

## **CUSTOMER EXPERIENCE PROJECT PRESENTATION**

### **Strategy and Performance Advisory Committee – 24 June 2014**

Report of Chief Officer Corporate Support

Status: For Information

Key Decision: No

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**This report supports the Key Aim of** improving the key services we deliver to the public

**Portfolio Holder** Cllr. Peter Fleming

**Contact Officer(s)** Amy Wilton Ext. 7280

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**Recommendation to Strategy & Performance Advisory Committee:** That the presentation be noted.

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### **Introduction and Background**

1. The Customer Experience project is one of the Councils corporate projects. Over the last 12 months the Customer Services Manager has represented the Council on the Kent Channel Migration group. The group is made up of 8 Kent authorities, including Sevenoaks District Council and has looked at a number of initiatives for channel migration. Through this work, Sevenoaks District Council has looked at improvements for the existing website for refuse collections and behavioural change methods for Revenues customers.
2. In parallel to this work, the Members Communication group has also carried out some work on identifying improvements to the current website and expressed a need for change with the current website to accommodate far more online services, to provide an improved service to customers, 24/7. It is recognised that by enabling self service options for customers that are willing and able to do so, attention can be given to those customers who still require a more traditional service either face to face or over the telephone, during normal office hours.
3. The Customer Experience project will focus on how we drive those online services forward with a dedicated project team, led by the Customer Services Manager. A presentation will be given to the Strategy and Performance Committee to explain this in more detail.

### **Key Implications**

#### Financial

None arising from the presentation.

Legal Implications and Risk Assessment Statement.

Equality Impacts

Consideration of impacts under the Public Sector Equality Duty:		
Question	Answer	Explanation / Evidence
Does the decision being made or recommended through this paper have potential to disadvantage or discriminate against different groups in the community?	No	Not applicable.
a. Does the decision being made or recommended through this paper have the potential to promote equality of opportunity?	No	
What steps can be taken to mitigate, reduce, avoid or minimise the impacts identified above?		..

**Background Papers:** None.

**Jim Carrington-West**  
**Chief Officer Corporate Support**