

SCRUTINY COMMITTEE – RESOURCES
16 SEPTEMBER 2015

QUESTION FROM COUNCILLOR HARVEY UNDER STANDING ORDER 20 to
COUNCILLOR PEARSON - PORTFOLIO HOLDER FOR ENABLING SERVICES

Enabling Services:-

Can the Portfolio Holder please give an update on work being undertaken to update the City Council's website and, specifically, can he provide an update on the following issues:

- (a) Is the key thrust of the review work to deliver a, long-overdue, streamlined website which is easier for those wishing to access Council services and information on Council services?
- (b) Has an exercise been undertaken to review time currently spent on updating/managing Council web pages across Council departments and, in turn, identify efficiencies that could be delivered as a result of a streamlined City Council website?

Councillor Pearson replied in the following terms -

- a) The new web site would be more streamlined. Staff have been working to reduce the number of pages on the site by more than 60%, and the published information and processes would also be streamlined so that they were simpler and quicker for customers to use. The site would be more responsive, and also accessible from other mobile devices such as phones and tablets.

Earlier this year, the responsibility for the content of the web site transferred to the Communications Team, and they have been reviewing the entire content. The team have also been working with Strata to design a new web site, and government advisers on content design and that work is now largely complete. Detailed work was now underway with council services to build the site for release at the end of the year.

- b) The first task of the Communications Team has been to review the entire content of the web site and identify the irreducible core. They have worked with senior managers to identify a restricted number of content owners across the Council. When the streamlined content and format is finalised, and the demands on new content owners are known, all managers will be in a position to review resource requirements and adjust these as appropriate.

They hoped to encourage people to use the Council's web site as a primary means of contact and this work will tie in with the channel shift and procurement work.