

Appendix A

Draft Cabinet response to recommendations of the Scrutiny Committee

The document sets out the draft response of the Cabinet Member to recommendations made by the Scrutiny Committee on 04 July 2023 concerning the Citizen Experience Strategy. The Cabinet is asked to amend and agree a formal response as appropriate.

<i>Recommendation</i>	<i>Agree?</i>	<i>Comment</i>
1) That the Council seeks ongoing feedback on how individuals and groups engage with the strategy and whether they feel excluded by the use of the term 'citizen'; and listens to and reflects on this feedback with a view to adjusting the language accordingly in future iterations of the strategy.	Yes	We will monitor engagement with the strategy, including the use of language within it, and use this insight to inform future work. An annual review of the strategy will be provided to the Cabinet Member for Citizen Focused Services and Council Companies, which can also be made available for consideration by the Scrutiny Committee.
2) That the Council contextualises the strategy by drawing out the general feelings of exclusion felt by many groups and individuals in the current climate.	Yes	As per the equalities impact assessment included in the report, the intention is to undertake a more detailed equalities impact assessment for each major workstream. This process should identify any "general feelings of exclusion" and ensure the appropriate mitigations are implemented.

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