

## Uncompleted Recommendations

2014-15

Apr 2014 - Mar 2015

SCRUTINY DECISION TRACKING FORM : Corporate Performance and Resources Scrutiny Committee				
Scrutiny Decision (add Minute, Dates and any Ref Number)	Committee/Task and Finish	Lead Officer(s) to Take Action	Progress/Action Taken	Status

## 17 July 2014 [previous Scrutiny Committee (Corporate Resources)]

<b>Min. No. 263 – Corporate and Customer Services End of Year Performance Report 2013/14 and Target Setting 2014/15 (MD) – Recommended</b>	Corporate Resources			
That the Head of Performance and Development undertake a review of the English language provision on the Council's external website with a view to reducing the number of web pages in the first instance to enable further website development of the Welsh language provision so that it mirrored the English provision. The report was also to include the availability of additional search engine information for the Council's website and the available data illustrating the use of access to the Council's website by the use of smart phones and tablets and any information regarding the development of software applications to access the Council website.			<p>Review of external website content has been delayed while new Content Management System has been implemented and Staffnet has been revised.</p> <p>A project group has been established to implement the web content project and will report back by November 2014.</p> <p>Functionality to monitor means by which customers are accessing the website has been put in place.</p> <p>A 12 month pilot of a mobile application through which customers will be able to report problems and access information on the website will commence in November 2014 as part of the Connecting With Our Customers strategy.</p> <p>Vale Connect email notification service is used to signpost customers to the website. Launched in October 2013 the service currently has circa 24,000 subscribers.</p> <p>The mobile application went live in November 2015. However, it has not been publicly launched because we are awaiting the Welsh language version. This will be implemented in January 2016 and a publicity campaign initiated then.</p>	Ongoing