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# MEMORANDUM

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**To:** Andy Day – Head of Strategic Support      **Contact:** Radka Pearman – Senior Auditor

**Cc:** Phil Rumens – Web Development Manager

Keith Ulyatt – Public Relations Manager

Nick Carter - Chief Executive

Ian Priestley - Chief Internal Auditor

Andy Walker – Head of Finance

Cllr Roger Croft – Portfolio Member for Strategy and Performance

**From:** Julie Gillhespey – Audit Manager      **Extn:** 2859

**Extn:** 2455      **Date:** 5<sup>th</sup> July 2013

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**Re: Management of the Council's Website Content and Utilisation - Follow up Audit**

We recently completed a follow up of our audit review of Management of the Council's Website Content and Utilisation, the report for which was finalised in November 2011. The overall audit opinion for the report was satisfactory.

The recommendations in the original audit report related to the Website Strategy for 2011/12 and the framework which was in place for monitoring progress against achievement of specific objectives identified in the strategy.

There is currently a website development project underway, the 'Choose Digital' project. The Choose Digital project has superseded the Website Development Strategy, and includes some key changes to the way that the Council's website will be structured/will operate.

This project is part of the Customer First Initiative which has been established to focus on delivering the 'Putting people first' principle included in the Council's current Strategy. In summary, the project includes the creation of two new websites, one based around quick access to digital services, the other around Council and community information that's easy to find and understand. The project completion date has been estimated as June 2014.



From the total of 11 agreed recommendations, we found that 1 has become redundant, 5 have been fully implemented and 5 recommendations are in the process of being implemented.

As the majority of the recommendations have now been addressed as part of the 'Choose Digital' project, we conclude that **satisfactory** progress has been made. However, further action is required to fully implement / address the outstanding points. We will not be carrying out any further follow-up work on this area.

We are required to report on progress made in implementing agreed recommendations in our reports to Corporate Board and Members.

For your information we have attached a copy of the action plan, with progress to date highlighted in bold.

If you require any further information regarding the content of this memo please let me know.

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Julie Gillhespey  
**Audit Manager**