

Communications Plan for Residents' Survey 2014 Results – January 2015

Aim: To publicise residents' survey results.

Date	Action	Target audience	Further information	By whom
January 2015	Information	Members	Information email to All Members with their ward data	Head of Community Engagement and Equalities
January 2015	Agenda item	Members	Discussion at PRG on 05.01.15 with agenda published pre Christmas.	Head of Community Engagement and Equalities
January 2015	Information	Parish and Town Councils	Information email to P&TC sharing results report.	Head of Community Engagement and Equalities
January 2015	Information	Residents	Press release of highlights of results to local media. Social media mentions and summary of the results on the website.	Deputy Head of Communications and Marketing
January 2015	Information	Residents	Holding statements to offer explanations of results	Deputy Head of Communications and Marketing
January 2015	Agenda item	Members	Decision at Executive on 27.01.15.	Head of Community Engagement and Equalities
January 2015	Agenda item	Members	Discussion at Overview & Scrutiny Commission on 29.01.15.	Head of Community Engagement and Equalities
January 2015	Information	Partner organisations	Information email to BFP board and themed partnerships	Head of Community Engagement and Equalities
February 2015	Agenda item	Officers	Attend Departmental Management Team meetings	Head of Community Engagement and Equalities
February 2015	Information	BFC employees	Article in Forest Views to highlight change in methodology and satisfaction rates with service delivery.	Deputy Head of Communications and Marketing
February 2015	Information	Residents	Social Media Mentions: Key facts and figures to be posted on facebook and tweeted at regular intervals: "Did you know"	Deputy Head of Communications and Marketing

Date	Action	Target audience	Further information	By whom
February 2015	Information	BFC employees and partners	Upload report results to Stat Share.	Joint Commissioning Officer, Adult Social Care, Health and Housing
March 2015	Information	Residents	Article in Town & Country to highlight change in methodology and satisfaction rates with service delivery.	Deputy Head of Communications and Marketing
March 2015	Agenda item	Partner organisations	Discussion at Community Safety Partnership on 09.03.15	Head of Community Engagement and Equalities
March 2015	Agenda item	Partner organisations	Discussion at Community Cohesion and Engagement Partnership on 12.03.15.	Head of Community Engagement and Equalities
March 2015	Agenda item	Officers	Discussion at Customer Contact Strategy Group on 16.03.15.	Head of Community Engagement and Equalities
March 2015	Agenda item	Members	Discussion at Environment, Culture and Communities Overview & Scrutiny Panel on 17.03.15.	Head of Performance and Resources Environment, Culture and Communities
March 2015	Agenda item	Partner organisations	Discussion at Bracknell Forest Partnership on 19.03.15.	Head of Community Engagement and Equalities
March 2015	Agenda item	Parish and Town Council members and officers	Discussion at Parish and Town Council Liaison Group on 23.03.15.	Head of Community Engagement and Equalities
April / May 2015	Information	BFC Employees	Presentation as part of Chief Executive Roadshow to highlights results of the survey.	Chief Executive