

<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>8 JANUARY 2014</b>
<b>HAVE YOUR SAY, CITIZEN FIRST, AND THE CUSTOMER ACCESS PROGRAMME</b>
<b>REPORT OF HEAD OF DEMOCRATIC SERVICES</b>

**1. Purpose**

This Committee is asked to consider the work taking place in the Council in how it deals with citizen complaints, Have your say and developing different methods for citizens to engage with the Council as part of the customer access programme.

**2. Action required**

Councillors are asked to consider and comment on the presentation and information provided.

**3. Background**

3.1 The Citizen First Policy<sup>1</sup> relates directly to one of the Council's priorities as set out in the Council Plan. The Council is committed to improving customer care and to focus more effectively to meet the needs of our citizens. The Citizen First Strategy is therefore being developed to help us meet the commitments we've made as an organisation. The Citizen First Programme will provide new and cost effective ways for citizens to access Nottingham City Council services as well as improving those already in place. It aims to ensure that Nottingham City Council and partner organisations deliver consistently good quality customer service and high customer care standards. The Citizen First Policy outlines what we need to achieve and how collectively we can achieve this to improve the customer care for our citizens.

3.2 The Citizen First Strategy outlines what we need to achieve and how collectively we can achieve this to improve the customer care for our citizens. It is centred on improving access to services and will help colleagues to deliver those services more effectively. The draft Strategy can be broken down into five key elements:

- (i) To work with partners to establish a single standard for service delivery.
- (ii) To improve the range and quality of access citizens have to services and information.
- (iii) to ensure that we deal with citizen enquiries more quickly, clearly and effectively.
- (iv) To engage with citizens better and use their feedback to continually improve our standard of service.
- (v) To find better ways of working.

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<sup>1</sup> What is the Citizen First Policy?

<http://gossweb.nottinghamcity.gov.uk/nccextranet/index.aspx?articleid=12712>

- 3.3 Have your say – comments, compliments and complaints<sup>2</sup>. This policy informs citizens of how the different options they have to make comments, compliments and the complaints procedure.
- 3.4 The Customer Access Programme aims to:
- (i) **Improve** satisfaction and value for money by designing services around our customers.
  - (ii) **Simplify** the ways customer's access and use our services locally and make the most of digital and self-service options.
  - (iii) **Safeguard** services and assets by reducing the cost of delivery and removing complexity allowing resources to be rebalanced to protect vulnerable citizens.
  - (iv) **Deliver** services we can be proud of.

4. **List of attached information**

Appendix 1 – briefing note prepared by Ray Hennessy, Tracy Laxton, and Claire Brown

5. **Background papers, other than published works or those disclosing exempt or confidential information**

None

6. **Published documents referred to in compiling this report**

Minutes of meeting of the Overview and Scrutiny Committee held on 4 September 2013.

7. **Wards affected**

City-wide

8. **Contact information**

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<sup>2</sup> <http://www.nottinghamcity.gov.uk/abouthaveyoursay#how>