

CUSTOMER EXPERIENCE PROJECT

Strategy and Performance Advisory Committee 7 October 2014

Report of Jim Carrington-West, Chief Officer Corporate Support

Status: For Information

Key Decision: No

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 x7280

Recommendation to Strategy and Performance Advisory Committee

That this report be noted

Background Information

- 1 The Customer Experience project is one of the Councils key 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 Communications working 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 Since attending this committee in June, the Customer Services Manager has written a brief for a new website covering technical requirements. This was circulated to the Members Communications working group and feedback from Members indicated that further work was required on the design and branding elements. Cllr. Miss Stack will give a presentation on how this work will progress at this committee meeting.
- 4 The Customer Service Manager will continue looking at self service options for processes and working with the appropriate service departments to progress these forward in the coming weeks.

Key Implications

Financial

None.

Legal Implications and Risk Assessment Statement.

Equality Impacts

Consideration of impacts under the Public Sector Equality Duty:		
Question	Answer	Explanation / Evidence
a. 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.
b. Does the decision being made or recommended through this paper have the potential to promote equality of opportunity?	No	
c. 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