

Overview & Scrutiny Committee – 14th March 2011 – Action no 192

Item 9 – Cabinet Member questions: Leader’s Portfolio

The Committee requested timeframes for the refreshing of the Council’s website which was currently being undertaken. It was reported that the first phase would look at the experience of the website such as making things easier to find as well as removing pages that were not used, and the second phase would introduce systems for transactions to be conducted online for those Haringey residents who would prefer this to face to face contact (Action No. 192).

The first phase (known as Web Infrastructure Renewal/Channel Fix project) is currently at Project Initiation Documentation (PID) stage which is expected to be completed by early May. It is envisaged that once the PID is signed off the entire project will take 6 months and will deliver a new-look website, revised content and structure, upgraded Content Management System and new Web servers and software. Specific timeframe will be confirmed once the PID has been finalised.

Phase 2 is under the governance of the new Customer Contact Board. The priorities and options for improving the transactional capability of our website are currently being assessed, as part of the wider Customer Contact Improvement Programme.