Never



Question 2d: How often have you had **care or support for a child or young person** in the last year?

- A few times a week
- Once a week
- A few times a month
- Once a month
- Every 1 to 3 months
- Every 3 to 6 months
- Every 6 months
- Less often than once every 6 months
- Never



Question 2e: How often have you got around London in the last year?

- A few times a week
- Once a week
- A few times a month
- Once a month
- Every 1 to 3 months
- Every 3 to 6 months
- Every 6 months
- Less often than once every 6 months
- Never



Question 2f: How often have you had help **staying safe or with dealing with an emergency** in the last year?

- A few times a week
- Once a week
- A few times a month
- Once a month
- Every 1 to 3 months
- Every 3 to 6 months
- Every 6 months
- Less often than once every 6 months
- Never



Question 2g: How often has your local area been **kept clean and working well** in the last year?

- A few times a week
- Once a week
- A few times a month
- Once a month
- Every 1 to 3 months
- Every 3 to 6 months
- Every 6 months
- Less often than once every 6 months
- Never



Question 2h: How often have you had **help to live a healthier life** in the last year?

A few times a week

Once a week

A few times a month

Once a month

Every 1 to 3 months

Every 3 to 6 months

Every 6 months

Less often than once every 6 months

Never



Question 2i: How often have you used services that **change your local area for the better** in the last year?

A few times a week

Once a week

A few times a month

Once a month

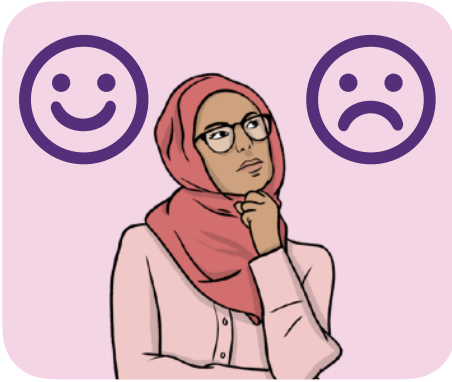
Every 1 to 3 months

Every 3 to 6 months

Every 6 months

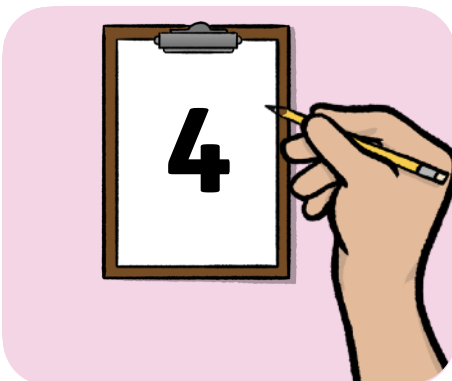
Less often than once every 6 months

Never



Question 3: How happy are you with public services in London?

- Very happy
- Quite happy
- Quite unhappy
- Very unhappy
- I do not know



Please answer **Question 4** if you have ever used any of the public services from **Question 2**.



Question 4a: Have you used more than 1 public service **for the same reason?**

Yes

No

If you said **Yes**, please go to **question 5** on the next page.



Question 4b: Have you used more than 1 public service **for different reasons?**

Yes

No



If you said **No** for **Question 4a** or **Question 4b**, please go to **Question 9** on **page 48**.



Please answer this question if you have used more than 1 public service **for the same reason.**



Question 5: Which public services did you use?

Seeing a doctor or getting health care

Getting help to stay safe and well

Finding or keeping a home

There are more choices on the next page.

Learning, care and support for children and young people

Getting around London

Staying safe and getting help in an emergency

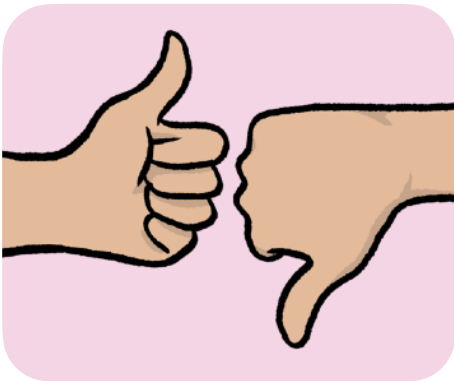
Keeping local areas clean and working well

Help to live healthier lives

Services that make local areas better



Think about when you used more than 1 public service **for the same reason.**

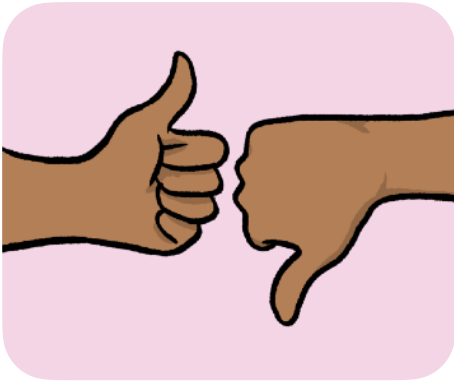


Question 6: How much do you agree or disagree that these services solved your problem?

- I agree a lot
- I agree
- I disagree
- I disagree a lot



Please answer **Question 7a** if you got support from a **doctor or healthcare service** at the same time as using another service.



Question 7a: How happy were you with the support you got from the doctor or healthcare service?

Very happy

Happy

Unhappy

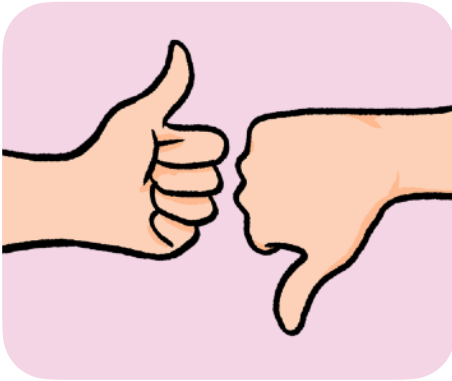
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7b** if you got **care and support to stay safe and well** at the same time as using another service.



Question 7b: How happy were you with the care and support you got?

Very happy

Happy

Unhappy

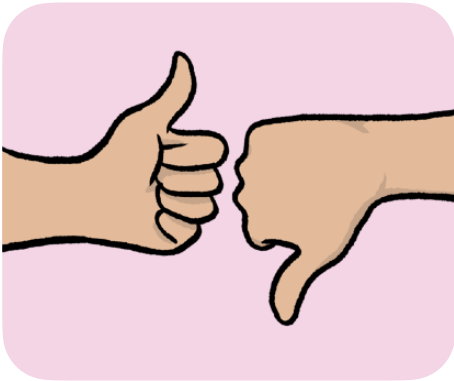
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7c** if you got support to **find and keep a home** at the same time as using another service.



Question 7c: How happy were you with the support you got to find and keep a home?

Very happy

Happy

Unhappy

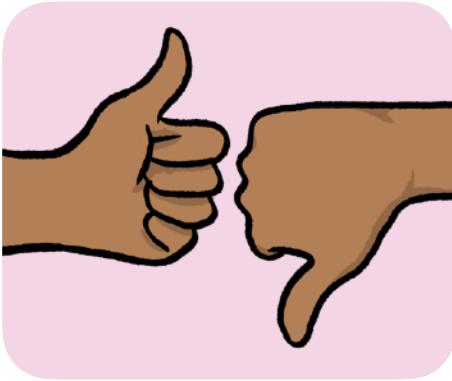
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7d** if you got help from **services for children and young people** at the same time as using another service.



Question 7d: How happy were you with the support you got from services for children and young people?

Very happy

Happy

Unhappy

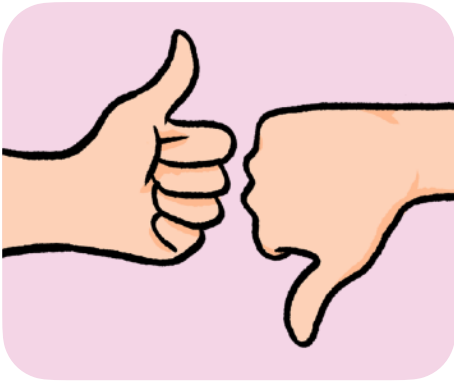
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7e** if you used services to **get around London** at the same time as using another service.



Question 7e: How happy were you with the services to get you around London?

Very happy

Happy

Unhappy

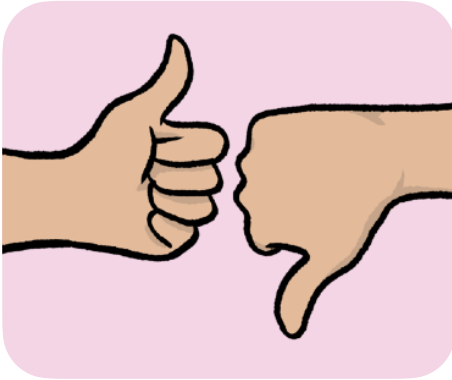
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7f** if you got help to **stay safe and deal with emergencies** at the same time as using another service.



Question 7f: How happy were you with the help you got in the emergency?

Very happy

Happy

Unhappy

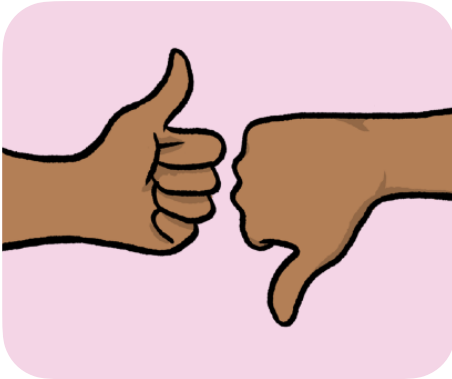
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7g** if you got help from **services that keep your local area clean** at the same time as using another service.



Question 7g: How happy were you with the support you got from the services that keep your local area clean?

Very happy

Happy

Unhappy

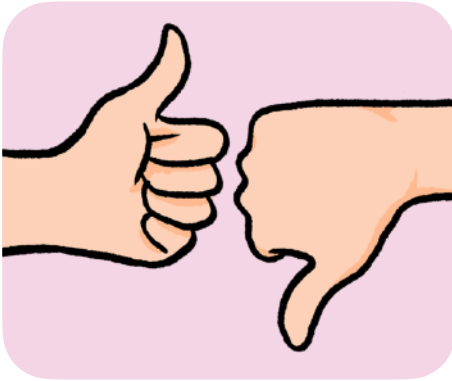
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7h** if you got **help to live a healthier life** at the same time as using another service.



Question 7h: How happy were you with the support you got to live a healthier life?

Very happy

Happy

Unhappy

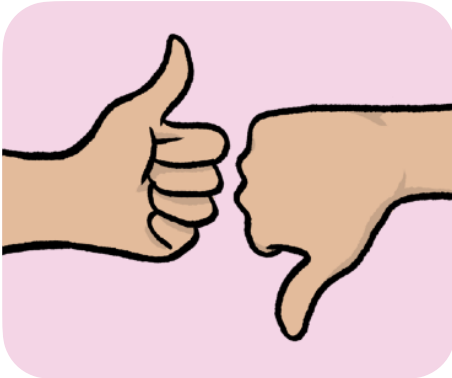
Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer **Question 7i** if you got help from services that **make your local area better** while you were using another service.



Question 7i: How happy were you with the support you got from services that were making your local area better?

Very happy

Happy

Unhappy

Very unhappy

I do not know

I did not use this service at the same time as other services



Please answer the next questions if you were **not happy** with a service that you used.



You only need to answer the questions for services that you were not happy with.

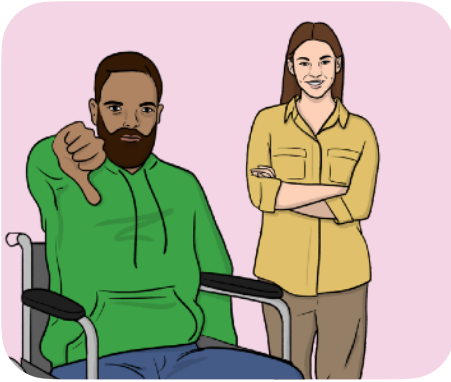


Otherwise, please go to **Question 9** on **page 48**.



Question 8a: If you were not happy with your **doctor or healthcare services**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



Question 8b: If you were not happy with your **care and support services**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



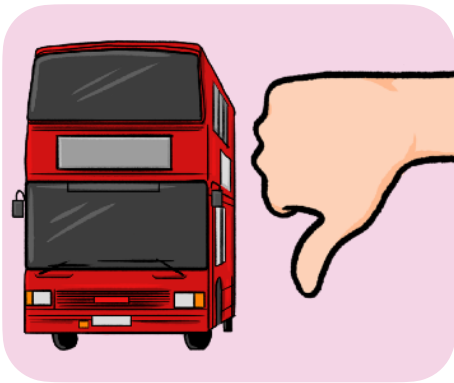
Question 8c: If you were not happy with services to **help you find and keep a home**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



Question 8d: If you were not happy with services for **children and young people**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



Question 8e: If you were not happy with services to **get you around London**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



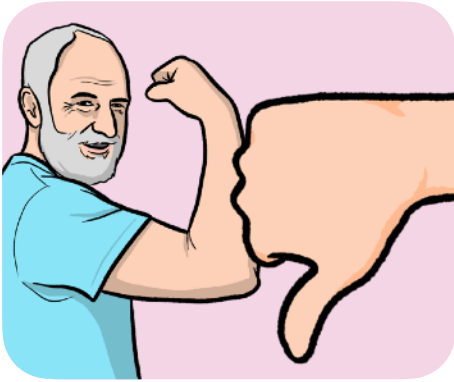
Question 8f: If you were not happy with services to **keep you safe and deal with emergencies**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



Question 8g: If you were not happy with services to **keep your local area clean**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



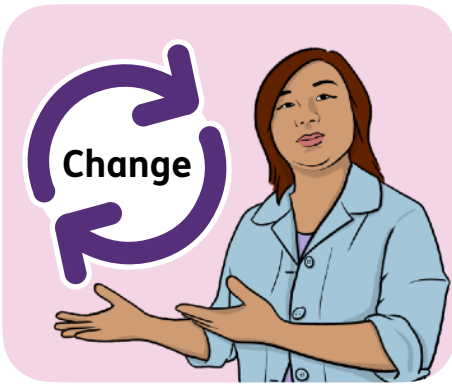
Question 8h: If you were not happy with services that **help you live a healthier life**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



Question 8i: If you were not happy with help you got from services to **make your local area better**, why?

- I had to wait a long time
- I did not get enough support, or my problem was not solved
- It took too long to solve my problem
- I needed to speak to too many people
- I had to tell my story too many times
- Staff did not know enough to help me
- The support was not right for me
- Other
- I do not know
- I do not want to say, or this does not apply to me



Question 9: How much do you feel like you can change the public services you use?

A lot

A little

Not a lot

Not at all

I do not know



Question 10: How interested would you be in helping to make public services better?

This could mean spending some time helping us with new ideas to make public services better.

Very interested

Quite interested

Not very interested

Not interested at all

I do not know

What it is like to use public services



Remember, **public services** are there to help people.

They are paid for by the government.



They are run by organisations like councils, the police, the NHS and local community groups.



The next questions are about what it is like to use public services.



Question 11: What can make it hard for you to use public services?

Tick all that are true.

- I do not know what public services there are in London
- It is hard to find the part of the service I need when I try to use it
- I find it hard to use websites or my phone to get help
- I do not understand what people are saying or what people have written

There are more choices on the next page.

- It is hard to get around public service buildings
- I cannot go to the service when it is open
- I cannot afford to travel and use services
- I do not think public services include people like me
- All of these choices
- Other – please write your answer in this box:

- I do not know
- None of these choices



Question 12a: How important is it for you to get support quickly from public services?

Very important

Quite important

Not very important

Not at all important

I do not know



Question 12b: How important is it for you to get information you can understand from public services?

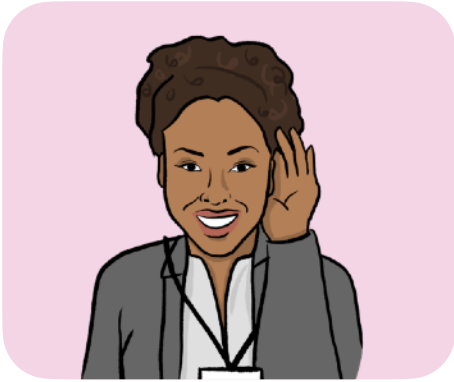
Very important

Quite important

Not very important

Not at all important

I do not know



Question 12c: How important is it to feel like public services listen to you and support you?

Very important

Quite important

Not very important

Not at all important

I do not know

Your local area



Question 13: What do you think are the 3 best things about your community?

Please tick up to 3 boxes.

People from different parts of the world

People creating different types of art

Local companies

Local community groups and charities

Clubs for young people

There are more choices on the next page.

Places that make everyone feel welcome

Other – please write your answer in this box:

I do not know

None of these choices



Question 14: How much do you think public services understand what is good about your community's strengths?

A lot

A little

Not a lot

Not at all

I do not know



Question 15: How could public services be better for you and people in your community?

Please tick up to 3 boxes.

Better information about local public services

Easier ways to use services

More support to use services online

Information and support in different languages

Services that are more **accessible**

This means that everyone can use them.

There are more choices on the next page.

Services that are open when you need to use them

Help with the cost of using services, like paying for buses

Staff who understand your needs

Public services that are easier to find in your local communities

More support from community groups that you trust

Other – please write your answer in this box:

I do not know

None of these choices

Technology



Technology is gadgets like computers and phones.

Technology can make it easier for people to use public services.



For example, you might be able to use public services using an **app** on your phone.

Apps are computer programmes on your phone.



The next questions are about how you use technology when accessing public services.



Question 16: What types of technology do you use for public services?

Tick all that are true.

- An app or social media, like Facebook or Instagram
- A website
- Email
- Live chat** – this is where you send messages to someone on a website
- Video call

There are more choices on the next page.

Text message

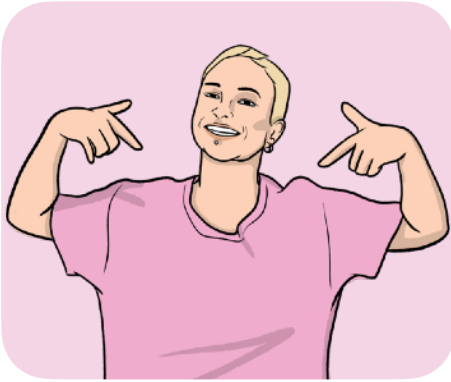
Phone call

A **self-service kiosk** – this is a place where you touch a screen to get help

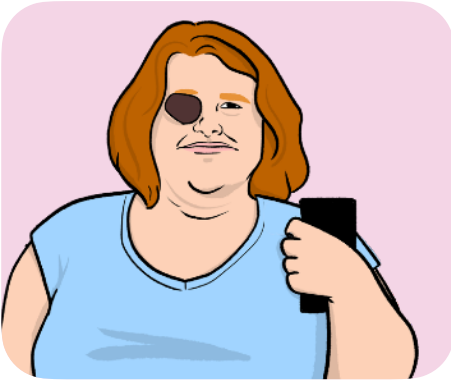
All of these choices

Other – please write your answer in the box:

I do not use technology for public services



Being **confident** means being sure that you know how to do something.



Question 17: How **confident** do you feel about using public services online or on your phone?

Very confident

Quite confident

Not very confident

Not confident at all

I do not use technology for public services



Please answer the question on this page if you said you are not confident using technology for public services.



Question 18: What stops you from using technology for public services?

I do not feel confident using technology

I cannot use the internet

I do not have a phone or a computer

There are more choices on the next page.

I do not understand the words that online services use

Online services are not accessible for me

I find the websites and apps too hard to use

I do not trust online services, or I prefer not to use them

Other – please write your answer in this box

None of these choices



Please answer this question if you said you are not confident using online public services.



Otherwise, please go to **Question 20** on **page 69**.



Question 19: In the last year, have you tried any of these things to use public services, because you did not feel confident?

- I asked for help from a friend or member of my family

There are more choices on the next page.

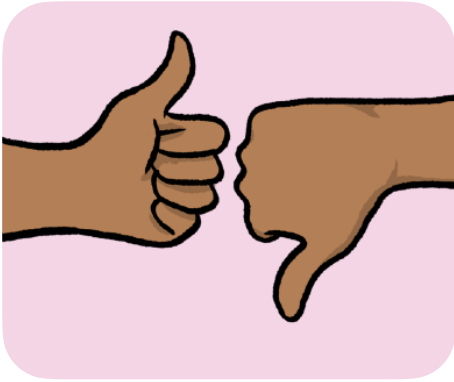
I went to an in-person appointment

I spoke to someone on the phone

I did not use the service I needed

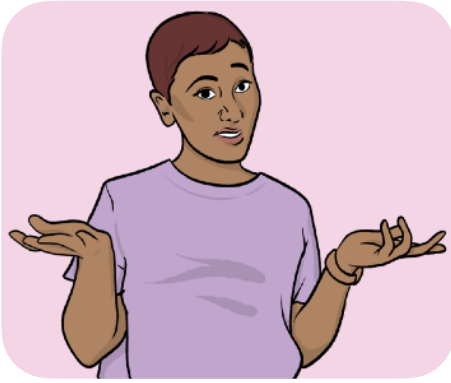
Other – please write your answer in this box:

None of these choices



Question 20: How well do websites and apps help you to use online public services?

- Very well
- Quite well
- Not very well
- Not at all well
- I do not know



Please answer this question if you said that websites and apps did **not** help you to use online public services.



Question 21: What made them hard to use?

- It was hard to find the right place to get help
- I needed to click on too many links
- It could not fix my problem
- There was no information in my language

There are more choices on the next page.

The information was hard to understand

I cannot use the internet

I do not have access to the internet

I do not have a phone or a computer

The online services were not good for disabled people

All of these choices

Other – please write your answer in the box:

None of these choices



Question 22: How confident do you feel that online public services keep information about you safe?

- Very confident
- Quite confident
- Not very confident
- Not at all confident
- I do not know



Question 23: How do you think we could use technology to make public services better?

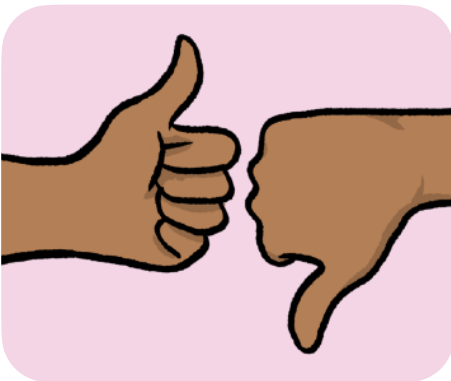
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Artificial Intelligence (AI)



Remember, **Artificial Intelligence** is when a computer acts like a human and makes choices, like when you chat with the computer.

It is often called **AI** for short.



Question 24: How much do you agree or disagree with using AI to help with public services?

Agree a lot

Agree a little

Disagree a little

Disagree a lot

I do not know

The future of public services



We want to make our public services even better in the future.



Question 25: What would most help you live a healthier and happier life?

Please tick up to 3 boxes.

Information and support that you can understand

Getting help earlier

Getting information that you can trust

There are more choices on the next page.

- Community places where you feel safe and welcome
- Online services that are easier to use
- Better online services
- Support to feel healthy and happy
- Help to learn new skills and find new jobs
- Services that work together to support you
- Other – please write your answer in this box:

- None of these choices
- I do not know

About you



These questions are about you.



Remember, you do not have to answer these questions if you do not want to.

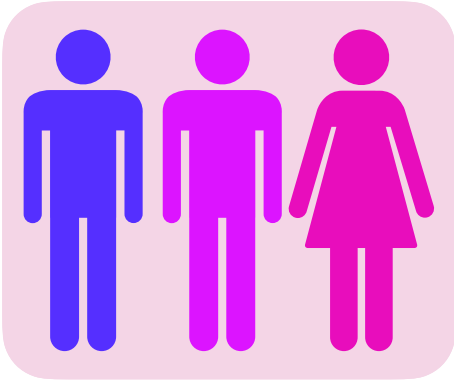


Question 28: Do you have a disability or health condition that affects your daily life?

Yes

No

I do not want to say



Question 29: What is your **gender**?

Gender means whether you are a man, a woman or something else.

Man

Woman

Other



Question 30: What is your ethnic group?

Your **ethnic group** means your race and where your family came from.



Asian or Asian British

Indian

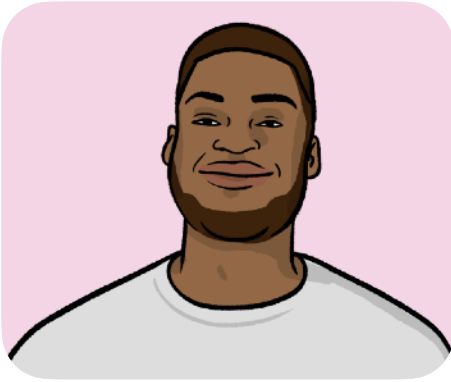
Pakistani

Bangladeshi

Chinese

Any other Asian background

There are more choices on the next page.



Black, African, Caribbean or Black British

African

Caribbean

Any other Black background



Mixed

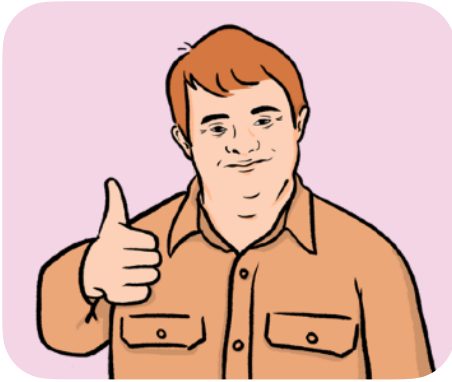
White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

There are more choices on the next page.



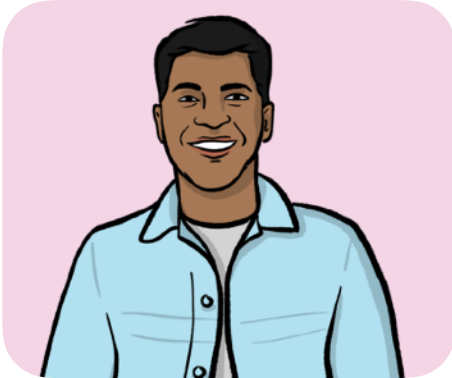
White

British

Irish

Gypsy or Irish Traveller

Any other white background



Other ethnic groups

Arab

Latin American or LatinX

Any other ethnic group

I do not want to say



Question 31: How old are you?

0 to 15 years old

16 to 24 years old

25 to 34 years old

35 to 44 years old

45 to 54 years old

55 to 64 years old

65 to 74 years old

Over 75 years old

I do not want to say



Question 32: Do you have a job?

I do not work because I am disabled

I do not have a job because I look after my home or children

I am retired

I am a student with a part-time job

I am a student with no part-time job

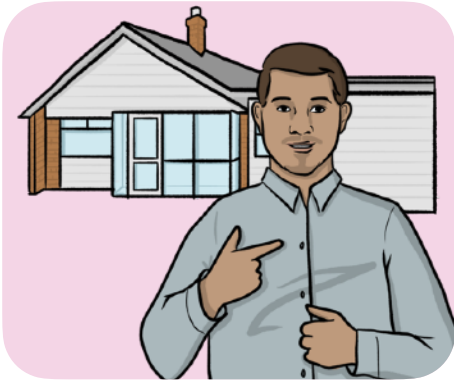
There are more choices on the next page.

I do not have a job

I have a full-time job

I have a part-time job

Other



Question 33: Do you own or rent your home?

I own my home with a **mortgage**

A **mortgage** is money from the bank to help buy a home.

I own my home with no mortgage

I rent my home from a housing association

I rent my home from the council

I rent my home from someone else

Other



Question 34: Which London borough do you live in?

Ideas to think about



If you would like to take part more, here are some ideas to think about.



We may contact you to ask what you think of these questions.

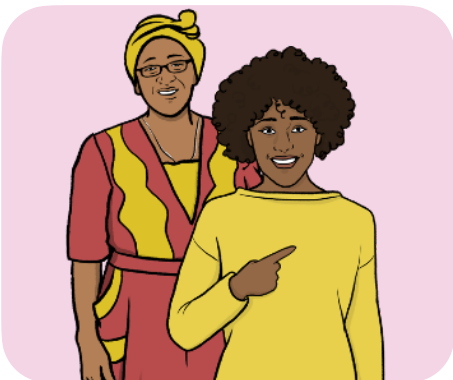


1. What does living a happy and healthy life mean for you?



2. What helps you to live a happy and healthy life?

A large, empty rounded rectangular box with a purple border, intended for the user to write their answer to question 2.



3. What type of support makes a real difference to your life?

A large, empty rounded rectangular box with a purple border, intended for the user to write their answer to question 3.



4. Who helps you to live a happy and healthy life?

A large, empty rounded rectangular box with a purple border, intended for the user to write their answer to the question.

What to do next



Thank you for answering our questions.



Now send us your answers by email: TalkLondon@london.gov.uk



If you have written your answers on paper, you can post them to us.

Please email us, and we will tell you what to do.

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