

**POLICY & PERFORMANCE ADVISORY COMMITTEE**  
**15 September 2015 at 7.00 pm**

At the above stated meeting the attached presentation was shown for the following item:

6. **Customer Experience Project - Update**

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*Amy Wilton*

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# Customer experience



Amy Wilton - Customer Services Manager

# Branding

## iFOUR

- Design agency appointed to improve our visual identity
- The new brand guidelines are due to be completed by the end of September
- They will incorporate design/style templates and include guidance on the SDC tone of voice for wider communications

A taster of what's to come...



# Sevenoaks

DISTRICT COUNCIL

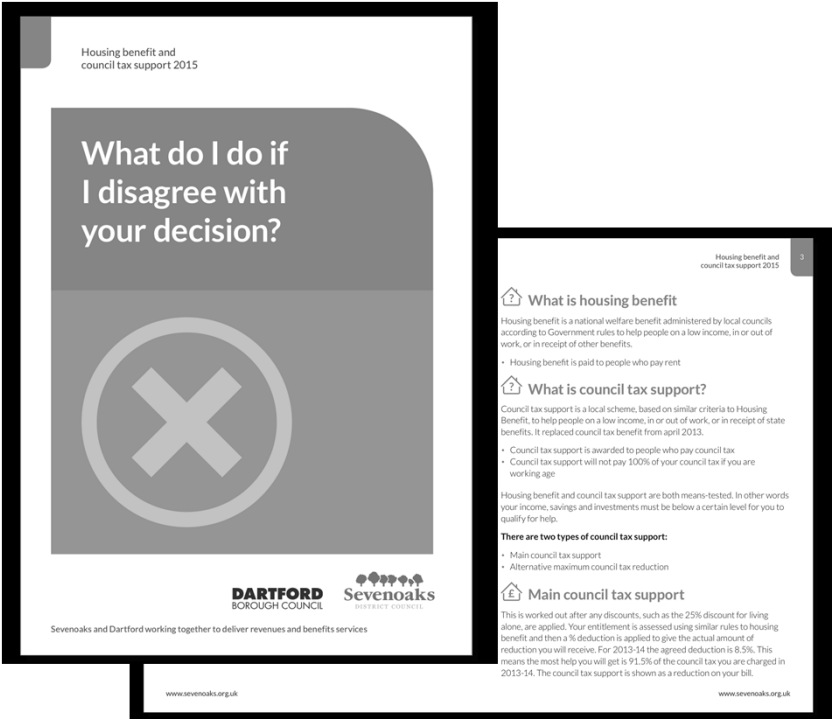
# New collateral



Leaflet example

Pop up banner example

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# New collateral

## DL Leaflet example

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Sevenoaks District Council

### Environmental services

Customer standards



[www.sevenoaks.gov.uk](http://www.sevenoaks.gov.uk)



Environmental services

#### About our customer standards

Sevenoaks district council's customer standards set out in detail the level of service the public can expect from the authority.

They include council wide standards that apply to the whole organisation and more detailed standards that apply to specific services.

#### Refuse and recycling collection

**We will:**

- Provide a weekly collection of waste for recycling in the clear sacks provided (paper, cans, plastic bottles, cardboard)
- Provide a weekly collection of waste that cannot be recycled in the black sacks provided
- Deliver a roll of 25 clear sacks and a roll of 20 black sacks to you, every 20 weeks
- Provide a fortnightly collection of garden waste (grass cuttings, hedge clippings, leaves etc) for resident using the pre-paid sack or bin/permit method
- Provide a pre-paid collection of large household bulky waste items
- Publish in advance charges to the waste collection arrangements because of the national holidays

**We ask that you:**

- Put your refuse out for collection by 7am at the boundary of your property on the day of the collection

[www.sevenoaks.org.uk](http://www.sevenoaks.org.uk)

#### Street cleaning

**We will:**

- Clean all adopted roads and footpaths, at regular frequencies, and remove all litter, leaf fall and detritus
- At regular frequencies empty all council litterbins
- As quickly as possible, remove all fly tipped household waste from council land and from the highway.

**We ask that you:**

- Do not drop litter and use the litter bins provided
- Do not fly tip waste
- Report any incidents of fly tipping to us, and if you witness this happening, obtain as much information as possible, i.e. date, time, location, description of those responsible, vehicle registration numbers, names of any company on vehicles etc, and report it to us for further investigation

[www.sevenoaks.org.uk](http://www.sevenoaks.org.uk)

#### Abandoned vehicles

**We will:**

- Investigate any report of an abandoned vehicle
- All the vehicle is of value, affix a seven-day notice and remove immediately after the notice expires
- If the vehicle is a wreck, burnt out or considered to be dangerous, affix an immediate removal notice and remove within 24 hours
- Continue with the Operation Cubit scheme to remove untaxed and abandoned vehicles immediately in conjunction with the DVLA and police

#### Cesspool emptying

**We will:**

- Carry out an emptying within seven working days of it being booked
- Alternatively, if you wish, you can book an emptying in advance of seven working days
- Undertake an emergency emptying within 24 hours of a request

#### Pest control

**We will:**

- Undertake effective treatment of rats, mice, wasp nests, fleas, cockroaches, bed bugs and other pests
- Upon request, other than at peak summer periods for wasp nests, undertake the first treatment within five working days.

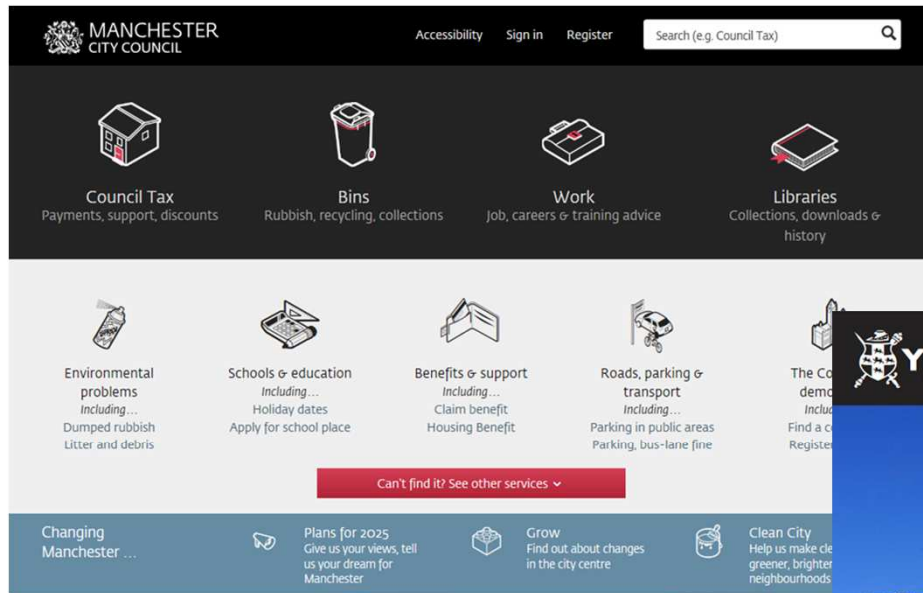
[www.sevenoaks.org.uk](http://www.sevenoaks.org.uk)

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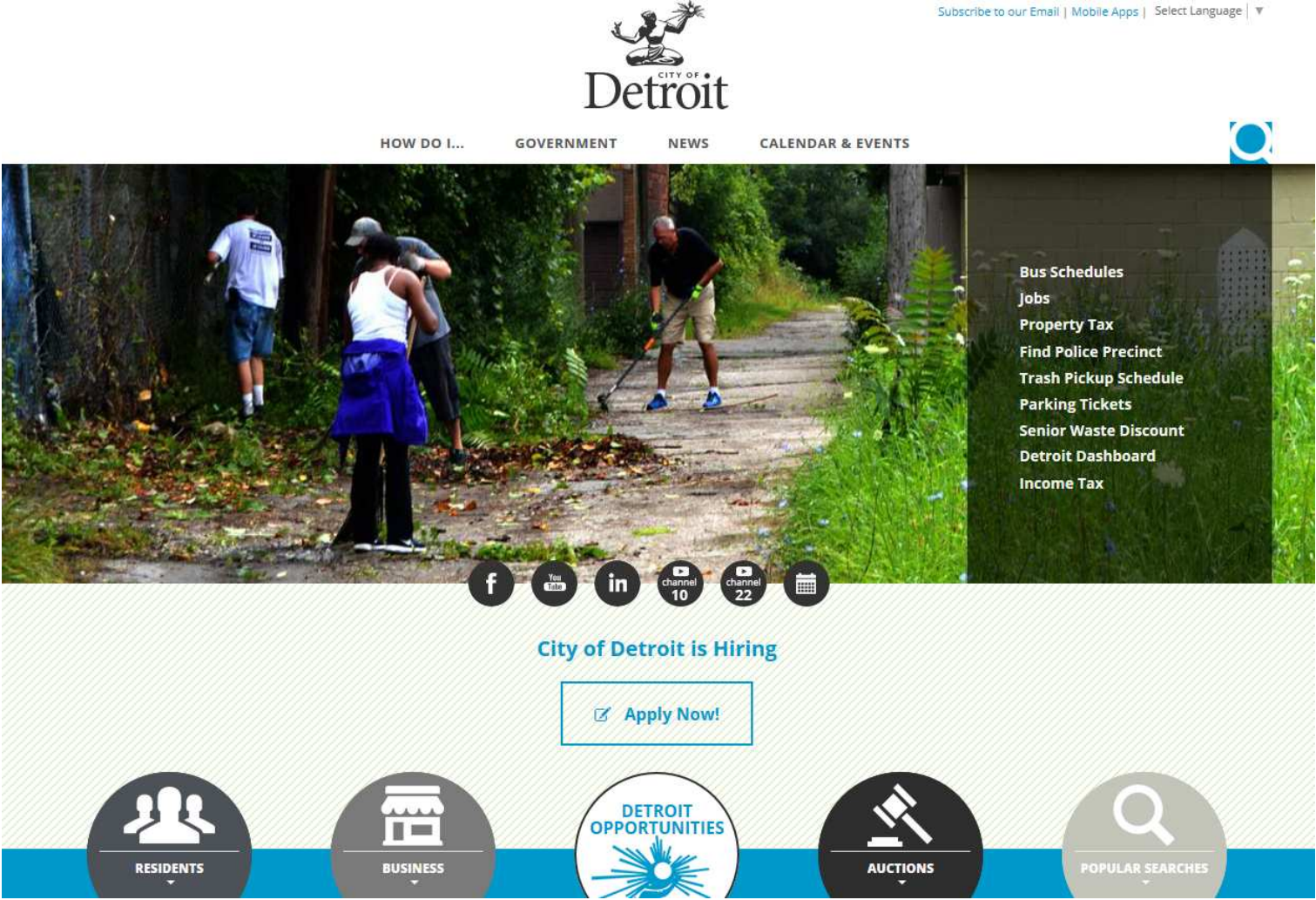
# Website



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