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To: Communities Policy Overview Committee - 17th September 2009

Subject: Communities Directorate Annual Report on consultation activity 2008/09

Classification: Unrestricted

Summary: This report provides Members with information about Communities Directorate's activities and outcomes relating to consultation and survey activity during 2008/09

1. INTRODUCTION

The Communities Directorate is a combination of a wide range of services and their links with the people of Kent are both rewarding and complex. A chart identifying the services in the Directorate is attached at Appendix One.

Some services are universal such as libraries and archives, consumer advice and the births, marriages and deaths registration service. Some are more directly targeted towards client groups who are vulnerable, for example the Youth Offending Service (YOS), and some manage both of these relationships, for example the Youth Service, Community Wardens and the Adult Education Service.

Others such as Trading Standards and YOS also have a regulatory role and, whilst working on behalf of everyone in the county, their day-to-day relationships include offenders and their victims.

There are also teams whose role is strategic or involve commissioning external providers and whose day-to-day contact with people in the county is limited e.g. Emergency Planning, Arts Development and KDAAT but who nonetheless need to ensure that the views and aspirations of residents and service users are well understood.

This report provides an insight into the scope of this activity in terms of reach into the county; summarises the consultation and survey activity carried out during 2008/09 and indicates the outcomes of this work.

2. TYPES OF CONSULTATION AND INVOLVEMENT OPPORTUNITIES

The Directorate provides a number of different opportunities for residents, service users and other interested groups to influence decision making and service delivery. The main ones used in the Communities Directorate are:

- Surveys and questionnaires (e.g. satisfaction surveys)
- User groups and forums (e.g. Library User Groups)
- Special interest networks, groups and forums (e.g. Sports Sectoral Groups)
- Workshops and focus groups (e.g. Kent Youth Theatre Network consultation)
- Feedback cards (e.g. "You Choose" cards in libraries)
- Complaints, Compliments and Comments (all units)
- Formal consultation documents (e.g. Archives Service Consultation)
- Stakeholder events (e.g. Cultural Summit)
- Collaborative working and partnerships (e.g. Folkestone Forward)
- Participation (e.g. youth service interview panel)
- Civic engagement (e.g. Local Boards and Kent Youth County Council)
- Delegated decision making (e.g. Youth Opportunities / Capital Funds)
- Market research (e.g. Adult Health and Fitness courses)

3. ACTIVITY DURING 2008/09

During the past year Communities services have been actively seeking the views and participation of residents, service users and non-users. Appendix Two identifies the programme for 2008/09 and it is presented in five categories: user satisfaction; consultation on proposals for strategic developments; consultation about local service developments or specific projects; involvement and participation in other ways and general research. The following sections identify the main findings and subsequent action in each of these categories.

3.1 User satisfaction

An important part of the Communities Directorate's consultation activity is to track levels of satisfaction with services and the way they are delivered.

- Registration and Coroners customer satisfaction indicators have satisfaction scores in the 90% - 100% range.
- Over 92% of adult customers rate Kent's library service as 'good' or 'very good', according to the latest Public Library User's Survey (PLUS) while 87% of children and young people surveyed rated their library as "good".
- 89% of Talking Books Postal Loan Service users surveyed thought that the materials received were good or very good
- 91% of Open Access Customer Survey users surveyed thought that the choice of materials available in libraries was good or very good.
- A recent study showed that 96% of the young people in Kent who participated in the survey did not want to change their Youth Offending Team worker for somebody else. 92% rated what they did with the Youth Offending Service as "50% good" or over.
- Trading Standards customer satisfaction indicators ranged from 82% to 99% (consumers) and 94% to 99% (businesses) satisfaction.
- Sports Leisure and Olympics satisfaction indicators ranged from 86% to 98%.
- Positive responses received from victims of youth crime to their participation in restorative justice processes

Overall, customer satisfaction ratings for Communities Directorate services are typically in top quartile (75% – 100%), with most services achieving ratings in the 90% to 100% range.

3.2 Consultation on proposals for strategic developments

Strategy and vision for the Archives and Local History Service

“Understanding Our Past, Changing Our Future” was a formal consultation process seeking views and opinions on a new vision for the County Council's Archive and Local History Service. The consultation began in October 2008, and finished in May 2009. People were asked to feedback their comments, experiences and ideas to help shape the future vision for the Service. Comment cards were available with the consultation booklet or people could email direct using a dedicated email address. Because all sorts of people live in Kent, a mix of different types of people were asked for their views - from school children and teens to historians and shoppers. Around 1,000 people took part in the consultation.

Nearly all the participants liked the Service's ideas to help more people to use the collections it provides. 69% of people who had not used the services before said they wanted to find out more about the history of their family or their local area, and 76% said that history is important to bring families & communities together. Children said that they would like to hear stories from the past that were enjoyable, exciting or even horrible! Many also wanted better access to collections at a variety of different venues, more of the materials available online and more support for community history groups. Overall, nearly everyone thought that the approach suggested in the ‘Understanding Our Past, Changing Our Future’ document would help more people to find out about the past. Further information is available at www.kent.gov.uk/archives.

Kent Cultural Strategy

The Arts Development Unit consulted all those involved in the strategic development of culture in Kent including a wide range of stakeholders and interested groups at a major Cultural Summit event held in February 2009 and in subsequent correspondence. Further details, including presentations and feedback reports, are available at www.kent.gov.uk/culture.

Arts Investment Framework

Arts Development undertook a consultation of Kent and regional partners, artists and arts organisations around the future operation of the Kent Arts Investment Fund. That yielded valuable customer insight, which has shaped future plans for managing the Fund, and the future support material and services that are offered.

East Kent Festival Cluster Initiative:

Qualitative consultation was undertaken with key players in the region's festivals sector about the establishment of a festival cluster, which would be aimed at providing the best cultural offer for East Kent. This consultation has helped create the foundation for partnerships and future curatorial work, and inform the best approach to addressing the ‘real’ needs of organisations.

Kent Youth Theatre

The Kent Arts Development Unit's (KDAU) consultation with youth theatre groups across the county led to a carefully-tailored pilot Youth Theatre Festival. That exercise helped create a platform from which to develop a network for these groups. The Youth Theatre Network started its development in September 2008, with the Professional Development element of its work launched at the Festival in March 2009. The Network is managed by KADU and provides four to six networking, personal development events and workshops a year. It will also play an active role in the planning and delivery of future festivals. This consultation and the resulting festival laid the foundations for KADU to identify ways to support the development of youth theatres and excellent practice in this field. Festival evaluation has also informed KADU's future approach to this and similar events with and for youth theatre organisations. Feedback reports are available at www.kent.gov.uk/youththeatre.

Sports Development

The Sports Leisure and Olympics Service consulted stakeholders and partners during 2008/09 on the development of the Strategic Framework for Sport 2008-2012, priorities for the 2009/10 Business Plan and the second phase of the Kent Strategy for the 2012 Games. The views gained were fed into development and priority setting processes.

3.3 Consultation on local service development and specific projects

Modernisation of libraries

Consultation with the public is always embedded in the service's approach to modernising its libraries and services. For example at Hadlow the user group was consulted and staff targeted the public locally in key locations to capture user and non-user views. Now the modernisation is complete feedback will be collected and to help evaluation. During the Envision IT implementation project customers have been asked to give comments and in particular visually impaired customers are being invited to comment on the new software that is available.

Folkestone Forward

This programme, taking place within East Folkestone is helping to make adult education and library services as well as sports and arts activities more accessible to communities. A major characteristic of the programme is the involvement of local people in the work and projects taking place. The East Folkestone Film Project is finding out the views of East Folkestone residents – what it is like for them living there and what they would like it to be like – who are choosing the film maker they want to work with and are being involved in the whole process. The Wood Avenue Gardening Project was suggested by the local residents' group as members wanted to see people tidy up and make use of their gardens in order to improve the appearance of the area and to learn how to grow fruit, vegetables and flowers for their own use. Further information about these and projects is available at: www.kent.gov.uk/folkestoneforward.

Olympic and Paralympic Sectoral Task Groups

The Sport, Leisure & Olympics (SLO) Service of the County Council works in partnership with a wide range of other organisations and agencies to deliver services for Kent residents. These partners include district councils, school sport partnerships, governing bodies of sport and regional sporting agencies, such as Sport England and

the Youth Sport Trust. They also include non-sports partners, particularly in relation to the service's Kent Strategy and 2012 Games strand. Consultation through the sectoral task group network enables the Service to keep up to date with any issues and/or consult on matters as they arise. More information about Kent and the 2012 Games is available at: www.kentsport.org/london2012.

Community Wardens

Community Wardens complete an annual area assessment with their local communities. The appraisal highlights the priority areas for action and the individual Wardens developed an action plan to address key issues in their area. Wardens also help the police-led Partners and Communities Together (PACT) process in their local area.

Maths Through Pattern

Resources for schools created by Turner Contemporary, in partnership with other organisations, are piloted and tested by teachers and their classes and their responses are used in future work. For example, in 08/09 Turner Contemporary created a resource for primary schools entitled "Maths Through Pattern" which was piloted by six primary schools. Teachers then attended a feedback session and their responses used to update and improve a resource which will be available free from September 2009.

Adult Education Health and Fitness Courses

Kent Adult Education Service's (KAES) Adult Health and Fitness Market Research identified a steady decline in enrolment, especially amongst younger adults who are tending to prefer private health clubs and fitness gyms. However the research revealed that older people are increasingly recognising the importance of continuing to keep their mind and body active – living more active, healthier lifestyles. Fitness for the over 50s is an important growth area. The research also showed that the traditional course fees structure is a barrier to new learners taking up these sorts of courses, who would prefer more flexibility. An introductory "pay as you go" offer is being piloted by KAES to help overcome this and attract more people onto the courses. The research has also prompted KAES to look at other aspects of their fitness classes to make them more relevant, accessible and affordable to older learners.

Improving the KAES enrolment process

During the year the KAES Learner Representative Group and the KAES Planner Forum met to provide feedback and views on customer enrolment processes. The sessions were very informative and most suggestions for changes in the way learners enrol and are recorded have been extremely helpful and taken on board. The timing and structure of language provision has also been thoroughly discussed with plans introduced to meet both the needs of learners and the rigors of Learning and Skills Council funding requirements.

3.4 Involvement and participation in other ways

Kent Youth County Council (KYCC)

KYCC meets regularly throughout the year and during 2008/09. It was actively involved in developing strategies for young people's volunteering and helped to select the agency to be used on the London 2012 campaign in Kent. KYCC has also been

involved in recruitment and selection for a number of KCC departments, meets with County Councillors through a joint Cabinet meeting, and in 2008/09 supported Select Committee processes regarding Democracy and Activities for Young People. Various joint Senior Officer meetings have also been held with KYCC input. Internally, KYCC has also been exploring how it can ensure that its representation of young people is more consistent with the diversity of the population of young people in Kent. More information on KYCC and its activities is available at: www.kent.gov.uk/kycc.

Local Boards and Neighbourhood Forums

Communities Directorate staff attended around 20 Local Board meetings during 2008/09, engaging with local communities on youth services, community safety, libraries and reading and substance misuse. Full details of topics and Boards attended are included as Appendix Three.

Kent Youth Service - involving young people

The Youth Service conducted a review of youth participation in 2008/09 and results of this review are being put into practice now, with the emphasis on getting a more consistent approach to young people's participation across the Service, and at all levels of involvement. A cross-departmental group has also agreed in principle to the involvement of children and young people in all customer-facing appointments, and are currently working on agreeing joint quality and training standards for this work.

The membership, function and operation of the Service's Young People's Strategy Group is being reviewed with a view to devolving up to 5% of KCC's budget for youth services to young people's influence in 2010/11. Young people – as Service users – have an increased role in decision-making with regard to youth work provision in Kent. Young people who use its services joined the Youth Service's in-house inspections of youth provision in Thanet and Dover, as part of the service's rolling programme. The process is currently under review so it can more closely mirror the new national inspection framework.

Youth Opportunity Fund (YOF) and Youth Capital Fund (YCF)

A panel of young people evaluate applications for grants from the Youth Opportunity and Youth Capital Fund and make decisions on spending. The Opportunity Fund supports the development of positive activities and things to do for young people and seeks to widen their role as decision makers, grant givers and project leaders. Both funds aim to give a voice to young people, particularly disadvantaged young people, about improving things to do and places to go, conveying a powerful message to young people that their needs and aspirations are important.

Turner Contemporary User Groups

Turner Contemporary continued to run its Access Group which provides opportunities for people with disabilities to discuss floor plans, materials and access issues related to the new gallery building with representatives from ARUP Accessible Environments, David Chipperfield Architects and Turner Contemporary.

Members of Turner Contemporary's Senior Citizens group said that they want "more" from projects. But participants said that "more" includes many different types of experience: discussions with artists, contact with young people, practical making of art and craft have all been suggested. In response to members of the group asking to meet

our young people's group, Turner Contemporary developed a new intergenerational project entitled Time of Our Lives which enables older and younger people to explore the idea of being a teenager together. This will feed into a major exhibition when the gallery opens in 2011. Members of the senior citizens and young people's group were on the interview panel that recruited an artist to run this project.

The young people's group is also led by the interests of participants, with an idea that the group had in 08/09 leading to an event organised and managed by them entitled Youth Got Talent which took place in July 2009.

Turner established local working groups for specific projects made up of local people and organisations who may contribute to or have an interest in Turner Contemporary projects. Through Turner's Generate families programme, for example, 8 arts workshops were ran in the community in 08/09 funded by Safer Stronger Communities Fund. The emphasis of this project is to celebrate the creativity of adults and children, and to encourage them to work together. Several of the adult participants in these sessions expressed an interest in getting more involved in the arts and other training. Turner has taken this interest to a new phase in the Generate project, and this element is a possible part of a wider collaborative project led by Thanet College and funded by Thanet Works.

Kent Adult Education Disability Group

Through its Disability Group and feedback channels, KAES has developed a better understanding of what is important to disabled users and what sort of things they need from the service. This feedback is being considered by the newly formed Equality and Diversity Forum which advises Senior Managers on action to be taken. The sorts of issues raised included:

- People with learning disabilities would like more information made available in the easy-read format
- Staff and disabled students would like clearer and easier processes for assessment and applications for examination entries.
- Reasonable workplace adjustments are not always put in place as quickly as they could be
- There needs to be better consideration of adjustments for disabled people in selection and recruitment tests
- Staff want greater clarity about available funding for reasonable adjustments for disabled students.
- Some deaf people are reluctant to enrol of our courses as high quality signing support (Level 3 – 4) has not been available.

KDAAT user involvement

KDAAT works with service users to inform and shape services to meet local need. Meaningful participation at all levels will continue with representation through to KDAAT Board level. In 2008, as part of the overall Kent Annual Needs Assessment, KDAAT consulted with service users in Kent and Medway. A questionnaire was designed to ask current service users and substance misusers not accessing treatment about blocks/barriers, perceived or encountered, surrounding accessing treatment services. The questionnaire also asked what they thought the solutions to the blocks/barriers could be and what could treatment services do differently to attract people in to treatment. For those accessing treatment, they were also asked what they would tell a

new service user to expect. The consultation report was presented in the Kent and Medway Needs Assessments 2008/09 and assisted in the treatment planning process which set out the priorities of Kent and Medway DAAT's over the coming years.

Kent Libraries - "You Choose"

Customers are using the "You Choose" facility to suggest items for stock in ever increasing numbers, with 5,914 suggestions received by card and e-mail this year (2008/09) – an increase of 80% on 2007/8. Of the suggestions made 3,074 items were purchased. Those not purchased were either already in stock, on order or out of print, and some requests related to general subject suggestions rather than specific titles.

3.5 General research

As well as consulting and involving on particular issues, the Directorate also draws on research and studies commissioned elsewhere in KCC, by partners and by other organisations. The main things in use are:

- Kent and Medway Citizens Panel Survey (KCC, 2008)
- The Place Survey (KCC and districts, 2008)
- The Children and Young People's Survey (CFE, 2008)
- Kent Crime & Victimization Survey (Kent Police)
- Segmentation and profiling studies (e.g. MOSAIC)
- Tell Us Survey (Ofsted 2008)
- Active People Survey (Sport England, 2007)

A range of other reports, studies and papers are also used by staff across the Directorate to help gain a better understanding of issues, communities and service users. This sort of activity, and the Directorate's broader Customer Insight Programme, will help influence decision making and service development.

3.6 Complaints, Compliments and Comments

During 2008/09 the Directorate received 799 complaints. We also received 1,361 compliments and 521 comments. This sort of unsolicited customer feedback is an important part of the Directorate's approach to customer involvement, and is the subject of a separate report (see: Communities Directorate Annual Complaints Report 2008/09).

4.0 CONCLUSIONS

This report demonstrates the Directorate's commitment to effective consultation and involvement, and highlights some of the work already being done. There are always opportunities to further improve what we do and how we do it and to ensure value for money from the various programmes that are underway. These will be reviewed as part of the forward planning and budget process, and the implementation of the new Duty to Inform, Consult and Involve which came into force on 1st April 2009.

5.0 RECOMMENDATIONS

Members of the Policy Overview Committee are asked to NOTE the contents of this report.

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Appendix One – Communities Directorate Organisation Chart

Communities Directorate



Appendix Two - Table of the Directorate's consultation and involvement activity 2008/09

Consultation and Involvement Activity 2008/09	Target Participants	Purpose of activity	Type / Methods used	Unit(s)
Customer Satisfaction				
Library Service Satisfaction Surveys (Public Libraries User Survey, adult's and children's, Talking Books Postal Loan Service, Open Access Customer Survey)	Customers and service users	To gauge level of satisfaction with services and identify opportunities to improve	Quantitative surveys	L&A
R&C Satisfaction Surveys (registrations and ceremonies)	Customers and service users	To gauge level of satisfaction with services and identify opportunities to improve	Quantitative surveys	R&C
Trading Standards Satisfaction Surveys	Customers and service users	To gauge level of satisfaction with services and identify opportunities to improve	Quantitative surveys	KTS
Sports Leisure and Olympics Satisfaction Surveys	Stakeholders and partners	To gauge level of satisfaction with services and identify opportunities to improve	Quantitative surveys	SLO
YOS Satisfaction Surveys (Viewpoint)	Service user	To gauge level of satisfaction with services and identify opportunities to improve	Service User interview	YOS

Consultation on proposals for strategic developments				
Archives Service Consultation - Understanding Our Past, Changing Our Future	Archive Service users and interested groups	To inform the strategic vision for the Archives Service.	Formal public consultation	L&A
Sports Leisure and Olympics Strategy Qualitative consultation	Sports stakeholders	To gain views of stakeholders on strategic direction and priorities for the service and sector.	Qualitative consultation	SLO
Youth Theatre Consultation	Youth Theatre Groups in Kent	Inform the development of a professional youth theatre network	Qualitative workshop event	KADU
Kent Cultural Strategy Consultation - Consensus, Commitment and Collaboration	those involved in the strategic development of culture in Kent	To gain views and perspectives on the about the need for a Kent Cultural Strategy	Summit event	KADU
Arts Investment Fund - customer care consultation	Previous applicants	To shape future plans for managing the Fund, and the future support materials and services that we offer our customers	Questionnaire	KADU
East Kent Festival Cluster Initiative	key players in the region's festivals sector	To create the foundation for partnerships and future curatorial work, and inform the best approach to addressing the 'real' needs of organisations	Qualitative consultation	KADU

Consultation on local service development and specific projects				
Hadlow Library modernisation consultation	Library users / local community	To gain views to inform certain decisions involved in the library modernisation	User group, on-site displays and post note boards	L&A
Folkestone Forward	Local community	To learn from communities what it is like to live in East Folkestone and what they would like it to be like	Community involvement	FF
Olympic and Paralympic Sectoral Task Groups	2012 Games Stakeholders	To keep up to date with any issues and/or consult on matters as they arise	Qualitative consultation and involvement	SLO
Community Warden Area Appraisal	Local residents	To identify the priority areas for action that matter to local residents	Area Appraisal	CS
Teacher Feedback (<i>Maths through Pattern</i>)	Local primary school teachers and their pupils	Test out / pilot new projects and resources	User testing, with feedback focus group	TC
Adult Health and Fitness Market Research	Local Residents	To understand market needs around health and fitness courses	Market Research	KAES
KAES customer enrolment process (Consultation with KAES Learner Representative Group and the KAES Planner Forum)	KAES Customers	To help improve the enrolment processes	User Forum	KAES
Adult Health and Fitness Market Research	Local Residents	To understand market needs around health and fitness courses	Market Research	KAES

Involvement and participation in other ways				
Kent Youth County Council	Young people in Kent	To provide a forum for young people to engage in democratic process and have a voice on issues that matter to them	Participation	KYS (and various other parts of KCC)
Interview Panels	Young People	To gain Young Person's perspective on recruitment decisions for position working directly with young people.	Participation	KYS
Peer Inspections	Youth Service users	To gain Young Person's perspective on the performance of the Unit	Participation	KYS
Youth Capital Fund / Youth Opportunity Fund	Young People	Give a voice to young people about improving things to do and places to go, conveying a powerful message to young people that their needs and aspirations are important	Participation (young people make the decisions about which projects get funded)	KYS
Turner Contemporary User Groups (Access, Older People and Young People)	Local residents	To understand the views of specific types of users	User Forum	TC
Turner Contemporary Working Groups	Local residents	To involve local people in the development of certain projects	User Forum	TC
KAES Disability Group	KAES customers with disabilities	To help understand what is important to disabled users and what sort of things they need from the service	User Forum	KAES
KEY Training Equality and Diversity	KEY Training	To identify and understand	Survey and	KEY

	customers	the needs those from equality groups	Management information analysis	
<i>You Choose</i> , stock selection scheme	Library users	To give library users the opportunity to request items for stock	You Choose card (also now online).	L&A
Customer Comments Card	Library Users	To give library users the opportunity to feedback on any aspect of the service	Comment Card	L&A
KDAAT Needs Assessment User Consultation	current service users and substance misusers not accessing treatment	to understand blocks / barriers, perceived or encountered, surrounding accessing treatment services	Survey	KDAAT
KDAAT Service User Involvement	Service Users	Meaningful participation at all levels continued with representation through to KDAAT Board level	Participation	KDAAT
Kent Scientific Service, Client Contact	KSS clients	To ensure clients' needs are being met, and what other needs they could have	Regular contact with its clients through review meetings and an annual client forum	KSS
DIUS Information Learning May 2008 (national consultation)	KAES Customers	Gave Kent learners a voice in this national consultation	User forum	KAES
Sports Leisure and Olympics Strategy Qualitative consultation	Sports stakeholders	To gain views of stakeholders on strategic direction and priorities for the service and sector.	Qualitative consultation	SLO
Local Boards – Communities Services attended at least 20 Local Board meetings to talk about issues and services. Main topics were around youth services and	Local residents (Ashford, Dartford, Dover, Gravesham,	To give local residents a say about issues that affect them and their communities	Public meetings	L&A, CS, KYS, KDAAT

facilities, community safety, National Year of Reading and substance misuse)	Sevenoaks, Thanet, Tunbridge Wells)			
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General Research				
Volunteering in Kent Survey (as part of the Kent and Medway Citizens Panel Baseline Survey)	Kent Residents	To help understand volunteering in Kent	Quantitative Survey	KV
National segmentation studies (Sports and Arts participation)	National population	to help develop a better understanding of attitudes and behaviours	Third party published study	SLO, KADU
Complaints (see also Communities Directorate Annual Complaints Report 2008/09)	Customers and service users	To identify and respond to issues raised by customers and service users	Complaints Procedures	All units
KCC Surveys (Children and Young People Survey, KMCP Survey, Place Survey)	Residents, children and young people	To identify trends or issues that affect or could affect CMY, its services or its customers	Quantitative surveys	All units
Kent Crime & Victimization Survey	Kent Residents	To measure and understand perceptions around crime and antisocial behaviour	Quantitative surveys	CS (led by Kent Police)

**Appendix Three
Communities Directorate at Local Boards and Neighbourhood Forums**

Date	Topic	Area
20 March 2008	Community Safety	Dartford
7 April 2008	Community Safety	Dover (West)
22 April 2008	Young People's Services	Dover (Town)
28 April 2008	Progress report on Ramsgate Library	Thanet
21 May	Alcohol and drug misuse	Shepway
27 May 2008	Young People's issues	Dover (North)
29 May 2009	Domestic Violence	Ashford
May 2008	National Year of Reading	Tunbridge Wells
16 June 2008	Youth - provision of services	Dartford
30th June 2008	Libraries – National Year of Reading	Swale
June 2008	Libraries – National Year of Reading	Sevenoaks
10 July 2008	Engaging Youth & Young People's Services	Dover (West)
15 July 2008	Libraries – National Year of Reading	Shepway
16 July 2009	Engaging Youth and Young People's Services	Dover (North)
21 July 2008	Libraries – National Year of Reading	Thanet
6th October 2008	Libraries – National Year of Reading	Canterbury
7 October 2008	Community Safety	Dover (North)
11 February 2009	"What's on Your Mind?" session run by and for young people	Dover (Town)
13 November 2008	Libraries – National Year of Reading	Dartford
18 March 2009	Libraries update	Dartford
31 March 2009	Facilities for young people	Gravesham (Rural)

NB: information relating to the Maidstone Board was not available at time of writing. Tonbridge does not currently have a Local Board.