

Appendix B
Draft Democratic Conversations Action Plan

Recommendation Reference in Democratic Conversations Report	Action	Who	Timescale	Resources	Measure of Success
Rec. 1	Assist others in the delivery of good localised public services	Communications Team in conjunction with officers in departments with specialist knowledge	December 2012	Communications	We want to put in place good local arrangements by taking account of individual town and parish needs and respond with our expertise and assistance
	Explore use of pam (Platform for Achieving More) software to work more closely with Town and Parish Councils on joint projects	Communications/IT	Summer 2012	Communications/IT	Local projects using pam software to collaborate on joint working.
Rec. 2	Provide a “towns and parishes access point” within LDC, whose responsibility it is to help	Communications	March 2013	Communications	Improve and publicise Access East Sussex Review contact

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	parish and town officers find their way to the right person on particular issues of concern.				arrangements at LDC for members of the public via web and phone
	Consider the training for reception staff, what information is provided to them. Could include reception staff taking over lewesdc mailbox and responding to enquiries for information	Reception staff	December 2012	Reception staff	Enquiries monitored and information tailored to display on website etc which over time will reduce personal enquiries and contact
	List of FAQs developed to aid reception staff	Communications	March 2013	Communications	List of FAQ's available
	Better use of new media	Communications	March 2013	Communications officer working with schools/colleges	Engage schools to produce phone app. (competition linked to course work)
Rec. 3	Examine how the Council would assist Town/Parish Councils in improving their	Communications	March 2013	monthly publication Communications	Initially monthly publication – to be reviewed after six

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	publications – Suggestion is to produce an e-bulletin on a regular basis to town and parishes that will contain up to date and relevant information and could be individually tailored for specific areas of the District				months and feedback and comments obtained
	Examine how training could be offered to Town/Parish Councils	Legal and Democratic Services	December 2012	Personnel	Attendance at training sessions
	Engagement of young people in democracy	Legal and Democratic Services	December 2012	Committee Officer/ Communications	Engagement in democracy and local issues
	Signposting links on www.lewes.gov.uk to other sites (such as renewing a library book)	Communications	December 2012	Web content officer	Improved access to information
	Review how information is distributed to Town/Parish Councils	Communications	March 2013	Communications	Satisfaction survey
	Pilot Parish Council Project – chosen to improve democratic engagement	Legal and Democratic Services	2014/15	Committee Officer	Less non-contested wards / Increase of councillors from

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	prior to elections 2015				hard to reach groups
Rec. 4	Promote annual parish and town meetings as a democratic centrepiece, with information and engagement opportunities before and after	Communications	October 2012	Communications Officer	Feedback and high satisfaction from those who attend the annual conference
Rec. 5	Support councillors and clerks at district and parish level in their emerging role as convenors of democratic conversation	All staff who wish to volunteer their time and expertise for just one day a year	Jan 2013	Capped at a maximum of 100 "volunteer" days per year	Staff at LDC are able to volunteer one day per year in the Lewes District
Rec. 7	Provide demographic and performance information at a scale people can understand	Communications	March 2013	Website content officer	Improved website contact Assist in disseminating appropriate information
Rec. 8	Provide example constitutions, basic legal advice and support for civic action	Legal and Democratic Services	March 2013	Legal	Officers offer their professional support and advice when required

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Rec. 9	Direct staff volunteering at civic action	Communications/ Personnel	(Date)	Communications/ Personnel	To explore how a staff volunteering scheme could operate to provide skills useful to the local community in civic action projects.
Rec. 10 Rec. 11	Show that LDC is actively listening	Communications	June 2013	Communications	Create section on the website where members of local community can sign up to citizens' panel and take part in consultations and surveys and provide feedback
Rec. 12	Prepare for neighbourhood planning discussions now	Communications	April 2012 onwards	Neighbourhood planning officer	Officers appointed to support and advise on the preparation of neighbourhood

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					plans in Lewes District. Already engaging with pilot Town & Parish Councils
Rec. 13	Support local ideas and innovators	Legal and Democratic Services	March 2014	Legal & Democratic Communications	Pilot parish council project – chosen to improve democratic engagement prior to elections 2015. More detail after discussions with Town and Parishes
Rec. 15	Look for opportunities beyond the District.	Communications	(Date)	Communications	Links to innovators in community engagement elsewhere