



Summary of progress towards each Select Committee Recommendation


Recommendation 1:	Progress to date	Lead Officer	Status
<p>Raise profile of elected members and use other strategies to change public perception.</p>	<p>This overarching recommendation depends on the delivery of all the other recommendations. It involves the use of technology, development of a Members portal, potential development of Members' blogs, and Members websites, shadowing opportunities for elected Members and officers, roadshows, the emerging localism agenda etc.</p> <p>Members are welcome and encouraged to use Gateways to hold "surgeries" or as a facility for reaching their local constituents.</p> <p>Development of members portal. Work ongoing to consider options including use of Pic and Mix. Lead: Jude Sage/Edward Thomas and Members of the Member Information Member Officer Group.</p> <p>Communications publicity Campaign Campaign to raise awareness and understanding of what councils do, role of members and how members and the public have made a difference. To be launched as part of Local democracy week. (links to R4). Lead: Jane Clarke/ Marcus Chrysostomou.</p> <p>Shadowing opportunities for elected members and officers: Internal scheme to be piloted with lead officers and members to shadow each other. Lead: Paul Wickenden, Coral Ingleton.</p> <p>British Youth Council scheme 'Youth of today'- looking to take part in scheme aimed at 13 to 19 year olds to shadow councillors designed to help young people learn more about</p>	<p>All officers and elected Members</p>	<p>Ongoing</p> <p>To launch 100 day campaign October 2010</p> <p>To be piloted</p>


	what they need to know to take part in the democratic process. Lead: Nigel Baker/John Turner		
Recommendation 2:	Progress to date	Lead Officer	Status
<p>a) A 'menu of options' of how local people can get involved in local democracy in Kent should be promoted.</p> <p>b) All proposals taken through County Council or Overview and Scrutiny should be required to state the degree of public involvement to date. This would improve accountability and demonstrate how information from consultations is used (especially the effect on decision making).</p> <p>c) Existing good practice should be advertised and promoted, identifying future priority issues for local action/campaign with elected members and/or highlight possible areas for review.</p>	<p>Promoting options for involvement: The many different ways local people can get involved/make change happen can be highlighted as part of the communications publicity campaign (see R1), and as part of the Gateway Multi channel.</p> <p>The County Council is exploring the various mechanisms available to it to allow the public to express their views which might highlight areas for possible review. This could be piloted through a mechanism to be developed to understand the views which might lead to a Topic Review for the Select Committee Topic Review Programme.</p> <p>Consultation Portal: Many consultations are currently promoted on the KCC website and a few have direct links for residents to use to access the consultation and participate. Improvements to the consultation portal – including covering all consultation and involvement; searchable database; online access to participate; results and outcomes – deferred again and needing higher priority to move to implementation. Lead : Robert Hardy</p> <p>Model Report. Model report about to be re-launched to include new paragraphs on degree of public involvement to date and how the duty to involve and promote democracy is being delivered. Lead: Geoff Mills/ Christine Singh</p> <p>Participation Techniques - Key to explore new opportunities to increase involvement of local people in local democracy. This is an evolving process and focus is on continued development to involve local people. Consideration by committees to using different methods to engage with all sectors of the community where appropriate. Implemented Webcasting of Local Board Meetings with interactive live feed.</p>	Robert Hardy/Peter Sass	<p>Ongoing</p> <p>Deferred</p> <p>Ongoing</p>

	<p>Increasing knowledge base of different participation techniques (Participate by right, Social Innovation Laboratory for Kent method deck).</p> <p>Local action to empower communities project - The 100 days campaign is under discussion and early planning stage. A multi agency approach, members, partners and the public working together to tackle a specific issue through joint action. A catalyst for change and empowering 'change makers' in local community. Initial meeting held 25 Nov 09. Lead: Robert Hardy/Jane Clarke/Marcus Chrysostomou. 3 Member focus group to be established.</p> <p>Gateway are available to promote democracy more generally. Opportunity of using Gateway for surgeries highlighted to all members. The network of seven Gateway across Kent is an ideal platform for promoting democracy in our county. With over 40 partner agencies in place delivering services via Gateway, it has proved a vital link and vehicle for communicating with the public. A variety of meeting rooms are available via reservation to host drop-in sessions or surgeries with councillors. This is already working successfully in Tunbridge Wells Gateway and Thanet's Gateway Plus, with all Gateway printed publications promoting url links to find further information on the Councillors in their area.</p> <p>Gateway provides a user-friendly, supportive, modern and comfortable atmosphere, in which the work of Councillors, and the issues and needs of the people of Kent can meet. Each Gateway has the ability to hold 'roadshow' type events where there is a targeted promotional theme if there was a specific date/ week that you would like to focus on. For example, held a 'Backing Kent People' (BKP) week across the Gateway network, where all Gateway had a BKP pop-up and Moneybox booklets to distribute which was also supported by a series of radio adverts advising the event. Lead: Tanya Oliver/Marcus Chrysostomou.</p>		<p>To launch October 2010</p>
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	<p>There are currently two mobile Gateway units, designed to enhance public access in rural and hard to reach communities – particularly communities with relatively poor public transport links and/or at a distance from commercial hubs. The Gateway mobiles can be used as a channel to support specific public sector campaigns and consultations. Gateway will be used as part of the 100 day campaign. Lead: Tanya Oliver/Marcus Chysostomou</p> <p>Kent TV: Kent TV provided an excellent medium to facilitate democracy and reach younger people in particular. Piloted the use of Kent TV during elections approaching the three political group leaders. Following the decision not to continue with the pilot, KCC has made a commitment to continue engaging with citizens through digital media on Kent.gov. The wealth of information gathered during the pilot is now available on the website; a small team will work on creating new content and on specific projects to continue engaging with young people and help the public to engage further with democracy through video.</p>		<p>Pilot Ended</p> <p>Ongoing</p>
Recommendation 3:	Progress to date	Lead Officer	Status
The Member Charter, and programme of member development to help ensure Kent has high calibre effective community leaders, should incorporate media training and public speaking skills.	<p>As part of the County Council’s preparation for the South East Employers Member Development Charter all Members were invited to identify those skills on which they would welcome development. Media training was a high priority and this has been built into the ongoing programme of development for all Members. Training has been arranged for all members.</p> <p>The IMG Member Development and the IMG Member Information undertook a survey of all prospective candidates and interviewing all elected Members on their needs following the County Council elections. The staff in the Information Point interviewed members as part of their induction.</p>	Coral Ingleton/Mary Cooper/Jane Clarke	Achieved 😊
Recommendation 4:	Progress to date	Lead Officer	Status

<p>As part of the 'Communications Strategy' KCC should actively promote the role of elected members as community leaders and advocates within their community using a range of communication tools.</p>	<p>The Media and Communications Centre can advise but do not have the resources to promote each Member, but are running a publicity campaign to promote KCC Members and what they do, (see Rec 1)</p> <p>Toolkit for members: The Communications team has developed a toolkit for members to enable individual members to utilize the various communication tools available. Also have toolkit from Courier Group and will marry together. Working on new communications protocol for committees Lead: Jane Clarke/Marcus Chrysostomou</p>	<p>Jane Clarke</p>	<p>Achieved </p> <p>Ongoing</p>
<p>Recommendation 5:</p>	<p>Progress to date</p>	<p>Lead Officer</p>	<p>Status</p>
<p>Embrace democracy in secondary schools and school councils should be encouraged to operate through age range - advocate school councils in primary school.</p> <p>(a) All elected members should be involved in schools democracy week.</p> <p>(b) Ensure all teaching staff are firmly encouraged to undertake Continuous Professional Development on democracy.</p> <p>(c) Linkage between School Councils, Kent County Council and District, Town and Parish</p>	<p>Opportunity to embrace democracy in secondary schools through the Personal, Social and Health Education curriculum on School and Councillor Wellbeing, extend the Kent County Council where Year 6 children will join together to form the Kent Primary School Children's Council and discuss the big issues of the day. Projects being undertaken:</p> <p>Kent Primary Schools Children's Council (KPSCC). The on-going plan is for the KPSCC to meet twice a year to discuss the issues of the day. The KPSCC is made up of 69 Year 5 pupils (3 from each LCSP) and is held at The Chambers in Maidstone's County Hall. These pupils stay as KPSCC for four meetings (over two years) to ensure continuity, development of discussion and to build strong relationships. The meetings, which are chaired by the KYCC, take place in March and November every year and the fourth meeting will take place in November 2010. The agenda is formulated around the ideas bought in by each KPSCC member. So far, the topics debated include: the appropriateness of PHSE education in primary schools, bullying, internet safety, climate change, sustainable schools, Say No To Phonebooks and the Rights of the Child (Article 12 from the Convention on the Rights of the Child).</p>	<p>Peter Sass/Jane Clarke/Rosalind Turner/Allan Foster</p>	<p>Achieved </p>


<p>Councils should be promoted.</p>	<p>At the March 2010 meeting, a group formed a journalist team to report on and produce a newspaper which was viewed at the day. This meeting also saw the premiere of the animated DVD "Voices Grow Louder." Voices recorded at the November 2009 meeting were animated into a Creature Comforts-style DVD by the 12 KPSCC members from Maidstone, Tonbridge and Malling. Unicef and CRAE requested copies of the DVD to help promote the importance of pupil voice. The KPSCC members all received letters from Baroness Delyth Morgan (DSCF) in November 2009 and the Rt. Hon. Dawn Primarolo (DCSF) in March 2010 which congratulated the children in actively engaging with important issues. All meetings provide the children the opportunity to hear presentations from Keynote speakers and ask open and frank questions, which are then reported back to their schools and District councils. The link between all the KPSCC members is maintained by their registration to the safe social networking site SuperClubsPLUS. The event is also used to conduct consultations with the KPSCC members and their input has contributed to the KCC/KCT Participation Charter/Commitment. Lead: Emma Jenkins (CFE)</p> <p>Councillors in Secondary Schools project developed. This project, which involves councillors visiting schools to tell children more about democracy, aims to improve young people's understanding of and interest in the democratic process. Launched in democracy week and takes place during Key stage 3 focus within citizenship classes. Teaching support and a resource pack are provided together with 'before' and 'after' questionnaires to monitor effectiveness. Results so far have been extremely positive. Using Electoral commission recipes for framework.</p> <p>The intention is for all eighty four Members to build good relations with at least one of their local secondary schools through the implementation and roll-out of the Councillors in</p>		<p>Achieved </p>
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	<p>Schools project.</p> <p>An invitation was sent to all secondary schools via the cluster web and all Members with a request to initially express an interest in participating. Nine schools and fifteen Members have responded which produced five natural matches. To date four Members have held an initial meeting with their local school and identified a way forward on becoming better integrated within the school environment and amongst the students. A further two Members have meetings scheduled and more will take place as and when mutual dates can be determined. Has for example led to involvement of students and members in consultation on new cycle paths, youth provision in new community building, student surgeries. Lead: Louise Bolton.</p> <p>Kent TV - engaging schools and young people: In February 2010 the decision was taken not to extend the Kent TV pilot . However KCC is committed to looking at new ways of engaging with young people through digital media and in particular video content. This will include proposals for a 'Youth Channel' which will allow young people to upload their own videos, giving them a forum to express their views and showcase their talents, in a safe and moderated environment</p>		Pilot ended
Recommendation 6:	Progress to date	Lead Officer	Status
Citizenship pack should include information on how to register to vote, the role of local elected members and how to contact local members at District, County and National level.	<p>The Citizenship pack includes the Electoral Commission leaflet "Register to Vote" which includes an electoral registration form. The leaflet is a generic one. Also enclosed in the pack is a list of the addresses of the 12 district council electoral registration sections in Kent. Many new citizens will have registered to vote prior to gaining citizenship as they already have entitlement to vote eg EU elections etc but the leaflet will be useful to those who have not already registered.</p> <p>Information provided on</p> <ul style="list-style-type: none"> - Member roles, contact information. Jane 	Giles Adey/Jane Clarke	Achieved 

	<p>Clarke/Marcus Chrystommou</p> <ul style="list-style-type: none"> - Kent and Medway Citizens Panel information included. Nick Warren. 		
Recommendation 7:	Progress to date	Lead Officer	Status
Need to ensure that induction and information pack for new staff includes information on how to have your say and get involved in local decision making and how public involvement has made a difference.	The induction programme for new staff includes the decision making process and how it is possible to get involved in local decision making. This programme is also delivered to other staff groups across the County Council. Information about how to have your say to be provided/linked in online information pack - Delayed until revision of new website (how to get involved pages). Lead: Denise Fitch/ Philippa Cracknell	Peter Sass	To be completed
Recommendation: 8	Progress to date	Lead Officer	Status
KCC should provide subtitles and British Sign Language option on all DVDs produced.	Strategic Development Unit already do this and the Gateway DVD produced in January 2007 has been used as an example. Communications to develop standard note/ policy to ensure production of DVDs and BSL is consistent across KCC. Is policy that this should happen each time a DVD is made.	Jane Clarke	
Recommendation 9:	Progress to date	Lead Officer	Status


<p>a) Elected members should have a hard copy summary of all the planned KCC consultations.</p> <p>b) Information regarding consultations and the need to inform and involve elected members needs to be highlighted and included within future plans to develop a discreet section of information for members on the web and clear commitments reflected within the Consultation and Engagement Strategy.</p> <p>c) Information on consultations should include note on method of engagement to be used.</p>	<p>This will be linked to the new consultation and involvement database being developed for Kent.gov. BUT please note this has been further delayed and needs to be afforded a higher priority in order to secure its implementation.</p> <p>The Consultation and Engagement Strategy offers the opportunity to explore a range of tools depending on the consultation being conducted to reach the audience using in the most appropriate method(s). The comprehensive Engagement and Involvement strategy is being developed in sections and is programmed to be brought together and launched in June2010.</p> <p>c) Information to be incorporated in consultation database – to help recognise and embed practice. Please note reference to delay as above.</p>	Robert Hardy	To launch June2010
Recommendation 10	Progress to date	Lead Officer	Status
<p>a) Facilities for video conferencing should be utilized, maximizing opportunities in Kent with KCC and partners.</p> <p>b) Elected members should be supported in using this service through current resources, training and</p>	<p>To ensure that when opportunities present themselves for installing video conferencing facilities this should happen. For example, 'Gateway's' have video conferencing facilities.</p> <p>Through the decision making and democratic processes of the County Council all opportunities should be taken to explore the use of video conferencing. This will be built into the Training and Development module for elected Members.</p>	<p>Facilities & Property Management</p> <p>Peter Sass/ Coral Ingleton</p>	

support mechanisms.	Video conferencing promoted to staff via global emails and training sessions provided and promoted. Training being given on a one to one basis where required.		Achieved 😊
Recommendation 11:	Progress to date	Lead Officer	Status
a) Need effective promotion of E-consultation and decision making (E-democracy) to raise profile and encourage local people to have their say and voices heard.	E-consultations represent only one engagement tool. The Consultation and Engagement Strategy offers the opportunity to explore a range of tools depending on the consultation being conducted to reach the audience in the most appropriate method(s).	Tanya Oliver/Peter Bole/Tracey Gleeson	Ongoing
b) All engagement activities and weblinks should be brought under easily recognisable umbrella and portal e.g. 'Ask Kent', to ensure two way interactive communication.	<p>"Access Kent" is one of the key themes being supported by the Kent Partnership and will contribute a lot on streamlining engagement as well as access.</p> <p>Consideration is being given to revamping Member blogs. There is an issue here about developing a policy on the use of blogs.</p>	Jane Clarke/Tanya Oliver	
c) Facilities for blogs, emails, online surgeries, plus training and support should be available for elected members.	<p>New 'Have your say' area on the website, completed on direction of Consultations Group. Plus about to promote online survey tool for staff to use. Lead: Marcus Chyrsostomou</p> <p>b) To build in to Access Kent Initiative and see how this develops, now Gateway multi channel. Lead Tanya Oliver</p> <p>c) Power hour support to talk through and embed ways of working.</p>		Achieved 😊
			Ongoing
		Coral Ingleton/Adam Fox	Achieved 😊
Recommendation 12:	Progress to date	Lead Officer	Status
In promoting the role of elected members and	The emerging localism agenda and the duty to involve and to promote democracy opens up a whole range of ways in which	Robert Hardy/Peter	

<p>interaction with communities KCC should embrace e-democracy/ technological solutions to make elected members activities more visible and to open up dialogue and debate, for example e-petition, e-campaigns generated by Local Boards and local people, and e-debate.</p> <p>(As tool in box to increase participation and revive democracy.)</p>	<p>the Council will engage with its local people which will promote the role of elected Members.</p> <p>New website: exploring possibilities of new website to move accessing Democracy agenda forward to raise profile and encourage local people to have their say, opening up dialogue and debate. Lead: Jane Clarke</p> <p>Webcast and live emails to Neighbourhood forums: The Gravesham Neighbourhood Foras successfully trialled webcasting the joint KCC/GBC/Parish neighbourhood forums in Gravesham. The webcast includes the presentations (normally given by officers relating to the issues on the agenda) and round table discussions that follow the presentation capturing public mood and issues raised. Internet users can also send in live questions and comments (but moderated first) to be fed via lap top and digital project onto the screen at the front of the meeting. Videoed material would be used to create short DVDs by GBC/KCC to promote the Forums and widen interest further. Lead Officer: Will Farmer.</p> <p>e- petitions: Being developed to use Modern.gov system to support e-petitions. Protocol drafted and awaiting new legislation before launch, so can incorporate changes as necessary. Lead Officer: Denise Fitch/Denise Eden Green.</p> <p>Kent TV was considered as a possibility to use Kent TV as a platform for local forum meetings through webcasting or training to local community members so they can film their own videos on issues that are affecting them. With option to use voting facility available on Kent TV to gage peoples views. The Kent TV specifications allowed for quarterly debates/Webinars on current topics relevant to Kent, this should involve members of the public and be attended by relevant experts. The Pilot has now ended.</p>	<p>Sass/Paul Wickenden</p>	<p>Ongoing</p> <p>Achieved </p> <p>Ongoing</p> <p>Pilot ended</p>
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	<p>The new Digital Service will look at new ways of engaging with the public to enhance e-democracy and engagement. This will include piloting Members video blogs and creating content informing people of their rights and how to engage with the council.</p> <p>Web jam. In Feb 2010 , KCC had been proposing to hold a public ‘web jam session on behalf of the Kent Partnership. This would have enabled residents of Kent to ask questions or write comments on a particular subject within an on-line ‘real-time’ environment. The session would have interactive allowing moderators and KCC/partners’ staff to respond to the questions asked. KCC is a strong supporter of using new innovative technologies to communicate with Kent residents. The web jam presents a new way in which citizens can get involved in shaping public policy and informing KCC and partners what they feel is important. However, due to the cutting-edge technology involved there is a significant cost attached to such activities. Given the current financial climate, we feel that spending such costs can not be justified at the present time. We will look to use existing communication channels such as the Kent and Medway Citizens Panel and public user groups to get residents views to inform our work.</p>		Not justified as significant cost implication
Recommendation 13:	Progress to date	Lead Officer	Status
Raising interest in both the opportunity and how to become an elected member needs to be clear and transparent. Agree more diversity in elected members is seen to be beneficial but is complex and worthy of separate study.	<p>Help KCC embrace the duty to promote democracy, and develop information for website. Adjust as necessary to ensure take account of the duty (Local Government and democracy and Construction Act 2009) when it exists and the statutory guidance for this duty.</p> <p>Information on ‘How to become a councillor’ to be provided on website. Web team working with L&DS to write web pages on How to become a councillor. Lead officer: Jane Clarke</p>	Jane Clarke	Ongoing
Recommendation 14:	Progress to date	Lead Officer	Status

<p>'Top tips' and contact details on making contact with seldom heard/ perceived hard to reach communities should be included in all new ward packs.</p>	<p>Time for new ward packs has now elapsed. To incorporate information within section on member web as develops.</p>	<p>Robert Hardy</p>	<p>Ongoing as web develops</p>
<p>Recommendation 15:</p>	<p>Progress to date</p>	<p>Lead Officer</p>	<p>Status</p>
<p>(a) The introduction of role descriptions for all elected members needs to be supported.</p> <p>(b) The Improvement and Development Agency (IDeA) Councillors guide should be actively promoted and need to ensure all elected members have a copy.</p> <p>(c) Training for elected members in ways of local government and ongoing training to help elected members carry out their role effectively should be actively supported.</p>	<p>(a) All this work is being picked up in the work that is being undertaken in the County Council's bid to achieve the Member Development Charter. Work is also being undertaken to identify the support councillors need to carry out their role and the County Council will be invited to sign up to the Improvement and Development Agency (IDeA) declaration of giving councillors the support they need.</p> <p>(b) All County Council Councillors issued with a copy of the Councillors Guide.</p> <p>(c) An ongoing and full training and development programme has been prepared and in consultation with the IMG. Member Development and is being delivered.</p>	<p>Coral Ingleton/Mary Cooper</p>	<p>Achieved 😊</p> <p>Achieved 😊</p> <p>Achieved 😊</p>
<p>Recommendation 16:</p>	<p>Progress to date</p>	<p>Lead Officer</p>	<p>Status</p>
<p>To effectively strengthen local structures for community engagement and encourage involvement in local decision making need</p>	<p>Ongoing discussions are taking place with partner organisations to develop a range of pilot models for localism across the county and for ensuring that the localism agenda is more outcome focussed with appropriate feedback mechanisms for the public on specific issues, ongoing.</p>	<p>Peter Sass/Paul Wickenden</p>	<p>Ongoing</p>

<p>(a) Localism to be more outcome focussed.</p> <p>(b) mechanism for prompt feedback to the public on specific issues.</p> <p>(c) to explore further with District, Town and Parish Councils and other local partners what they believe would improve community engagement.</p> <p>(d) to devolve power and resources to support local priorities and action, from discretionary funds being delegated to local forums for decision making.</p> <p>(e) Chief Officers and Cabinet should identify which services can be delegated to local level and be influenced by members in their representative capacity based on views of community priorities and preferences.</p>	<p>Several Members as well as local fora have expressed a wish to pursue the model of participatory budgeting when allocating its grants which will allow the communities to set its priorities, ongoing.</p> <p>In the County Council Budget for 2009/2010 £25,000 was set aside for each Member top sliced from the Highways Budget for Members to spend on highways issues and other service areas and budgets are being explored by Cabinet and Chief Officers.</p> <p>“Gateways” and Digital Kent are ideal facilities to access communities and effectively engage.</p>	<p>Peter Sass/Paul Wickenden/Mike Austerberry</p>	
<p>Recommendation 17:</p>	<p>Progress to date</p>	<p>Lead Officer</p>	<p>Status</p>
<p>The opportunity for participatory budgeting from devolved discretionary funds should be provided within the</p>	<p>Participatory Budgeting workshop featured at the Community Engagement Conference at Oakwood on 28 November 2008, and included in the Member Development programme. Piloted innovative method of Participatory Budgeting 09/10</p>	<p>Peter Sass</p>	<p>Achieved </p>

<p>next budget year, with delivery mechanism to be determined, and a sum of underpinning monies to enable local people to determine how the resource should be spent.</p>	<p>where residents and supporters of local organisations decided who should be allocated community grants.</p> <p>The pilots run last year over came many of the anxieties on the part of local community groups and councillors who were unsure about the process, whether residents would turn up and the resource intensive nature of the set-up process for Participatory Budgeting. A strong and effective delivery team, the transparent decision making processes and the numbers of people willing to give up a Saturday has seen many more KCC members wanting to run PB events to allocate community grants – with 7 events planned for 10/11 so far.</p> <p>Dates so far are: 17 July –Willesborough in Ashford 11 September – Sandgate Folkestone 18 September - Dover West and Dover North 25 September – Tonbridge and Malling 2 October – Deal, Walmer and Sandwich 8 October – Dover Town November – Gravesham Forums (TBC)</p> <p>Lead: David Geoghegan</p>		
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Key:  = Complete/advanced progress