

Scoping Form

Test Valley Borough Council Overview & Scrutiny Committee

Panel Reviews - Scoping Template

1	<p>Corporate Priority/Service Area (may be more than one)</p> <p>Communicating with residents</p>												
2	<p>Lead Member(s)/Chairman of Panel</p> <p>Cllr Brooks & Cllr Baverstock</p> <p>Panel members</p> <p>(To be confirmed)</p> <table border="1" data-bbox="304 994 1353 1149"> <tr> <td data-bbox="304 994 632 1032">Panel members</td> <td data-bbox="632 994 1003 1032">North</td> <td data-bbox="1003 994 1353 1032">South</td> </tr> <tr> <td data-bbox="304 1032 632 1070"></td> <td data-bbox="632 1032 1003 1070"></td> <td data-bbox="1003 1032 1353 1070"></td> </tr> <tr> <td data-bbox="304 1070 632 1108"></td> <td data-bbox="632 1070 1003 1108"></td> <td data-bbox="1003 1070 1353 1108"></td> </tr> <tr> <td data-bbox="304 1108 632 1149"></td> <td data-bbox="632 1108 1003 1149"></td> <td data-bbox="1003 1108 1353 1149"></td> </tr> </table>	Panel members	North	South									
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3	<p>Portfolio Holder(s)</p> <p>Leader of the Council</p>												
4	<p>Key Areas of Focus</p> <p>The review aims explore how the council communicates information to residents and how effective this is and what opportunities are there to develop/strengthen in the future.</p>												
5	<p>What will be developed or reviewed?</p> <p>The panel will look at this from three perspectives:</p> <ul style="list-style-type: none"> • How the council communicates key information through media such as the council website • How services communicate key information directly to service-users • How members communicate key information to their residents and communities. 												

6	<p>Rationale – Why now/why at all?</p> <p>As the council now emerges from the impacts of the pandemic this will be an opportune moment to undertake this review.</p> <p>Building on a previous roundtable session in 2019 which explored some of these topics and a previous panel on public involvement, this proposed panel will aim to review how the implementation of previous recommendations have worked and explore those ideas that were unable to be implemented at the time as well as identify new opportunities that may have emerged as a result of having to communicate differently throughout the pandemic.</p>
7	<p>Anticipated Benefits</p> <p>The pandemic has highlighted how organisations have had to think differently about how they communicate. Reviewing how we communicate as set out in section 5 will help us to learn the lessons from the last year and explore what worked/ or didn't work as well in how we communicated with residents throughout.</p>
8	<p>Resource Implications</p> <p>Officer time mainly from the Head of Strategy & Innovation and Communication's Manger. Members time from OSCOM and engagement with the portfolio holder.</p>
9	<p>Are there any Partner Organisations involved in the Project? If so, which?</p> <p>No</p>
10	<p>Will you require external partners to attend the Panel?</p> <p>No</p>
11	<p>Does the Project require Public Involvement?</p> <p>Some public engagement would be anticipated and this could be done through either a survey or focus group.</p>
12	<p>How will the Project assist the achievement of a Corporate Priority or Priorities?</p> <p>As the council moves towards developing its next corporate plan this will involve engagement with local residents and communicating how people can get involved will be important.</p>

	<p>It is hoped that any recommendations will help to build upon the councils approach to communicating with residents, service users and local communities.</p>
13	<p>What do you want OSCOM to do now?</p> <p>OSCOM is asked to consider the scope and next steps.</p>