

<b>MEETING:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>27 SEPTEMBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>SCRUTINY REVIEW OF COMMUNICATION WITH THE PUBLIC ABOUT SERVICES AND ACCESS TO THOSE SERVICES.</b>
<b>REPORT BY</b>	<b>HEAD OF PARTNERSHIP SUPPORT AND COMMITTEE MANAGER (SCRUTINY)</b>

**CLASSIFICATION:** Open

## **Wards Affected**

County-wide

## **Purpose**

To consider the report of the scrutiny review of communication with the public about services and access to those services.

## **Recommendation(s)**

**THAT:**

- (a) **the Committee considers whether it wishes to agree the findings of the Scrutiny Review of communication with the public about services and access to those services; and**
- (b) **subject to the Review being approved, the Executive's response to the Review including an action plan be reported to the first available meeting of the Committee after the Executive has approved its response.**

## **Introduction and Background**

1. In December 2009 the Committee agreed to conduct a review of communication with the public about services and access to those services. This was in the context of seeking to develop an external focus to the scrutiny work programme.
2. A copy of the report of the Scrutiny Review Group appointed to undertake the review is appended.

## **Appendices**

Scrutiny Review of the communication with the public about services and access to those services.

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Further information on the subject of this report is available from  
Julie Gethin, Head of Partnership Support on 01432 260610 and  
Tim Brown, Committee Manager (Scrutiny) on 01432 260239

## **Background Papers**

- None identified.