

REQUEST FOR A CO-OPERATIVE REVIEW



Please submit this document to Democratic Support once complete.

The request will be submitted to the Co-operative Scrutiny Board for consideration against the approval criteria and you will be notified of its success. If the Board approve the request for a Co-operative Review on the subject matter below then a project plan will be completed and you may be asked for further information.

What is the name of the review? Customer Services (Website and Interactive Transactions)

Please provide a brief outline of the subject and scope of the review?

To assess how the corporate website is used with particular reference to interactive transitions and how this can be improved as required

Please outline the reasons as to why you believe a review needs to take place?

The panel felt that as the councils interaction with the people of Plymouth becomes increasingly electronic, a scrutiny of what we currently provide and what we could potentially provide would prove invaluable.

What will the review attempt to achieve?

To improve customer engagement and to increase communication options for people when they contact us. To improve satisfaction ratings for people using the corporate website.

Who will benefit from the review?

Customers of the council

When do you think the review should commence and why?

November 2013 - this is in line with what is happening under the transformational change agenda

How long do you think the review might take?

2/3 meetings

When do you think the review should be completed by and why?

December 2013 - this is in line with what is happening under the transformational change agenda

Review requested by: Cllr Tuffin

Date received in Democratic Support

Scrutiny review Approved or Rejected

Date reviewed by Co-operative Scrutiny Board

If approved initial project plan meeting date
