

Update on outcomes of the Communications Panel

Report of the Head of Strategy and Innovation

Recommended:

That Overview and Scrutiny Committee notes the update (annex one) on how the outcomes of the communications panel have been considered and taken forward.

SUMMARY

- Overview and Scrutiny Committee undertook a review of communications via a panel which reported its findings in March 2023.
- An update on progress was given in March 2024, and the Committee resolved that a further update be given by the Head of Strategy and Innovation at its meeting in June to demonstrate the progress made against the issues highlighted by the committee.
- The Annex sets out this update in detail.

1 Introduction

- 1.1 This report provides an update to the committee on how the outcomes of the Communications Panel that concluded in 2023 have been considered and taken forward.

2 Background

- 2.1 In July 2021, the Overview and Scrutiny Committee appointed a member panel to review how the council communicates information to residents, how effective this is and what opportunities there are to develop and strengthen our approach in the future based on new technology and changing habits.
- 2.2 The panel reported its conclusions in March 2023, outlining a series of proposals for consideration that the Overview and Scrutiny Committee endorsed. The Committee requested for the Head of Strategy and Innovation to provide an update after twelve months on how the conclusions of the committee had been considered. This update took place in March 2024. A copy of that report can be accessed via the following link:
<https://democracy.testvalley.gov.uk/documents/s29886/Comms%20Review%20Update%20-%20Report.pdf>

3 Update on progress

- 3.1 Annex one provides an additional update for the Committee (as requested and resolved at its meeting in March 2024) setting out more specifically how each of the conclusions of the panel have been considered and implemented.

4 Conclusion

- 4.1 This report provides a further update on where the council has been able to progress many of the key issues highlighted by the conclusions of the communications panel which has played an important role in helping to develop and strengthen our overall approach to communications.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
None			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	1		
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