

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

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| Contribution to the Council's Corporate Priorities/ Objectives | <p>Priority: People</p> <p>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Corporate Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.</p> |
| Consultation: | Corporate Management Team and Heads of Service have been consulted in the preparation of the action plan and audit. |
| Legal: | There are no legal implications to this report |
| Financial: | None, within existing budgets |
| Human Resource: | There are no Human resource implications to this report |
| Risk Management: | <p>Failure to develop a customer focused transactional website will result in an inability for our residents and customers to transact with the Council on-line, 24/7.</p> <p>Transactional website services can be significantly cheaper than non-automated services and continued development in delivering services digitally will help to reduce the Council's operational costs across many services.</p> |