

**Washington Area Committee**

**28<sup>th</sup> July 2011.**

**Report of the Chief Executive**

**Influencing Practice, Policy and Strategy**

**1. Why has it come to Committee?**

- 1.1. This report offers Members the opportunity for consultation on plans and strategies relevant to the Washington area. It also provides information and updates which will encourage Members to feed into proposals for service or policy change and facilitates the referral of outcomes of issues previously identified.

**2. Information, Advice and Guidance Services**

- 2.1 The Council is currently reviewing its services, which provide information, advice and guidance to customers. This is to ensure a standard quality of service across the Council. Officers from the Business, Improvement and Advice Services Team will present an update at Committee on the Information, Advice and Guidance review, seeking members' views and feedback.

**Recommendation:**

- To provide comments with regards to the review of Information, Advice and Guidance Services.

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