

04 October 2022 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Despatched:



Improvement & Innovation Advisory Committee

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

	Pages	Contact
6. Leader Programme Closure Report	(Pages 1 - 22)	Richard Cavanagh Tel: 01732 227390
9. Customer Insights Update	(Pages 23 - 34)	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.

This page is intentionally left blank

Agenda Item 6



This page is intentionally left blank



This page is intentionally left blank



This page is intentionally left blank



This page is intentionally left blank



This page is intentionally left blank



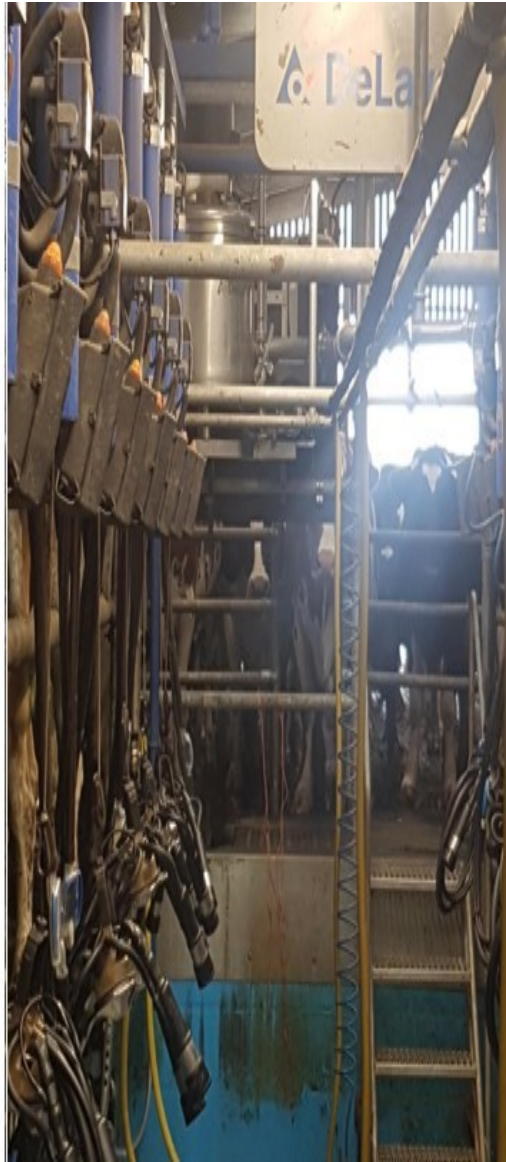
This page is intentionally left blank



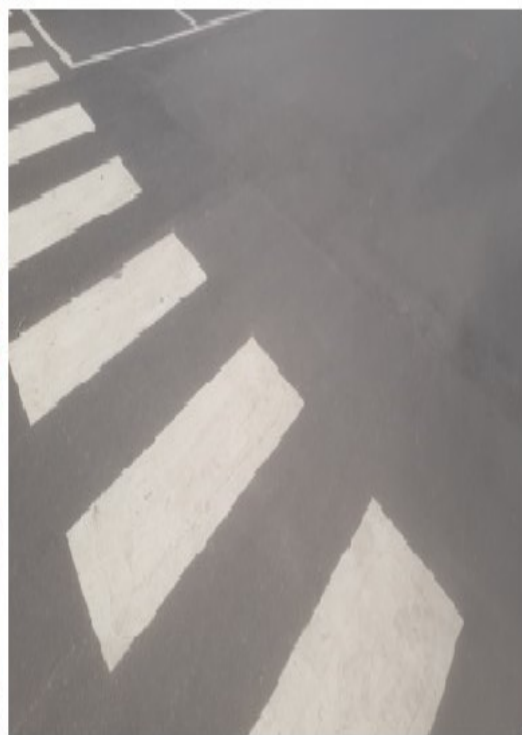
This page is intentionally left blank



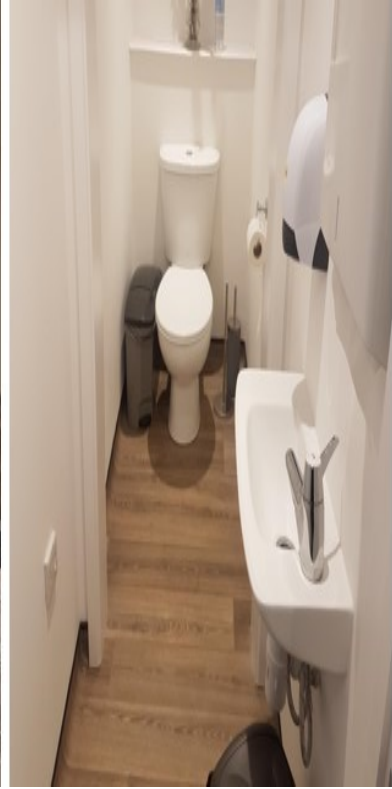
This page is intentionally left blank



This page is intentionally left blank



This page is intentionally left blank



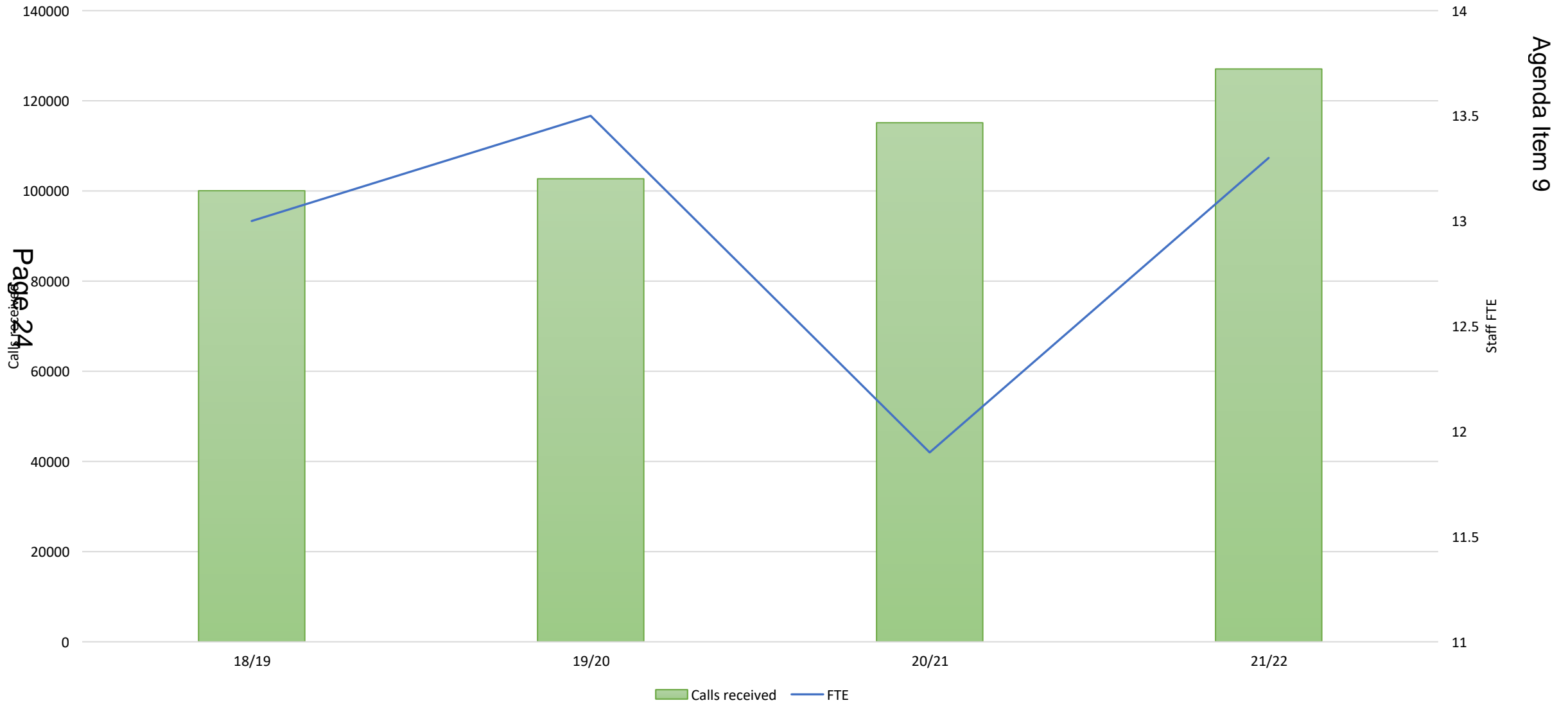
This page is intentionally left blank

Customer Insights Update

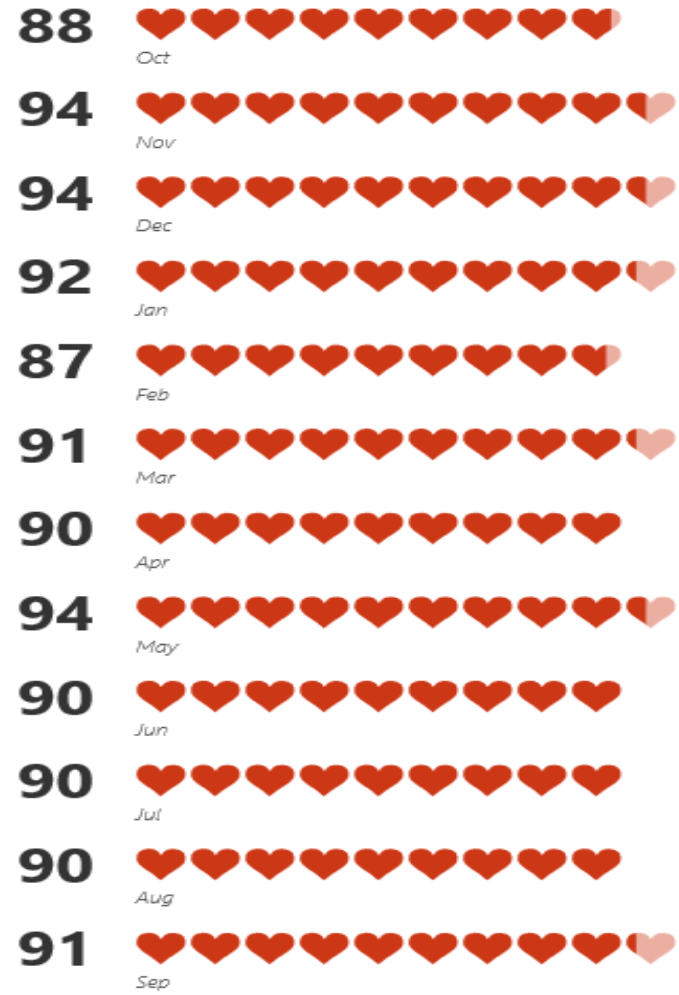
Improvement and Innovation Advisory Committee
4 October 2022

Amy Wilton
Head of Information and Customer Solutions

Customer Solutions



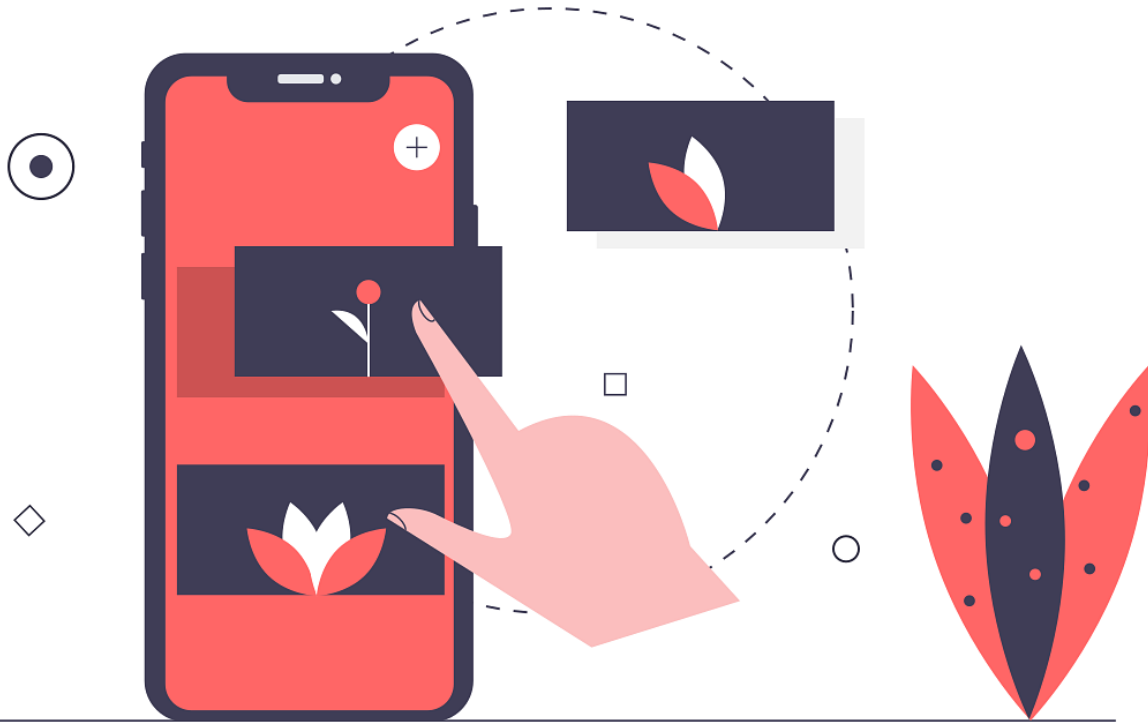
CUSTOMER SATISFACTION %



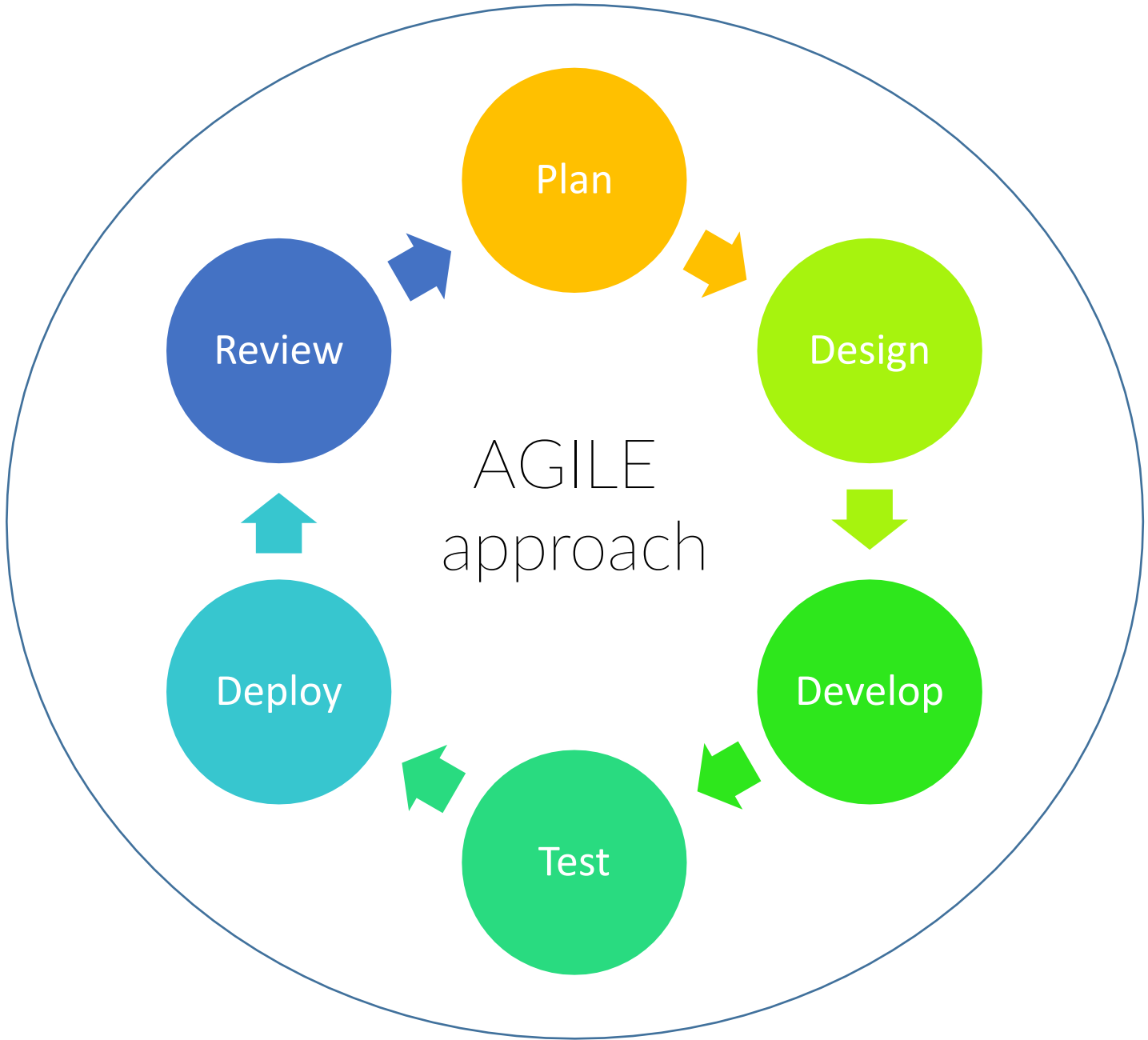
Average for year

'low code' technology

Page 26



- Simple
- Quick
- Customer focused
- Agile



Work completed so far...



- Report a missed waste collection
- Report a missed sack delivery
- Clinical waste collection
- Report a fly-tipping
- Abandoned vehicles
- ['Find my bin day'](#) search tool



Sent 7000+ texts to residents about refuse changes

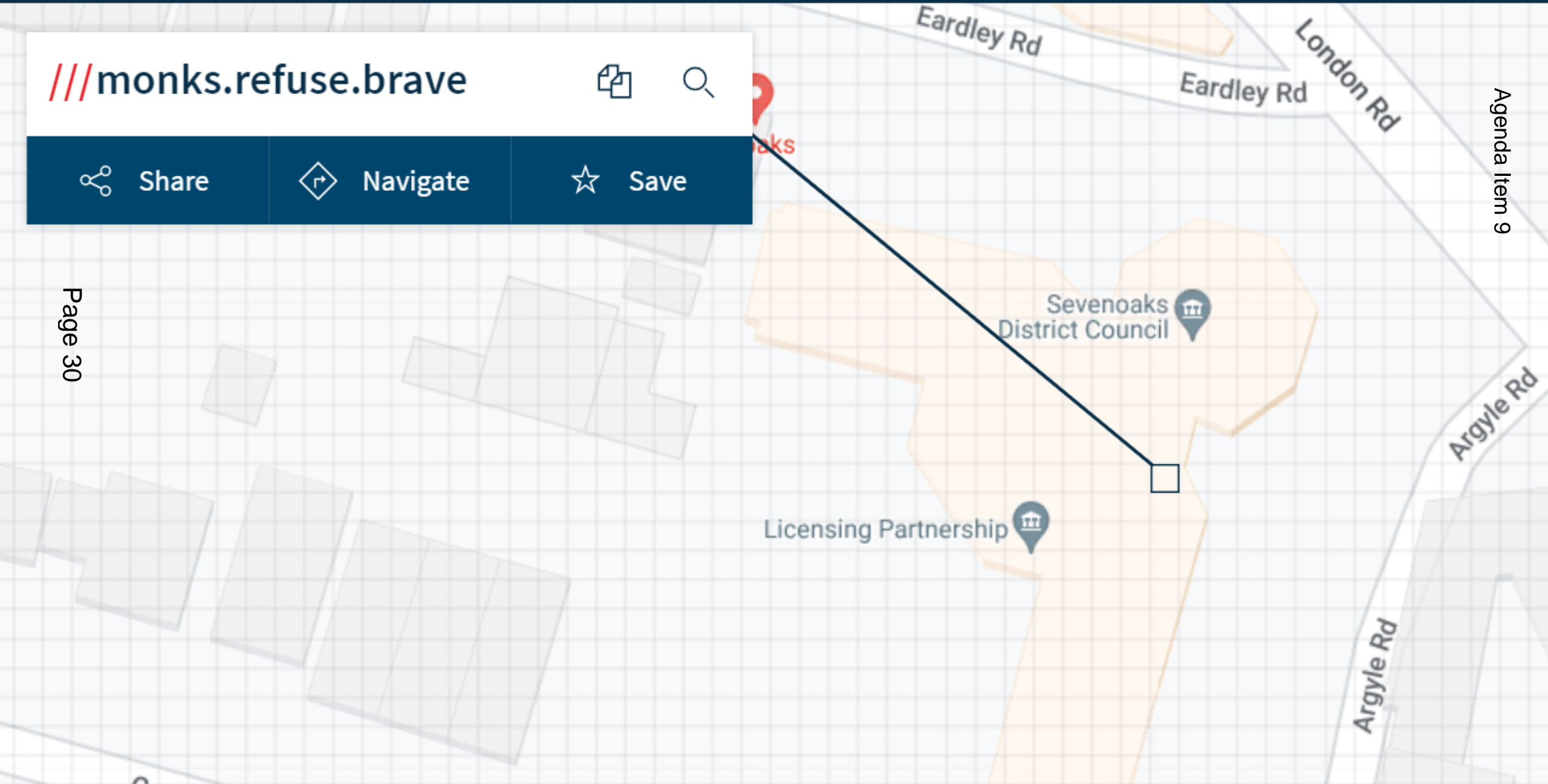
///monks.refuse.brave



Share

Navigate

Save





Coming soon...



Bulky waste booking and online payments



Garden Waste booking system

Future focus...

Utilise customer data:

- Contact data
- Customer feedback
- Customer satisfaction
- User research



Inform future priorities and build a road map for development

This page is intentionally left blank