

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)]

Min. No. 263 – Corporate and Customer Services End of Year Performance Report 2013/14 and Target Setting 2014/15 (MD) – Recommended	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>The number of webpages on the Council's website has been significantly reduced. A comprehensive review of all content on the English language website (currently 15290 live pages and documents) is underway whereby all content is systematically reviewed for style, relevance, and accessibility. Irrelevant or outdated material is removed. That which is retained is then translated so that the Welsh language content mirrors the English.</p> <p>Alongside this piece of work a new website for Shared Regulatory Services has been launched. This is fully bilingual. The corporate website will redirect users to the SRS website.</p> <p>A new Visit the Vale website is due to launch in October 2016. Translation of all content is currently under way and the website will be fully bilingual once this has been completed and the content uploaded.</p> <p>A review of how the all websites managed by the Council's Communications and Web Services teams is currently underway. This piece of work seeks to establish a new mechanism whereby responsibility for maintaining sections of the website are devolved to service areas but overall responsibility for the sites remains with the Communications Team. This will enable more regular updates and reviews of the Council's web pages are prevent irrelevant or</p>	Ongoing

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			<p>inaccurate content remaining available online.</p> <p>Vale Connect subscribers continue to grow, currently standing at circa 35,000. A new two-way text service has been added to this and is being piloted within the Housing Solutions team as a way of reaching those customers who are digitally excluded and do not have email accounts.</p> <p>Takeup of the mobile application has been slow, although this may be as a result of a delayed launch while a Welsh language version was being developed. A new digital promotion campaign, including the mobile app, is to be launched during Q3.</p> <p>Customer Relations is actively investigating the use of Web Chat as a means of keeping customers on the website by offering help and assistance. Web Chat also has the potential, with sufficient take up, to improve operational efficiency in Contact OneVale as call handlers will be able to manage multiple Web Chat conversations simultaneously as opposed to a single telephone conversation.</p> <p>A new Digital Strategy is being developed which will, among other things, review how the Council interacts online with its customers and the public generally. This strategy will be reported in due course to Scrutiny Committees.</p>	