

Corporate, Adult Services & Social Inclusion Select Committee

A meeting of Corporate, Adult Services & Social Inclusion Select Committee was held on Monday, 18th May, 2009.

Present: Cllr Mick Stoker (Chairman), Cllr Mrs Lynne Apedaile, Cllr Miss Tina Large, Cllr Mrs Jean O'Donnell, Cllr Roy Rix

Officers: S Shaw (DNS), P Lacey (R), Mrs B Brown (PPC), Mrs T Harrison and Mrs J Trainer (LD)

Also in attendance: J Rylance (IDEA)

Apologies: Cllr Aidan Cockerill, Cllr Mrs Suzanne Fletcher, Cllr Andrew Larkin, Cllr Mick Womphrey, Mrs T Fraser

1 Declarations of Interest

There were no declarations of interest.

2 Minutes of the meeting held on 7th April 2009

Members considered the draft minutes of the meeting held on 7th April 2009.

CONCLUDED that the draft minutes of the meeting held on 7th April 2009 be agreed as a correct record, and be forwarded to Council for consideration.

3 Initial Progress Report - Voluntary & Community Sector Scrutiny Reivew

Members considered the assessments of progress on the implementation of the recommendations from the review of Voluntary and Community Sector.

CONCLUDED that Members agree the assessment of progress.

4 Scrutiny Review of Communications, Consultation and Engagement

Members considered the scope and project plan for the review of Communications, Consultation and Engagement.

The Acting Head of Communications and Marketing clarified the three significant areas of activity which would be examined as part of the review:

COMMUNICATIONS

- Public Relations
- Internal Communications including partnerships
- Marketing
- Branding (i.e. Stockton-on-Tees as a place and not a council)

ENGAGEMENT

- Community Engagement
- Employee Engagement

CONSULTATION

Members were advised that the review would include the Council's website, the impact of Gershon efficiencies and press contact.

In relation to consultation Members observed that questionnaires were not often completed, therefore it was suggested that questions for employees would be asked in person at interviews/discussion groups with responses presented to the Committee.

Members observed that an exemplar organisation related to communications was the fire service and it was suggested that a representative could be contacted to explain their practices.

Members were introduced to a representative from IDeA (Improvement and Development Agency) who would assist with best practice by providing research on customer insight, information on community empowerment and good practice beacons.

The Head of Communications and Markets asked Members how they wanted the information to be provided to Committee and it was agreed that all information should include a concise summary.

Officers agreed to provide information in a summary format and if Members required more detailed information it would be provided where needed.

Officers suggested that the next meeting be used to discuss Communication and the following meeting be used to discuss Consultation and Engagement.

CONCLUDED that:

1. The information be noted.
2. Further information for the review will be provided in a summary format.