

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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Change







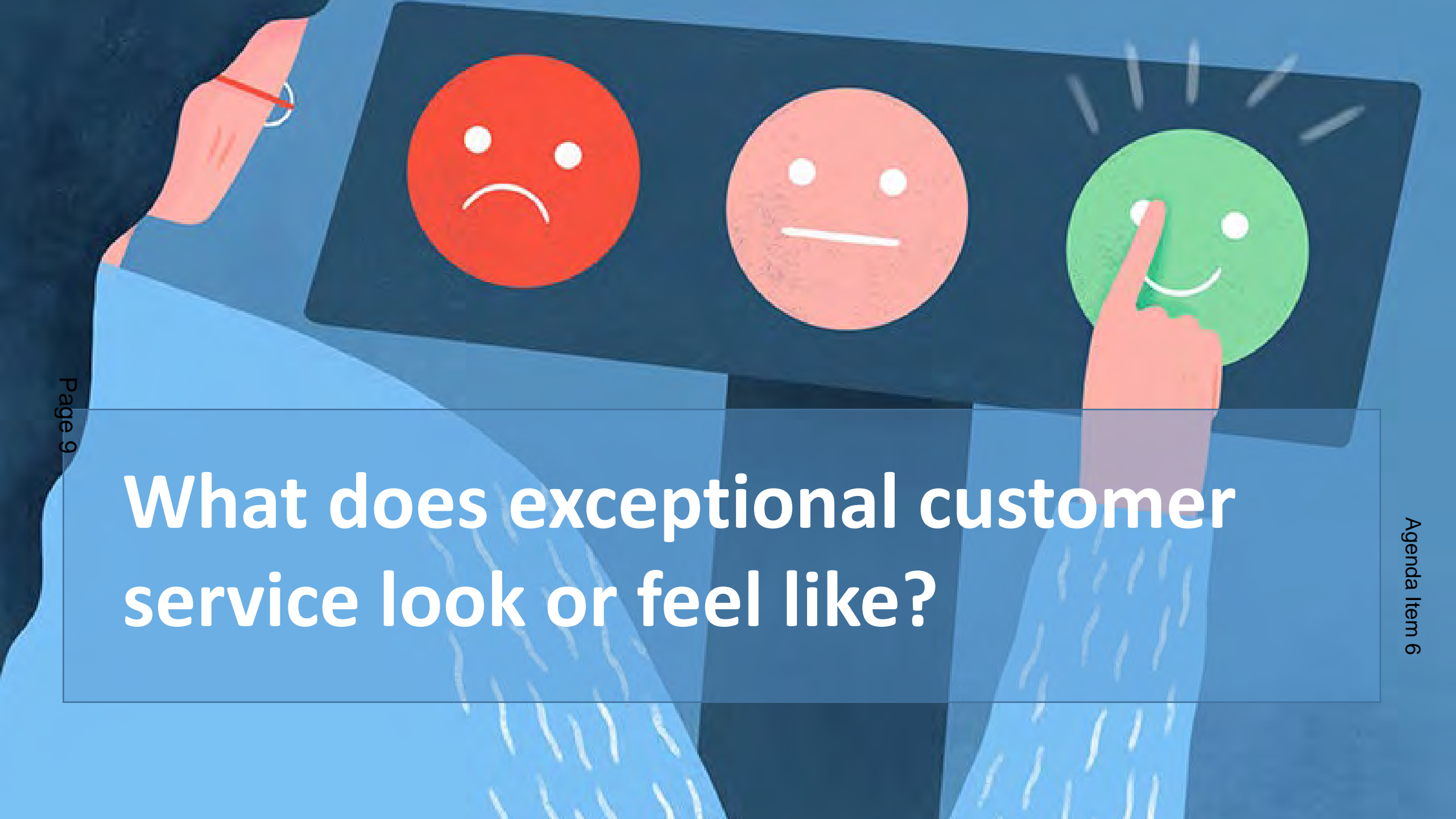






residentville
customerville™
everyoneville

What does exceptional customer service look or feel like?











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

1

amazon

2



2

John Lewis

3

TESCO

4

MARKS & SPENCER

5



6

Sainsbury's

7



7



7



8



8



9

sky

10



10



10



10

ASDA

An illustration showing a hand in a blue sleeve pointing at a green happy face on a dark screen. To the left of the green face are a red sad face and a pink neutral face. The background is a dark blue gradient.

What can we learn from them?

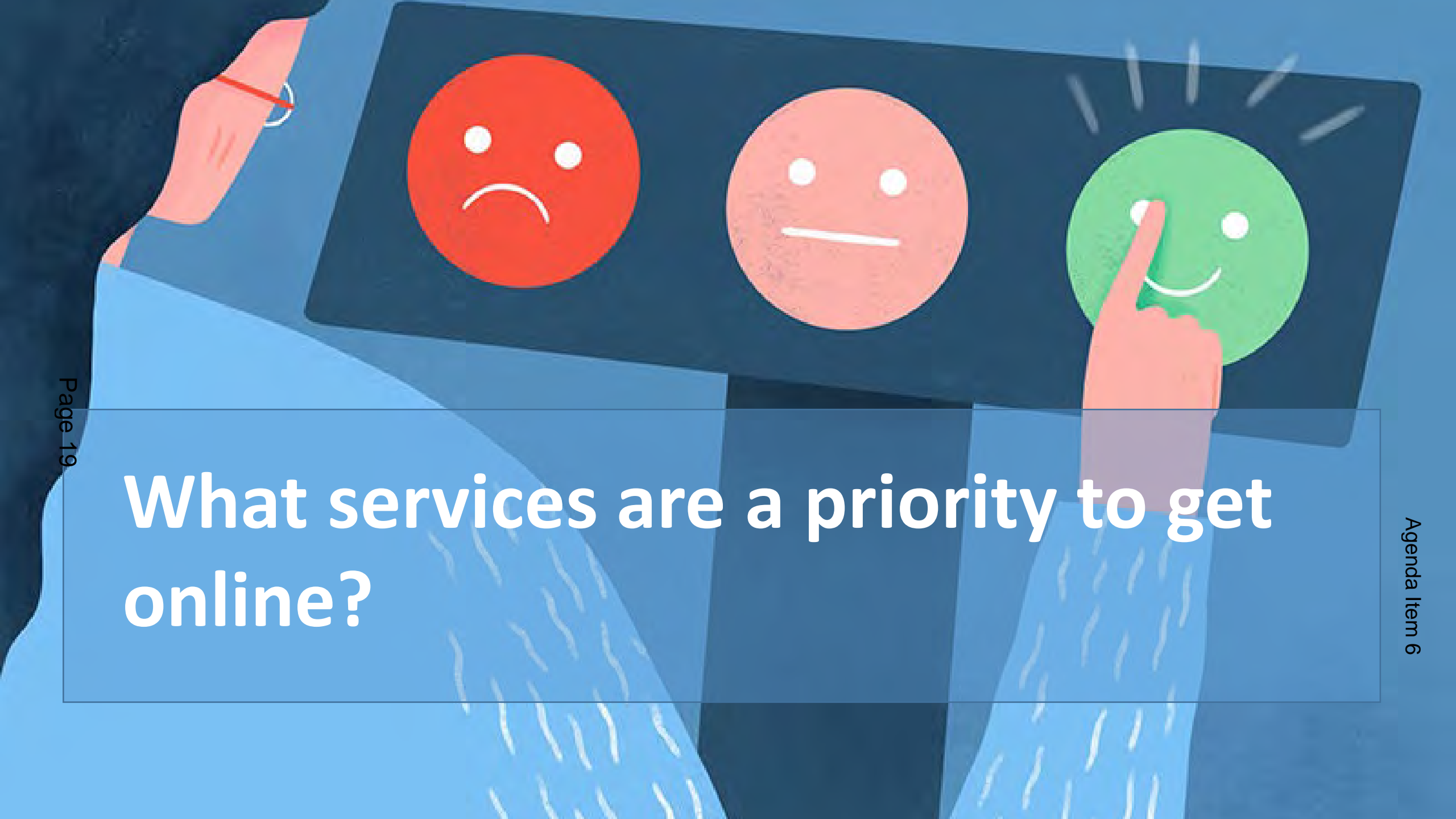


Does 9 to 5 work for our residents and businesses



OPEN
24 HOURS

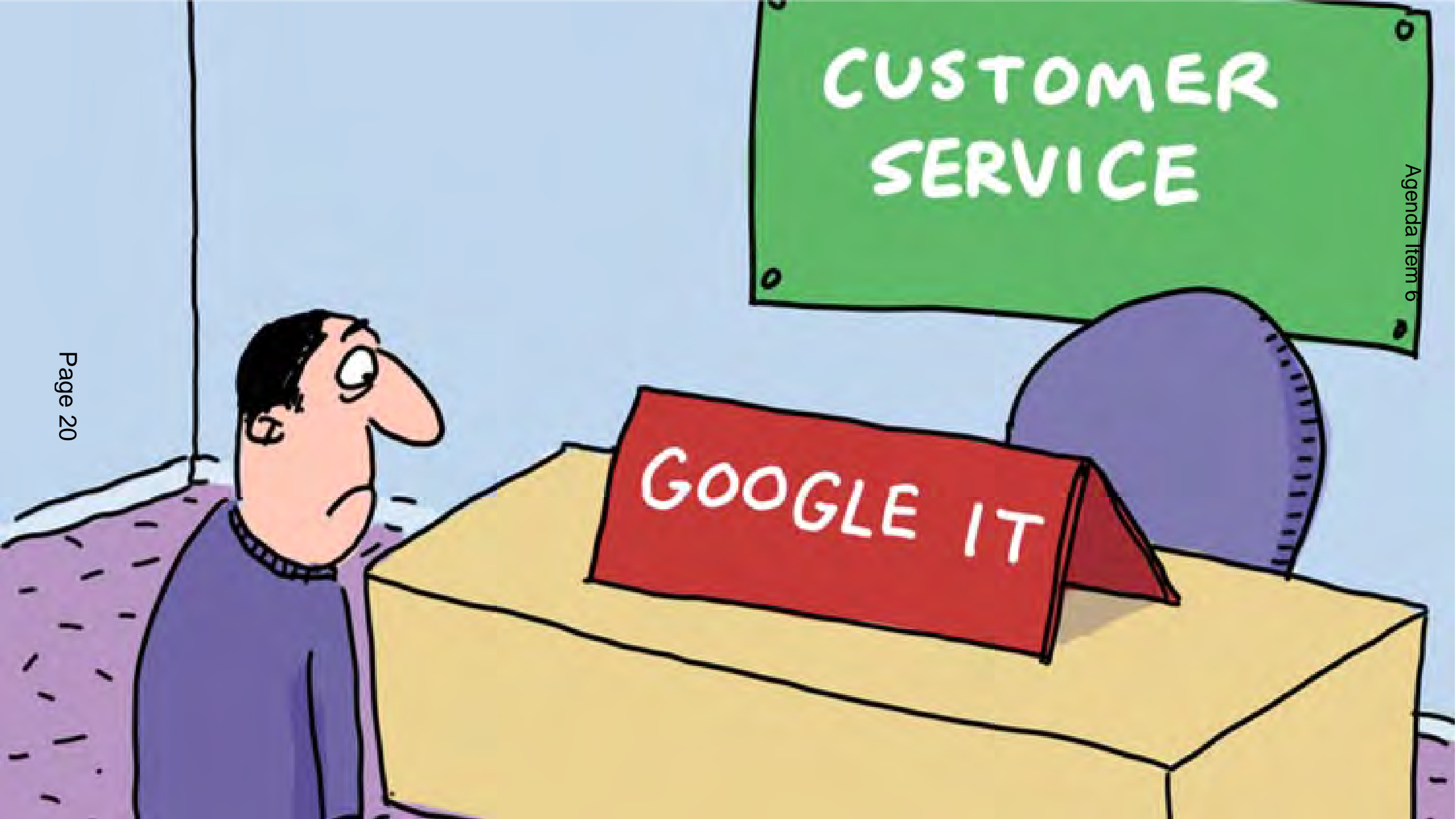
What services are a priority to get online?



CUSTOMER
SERVICE

Agenda Item 6

GOOGLE IT

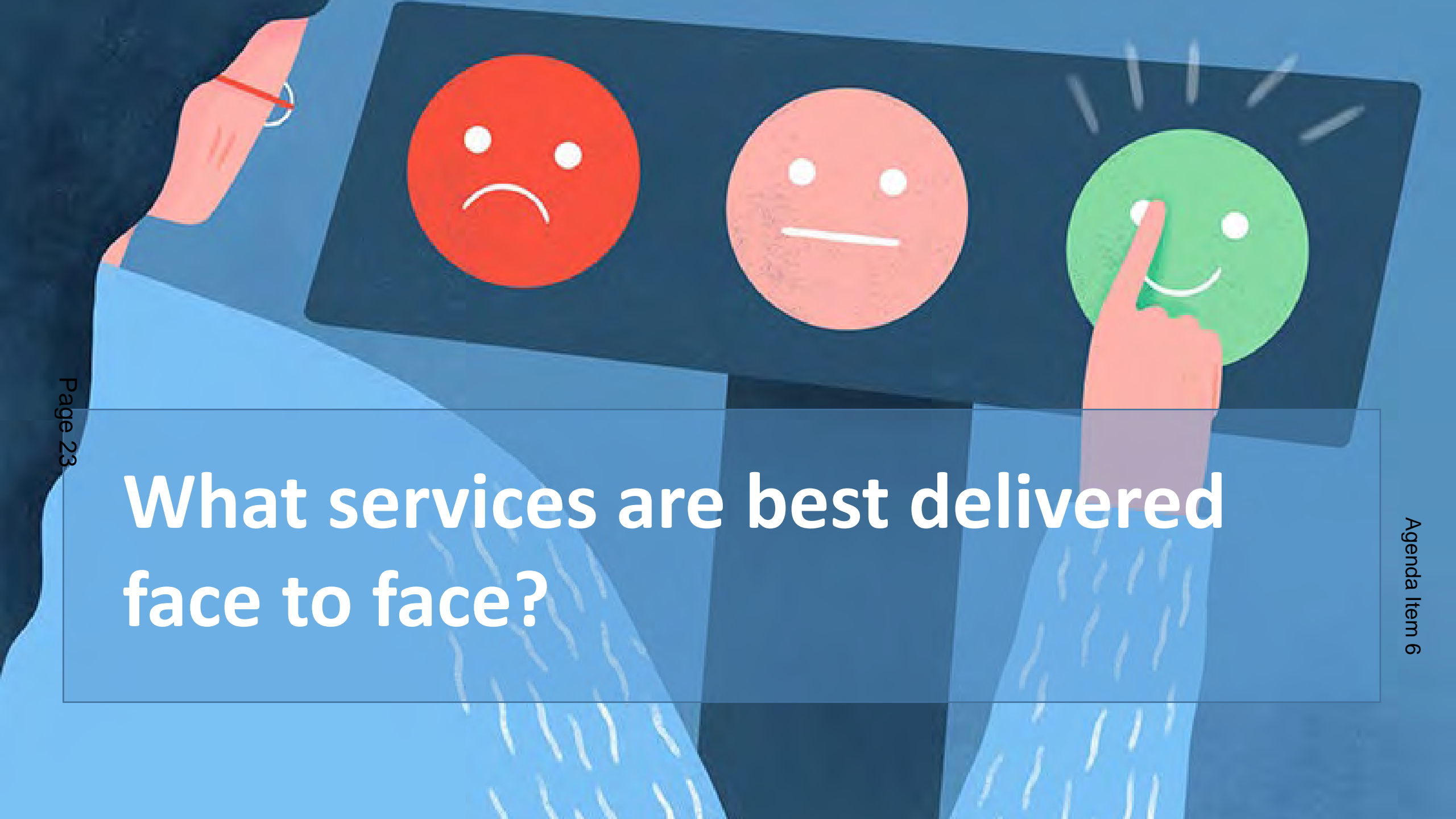


For what services is it important for people to be able to speak to an officer?





**What services are best delivered
face to face?**









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







FAST



RECOGNIZED EXPERTS OVER TIME

Page 31



Leading Scientist



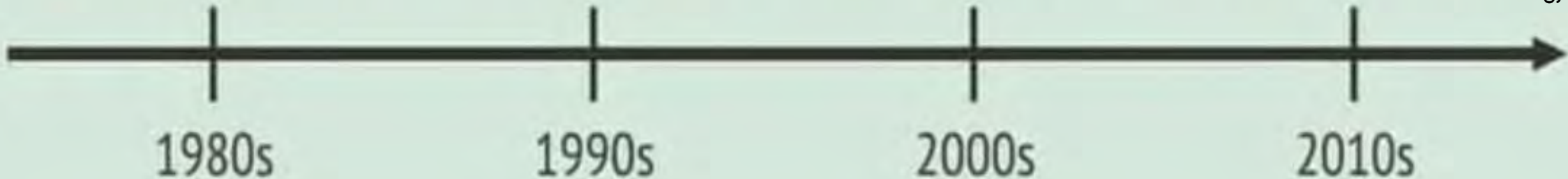
PhD Student



Media Expert



Karen on Facebook



1980s

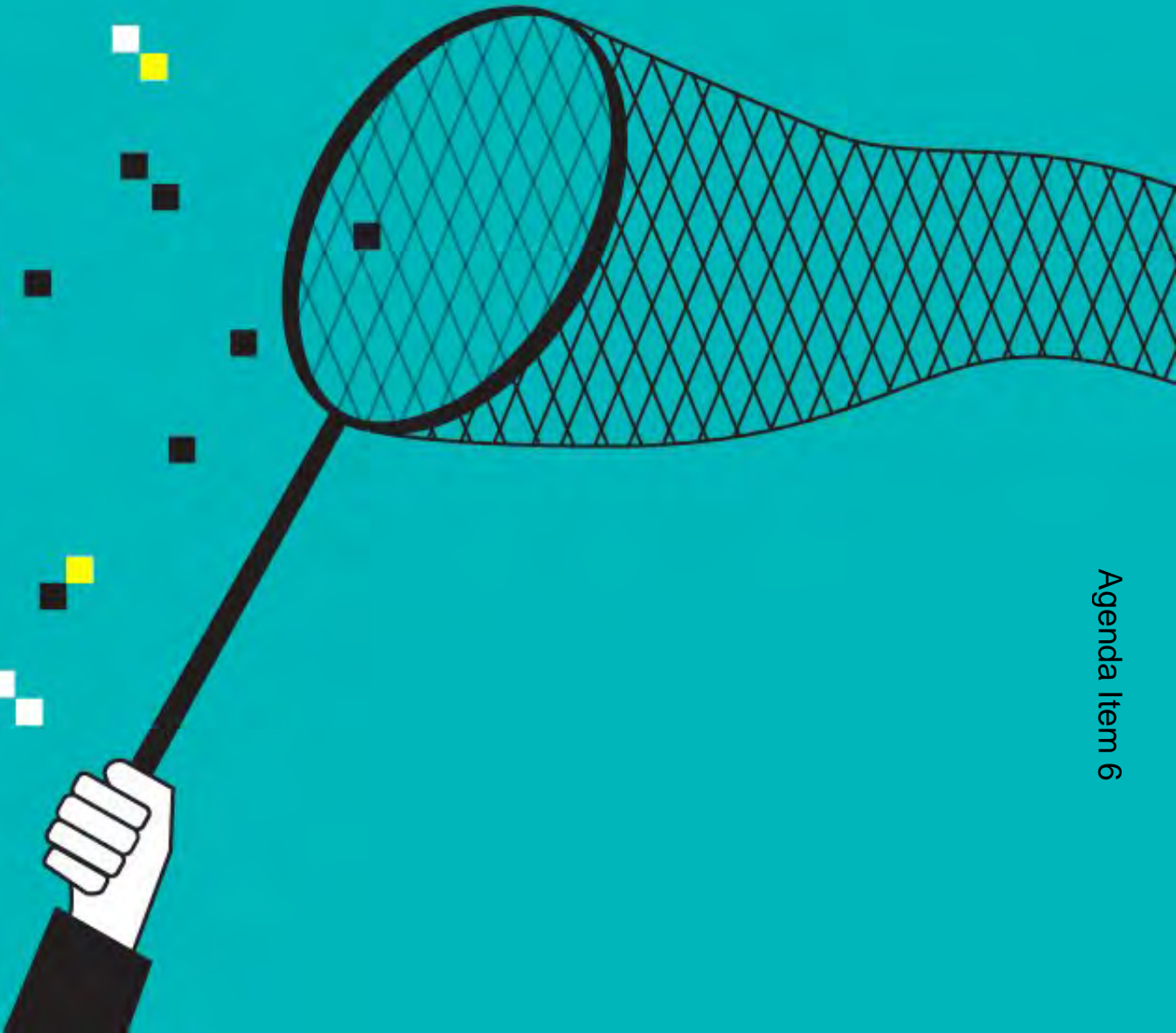
1990s

2000s

2010s

Agenda Item 6










D'OH!



A person wearing a dark suit, white shirt, and dark tie is holding a white rectangular sign in front of their face. The sign has the text "Not my FAULT" written on it in a bold, black, sans-serif font. The background is a blurred cityscape with tall buildings.

**Not my
FAULT**

**DO
MORE.**







@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

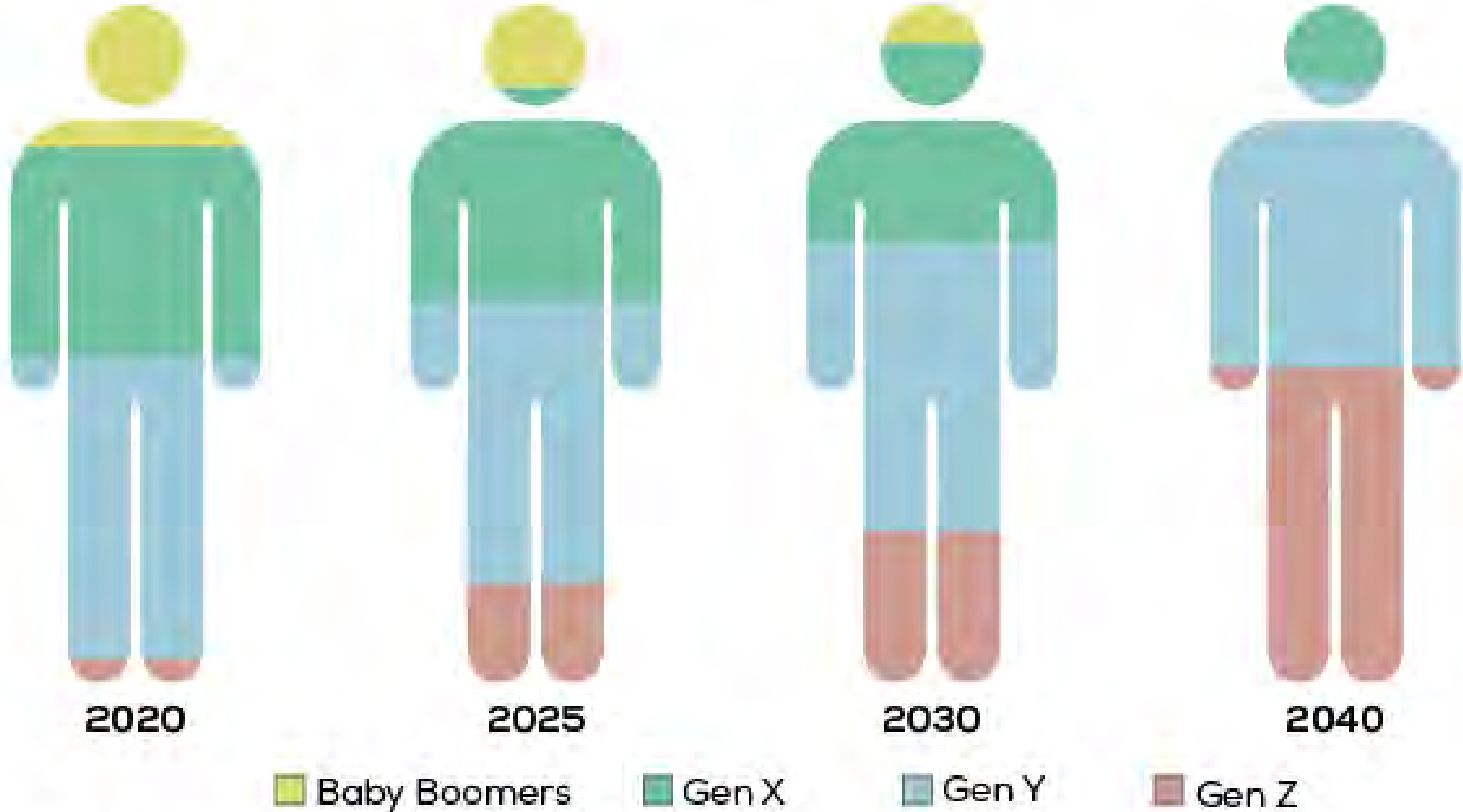
Priority #2



Future of Work



Workforce Percentages







FORTNITE

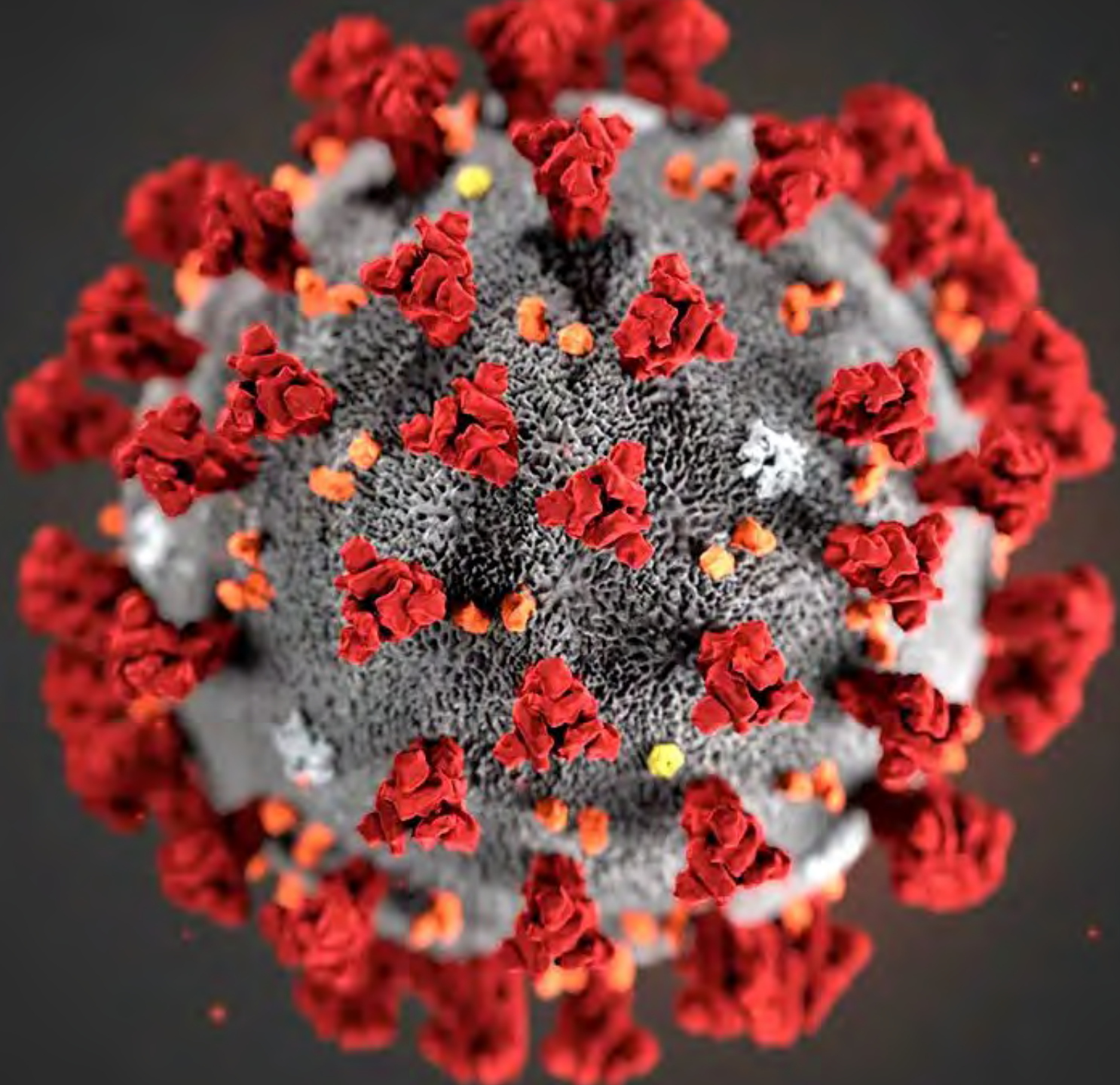




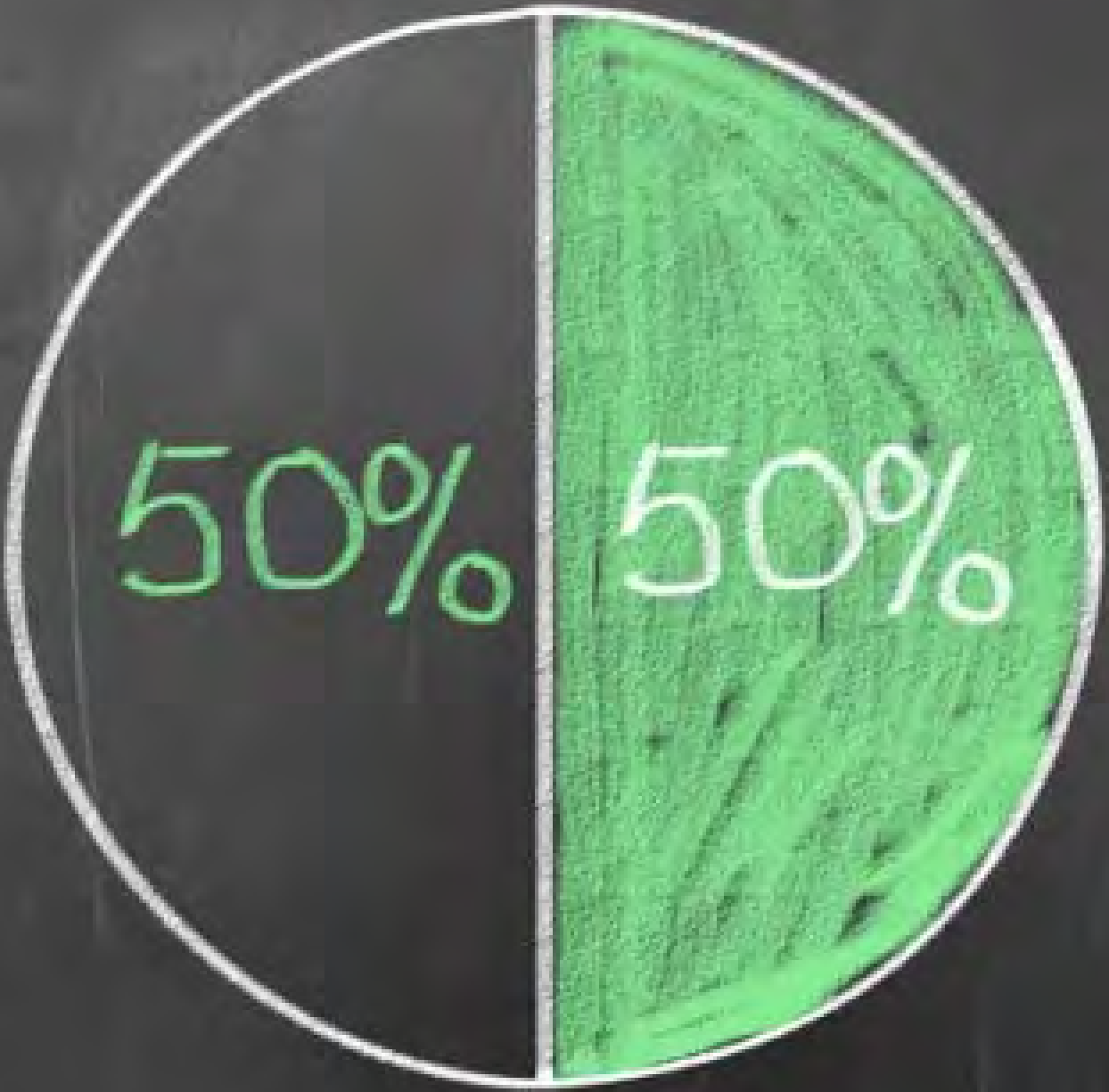


I GOT SKILLS





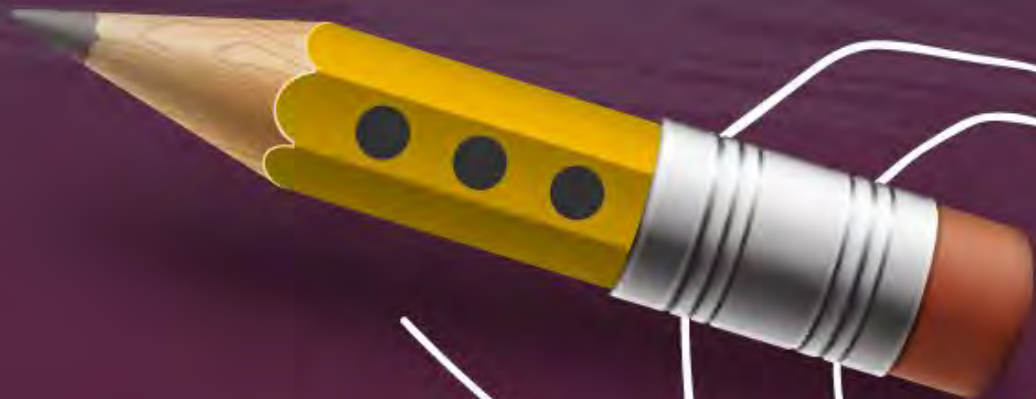
WE'RE CALLING
FOR A
CHANGE

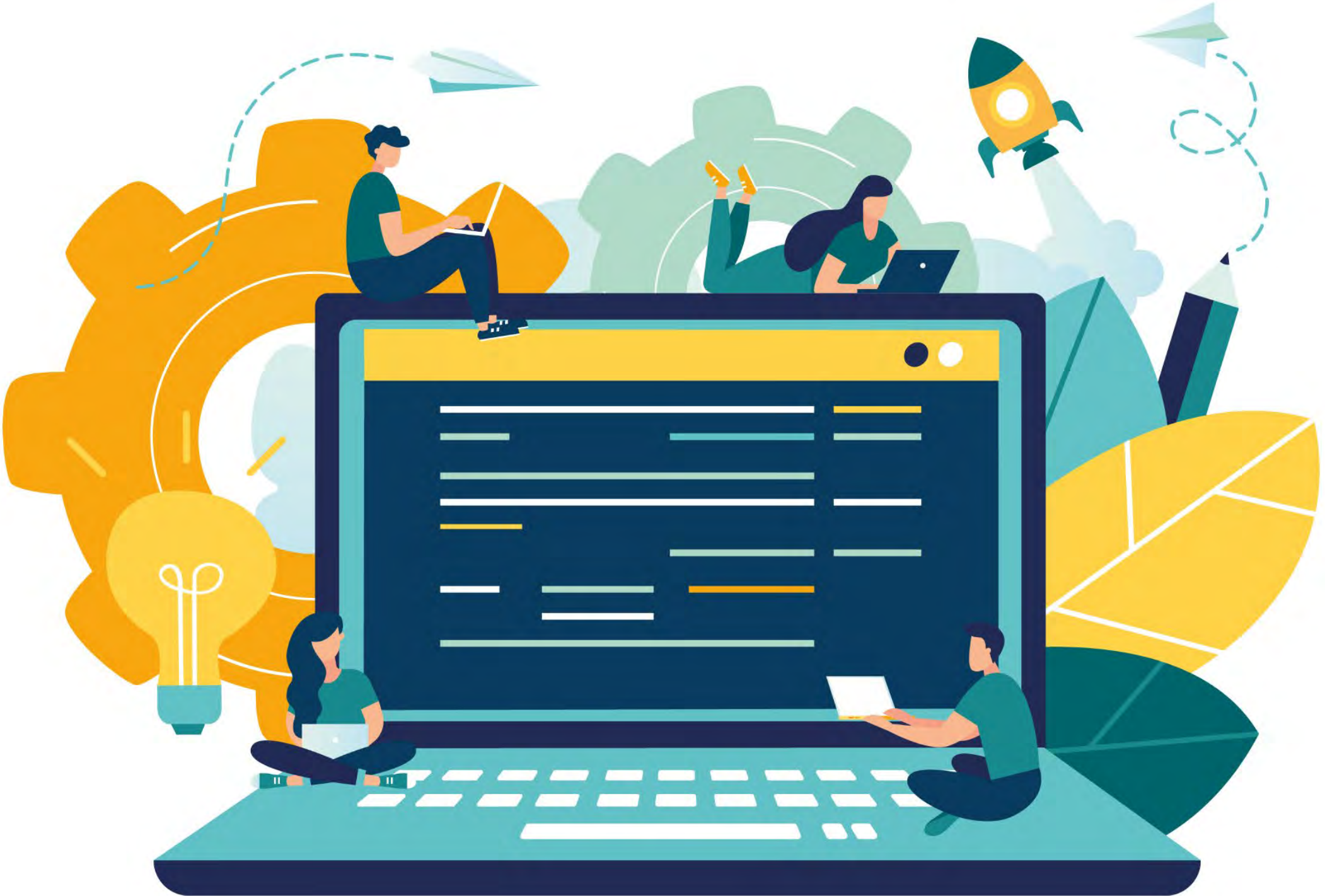


RESULTS

DAY

WITH
SQA





The End