JUDGEMENT 1: HOW GOOD IS THE SERVICE

Question 1: How easy is it to access services?
We would like you to provide evidence about:

- How easy is it for customers to contact the council?
- Does the council reach all parts of the community?
- Is access to services consistent and of a high standard?

Question 2: Is the council using e-government to support access to services?
We would like you to provide evidence about:

- How the council uses customer needs and aspirations and anticipated customer access improvements to prioritise its investment in e-government.
- How the council is effectively using e-government to improve consultation with local people and obtain feedback from users.
- How the council is meeting or exceeding e-government targets.
- How the council's approach, to customer access, addresses risks of social exclusion arising from its approach to e-government.
- How the council is actively promoting its website as a community resource.
- The quality of the council's website. Is it easy to use and does it enable local people to access a range of council services?
- How up to date is the website? Is the information up to date? Is it responsive to community needs and concerns? Is it clearly presented using plain language with information accessible in alternative formats?
- How well are customer access points located in the area?

Question 3: How is the council using customers' feedback and complaints to improve service quality?
We would like you to provide evidence about:

- How the council is actively monitoring the quality of experience of people who access the service including those of target groups or communities of interest.
- How the council is using feedback and complaints in a systematic way to improve the accessibility and quality of the service.
- How the council is sharing learning from feedback and complaints between services.
- If the council has a clear complaints procedure, how are complaints dealt with in a timely and appropriate way?
- The methods and opportunities which are available to consult and obtain feedback from users.
- Are councillors actively involved in monitoring complaints and are using learning to drive improvement?

Question 4: How is the council improving customer access through partnership working?
We would like you to provide evidence about:

- How the council is working across traditional service boundaries to deliver a more accessible and customer-focussed service.
- How the council is sharing information and consultation with internal and external partners to help improve services and reduce duplication for example through the local strategic partnership.
- How the council is improving customer access by collaborative working with partners in both the public and private sector for example to share knowledge and skills, identify best practice or make best use of joint assets.

JUDGEMENT 2: WHAT ARE THE PROSPECTS FOR SERVICE IMPROVEMENT?
Question 5: Ownership of problems and willingness to change?
We would like you to provide evidence about:
- How members and senior managers are committed to continuous improvement.   - What difficult decisions have been taken and what issues have been successfully tackled regarding access to services.   - How the council has dealt with internal/external challenge and been open about problems in improving access to services.
Question 6: Proven capacity?
We would like you to provide evidence about:
- What are the clear and consistent priorities to drive performance?   - How the council knows what matters most to local people.   - How the council concentrates efforts in proportion to priorities.   - How the council maintains focus on achieving impact in priority areas.
Question 7: What capacity and systems exist to deliver performance and improvement?
We would like you to provide evidence about:
- What performance management systems are used in access to service planning?   - What are the lines of accountability for action?   - How is the council able to move people and money to tackle the most important problems facing the council and local people regarding access to services?   - How the council uses skills to build effective partnerships with other organisations to meet shared objectives regarding access to services.   - Consistency of service performance management with corporate systems
Question 8: How are the principles of Best Value integrated into day-to-day processes?
We would like you to provide evidence about:
- Recent sustained improvements in access to services.   - How Best Value is integrated with other council performance management processes – not treated as an add-on regarding access to services.