

STRATEGY AND PERFORMANCE ADVISORY COMMITTEE
24 June 2014 at 7.00 pm

At the above stated meeting the attached documents were tabled for the following items:

10. Customer Experience Project - Presentation

(Pages 1 - 14)

Amy Wilton

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Customer Experience

Background



Kent Channel Migration project – 8 Kent authorities, including SDC



BDO Consultants – Behavioural Change



mySociety – Refuse collections – SDC website





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- SDC residents show a high propensity to self serve
- 43% of SDC residents are happy to communicate with the Council through the Internet
- Phone is not the preferred contact method for the primary population groups within the Sevenoaks District

* Source: KCC Mosaic data

Website user survey to find “rubbish” information

Domestic Refuse and Recycling Rounds - Alphabetical by Road

Road	Town or Parish	Household Refuse & Recycling Day	Garden Waste Day	Garden Waste Week
Abbotts Close	Swanley	Monday	Monday	1
Abbotts Way	Swanley	Thursday	Thursday	1
Acacia Walk	Swanley	Wednesday	Wednesday	1
Aisher Way	Riverhead	Friday	Friday	1
Akehurst Lane	Sevenoaks	Thursday	Wednesday	1
Alban Crescent	Farningham	Wednesday	Wednesday	2
Albion Mews	Edenbridge	Tuesday	Tuesday	2
Albion Way (new build)	Edenbridge	Tuesday	Wednesday	2
Albion Way (old)	Edenbridge	Tuesday	Tuesday	2
Alder Way	Swanley	Wednesday	Wednesday	1
Alexandra Close	Swanley	Tuesday	Wednesday	1
Allottment Lane	Sevenoaks	Wednesday	Wednesday	1





Find a Service

Do it online

News

Contact us

Buckhurst 2 car park consultation

Comment on proposals increase parking: 5 to 26 June

Parking proposals

Have your say on our plans

Refuse collection

View your collection days

Planning

Try our online services

Council Tax

How to pay



Find a Planning Application

Enter a reference or an address



[More about planning applications](#)

Refuse, Recycling and Garden Waste Collection Days

Select the first letter of your street name:

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

Select your street name:

Can't find what you're looking for?

- | | |
|-------------------------------|------------|
| Abbotts Close | Swanley |
| Abbotts Way | Swanley |
| Acacia Walk | Swanley |
| Aisher Way | Riverhead |
| Akehurst Lane | Sevenoaks |
| Alban Crescent | Farningham |
| Albion Mews | Edenbridge |
| Albion Way (new build) | Edenbridge |
| Albion Way (old) | Edenbridge |
| Alder Way | Swanley |
| Alexandra Close | Swanley |
| Allotment Lane | Sevenoaks |
| Almond Drive | Swanley |
| Alms Row | Brasted |

Your collection details for **Abbotts Close** are:

2nd



Your normal black sack collection day is

Monday

Your next black sack collection date is

16 June 2014



Your normal clear sack collection day is

Monday

Your next clear sack collection date is

16 June 2014



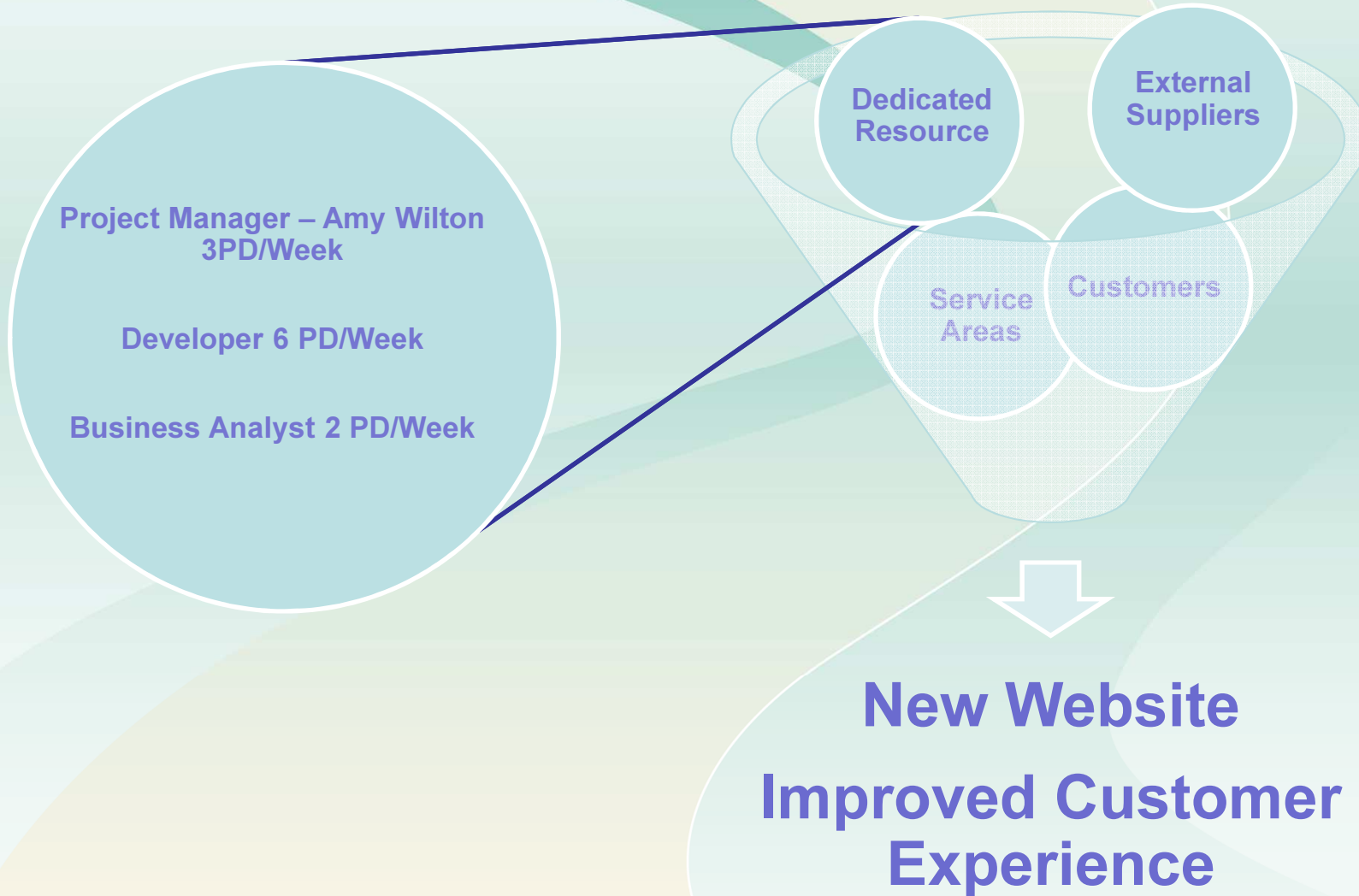
Your normal garden waste collection day is

Monday, Green Week 1

Your next garden waste collection date is

23 June 2014

Customer Experience



Members Communication Working Group

- Customer focused website – online services 24/7
- Customer log in
- Responsive website - mobile
- Better access to information/systems for front line staff
- SDC Apps



Council Tax

Payments, benefits, discounts



Bins

Rubbish, recycling, collections



Work

Job, careers & training advice



Libraries

Collections, downloads & history



Schools & education

Including...
Holiday dates
Find a school



Benefits & support

Including...
Claim benefit
Housing Benefit



Environmental problems

Including...
Dumped rubbish
Litter and debris



Roads, parking & transport

Including...
Where to park
Parking, bus-lane fine



The Council & democracy

Including...
Find a councillor
Meetings & minutes

Can't find it? See other services

Welcome to Westminster

What would you like to do?



Report It



Planning applications
and decisions



Pay your Council Tax



Pay your parking ticket



Westminster's
Councillors



Fostering information
sessions

Next steps

- Talk to suppliers
- Identify services to be included
- Delivery



Questions/Feedback

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