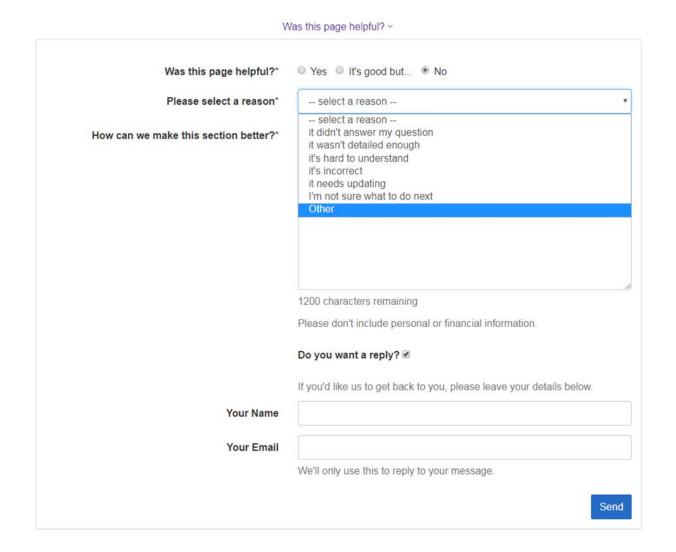
Minute 185 Recommendation 2 – response from Cabinet Member

At Overview and Scrutiny Committee on 14 November, a recommendation was made "That a report is brought back to this committee on customers lost who cannot engage online or access ICT along with a policy or programme on how to deal with this".

Data is not held on the number of customers who cannot engage online or access ICT and therefore it would not be possible to provide any robust data to quantify these numbers. However, the ICT service are in the process of an improvement programme for the website and as part of this work a feedback form will be provided on each page which will capture this data specifically against each service page. This will enable the information to be improved, the customer to be advised and future data to be available. This is programmed to be live in April 2018 and below is an image of the feedback form to be provided:-



Peter Wilding
Cabinet Member for Business Improvement Services