

AGENDA



For a meeting of the
ENGAGEMENT POLICY DEVELOPMENT GROUP
to be held on
FRIDAY, 30 NOVEMBER 2012
at
10.30 AM
in the
WITHAM ROOM, COUNCIL OFFICES, ST. PETER'S HILL, GRANTHAM. NG31 6PZ
Beverly Agass, Chief Executive

Group Members:	Councillor Bob Adams (Chairman), Councillor Ray Auger, Councillor Harrish Bisnauthsing, Councillor Ibis Channell, Councillor Jock Kerr, Councillor Nick Robins and Councillor Rosemary H Woolley (Vice-Chairman)
Portfolio Holders:	Councillor Paul Carpenter (Portfolio: Governance and Communication) Councillor Mrs Linda Neal (Portfolio: Policy, Strategy and Strategic Partnerships)
Support Officer:	Lucy Bonshor Tel: 01476 40 61 20 E-mail: l.bonshor@southkesteven.gov.uk

Members of the Group are invited to attend the above meeting to consider the items of business listed below.

1. COMMENTS FROM MEMBERS OF THE PUBLIC

2. MEMBERSHIP

The Group to be notified of any substitute members.

3. APOLOGIES

4. DISCLOSURE OF INTERESTS

Members are asked to disclose any interests in matters for consideration at the meeting.

5. ACTION NOTES FROM THE MEETING HELD ON 20TH OCTOBER 2012

(Enclosure)

6. UPDATES FROM PREVIOUS MEETING

7. UPDATE ON CONSULTATION

Report RCC06 Head of People, Projects and Performance.

(Enclosure)

8. CUSTOMER FEEDBACK

Presentation by Head of People, Projects and Performance.

(Copy of presentation attached)

9. BOURNE COMMUNITY ACCESS POINT - UPDATE

Presentation by the Head of Finance.

(Copy of presentation attached)

10. COUNCILLOR TRAINING PROGRAMME

Presentation by the Learning and Development Advisor - Human Resources and Organisational Development.

(Copy of presentation attached)

11. COUNCILLORS' IT PROVISION

Report number HOF214 by the Head of Finance.

(Enclosure)

12. WORK PROGRAMME

(Enclosure)

13. ANY OTHER BUSINESS, WHICH THE CHAIRMAN, BY REASONS OF SPECIAL CIRCUMSTANCES, DECIDES IS URGENT

MEETING OF THE ENGAGEMENT POLICY DEVELOPMENT GROUP

THURSDAY, 20 SEPTEMBER 2012 2.30 PM



GROUP MEMBERS PRESENT

Councillor Bob Adams (Chairman) Councillor Jock Kerr
Councillor Ray Auger Councillor Nick Robins
Councillor Ibis Channell Councillor Rosemary H Woolley (Vice-Chairman)
Councillor Reginald Howard

OFFICERS

Chief Executive (Beverly Agass)
Service Manager Legal and Democratic Services (John Armstrong)
Democratic Officer (Lucy Bonshor)

77. MEMBERSHIP

The Group were informed that Councillor Howard was substituting for Councillor Bisnauthsing.

78. DISCLOSURE OF INTERESTS

None disclosed.

79. ACTION NOTES FROM THE MEETING HELD ON 26TH JULY 2012

The notes taken on 26th July 2012 were agreed as a correct record.

80. CONSULTATION ACTIVITIES - UPDATE

The Chairman welcomed Beverly Agass, the Chief Executive to the meeting who presented the Head of People Projects and Performance's report on consultation activities.

She began by briefly referring to the forums that used to take place across the

district. The format of these had tended to be formal and used to be attended by a small core of residents each time. In order to try and engage with more people on a less formal setting, the Council were trialling different approaches.

Drop in sessions had been held at various locations in the District earlier in the year and just recently they had been held as part of other activities that had been happening such as the Olympic Torch run through the District and community events. They had been themed on quality of life and service representatives had been on hand to advise residents on topics linked to this theme including healthy eating/healthy walks and healthy environment.

More formal consultation activities had been held in connection with issues such as the Grantham Action Plan where display boards and Planning Policy Officers had been on hand to answer specific questions, the Wyndham Park survey where both face to face and web based sources had been used and analysed. The Community Access Point and Wherry's Lane projects at Bourne. Officers from both Assets and Finance Sections had attended to inform the public on the main proposals.

Consultation events and activities coming up were the Gravity Fields Festival and the promotion of the Destination SK project. The third phase of the southern quadrant consultation was being undertaken by Planning Policy and would involve drop in sessions at Grantham Library and Witham Place in November 2012.

Feedback to residents had been undertaken quickly with issues being resolved or questions answered in a shorter space of time.

The second edition of the Parish newsletter had been circulated, including an update on which Head of Section was the contact point for each Parish. The Parishes had been split into five clusters with each one having 12 parishes and a Head of Section as a contact point for any issue that a Parish had. It was hoped that this would help build a better understanding between the Council and Parishes.

Mrs Agass then spoke about other issues that were being looked into by the Consultation Team who had been asked to carry out a scoping exercise to determine what the corporate consultation requirements were for the Council as a whole. This would include the drop in sessions and the community events that had been held during the year. Other areas being looked at were a citizen's panel with a cross section of people both young and old who were engaged with issues including social media such as twitter, facebook etc. It needed to be established what the Councils requirements were and how we can consistently improve, keep in touch with all residents, be accessible and open to new methods.

A comment was made about how many people we consulted, reference was made to the small proportion of people who attended the old forums, how did

we consult with the vast amount of people within the district. Mrs Agass referred to SK Today which went to all households in the district. Consultations were mentioned in these publications and residents signposted to where they could contribute, whether by post, phone or through the website. Often unless an issue affected people locally they would not get involved with a consultation, they expected the "Council" to just get on with the job.

Discussion then followed on various issues including feedback and the parish clusters. Ward Members wished to know which parish fell into which cluster especially as some District wards straddled parishes. If there was an overlap who should the Parish Clerk Contact?

➤ **Action Note**

Members were to be circulated with a list of the Parish Clusters showing both Parishes and District Wards and which Section Head covered the area.

Further discussion followed on contacts within the Council and how some Parish Clerks who were new to the job did not fully understand what they were expected to do, they could benefit from having a buddy system which they had had in the past. If the Parish Clerk knew to go direct to an Officer to deal with a specific issue they should go direct rather than through the Cluster Officer who could be inundated with e-mails about issues that they personally could not deal with. Mrs Agass said it was a way for Parishes to communicate with the Council and get real time intelligence on issues which specifically affected that Parish. The Chairman asked if numbers could be submitted to the next meeting showing how many Parishes had contacted their Cluster Officer.

➤ **Action Note**

To feedback to the next meeting the volume of contact (phone calls, e-mails) that the Cluster Officers had with Parishes in their area.

The emphasis was on communication between the parishes and the Council. Reference was made to the new Planning Regulations and the affect that this would have. The Service Manager Legal and Democratic indicated that the changes would make disputes such a boundary disputes extremely difficult, but this area did not come under the remit of this PDG.

A Member asked if it would be possible for Members who wished to have a face book page; Mrs Agass said it was something that could be looked into. Further discussion followed with a Member expressing the view that the Ward Councillor for an area should be the conduit for information between the Council and Parishes.

Further discussion followed on how the Council consulted on issues to get

views and opinions of the residents of the District by using a Citizens Panel. The Chairman asked if an update could be given at the next meeting on the current situation with regard to the Citizens Panel.

➤ **Action Note**

An update on the Citizens Panel to be given at the next meeting of the Group.

The Chairman thanked Mrs Agass for attending the meeting.

81. FREEDOM OF INFORMATION AND REGULATION OF INVESTIGATORY ACT UPDATE

The Service Manager Legal and Democratic Services, John Armstrong, informed the Group about changes which were due to be made under the Regulation of Investigatory Powers Act ("the Act"), specifically concerning covert surveillance. He highlighted how the powers under the act may currently be used to prevent or detect a crime or to prevent disorder. The powers under the Act had been used by the Council where there had been incidents of anti social behaviour, where surveillance was specifically aimed at certain areas for the prevention and detection of crime. The new legislation which was coming into force on 1st November 2012 altered the circumstances and the authority that was required to use the powers. Firstly to use covert surveillance it must be demonstrated that the offence being committed was a crime that would result in a prison sentence of at least six months or, be an offence of selling, allowing to be sold or permitting the sale of alcohol to children or the selling of tobacco to children. This means that it can be used for the detection of prevention of a crime but use of the power was no longer permitted for the prevention of disorder. The scope of the power was therefore reduced and with it the potential to use the covert surveillance power under the Act was reduced. Secondly, whilst the Council's authorising officer must in the first instance determine whether the use of the power was necessary and proportionate to achieve the aim it was seeking, the Council if satisfied at that stage must then make an application to the Magistrates Court. The Council would need to satisfy the Magistrate that the use of the power was both necessary and proportionate and demonstrate that the crime was so serious that it was possible that a six month prison sentence was available. This meant that perhaps in the future the public may view the council as being less effective but it would be a case of managing expectations with regard to the use of covert surveillance. In any event it must not be forgotten that in many cases where the possibility of covert surveillance was being considered a more appropriate response to stop the activity that the Council was seeking to prevent was to be overt and put the public on notice that surveillance would be carried out to prevent a specific act.

He then spoke about the use of covert surveillance for checking that alcohol

and tobacco was not being sold to children. This was carried out under the Licensing Act 2003 and it was usually Trading Standards who were the leading authority who carried out these operations.

Questions were then asked about CCTV to which the Service Manager Legal and Democratic Services replied.

The Chairman thanked Mr Armstrong for attending the meeting.

82. DRAFT WORK PROGRAMME

An updated copy of the draft programme was circulated to Members for noting. Comments were made about the timing of some of the issues and the Democratic Officer said they were not set in stone and were amended according to progress on the issues.

83. CLOSE OF MEETING

The meeting closed at 3.35pm.

REPORT TO ENGAGEMENT P.D.G.

REPORT OF: Sue Griffiths- Head of People, Projects & Performance

REPORT NO: RCC06

DATE: 30 November 2012

TITLE:	Update on consultation processes	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	N/A	
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Councillor Paul Carpenter – Governance and Communications Portfolio Holder	
CONTACT OFFICER:	Deborah Wyles and Siobhan Reilly Consultation and Engagement Officers d.wyles@southkesteven.gov.uk siobhanreilly@southkesteven.gov.uk	
INITIAL IMPACT ASSESSMENT:	Please see paragraph 7	Full impact assessment Required: N/A
Equality and Diversity		
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS		

1. RECOMMENDATIONS

The PDG is asked to note the activities to date in respect of consultation and to support the formation of a citizens' panel to further develop the council's processes.

It is proposed that the citizen's panel should have the following characteristics:

- A minimum of 500 members but costs to be obtained for upto 1000 members
- Membership to be representative of our local community
- Replenishment of a third of the panel annually (thereby ensuring regular turnover)
- A reserves list holding the personal details of those wishing to join
- Database to include details on how members of the panel prefer to be contacted
- A dedicated area of the website to be made available to promote future topics and provide feedback from consultations already undertaken
- Quotes be obtained from external providers for setting up, maintaining and refreshing a citizens' panel with separate prices for each element thereby allowing us to pick and choose according to our requirements
- The consultations using the citizens' panel to be carried out in house

2. PURPOSE OF THE REPORT

- 2.1 The purpose of this report is to provide Engagement PDG with an update on consultation processes, including an overview on how Citizens' Panels function and their associated benefits, the actions undertaken in respect of the parish cluster map and the results of the consultation undertaken with parish councils . It also includes an update on the number of enquiries that have been received by the respective heads of service responsible for each parish cluster.
- 2.2 A Citizens' Panel is a large demographically representative group of citizens who have agreed to participate in consultation activities. They are used by local councils to consult on major issues that affect the area and to provide regular and accessible feedback on the attitudes and perceptions of local people. Work has been done to identify the parameters in respect of this method of consultation and these are identified below.
- 2.3 The parish cluster map has been designed to show which parishes are in which cluster and who the point of contact is for each. This has now been distributed to members and an outline of the steps undertaken is included below.

- 2.4 Also included is an update on the issues that have been received from parish councils as a result of a letter sent to them in August asking them to identify areas of concern for their local area.
- 2.5 Details of the number and nature of the enquiries received by cluster heads from parish councils have also been included to illustrate how this process is working.

3. DETAILS OF REPORT

Summary

- 3.1 The report below outlines the key factors involving in forming and managing a cost effective Citizens Panel, along with information on established panels from comparative organisations. It also includes details on distribution of the parish cluster map to members, information on the issues received from parish councils as a result of our contact and also as a result of the parish clusters.

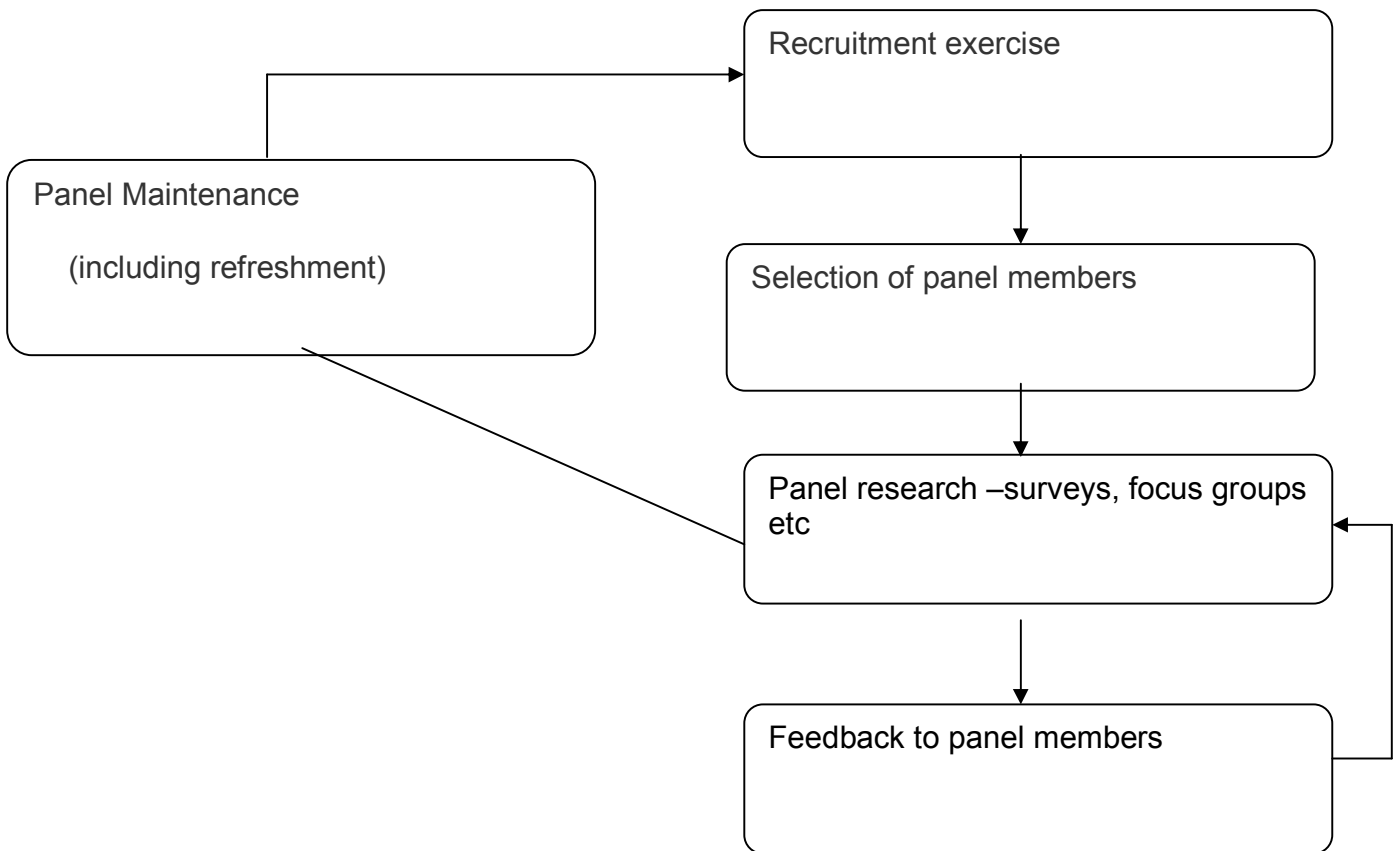
Detail

The Citizens' Panel

Recruitment of panel members

- 3.2 Panels are established following an initial recruitment exercise, where a sample of prospective members are contacted and invited to join the panel. Panel members are then selected from those who respond, with the overall membership being structured to ensure that the panel is as representative of the population as possible.

This process can be summarised by the following diagram.



The recruitment phase can be and often is carried out by an external company, contracted to form the panel thereby ensuring the time and cost commitments associated with this stage of the process are incurred by them.

3.3 In order to ensure that a Citizens Panel is representative of the wider community that it serves, many organisations will systematically review the make- up of the Panel and encourage recruitment at different intervals during its lifespan.

Benefits of selecting to refresh citizen panel membership include:

- Prevents loss of interest
- Helps to maintain higher response rates
- Prevents citizens becoming experts in subject areas
- Can increase the representativeness of the panel
- Over time, it will provide opportunities for larger volumes of the community to participate in the consultation process than otherwise might be achieved

A rolling recruitment campaign is an effective tool that ensures that there is a continuous flow of volunteers to update the panel regularly; this process is in place in a number of comparable organisations.

North East Derbyshire's panel members, like a number of comparable panels, serve for a maximum of three years before being replaced; this is achieved by replacing one third of their membership every year.

Erewash Borough Council have imposed a maximum capacity at 1000 panel members, and set up a reserve list for users to join when a position on the panel becomes available.

Number of members

3.4 A Citizens Panel can have between 500 and 5000 members. Below are examples of the size of established panels managed by local councils.

Mansfield District Council	1000 panel members
Erewash Borough Council	1000 panel members
North Kesteven District Council	1270 panel members
Nottinghamshire County Council	8000 panel members –broken down into eight districts of 1000 members each

Failure to recruit enough panel members can cause members to be over consulted which results in a loss of interest. In addition to this it can become difficult to replenish the panel and takes away the ability to be able to consult people relating to their interests and needs.

Organisations that have significantly in excess of 1000 members can also have difficulty managing the panel, including replenishing members and effectively analysing and feeding back results.

There will obviously be a cost associated with the number of panel members that are recruited and replaced and further work will need to be undertaken to clarify the impact this will have.

Methods used

3.5 Citizens' Panel members are consulted using a range of communication methods, the context in which they are used can help to keep the audience's attention and keep the overall costs of the consultation to a minimum. The following are either in practise or remain an option for most citizens' panels.

These include:

- Postal surveys
- Electronic surveys via email or on line

- Phone surveys
- Text message surveys
- Focus groups

The form of communication can be utilised to try and attract a wider representational group from the local area. For example, young people are a notoriously difficult group to engage in the consultation process; research from Charnwood Borough Council shows that young people liked to receive communications from the council by letter, but wanted to be able to reply by text.

In addition, ensuring that the survey is entirely applicable to the subject area and remains beneath the 10- 12 page margin, will help to encourage participation and thereby improve the response rate.

Frequency of consultations

- 3.6 Citizens' Panel members are typically consulted three to four times a year. North Kesteven advertises the frequency of their consultations as a positive note of being a member of the group, showing that the frequency of contact isn't too demanding. The frequency of consultation can ensure members remain interested and continue to participate.

Larger panels will not always contact all of their members on every consultation; they will either choose a group via random selection, or select members based on areas of interest. Involving members in consultations on areas they are interested in or with what is relevant to their circumstances can improve the number of surveys returned.

Costs

- 3.7 The costs of forming and running a citizens panel are low when compared to the cost of carrying out ad hoc surveys. The costs associated with having a panel commonly include:

- Staffing
- Stationery
- Printing
- Postage

Further information on this will be available at the meeting.

It should be acknowledged that the most cost effective means of consultation is undertaken electronically, which is why many organisations are encouraging their members to complete surveys via their websites, rather than using other more cost intensive methods.

Feedback and provision of other relevant information

- 3.8 It is important to provide feedback to panel members within an agreed timescale. This information is provided on a regular basis by newsletter and or a report surrounding the outcome of the consultation.

Nottinghamshire County Council provides an online consultation database along with a quarterly newsletter to their panel members. This shows information around the consultation, including the start and end dates.

Leeds City Council has created a visually engaging newsletter which provides the results in percentages and gives details on what they are working towards as a result.

North Kesteven District Council has a regular newsletter providing feedback to their panel members. This includes information on the outcomes of the consultations that have been undertaken.

Each of these organisations has made information on the panel available on their website via a page dedicated to the group. This provides information on the part that the panel plays within the council, how to apply, what is expected from members, and what will happen to their feedback.

The website is utilised for ongoing recruitment, with many of the organisations providing a downloadable application form. Most organisations with an existing citizens' panel, have formed an online database for consultation information; however the content of the database varies considerably between the different organisations. This is shown in the table below.

Organisation	Website advantages	Website disadvantages
Leeds City Council	The application page is easy to use and informative Consultations can be completed electronically via the website The newsletter is available to download	Information on the panel is limited on the front page (further information is provided in a separate link that is difficult to find)
North Kesteven District Council	Easy to locate Information on the panel is clear Application form can be downloaded from the site Visually stimulating and the images are used effectively for each section	Previous newsletters are difficult to locate

Organisation	Website advantages	Website disadvantages
North Kesteven (continued)	Wealth of information via the consultation database in a clear and accessible format	
Nottinghamshire County Council	In depth information about the use of the panel Information about the database is clear The electronic application process is easy to use	There are little visual aids There is a danger of too much information on the front page

Update on current consultation activities

The Parish Cluster map

- 3.9 Following a request from the previous meeting of Engagement PDG on September 20th an A3 colour copy of the parish cluster map has been distributed to each councillor (via their pigeonhole). An article, along with an electronic version of the map, was also sent to all members as part of the weekly members' news. This approach ensured that all members would have access to the information in the format they preferred (either hard copy or electronic).

Parish Council Issues update

- 4.0 To ensure that the clusters reflect and respond to local priorities, all parishes were contacted by letter on the 20th August and asked to identify upto five issues or areas of concern for their area. To date 17 parishes have responded. The issues from each of the parishes have been collated and most fall into the following themes:

- Planning applications, decisions and neighbourhood plans
- Traffic, speeding and road safety
- Broadband speeds
- Dog fouling and street litter
- Grass cutting, footpaths and verges
- Flooding
- Communication with the district council

A copy of the issues has been attached at appendix one for your information.

Enquiries received by cluster heads from parish councils

- 4.1 There have been a number of enquiries received by heads of service from parish councils. Most relate to members interests and code of conduct enquiries but

there have been two that relate to enquiries that the parish clerks weren't sure who to contact. These were an enquiry about population figures for Long Bennington and the surrounding area and Colsterworth and District about adoption of the telephone kiosk in Woolsthorpe by Colsterworth. Details are attached at appendix two.

Conclusion

- 5.1 Details on a number of activities undertaken by the consultation team have been provided. It is important that these are developed and built on to ensure that residents' views are taken into account in the council's decision making processes.

- 5.2 There are a number of benefits in forming a Citizens' Panel within a local council. Primarily it is an important way of communicating and consulting on important changes to a large volume of people in a cost effective and timely manner.

Advantages are:

- Having a Citizens' Panel can improve public relations, as organisations that have panels can show that they are actively involving their community in the overall decision making process. They can also achieve a much higher response rate than other methods.

- Holding demographic information about the members means that specific groups of people can be targeted for particular pieces of research. We would also be able to track the views of the panel and areas over time.

If they are not set up effectively and managed properly, there can also be some disadvantages of forming a panel.

Disadvantages are:

- The initial process of recruiting panel members can be difficult. If targets are not achieved, the panel may not be representative of the community.

- Panels can be costly to establish, many organisations will ask third parties to form the panel on their behalf.

- Constant recruitment is required to avoid numbers decreasing when people drop out.

- Panel members are likely to become more informed over time which may result in their views becoming atypical.

6. OTHER OPTIONS CONSIDERED

Continue existing methods of consultation which may be less effective in reaching the target audience.

7. RESOURCE IMPLICATIONS

- 7.1 There will be a resource implication. A growth bid has been identified for consideration. This will allow us to go out to tender for setting up and refreshment of the citizens' panel, with the workload from the consultations that are carried out being met from existing resources.

8. RISK AND MITIGATION

9. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT

None identified

10. CRIME AND DISORDER IMPLICATIONS

Not applicable

11. COMMENTS OF FINANCIAL SERVICES

There are financial implications associated with the establishment and retaining of a citizens panel but the report states that this consultation method is more financially effective than undertaking ad-hoc customer surveys. If the proposal is supported, then the set-up costs could be met from in-year service underspends within the 2012/13 budget framework.

12. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

Any additional means of communication with members of the public should be encouraged to gauge opinion. Citizens panels have been used before and proved popular.

13. COMMENTS OF OTHER RELEVANT SERVICES

None.

14. APPENDICES:

- Appendix One – town and parish council issues
- Appendix Two – a summary of the issues referred through to heads of service

Appendix One

Town and Parish Council Issues

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
1	Allington							
2	Ancaster	Speed and volume of traffic including HGV's and traffic calming	More and affordable public transport	Improve the state of the roads	Litter reduction and fly tipping	Road safety and parking	✓	
3	Aslackby & Laughton							
4	Barholm & Stowe							
5	Barkston & Syston							
6	Barrowby							
7	Baston							
8	Belton & Manthorpe							
9	Billingborough	Planning applications can be slow to materialise and take a long time between appearing on the website and being received	Switchboard – reception staff want more information than is necessary even when a specific dept is requested	Accessibility for parish clerks/parish councils			✓	
10	Bitchfield							

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
11	Boothby Pagnell (parish meeting)							
12	Bourne Town Council							
13	Braceborough & Wilsthorpe	Flooding	Verges and verge cutting	Speeding though the village	Crime-burglaries	planning		
14	Burton Coggles (parish meeting)							
15	Careby, Aunby & Holywell (parish meeting)							
16	Carlby	Planning - village design statement	Traffic and speeding	Footpath clearance	Dog Fouling	Broadband	✓	
17	Carlton Scroop & Normanton							
18	Castle Bytham							
19	Caythorpe & Frieston							
20	Claypole	Highways	Production of parish plan	Dog Fouling			✓	
21	Colsterworth & District							
22	Corby Glen	Footpaths and grass cutting	Speeding	Dog Fouling	Planning consultations	Allotments	✓	
23	Counthorpe & Creeton (parish meeting)							
24	Deeping St James							
25	Denton							

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
26	Dowsby							
27	Dunsby (parish meeting)							
28	Edenham, Grimsthorpe, Elsthorpe & Scottlethorpe							
29	Fenton (parish meeting)							
30	Folkingham							
31	Foston	Assistance with carrying out a neighbourhood plan	Support with phase 3 of playing field development to include changing room provision	Action on dilapidated empty dwelling	CCTV provision and grants at the 3 entrance roads to the village	Obtaining a foot and cycle bridge over the A1 in accordance with the Parish Plan	✓	
32	Fulbeck							
33	Grantham (no parish council – Charter Trustees)							
34	Great Gonerby	Amendment details to be clearly identified on the new plans					✓	
35	Great Ponton							
36	Greatford							

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
37	Haconby & Stainfield							
38	Harlaxton							
39	Heydour							
40	Honnington (parish meeting)							
41	Horbling	Speeding traffic	Future planning applications for wind turbines	Concrete roads and pathways – Sandygate Close			✓	
42	Hougham							
43	Hough on the Hill	Wind Turbines	Communication between the district council and the parish council	Neighbourhood Plans			✓	
44	Ingoldsby							
45	Irnham							
46	Kirkby Underwood							
47	Langtoft							
48	Lenton, Hanby, Keisby & Osgodby (parish meeting)							
49	Little Bytham							
50	Little Ponton & Stroxton							
51	Londonthorpe & Harrowby without							

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
52	Long Bennington	Direction and assistance with neighbourhood plan	Liaison and dialogue between the parish council and planning section regarding individual planning applications				✓	
53	Market Deeping Town Council	The quantity of new build developments and the lack of proper integration with existing infrastructure	Ask if SKDC can challenge the decisions of LCC and need for improved pedestrian access	Cutting of verges by LCC . Could there not be more partnership working with respect to grounds maintenance	More visible support for existing businesses	Would welcome the return of the local forum meetings as they provide a useful opportunity for residents	✓	
54	Marston	The district council to communicate and liaise more efficiently with the parish council	Littering in Marston and at the junction of the A1/ C001	Street numbering (several have the same number leading to delivery confusion)	Dog fouling	The speed and volume of traffic travelling through Marston	✓	

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
55	Morton & Hanthorpe							
56	Old Somerby							
57	Pickworth (parish meeting)							
58	Pointon & Sempringham							
59	Rippingale							
60	Ropsley & district – includes Humby, Braceby & Sapperton							
61	Sedgebrook	Road safety - A52	Road gritting – C148 Allington Road	Flooding	Lack of power to influence planning	The amount of red tape and legislation needed to run the parish council	✓	
62	Skillington							
63	South Witham							
64	Stamford Town Council							
65	Stoke Rochford & Easton							
66	Stubton	Wind farm threat	Inadequate road maintenance	Planning policy refuses infill on grounds of sustainability	Planning developments where not been asked	Lack of feedback following comments made on range of issues	✓	

	Town/Parish Council	Issue One	Issue Two	Issue Three	Issue Four	Issue Five	Issues acknowledged	Issues included in action plan
67	Swayfield							
68	Swinstead							
69	Tallington							
70	Thurlby							
71	Toft, Lound & Manthorpe							
72	Uffington							
73	Welby	Cleaning of paths/gutters and roads	Not enough street lighting	Collection of grass cuttings to prevent flooding	Faster broadband speeds	Persistent dog fouling	✓	
74	West Deeping							
75	Westborough & Dry Doddington	Working together to reduce fly tipping	Working together to enable the parish council to make more effective planning comments	Learning the relevance of the Localism Bill to a small parish			✓	
76	Witham on the Hill							
77	Woolsthorpe by Belvoir							
78	Wyville cum Hungerton (parish meeting)							

Appendix Two


Issues received from town /parish councils referred through to heads of service

Town/parish council	Issue	Action undertaken	By	Task completed ✓
Sedgebrook Parish Council	Register of interests	Acknowledged and interests logged	LY	5.11.12
Ropsley and District	Code of Conduct and interests	Telephone and e-mail response to queries	LY	
Market Deeping Town Council	Member complaint	E-mail response	LY	5.10.12
Thurlby Parish Council	Interests	Interests logged and acknowledged	LY	1.8.12
Bourne Town Council	Code of conduct, Interests, hanging baskets	Response to all queries made by e-mail	LY	1.6.12
Carlton Scroop Parish Council	Member complaint	e-mail response	LY	
Ancaster Parish Council	Members interests	Attending parish council meeting to discuss concerns	LY	7.10.12
Colsterworth Parish Council	Concern about polling station	e-mail response	JE	5.5.12
Old Somerby Parish Council	Assistance with health and safety policy Interests	Reviewed draft policy	LY	17.9.12
Marston Parish Council	Members Interests	Telephone and e-mail response	LY	12.9.12
Ingoldsby Parish Council	Member Complaint	e-mail response	LY	1.5.12
Denton Parish Council	Members interests query	e-mail response	LY	24.8.12
Harlaxton Parish Council	Members interests	e-mail response	LY	14.8.12
Stamford Town Council	Response to complaint members interests	e-mail correspondence with member e-mail response to clerk	LY LY	6.7.12 7.7.12
Moreton and Hanthorpe Parish Council	Members interests	e-mail response	LY	23.8.12
Londonthorpe and Harrowby Parish Council	Members Interests	e-mail response	LY	6.8.12
Caythorpe Parish Council	Members code of conduct	e-mail response	LY	9.8.12
Baston Parish Council	Members interests	e-mail response	LY	16.7.12

Westborough and Dry Doddington Parish council	Members interests	e-mail response	LY	17.9.12
Toft cum Lound	Members interests	Interests logged	LY	31.7.12
Uffington	Members interests	Interests logged	LY	3.8.12
Horbling	Members interests	Interests logged	LY	4.8.12
Rippingale	Members interests	Interests logged	LY	5.8.12
Bilingborough	Members interests	Interests logged	LY	9.8.12
Haconby and Stainfield	Members interests	Interests logged	LY	10.8.12
Great Pontin	Members interests	Interests logged	LY	2.8.12
Braceborough and Wilsthorpe	Members Interests	Interests logged	LY	2.8.12
Edenham Parish Council	Members Interests	Interests logged	LY	6.8.12
Long Bennington Parish Council	Population figures for Long Bennington and the surrounding areas	Information sent to parish council clerk 22.10.12	DKW on behalf of NC	22.10.12
Woolsthorpe by Colsterworth	Adoption of their telephone kiosk	Information sent to parish clerk 6.08.12	DKW on behalf of MW	06.08.12

Customer Feedback


South Kesteven District Council
Sue Griffiths
Head of people, projects and performance

 Your council working for you

What is good customer service?


We asked 25 managers and they said:

- Having a relationship with the organisation
- Being listened to by someone who seemed to care
- Someone knowing my case without having to ask again
- Choice of methods – phone or online depending on query
- Promises being kept
- Honesty if cannot answer but “know a man who can”

 Your council working for you

Applying this to customer feedback

- My role – customer champion dedicating at least one day a week to this
- Working with Customer Services Manager
- Looking at improving current practice
- Also how does system need to change for the future
- Working closely with services and feeding into Management Team on a monthly basis
- Already seeing results

 Your council working for you

What was starting point?

- No overall consistent approach
- Approach not underpinned by detailed guidance
- Ethos of how to deal with customer feedback not explicit
- Compliments not being always added into system
- Requirements for Covalent (our performance management system) not fully understood by all
- Cross service complaints sometimes not being owned by a particular manager
- Standards different – some excellent but not shared

 Your council working for you


What have we done?

- Looked at all feedback in detail weekly
- Feed issues back to managers (said what was good too)
- Met with all the team to understand what they did currently and how they could improve
- Researched practice in other councils
- Commissioned some training – some for all staff and specific skills
- Developed letter templates
- Developed area on intranet
- Set up a customer focus group

 Your council working for you


Outcomes

- Ensured complaints are handled more swiftly
- Produced letters less likely to escalate the complaint
- Been clearer about what is a complaint – not just that someone does not like a proper decision
- Collected better data in Covalent so we can start using lessons learnt
- Captured compliments better and now thank customers for them
- Customer feedback process being reviewed

 Your council working for you

What next?

- Learning used to inform any changes needed
- Need to determine how customers are informed
- Continue to support any training required
- Continue to monitor including annual review
- Continue with customer champion role so more complex complaints handled corporately
- Use complaints and compliments to give feedback to staff as part of new behavioural framework

 *Your council working for you*

BOURNE COMMUNITY ACCESS POINT

Richard Wyles

Background

- A key project for the Council which delivers a number of priority outcomes
- Project given the go ahead by Cabinet in November 2011
- Contractors on site from April 2012
- Project due to be completed February 2013
- Facility will bring together multiple services under one roof

Your council working for you

Key Benefits at the time of the original business case

- The following were identified as part of the original business case
 - Customer access to a wide range of services
 - Maximising use of the Corn Exchange by converting an under-utilised part of the building
 - Providing an enhanced customer environment

Your council working for you

Vision project updated

- Moved from original concept – (which was narrower in its scope) to
 - Model for agile working
 - Blueprint for the future
 - Model for future use of DC offices
 - Harmonise and improve future service delivery – take the services to the people
 - Enable channel shift
 - Enhanced partnership working – LCC/BTC/NHS 1st of its sort in the county
 - Joined up services/saves local services (library)

Key Benefits - Updated

- The project has developed during in recent months and will deliver a number of added benefits
 - Customers will have direct access to all council services including the opportunity for face to face appointments with officers
 - They will be a choice of self serve and free internet access
 - Customers will be able to access a wider range of County services including the library service, Registrars and Social services

Key Benefits - Updated

- Customers will be able to visit the Town Council to raise local issues
- Increase in opening hours including late evenings and Saturday mornings
- The first floor space has been extended to enable over 30 officers from County and SK to work from there in an agile and flexible way
- Teams will be able to utilise this space to create a focussed service for the south of the district
- This in turn will create additional space at Grantham for alternative uses
- New public toilets will be provided (operated by the Town Council)

Key Benefits - Updated

- The project is the first of its kind in Lincolnshire and has developed an innovative partnership model that can be developed for other towns
- It has preserved key County services in the town for the residents – library and registrars
- A funding model that has been developed that will deliver revenue savings for both Councils (circa £30K pa)
- The function area will be improved with new decor and toilet facilities
- It has created an opportunity to promote the hiring of the function room and re-launch the facility

Financial update


- The funding model has been updated to reflect the increased costs as a consequence of the improved offer and some building difficulties with the conversion
- County and TC have recognised the shift the outcomes and have agreed to invest further capital
- Changing standards
- Changing requirements
- Underestimates – M&E

Lease amendments

- Proposed capital share of sale of Town Hall building 75/25 (LCC/SK)
- However LCC will pay 62.5% of all running costs of the CAP and will pay 100% of their ICT needs
- LCC will contribute 100% towards library staff and pay an annual amount towards ICT support on-site

Positive outcomes


- Huge improvement in customer experience
- Joined up services
- Partnership working
- Agile space
- Enhanced opening hours – later opening Tuesday and Thursday evenings/Saturday mornings
- Revenue savings going forward.
- Official opening 6 March 2013




Unlocking our potential

Engagement PDG
30th November 2012

Member Development Programme






Unlocking our potential


Historical Context

A framework for Member Development over 4 years according to role

Front loaded programme in year 1

County wide / Regional programmes / externally funding





Unlocking our potential

Year 1 / 2

SKDC Induction


Core Skills


Quasi Judicial Training

Scrutiny committee

Media Training

Total training delivered **426** interventions (equivalent of over 7 days per councillor)





 **Unlocking our potential**

Core Skills Programme

Constitution

Introduction to Local Government
Finance 1 & 2
IT Training
Staying within the law
Ward Profiles
Health & Safety
PR & Reputation Management

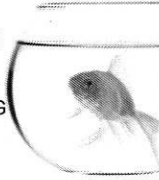



 **Unlocking our potential**

Post Induction
role based needs

Tiered Approach


Level 1 - Core training for all members
Level 2 - Committee based specialist training
Level 3 - PDG based training
Level 4 - Chair/ vice chair of Committee/ PDG
Level 5 - Cabinet




 **Unlocking our potential**

Level 1 All councillors

Community leadership
Supporting constituents /managing case work
Risk management
Ethical governance
Speed reading
Research methods
IT training
Current issues updates
Working with Equalities Impact Reports
Emergency planning update







Unlocking our potential

Level 2 Committee based specialist training

- Scrutiny
- Development Control
- Licensing
- Constitution
- Standards
- Governance and audit




Your council working for you




Unlocking our potential

Level 3 PDG
PDG specific update briefings topical / needs/ issues

Level 4 Chair Vice/Chair
Chairing Skills
Understanding Overview and Scrutiny from the Chair

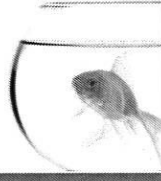


Your council working for you




Unlocking our potential

Level 5 Cabinet
Topical updates
Leadership development
Effective partnership working



Your council working for you




Unlocking our potential

Meeting Learning Requirements

Collaborative working with Lincolnshire Authorities & East Midland Councils – update

SKDC programme
a blend of traditional face to face delivery

- + Shadowing /Coaching
- + Peer mentoring
- + Self study opportunities



Your council working for you

REPORT TO ENGAGEMENT P.D.G.

REPORT OF: Daren Turner - Strategic Director - Corporate Focus

REPORT NO: HOF214

DATE: 30 November 2012

TITLE:	Members ICT	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	None	
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Cllr Paul Carpenter Deputy Leader Portfolio: Communications and Corporate Governance	
CONTACT OFFICER:	Daren Turner Strategic Director	
INITIAL IMPACT ANALYSIS: Equality and Diversity	This is an update report and any impact assessment is not required at this stage.	:
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS	ICT Strategy	

1. RECOMMENDATIONS

This report is for update only.

2. PURPOSE OF THE REPORT

This report informs members about the ongoing work to review and potentially update the ICT provision for members. It covers the options looked at following the survey carried out in October 2011 and the potential impact of a more electronic service and information delivery.

3. DETAILS OF REPORT

All members of the Council are offered the use of a laptop to access the Council's network. This provides secure access to collect emails but also allows members to view the intranet and the Council's administration system.

As a consequence of an impending need to update current ICT provision for members, officers embarked on an information gathering exercise which saw a review of cabinet requirements, survey of all members and an assessment of neighbouring authorities provision.

Results

1.1 Survey

In October 2011 a survey of members was carried out to establish ongoing needs of members and what, if any, new ICT solutions would be provided. Members will be aware currently the Council provides a laptop, printer, wireless access where required and contribution to broadband connection. It is estimated that this has an average value of £600, which does not include the cost of supporting the equipment or the ongoing costs of broadband.

58 surveys were sent to members by email and hardcopy; 27 were received back. The results are published in Appendix A.

The findings did not lead us to believe that members were dissatisfied with their current provision. However they told us :

- That email was important (22 responses)
- That speed of access was important (12 members)
- That the majority of responders had their own PC, but many did not want to use these for Council business

1.2 Lincolnshire Context

Within Lincolnshire the emerging 5 way partnership is considering solutions for members. There is currently a wide range of solutions being offered, from not providing any ICT equipment, to providing a sum to members to purchase

their own equipment and not have any Council ICT support and, at the other extreme, the county providing a full laptop and an enhanced support service from Mouchel.

2. Initiatives

Given the information from the survey and what we learned from other local authorities and emerging technologies, we have looked at a number of potential solutions.

2.1 iPads

As an initial trial we have supplied an iPad to the leader and deputy leader. This device has secure access to emails and also allows for the viewing and annotating of documents and reports.

This has been a successful trial and has shown that these devices are easy to use, have lower support costs and, with a growing set of corporate applications, can be a meaningful solution for member access. This is especially relevant for access to emails.

These devices are now permanently provided for the leader and deputy and we have looked to expand this to other cabinet members.

2.2 Other options

A range of other options have been discussed. These are detailed at Appendix B for members.

3. Support

3.1 Helpdesk

Earlier in the summer new helpdesk arrangements for members were introduced. This included a new specific number for members and a dedicated voicemail facility. All calls were logged using our helpdesk software.

This has largely been successful although some members still prefer to visit the office.

We have monitored the helpdesk calls that we have had over the period week ending 28 September 2012 to week ending 9 November 2012 and this is shown in the table below :

Week Ending	Boston Helpdesk	SKDC Helpdesk	Total Calls Raised
28/9/2012	2	5	7
5/10/2012	0	2	2
12/10/2012	0	1	1
19/10/2012	0	4	4
26/10/2012	0	6	6
2/11/2012	1	1	2
9/11/2012	0	7	7

This is a total of 29 over 7 weeks which is an average of 4 calls per week.

Whilst the new service has been successful members are still choosing to call the Grantham office number and on some occasions 'dropping' into the ICT office.

3.2 Remote Support/Wireless

We are looking at software to allow us to manage laptops that are remote to the office so that we can provide a better support and solve problems without laptops coming to the office. Linked to this we have provided some members with a wireless solution that enables the laptop to be on the corporate network without any further username/passwords.

4. The Future

Within Lincolnshire the 5 way district partnership of South Kesteven , North Kesteven, Boston, City of Lincoln and West Lindsey have started a project to consider the solutions that could be offered to members across the County in a uniform way.

We are also looking at streamlining working practices which may see more use of electronic mail etc.

Over the next 18 months there will be some significant developments externally in ICT and also locally within the Council.

Ongoing efficiency will continue to be important and this will mean that we need to consider how to reduce the costs of supporting Members, but at the same time providing a solution that allows Members to undertake their Council business effectively.

5. Summary

We continue to monitor the progress of the 5 way partnership approach and to review how other authorities provide IT and support for their members.

We will also review all emerging technologies in order to understand how any of these can improve the member offer.

Given the current position in the Council administration cycle, the lack of real urgency to change and linking in the cost of replacing 58 laptops we will continue to build towards a change in ICT offer prior to the next district elections.

4. OTHER OPTIONS CONSIDERED

N/A

5. RESOURCE IMPLICATIONS

Resource implications are not currently identified and will be considered as part of a change in ICT.

6. RISK AND MITIGATION

This is an update report and does not identify any new risks. These will be considered as part of any change in ICT.

7. ISSUES ARISING FROM IMPACT ANALYSIS

N/A

8. CRIME AND DISORDER IMPLICATIONS

N/A

9. COMMENTS OF FINANCIAL SERVICES

Financial implications are not currently identified and will be considered as part of a change in ICT

10. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

This is an update report for members on the provision of ICT and any relevant legal issues will be considered as part of any changes to the ICT provision.

Support for members should continue to be provided to the best provision available.

11. COMMENTS OF OTHER RELEVANT SERVICES

N/A

12. APPENDICES:

Appendix 1 – Responses to Questionnaire

What do you find most useful about the current solution?

Excellent advice available from the IT Department.
Exclusive to SK related activities
Keeps personal and council affairs separate.
Up to date - Easy to use
Emails and quick communication
Easy access to all areas including google.
Ability to access information and communicate with Officers and others
Simplicity, speedy responses and excellent help available when I get it wrong or request how to do different processes. I feel my requirements are currently well met as a user of merely basic IT processes.
Having a laptop easy to keep in touch.
The flexibility of using both Apollo on my own laptop which is faster than the council laptop and the added security of the council laptop which allows access to more sensitive sites and more space for downloading large documents for future reference.
Emails diverted to I phone –
I now receive emails in my office so I shall finally know what is going on.
Portable enables problems in use to be resolved within IT Help desk –
Easy access to SKDC data, reports, etc
Its works 90% of the time for me.
Well its good to have a separate council laptop – that’s about all!
All the council emails are not mixed up with private ones
Picking up emails - everything else is very slow.
Home usage is very convenient
Being able to use laptop in any location
Emails

What would you like to use your computer for?

Emails. Central Government
Most functions
Emails- SKDC - Moderngov
Emails - Modern Gov, Information.
Emails, Reading council doc, Office
As suggested - I am not over IT literate.
Emails - storing docs, internet
To assist me in my duties.
Emails - Modern Gov - Internet
Emails - Internet - Modern Gov
Emails, doc
Emails and for exploring intranet sites.
emails - modern gov
Emails only
Email - modern gov - words
Email
Emails, Modern gov
Emails and my diary are more important
E mail mainly, also modern gov. , internet and intranet (if it could be a bit more up to date)
Present arrangement satisfactory
Emails, fast remote internet access
Many emails, research
emails, modern gov, facebook
Emails, SKDC, Google, Diary
Emails, Agendas
Filing info
Research. Modern Gov Emails Etc

What are the most important things you want from your IT provision?

Idiot proof but with help available if required.
Speed of equipment , efficient access (currently drops out frequently)
Speed, Wifi remote access easy to view. Perhaps lighter to carry.

Speed of equipment, ease to use, Lightweight, efficient + safe
As suggested
As stated
Speed at times can be rather slow.
Speed of opening up computer (presently several minutes)
Speed in Vital - I get impatient if otherwise.
Easy to view, portable. But i do not find Microsoft user friendly like Gmail
I can get speed from own equipment, cllr laptop provides security. Email easy to view and layout of calendar good.
A portable laptop that is reasonably fast in booting up and with minimum downtime.
Simplicity currently difficulty in distinguishing between different links/access to downloads
Speed - easy to use on a daily basis
Easy to view, speed of equipment, remote access.
Remote access is vital
Easy to log on (present card system is primeval and a pain), quick to boot up, portability of laptop (notebook would be much better) and good battery life. USB input - disk drive not essential.
A fast reliable machine that gives remote access to all services
Speed, easy to view, simple to use
sufficient memory for storage of minutes, email to minimise paper usage
Speed of equipment, support for Cllrs who use their own printers.
Speed of equipment
Not too bother re -remote access
Easy to find, view and understand

Do you have an existing home pc , if so how keen are you to utilise this?

I have my own PC but prefer not to use it for council business.
Yes and not at all
Yes - only as a backup
Have home PC and Laptop
Yes - but for personal use.
Yes - at present use both as laptop from SK not available.
Yes, but do not wish to use for council.
No
Yes

No
No
Use own laptop to access emails only.
Would like to use my own pc in preference to council apart from when i am in the building.
Work Computer
Not keen to utilise private PC
Yes- Very
Yes but prefer to use SKDC for work
I use my mini laptop at home. Apollo only shows me some of my inbox.
Yes but I have a desktop but like to keep it separate from council business
Yea have laptop and Ipad
Yes but id rather keep things separate
I have a desktop pc - prefer not to use it for council
Do have personal laptop that is used 50% of time
Not keen to use existing laptop
No
Use home pc 99% of the time. Have emails directed
Yes but its slow down and holds lots of info

What are the areas you think IT can make your role as a member more effective?

Anything new and training
Ability to use Laptop at meetings inc commitee and full council.
Wireless printing from laptop in members lounge. Internet access
Quicker access (start up)
Reduce the firewalls to speed up the process. Bar access to important areas such as finance to facilitate this.
Preventing adverts and too many unnecessary emails which have to be read before deleting.
I can't think how it can be improved. My e-mail address is obviously being accessed by my electorate as an increasing number contact me this way, which is preferable.
Change to Gmail - or more training.
As my ward is quite some distance from Grantham, it allows for easy communication.
Map info readily avaiable, Budget book to be online in excel, easy access to dragon

dictate to all.
Clearer training at the outset into different format or links to attachments or downloads.
Quicker and easier computer
Whilst I serve on two committees, having easy access to other committee minutes broaden my knowledge of SKDC
Keeping the system up and running at weekends
Better ability to search full phone numbers of named staff. Better ability to search departments and functions when you don't have a name (Jo Toomey has started this list but its not on line)
The connection to microsoft exchange keeps dropping out and reinstating
By providing a fast reliable remote access. Providing software like mail manager allowing us to file emails
Quick communication - simple to work through website when doing research
More detailed personal profiles on SKDC website
Maybe specific courses tailor made to individual needs.
Still getting to grips with it
Be available if problems occur.
I need some training. I was unable to get to the previous and understand my name is on th list

How important is the mobility of the equipment to you?

It remains on my desk in my study.
Very
Not important now
See Above - very important.
Very - current not portable - too heavy.
Needs to be very light to carry - not happy about travelling with it in the car.
Not particularly
Very important especially as my e mails are connect to BB.
Very
By no means a priority, but I those who do utilise mobile devices to great effect I sometimes think allow IT to dominate their lives. Sad!!!
Very important as it cuts down restrictions of use.
Laptop is ideal. Mobile device can be difficult to use.
Vital but I have soted that out with my I Phone

Not at all
Very Important
I have no need to change to another device.
Very
Very important – present laptop is heavy and not very mobile – a notebook would be better but must have good battery life
I have an ipad - may be an advantage to have the council emails on it - but imagine there is security issues.
Very- it is essential
Not very - I do not usually carry it round with me
Prefer using SK laptop at home, but mobility is important.
Fairly, its good that equipment is mobile.
Very
Not especially
Very

Is it important that you can bring your equipment to use at the council?

No.
Very
No
Yes
Yes - however I currently do not due to equipment is bulky.
It could be but I do not know how. Maybe in meetings
At the moment do not bring my laptop, but new ways of working in the future might change this.
Not really important due to facility above.
Yes
Important and likely to become increasingly so. The difficulty I have had is my lack of expertise not allowing me to navigate quickly enough to keep pace.
Training purposes as a new Cllr I am hoping to use the laptop at Council and Committee.
I have never had to do so in the past but occasion might arise in the future.
No as i leave mine here.
No
For further info and resolution of problems IT or printing or downloading information - YES

No
I have used my laptop during training sessions, but others have had no reason to bring to council.
Leave mine here, in the long run has proved easier.
Its good to have this option but I don't use it much mainly because the present computer is heavy. Would use more if a notebook.
Battery only lasts just over an hour without the leads.
no
No
Important to some members but not all.
Yes
Yes
No
Not Really.

Appendix B

The table below shows some of the options that have been considered.

Provide a single sum allowance for members to purchase their own IT

Advantages	Disadvantages
Most choice for individual members	Members are used to IT support that would not be possible in this model.
Simple and clear approach	High costs (e.g. £400 per member approximately £24,000)
	Still need to develop a secure method of accessing email, intranet etc across a wide range of IT
	One size fits all

Provide a single sum allowance for members to purchase their own IT from a pre-defined list

Advantages	Disadvantages
Some choice for individual members	High costs (e.g. £400 per member approximately £24,000).
Simple and clear approach	Would need to develop a secure method of accessing email, intranet etc across defined list
IT supporting members if required	One size fits all

Provide all members with their own iPad

Advantages	Disadvantages
Brand new technology for members and step change in delivery	High costs (e.g. £400 per member approximately £24,000).
IT would only manage one method of access	Might be some training issues
	Might need to managed comms carefully
	One size fits all

Provide all members with new laptop/netbook

Advantages	Disadvantages
Improvement in speed in comparison to current offer	High costs (e.g. £400 per member approximately £24,000).
IT would only manage one method of access	Not necessarily a step change in delivery
	One size fits all

ENGAGEMENT PDG WORK PROGRAMME 2012/13

Date	Item	Action	Update	Action Notes to Officers	Response	Recommendation	Cabinet/Council Decision	
25 May 2012	Means of Engagement	Develop a series of events to replace the Local Forums to include Community Drop In and other engagement events.	Update by Head of People, Projects and Performance on Community Drop In Sessions held over winter months					
		Develop an effective means of communication with Parish and Town Councils	To be brought to the PDG in September 2012	Members of the District Council to be circulated with a copy of the Parish update newsletter				
		Develop Customer Access Strategy	Presentation by Benefits Manager on the development of the Customer Access Strategy		In future Members of the Group to be circulated with presentations before the meeting	Presented at meeting of 26.7.12		
					That the Customer Access Strategy be on the next agenda for the Engagement PDG			
	Members Code of Conduct	Update the Members Code of Conduct	Report to PDG on the adoption of the draft Lincolnshire County Council Members Code of Conduct			That Engagement PDG agree with the Standards Committee recommendations to Council to adopt the draft Lincolnshire County Council Members' Code of Conduct to include a paragraph concerning respect	Decision 12.7.12 by full council including the recommendation made by the Engagement PDG	
26 July 2012	Means of Engagement	Update on development of Customer Access Strategy	Presentation by Head of People, Projects and Performance					
				E mail Group Members a copy of the current Complaints Procedure and Consultation Strategy	Links to documents sent to Members of the Group August 2012. Hard copies provided for Cllrs Channell and J. Kerr			

ENGAGEMENT PDG WORK PROGRAMME 2012/13

Date	Item	Action	Update	Action Notes to Officers	Response	Recommendation	Cabinet/Council Decision
	Bourne Community Access Point	Update on developments relating to the Bourne CAP	Presentation by Head of Finance				
	Community Focus Forum	Update Members on the work of this public forum	Presentation by Policy Development and Community Engagement Officer on the remit and work programme of the CFF	Invitations to attend future CFF meetings to be sent to Cllrs Robins and Bisnauthsing	Invitations sent		
20 Sept 2012	Means of Engagement	Update to Members on engagement and consultation activities	Verbal update by the Chief Executive of a report by the Head of People, Projects and Performance on the Drop in Sessions over the summer months, formal consultations e.g. Grantham Area Action Plan, large scale events e.g. Gravity Fields and information sharing activities e.g. Parish Newsletters	Members were to be circulated with a list of Parish Clusters showing both Parishes and District Wards and which Section Head covered the area. To feedback to the next meeting the volume of contact (phone calls, e mails) that the Cluster Officers had with Parishes in their area. An update on the Citizens Panel to be given at the next meeting of the Group.			
	Protection of Freedoms Act	Update Members on new legislation relating to Freedom of Information and Regulation of Investigatory Powers Act	Presentation by the Legal and Democratic Service Manager				
30 Nov 2012	Means of Engagement	Investigate implementation of Citizens Panels	Presentation on development of Panel				
	Customer Feedback	Review and refresh complaints, compliments and comments procedures and guidance	Interim report into progress made on the refresh of the current Complaints procedure				
	ICT Provision	Update on ICT provision to Elected Members	Report				
	Councillor Training Programme	Update of rolling programme of training developed for Elected Members	Presentation on outcomes from initial training and update on future plan				
	Bourne Community Access Point	Update on development of the C.A.P.	Presentation to update Members by Head of Finance				

ENGAGEMENT PDG WORK PROGRAMME 2012/13

Date	Item	Action	Update	Action Notes to Officers	Response	Recommendation	Cabinet/Council Decision
18 Jan 2013	Communications	Develop a Communications Strategy for the Authority					
	Means of Engagement	Refresh Consultation Strategy					
	Destination SK	Develop a series of events and actions to promote South Kesteven from a cultural and economic viewpoint					
	Customer Feedback	Findings of review of current practice to include internal peer challenge and review of actual cases presented as a report to PDG					