**Cabinet response to recommendations of the Scrutiny Committee made on 04/02/2020 concerning the Customer Experience Strategy and Action Plan report**

**Response provided by Cabinet Member for Safer Communities and Customer Focused Services, Councillor Nigel Chapman**

|  |  |  |
| --- | --- | --- |
| ***Recommendation*** | ***Agree?***  | ***Comment*** |
| 1. **That the Council gives consideration to the variety of customer-groups the Council engages with, their specific needs and desired outcomes from their engagement, and the Council’s current performance in delivering those outcomes in the delivery and prioritisation of work within this strategy.**
 | Yes  |  |
| 1. **That the Council as shareholder ensures that a similar customer experience and service improvement exercise is undertaken in its wholly-owned companies, particularly Oxford Direct Services.**
 | Yes | ODS is undertaking a review of the commercial customer experience, focusing on how we measure and improve customer satisfaction, how we identify and manage new customer expectation, and how we capture customer value beyond the obvious financial transactions.  This will be reported back to the ODS Board and Shareholder in the coming months |
| 1. **That in future iterations of the strategy, the Council looks at future opportunities to increase democratic engagement.**
 | Yes  |  |
| 1. **That the Council develops a citizen engagement strategy to raise the level of engagement across all elements of its interface with the public.**
 | Partial | The Council did previously have a Community Engagement Policy which expired in 2017.   Scrutiny has requested a paper on “Public participation in decision making and citizen involvement” for their April 2020 meeting: ‘To consider how the public could be better engaged with council decision making, such as through public meetings, consultations and other public forums, for example’. The Council is in agreement with the broad recommendation, but considers that more targeted recommendations and responses may be made following Scrutiny’s report on Citizen Engagement in April and suggests a delay until after this report has been presented may be a more effective way of sequencing this work.. |
| 1. **That the Council engages with GP surgeries through their social prescriber link coordinator and any other social prescriber fora to promote the availability of the HIA and other relevant services.**
 | Yes  | The Council is already undertaking this, specifically through participating in 1. Health work streams such as the Health Improvement Board Sub groups, and working with Locality Officers, Prevention Champions, and all of the Physical activity work programm and are currently giving consideration to how we use these links to support the development and prioritisation of services within our priority areas.
2. The primary care network working group, which includes the newly appointed social prescribers and will involve attending the social prescribing Workshop with all the new social prescriber staff lead by Public Health
 |