

## **Response to the Customer First Transformation Recommendations 220511-7-1 to 220511-7-4**

### **220511-7-1**

#### **More consultation is carried out with Councillors on the proposed changes**

Consultation around the proposed savings has already taken place through the usual MTFP setting process. Where we intend to make fundamental changes to processes we will engage with citizens as we currently do through the Citizen's Panel, ongoing surveys, feedback and insight through the HYS process; additionally we are creating a Customer Insight Strategy as part of the Customer First programme which includes a refresh of the Customer Charter and we will be fully engaging with our customers to ensure we deliver services and processes designed with the customer journeys of our residents at the forefront of this thinking. We are keen to do this in ways which provide as wide a cross section of the community as possible and councillor involvement and/or suggestions around how we do this would be very welcome.

### **220511-7-3**

#### **The governance structure, baseline data, the proposed outcomes and progress monitoring plans be circulated to members of the Committee**

The Transformation Office are in the process of reforming arrangements and processes and will share with committee members as they have been designed and put in place. The current arrangements are through a number of established boards for each individual programme, feeding up to a Cross Cutting Board and the Transformation Board.

### **220511-7-4**

#### **Protected characteristics remain at the forefront when assessing the impact of proposals**

In respect of assessing the impact of proposals, accessibility and inclusion is at the forefront of our design and delivery process. The future model will not exclude any resident from contacting us in ways they prefer. The expectation is that those who wish to use digital channels do so which allows our colleagues to ensure those who need support can access NCC more easily in ways they prefer. We also intend to provide further support for our residents to access digital opportunities, not just to access council services but to guard against digital exclusion, and this forms part of our customer insight and customer experience capability strategies which are being worked up.