

KENT COUNTY COUNCIL

POLICY AND RESOURCES CABINET COMMITTEE

MINUTES of a meeting of the Policy and Resources Cabinet Committee held in the Darent Room, Sessions House, County Hall, Maidstone on Tuesday, 5 December 2017

PRESENT: Mr B J Sweetland (Chairman), Mr R A Marsh (Vice-Chairman), Mr P V Barrington-King, Mr R H Bird, Mr T Bond, Mr N J D Chard, Mrs P T Cole, Mrs M E Crabtree, Mrs T Dean, MBE, Mr P W A Lake, Mr J P McInroy, Miss C Rankin, Mr H Rayner and Mr I Thomas

ALSO PRESENT: Miss S J Carey, Mr E E C Hotson and Mr J D Simmonds, MBE

IN ATTENDANCE: Mr D Cockburn (Corporate Director Strategic & Corporate Services) and Mrs A Hunter (Principal Democratic Services Officer)

UNRESTRICTED ITEMS

30. Apologies and Substitutes

(Item 2)

Apologies for absence were received from Mrs Constantine. There were no notifications of substitutes.

31. Declarations of Interest by Members in items on the Agenda

(Item 3)

Mr Thomas made a declaration of interest in item 10 (Policy on the Use of Sprinkler Systems) and in item 13 (Contract Management Review – KPSN) as he was a member of Canterbury City Council's Planning Committee and Canterbury City Council was one of the partners in the KPSN. As his interest was not pecuniary or significant he stayed in the meeting during the discussion of the items.

32. Minutes of the meeting held on 15 September 2017

(Item 4)

Resolved that the minutes of the meeting held on the 15 September 2017 are correctly recorded and that they be signed by the Chairman.

33. Strategic and Corporate Services Performance Dashboard

(Item 5)

Richard Fitzgerald (Business Intelligence Manager - Performance), Ben Watts (General Counsel), Amanda Beer (Corporate Director, Engagement, Organisation Design and Development) and Rebecca Spore (Director of Infrastructure were in attendance for this item

- (1) Mr Fitzgerald introduced the report which set out progress made against targets set for Key Performance Indicators to the end of September 2017.

- (2) He drew particular attention to GL02 (Freedom of Information Requests completed within 20 working days) (Fol) and GL03 (Data Protection Act subject access requests completed within 40 working days) and supplemented the information in the report. He said that Invicta Law had transferred additional responsibilities to the Information, Resilience and Transparency team which had affected performance in responding to Freedom of Information requests. Delays could also be caused by a lack of resources in operational units which prevented them from providing information in time, but queries over consent, legal involvement, and requests not recognised by the recipient were also reasons for delays. He said the Information Resilience and Transparency Team provided advice on the most efficient ways to prepare records to save time and resource, made guidance available on KNet and issued guidance with every referral.
- (3) Mr Watts said the number and complexity of queries received under the Data Protection Act had increased and the response to queries had to be balanced against the delivery of front-line services especially in Social Care. He suggested that a report giving more detailed information be submitted to a future meeting of the Cabinet Committee.
- (4) Members commented about the detail required to answer some FOI requests; the consequences of failing to meeting the statutory requirement for a response within 40 working days; the provision within the legislation to recover the costs associated with complex queries; and noted that most queries were responded to within the statutory timescales.
- (5) In response to a question about P101 (Percentage of rent due to KCC outstanding at 30 days), Ms Spore said that most of the debt related to the Sussex Partnership NHS Trust, however, she was confident that this debt would be recovered. She also said she would provide additional detailed information relating to this indicator and P101b to Members of the Cabinet Committee in advance of the next meeting.
- (6) In response to a question about CS07 (Complaints responded to in timescale), Mrs Beer said the indicator related to the response to complaints and not just the acknowledgement of receipt of a complaint. She also said that a new Complaints Management Policy was being rolled out to ensure complaints were dealt with consistently across the Council.
- (7) Resolved that the report be noted.

34. Financial Monitoring 2017/18

(Item 6)

Jackie Hansen (Finance Business Partner- Strategic and Corporate Services) and Andy Wood (Corporate Director, Finance) were in attendance for this item

- (1) Ms Hansen introduced the report which showed extracts from the detailed monitoring report that was presented to Cabinet monthly. She referred in particular to Table 1 of the report which showed the forecast for the Strategic and Corporate Services Directorate.

- (2) Mr Wood referred to Table 2 which set out a forecast of an £8.3m overspend at the end of the financial year. He said the Leader had written again to the relevant government minister seeking recompense for the costs of dealing with asylum and he was reasonably confident that funding would be received. He also said a report had been submitted to Cabinet recommending that a blanket moratorium on spending was not imposed across the authority. He said that a residual pressure of £3m was being forecast for the year-end however the end-of-year figures were usually close to balancing.
- (3) Mr Simmonds (Cabinet Member for Finance) reminded the Cabinet Committee that savings of £600 million had been made over the last 6-8 years and he commended the work done by the Finance team.
- (4) Resolved that the revenue and capital forecast variances from the budget for 2017-18, that are in the remit of this Cabinet Committee, based on the September monitoring to Cabinet be noted.

35. 17/00103 - Renewal of Microsoft Enterprise Agreement(s)

(Item 7)

Rebecca Spore (Director of Infrastructure) and Michael Lloyd (Head of Technology Commissioning and Strategy were in attendance for this item

- (1) Mr Lloyd introduced the report which outlined the requirement to renew the Council's Microsoft Enterprise Agreements in order that the Council be appropriately licensed to deliver its current services. The report also asked the Cabinet Committee to consider and endorse a proposed decision of the Cabinet Member to delegate authority to the Director of Infrastructure for the award of the contracts in consultation with him.
- (2) In response to a question, Mr Lloyd said that all of the authority's IT systems were with Microsoft. The ICT teams were looking at the interface between the computer and mobile devices to ensure the user experience was as seamless as possible.
- (3) Resolved that the proposed decision to delegate, to the Director of Infrastructure in consultation with the Cabinet Member for Corporate and Democratic Services, the award of contracts to Microsoft for the Enterprise Agreement and Server Cloud Enrolment, including the necessary contractual negotiations and enter into any subsequent necessary legal agreements be endorsed.

36. Website (kent.gov.uk) Usage

(Item 8)

Amanda Beer (Corporate Director, Engagement, Organisation Design and Development and Andrew Bose (Marketing and Digital Manager) were in attendance for this item

- (1) Mr Bose gave a short presentation which is available online as an appendix to these minutes.

- (2) In response to questions, officers said that: performance indicators were being reviewed and a more stretching target would be considered for website satisfaction; work was on-going with the Education Admissions team to ensure website users did not experience delays on “offer” days, most highway faults were reported online and work was underway to improve communication regarding the progress in resolving a fault and to develop apps to make reporting easier. Officers also said it was possible for customers to open new windows on their computers while engaged in a webchat, and that there had been no incidents of the Council’s being hacked and false information uploaded.
- (3) Mr Bose undertook to provide additional information to Members of the Cabinet Committee about the number of customers using LiveChat to communicate with the Council.
- (4) Resolved that the report be noted.

37. Annual Equality and Diversity Report 2016-17

(Item 9)

David Whittle (Director of Strategy, Policy, Relationships and Corporate Assurance) and Akua Agyepong (Corporate Lead - Equality and Diversity) were in attendance for this item

- (1) Mr Whittle introduced the report which set out the Annual Equality and Diversity Report for 2016-17 as required by the Equality Act 2010. He said this was the last report on performance against the equalities objectives set in 2012. New objectives had been agreed earlier this year and work was underway to finalise the nature of the report that would be received next year.
- (2) Members said it was pleasing to see that consideration of equalities was now more embedded in the decision-making process than in earlier years and welcomed the layout and style of this year’s annual report. Members also commented on: the number of children being home-schooled; the employment, including the self-employment, of children under 16 and the increase in the number of pupils in receipt of the Pupil Premium who were attending selective schools.
- (3) Resolved that the Annual Equality and Diversity report 2016-17 be approved for publication on www.kent.gov.uk.

38. 17/00122 Policy on the Use of Sprinkler Systems - Update

(Item 10)

Rebecca Spore (Director of Infrastructure), Tony Carty (Health and Safety Business Operations Manager) and Karen Ripley (Facilities Management and Capital Lead) were in attendance for this item

- (1) Mr Hotson (Cabinet Member for Corporate and Democratic Services) introduced the report which provided general information on sprinkler systems and made recommendations as to the Council’s future approach for the use of

sprinklers in its existing estate and any new buildings. It also asked the Cabinet Committee to consider and endorse, or make recommendations on his proposed decision to amend the Use of Sprinkler Systems Policy.

- (2) Ms Spore said that the objective of the policy was to ensure the Council's buildings were safe and that a risk assessment approach was taken to determine the need for a sprinkler system in any new building. The revised policy was a refresh of the 2013 policy. It was very likely that the policy would be further updated following the publication of an interim report of the Independent Review of Building Regulations and Fire Safety being led by Dame Judith Hackitt. Ms Spore referred, in particular, to paragraph 3.2 of the report which confirmed that the revised policy would ensure that the Council continued to meet its statutory duties and legislative requirements.
- (3) In response to questions, officers said that: the Kent Fire and Rescue Service (KFRS) was consulted early in the design stage of any new building being constructed by or for the Council; some academy schools complied with the safety requirements and advice of the Educational Funding Agency, but academies that had leasehold agreements with KCC were required to seek consent for any alterations or extensions and to comply with KCC policies including the policy on the Use of Sprinkler Systems.
- (4) Members said that the KFRS and other fire services had been lobbying government ministers since the 1970s to make the installation of sprinkler or fire suppressant systems in all new buildings. Concerns were also raised about the resources of district and boroughs to enforce technical building regulations and standards. Comments were also made about the inclusion of refuge points in the design of special and residential schools, the impact of a fire in a school on the pupils and on the stress caused by the loss of course work
- (5) Mr Bird, seconded by Mrs Dean, proposed that all new schools and extensions to existing school buildings should include sprinklers or other fire suppressant systems or set out a good reason why they were not included.
- (6) A number of Members expressed sympathy for Mr Bird's proposal but said that it was preferable to wait for the interim report from the Hackitt review. Upon being put to the vote the motion was lost.
- (7) Resolved that:
 - (a) the proposed decision of the Cabinet Member to update the Sprinkler Policy be endorsed; and
 - (b) a further report, taking account of the recommendations of the Hackitt review, be received by the Cabinet Committee no later than 16 March 2018.

39. Work Programme

(Item 11)

Resolved that the work programme for 2018 be noted subject to reports on Customer Services, Gen2 (including the Total Facilities Management Update), the Business

Services Centre and performance in relation to requests received under Data Protection Act being included on the agenda for February 2018 and an update on the interim report from the Hackitt review being included on the agenda for March 2018.

40. Dates of meetings 2018/2019

(Item 12)

Resolved that the dates of meetings of the Cabinet Committee in 2018/19 be noted as follows: Friday 11 May 2018, Friday 29 June 2018, Thursday 6 September 2018, Tuesday 20 November 2018, Friday 18 January 2019 and Friday 8 March 2019.

41. Exclusion of the Press and Public

(Item)

Resolved that under Section 100A of the Local Government Act 1972 the press and public be excluded from the meeting for the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

42. Contract Management Review (KSPN) Kent Public Services Network

(Item 13)

Vincent Godfrey (Strategic Commissioner), Emma Mitchell (Director, Strategic Business Development and Intelligence) and Dave Lindsay (Strategic Development and Relationship Manager) were in attendance for this item

- (1) Mr Hotson (Cabinet Member for Corporate and Democratic Services) said the Cabinet Committee had received a report at its last meeting outlining the process for reviewing contracts and a programme of contract reviews. In accordance with the request of the Cabinet Committee, this report presented the findings of a contract management review of the Kent Public Services Network (KPSN). He also referred to a recent training event for Members on contract management.
- (2) Mr Godfrey introduced the report and said Emma Mitchell would talk through the process for the review of the KPSN contract along with some high-level findings.
- (3) Ms Mitchell said that a Contract Management Review Group, chaired by Mr Simmonds, had been established as a sub-group of the Budget and Programme Delivery Board to undertake a series of contract management reviews. She also said the sub-group met every fortnight and that its purpose was to ensure best practice in contract management which in turn improved value for money. She referred, in particular, to the findings and recommendations of the sub-group which were set out in Appendix B of the exempt report.
- (4) Mr Lindsay gave a short presentation outlining the extent of the partnership, the strengths and weaknesses of the way KPSN managed its contracts, the issues identified by the review, the maturity assessment of the contract and his experience of the review.

- (5) In response to questions, officers said that KPSN had been in existence since 2011 and it was anticipated that it would continue as it had key role in driving down network costs and underpinned new ways of working. It was also confirmed that KPSN was a contract held by KCC and delivered through a series of contracts with partner organisations, information sent through the network was secure and there had been no issues relating to security or confidentiality.
- (6) Resolved that:
 - (a) The report be noted; and
 - (b) A further report of a specific contract review be submitted to the Cabinet Committee in March 2018.

43. Review of KCC Company Ownership and Governance

(Item 14)

Ben Watts (General Counsel) and Andy Wood (Corporate Director of Finance) were in attendance for this item

- (1) Mr Long (Cabinet Lead for Traded Services) introduced the report which had been produced following a request at the last meeting of the Cabinet Committee for further detail about the governance relationship between the Council, the companies it had or might set up and a holding company.
- (2) Mr Watts gave a short presentation setting out the relationship of the holding company to existing Council-controlled companies; Member involvement and scrutiny of the companies; the statutory and governance obligations of the directors and shareholders; and the proposed company structure.
- (3) In response to questions, officers said: the holding company would have to deliver more than it cost; it would be for the proposed Member Panel to consider how articles of association or memoranda of understanding could be amended and the appropriateness of consolidated end-of-year accounts; and that it was intended that the Council would retain oversight of any reserved matters.
- (4) The Cabinet Committee was broadly supportive of the proposed way forward.
- (5) Resolved that:
 - (a) The proposed arrangements for Member scrutiny of traded activities be endorsed:
 - (b) The governance arrangements that will apply to any subsequent holding company be noted: and
 - (c) The Section 151 update in relation to the Holding Company Review be noted.

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Kent.gov.uk

Background

- Current website was launched in **March 2014**, following **design principles** established by the Government Digital Service.
- Aim was to make it as **easy as possible** for residents to successfully complete “tasks” on our website.
- **3,000 web pages** covering over 300 KCC services and averages around **880,000 page views** per month

Website usage data

Page 11

Website traffic (current)



Page Views

880,000
monthly average



Sessions

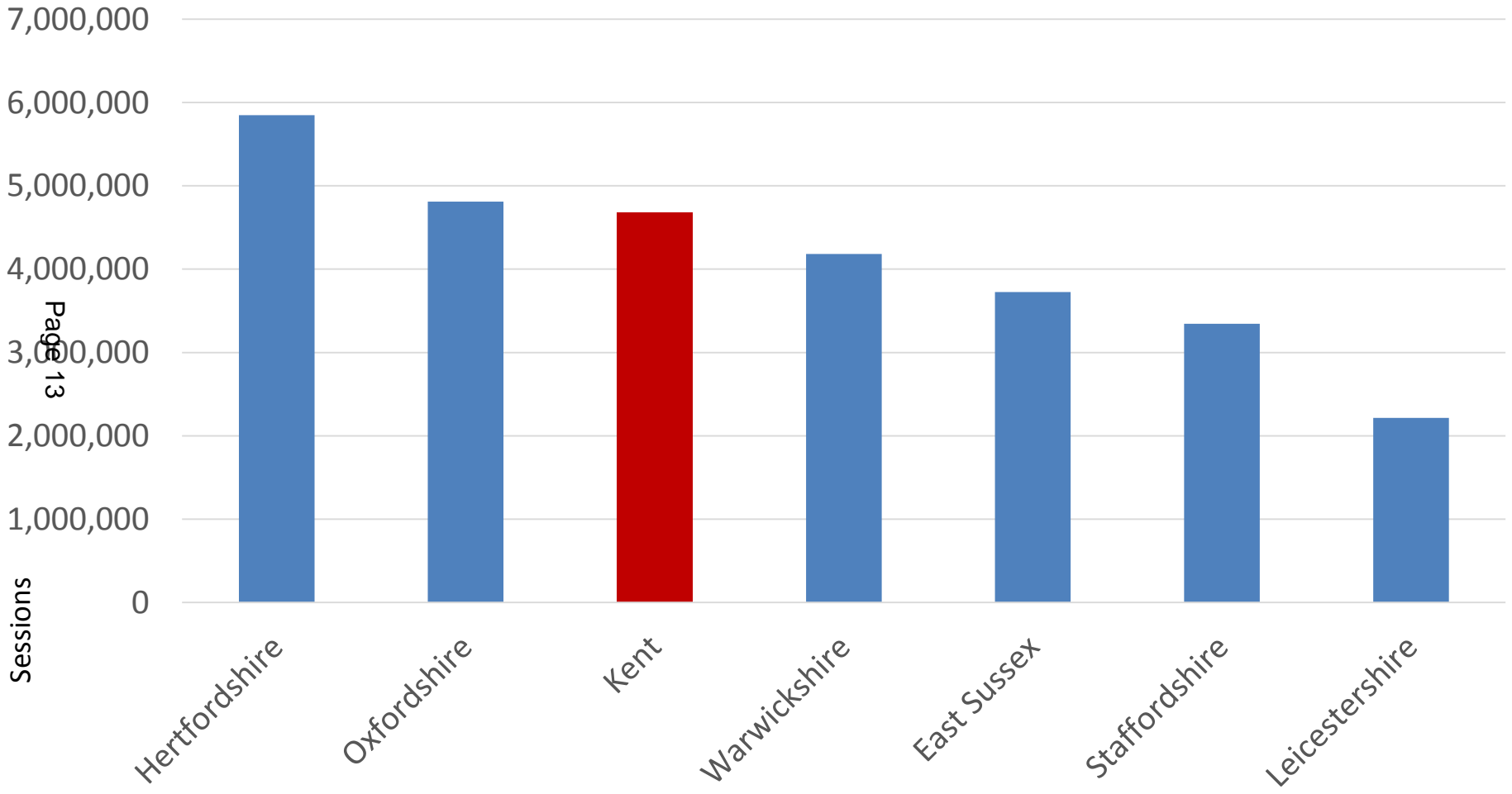
402,000
monthly average



Users

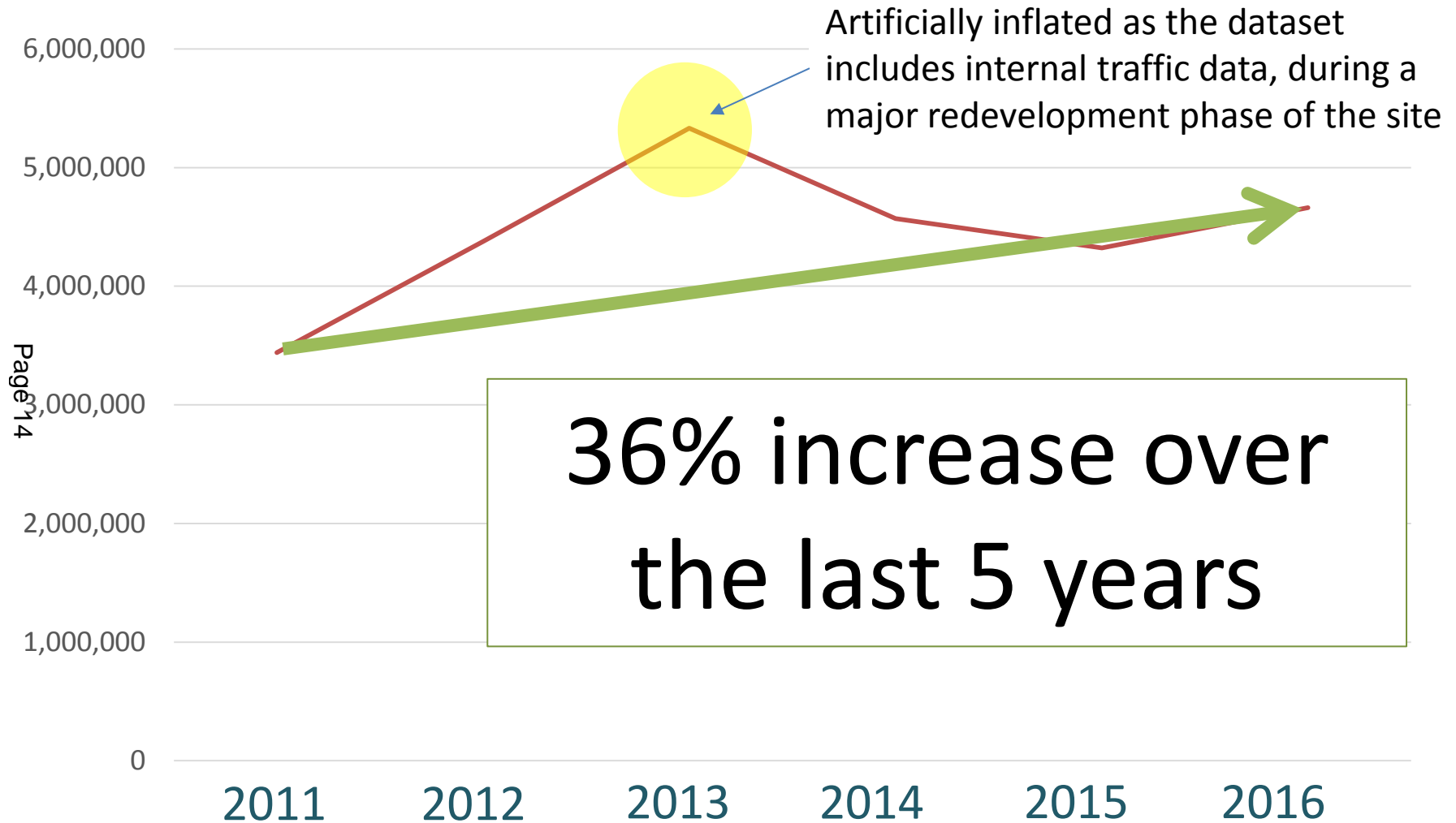
216,000
monthly average

Compared to other County Councils



Source: SOCTIM, Better Connected website. Data is for Aug 2014 to Sept 2015

Website traffic (historic)

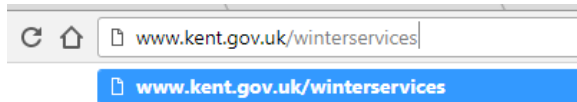


How do people find our website?



Search engines
(Organic)

65%



Typing in our address
(Direct)

19%

From a different website
(Referral)

9%

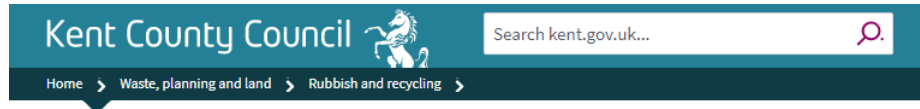
Paid search (3%)
Social media (3%)
Emails (1%)
Other (1%)

8%

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Our website is designed to be found



Find your nearest tip

Household waste recycling centres, or tips, are provided for residents to get rid of **household waste only**. You cannot bring business waste. Find out [where to dispose of business and commercial waste](#).



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For example:

“tip”

or:

“Household waste recycling centre”

Higher search engine rankings

maidstone tip

All Maps News Shopping Images More Settings Tools

About 418,000 results (0.49 seconds)



A privacy reminder from Google

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REMIND ME LATER

REVIEW

Maidstone Household Waste Recycling Centre - Kent County Council

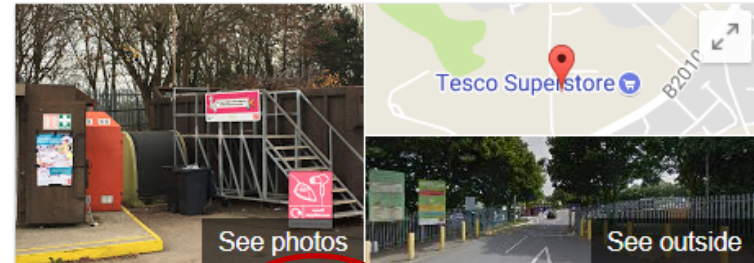
<https://www.kent.gov.uk/waste-planning-and-land/rubbish-and...tip/maidstone>

Maidstone household waste tip, when it's open, what you can take and who can use it.

Vehicle restrictions and vouchers - Kent County Council

<https://www.kent.gov.uk/waste-planning-and.../vehicle-restrictions-and-vouchers>

Find out which vehicles can enter household waste tips and apply for vehicle vouchers.



Maidstone Tip

4.0 ★★★★★ 13 Google reviews

Recycling center in Maidstone, England

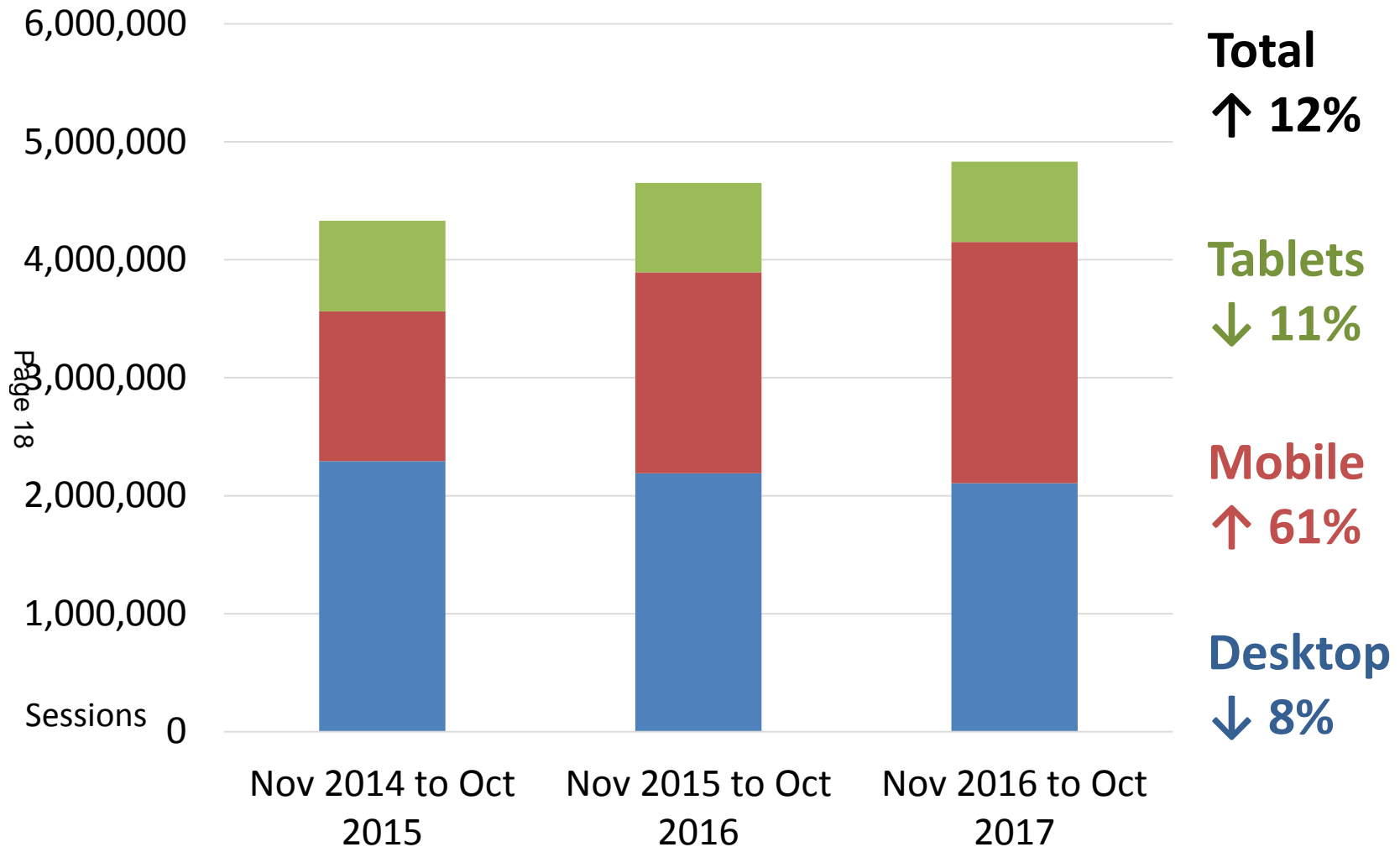
Address: Burial Ground Ln, Maidstone ME15 6RJ

Hours: Open today · 8am–4:30pm

Phone: 0300 041 7373

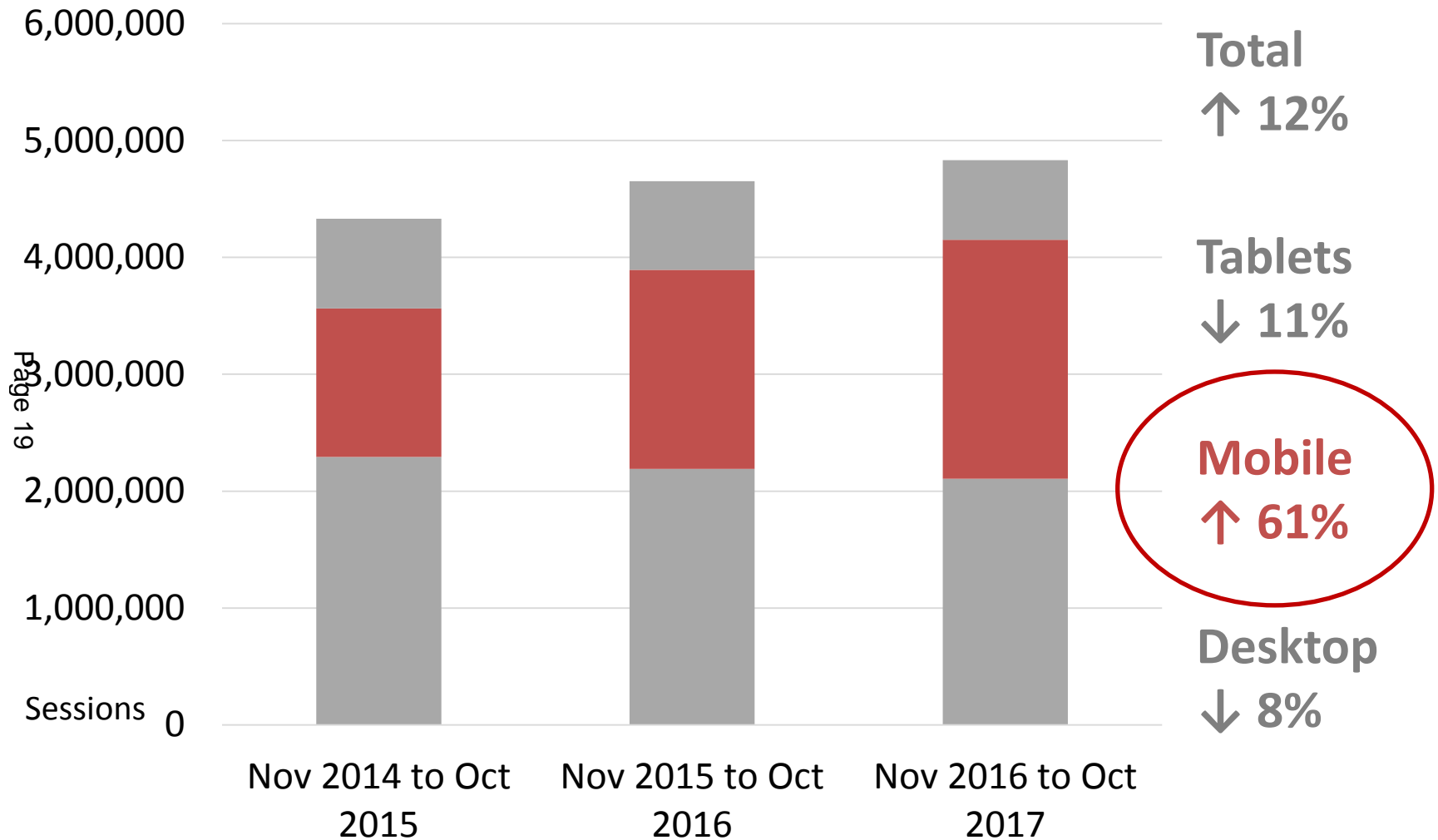
Our page appears at the top of the search result, even though our page is called “Household Waste Recycling Centre”

What devices do visitors use?



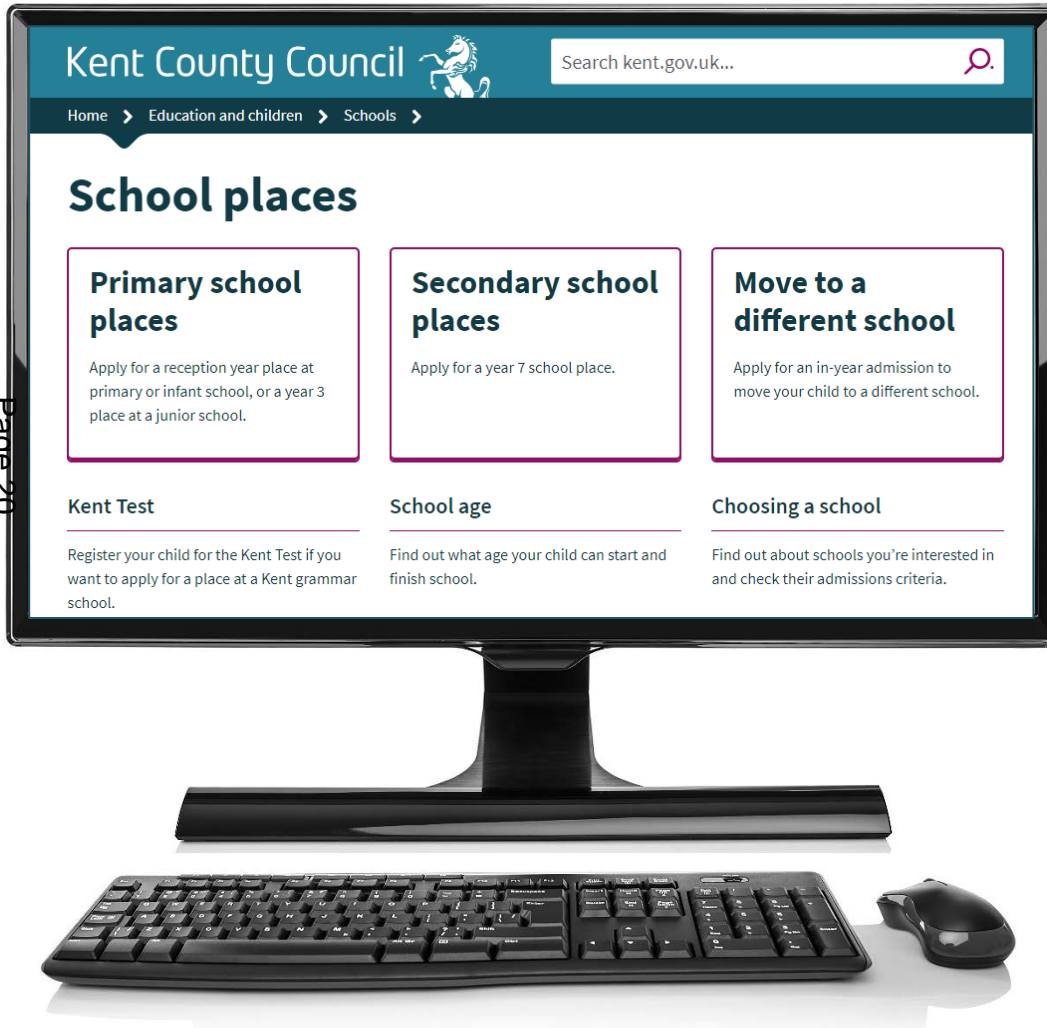
Oct 2017, 48% of sessions took place on mobile (39% desktop, 13% tablet)

What devices do visitors use?

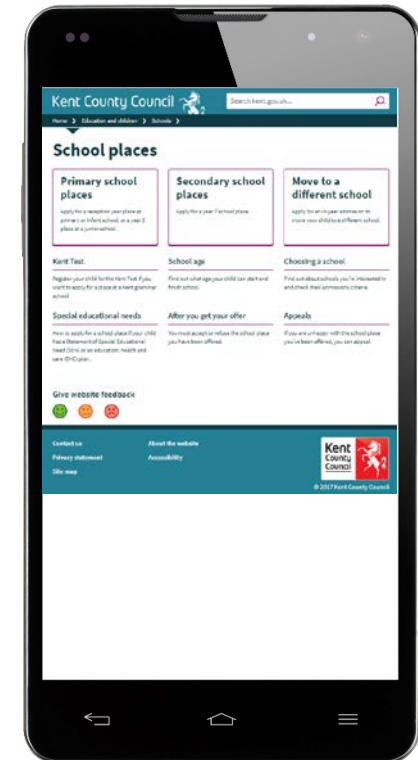


Oct 2017, 48% of sessions took place on mobile (39% desktop, 13% tablet)

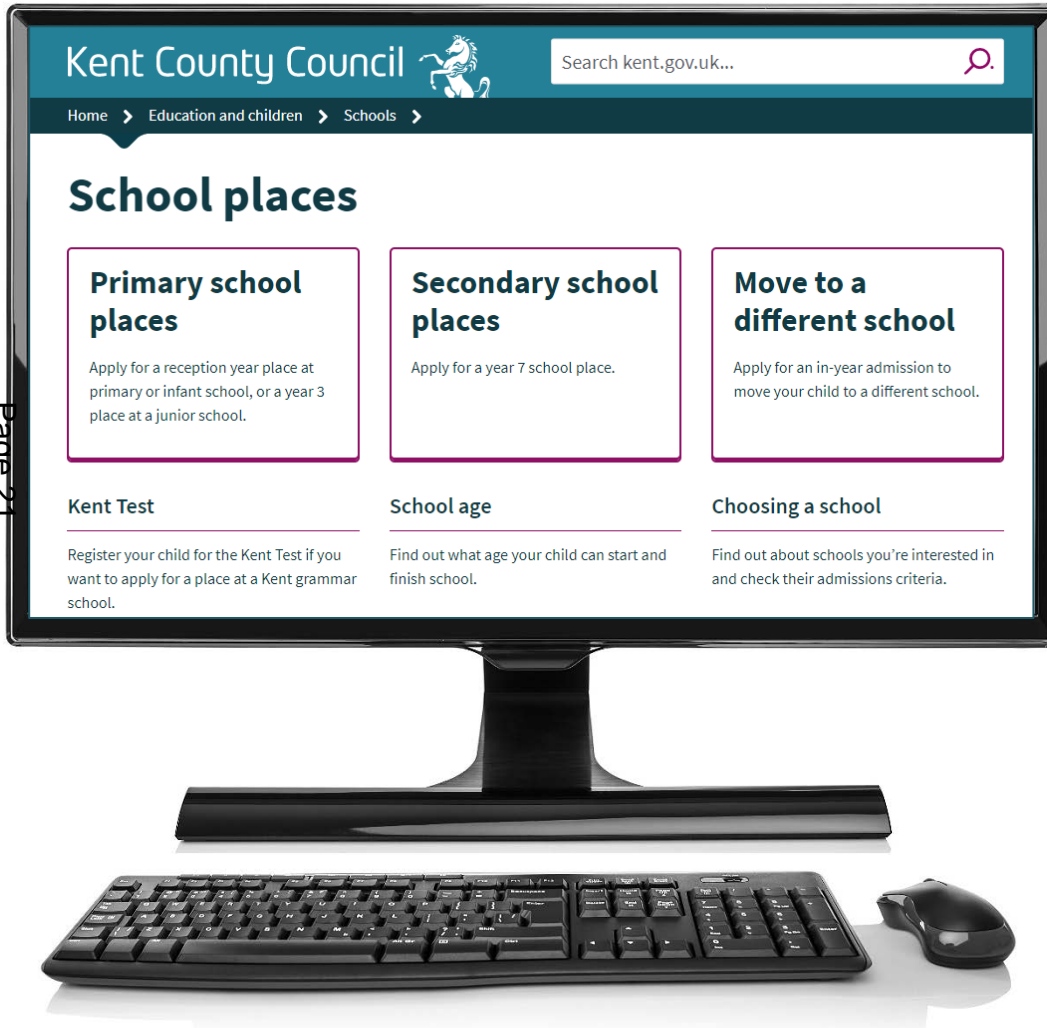
Designed to respond to the user's device



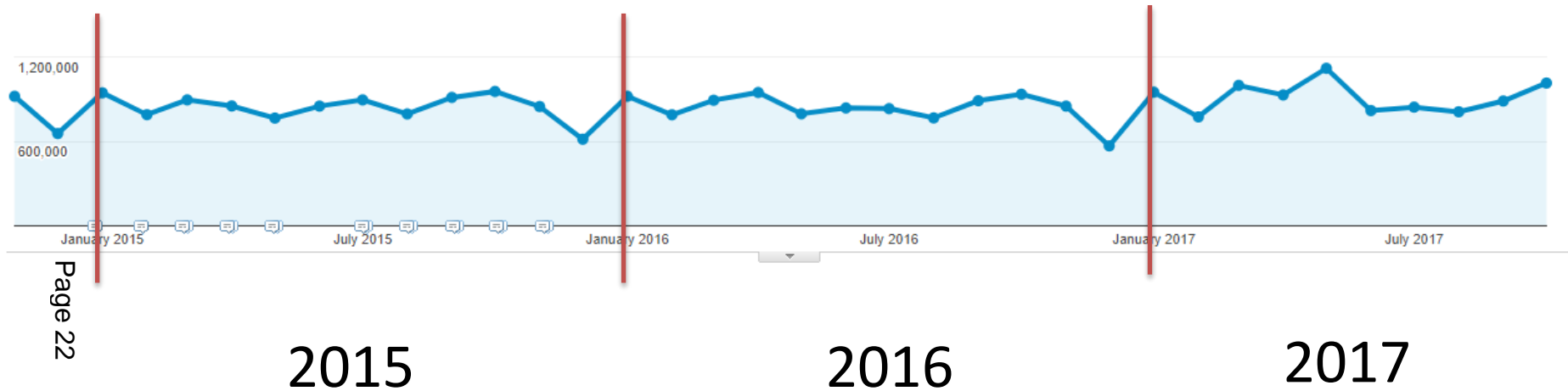
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Designed to respond to the user's device



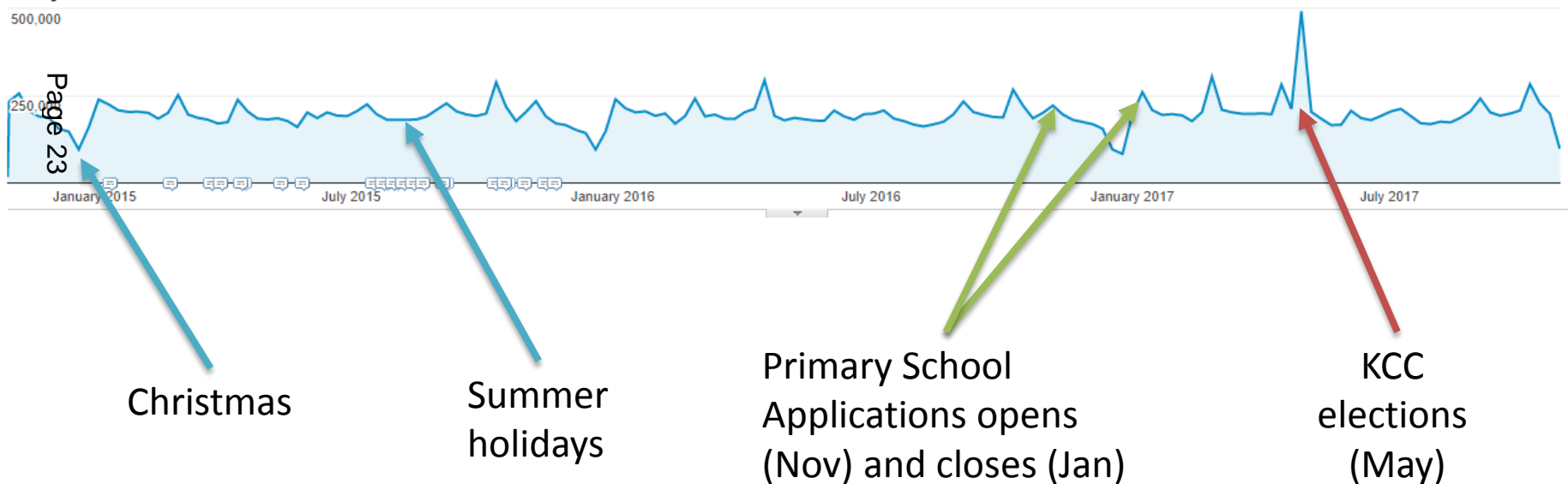
Seasonal patterns - monthly



Shows clear patterns of peaks and troughs throughout the year.

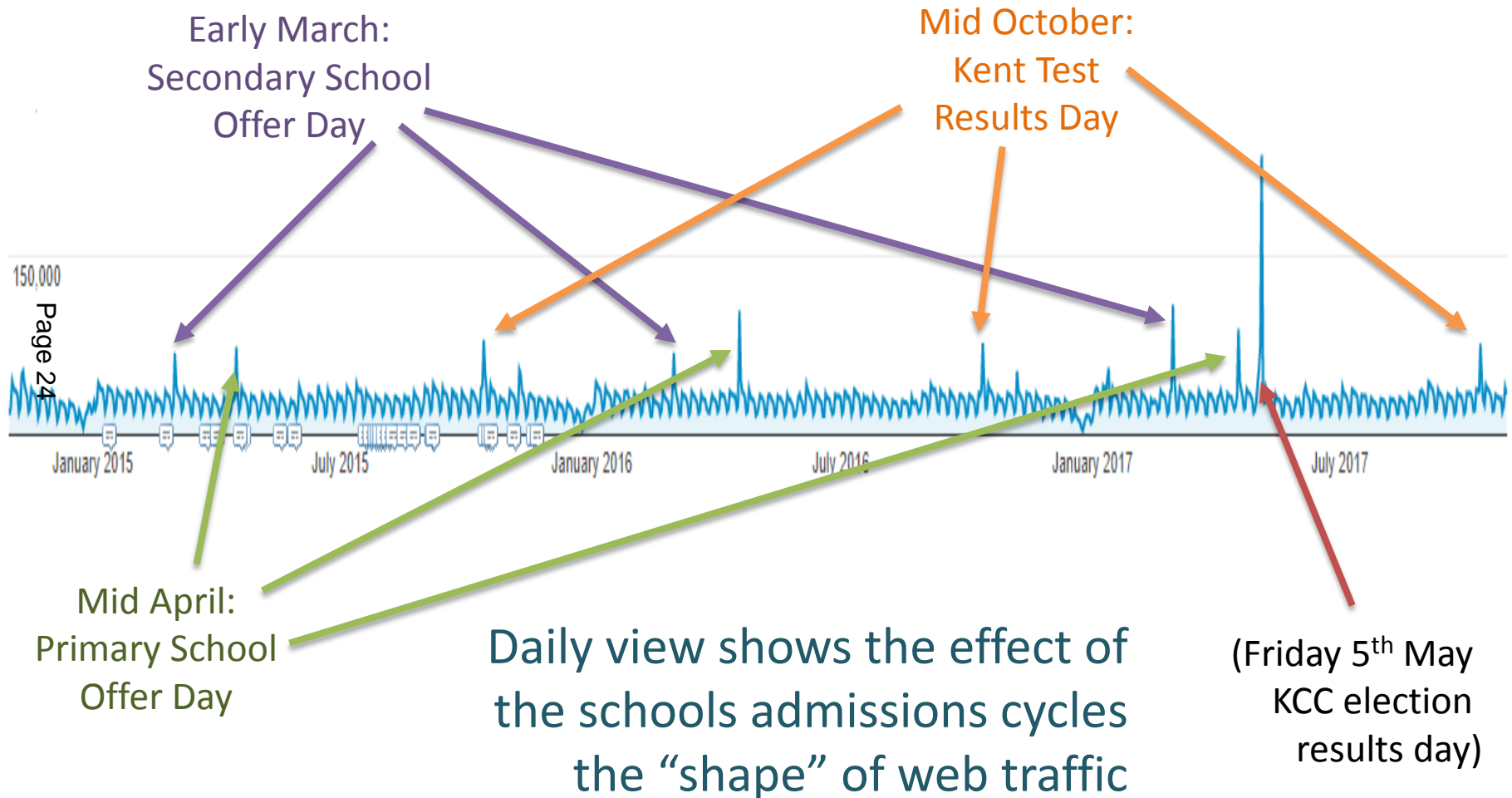
Seasonal patterns - Weekly

Weekly view identifies sharper peaks and troughs:

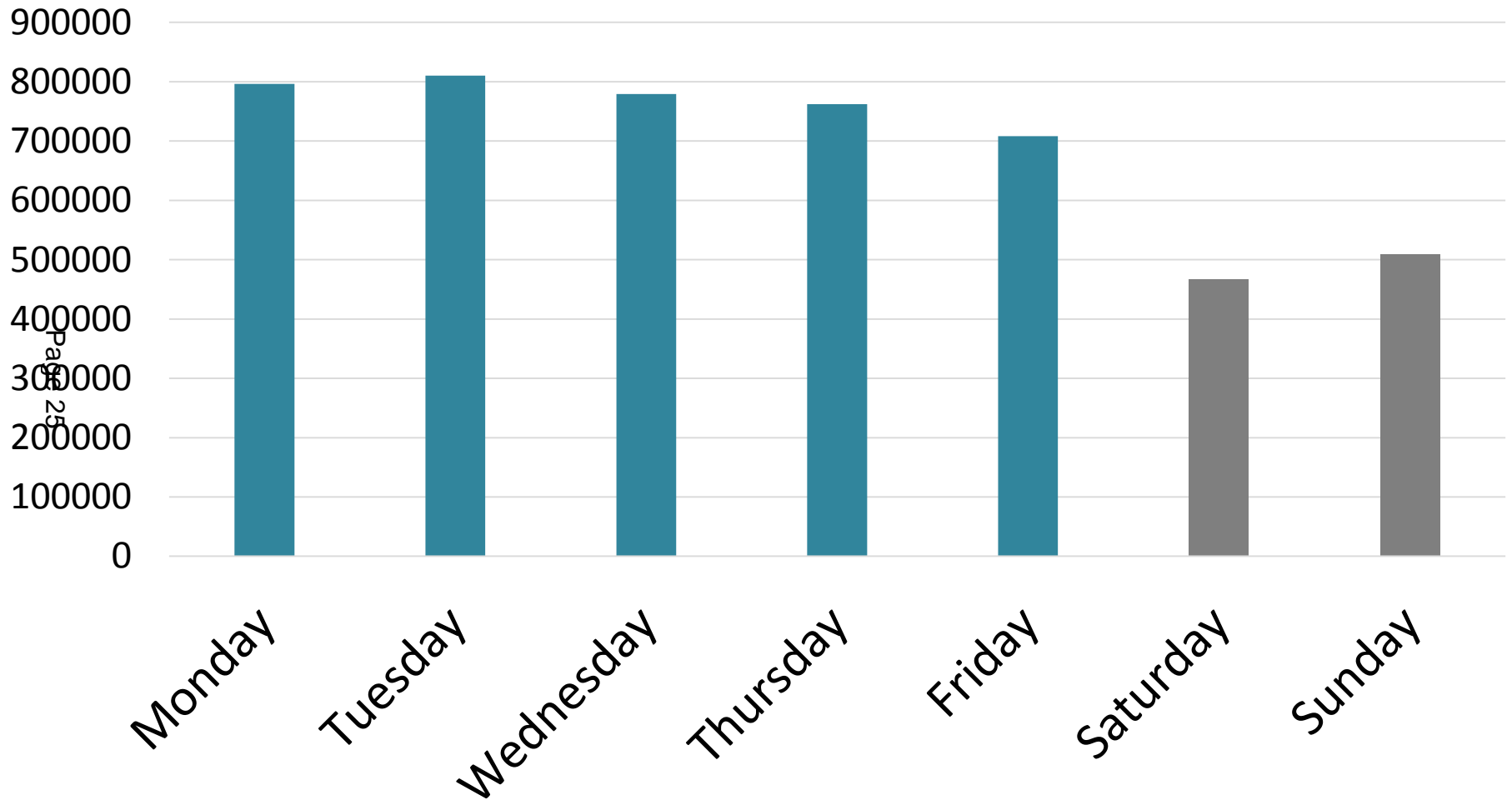


Data shown is for total (external) kent.gov.uk page views (November 2014 to October 2017)

Seasonal patterns - daily

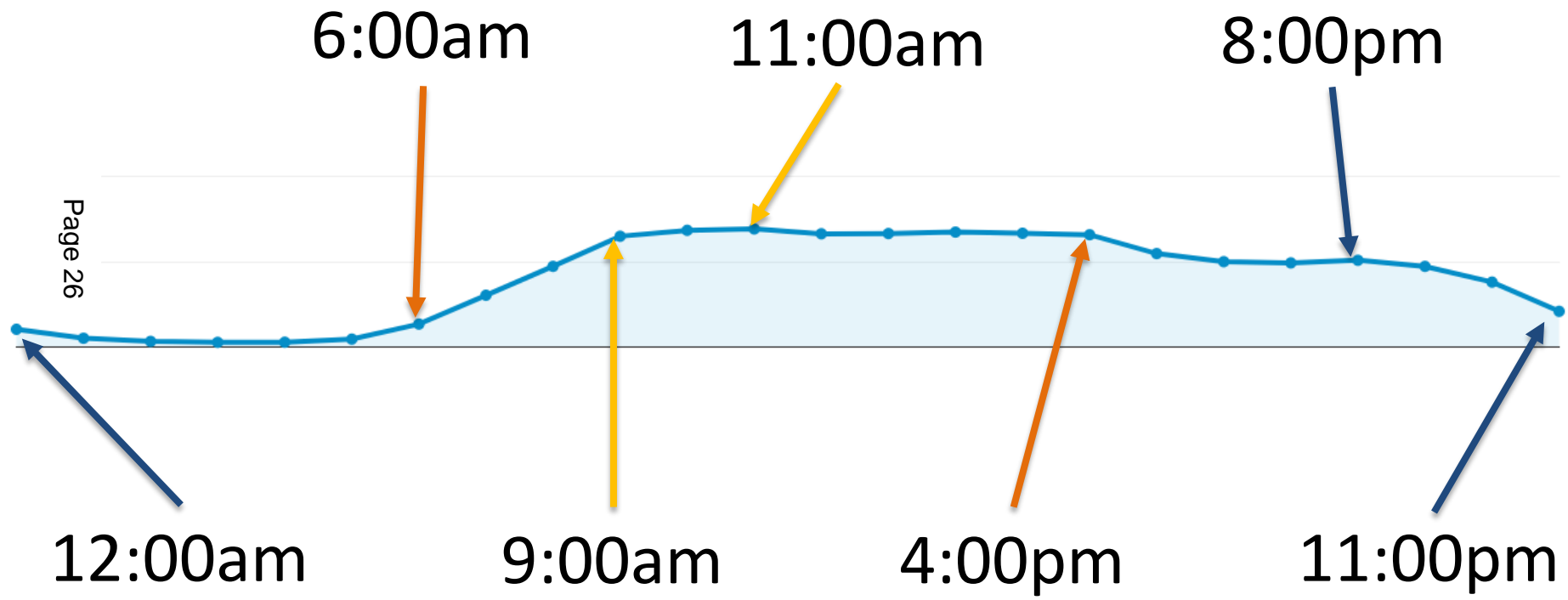


Days of the week



Based on external kent.gov.uk sessions (November 2016 to October 2017)

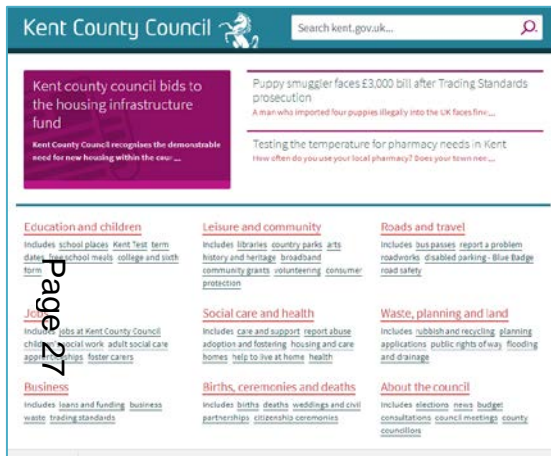
Time of day



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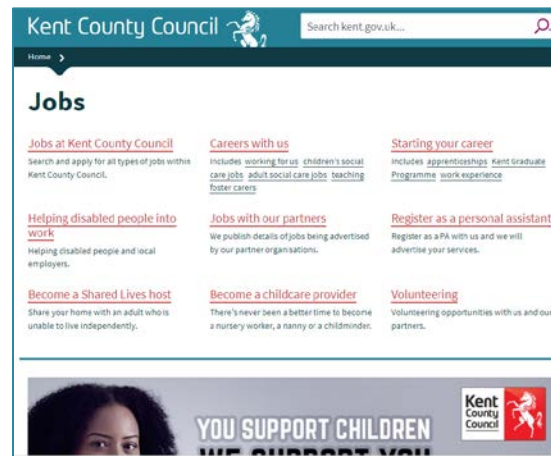
Top 3 pages (16/17)

Home page



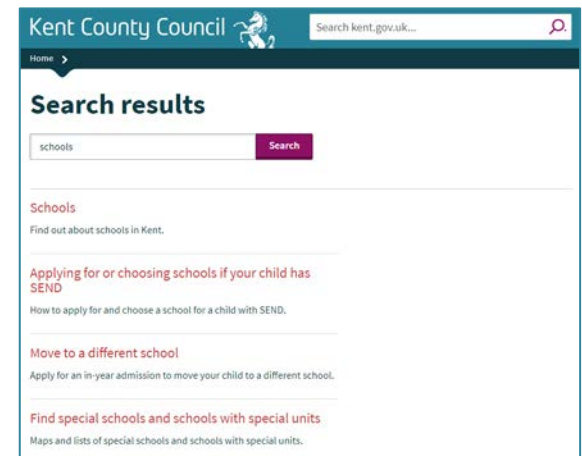
Less than **8%** of visitors entered our site through the home page

Jobs



Nearly **4%** of visitors entered our site through the jobs page

Search results



3.4% of visits to our website used the site search (65% Google!)



Drug driving leads to increase in serious injuries on Kent's roads

Figures released today show that drug driving has led to an increase in serious injuries o...

UK-first to clamp down on illegally parked HGVs

Kent County Council and Ashford Borough Council joined forces l...

Grand hotel, Folkestone, recognised for support to young people

Folkestone's Grand Hotel has received an Employer Chartermark...

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Education and children

20%

includes [school places](#) [Kent Test te](#)
[es](#) [free school meals](#) [college a](#)
[m](#)

Leisure and community

11%

includes [libraries](#) [country parks](#) [arts](#)
[tory and heritage](#) [broadband](#)
[community grants](#) [volunteering](#) [cons](#)
[protection](#)

Roads and travel

13%

includes [bus passes](#) [report a problem](#)
[works](#) [disabled parking - Blue Badge](#)
[safety](#)

Jobs

8%

includes [jobs at Kent County Council](#)
[children's social work](#) [adult social](#)
[apprenticeships](#) [foster carers](#)

Social care and health

8%

includes [care and support](#) [report abus](#)
[ption and fostering](#) [housing and c](#)
[imes](#) [help to live at home](#) [health](#)

Waste, planning and land

8%

includes [rubbish and recycling](#) [planning](#)
[ations](#) [public rights of way](#) [flooding](#)
[ainage](#)

Business

2%

includes [loans and funding](#) [business](#)
[ate](#) [trading standards](#)

Births, ceremonies and deaths

3%

includes [births](#) [deaths](#) [weddings and](#)
[tnerships](#) [citizenship ceremonies](#)

About the council

11%

includes [elections](#) [news](#) [budget](#)
[tations](#) [council meetings](#) [county](#)
[llors](#)

Top service pages

1. Libraries main landing page (270k)
2. School term dates page
3. Primary school places page
4. Kent Test page
5. KCC Election Results page
6. Roadworks (map) page
7. Secondary school places page
8. General school places page
9. Renew a book
10. Report a problem (113k)

Together these 10 pages account for just under **17%** of all page views.

User Experience and Feedback

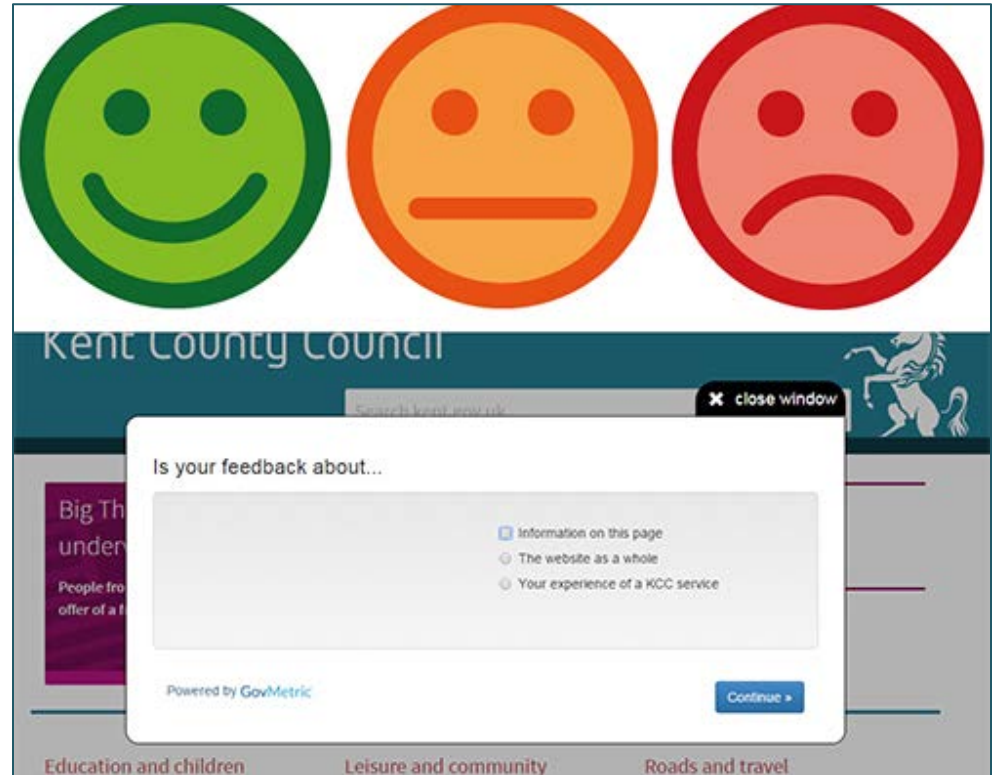
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Designed for our customers



GovMetrics

- Tells us what people like and don't like.
- Averages around 1,200 ratings each month.
- In top ten for satisfaction (top three County Councils)



Website Exit Survey

- Tells us what people like and dislike about the website.
- About 1,000 responses received each month.
- Satisfaction with website last year ranged from 74% to 82% (PI = 65%).

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Kent County Council Close [x]

WE NEED YOUR FEEDBACK

Your opinion is very important and will help us to improve our site. We have some questions that **should take only a few minutes**. Thank you in advance for your help!

By selecting YES, **an additional window will open**. Please do not close it if you would like to participate.

Better Connected assessments



Kent CC
www.kent.gov.uk

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Better connected 2016-17:



Mobile standard:



Accessibility:



Better connected recent performance

2013



2014



2015



2015-16



KCC is the only county council to have received 4-star ratings 5 years running

Customer Journey Mapping



**Old site:
42 secs**

Page 35



**New site:
21 secs**

Where to get rid of household waste?



Libraries

[Find a library](#)

Search the online catalogue and reserve books, DVDs, CDs and other items.

[Renew a library book](#)

Renew your library books, DVDs, CDs and other items online, on our app, by phone or in person.

[Log in to your library account](#)

Log in using your library card number and PIN to check your account, renew your books or browse the library catalogue.

[eBooks, eAudiobooks and eMagazines](#)

Find and borrow eBooks, eAudiobooks and eMagazines with your Kent library card and PIN.

[Online reference library](#)

Access to over 50 free online subscriptions including encyclopedias, newspapers and eLearning resources with your library card.

[Join the library](#)

Get free access to over 2 million books, eBooks, audiobooks and online resources by joining the library.

[Library cards and PIN](#)

We can let you know your PIN and replace lost or damaged library cards.

[Find a library](#)

Find your local library and check its opening times and facilities or find out when and where our mobile libraries stop.

[Library fines and charges](#)

Find out what we charge for borrowing items and for returning items late.

[Clubs and activities in libraries](#)

Meet new people and make new friends at one of our clubs or activities. Search our database to find clubs and societies in Kent.

[Specialist library services](#)

For people with specific needs, such as music and drama collections for performing arts groups and services for disabled people.



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Heatmap

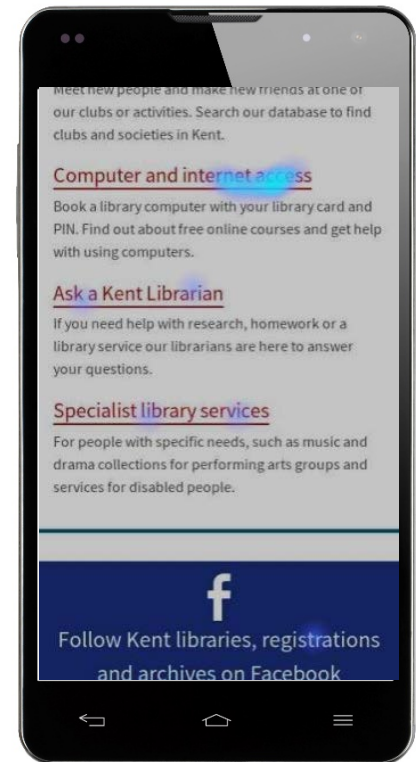
The heatmap shows how the first three menu items are the most clicked on.

It also shows that there are a large number of landing page menu items that aren't clicked on as much.

Heatmap

Same result for mobile:

Page 37





Find and reserve a book

Use the online catalogue to find and reserve library books, DVDs, CDs and other items.

[Search the catalogue now >](#)

You can also reserve items:

- with our Kent Libraries app from the Apple Store, Google Play, or Blackberry World
- at a library.

We will contact you when your item is ready for collection and will give you 7 days to collect it. If you don't collect it within 7 days it will be returned to the shelves for other people to borrow.

If your local library doesn't have what you're looking for, you can order it from a different library.

Charges for reserving an item

- No charge if we get the item from a Kent library.
- £3 if we get the item from a SELMS partner library.
- £4 if we get the item from other libraries.
- No charge if you have an exempt card (for people with disabilities or mental health problems).

You still have to pay the reservation charge even if we cannot get the item for you.

Heatmap

Users are using the button to go straight through to the online catalogue.

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Find and reserve a book

Use the online catalogue to find and reserve library books, DVDs, CDs and other items.



You can also reserve items:

- with our Kent Libraries app from the [Apple Store](#), [Google Play](#), or [Blackberry World](#)
- at a [library](#).

We will contact you when your item is ready for collection and will give you 7 days to collect it. If you don't collect it within 7 days it will be returned to the shelves for other people to borrow.

If your local library doesn't have what you're looking for, you can order it from a different library.

Charges for reserving an item

- No charge if we get the item from a Kent library.
- £3 if we get the item from a [SELMS partner library](#).
- £4 if we get the item from other libraries.
- No charge if you have an [exempt card](#) (for people with disabilities or mental health problems).

You still have to pay the reservation charge even if we cannot get the item for you.

Give website feedback



User Panels & Testing

- Panel invited to participate in an online card-sort exercise.
- Results are used to build an initial navigation.
- This is then tested with users....

Libraries

[Log in to your library account](#)

[Renew a book](#)

[Find and reserve a book](#)



[Find a library](#)

Find your local library and check its opening times and facilities, or find out when and where our mobile libraries stop.

[Clubs and activities in libraries](#)

Meet new people and make new friends at one of our clubs or activities. Search our database to find clubs and societies in Kent.

[eBooks, eAudiobooks and eMagazines](#)

Find and borrow eBooks, eAudiobooks and eMagazines with your library card and PIN.

[Join, library cards and PIN](#)

How to join the library, get your PIN and replace lost or damaged library cards.

[Borrowing](#)

How to borrow items, fines and charges, and information about services for the elderly and disabled.

[Computer and internet use](#)

Book a library computer with your library card and PIN. Find out about free online courses and get help with using computers.

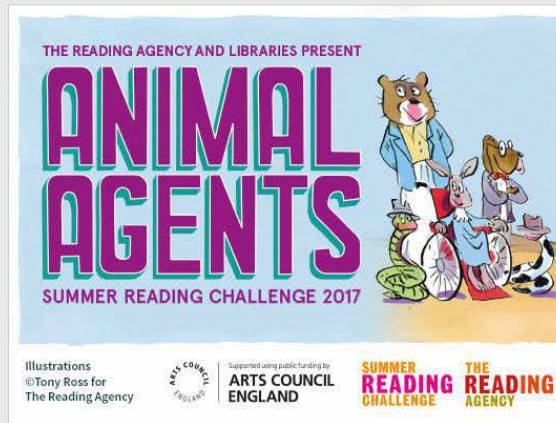


Page 41

54% success rate

Free summer fun for families

Look out for The Big Friendly Read, Summer Reading Challenge in all Kent libraries this summer, starting on Saturday 22 July and runs right through until 16 September 2017.



THE READING AGENCY AND LIBRARIES PRESENT

ANIMAL AGENTS

SUMMER READING CHALLENGE 2017

Illustrations © Tony Ross for The Reading Agency

ARTS COUNCIL ENGLAND

SUMMER READING CHALLENGE

THE READING AGENCY

Libraries



Page 42

Log in to your library account

Log in using your library card number and PIN to check your account, renew your books or browse the library catalogue.

Find a library

Find your local library and check its opening times and facilities, or find out when and where our mobile libraries stop.

Clubs and activities in libraries

Meet new people and make new friends at one of our clubs or activities. Search our database to find clubs and societies in Kent.

Renew a book

Renew your library books, DVDs, CDs and other items online, on our app, by phone or in person.

eBooks, eAudiobooks and eMagazines

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How to borrow items, fines and charges, and information about services for the elderly and disabled.

Computer and internet use

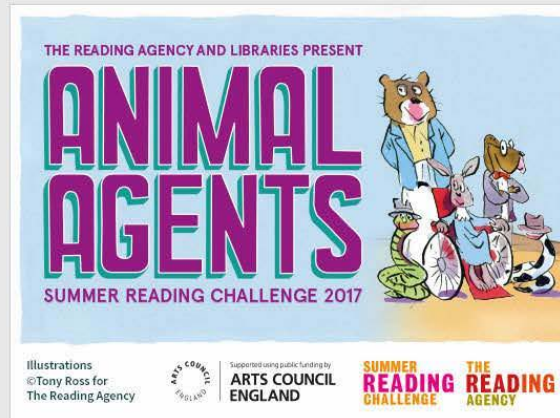
Book a library computer with your library card and PIN. Find out about free online courses and get help with using computers.



72% success rate

Free summer fun for families

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THE READING AGENCY AND LIBRARIES PRESENT

ANIMAL AGENTS

SUMMER READING CHALLENGE 2017

Illustrations © Tony Ross for The Reading Agency

Supported using public funding by ARTS COUNCIL ENGLAND

SUMMER READING CHALLENGE THE READING AGENCY



Libraries

[Log in to your library account](#)

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Renew library items online, using our app, by phone or in person.

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Search the online catalogue and reserve books, DVDs, CDs and other items.

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How to borrow items, fines and charges, and services for the elderly and disabled.

[Clubs and activities](#)

Meet people, learn skills and find new hobbies. Search for clubs and groups.

[Join, library cards and PIN](#)

How to join the library, get your PIN and replace lost or damaged library cards.

[Online reference library](#)

Access to over 50 free online subscriptions including encyclopedias, newspapers and eLearning resources with your library card.

[Computers and online research](#)

Includes [book a computer](#) [reference and research](#) [Ask a Kent Librarian](#)





Libraries



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Use your library card number and PIN to check your account, renew books or browse the catalogue.

[Renew a book](#)

Renew library items online, using our app, by phone or in person.

[Find and reserve a book](#)

Search the online catalogue and reserve books, DVDs, CDs and other items.

[Find a library](#)

Opening times, facilities and contact details for libraries and mobile libraries stops.

[eBooks, eAudiobooks and eMagazines](#)

Download free eBooks, magazines and audiobooks.

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How to borrow items, fines and charges, and services for the elderly and disabled.

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Includes [log in to your library account](#) [eBooks, eMagazines and audiobooks](#) [join the library](#) [renew a book](#)

[Join, library cards and PIN](#)

How to join the library, get your PIN and replace lost or damaged library cards.

[Computers and online research](#)

Book a computer, find internet and computer training. Reference and research sites for library members.

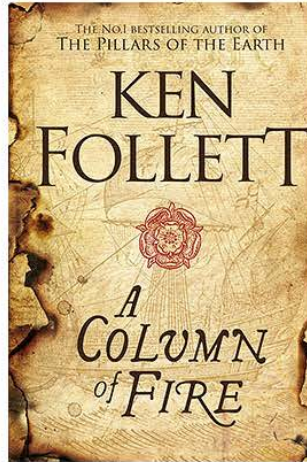


Read your favourite magazines for free

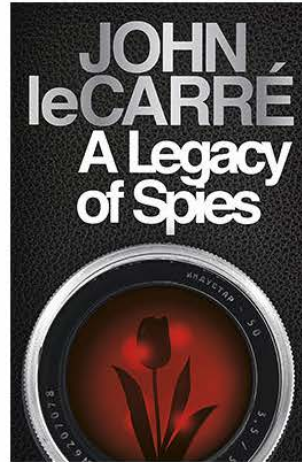
As part of your library membership you can read magazines online or download and keep them for as long as you want.



Recommendations



A Column of Fire
by Ken Follett



A Legacy of Spies
by John Le Carre



Don't Let Go
by Harlan Coben

Give website feedback



[Contact us](#)

[Privacy statement](#)

[Site map](#)

[About the website](#)

[Accessibility](#)



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Helping our residents

(to do what they need to do on our website)

Web Chat

Web Chat (a tool provided by Agilisys) helps people to get their queries answered more conveniently online, and so avoid the need to call the Contact Centre.

Page 47

- Speed awareness
- Young person's travel pass
- Report a problem on the road or pavement
- Dropped kerbs



Young person's travel pass

Weekday bus travel in Kent for 11-16 year olds.

Apply or renew

Who can get one



Cost



Page 48

When you can apply


You can apply for full year and first half year passes from 5 June 2017. To guarantee the pass can be collected from your child's school on the first day of term, you must complete your application by 14 July 2017. We will process any applications received after this date within 28 working days of receipt. Applications for first half year passes will close on 1 December 2017.


You can apply for second half year passes from 20 November 2017. You will need to apply by 5 January 2018 to ensure your child's pass is ready for the start of the new school term.


You'll receive your pass within 28 working days of us receiving your application.

[Terms and conditions \(PDF, 81.0 KB\)](#) apply.

You can also find information about the pass in our [leaflet for parents and students \(PDF, 96.6 KB\)](#).

[Collecting your pass](#) 

[Using your pass](#) 

[Lost or damaged passes or changes to your details](#) 

Give website feedback



[Contact us](#)

[Privacy statement](#)

[Site map](#)

[About the website](#)

[Accessibility](#)



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KCC on Twitter



KCC on Facebook



Find us on YouTube



KCC Mailing List



KCC live chat

If you're having difficulty completing an online application please read our [guide to applying online](#). It gives step by step instructions on how to resize and upload a photograph on page 6.

If you're waiting for an authentication code for a pass renewal, please make sure you've checked the spam and junk folders in your mailbox.

Alternatively, our advisors are online and available to help.

[Start live chat](#) >

Contact us

[Contact a service](#)

Contact details for Kent County Council services including phone numbers, email and postal addresses.

[Our offices](#)

Locations of our offices if you have a meeting or appointment with us.

[Complaints and feedback](#)

Tell us about your experiences of our services. Your complaints and compliments can help improve our services.

[Access to information](#)

includes [personal information requests](#) , [freedom of information requests](#) , [environmental information requests](#)

[Gateway](#)

Our gateways offer public and voluntary services in town centre and high street locations.

[Insurance details](#)

Our insurance information for insurers and solicitors to use.

Give website feedback



[Contact us](#)

[About the website](#)

[Privacy statement](#)

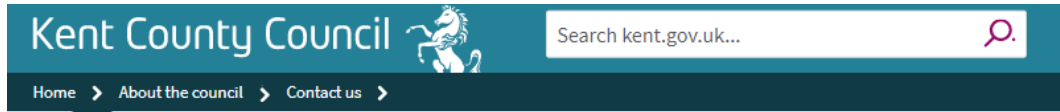
[Accessibility](#)

[Site map](#)



© 2017 Kent County Council

Web Chat Walkthrough



Contact a service

General enquiries

county.hall@kent.gov.uk

We do not offer an email service for highways enquiries.

Call: **03000 41 41 41**

Text relay: 18001 03000 41 41 41

Monday to Friday, 8am to 6pm

County Hall, Maidstone, ME14 1XQ

[Start chat](#)

We also have a button on the Contact a service page which appears when advisors are logged on and available to chat to customers.

Adult social services and health

social.services@kent.gov.uk

Call: **03000 41 61 61**

Text relay: 18001 03000 41 61 61

Monday to Friday, 8:30am to 5pm

County Hall, Maidstone, ME14 1XQ

[Report abuse](#)

Adult education

adult.education@kent.gov.uk

Call: **03000 41 22 22**

Text relay: 18001 03000 41 22 22

Telephone lines open Monday to Friday, 8am to 6pm

Kent Adult Education, College Road, Sittingbourne, ME10 1LF

Blue Badges

For technical help completing the [online Blue Badge application form](#)

Call: **0343 100 1000** (English residents)

For any other general enquiries

bluebadgeteam@kent.gov.uk

Call: **03000 41 62 62**

Text relay: 18001 03000 41 62 62

Monday to Friday, 9am to 5pm

Invicta House, Maidstone, ME14 1XX



Contact a service

General enquiries

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adult.education@kent.gov.uk

Call: **03000 41 61 61**

Text relay: 18001 03000 41 61 61

Telephone line: 18001 03000 41 61 61

8am to 6pm

Kent Adult Education

Sittingbourne

Web Chat for the public sector - Google Chrome

Secure | <https://kent.logo-net.co.uk/chat/Chat.php?w...>

KCC live chat

Advisors are online and able to help

Your name

How can we help ?

[I agree with the privacy policy](#)

Chat

Monday to Friday, 9am to 5pm

Invicta House, Maidstone, ME14 1XX

Website user asks a question...

Contact Centre Agent responds...

Page 53

KCC live chat

Advisors are online and able to help

Your name

How can we help ?

[I agree with the privacy policy](#)

Chat

KCC live chat

Andrew
When are the schools closed over Christmas?

Serena M(KCC Chat)
Hello Andrew. My name is Serena M. Please give me a moment...

Your chat session is now live

Enter your comment and click send

Send **End chat**

KCC live chat

Serena M(KCC Chat)
You can find a list of the school term times within kent on the Kent County Council website link here Andrew - [Please Click Here](#)

Serena M(KCC Chat)
Some schools may differ. Contact your child's school to check when extra days, like staff training days, are.

Waiting for your response...

Enter your comment and click send

Send **End chat**

Link goes direct to the right page...

Starts:	Monday 30 October 2017
Ends:	Wednesday 20 December 2017
School holidays:	Thursday 21 December - 3 January 2018
Bank holidays:	Monday 25 December, Tuesday 26 December and Monday 1 January 2018

Some schools may differ. Contact your child's school to check when extra days, like staff training days, are.

Private or independent schools set their own term dates.

View full term date calendars for the next 4 years

- [term dates 2017 - 18 \(PDF, 28.4 KB\)](#)
- [term dates 2018 - 19 \(PDF, 74.1 KB\)](#)
- [term dates 2019 - 20 \(PDF, 74.1 KB\)](#)

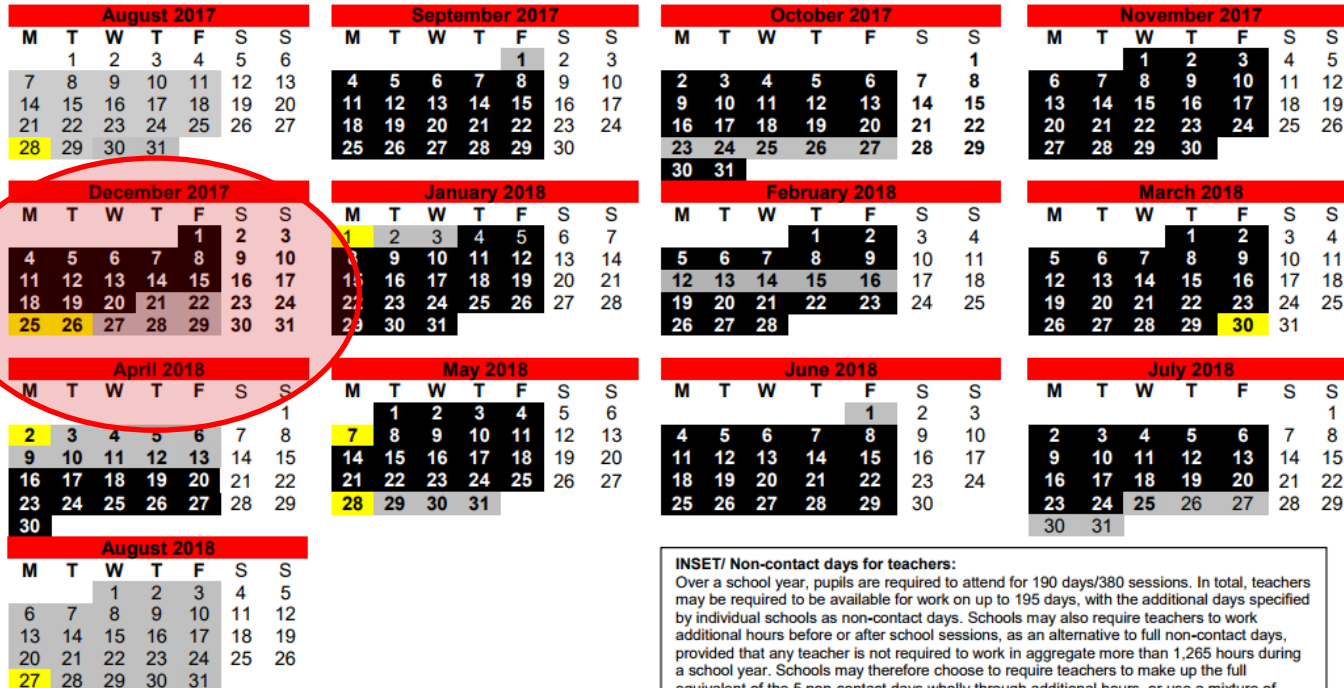
GCSE and A Level exam dates

The dates of GCSEs and A Levels exams are published by the awarding organisations:

- AQA
- Edexcel
- OCR

If you don't know who the exam awarding organisation is you will need to check with your school.

User finds the information they need...






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INSET/ Non-contact days for teachers:
 Over a school year, pupils are required to attend for 190 days/380 sessions. In total, teachers may be required to be available for work on up to 195 days, with the additional days specified by individual schools as non-contact days. Schools may also require teachers to work additional hours before or after school sessions, as an alternative to full non-contact days, provided that any teacher is not required to work in aggregate more than 1,265 hours during a school year. Schools may therefore choose to require teachers to make up the full equivalent of the 5 non-contact days wholly through additional hours, or use a mixture of additional hours and non-contact days.

2017/18

Standard School
 Year based on
 6 terms with
 additional INSET
 days

- Term 1 35 days 4/09/17 - 20/10/17
- Term 2 38 days 30/10/17 - 20/12/17
- Term 3 27 days 04/01/18 - 9/02/18
- Term 4 29 days 19/02/18 - 29/03/18
- Term 5 29 days 16/04/18 - 25/05/18
- Term 6 37 days 04/06/18 - 24/07/18

-  School day
-  School holiday
-  Bank holiday

(And they know where to go next time or keep a copy of the calendar)



Wrap up and feedback...

KCC live chat

Serena M(KCC Chat)
You can find a list of the school term times within kent on the Kent County Council website link here Andrew - [Please Click Here](#)

Serena M(KCC Chat)
Some schools may differ. Contact your child's school to check when extra days, like staff training days, are.

Waiting for your response...

Enter your comment and click send

KCC live chat

times within kent on the Kent County Council website link here Andrew - [Please Click Here](#)

Serena M(KCC Chat)
Some schools may differ. Contact your child's school to check when extra days, like staff training days, are.

Andrew
Thanks, that's helpful.

Please take a few moments to give feedback about your experience today.

Record of conversation (if required)

KCC live chat

times within kent on the Kent County Council website link here Andrew - [Please Click Here](#)

Serena M(KCC Chat)
Some schools may differ. Contact your child's school to check when extra days, like staff training days, are.

Andrew
Thanks, that's helpful.

[Print](#)

[Start a new live chat](#)

Page 57

06/11/2017 Web Chat for the public sector

KCC live chat

Output at: 2017-11-06 11:07:27. Reference: 4956

Andrew
When are the schools closed over Christmas?

Serena M(KCC Chat)
Hello Andrew. My name is Serena M. Please give me a moment...

Serena M(KCC Chat)
You can find a list of the school term times within kent on the Kent County Council website link here Andrew - -URL SENT- "<http://www.kent.gov.uk/education-and-children/schools/term-dates#tab-4>" Please Click Here -END OF URL-

Serena M(KCC Chat)
Some schools may differ. Contact your child's school to check when extra days, like staff training days, are.

Andrew
Thanks, that's helpful.

- Quicker, more convenient for the customer
- Avoids telephone contact cost for KCC

Kent.gov.uk is...



well-used and growing

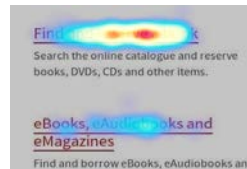
Kent CC
www.kent.gov.uk

Better connected 2016-17:

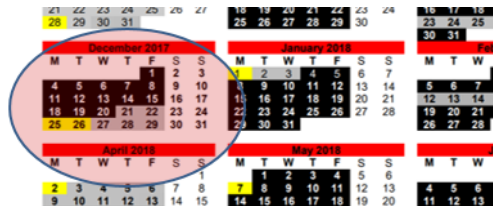


high standard, well-regarded

Page 58



data driven & user focused



helping residents get stuff done

Q&A

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