

30 November 2017 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks



## Policy & Performance Advisory Committee

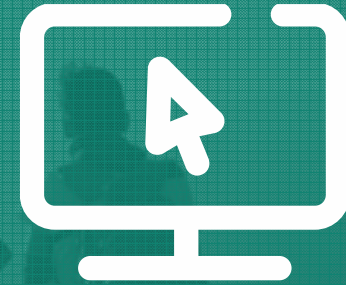
At the above stated meeting the attached presentations were tabled for the following items

- |    |                                   |                 |                                     |
|----|-----------------------------------|-----------------|-------------------------------------|
| 6. | <b>Corporate Projects Update</b>  | (Pages 1 - 14)  | Richard Wilson Tel:<br>01732 227262 |
| 7. | <b>Customer Experience Update</b> | (Pages 15 - 22) | Amy Wilton Tel:<br>01732 227280     |

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# Corporate Projects Update

Richard Wilson - Chief Officer Environmental & Operational Services



# Bradbourne Car Park November 2017

# Bradbourne Car Park



# Bradbourne Car Park



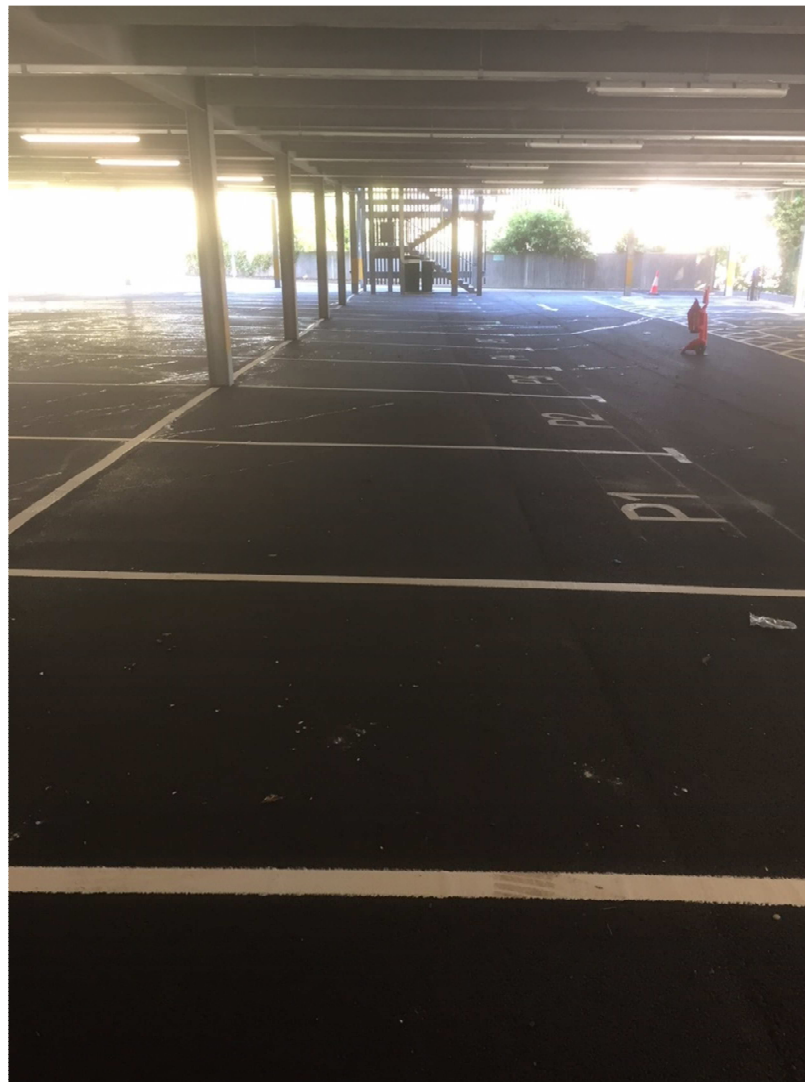
# Bradbourne Car Park



Page 5

Agenda Item 6

# Bradbourne Car Park





# Bradbourne Car Park



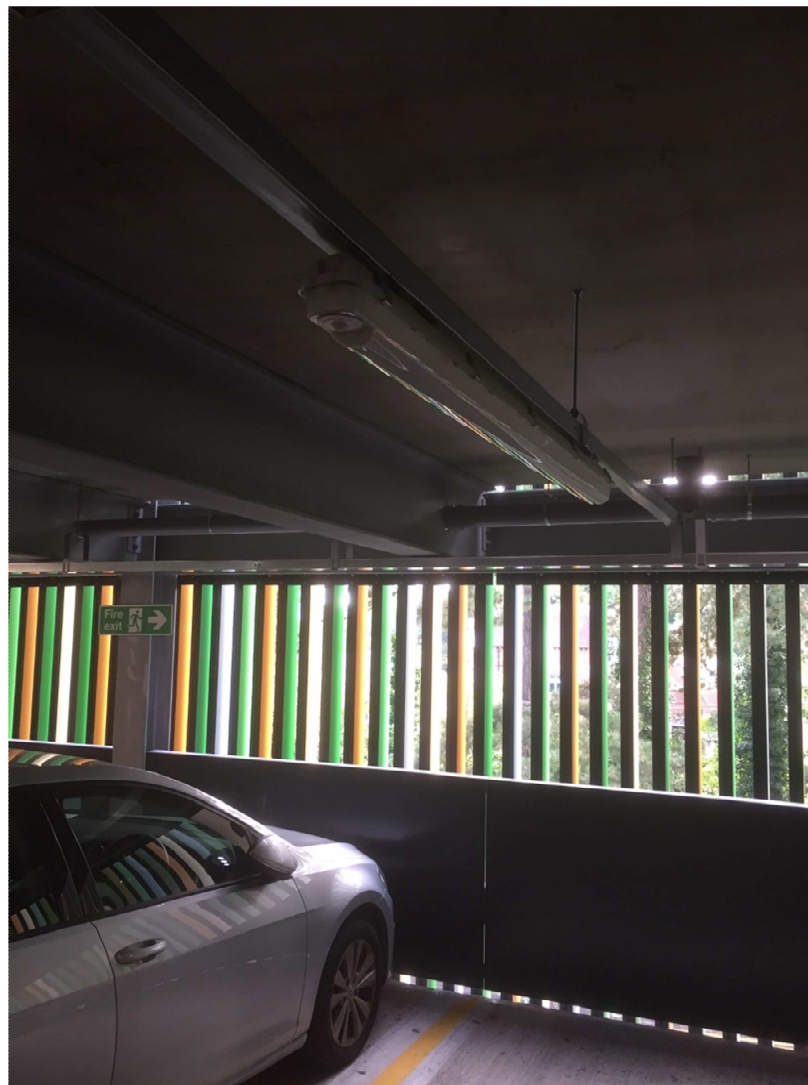
# Bradbourne Car Park



# Bradbourne Car Park



# Bradbourne Car Park



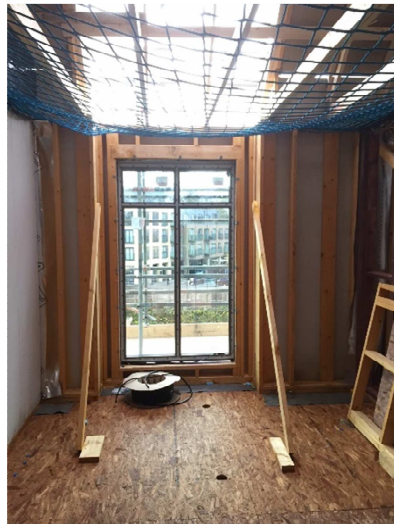
# Bradbourne Car Park



Sennocke Premier Inn Hotel - Nov. 2017

# Sennocke Premier Inn Hotel November 2017

# Sennocke Premier Inn Hotel





# Corporate Projects Update

Richard Wilson - Chief Officer Environmental & Operational Services



# Website Statistics

# Users and sessions

Total website users

**117,383**

% of Total: 100.00% (117,383)



Total number of visits (sessions)

**215,992**

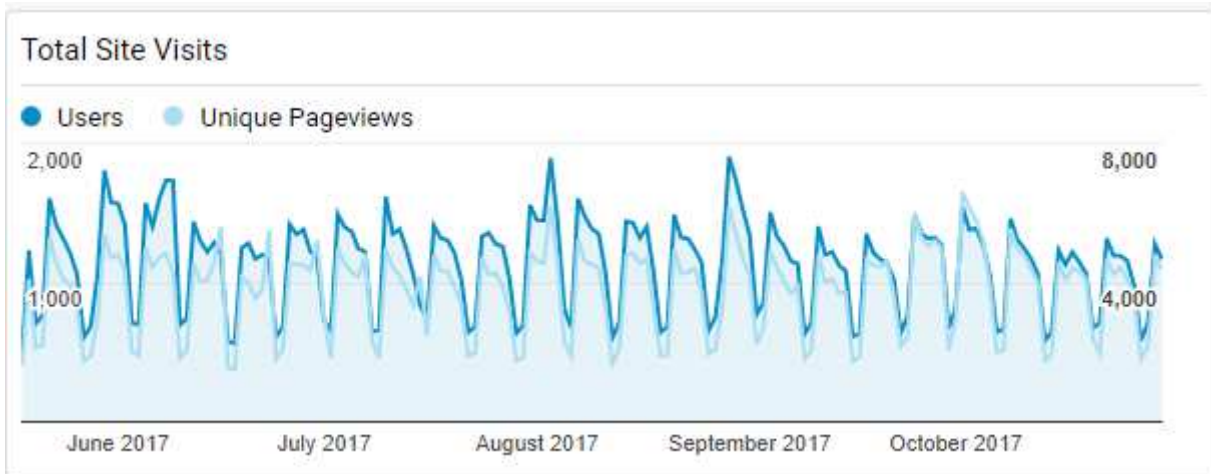
% of Total: 100.00% (215,992)



Average no. of pages viewed per visit

**4.51**

Avg for View: 4.51 (0.00%)



Data for: 18 May - 31 Oct 2017

# Most popular pages

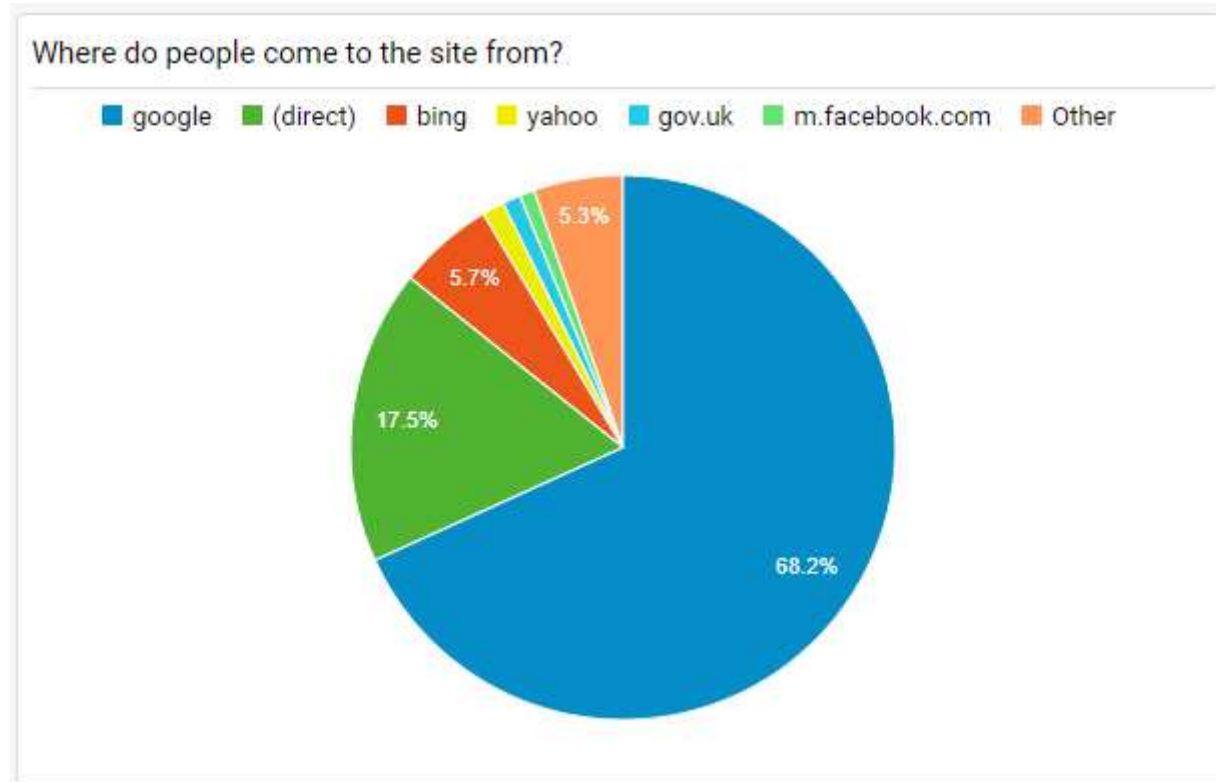


## Most popular pages

Page		Pageviews	Pageviews
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications">www.sevenoaks.gov.uk/info/20013/planning_applications</a>		59,818	59,818
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications/14/view_a_planning_application_file">www.sevenoaks.gov.uk/info/20013/planning_applications/14/view_a_planning_application_file</a>		58,946	58,946
<a href="http://www.sevenoaks.gov.uk/">www.sevenoaks.gov.uk/</a>		58,928	58,928
<a href="http://www.sevenoaks.gov.uk/contact">www.sevenoaks.gov.uk/contact</a>		40,982	40,982
<a href="http://www.sevenoaks.gov.uk/info/20008/planning">www.sevenoaks.gov.uk/info/20008/planning</a>		30,220	30,220
<a href="http://www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling">www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling</a>		22,929	22,929
<a href="http://www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling/162/garden_waste_collection">www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling/162/garden_waste_collection</a>		16,608	16,608
<a href="http://www.sevenoaks.gov.uk/info/20011/parking">www.sevenoaks.gov.uk/info/20011/parking</a>		13,372	13,372
<a href="http://www.sevenoaks.gov.uk/info/20006/planning_and_building_control">www.sevenoaks.gov.uk/info/20006/planning_and_building_control</a>		10,634	10,634
<a href="http://www.sevenoaks.gov.uk/info/20005/council_tax">www.sevenoaks.gov.uk/info/20005/council_tax</a>		10,514	10,514

Data for: 18 May - 31 Oct 2017

# Where do people come to the site from?



Data for: 18 May - 31 Oct 2017

# Landing and exit pages

## What pages do users enter the site on?

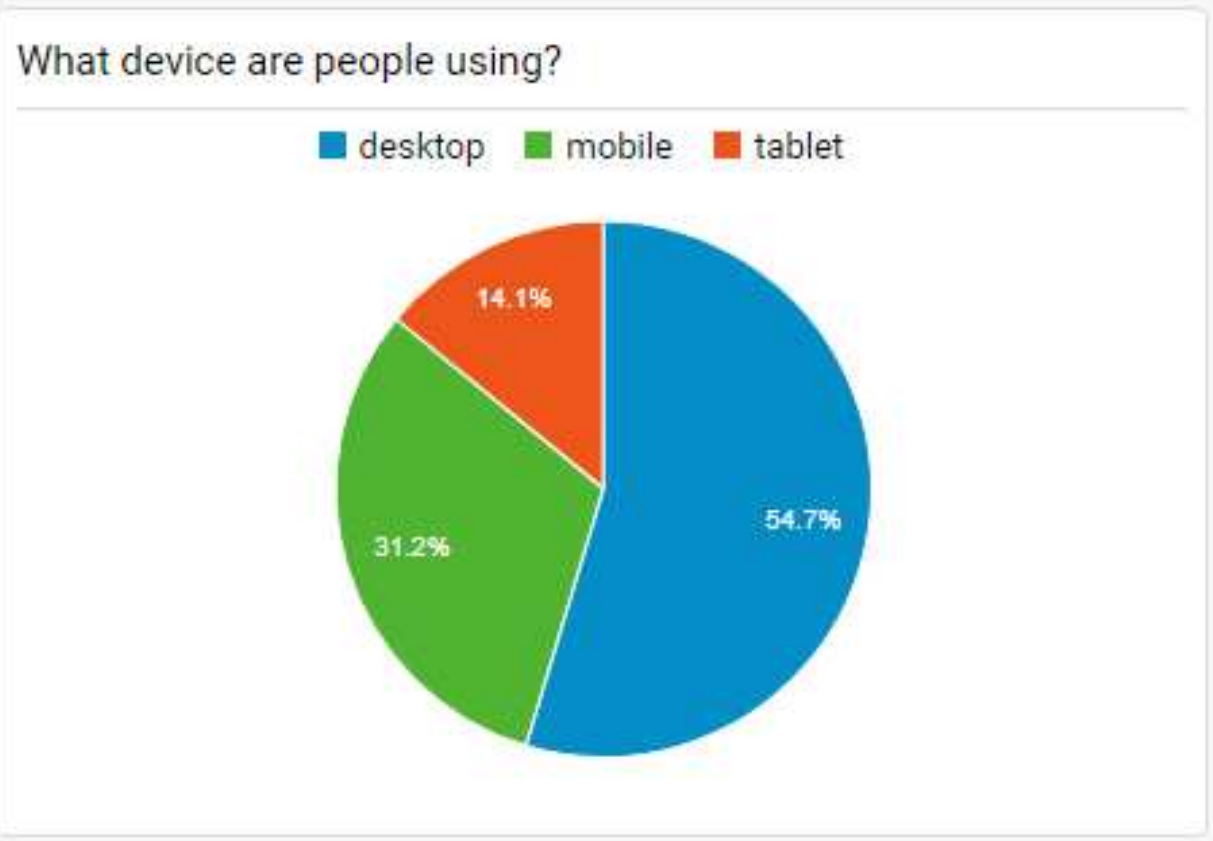
Landing Page	Pageviews	Unique Pageviews
<a href="http://www.sevenoaks.gov.uk/">www.sevenoaks.gov.uk/</a>	151,495	102,076
<a href="http://www.sevenoaks.gov.uk/contact">www.sevenoaks.gov.uk/contact</a>	104,324	68,513
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications">www.sevenoaks.gov.uk/info/20013/planning_applications</a>	87,942	57,165
<a href="http://www.sevenoaks.gov.uk/info/20008/planning">www.sevenoaks.gov.uk/info/20008/planning</a>	71,463	47,395
<a href="http://www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling">www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling</a>	34,547	22,731
<a href="http://www.sevenoaks.gov.uk/info/20005/council_tax">www.sevenoaks.gov.uk/info/20005/council_tax</a>	30,990	20,109
<a href="http://www.sevenoaks.gov.uk/info/20011/parking">www.sevenoaks.gov.uk/info/20011/parking</a>	26,854	15,093
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications/14/view_a_planning_application_file">www.sevenoaks.gov.uk/info/20013/planning_applications/14/view_a_planning_application_file</a>	25,226	15,687
<a href="http://sevenoaks.gov.uk/">sevenoaks.gov.uk/</a>	18,871	12,007
<a href="http://www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling/162/garden_waste_collection">www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling/162/garden_waste_collection</a>	14,412	8,368

## What pages do users leave the site on?

Exit Page	Pageviews	Unique Pageviews
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications/14/view_a_planning_application_file">www.sevenoaks.gov.uk/info/20013/planning_applications/14/view_a_planning_application_file</a>	124,291	87,337
<a href="http://www.sevenoaks.gov.uk/contact">www.sevenoaks.gov.uk/contact</a>	50,535	33,497
<a href="http://www.sevenoaks.gov.uk/">www.sevenoaks.gov.uk/</a>	39,269	23,999
<a href="http://www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling/162/garden_waste_collection">www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling/162/garden_waste_collection</a>	25,867	15,956
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications/13/comment_on_a_planning_application">www.sevenoaks.gov.uk/info/20013/planning_applications/13/comment_on_a_planning_application</a>	14,940	10,301
<a href="http://www.sevenoaks.gov.uk/info/20003/your_council/204/jobs_and_working_for_the_council">www.sevenoaks.gov.uk/info/20003/your_council/204/jobs_and_working_for_the_council</a>	13,767	8,708
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications">www.sevenoaks.gov.uk/info/20013/planning_applications</a>	13,751	7,855
<a href="http://www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling">www.sevenoaks.gov.uk/info/20000/rubbish_and_recycling</a>	13,516	8,657
<a href="http://www.sevenoaks.gov.uk/info/20005/council_tax/27/make_a_council_tax_payment">www.sevenoaks.gov.uk/info/20005/council_tax/27/make_a_council_tax_payment</a>	13,321	8,720
<a href="http://www.sevenoaks.gov.uk/info/20013/planning_applications/12/weekly_planning_applications_list">www.sevenoaks.gov.uk/info/20013/planning_applications/12/weekly_planning_applications_list</a>	12,684	8,124

Data for: 18 May - 31 Oct 2017

# What device are people using?



Data for: 18 May - 31 Oct 2017



# My Account - Online Transactions

# My Account - Online Transactions



- Total registered My Account users\* = 3857

Online Transactions*	Total
Council Tax	2876
Garden Waste Renewal	1236
Garden Waste New	490
Large Item Collection "Bulky"	478
Fly Tipping	354
Missed Collection (Rubbish, Recycling or Garden Waste)	320
Business Rates	206
Additional Garden Waste Permit	50
Lost Dog	20
Noise Complaints	15
Surrender of Garden Waste Bin	13
<b>Total forms submitted</b>	<b>6058</b>

\*Data for: 28 Mar - 31 Oct 2017