# online solutions





Tonbridge & Malling BC, 25 February 2010: Briefing on KM Group hyperlocal strategy

## KM Group online

**Current portfolio includes 18 websites** 

- Countywide KentOnline.co.uk
- Ten local sites, including Kentmessenger.co.uk covering Tonbridge & Malling
- Vertical market sites for Jobs, Business, Homes, Motors, Singles etc
- Kmfm.co.uk

KentOnline is the number 1 independent news site for the county:

- 5.1m page views in January 2010
- 365,000 unique users
- Reaches 11% of all adults in Kent (JICREG 2009)
- Site traffic independently audited by ABCe



# Hyperlocal

The essence of our business is to offer local news, information and entertainment to the local community.

Until recently, 'local' has meant town or area. Our online strategy is to re-define local to mean village, hamlet, or postcode.

We call this approach hyperlocal. In 2010, visitors to KMG sites will be able to find news and information on our websites from their village or specific postcode.

We've started to deploy it in this area with Kentmessenger.co.uk, launching local news pages for 129 villages, including the Tonbridge & Malling area.

See <a href="http://www.kentonline.co.uk/kent\_messenger/where\_i\_live.aspx">http://www.kentonline.co.uk/kent\_messenger/where\_i\_live.aspx</a>





#### Welcome to the Kent Messenger website...

Thousands of pounds worth of clothes stolen in ram-raid at Lady Mop\_



Audio: Help to be drafted in to fix potholes - but not vet

The county council wants to pay local firms to help mend potholes caused by the winter's cold snap, but the work is unlikely to start before April.

Tuesday, February 23 2010



#### Man jailed for lying over gun drama in Maidstone

A father took revenge on his exgirlfriend by falsely claiming she and her brother terrified him in a gun incident in Maidstone.

#### More News...

- Hundreds stuck on Eurostar train...again
- Video: Who will be the cream of the flan-flinging crop?
- Delight as Maidstone maternity unit axe plan referred to secretary of state
- In your Kent Messenger this week
- Brothers sentanced for supplying drugs



#### Kent Today Video Bulletin

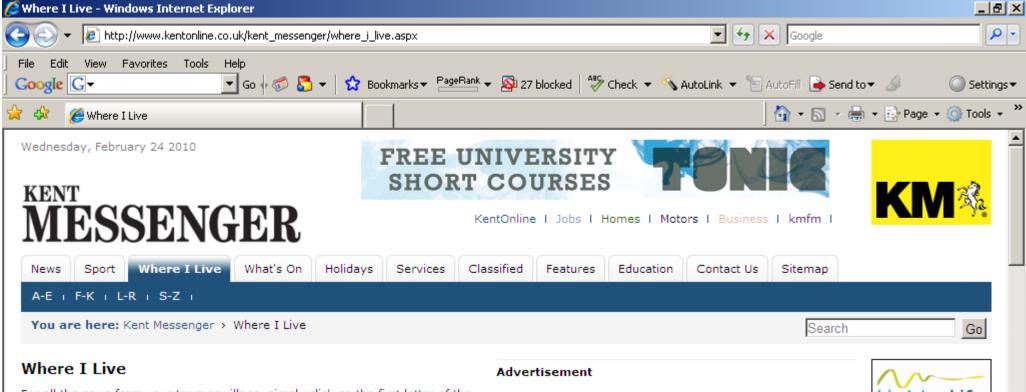
Brought to you 11am and 4pm Monday to Friday - and catch our round-up of the week's stories at the weekend...

In association with the Kent and Medway Safety Camera Partnership.

Keep up to date with all that is happening in Kent.

## Don't price compare





For all the news from your town or village, simply click on the first letter of the town or village name below, then select the location from the list.

► A-E

F-K

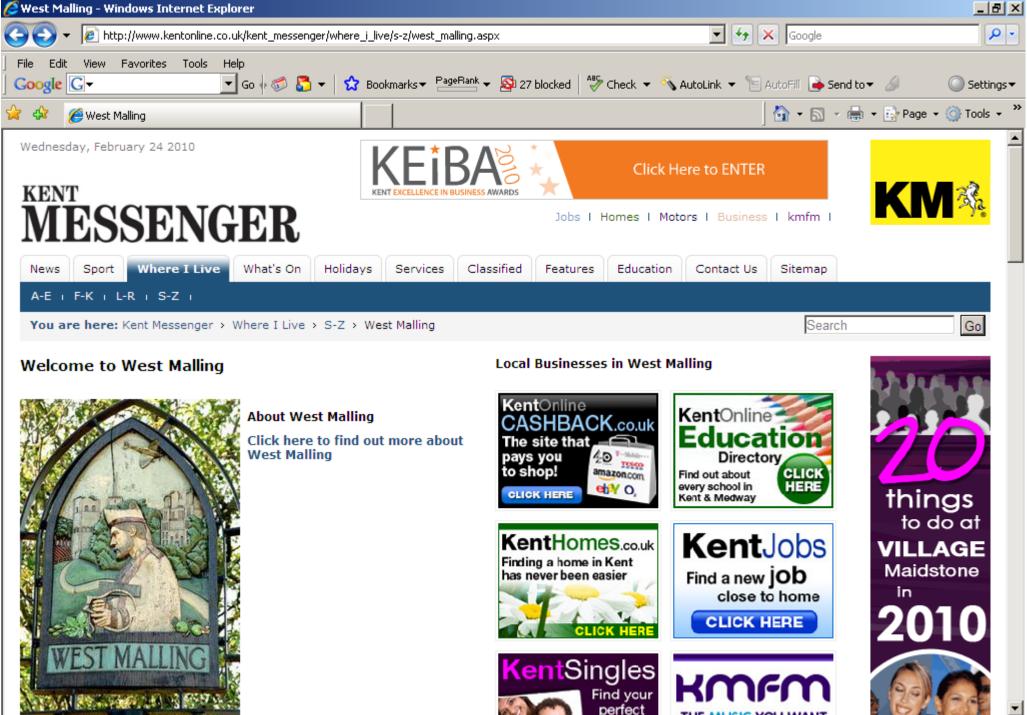
L-R

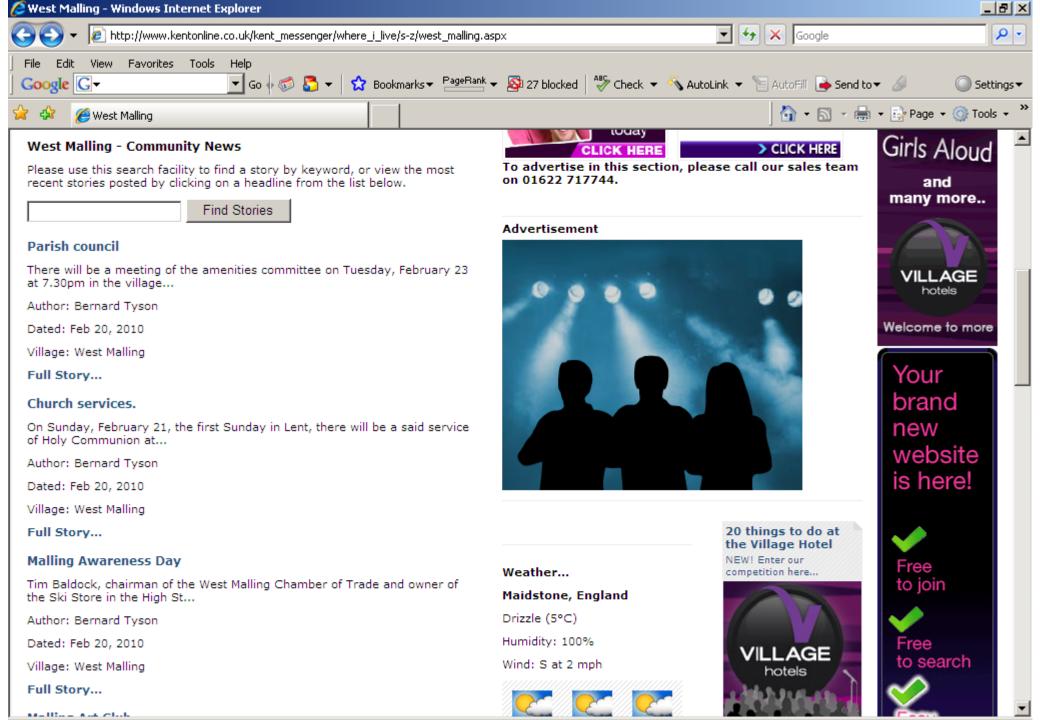
► S-Z



LighterLife New Year New New You

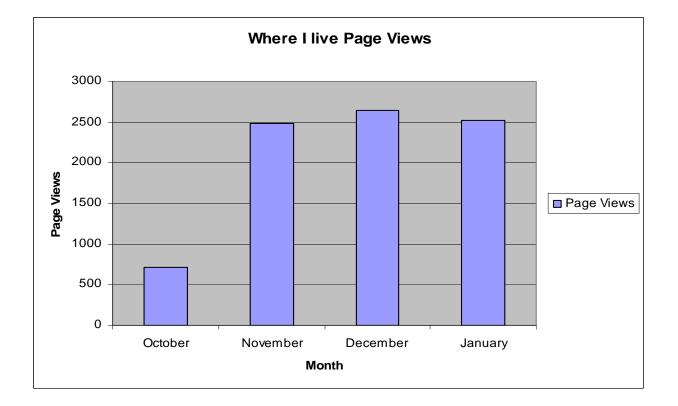
Wildlife Heritage Foundation





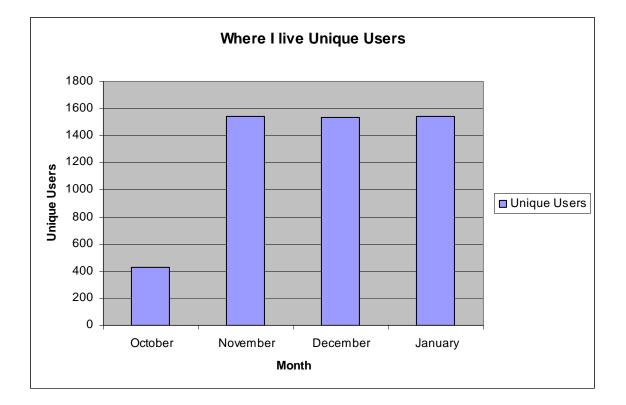
### **Kent**Online





### **Kent**Online





## Opportunities

Now local really means local – your village, your neighbourhood, your postcode.

For TMBC, this offers a route to engage with specific communities about local issues.

It's a channel for distributing information, and encouraging feedback from local citizens.

The sites are accessible 24/7, 365 days of the year. Content is uploaded every day, and visitors come to the sites when it suits them. Site traffic figures show the audience is already building.

KM will be offering advertising opportunities to small local businesses, or anyone who wants to target a specific local area.

This approach is being rolled out countywide in 2010 and will include in excess of 500 villages, and all local six digit postcodes.



## Thank you

Any questions?

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### Parish Partnership Panel Inspector Adrian Allen

25<sup>th</sup> February 2010

Personnel update

Performance update

Any questions

New Police Constables

Burham, Wouldham & Eccles = PC Jackie Wilkinon

Aylesford & Ditton = PC Becky Ballard

East Malling & Wateringbury = PC Kris Eberlein

Target		Apr-Dec 07	Apr-Dec 08	Apr-Dec 09	Number Difference	% Diff.	Crime Per 1000 Pop	County Position	MSG Position	MSG Direction*
	All Crime	5380	4645	4171	-474	-10.2%	35.60	2	2	-
	Burglary Dwelling	226	212	190	-22	-10.4%	4.01	4	7	▼1
	Burglary Other	439	303	315	12	4.0%	2.69	3	5	▼ 4
	Robbery	30	19	20	1	5.3%	0.17	2	9	▼ 6
	Violence Against the Person	987	844	778	-66	-7.8%	6.64	2	3	▲ 3
	Sexual Offences	77	40	33	-7	-17.5%	0.28	1	1	▲ 3
CSA	Violent Crime	1094	903	831	-72	-8.0%	7.09	2	2	▲ 2
NI28	Serious Violent Knife Crime	u/a	16	10	-6	-37.5%	0.09	2		
NI29	Serious Gun Crime	3	8	4	-4	-50.0%	0.03	7		
KA2/NI15	Serious Violent Crime	u/a	27	21	-6	-22.2%	0.18	2	3	<b>▲</b> 3
NI20	Assault with Less Serious Injury	u/a	363	335	-28	-7.7%	2.86	2	4	▲ 3
	TFMV	429	417	318	-99	-23.7%	2.71	4	6	▼3
	TOMV	201	140	84	-56	-40.0%	0.72	1	4	▼1
	Vehicle Crime	630	557	402	-155	-27.8%	3.43	2	4	₹2
CSA	Criminal Damage	1180	921	871	-50	-5.4%	7.43	3	2	▼1
NI16	Serious Acquisitive Crime	886	788	612	-176	-22.3%	5.22	1	5	▼3
	Theft and Handling Stolen Goods	1304	1161	1140	-21	-1.8%	9.73	2	3	<b>▲</b> 4
	DA: Number of Incidents	u/a	793	843	50	6.3%	7.20	3		
	DA: Number of Repeat Victims	u/a	200	195	-5	-2.5%	1.66	3		
KA2 Proxy	DA: % of Repeat Victims	u/a	25.2%	23.1%	-2.1			4		
	Deliberate Primary Fires	58	32	29	-3	-9.4%	2.48	1		
	Deliberate Secondary Fires	92	73	70	-3	-4.1%	5.98	2		
	Drug Offences	196	216	233	17	7.9%	1.99	10	12	₹2
	Fraud and Forgery	262	321	132	-189	-58.9%	1.13	3	4	-
CSA	ASB incidents at Hotspots**	u/a	527	548	21	4.0%				
CSA	CD incidents at Hotspots**	u/a	219	166	-53	-24.2%				

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KCVS	Rolling Year Perceptions To Date							Current Period		Comparison To Kent (Including Medway)		County Position	
CSA	Perceptions of ASB - 7 Types	Dec 08	Mar 09	+/-	Jun 09	+/-	Sep 09	+/-	Dec 09	+/-	Kent	+/-	
	Teenagers hanging around	21.2%	20.5%	-0.7%	22.4%	1.9%	19.8%	-2.6%	16.7%	-3.1%	19.3%	-2.6%	5
NI41	Drunk or Rowdy	16.2%	12.5%	-3.7%	11.7%	-0.8%	8.6%	-3.1%	6.0%	-2.6%	11.9%	-5.9%	2
	Vandalism, Graffiti etc	12.9%	10.1%	-2.8%	9.0%	-1.1%	6.9%	-2.1%	9.1%	2.2%	13.3%	-4.2%	1
	Rubbish/Litter	16.8%	15.1%	-1.7%	12.9%	-2.2%	11.5%	-1.4%	9.2%	-2.3%	17.3%	-8.1%	1
	Noisy Neighbours	7.1%	7.3%	0.2%	5.6%	-1.7%	5.7%	0.1%	6.9%	1.2%	5.8%	1.1%	9
NI42	Using/dealing drugs	10.6%	9.1%	-1.5%	7.8%	-1.3%	5.5%	-2.3%	5.4%	-0.1%	10.1%	-4.7%	1
	Abandoned/burnt out cars	1.7%	1.0%	-0.7%	2.0%	1.0%	1.7%	-0.3%	1.4%	-0.3%	2.9%	-1.5%	2
NI17	Perceived High Level of ASB	3.2%	2.7%	-0.4%	1.2%	-1.5%	0.9%	-0.3%	1.3%	0.4%	4.6%	-3.3%	1
CSA	Feelings of Safety											_	
	Daytime alone	98.0%	98.8%	0.8%	99.0%	0.2%	99.0%	0.0%	99.8%	0.8%	98.0%	1.8%	1
	Dark alone	69.3%	68.6%	-0.7%	67.1%	-1.5%	70.3%	3.2%	74.9%	4.6%	67.1%	7.8%	2
	Overall	95.6%	94.8%	-0.8%	96.6%	1.8%	97.1%	0.5%	97.3%	0.2%	94.4%	2.9%	1
	Local Concerns												
CSA/NI27	Understanding local concerns	u/a	u/a	u/a	70.4%	u/a	69.6%	-0.8%	65.8%	-3.8%	65.5%	0.3%	6
KA2 Proxy	Dealing with local concerns	u/a	u/a	u/a	81.8%	u/a	82.6%	0.8%	81.4%	-1.2%	75.0%	6.4%	1

My contact details:

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#### KCC Update for TMBC Parish Partnership Panel 25-02-10

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#### Council Tax for 2010/11

The lowest increase in 17 years, since council tax started, was announced on 18 February. KCC Leader Paul Carter confirmed that this year's council tax will increase by 2.1%. The rise of 2.1% means that a Band D property will increase from £1,026.27 to £1,047.78, an extra payment of 41pence a week. It is expected that this will give Kent the ninth lowest Band D rate of any comparable authority, and includes and additional input of £6.5million to support vulnerable adults, £5.3million to strengthen children's social services, (mostly to meet the 21.2% increase in referrals in the wake of the tragic Baby Peter case) and £10m to meet the additional costs in 2010/11 in supporting a £1.5billion capital programme.

#### The Kent Permit Scheme

A scheme aimed at cutting congestion on Kent's roads by better co-ordinating roadworks was launched on Monday 25 January. Under the **Kent Permit Scheme** a company planning to dig up a road must apply for a permit from Kent Highway Services. This will allow Kent Highway Services to better co-ordinate the timing of roadworks, so that gas, water, telecoms, electricity companies and our own crews work on the same part of the road at the same time, reducing the number and duration of roadworks – and minimising their impact on motorists and other road users.

#### **Highway Issues reporting**

If you have something related to Highways that you wish to report, like potholes, overhanging vegetation, non-working streetlights or whatever, you can report it direct. These need to be reported to our contact centre so each request can be logged and given a CSM reference number. You can call Kent Highway Services on 08458 247 800 or email <u>kent.highwayservices@kent.gov.uk</u>

#### **Potholes**

Road repair crews have already fixed 10,000 potholes on Kent's roads this year. The repairs have been carried out ahead of more permanent work which Kent County Council is preparing to spend an extra £1million on from March. Kent Highway Services has 60 crews working, 20 more than usual at this time – and in one week alone in January they fixed about 6,000 potholes. Each week since they have been fixing double the amount they were repairing this time last year. They are taking a 'find and fix' approach, which means that as faults are reported the crews work in areas of greatest need.

#### Parish Council Salt Bin Requests from Highway Member Fund

At the EH&W POC on 15 September 2009 the Winter Service Policy and Plan for 2009/10 was agreed. Included in the report was a change to the policy for purchasing salt bins. Salt bins will be provided, where necessary, by KHS; *parish councils will no longer be expected to fund them* although assessment criteria have also been introduced to ensure salt bins are placed appropriately and safely on the highway network.

KCC Members will be able to purchase salt bins using their Member Highway Fund (MHF). Applications should be made by approaching the relevant KCC member and it is vital that you clearly state the geographical location where the salt bin is to be sited, providing a map if possible. The cost per salt bin is £595.53, which includes the administration cost. In the event that the specified site is not suitable and does not satisfy the assessment criteria, the team leader will work with the community representative (parish or Member) to identify a more suitable location that will be beneficial to the local community. Salt bins provided will be in line with the stock currently used by KHS across the whole county. Applicants need to state whether they wish to have their salt bin placed as soon as practicable or if it can wait until the summer for use during future winter periods.

#### **Castle Way Junction Leybourne:**

The Leader of Tonbridge and Malling District Council and KCC Councillor Sarah Hohler are continuing to press Kent Highway Services so that further improvements are made to the Castle Way junction in Leybourne. The contractor, Jacobs, is undertaking a survey of traffic flow and after this is complete, discussions on changing the lane layout will take place.

**Emergency Planning:** David Cloake, head of emergency planning for KCC presented a proposal to cabinet in conjunction with the Cabinet Member for Communities, Mr Hill, on an initiative to promote parish and community level emergency planning, using a generic, easy to use template that enables these bodies to cover the range of issues associated with a possible localised response. The primary aim is to promote simple local level resilience planning, thus enabling possible community self help during incidents such as major flooding or severe snow.

A pilot has already been conducted and has been informal in nature, with T&M acting as one of our key partners. Due to the overwhelming interest from Parish councils in that area, coupled with interest elsewhere in the county, Cabinet are keen for this to be formally endorsed by them and for it to be formally launched. Mr Cloake is working with Mr Hill towards this aim, however, there are some liability and insurance issues that need to be covered, including those regarding snow clearance. It is envisaged that these issues will be resolved quickly, with the formal launch being arranged within the next few months.

Contact: David Cloake, Head of Emergency Planning, KCC, Mobile: 07702 973171

#### Kent TV contract ended

*From Paul Carter, Leader of KCC:* "Kent TV has proved itself to be a brave and bold innovation and we have learned a great deal from it. It has provided a source of practical, useful information for residents. And it has particularly appealed to younger residents with its Sound Clash song-writing competition; its Animate and Create animation competition and its groundbreaking soap opera Hollywould, which tackled young people's health issues. However, we are living in different and difficult economic times compared with when the pilot was launched in September 2007. In difficult times our spending has to be prioritised. We have therefore decided that Kent TV will not continue when the pilot period ends in March 2010."

The decision was not taken lightly. KCC listened to feedback from many sources and carried out an independent review, taking all the available data into account, including assessing the benefits were we to go forward. KCC still intends to continue to develop digital media to connect with the people of Kent.

#### **Unlocking Kent's Potential**

Last year, Kent County Council launched "Unlocking Kent's Potential", its framework for regeneration across the county of Kent. It identified the need to forward plan and develop a new vision for regeneration. Looking more widely at economic prosperity, it set out a series of challenges that called for strategies on: business sectors, skills, integrated transport, environment, later life, what Price growth? housing, culture, and digital.

As part of this project, it commissioned Sir Terry Farrell to produce a wide-ranging spatial vision for Kent, making clear its ambitions for the future, launched on 28<sup>th</sup> January as **21<sup>st</sup> Century Kent- a blueprint for the future.** The ground-breaking event followed the High Speed 1 route from St Pancras to Ebbsfleet, Ashford and Folkestone to exemplify the transformation this – the UK's only high speed service – will have on the county, painting a portrait of how Kent can capitalise on this investment over the next 20 to 30 years. To turn this vision into action, further detailed work is being developed with District and Borough Councils, Medway Council, and with local businesses and communities, as we know that only in partnership will our shared ambitions be achieved.

#### KCT Review - Continuing the transformation: Partnership for a Purpose

On the 16th of December 2009 the Kent Children's Trust Board met at Tonbridge and Malling Council Chamber for a pivotal meeting regarding the future of Children's Trust arrangements in Kent. Over the past six months KCT has been working with the national Commissioning Support programme (CSP) to undertake an extensive review of its commissioning and delivery arrangements at strategic and local levels.

The Board also committed to developing a long term strategic 'Change for Children' programme, which is to be resourced by all partners of the KCT. This programme is to implement and sustain the changes required through the KCT commissioning and delivery review and the ASCL Act 2009. The Change for Children Programme will address major strands of partnership working including: Integrated Frontline delivery, Multi-agency workforce development, Integrated processes, Organisational culture, Resources, and information sharing. A multi agency change team reporting to the KCT Executive will also be created to manage and coordinate the change programme.

#### **Schools news:**

Investment in Kent's school infrastructure has continued at a pace this year, with several school openings taking place. For example, in October 2009 a newly rebuilt St James The Great School, East Malling, was officially opened by the Chairman. This state of the art primary school cost £3.3 million to build and is one of the most advanced in the county. The school, complete with seven classrooms and nursery, was built in just 60 weeks. The new building for Grange Park School is also well under way with a proposed opening towards the end of 2010.

#### Audit Commission report:

In December 2009, the Audit Commission published the league table for the performance of all local authorities in England. There are two inspection reports. One report covers Kent County Council as an organisation. The second report covers Kent, the county, in partnership with the public sector, voluntary organisations and the business community. Kent excels in both reports. Kent County Council is joint top among all county councils in England - it is one of only three county Council that are "performing excellently". So, for the eighth year running, Kent County Council has scored the highest possible overall rating. The county is also singled out for exceptional achievement. In the partnership assessment, Kent gets two exceptional accreditations for improving young people's education and skills, for providing job opportunities to match Kent's growing economy and for the Gateways, which bring a wide range of public, community and voluntary services under one roof.

#### **Kent Freedom Pass:**

The Kent Freedom Pass has been rolled out across the entire county of Kent this year. We have also agreed to extend the scheme to those students who live in Kent but attend schools in other local authority areas, such as Medway. The Pass, which costs £50 currently, allows students to travel on any public bus at any time, including weekends and school holidays.