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To: Corporate Services Policy Overview and Scrutiny Committee

Date: 13 November 2009

Subject: Connecting with Communities – Annual Report on KCC engagement activities.

Classification: Unrestricted

Summary: The purpose of this report is to update Members with developments regarding consultation, engagement and involvement within the authority from 1 April 2008 – 31 March 2009.

1. INTRODUCTION

1.1 The purpose of this report is to provide information on the main aspects of consultation, engagement and involvement across the authority from 1 April 2008 – 31 March 2009, and highlights how we are further embedding the engagement processes within our services.

1.2 Community engagement is about involving the community (this may be geographical proximity, special interest, or a group of people in a particular situation) in the decisions that are made about the services that are provided for them. Engagement involves a continuous dialogue and a two-way flow of information and views, together with opportunities to get involved.

1.3 KCC 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 and examples of activities during the year are:

- Surveys and questionnaires (e.g. satisfaction surveys)
- User groups and forums (e.g. Occupational Therapy User Groups)
- Special interest networks, groups and forums (e.g. Sports Sectoral Groups)
- Workshops and focus groups (e.g. Annual Budget & Council Tax Consultation)
- Feedback cards (e.g. comment cards in country parks)
- Complaints, Compliments and Comments (all units)
- Formal consultation documents (e.g. Children and Young People's Plan Consultation)
- Stakeholder events (e.g. Later Life Strategy)
- Collaborative working and partnerships (e.g. Kent Children's Trust)
- 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).

1.4 KCC services have a long history of good practice in the ways they involve direct users of specific services in the running and improvement of those services. The scale and extent of this involvement has not previously been recorded and shared across the organisation in a comprehensive way. This is the first year that all directorates have reported the results of consultation, engagement and involvement to their Policy Overview and Scrutiny Committees and summaries are attached in Appendix 1 and 2.

2. Customer Insight

2.1 This area of work is driven by the information and data we hold about residents of Kent, including the feedback we get from customer comments and complaints. KCC also makes use of a number of data and information sources including 'MOSAIC' to provide insight into the background and lifestyles of residents across the whole of Kent.

2.2 An excellent example of using customer insight to inform project planning and target resources, includes the use of 'MOSAIC' by the 'Changing Behaviours' Team in the Waste division. The objective of this project was to ensure Value for Money from the recycling activity in each of the 12 districts in Kent. One ward was selected from each district and was profiled using 'MOSAIC'. This was followed by a baseline survey in each area to ascertain recycling patterns and levels. After local campaigns, the wards were re-surveyed to measure improvements achieved. The results were reported to the Kent Waste Partnership in September, with a possible recommendation to run a similar project in 2010.

2.3 'We Are the People of Kent' has been updated in 2009 and presents a collection of facts and figures about the people of Kent; who we are, what we do and what we think. It is intended for use as a reference document rather than a policy document. However, the information presented in this report may raise many questions which need to be addressed by policy-makers and stimulate further discussion in the spirit of intelligence-led policy making. This latest version has been expanded to include a much wider range of information building on the success of companion reports 'The Children and Young People of Kent' (March 2007) and 'The Older People of Kent' (November 2008).

<http://www.kent.gov.uk/Community/kent-and-its-people/facts-and-figures/cross-cutting-research-reports.htm>

2.4 This year Kent Gateway successfully bid for European funding to develop customer insight. The project team will engage experts in the field to apply modern tools to improve KCC services.

3. Surveys

3.1 KCC undertakes a small number of very large-scale surveys every year. Service units also have access to an online questionnaire system (SNAP) to create and undertake polls in house. The most well-known of the large-scale surveys are the Children and Young People Survey currently carried out by the NFER and the Highways Tracker Survey carried out by BMG Research. We are also required to use the nationally-developed 'Place Survey' to provide the information for a number of the National Indicators Set (NIs). Every Council in England conducted a Place Survey in the autumn of 2008. A full report on the Place Survey is an agenda item at this meeting.

3.2 The aim of the Statement of Community Involvement is to help ensure community ownership of the Local Development Framework and strengthen community involvement in planning over time. It also aims to improve overall representation and involvement across all sections of the community. We are seeking to provide opportunities for this in the review of our Statement of Community Involvement. The first stage has been to invite all participants; local businesses, communities and all those with an interest in county planning matters to tell us how they wish this process to be conducted, and how they wish to engage with it. (see Appendix 1, 4.10)

4. Working with partners

4.1 One of the recommendations in the Corporate Performance Assessment (CPA) report dated June 2008, was that KCC should adopt a *'more inclusive and listening approach in order to make progress in delivering excellent, integrated, well-targeted services'*. In future, the Corporate Area Assessment (CAA) will be assessing how well an authority and its partners know and understand the needs and aspirations of communities, and will be seeking evidence of the effective implementation of the duty to involve.

4.2 Increasingly our service-led engagement activity is carried out with our partners. In partnership with East Kent NHS Trust, a project is under way working with a group of East Kent General Practitioners (GPs) to support and promote healthy living to targeted groups of patients in East Kent. Data from the Mosaic programme has been used to inform this project, and will be used to analyse outcomes.

4.3 An action plan is being produced to further promote participation with children and young people through partnership working. This includes:

- Continuing to provide training and professional development on participation for people who work with children and young people
- Communicating examples of good participation practice and the outcomes from participation
- Continuing to ensure that children and young people receive feedback from participation that they have been involved in
- Producing a policy and protocols regarding involving children and young people in recruitment and selection
- Ensuring that participation is inclusive and involves children and young people who are "seldom heard".

4.4 All the Local Children Services Partnerships (LCSPs) are being encouraged and supported to establish local forums for involving children and young people and many already have these in place. The children's organisation 'Participate by Right' is assisting by providing local workshops and providing advice on good practice.

4.5 This year the council aims to further promote participation and consultation activity through the KCT arrangements so that children, young people and parents have some influence over the decisions that affect them. It is intended to ensure the views of children and young people who are perceived as "hard to reach" are also heard and that the Local Children's Service Partnerships are well equipped to consult with relevant stakeholders in their locality.

4.6 A further development is the Kent 'Children in Care Council'. This is a recent initiative; an event took place in April 2009 with approximately 40 young people in care who have expressed a desire to help form a Kent Children in Care Council. The Council

will be the main forum by which children and young people in, and leaving care, in Kent will express their views to Kent's corporate parenting forum. All local Authorities are expected to establish a Children in Care Council in 2009.

4.7 Further work needs to be done on a more corporate basis and with partners on work which involves the views of people simply as residents of Kent, whether they are a direct service-user or not.

4.8 For KCC, by far the most significant example of this form of involvement is the work of Members individually and through Local Boards and Neighbourhood Forums. Work to strengthen the links and the information flows between existing service-based involvement and the continuing development of these Member-led initiatives including a revision and strengthening of the communication role of the Community Liaison Managers continues.

5. Work in 2009/10

5.1 The council undertakes a substantial programme of consultation each year to help it to make the best decisions. A list of the consultations planned with the public for 2009/10 is included in Appendix 3.

5.2 The kent.gov 'portal' on consultation and involvement has been deferred to the second phase of improvements on kent.gov.uk. When implemented it will be able to be searched by locality or by keywords so other managers, Members, partners and residents could see what issues were being raised and what the response was.

5.3 We are currently undertaking an equality and diversity community engagement project. The aim of this project is to develop a strategy and structures for engaging with Kent's local communities on the County Council's equality and diversity work, in particular with the diverse groups representing the seven equality strands – race, religion and belief, disability, gender, gender identity, age and sexual orientation.

5.4 Active Lives, the vision for social services in Kent, continues to signify KASS' commitment to ensure that service users, carers and the public are actively involved in the design and delivery of services. Following workshops, held in the summer of 2009, the Kent Strategy is being developed to provide an action plan that illustrates how the vision will be implemented within the Directorate.

5.5 Kent Community Development Managers working in partnership with the Improvement and Development Agency (IDeA) have developed three tools to help organisations to make a real impact through community engagement:

- Communities of Practice website. A web resource with best practice examples from within Kent and nationally. This on-line resource successfully facilitates the flow of information and knowledge between people, departments, organisations and partnerships, and will help organisations to meet their Duty to Involve.
- Civic participation awareness campaign. A fully developed publicity campaign to encourage people to get involved in volunteering and decision-making in their local area. This campaign is available for all organisations to use, inserting your own relevant local information.
- Working with young people toolkit. This publication supports parish councils and other organisations to fully include young people in local decision making. It aims to inspire and help community leaders to go out and harness the energy and enthusiasm of the young people in their neighbourhood and includes guidance on a

range of consultation techniques and information on different projects that young people often request.

These initiatives are to be launched at the Kent Partnership Conference on 18 November 2009.

5.6 In February 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 been interactive allowing moderators and KCC/partners' staff to respond to the questions asked.

5.7 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.

5.8 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 cannot 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.

5.9 This year we are asking Business Units to look at what consultation, engagement & involvement they are planning to do in 2010/11 earlier than usual in order to take into consideration the new 'Duty to Involve' and to enable us to have a more joined up approach with our partners.

5.10 More effective business planning will ensure that future consultations, surveys and public involvement activities will be more joined up and cross-referenced throughout the authority, so that information can be shared. Services and teams will be helped to understand their responsibilities in the appropriate implementation of the duty to inform, consult and involve, and also the methods and resources at their disposal.

6. Conclusion

6.1 This report demonstrates KCC'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.

6.2 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 1 April 2009.

6.3 We will know that our approach to community engagement is successful when:

- There is more community involvement in discussions and decisions on KCC's services and policies
- People, community groups and voluntary organisations believe they can influence decisions about and the shape of KCC services
- Services are improved, and levels of service user satisfaction increase as a result of community engagement

- The national indicators by which the Government judges KCC's effectiveness are improving, and in particular the percentage of adults who feel they can influence decisions affecting their local area (NI 4).

7. Recommendations

Members of the Policy Overview and Scrutiny Committee are asked to note the content of this report and its Appendices.

Members of the Policy Overview and Scrutiny Committee are asked to comment on how to raise greater awareness of planned activity amongst residents and other Members and how findings can influence decisions.

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Background Documents: None

CONSULTATION, ENGAGEMENT AND INVOLVEMENT FOR 2008/09

1. ADULT SERVICES

1.1 The Directorate Involvement Group (DIG), as a sub group of SMT, has Directorate wide membership together with representation from health colleagues in Kent. One of the main roles of the group is to promote good practice and drive forward the involvement agenda across KASS. Health membership of the group also encourages partnership working and a more joined up approach to involving, what is often, a shared group of people. With effect from 2006, all Kent Adult Social Services consultations, evaluations and research projects are reviewed through Research Governance prior to commencement.

1.2 The Home Care Survey

This survey commenced in February 2009 and covered all those people in receipt of home care services up to December 2008. Kent agreed to participate in the extended version of the survey. Regrettably, the Personal Social Service Research Unit (PSSRU) from the University of Kent identified problems with the data spreadsheets when trying to analyse the results. Consequently, the final report from the survey is not expected until March 2010. Similarly, the final version of the Carers Survey is also awaited from the PSSRU.

1.3 Ashford Day Services Review

The feedback from the Ashford Day Services Review indicated that the majority of people involved in the consultation supported the continuing development of a wider, more diverse range of services, which would be integrated within the community. This would provide people with more choice and control over what they do during the day, evenings and weekends. Advocacy support during this process has highlighted that people need to experience new services, with sufficient support, to be able to make informed choices. The findings from the consultation have provided valuable information to significantly inform and influence the planning and commissioning of the new service. As a result the proposed new service model is as follows:

- Continue with existing service at Ashford Day Opportunity Service (DOS) until the new model is established (two or three years)
- Enable people with a learning disability to live person-centred lives
- People will know the cost of the services they access
- Access to self-directed support, brokerage, co-ordination and other support services as necessary
- Provide access to appropriate levels of flexible support for people with a learning disability
- Experience use of existing community facilities including health, leisure, sport and transport according to individual person-centred plans
- Work with partner agencies to promote employment opportunities
- Provide Carer Assessments and appropriate levels of support for Carers
- Establish community hubs where people can meet up with friends and access a variety of community facilities
- Once the above hubs are established the Ashford Good Day Project will produce a follow up report which is expected to request a decision on the closure of Ashford DOS.

1.4 West Kent LD Opportunities

The findings from the consultation meetings of West Kent LD Opportunities at Branches Out and Yeoman's will form a separate report that will be presented to Members for a decision.

1.5 Towards Equity and Access Project

The recommendations from the Towards Equity and Access Project have resulted in two service user reference groups being established, together with an action plan for East and West Kent. This includes the development of local outreach services, deaf awareness training for GPs and involvement in developing a Kent based interpreting service.

Service users have been involved in an ongoing steering group contributing ideas and the perspective of the deaf community into the development of a sign language service as a result of the Interpreting Project. In particular a customer care document has been produced based on peoples' feedback.

1.6 The Mental Health Survey

The Mental Health Survey highlighted the following areas for improvement:

- To continue to do better at ensuring service users have confidence in their psychiatrist and that time allocated to discuss their condition and treatment is sufficient
- To improve the quality and clarity of information provided to service users and carers, friends and family about their medication, who their care co-ordinator is, that they have a care plan and how to contact services out of hours.

An action plan has already been implemented. Every service user will receive a 'patient information pack', which features a comprehensive set of information about their care and can be used throughout their treatment to collate important information. A programme of 'customer care' training has been established for staff to ensure that on every contact with service users focus remains on doing everything possible to make their care and treatment as satisfactory as possible. The programme will also be applied to staff not directly involved with clinical care.

1.7 Self Directed Support

One key focus within this project has been to raise public awareness of the changes that are taking place and what this means for current and future users of services. At the same time, it is crucial that people have the opportunity to influence service decisions where appropriate. To date the following elements of user involvement have been implemented within the project:

- Service users, together with the public have been involved in various workstream group meetings. i.e. Brokerage and User Led Organisations Sounding Board; Single Assessment Process Group
- Presentations to various groups
- Carers involved in Carer Assessment consultation process. Carers Reference Group and Carers Advisory Groups set up
- Service users and carers involved in developing Information, Advice and Guidance Policy
- Learning Through Experience workshops [ongoing] (made up of 2/3 staff and 1/3 service users/carers)
- Service users/carers involved in Business Process Quality Review
- Provider visits

- Evaluation of enablement tenders
- Service user/carer reference group to develop Positive Risk Management Policy
- Information Fayre's (as mentioned in paragraph 5. (3))
- Kent Show 2009
- Provider Conference

1.8 Service user and carer involvement in recruitment and selection

This policy was implemented in 2005 and encourages teams to involve service users and carers in their recruitment processes. This may take the form of shortlisting candidates for interview, preparing questions for candidates, participating in formal interview panels or taking part in supplementary workshops.

Protocols and frequently asked questions (FAQs) have been produced to assist staff with this initiative. An information pack has been developed for service users and carers involved in the process, covering topics such as, confidentiality equality and diversity issues as well as general information on the process itself.

East Kent Customer Care is proposing to introduce a system to assist teams in finding sufficient volunteers to participate in staff recruitment. The proposal intends to recruit a pool of people, geographically covering all areas of East Kent, who are subsequently provided with training on staff recruitment. It is anticipated that this will increase the number of teams adopting this recruitment initiative.

1.9 Information Events

In March 2009, events were held on consecutive Saturday's in East and West Kent to provide the public with information on current initiatives, including the modernisation agenda – Active Lives for Adults (ALfA), with a focus on Self Directed Support, Making Experiences Count – the new single complaints process across health and social care and the Kent Local Involvement Network. Local health colleagues, together with voluntary sector organisations were invited to these events, which were held under the banner of, "Information Fayres". The events were advertised using various methods including, local newspapers, "park and ride" tickets and the use of flyers circulated via GP surgeries, voluntary organisations, libraries etc.

The events were of an informal nature offering people the opportunity of visiting at a time convenient to them and were held at the weekend to encourage attendance. Overall, the events were a success, in terms of the public who visited and the feedback from participants, although attendance figures for the West Kent event, held in Maidstone, were lower than expected. This may have been due to the location, which although within the main footfall of the town, the entrance to the venue was not ideal. Posters were placed locally to navigate the public, but this did not seem to impact upon the numbers who visited.

1.10 Out and About project

The Public Involvement Team implemented a pilot of the "Out and About" project, as a means of reviewing the public's current awareness and preferences for information provision. Team members visited local shopping areas to talk to the public about the services that Kent Adult Social Services provides. The team were mindful of the fact that there is a balance to be made between increasing public awareness of KASS services and the ever increasing pressure on resources.

The project focused on providing the public with basic information about services and gathering feedback on information in general (e.g. Formats people prefer; where and how they would access information when needed). Four venues were selected covering East and West Kent and the reception received was mixed in terms of the numbers of people approaching the stand. A more positive reception was apparent where the venue was indoors (shopping centre) as opposed to the high street, where bad weather had an impact upon numbers visiting the stand. It is intended to continue with the project 2010, with further venues including day centres, Adult Education centres and libraries, before reviewing the overall success of the project.

1.11 Step by Step Newsletter

The 'Step by Step', public involvement newsletter is published four times a year and has a wide circulation, including electronic copies to staff and hard copies for the public. Distribution of the newsletter includes libraries, Gateways and GP surgeries and it can also be viewed online on the public involvement website. The publication aims to advertise opportunities for people to be involved in KASS services on a level that suits them. It also raises awareness of news items and events that are happening within Kent.

http://www.kent.gov.uk/SocialCare/about-social-care/shape-your-services/newsletters_and_resources.htm

1.12 Supporting People

While a part of the Directorate, the Kent Supporting People Team employed a Service User Involvement Officer to drive forward its involvement agenda. The team has set up a service user panel and has involved service users in the following ways:

- Recruitment
- Tendering
- Strategic planning
- A service user conference
- Public information provision, including the website and leaflets
- Ex service users have been employed by a provider to assist in monitoring and reviewing services
- Service users are also enabled to access qualifications via the open college network. The programme funds an innovation and good practice grant to two providers to enhance service user involvement and consultation. The programme is known as, "Experts Through Experience".

1.13 Planned involvement activity that did not take place in 2008/09

Work on the Supporting People Involvement Strategy has been deferred into 2009/10. It was delayed until the appointment of an Involvement Officer, which has subsequently taken place.

The review of Day Services at Faversham Day Opportunities Centre and Doubleday Lodge did not take place due to a change in priorities and timescales. A decision has not yet been made on when these reviews will take place.

The Kent wide surveys of public satisfaction and licensee satisfaction did not take place due to a lack of resources, both financial and staffing. The position of these proposed surveys is to be reviewed in early 2010.

2. CHILDREN, FAMILIES & EDUCATION

2.1 Participation with Children and Young People in Kent

The Kent Children's Trust agreed a Participation Framework in 2007 which promotes good practice and a coherent approach to participation across children's services in the county. It is not expected that all participation will be the same, as children are not a homogenous group. Children with specific needs, for example disabled children, or younger children, might need different methods of participation. Nevertheless it is expected that all groups of children and young people will be engaged and participation and consultation activity will be conducted to a high standard. It is also expected that their views will not just be listened to but also acted on.

Participation with children and young people has helped to:

- Inform the development of strategies and policies
- Inform planning for services and performance management
- Identify needs and preferences
- Provide feedback on services and the support provided for children and young people
- Influence services and information produced for children and young people.

2.2 Children and Young People of Kent Survey

A key survey conducted in 2008 was the 'Children and Young People of Kent Survey' (2008). This was an extensive survey involving over 45,000 children and young people in the county. The findings of the survey were reported to this committee in November 2008. The survey produced a wealth of data regarding the perceptions of children and young people on the five *Every Child Matters* outcomes and life in Kent. A further survey is planned for autumn 2009. The findings from the survey have been used at a school, local and county level, providing invaluable data to inform commissioning and service delivery.

In March 2009, the research company Ipsos-Mori were commissioned to conduct qualitative focus group research with young people in the county and explore some of the areas of concern raised by the 'Children and Young People of Kent Survey'. This provided an opportunity to cover issues with young people in more depth. With focus groups the research is illustrative rather than statistically valid, providing useful insights into young people's perceptions. This work has informed the Kent Children's Trust annual Every Child Matters Needs Assessment process.

2.3 Involvement in the Children and Young People's Plan

In June/July 2008 young people were consulted on the Children and Young People's Plan. Many of the young people consulted were from a background where they might be considered less likely to be involved in mainstream consultation work and are often perceived as "seldom heard". This included children with a disability, young people from minority backgrounds and young people not in education, employment or training.

2.4 KCT Board panels of children, young people and parents

Panels of young people and parents have been established to act as reference groups for the work of the Kent Children's Trust Board and its Executive group. The panels give a view on key issues being considered by the Trust and act as a sounding board for the Trust. In addition the panels will also have an opportunity to raise their concerns and issues with the Children's Trust.

2.5 Meetings with Kent Youth County Council (KYCC):

The county has a very active Kent Youth County Council which debates issues that are important to young people. Close links are maintained with the KYCC including regular meetings between the Children, Families and Education Senior Management Team and the KYCC Education Group. Earlier this year members of the KYCC assisted with an event for younger children with 60 primary age children attending the first meeting with a view to setting up a council for primary age children.

2.6 Participation with Parents and Carers

In Kent, parents and carers have played a key role in developing a Parent Support Strategy and producing a charter for parents. Through this work, the Kent Children's Trust has made a commitment to involve and listen to the views of parents.

Most of the Local Children Services Partnerships have parents' forums in place, providing parents with an opportunity to influence local priorities and services. For example in Ashford, parents advocated strongly for a road safety project to be established and for road safety to be included in local plans. 'Partnership with Parents', a Parents' Voice Coordinator, and local Family Liaison Officers and Parent Support Advisors have a key role in ensuring the views of parents are considered at a local and school level.

When consulting with parents and carers, there can be a tendency to overlook the views of fathers. An "Engaging Fathers" research project at the Seashells Children and Families Centre in Sheerness highlighted the benefits of positively involving fathers.

3. COMMUNITIES

3.1 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 avid 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.

3.2 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 reports, are available at www.kent.gov.uk/culture.

3.3 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.

3.4 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.

3.5 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.

3.6 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.

3.7 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.

3.8 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.

3.9 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.

3.10 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.

3.11 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 2008/09 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.

3.12 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.

3.13 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.

3.14 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.

3.15 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.

3.16 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.

3.17 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.

3.18 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 2008/09 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, e.g. 8 arts workshops were run in the community in 2008/09 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.

3.19 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.

3.20 Kent Drug and Alcohol Team 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.

3.21 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.

4. ENVIRONMENT, HIGHWAYS & WASTE

4.1 Environment, Highways and Waste Directorate works closely with colleagues in other directorates, external partners including other local authorities and the NHS to ensure a joined up approach, effective use of resource and the achievement of shared priorities. An example of excellent practice in this regard is the Explore Kent partnership with the NHS to improve health outcomes in the East Kent area. The Integrated Strategy and Planning Team work in partnership with local and regional bodies to develop guidance and input to the South East Plan on the issue of Gypsy and Traveller sites in the south east.

Customer feedback gathered in surveys at the Household Waste Recycling Centres has led directly to the raising of the height of access barriers to allow taller vehicles to access the centres. At the new Pepperhill Household Waste Recycling Centre, public feedback has led directly to a change in parking arrangements. Where change has taken place as a consequence of public involvement, the public is informed about what has happened. (**'We asked – you said – we did'**)

Consultation and involvement in EHW takes place at a very local level, in addition to the more strategic initiatives. A good example of this is the established groups at KCC's Country Parks, where regular users are closely involved in the development of their local park.

4.2 KHS Annual Tracker Survey

Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2008 survey was conducted by an independent market research company called BMG, selected from the County Council's Consumer Monitoring Contract. KHS uses this information to track progress of satisfaction with the wide range of services delivered and help shape delivery.

The 2008 survey was carried out in November and December and included seeking views from residents, County Members, Parish/Town Councils and for the first time, District Members.

A total of 1,237 face to face interviews were carried out on a representative sample of Kent residents, reflecting the age, gender and economic status in each of the twelve Districts.

In addition to residents' views, the same survey questions were asked of all County and District Members and Parish/Town Councils. A total of 63 County Members responded (a response rate of 75%), 193 District Members replied (a response rate of 33%) whilst for Parish/Town Councils, a total of 154 completed the survey (a response rate of 50%).

The questionnaire comprised over 40 questions, ranging from satisfaction with the condition of roads, pavements, streetlights and local bus and train service, the most

important and most in need of improvement of the services KHS provides, through to views on congestion, accessibility to local services and vulnerability when using the highway

Results are reported by 'Net-Satisfaction'. This is a figure calculated by taking the % of people who are dissatisfied with the service from the % who are satisfied. This gives a true reflection of the service and a balance between those happy, those un-happy and those who are not sure.

The key headline from the survey is the continuing improvement in the public's perception of roads, pavements and streetlights. For the third successive year there are more residents satisfied than dissatisfied.

The market research company, BMG made a set of recommendations based on the customer insight obtained as follows:

- Explore reasons for difference in resident and Member/Parish/District satisfaction. Certainly, results amongst these three cohorts may be expected to be lower as Members often have to deal with resident complaints on specific issues. However, the gulf in perception between Members and residents remains large
- Explore difference in street-lighting service perception
- Review business case/cost of Kent on Sunday, as low public awareness of KHS services seems to be being generated through this publication
- Explore the reasons for perceived difference in satisfaction within the four Community Liaison teams with the view to achieving a consistency of service to County Members and Parish Councils
- Examine publicity and other methods to increase awareness of the single contact number
- Consider if the priority and most need improving services identified through the survey are reflected in the current budget and delivery priorities
- Review the increasing vulnerability results and is this what KHS expect/desire?
- Review the purpose, content and promotion of the traffic and travel website which has a very low awareness rate but good content rating with those who know about it.

The full survey report is available on the Kent County Council website at: <http://www.kent.gov.uk/publications/transport-and-streets/tracker-survey-2008.htm? Page=7>

Whilst there have been positive signs of improvement in public satisfaction levels, there remains a quarter of residents dissatisfied with the delivery of some core highway services. This clearly has a significant impact on elected members and parish councils, and KHS is working hard to improve response times and the quality of repairs whilst maintaining a value-for-money service.

Budget has been allocated to commission the 2009 Tracker Survey to take place in November / December of this year as a significant part of the value of this piece of work is to observe the trends over time, and to see how interventions undertaken as a consequence of lessons learned lead to improvements in satisfaction levels.

Note: In Qs 2&3 of 2009, Kent County Council will participate for the first time in the National Highways and Transport (NHT) Public Satisfaction survey, a new survey aimed at

providing a standardised and benchmarked survey of public satisfaction with their local Highways and Transport Service.

4.3 Placemaking Surveys

The purpose of the Placemaking surveys is to help partners (KCC, KHS, district councils, developers etc.) in the Kent Design Initiative (KDI) to understand whether national, regional and local design policies and guidance are helping to deliver design excellence and good places to live, with reference to the 'consumer' rather than the 'professional' understanding of these objectives. In particular, they are looking at the Vision for Kent (Kent Partnership, April 2006) aim:

“Kent will be a county ... where housing needs are met and decent, high-quality homes help create attractive, safe and friendly communities.”
(Page 4 - “The Vision”)

The Kent Design Guide ((KDG) Kent Design Initiative, December 2005) and Manual for Streets ((MfS) Communities and Local Government, Department for Transport and Welsh Assembly Government, March 2007) are both intended to raise standards in residential placemaking. The surveys are helping partners to understand what residents do and don't like, thereby complementing assessments made by professionals.

The surveys are being used to develop an evidence base to help district councils to prepare residential parking policies in response to Planning Policy Statement PPS3: Housing (Communities and Local Government, November 2006).

The Kent Planning Officers' Group (KPOG), as client for the Kent Design Initiative, has welcomed the surveys and asked KHS to use the results to prepare guidance in respect of residential parking and any necessary review of the KDG in response to MfS.

The Commission for Architecture and the Built Environment (CABE) has carried out some work on residents' views, but the prevailing opinion seems to be that no local authority in England has undertaken a customer satisfaction campaign on this subject on this scale.

Initially, surveys took place on an ad-hoc basis, but the potential to use this insight as a Key Performance Indicator (KPI) of customer satisfaction was identified. Therefore, in addition to relevant ad-hoc surveys, all sites with an adoption agreement are now being surveyed after the 'second certificate' (or equivalent) has been issued when the streets are substantially complete and most dwellings occupied. KPI surveys are expected to amount to only a handful of sites every quarter.

For the next two or three years, the KPI will primarily measure satisfaction at sites which were designed before the surveys were commenced. However, KDI partners are being urged to use the results to inform designs that are 'on the table' now, in order that future surveys will demonstrate that residents' views have been understood and acted upon.

Those residents who wish to receive feedback receive a summary of the questionnaire results and an additional comments sheet. District councils are advised of relevant results, with the current “**Kent Design on the Road**” tour being a particularly good vehicle for sharing and discussing the implications. Reports are made to relevant meetings of development partners, including KPOG and its sub groups. Some information has been shared at national conferences.

Now that over 100 sites have been surveyed, consideration is being given to holding one or more 'development summits' under the Kent Design Initiative to make best use of what residents are saying. A Project Brief is being prepared in order to formalise the approach to support wider involvement.

4.4 Contact Centre Customer Satisfaction Survey

Each month, KHS Customer Liaison Officers undertake a telephone call-back survey to 100 service-users whose calls to the Contact Centre have been completed and closed. The purpose of this call-back survey is to ascertain levels of satisfaction with the service provided, and to understand where improvements can be made.

The sample is weighted according to the number of calls for each service provided, (pot-holes, street-lighting, drainage, foliage & trees etc.) and the area of the county in which they have occurred (east, west or mid-Kent). Insight obtained includes qualitative data concerning the quality of the service and customers' satisfaction.

Monthly satisfaction levels can be tracked and reviewed to identify where improvements need to be made. Individual call-backs which require additional work are routed to the relevant Customer Liaison Officer and service team for further action. This is planned to continue as part of business as usual. It is a valuable 'temperature check' of up-to-date intelligence on how KHS is doing on a month-by-month basis.

4.5 KHS Contact Centre Agent Survey

Once a month, a sample of 20 Contact Centre Agents is asked to rate the performance of KHS on a score of 1 – 10. A secondary question seeks qualitative feedback on the reason for the score, and where the service can improve. The information is provided in a spreadsheet, to the KHS Heads of Service, and discussed at the regular KHS Senior Managers' meeting where actions are taken forward and issues followed up.

4.6 Countryside Access Improvement Plan

The plan sets out the county's aspirations for the countryside access network to 2017. The Plan builds upon the feedback of both members of the public and interested stakeholders, who have contributed and will continue to contribute through a series of consultations and public involvement activities.

The needs and demands upon Kent's vast network of public rights of way and areas of open green space have changed. Making Kent a healthy and enjoyable place to work, live and visit are prime objectives of the County Council.

4.7 Country Parks

In 2008, the Country Parks team undertook research with users and non-users to understand their needs better and also any barriers to use.

The Customer Catering Survey and a Non-User survey took place in April – June 2008. The catering survey was carried out by face-to-face interviews at two Country Parks. The non-user survey was carried out through two focus groups in east and west Kent, set up to promote a dialogue with potential users to find out why they did not currently make use of KCC Country Parks.

A further focus group of young non-users of the Country Parks took place in April 2009 with attendees drawn from a youth club in Canterbury. The main findings were that the majority of attendees had not heard about KCC Country Parks, but of these, the majority

would now visit now they knew about them. Discussions also took place about the preferred methods of communication of this user-group.

The results and recommendations of these surveys have been used to inform the Country Parks Strategy for the next 5 years, and have been fed into the marketing plan.

Country Park users and non-users will continue to be involved in developing the Country Parks Strategy, via surveys, and the Parks' own user groups. Events targeted at young people are being incorporated into the Events and volunteering programmes and the Customer Catering Surveys have informed decisions that have taken place in the cafés and gift shops.

4.8 Kent Countryside Access Forum (formerly Local Access Forum)

The Kent Countryside Access Forum is a statutory body co-ordinated by KCC; it was set up as a result of the Countryside and Rights of Way Act 2000. Its role is to:

- Advise the appointing authority (Kent County Council) and other organisations on ways to improve public access to the countryside for enjoyment and open air recreation
- Take into consideration the land management and conservation needs of the area.

The Forum (formerly the Kent Local Access Forum) meets to discuss and advise on strategic countryside access and recreation issues in Kent. Current activities include:

- Responding to government consultations
- Contributing to the drafting of the Countryside Access Improvement Plan
- Steering and monitoring access and recreation policy in Kent
- Addressing any other issues which may arise from the above.

4.9 Explore Kent

Evidence and insight are used extensively by the *Explore Kent* team, either by regular analysis of web statistics, by direct contact from the public via the website or phone, or by interaction with members of a focus group set up to help the team to improve the website for accessibility and usability. More recently, *Explore Kent* has made use of KCC's 'Twitter' account to increase interactivity with its users.

The *Explore Kent* website is continually developed in direct response to customer feedback, via web statistics and online feedback.

The *Explore Kent* magazine is produced twice a year. It is sent to people who have requested it; it is also available to download from the website. Approximately 250 email requests are generated by each issue from members of the public. These are responded to on an individual basis by agents in the KCC Contact Centre, using information provided by the *Explore Kent* team, or information on the website. Interactivity is increasingly promoted using social media.

All users are invited to provide feedback on their experience, and this information is used to ensure routes are properly maintained. Regular users are being recruited as a volunteer force to provide information about pathways and routes, and to assist with improvements.

As a direct consequence of a Focus Group that took place in April 2009, the following changes are being implemented on the *Explore Kent* website:

- Postcodes are being added to all walks, cycle routes, parks and rides
- Public transport travel information is being improved
- Countryside safety pages are being constructed
- More information about refreshments is being provided on the 'Walk of the Month' with a special offer for pub/restaurant or tea-room being included
- Easy Access
- Cycling for the disabled added
- All relevant information is being collected in one area, and navigation improved within this section
- Links are now bullet pointed or made prominent if relevant
- Postcode search development project
- Development to postcode search has been costed, and this will form part of the overall KCC web replacement project.
- 'and click go' added to instructions for use of postcode search
- Search result improvement.

4.10 Statement of Community Involvement

The Integrated Strategy and Planning Team have the responsibility for developing a Statement of Community Involvement which will set out how KCC will engage with the community on development planning matters for which it has responsibility:

- the Kent-wide Minerals and Waste Development Framework (MWDF), which forms part of the Development Plan for Kent
- development control – processing planning applications for minerals and waste development proposals and for KCC's own developments (e.g. schools, libraries, social services facilities).

As part of the process for developing the MWDF, a Statement of Community Involvement (SCI) must be prepared to set out how and when people can most effectively engage with planning issues that concern them. It must show when and how we propose to consult local communities and other stakeholders when preparing our Minerals and Waste planning documents and in development control.

The County Council already has a Statement of Community Involvement adopted in 2006 and this is now out of date. Changes in the planning regulations, a new programme and timetable for the Kent Waste & Minerals Development Framework and widening opportunities for engaging with people as a result of innovations in technology make 2008/09 an appropriate time to review our SCI.

The process currently under way involves local businesses, communities and all those with an interest in county planning matters in the review of our SCI. The first stage has been to invite all participants to tell us how they wish this process to be conducted, and how they wish to engage with it.

A revised draft of the Statement of Community Involvement will be prepared for consultation later in 2009 and a final version of the SCI will be drawn up for adoption by the County Council and publication. Once it is adopted by the County Council, the authority will be bound by the provisions of the SCI in carrying out our plan preparation and development control responsibilities.

4.11 Planning Applications

There are statutory processes associated with formal consultations for planning applications, which are fully complied with. The Planning Applications team is in the process of procuring an online planning system, which has been implemented in September 2009. This will enable all planning applications including the consultations process to be managed online.

4.12 Gypsy and Traveller Review

This review forms part of a public consultation run at the direction of central government on the partial review of the Regional Spatial Strategy (South East Plan), in respect of policy for the accommodation of Gypsies. However, many of the events were organised and carried out by local authorities including KCC, on behalf of the South East England Regional Assembly. Nine events were held in Kent and Medway, out of the 27 events to be held in the South East.

These events comprised exhibitions in 6 towns and 3 stakeholder meetings with Gypsy and Traveller representatives, local authorities, parish councils, environmental and community/resident groups present.

The results of the current consultation will feed into an Examination in Public (EIP) on the submitted proposals which will be conducted by Government-appointed independent planning inspectors in February 2010. The outcome will be a replacement policy in the South East Plan on the provision of pitches for Gypsies, Travellers and Travelling Show people. In accordance with the policy it will then be the responsibility of each local council to identify sites in its Local Development Framework (LDF) and to apply the overall requirement on the scale of provision of pitches set out in the South East Plan.

4.13 KHS Media monitoring

Monthly press cuttings, provided by the Corporate Media Centre, are reviewed and given a net positive or negative score. The content of this report becomes a Key Performance Indicator, (KPI) and is reported to the Cabinet Member and the KHS Heads of Service with additional explanatory information where required. The information is reviewed by KHS, with negative feedback given particular attention, and any issues addressed directly. This is planned to continue as part of business as usual. It is a valuable source of up to date intelligence on how KHS is doing on a month-by-month basis.

5. CHIEF EXECUTIVES DEPARTMENT

5.1 2009/10 Budget Consultation Process

The annual budget process provides formally for consultation with the public, Trade Unions, the business community, opposition Members and professional organisations.

KCC commissioned market research firm Ipsos MORI to carry out a study of public attitudes to KCC expenditure priorities and Council Tax levels. This information has informed the recommendations made to County Council and a summary was attached to the report to Cabinet on 2 February 2009.

The main findings confirmed many of the themes identified by previous research for KCC by Ipsos MORI and others. Kent is generally well-liked by its residents; it is attractive, and with good transport links but there is also a very strong sense that the county faces many threats. These centre on the growing population, which cannot be sustained by existing infrastructure / facilities.

Roads are a powerful symbol of this – both in regards maintenance and capacity – and they also tap into local unease about the presence of foreigners, whether transitory or permanent. Crime, education, health, social services and employment are also major issues.

As found in previous years, Kent's residents as elsewhere in the country display a typically vague understanding of local government structure, and the division of responsibilities between county and district. Policing, motorways, housing and local planning are all often supposed (wrongly) to fall under the county's jurisdiction although education is correctly seen as one of KCC's main areas.

The sources of council funding and division of spending are also not well understood, and people are generally unaware of the legislative constraints on budgets. Despite this, people know what they want. Among those areas for which KCC is responsible, education is a key priority, along with road maintenance, community safety and social services. Further, public transport is deemed to be in particular need of improvement, e.g. buses' operating hours.

A meeting with business leaders was held on 27 January and there was a consultation with staff representatives on 11 February. The budget proposals were reviewed at Cabinet Scrutiny Committee on 26 January and 10 February.

5.2 Kent & Medway Citizen Panel

The Kent Residents' Panel was started in spring 2004 and had a membership of some 1,100 residents when it was closed in autumn 2008. In partnership with the Kent Messenger Group, KCC has established a new *Kent and Medway Citizens' Panel*, enabling us to seek the views of a large number of Kent residents aged 16 or over. The Panel marks a first in that it is the only citizens' panel in the country to be run jointly by a local newspaper and a local authority.

The new Panels coverage extends to Kent and Medway, meaning that Police, Fire and other partners can now use this Panel. The new panel is managed by Ipsos MORI, who hold all the Panellists' details and personal information and use their extensive resources to ensure that all Citizens' Panel surveys are truly representative. It is intended to use the new and more representative Panel as the appointed panel for *the duty to involve* under the Sustainable Communities Act.

Membership of the new Panel was started with a large scale survey undertaken by Ipsos MORI and has been followed by a £1,000 prize draw for new members and an open invitation for Kent residents to join either using the website www.kmcp.co.uk or by phone to 020 7347 3176.

So far two surveys have been undertaken with the Kent & Medway Citizens' Panel, the initial benchmark and recruitment survey and a subsequent snapshot survey.

In addition to seeking recruits for the Panel, the initial survey covered a total of 1,838 residents between 25 February and 31 April 2008 and included topics as follows:

- Living in Kent
- Moving out of Kent
- Satisfaction with Kent
- Satisfaction with the local neighbourhood
- Future change in Kent

- Priorities for Kent
- Economic optimism – national, Kent and personal
- Use of local media
- Use of technology
- Awareness of Kent organizations
- Social and political activity
- Community involvement
- Contact with the Council.

Further information on the results of these surveys can be found at <http://www.kent.gov.uk/publications/council-and-democracy/opinion-four.htm>

The subsequent snapshot poll was e-mailed out to KMCP members on 14 November and included questions on:

- Economic situation and its effects
- Intentions for Christmas holiday shopping
- Cooking at home and eating out.

Further information on the results of these surveys can be found at [http://surveys.globlepanel.com/communities/default.aspx?p=p110689507&n=\(0%3a0-205450163%230%2c+238\)](http://surveys.globlepanel.com/communities/default.aspx?p=p110689507&n=(0%3a0-205450163%230%2c+238))

5.3 Around Kent

In the April 2008 edition of Around Kent we asked the public how we could improve the publication. That, together with other research we have carried out, gave us a great insight into what the people of Kent think about the publication. As a result, changes were made and we reported back on the outcome in the July 2008 Around Kent edition.

5.4 Gateways

Customer surveys are carried out at all Gateway locations. Pre-opening questionnaires were carried out for the Tenterden Gateway in December 2008 and then the exercise repeated in March 2009. This feedback led to a re-design of the floor plan for Tenterden Gateway to better accommodate customer needs, and improve public access further.

Tunbridge Wells Gateway have a web based customer feedback process that is collated and reviewed monthly.

Maidstone and Tenterden Gateway carried out surveys in March - April 2009 as part of the 'National One Stop Shop Benchmarking Group'. From July 2009 we will be rolling this out to all Gateways on a quarterly basis. Maidstone have made changes to their queuing system in response to some of the feedback received.

Along with SILK and Engine (a Service Design company) we have developed an 'Insight to Idea' tool. This is a staff development tool that introduces customer insight techniques and journey mapping to spot opportunities for service improvement. Working with staff the focus is on understanding customer needs and experiences as a means of delivering an enhanced customer service and engaging customers in the Gateway service offer. As part of the rollout of this from Oct - Dec 2009, customer focus groups will be set up in each Gateway.

A DVD has been produced using real customers and their experiences. This can be seen on Kent.gov.uk by the public, along with Kenttv.com/gatewayexperience. This is also available in British Sign Language (kenttv.com/gatewayexperiencesigned).

5.5 Kent TV

In October 2008 Kent TV held its first debate, which focused on the local housing crisis in Canterbury. A panel of members, councillors and housing experts were invited to face an audience of local residents and students. A special web page was created for this purpose and included polls and somewhere viewers could upload their own comments and questions. The housing debate has been used to help inform policy decisions.

The housing debate proved to be an effective way of engaging, informing and interacting with the public. Since the first debate, Kent TV has also hosted a debate on Backing Kent Business in which the public could put forward questions to be answered by a panel of experts and covered the Kent 20-20 conference giving businesses a say on how the event works for them.

Results from the polls and the dialogue from the comments are available indefinitely on Kent TV, and have been used to inform relevant policies and agendas. All the videos filmed and uploaded from both the debates and the competitions are available for viewers to access on demand.

Additionally, Kent TV has been engaging young people through various competitions. The first was Sound Clash 2009, which was a battle of the bands type competition, giving singers and bands a chance to showcase their talents. Viewers were able to vote for their favourite band with the winning band getting £1,000 and a professionally made video. There were 84 entries from across Kent and 12,000 registrations to vote online.

The second competition was called Animate and Create and was aimed at children of primary and secondary age. They were asked to submit short animations around the theme 'Cleaner, Greener and Safer', and the chosen video won an animation kit for their school.

We wanted to gauge the views of the public on the direction of Kent TV and it was suggested that 2 members of the public become members of the Board of Governors. A press release was sent out and the search was mentioned in Kent on Sunday, sent out in the Business Link and the Chartered Institute of Marketing newsletters, emailed to students at Canterbury Christchurch University, as well as being placed online at Kent.gov.uk and Kent TV.

We received limited responses from the public and a decision was taken by the Board of Governors that Kent TV should direct its attentions to gathering wider feedback from other sources.

We also wanted to find out the public's opinions on various key topics and carry out ongoing engagement with viewers utilising the "Your Say" section on Kent TV to gather feedback on a range of Kent issues and services, and use this information to help raise Kent's profile.

It was decided by the Board of Governors that the Your Say section of the website did not offer value for money. Instead Kent TV has found it useful to gauge the views of the

people in other ways for example by conducting online polls and by asking people to submit comments and questions on various topics.

5.6 Social Innovation Lab for Kent (SILK)

Through the work of the *Social Innovation Lab for Kent (SILK)* KCC has sought to place the person at the heart of service design, both within KCC and in partnership with others. SILK carries out intensive work with specific target groups and aims to provide a creative environment for people to work together.

The 'Just Coping' report on low income families was published in July 2008. The report is about the everyday lives and challenges of families who are coping with material hardship, and the ways in which they manage to survive. In an era where family life is given unprecedented levels of attention, and where parenting practice is closely scrutinised by a judgemental public, it highlights the social, cultural and environmental factors that combine to make life so difficult for 'just coping' families. It received a national level profile and has informed a number of additional projects in order to address the issues raised. Further information on this report is available on:

<http://socialinnovation.typepad.com/silk/2008/10/just-coping-rep.html>

A partnership was created with the Digital Inclusion team at Communities and Local Government (CLG) to explore ways in which technology can better support families at risk. A key theme emerging from this work was that of 'bulk buying'. Bulk-buying means simply buying items in bulk to cut down on costs. This has evolved into a new cross-sector, multi-disciplinary project under the umbrella of the poverty pilot, focussing on community involvement, to create a bulk-buying model in the Parkwood area of Maidstone. SILK is involved in the bulk-buying project because it was voted as one of the favourite ideas at a public event in November 2008 last year attended by 50 plus Parkwood residents.

SILK undertook focused work with the Sheerness Children's Centre to find new ways of engaging fathers in family life. The 'Engaging Fathers' report was published in August 2008, which resulted in the appointment of a full-time dads' worker at the Centre. Further information on this report is available on:

<http://socialinnovation.typepad.com/silk/2008/10/engaging-father.html#more>

In March 2009, SILK worked with *Gateway* frontline staff to co-design 'Insight to Idea' – a structured process for groups to reflect on customer needs, map the customer journey of interaction with the Gateway, and generate creative solutions for improved services. 'Insight-to-Idea' is now being used as part of a team building workshop day for the roll out of new Gateways around Kent.

5.7 KCC Regeneration Framework

The [Kent Regeneration Framework, Unlocking Kent's Potential](#), identifies the key opportunities, and the challenges that must be addressed, to deliver long lasting regeneration in the county. The framework calls for a range of new strategies to plan for housing, transport and infrastructure and working in partnership with District Councils, the private and voluntary sector and other public sector partners.

Consultation on the Framework closed on 30 April 2009. At the close of the consultation period, we had received 46 written responses from external partners. The draft Framework has received a generally supportive response. However, there are a number of consistent messages taken into account in preparing the final draft, relating to the need for:

- a) greater clarity regarding the status and purpose of the document

- b) expanded analysis of the policy landscape and the opportunities and challenges facing the county
- c) greater attention to the current economic recession
- d) increased weight on post-19 learning, and in particular workforce skills
- e) greater emphasis on the role of higher education as an economic driver
- f) greater reference to the role of the voluntary sector
- g) recognition of the value of diversity in Kent's population
- h) enhanced reference to the quality of the built environment and to urban design
- i) recognition of the climate challenge theme as a cross-cutting issue, rather than confinement to an individual chapter.

In addition, several respondents proposed specific schemes for inclusion, particularly within the transport section. All comments on the draft Framework have been tabulated and a revised chapter structure produced. The revised draft and its context was presented to the Kent Partnership on 9 June 2009, with a view to securing the Partnership's endorsement of the document. In the medium term (between now and December), the supporting strategies highlighted in the framework will be prepared to both inform KCC's own prioritisation and to establish partnership support for these priorities.

The Framework was agreed by Cabinet in October 2009. In the longer term, KCC will be required to carry out a Local Economic Assessment following the passage of the Local Democracy, Economic Development and Construction Bill currently going through Parliament.

5.8 Empty Properties East Kent Initiative

Within Kent there are an estimated 6,341 long-term empty properties. In a bid to get these properties back in the market as homes, KCC has developed the [East Kent Empty Property Initiative](#) (link opens in a new window), together with partners including district councils. Vacant commercial properties add to these empty homes, discouraging investment in the immediate neighbourhood, and acting as a magnet for crime including arson and vandalism.

The East Kent Empty Property Initiative aims to reduce the number of long term empty properties in East Kent. Launched in April 2005, the project runs for three years. The main target for the East Kent Empty Property Initiative (EKEPI) has been to return to use 372 long-term vacant properties, which would represent a doubling in numbers previously achieved by the partner district councils. Although the three years is not yet completed, the 372 target has already been reached.

In April 2008 Kent County Council commissioned BMG to undertake follow-up surveys to two local baseline surveys amongst residents and businesses that were conducted in 2005. The surveys explored awareness and future use of local empty properties, and the effect that these properties have on local communities.

The Residents' Survey highlighted any changes since the baseline survey and covered the following topics:

- Awareness of empty properties locally, and the effect that these have on the local community
- Awareness of empty property locally that has already been put back into use, and the effect that this has had on the local community
- The overall effect of empty properties on the local environment.

A key element of the survey was resident satisfaction with the local environment overall, and the extent to which this has changed since the 2005 survey and will be used by Communities & Local Government (CLG) to gauge the success of KCC's strategies to address empty property in the local area.

The results were as follows:

- Public satisfaction (LPSA 7.2) showed 57% - an increase on baseline of 2004/05 by 13% (44%), but short by 7% of the target for 2007/08 (63%)
- Business confidence (LPSA 7.3) showed 62% - a slight decline of 3% on baseline of 2004/05 (65%). Given the overall economic conditions existing in mid-to-late 2008, this slight decline in business confidence is not surprising, especially given that 80% of local businesses within the sample are small businesses, that are most likely to have been disadvantaged through increasingly restrictive bank borrowing to the small business sector.

5.9 A2 Activity Park- consultation

In February 2008 Jacobs undertook a series of public and stakeholder consultations. The consultations were used to exhibit a conceptual masterplan for an Outdoor Activity and Cycling Centre, which would be located on the redundant section of land left over from the relocation of the A2 between Pepperhill Junction and Marling Cross. Participants were given the opportunity to fill in a questionnaire and give their opinion on the proposed schemes.

The main aims of the consultation were to:

- collect the initial thoughts on the proposed Outdoor Activity Park from the community
- understand local concerns about the proposal and learn what improvements the community would like to see being made to the proposal
- clarify the current status of the Outdoor Activity Park proposal and the extent of the Highways Agency Landscape Scheme
- engage the local community in the design process from the outline design stage
- dispel public misconception raised by a leaflet recently distributed by a third party that an Outdoor Activity Park would include provision for motor sports.

By the end of February, 315 people had returned questionnaires and voted on the following four topics:

- Highways Agency A2 Improvement Scheme
- the proposed Outdoor Activity and Cycling Centre
- a proposed Park & Ride site at Tollgate
- options relating to the proposed reopening of Downs Road.

In summary, of the 549 people that attended the exhibitions, 217 comments sheets were completed, of which 190 (88%) were positive comments and supported the overall objectives of the Activity Park proposal, 22 (10%) were negative comments and against the proposal, 5 (2%) comments were unrelated to the Activity Park proposal.

The community consultation process, which involved more than 2,000 people, showed that around 80 per cent of people were in favour of the plans and we are working with other organisations to resolve some outstanding issues.

Results were published on the Green Grid and Gravesham Borough Council web site, at local exhibitions and in the resident's bulletin (circa 4,000 households).

5.10 Kent Film Office

The Kent Film Office is a KCC initiative which promotes the wide diversity of Kent's urban, industrial and countryside locations as major film and television venues. The office helps the film and television industry find locations in which to film in Kent. The Kent Film Office with MediaTree undertakes ongoing informal consultation / feedback within sector.

MediaTree is an initiative supported by Kent County Council and other partners including the Channel Corridor Partnership. It aims to develop and support a cluster of media businesses in the Maidstone area. This builds on the existing media strengths of the area, including the Maidstone Studios. MediaTree seeks to generate growth in local companies, improve education and skills levels in the sector, strengthen supply chain networks, and promote the area as a centre of excellence for broadcasting and creative businesses.

MediaTree runs a variety of seminars and workshops on a regular basis, including networking and educational events, and also operates a business advice system. The [MediaTree website](#) offers a range of information, including links to training providers, a companies directory, and a job facility where users can advertise or search for vacancies.

5.11 Kent Innovation

KCC with the Kent Economic Board has been developing a Kent Innovation Strategy with consultants engaged to take the lead on this piece of work. We have an interim report which included the consultants contacting a wide range of innovation experts in the county to understand what is being delivered on the innovation agenda in the county, what the gaps are and what more needs to be done. Further work is required to complete the report.

SEEDA are implementing a three year programme of supporting some 250 Kent companies that have the most growth and innovative potential through the Innovation and Growth Team. A bid was made to SEEDA led by Business Support Kent (Business Link) with which KCC was closely engaged. This brought together a wide range of Kent innovation experts within a consultative forum to map out how best to deliver the SEEDA resource to meet local innovation needs and to set this out in the bidding document. The bid has been successful and delivery should start this October.

Kent Innovation Challenge: there is an annual competition to find the most innovative company startup in Kent which KCC sponsors along with others. The awards are presented at the KCC dinner at the annual 2020 Vision business conference and exhibition. There is a meeting of the sponsors after each competition to discuss whether it achieved what we wanted, the scale and quality of applications, and how it could be improved in future years.

5.12 Kent Ambassadors

Kent Ambassadors is a KCC initiative to bring together on a regular basis successful and influential Kent people from a wide range of backgrounds to brief them on a variety of Kent issues, to get their feedback, and have a dialogue around those issues. They meet at least four times a year together with Paul Carter and Alex King. This puts the Kent Ambassadors in an informed position about the key issues facing Kent which can then be

used in their own business and personal environments, speaking up for Kent and hopefully influencing the agenda in Kent's favour.

5.13 Dover Port Zone

KCC was consulted on the Dover Port Zone proposals. Dover Harbour Board is currently re-developing the Old Park Barracks site adjacent to White Cliffs Business Park. The park's Port Zone provides 40 hectares of freight handling and storage facilities aimed at removing some of these functions from the port area. Dover District Council and the Harbour Board jointly designed the development site as a freight logistics centre, providing a logistics sector cluster capable of attracting associated businesses to Dover and the White Cliffs Business Park. The facility will eventually employ around 1,300 people with an additional 300 jobs created within construction. The commitment of the Harbour Board and major logistics occupiers to the site will hopefully convey positive signals to new potential investors. Today, approximately 50% of the Port Zone has been taken and nearly 40% of the remaining land is under offer.

5.14 Planned involvement Activity that did not take place in 2008/09

Usability and accessibility study of the Website

Due to budget restraints this survey was deferred to 2009/10 and has now taken place.

Usability and accessibility study of the KNet

Due to budget restraints this survey did not take place

Kent & Medway Citizen Panel

The attitudes towards migration and the attitude towards poverty questions were not included within the Kent & Medway Citizen Panel questions.

1. CORPORATE RESPONSIBILITIES

1.1 Customer Insight

This area of work is driven by the information and data we hold about residents of Kent, including the feedback we get from customer comments and complaints, referred to elsewhere on this agenda. A range of other reports, studies and papers are also used by staff across the Department to help gain a better understanding of issues, communities and service users.

The Research and Intelligence Unit has corporate responsibility for all of the research and data areas outlined below:

- Demography
- Deprivation
- Economy and the labour market
- Land use:
 - Commercial
 - Housing
- Retail and town centres
- Customer Insight (MOSAIC).

The unit collects, collates, process, analyse and map data for a wide range of projects across the whole of Kent County Council and beyond. Some of the most recent projects contributed to include Kent Crime View, The Kent and Medway Structure Plan, The Kent Economic Report, The People of Kent, coastal town analysis, developer contributions and What Price Growth?

All of the latest data and publications on these topics can be found on the Research and Intelligence website www.kent.gov.uk/research

As part of the Gateway programme, partnership funding from the EU Interreg IVa programme has been obtained for all 14 Kent local authorities to work with French partners to use customer insight and profiling as the basis for a shared approach to shaping future service delivery – especially in relation to the location of public access premises.

1.2 Gateway Multi-Channel

KCC recognises that public access in the 21st century is changing and that the way we deliver services across the whole public sector needs to change accordingly, particularly the way in which we utilise technology, across all channels (face-to-face, phone and web).

During 2008/09, KCC began work on simplifying access to public services in Kent with the *Access Kent* programme (now part of the Gateway programme), which aims to deliver joined-up web and telephone access across the non-emergency public sector in Kent, along with providing a network of physical Gateway for improved face-to-face service delivery, enhanced further by a fleet of Mobile Gateway, for rural and hard-to-reach urban communities across the county. This is being led by KCC, in partnership with district and borough councils, NHS, Fire, Police, Medway council, the voluntary sector and business organisations.

1.3 Community Liaison Managers

KCC Community Liaison Managers provide a key link between local people, local organizations and decision makers in Kent. One of the roles of the team is working with elected members to arrange public meetings in each of the districts in Kent. The meetings are an opportunity for the Council to engage with the local community and understand their views. The form of these meetings varies from district to district, and can be varied to suite the issues being raised. The team is a valuable resource and a good first point of contact for any KCC officers who need to undertake work which requires the duty to involve.

1.4 Neighbourhood Forums

The County Council working with its partners continues to pilot a range of models for community engagement. Building on the first successful pilot of Neighbourhood Forums in Dover which was recognised by the Comprehensive Performance Assessment Team as a good model discussions have continued across the county with partners on a range of models of community engagement which is appropriate for each of the partners.

1.5 Kent Partners Compact

The Kent Partners Compact is an agreement between Public Sector and Voluntary Community Sector (VCS) partners in Kent, setting out how they will work together and act in their dealings with each other.

The *Compact* was endorsed by a meeting of the Kent Public Service Board in 2008 and is currently going through KCC's own policy processes.

The [Kent Partners Compact](#) commits each sector to specific ways of working in four Codes of Practice. The *Communication and Engagement Code of Practice* (pages 14 - 15) covers how we should ensure honest two-way dialogue between the sectors. The Code of Practice lays out VCS undertakings, Public Sector undertakings and joint undertakings. For instance:

- The VCS commits to “respect the confidentiality of information, when given access to it on that basis”
- The Public Sector undertakes to “give organisations enough time to respond to consultation and, where possible, a standard period of 12 weeks and a minimum of 8 weeks”
- The Sectors jointly undertake to “listen as well as talk”.

Whilst there is a compliance procedure in place should disputes arise, the value of the *Kent Partners Compact* is in the ethos it embeds in both Sectors, which will lead to a positive working relationship between organisations. This can only help to lead to better services for the people of Kent.

1.6 Customer Impact Assessments

From 6 April 2009, Customer Impact Assessments (CIAs) replaced Equality Impact Assessments in KCC, to reflect the continuous mainstreaming of equalities and diversity into our everyday thinking about who our customers are and how we can best meet their needs.

A Customer Impact Assessment (CIA) is primarily a tool for improving council services. It enables policy and service managers to identify the potential impact of a policy, procedure, project or service on the residents of Kent and KCC's workforce. It can help KCC to provide and deliver excellent services to the people of Kent by making sure that these reflect the needs of *all* members of the community.

CIAs give KCC staff the opportunity to think about how their work impacts on local people or other staff, particularly those from diverse communities, and to take action to prevent unfair discrimination.

1.7 Kent Health Watch

Kent Health Watch is run by KCC in partnership with the NHS and provides another route by which people can make their voice heard. Kent Health Watch:

- Is a 'signposting' service that points callers in the right direction
- Helps ensure that all feedback about health and social care services in Kent - including compliments and complaints, comments and concerns - are captured in the most appropriate manner
- Helps the NHS to ensure that all public views and suggestions are taken into account to improve services
- Adds to and enhances, rather than replaces, existing services.

Data collected by Kent Health Watch - either by telephone or email - will be recorded and reported back to the NHS and Kent County Council.

1.8 Local Involvement Networks (LINKs)

The Local Involvement Networks were introduced as an additional mechanism for giving the public “a stronger local voice in the development of health and social care services”, acknowledging the need to strengthen and improve the existing mechanisms for involving and engaging with patients and citizens. The Kent LINK has been operation since December 2008, initially raising awareness of its role and powers.

The role of the LINK is:

- Promoting and supporting the involvement of people in the commissioning, provision and scrutiny of local care services
- Obtaining the views of people about their needs for and their experiences of local care services
- Enabling people to monitor and review the commissioning and provision of local care services
- Conveying peoples' views to organisations responsible for commissioning, providing, managing and scrutinising local care services and
- Recommending how care services can be improved.

LINKs have specific powers to enable them to influence the improvement of local services by:

- Entering specified types of premises and viewing the services provided
- Requesting information and receiving a response within a specified timescale
- Preparing reports and recommendations and receiving a response within the specified timescale and
- Referring matters to an Overview and Scrutiny Committee and receiving a response.

A pool of twenty LINK participants has been recruited to assist with projects that require the LINK to exercise its 'enter and view' powers. Those selected via the process have undergone Criminal Records Bureau and Protection of Vulnerable Adults checks, together with a period of training. No LINK visitor can be authorised without completing all stages of the authorisation process. The final training session took place in September and it is anticipated that the first visits conducted will be on hygiene issues within Kent hospitals.

Planned Consultations for 2009 - 2010

KENT ADULT SOCIAL SERVICES

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
East Kent									
Public Involvement	1/2/09 to 31/5/09	July 2009	Service users, Carers and general public	East Kent	Focus Group and example designs to be presented to participants for feedback	Ideal design for public involvement participation group sign up form and 'poster' to recruit more participants	No	Business	Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
Survey on public perceptions	1/6/09 to 31/8/09	Sept 2009	Service users and carers	East Kent	Surveys with public involvement participants to establish their perceptions of Adult Social Services	To identify whether KASS is meeting Core Standards	No	Business	Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
Learning from experience	1/3/09 to 31/5/09	July 2009	Former complainants	East Kent	Focus Group sessions and surveys	Consult on new Single Complaints Process and create internal processes and complaints leaflets accordingly	No	Business	Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
Communication	1/4/09 to 31/3/10	April 2010	Service user and carer representatives	East Kent	Engagement and Scrutiny Group	To ensure communication strategies have input from Scrutiny Group of users and carers	No	Business	Mags Harrison Mags.harrison@kent.gov.uk Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
East Kent Learning Through	April 2009-March	Regularly - every 2 months	Current users and carers	East Kent	SDS involvement group – shaping the	The Group will ensure that the SDS model continually	No	Social Care	Holly Strang Holly.strang@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Experience Group	2010	from April 2009			personalisation modernisation programme	improves by collating the experiences learnt from the implementation of Self Directed Support (SDS) and disseminating the information to the members of the Group and upwards in the governance structure.			07826 868042
Mental Health									
Informal Day service Re-provision	Jan 09	May 09	MH Service users	Thanet	Service user evaluation of Tenders for service	Service user choice in new provider of service	no	Social	dave.woodward@kent.gov.uk
Review of Service user and carers role in Joint Commissioning Boards	May 09	Feb 2010	MH Service users and Carers	Kent Wide	Review process for engaging Service users and carers in Commissioning process	Wider representation of Carers and Service users in design of services.	yes	Social	Paul.absolon@kent.gov.uk
MH Deaf Services	Dec 09		MH Service users	Kent Wide	Set up focus group for deaf MH Service users	Better Designed more tailored service.	Yes	Social	Paul.Absolon@kent.gov.uk
West Kent									
Culturally appropriate services	01/04/09 - 1/03/10	31/03/10	Representatives from the BME	Gravesend and Dartford	Consultation with elders and community	Consultation with service users and members of the	No	Social	Vinay Sangar vinay.sangar@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
			community who use the Guru Nanak and Milan centres		leaders	BME community about modernisation of services in line with AlfA.			01474 544418 Mark Walker mark.walker@kent.gov.uk 01322 421346
Learning Disabilities day opportunities	01/04/09 1/03/010	31/03/10	Service users and carers	West Kent	Modernising services is part of the ongoing programme to promote independence, choice and employment opportunities	As services are modernised service users will be involved to find out what services they would like, how and where they should be provided	No	Social	Simone Bullen simone.bullen@kent.gov.uk 01732 525729 Sue McGibbon sue.mcgibbon@kent.gov.uk 01732 525275
Older Persons Modernisation	01/04/09 1/03/010	31/03/10	Service users and carers, staff		Modernising services is part of the ongoing programme to promote independence, choice	Consultation with all stakeholders to inform the modernisation of services in Dartford locality. Other district/localities will be undertaken on a phased basis.		Social	Jane Barnes Jane.barnes1@kent.gov.uk 01732 525230
<i>WK Learning Through Experience Group</i>	<i>April 2009- March 2010</i>	<i>Regularly - every 2 months from April 2009</i>	<i>Current users and carers</i>	<i>WK</i>	<i>SDS involvement group – shaping the personalisation modernisation programme</i>	<i>The Group will ensure that the SDS model continually improves by collating the experiences learnt from the implementation of</i>	<i>No</i>	<i>Social Care</i>	<i>John Lee John.lee@kent.gov.uk 07826 86801</i>

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						<i>Self Directed Support (SDS) and disseminating the information to the members of The Group and upwards in the governance structure.</i>			
HQ									
Carers Survey	01/10/09 - 30/11/09	March 2010	Carers (Kent)	Kent	DoH Carers Survey	Links to National Targets on Carers and T2010	Yes	Social	Sue Williams 01622 696620 sue.williams@kent.gov.uk
Homecare Survey	01/02/09 - 01/05/09	March 2010	Clients who receive a homecare service (Kent)	Kent	DoH survey to measure the experience of those people receiving a home care service	The performance of those receiving a good and satisfactory service, but also the negative views to highlight area for service development.	Yes	Social	Sue Williams 01622 696620 sue.williams@kent.gov.uk
Community Equipment	01/02/10 - 05/2010	Nov 2010	Clients who receive community equipment (Kent)	Kent	DoH survey of people in receipt of community equipment	The performance of those receiving a good and satisfactory service, but also the negative views to highlight area for service development.	Yes	Social	Sue Williams 01622 696620 sue.williams@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Kent Wide									
TEA project (Towards Equity and Access)	01/04/09 - 31/03/10		Deaf /deafblind service users with mental health needs	countywide	Ongoing involvement to inform PCT on how to implement DH report	<ul style="list-style-type: none"> •Comment on recommendations •inform action plan 	No		Jo Frazer Jo.frazer@kent.gov.uk 01622 696235
Deafblind Project	01/04/09 - 31/03/11		Deafblind service users	countywide	Implementation of deafblind strategy	<ul style="list-style-type: none"> •obtain feedback on current services • inform further development 	No		Lenise Moth Lenise.moth@kent.gov.uk
Interpreting Project	01/04/09 - 31/3/10		Deaf and deafblind people	countywide	Development of sign language interpreting service	<ul style="list-style-type: none"> •establish new service and quality assurance framework 	No		Jo Frazer Jo.frazer@kent.gov.uk 01622 696235
User involvement strategy	1 day event tbc (still not set – 6/7/09)		Deaf, deafblind people	countywide	one day conference	<ul style="list-style-type: none"> •identify key issues in accessing services. •develop user involvement strategy for d/Deaf, deafblind people. 			Jo Frazer/ Beryl Palmer Jo.frazer@kent.gov.uk 01622 696235 Beryl.palmer@kent.gov.uk
Lift Maintenance User experience survey	01/03/10 – 31/03/10	30/04/10	sample of Kent's residents	countywide	lift maintenance & repair services	<ul style="list-style-type: none"> •determine satisfaction levels to inform service development 	No		Mark.Hogan mark.hogan@kent.gov.uk 01622 221827

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Supporting People									
Strategy 2010-2015	01/03/09 – 30/09/09	18/12/09	Cross section of service users by client group and service type	Kent	Public consultation with service users on current and future service levels	How do service users feel about current service levels, ease of access, quality, outcomes, and performance	No	Wide range of methods to be employed including use of existing focus groups/tenants meetings etc	Ute.vann@kent.gov.uk 01622 694607
Service User Charter and strategy	01/03/09 – 30/09/09	18/12/09	Cross section of service users by client group and service type	Kent	Consultation of draft charter	Consultation to revise and produce a charter for users	No	Wide range of methods to be employed including use of existing focus groups/tenants meetings etc	Dawn Aparcar Dawn.Aparcar@kent.gov.uk 01622 694744

CHILDREN, FAMILIES AND EDUCATION

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Children's Social Services									
Parent Participati on Strategy	2009-2012	Ongoing	Parents of disabled children	Kent		<p>The strategy has been written under the Short Breaks Pathfinder Programme as part of the communications strategy and relates to the participation of parents in service planning and decision making processes for all aspects of the Aiming High core offer.</p> <p>The strategy will aim to develop a structure for parent participation which is sustainable beyond the next 3 years.</p>	No		<p>Rose Dillon</p> <p>rose.dillon@kent.gov.uk</p> <p>01233 652107</p>
Family Group Conference	Ongoing	Ongoing	All families with a child at risk of entering	Kent		Family Group Conferencing (FGC) is a process that is triggered when a child is at risk of coming into the care	Yes		<p>Dawn Walsh</p> <p>dawn.walsh@kent.gov.uk</p> <p>01622 772255</p>

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
			care			of the Local Authority. It is a partnership and decision-making process that engages the child's family and family network with Children's Social Services and other service providers in making safe plans for the child's care. It is mandatory for all children in Kent at risk of entering care to be given the opportunity of having a Family Group Conference as part of their Permanence Policy.			
Complaints & representations	Ongoing	Ongoing	Service Users	Kent		Feedback on services received as complaints and representations is used to inform practice and service delivery both at local level and county-wide via CSSMT	No		Ann Kitto Ann.kitto@kent.gov.uk 01233 652160

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						Feedback forms to complainants to obtain views on complaint handling			
Survey of children in Kent (NFER survey)	2009	2009	Looked-after Children	Kent		General survey of Looked-after children in Kent. Analysis to be carried out by Management Information & CSS will take findings further during 2009 when known.	No		Anthony Mort (Policy & Performance) Anthony.mort@kent.gov.uk 01622 696363
Out of Hours	Ongoing	Ongoing	Service Users	Kent		Service User satisfaction survey	No		Terri Goodwin terri.goodwin@kent.gov.uk 01233 646596
Participation in CIN, CP and LAC reviews	Ongoing	Ongoing	Service Users	Kent		Evidence of service user participation in children in need of protection plans. Service users involved in design of CP conferences and CIN meetings. Children & young people advised of their right to complain at LAC			Cathy Lambourne

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						reviews, CIN meetings and CP conferences			
Children's Champion Board	Ongoing	6 monthly	Service user representative group from Catch 22	Countywide		6 monthly meetings to give young people the opportunity to inform local councillors about the issues that young people in care face and try to look at solutions to these issues.	No		Mick McCarthy Karen Goodman
Youth Advisory Group	Ongoing		Service user representative group from 16plus service	Countywide		Giving young people the opportunity to discuss issues within the service and to set up a working group to look at these issues, including the review of the Hear By Right map & plan	No		Mick McCarthy
Culturally Competent Care	Ongoing		Service user representative group from 16plus	Countywide		Opportunity for young people to help feedback to practitioners and take part in training workers around	No		Mandy Lowe (Policy & Performance)

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
			service			cultural diversity.			
Fostering Panels	Ongoing	Ongoing	Service users	Each area team		<p>Looked After Children/ young people will have an advisory role in recommending applicants who want to foster to the Fostering Panel.</p> <p>Range of panel members to include independents from people who have been looked after or have had a child looked after.</p> <p>A balance of gender and age will also be considered.</p>	No		Teresa Vickers
Advisory Groups	Bi-monthly	Bi-monthly		Each area team		Representatives from this group will attend The County Advisory Board	No		Teresa Vickers
Voice of foster carers	Ongoing	Ongoing	Area teams	All area teams		Each team will set up or attend an event which allows the team to hear directly the views & experiences of fostered children within Kent County	No		Teresa Vickers

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						<p>Council Foster Homes. This information will influence the recruitment of future foster care. The fostering teams with the recruitment coordinator will actively encourage input to the Newsletters by Children & carers. A newsletter will be distributed 4x per year</p>			
Intensive parenting assessments	Ongoing	Ongoing	Parents who are on the threshold of being subject to Care Proceedings	Kent			Yes		Andrew Hickmott
Young Carers strategy	2009	2009	Young carers	Kent		As part of the 2007-2010 Young Carers Strategy, and to ensure young carers are 'heard' by all agencies, the	No		Andrew Hickmott/Amanda Hornsby

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						<p>Young Carers Strategy Implementation Plan will be reviewed by young carers. Young carers views are an integral element of the planning of services to support them and the cared-for person.</p> <p>It is hoped that more young carers will be identified through consultation with the Local Children's Services Partnership Boards.</p>			
Services for Unaccompanied Asylum Seeking Children	2009	2009	SUASC	Kent		SUASC will be developing a client questionnaire for use by all our teams with their clients. The results of these questionnaires will be assessed by SUASC's	No		Karen Goodman

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						<p>management team as part of its ongoing service review.</p> <p>Direct consultation with clients will continue to take place either at future All Service Meetings, or in smaller staff groups.</p> <p>Some unaccompanied asylum seeking children representatives are being invited to actively participate in the Children's Champion Board Meetings.</p>			
Viewpoint	Ongoing	Ongoing	Looked-after Children aged 7 years plus	Kent		<p>To obtain the views of children in care.</p> <p>Children will be invited to use Viewpoint by their independent Reviewing Officer to record their experience of</p>	No		Sarah Skinner (Policy & Performance)

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						being a Looked-after Child. Their responses to the questions are discussed by the Independent Reviewing Officer in the children's next review to enhance the service that they receive. Overall feedback is used in wider service planning.			
Commissioning									
<i>Additional Educational Needs and Resources</i>									
Survey of parents/carers whose children are having a statutory assessment	March 2009	March 2010	All parents following completion of process	Kent		How the parent/carers feel about the process and how it can be improved to make the process easier for parents/carers	No		Partnership with Parents 01622 350640
Survey of children who have had a statutory assessment	Sept 2009	July 2010	Representative sample of all children who have recently	Kent		How children and young people feel about the process and how it can be improved from their perspective. To inform the	No		Partnership with Parents 01622 350640

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
			gone through the process			development of information for C&YP who have a statutory assessment.			
Survey of children with statements in respect of the secondary transition process	March 2009	March 2010	50% of children going through process offered opportunity to participate	Kent		How to improve the process for C&YP.	No		Partnership with Parents 01622 350640
<i>Attendance and Behaviour Service</i>									
Kent On-line Anti-bullying Survey	November 2009	January 2010	Kent pupils	County-wide		Perceptions of bullying levels, types and effective interventions.	No		Peter.heckel@kent.gov.uk
<i>Educational Psychology Service</i>									
Training Satisfaction Survey	April 2009	March 2010	Delegates to EP training	23 LCSPs		To ascertain satisfaction levels and whether training affects practice	No		Andrew Heather
<i>Joint Commissioning Unit</i>									
None									
<i>Minority Communities Achievement Service</i>									
UASYP	Oct 09	Dec 09	Young people who have	County Wide		Young person's view of the education	No		Head of Service, MCAS

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
			arrived in the UK in the past 3 months			assessment and their education placement/provision. This will be used to inform service development.			
<i>Specialist Teaching Service</i>									
None									
Finance and Corporate Services									
None									
Local Children's Services Partnerships									
Support for the NFER Pupil Survey			All Kent pupils (approx 235,000 children)	Kent		Survey to establish children and young people's views about their lives within the 5 outcome areas of every Child Matters.	No		Anthony Mort
LCSP ongoing participation arrangements	ongoing	ongoing	varied	LCSP		Participation opportunities to identify what children, young people, parents and carers think about their lives and the services they receive.	No		LCSP Manager
LCSP Evaluation	01/03/09 – 01/06/09	Sept 2009	All LCSPs	Kent		Evaluation to establish learning in integrated partnership	No		Joy Ackroyd

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						working at local levels across children's services.			
Resources									
School Meals	Sept 2009 April 2010		Schools using Meal contract	Kent		Consultation on future of contracted out service and School Meal suppliers. Assess what level of responsibility and control schools wish to have.	No		Mark Sleep 01622 696558 Mark.sleep@kent.gov.uk
Waste Management	Sept 2009 ongoing		Schools in Kent using waste contracts	Kent		Monitor Waste being recycled and waste to landfill. Reduce residual waste being generated.	No		Mark Sleep 01622 696558 Mark.sleep@kent.gov.uk
School Organisation									
<i>School Governance</i>									
Governor Focus Group	01/05/09 31/03/10	Throughout 3 yr strategy	10 governors	Areas of greater density of BME		Suitability of governor recruitment materials and campaigns and governor induction training to inform a review	No		Linda Lissimore 01622 605118 Linda.lissimore@kent.gov.uk
Kent Governors	01/04/09 31/03/10	3 times a year	23 (part areas)	Countywide		Inform, communicate and	No		Linda Lissimore

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Association						cascade information with governors and encourage participation in the formation of plans, reviews and consultations			01622 605118 Linda.lissimore@kent.gov.uk
14 – 24 innovation Unit									
Learner Voice Survey	Jan 09	June 09	Learners	Across Kent		Satisfaction of learners on 14-16 programme. Views of learners on IAG and Careers Guidance.	No		Hazel Markham hazel.markham@kent.gov.uk
Review of Kent Apprenticeship Programme	April 09 - ongoing	Sept 09	Apprentices	Across County		Satisfaction of learners on the Apprenticeship programme, receive feedback to shape future developments	No		
Review of the Kent Community Programme	May 09 - ongoing	Sept 09	KCP Participants	Across County		Satisfaction of young people on the KCP, receive feedback to shape future developments	No		
Post 16 vulnerable young people	March 09 – June 09	Aug 09	Post 16 and alternative curriculum	Across County		Any barriers or challenges for access or participation of	No		Pauline Smith pauline.smith@kent.gov.uk Focus groups

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
			users pre 16			users. Develop alternative or more relevant provision reflective of users needs.			
Early Years and Childcare									
Annual Provider Survey (APS)	Oct 2009 to March 2010	1 April 2010	All providers of early education and childcare	Kent		The survey will be used to collect data on a large number of indicators. The data collected will be used to inform both the CSA childcare market supply-side analysis and to enable targeted support to providers on a range of issues.	No, but feeds into some statutory indicators		Tony Alderton 01622 626614 tony.alderton@kent.gov.uk
Childcare Sufficiency Assessment (CSA)	April 2009 to March 2010	1 April 2010	Parents – sample of 6000 households	Kent		The consultation will establish the needs of parents in relation to early education and childcare. The information will be used to analyse the demand-side of the childcare market and to prepare the	Yes		Tony Alderton 01622 626614 tony.alderton@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						annual Childcare Sufficiency Assessment 'top-up'. The CSA will inform both the development of new childcare places, and the amount and direction of support that should be given to sustain existing places			
Children's Centre Consultation	April 2009- January 2010	On-going	Children under five and their families	Catchment area of <u>new</u> children's centre		Information used to: Shape service Determine need New centres cannot achieve DCSF designation status without evidencing a full consultation with parents and rigorous analysis of local services			Jackie Smith/Katie Bennett 01622 626685
Children's Information Service	Apr 2009 Mar 2010 ongoing		Providers and service users	Kent		By means of evaluation cards the CIS regularly seeks the views on the service provided from all			Teresa Handscombe 08000 323230 teresa.handscombe@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						users i.e. childcare providers, parents, carers, and members of the public to inform improvements to the service.			
Two year old pilot	Feb 2009	on-going	Families of 215 eligible children	Targeted LSOAs		Parental satisfaction with delivery of project Outcomes for children	No		Colin Hooker 07921168368 colinjhooker@btinternet.com
Extension to nursery education entitlement	April 09 – January 2010	on-going	All parents of three and four year olds	all		<ul style="list-style-type: none"> Identify demand and flexibility required Identify wider issues and barriers to access Identify a small range of preferred usage of the free entitlement Enable local offer to be developed accordingly Monitor take-up and parental satisfaction 	No		Colin Hooker 07921168368 colinjhooker@btinternet.com
Standards and Achievement									
All CPD	Ongoing	ongoing	All	Sample of		• Quality of CPD	No		Karen.jestin@

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
activities including conferences, bespoke sessions and tailored programmes	for all activities		delegates at events	delegates		programme in meeting the needs of school settings and clusters <ul style="list-style-type: none"> • Information regarding future CPD requirements • Impact of CPD on raising standards of achievement • Effectiveness in supporting CPD leadership in schools and settings 			kent.gov.uk
Review of the Improvement Strategy for schools and settings	Throughout the year	Jan 2010	Schools, Settings and Multi-agency partners	Sample of schools and settings		<ul style="list-style-type: none"> • How existing resources can be co-ordinated to best meet the needs of children and young people 	No		Tracy Benn 01622 696167 Tracey.benn@kent.gov.uk
Review of the Kent Leadership Strategy	Sept 2009	Jan 2010	Schools, Settings and Multi-agency partners	Sample of schools and settings		<ul style="list-style-type: none"> • Ensure the effectiveness of the leadership strategy • Review strategies for 	No		Kelly.matthews@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
						supporting leadership development <ul style="list-style-type: none"> Evaluate developments in new models of leadership 			
Headteacher questionnaire on the SIP programme	13/01/08 13/02/09	Feb 2010	Headteachers across Kent	Kent		<ul style="list-style-type: none"> Gauge customer satisfaction with the programme and identify areas for improvement 	No		Tracy Benn 01622 696167 Tracey.benn@kent.gov.uk
Strategy, Policy and Performance									
Survey of children and young people of Kent (NFER survey).			Pupils in Kent Schools/ Colleges	All of Kent	NFER	To obtain views in relation to ECM outcomes and 2010.			Anthony Mort Or Graham Harlow Anthony.mort@kent.gov.uk (01622 696363)
Consultation from complaints and compliments	Ongoing	Ongoing	Service users and carers	All of Kent		It is intended to use the “informal feedback” received through complaints and compliments to inform service delivery.			Anthony Mort or Anne Kitto Anthony.mort@kent.gov.uk (01622 696363)
Sustainability of child care	Sept 2007 Feb	2008	Childcare providers, key	Kent		To establish the factors affecting the sustainability of			Tony Alderton Tony.alderton@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
provision research project.	2008		stakeholders, parents.			child care providers			(01622 626614)
Monitoring of training evaluation sheets	Ongoing	Ongoing	All attendees completes a form	Kent		Enables training focus to be amended if necessary for subsequent courses. Forms completed on the day of training	No		Katherine.atkinson@kent.gov.uk
Monitoring of Training Evaluation Sheets	Ongoing	Ongoing	ICS users	Kent		Feedback questionnaires examined to focus training for subsequent courses.	No		Maureen.robinson@kent.gov.uk
Conduct focus groups to ascertain the views of seldom heard/hard to reach children and young people									Anthony Mort Anthony.mort@kent.gov.uk (01622 696363)
Data Analysis Working	Ongoing	Twice Yearly	Approx dozen Assistant	Kent		Valuable communication with schools to	No		Katherine.atkinson@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Groups (Primary & Secondary)			Heads or Assessment Managers per group			receive feedback, gain ideas, and consult about new development proposals.			
ICS User Consultations (CSS Staff)	Ongoing	Ongoing	ICS users	Kent		How was feedback given to participants? - ICS Issues Group 3 weekly - ICS Mentors Days (3 per year) - ICS Open Forums (2 per year) Two weekly ICS Newsletter	No		Maureen.robinson@kent.gov.uk
IMPLUSE workshops with User base	Ongoing	Ongoing	IMPULSE users	Kent		User engagement and learning workshops	No		Greg.bunnage@kent.gov.uk
Data Analysis Working Groups	Ongoing	Ongoing	Schools	Kent		Feedback and exchange about proposed developments.	No		Katherine.atkinson@kent.gov.uk

CHIEF EXECUTIVE'S DEPARTMENT

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Commercial Services									
Kent County Supplies	Annual (Oct/Dec)		Schools	Customer care	Info collected on paper and electronically to plan for future business developments, train staff and put in place customer care related improvements		No	Business	Steven Munday Steven.munday@kent.gov.uk 01622 605485
Kent Fleet	Half yearly		Non KCC clients	Customer Care	Direct contact made for an update and to check on performance and customer satisfaction			Business	Laurence Faulkner Laurence.Faulkner@kent.gov.uk 01622 605497
CES	Ad hoc		Service users	Service Quality	Telephone and paper based surveys of end users to assess the standard of service			Business	Laurence Faulkner Laurence.Faulkner@kent.gov.uk 01622 605497
CES	Bi monthly		Clients	Service Quality	Involves service users, clinicians and commissioners for Social Services, NHS and Education and provides			Business	Laurence Faulkner Laurence.Faulkner@kent.gov.uk 01622 605497

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
					feedback on service provision to CES				
Kent Facilities Management	Monthly & Ad hoc		Tenant groups & individuals	Service Quality	Established meetings to review the service/s received in the buildings we manage. 3 sites are managed through the review of Service Level Agreements.			Business	Debbie Haigh Debbie.haigh@kent.gov.uk 01622 605375
Laser	Ad hoc		End customers	Performance	Ad hoc end user surveys to get direct feedback on price and quality of services provided by Laser			Business	Kevin Harlock Kevin.harlock@kent.gov.uk 01622 605352
Landscape Services	Ad hoc		Customers incl. local authorities, schools, NHS, Housing associations etc	Customer Care and market intelligence	Provides useful service feedback, to motivate and also put in place service improvements. Also provides useful sales leads and service planning in line with seasonality issues associated with Landscape Services business			Business	Laurence Faulkner Laurence.Faulkner@kent.gov.uk 01622 605497

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
					(Includes surveys, direct contact, informal networking)				
Communication and Media Centre									
Feedback from residents on Around Kent	Each edition - Spring 09 and Autumn 09	N/A	Residents	Across Kent	Request for feedback from residents printed in each edition of Around Kent	Feedback on the design and content of Around Kent to make sure that we meet residents' needs and improve the publication	No	Community	Shelley Whittaker Shelley.whittaker@kent.gov.uk x 4243
Feedback on the success of KCC's contribution to the Kent County Show	Within 3 months of the end of the County Show	N/A	Officers and Members who were involved in the Show. Visitors to the Kent stands	All visitors to KCC stands at the Kent show and all officers and Members who were involved	Feedback meeting is held to gather views from officers and Members. Visitors' comments are captured on paper questionnaires completed by visitors at the show	Feedback on the success of Kent County Council's presence at the Kent County Show to use to improve for future years.	No	Community	Deborah Malthouse deborah.malthouse@kent.gov.uk x 4119
Corporate Finance									
Budget Focus Groups	01/08/09 – 30/09/09	January 2010	Random Sample of Kent Residents	Kent	Public consultation with council taxpayers on budget	Budget consultation with the public, consistent with best practice. Statutory duty to consult taxpayers on budget and council tax levels before setting budget.	Yes		Dave Shipton dave.shipton@kent.gov.uk 01622 671411

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
	Nov 09 – Feb 10	February 2010	Trade Unions		Consultation with Unions on budget	Trade Union's response to the Council's budget proposals.	Yes		
	Aug 09 – Nov 09	January 2010	Youth Council		Consultation with Youth Council on budget	Youth Council's response to the Council's budget proposals.	No		
	Jan 10	February 2010	Business Community		Consultation with Business Community on budget	Business Community's response to the Council's budget proposals.	Yes		
Legal and Democratic Services									
Complaints Equalities Monitoring form	01/04/09	31/03/10	Anyone who has complained to the Chief Executive or Leader		Promoting equality and preventing discrimination across all KCC services	Monitor KCC's progress in achieving this aim	Yes	Letter plus postage paid business reply envelope to anyone providing postal address	Caroline.dodge@kent.gov.uk 01622 221652
Feedback on how we handle complaints	01/07/09	31/03/10	Random sample of complainants	Kent	Monitoring our performance	To ensure we maintain standards conducive with our Charter Mark standards	No	Not yet decided	Caroline.dodge@kent.gov.uk 01622 221652
Annual Client Survey	Aug 2008	Aug 2009	Senior Managers	All Directorates	Feedback from clients.	An indication of the areas in which we have done well,	No	On line survey	Geoff.wild@kent.gov.uk 01622 694302

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
						and those in which we need to improve.			
Personnel and Development									
Customer Survey - Schools	June 2009		Schools buying SPS services	Kent	Feedback from schools using KCC SPS services	Customer views/satisfaction will be compared with the previous 2 survey outcomes.	No	Education	Nicky Whichelow 01622 694156 Nicky.whichelow@kent.gov.uk
Property Group									
None									
Public Health									
Kent Health Watch	Ongoing		Kent population	Kent	Ongoing service to ensure public attitudes to health and social care services are monitored and acted upon	Issues of concern to the public will be identified and dealt with appropriately. Feedback from callers to Healthwatch will be used to further develop the service. Work with the Kent LINK will help identify gaps and overlaps in service delivery	No	Community	Tish.Gailey@kent.gov.uk 01622 696802
Public Health Strategy	01/03/09 – 31/05/09	30/06/09	Public and organisations in Kent	Kent	Consultation and engagement to produce a revised Public Health Strategy for Kent	Views on the public health priorities for Kent and how they should be	No	Community	Mark Lemon Mark.Lemon@Kent.gov.uk 01622 694853

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
						addressed.			
Health Inequalities Action Plan	01/03/09 – 31/05/09	30/06/09	Principally district councils but also NHS, KCC and other partners.	Kent	Consultation and engagement to produce a revised Kent Health Inequalities Action Plan	Information and views on how health inequalities can be addressed.	No	Community	Deborah.Smith@kent.gov.uk 01622 696176
House campaign	Ongoing		Young people	Kent	Continued engagement in the development of the House campaign and concept.	To ensure relevance to young people is maintained	No	Community	Deborah.Smith@kent.gov.uk 01622 696176
Strategy, Economic Development and ICT									
Kent & Medway Citizens' Panel	TBC	TBC	General residents	Kent	Snapshot survey	Proposed subjects – topical issues, place & belonging – to inform policy development		Community	
Strategic Statement (statement of priorities to replace Towards 2010)	TBC	TBC	General residents	Kent	Variety of methods including surveys, events and on-line engagement	(a) seeking views about priorities (b) testing out the draft statement before it is finalised To ensure the new Strategic Statement reflects views of Kent public.		Community	
Kent Agreement 2	TBC	TBC	General residents	Kent	Tracking survey	Tracking National Indicators 3, 6 and 21 on citizen insight		Community	
Kent &	TBC	TBC	General	Kent	Snapshot survey	Proposed subjects		Community	

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Medway Citizen's panel			residents			– topical issues & health- to inform policy development.			
Pic N Mix pilots	Apr – Sep 09	Oct 09	SME's	Cluster based on Enterprise Hub	Improving access to KCC data	What public sector information SME's need	No	Business	Robert Hardy robert.hardy@kent.gov.uk
Web Jam	Sept/Oct	Nov-Feb	Residents	Kent	Alive on-line debate	Input to priority settings	No	Community	Robert Hardy robert.hardy@kent.gov.uk
KMCP quarterly surveys and 'snapshot' polls	June Oct Jan	Aug Dec Mar	Citizens Panel members	Kent	Tracking public satisfaction and quality of life issues	Regular updates to cabinet, COG and POC	No	Community	Nick Warren nick.warren@kent.gov.uk
New Diversity Forums	From July 09	Ongoing	Diversity "Strands"	Kent	Community input into Equality Strategy and impact assessment	Feedback will determine actions in ES action plans	Yes	Community	Emkay Magba-Kamara Emkay.magba-kamara@kent.gov.uk
Kent Partnership stakeholder consultations on V4K priorities and LAA	Nov 09 to Nov 10	At 3-monthly intervals throughout 2009/10	Stakeholders	Kent	Seeking stakeholders views on priorities and actions	Contributing to the new V4K to be complete by Nov 2010	Yes	All	Colin Maclean colin.maclean@kent.gov.uk
Aylesham training centre	March 2009		Local community	Former coalfield area	To develop proposals for centre	Determine level of support for a construction training	N	Community	David Hughes david.hughes@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
concept						centre proposals (Homes and Communities are lead organisation)			01622 221942
Dartford station	Tbc	Tbc	Local community and other stakeholders	Dartford	Refurbishment proposals	Involve and secure support for station refurbishment plans	Y	Community	David Hughes david.hughes@kent.gov.uk 01622 221942
Northfleet station and pedestrian link to Ebbsfleet	Tbc	Tbc	Local community and other stakeholders	Northfleet and Gravesham	Refurbishment proposals	Involve and secure support for station refurbishment plans	Y	Community	David Hughes david.hughes@kent.gov.uk 01622 221942
Sea Change Project	Dec 08 – July 09	On-going	Dover Community Dover Schools	Dover	Project development and school activity programme	Preparation of cultural strategy and input to cable car and public realm projects	Y	Community	David Hughes david.hughes@kent.gov.uk 01622 221942
Sea Change Communications Strategy	August 08 – March 2010	On-going	Markets in UK and EU		Strategy development	To support capital investment at Dover Castle	Y	Business	David Hughes dave.hughes@kent.gov.uk 01622 221942
Dover Castle developments	July 08 – June 09	On-going	Dover Community	Dover	Castle development (English Heritage lead organisation)	Involve local residents and other stakeholders in review of plans and to record their comments	Y	Community	David Hughes dave.hughes@kent.gov.uk 01622 221942
Sea Change -	August 08 –	On-going	Groups that	Dover	Project proposals being developed	To increase interest, inspire	N	Community	David Hughes dave.hughes@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Education and Outreach Programme	March 2010		traditionally do not have easy access to heritage (e.g. ethnic minorities, people with disabilities, people on lower incomes and young people)		by English Heritage	involvement and create sense of ownership of local historic environment			kent.gov.uk 01622 221942
Rendezvous site	Summer 09	Autumn 09	Local residents, businesses and stakeholders	Margate	To consult on proposals contained within a planning application for the site	To test the degree of public support for the proposals and to establish the changes that will need to be made.	Y	Community	Keith Mackenney keith.mackenney@kent.gov.uk 01622 221912
Margate Old Town Parking Access	March	June	Local residents and traders in Old Town area	Margate	Develop a clearer understanding of current pressures and develop a scheme to remedy these	Analysis of parking habits and opinions of different groups on current provision to develop a broader action plan to improve provision	N	Community	George Chandler george.chandler@kent.gov.uk 01622 221946
Natural East Kent Access	March/June	September	PROW, KHS, NEK Steering	Canterbury, Dover and	Determine views of cycling, walking and horse riding	Introduce changes to improve provision and	N	Community	George Chandler george.chandler@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
project			Group, User groups, Local Authorities, Local Orgs.	Thanet districts	improvements and integrate proposals into project	maintenance of access facilities and integrate with the local tourism offer			r@kent.gov.uk 01622 221946
SNRR Bapchild Link Road	September/November	January	Local people affected by route	Bapchild. Tonge, Parishes & Eastern Sittingbourne and Teynham	Determine views about alignment of final section of SNRR	Views reported to Members to inform decisions about detailed alignment of road	Y	Community	George Chandler george.chandler@kent.gov.uk 01622 221946
A2 Cycle Project	Tbc	Tbc	Local residents, local youth community, Specialist user groups	Gravesham	To involve target groups in the design and operation of the park	To develop proposals for the Park	N – but a condition of external funders	Community	Val Hyland valerie.hyland@kent.gov.uk 01622 221373
Greening the Gateway projects	Tbc	Tbc	Local residents	North Kent	Project development	To ensure projects are responding to the needs and aspirations of local people	N	Community	Val Hyland valerie.hyland@kent.gov.uk 01622 221373
Discovery Park	Tbc	Tbc	Local residents, Specialist user groups	Ashford – Chilmington area	Park development	To ensure that the proposal for the Park responds to the needs and aspirations of local people, potential	N	Community	Valerie Hyland valerie.hyland@kent.gov.uk 01622 221373

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
						new residents			
Kent Design	Tbc	Tbc	Users and potential users	Kent-wide	Test how Guide is used	To test how effectively Guide is used, where it is not used and what are the barriers	N	Business	Katherine Putnam katherine.putnam@kent.gov.uk 01622 691418
Gravesend Old Town Hall	Summer 08	Summer 09	Stakeholders and potential building users	Gravesend	To form a management committee	Explore potential uses of building	N	Social	rob.hancock@kent.gov.uk 01622 221347
Strategic Development Unit									
Access Kent Consultation	March 2009/ongoing	At regular intervals	Kent residents	Kent	Using existing consultation forums and channels	How Kent residents wish to access services and shape Access Kent accordingly	No	Community	Amie Barker
Gateway surveys	Ongoing	At regular intervals	Gateway service users	Thanet, Ashford, Tunbridge Wells, Tenterden, Maidstone, Dover & Tonbridge	Surveys within existing Gateways	Satisfaction with Gateways and with the services accessible through Gateways. To shape current and future Gateways and to feed into each relevant organisation	No	Community	Jane Kendal
Contact Kent consultation	Ongoing	At regular intervals	Contact Kent service	Kent	Working with service units to obtain feedback	Levels of customer service and how we can improve	No	Community	Derek Smith

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
on individual services			users			Contact Kent			
Kent TV	Ongoing	At regular intervals	Kent residents & other visitors to Kent TV	Kent	Gaining insight into customer base and targeting content	Informing the Kent TV review and enabling content to be shaped by Kent residents	No	Community	Tanya Oliver

COMMUNITIES

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Kent Adult Education & KEY Training									
Disability Group	1/4/08 Ongoing	After meetings	Disabled Students	Kent	DDA Compliant	Work with groups to identify individuals and groups needs and consider how we can best respond. Include the Group in any generic consultation process to seek views on general Service issues as well as those related to specifically to disability.	Yes	Education	Anne Cullen anne.cullen@kent.gov.uk 01795 415900
Learner Forums in each of 12 Districts	1/4/09 Ongoing	To be decided	Service Users	Kent	Learner involvement in programme design	Learner views on the type and range of programmes offered, price, location and mode of delivery.	No	Education	Liz Chapman liz.chapman@kent.gov.uk 01795 415919
Current and Potential User Involvement	1/4/09 Ongoing	Periodic	Service Users and non users Employers	Kent	User and non user engagement in various KAES activities and proposed activities	A range of subjects from Student Satisfaction to market research. Employer views and needs.	No	Education Business	Caroline Polley caroline.polley@kent.gov.uk 01795 415916

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Service delivery review		Survey	User, customer and stakeholder	Kent and Medway	Conduct surveys to establish levels of customer satisfaction and requirements.	To establish levels of service user, customer and stakeholder satisfaction and to establish whether service delivery meets the expectations. The findings will be used to shape the curriculum offer and operational process.	No		Kathryn Semple 01622 203609 Kathryn.semple@kent.gov.uk
Equality and Diversity	Quarterly throughout 2009/10	Survey and Management information analysis and DDA survey on premises and equipment	Under represented groups	Kent & Medway	DDA compliance of services and buildings and ensure services and marketing are non bias.	Consultation and surveys into the needs those from under represented groups. Under the DDA we must not discriminate against such people and we need to assess the current experience and find solutions to any discriminatory practice.	No		Kathryn Semple 01622 203609 Kathryn.semple@kent.gov.uk
Kent Arts Development Unit									
Kent Partners Cultural Strategy	Sep 2009	Jan 10	Kent and Medway local authorities, key	Kent	Active partner consultation via second one-day Summit event	Test the work in progress with the partners from the first Kent Cultural Strategy summit,	No	Leisure and Culture, Education, Social	Sally Staples sally.staples@kent.gov.uk 01622 696515

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
			cultural organisations in Kent, Medway and from the region			so can move to finalise the strategy			
Kent Youth Theatres network	TBA	TBA	Network as shown left	Kent	TBA – group / online / mix of methods	Establish foundation for future focus of youth theatre development work	No	Leisure and Culture	Beth James Beth.james@kent.gov.uk 01622696498
Kent Cultural Baton	Apr 09	Oct 09	Cultural Baton Steering Group	Kent	Focus group	Finalise proposals for the Cultural Baton and to steer its journey across the county up to 2012	No	Leisure and Culture, Community	Lucy Hayward lucy.hayward@kent.gov.uk 01622 696429
Community Safety									
Positive Ticketing Pilot Project – Evaluation	Sep 09 – Sep 10	Autumn 10	Young people	Tunbridge Wells (Sherwood Estate)	Evaluate the impact of the pilot project.	Determine the success of the project & whether it is suitable to implement widely.	No	Community	Shafick Peerbux. 01622 604309 shafick.peerbux@kent.gov.uk
Restorative Neighbourhoods Pilot Project – Evaluation.	Jan 09 – Jan 10	Summer 10	Victims, offenders & communities	Shepway (Cheriton, Morehall, Lydd & Hawkinge) Maidstone (East ward, Shepway ward &	Evaluate the impact of the pilot project.	Determine the success of the project whether it is suitable to implement widely.	No	Community	Shafick Peerbux. 01622 604309 shafick.peerbux@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
				Staplehurst)					
Coroners									
Not currently applicable, although the Ministry of Justice’s draft Charter for Bereaved Families, published in early 2009, may lead to mechanisms being established, either by the local authority or new National Coroner Service.									
Emergency Planning									
None									
KDAAT (Kent Drug & Alcohol Action Team)									
Expert Panel	01/04/09 – 31/03/10	Ongoing	Service users	Kent wide	This group will be an expert panel where all aspects of KDAAT business will go for full service user consultation.	We will invite service users to give their opinions and views on all policies, procedures and strategies where appropriate. We will also invite participants of this group to take part in any consultation activities we have planned. This group will also highlight any training needs they may require to be more meaningfully involved.		Quarterly meeting	Liz Osbourne liz.osbourne@kent.gov.uk 08458 247247
Service user	01/04/09 –	Timely after each	Service users	Kent wide	With the launch of this policy a	We will utilise their expertise and		Questionnaires,	Liz Osbourne liz.osbourne@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Involvement and recognition policy launch – KDAAT specific Service User Involvement	31/03/10	activity			database of individuals interested in participating in involvement with KDAAT will be compiled	unique experiences to improve, develop and evaluate current and planned drug and alcohol treatment provision.		Focus Groups, Interviews	nt.gov.uk 08458 247247
KDAAT needs assessment	01/07/09 – 30/09/09	On completion and agreement of the needs assessment document	Service users	Kent wide	The annual needs assessment is a process which will have specific topics for service users to feedback	The involvement of service users is essential for an accurate picture of their experiences and perceptions, which can be incorporated into the 2010/11 Treatment plan.		Questionnaires, focus groups, interviews	Liz Osbourne liz.osbourne@kent.gov.uk 08458 247247
ADHD young people and parents	April – August	August	Young People with ADHD and their parents and carers	Kent Wide	Consultation re: info and advice needs and produce resource	We want to know what information parents and carers might benefit from at the point of diagnosis and how this information might best be provided, as well as what professionals have already provided support to	No	Community	Jo Tonkin Jo.tonkin@kent.gov.uk 01227 280358

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
						ensure they have info about drugs & alcohol			
Parents and carers including kin carers	June - March	March	Families who are affected by substance misuse & who would benefit or would have benefited from family based services	Kent wide	To inform the delivery of family based services	We want to know what the needs of these families are, how services could best be provided so that the needs of individuals as well as the family as a whole can be best met.	No	Community	Jo Tonkin jo.tonkin@kent.gov.uk 01227 280358
YP In Treatment	June-March	March	Young people who have had an experience of specialist community treatment	Kent wide	To inform PM	We want to understand young people's experience of treatment, what is useful and what is not useful and how improvements can be made.	No	Community	Jo Tonkin jo.tonkin@kent.gov.uk 01227 280358
YP young people involved in risk taking behaviours and their parents	To April 2009	April 09	YP involved in risk taking behaviours	Kent wide		We want to understand young people's perception of risk and protective factors in order to inform the development of a	No	Community	Jo Tonkin jo.tonkin@kent.gov.uk 01227 280358

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
and carers						multi component intervention to reduce risk taking behaviour. We want to understand how to best involve parents and carers in the supporting young people's behaviour change			
Kent Scientific Services									
Joint client forum with Hampshire Scientific Services.	Nov 09	Feeds into Service planning	Clients	Kent (& Hampshire)	Joint forum.	The information gleaned informs 2010/11 sampling plans.	No	Business	Graham Connelly graham.connelly@kent.gov.uk 01732 220001
Libraries and Archives									
Archives Service Consultation (including for HLF bid if successful)	6/11/08 – 30/4/09	By 30/4/09	Users, stakeholders partners & non-users	Kent	Public consultation with target groups re the future direction of the service.	Want to find out what people want from the service and we will use the information to produce a strategic action plan.	No	Leisure Community Education	Stuart Bligh 01622 694791 stuart.bligh@kent.gov.uk
10% Survey	June 2009	October 2009	Open Access red box customers.	Sample of OA customers across Kent and		Annual user satisfaction survey that also shapes future service developments.	No	Leisure Community Social	Sue Fordham 01622 605244 Sue.fordham@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
				Medway					
5% Survey	Dec 2009	April 2010	Postal loan customers.	Kent VIP customers	Sample of users	User satisfaction survey which also shapes future service developments.	No	Leisure Community Social	Sue Fordham 01622 605244 Sue.fordham@kent.gov.uk
Envision Follow-up	tbc – Autumn 2009		Sample of customers who use our PCs or web services	Kent	Consultation to aid evaluation of the Envision project	Customers' experiences of using our upgraded hardware and software. To see how far our goals in improving public IT access have been met and what developments we need to ask of our suppliers to continue to meet customers' needs.	No		Lesley Rich lesley.rich@kent.gov.uk 01892 793600
Kent Library and History Centre	04/09 – 03/10	03/10	Maidstone District and countywide	Maidstone & Kent, wider archive user community	Further consultation on the Library and History Centre	Consultation on the layout, access issues and public art/public realm for the new centre on James Whatman Way.	No	Community	Lesley Spencer Lesley.spencer@kent.gov.uk 01622 696501
Ask a Kent Librarian customer survey	Feb / Mar 09	April 09	Direct AKL service users	Kent	Random Survey by telephone or email of 25% of users.	Annual customer satisfaction with the service and suggestions for	No		Christel Pobgee Christel.pobgee@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
						improvement.			01622 696410
Kent Library User Survey	Sep 09 / Oct 09	Mar 2010	Adult and Children Library customers	Kent	1/3 of all Libraries conduct surveys of current users	Customers opinions of the service and potential improvements.	Yes	Leisure Social Community	Comms & PI Manager 01622 696548
Policy and Resources									
None									
Registration Service									
Registration of Births and Deaths.	01/04/09 to 31/03/10	Ongoing	Persons registering births and deaths.	Kent	Satisfaction survey on using the online booking systems.	Public satisfaction with online booking system – able to book venue, date and time of their choice. Results will be used to monitor/plan location and availability of offices / numbers of frontline staff.	No		Giles Adey 01622 221003 Giles.adey@kent.gov.uk
Civil Funerals	01/04/09 to 31/03/10	Ongoing	Customers booking a civil funeral. Funeral Directors. Crematoria.	Kent	Satisfaction survey	Customer satisfaction – as this is still a new service it is necessary to seek continual feedback that will be used for improvement and development.	No		Annette Masters 01622 Annette.masters@kent.gov.uk
Civil	01/10/09	Ongoing	Customers	Kent	Satisfaction survey	Public satisfaction	No		Len Thomas

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Ceremonies	to 31/03/10		booking a civil ceremony.			with online booking system – able to book venue, date and time of their choice.			01622 Leonard.thomas@kent.gov.uk
Civil Partnerships	01/04/09 to 31/03/10	Ongoing	Customers booking a civil partnership	Kent	Satisfaction survey	Customer satisfaction – as this is still a new service it is necessary to seek continual feedback that will be used for improvement and development.	No		Heather Planner 01622 696173 Heather.planner@kent.gov.uk
Citizenship	01/04/09 to 31/03/10	Ongoing	Customers having a citizenship ceremony.	Kent	Satisfaction survey	Customer satisfaction – people from different cultures have different expectations - it is necessary to seek continual feedback that will be used for improvement and development.	No		Giles Adey 01622 221003 Giles.adey@kent.gov.uk
Sport, Leisure and Olympics Service									
Customer Satisfaction Survey	Oct 09	Dec 09	Service Partners	Kent	Consultation on Partner's Satisfaction with SLO Unit.	How satisfied partners are and how the Unit can use this information to improve services.	No	Business / Community	Kevin Day 01622 605003 kevin.day@kent.gov.uk

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Business Planning for 2010/11	01/10/09 to 30/11/09	Consultation on priorities for SLO Unit in 2010/11	District Councils. National Governing Bodies of Sport. School Sport Partnerships. Equality partners. Regional partners.	Kent	Consultation on key issues, influencing factors and possible priorities for future business plan.	To ensure partners views are reflected in production of annual business plan.	No	Business / Community	Kevin Day kevin.day@kent.gov.uk 01622 605003
Olympic and Paralympic Sectoral Task Groups, and specific K2012 project groups	Regular meetings through 2009/10	Ongoing	Sectoral task groups – sports, volunteering, schools & young people, business, tourism, media and communication	Kent	Informal consultation through existing sectoral task groups to enable the Service to keep up to date with issues and consult on matters that arise.	To ensure that SLO Unit is aware of issues and can respond.	No	Business / Community	Stephanie Holt stephanie.holt@kent.gov.uk 01622 605051
Various Sports Groups	Regular meetings through	Ongoing	KALCO. KASDO. School	Kent	Informal consultation through existing	To ensure that SLO Unit is aware of current issues	No	Business / Community	Various staff 01622 605054

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
and Networks	2009/10		Sport Network Co-ordinating Groups. Kent & Medway Sports Board. (tbc) District CSNs. County GBs.		network so the Unit is up to date and can consult on matters that arise.	relating to partners and can respond.			
Sport Unlimited (tbc)	Ongoing	Ongoing	Young People	Kent	Understand sporting interests of semi sporty young people.	Understand sporting interests and seek to promote those opportunities.	No	Business / Community	County Sport Part'p role
Supporting Independence									
User Focus groups	Sept and as identified	1 month following activity	Identified SIP archetypes	Kent	To facilitate an open and honest group feedback session to identify strengths and challenges to users perspective or experiences of service delivery, engagement and support available.	Feedback from users on service delivery and barriers to their engagement. Improvements to policy and service delivery	No	Social	Pauline Smith 01622 221877 pauline.smith@kent.gov.uk
Innovative user/provider	Oct – Mar	1 month following activity	Benefit claimants	Kent	To develop and facilitate open and honest feedback	Identification of all stakeholders opinions and	No	Social	Pauline Smith 01622 221877

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
workshops			Looked after Children NEET young people		from all parties of their perceptions and reality of service provision E.g. LAC Social worker Foster parent	experiences. A shared and improved understanding of other individuals / partners roles and responsibilities Improvements to policy and service delivery			pauline.smith@kent.gov.uk
Consultation events			Service users and stakeholders	Kent	To manage the involvement of indiv/orgs in govt, local or other consultative documents or processes when identified.	Ensure that the “voice” of the service user is integral to all consultative processes when required	yes	Business Council	Pauline Smith 01622 221877 pauline.smith@kent.gov.uk
Business/ Employer events	ongoing	TBC	Public and Private sector employers	Kent	To consult with the business sector on a variety of priority agendas e.g Apprenticeships, Educ, skills, employment, regeneration,	Strengthen and develop employer partnership. Active employer engagement . Benefits	No	Business Council Community	Pauline Smith in conjunction with the Backing Business Campaign 01622 221877 pauline.smith@kent.gov.uk
Sensory Services engagement	Nov 09	Dec 09	Service users with sensory	Kent	To deliver a one day seminar to residents of Kent	To work with Kent residents with sensory needs to	No	Council Social	Pauline Smith 01622 221877

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nt event			needs		with sensory needs	deliver a seminar focused on their particular priorities and agenda.			pauline.smith@kent.gov.uk
Review of Kent Apprenticeship Programme	April 09 – ongoing	Sept 09	Apprentices	Across County	Internal	Satisfaction of learners on the Apprenticeship prog, received feedback to shape future developments	No	Council	Pauline Smith 01622 221877 pauline.smith@kent.gov.uk
Review of the Kent Community Programme	May 09 – ongoing	Sept 09	KCP participants	Across County	Internal	Satisfaction of young people on the KCP, receive feedback to shape future developments	No	Council	Pauline Smith 01622 221877 pauline.smith@kent.gov.uk
Trading Standards									
Kent Businesses	1.4.09 to 31.3.10	May 2010	Random sample of businesses who have contacted Kent Trading Standards	Kent	Consultation with service users.	Requirement for National Indicator 182. Identify areas of weakness and address as part of planning process.	Yes	Survey	Yvonne Cummins 01622 221651 Yvonne.cummins@kent.gov.uk
Kent Consumers	1.4.09 to 31.3.10	May 2010	Random sample of consumers who have contacted KTS.	Kent	Consultation with service users.	Previously part of statistical return to CIPFA for National Performance Framework.	No	Survey	Yvonne Cummins 01622 221651 Yvonne.cummins@kent.gov.uk

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						Identify areas of weakness and address as part of planning process.			
School Survey			Random sample of schools.	Kent	Consultation to measure how easy it is to buy age-restricted goods.	Annual survey. To establish the difficulty young people have in buying age-restricted products.	No	Survey	Yvonne Cummins 01622 221651 Yvonne.cummins@kent.gov.uk
KTS Good Trader Scheme - Buy with Confidence (BwC).	1.4.09 31.3.10		Consumers who have used BwC.	Kent	Consultation to measure satisfaction and feedback to traders.	Ongoing To establish the effectiveness of the scheme and identify any improvements.	No	Survey (hard copy & on-line)	Yvonne Cummins 01622 221651 Yvonne.cummins@kent.gov.uk
KTS Good Trader Scheme – Buy with Confidence	1.4.09 31.3.10		Consumers who have used BwC.	Kent		Ongoing To allow consumers to recommend traders for BwC scheme.	No	Survey (on-line)	Yvonne Cummins 01622 221651 Yvonne.cummins@kent.gov.uk
Trading Standards Alerts			Organisations which receive TS Alerts.	Kent	Consultation to measure effectiveness of messaging	Annual survey To inform improvements to the system.	No	Survey by email	Yvonne Cummins 01622 221651 Yvonne.cummins@kent.gov.uk
Turner Contemporary									
Access Group	Ongoing	Ongoing	Individuals with	Thanet	Consultation about all forms of access	Review of the specific needs for	No	Community	Esther Collins, Audience

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
			specific access needs		including building and artistic programme	those accessing our services, to inform design process and future artistic programme. Feedback provided at access group meetings			Development Assistant ecollins@turnercontemporary.org 01843 294305
Young People's Group	Bi-weekly meeting	Ongoing	Young People in Thanet	Thanet	Assist in interpretation of artistic programme and dev of prog for young people	Working with young people to assist interpretation of artistic programme. Working to engage young people more widely in current and future programme.	No	Community	Lucy Kirke, Audience Development Assistant lkirke@turnercontemporary.org 01843294337
Older Person's Group	Monthly	Ongoing	Older People in Thanet	Thanet	Assist in interpretation of artistic programme through exploration of various themes	Working with older people to assist interpretation of artistic programme	No	Community	Esther Collins, Audience Development Assistant ecollins@turnercontemporary.org
Youth Offending Service									
Resettlement Project	January 2009	March & April 2009	Young people in custody at Cookham Wood YOI.	The county	The needs of young people preparing for their return to the community.	YOS intends to ascertain from young people what they see as being the most effective approaches to preparing them for	No	Community	Patrick Little & Charlie Beaumont Charlie.beaumont@kent.gov.uk 01622 696579

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
						their return to the community during the custodial phase of their sentence.			
Youth Service									
Non-User Survey	01/01/09 30/06/10	01/10/09	Random Sample of young people aged 13-19.	Kent	Public consultation with non-users to influence future provision.	What do young people want from a county-wide youth service. How can we change and improve our provision to increase number and range of users.	No		Andy Moreman andy.moreman@kent.gov.uk 01622694314
Peer inspection	01/04/09 31/03/10	N/A	Service users 13-19.	Ashford Shepway & Themed inspection tbc.	Young people joining in-house inspection of youth provision.	Assess quality of youth work provision as part of the Service's Quality Assurance Framework.	No		Andy Moreman andy.moreman@kent.gov.uk 01622694314
Youth Service Sub-Group	01/04/09 31/03/10	N/A	Service users 13-19	Kent	A group to advise Head of Service on youth provision in Kent	Young people's views on strategic issues relating to service provision across the county	No		Nigel Baker nigel.baker@kent.gov.uk 01622696569
User evaluation	01/04/08 31/03/09	N/A	Service users 11-25	Project level	Ask young people about quality & range of provision	Customer satisfaction at project level, to	No		John Turner john.turner2@kent.gov.uk

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						guide local improvements in service provision. To include specific consultation with marginalised groups as part of decision-making process for determining service delivery			01622 696594

ENVIRONMENT, HIGHWAYS AND WASTE

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Environment and Waste									
Targeted "Door-stepping" contract	Spring to Summer 2009	TBC subject to data evaluation	Stratified sampling regime	TBC Subject to Mosaic data	Face to face contact to encourage waste minimisation	To assess if direct communication produces a measurable change e.g. in the recycling rate at HWRCs	No	Community	Paul Vanston Paul.vanston@kent.gov.uk 01622 605956
CAS Targeting of volunteers and Explore Kent distribution	April	TBC subject to data evaluation	Sectors not currently accessing the countryside	East Kent using Mosaic	Direct mailing and media advertising	To encourage sectors not using the countryside to get involved and enjoy it	No	Community	Rebecca Hoffman Rebecca.hoffman@kent.gov.uk 01622 221359
CAS New Access improvement Schemes Darent Valley	Ongoing	TBC subject to data evaluation	Local Users	Local vicinity and Parish Councils	Face to face and written consultation on proposals	Local opinion	Yes	Community	David Smith David.smith@kent.gov.uk 01622 696791
Country Parks Customer surveys	April 2009 – March 2010	Six weeks after each survey	Visitors to country parks	All country parks	Surveys will measure customer satisfaction (qualitative and quantitative)	The findings will be used to measure delivery against the country parks standards and identify areas for	No	Users/ Community	Amanda Dunk amanda.dunk@kent.gov.uk 01622 605868

						improvement			
Country Parks Youth Focus Group	April 2009 – March 2010	Six weeks after each survey	Age 13 to 19	East Kent (maybe other areas)	Focus Group to be held with young people to ask what would encourage them to use Country Parks and what they would like to see at country parks	The findings will be used to inform the development of country parks	No	Community	Judith Roberts judith.roberts@kent.gov.uk 01622696955
Household Waste Recycling Centres	Summer 2009 on-going	Monthly/ Quarterly/ Yearly analysis	Web & HWRC users	All HWRCs	Performance Management System being created with Marcus Hobbs. 2-3 users questioned per site visit by KCC staff. Logged using palm held computers. Online questionnaire to compliment on-site surveys.	Issues surrounding using site (ease, facilities, staff, signage etc). Identify any improvements to sites & customer satisfaction.	No	Community	Kirsty Bareham kirsty.bareham@kent.gov.uk 01622 605868 Alex Foreman alex.foreman@kent.gov.uk 01622 605988
Kent Coastal Network Integrated Coastal Action Plan	March 2009	May 2009	Kent coastal stakeholders	County-wide	Kent Coastal Network website. Topic papers available to view and download online. Online response form.	To review the intelligence gathered to inform the development of the ICAP	No	All	Chris Drake Chris.drake@kent.gov.uk 01622 221266
Kent Highway Services									
Maintenance Scheme Consultation	Scheme specific	Scheme specific	Affected residents / business	Kent	Public consultation on how specific schemes should be delivered	Determination of local preference for the way specific schemes are delivered	No	Business Community	Toby Howe toby.howe@kent.gov.uk 01622 614068

Major Scheme Consultation	Scheme specific	Scheme specific	Affected residents/business	Kent	Public consultation on scheme proposals	Residents and Business opinions on scheme taken into account	No	Community / Business	John Farmer John.farmer@kent.gov.uk 01622 696881
Call Back Survey	Monthly: 01/04/09 – 31/03/10	Monthly: 01/04/09 – 31/03/10	100 users	Countywide	Survey through contact centre; feedback from 100 users.	To gauge customer satisfaction and use it to identify areas for improvement	No	Business	Resources
Completed Highway Project Feedback	As projects completed 01/04/09 – 31/03/10	As projects completed 01/04/09 – 31/03/10	Residents County Members Town/ Parish Council	Countywide	Completed project feedback	To gauge customer satisfaction with roadworks undertaken in their residential area; info used by Service Group Head to improve future projects	No	Community	Toby Howe toby.howe@kent.gov.uk 01622 614068
Section 38 New Development Feedback	As projects completed 01/04/09 – 31/03/10	As projects completed 01/04/09 – 31/03/10	Residents	Countywide	Completed scheme feedback	Customer satisfaction with KHS involvement in new developments; info used to better plan our community engagement/ consultation	No	Community	Nasser Sarrafan 01227 825374 Nassar.sarrafan@kent.gov.uk
Considerate Contractors Scheme	01/04/09 - 31/03/10	01/04/09-31/03/10	Kent Utility Companies & Alliance Partners	Countywide	Feedback from contractors and residents	Review new scheme and its impact; celebrate successes and recommend action for failures	No	Community	Ian Lancefield 01622 696853 ian.lancefield@kent.gov.uk

Parish Council Liaison	Monthly 01/04/09 – 31/03/10	Monthly 01/04/09 – 31/03/10	Parish Councils	Countywide	Regular contact with liaison officers	Feedback regarding satisfaction and resolution of current issues; regularly reviewed to deal with specific problem areas	No	Community	Kim Hills 01622 221095 kim.hills@kent.gov.uk
KHS Contact Centre Agent Survey	Monthly 01/04/09 – 31/03/10	Monthly 01/04/09 – 31/03/10	Agents	20 agents	How good the KHS service is based on the calls they have received.	To give a 'pulsed' public view of the service; issues forwarded to Service Group Head for action	No	Community	Contact Centre Karen.brooker@kent.gov.uk
Access Group Liaison	Monthly: 01/04/09 – 31/03/10	Monthly: 01/04/09 – 31/03/10	Mobility Impaired residents	District Based, Countywide	Regular contact	Information gathering, disseminated and action on issues taken	Yes	Community	David Joyner 01622 696852 david.joyner@kent.gov.uk
Kent Reference Panel	Monthly: 01/04/09 – 31/03/10	Monthly: 01/04/09 – 31/03/10	Residents	Countywide	Monthly Meeting	Review policies, ensure they are updated to reflect current DDA legislation & issues	Yes	Community	David Joyner 01622 696852 david.joyner@kent.gov.uk
Better Bus/Rail integration	01/04/09 – 31/03/10	01/04/09 – 31/03/10	Residents / Commuters	Countywide	Number of bus services included	To gauge how the public uses public transport; Increase in the usage	No	Public Transport Users	David Joyner 01622 696852 david.joyner@kent.gov.uk
Tracker Survey	Annually : 01/04/09 – 31/03/10	01/01/10- 31/01/10	1200 Residents County Members, Parish & Town Councils	Countywide	Annual Survey conducted by external consultant	To gauge level of public satisfaction; use lessons learnt within an action plan for specific service groups	No	Community	Dr Alison St Clair Baker 01622 221926 alison.stclairbaker@kent.gov.uk

Resources

The Resources Service Group will co-ordinate and support the major user/resident involvement surveys across E&R to demonstrate that our services and priorities are shaped by our understanding of the needs of service users and by the feedback we collect and act on from local people. We will also support all Business Units in E&R to develop and deliver their local user and resident surveys such as 'After Scheme' surveys to gain residents views of completed road schemes or user surveys from Waste Management sites. Details of user/resident involvement planned for this year can be found in the individual Service Level Plans for the Directorate.

OTHER PUBLIC INVOLVEMENT, CUSTOMER INSIGHT AND COMMUNITY ENGAGEMENT

KENT ADULT SOCIAL SERVICES**Directorate Level Plan**Public Involvement

The Directorate has continued its focus on involving Users and Carers in a broad range of service developments. Examples include the Later Life Strategy, the Good Day programme, KASS Core standards, Information, Advice Guidance Policy and staff recruitment.

There are also a number of projects which have required extensive user and carer involvement such as the Brighter Futures, INVOKE and Partnership with Older People projects.

The Directorate has also implemented a new Complaints process following being selected as a pilot Directorate. As new regulations will be issued shortly, we have linked directly with Health to create a joined up and productive process across the Health and Social Care field. (Making Experiences Count)

Customer Insight & Community Engagement

We continue our commitment to actively involve current and potential service users and carers in the planning, delivery and monitoring of our services to ensure that services best fit the needs of those people using them.

Not only are lessons learned from complaints that directly feedback into services thereby improving the experiences for other users, but we are also constantly gaining feedback from complainants on the complaints process itself, as a mechanism for continual evaluation and improvement of the process.

Questionnaires have recently been developed to gain feedback from managers, service users/carers and the successful candidate on the User Involvement in Recruitment process. The outcome of this data will be fed directly into the process as a means of continual improvement of the process.

There is a clear focus on ensuring the public (including current and future service users) make a difference to services by providing them with opportunities to influence and change current and future services. This is achieved in a number of ways and can be illustrated in the following examples:

- Partnership Boards which engage users of Learning Disability services at a District and Strategic Level. These are particularly successful forums for engaging Learning Disability service users in the running of the service. Other Forums include older people; disability; deaf; carers; mental health.
- Lessons learned from complaints are fed into services development and into business planning processes
- Service user groups – including county wide OT users groups; Learning Disability Partnership Groups
- Policy Development – services users have been heavily involved in the development of the 'User Involvement in

- Recruitment' and Information Advice and Guidance' policies'
- Recruitment – service users/carers are involved in recruitment process for staff, i.e. shortlisting, formal panel, workshop
 - Training – service users and carers deliver training to staff
 - Development and monitoring of the Disability Equality Scheme
 - Development of 'social marketing' and initiatives such as 'Activemobs' (communities developing their own activities)
 - Regular meetings are co-ordinated with the public, our Cabinet Member and our Managing Director
 - Strategy development and workshops – Later Life, Active Lives
 - We have regular Telehealth and Telecare user groups
 - Quality Service Awards seek direct nominations from service users and carers
 - Full Equality Impact Assessments have been undertaken of several HQ policies including charging for domiciliary care (which in itself involved a major consultation exercise).
 - Kent Partnership Board (KPB) which currently meets bi-monthly (Jan, Mar, May, Jul, Sep, Nov) and these are booked up to end of the year.
 - District Partnership Groups (DPGs) there are 12 groups which meet around 2-3 monthly
 - There are various 'Speaking Up' groups too which meet locally.
 - Carers Implementation Group that meets and has regular meetings and annual workshops.
 - Areas and individual teams are proactive in engaging with current service users and potential future users of services.

In addition, there are many consultations/conferences and workshops that take place on a regular basis and feed into business planning and service development."

There have also been some elements of user involvement in SDS. Examples include:

Actual:

Service users + public have been involved in various workstream group meetings. i.e. Brokerage and User Led Organisations Sounding Board; Single Assessment Process Group.

Presentations to various groups + ongoing

Carers involved in Carer Assessment consultation process. Carers Reference Group and Carers Advisory Groups set up.

Service users and carers involved in developing Information, Advice and Guidance Policy.

Learning through Experience workshops [ongoing] (made up of 2/3 staff and 1/3 service users/carers)

Service users/carers involved in Business Process Quality Review

Provider visits

Planned:

Public involvement for evaluation of enablement tenders.
 Service user/carer reference group to be set up to develop Positive Risk Management Policy.
 SDS Information events - March 09
 Provider Conference

CHILDREN, FAMILIES AND EDUCATION

Directorate Level Plan

The Directorate continues to place customer insight and engagement at the heart of its service planning and a great deal of local and targeted participation is evidenced in the Service Level Plans consultations sections.

Customer Insight

The five Every Child Matters (ECM) outcomes guide the ways in which CFE assesses and understands the needs of children and young people in Kent. CFE works with other Directorates and partners of the Kent Children's Trust in developing an understanding of what it is like being a child or young person in Kent. The national ECM Outcomes Framework establishes the statutory basis for the work of the Kent Children's Trust, as well as external inspections of services through the CAA (Area and Organisational).

Through the Director of Children's Services and the Lead Member, CFE leads partnership working with the Children's Trust to annually complete a Needs Assessment against the ECM Outcomes. Drawing on National Indicators, local indicators, the Children and Young People of Kent survey, and other sources (noted below), the needs and perspectives of all children and young people, and specific vulnerable groups of children and young people, are assessed and evidenced. As a result, our understanding of the population of children and young people is underpinned by a sound outcomes-based approach, which includes means to hear their voice from strategic through to service-user levels. Our identified multi-agency priorities to improve the outcomes of our children and young people form the Kent Children and Young People's Plan (CYPP) 2008-2011. We will be assessed on our multi-agency success in improving outcomes, including a sound Needs Assessment, appropriate prioritisation, and children and young people's participation, through the CAA (Area assessment).

Other key sources include:

- Mosaic database.
- Indicator data at County level, and analysed by locality (LCSP) and disaggregated groups as much as possible; provided and interpreted by the KCT Multi-Agency Data (MAD) Group.
- External inspection findings and recommendations.
- Internal and contracted services feedback, including audits, evaluations, complaints, and staff perspectives of need.
- Other needs assessments - service-specific (e.g. Youth Service), partnership (e.g. LCSPs, CDRPs) and other partner-led multi-agency (e.g. KDAAT, Teenage Pregnancy) as well as aggregated evidence of individual need/gaps (e.g. from CAFs).
- Evidence of progress and impacts on CYPP Key Actions; from Key Action Lead Officers (and NI Leads where applicable).

- Participation of children and young people and families, including the Children and Young People of Kent Survey, commissioned focus groups, and relevant information provided by partners from their own work.
- Agreeing with partners which indicators will be used to tell us about CYP outcomes.
- Partners sharing of indicator data for county and locality levels, as well as disaggregated groups.

This work will continue to be used at the most local level by LCSPs to identify specific issues facing their communities.

Community Engagement.

The participation of children and young people and parents /carers is a key principle of CFE services. Towards 2010 and the Children and Young Person's Plan articulate our ambition to embed engagement and participation across our services:

- 2010: TARGET 14: Listen to young people's views and opinions and develop their ideas to improve education and life in Kent.
- CYPP: Enabler D: Participation and involvement of children, young people and parents/carers in all key decisions is underpinned by activity to:
 - Implement the Engagement and Participation framework that has been developed in order to promote a coherent approach to participation with children and young people across the county. The Framework seeks to promote participation so that it becomes integral to the planning, commissioning and evaluation of children's services.
 - Ensure that parents' involvement in the design, delivery, evaluation and development of services.
 - Increase young people's participation in strategic decision making and recruitment interview panels.

The Children and Young People of Kent Survey (NFER).

A key mechanism to obtain the views of children and young people in Kent is through the Children and Young people of Kent survey. In 2008, NFER conducted the survey on behalf of KCC and partner agencies. Over 45,000 children and young people completed the survey. The survey provides valuable information for planning and review at a county wide, local children service partnership and school level. It is planned to conduct another survey in September/October 2009. This will enable comparisons to be made over time and to identify developing trends.

Developing Capacity.

CFE commissioned training for staff regarding how to facilitate focus groups with young people – particularly young people who are considered “seldom heard”. Further training is planned so that in total approximately 40 staff will be able to facilitate focus groups.

CFE is also commissioning “Participate By Right” to develop good participation practice and assist the new Local Children's Service Partnerships to hear the views of children and young people. The aim of Participate By Right is to embed the participation of vulnerable and disadvantaged children and young people, as a norm, in Kent's commissioning, delivery and development and review of children and young people's projects and services.

Children in Care Council.

It has been agreed that there should be a Kent Children in Care Council. Plans for the council have been agreed and it is intended to be in place during 2009.

Other Key Mechanisms for Customer engagement that are planned for 2009-10

- **Ofsted annual “Tell Us” survey** of about 1,000 children across Kent.
- **Focus Groups:** Conduct focus groups with young people to obtain the views of young people who are “seldom heard”.
- **Parents and Carers:** Each Local Children’s Service Partnership has a forum for parents to contribute their views.
- Development of a young persons and a parents /carers **reference group** to act as a sounding board for the Kent Children’s Trust.
- **Student Voice and School Councils:** Most schools in Kent now have a school council and /or a student voice body to ensure the views of pupils are heard.
- **Action for Children** (previously NCH) provides an independent visiting/advocacy service for Kent children placed in residential schools.
- Kent Safe School Service provides **Youth Action Groups** in schools that enable children and young people to identify and devise solutions for areas of concern to them in their school or community.
- **Recruitment:** Young people are often involved in the recruitment of new staff, particularly where the role involves working directly with children and young people. Whilst it is recognised as good practice to involve young people in the recruitment process there is a need for greater consistency of practice. It is intended to develop a policy for involving young people in recruitment.
- **Other Participation.** In addition to the more “strategic” participation of children, young people, parents and carers, participation also takes place at an individual level. For example, looked after children participate in child care reviews and the Family Group Conference Service is based on the principle of engaging and hearing the views of family members.
- **Complaints and Enquiries.** Complaints and enquiries are also a source of customer insight, providing information on people’s experience of services. Children’ Social Services produces an annual complaints and representations report which contains data on the numbers and types of complaints received. Most of the complaints relating to “education” services relate to schools and are dealt with in the school complaints processes or through the statutory appeals processes. However complaints and enquires are now logged on the Respond database and this will enable greater analysis of the type and number of complaints received. In 2009, it is expected that there will be changes to the complaints procedures in the light of a recent national consultation on school complaints procedures and a planned review of complaints arrangements within CFE.

CHIEF EXECUTIVE'S DEPARTMENT
Directorate Level Plan
As evidenced by the fact that one of the Directorate's key priorities is around this, CED is committed to putting people first, by shaping our services and priorities around its understanding of the needs of service users and by the feedback it collects and acts on from local people. By its nature, not all of the services under CED have frontline interaction with the public, however when appropriate, opportunities to consult and engage with the community will be taken into account before decisions affecting policies or services are taken.
Commercial Services
The commercial environment means that there is continual and extensive consultation and involvement with our customers and this includes those clients for whom we provide services thought an SLA when there will be extensive measurement of the quality of service. Across the business units, a wide variety of techniques are used, including customer feedback surveys, mystery shopping and questionnaires. In addition there is extensive consultation achieved through professional and trade associations and the Central and Kent buying consortia. As part of the work with the voluntary sector and the use of community contracts, in the future, consultation may extend to KCC residents. All such activity is useful in judging current performance and also to identify potential opportunities for improvement.
Public Health
<p>Improvements in public health are reliant upon effective communication and the engagement of people at a local level. The KPHD is developing new ways of improving our dialogue with the people of Kent within their various communities.</p> <ul style="list-style-type: none"> • Championing the use of Social Marketing and other ways of engaging with the public through demonstration projects such as House and ActivMobs • A Kent Department of Public Health website will go live • New partnerships and underdeveloped opportunities will be explored for example with the private and voluntary sectors. • The use of Health Impact Assessments will be increased <p>The use of Internet resources such as Youth Bytes and Ask Frank to provide advice and support to young people on health issues will be promoted</p>

COMMUNITIES

Directorate Level Plan

CUSTOMER INSIGHT AND CITIZEN ENGAGEMENT

Priorities in 2009/10 will be:

- 1) To provide opportunities for public and user involvement in service delivery.
- 2) To consolidate and, where appropriate rationalise, consultation and survey activity in order to make better use of the results, improve value for money and avoid duplication
- 3) To continue collecting customer insight information from a range of sources with a view to sharing across other Directorates and carrying out joint analyses.

Programmes for the coming year are appended to each Unit Plan (Appendix 7). The examples below have been drawn out particularly to highlight opportunities for public and user involvement.

Involving Young People

Young people are already part of external evaluation, inspection procedures and recruitment processes and they will have an increasing role in decision-making with regard to youth work provision during 09/10. The Kent Youth County Council (KYCC) members will continue to work with officers and elected members of KCC, informing them of young people's issues and concerns and running campaigns to change things of which the Freedom Pass is a notable example.

Young people will also continue to assess applications received for Youth Capital Fund and Youth Opportunities Fund money and make decisions about which projects receive funding. Developing on-line channels for information about positive activities will also involve young people in design and implementation.

Community safety, crime and ASB

Community Wardens actively involve local people in setting the priorities for community plans in their areas, and they also help vulnerable and elderly residents gain sufficient knowledge and confidence to deal firmly with bogus callers.

The public are encouraged to get involved in intelligence gathering to assist with targeting action by Trading Standards officers. To date over 1,300 Intelligence reports have been submitted and these cover everything from roadside car sales to illegal animal movements. The information received has contributed directly to the prosecution of rogue traders.

Views and opinions on the success of two community-based pilot projects (Positive Ticketing and Restorative Neighbourhoods) will be obtained in 2009/10 and this will inform decisions on whether to roll them out further.

Modernisation of Libraries and Archives facilities

The Libraries and Archives service has a track record of involving the public in the shaping of its modernisation programme. Projects with which the public will have an opportunity to get involved during 2009/10 include:

- Ashford Gateway Plus;
- Kent Library and History Centre;
- proposals for the Kent Archives and Local History Service;
- Gravesend Library rebuilding;
- the Envision IT project;
- the Beaney project in Canterbury (being led by CCC);
- Thanet Gateway and Tenderden Gateway

Learning and skills

In 2009/10, as well as continuing to collect regular feedback from Adult Education Service customers through user groups, an understanding will be developed of how residents feel about learning and skills, and what would work best for them. Libraries and Archives will also be consulting widely during the development of a Kent Reading and Literacy Strategy.

Arts, culture, sports and leisure

Turner Contemporary has a tradition of engaging local, county and national audiences in developing its exhibitions programme. It also runs a number of groups to gain local views from traditionally “hard to reach” people on arts engagement. Widespread consultation activity to influence the development of Kent’s Cultural Strategy will be taking place during 2009/10 following the successful Cultural Summit in February 2009 and “*sports unlimited*” research is being planned to help understand the sporting interests of ‘semi-sporty’ young people to shape how opportunities are promoted to them.

Youth Offending

The Youth Offending Service will be making use of a new assessment tool which enables children and young people to identify their own needs thus ensuring they have a voice in the services and interventions they receive.

The restorative justice process will also continue, allowing people affected by an offence to express the effect it has had on them and suggest ways in which they would like the offender to make amends (reparation). This may either be directly to them or to the wider community.

The Resettlement Project will see a targeted consultation with young people in custody (at Cookham Wood YOI) to inform development of services for YP preparing for their return to the community.

Substance Misuse

The Kent Drug And Alcohol Board includes ex-service users, and the service also employs ex-service users to work with current users and gain feedback from them. Social marketing strategies, based on a deep understanding of the target audience, their behaviour and its causes, will be adopted to help bring about behaviour change strategies and interventions as part of the Kent Action on Alcohol strategy.

ENVIRONMENT, HIGHWAYS AND WASTE

Directorate Level Plan

Customer Insight & Community Engagement

The E&R restructure (October 2008) resulted in the formation of a new Engagement & Communications team which was designed to oversee public consultation and engagement work across the whole Directorate, including the management of key customer insight surveys and regular media monitoring to gauge public perception (coverage in press, via website and contact centre performance). In this work, the Directorate liaises closely with the corporate Performance Improvement & Engagement and Access Kent teams.

Environment, Highways and Waste actively invite community views through the posting of notices in the local press, site notices, consultation with local councils and amenity & resident groups, the KHS Tracker Survey and Country Parks Surveys. In addition to working with bus operators to look at the whole Kent bus network, we are using Mosaic software to help redesign existing or identify the need for new subsidised bus routes. As a Directorate, we use customer insight to improve service delivery. By collecting and acting on feedback from local people we ensure our priorities are shaped by our understanding of the needs of service users.

Environment and Waste

E&W will continue to demonstrate that our services and priorities are shaped by our understanding of the needs of service users and by the feedback we collect and act on from local people. In addition, in order to fulfil our obligations in relation to Equalities legislation, we will improve customer experience in using E&R services with communities across the equality strands by:

- Involving communities across the equality strands in Equality Impact Assessments
 - Undertaking Equality Mapping of emerging/not engaged community groups across Kent
- Promoting E&R services to equality strand communities through partnership working and active roles in meetings/events with the third sector; district and stakeholders; equality agencies; and equality history month celebrations.

Kent Highway Services

KHS will continue to demonstrate that our services and priorities are shaped by our understanding of the needs of service users and by the feedback we collect and act on from local people. In addition, in order to fulfil our obligations in relation to Equalities legislation, we will improve customer experience in using E&R services with communities across the equality strands by:

- Involving communities across the equality strands in Equality Impact Assessments
- Undertaking Equality Mapping of emerging/not engaged community groups across Kent

Promoting E&R services to equality strand communities through partnership working and active roles in meetings/events with the third sector; district and stakeholders; equality agencies; and equality history month celebrations