



Council Response Form

Council action planned in response to the proposals for improvement issued by the Wales Audit Office (WAO)

Council: Neath Port Talbot County Borough Council

Report title: Service User Perspective Review: Online Services

Issue date: June 2019

Document reference: 1290A2019-20

| Ref | Proposal for improvement | Council action planned in response to the proposal for improvement issued by the WAO | Target date for completion of actions | Responsible officer |
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| P1 | Service user involvement: The Council should develop a systematic approach to involving service users in the future design and development of its online/channel shifted services. | Action(s) Intended / Underway: <ul style="list-style-type: none">• Undertake quarterly user testing of most popular and new online services. Previous locations have included Port Talbot library• Utilise the focus groups already known to the Council (Older Persons Council etc) to help develop and test the new digital forms in conjunction with the IT Development Teams. | End of Dec 2019 | Steff Griffiths Kevin Williams Jon Lewis |
| P2 | Service user satisfaction: The Council should develop additional ways to generate more service user feedback on its online services, so that it can continue to make improvements. | Action(s) Intended / Underway: <ul style="list-style-type: none">• Further research into GovMetric customer engagement solutions. Currently work with 70 local authorities.• Research whether current page rating form can be moved to give more visibility | End of Dec 2019 | Steff Griffiths Jon Lewis |

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| | | <ul style="list-style-type: none"> • More website / online services specific engagement through social media e.g. Facebook, Twitter. • Develop feedback mechanism at end of every online form e.g. star rating system | | |

Opportunities for the Council to explore

Accessibility of online Services

Assistive technologies have already been explored. Recite me and Browsealoud and web accessibility software tools that 'allow visitors to customise a website the way they need it to work for them'. Features include:

- Text to speech functionality
- Dyslexia software
- Interactive dictionary

Concerns previously raised about Browsealoud due to a worldwide security issue which affected the Browsealoud software. Business case to be developed for Recite me web accessibility software.