

MEETING:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	29 NOVEMBER 2010
TITLE OF REPORT:	SCRUTINY REVIEW OF COMMUNICATION WITH THE PUBLIC ABOUT SERVICES AND ACCESS TO THOSE SERVICES - EXECUTIVE'S RESPONSE
REPORT BY:	HEAD OF COMMUNICATIONS

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To consider Cabinet's response to the recommendations made to it in the Scrutiny Review of communication with the public about services and access to those services.

Recommendation(s)

THAT:

- (a) Cabinet's response to the findings of the review of communication with the public about services and access to those services be noted, subject to any comments which the Committee wishes to make;**

and

- (b) a further report on progress in response to the Review be made after six months with consideration then being given to the need for any further reports to be made.**

Alternative Options

- 1 The Committee can accept the Executive's response or submit comments to the Executive as it sees fit.

Introduction and Background

2. In September 2010 this Committee approved the findings of the Scrutiny Review of communication with the public about services and access to those services.

Further information on the subject of this report is available from
Robert Blower, Head of Communications, on (01432) 260006

3. The Committee agreed that the Executive's response to the Review including an action plan be reported to the first available meeting of the Committee after the Executive had approved its response.
4. Cabinet considers its response to the findings on 25 September 2010. The report to Cabinet setting out the proposed response is appended (except for Appendix A - the Scrutiny Review report). Cabinet's decision on 25 September will be reported to the Committee at the meeting.

Appendices

Report to Cabinet on 25 November – Response to the scrutiny review of communication with the public about services & access to those services.

Background Papers

- None identified.