

Citizen First

Area Committee presentation
January 2012



Why we are doing this ?

- Better customer care for citizens
- Change and improve the way we deliver services
- Satisfaction in the way citizen's are treated
- Within the Council's budget challenges



Citizen First – The Aims

Services are flexible, cost-effective and meet out Citizen's needs.

- 1. To work with our partners to establish a single standard for service delivery.**
- 2. To improve the range and quality of access citizens have to services and information.**
- 3. To ensure that we deal with citizen queries more quickly, clearly and effectively.**
- 4. To engage with citizens better and use their feedback to continually improve our standard of service.**
- 5. To find better ways of working.**



1. To work with our partners to establish a single standard for service delivery

We will work with other organisations so our citizens know what to expect of service delivery, conduct and values regardless of who delivers the service.



2. To improve the range and quality of access citizens have to services and information.

We will work with other organisations so citizens receive:

- **A better telephone service;**
- **Clearer and better structured information on services available, describing what the Council and partners can do and what they can't;**
- **Updated information that is easier to understand; and**
- **Access to services that provides choice in how citizens can request a service, raise issues and deal with public services.**



3. To ensure that we deal with citizen queries more quickly, clearly and effectively.

We will work with other organisations so citizens can expect:

- Colleagues who will try and resolve your query first time and help improve services;
- More queries resolved at the first point of contact, regardless of who delivers the service;
- Honesty if we can't meet all of your needs;
- Well trained, well informed colleagues who deliver high-quality services, professionally and with customer services at the forefront of their approach.



4. To engage with citizens better and use their feedback to continually improve our standard of service.

We will work with other organisations so when citizens want to make a comment, compliment or complaint:

- This is easy to do;
- There are different ways of doing this;
- Full and joined up responses are made as quickly as possible; and
- Learning from the nature of the comments or complaints is used to improve what we do and how we do it.



5. To find better ways of working.

We will change the way we work with other organisations:

- Making changes based upon citizen and colleague feedback wherever possible;
- Making it simpler to deliver services and for citizens to receive seamless service delivery;
- Using IT where it helps to provide a better service; and
- Provides better value for money.



Your Views

- Do you think these are the right things?
- What are top 3 things the Council does well?
Please explain why.
- What are the top 3 things the Council should focus upon getting better? Please explain why.
- How would you like to be kept in touch / get involved in our work on Citizen First?

Next Steps

- Keep getting the views of citizens.
- Develop our strategy.
- Work better with other organisations (e.g. Nottingham City Homes, Police).
- Take action to improve what we do and how we do it.