Committee: Community Engagement

Progress against deliverables in the Corporate Plan

Ref	Theme	Priority	Deliverable	SLT Sponsor	Delivery date	Status	Revised Delivery date
C&E - 1	Safe borough...	A borough which celebrates culture, heritage and diversity with vibrant community events for local people, businesses and visitors to enjoy.	Review and refresh the process for organising community events, to make it more streamlined and easier to navigate for community groups with support by Neighbourhood and Community Managers.	Director of Corporate & Communities	July 2019	Complete	
C&E - 2	Safe borough...	A borough which celebrates culture, heritage and diversity with vibrant community events for local people, businesses and visitors to enjoy.	Successfully deliver a programme to support the live music scene in Kingston, using funding from the GLA as part of the London borough of Culture Programme.	Director of Corporate & Communities	March 2020	Complete	
C&E - 3	Safe borough...	A borough which celebrates culture, heritage and diversity with vibrant community events for local people, businesses and visitors to enjoy.	Consider the feasibility of introducing a borough lottery.	Director of Corporate & Communities	March 2021	Complete	
C&E - 4	Safe borough...	Seek to understand views on the borough, the council, and local services, communicate effectively and in plain English and act on feedback.	Carry out an annual Residents Survey and publish results on the council's website.	Director of Corporate & Communities	Annually	Complete	
C&E - 5	Safe borough...	Seek to understand views on the borough, the council, and local services, communicate effectively and in plain English and act on feedback.	Hold Let's Talk... community engagement themed events at locations across the borough.	Director of Corporate & Communities	Ongoing to March 2023	Complete	
C&E - 6	Safe borough...	Seek to understand views on the borough, the council, and local services, communicate effectively and in plain English and act on feedback.	Update the council website to ensure all public consultations are easily accessible.	Director of Corporate & Communities	July 2019 and ongoing	Complete	

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C&E - 7	Safe borough...	A borough which celebrates culture, heritage and diversity with vibrant community events for local people, businesses and visitors to enjoy.	Develop options for the future refurbishment of Kingston Museum.	Director of Corporate & Communities	December 2019	In progress	October 2020
C&E - 8	Safe borough...	A borough which celebrates culture, heritage and diversity with vibrant community events for local people, businesses and visitors to enjoy.	Review of Kingston library services.	Director of Corporate & Communities	March 2020	In progress	November 2020
C&E - 9	Safe borough...	Maximise civic engagement through participatory democracy projects, including Citizens Assemblies and open democracy platforms.	Develop an Open Democracy Programme.	Director of Corporate & Communities	December 2020	In progress	
C&E - 10	Safe borough...	Work with local partners and neighbouring boroughs to support people to develop the skills they need to enter employment.	Develop options for the future of the Kingston Adult Education Service, designed to support people to develop the right skills to remain independent and maximise employment opportunities.	Director of Corporate & Communities	September 2019	Closed to combine with another action	
C&E - 11	Safe borough...	Maximise civic engagement through participatory democracy projects, including Citizens Assemblies and open democracy platforms.	Establish a Citizen's Assembly focusing on air quality and producing a Kingston Citizens' Clean Air Plan.	Director of Corporate & Communities	September 2019	Closed to combine with another action	
C&E - 12	Safe borough...	Accessible and integrated health and social care services with partners, providing effective care and an approach which enables people to live independently within their local community.	Develop and implement a Digital Inclusion Action Plan to provide support for people to access services online whilst continuing to offer an offline alternative to those who need it.	Director of Corporate & Communities	December 2019	In progress	September 2020
C&E - 13	Changing council...	'Hardwiring' effective communications, consultation and engagement into the council's decision-making, with services which	Implement a Residents' Engagement and Consultation Hub (REACH) to serve as a vehicle through which the council will consult with local interest	Director of Corporate & Communities	April 2020	Complete	

		are designed with our residents.	groups.				
C&E - 14	Changing council...	Improve the way residents can access services by embracing new technology; investing in customer services; and making it easier for residents to book things, report activities and access services on online, whilst continuing to provide alternatives for those who are unable to do so.	Undertake Smart Place projects to look at smart use of technology to include Domestic Violence and Air Quality.	Director of Corporate & Communities	March 2020	Complete	
C&E - 15	Changing council...	'Hardwiring' effective communications, consultation and engagement into the council's decision-making, with services which are designed with our residents.	Create a register of local community, residential, business and voluntary groups that will be consulted as of right on matters of local interest and service provision.	Director of Corporate & Communities	December 2019	In progress	March 2020
C&E - 16	Changing council...	'Hardwiring' effective communications, consultation and engagement into the council's decision-making, with services which are designed with our residents.	Develop a Community Engagement Strategy to articulate the council's vision and approach to community engagement and some of the practical tools it will use to improve.	Director of Corporate & Communities	July 2019	Complete	
C&E - 17	Changing council...	Improve the way residents can access services by embracing new technology; investing in customer services; and making it easier for residents to book things, report activities and access services on online, whilst continuing to provide alternatives for those who are unable to do so.	Implement the new Digital Customer platform to improve the ability for people to report faults or issues, book appointments and pay for things online.	Director of Corporate & Communities	September 2019	In progress	September 2019 and ongoing
C&E - 18	Changing council...	Improve the way residents can access services by embracing new technology; investing in customer	Review and refresh the most visited pages on the council's website to improve clarity of information and	Director of Corporate & Communities	July 2019 and ongoing	In progress	

		services; and making it easier for residents to book things, report activities and access services on online, whilst continuing to provide alternatives for those who are unable to do so.	services available and work with services to improve best practice in web design across teams.				
C&E - 19	Changing council...	Improve the way residents can access services by embracing new technology; investing in customer services; and making it easier for residents to book things, report activities and access services on online, whilst continuing to provide alternatives for those who are unable to do so.	Engaged in the delivery of the Internet of Things pilot as part of the South London Partnership work.	Director of Corporate & Communities	March 2020	In progress	
C&E - 20	Changing council...	Improve the way residents can access services by embracing new technology; investing in customer services; and making it easier for residents to book things, report activities and access services on online, whilst continuing to provide alternatives for those who are unable to do so.	Improve the broadband capacity in the borough though market intervention, social housing fibre, bid for superfast broadband and maximising wi-fi / small cell / 5G.	Director of Corporate & Communities	March 2021	In progress	
C&E - 21	Changing council...	Improve the way residents can access services by embracing new technology; investing in customer services; and making it easier for residents to book things, report activities and access services on online, whilst continuing to provide alternatives for those who are unable to do so.	Review the council's data centre arrangements to improve resilience and security for the council.	Director of Corporate & Communities	March 2021	In progress	

C&E - 22	Changing council...	An open and transparent council, with accessible data and decisions which are subject to public debate and scrutiny.	Improve the quality of Kingston's Open Data Portal to increase the amount of service and financial data published to improve transparency of the council and assist resident scrutiny.	Director of Adult Social Care & Health	March 2020	In progress	March 2021

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New and amended deliverables

The table below lists new deliverables, to be added to the corporate plan, along with any amendments to existing deliverables

Ref	Theme	Priority	Current Deliverable	New Deliverable	SLT Sponsor	Delivery date
C&E - 23	Safe borough...	Work with local partners and neighbouring boroughs to support people to develop the skills they need to enter employment.	NA	Deliver the transformation of Kingston Adult Education (KAE), including online enrolment	Director of Corporate and Communities	March 2021
C&E - 24	Changing council...	'Hardwiring' effective communications, consultation and engagement into the council's decision-making, with services which are designed with our residents.	NA	Review our approach to seeking the views of children and young people to engage on key issues including holding a Climate Emergency Youth Summit in partnership with Kingston Youth Parliament	Director of Corporate and Communities	September 2020
C&E - 25	Safe borough...	A borough which celebrates culture, heritage and diversity with vibrant community events for local people,	NA	2020 to be the 'Year of Muybridge'	Director of Corporate and Communities	December 2020

		businesses and visitors to enjoy.				
C&E - 26	Safe borough...	Invest in the borough's essential infrastructure to support our growing population - schools; health, community and leisure facilities; roads and transport - with developers paying their fair share.	NA	Development of a Community Hubs model, starting with the Hook Centre as a pilot	Director of Corporate and Communities	September 2020

Key Performance Indicators

The table below lists those corporate key performance indicators that are relevant to the Community & Engagement Committee, following officer and portfolio holder review.

Ref	No.	Current KPI	New KPI	Status	Target / Tracker	Frequency
C&E - 27	51	% Channel shift achieved for Customer Services overall - online versus phone enquiries	No change	Existing	Target	Monthly
C&E - 28	16	% food business rated 3 or above	No change	Existing	Target	Quarterly
C&E - 29	54	% of FOI requests responded to within 20 working days	No change	Existing	Target	Monthly
C&E - 30	55	% of Stage 1 complaints resolved within 15 working days	No change	Existing	Target	Monthly
C&E - 31	69	NA - new KPI	% residents who agree the council involves them in decision making (annual resident survey)	New	Target	Annual
C&E - 32	50	Average speed of answered calls via phone through Customer Contact Centre	No change	Existing	Target	Monthly
C&E - 33	68	NA - new KPI	% residents who feel they are kept informed about council services (annual resident survey)	New	Target	Quarterly
C&E - 34	67	NA - new KPI	Number of people engaged through Let's Talk portal	New	Tracker	Quarterly
C&E - 35	18	Number of physical visits to libraries	No change	Existing	Target	Monthly