

26 November 2020 at 7.00 pm



Improvement & Innovation Advisory Committee

At the above stated meeting the attached presentation was tabled for the following item

	Pages	Contact
6. Customer Redesign	(Pages 1 - 58)	Amy Wilton Tel: 01732 227280

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

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A large, illuminated neon sign reading "Change" in a cursive script font. The sign is composed of red and orange glowing tubes. It is mounted on a dark, ribbed metal structure, likely a building facade. The word "Change" is written in a flowing, expressive script, with the "C" having a prominent loop and the "e" ending in a flourish.





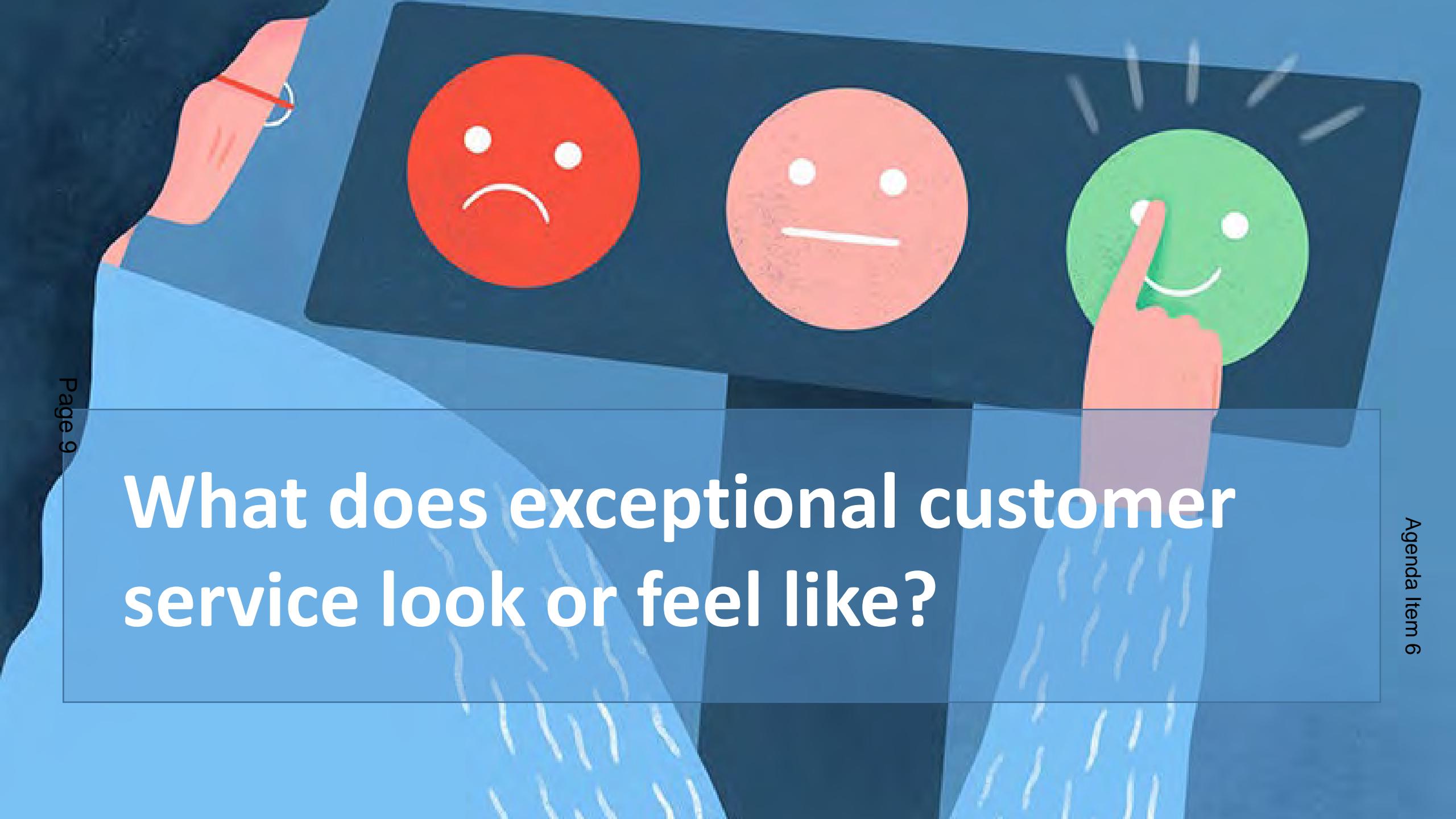








*residentville
customerville™
everyoneville*



What does exceptional customer service look or feel like?



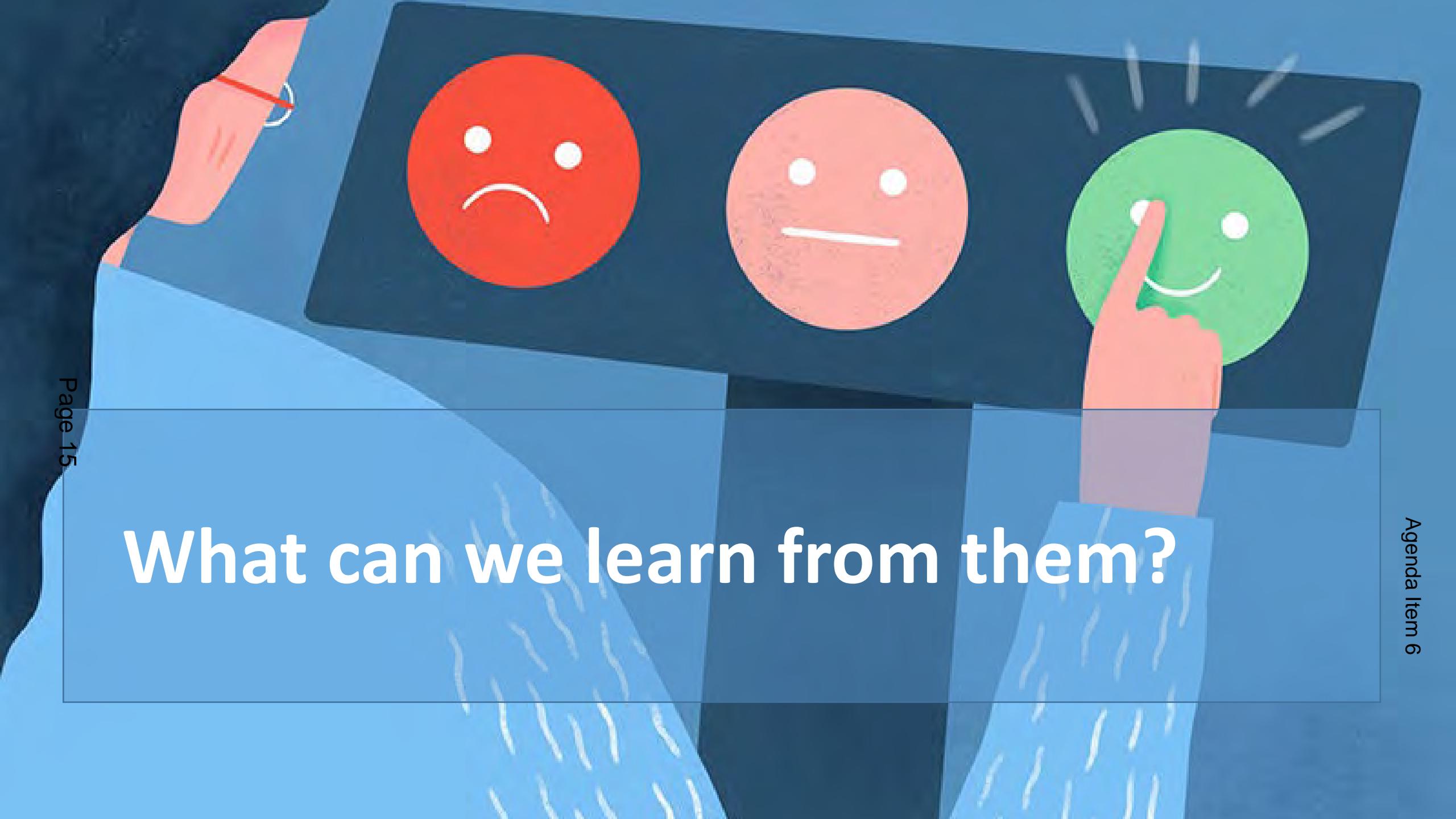




An illustration of a person's arm and hand reaching towards a dark blue rectangular screen. On the screen are three large, circular, stylized faces: a red one on the left with a sad expression, an orange one in the middle with a neutral expression, and a green one on the right with a happy expression. A pink index finger is pointing directly at the green smiley face. The background behind the screen is a light blue surface with white wavy lines.

What companies or organisations
do you think offer good customer
service?

1 	2 	2 	3 	4 
5 	6 	7 	7 	7 
14 	8 	9 	10 	10 
10 	10 			



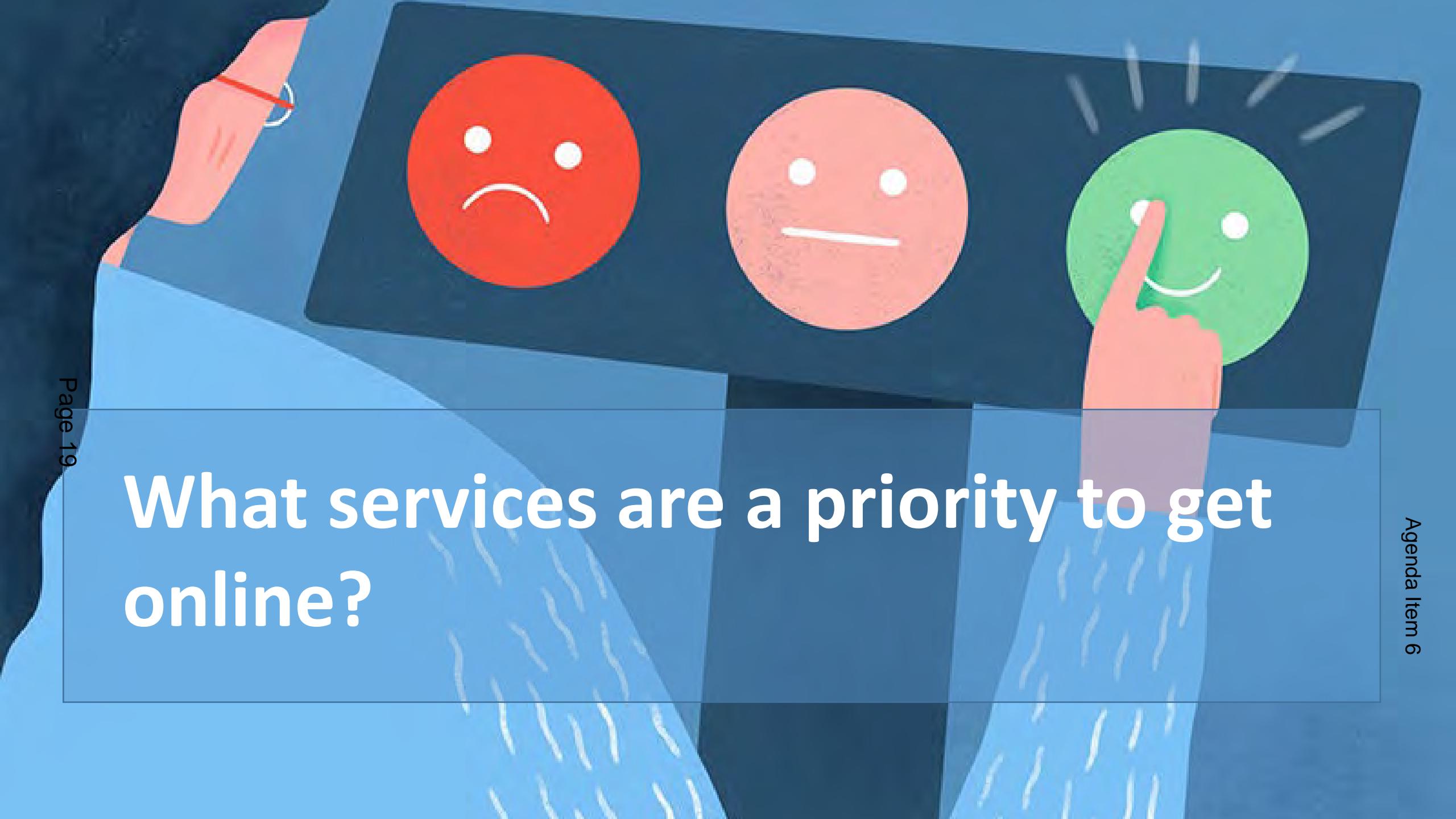
A hand with a red wristband points towards a digital device screen. The screen displays three circular icons: a red sad face, an orange neutral face, and a green happy face. The green happy face is being touched by the person's index finger. The background is dark blue.

What can we learn from them?



Does 9 to 5 work for our residents and businesses

OPEN
24 HOURS



What services are a priority to get online?

CUSTOMER SERVICE

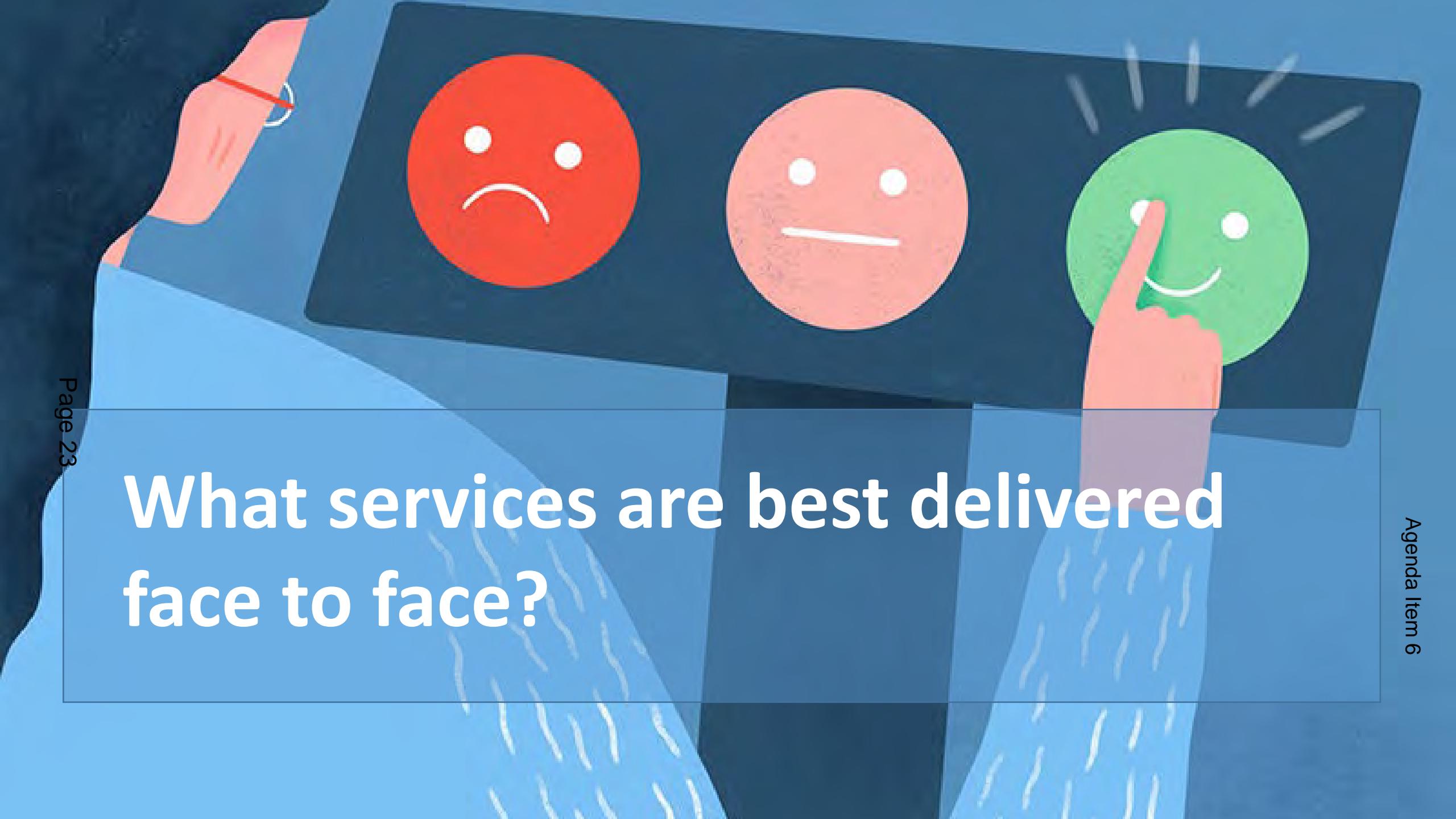
GOOGLE IT



An illustration of a person's hand pointing a red pen at a green smiley face icon on a dark blue digital device screen. The screen also features two other circular icons: an orange sad face and an orange neutral face. The background is a light blue surface with white wavy lines.

For what services is it important for people to be able to speak to an officer?





What services are best delivered
face to face?







When did you last use the website
to interact with the council?

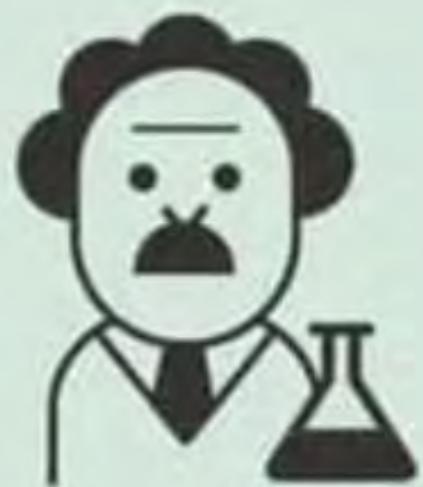








RECOGNIZED EXPERTS OVER TIME



Leading Scientist



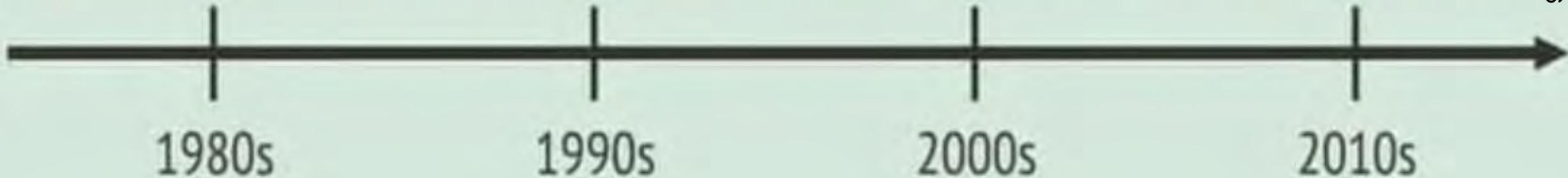
PhD Student



Media Expert



Karen on Facebook







Value
and
Meaning





**Not my
FAULT**

**DO
MORE.**



Page 39

Agenda Item 6



@petershankman

Peter Shankman



Hey @Mortons - can you meet me at
newark airport with a porterhouse when I
land in two hours? K, thanks. :)





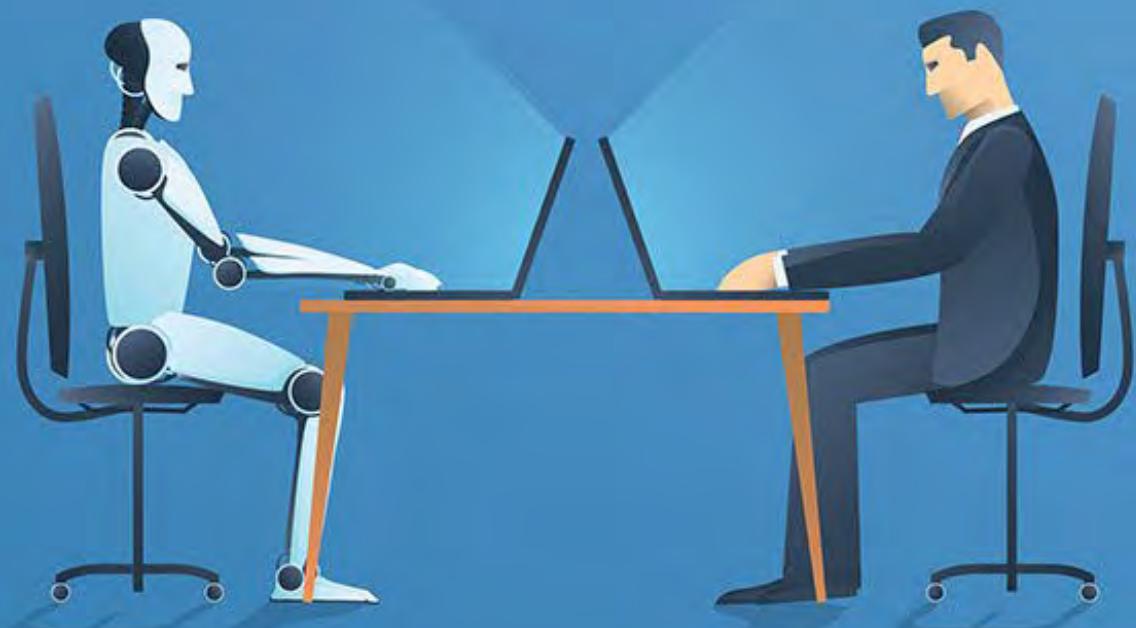
Priority #1

Priority #2



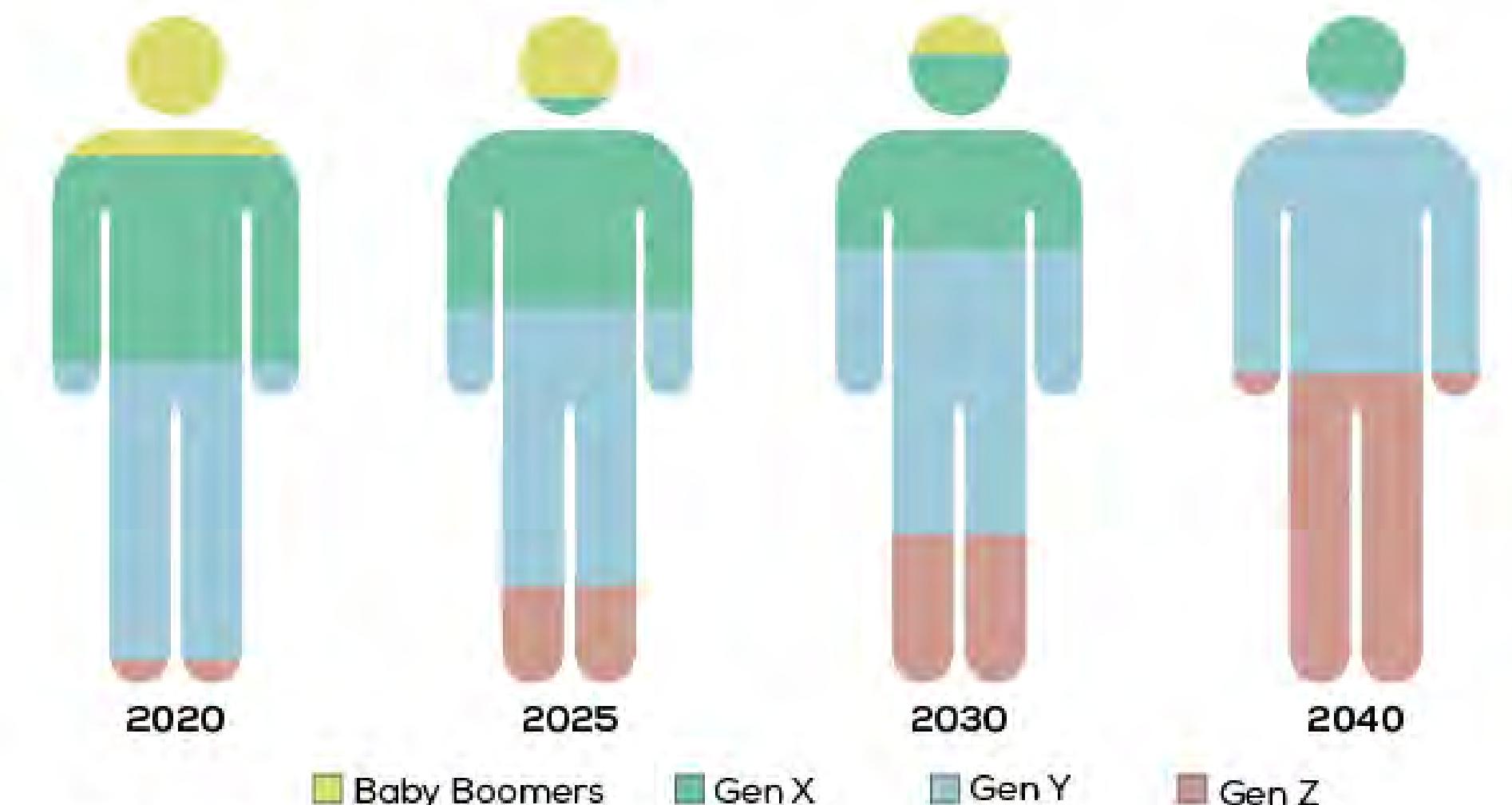
Agenda Item 6

Future of Work



Workforce Percentages

Page 46





Agenda Item 6

Agenda Item 6



FORTNITE

Page 49

Agenda Item 6

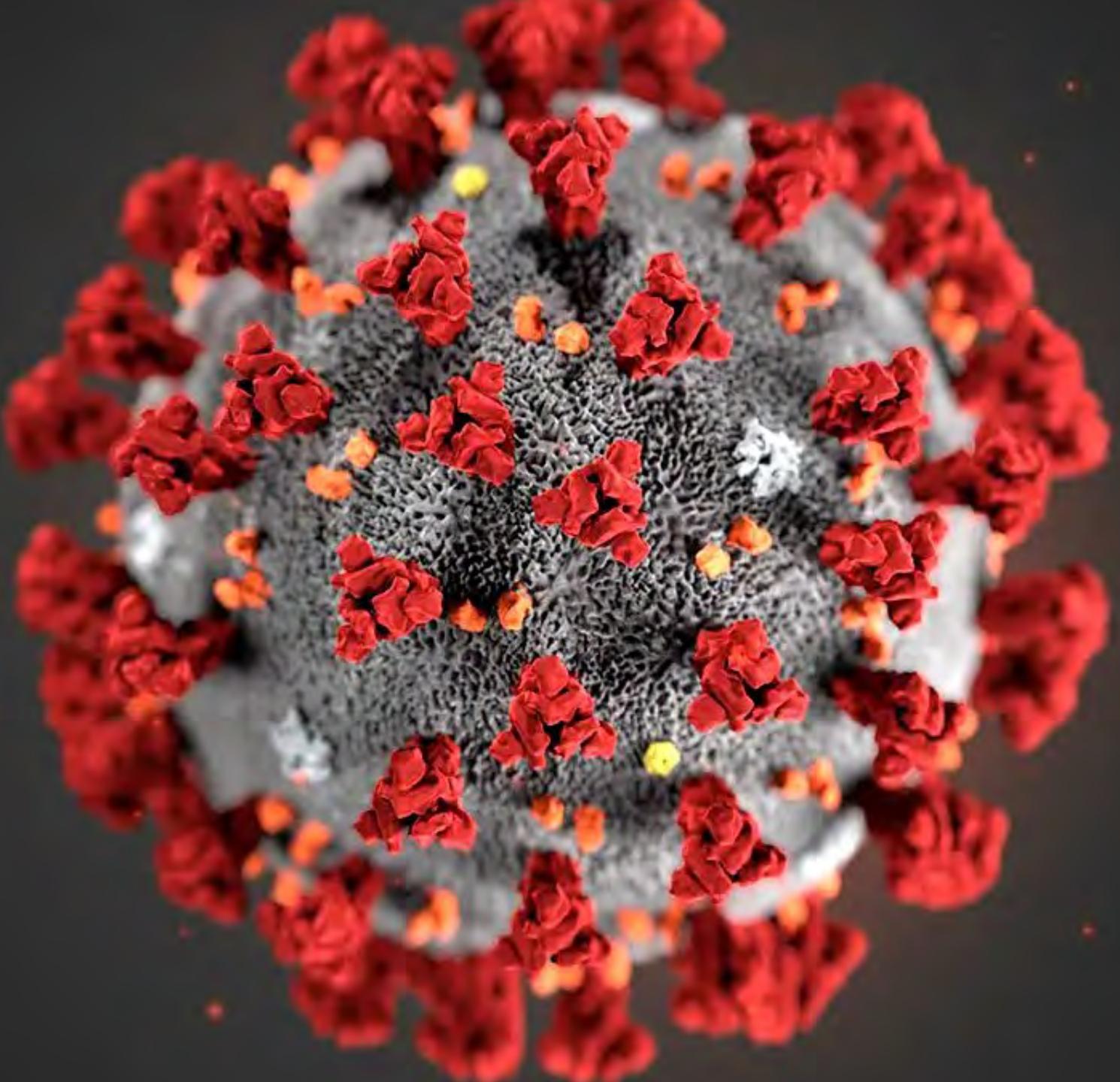




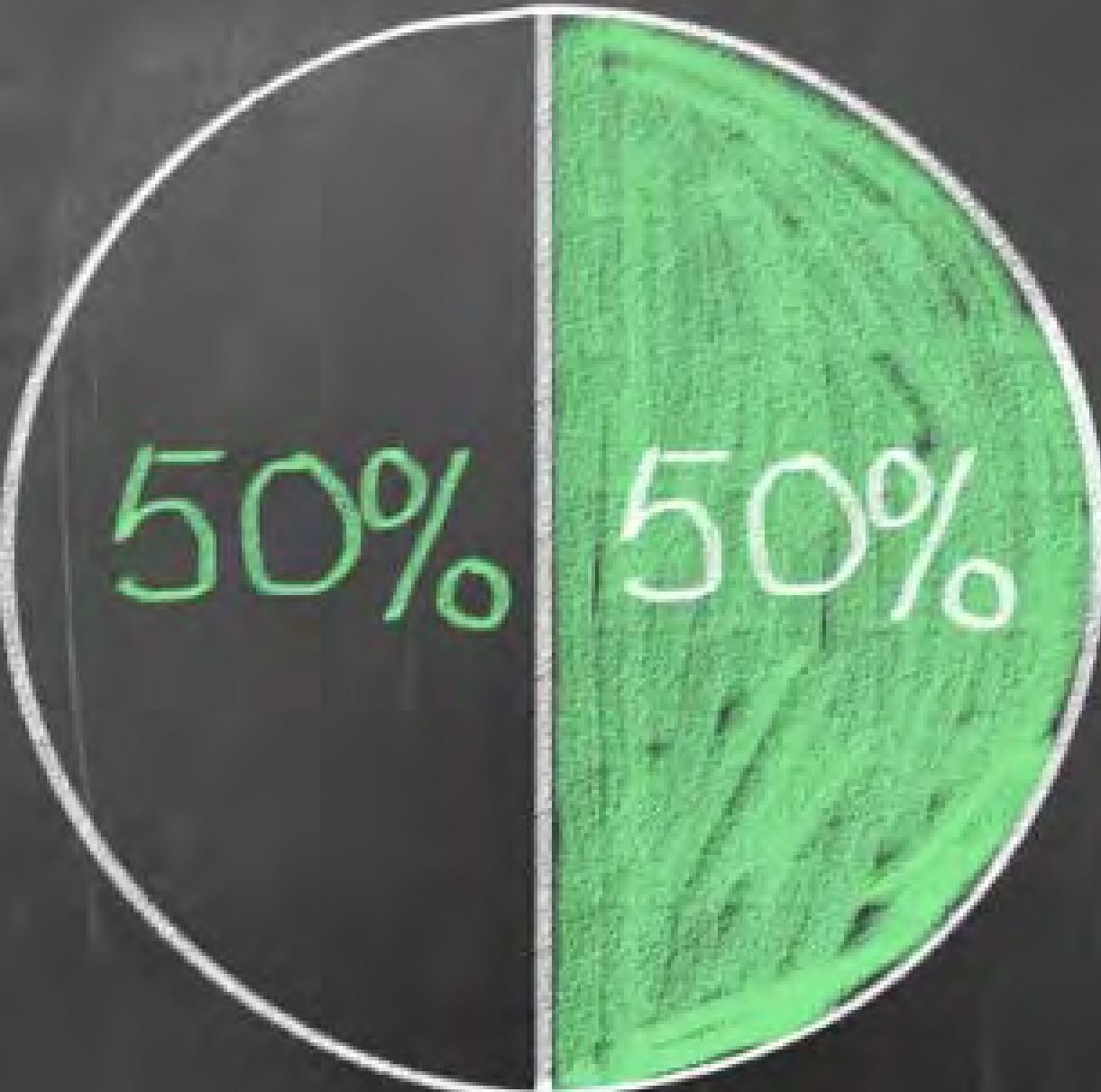


I GOT SKILLS



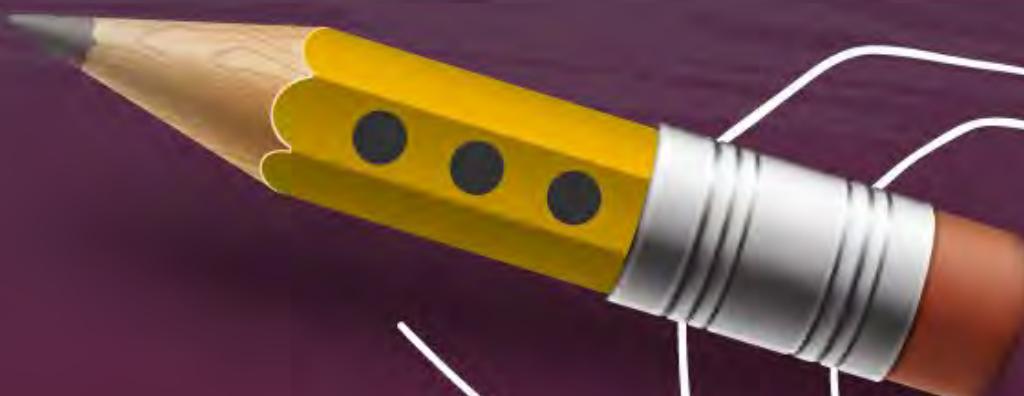
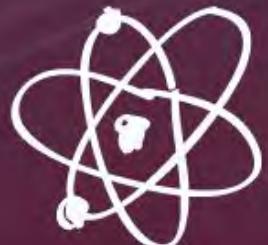


WE'RE CALLING
FOR A
CHANGE



RESULTS

DAY





The End