

CUSTOMER EXPERIENCE PROJECT

Policy and Performance Advisory Committee - 19 February 2018

Report of	Chief Officer Corporate Services
Status	For Information
Key Decision	No
Portfolio Holder	Cllr. Peter Fleming
Contact Officer	Amy Wilton, Ext. 7280

Recommendation to Policy and Performance Advisory Committee:

That the report be noted.

Introduction and Background

- 1 The current SDC website went live in March 2017.
- 2 A customer account function was introduced, which enables customers to see case history, view local information to them quickly and easily and register for updates from the Council.
- 3 A number of online forms, including bulky collection booking and garden waste permits have been introduced.
- 4 Using Google Analytics, website analytics data has been set up and these will be monitored regularly to inform decisions about future web developments and online services.
- 5 The Corporate Customer Services and Delivery Manager will give a presentation on the key data to the end of December 2018.

Key Implications

Financial

There are no financial implications to this report.

Legal Implications and Risk Assessment Statement.

There are no legal or risk implications related to this report.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Appendices None.

Background Papers None.

Jim Carrington-West

Chief Officer Corporate Services