

Citizen Experience Culture Maturity Assessment



Scoring indicators	
0	We never do this/we do not have this
3	We sometimes do this/we have this in part
5	We consistently do this – this is embedded

Total Segment Score	Rating
0 - 10	Needs immediate attention
11 – 15	Room for improvement
16 – 20	Excellent citizen experience culture

- This has been developed to help us identify strengths and gaps in our CEX culture, either at a team, service or even organisational level.
- For best results this should be completed on Mentimeter and all participants should score from their individual perspective.
- Statements depicting a high quality CEX have been developed against each of our five Corporate Values.
- Each statement is scored based on level of agreement. Average scores for all statements under each Corporate Value can then be added together to provide a segment/Corporate Value score.
- This should help clearly identify where there are areas that need improvement and where there are strengths that could be maximised and celebrated.
- The results should be discussed as a team/service with actions for improvement agreed.
- For more information, support and/or access to this assessment on Mentimeter please contact Vicki Galvin vgalvin@oxford.gov.uk