

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:-

Was this page helpful? v

Was this page helpful?* ☐ Yes ☐ It's good but... ☒ No

Please select a reason* -- select a reason -- v

How can we make this section better?* -- select a reason --
it didn't answer my question
it wasn't detailed enough
it's hard to understand
it's incorrect
it needs updating
I'm not sure what to do next
Other

1200 characters remaining

Please don't include personal or financial information.

Do you want a reply? ☒

If you'd like us to get back to you, please leave your details below.

Your Name

Your Email

We'll only use this to reply to your message.

Send

Peter Wilding
Cabinet Member for Business Improvement Services