

# Customer Experience

# Background



Kent Channel Migration project – 8 Kent authorities, including SDC



BDO Consultants – Behavioural Change



mySociety – Refuse collections – SDC website





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- 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

Domestic Refuse and Recycling Rounds - Alphabetical by Road

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	Tuesday	Wednesday	1
Allottment Lane	Sevenoaks	Wednesday	Wednesday	1





Find a Service

Do it online

News

Contact us

### Buckhurst 2 car park consultation

Comment on proposals increase parking: 5 to 26 June

### Parking proposals

Have your say on our plans

### Refuse collection

View your collection days

### Planning

Try our online services

### Council Tax

How to pay



### Find a Planning Application

Enter a reference or an address



[More about planning applications](#)

### Refuse, Recycling and Garden Waste Collection Days

Select the first letter of your street name:

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

Select your street name:

Can't find what you're looking for?

- |                        |            |
|------------------------|------------|
| <b>Abbotts Close</b>   | Swanley    |
| Abbotts Way            | Swanley    |
| Acacia Walk            | Swanley    |
| Aisher Way             | Riverhead  |
| Akehurst Lane          | Sevenoaks  |
| Alban Crescent         | Farningham |
| Albion Mews            | Edenbridge |
| Albion Way (new build) | Edenbridge |
| Albion Way (old)       | Edenbridge |
| Alder Way              | Swanley    |
| Alexandra Close        | Swanley    |
| Allotment Lane         | Sevenoaks  |
| Almond Drive           | Swanley    |
| Alms Row               | Brasted    |

Your collection details for **Abbotts Close** are:

2<sup>nd</sup>



Your normal black sack collection day is

**Monday**

Your next black sack collection date is

**16 June 2014**



Your normal clear sack collection day is

**Monday**

Your next clear sack collection date is

**16 June 2014**



Your normal garden waste collection day is

**Monday, Green Week 1**

Your next garden waste collection date is

**23 June 2014**



# Customer Experience



## 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



Council Tax

Payments, benefits, discounts



Bins

Rubbish, recycling, collections



Work

Job, careers & training advice



Libraries

Collections, downloads & history



Schools & education

Including...  
Holiday dates  
Find a school



Benefits & support

Including...  
Claim benefit  
Housing Benefit



Environmental problems

Including...  
Dumped rubbish  
Litter and debris



Roads, parking & transport

Including...  
Where to park  
Parking, bus-lane fine



The Council & democracy

Including...  
Find a councillor  
Meetings & minutes

Can't find it? See other services

# Welcome to Westminster

What would you like to do?



Report It



Planning applications  
and decisions



Pay your Council Tax



Pay your parking ticket



Westminster's  
Councillors



Fostering information  
sessions

# Next steps

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



# Questions/Feedback