

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			
				That the Customer Access Strategy be on the next agenda for the Engagement PDG	Presented at meeting of 26.7.12		
	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.	All members had been provided with the information requested		
				To feedback to the next meeting the volume of contact (phone calls, e mails) that the Cluster Officers had with Parishes in their area.	Information contained within report RCC06 presented at meeting of 30 November 2012		
				An update on the Citizens Panel to be given at the next meeting of the Group.	On agenda for 30 November 2012		
	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				

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30 Nov 2012	Means of Engagement	Investigate implementation of Citizens Panels	Presentation on development of Panel			The PDG notes the activities to date in respect of consultation and supports the formation of a citizens panel to further develop the council's processes	
	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	Remind all Services to use the Parish Council list held by Legal and Democratic Services and that all changes should be notified to Legal and Democratic Services			
	ICT Provision	Update on ICT provision to Elected Members	Report presented by Strategic Director Development and Growth				
	Councillor Training Programme	Update of rolling programme of training developed for Elected Members	Presentation on outcomes from initial training and update on future plan	Joyce Slater to ask Lucy Youles about training for Parishes on the code of conduct			
				To produce a list of courses available to members, itemizing the core elements			
To compile a schedule of the courses attended by members since being elected							
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					
	Motion to Council	PDG to consider the governance arrangements of SKDC and investigate other authorities experiences of the Committee system					
21 Mar 2013	Means of Engagement	Refresh Consultation Strategy					
	Customer Feedback	Findings of review of current practice to include internal peer challenge and review of actual cases presented as a report to PDG					