

# **Customer Experience**



### Background



Kent Channel Migration project – 8 Kent authorities, including SDC



BDO Consultants – Behavioural Change



mySociety – Refuse collections – SDC website













SDC residents show a high propensity to self serve

• 43% of SDC residents are happy to communicate with the Council through the Internet

 Phone is not the preferred contact method for the primary population groups within the Sevenoaks District

\* Source: KCC Mosaic data



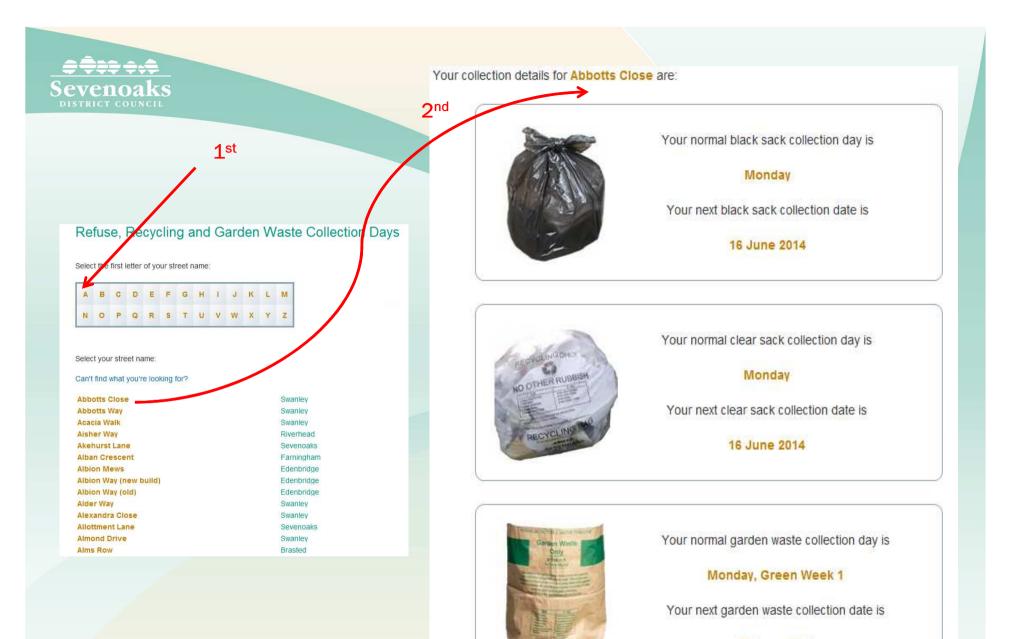
#### Website user survey to find "rubbish" information

Road	Town or Parish	Household Refuse & Recycling Day	Garden Waste Day	Garden Waste Week
Abbotts Close	Swanley	Monday	Monday	1
Abbotts Way	Swanley	Thursday	Thursday	1
Acacia Walk	Swanley	Wednesday	Wednesday	1
Aisher Way	Riverhead	Friday	Friday	1
Akehurst Lane	Sevenoaks	Thursday	Wednesday	1
Alban Crescent	Farningham	Wednesday	Wednesday	2
Albion Mews	Edenbridge	Tuesday	Tuesday	2
Albion Way (new build)	Edenbridge	Tuesday	Wednesday	2
Albion Way (old)	Edenbridge	Tuesday	Tuesday	2
Alder Way	Swanley	Wednesday	Wednesday	1
Alexandra Close	Swanley 1 A SS	Tuesday	Wednesday	1
Allottment Lane	Sevenoaks	Wednesday	Wednesday	1

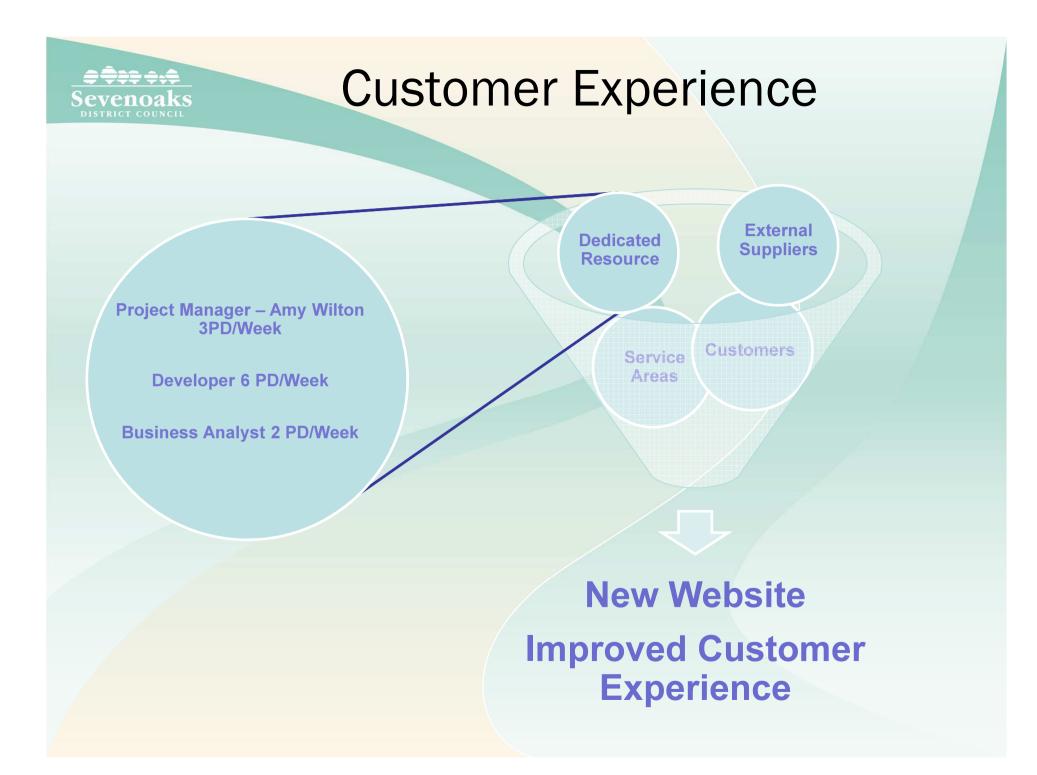
Domestic Refuse and Recycling Rounds - Alphabetical by Road







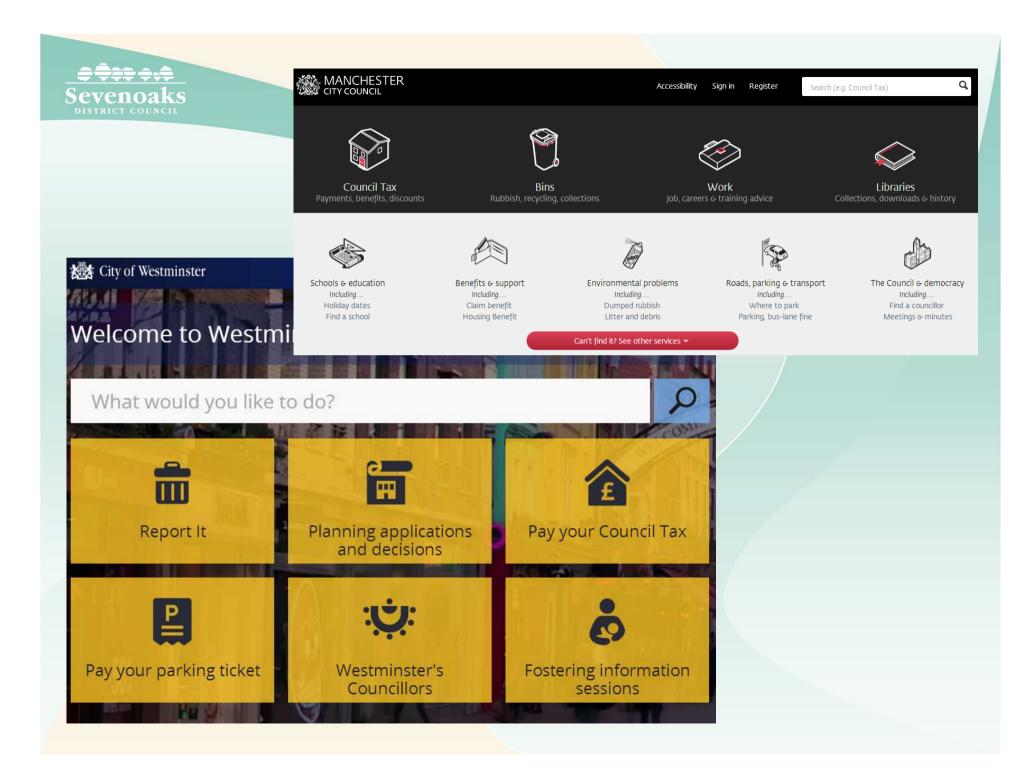
23 June 2014





#### Members Communication Working Group

- Customer focused website online services 24/7
- Customer log in
- Responsive website mobile
- Better access to information/systems for front line staff
- SDC Apps





### Next steps

- Talk to suppliers
- Identify services to be included
- Delivery





## **Questions/Feedback**