

From: Ben Watts, General Counsel
To: Selection and Member Services Committee, 25 November 2021
Subject: Member KNet Pages
Status: Unrestricted

1. Introduction

- a) Following the discussion at this Committee on 28 October 2021 the Member KNet pages were reviewed to identify where there were gaps in the content currently published.

2. The Current Member KNet Pages

- a) In February 2021 a Member KNet editorial team was created and a redevelopment of the Member KNet pages was started in preparation for the induction of new Members in May 2021. In the months since the content on the Member KNet pages has been regularly updated, and new features have been added to the pages.
- b) One of the new features is a Members' Video Area and Presentation Library which contain the recordings of training, induction and briefing sessions, and the slides from briefings respectively. Links to these two areas can be found on the 'Resources' panel beneath the carousel of news stories on the Member KNet Page. The carousel is updated on a weekly basis to ensure the stories on rotation are relevant and up to date.
- c) On the right of the carousel, there are 9 tiles: Useful Contacts; Expenses; Useful Documents; Committee Calendar; Committees; KCC Consultations; Emergency Planning; The Information Point; and Member Development.
- d) Some of these tiles automatically redirect to a page outside of KNet which cannot be updated by the Member KNet editorial team. These are:
- Committee Calendar, which redirects to the modern.gov calendar which holds all formal and informal meetings, training sessions, and other relevant events.
 - KCC Consultations, which redirects to the Let's Talk Kent page which hosts all open consultations and consultation reports.
 - Member Development, which redirects to Delta, KCC's e-learning platform.
- e) The remaining tiles go through to a page hosted on KNet which contains further information on the topic. These tiles have been the focus of recent updates.

- The Useful Contacts page has been updated to include a section titled Useful Contacts by Directorate which contains a contact list for each directorate. These lists will be refreshed periodically.
- Useful Documents contains general information, as well as specific documents relating to IT Support, Member Grants, and most recently, information relating to Highways, Transport and Waste.
- The Expenses page contains all the information needed to submit an expenses claim.
- The Committees page has recently been created and contains direct links to the detail pages for each committee on the external KCC website.
- The Information Point page contains further information on the service they can provide.
- The Emergency Planning page gives an overview of KCC's role in emergency planning and contains contact information and KCC's emergency plans.

3. KNet content requests from Selection and Member Services

- a) The discussion at the previous Selection and Member Services Committee provided helpful feedback on the content that would be useful to have on KNet.
- b) The content requested fell into the following categories:
 - Contact information for officers:
 - An organogram to help locate the correct officer.
 - Signposting to website pages to find required information.
 - Other information previously included in the Member Handbook.
 - FAQs.
 - Recordings of training and induction sessions.
- c) Other discussions within Selection and Member Services around induction could also tie in with Member KNet in the future, such as mentoring - where KNet could be used as a hub for Members to register their interest in mentoring in the future, and for new Members to register their interest in being mentored.

4. KNet updates in progress

- a) Having reviewed the Member KNet pages and the previous Member Handbooks in view of the feedback provided, the following steps have been identified:
 - i. Where the requested information is not on the Member KNet pages currently but is available elsewhere on KNet, links will be added to the relevant sections of the Member KNet pages to signpost to it.
 - ii. Where the information is not currently on KNet at all, the content will be drafted and added to KNet in the coming weeks.

- b) A new Committees page has been created, which links to the webpages containing the contact information of each Committee's Chair and Democratic Services Support Officer, to replicate the information that was in the Member Handbook. In signposting to the pages rather than duplicating the information on KNet, this will reduce the likelihood of Members being provided out of date information.
- c) In the Useful Documents page, a Policies section has been added to provide links to the different sections of the Strategy and Policy register to make it easier to find policy and guidance documents. By providing a link to the Strategy and Policy register, rather than hosting the policies in the Member KNet pages, Members will always be directed to the most up to date version of the policy.
- d) The first document in a planned collection of Frequently Asked Questions, based on those in the Member Handbook, has been uploaded to KNet.

5. Future development of the Member KNet pages

- a) To continue the development of the Member KNet pages it is proposed that the Member KNet editorial team hold workshops with interested Members to gather further feedback on the KNet pages as they are and maximise the benefit of future development as a resource for Members to use, as well as a helpful induction resource for new Members.
- b) An MS Form has been created for Members to register their interest in taking part in these workshops. The Form is available here: <https://forms.office.com/r/T8gksZtKwA> and will automatically record your name. Alternatively, Members can register their interest by emailing member.enquiries@kent.gov.uk.

6. Recommendations

The Selection and Member Services Committee is asked to:

- a) Consider and note the report; and
- b) Agree that the information about registering interest in the KNet workshops be circulated to all Members.

7. Background Documents

None.

8. Report Author and Relevant Director

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