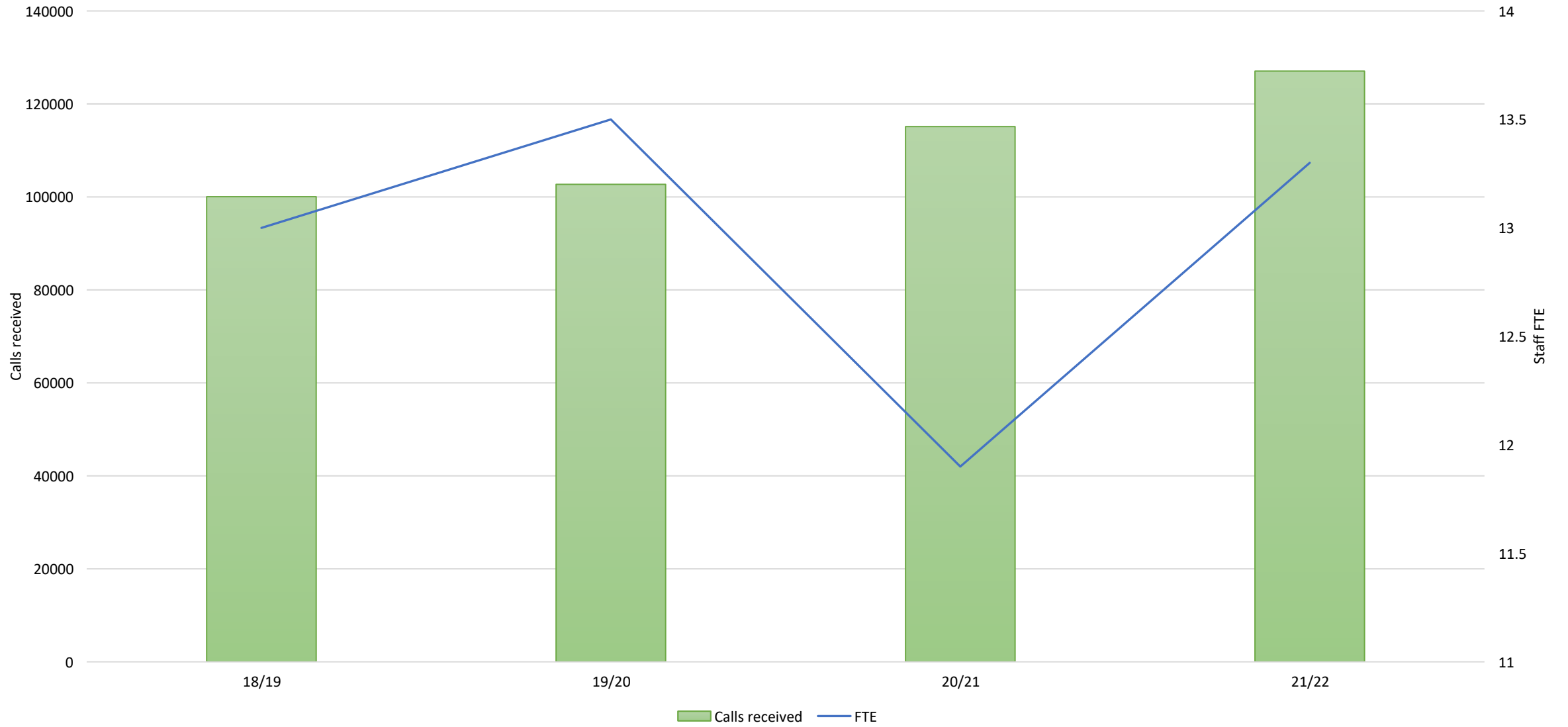


# Customer Insights Update

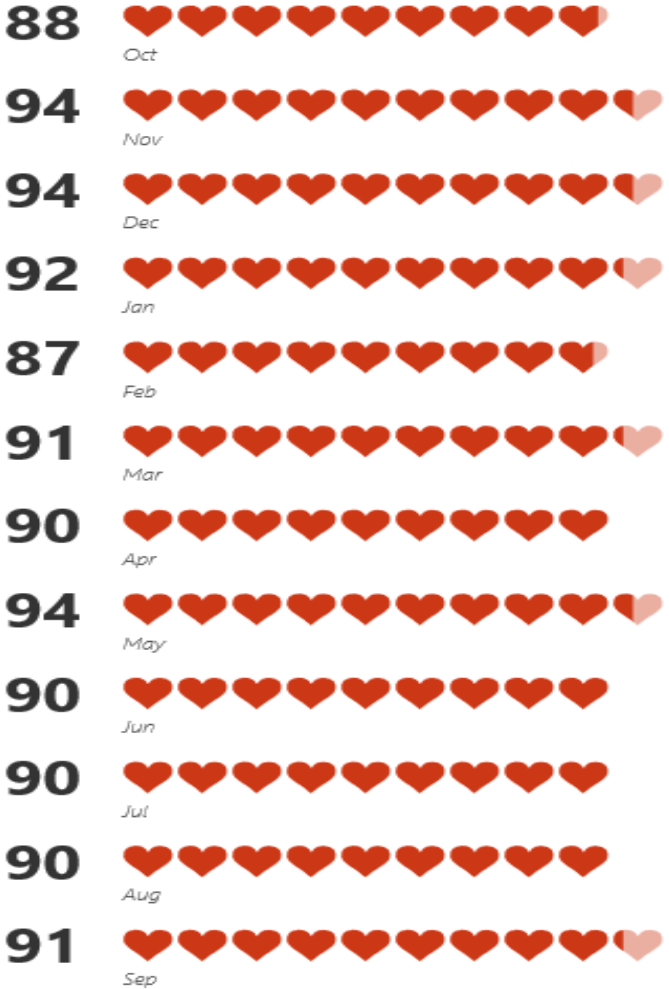
Improvement and Innovation Advisory Committee  
4 October 2022

Amy Wilton  
Head of Information and Customer Solutions

## Customer Solutions

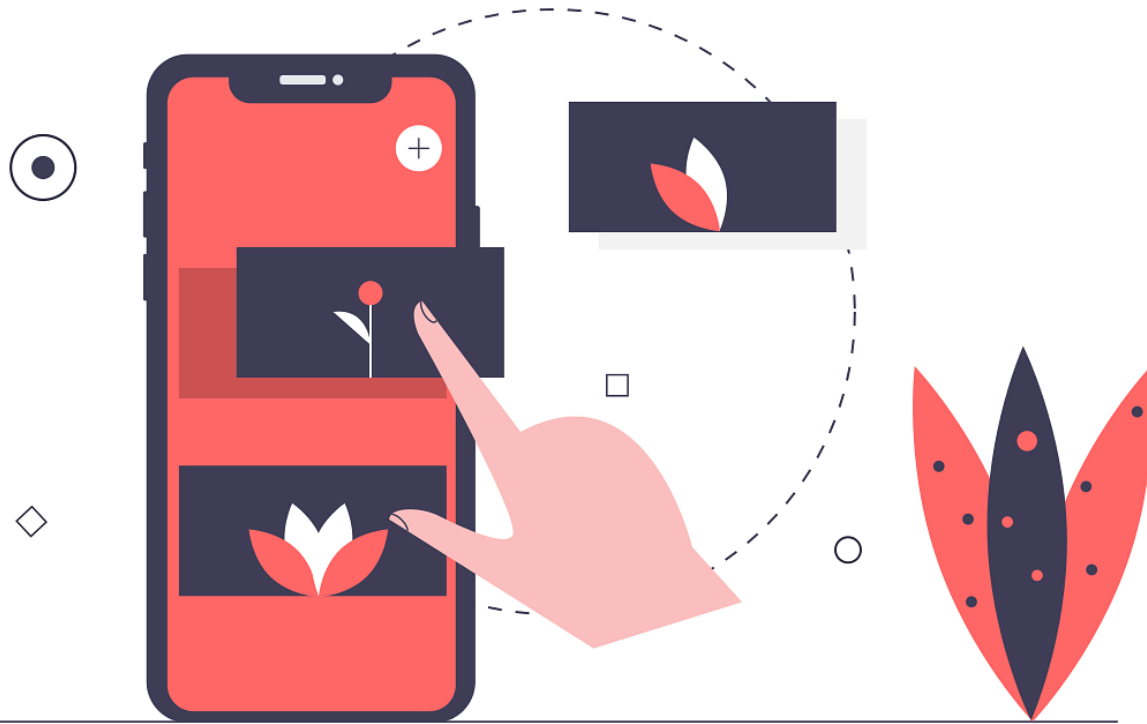


# CUSTOMER SATISFACTION %

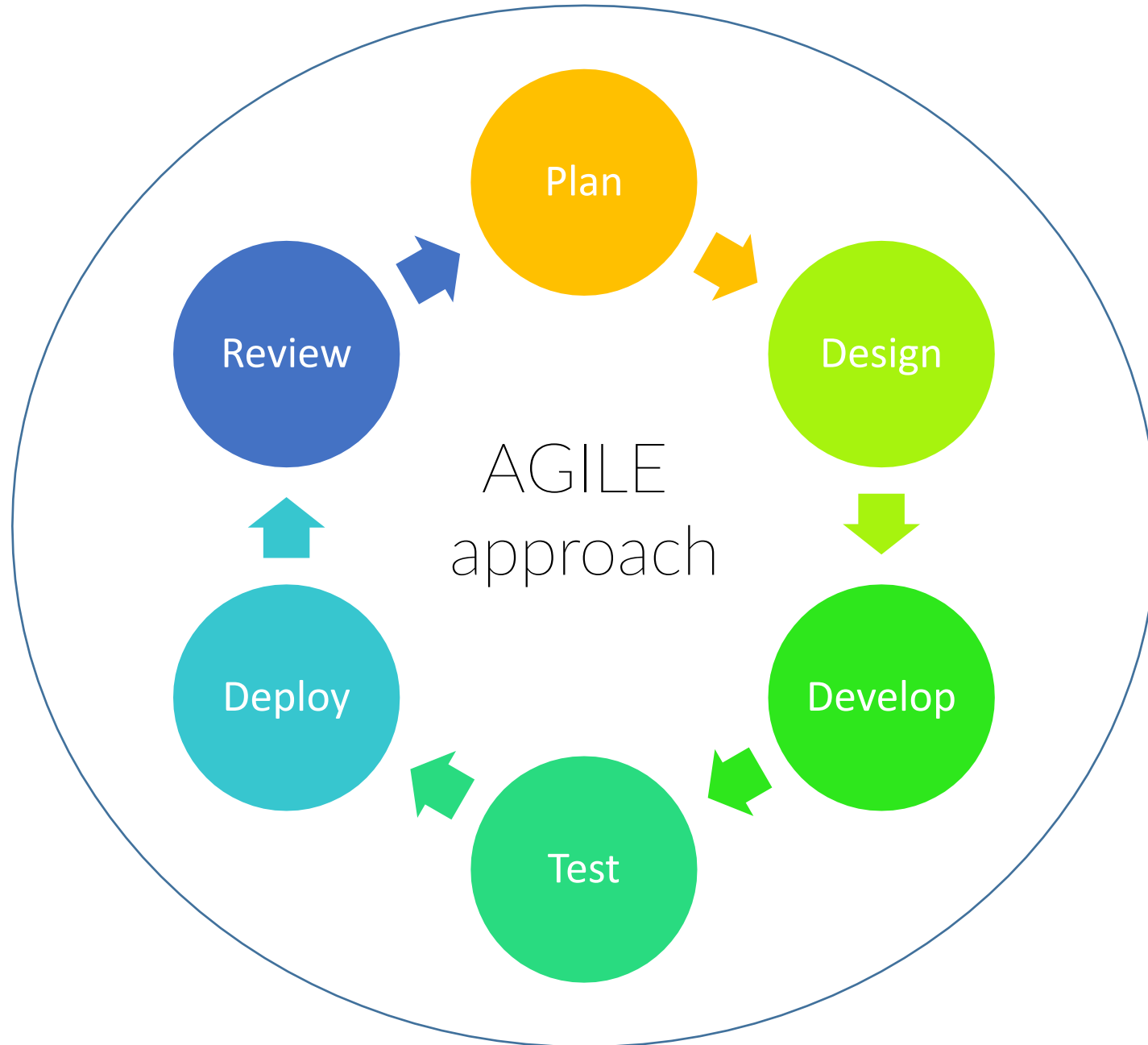


Average for year

## 'low code' technology



- Simple
- Quick
- Customer focused
- Agile



## Work completed so far...

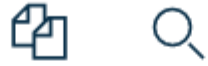


- Report a missed waste collection
- Report a missed sack delivery
- Clinical waste collection
- Report a fly-tipping
- Abandoned vehicles
- ['Find my bin day'](#) search tool



**Sent 7000+ texts to residents about refuse changes**

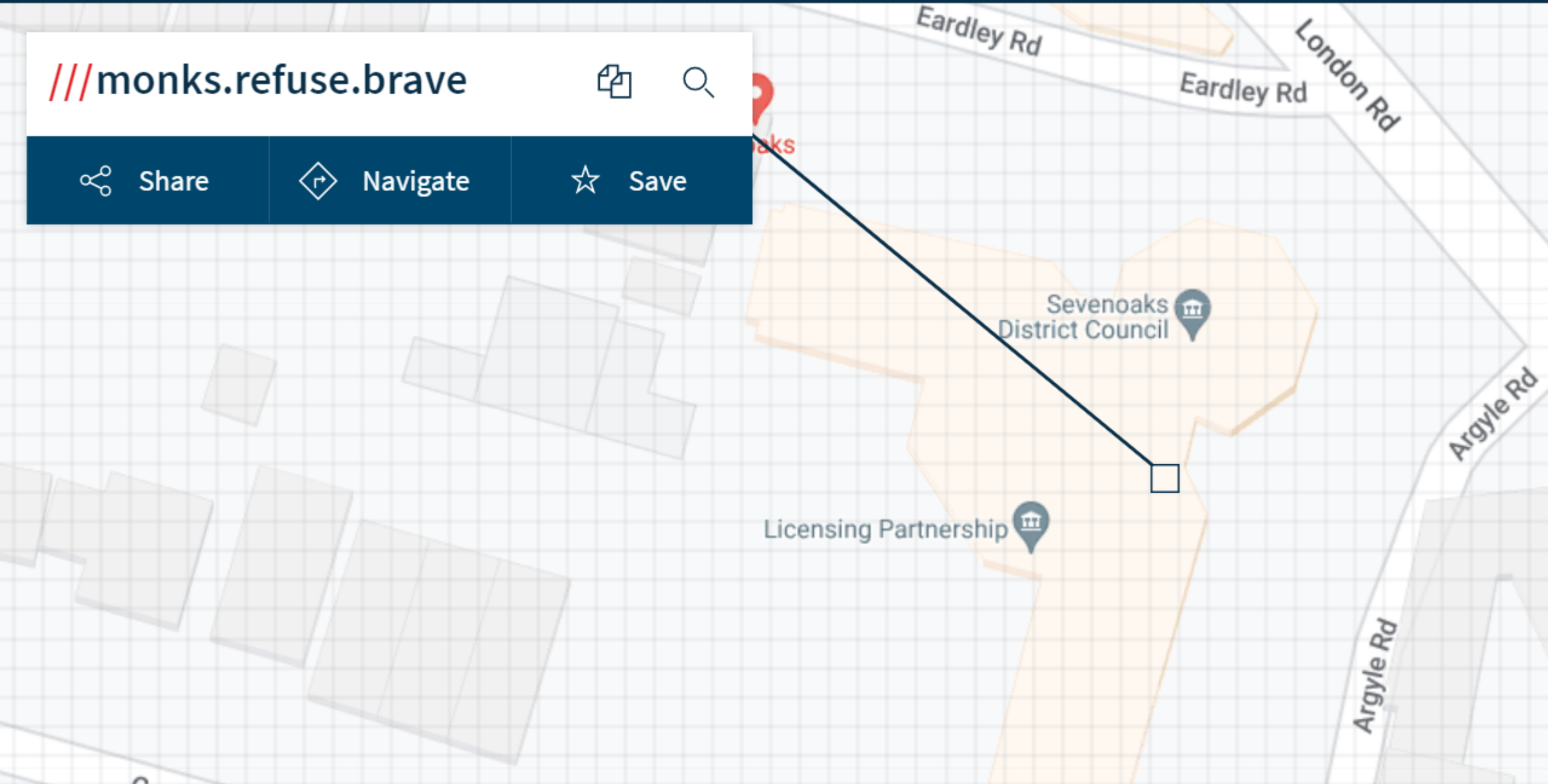
///monks.refuse.brave



 Share

 Navigate

 Save







Coming soon...



Bulky waste booking and online payments



Garden Waste booking system

## Future focus...

Utilise customer data:

- Contact data
- Customer feedback
- Customer satisfaction
- User research



Inform future priorities and build a road map for development