



Here's what's been going on with the team this autumn

As ever we are busy with project work, in this newsletter we have highlighted two of our current projects with **Ashford** and **Tunbridge Wells** but there are many more that can be found on our [workplan](#).

We have also had project kick off meetings for a number of new projects including developing an online knowledge test for Swale and carrying out a website review for Tonbridge and Malling who have recently joined the partnership.

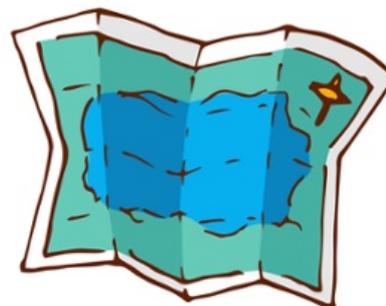
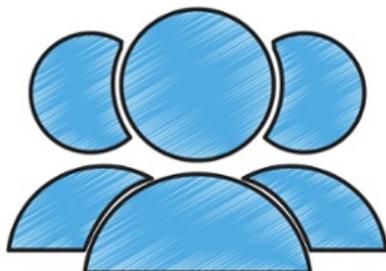
Our workshop on Business Process Capture and Redesign on 2nd Nov is proving popular so don't forget to book a place. The next KCSG meeting is on 13th Nov when we will be joined by Joe Colombeau from the GLA to discuss the benefits and challenges of Open Data.

Ashford process capture and redesign

We have been assisting Ashford Borough Council with the capture of critical processes within the different Housing teams.

Through engagement with service representatives, SDS has been able to define and map out the current processes in place from the point a customer contacts the Council regarding a housing service, to completion of the task.

A good customer
experience



is all about the
journey

Now that the processes have been digitally mapped out, and once the validation of each process is complete, SDS will review each of the processes and make recommendations for ways to improve them. The focus will be to enhance the customer experience as well as enable

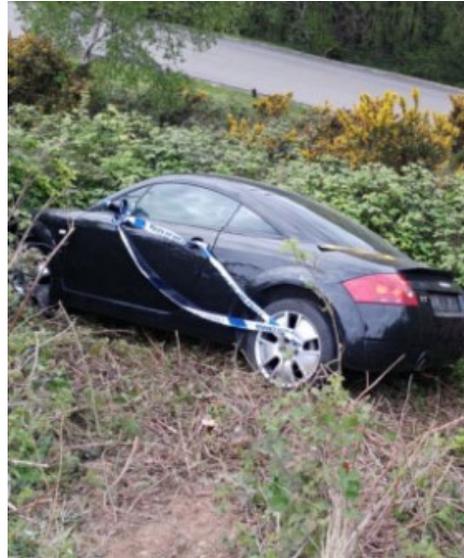
Tunbridge Wells Discovery Phase Work

The SDS team have commenced discovery work on behalf of the Tunbridge Wells Digital Team.

We will be holding a workshop to engage with service representatives to define and map out the current 'as is' process for Abandoned Vehicles and Fly-tipping.

SDS will then carry out user experience research to capture user needs and compile both internal and external requirements before prioritising the needs accordingly.

The existing processes will then be reviewed before providing the Tunbridge Wells Digital team with a new service design to ensure that the service is meeting both user and business needs.



SDS Workshop: Business Process Capture and Redesign

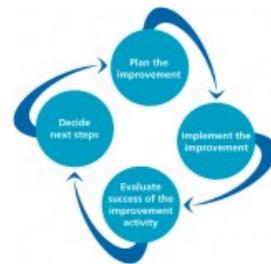
We are looking forward to seeing lots of you at our workshop on the 2nd November in Sevenoaks.

At this workshop we will be explaining how to capture current processes, analyse these and design improved end to end processes, sharing helpful tools from LEAN Methodologies along with handy templates and tips you can use when carrying out your own process reviews and service redesigns.

This workshop is free to all our partners. If your organisation is not currently an SDS Partner but you would like to attend please let Catherine know. Space is limited to 30 people so we have to set a maximum attendance of three people per authority.

If you would like to book a place please go to:

https://bookwhen.com/sds_workshops



Projects and Research

Our full project programme is available to [download here](#).

If you have any upcoming projects you would like help with, we would be happy to discuss them.

Project Title	Project Description	Partners	Start	End	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
1. Redesign Customer Services Process Review	Review Contact Centre and Hearing Team processes, identifying areas for automation and streamlined process redesigns	Applied	Domonic Taylor-Langley										
2. Automated Initiatives and Reporting Service Redesign	Redesign with staff to map out the current 'as is' process, followed by user experience research and then engaging a new 'to be' process that meets both user and business needs.	Tunbridge Wells	Domonic Taylor-Langley										
3. New and Best Online Form Review	Review feedback generated from the online forms, to test usability with users and make recommendations for improvements to help reduce telephone calls and visits.	Shirley	Jane Haselden										
4. Top 100 Project Support	Supporting work for the data that makes up the Kent and South East and infrastructure Performance (SPE) to be more open, accessible, transparent and interactive at the local level.	East Chislehurst Council	Jane Haselden										
5. Redesign Customer Service Channel	Research and evaluate potential solutions to access (education or reducing the length of numerical contact), pushing UK and local systems, best practices and reviewing a working 'to be' process solution.	Unacademy (Shirley and Maidstone)	Domonic Taylor-Langley										
6. Website Review	Review current website, carry out user testing and suggest recommendations for improvement based on user needs and current best practice.	Tunbridge and Hoving	Jane Haselden										
7. Online Knowledge Base	Developing an online knowledge base for local officers user testing and training staff on how to use the software.	Wells	Jane Haselden										
8. Data Review	To assess with the development of an applied information strategy and related plans for use in business, service review, delivery and monitoring, recommending best ways forward to ensure a framework for the development of the current 'to be' process is in place.	East Chislehurst Council	Jane Haselden										
9. Website Redesign	Supporting the review and redesign of the website to ensure it meets the needs of the user and is accessible.	Wells	Jane Haselden										

KCSG meeting: Monday 13th November

Looking forward to seeing you all at the next Kent Customer Service Group on 13th November 10.00 – 12.00 in the HR Training Room , Maidstone House, King Street, Maidstone ME15 6JQ.



Joe Colombeau from the GLA will be joining us to share the work the GLA are doing with the London Datastore and discuss the benefits and challenges of Open Data.

Please let Catherine know if there is anything else you would like to see on the agenda for this meeting and do let any colleagues know who may wish to join us.

If you need to contact us, details are below:

Catherine Bright SDS Team Manager
Catherine.Bright@TunbridgeWells.gov.uk
 Jane Haselden SDS Digital and Website Consultant
Jane.Haselden@TunbridgeWells.gov.uk
 Dom Taylor-Langley SDS Business Analyst
Domonic.Taylor-Langley@TunbridgeWells.gov.uk

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