

To: Communities Policy Overview & Scrutiny Committee

From: Mike Hill, Cabinet Member for Communities Services and
Amanda Honey, Managing Director, Communities

Date: 5th April 2011

Subject: An Introduction to the Customer and Communities
Directorate

Classification: Unrestricted

Summary:

This paper provides information which forms part of the introduction to the Customer and Communities directorate. Members will receive a presentation on the Customer and Communities directorate from the Managing Director and Cabinet Member which will complement this paper.

1.0 Introduction

The re-organisation of the authority was agreed at the County Council meeting of 16th December and the Customer and Communities Directorate was created as part of this reorganisation.

Whilst keeping many existing responsibilities such as libraries and archives, Community Learning and Skills, Kent Drug and Alcohol Team and the Youth Offending Service amongst others, this Directorate will also have responsibilities for other, high profile services. We will own the front line for the Council by hosting those services which the public choose to use such as Gateways Delivery and the Contact Centre. As such, we will be the “shop window” for the County and will look to develop responsive and flexible services.

Customer and Communities will spearhead service improvement for the organisation. This includes some existing services and initiatives such as Supporting Independence and the Margate Taskforce but also has a remit to develop some wider concepts such as Big Society and localism on behalf of the Authority.

In addition, Communication, Consultation and Community Engagement will be brought together in the Customer and Communities Directorate. This will enable a more collective approach to these areas of work, ensuring that consultations, community engagement and communications are able to have a more focussed approach, leading to a greater emphasis on putting the customer in control, one of the ambitions highlighted in Bold Steps for Kent.

2.0 Shape of the Customer and Communities Directorate

Corporate Director Customer & Communities		
Director of Service Improvement	Director of Customer Services	Director of Communication, Consultation and Community Engagement
Re-engineering and 'change resource for all services Delivering new models for externalising service delivery, e.g. outsourcing/mutuals/social enterprises (Gateway process) Locality Delivery Team development Margate Task Force Community budgets Supporting Independence Welfare Reform Kent Supported Employment Building Social Capital (SILK) Big Society Volunteering Work Place Transformation (specification) Youth Service Youth Offending Service KDAAT Supporting People	Gateway Delivery Contact Centre Healthwatch Libraries & Archives Registration & Coroners Arts & Kent Film Office Sport, Leisure & Olympics Community Learning & Skills Adult Learning Adult Apprenticeships Community Safety Trading Standards Kent Scientific Services Emergency Planning Public Rights of Way/Country Parks	Engagement/public involvement Community Liaison Improvement and Engagement (equality in service delivery) Business partners – Directorate communications Internal Communication/Engagement Communications and media relations Social Marketing

3.0 Recommendations

Members are asked to NOTE and COMMENT on this report and the accompanying presentation.

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