

## 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			

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	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				

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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					