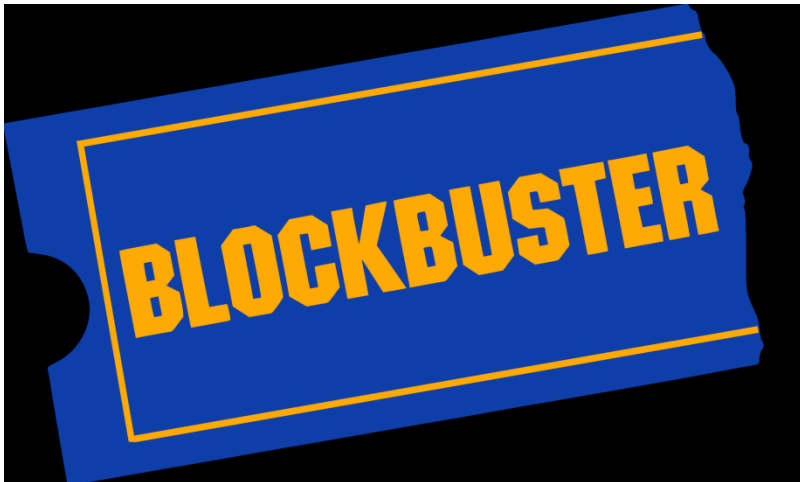




# Working with your customers

Andrew Stevens – Head of Shared Services







Spend a lot of time talking to customers face to face. You'd be amazed how many companies don't listen to their customers.

**- Ross Perot -**

**IF I HAD ASKED MY  
CUSTOMERS WHAT  
THEY WANTED, THEY  
WOULD HAVE SAID A  
FASTER HORSE.**

- Henry Ford





# How to listen.....

- ☐ Complaints
- ☐ Back to the floor
- ☐ Customer Insight
- ☐ Look **AND** listen









**Learn**



**Adjust**



**Do**





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# Eye Tracking





# Design principles...

- 8 second rule
- Multiple page rule
- Boxes
- Bullet points
- Numbers
- Signatures



Date: 17th December 2015  
Our ref: HS TEMP00000530  
Your ref: NI  
Email: [benefits@thanel.gov.uk](mailto:benefits@thanel.gov.uk)

TEMP00000530

Mr Test Tester  
10 Test Avenue  
Mill Lane  
Margate  
CT9 1XZ

Please tell us if your circumstances change you do not, and we pay you too much benefit we may take legal action against you. You can tell us online at [www.thanel.gov.uk/benefits](http://www.thanel.gov.uk/benefits)

Dear Mr Tester,

**Information I need for your Housing Benefit/ Council Tax Support**

**Your Housing Benefit has been suspended**

Thank you for telling me about a change in your circumstances. I need more information from you before I can make a decision.

Please supply the following:

- Proof of income

I need this information by 01.08.2016 or any Housing Benefit and Council Tax Support may be suspended.

You must provide proof to support your change.

The quickest and easiest way to do this is online by supplying clear scanned or photographic images at [www.thanel.gov.uk/proof](http://www.thanel.gov.uk/proof)

If you have not got access to the internet please post it to the address below.

Yours sincerely,

On behalf of  
Miss A Robson  
Payments Officer

Benefit Payments Service  
Director of Shared Services:  
Dominic Whelan  
Email: [Benefits@thanel.gov.uk](mailto:Benefits@thanel.gov.uk)  
Fax: 01843 577532  
DX: 30555 (Margate)  
Telephone calls may be monitored

Thanel District Council  
PO Box 9  
Cecil Street  
Margate  
Kent  
CT9 1XZ  
01843 577000  
[www.thanel.gov.uk](http://www.thanel.gov.uk)



Date: 17th December 2015  
Our ref: HB TEMP00000530  
Your ref: N  
Ask for: Benefits Service  
Direct dial: 01843 577733

TEMP00000530



Mr Test Tester  
10 Test Avenue  
Mile Lane  
Margate  
CT9 1XZ

Please let us if your circumstances change, if you do not, and we pay you too much benefit, we may take legal action against you.  
You can tell us online at [www.thanet.gov.uk/benefits](http://www.thanet.gov.uk/benefits)

Dear Mr Tester,

Information I need for your Housing Benefit/ Council Tax Support

Your Housing Benefit has been suspended

Thank you for telling me about a change in your circumstances. I need more information from you before I can make a decision.

Please supply the following as soon as possible:

- Proof of income

Please supply original documents, however we can accept scanned or photographic images if they are clear and can be read easily.

I need this information by 17th January 2016. If any Housing Benefit and Council Tax Support may end, if you are unable to provide the information, we will stop your Housing Benefit and Council Tax Support.

Please keep this letter as a reminder.

Yours sincerely,

On behalf of

Sarah Business Support Officer

Benefits Payments Service  
Director of Shared Services  
Councils Whelan

Thanet District Council  
PO Box 9  
Cecil Street  
Margate  
Kent

Date: 06/12/2015  
Your ref: Account 8800000734, Invoice 0110000074  
Ask for: Corporate Income Team  
Direct dial: 01843 577 550



Miss D J Test  
603 Auckland Drive  
Birmingham  
B36 0SN

Dear Miss Test,

### Recovery of Housing Benefit Overpayment

Account: 8800000734

Invoice number: 0110000074

Amount: £1,000.00

Your Housing Benefit has been overpaid.

Please complete the enclosed Income & Expenditure form and return it to the Council as soon as possible, or alternatively, you can ring the Corporate Income Team on 01843 577 550 to arrange this review.

It is important that you contact us and complete the enclosed form so that your current circumstances are considered when setting up a new claim.

If you have any questions, please ring The Corporate Income Team on 01843 577 550.

Yours sincerely,

  
Sarah Business Support Officer

Revenues & Benefits Service  
Director of Shared Services  
Councils Whelan

Email: [bbincome@bkservices.org](mailto:bbincome@bkservices.org)  
Fax: 01843 577 532  
Telephone calls may be monitored

Thanet District Council  
PO Box 9  
Cecil Street  
Margate  
Kent  
CT9 1XZ

01843 577 000  
[www.thanet.gov.uk](http://www.thanet.gov.uk)



Reason for Bill: New Year Billing

# COUNCIL TAX BILL 2016/2017

Thanet District Council  
Council Offices,  
P.O. Box 9  
Cecil Street, Margate,  
Kent CT9 1XZ



For contact details please see overleaf.

Mr A Test  
1 Test Road  
Test Town  
Test County  
AB1 2CD

Date issued: 29 February 2016

Address of property giving rise to charge:  
1 Test Road  
Test Town  
Test County  
AB1 2CD

Property Valuation Band: A

Account Reference: 1234567890

Property Reference: 123456780

Council Tax for your Property's Valuation Band		%Change
Kent County Council	£712.44	+2.0
The Police and Crime Commissioner for Kent	£96.19	+2.0
Thanet District Council	£139.98	+0.0
Kent & Medway Fire & Rescue Authority	£46.20	+2.0
Ramsgate Town Council	£18.30	+0.0
The above Parish Charter Trustee precept supports total spending of £281,637.00 for Ramsgate Town Council.		
<b>Annual Charge for your Property</b>	<b>£1,013.11</b>	<b>+1.7</b>
Council Tax for period 1 <sup>st</sup> April 2014 to 31 <sup>st</sup> March 2015		£1,013.11
Discount (0%) Unoccupied and Furnished Property	£0.00CR	

Amount Payable by you £1,013.11

Your payments should be made as follows:

07 April 2014 £104.11	07 August 2014 £101.00	07 December 2014 £101.00
07 May 2014 £101.00	07 September 2014 £101.00	07 January 2015 £101.00
07 June 2014 £101.00	07 October 2014 £101.00	
07 July 2014 £101.00	07 November 2014 £101.00	

The Council Tax information leaflet and notes will no longer be included with your council tax bill. This information can now be found on our website at [www.thanet.gov.uk/counciltax](http://www.thanet.gov.uk/counciltax). A paper copy is available upon request free of charge.

This bill includes payments and amendments to your account up to 19th February 2016

Date issued: 29 February 2016  
Reason for bill: New Year Billing

Thanet District Council  
PO Box 9, Cecil Street  
Margate CT9 1XZ  
[www.thanet.gov.uk/counciltax](http://www.thanet.gov.uk/counciltax)



Mr A Test  
1 Test Road  
Test Town  
Test County  
AB1 2CD

Property charge relates to:  
1 Test Road,  
Test Town,  
Test County,  
AB1 2CD

Property Valuation Band: A

## Council Tax Bill 2017/2018

Account Reference: 1234567890

Property Reference: 123456780

The amount you need to pay: £1013.11

Thank you for paying by Direct Debit. Your payments will be taken as follows:

07/04/2016	£104.11	07/08/2016	£101.00	07/12/2016	£101.00
07/05/2016	£101.00	07/09/2016	£101.00	07/01/2017	£101.00
07/06/2016	£101.00	07/10/2016	£101.00	07/02/2017	£101.00
07/07/2016	£101.00	07/11/2016	£101.00	07/03/2017	£101.00

There is a balance of £1,088.41 on your account for previous financial year(s). This must be paid in addition to the instalments shown.

### How is my bill made up?

Council Tax for your property's valuation band		%Change
Kent County Council	£712.44	+2.0
Adult Social Care Precept*	£16.94	
The Police and Crime Commissioner for Kent	£96.19	+2.0
Thanet District Council	£139.98	+0.0
Kent & Medway Fire & Rescue Authority	£46.20	+2.0
Ramsgate Town Council	£18.30	+0.0
The above Parish / Charter Trustee / Town precept supports total spending of £281,637.00 for Ramsgate Town Council.		
<b>Annual charge for your property</b>	<b>£1,013.11</b>	<b>+1.7</b>
*The council tax attributable to Kent County Council includes a precept to fund adult social care.		

### Council Tax for period: 01/04/2017 to 31/03/2018

Discount (0%) Unoccupied and Furnished Property	£0.00CR
Net Council Tax:	£1013.11

### Less/Plus Other Adjustments:

Local Council Tax Support	£300.00 CR
Payments	£20.00 CR
Transfers	£100.00 CR

This bill includes payments and amendments to your account up to 24<sup>th</sup> February 2017

Date issued: 29 February 2016  
Reason for bill: New Year Billing

Thanet District Council  
PO Box 9, Cecil Street  
Margate CT9 1XZ



Mr A Test  
1 Test Road  
Test Town  
Test County  
AB1 2CD

## Council Tax Bill 2016/2017

Address of property charge relates to: 1 Test Road, Test Town, Test County, AB1 2CD  
Property Valuation Band: A

Account Reference: 1234567890

Account Reference: 123456780

Council Tax for period: 1 April 2016 to 31 March 2017			
Your payments will be taken as follows:			
01/04/2016	£104.11	01/04/2016	£101.00
07/07/2016	£101.00	07/07/2016	£101.00
07/10/2016	£101.00	07/10/2016	£101.00
07/01/2017	£101.00	07/01/2017	£101.00
Amount payable by you: £1,013.11			


### How is my bill made up?

#### Council Tax for your Property's Valuation Band

Kent County Council	£712.44	%Change
Adult Social Care Precept*	£16.94	+2.0
The Police and Crime Commissioner for Kent	£96.19	
Thanet District Council	£138.98	+2.0
Kent & Medway Fire & Rescue Authority	£48.20	+2.0
Ramsgate Town Council	£18.30	+0.0
The above Precepting Trusts precept supports total		
depending of £200.00 for Ramsgate Town Council		
Local Charge for your Property		
Amount (0%) for Council and Furnished Property	£1,013.11	+1.7
Amount payable by you	£1,013.11	

\*The council tax attribute to Kent County Council  
includes a precept to fund adult social care

The Council Tax information leaflet and notes no longer be included with your council tax bill. This  
information can now be found on our website [www.thanet.gov.uk/counciltax](http://www.thanet.gov.uk/counciltax) or upon request free of charge.



***“I was utterly impressed by the passion and enthusiasm shown by you and your colleagues today in championing a service fit for the future of East Kent. It may not be easy, but nothing worthwhile ever is.”***

**ACHIEVEMENT  
AWARDS 2017**

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**WINNERS** 

