

CABINET

17 MAY 2013

A.9 - REFERENCE REPORT FROM THE SERVICE DEVELOPMENT AND DELIVERY COMMITTEE 22 APRIL 2013

THE NEW TENDRING DISTRICT COUNCIL (TDC) WEBSITE AND SOCIAL NETWORKING

BACKGROUND

At the meeting on 22 April 2013, the Service Development and Delivery Committee considered the issue of the new TDC Website and Social Networking.

The Committee considered a report, which outlined the customer services that are provided by the website and included statistics and information about visitor numbers, online forms submitted and customer satisfaction. The report also gave background information about the redesign of the website during 2011/12 and provided information about the three-star rating recently received by the website following an independent review. The Committee heard about the plans for continuous improvement of the website and the sources of information used to prioritise the planned improvements.

COMMITTEE RECOMMENDATIONS / COMMENTS TO CABINET

Cabinet is now asked to consider the recommendations and comments of the Committee and determine its response if any:

The Committee **COMMENTS** to Cabinet that it expressed its satisfaction on the excellent work which had been undertaken in updating the Council's website.

PORTFOLIO HOLDER'S COMMENTS / RECOMMENDATIONS TO CABINET

That the Committee's comments be noted and welcomed.