



## Welcome to the latest edition of the SDS newsletter

We hope you are all keeping safe and well.

It was great to see lots of you at the Kent Connects Future Workplaces event last month. We enjoyed a brief spell of 'hybrid' working but are back to working from home again now, hiding our blankets from the cameras!

Remote working hasn't slowed down any of our projects. Over the autumn we really enjoyed our [regular online process mapping sessions](#) with the customer services team at Ashford Borough Council. In total we captured 45 environmental services processes that the team are working to improve. We are now doing a similar project for Tonbridge and Malling Borough Council and so far, we have learnt lots about the process for dealing with stray dogs, taxi licences and abandoned vehicles.

It has been great to meet so many staff and councillors at our ['introduction to digital accessibility' sessions](#). This live and interactive hour session has proved very popular, and many participants have gone on to complete our e-learning courses on accessibility. We are still working to develop these courses further with Kent Connects and hope to be able to test the updated versions with you in the New Year.

On the topic of accessibility, we have recently completed two projects user [testing online forms](#) for Tandridge and Waverley, looking specifically at how to make these accessible for

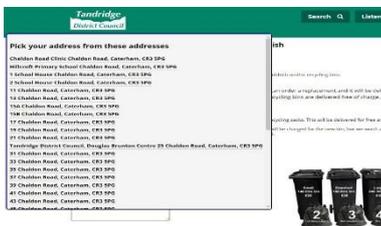
the widest possible audience. We have also built a [new accessible website](#) for Kent Housing Group to support Kent Landlords.

It has been an exciting lead up to Christmas for us as we have welcomed Owen to the team. Owen is working hard to promote our services (you may have seen some more twitter action from us recently) and support Jane and I with the projects we are working on. Our work programme for next year is taking shape already so if there are any projects you would like us to assist with please do get in touch.

We are looking forward to working with you in 2022 and wish you all a very happy and healthy New Year.

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## Blog posts



### [User testing online forms for accessibility](#)

Both Waverley Borough Council and Tandridge District Council required some user testing on their waste forms.



### [New support website for Kent landlords](#)

Kent Housing Group recently won a bid from Kent County Council to support landlords who are suffering rent arrears problems that have built up as a result of the Covid-19 pandemic.



### [Introductory sessions to digital accessibility](#)

Many of our partner organisations have been working hard to create a culture of accessibility throughout their organisations.



### [Environmental Services process capture project](#)

Many changes have taken place over the last few years and so the aim of this project is to explore whether current processes are still fit for purpose, whether they can be digitised or indeed whether they are still needed.

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We are here to help, please get in touch:

**Catherine Bright**

SDS Team Manager

[Catherine.Bright@TunbridgeWells.gov.uk](mailto:Catherine.Bright@TunbridgeWells.gov.uk)

**Jane Haselden**

SDS Digital and Website Consultant

[Jane.Haselden@TunbridgeWells.gov.uk](mailto:Jane.Haselden@TunbridgeWells.gov.uk)

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