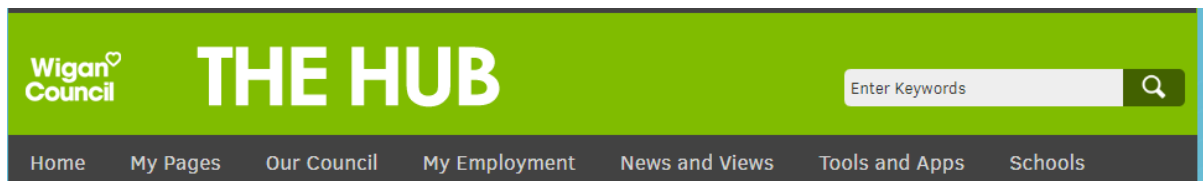


I am writing to make a Freedom of Information request for information, guidance, protocols or procedures in relation to the way information is organised on your internal intranet. Specifically I would also like to request the following information:

1. Information on the overall architecture of your internal intranet, including any documentation or diagrams that illustrate how the intranet is structured.
  2. Any information related to the hierarchy or structure of the information on your internal intranet, including any documentation related to the use of folders, subfolders, and other organizational structures.
  3. Any guidelines or protocols related to the creation and use of links within your internal intranet, including any documentation related to the use of hyperlinking or cross-referencing.
  4. Any information related to the use of templates or other tools for creating content on your internal intranet, including any documentation related to the standardization of formatting or other stylistic considerations.
- 1) Intranet content is created in Contensis CMS and is published to an internal web server.
  - 2) See below (*Intranet Structure*) with high level intranet structure. We try not to structure the intranet based on internal structures or teams.
  - 3) Specific Intranet guidance and protocols are not in place. We have standard web content guidelines which are applied to internal content. We also adhere to accessibility guidelines both internally and externally. Intranet content is created by the centralised digital team so all staff are trained. It is not devolved for lots of content authors. See below (*Web Content & Document Policy*)
  - 4) All content is created using internally built in Contensis CMS web templates. Styling is controlled and not flexible to anyone generating content. User must use set templates which are developed in house. Again we also apply web accessibility standards.




# Intranet Structure

Header:



Top level section content:

## Our Council

 <b>Communication</b>	 <b>Corporate</b>	 <b>Internal services</b>
<a href="#">Branding</a>	<a href="#">FAQs – Members Enquiries services</a>	<a href="#">Buildings and property</a>
<a href="#">Campaigns</a>	<a href="#">BeWigan</a>	<a href="#">Consultations, Surveys and Guidance</a>
<a href="#">External communications</a>	<a href="#">Complaints</a>	<a href="#">Digital and online</a>
<a href="#">Internal communications</a>	<a href="#">Coroner's inquest</a>	<a href="#">Document Solutions</a>
<a href="#">Listening Into Action</a>	<a href="#">Corporate management structure</a>	<a href="#">Finance</a>
<a href="#">News</a>	<a href="#">Council and democracy</a>	<a href="#">Health and social care</a>
<a href="#">Publications in accessible formats</a>	<a href="#">Emergencies</a>	<a href="#">IT</a>
<a href="#">Staff Facebook</a>	<a href="#">Our performance</a>	<a href="#">Joint Intelligence Unit</a>
<a href="#">Team Time</a>	<a href="#">Peer Review 2017</a>	<a href="#">Legal</a>
<a href="#">The Big Conversation</a>	<a href="#">Members Enquiries – service information</a>	<a href="#">Planning</a>
<a href="#">The Big Conversation</a>	<a href="#">Staff Awards</a>	<a href="#">Procurement</a>
<a href="#">Updating web pages</a>	<a href="#">The Deal</a>	<a href="#">Programme Office</a>
	<a href="#">Autism Friends</a>	<a href="#">Web mapping and address solutions</a>

## Policies and documents

- [A to Z](#)
- [Corporate templates](#)
- [Data protection](#)
- [Digital mail and document management](#)
- [Freedom of information](#)
- [Governance](#)
- [Insurance](#)
- [Keeping documents](#)

# My Employment

## New employees

- [Carers](#)
- [Agency workers](#)
- [Childrens induction](#)
- [Elected Members](#)
- [Induction](#)
- [Induction - managers guidance](#)
- [Metrofresh jobs](#)
- [Recruiting an apprentice](#)
- [Recruitment](#)
- [Team Wigan Deal](#)
- [Your responsibilities](#)
- [Elected Members](#)

## Working life

- [Attendance and performance](#)
- [Black History Month](#)
- [Equality and diversity](#)
- [Health and safety](#)
- [Leave](#)
- [Pay and reward](#)
- [Personal growth](#)
- [Support contacts](#)
- [Travelling to work](#)
- [Wellbeing](#)
- [Working differently](#)
- [Your responsibilities](#)

## Self service

- [Employment forms](#)
- [My Employment](#)
- [My Job](#)
- [My Team](#)
- [IT Support](#)

## Giving something back

- [Military reservists](#)
- [School governors](#)
- [Volunteering](#)

## Changing roles or leaving

- [Flexible retirement](#)
- [Ill health retirement](#)
- [Jobs](#)
- [Organisational change](#)
- [Redundancy](#)
- [Resignation](#)
- [Retirement](#)
- [Secondment and partner vacancies](#)
- [Voluntary Redundancy Scheme \(VRS\)](#)

[Home](#) / [News and Views](#)

## News and views

### Staff Communications

- [Staff facebook](#)
- [Team Time](#)
- [News articles](#)
- [Submit a news article](#)

### External Communications

- [Borough Life](#)
- [Media channels](#)

# Tools and apps

## Worklife

- [Community book](#)
- [Departmental contacts](#)
- [My Job](#)
- [My Team](#)
- [My School](#)
- [Register of interests](#)
- [Room booking](#)
- [Sharepoint](#)
- [Telephone directory](#)
- [Update your directory details](#)
- [Vivup](#)

## Maps

- [External GIS maps](#)
- [GIS - Council map](#)
- [GIS - Growth and housing map](#)
- [GIS - Refuse Routes map](#)
- [GIS Customer Services map](#)

## Computers

- [IT support - self service](#)
- [Manage your password](#)
- [Printers](#)

## Others

- [Agresso and Capita](#)
- [Children's procedures manual](#)
- [Incident reporting](#)
- [Procurement - The Chest](#)
- [Report management](#)
- [Timemaster](#)
- [Violence warning system](#)

## **A** Planning and streets

- [Address checker](#)
- [Planning application search](#)
- [Roadworks bulletin](#)

# Schools

## Administration

Be Wigan Services for schools  
Data processing and sharing  
Data protection  
Document management system  
Educational trips and visits  
Freedom of Information (FOI)  
Internal audit  
Performance tables  
Premises and development  
Schools finance  
Schools Financial Value Standard  
Schools forum  
Term dates  
Transition toolkit - School reorganisation 

## Governors

Clerking service  
Disclosure and barring service  
Governor Services Team  
Governor vacancies  
School governors  
Training

## Admissions

General admissions info  
In year transfers  
List of schools  
Primary school admissions  
School admissions contacts  
Secondary admissions

## Human resources

Support tools  
Domestic abuse - Schools  
HR and OD SLA Brochures, Employment Handbook and Forms  
Facilities agreement for unions  
Flexible working  
Health and Safety handbook  
Human resources for schools  
Mediation service  
New employees  
Pay and reward  
Recruitment  
School job families  
Useful contacts  
Your responsibilities

## Professionals

Child safeguarding  
Early years and childcare  
Ethnic minority achievement service  
Getting support for children  
Newly qualified teachers  
Road safety lessons  
SENDS  
Start Well Centres (formerly Sure Start Children's Centres)

## Web content and document policy

**Before you create web content** - Time and resources should not be wasted on publishing information that is not needed by customers e.g. excessive information about the team and their achievements, national issues and statistical information.

### Content

- Most important information first
- Short sentences and simple, plain language, to the point
- **Do not** use long sentences and complicated language
- Use active verbs e.g. 'we will do it' rather than 'it will be done by us'
- Address the customer/user with 'us' 'we' 'our'
- Use the most accessible words e.g. Use 'every year' rather than 'per annum', or try using 'achieve', 'do' or 'carry out' rather than 'deliver'
- **Do not** use vague and unpredictable terms like 'click here', 'go here', 'click on this link', 'more info', instead use descriptive links e.g. '[to find out more visit our policies page](#)' OR '[See our school privacy notice](#)'
- Check information and contact details for accuracy
- Use spell check to ensure content is correct
- **Do not** use figures of speech or idioms
- **Do not** underline words, use italics or write capitals
- Provide transcripts for videos
- **Do not** tire users with lots of scrolling
- **Do not** force users to remember things from previous pages – do give reminders and prompts throughout.

For other words to avoid see the 'How to write in plain English' guide at [www.plainenglish.co.uk](http://www.plainenglish.co.uk)

### Structure

- Simple and consistent layout, avoid complex and cluttered content spread all over a page
- Use headings to break up the page
- Headings need to be ordered e.g. h1 – the subheading to this would be h2 not h3; h2 – the subheading to this would be h3 not h4 and so forth
- Good use of bullet points/lists to highlight key points – this breaks up the content well, clearly presents the information and prevents the page from looking too content heavy
- Build for keyboard use only – you should be able to navigate through the entire page or online service with just a keyboard
- Structure content using HTML5.

### Use of

- Acronyms/abbreviations – Reference the first appearance of the term fully e.g. Department of Work and Pensions (DWP) - then in the rest of the text you can just use DWP
- Use 'per cent' not '%'
- Use 'and' not '&'
- **Do not** have short time-out windows
- **Do not** use bright contrasting colours – keep colours simple with a good contrast
- **Do not** overuse capital letters. A good general rule is that if it is the name of something, it should have a capital. If not, it shouldn't

- Number formatting - Write the word up to double figures - One, two, three, four, five, six, seven, eight, nine, 10, 11, 12, 13...
- Dates - Try to avoid using dates if it is not essential as this makes information age very quickly. If you do, it should be written as '2nd April'

## Documents

- **First ask - Do you need this document?**
- **Do not** bury information in a document – can it be a web page?
- Documents should be in **word format** when sent to the web team
- **Do not** convert to PDF
- **Do not** use graphics and image laden documents
- **Do not** use bright contrasting colours – use simple colours
- **Do not** add a document when the exact information is already available on the web page. Only use documents if they are providing additional information, not already contained on the web page
- Tables should only be used if absolutely necessary. Think about alternative ways of presenting the information, i.e. headers, content, bullet points. If tables are used, keep them small and simple, do not use merged or split cells / column
- Make sure documents are up to date with correct branding and contact details
- Documents should not contain too many links as it is difficult to update them when web pages change, and links get broken
- Align text to the left and keep a consistent layout
- Use an easy to read font type and font size
- Design with a variety of devices in mind – many people view digital content on their phone or iPad
- Documents are the responsibility of the service to update
- The web team will perform final accessibility checks before converting the document to PDF.

## Images

- Images require written permission for their use – **DO NOT** use google images, they are copyrighted
- Images should only be used if they are relevant to the page content e.g. a page about a recent event could use a photo from that actual event. However, a picture of a house on the Council Tax page would not add value to the page and would distract the user from the main call to action of the page (i.e. paying their Council Tax)
- Photos require written permission – speak to PR for further information
- Describe images - an 'Alt' description must be used for every image to aid accessibility. It should describe what the image is about and include any text that appears on the image
- Do not use image lead instructions. Instructions should be in clear, step by step text.

## Contacts and team names

- Individual contact details should not be used. Customers should be signposted to a team of people or a job title.
- A 'group' mailbox should be used for emails
- Team names and service departments - Where possible you should avoid using team names and service departments as they often change, which dates the content e.g. 'we offer this', instead of 'the transport team offer this'.

## Reviewing

- A review/expiry date should be added to the page if it contains information which is only required temporarily
- Review all links to documents
- Review all contact information on a page and/or document.