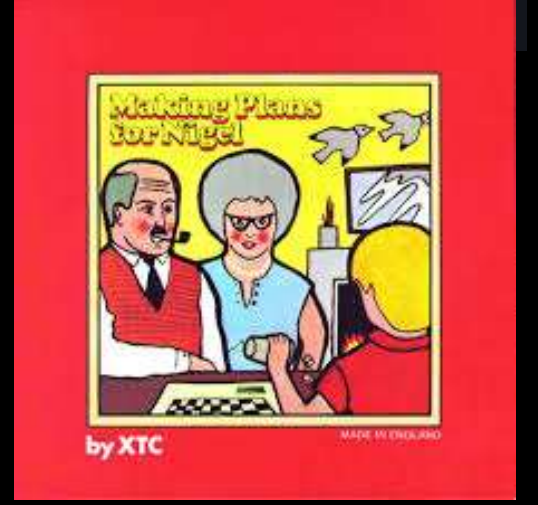




The Changing Face of Customer Experience

Nigel Lomas

1978



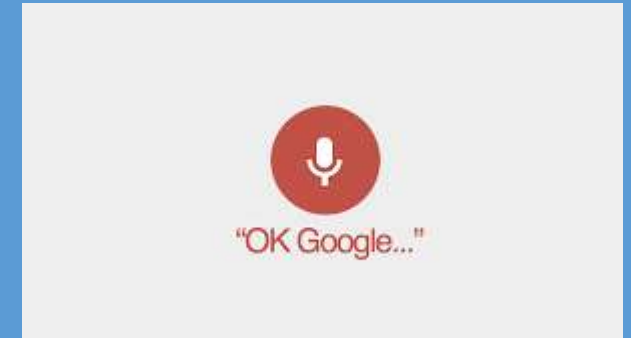
2000s



2010S

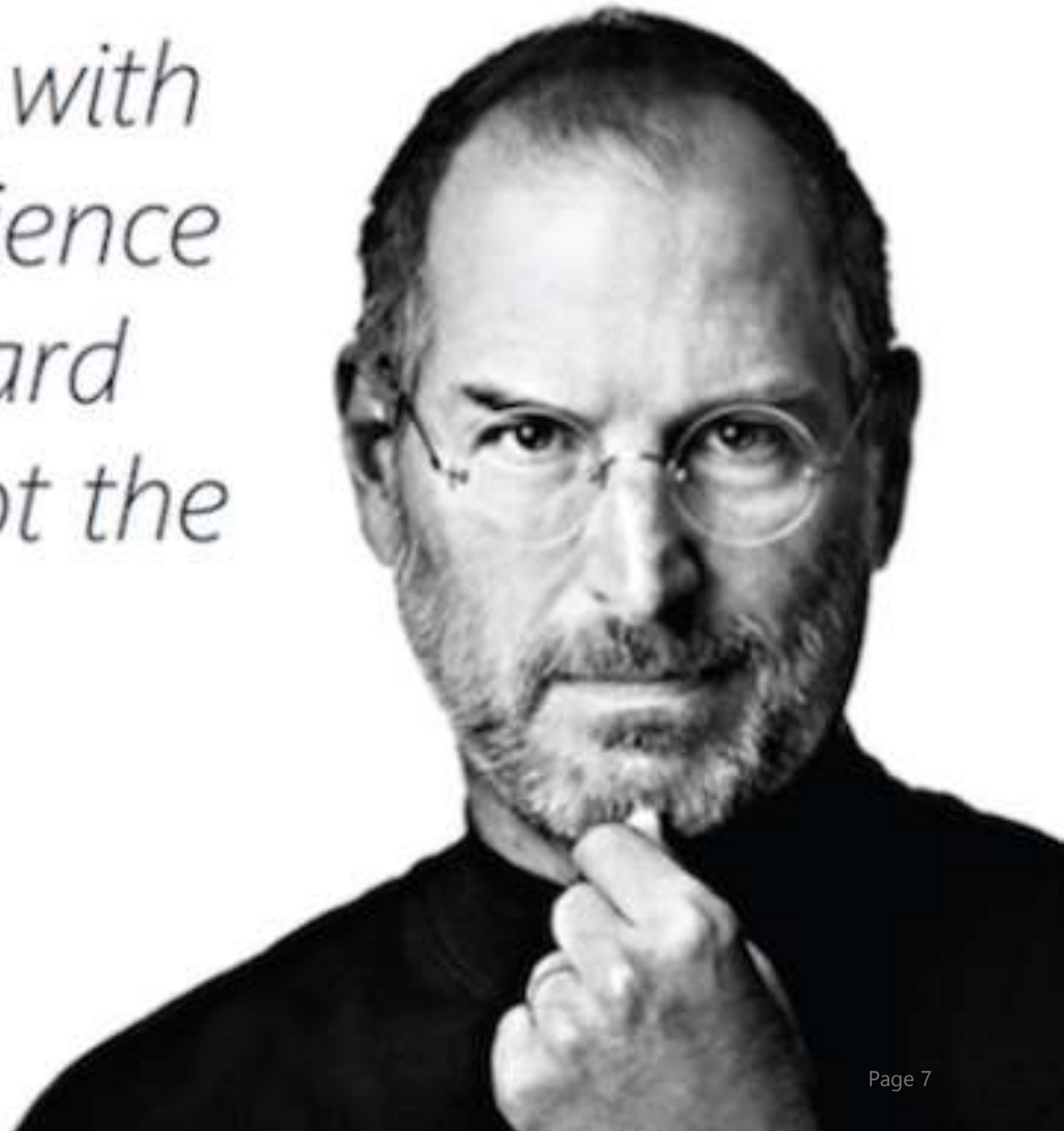


2016s



"You've got to start with the customer experience and work back toward the technology – not the other way around"

Steve Jobs



counter services

Remember this?





Driver & Vehicle
Licensing
Agency

 GOV.UK

[Home](#) > [Driving and transport](#) > [Tax discs, car tax and SORN](#)



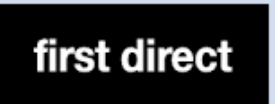




Service

Car tax: get a tax disc for your vehicle

Buy or renew your tax disc (vehicle licence) online - get tax for your car, motorbike, lorry, bus or other vehicle that needs a tax disc.

[Start now >](#)

on the DVLA website

Website	Function	What can we do with it
	Watching Bidding Rating	Choice based lettings on housing. Where Citizens can search for a property, be altered where one comes in which matches their criteria. Rate council services and offer feedback.
	Suggests Prime	Where someone moves house can we suggest additional discretionary services; bins, leisure centres, public transport. Prime; adds value to services on a subscription service.
	Secure	Customer Accounts for Revenues and Benefits. Online payments for various services.
	Videos Comments	Provide videos of common repairs and issues with Council housing stock. For example repressuring a boiler or tips on solving condensation
	Results Discussion	Election results using graphic representation Discussion around consultation documents
	Trends	Learns about who is looking at the website. So can notify of things that match a profile; Bin collection days, housing stock, jobs, planning applications.
	Signposts Partners	Single website which uses partners for organisations such as AMLO's, Leisure Services, and pest control

What do your customers want from the Council ?

- Need help
- Complain
- Ask why ?
- Pay a bill you sent them

Hazard **Hazard Location** Cancel



My Hazards Edit



FillThatHole.org.uk



Not Submitted



Runcorn Road, Warri... >
Pothole



14 Acacia Avenue,... >
Uneven manhole or drain

Submitted



2-82 Byrefield Rd,... >
Pothole

What could your customers do with the Council ?

- Home improvements
- Get involved
- Buy a new service
- Do you already know what they want ?

Recycling and Waste

Our Recycling and Waste service deals with all aspects of household waste and collection, as well as offering a commercial waste service to businesses in the area.



Find your bin day



What goes in each bin



New or replacement bin



Bulky item collection



Report a missed bin



Garden waste service



Commercial waste



Collection information

Keeping Aylesbury Vale clean

How you can help us keep the district a clean and pleasant place to live.

[» Read more](#)

Recycling textiles

Recycling banks for textiles, clothes and shoes, and books, CDs and DVDs.

[» Read more](#)

Recycling and Waste FAQs

Frequently asked questions about the recycling and waste service

[» Read more](#)

Clinical Waste Disposal

Arranging collection of medical or clinical

Household Recycling Centres (HRC)

Find out where they are, opening times and

Hazardous waste

[» Read more](#)



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Over the Bank Holiday periods, collections to your Garden Waste bin will change. Find out more on the ['Find your bin day'](#) page.

Press **F11** to exit full screen

AVDC Web Chat

Webchat - form

To request a web chat, please fill in your details below

First Name:*

Last Name:*

Email Address:*

Telephone:

Postcode:

Subject:*

- Please select an option - ▼

(*required)

Request Chat





Thank you