



Appendix 3

Citizen Experience Readiness Review Model

CITIZEN EXPERIENCE
FIT FOR THE FUTURE

Citizen Experience strategic principles



Our CEX Strategy sets out ambitious outcomes under 4 key principles, which align with those of Customer Service Excellence:

- Citizen Focused**
- Positive Citizen Experience**
- Inclusive Access**
- Getting It Right First Time**

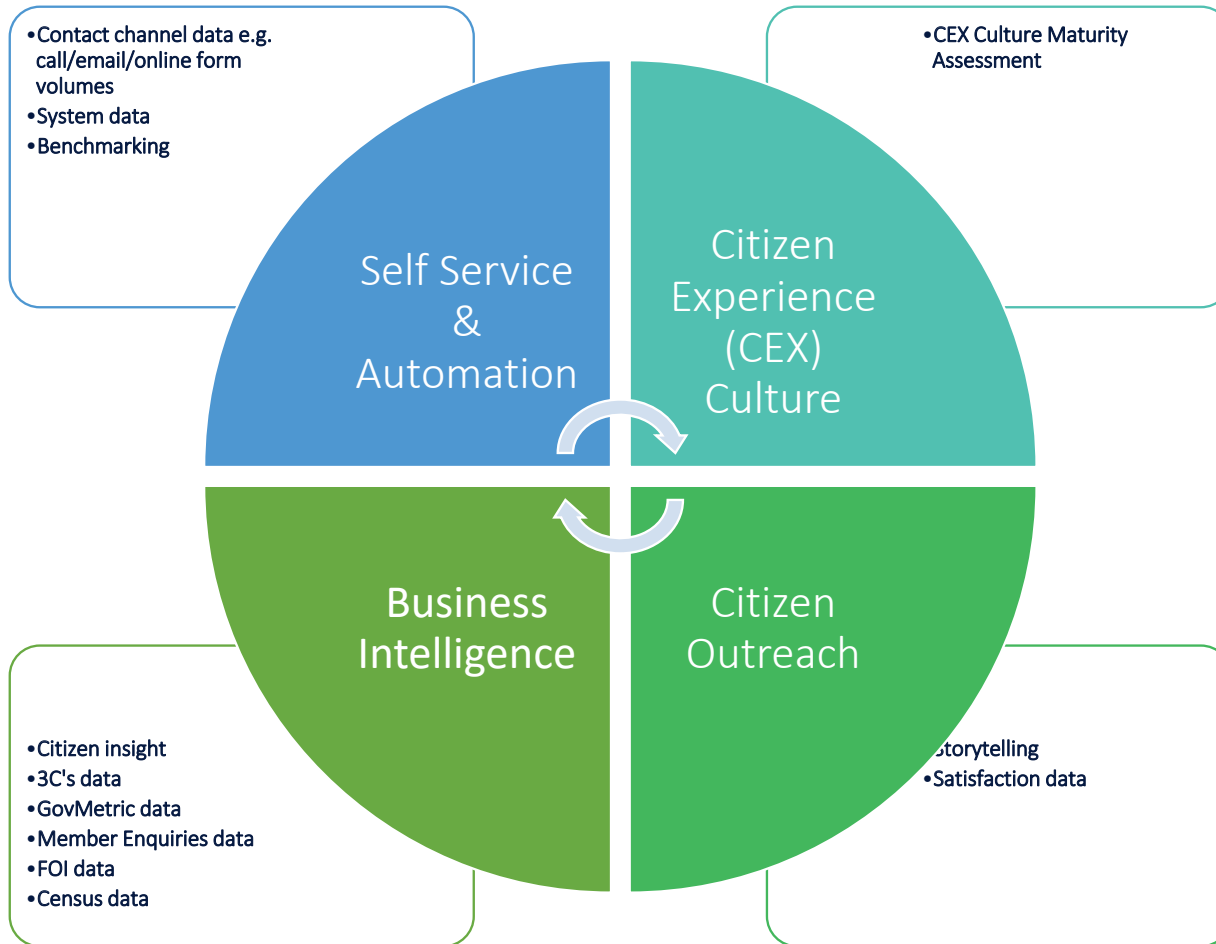
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The 4 focus areas in the CEX Readiness Review Model support one or more of these principles and relate to the organisation's CEX Strategy Action Plan.



These focus areas have been chosen as a 'good place to start', but may change as our CEX readiness develops over the years.

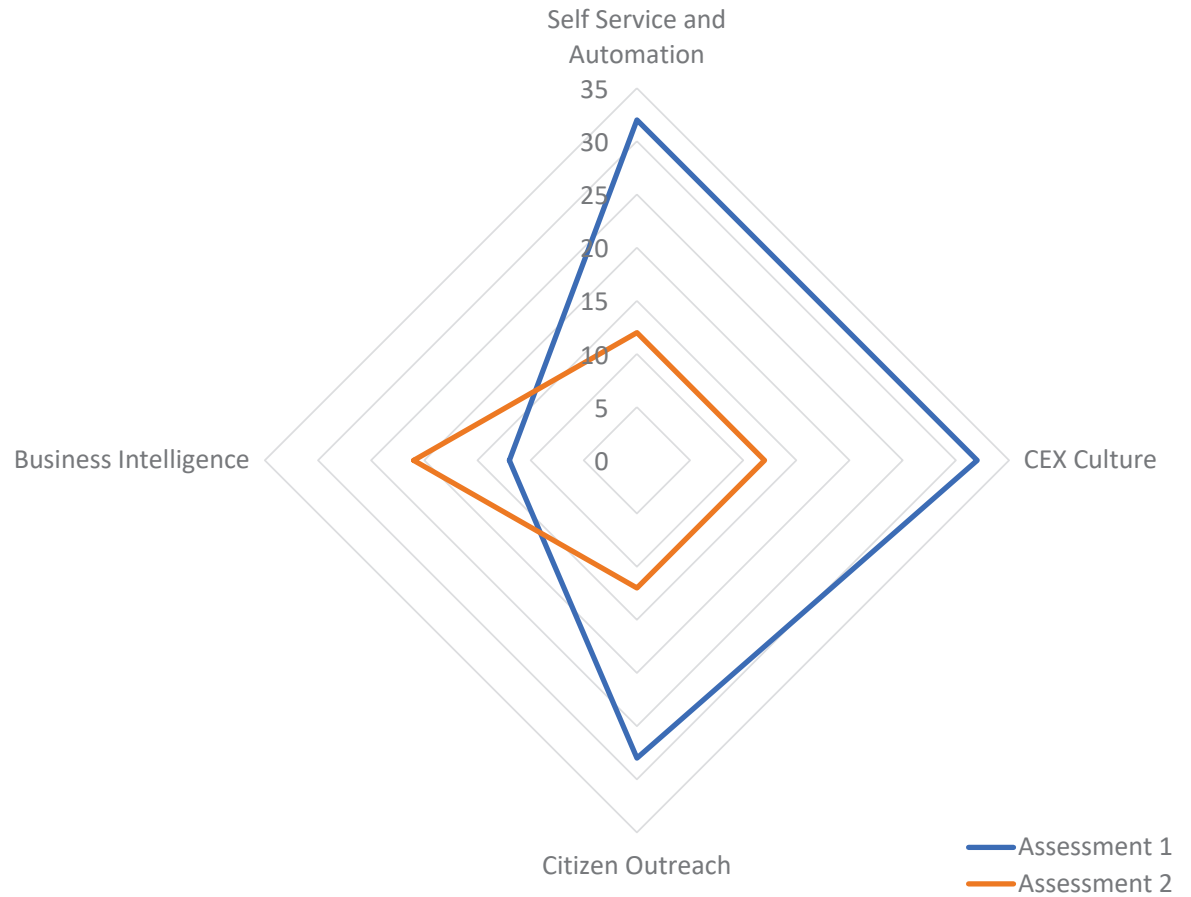


CEX Readiness Review Model

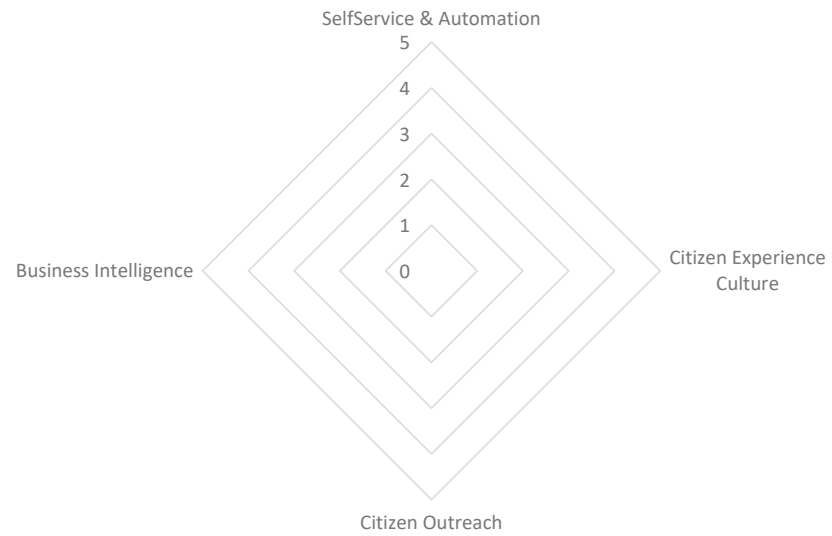
CEX Readiness Assessment Tool

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CEX Readiness Assessment Tool



Your 199 assessment results



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