

WEBSITE UPDATE

Report of the Director of Housing & Customer Service

1. SUMMARY OF REPORT

This report provides an update on progress made on amending the Derby Homes Website, Derby Kidztalk and Derby Homes Interactive sites in order to make them more customer focussed and the availability of on-line services.

2. RECOMMENDATION

To note progress made to date.

3. MATTER FOR CONSIDERATION

- 3.1 An earlier report was presented to the Performance Management Committee in February 2009 which stated our intentions to appoint external development support through a tender process. The procurement of a new facilities management (FM) contractor meant that it was prudent to delay this exercise until the new supplier was in place.
- 3.2 Derby Homes has now held a series of initial meetings with Serco the new FM supplier, and have developed a service specification for web services development and support. An invitation to tender will be placed in the Official Journal of the European Union during July 2009. The aim is to have a new developer on site during September 2009.
- 3.3 The specification takes into account the integration of new technologies in order to provide more customer focussed services through electronic means. The tender will include work on Derbyhomes.org, Derby Kidztalk and Derby Homes interactive sites.
- 3.4 A website process improvement team (PIT) is being set up with customers to ensure that the changes meet customer requirements.
- 3.5 The Communications and Marketing Team are working on alternative layouts for the website home page focussing on separate landing pages for customers and business users that will provide information that is relevant to their needs. These will form the basis of discussion for the PIT.
- 3.6 A number of consultations will take place electronically with customers who have expressed an interest in becoming involved through electronic communications rather than formal meetings in order to expand the number of customers who can provide valuable comment.

- 3.7 A draft website strategy has also been completed, which states the need for a more customer focussed site, the ability to take advantage of emerging technology and the need for internal ownership of web pages. The strategy will consider the requirements for the website over the next 3 years; this will now be circulated for comment and will also be discussed at the website PIT.

4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 4.1 The initial changes have been included in the IT budget for 2009/10. A further bid will be made during the next budget process for the integration of further technologies during the lifetime of the project, which is anticipated to be 3 years.

The areas listed below have no implications directly arising from this report

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None

Supporting Information: None