

<b>Subject:</b>	Communications Task and Finish Group Report	<b>Status:</b>	For publication
<b>Report to:</b>	Overview and Scrutiny Committee	<b>Date:</b>	19 <sup>th</sup> June 2017
<b>Report of:</b>	Communications Task and Finish Group	<b>Portfolio Holder:</b>	Resources and Customers
<b>Key Decision:</b>	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	<b>General Exception</b>	<input type="checkbox"/> <b>Special Urgency</b> <input type="checkbox"/>
<b>Equality Impact Assessment:</b>	Required:	No	Attached: No
<b>Biodiversity Impact Assessment</b>	Required:	No	Attached: No
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<b>1.</b>	<b>RECOMMENDATION(S)</b>
1.1	That the recommendations within the report at Appendix 1 are noted.
1.2	That the Cabinet or the relevant portfolio holder provides a formal response to this report within 2 months.

## 2. PURPOSE OF REPORT

- 2.1 To inform the Cabinet of the work carried out by the Overview and Scrutiny Committee's Task and Finish Group in relation to Communications within Rossendale Borough Council.

## 3. CORPORATE PRIORITIES

- 3.1 The matters discussed in this report impact directly on the following corporate priorities:
- **Responsive Value for Money Services:** This priority is about the Council working collaboratively, being a provider, procurer and a commissioner of services that are efficient and that meet the needs of local people.

## 4. RISK ASSESSMENT IMPLICATIONS

- 4.1 There are no specific risk issues for members to consider arising from this report.

## 5. BACKGROUND AND OPTIONS

- 5.1 The Task and Finish Group was established by the O&S Committee to look at how the Council communicates with its residents and whether the Council is providing an efficient and effective service to its customers.
- 5.2 The Group initially sought to look at the effectiveness of the Council's website. However it transpired that there is a new website to be implemented in 2017. Therefore effective communication to customers would be the focus of the Group.

## COMMENTS FROM STATUTORY OFFICERS:

### 6. SECTION 151 OFFICER

- 6.1 Any financial implications are noted in the report.

### 7. MONITORING OFFICER

- 7.1 No legal implications for the Council.

## **8. POLICY IMPLICATIONS AND CONSULTATION CARRIED OUT**

- 8.1 Any policy implications will be addressed as part of the customer service standard review.
- 8.2 The report at Appendix 1 was produced by the Communications Task and Finish Group and has been viewed by the Director of Communities and the Member Champion for IT (the Chair of this Group).

## **9. CONCLUSION**

- 9.1 The work of the group is now complete, save for 1 more meeting to review customer standards.