Fingal County Council Meeting

13th April 2015

Item No. 9

Communications Strategy

Question: Councillor J Sinnott
"To ask the Chief Executive if there are plans to develop a new or updated communications strategy for Fingal County Council. Can officials examine the possibility of developing a Citizens Service Charter so as to build on the excellent work and achievements already in this area?"

Reply:
Fingal County Council has a strong competence in communications and a very public presence on social media. To assess how we can strengthen and improve on this we have recently engaged Consultants to carry out a review of the Council's Communications Section to determine its future structure and areas of responsibilities. This review comprises the areas of internal & external communications and online & social media as well as evaluating how to more strongly market the Council.

The elected members will be kept informed of progress on this review through the monthly Chief Executive report.

Fingal County Council has a Citizens Charter in place. This charter is in place so that each citizen is clear on the quality of service they can expect from the Council and how they as citizens can exercise their responsibility in improving quality of life in Fingal.