

**UPDATE ON LOOKING LOCAL**

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**1.0 SUMMARY**

- 1.1 At the Council meeting on 20 September 2012 a paper was submitted which outlined the range of possible solutions available to provide webcasting equipment for the Council Chamber and other related media platforms. As part of this paper the service provided by Looking Local was considered and it was agreed that arrangements be put in place to procure this service within the 2012/13 financial year.
- 1.2 This paper provides an update on the actions that have been taken to date by the Customer Management Project Team.

**2.0 RECOMMENDATIONS**

Members are asked to;

- 2.1 Note the progress that has been made in procuring the Looking Local Service

**3.0 DETAIL**

- 3.1 Following the decision by the Council on 20 September 2012 to procure the Looking Local service within the 2012/13 financial year, steps have been taken by the Customer Management Project Team to put this in place.
- 3.2 The purchase order has been issued to looking Local for the implementation of a Digital TV outlet for the council's web based content. It will allow non web enabled customers who use Sky, Virgin or You View to access web content and log certain service requests. The timescale for go live is mid November.
- 3.3 A one year contract will be procured, with the effectiveness of the service being evaluated towards the end of the first year to determine whether it is value for money before deciding on whether to renew the contract.

**4.0 CONCLUSION**

- 4.1 Following the decision taken at the Council on 20 September, this paper provides an update on the progress that has been made to date, in procuring the Looking Local service, which will go live mid November 2012.

## **5.0 IMPLICATIONS**

- 5.1 Policy - none
- 5.2 Financial – £21k will be utilised from MGF3 funds allocated for Year 3 of Customer Management Programme
- 5.3 Legal – none
- 5.4 HR - none
- 5.5 Equalities - none
- 5.6 Risk - none
- 5.7 Customer – will allow us to communicate with wider range of Customers and contributes to Customer Management agenda

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