

## **Briefing note to the Scrutiny Management Panel**

By : Louise Wilders. Head of Customer, Community and Democratic Services

### **Purpose of briefing note**

To advise the panel of the reasons for the departure of the web manager and advise planned actions for the web site.

### **Background**

This briefing note is in response to the following resolution made by the Scrutiny Management panel on 18<sup>th</sup> February 2010.

- 1. RESOLVED that the head of customer, community and democratic services bring a brief report to the next meeting of Scrutiny Management Panel outlining the reason for the departure of the web site manager.**

The web manager referred to was a joint appointment between head of IS and head of customer, community and democratic services and commenced in post June 2009 leaving PCC in January 2010.

### **Reasons for departure**

The reasons for departure can be summarised as follow:

- **Lack of funding to implement changes required**  
There is no corporate funding for the web site and the web manager struggled with not being able to implement what he saw as critical changes to the current architecture in the short-term.
- **Culture within PCC**  
Due to the fact that there had been a lengthy gap between having a web manager in post there were many requests and demands made on the manager from the outset and there was some frustration in trying to manage expectations against competing priorities. There is no overall corporate buy-in for the web or for the investment required.

### **Way forward**

It is hoped that the planned scrutiny on web will proceed and through this many of the issues facing the web can be explored more fully and resolved.

We have put interim arrangements in place to ensure that key projects are delivered and that content and infrastructure issues are transferred to their rightful owners. In addition, a review of the skill set required by the team is being undertaken with a view to securing the relevant resource required in order to progress the site.

It is anticipated that a new manager will be recruited to in the next 3 to 6 months, when we are clear about the strategy.