

MAJOR REVIEW – COMMUNITY COHESION – FINAL WITNESS SESSION AND CONSIDERATION OF RECOMMENDATIONS OF THE REVIEW

**Contact Officer: Khalid Ahmed
Telephone: 01895 250833**

REASON FOR ITEM

To hear from the Corporate Head of Communication as part of the Committee's major review into Community Cohesion and to receive a draft of the review's final report

OPTIONS OPEN TO THE COMMITTEE

1. Question the Corporate Head of Communications as part of the review.
2. With the guidance of officers to suggest recommendations for the review and any other changes, amendment or additions to the final report.

INFORMATION

1. This is the final witness session for the Committee's review into Community Cohesion and in particular how Council's services were accessed by all individuals of all backgrounds and groups and sections of the community. At the meeting of the Committee held on 13 November 2012 Members heard from the Chair of Hillingdon's Inter Faith Network and a representative from the Afghan's Women's Group on their perception of how were Council's services communicated to groups in the Borough.
2. In addition the Committee received a written report from the Corporate Head of Communications which provided details of how the Council was communicating effectively with all the Borough's communities, helping to ensure integration and cohesion (Appendix 1).
3. Discussion took place on how the Council's services were communicated and the Committee requested further advice on how this could be improved. A suggestion was made for the Council to provide information for groups to produce their own newsletters which would include information on Council services which would be readily available. This information needed to be timely and include advanced warning of events and activities.
4. Members agreed that the challenge was getting messages across to those groups and people who did not normally engage with public authorities. The Council's website and Hillingdon People provided good opportunities

for the Council to reach out to all people and to promote greater integration and interaction of all individuals. However, the Committee wished to hear from Corporate Communications on other possible means of enabling communities to find out about Council services.

Witnesses

5. John Seekings, the Council's Corporate Head of Communications has been invited to attend this meeting to help the Committee with its review.
6. Members will also be asked to give consideration to the recommendations of the review. To assist Members, a draft copy of the review's final report is attached to this report. The final report includes all the details of the evidence received to date and themes which Members could consider with regard to possible recommendations.

PAPERS WITH THE REPORT

Written report from the Corporate Head of Communications (Appendix 1)
Draft Final Report (Appendix 2)