

TONBRIDGE & MALLING BOROUGH COUNCIL



EXECUTIVE SERVICES

Chief Executive

Julie Beilby BSc (Hons) MBA

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NB - This agenda contains proposals, recommendations and options. These do not represent Council policy or decisions until they have received proper consideration through the full decision making process.

Contact: Committee Services
committees.services@tmbc.gov.uk

29 May 2015

To: MEMBERS OF THE COMMUNITIES ADVISORY BOARD
(Copies to all Members of the Council)

Dear Sir/Madam

Your attendance is requested at a meeting of the Communities Advisory Board to be held in the Civic Suite, Gibson Building, Kings Hill, West Malling on Wednesday, 10th June, 2015 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

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The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

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Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

MEMBERSHIP

Cllr M R Rhodes (Chairman)
Cllr D Keeley (Vice-Chairman)

Cllr O C Baldock
Cllr Mrs S M Barker
Cllr Mrs P A Bates
Cllr Mrs S Bell
Cllr V M C Branson
Cllr T I B Cannon
Cllr Mrs T Dean

Cllr S M Hammond
Cllr Mrs S L Luck
Cllr P J Montague
Cllr L J O'Toole
Cllr S C Perry
Cllr T B Shaw
Cllr B W Walker

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Apologies for absence

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Declarations of interest

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Agenda Item 3

- Introduction on role and scope of the Advisory Board and Services

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

10 June 2015

Report of the Chief Executive

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 TO PROVIDE AN UPDATE ON ONGOING COMMUNITY DEVELOPMENT WORK IN TRENCH AND EAST MALLING AND TO SET OUT NEW ARRANGEMENTS FOR SUCH WORK IN SNODLAND.

1.1 Background

- 1.1.1 For approximately 15 years, the Borough Council has delivered community development support to our three most deprived communities (Trench, Snodland and East Malling). Our decision to focus on these three communities has been informed by the Government's 'Index of Multiple Deprivation' which indicates that these three wards contain higher numbers of people on lower incomes, higher levels of employment and lower skills and poorer health than elsewhere in the borough.
- 1.1.2 To co-ordinate this work, three community workers for each local community were put in place, originally employed by the Beat Project (a local charity originally based in Sittingbourne). The advantage of this approach has been the ability of those workers to better engage with those who are harder to reach within those communities. The costs of these three workers have been met by funding from the Borough Council and from partners including Circle Russet Homes, the Community Safety Partnership and East Malling Parish Council.
- 1.1.3 In recent years, however, this partnership funding has been under pressure. Kent Police have had to withdraw their contribution due to funding constraints and the public health contribution has also ceased. Faced with difficulties, it was agreed with the Beat Project Director that the costs of the Snodland worker could be funded independently as the Beat Project had been successful in securing 3 year funding for community work via a local charitable trust (the Dedrick Fund) linked to the former Townsend Hook paper works. In 2014, that funding came to a close and since then, there has been no dedicated community worker present in Snodland.
- 1.1.4 To address this, we now propose to adopt a new approach to delivering community work in Snodland and the details of this are set out later in this report.

1.1.5 The only other recent change to note is that the Beat Project has now withdrawn from its work in the Borough. Contracts for service have therefore been issued to the two existing community workers for Trench and East Malling to ensure continuity of service in those two areas. Funding for these contracts continues to be provided by the Borough Council with the financial support of local partners.

1.2 East Malling

1.2.1 Angela Borsos has been the local community worker in East Malling for many years and has worked tirelessly to engage and support the local communities with a focus on residents of the Stepstile and Winterfield estates. The former St James The Great School has now been developed into a successful local community centre and Community Arts Café. The St James Centre Trust was created to manage and run the centre.

1.2.2 Angela's work is guided by the East Malling Partnership which is a long standing community regeneration partnership. Currently, a sub-group focusing on dealing with local ASB issues is in place. The Partnership is a wide ranging, multi-agency group which meets twice a year with representatives from the parish, borough and county councils, health, local schools, police and voluntary organisations.

1.2.3 In addition to the East Malling Partnership, working groups are also set up where necessary, to take forward specific projects. Much of the work is undertaken from the St James Centre which has a number of useful meeting rooms, the hall and the Café. Angela is based at the centre and acts as a point of contact for local people and co-ordinates the activities of the Partnership.

1.2.4 The Partnership agrees an annual Action Plan, which includes many cross cutting projects, including work with young people, health projects, projects offering life skills coaching aimed to raise confidence and aspirations. A copy of this is attached as Appendix 1 to this report. Much of the planned activities will need to be funded by external sources and a range of funding bids are now being made to facilitate this.

1.3 Trench

1.3.1 Yasmin Logronio has been the Trench community worker for a number of years and works closely with the Trench Partnership, another local community regeneration partnership. Yasmin has delivered a number of valuable projects with a wide range of local partners including Hugh Christie School, Longmead and Trench Residents Association and the Baptist Church.

1.3.2 The Trench Partnership also endorses an annual action plan which includes several cross cutting themes and key priorities, including: promoting physical and mental well-being, tackling worklessness and promoting employment, engaging and building community confidence, promoting and delivering positive activities for

children and young people, and engaging and supporting elderly people and isolated groups. Several successful community engagement events have been held with representatives from a variety of local support agencies as well as community fun days aimed to encourage community cohesion and to increase awareness of the work of the Partnership. A copy of the current Trench Partnership action plan is attached at Appendix 2.

1.4 Snodland

1.4.1 As noted above, a new approach is now needed to enable community development issues to be fully addressed in Snodland.

1.4.2 With the large number of existing groups and organisations in the Town, there is perhaps less need for a dedicated community worker to generate new 'social' activity and engagement. Instead, we need to work more closely with those agencies who are already delivering services in the town and build on existing initiatives which have proved to be successful. We therefore propose to address community development issues via two new initiatives:

- To form a new co-ordinating group of all key local service partners (including housing providers, health, Job Centre Plus, KCC early help services, local schools, etc) to assess gaps in services within the area and to identify how existing agencies could work together more effectively to address local needs using their combined resources. The group could be made a sub-group of the long-standing Snodland Partnership which continues to attract funding support from the private sector and is thus able to support local groups and initiatives;
- To build on the success of existing programmes which have engaged residents such as the Love Where You Live campaign and build on the considerable existing 'social capital' (ie existing clubs and organisations) which are already present in the town. One possible outcome would be the creation of a neighbourhood forum for Snodland to support the work of the co-ordinating group and help publicise community initiatives and available support programmes.

1.4.3 We are currently exploring suitable Government funding streams including the 'Our Place' initiative to help support the development of this new approach.

1.4.4 Subject to the Board's endorsement of this approach, we will commence work on the engagement with service providers as an initial step.

1.5 Legal Implications

1.5.1 None.

1.6 Financial and Value for Money Considerations

- 1.6.1 Funding for community development work in the Borough depends upon the continued support from key partners and external funding bids.

1.7 Risk Assessment

- 1.7.1 As above.

1.8 Equality Impact Assessment

- 1.8.1 Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups. The work of each of the three regeneration partnerships takes full account of the need to promote equality of opportunity and seek to focus support on those most in need.

1.9 Recommendations

- 1.9.1 That the proposed approach to community development work in Snodland , as set out in this report, **BE SUPPORTED**.

The Chief Executive confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

East Malling Partnership Action Plan 2015/16

Action	Lead	Outcome	Targets / Target dates
1. Youth Provision			
<p>1.1: Work with Partner agencies to establish regular youth provision for young people in East Malling</p> <p>Run programmes that tackle issues of ASB, linked to above provision.</p>	KIASS	<p>1. Ensure a more comprehensive and co-ordinated offer for youth and community provision in East Malling throughout the Summer.</p> <p>2. To draw up a list of priority families from local knowledge and evidence and target those families for support and mentoring</p>	<p>1. All agencies etc. to send details of any events or services which are accessible to Young People in the East Malling and surrounding areas</p> <p>2. Review task and finish East Malling Youth ASB group as part of the CSU framework and consider the need for further actions. Further Challenger Troop events to be considered.</p>
1.2: Detached Youth Service	KIASS	Provide weekly activity for young people via youth bus.	Ongoing - one evening per week.
1.3: Run a course for boys/young men on self-esteem / positive choices	Angela Borsos & partner agencies	Encourage boys to break away from ASB/not to get involved in criminal activities	Further events planned and smaller projects to take place.
1.4: Run a young women's support group and "Mother / Daughter" event	Angela Borsos & partner agencies	Provide support for young women on emotional & mental wellbeing and related issues.(My time for Me)	One day event and at least one 5 week project to take place with young women only
1.5: Run projects for young people	Angela Borsos & partner agencies	Deliver a range of projects, activities and courses aimed at young people. Also offer work experience and volunteering opportunities.	Street Games initiative in place.
2. Raising Aspirations			
2.1: Run family learning/adult education courses	Angela Borsos/Adult Education/FLO / Children's Centre	Provide accreditation for individuals who do not currently have many / any qualifications	Local people to have access to courses via named agencies and receive accreditation following their attendance at a course. – St James Centre to offer IT / Social media / Emergency first aid / food safety and various other courses.
2.2: Run local youth forum and a local event to highlight 'choices' available for young people	Partners / Angela Borsos	Increase awareness of what is available to young people in and around East Malling	Further Forum planned for 15/16.
2.4: Run parenting courses/provide support for parents	All appropriate agencies / organisations	Help provide support for parents who may need additional help	Parenting support courses to be run - Agencies timescale TBC
2.5: Work Experience and volunteering	Angela Borsos / Vanessa Austin	Accredited work experience and volunteering opportunities.to be offered at St James Centre and Arts Café to assist with skills, confidence and job or college prospects	Ongoing – target for 2015/16 to be reviewed subject to outcome of Reaching Communities funding bid
2.6: Hold a Job Club or drop in sessions	Circle Russet Housing	Provide help for people to get a job and prevent benefit dependency.	Weekly job club at St James Centre - ongoing
2.7: Publicise good news stories	Angela Borsos	Raise the perception of the area	At least 5 good news stories to be published for 15/16.

East Malling Partnership Action Plan 2015/16

2. General Health & Lifestyle (Including Childhood Obesity)			
3.1: Dance / Exercise classes	Angela Borsos	Encourage all age groups to take up regular classes by offering fun, free or cheap easy to access classes.	Organise range of classes at the at St James Centre to include yoga, exercise to music and chair based exercise.
3.2: Promote healthy eating through the Community Arts Café	Vanessa Austin / Angela Borsos	Encourage families to eat more healthily and prevent obesity.	Community Café to hold workshops and events to promote healthier choices, cookery skills etc.
3.3: Run Community Sports events / activities	Angela Borsos / Beverley Emmerson	Encourage young people, adults & families to undertake exercise in a fun way through series of events, workshops & activities	Ongoing
3.4: LEAP (family weight management programme) Counterweight (Adult)	Heidi Ward / Sarah Padfield	Encourage families to eat more healthily and prevent obesity (Weight management, exercise & cookery) Adult weight management programme	New programmes to be launched .
3.5: Smoking Cessation	NHS	Assisting individuals to quit smoking over a 12 week programme.	New programme for 15/16 to be launched.
3.6: Healthy lifestyle event	Angela Borsos/ Partners agencies	Hold event to highlight various good health / lifestyle messages	Early 2016.

Trench Annual Action Plan 2015/16

Areas of Focus	Lead & Relevant Agencies	Key Actions
Priority 1: Promote Physical and Mental Well-Being	TMBC (Health) MIND Circle Homes Russet Tonbridge Baptist Church Time to Change	<ul style="list-style-type: none"> ▶ Deliver the pilot Strive to Thrive programme ▶ Identify and commission additional provision of support to address low level mental health problems
Priority 2: Tackle workless and promote employment	Job Centre Plus Circle Homes Russet TMBC (Communities) Local Employers	<ul style="list-style-type: none"> ▶ Organise additional job support events locally in Trench to address the needs of the local unemployed ▶ Engage local employers ▶ Undertake work to address the needs of those who are not work-ready
Priority 3: Engage and Build Community Confidence	Circle Homes Russet TMBC (Communities) Other Local Partners	<ul style="list-style-type: none"> ▶ Hold an annual community engagement event ▶ Develop proposals for the wider use of the Community Room at Longmead
Priority 4: Promote and Deliver Positive Activities for Children and Young People	Circle Homes Russet TMBC (CSP) Tonbridge Baptist Church KCC Youth Services Local Schools	<ul style="list-style-type: none"> ▶ Signpost local young people to existing activities and clubs ▶ Undertake consultation with local young people on needs and consider additional provision ▶ Address issues of drugs and alcohol awareness and monitor ASB issues in the area
Priority 5: Engage and Support Elderly People and Other Isolated Groups	Tonbridge Baptist Church Age UK Local Schools	<ul style="list-style-type: none"> ▶ Identify additional funding/alternative venues to ensure the Coffee and Chat group is sustained. ▶ Explore possibility of dementia outreach services being provided in Trench ▶ Identify opportunities for inter-generational events and projects

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

10 June 2015

Report of the Director of Street Scene and Leisure and the Cabinet Member for Leisure, Youth and Arts

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 TONBRIDGE AND MALLING LEISURE TRUST PERFORMANCE UPDATE

Summary

The report presents details on the recent performance of the Tonbridge and Malling Leisure Trust.

1.1 Background

1.1.1 Members may be aware that the Tonbridge and Malling Leisure Trust has been operating independently from the Council since 1 November 2013. The Trust manage the Council's main leisure facilities that include Larkfield Leisure Centre, Tonbridge Swimming Pool, Angel Centre, Tonbridge and Poult Wood Golf Centre.

1.1.2 Regular communication between the Council and the Trust has continued to take place since the transfer, supported by set formal quarterly meetings. The Trust supplies the Council with a set of monitoring reports and Key Performance Indicators, as detailed in the Management Agreement, with a key document being the Annual Service Delivery Plan. The Annual Service Delivery Plan incorporates the relevant Key Priorities of the Council including the Local Environment, Health & Wellbeing, Children and Young People and Community Safety.

1.2 Review of Performance

1.2.1 The latest Annual Service Delivery Plan - Cumulative Quarterly Monitoring Report includes Quarter 4 of the last financial year, covering the period 1 January to 31 March 2015 and is attached at **[Annex 1]**.

1.2.2 The details shown in the annex have been limited to those directly related to the Council's Agreed Service Outcome measures, however full copies of the Monitoring Report are available to Members upon request and a number will be available at the meeting.

1.2.3 Direct debit and annual membership in all categories of Health & Fitness/Swim & Spa continues to show a positive trend, reflecting an increased focus on sales and retention strategies with memberships increasing from over 4% for Swim and Spa

at Larkfield Leisure Centre to over 35% for Swim and Spa at Tonbridge Swimming Pool. This is also reflected in the positive attrition rates, with less members leaving than the target of 3.5% at both Angel Centre and Larkfield Leisure Centre.

- 1.2.4 The overall attendance at the leisure centres was marginally behind that of 2013/14 (1.6%) which provides the baseline against which to measure participation. Swim attendance at Larkfield/Tonbridge Pool is around 6.9% down which the Trust has advised is reflective of a continued national downturn of 8%. A stronger focus on marketing and promotion of swimming including a reduction of 9% in charges has seen recent strong growth, particularly at Tonbridge Swimming Pool.
- 1.2.5 Excel junior membership for 11-18 year olds has grown significantly up 10% on last year whilst the Kickstart membership aimed at 0-10 year olds recovered in the last quarter to the same level as previously.
- 1.2.6 Swim school numbers are up 7.5% on last year's quarter 4 approaching 2,000 per week, however the dryside courses have kept approximately the same as the previous year. Further focus will be given to growing this area with the Trust employing a new Courses Coordinator post and consideration of additional part time support to the role.
- 1.2.7 The overall number of accidents per 100,000 in 2014/15 was 68, 9 below 2013/14 levels, with only 3 RIDDOR reportable incidents submitted in 2014/15 compared to 16 RIDDOR reportable incidents in 2013/14.
- 1.2.8 Adult weight management and GP referrals remain below the revised targets and represent a decrease on the previous year. Work is ongoing between the Trust and colleagues in Environmental Health to identify issues and increase the number of participants.
- 1.2.9 Customer satisfaction and cleanliness scores highlight the underperformance of the outgoing cleaning contractor at Larkfield Leisure Centre falling below the target of 80%. It is expected that these will improve following the commencement of the new cleaning contractor from 1 April 2015.
- 1.2.10 Customer comment cards from all sites have not highlighted any serious complaints for the quarter. There were a number of complaints received in relation to the new website (teething problems) and also at Tonbridge Swimming Pool in relation to the water temperature in the fitness pool following the installation of new plate heat exchangers, this has now been resolved.
- 1.2.11 The latest online staff survey undertaken in December 2014 was the fifth such survey open to all staff. The Chief Executive of the Trust has expressed some disappointment in the results as some of the key findings show a downward trend from the previous report. An action plan is being developed to address the issues identified and will be closely monitored by the Council.

1.3 Outreach work

- 1.3.1 The Trust work with the Council to deliver Weight Management programmes and support GP referrals across the sites.
- 1.3.2 Members will note from the Annual Service Delivery Plan that the number of participants and referrals fell short of the targets for the year, however it is positive to note that the Trust are considering the creation of a new post of Health and Wellbeing Coordinator to add additional resource into this area.

1.4 Poulton Wood Golf Centre

- 1.4.1 Further to updating members of the Leisure and Arts Advisory Board on 24 February 2015 about the appointment of Azra Catering as the new catering contractors from 1 Jan 2015, there have continued to be positive reports of their performance as they approach their first 6 months.
- 1.4.2 The Trust has also agreed a new long term golf professional contract at Poulton Wood Golf Centre with the existing contractor David Copsey Golf Stores. The contract includes incentive payments, driving range management and new tuition programme, David Copsey will also continue to operate and manage the onsite shop.
- 1.4.3 A new partnership is being developed between the Council, Trust and the London Golf Club and further details will be reported to a future meeting of this board.

1.5 Mystery Visits

- 1.5.1 The results of the Mystery visits undertaken in February 2015 gave an average score of 79.5% (Angel Centre 79%, Larkfield Leisure Centre 81%, Tonbridge Swimming Pool 87%, Poulton Wood Golf Centre 71%). Although this was significantly down on the previous result in December, which had an average of 89%, part of the reason was related to the outgoing cleaning contractors performance and the reflection of the golf centre performance measured against leisure centre criteria. The overall average for the year is still in the industry upper quartile at 84%.

1.6 Financial and Value for Money Considerations

- 1.6.1 The Transfer to the Leisure Trust has made a significant contribution to the Council's savings. The financial performance of the Trust continues to be positive and whilst confirmed outturn figures for 2014/15 have yet to be received early indications suggest the Trust will only outturn marginally lower than its profiled surplus.

1.7 Risk Assessment

1.7.1 Health and safety arrangements are outlined in the Management Agreement with the Trust and are monitored through Key Performance Indicators, regular site inspections with spot checks and independent audits.

1.8 Equality Impact Assessment

1.8.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.9 Policy Considerations

1.9.1 Asset Management, Community, Healthy Lifestyles, Young People.

1.10 Recommendations

1.10.1 It is **RECOMMENDED TO CABINET** that:

- 1) the Tonbridge & Malling Leisure Trust Annual Service Delivery Plan - Cumulative Quarterly Monitoring Report for 1 January to 31 March 2015 be noted.

The Director of Street Scene and Leisure confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Stephen Gregg

Nil

Robert Styles
Director of Street Scene & Leisure

Maria Heslop
Cabinet Member for Leisure, Youth and Arts

Annual Service Delivery Plan Cumulative Quarterly Monitoring Report 1 April 2014 to 31 March 2015

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Annual Service Delivery Plan Outcomes and Targets – 1 April 2014 to 31 March 2015

■ denotes a Council Agreed Service Outcome measure

PARTICIPATION

KEY OUTCOME: Improved physical activity through greater participation at the leisure centres				
Aim	Measure	Lead Officer	Timescale	Progress
Improve customer retention through utilisation of TRP software and achieve 75% high risk interactions and 70% effective interaction targets	■ %age of Lifestyles customers at high risk of leaving who are encouraged to stay and do stay (KPI 833)	Group Operations Manager	Monthly	Q1 High Risk Interactions LLC – 76.9% AC – 76.4% Q1 Effective Interactions LLC – 69.8% AC – 71.9% Q2 High Risk Interactions LLC – 81.0% AC – 76.4% Q2 Effective Interactions LLC – 65.9% AC – 70.1% Q3 High Risk Interactions LLC – 68.6% AC – 84.2% Q3 Effective Interactions LLC – 68.7% AC – 67.9% Q4 High Risk Interactions LLC – 71.7% AC – 85.6% Q4 Effective Interactions LLC – 72.4% AC – 71.8% Cumulative High Risk Interactions LLC – 74.5% AC – 80.6% Cumulative Effective Interactions LLC – 70.3% AC – 70.8%

Increase overall DD/Annual membership totals by 5%	■ Direct debit/annual members across all categories	Group Business Manager/Group Operations Manager	Monthly	2013/14 reports analysed to create benchmark for DD/Annual Health & Fitness and Swim & Spa membership across all categories all three sites excluding Excel and Kickstart. Cumulative Q4 year on year increases shown below; LLC H&F- 1892 – increase 5.9% LLC S&S – 266 – increase 4.3% AC H&F – 1197 - increase 25.5% TSP S&S – 610 - increase 35%
Reduce attrition to below 3.5%	■ Attrition rates	Group Operations Manager	Monthly	LLC Q1 Average – 2.4%. Q2 Average – 3.4% Q3 Average – 2.7% Q4 Average – 3.2% Annual cumulative – 2.9% AC Q1 Average – 1.4%. Q2 Average – 1.0% Q3 Average – 1.2% Q4 Average – 1.0% Annual cumulative – 1.15%

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KEY OUTCOME: Improved access to coaching and talent development for sports				
Aim	Measure	Lead Officer	Timescale	Progress
Develop base attendance level indicators	■ Attendance at leisure centres	Group Business Manager	31 March 2014	Baseline derived from 2013/14 usage reporting to include Q4 of 2012/13 at TSP to account for closure due to flooding. No credible usage statistics available for PW prior to 1 November 2013 – currently being compiled. Overall usage 2013/14 as follows; LLC – 524,145 AC – 259,215 TSP – 243,950 Total – 1,027,310 Cumulative to Q4 attendance 2014/15 LLC – 502,711 (- 4%) AC – 267,606 (+3%)

				TSP – 240,165 (-1.5%) Total – 1,010,482 (-1.6%)
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KEY OUTCOME: Increased participation in the facilities by children and young people (both in absolute terms and relative measures , such as percentage)

Aim	Measure	Lead Officer	Timescale	Progress
Increase number of Swim School customers by 5%	■ Average number of customers enrolled in Swim School (KPI 840)	Group Business Manager/ Group Operations Manager	Termly	2013/14 baseline figure 1,827 Q4 LLC 998 Q4 TSP 966 Total of 1,964 to end of Q4 is an increase of 7.5% on 2013/14
Increase Excel membership by 5%	■ Average number of Excel members age 11-18 (KPI 840)	Group Business Manager/ Group Operations Manager	Monthly	Cumulative Q4 year on year LLC – 348 – increase of 25 AC/TSP – 327 - Increase of 39 members Total Number – 675 - Increase of 64 members, 10.5% uplift year on year
Increase KickStart membership by 5%	■ Average number of KickStart members age 0-10 (KPI 836)	Group Business Manager/ Group Operations Manager	Monthly	Cumulative Q4 year on year LLC – 133 – reduction of 33 on last year AC/TSP – 188 – Increase of 33 members on last year Total Number - 321. Identical number to previous year

KEY OUTCOME: Increased participation in GP referral and healthy living programmes to result in reduced obesity and improved health

Aim	Measure	Lead Officer	Timescale	Progress
Achieve approved NHS target of 400 customers enrolled on weight management programme	■ Number of adult referrals onto weight management programme (KPI 326)	Chief Executive	Quarterly	Scheme live from Q2 with revised target of 200 participants in 2014/15. Participants to end of Q4 is 135 – shortfall rolled forward into 2015/16 target
Increase number of GP Referrals by 5%	■ Number of GP referrals	Chief Executive	Quarterly	To year end decrease across both sites of 10.3%. Affected by weight management programme?
Increase number of weight management referrals upgrading to Lighter Lifestyles DD option to 50%	■ Number of Lighter Lifestyles customers	Group Business Manager	Quarterly	New scheme launched in Q2. Upgrade to DD not yet measurable.

CUSTOMER SATISFACTION

KEY OUTCOME: Development of effective customer and community engagement processes through customer forums to enable additional input from the local community

Aim	Measure	Lead Officer	Timescale	Progress
Review of customer engagement processes and development of positive local forums with relevant stakeholders	■ Residents satisfaction with facilities (KPI 829)	Chief Executive	31 March 2015	Customer Panels have been held in Q1 & Q3 with Trustee representation.

KEY OUTCOME: Improve customer satisfaction rates

Aim	Measure	Lead Officer	Timescale	Progress
Undertake 2 MV audits at each facility	■ MV scores	Group Operations Manager	Annual	Mystery visits were undertaken in December 2014. AC (89%), LLC (94%), TSP (91%), PWGC (83%). February half term MV reports undertaken AC (79%), LLC (81%), TSP (87%), PWGC (71%). Overall average – 84%. Industry top quartile.
Achieve average Viewpoint overall satisfaction score of 80%	■ Overall Viewpoint satisfaction	Group Operations Manager	Monthly	LLC Q1 – 79% / 3.7 Q2 – 84% / 3.8 Q3 – 80% / 3.7 Q4 – 78% / 3.7 AC Q1 – 87% / 4.1 Q2 – 83% / 3.9 Q3 – 78% / 3.8 Q4 – 82% / 3.9 TSP Q1 – 87% / 4.1 Q2 – 86% / 4.0 Q3 – 89% / 4.2 Q4 – 88% / 4.2
Achieve average Viewpoint cleanliness score of 80%	■ Viewpoint satisfaction - cleanliness	Group Operations Manager	Monthly	LLC Q1 – 75% / 3.5 Q2 – 79% / 3.6 Q3 – 75% / 3.4 Q4 – 71% / 3.5 AC Q1 – 85% / 4.0 Q2 – 81% / 3.9 Q3 – 77% / 3.9 Q4 – 83% / 4.0 TSP Q1 – 86% / 4.0

				Q2 – 85% / 3.9 Q3 – 88% / 4.1 Q4 – 86% / 4.1
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SOCIAL INCLUSION

KEY OUTCOME: Increased participation from under represented groups including ethnic minorities, disabled, women and those on income support

Aim	Measure	Lead Officer	Timescale	Progress
Increase number of Leisure Pass holders by 5%	■ Number of Leisure Pass holders (KPI 834)	Group Business Manager	Quarterly	Q1 – 300 issued Q2 – 273 issued Q3 – 124 issued Q4 – 197 issued Cumulative to year end – 897, compared to 1004 in 13/14 a decrease of 10.6%

KEY OUTCOME: Reduction in energy consumption

Aim	Measure	Lead Officer	Timescale	Progress
Reduce overall consumption of gas, electricity and water by 5% per M ² at each facility	■ Consumption of utilities	Group Operations Manager	Quarterly	2013/14 to be used as benchmark year. Unable to report figures for 14/15 due to certified billing difficulties with LASER. ESOS survey may assist with benchmarking.

KEY OUTCOME: Operate and invest to reduce the environmental impact of the built facilities

Aim	Measure	Lead Officer	Timescale	Progress
Review Green Team terms of reference and action plans	■ Consumption of utilities	Group Operations Manager	31 March 2014	LLC green team has been re launched during Q4. TSP and AC will combine and will launch during Q1.

QUALITY

KEY OUTCOME: Improve performance through the National Benchmarking Survey

Aim	Measure	Lead Officer	Timescale	Progress
Undertake triennial National Benchmarking Survey at each leisure centre on rolling basis	■ NBS scores	Group Operations Manager	Annual	Survey work undertaken at AC in March. Report awaited.

KEY OUTCOME: Maintain and improve where possible Quest performance over the next five years

Aim	Measure	Lead Officer	Timescale	Progress
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Maintain or improve where possible Quest banding at leisure centres on rolling basis	■ Quest scores	Group Operations Manager	Annual	AC Quest Entry level Quest Assessment booked for 1 May 2015
KEY OUTCOME: Ensure the facilities are operated safely				
Aim	Measure	Lead Officer	Timescale	Progress
Reduce accidents per 100,000 visits at each site	■ Accidents per 100,000 visits	Group Operations Manager	Monthly	2013/14 usage figures analysed to provide baseline. 2013/14 accident rate per 100,000 as follows; LLC – 120 AC – 29 TSP – 38 Overall – 77 Cumulative to Q4 accidents per 100,000 by site as follows: LLC – 105 AC - 34 TSP – 30 Overall – 68
Undertake biennial health and safety audit at each site and achieve score of 80%	■ External health and safety audit scores	Group Operations Manager	Annual	Full Leisuresafe Audits undertaken at LLC and TSP. Scores of 89% and 84% respectively. Accreditation at TSP awaiting asbestos Management Survey now conducted by TMBC.
Reduce number of RIDDOR reportable accidents year on year at each site	■ Number of RIDDOR reportable accidents	Group Operations Manager	Monthly	Q1 – x1 reportable disease Q2 – no reportable Q3 – no reportable Q4 – x2 reportable accident

STAFF

KEY OUTCOME: Maintain and improve staff satisfaction to deliver safe and secure services				
Aim	Measure	Lead Officer	Timescale	Progress
Undertake biennial staff satisfaction survey and improve score against previous survey	■ Overall staff satisfaction	Group Operations Manager	Annual	Survey was undertaken in Dec 15. Report findings published and to be reported to TMLT Board in April 2015
Reduce sickness and absence rate to below 2%	■ Sickness and absence rates	Group Operations Manager	Quarterly	Q1 Overall rate 1.60% Q2 Overall rate 1.54% Q3 Overall rate 1.64%

				Q4 Overall rate 2.62% Cumulative rate for 2014/15 – 1.85%
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FINANCIAL

KEY OUTCOME: Delivery of a reduced service fee over the term of the Agreement				
Aim	Measure	Lead Officer	Timescale	Progress
5% reduction in annual service fee net of CPI	■ Service fee reduction	Group Business Manager	Annual	To be measured from 1 April 2015

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

10 June 2015

Report of the Director of Street Scene and Leisure

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 CAPITAL PLAN PROGRESS REPORT

Summary

This report advises Members of progress with key projects contained in the Council's Capital Plan.

1.1 Introduction

1.1.1 It is important that progress on the Council's Capital Plan programme is kept under regular review and a number of key projects have been updated below. In addition a full update reflecting the current List A schemes relevant to this Board is attached at **[Annex 1]** for information.

1.1.2 Capital Plan schemes are also subject to Post Implementation Reviews twelve months after completion to assess their success against identified targets. In accordance with the Capital Strategy relevant Post Implementation Reviews will be submitted to this Board for approval and presented in accordance with the template agreed by the Finance, Innovation and Property Advisory Board. No reviews have been brought forward for consideration at this meeting.

1.2 Larkfield Leisure Centre – Health Suite

1.2.1 Members may be aware of the current Capital Plan Scheme for the refurbishment of the Health Suite at Larkfield Leisure Centre. The Health Suite is currently in a poor condition and, in liaison with the Tonbridge and Malling Leisure Trust, the project allows for a full refurbishment of the suite, including the provision of a new Spa bath, Sauna, Stream Room, Showers and ventilation system. The designs are currently being finalised with the consultant architect, with the intention to go out to tender in early June. Works are expected to take place in the Summer/Autumn subject to contractor lead-in times.

1.2.2 The total project cost is estimated at £300,000 and following agreement with the Leisure Trust, the Council will achieve an annual revenue saving of £15,000 once the new facilities open to the public.

1.3 Larkfield Leisure Centre – Ultra Violet Dosing and Auto Backwashing Plant

- 1.3.1 A new scheme has been approved to enhance the existing plant that provides disinfection of the pools with Ultra Violet dosing and auto backwashing plant. Ultra Violet dosing has previously been installed at Tonbridge Swimming Pool and takes advantage of newer, cleaner technology. The new plant will improve reliability and efficiency.
- 1.3.2 The works have been tendered and awarded to Sterling Hydrotech for £137,018, slightly below the pre-tender estimate of £140,000. The installation may be undertaken whilst the pool is open but will require careful phasing and the potential of a one/two day closure to each pool. The Council is currently in liaison with the Leisure Trust to establish the most appropriate time for the works to take place, though it is hoped that the works will be complete prior to the summer school holidays.

1.4 Tonbridge Town Lock

- 1.4.1 In partnership with the Environment Agency (EA), the Council has brought forward proposals to enhance the section of riverside at Town Lock, Tonbridge. The works will include provision of a new flood wall, enhancement of the open space, the provision of CCTV and new boater facilities.
- 1.4.2 Final designs have been approved and tendered and the successful contractor, Interserve, has been appointed. It is envisaged that the works will commence on the 1 June 2015 with a 34 week programme. This is a significant scheme costing a total £1.89m. It is anticipated that the Council's final financial contribution will be £400,000 with the remainder met by the EA (£700,000) and developer contributions.

1.5 Tonbridge River Revetment

- 1.5.1 I am pleased to advise that the Council have been successful in securing £150,000 of funding from the EA for revetment work along the River Medway, adjacent to Tonbridge Castle. The proposed revetment will provide support for a section of the river bank adjacent to the Castle's East Curtain Wall and will also encompass the repair/replacement of the old, disused, boat mooring.
- 1.5.2 Designs for the works are currently being drafted and consultation is taking place with English Heritage. It is then proposed that the works be tendered and, subject to liaison with the EA, undertaken later this year.

1.6 Tonbridge Memorial Garden

- 1.6.1 Members may be aware of the previous Capital Plan scheme for the full refurbishment of Tonbridge Memorial Gardens. This scheme was funded through local donations and developer contributions and delivered in partnership with the Tonbridge Memorial Gardens Trust. I am pleased to inform Members that the

Council has received a Commendation Award from the Tonbridge Civic Society for the project that was presented to the Council in April this year.

1.7 Legal Implications

1.7.1 None

1.8 Financial and Value for Money Considerations

1.8.1 A number of schemes within the Capital Plan represent significant levels of investment. The Council's Financial Procedure and Contract Procedure Rules are adhered to in all cases, and projects are delivered and monitored in close liaison with the Director of Finance and Transformation and the Director of Central Services. Post Implementation Reviews are undertaken on all completed schemes and reported to this Board. Increasingly a number of the schemes are funded by financial contributions from developers and other external sources.

1.9 Risk Assessment

1.9.1 The delivery of projects within the Capital Plan is identified in relevant Operational Risk Registers within the Service. A number of existing controls are in place to help deliver projects in accordance with the design brief, on timescale and within budget. These controls include the preparation of design briefs, use of consultant teams where applicable, compliance with Contract and Financial Procedure Rules, an Officer Study Team approach, and regular reports to Management Team and Members

1.10 Equality Impact Assessment

1.10.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.11 Policy Considerations

1.11.1 Asset Management, Biodiversity & Sustainability, Community, Healthy Lifestyles and Procurement

1.12 Recommendations

1.12.1 It is RECOMMENDED TO CABINET that:

- 1) Progress on Capital Plan schemes be noted and that relevant future Post Implementation Reviews be brought to this Board for consideration and approval.

The Director of Street Scene and Leisure confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene and Leisure

CAPITAL PLAN PROGRESS
COMMUNITIES ADVISORY BOARD – WEDNESDAY 10TH JUNE 2015

	Corporate aims & priorities	Expenditure to 31.03.14 £'000	2014/15 Estimate £'000	2015/2020 Estimate £'000	Estimated Scheme Total	Notes
Larkfield Leisure Centre						
a) Refurbishment of Lifestyles Health Suite	1(key), 1g, 3(key), 3a		5	295	300	The health suite is currently in a poor condition with significant deterioration of the walls and floors. Original Tenders received were over budget and a revised scheme was considered and approved at the Finance, Innovation & Property Advisory Board on the 7 January 2015. Scheme due to go out to tender in early June 2015.
b) Energy Saving Measures Phase 3	1(key), 1c, 2j, 4e		30		30	To replace existing light fittings in the Sports Hall with LED fittings which will considerably reduce energy consumption and lower costs. Scheme completed – delivered below budget at a cost of £30,000 with a £1,800 reduction in the Annual Service Fee to the Leisure Trust.
c) Pool Disinfectant and Backwashing System	7c, 12a(key), 13b(key), 18a			150	150	Enhancement to the existing plant to provide disinfection using ultra violet and auto backwashing of pools. Scheme has been tendered and main contractor appointed. Works proposed to be completed prior to summer school holidays.
Tonbridge Swimming Pool						
a) Car Park Improvements / Extension	3b(key), 4a, 7a, 8a(key)					Improvement and extension of Lower Castle Field car park to provide additional spaces to meet demand at peak times. Negotiations over land transfer stalled and as a result the scheme will not be progressed. Scheme removed from Capital Plan.

	Corporate aims & priorities	Expenditure to 31.03.14 £'000	2014/15 Estimate £'000	2015/2020 Estimate £'000	Estimated Scheme Total	Notes
Sportsgrounds						
a) Tonbridge Racecourse Sportsground						
i) Bridge Renewal/Repair	7a, 7d, 7e, 8a(key), 8b	20	130		150	Replacement of existing steel bridge serving the Sportsground from Avebury Avenue with a timber bridge. Original budget increased by £20,000 by way of a virement from the under spend on the PWGC Maintenance Building Refurbishment scheme to meet additional costs relating to structural works to the bridge abutments. Budget increased by a further £50,000 to reflect detailed estimate produced by the engineering consultant. The increase is largely offset by a virement of £41,000 from Community Partnership Initiatives Scheme. Scheme completed.
ii) Improvement works Phase 2 Less contribution from developers	1a,1c(key), 7c, 8a(key), 8b,18a					Upgrade of kiosk to provide an enhanced level of catering including hot and cold food/drinks. Project has been reviewed in light of recent flooding and whilst it may not be possible to build a new/extended catering kiosk, opportunities are being investigated to increase catering provision on site. Scheme removed from Capital Plan.
iii) Floodlighting Less grants and contributions.	1g, 1i, 3a, 4(key), 5(key)	8 (8)	12 (12)		20 (20)	To floodlight the existing youth facilities at Tonbridge Racecourse Sportsground, extending usage through the winter months. Lighting installed and operational around skate

	Corporate aims & priorities	Expenditure to 31.03.14 £'000	2014/15 Estimate £'000	2015/2020 Estimate £'000	Estimated Scheme Total	Notes
						park and ball court. Scheme completed.
b) Tonbridge School Athletics Track Improvements Less developer contribution	3(key), 3a, 4(key),4e			150 (150)	150 (150)	Refurbishment of the existing track which provides community use via agreement with the Council. Works proposed to take place in 2018/19.
Open Space						
a) Larkfield Recreation Ground Play Improvements	3e, 7a, 7c, 7f, 10a(key), 11a(key)	10	15		25	Contribution to East Malling & Larkfield Parish Council for improved play facilities including provision of new skate park for teenagers. New facilities installed with additional works being progressed by the Parish Council to reduce noise levels at the new skate park.
b) Public Open Spaces Site Improvements Phase 1 Less developer contribution	7g (key), 8a(key), 13b(key)	68 (68)	31 (31)		99 (99)	Improvements to Scotchers Field, Tonbridge and Leybourne Lakes Country Park to address anti-social behaviour, health and safety, access and issues raised by local residents. Works to Scotchers Field including Play Area improvements, installation of new "goal end" and landscaping completed. Works at Leybourne Lakes progressing.
c) Public Open Spaces Site Improvements Phase 2 Less developer contribution	3e,7a,7b, 7c,7d, 7g(key), 8a(key),8b, 11a(key), 18a	56 (56)	13 (13)		69 (69)	Improvements to a number of open spaces in Tonbridge including St Philips Church, Frogsbridge, Woodlands Walk and Brungers Pond. Installation of new play equipment at Frogsbridge and new play area at St Philips complete. Works on other sites progressing.

	Corporate aims & priorities	Expenditure to 31.03.14 £'000	2014/15 Estimate £'000	2015/2020 Estimate £'000	Estimated Scheme Total	Notes
Other Schemes						
a) Tonbridge Cemetery i) Memorial Safety	7d	86	7	15	108	Provisions based on Local Government Ombudsman's recommendation to inspect memorials every five years and cost of progressing repairs arising from those inspections. £3,000 of the original budget vired to Tonbridge Swimming Pool Car Park improvements.
b) Memorial Garden Improvement Less fundraising & developer contributions	3b(key) 8a(key) 10a(key)	49 (20)	276 (280)		325 (300)	Refurbishment scheme to meet the needs of the annual Remembrance Sunday Service and general use as an area for quiet contemplation. Majority of scheme cost will be met from developer contributions and funding by the Trust. Scheme completed and open to the public.
c) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	12	40	52	Core funding for community groups to undertake capital projects at a number of outdoor leisure facilities/areas where user groups are actively involved in the management of the Council's facilities. Including Tonbridge Allotments and Gardens Association, Platt Wood and Basted Mill groups.

	Corporate aims & priorities	Expenditure to 31.03.14 £'000	2014/15 Estimate £'000	2015/2020 Estimate £'000	Estimated Scheme Total	Notes
d) Capital Grants to Organisations	7b,7d,7e, 8a(key), 10a(key)	395	25		420	To enable the provision of local community leisure facilities and opportunities, including schemes identified by parish councils, in the Leisure & Arts Strategy. May help to unlock funding from other bodies, particularly the National Lottery. 2009/10 and subsequent years provisions deleted during 2008/09 Capital Plan Review. Virement of £11,000 to Tonbridge farm Sportsground Pavilion Refurbishment and £3,000 to Memorial Safety agreed by Management team under delegated authority. Likely spend against remaining budget to be reviewed.
Plaques	11a(key), 14a	3			3	
Capital Renewals						
a) Angel Centre	7b,7d,18a	n/a	53	512	565	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	127	654	781	
c) Tonbridge Swimming Pool		n/a	61	219	280	
d) Sportsgrounds and Open Spaces		n/a	119	376	495	
e) Poulton Wood Golf Centre						
i) Grounds Maintenance		n/a	32	174	206	
ii) Clubhouse		n/a	21	125	146	
iii) Course		n/a	18	64	82	Provisions reviewed by Overview and Scrutiny Committee January 2015. Savings target for 2016/17 onwards relates to Trust renewals only. Savings in respect of non-Trust items embedded within detailed renewals schedules by extending asset life.
Provision for inflation		n/a		129	129	
Savings target (assumes 25%)		n/a	(108)	(502)	(610)	
Total		543	543	2,251	3,337	

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

10 June 2015

Report of the Director of Street Scene and Leisure

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 TONBRIDGE ALLOTMENTS - PROPOSED CHARGES

1.1 Summary

1.1.1 This report brings forward proposed charges for allotments in Tonbridge for Member consideration and approval.

1.2 Background

1.2.1 In general, allotments across the borough are provided and maintained by the relevant Town/Parish Council, however, allotment provision in Tonbridge is, in part, the responsibility of the Borough Council.

1.2.2 The Borough Council own 7 allotment sites in Tonbridge providing over 240 plots for community use. Allotment provision is seen as an excellent opportunity to promote both mental and physical well-being at a very low cost (under £3 per month for existing members under the proposed charging structure below). In a recent survey undertaken by the National Allotments Society their members also commented on the social and community benefits that allotments provide. To ensure community buy-in and empowerment for its sites in Tonbridge, the allotments are managed and maintained, on the Council's behalf, by the Tonbridge Allotments and Gardens Association.

1.2.3 The formal agreement between this Council and the Tonbridge Allotments and Gardens Association requires any change in charges to be approved by the Council prior to implementation.

1.3 Proposed Charges

1.3.1 At a recent Tonbridge Allotments and Garden Association, Site Managers meeting, proposals were discussed and brought forward for a revised charging structure. Managers voted for the following proposals to be implemented on the 1 October 2015.

- i) Increase in the charge per rod of 50p per year.

- ii) Increasing the annual rent on sheds by £5.
- iii) Lowering the OAP discount to 25% on rent (previously 50%).
- iv) Introducing a first year one-off charge of £25 for new allotment holders

1.3.2 The charges brought forward above are proposed to offset increases in water and equipment servicing. It is also proposed that the additional income will assist in the repair and replacement of perimeter fencing at the sites. In specific regard to the introduction of an additional one-off first year charge this is proposed to offset the increasing number of new members that drop out within the first year, or who are asked to leave due to undesirable behaviour and leave the site in a mess, resulting in clearance costs for the Association. In regard to discounts offered it is also noted that within the comparisons at **Annex 1** no such discounts are offered by those shown.

1.3.3 For Members information a comparison of the proposed Tonbridge charges in relation to charges by other Parish/Borough/District Councils can be found at **Annex 1**. Members will note that it is often difficult to directly compare due to varying charging structures. Taking into account the above proposed charges a typical 5 rod allotment with shed would be £35 per year for existing members.

1.3.4 Whilst the increases above may appear high in terms of percentage they do represent a small increase across a full year and it is considered that the proposed allotment charges still represent extremely good value.

1.4 Legal Implications

1.4.1 The formal agreement between Tonbridge and Malling Borough Council and the Tonbridge Allotments and Gardens Association requires any change in charges to be approved by the Borough Council prior to implementation.

1.5 Financial and Value for Money Considerations

1.5.1 The Borough Council currently provides the Association with an annual sum of £5,100 to manage allotments on its behalf.

1.6 Risk Assessment

1.6.1 The Association has an obligation to ensure that provision on site is suitable and safe for users.

1.7 Equality Impact Assessment

1.7.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.8 Policy Considerations

1.8.1 Community, Healthy Lifestyles, Business Continuity/Resilience

1.9 Recommendations

1.9.1 It is **RECOMMENDED TO CABINET** that:

- 1) The proposed charges for Tonbridge Allotments as detailed in the report and at **Annex 1** be agreed and implemented with effect from 1 October 2015

Background papers:

contact: Mike Harris

Nil

Robert Styles
Director of Street Scene & Leisure

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Comparisons with other Parishes/Boroughs/Districts

Parish/Borough	Charge	Size	Shed	Hose/Water	Discount	Comments
East Peckham	£15 or £20pa Extra half plot - £10pa	Half or full size	No sheds	Water and weed killer included	No response to query	No waiting list
Hadlow	£50 or £25pa for half allotment	240 sq mtrs / 120 sq mtrs (just under 10 rods / 5 rods)	None, but storage containers at no extra charge	Included	None	Currently three people on waiting list
Maidstone	£4.20 rod inc water / £3.20 per rod without water	10 rod / or 5 rod	Yes, with agreement. No charge	See charges	None	Waiting list of 80 for all areas
Mereworth	£25pa parishioner £30pa non- parishioner £15pa per half allotment	Not known – 23 allotments total land 2.34 acres	No charge	No charge	None	Waiting list of four
Sevenoaks	£2.40 per rod	Mainly 10 rod, some 5 rod	No sheds	No charge for water	No response to query	
Tonbridge Proposed:	£3.00 per rod	10 rod/ or 5 rod	£15 pa	£1 pa per rod	25%	£25 pa – first year only new members
Tun Wells	£8.48 per rod	Varies from 2.5 to 10 rods.	Permission needed if over 6x4x6	Use of water tanks included – hoses not permitted	None	Waiting list of approx. 60

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

10th June 2015

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 LOCAL HEALTH IMPROVEMENT PROGRAMMES

Background

This report describes the range of health improvement projects for which Kent County Council funding has been awarded for the current year and reviews the performance of these initiatives in 2014/15.

1.1 Local Health Delivery

1.1.1 The health and wellbeing of residents is central to the way in which we deliver services, underpinning this are two principle strands to the local delivery of health; the integration of services across the Council to both protect and improve health and well-being and the delivery of specific health improvement programmes that are commissioned by Kent County Council's (KCC) Public Health Service.

1.1.2 We fully expect that the health and wellbeing agenda will develop an increasingly high profile both nationally and locally, as the challenges around issues such as obesity, smoking and mental health become increasingly prominent.

1.1.3 The objectives of local public health are:

- Health Improvement for the population of Kent – focussing particularly on reducing the health inequalities gap;
- Informing and advising all relevant agencies (councils, police, nursing homes, health services and so on) on health protection issues. These might be severe weather or threats of infectious diseases; and
- Providing professional Public Health advice to Clinical Commissioning Groups (CCGs) and all those who commission health and social care services.

1.1.3 The Kent Boroughs and Districts are recognised as being essential partners with KCC in achieving effective delivery of local health improvements, through their unique position within local communities. For example through our Health Profiles we are able to identify specific health related issues in each of our wards and use

that data to help us, through our local connections, target interventions and programmes.

- 1.1.4 Commissioning arrangements for 2015/16 have, to all intents and purposes, remained similar to last year, however, it is anticipated that future arrangements will be change, although we do not yet know the details. It is critical, therefore, that we remain fully engaged with emerging debate and discussions in this area.

1.2 Health Improvement Initiatives

- 1.2.1 The Borough Council's annual health delivery programme is currently split into four key elements:

- Healthy living centre initiatives;
- Healthy weight programmes;
- Mental health, well-being and community-led programmes; and
- Kent Healthy Business Award

- 1.2.2 The outturn performance for 2014/15 is summarised in **[Annex 1]**.

1.3 The Virtual Healthy Living Centre

- 1.3.1 The Council uses a virtual Health Living Centre model, which suits the demographics of the borough and means we can be entirely flexible in where the various health improvement initiatives are delivered. The programmes and initiative provided through the Virtual Health Living Centre are managed by the Healthy Living Co-ordinator and delivered via the Health Team. The team work with community resource centres and partners, such as West Kent MIND, Community Safety Partnership, Kent Community Health Trust and community development workers to deliver a wide range of community initiatives, with the aim of supporting public health goals in reducing health inequalities and promoting health improvement across the borough.

- 1.3.2 The Healthy Living Coordinator was successful in renewing our contract with Kent Community Health Trust to deliver the National Primary Prevention Screening Programme for Cardiovascular Disease risk assessment and risk management, known as NHS Health Checks. The Checks are targeted at 40 to 74 year olds, with no current medical history of cardiovascular disease. They involve an assessment of cholesterol; BMI; blood pressure and a discussion about risk factors such as diet, exercise, alcohol consumption and smoking. At the conclusion of the Check, a risk score is provided to the individual, along with advice on the management of their risk factors and onward referral to their GP, if appropriate. During 2014/15 110 NHS Health Checks and 46 wellbeing checks were carried out across the Borough, focussing where we were able in our priority communities.

1.4 Healthy Weight Programmes

- 1.4.1 Through this funding the Council and its partners deliver two projects to assist those who are overweight – adult weight management and family weight management.
- 1.4.2 This year a new adult weight management programme has been adopted called Counterweight. Counterweight is an evidence based weight management programme consisting of an initial 12 week programme with follow up sessions at 6, 9 and 12 months. Within a supportive environment the programme aims to teach clients how to adopt behavioural change strategies to achieve and maintain a healthy weight by increasing physical activity and adopting a healthier diet.
- 1.4.3 This year the TMBC Health Team will deliver a target of 100 adults within community settings, to include targeted areas such as East Malling, Trench, Snodland, Ditton, Borough Green, and Hadow. The Tonbridge & Malling Leisure Trust will deliver a target of 150 adults at Larkfield Leisure Centre and the Angel Centre. Clients who started programmes in 2014/15 will continue to be monitored at follow up sessions up until the 12 month finish date.
- 1.4.4 The Health Team will continue to follow up Counterweight clients from the West Kent MIND Centre in Tonbridge where 3 additional Counterweight Programmes were delivered as part of specific Health Inequalities funding and aimed to support clients with mental health issues achieve and maintain a healthy weight.
- 1.4.5 The Healthy Living Coordinator has secured funding from Maidstone Borough Council of £16,300 to deliver 12 Counterweight programmes in Maidstone. The teams from both borough councils will work closely together to ensure a joined up approach to adult weight management across the area.
- 1.4.6 The Healthy Living Co-ordinator has worked closely with Tunbridge Wells Borough Council Health Team to further develop and deliver the family weight management programme called LEAP (Learn, Eat and Play). LEAP is an eight week family programmes that incorporates family cooking, child exercise sessions and parent/carer nutrition/behaviour change sessions.
- 1.4.7 The Healthy Living Coordinator attends both the Kent wide National Child Measurement group meeting with leads from School Nursing Team, Child Health and School leads. Locally school based health workshops have been set up and delivered with partners at a number of targeted schools throughout the borough delivering a total of 11 sessions. The sessions include elements of cooking, exercise and healthy eating. It is proposed to use the same approach this year with eight sessions already arranged.

1.5 Mental Health, Well Being and Community-led Programmes

- 1.5.1 One of the on-going successes of the health improvement work has been the delivery of a further three Jasmine programmes, a 12 week course focussing on helping women with low level mental health problems and piloting the new Headspace programme for men. In total 44 men and women have accessed these ten week programmes that are supported by a qualified psychotherapist and hosted by West Kent MIND. The Health Team have worked closely with these clients to offer additional health advice and support including health checks, cook & eat sessions and stop smoking advice and advice around reducing alcohol consumption. These programmes will continue to be commissioned by us in 2015/16.
- 1.5.2 Last year KCC launched the new Kent Health Business Award (KHBA) which aims to support a range of large medium and small businesses through the award as part of the Workplace Wellness Charter. All Kent Borough's and Districts have been requested to partner them in the delivery of this initiative and additional funding has been made available to support this. The Council are also working towards the award.
- 1.5.3 The KHBA complements the successful programmes that have already been delivered by the Health Team as part of the business community programme, which offers employees from local businesses and organisations the opportunity to receive an NHS Health Check or a Health and Wellbeing check, offers advice and information about healthy diet and exercise, safe drinking, quitting smoking, mental health and wellbeing, based closely on the Government's Change 4 Life initiative. Employees, where appropriate are referred to professional health services and local health initiatives and programmes.
- 1.5.4 Last year we introduced a mental health programme called SAFE (Suicide Prevention for Everyone), a youth led project that aims to make sure that young people are more aware of the danger signs of youth suicide and to support local young people within schools to raise awareness of mental health issues by breaking down stigma and encouraging young people to talk about their feelings and seek help. This was delivered successfully last year by the Voluntary Action Within Kent (VAWK) to the Judd, Tonbridge Grammar School for Girls and Aylesford School. SAFE will no longer be commissioned by the Council as VAWK have received funding from the Big Lottery to deliver across the whole of Kent
- 1.5.5 The Domestic Abuse Volunteer Support Service (DAVSS) continues to work with victims of domestic abuse across our area. Last year they received 336 new referrals comprising 299 women and 37 men. They provide a telephone Helpline, which received 211 calls from our residents. DAVSS work closely with the Community Safety Partnership, the Health Team and more widely with Health Visitors, the Police and Social Services. This important work continues to be funded via KCC for this current year.

1.6 Health Improvement Initiatives 2015/16

1.6.1 Throughout 2015/16 the Healthy Improvement Team will provide, amongst others, the following services:

- targeted adult and family weight programmes and a range of universal obesity related initiatives;
- promote and deliver a range of healthy lifestyle sessions including healthy walks;
- a range of healthy living community and workplace events and campaigns;
- work with businesses and organisations to achieve the Kent Healthy Business Award;
- support the Dementia Friendly Communities initiative;
- carry out brief advice and identification on smoking and alcohol and refer into services where appropriate;
- continue to provide NHS Health Checks; ;
- commission partners to deliver mental health support and programmes in a variety of settings; and
- deliver a range of health campaigns through events and social media

1.7 Legal Implications

1.7.1 Service level agreements are in place between the Council and KCC and the Council and its providers.

1.8 Financial and Value for Money Considerations

1.8.1 The delivery of these programmes is fully dependent on the health improvement funding being maintained by KCC. As referred to earlier in the report, there is potential for the funding mechanisms to change, which may require us to adopt a new approach to the delivery of these services.

1.9 Risk Assessment

1.9.1 In the short term a failure to deliver against the agreed commissioning proposals. These risks are mitigated through performance monitoring throughout the year.

1.9.2 Looking ahead it will be crucial to be engaged in any new processes for new ways of commissioning health improvement.

1.10 Equality Impact Assessment

1.10.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.11 Recommendations

1.11.1 It is **RECOMMENDED** that the performance information at **[Annex 1]** be **ENDORSED** and that the range of programmes for 2015/16, as set out in the report and delivered by the Borough Council and its partners, be **APPROVED**.

The Director of Planning, Housing and Environmental Health confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

Nil

contact: Heidi Ward
Jane Heeley

Steve Humphrey
Director of Planning, Housing and Environmental Health

HEALTH IMPROVEMENT PROGRAMMES

SUMMARY OF KEY PERFORMANCE MEASURES 2014/15

OUTPUTS

Initiative	Number of events	Details
Virtual Healthy Living Centre	various events across the borough	St James Centre, West Kent MIND, Tonbridge, Larkfield & Snodland Library, Tonbridge Angels flower show, Macmillan Cancer awareness events, Dementia awareness events, Schools events, community days.
World Mental Health Day	1	In partnership with West Kent MIND & held at the River Centre Tonbridge encompassing all areas of mental health & wellbeing
Jasmine/Headspace Programmes	4 programmes (10 weeks)	Held in the Tonbridge area and delivered by West Kent MIND
TMBC Walking For Health Scheme	Ongoing programme	Leybourne Country Park, Tonbridge Pool, Hildenborough run in partnership with Macmillan and Ramblers association.
Learn Eat & Play (LEAP)	5 programmes (10 weeks)	East Malling, Trench, Snodland, St Stephen's School
LEAP promotion events/school workshops	11 sessions	Targeted schools based on National Child Measurement figures. Working in partnership with school nurses & Children & Young people's team.
Adult Weight Management Programmes	18 programmes (12 weeks)	East Malling, Trench, Snodland, West Kent MIND, Angel & Larkfield Leisure Centre

OUTCOMES

Outcome	Number
Referrals to Stop Smoking Service	37
Brief interventions and advice re: alcohol	340
Children on weight management programmes	27
New adults on weight management programmes	240 (including MIND)
Percentage Adults lost 3% of weight at 12 weeks	50%
Percentage adults reduced BMI at 12 weeks	89%
No. clients completed Jasmine/Headspace programme	44
Walking for Health	43 (new walkers)
NHS Health Checks delivered	110
Community Wellbeing Checks	46

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

10 June 2015

Report of the Director of Street Scene and Leisure

Part 1- Public

Matters for Information

1 TONBRIDGE SPORTS ASSOCIATION ANNUAL REPORT

Summary

This report presents the Annual Report of the Tonbridge Sports Association for 2014/15.

1.1 Annual Report

1.1.1 Attached at **[Annex 1]** is a copy of the Tonbridge Sports Association's Annual Report. Members will note specific reference to the good condition of pitches within Tonbridge and the support given by the Borough Council to local clubs following the recent flooding.

1.1.2 The Tonbridge Sports Association's Chairman, Alan Nicholl, will be in attendance at the meeting to answer any questions Members may have on the report.

1.2 Ongoing Liaison

1.2.1 The Council maintains a close working relationship with Tonbridge Sports Association, with six-weekly liaison meetings between Officers and the Chairman, which have proved to be very effective.

1.3 Legal Implications

1.3.1 None.

1.4 Financial and Value for Money Considerations

1.4.1 None.

1.5 Risk Assessment

1.5.1 None.

1.6 Equality Impact Assessment

1.6.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.7 Policy Considerations

1.7.1 Community, Healthy Lifestyles, Young People.

Background papers:

contact: Robert Styles

Nil

Robert Styles
Director of Street Scene & Leisure

Tonbridge Sports Association

Annual report 2014/2015

This report is presented 95 years from the formation of the Association in 1920. The inaugural meeting took place on May 19th 1920 with Rev H Allen appointed as the first President.

The purpose of formation was to control a small area of land known locally as the Racecourse, next to Tonbridge Castle and quite close to the main thoroughfare of the town. The Association was soon in action and creating rules. The second meeting on May 25th endorsed the rule that no dogs were allowed on the area owing to the presence of grazing sheep. In September 1920 the first sports letting was agreed for a County Rugby match.

From 1921, when a larger area was taken over, the momentum appears to increase with the mention of Football, Netball and Bowls. By 1922 this increases further with Hockey, Tennis and an Angling Society. There seems to have been a need for further formalisation of the area as in May 1923 preparation was under way for an official opening of the Racecourse Sportsground. Although there was some initial disagreement between the Association and the Council over the staging of events on the day this finally went ahead in June 1923.

It is from this date, when the Tonbridge Sports Association appoints representatives to the Parks Committee of Tonbridge Urban District Council that the working relationship between the Association and the Council commenced. The Association provided the administration of letting and collection of the charges and also the control over use. Upon the formation of the new Authority in 1974 this relationship was accepted and maintained with the widening of the sphere of administration increasing in area to include Hadlow and Hildenborough. And then, in 1987, with the number of sportsgrounds and facilities having been considerably enlarged, the administration needed to revert to Tonbridge & Malling Borough Council with the Sports Association working in partnership with Leisure Services.

This relationship has continued to this day with meetings with Leisure Services every six weeks discussing sports development, defining ideas, plans and actions for the continuance of the enjoyment of sport by clubs in the area. The Tonbridge Sports Association covers 20 different sporting activities and within those sports there are currently 44 clubs with a combined membership of over 6,000. Such is the wealth of facilities that has been created from those early beginnings in 1920.

Our football clubs have numerous teams providing the ability of six year olds to commence playing and continue playing through into adult teams. This year has seen a thirty three week winter season which has, once again, proved not to be enough. However, this is not due to the weather or the condition of the pitches. Contrary to the recent report in the local newspaper the football pitches in Tonbridge are well maintained and continually available. Indeed our clubs continue to report that home matches are always played on better pitches than any away matches. This year we have had away teams playing their home games on our clubs pitches so that fixtures can be completed.

The flooding that occurred at Christmas 2013 was once again the worst flooding problem in over forty five years. Club buildings were badly affected at the Racecourse sportsground which has resulted in the inability of clubs to have adequate flood insurance cover, a problem that appears to have no answer.

However the actual ground problems have not gone away for the Rugby Club and there has been a lasting effect across the mini rugby pitches that need drastic action. A professional survey has now been commissioned as a first step. The enthusiasm and organisation of the Rugby club has ensured that the junior sections continue to thrive. The assistance of Tonbridge & Malling Borough Council, to all the clubs affected, has been recorded, and continues to show the approach that the Sports Association Clubs have seen for the last 90 plus years.

When flooding is discussed it is important not to forget our Sailing Club whose premises would be greatly affected by proposed changes to the flood management by the Environmental Agency. This shows that it is important to always consider the bigger picture, something that the Tonbridge & Malling Borough Council and the Sports Association seek to achieve through the regular meetings.

As mentioned the facilities, and the arrangements by which they are used, are constantly under review. In this last year we have discussed a new lease for the Sailing Club, new changing facilities at Woodland Walk sportsground and we are currently discussing a new Community Use Agreement for the Athletics track at Tonbridge School. The Tonbridge Athletic Club already has a new trackside pavilion and is moving forward to try and upgrade the track lighting. Tonbridge & Malling Borough Council has signified their willingness to contribute to the track refurbishment in 2019.

Our member clubs are run by volunteers and it shows their dedication that so many clubs are successful in their activities. We continually see, in newspaper reports, the competition successes of the Judo Club, The Rugby Club and the Athletics Club. Small mention is made of the successes by the Badminton Club, the Bowls Clubs, the Canoe Club and recently the Baseball Club. It is important to appreciate that all our member clubs play an important role in the community in that the social as well as sporting activities all happen to bring both adults and children together in a sporting environment. This is grassroots sport at its best which serves to produce the elite.

The fees that are paid, by those playing their sport, are kept as low as possible by Clubs as part of the process of encouraging more people to take up sport. There have been a number of reports recently suggesting that sporting activity is on the decline. This has been seen in swimming and in cricket and it remains the fact that our clubs continue to be the main supplier of the sporting environment for children and others willing to take part. However it is increasingly difficult for the finances of clubs to cover all that is needed to maintain the level required and expected.

When you take an overview of the area covered by the Tonbridge Sports Association and you take the elements of the continued input by the Tonbridge & Malling Borough Council, the facilities that have been created in the last 95 years and the dedication by the volunteers who run our member clubs, one cannot be left with anything but enthusiasm for promoting sporting activity.

April 2015

Agenda Item 10

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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Agenda Item 11

The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

**ANY REPORTS APPEARING AFTER THIS PAGE CONTAIN EXEMPT
INFORMATION**

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Agenda Item 12

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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