

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 December 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 Committee Room, Gibson Building, Kings Hill, West Malling on Monday, 11th January, 2016 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

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- | | | |
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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.

PART 2 - PRIVATE

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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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TONBRIDGE AND MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

Wednesday, 16th September, 2015

Present: Cllr M R Rhodes (Chairman), Cllr Mrs P A Bates, Cllr T I B Cannon, Cllr Mrs T Dean, Cllr Mrs S L Luck, Cllr P J Montague, Cllr L J O'Toole, Cllr S C Perry, Cllr T B Shaw and Cllr B W Walker

Councillors P F Bolt, Mrs M F Heslop, N J Heslop, B J Luker and T C Walker were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors D Keeley (Vice-Chairman), O C Baldock, Mrs S M Barker, Mrs S Bell and V M C Branson

PART 1 - PUBLIC

COM 15/10 DECLARATIONS OF INTEREST

Councillor B Walker and Councillor T Walker declared a Disclosable Pecuniary Interest in the Capital Plan Projects and the Tonbridge and Malling Leisure Trust Performance Update items on the grounds of being an employee of the Tonbridge and Malling Leisure Trust. They did not participate in any discussion and withdrew from the meeting.

COM 15/11 MINUTES

RESOLVED: That the notes of the meeting of the Communities Advisory Board held on 10 June 2015 be approved as a correct record and signed by the Chairman.

COM 15/12 KENT SAVERS UPDATE

The General Manager (Mr C Hunt) of Kent Savers provided an update on the work undertaken in Tonbridge and Malling since the allocation of an unconditional grant of £10,000 to the Kent Savers Credit Union in October 2014.

Particular reference was made to the extent to which local families in need had been able to access financial support from Kent Savers and what had been done to promote the scheme locally.

It was reported that there were 174 members in the Tonbridge and Malling area which was an increase of 93 in the last year. All promotion of the scheme was done through partners including housing associations, particularly Circle Russet, local churches in Tonbridge, Hildenborough, Ightham and West Malling and Aylesford Parochial

Church Council. In addition, the charity Carers First promoted Kent Savers across West Kent.

Mr Hunt advised that local businesses, the Halifax in Tonbridge and NSL in Larkfield, had also expressed an interest in promoting the loan service.

The importance of working with external partners was recognised by Kent Savers and the assistance in promoting their services throughout the Borough was appreciated.

Members welcomed the improved positive and active engagement with people in Tonbridge and Malling. However, it was suggested that a breakdown of the distribution of loans within the Borough might be valuable in identifying those areas of most need.

MATTERS FOR RECOMMENDATION TO THE CABINET

COM 15/13 HEALTH IMPROVEMENT DELIVERY PLANS

Decision Notice D150067MEM

The report of the Director of Planning, Housing and Environmental Health described the partnership work themes identified by the Borough Council's Health Action Team. In addition, an update on both the recent Active People's survey and the West Kent Health and Wellbeing Board was provided.

The three priority themes identified reflected the Borough Council's local health improvement needs:

- Reducing obesity and increasing physical activity
- Developing a Dementia Friendly Tonbridge
- Preventing admissions to hospital due to falls in the home

Members noted the successful assessment for the Kent Healthy Business award and that the Borough Council was the only local authority in Kent to meet the standards required against all nine criteria at the 'Commitment Level'. This success had been due to the hard work and contribution of all Services across the organisation.

Details of the Active People's survey were highlighted and it was reported that the local results were encouraging and underlined the work undertaken by Leisure Services, the Health Improvement Team and external partners.

Particular reference was made to the financial pressures faced by Kent County Council Public Health Service and Members were advised of a potential 10% reduction in budget funding. This would represent a significant challenge in delivering health and wellbeing outcomes.

Members discussed concerns around obesity in young children, the implications of air quality on health and whether sheltered housing accommodation could be considered for future developments.

RECOMMENDED: That

- (1) the three work themes identified by the Health Action Team as its priorities, and set out above, be endorsed;
- (2) the results of the Active People's survey be noted; and
- (3) staff across all Services be thanked for their hard work in achieving the 'Commitment Level' of the Kent Healthy Business award as an important step in reinforcing the importance of health and wellbeing of employees.

COM 15/14 CAPITAL PLAN PROJECTS

Decision Notice D150068MEM

Members were advised of progress with key projects contained in the Borough Council's Capital Plan. In addition, a Post Implementation Review related to the pipework surrounding the outdoor pool at Tonbridge Swimming Pool was brought forward for approval. The details were set out in Annex 2 of the report.

The current position regarding the refurbishment of the health suite and ultra violet disinfection at Larkfield Leisure Centre, potential improvements to facilities at Leybourne Lakes Country Park, the Tonbridge Town Lock project and proposals for design works for Wouldham river wall were outlined and noted by Members.

With regard to Tonbridge Town Lock Members were assured that regular liaison and discussion with the Environment Agency was ongoing and the project was fully compliant with their recommendations. Members also indicated that any further delays to the project timetable should be avoided where possible.

RECOMMENDED: That

- (1) the Post Implementation Review for Tonbridge Outdoor Pool, as shown at Annex 2 of the report, be approved; and
- (2) a detailed design for works to Wouldham River Wall be progressed and costed and reported to the January 2016 meeting of the Finance, Innovation and Property Advisory Board.

COM 15/15 COUNTRY PARKS - CUSTOMER PANEL MEETINGS

Decision Notice D150069MEM

The report sought nominations for Member representatives to attend Customer Panel meetings at the Borough Council's two Country Parks until May 2016.

Members were advised that Customer Panels were a valuable tool in assisting Borough Council facilities to meet the needs of their customers by seeking views from a cross section of users on the services provided. The Panels also provided a 'sounding board' for potential new initiatives.

Reference was made to the proposals of the Judd School and whether these would have implications for users of Haysden Country Park. Members were assured that the School were fully aware of the situation and were keen to avoid any negative impact although the situation would be monitored.

RECOMMENDED: That the Group Leaders, in consultation with the Cabinet Member for Community Services and officers, be invited to nominate representatives to serve on the Customer Panels at the two country parks until May 2016.

MATTERS SUBMITTED FOR INFORMATION**COM 15/16 TONBRIDGE AND MALLING LEISURE TRUST PERFORMANCE UPDATE**

Members received the report of the Director of Street Scene, Leisure and Technical Services, which set out details of the recent performance of the Tonbridge and Malling Leisure Trust.

The latest Annual Service Delivery Plan – Cumulative Quarterly Monitoring Report for Quarter 1 of the financial year, covering 1 April to 30 June 2015 was attached at annex 1 to the report.

Members were pleased to note the encouraging position on customer attendance levels, user satisfaction, service delivery and income. The financial performance of the Trust continued to be positive and, whilst confirmed outturn figures for 2014/15 had yet to be received, early indications suggested the Trust would outturn positively against its profiled surplus.

The Chief Executive of the Leisure Trust reported on an effective working partnership with the Borough Council and reassured Members that the Trust was on target to deliver outcomes. It was also indicated that any profits would be put back into services and facilities to maintain quality and performance.

Reference was made to the challenges around recruitment and retention of staff despite being above the average levels for the industry standard, although the Trust remained confident that quality and performance would not be affected.

COM 15/17 EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

The meeting ended at 9.05 pm

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Report of the Chief Executive

Part 1- Public

Matters for Information

1 FAMILY FOCUS AND EARLY HELP PROGRAMME – PRESENTATION

To receive an update on the above programme.

1.1 Background

1.1.1 Members of the Board will recall that we have provided regular updates on the first phase, 3 year Troubled Families programmed (named Family Focus in Tonbridge and Malling).

1.1.2 In November 2014, we reported to the former Communities and Health Advisory Board on the launch of a further 3 year national programme from April 2015. That programme is now being delivered across Kent and is managed within Tonbridge and Malling by Glenn Page, District Partnership Manager for Early Help and Preventative Services at Kent County Council.

1.1.3 Glenn will be attending the Board meeting to give an update on progress with the new programme and to explain how the 'family focus' initiative is now more fully embedded with the County Council's wider Early Help services. A briefing paper is attached as Annex 1 to this report.

Background papers:

contact: Mark Raymond

Nil

Julie Beilby
Chief Executive

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Communities and Health Advisory Board

Troubled Families Briefing

11th January 2016

Troubled Families Phase 2 is a five year Programme which commenced in April 2015. It is a DCLG payment by results (PBR) programme aimed at turning around the lives of families facing a range of complex issues and challenges. Families are identified according to specific criteria; Crime / anti-social behaviour, education, children who need help, out of work or at risk of financial exclusion, domestic abuse and health. (A summary of indicators and payment by results outcomes will be distributed at the meeting.)

Kent's target is to turn around the lives of 8960 families by 2020. Tonbridge & Malling's target is 613.

The programme is primarily delivered by KCC Early Help & Preventative Services with additional support from a range of partner agencies and commissioned services. Families are identified through the Early Help Notification process with a range of agencies (e.g. schools, health visitors, GPs, CAMHS, housing providers, drug & alcohol support services) submitting notifications for families with their consent. Families can also self-refer.

Early Help Workers and Family Intervention Project Workers carry out a holistic family assessment and then devise and implement a plan with the family to address their needs. Additional support is provided by a Jobcentre Plus Troubled Families Employment Advisor, an RBLI Employability Mentor, the Young Lives youth mentoring service, Kent Police troubled families officers and the KCC Skills & Employability Team.

PBR claims are made when families achieve outcomes in relation to each of the identified Troubled Families criteria. This progress must be evidenced through agreed assessment, planning and review documentation for each family and backed up with hard data where appropriate.

In Tonbridge & Malling, 233 families have been identified and 114 families are currently being worked with.

Key Challenges in Phase 2

Kent faces a number of challenges in delivering the programme. Some of these are national

issues and others are specific to Kent.

1. The funding for Troubled Families has reduced. For Phase 1, Kent was allocated £4,000 per family turned around. For Phase 2 Kent will receive £1,800 per family who achieves success. (Made up of an upfront attachment fee of £1,000 per family and a results-based payment of £800.) The overall national budget for the Troubled Families Programme has reduced by 55 percent. In short, authorities are expected to produce greater results with less funding.
2. The criteria and the outcomes required are more diverse. In Phase 1, families only needed to meet outcomes in relation to 3 criteria – Phase 2 requires outcomes in up to 6. It is therefore more challenging to achieve PBR outcomes in Phase 2.
3. The process of evidencing claims is more rigorous in Phase 2. Claims may only be made where an Early Help Assessment, planning and review document has been completed for a family. In each case there must be clear reference to Troubled Families indicators and outcomes as a result of interventions specified in the plan. In short, if the paperwork isn't up to the required standard, no claim can be made, even if the desired outcomes have been achieved.
4. Restructuring within KCC Early Help has led to delays in agreeing the assessment paperwork and processes. During the spring of 2015, KCC Early Help & Preventative Services underwent a restructure process. The subsequent recruitment of staff, training and implementation of new systems and new ways of working led to a delay in the sign off of the family assessment, plan and review documentation. The implication of this is that while work with families has been taking place since the beginning of the programme, the county has only been in a position to evidence any of that work adequately for PBR claiming purposes since late summer 2015. As a result, it is anticipated that significant numbers of PBR claims will only begin to be made from Spring / Summer 2016.

Glenn Page
District Partnership Manager
Early Help & Preventative Services
Kent County Council

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

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 KEY VOLUNTARY SECTOR BODIES – REVIEW OF CORE GRANT SUPPORT

To set out proposals to review grants awarded annually to key voluntary sector bodies.

1.1 Background

1.1.1 The Borough Council currently provides annual funding support to a number of key voluntary sector bodies who provide support services to residents within the Borough. These grants are subject to adopted service level agreements with those bodies setting out what needs to be provided in return for the grant support. The total annual cost of these grants are £147,000 with the majority of this (£111,000) being awarded to Citizens' Advice. The other bodies awarded grant support are:

- those that promote volunteering in the community and provide other support services such as community transport (Involve Kent, formerly Voluntary Action Maidstone) and Imago (formerly Voluntary Action Within Kent)
- those that provide support to older people (Age Concern Malling and Age UK Sevenoaks and Tonbridge)
- those that provide mediation services (West Kent and Maidstone).

1.1.2 A report was made to the former Communities and Health Advisory Board in March 2015 suggesting that one year service level agreements be adopted for each of these bodies for the 2015/16 period. This allowed for a more fundamental review of grants and services to take place and inform new three year agreements for the period 2016/17 to 2018/19. Changes to the Tonbridge and Malling CAB were also then in train at that time involving a merger with Sevenoaks and Swanley and Gravesham CABs. That new merged organisation is now in place, Citizens Advice in North and West Kent, and a new service level agreement is therefore now required.

1.1.3 The following core grants were agreed for the current financial year:

Tonbridge and Malling CAB - £111,000
 Voluntary Action within Kent - £5,000
 Voluntary Action Maidstone - £5,000
 Age UK Sevenoaks and Tonbridge - £10,000
 Age Concern Malling - £10,000
 Maidstone and West Kent Mediation Services - £6,000 (shared grant)

1.2 The Council's Medium Term Financial Strategy

1.2.1 As Members will be aware, the Council has recently adopted a Transformation and Savings Plan which sets out the need for the Council to identify savings of some £1.4M by April 2018. The recent local government financial settlement now suggests that a further savings tranche of an additional £700,000 will be needed. Given this challenging financial situation we now face, a review of the grants that are currently awarded to outside bodies, including those in the voluntary sector, needs to be undertaken. Whilst any significant reduction in such grants is regrettable, the Borough Council must explore savings across a wide range of Council services in order to meet these growing financial challenges.

1.3 Next Steps

1.3.1 The Borough Council is a signatory to the Kent Compact, an agreement between Kent Councils and the voluntary sector. This requires prior consultation with the voluntary sector should any changes in agreements or future funding be proposed. The above voluntary bodies have therefore been informed of the start of this review and engagement with them is underway to explore future funding and draft revised service level agreements.

1.3.2 It is recognised that any reduction in grant support to our voluntary bodies will need to be carefully managed. To be consistent for all groups affected, we have consulted those bodies on a reduction in the range of 15% - 25% in annual grant for each voluntary body.

1.3.3 The above option would enable the Borough Council to reduce its annual budget for voluntary sector support thus creating an annual saving of at least £21,750. It is therefore recommended we report to the next meeting of this Board on 1st March 2016 to receive the comments of those consulted, to make a final decision on the levels of grant going forward and to adopt revised service level agreements with each body for the next three year period.

1.4 Legal Implications

1.4.1 To be considered as part of the review of individual service level agreements.

1.5 Financial and Value for Money Considerations

1.5.1 As set out above.

1.6 Risk Assessment

1.6.1 Any potential risks to future service delivery are likely to emerge via the consultation process.

1.7 Equality Impact Assessment

1.7.1 At the consultation stage, 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 Recommendations

1.8.1 That the Borough's key voluntary sector bodies **BE CONSULTED** on proposals to reduce grant support, as set out in this report, and that a further report **BE MADE** to the next meeting of this Board on the outcome of that process.

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: Mark Raymond

Nil

Julie Beilby
Chief Executive

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Report of the Director of Street Scene, Leisure & Technical Services and the Director of Finance and Transformation

Part 1- Public

Matters for Recommendation to Cabinet - Key Decision

1 REVIEW OF CEMETERY CHARGES 2016/17

Summary

This report outlines charging proposals for 2016/17 in regard to Tonbridge Cemetery.

1.1 Introduction

1.1.1 In bringing forward the charging proposals for Tonbridge Cemetery consideration has been given to the set of guiding principles for the setting of fees and charges approved by Members of the Finance, Innovation and Property Advisory Board and reproduced below for the benefit of the Board:

- 1) Fees and charges should reflect the Council's key priorities and other corporate aims and priorities recognising there may be trade-offs as these are not mutually exclusive.
- 2) Fees and charges should have due regard to the Council's Medium Term Financial Strategy.
- 3) If there is to be a subsidy from the council tax payer to the service user this should be a conscious choice.
- 4) The Council should look to maximise income subject to market conditions, opportunities and comparable charges elsewhere, in the context of its key priorities and other corporate aims and priorities.
- 5) Fees and charges should normally be reviewed at least annually (unless fixed by statute or some other body).
- 6) Fees and charges should not be used to provide a subsidy from the council tax payer to commercial operators.
- 7) There should be consistency between charges for similar services.

- 8) Concessions for services should follow a logical pattern so as not to preclude, where appropriate, access to Council services on the grounds of ability to pay.

1.1.2 In addition, Members will be fully aware of the Council's recently approved Savings & Transformation Strategy, which seeks to generate additional income to the Council, to help meet the Council's financial savings target.

1.2 Tonbridge Cemetery – Proposed Charges 2016/17

1.2.1 In bringing forward the proposed charges for Tonbridge Cemetery a number of specific key principles have been taken into consideration:

- The Council's overall financial position. A number of themes will need to be considered to achieve the Council's savings target of £1.4m. One of these themes is to generate additional income from Services the Council provides and levies a charge.
- The need to move towards a position of covering more of the costs associated with the management of the Cemetery.
- The need to compare costs with other cemeteries in Kent **[Annex 1]**. It should, however, be noted that direct comparison with other cemeteries is difficult as pricing brackets, services and available grave space differ.
- The need for the charging strategy to support the management of the remaining capacity in the Cemetery and take into account the decreasing availability of new graves.

1.2.2 The principles referred to above have been applied to the existing charges and are reflected in the proposed charges shown at **[Annex 2]**. It is proposed that all charges be increased, with the exception of the burial of stillborn to one year olds.

1.2.3 It is anticipated that these proposals will generate additional net income of approximately £5,500.

1.3 Legal Implications

1.3.1 The Council's Financial Rules require that all fees and charges must be reviewed at least once a year, and be reported to the appropriate Advisory Board.

1.4 Financial and Value for Money Considerations

1.4.1 The 2014/15 revenue budget (Provisional Outturn) for the management and maintenance of Tonbridge Cemetery was £147,864, with income from the same year totalling £62,836.

1.4.2 Charges for the Cemetery are exempt of VAT.

1.5 Risk Assessment

1.5.1 As highlighted in paragraph 1.1 to this report, the proposed charges take into account a range of factors including the Council's current financial position and have been brought forward within the context of the Council's Medium Term Financial Strategy.

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 Asset Management and Business Continuity/Resilience.

1.8 Recommendation

1.8.1 It is, therefore, **RECOMMENDED TO CABINET** that:

- 1) the proposed charges for Tonbridge Cemetery as detailed at **[Annex 2]** be agreed and implemented with effect from 1 April 2016;

Background papers:

contact: Darren Lanes

Nil

Robert Styles
Director of Street Scene, Leisure
and Technical Services

Sharon Shelton
Director of Finance & Transformation

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TONBRIDGE CEMETERY PROPOSED CHARGES 2016/17
COMPARISON WITH OTHER KENT DISTRICTS

		Maidstone ¹	Medway ¹	Dover ¹	Gravesham ¹	TMBC ¹ Current	TMBC ² Proposed
Purchase (£)	Baby	0.00	0.00	0.00	0.00	1.00	1.00
	Child	N/A	*515.00	0.00	0.00	138.00	145.00
	Adult	765.00	*1150.00	640.00	900.00	921.00	950.00
Plot 23 (single)	Adult	765.00	N/A	N/A	450.00	473.00	490.00
Interment (£)	Baby	0.00	0.00	55.00	0.00	0.00	0.00
	Child	260.00	255.00	240.00	370.00	186.00	192.00
	Adult	642.00	630.00	910.00	900.00	528.00	625.00
Plot 23 (single)	Adult	535.00	630.00	795.00	740.00	528.00	625.00
Period of Lease (years)		30 years	50-99 years	50 years	60 years	60 years	60 years
Memorial Permit (£)	Small	97.00	165.00	165.00	230.00	109.00	115.00
	Large	194.00	400.00	367.00	355.00	230.00	255.00
Chapel (£)		204.00	77.00	148.00	145.00	90.00	140.00
Search Fees (£)		£10 - £35	15.00 (per name)	40.00 (over 1hr)	20.00 (per name)	47.00 (per 5 names)	50.00 (per 5 names)
Interment of Ashes (£)		210.00	134.00	183.00	300.00	137.00	150.00
Memorial Wall Plaque (£)		N/A	N/A	85.50	N/A	137.00	150.00

¹ 2015/16 charges

² 2016/17 proposed charges

* Price includes memorial permit

NOTE: Costs are based on comparable services where available.

All charges shown are exempt of VAT

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TONBRIDGE CEMETERY CHARGES
PROPOSED CHARGES 2016/17

- Please Note:**
1. For burials in graves at Tonbridge Cemetery the fee payable will normally be both Section 1 and Section 2 charges.
 2. All charges apply where the person to be buried or the person leasing the grave, etc., are residents of the Borough. Residents of the Borough who have moved into a home or hospital outside the Borough prior to death are charged as residents.
 3. All charges are doubled for non-residents.

Section 1:	Exclusive right of burial in a grave for 60 years	Current (£)	Proposed (£)
	(a) Stillborn – 1 year (inclusive) Children's Plot only	1.00	1.00
	(b) 2 – 12 years (inclusive) – Children's Plot only	138.00	145.00
	(c) Over 12 years	921.00	950.00
	(d) Plot 23 – single graves	473.00	490.00
Section 2:	Interment (including digging of grave)		
	(a) Stillborn – 1 year (inclusive)	NIL	NIL
	(b) 2 – 12 years (inclusive)	186.00	192.00
	(c) Over 12 years	528.00	625.00
	(d) Ashes (Memorial Wall or Grave, where exclusive right has been granted)	137.00	150.00

Please note: These charges apply to interments taking place between 0900 hours – 1500 hours (Monday – Thursday) and 0900 hours – 1300 hours (Friday). In other cases, the Council's additional costs may be payable. A fee of £50 per hour may be charged for late arrivals.

Section 3:	Permits for Monuments, Memorials & Inscriptions	Current (£)	Proposed (£)
	(i) Memorial not exceeding 1 metre in height and occupying an area not exceeding 2' x 4'	109.00	115.00
	(ii) Memorial larger than specifications in (i)	230.00	255.00
	(iii) For each additional inscription after the first	83.00	90.00

Please note: Permits will only be approved in accordance with the Cemetery Regulations.

		Current (£)	Proposed (£)
Section 4:	Memorial Garden		
	(i) Memorial tablet and vase block (to include plaque, inscription, 20 year lease and scattering of ashes if required) (Currently not available)	504.00	520.00
	(ii) Double Underground Vault, Memorial Tablet and Vase Block. (To include plaque, inscription, 20 year lease and interment of up to 2 urns)	951.00	1000.00
	(iii) Double Overground Vault, Memorial Tablet and Vase Block (To include plaque, inscription up to 80 letters, 20 year lease and interment of up to 2 urns)	951.00	980.00
	(iv) Additional Inscriptions	179.00	185.00
	(v) Sanctum Panorama Vault and Memorial Tablet (To include plaque, inscription up to 80 letters, 20 year lease and interment of up to 3 urns)	951.00	980.00
	Optional bronze vase container	30.00	33.00
	(vi) Photo plaque or design on plaque for Sanctum 2000 Overground Vault or Sanctum Panorama	Individually priced	
	(vii) Additional cost for inscriptions for Sanctum 2000 and Panorama over 80 letters	£1.50 per gilded letter	£1.50 per* gilded letter
Section 5:	Chapel Area – Memorial Wall		
	(i) Memorial Plaque. (Includes supply and installation of plaque, 20 year lease and scattering of ashes if required)	137.00	150.00
	(ii) Additional Inscription. (Includes new plaque, installation and scattering of ashes, if required)	137.00	150.00
Section 6:	Miscellaneous		
	(i) Use of Chapel	90.00	140.00
	(ii) Transfer of Burial Rights/admin fee	76.00	80.00
	(iii) Entry in Book of Remembrance	At Cost + Admin Fee	
	(iv) For up to and including five searches for names by one applicant	47.00	50.00
Notes:	(i) Other services/options may be available and charged on an “at cost” basis plus an administration fee. Please discuss any items with the Cemetery Registrar		
	(ii) A copy of the Cemetery Regulations is available free of charge from the Cemetery Registrar		

* Price set by external contractor

- (iii) For the repurchase of burial rights for unused graves by T&MBC the Council will pay:
The current purchase price times the remaining duration of the exclusive right less the Council's administration fee ruling at the time

All charges shown are exempt of VAT

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Joint Report of the Director of Street Scene, Leisure and Technical Services & the Director of Planning, Housing & Environmental Health

Part 1- Public

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

1 MENTAL HEALTH CHARTER FOR SPORT AND RECREATION

Summary

This report introduces and seeks Member approval to sign up to the new Mental Health Charter for Sport and Recreation.

1.1 Background

- 1.1.1 Every year, 1 in 4 people will experience a mental health problem and high profile sportsmen and women such as Victoria Pendleton, Dame Kelly Holmes, Frank Bruno and Jack Green have publicly shared their own mental ill health experiences.
- 1.1.2 Despite this statistic, it is still something that much of the population is reluctant to talk about or address and many of those experiencing mental health problems have reported varying levels of discrimination. This is something the new Charter hopes to change.
- 1.1.3 It is recognised that sport or physical activity can play an essential role in both the prevention and treatment of mental health problems with the Chief Medical Officer's Annual Report highlighting the significant benefits from adopting a more physically active lifestyle stating *"The benefits of regular physical activity to health, longevity, well-being and protection from serious illness have long been established. They easily surpass the effectiveness of any drugs or other medical treatment."*
- 1.1.4 In addition The Department for Culture Media & Sport has published "A New Strategy for Sport: Consultation Paper" in August this year. This identifies that *"Physical inactivity directly contributes to one in six deaths in the UK."* It also highlighted that physical activity *"can help prevent and/or treat a range of physical and mental illnesses, including cancer, heart disease, strokes, dementia, depression, type 2 diabetes and can contribute to weight management."* The Strategy also states that *"people who are physically active can have a more positive outlook which contributes to good mental health."*

1.2 Mental Health Charter for Sport and Recreation

1.2.1 The Charter sets out how sport can use its collective power to raise the issue of mental health and help tackle the stigma that surrounds it. It was developed in partnership between the Professional Players Association, the Sport and Recreation Alliance, the Football Association and the mental health charity MIND.

1.2.2 The Charter is attached at **Annex 1** and has 6 key aims or action points:

- Use the power of sport and recreation to promote wellbeing, with a special focus on encouraging physical activity and social interaction for their contribution to good mental health
- Publicly promote and adopt good mental health policies and best practice within our sports and recreational activities
- Promote positive public health messages using diverse role models and ambassadors to reduce the stigma attached to mental health problems
- Actively tackle discrimination on the grounds of mental health to ensure that everyone is treated with dignity and respect
- Support the establishment of a pan-sport platform to work closely with the mental health sector to develop and share networks, resources and best practice
- Regularly monitor our performance, assess progress and take positive action on mental health issues

1.2.3 Some of the country's biggest governing bodies of sport and professional player associations have already signed- up to the Charter so messages at a national level will soon be in circulation. The next step is for regional, county and district organisations involved in sport to reinforce these messages at a local level. Kent County Council has already signed up to the Charter and is encouraging as many organisations in the county as possible to also commit to the Charter's aims. It is, therefore, proposed that Tonbridge and Malling Borough Council signs up to the Charter.

1.2.4 If the Borough Council was to sign up to the Charter the main actions required could include:

- a section on the Council website about mental health issues
- signposting people and other organisations to useful contacts and services
- referencing mental health benefits in newsletters, bulletins and leaflets

- attendance at mental health meetings and conferences
- recruitment of good role models and ambassadors
- posters and promotional literature in staff areas
- providing mental health first aid training
- raising awareness of World Mental Health Day

1.2.5 Most of these are already in place, through the work of the Health Improvement Team and include details on the website around mental health awareness, signposting to support services, mental health first aid training and active involvement in the local delivery of World Mental Health Day events. Should we sign up to the Charter the focus for the Council will be increasing awareness across other services, so that these actions and initiatives can be more widely promoted.

1.3 Current Borough Council Activity/Mental Health Programmes

1.3.1 It should be noted that the Borough Council already engages in a number of activities/programmes to promote physical and mental wellbeing within the Borough and a selection has been highlighted below for Member information:

- Discovery Day - a disability sports day is run every year at the Angel Centre, Tonbridge, for children and young people with a physical or learning disability. Special schools in and around the Borough are invited to attend and recently this invitation has been extended to all local mainstream schools as well, recognising that more children with special educational needs are now attending mainstream schools. Average attendance at the event is approximately 80 children. The event is sponsored by Fidelity Investments.
- Spring into Sport – a promotional programme of free taster sessions organised by the Council provided across the Borough. Over 15 different clubs and groups have been involved with sessions ranging from football and rugby to croquet and short mat bowling, giving something for all ages and abilities.
- Sports Directory – providing a comprehensive online guide to local clubs, enabling residents to search for information and get involved with regular sessions.
- Healthy Walks Programme – the Health Improvement Team organise six walks every week starting from Leybourne Lakes, Tonbridge Pool, Tonbridge Baptist Church and Hildenborough Recreation Ground. All walks are led by trained volunteers, are free and show that walking can be an enjoyable activity that really makes a positive difference to health.

- Parkruns - weekly 5km timed runs organised by a team of volunteers. The runs take place every Saturday at 9am at both Tonbridge Racecourse Sportsground (Tonbridge Parkrun) and Leybourne Lakes Country Park (Malling Parkrun) and are open to all ages and abilities, free of charge. There are over 3,500 runners registered for Tonbridge and 460 runners currently registered for the Malling run (only established on the 3 October 2015). Following the recent establishment of a Junior Parkrun at Manor Park in West Malling the Borough Council are considering a Junior Parkrun for the Tonbridge area.
- Weight Management Programmes – these programmes are delivered at various venues across the Borough for both adults and families. Counterweight for adults is an 11 week programme focussing on changing behaviours, including eating habits, activity levels and thought processes to help participants lose weight and maintain it at a healthy level. The LEAP (Learn, eat and play) programme welcomes families with a child or children that have been identified as having an unhealthy weight or unhealthy lifestyle behaviours. It includes cooking workshops, exploring ways to increase physical activity and advice on healthy eating and portion control.
- Leisure Pass Scheme – an annual membership available free to residents of the Borough in receipt of one or more qualifying benefits including universal credit and disability living allowance. The Leisure Pass offers discounts of up to 50% at the Council's leisure facilities.
- Young Cricket Leaders - these schemes have run in the Malling, Snodland and Tonbridge areas targeting 14 to 16 year old players interested in coaching the game by offering training in cricket leadership, umpiring and scoring, groundsmanship and first aid. Part of the scheme includes a minimum of 20 hours volunteering by the course participants once they have completed the course. This ensures that local Clubs, as well as individuals, benefit from the scheme and increases the opportunities for others to become involved in cricket.
- Tonbridge and Malling Youth Forum – this established forum has recognised both the extent and implications of Mental Health. The forum has recently undertaken a Mental Health Awareness Survey within a local school to assess young people's understanding of mental health issues and how these affect them. The survey received just under 300 responses and the Youth Forum are now looking to extend the survey further across the borough and look at ways support can be offered to young people to address issues arising from the survey.
- Other Mental Health Initiatives - our Jasmine and Headspace courses are designed for those with low level mental health issues, such as anxiety, panic, depression, sleeplessness and low self-esteem, these are delivered by our partner West Kent MIND. West Kent MIND are also delivering their

Mind Fitness programme to four secondary schools in the Borough, in addition we promote Six Ways to Wellbeing www.liveitwell.org.uk

1.4 Legal Considerations

1.4.1 None

1.5 Financial and Value for Money

1.5.1 There are no conditions attached to the Charter that commits any organisation to additional spending for events, activities or promotional literature.

1.6 Risk Assessment

1.6.1 None

1.7 Policy Considerations

1.7.1 Community, Equalities/Diversity, Healthy Lifestyles

1.8 Recommendations

1.8.1 It is **RECOMMENDED TO CABINET** that this Council formally signs up to the Mental Health Charter for Sport and Recreation.

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

Background papers:

contact: Beverley Emmerson

Nil

Robert Styles
Director of Street Scene, Leisure &
Technical Services

Steve Humphrey
Director of Planning, Housing &
Environmental Health

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Organisations signed up to the Mental Health Charter for Sport and Recreation at its launch on 25 March 2015

National Governing Bodies



Player Associations



Other Bodies



TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Report of the Director of Street Scene, Leisure & Technical Services

Part 1- Public

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

1 LEYBOURNE LAKES COUNTRY PARK – USER SURVEY RESULTS

Summary

This report informs Members of the results of the 2015 user survey carried out at Leybourne Lakes Country Park, and brings forward potential future improvements for consideration.

1.1 Introduction

1.1.1 A user survey was undertaken at Leybourne Lakes Country Park during the summer of 2015, as part of Leisure Services' ongoing market research programme. The survey consisted of 400 face to face interviews conducted at various locations within the Park, with interviews conducted from the end of July through to August. The previous survey at the Country Park was undertaken in the summer of 2010.

1.1.2 The 2015 survey covers five main areas:

- To profile the users of the Park;
- To identify the users' reasons for visiting the Park;
- To ascertain their satisfaction with aspects of the service and facilities;
- To find out users' reasons, if any, for dissatisfaction and
- To identify potential improvements to enhance customers' experience.

1.1.3 The survey enables the Council to gauge current feedback from visitors to the Park and assess the impact of any previous improvements undertaken since the last survey in 2010. Since the last survey improvements have included the installation of seating, renewal of fishing swims; path and fencing works, additional signage and the retender of the mobile catering service.

1.1.4 The survey is also essential in evidencing the need for improvements to support external funding bids.

1.2 Survey Results

1.2.1 A copy of the report's Executive Summary can be found at **[Annex 1]** and a full copy of the report can be made available to Members on request.

1.2.2 I am sure Members will be pleased to note the survey indicated that 98% of visitors were satisfied with the Park. This represents an increase of 1% since the last survey in 2010, and reflects the continued high standards being achieved.

1.2.3 A number of key areas at Leybourne Lakes Country Park continue to have extremely high satisfaction levels as shown below:

Area of Satisfaction	2015 Result
Condition of the path surfaces	99%
The attractiveness of the Park	96%
The presence of wildlife	95%
Signage in the Park	89%
Car Parking Facilities	98%
Cleanliness of the Park	94%

1.2.4 The main reason respondents gave for using the Park was to walk the dog or to engage in walks. Other high uses included feeding the birds, use of the children's play area, cycling and jogging.

1.2.5 Users travelled from a wide catchment area, however, the majority lived within five miles of the Park (59%): 7% had travelled more than 20 miles.

1.2.6 Of the 18 features rated by users for satisfaction only two scored any noticeable level of dissatisfaction. These were the toilet facilities (11%) and the refreshment facilities (33%).

1.2.7. With regard to the toilets, a more detailed look at the comments illustrated that whilst customers were satisfied with the cleanliness of the existing toilets, they would prefer them to be located further within the Park, and closer to the children's play area.

1.2.8. With regard to the current mobile catering offer, more than 100 comments related to the need to improve refreshment provision, with users saying that this would both enhance their experience, and encourage them to stay longer.

1.3 Potential Improvements

1.3.1 Users were asked to identify their most desired improvement at the Park from a list and were also given the opportunity to identify any other improvements through an Open question.

1.3.2 One improvement that was dominant was improved refreshment facilities. Users also supported the desire for a Visitor Centre, described in the survey as including

a café, watersports centre and educational facilities. What is clear from the survey is that if a lakeside facility of this nature could be provided it would meet the needs of those users seeking improvements at the Park and address identified areas of dissatisfaction. Members will be aware, through a separate report to this Board, that there is currently a Capital Plan Scheme for additional facilities at Leybourne Lakes Country Park and the User Survey has clearly indicated support for this project.

1.3.3 Other notable areas for improvement included;

- More activities for children – The Park has an existing play area and play sculptures around the main lake and additional play equipment has been installed since the user survey was undertaken.
- More circular walks/routes – Since the user survey was undertaken a new ‘Ocean Lake Circular Trail’ has been created and installed. Over the next two years a large wildflower meadow is due to be created that will also provide a new public walk.

1.4 Summary

1.4.1 The market survey results have highlighted that Leybourne Lakes Country Park continues to be well appreciated and highly valued by the local community. Overall satisfaction levels are extremely high and the results clearly reflect the positive impact of investment made in the Park by the Council and volunteers. It is, however, important that the existing facilities continue to be well maintained in the future as well as continuing to investigate future investment opportunities. A large number of positive comments were received and a selection are highlighted below:

“Everything here is wonderful we are so lucky to have it on our doorstep”

“Such a lovely place, water is so peaceful”

“We love coming here, it’s such a lovely area”

1.5 Legal Implications

1.5.1 None.

1.6 Financial and Value for Money Considerations

1.6.1 Where possible, any actions to meet customer needs will be delivered through existing revenue budgets. Where additional funding is required this may be achievable through developer contributions or other external funding.

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 Asset Management, Healthy Lifestyles and Community.

1.9 Recommendation

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

- 1) the 2015 market survey results for Leybourne Lakes Country Park user survey be noted
- 2) the results be shared with users of the Park and the Customer Panel, and
- 3) further investigation be undertaken on the potential provision of a lakeside facility to meet the expressed needs of users.

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

Background papers:

contact: Mike Harris

Leybourne Lakes Park User Survey 2015

Robert Styles

Director of Street Scene, Leisure and Technical Services

THE RESULTS OF THIS SURVEY SHOW THAT:

- A high 98% were satisfied with their visit overall, including 62% who were very satisfied.
- More than 90% of the users were satisfied with many of the park's features and facilities including the cleanliness and attractiveness of the park; the condition of the path surfaces; the balance of recreation and wildlife, the presence of wildlife and car parking. Other features including the number of seats/benches; signage in the park; on site interpretation, facilities for the disabled, safety and security on site, the Water Sports centre, the Ranger Service and the Play Area found more than 80% of respondents satisfied.
- Users were both male and female though more likely to be female, with ages ranging from the under 16s to the over 75s, although the former were the most numerous and the latter very few. As part of the survey coincided with the school summer holidays the preponderance of young people could be expected.
- Users were drawn from the local area and a wider catchment with 59% resident within 5 miles of the park, and 41% living 5 miles or more away, of which 9% lived 20 miles or more. This shows that the Country Park is predominantly a local facility but continues to attract users from a distance.
- Over half of the respondents (57%) travelled to the park by car or minibus, 23% came on foot, 16% cycled, leaving just 3% to use a motorbike or public transport.
- Just over a third (38%) of the respondents visited once a week or more often and are described as frequent users.
- Although some differences are noted between the 2010 survey sample and this year's respondents, none are sufficiently significant to describe the park's users as different from those who used the park in 2010.
- Most visits (75%) lasted less than 2 hours; one in four stayed longer.
- Just 5% of the respondents said they had an illness, disability or infirmity that had troubled them over a period of time. No user reported any difficulty in access.
- The three main reasons given for visiting the park were to walk (50%) (including walking the dog and just walking through), feeding the birds (21%) and to use the play area (19%). Cycling, jogging, angling and water sports were recreational activities users undertook during their stay and accounted for one third of the reasons given for visiting the park (34%). Occasional users were more likely to be on a family trip (7%) which, for a few, included a picnic (1%).
- Dissatisfaction focused on just two features, the catering facilities and the toilets. Users want improved refreshments and toilets closer to the Play Area.

- All of the nine possible improvements suggested in the survey gained some support from the users, but one outstripped all of the rest, improved refreshment facilities. Logically these could be combined with a Visitor Centre described as including a café, water sports centre and educational facilities that together would make this improvement overridingly popular. If this could not be achieved, at least improved refreshment facilities would be desirable followed by more activities/facilities for children and more circular walks/walking routes.
- Almost three out of four respondents (72%) were aware of the Green Flag Park Awards and 63% were aware that Leybourne Lakes Country Park holds the award.

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

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 HEALTH IMPROVEMENT UPDATE

Summary

This report details the Council's response to the recent KCC Health Improvement Consultation and includes the minutes of the most recent Health Action Team and West Kent Health and Wellbeing Board minutes.

1.1 Introduction

- 1.1.1 KCC undertook responsibility for Public Health in April 2013, commissioning the Council to deliver a range of health improvement services, including healthy living centre initiatives, healthy weight and mental health and well-being programmes.
- 1.1.2 The Public Health Service have been carrying out a review of the approach to delivering public health to residents of Kent, aiming to ensure that all its services are based around the needs of the person, encourage personal responsibility and, wherever appropriate, delivered within integrated services. Most importantly, all service activity must contribute to reducing health inequalities.

1.2 Health Improvement Service Consultation

- 1.2.1 The NHS Five Year Forward View was published in 2014 and highlighted the need to radically increase the role of prevention to achieve improvements in health outcomes for the public, reducing health inequalities and promoting healthier lifestyles generally. Similarly, the Care Act, which became law in 2015 also emphasises the importance of prevention, in addition to, outlining key responsibilities for local authorities in addressing this.
- 1.2.2 Currently the Public Health Service commission a range of services independently of each other and in addition to the services that the Council are commissioned to deliver they include the Stop Smoking Service, Health Trainers, Health Checks and Physical Activity. The consultation proposes a model that is focussed around the individual, integrating the various services in a co-ordinated way. Details of the consultation can be found at <http://consultations.kent.gov.uk/consult.ti/Healthimprovement/consultationHome>

- 1.2.3 The Council's response to this consultation broadly supported the proposed approach, explained that we are in a good position to deliver health improvement services adopting the suggested model, provided examples of how we are already able to use this type of approach with many individuals attending Council delivered programmes and how the integration of various Services that Councils offer can support that approach. Our full response is detailed at **[Annex 1]**.
- 1.2.4 The outcome of the consultation will very much influence the way future health improvement services are commissioned and may have a significant impact on what and how we deliver those services in the future.

1.3 Public Health Funding Update

- 1.3.1 At the September Board a verbal update was provided to Members advising that in year cuts of 10% (equivalent to £13,215) had been required by KCC. This figure has now been revised, following a further assessment of the overall Public Health budget and the Council has been advised that the £13,125 saving has been reduced to £9,911. This will enable us to support West Kent MIND to deliver a further Jasmine or Headspace programme.

1.4 Health Action Team

- 1.4.1 Through the Health Action Team (HAT) it is intended that local partners, involved in the delivery of "health" in its widest context, have the opportunity to work together to develop an understanding of the role of partners engaged in health improvement and how those can be best coordinated. In providing such a focus, health improvement work across the Borough can be maximised to help achieve better local outcomes for local people.
- 1.4.2 The HAT meets quarterly and includes representation from officers from a number of the Council's Services, including Leisure, Private Sector Housing, Executive Services and Environmental Health and partners including, TMLT, Kent County Council Public Health, Clinical Commissioning Group, West Kent MIND and Voluntary Action West Kent. Minutes of the September meeting are attached at **[Annex 2]**.

1.5 West Kent Health and Wellbeing Board

- 1.5.1 The West Kent Health and Wellbeing Board continues to meet bi-monthly, the minutes of these meetings are available via the Council's website:

<https://democracy.tmbc.gov.uk/ieListDocuments.aspx?CId=338&MId=2752&Ver=4>

1.6 Legal Implications

- 1.6.1 None

1.7 Financial and Value for Money Considerations

1.7.1 Although we are working with a number of external partners on health delivery the work of the Health Improvement Team is reliant on funding from KCC Public Health Service. We know these budgets continue to be under pressure.

1.7.2 The current approach to Health Improvement Services will continue to be commissioned until September and we anticipate that following the consultation some significant changes, which are likely to impact on our work, will be announced.

1.8 Risk Assessment

1.8.1 There almost certainly will be a change to the way that Health Improvement Services are commissioned which almost inevitably will impact on local delivery of health improvement services and staff in the health improvement team. We do not expect the detail of these changes before April.

1.9 Equality Impact Assessment

1.9.1 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.

1.10 Recommendations

1.10.1 Members are asked to **ENDORSE** the Council's response to the Health Improvement Consultation and **NOTE** the remarks about Public Health funding.

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: Jane Heeley
Heidi Ward

Steve Humphrey
Director of Planning, Housing and Environmental Health

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Questionnaire

We would be grateful if you could take the time to complete this short questionnaire to give us your views on the proposal for integrated Health Improvement Services

Please respond by 14 December 2015

**1. Are you responding to this consultation as:
(You may tick more than one)**

- A member of the public
- As a user of current services - past or present
- In a professional capacity
- X On behalf of an organisation

If you are responding in professional capacity, please explain your interest:

If you are responding as part of an organisation, please tell us its name:

Tonbridge & Malling BC

2. To what extent do you agree or disagree with the proposed Health Improvement Service model?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

We agree that the evidence exists that better individual health outcomes can be achieved through a person centred model and support this proposal. There are a number of issues that do need to be addressed prior to developing the new model.

- Tier 2 weight management services – NICE guidance suggests that tier 2 weight management programmes are best delivered in a group setting yet there is no mention of how these services will be delivered. Group settings are not only cost effective but also provide a supportive setting where clients work together on each other supporting their goals
- Skills competencies (NICE guidance) – those supporting clients to lose weight or change behaviours need the necessary competencies and skills to successfully advise and support weight loss or leading a healthy lifestyle. Presently all staff working on weight management programmes have a health related degree and training to provide the knowledge and skills to provide consistent advice. This includes nutrition, motivational interviewing, and a range of public health competencies.
- Partnership work - The existing model operated within TMBC ensures that through mechanisms such as the Health Action Team meetings there is a co-ordinated approach with a range of both commissioned and non-commissioned partners, organisations and services within the local authority to support a range of work sitting outside the specific SLAs such as Dementia. It is not clear how the new commissioning model will support this work that is dependent on present commissioning. This is especially true if contracts are awarded to private and commercial providers who will not have the same excellent working relationships that presently exist between the boroughs and districts and other council services, community groups, GPs, charities and voluntary organisations developed since the 'Choosing Health' Budget was first devolved to boroughs and districts within West Kent area.
- West Kent Boroughs/Districts presently have extremely good working relationships with the aim of providing consistent reporting/outcomes whilst considering the individual needs of their own residents. It is unclear how the proposed model will ensure that the work is delivered locally whilst ensuring joined up and consistent reporting/outcomes.
- The proposed model is suggestive of a Health Trainer model, which although an integral part of the health improvement work does not address the more specialised health programmes such as healthy weight or the evidence based research that suggests a need for group work and individual work delivered by competent staff. To work on a 1:1 basis for 12 weeks is resource intensive especially if trying to accommodate specific days and times of the day. However, it is clear that enabling clients to communicate directly with providers supports increased engagement
- Needs to be a consistency of programme delivered that is evidence based and meets NICE guidance where appropriate. It is also important to consider the long-term effects of the intervention to ensure the work provides the desired long term lifestyle changes (weight loss) in a supportive setting providing strategies

TMBC currently deliver and sub commission a range of health improvement services across the borough that are funded by KCC Public Health. These services include Tier 2 adult and family weight management programmes and a range of universal programmes to support maintaining a healthy weight and increasing physical activity. TMBC also provide services targeting and mental health, social isolation, community cohesion and domestic violence working in partnership with other organisations such as MIND and DAVSS.

The present funding allows us to operate a Virtual Healthy Living Centre model where there is an emphasis on working with a range of agencies and taking services to where they are most needed delivering 1:1 sessions and delivering brief advice and signposting for alcohol, and smoking. We are commissioned to deliver NHS health checks, and workplace health. Therefore it is felt that the commissioning model that presently exists allows the borough council to deliver some excellent health improvement work taking a holistic, person centred approach to health and ensuring that 'every contact' counts.

3. Should health improvement services be... (Please select one option only)

- 3 Integrated** - Healthy lifestyle support across a range of issues will be made easier to access by bringing it together under one roof.
- 4 Targeted** - Healthy lifestyle support will be open to everyone but targeted at those with the greatest need.
- 2 Motivational** - Service prioritises motivating people and supporting them to become healthier.
- 1 Promote independence** - Helping people to develop the skills to lead healthier lifestyles and become less reliant on services.
- 5 Flexible and tailored** - Able to meet changing local needs and priorities.

Please tell us why?

Each of these components are essential to providing a health improvement service and therefore it is difficult to put each section in order when all of them should be considered when planning health improvement services.

Flexible and tailored - Able to meet changing local needs and priorities. **5**

Targeted - Healthy lifestyle support will be open to everyone but targeted at those with the greatest need. **4**

Integrated - Healthy lifestyle support across a range of issues will be made easier to access by bringing it together under one roof. **3**

Motivational - Service prioritises motivating people and supporting them to become healthier. **2**

Promote independence - Helping people to develop the skills to lead healthier lifestyles and become less reliant on services. **1**

It is important to ensure that services are designed and delivered with local need as a priority and TMBC always work to ensure that local data and priorities are at the forefront of any planning of health improvement services. It is important that services are delivered in a range of different community locations at different days and times to meet individual need otherwise services will not be used. By working closely with individuals at a local level TMBC has been successful in developing services to meet the need of the population.

It is important to ensure that services are delivered by skilled staff with the expertise of to motivate individuals to change behaviour and should be an integral part of any health improvement service and written into all SLAs/Contract. It is also important to ensure clients are ready to change.

All programmes (NICE Guidance) must aim to offer a sustainable long term approach to behaviour change. Presently this is the model adopted in West Kent.

4. Should health improvement services be... (Please select one option only)

Open to everyone on a first-come-first served basis

By referral only

X Allocated based on need, so that those with the highest levels of need get treated first

Other (Please specify)

Please tell us why?

This includes that services are universal with more resources focused on areas of most need. Referred to as Universal proportionalism this is a very important way of working to ensure resources are allocated to consider reducing health inequalities and ensuring outcomes when funding is scarce. The current commissioning model allows us to focus our efforts in our priority communities, whilst ensuring all eligible clients are able to access services. There is suggestion that the future commissioning model will focus funding on the top 10% most deprived Lower Super Output Areas in Kent. This potentially means that West Kent, as in the past will be under resourced and poses the risk of actually increasing health inequalities in West Kent. Although Tonbridge & Malling is seen as an affluent area there are pockets of deprivation within Ward areas where large health inequalities exist. Data sets for weight are based on NCMP data and adult weight data and this data is not always consistent with deprivation. Mental health is seen among a wide range of the population and can affect everyone.

5. How important are the following ways of working with people to help them become healthier?

(Please rate the options below: 5 = Most important 1 = Least important)

- 5 Face to face
- 3 By telephone
- 3 Online information
- 4 Video or virtual contact
- 3 Social media
- 3 SMS / Text message
- Other (Please specify)

Please tell us why?

Work that has been done in other areas e.g. Wales suggests that communication across a range of platforms, including social media, websites and phone apps, increases the reach and impact of health improvement awareness. We tend to agree with this but would promote face to face contact for targeting initial engagement, establishing an individual's state of readiness for change, to explain the interventions and to coach through the various specific programmes. Other platforms have a role in promoting Health Improvement programmes, maintaining engagement, monitoring progress, developing support within groups.

6. How suitable the following venues for delivering face to face health improvement services?

(Please rate the options below: 5 = Most important 1 = Least important)

- 3 In a dedicated building (e.g. healthy living centre)
- 4 A GP surgery
- 4 A pharmacy
- 5 In an existing community space (e.g. Library or Gateway)
- Other (Please specify)

Please tell us why?

Essential that venues are both easy to access and create the right kind of environment to facilitate attendance.

7. How could Public Health encourage more people to access Health Improvement Service?

Wider promotion – consistent web sites, use of social media
Social marketing campaigns
Extension to national campaigns
Community champions and community development services in both public and voluntary sectors.

8. Do you have any other comments on the proposal?

We recognise the limitations and the inconsistencies of the current delivery models and support the re-design of Health Improvement Service, including the commissioning and delivery aspects to develop a more holistic approach to helping the Kent population improve its health and well-being.

We would question, in a County the size and with the population of Kent, whether the adoption of a “one size fits all” approach would deliver the benefits the person centred approach is intended to achieve. There are significant differences in both health needs and methods of health improvement delivery across the County. Whilst there will be a benefit in developing a consistent approach to delivery focussing on the whole person as proposed differing geographic health needs do need to be considered.

District Councils have a strong role as a community leader, enjoy developed

links with priority areas, where there is deprivation, multiple lifestyle issues and health inequalities and understand the health needs of their communities. They are already working in an integrated way within their organisations and with partners across public, private and voluntary sectors.

The delivery model currently commissioned in West Kent, through which a health improvement grant is annually pass ported to District and Borough Councils, has allowed the delivery of locally targeted Health Improvement programmes focusing on weight management, mental health and well-being and physical activity.

The current delivery of Health Improvement programmes has also raised the profile of health and well-being in many local service areas provided by the District Councils. In so doing an extended integration of health and well-being into other service areas has been developed, bringing in Housing, Community Safety Partnerships, Planning and Leisure Services, to address the broadest health needs of an area.

Sustainability has been an important consideration in the way our programmes are delivered and although a single issue might be addressed at any one time, trusted relationships develop between the Health Improvement lead and individual participants. Behavioural change is a prominent feature of those programmes. Frequently individuals are referred onto other programmes e.g. Participants from Jasmine continuing onto Counterweight, receiving IBA's on smoking and alcohol and referral into those services.

Increasingly integrated working is taking place between Councils and Medical Centres, Health visitors, school nurses and specialist services such as the Sop Smoking Service, which are contributing to addressing the wider health needs of individuals. Projects around social prescribing are in place in some areas and under development in others, at the heart of which is integrated, person centred service delivery.

There is a strong argument that the single point of contact should be maintained and strengthened at a local level. District councils are uniquely placed, individually, collectively and in partnership with other organisations, to expand, improve and add value to the delivery of integrated health improvement offers. Understanding local communities and family groups and responding expressly to local needs in liaison with GPs and others within a strategic framework is critical to achieving practical success in health improvement – that is the added value of the role of District Councils.

9. Please tell us your postcode

ME19 4LZ

About You

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we're asking you these questions.

We won't share the information you give us with anyone else. We'll use it only to help us make decisions, and improve our services.

If you would rather not answer any of these questions, you don't have to.

Q.10 Are you.....? *Please select one box.*

- Male Female I prefer not to say

Q.11 Which of these age groups applies to you? Please select one box.

- 0 - 15 25-34 50-59 65-74 85 + over
 16-24 35-49 60-64 75-84 I prefer not to say

Q.12 To which of these ethnic groups do you feel you belong? (Source: 2011 census)

Please select one box.

- | | |
|----------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> White English | <input type="checkbox"/> Asian or Asian British Indian |
| <input type="checkbox"/> White Scottish | <input type="checkbox"/> Asian or Asian British Pakistani |
| <input type="checkbox"/> White Welsh | <input type="checkbox"/> Asian or Asian British Bangladeshi |
| <input type="checkbox"/> White Northern Irish | <input type="checkbox"/> Asian or Asian British other* |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Black or Black British Caribbean |
| <input type="checkbox"/> White Gypsy/Roma | <input type="checkbox"/> Black or Black British African |
| <input type="checkbox"/> White Irish Traveller | <input type="checkbox"/> Black or Black British other* |
| <input type="checkbox"/> White other* | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Mixed White and Black Caribbean | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed White and Black African | <input type="checkbox"/> I prefer not to say |
| <input type="checkbox"/> Mixed White and Asian | |
| <input type="checkbox"/> Mixed other* | |
| <input type="checkbox"/> Other ethnic group* | |

*If your ethnic group is not specified in the list, please describe it here:

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q.13 Do you consider yourself to be disabled as set out in the Equality Act 2010?

Please select one box.

Yes

No

I prefer not to say

Q.14 If you answered Yes to Q13, please tell us the type of impairment that applies to you.

You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select Other, and give brief details of the impairment you have.

Physical impairment.

Sensory impairment (hearing, sight or both).

Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy.

Mental health condition.

Learning disability.

I prefer not to say.

Other*

*If **Other**, please specify:

Q.15 Do you regard yourself as belonging to any particular religion or belief?

Please select one box.

Yes

No

I prefer not to say

Q.16 If you answered Yes to Q15, which one applies to you? Please select one box.

Christian

Hindu

Muslim

Any other religion, please specify:

Buddhist

Jewish

Sikh

Q.17 Are you...? Please select one box.

Heterosexual/Straight

Gay woman/Lesbian

Other

Bi/Bisexual

Gay man

I prefer not to say

Thank you for completing this questionnaire

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**TONBRIDGE AND MALLING
HEALTH ACTION TEAM**

MINUTES

**Tuesday 8th September 2015
14:00-16:00**

Present:

Jane Heeley	Chair, Chief Environmental Health Officer, TMBC
Heidi Ward	Health Improvement Manager, TMBC
Caroline Lower	Case Worker Manager, Family Mosaic (HIA)
Karen Hardy	KCC Public Health Specialist
Satnam Kaur	Chief Housing Officer, TMBC
Julia Burton-Jones	Project Officer (Dementia Specialist), Diocese of Rochester, C of E
Anne Charman	Community Liaison Officer, KCC
Linda Hibbs	Private Sector Housing Manager
Stephen Gregg	Leisure Services Manager, TMBC
Chris Parker	Dementia Friendly Tonbridge
Kerry Harrison	Heart of Kent Hospice
Anita Cleugh	Ass Dir. of Customer Services, Circle Housing
Stuart Tickle	Safer & Stronger Communities Manager

Apologies

Martin Guyton	Chief Executive TMLT
Mark Raymond	Chief Corporate Policy Officer, TMBC
Claire West	Russet Homes
Vicki Morrey	Heart of Kent Hospice
Jill Roberts	CEO, West Kent MIND
Rachel Parris	Programme Lead/Planned Care & Integrated Commissioning, WKCCG
Merle Brigden	DAVSS Trustee & Domestic abuse adviser
Yvonne Wilson	Health & Wellbeing Partnerships Officer

Actions

Apologies, welcome and introductions

J H welcomed members and passed on apologies of absentees and asked members to introduce themselves.

1. Minutes and actions of previous meeting

JH went through the minutes of the previous meeting and the minutes were accepted by the group with regards to accuracy.

Comments arising from the minutes:

- Tracey Schneider has now met with KH to discuss Dementia friendly initiative and Kent Healthy Business Award. The initiative is being actively promoted through businesses.
- HW represents TMBC at the Tonbridge Dementia Friends Steering group and an update was provided by CP as part of the agenda item 2.
- HW made contact with Fiona Skinner from Health Visitors.

For the benefit of new members JH gave an overview of the background to the meeting and how members of the meeting actively work together to improve the health and wellbeing of the local population. JH explained priority themes had been identified; Healthy weight and Physical activity, Dementia Friendly Tonbridge, Preventing falls/housing.

2. Dementia Friendly Tonbridge

CP

Chris Parker (CP) from Abbey Funerals gave an overview of the progression of the work that the Tonbridge Dementia Friends (DF) Steering group have achieved over the past 6 months.

- April - a steering group was formed made up of members representing different parts of the local community; Church, TMBC (HW) The Town Team, Chamber of Commerce. Local businesses
- May – during dementia awareness week a launch meeting was held at the Angel Centre which was very well attended. Starting with a dementia friendly session and was followed by a brain storming session to identify areas to focus on.
- Agreed action points include providing training and raising awareness and understanding of dementia, encourage community support and promote DF businesses and organisations by encouraging use of the Recognition symbol.

Achievements to date

- DF sessions held at a range of businesses
- Abbey Funerals and Tonbridge Osteopath have applied for and received recognition symbols. Bubbles Launderett, Warners Solicitors, Angel Indoor Bowls club and Tonbridge Methodist church are in the process of applying.
- Actively engaged with Tonbridge Juddians Rugby Club and a range of other businesses but difficulty engaging with Taxi firms
- CCG – James De Puy has arranged DF training for all non-clinical staff
- TMBC – training arranged for all staff.
- Churches very supportive and Rochester Diocese are introducing a dedicated chaplaincy the focus of which will dementia care (in attendance at meeting)
- Funding – donations of £700 held by Town Team on behalf of the ground. TMBC supporting printing, marketing & staff through Health Team.

- Looking for venues to deliver training.
- Attending TAMs Older People event on October 1st at Angel Centre.
- Town wide event being planned as part of the dementia awareness week 2016.

ST explained his role in TMBC with regards to licensing and as the lead for DF and vulnerable person's team lead as part of his role in Kent Fire and Rescue.

KH from Hospice explained about there being a clinical nurse specialist at the hospice and advanced planning for the care of patients with dementia.

Stephen Gregg (SG) explained how the Youth Forum had mental health and physical health as a key area of work and it would be good to link with the DF agenda.

Actions

- HW to send CP Stuart Tickles contact details and CP to liaise with ST over problems engaging with taxi firms and room hire at the fire station for DF session.
- SG to liaise with CP with regards to engaging with Youth Forum and schools.
- Anita Cleugh (AC) to liaise about refresher training for Circle Housing.
- ST/SG to find out whether it is possible to hold Dementia Friendly events at the Rigby Club and Fire Station.

**HW/CP/
ST**

**SG/CP
AC/CP**

3. Housing – Falls Prevention

SK/LH

A presentation was delivered by Satnam Kaur (SK) and Linda Hibbs (LH) on the work of the Housing Team reiterating how housing, particularly around falls prevention, is a priority for the HAT.

3 key areas of work are covered by our Housing Service;

- Strategy & Enabling – enabling policy setting
- Housing Needs
- Private sector housing

Key facts:

- 1 in 3 people over 65 and 1 in 2 people over 80 fall at least once a year
- High cost to hospital, community healthcare and social care services

Housing enforcement

- Housing Health and Safety Rating System
- Looking at hazards
- Harm outcomes
- A legal requirement for property to be “safe”

- Housing can take action by serving notice

Housing assistance 2014-16– Home Safety Assistance, warm homes (Health Improvement Agency (HIA) delivers Winter Warmth Scheme), home improvements. Examples were given to show how improvements such as installing handrails, improve lighting, remove glass door. This gives an obvious annual savings to NHS and society which can be calculated through the Housing Health Cost Calculator.

LH explained that a lot of work being done to increase GP and health professional referral (social prescribing).

Actions

Presentation to be sent out with minutes

HW

4. West Kent Health & Wellbeing Board

JH

JH gave an update on the work of the West Kent Health and Wellbeing Board (WKHWBB) which is held monthly and chaired by Bob Bowes. It is a multidisciplinary team with elected members including health watch. A priority for the board is obesity and increasing physical activity and JH explained that she is the lead officer for the Obesity Task & Finish Group, presently looking at GP engagement, a media campaign, increasing physical activity and weight management programmes. A recent agenda item looked at how there needed to be an integrated approach to alcohol and this would be considered at the alcohol summit involving a West Kent group of stakeholders, aimed at engaging partners to support the alcohol agenda such as carrying out identification and brief advice (IBAs) on alcohol and signposting to appropriate services.

JH Alcohol related mortality and hospital admissions for Tonbridge & Malling is higher than the national average.

Actions

Details of Alcohol Summit to be sent to HAT members

KH/HW

5. CCG Update

CCG representative not present so update postponed for next meeting

6. KCC Public Health Update

KH

KH updated the group on how the public health cuts would be happening in year irrespective of the results of the public health consultation. KH spoke of how the cuts will impact on the programmes and initiatives run and commissioned by TMBC Health Team as part of the health improvement budget. The Dir of Public Health is in present discussions with CEOs of borough and district councils to see where the

cuts will be made.

The budget cuts have also eaten into initiatives that aim to tackle the winter determinants of health such as the Winter Warmth initiative this year, however, KCC are waiting to hear the results of a bid to the National Agency for Action.

WKHWBB have set up a task and finish group to drive forward setting up an Alcohol summit. AC offered a venue at Circle Housing for the event.

KH went on to talk about the West Kent Population Profile' which takes a broad look at areas of health including housing, Looked after children & hospital admissions.

- Liver disease and respiratory increasing
- 0-4 short stay hospital admissions mainly due to respiratory
- 80-84 long stay admissions

Alcohol levels increasing possibly because of a change in culture, mixed media and alcohol linked to areas of deprivation and domestic abuse.

Action

AC/KH to liaise over the possibility of using a venue at Circle Housing
KH to send information to HW to distribute with minutes.

KH/AC

7. A.O.B

Anne Charman (AC) spoke of the combined member grants and the process of applying;

- Identify project, what it is aiming to achieve and how it is going to benefit the community.
- Contact AC
- Own bank account
- Faith groups need to ensure it incorporates all faiths

JH went through the TOR which was signed off by the group

GLOSSARY OF HEALTH TERMS

ABBREVIATION/TERM	DEFINITION
BCF	<p>Better Care Fund - The Better Care Fund was announced in June 2013 to drive the transformation of local services to ensure that people receive better and more integrated care and support. The fund will consist of at least £3.8 billion to be deployed locally on health and social care through pooled budget arrangements between local authorities and Clinical Commissioning Groups.</p>
CCG	<p>Clinical Commissioning Group - groups of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services including:</p> <ul style="list-style-type: none"> •Planned hospital care •Urgent and emergency care •Rehabilitation care •Community health services •Mental health and learning disability services <p>They work with patients and health and social care partners (e.g. local hospitals, local authorities, local community groups etc) to ensure services meet local needs. CCG boards are made up of GPs from the local area and at least one registered nurse and one secondary care specialist doctor.</p> <p>Clinical Commissioning Groups are responsible for arranging emergency and urgent care services within their boundaries, and for commissioning services for any unregistered patients who live in their area. All General Practices belong to a Clinical Commissioning Group.</p> <p>Clinical Commissioning Groups are overseen by NHS England at a national level. NHS England is a new body that ensures that Clinical Commissioning groups have the capacity and capability to successfully commission services for their local population. NHS England will also ensure that the Clinical Commissioning Groups meet their financial responsibilities.</p>
COPD	<p>Chronic obstructive pulmonary disease - is characterised by airflow obstruction that is not fully reversible. The airflow obstruction does not change markedly over several months and is usually progressive in the long term. COPD is predominantly caused by smoking. Other factors, particularly occupational exposures, may also contribute to the development of COPD. Exacerbations often occur, where there is a rapid and sustained worsening of symptoms beyond normal day-to-day variations.</p>
DFC	<p>Dementia Friendly Community - The Dementia Friendly Communities programme focuses on improving inclusion and quality of life for people living with dementia</p>
HAT	<p>Health Action Team – A Council led group comprising internal services such as health improvement, Leisure, Community</p>

	Development and Community Safety with partners that are working with us to deliver our health improvement priorities. The Group meets 4 times a year.
JSNA	Joint Strategic Needs Assessment - a systematic method for reviewing the health and wellbeing needs of a population, leading to agreed commissioning priorities that will improve the health and wellbeing outcomes and reduce inequalities.
LTC	Long term conditions - a condition that cannot, at present be cured; but can be controlled by medication and other therapies. Examples of Long Term Conditions are diabetes, heart disease and chronic obstructive pulmonary disease.
West Kent MIND	The West Kent part of MIND, the national mental health charity.
WKHWB Board	West Kent Health and Well-being Board - its role is to focus on improving the health and wellbeing of local people through joined up commissioning across the NHS, social care, district councils, public health and other services. This is in order to secure better health and wellbeing outcomes and better quality of care for all patients and care users in west Kent
WKDAA	West Kent Dementia Action Alliance - is a member of the Kent Dementia Action Alliance and as such is part of the Kent initiative 'Working towards becoming a Dementia Friendly Community'.

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Report of the Director of Street Scene, Leisure & Technical Services

Part 1- Public

Matters for Information

1 CAPITAL PLAN PROJECTS

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. Estimates quoted in Annex 1 have been amended to incorporate the outcome of the 2015/16 Capital Plan Review. Provisions are subject to scrutiny/approval by Members as part of the current budget setting process.

1.1.2 Capital Plan schemes are also subject to Post Implementation Reviews 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 approved template. No Reviews have been identified to be brought forward to this meeting.

1.2 Larkfield Leisure Centre – Refurbishment of Health Suite

1.2.1 The Health Suite at Larkfield Leisure Centre is currently in a poor condition and 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. Works commenced on site on the 9 November with an anticipated completion date of early February 2016. Works are progressing well with the strip-out now complete.

1.2.2 Potential additional works have also been identified by the Leisure Trust that would extend the adjoining gym. It is proposed that these works progress under a variation to the existing contract. The Leisure Trust will cover the full costs of the additional works (estimated at £20,000) and the asset will remain in the Council's ownership. This is a very positive addition for customers and brings forward enhanced facilities at no cost to the Council.

1.3 Leybourne Lakes Country Park

- 1.3.1 A List C project for evaluation is currently in the Council's Capital Plan for improved facility provision at Leybourne Lakes Country Park. The scheme identifies the potential improvements to include the provision of an education room/facility, general improvements to the water sports facilities/area and the provision of a café.
- 1.3.2 A consultant has been engaged to bring forward costed options which will be reported to the Finance, Innovation and Property Advisory Board in 2016 as part of the Capital Plan Review. The scheme is being considered not only to improve customer satisfaction, but to generate additional revenue for the authority in light of the Council's overall financial position.
- 1.3.3 An existing developer contribution of just over £300,000 is available to help fund the project and the Council is also investigating other external sources of funding/partnerships including local businesses and Colleges.

1.4 Tonbridge Town Lock

- 1.4.1 In partnership with the Environment Agency, the Council has commenced works to enhance the section of riverside at Town Lock, Tonbridge. The works, costing £1.95m include provision of a new flood wall, enhancement of the open space, the provision of CCTV and new boater facilities.
- 1.4.2 The contractor, Interserve, commenced work on the 1 June 2015. A number of delays were experienced in the early stages of the work which has, unfortunately, led to a revised completion date of early March 2016. Despite the delays, the works are progressing well on site, particularly in relation to the new boat house and the construction of the flood walls. Liaison has taken place with residents and local Members and progress is also being reported on the Council's website with a link to pictures showing works completed on a month by month basis.

1.5 Haysden Country Park

- 1.5.1 Members may be aware that a scheme is currently on List C of the Council's Capital Plan for the extension of the Children's Play Area at Haysden Country Park. The Scheme is estimated at a cost of £55,000 and has been identified for potential external funding.
- 1.5.2 I am pleased to advise Members that the Council has been successful in securing £50,000 through a SITA funding bid (Landfill Tax Credit Scheme) which now allows the project to be brought forward.
- 1.5.3 To access the funding a 'Third Party Funder Contribution' of £6,000 is required and the shortfall from the project cost of £5,000 will need to be met. The scheme is, therefore, being brought forward as part of the Council's Capital Plan Review to the Finance, Innovation and Property Advisory Board on the 13 January 2016. It is

proposed that the funding gap of £11,000 can be met through a virement in the existing Capital Plan, therefore, no additional capital funding is required to bring forward this project.

1.5.4 The project looks to extend and enhance the existing play area at Haydsen Country Park, to provide a broader range of facilities and play experiences. The proposals are targeted toward a younger age bracket (below 12) and complement the existing range of equipment. It is envisaged that the new design will incorporate elements of wooden equipment, natural play such as boulders, mounds/tunnels and sculptures, sensory elements such as Chimes and more traditional pieces such as springers and a slide. In total it is proposed to introduce approximately 12 new elements to the Play Area. Subject to approval at the Finance, Innovation and Property Advisory Board it is proposed that the works will take place in Spring 2016.

1.5.5 Two additional funding bids are also in progress to undertake further improvements to the Country Park including proposals brought forward by the Haydsen Country Park Volunteers.

1.6 Tonbridge Castle River Wall

1.6.1 This Capital Plan Scheme proposes the revetment of a section of the river bank adjacent to the Castle's South Curtain Wall and will encompass the repair/replacement of the old, disused, boat mooring. The contract for the works is currently out to tender.

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. The majority of 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 Consideration has been given to accessibility within the designs of both the Health Suite and Haysden Country Park Play Area Extension. The health suite incorporates a new hoist into the spa facilities and new sensory play equipment is proposed at Hasyden including, chimes and tactile sculptures.

1.11 Policy Considerations

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

The Director of Street Scene, Leisure and Technical Services 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, Leisure & Technical Services

CAPITAL PLAN PROGRESS
COMMUNITIES ADVISORY BOARD – MONDAY 11TH JANUARY 2016

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2022 Estimate £'000	Estimated Scheme Total	Notes
Larkfield Leisure Centre						
a) Refurbishment of Lifestyles Health Suite (Less TMLT Contribution)	1(key), 1g, 3(key), 3a	3	419 (70)		422 (70)	The health suite is currently in a poor condition with significant deterioration of the walls and floors. Works are currently taking place on site with an anticipated completion date of mid-February 2016. Additional works are also proposed for the gym – see separate report in these papers.
b) 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 completed.
Environmental Improvements						
(a) Tonbridge Town Lock Less Developer Contributions Environment Agency Grant Other Grants and Contribution	2(key), 2g, 2i, 7(key), 7c, 7f	178	1,776 (822) (730) (2)		1,954 (822) (730) (2)	Scheme being implemented in partnership with the Environment Agency to tackle the derelict lock side area by providing a new flood wall, high quality public open space and new boating facilities. Works currently on site and due for completion in March 2016.
Subtotal		178	222		400	
Land Drainage/Flood Defence						
(a) Wouldham River Wall	2(key), 2g, 2h, 2i			1,000	1,000	Strengthening/rebuilding to address movement detected in the retaining wall between the public open space and the River Medway.
(b) Tonbridge Castle River Bank Less Environment Agency Grant	2(key), 2g, 2h, 2i	3 (3)	147 (147)		150 (150)	Scheme to stabilise a section of the river bank at Tonbridge Castle by replacing an existing failing timber revetment with steel sheet piling.

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2022 Estimate £'000	Estimated Scheme Total	Notes
						External funding secured through a Government grant. Works currently out to Tender. Scheme currently out to tender.
Sportsgrounds						
a) Tonbridge Racecourse Sports Ground						
i) 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 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 in partnership with school.
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)	73 (73)	26 (26)		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

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2022 Estimate £'000	Estimated Scheme Total	Notes
Open Space (Cont'd)						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.
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.
b) Memorial Garden Improvement Less fundraising & developer contributions	3b(key) 8a(key) 10a(key)	315 (286)	15 (15)		330 (301)	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.
c) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	12	50	62	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

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2022 Estimate £'000	Estimated Scheme Total	Notes
						Association, Platt Wood and Basted Mill groups.
Capital Renewals						
a) Angel Centre		n/a	35	650	685	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	133	808	941	
c) Tonbridge Swimming Pool		n/a	47	352	399	
d) Sportsgrounds and Open Spaces		n/a	45	570	615	
e) Poult Wood Golf Centre						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.
i) Grounds Maintenance		n/a	87	191	278	
ii) Clubhouse		n/a	26	165	191	
iii) Course		n/a	3	72	75	
f) Provision for inflation		n/a		143	143	
Savings target (assumes 25%)		n/a	(83)	(596)	(679)	
Total		306	1048	3420	4774	

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Report of the Director of Street Scene, Leisure and Technical Services

Part 1- Public

Matters for Information

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 manages the Council's main leisure facilities that include Angel Centre, Tonbridge, Larkfield Leisure Centre, Tonbridge Swimming Pool 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 quarterly liaison 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 and 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 for Quarter 2 of the financial year, covers the period 1 April to 30 September 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.

1.2.3 Number of customers on Direct Debit/Annual Membership has declined slightly by 3.3% (158 members) on the previous quarter. It is the view of the Trust that this is result of summer fitness promotions ending. The overall number of members has, however, grown by 25.3% (920 members) compared to last year. Swim & Spa membership at Larkfield Leisure Centre increased by 28.9% (92 members) on the

previous quarter and Tonbridge Swimming Pool increased by 10.7% (86 members). The recently introduced Poult Wood Golf Centre membership has also shown growth, increasing by 27% (37 members) to 172 members. Despite the effects of the short term summer promotional fitness memberships ending attrition rates also remain positive.

- 1.2.4 Overall attendance at the leisure centres has increased by 5% (just over 26,000 extra visits) compared to last year. Larkfield Leisure Centre is showing an increase of 7.2% (just over 19,000 extra visits), Tonbridge Pool is up by 3.5% (just under 5,000 extra visits) and the Angel Centre is up by 1.9% (just over 2,000 extra visits).
- 1.2.5 Excel junior membership for 11 – 18 year olds has seen a slight decrease of 3.7% (26 members) on the last quarter although remains up by 8.2% (51 members) compared to last year. Kickstart membership, aimed at 0-10 year olds is down on the last quarter by 6.3% (20 members) and down by 5.7% (18 members) on last year. This is an area of the business that will need close monitoring and additional marketing in the future to reverse this downward trend.
- 1.2.6 The number of customers enrolled in courses has increased at all sites with swimming courses increasing by 0.8% on the last quarter and 5.9% (115) compared to last year. Dryside courses increased by 3.8% (21) on the last quarter and 5.7% (31) on last year.
- 1.2.7 Although there were a further 102 GP referrals during the quarter, this is a decrease on the 141 referrals last quarter and a 7% decrease or 17 referrals less than the same time last year. There are 87 participants enrolled on current weight management programmes with the Trust from an annual target of 265. What is encouraging, however, is that with 63 participants of the schemes upgrading to a full membership a greater number are transferring to longer term activity (an increase of 15 or 31.3% on the previous quarter).
- 1.2.8 The overall number of accidents per 100,000 in quarter two was 66, 2 less than the last quarter and cumulatively 16.5% lower than last year's level. There were 4 RIDDOR reportable incidents submitted compared to 8 RIDDOR reportable incidents last year. These have all been reviewed and no further action is required.
- 1.2.9 Customer satisfaction remains high at all sites nearing maximum levels for the second quarter at both Angel Centre and Tonbridge Swimming Pool with scores of 98% and 99% respectively and 86% at Larkfield Leisure Centre, together with continued high cleanliness scores at all sites.
- 1.2.10 Customer comments cards from all sites have not highlighted any serious complaints for the quarter.
- 1.2.11 Mystery visits were conducted at all facilities during the quarter with an average score of 85%, 1 % higher than last year. Larkfield Leisure Centre scored 85%,

Angel Centre 91%, Tonbridge Swimming Pool 86% and Poult Wood Golf Centre 78%.

1.3 Poult Wood Golf Centre

- 1.3.1 I am pleased to advise Members that as part of a Section 106 agreement, in relation to the construction of a new hotel at the London Golf Club, funding was secured for golf development in the borough. The funding comprises of a £115,000 investment over a ten year period and assistance “In-kind” from the London Golf club over the same period of time up to a maximum annual value of £9,135.
- 1.3.2 Meetings have now taken place between the Council, the Leisure Trust and London Golf Club to develop a detailed programme for golf development and once agreed this will be presented to a future meeting of this Board.

1.4 Health and Wellbeing Coordinator

- 1.4.1 As previously reported the Leisure Trust had proposed to create a new part-time post of Health & Wellbeing Co-ordinator. I am pleased to advise that the post was approved by the Leisure Trust’s Board in September 2015 and is expected to be in post in January 2016. It is anticipated that the post will create stronger links with the Council’s Sports Development and Environmental Health teams on outreach and Healthy Living initiatives including the Discovery Day event and Weight Management programmes.

1.5 Legal Implications

- 1.5.1 The Council manages the Leisure Trust in accordance with a formal Management Agreement.

1.6 Financial and Value for Money Considerations

- 1.6.1 The Leisure Trust continues to perform well financially and has traded above profiled profit for both quarters one and two this year. The Trust has also confirmed that their £500,000 capital reserve target was achieved at the end of the 2014/15 financial year. This key milestone is a ‘trigger’ point for changes to the agreement/s, including gain share and utility cost protection within the Management Agreement
- 1.6.2 Due to their positive financial position the Leisure Trust are also now considering reinvestment of Capital in to improving/enhancing both the built facilities and services. A recent example of this was the £50,000 contribution the Trust made to the refurbishment of the Health Suite at Larkfield Leisure Centre.

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.

Background papers:

contact: Stephen Gregg

Nil

Robert Styles

Director of Street Scene, Leisure and Technical Services

Annual Service Delivery Plan Cumulative Quarterly Monitoring Report

1 April 2015 to 30 September 2015

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Annual Service Delivery Plan Outcomes and Targets – 1 April 2015 to 30 September 2015

- denotes a Council Agreed Service Outcome measure
- ◆ denotes a Trust Five Year Business Plan measure
- denotes a Trust Annual Service Delivery Plan 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 The Retention People 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	<p>Q1 High Risk Interactions LLC – 54.9%</p> <p>Q2 High Risk Interactions LLC – 52.1%. This is -2.8% on Q1</p> <p>Cumulative High Risk Interactions LLC – 53.5% This is -25.3% on cumulative to Q2 in 2014/15.</p> <p>This situation has occurred due to the implementation of access control system which has resulted in every swipe, including staff members being recorded. Total overall number of high risk interactions has actually risen.</p> <p>Q1 High Risk Interactions AC – 82.3%</p> <p>Q2 High Risk Interactions AC – 79.0%. This is -3.3% on Q1</p> <p>Cumulative High Risk Interactions AC – 80.7% This is +4.3% on cumulative to Q2 in 2014/15.</p> <p>Q1 Effective Interactions LLC – 72.0%</p> <p>Q2 Effective Interactions LLC – 69.5%. This is -2.5% on Q1</p> <p>Cumulative High Risk Interactions LLC – 70.9% This is +2.9% on cumulative to Q2 in 2014/15.</p> <p>Q1 Effective Interactions</p>

				<p>AC – 70.9% Q2 Effective Interactions AC – 69.2%. This is -1.7% on Q1 Cumulative High Risk Interactions LLC – 70.1% This is -1.0% on cumulative to Q2 in 2014/15.</p>
Increase overall DD/Annual membership totals by 5%	<p>■ Direct debit/annual members across all categories</p>	Group Business Manager/Group Operations Manager	Monthly	<p>DD/Annual Health & Fitness and Swim & Spa membership across all categories all three sites excluding Excel and Kickstart.</p> <p>Q2 LLC H&F members – 1990. This is decrease of 250 or 11.2% Q1 2015/16 reflecting the end of the 3 month Beach Fit memberships but is +180 or 9.9% on Q2 2014/15</p> <p>LLC S&S members – 410. This is +92 or 28.9% on Q1 2015/16 and +140 or 51.8% on Q1 2014/15</p> <p>AC H&F members – 1260 This is a decrease of 86 or 6.4% on Q1 2015/16 reflecting the end of the 3 month Beach Fit memberships but is +239 or 23.4% on Q1 2014/15</p> <p>TSP S&S members – 890. This is +86 or 10.7% on Q1 2015/16 and +361 or 68.2% on Q2 2014/15</p> <p>Overall membership totals for Q2 are 4550 which is a decrease of 158 or 3.3% Q1 2015/16 and +920 or 25.3% on Q2 2014/15</p>
Reduce attrition to below 3.0%	<p>■ Attrition rates</p>	Group Operations Manager	Monthly	<p>LLC Q1 Average - 2.2% Q2 Average - 2.9% Cumulative Attrition – 2.6% This compares to cumulative attrition to the end of Q2 2014/15 of 3.4%.</p> <p>AC Q1 Average – 0.5% Q2 Average – 0.4% Cumulative Attrition – 0.4% This compares to cumulative attrition to the end of Q2 2014/15 of 1.2%.</p>

KEY OUTCOME: Improved access to coaching and talent development for sports				
Aim	Measure	Lead Officer	Timescale	Progress
Maintain base attendance level indicators	■ Attendance at leisure centres	Group Business Manager	Monthly	<p>Overall usage Q2 2015/16 as follows;</p> <p>LLC Q1 – 139,522. Q2 – 143,145 Cumulative – 282,667. This is an increase of 19,024 or 7.2% on Q2 cumulative attendance in 2014/15.</p> <p>AC Q1 – 62,289. Q2 – 59,072 Cumulative – 121,361. This is an increase of 2,225 or 1.9% on Q2 cumulative attendance in 2014/15.</p> <p>TSP Q1 – 69,533 Q2 – 74,447 Cumulative – 143,980. This is an increase of 4,823 or 3.5% on Q2 cumulative attendance in 2014/15.</p> <p>Total Attendance Q1 – 271,344 Q2 – 276,664 Cumulative – 548,008. This is an increase of 26,072 or 5.0% on Q2 cumulative attendance in 2014/15.</p>
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	<p>LLC Q1 1,023 Q2 1,037 This is an increase of 14 or 1.4% on Q1 and 81 or 8.4% on Q2 2014/15</p> <p>TSP Q1 997 Q2 999 This is an increase of 2 or 0.2% on Q1 and 34 or 3.5% on Q2 2014/15</p> <p>Total</p>

				<p>Q1 2,020 Q2 2,036 This is an increase of 16 or 0.8% on Q1 and 115 or 5.9% on Q2 2014/15</p>
Increase Excel membership by 5%	<p>■ Average number of Excel members age 11-18 (KPI 835)</p>	Group Business Manager/ Group Operations Manager	Monthly	<p>LLC Q1 374 Q2 372 This is a decrease of 2 or 0.5% on Q1 and an increase of 29 or 8.5% on Q2 2014/15</p> <p>AC/TSP Q1 328 Q2 304 This is a decrease of 24 or 7.3% on Q1 and an increase of 22 or 7.8% on Q2 2014/15</p> <p>Total Q1 702 Q2 676 This is a decrease of 26 or 3.7% on Q1 and an increase of 51 or 8.2% on Q2 2014/15</p>
Increase KickStart membership by 5%	<p>■ Average number of KickStart members age 0-10 (KPI 836)</p>	Group Business Manager/ Group Operations Manager	Monthly	<p>LLC Q1 140 Q2 142 This is an increase of 2 or 1.4% on Q1 and a decrease of 13 or 8.4% on Q2 2014/15</p> <p>AC/TSP Q1 180 Q2 158 This is a decrease of 22 or 12.2% on Q1 and a decrease of 5 or 3.3% on Q2 2014/15</p> <p>Total Q1 320 Q2 300 This is a decrease of 20 or 6.3% on Q1 and a decrease of 18 or 5.7% on Q2 2014/15</p>

KEY OUTCOME: Increased participation in referral and healthy living programmes to result in reduced obesity and improved health				
Aim	Measure	Lead Officer	Timescale	Progress
Achieve approved NHS target of 200 customers enrolled on weight management programme	■ Number of adult referrals onto weight management programme (KPI 326)	Chief Executive	Quarterly	Target of 265 participants in 15/16 (65 roll over from 14/15. Total participants to end of Q2 is 87.
Increase number of referrals by 5%	■ Number of referrals	Chief Executive	Quarterly	New referrals Q1 – 141 Q2 – 102 Cumulative – 243 This is a decrease on the cumulative total to the end of Q2 in 2014/15 of 17 or 7.0%
Increase number of weight management referrals upgrading to DD option to 25%	■ Number of Weight Management customers	Group Business Manager	Quarterly	There are currently 63 customers from Weight Management who have upgraded to DD at the end of Q2. This cannot easily be measured as a %age of WMP customers as course attendance and DD membership is a rolling number. It does represent an increase in WMP DD members of 15 or 31.3% over Q1.

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 2016	Customer Panel held at AC/TSP and LLC in Q1. Customer evening held at PW in Q1.

KEY OUTCOME: Improve customer satisfaction rates				
Aim	Measure	Lead Officer	Timescale	Progress
Undertake 2 Mystery Visitor audits at each facility	■ Mystery Visitor scores	Group Operations Manager	Annual	Mystery Visits took place in Q2 as follows; LLC – 85% AC – 91% TSP – 86% PW – 78% Average – 85% This compares with the average in 2014/15 of 84% and remains firmly in the industry

<p>Achieve average overall satisfaction score of 80%</p>	<p>■ Overall satisfaction (KPI 832)</p>	<p>Group Operations Manager</p>	<p>Monthly</p>	<p>upper quartile. LLC Q1 – 91% / 4.2 Q2 – 86% / 4.0 Cumulative – 88.5% / 4.1 This compares to a cumulative average in 2014/15 of 81.5% / 3.75 AC Q1 – 100% / 4.3 Q2 – 98% / 4.2 Cumulative – 99% / 4.25 This compares to a cumulative average in 2014/15 of 85% / 4.0 TSP Q1 – 100% / 4.7 Q2 – 99% / 4.5 Cumulative – 99.5% / 4.6 This compares to a cumulative average in 2014/15 of 86.5% / 4.05</p>
<p>Achieve average cleanliness score of 80%</p>	<p>■ Satisfaction - cleanliness</p>	<p>Group Operations Manager</p>	<p>Monthly</p>	<p>LLC Q1 – 89% / 3.7 Q2 – 80% / 3.7 Cumulative – 84.5% / 3.7 This compares to a cumulative average in 2014/15 of 77% / 3.55 AC Q1 – 98% / 4.1 Q2 – 93% / 4.1 Cumulative – 95.5% / 4.1 This compares to a cumulative average in 2014/15 of 83% / 3.95 TSP Q1 – 100% 4.3 Q2 – 98% / 4.4 Cumulative – 99% / 4.35 This compares to a cumulative average in 2014/15 of 85.5% / 3.95</p>

SOCIAL INCLUSION

KEY OUTCOME: Increased participation from underrepresented groups including ethnic minorities, disabled, women and those on income support				
Aim	Measure	Lead Officer	Timescale	Progress
Increase promotion of Leisure Pass	■ Number of Leisure Pass holders (KPI 834)/Promotional activity	Group Business Manager	Quarterly	Q2 – 235 sold during Q2 which is an increase of 14 or 6% on Q1 2015/16. Currently 777 holders.

ENVIRONMENTAL

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	<p>Electricity Consumption LLC Q1 – 409,499 Q2 – 394,651 Cumulative – 804,150 This is a reduction of 57,221 or 6.6% compared to Q2 cumulative in 2014/15</p> <p>AC Q1 – 114,587 Q2 – 117,834 Cumulative – 232,422 This is a reduction of 159,874 or 40.7% compared to Q2 cumulative in 2014/15. This figure is distorted by incorrect reading in April 2014. If this is excluded the reduction is 7.1%</p> <p>TSP Q1 – 258,850 Q2 – 269,840 Cumulative – 528,690 This is an increase of 41,450 or 8.5% compared to Q2 cumulative in 2014/15</p> <p>Overall allowing a correction for AC reading in April 2014 the reduction in consumption is approximately</p>

			<p>2.0% compared to the same period in 2014/15.</p> <p>Gas Consumption LLC Q1 – 1,064,516 Q2 – 765,339 Cumulative – 1,829,855 This is an increase of 3,167 or 0.2% compared to Q2 cumulative in 2014/15</p> <p>AC Q1 – 328,797 Q2 – 1,856 Cumulative – 330,653 This is an increase of 8,720 or 2.7% compared Q2 cumulative in 2014/15. Both quarters are distorted by incorrect readings but the cumulative value corrects the errors to provide a comparison with 2014/15.</p> <p>TSP Q1 – 364,129 Q2 – 138,881 Cumulative – 503,010 This is a decrease of 126,755 or 20.1% compared Q2 cumulative in 2014/15. This is not reflected in the billing information which suggests an increase of 14.3% and is currently under investigation.</p> <p>Unable to provide an overall estimate based on the issue described above at TSP. However it is worthy of note that degree days to end of Q2 indicate an increase of 'coldness' of just over 30% which would normally correlate to consumption.</p> <p>All the figures quoted above are based on manual readings input to LASER's Systemlink software and are not reflected exactly in billing records. The Trust has invested in the annual licencing for the software in the hope that more accurate records will be obtained over the medium term.</p>
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Aim	Measure	Lead Officer	Timescale	Progress
Review Green Team terms of reference and action plans	■ Consumption of utilities	Group Operations Manager	31 March 2016	Green team has been engaged with the EMS training session.

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 has been undertaken at AC and financial data submitted in Q2 following outturn. Report awaited

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

Aim	Measure	Lead Officer	Timescale	Progress
Maintain or improve where possible Quest banding at leisure centres on rolling basis	■ Quest scores	Group Operations Manager	Annual	TSP has undertaken day 2 of Quest "stretch". Awaiting result.
Reintroduce Quest at AC	■ Quest scores	Group Operations Manager	Annual	AC is scheduled to re-enter Quest in Q3 2015/16.

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	<p>Accidents per 100,000 customers as follows;</p> <p>LLC Q1 – 91 Q2 – 91 Cumulative – 91 This is a decrease of 39 or 30.0% compared to Q2 cumulative in 2014/15</p> <p>AC Q1 – 61 Q2 – 29 Cumulative – 45 This is an increase of 16 or 51.6% compared to Q2 cumulative in 2014/15</p> <p>TSP Q1 – 23 Q2 – 44 Cumulative – 34</p>

				<p>This is an increase of 5 or 17.2% compared to Q2 cumulative in 2014/15</p> <p>Overall Q1 – 67 Q2 – 65 Cumulative – 66 This is reduction of 13 or 16.5% compared to Q2 cumulative in 2014/15</p>
Undertake biennial health and safety audit at each site and achieve score of 80%	■ External health and safety audit scores	Group Operations Manager	Annual	Leisuresafe Audits confirmed for Q3 2015/16 at AC and PW. Accreditation at TSP now complete.
Reduce number of RIDDOR reportable accidents year on year at each site	■ Number of RIDDOR reportable accidents	Group Operations Manager	Monthly	Q2 – x 4 reportable accidents. This compares to x 8 in Q1 2015/16.
Respond to findings of LeisureSafe Audits	■ Action Plan completion	Group Operations Manager	31 March 2016	Full action plans in place at all 4 sites.

STAFF

KEY OUTCOME: Maintain and improve staff satisfaction to deliver safe and secure services

Aim	Measure	Lead Officer	Timescale	Progress
Maintain sickness and absence rate below 2%	■ Sickness and absence rates	Group Operations Manager	Quarterly	<p>Overall Sickness Q1 – 1.27% Q2 – 1.97% Cumulative – 1.62% This compares to 1.57% cumulatively to Q2 in 2014/15 and remains better than target.</p>

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	Revised service fee agreed, effective 1 April 2015

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

11 January 2016

Report of the Director of Central Service and Monitoring Officer

Part 1- Public

Matters for Information

- 1 **IMPLEMENTATION OF THE ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014**
- 1.1 **Executive overview**
- 1.1.1 The Anti-social Behaviour, Crime and Policing Act 2014 (the Act) received Royal Assent on 13th March 2014
- 1.1.2 The Act replaces nineteen pre-existing measures with six new measures for tackling anti-social behaviour and introduces a new absolute ground for possession of secure and assured tenancies associated with anti-social behaviour or criminality.
- 1.1.3 The Anti-Social Behaviour, Police and Crime Act 2014 places new duties on the Council to tackle ASB, working co-operatively with the police, social landlords and other agencies.
- 1.1.4 The Government make it clear that their reforms are designed to put victims at the heart of the response to ASB and give professionals the flexibility they need to deal with any given situation.
- 1.1.5 In guidance issued by the Home Office in July 2014, it is made clear that the new powers are designed to be flexible, allowing professionals to adapt them to protect victims in a wide range of situations. There is also an expectation of increased partnership working, sharing of information and using early and informal interventions. *“Solutions need to be jointly developed by local agencies, bringing their own experience and expertise to work together with communities and victims.”*
- 1.1.6 At the weekly CSU meeting held with partner agencies, any anti-social activity, together with proposed use of any of the measures under the Act will be reviewed, discussed and recorded. Updates are given by agencies such as Kent Police, who have powers delegated under the Act to them alone (Dispersal power).

1.1.7 On the 7 October 2015 the Cabinet delegated authority to the Director of Central Services and Monitoring Officer:

- to exercise all functions of the Council under and in connection with the Anti-social Behaviour, Crime and Policing Act 2014, including any orders or regulations made thereunder
- to authorise injunction proceedings in respect of anti-social behaviour under section 2(1)(b) or (c) of the Anti-social Behaviour, Crime and Policing Act 2014,
- to make public spaces protection orders.

Background

1.1.8 The Anti-social Behaviour, Crime and Policing Act received Royal Assent on 13 March 2014. The Home Office aim is that reforms within the Act will *'put victims at the heart of the response to anti-social behaviour and give professionals effective powers that are quick, practical and easy to use, providing better protection for victims and communities and a real deterrent to perpetrators'*.

1.1.9 The kind of anti-social behaviour the Act is aimed at is that which causes harassment, alarm, or distress. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and social landlords.

1.1.10 Victims can feel helpless, bounced from one agency to another and then back again. In many cases, the behaviour is targeted against the most vulnerable in our society and even what is perceived as 'low level' anti-social behaviour, when targeted and persistent, can have devastating effects on a victim's life. The Act also introduces two new measures that aim to give victims a greater say in the way their reports are dealt with via a new Community Remedy and the anti-social case reviews (the Community Trigger) process.

1.1.11 To assist frontline professionals the Home Office issued guidance on the Reform of Anti-social Behaviour Powers in October 2013 and further guidance was issued in July 2014.

1.1.12 The Act broadens existing powers to enable Police and Crime Commissioners to provide or commission support services for victims and witnesses of, and those affected by, crime and anti-social behaviour. The Act also covers a range of other matters relating to firearms; protection from sexual harm and violence; forced marriage; amends the Extradition Act 2003; introduces changes to criminal justice and court fees; and amends various policing provisions. These matters are listed for information purposes only.

New measures for tackling anti-social behaviour

- 1.1.13 The Act replaces nineteen pre-existing measures with six new measures for tackling anti-social behaviour and introduces a new absolute ground for possession of secure and assured tenancies associated with anti-social behaviour or criminality. Each of the new measures is considered in turn below and further information is provided at in the appendices. A summary of the existing powers to be replaced is provided in **Annex 1**.

Civil Injunctions

- 1.1.14 The injunction under Part 1 of the Act is a civil power which can be applied for to deal with anti-social individuals. The injunction is designed to be a fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating.
- 1.1.15 Although the injunction is a civil power, it is still a formal sanction and it is expected professionals will want to consider informal approaches before resorting to court action, especially in the case of under 18s. However, where informal approaches have not worked or professionals decide that a formal response is needed more quickly, they should be free to do so. See **Annex 2** for more information.

Criminal Behaviour Order (CBO)

- 1.1.16 The CBO is an additional sanction a court can impose during sentencing following a conviction for any criminal offence. The Council cannot make a CBO or apply to court for a CBO as it can apply for an injunction. A CBO can include prohibitions and requirements and it is a criminal offence to fail to comply with an order without reasonable excuse. Breaches of CBO by those aged under 18 will be dealt with in the youth court. In all other cases, the offence will be considered by the magistrates' court or Crown Court. See **Annex 3** for more information.

Example - CBO handed out for Tunbridge Wells and Tonbridge

Mr A was handed a Criminal Behaviour Order after being convicted at Sevenoaks Magistrates Court on Thursday, July 23 2015 for a variety of offences relating to being drunk and disorderly. This follows a 120 day custodial sentence given on 17th July 2015.

Upon his release from prison he will be prohibited from being in possession of an open container of alcohol in any public place within the alcohol control zone, or within a one mile radius of Tonbridge Railway Station.

He will also be unable to be drunk or consume alcohol in any public place within the same zones.

A breach of the order, which in this case lasts for two years, can result in a prison term of up to five years.

Dispersal Power

- 1.1.17 The dispersal power is a flexible power which the police can use in a range of situations to disperse anti-social individuals and provide immediate short-term respite to a local community. The Council is not able to use this power.
- 1.1.18 The power is preventative as it allows an officer to deal instantly with someone's behaviour and nip the problem in the bud before it escalates. In areas where there are regular problems, the police force is expected to work with the local council to find sustainable long-term solutions. In all instances, the impact on the local community should be considered before using the dispersal power. See **Annex 4** for more information.

Community Protection Notice (CPN)

- 1.1.19 The CPN is intended to deal with particular, on-going problems, or nuisances that negatively affect the community's quality of life by targeting those responsible. CPNs can be used to tackle a wide range of problem behaviours including graffiti, rubbish and noise. It can be issued against any person over the age of 16 or a body, including a business. The Home Office notes that councils already take the lead in dealing with these kinds of issues. In addition to designated council officers, CPNs can also be issued by police officers and police community support officers. See **Annex 5** for more information

Public Spaces Protection Order (PSPO)

- 1.1.20 The PSPO is intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of the area which apply to everyone. This could include, but is not restricted to, placing restrictions on the use of parks, alleyways, or communal areas to prevent problems with misuse of alcohol, dogs or noise. Local authorities will be responsible for making a PSPO but police officers and police community support officers can also play a role in enforcing the orders. See **Annex 6** for more information.

Closure Power

- 1.1.21 The closure power can be used by local authorities and the police to close premises that are causing nuisance or disorder. The power comes in two stages.

The closure notice can be used to provide short term relief up to a maximum of 48 hours. The closure notice can be issued in the first instance for 48 hours or extended from 24 hours up to a maximum of 48 hours by the council's chief executive or designate thereof, or by a police superintendent.

- 1.1.22 The notice can then be extended upon application for a closure order to the magistrates' court for a period of up to three months. At any time before the expiry of the closure order, an application may be made to the court for an extension (or further extension) of the order up to a total of six months. See **Annex 7** for more information.

New Absolute Grounds for Possession

- 1.1.23 The purpose of the new absolute ground for possession is to speed up the possession process in cases where anti-social behaviour or criminality has already been proven in another court. Landlords will no longer have to prove that it is reasonable to grant possession but, instead, courts must grant possession if the landlord followed the correct procedure and at least one of the specified conditions is met. See **Annex 8** for more information.

Other Measures

- 1.1.24 The Act also introduces the power for the Secretary of State to make regulations under which the keeper of a vehicle may be required to pay a fixed penalty where litter has been thrown, dropped or otherwise deposited from the vehicle. Currently, a fixed penalty notice can only be issued when litter is thrown from a car if the person responsible for throwing the litter can be identified. This new provision would bring the legislation for littering offences in line with that for fly-tipping with the keeper of a vehicle being deemed responsible for any offences committed by those within the vehicle.
- 1.1.25 No such Regulations have been made as of the 17 September 2015.

Community Remedy

- 1.1.26 The Act requires each local policing body (and therefore not the Council) to prepare a community remedy document for its area with a list of actions to be carried out by a person who has:
- a) engaged in anti-social behaviour or has committed an offence; and
 - b) is to be dealt with for that behaviour or offence without court proceedings.
- 1.1.27 The community remedy document will be used by the police as part of the existing process for delivering community resolutions. It is proposed that this will give victims of low-level crime and anti-social behaviour a say in the punishment of

perpetrators out of court. The community remedy may also be used by the police when a conditional caution or youth conditional caution is given, as a means of consulting the victim about the possible conditions to be attached to the caution.

- 1.1.28 The Police and Crime Commissioner (PCC) have consulted with members of the public, community groups and local authorities on the options to be included in a community remedy menu. A community remedy allows victims to request how the perpetrator is dealt with when a community resolution is used. If the victim asks for a community remedy to be used, the offender must agree and the police officer has to agree it is proportionate and appropriate as well.
- 1.1.29 See **Annex 9** for more information.

Anti-social Behaviour Case Reviews (Community Trigger)

- 1.1.30 The **Community Trigger** is a way of allowing the public to request a review of the actions taken around ASB complaints. The Community Trigger criteria is:

“At least three separate incidents reported to the relevant bodies within the previous six months. The ASB must be a repeat of the same or similar incident which was reported within one month or the alleged incident taking place”.

- 1.1.31 If someone feels that they have met the Trigger criteria then they will need to complete an application form which will ask for details about the reports that have been made. Members of the Community Safety Unit will then check to see if the evidence presented is correct and if it meets the threshold then a Panel will need to meet to review the case and look at the actions that were (or were not) taken. That panel can then make recommendations to other agencies (although those agencies will be under no obligation to accept them). The Panel must include representatives from the Borough Council, the Police, Clinical Commissioning Groups and Social Landlords who are co-opted onto the Panel.
- 1.1.32 The **Community Remedy** will give victims of low-level crime and anti-social behaviour a say in the punishment of offenders out of court. It will be a list of actions that the victim will be invited to choose from when a community resolution is to be used. The offender must have given an admission of guilt and it must be appropriate for a Community Remedy to be used. The Community Remedy is entirely voluntary.

Example – Community Trigger Review Panel

- 1.1.33 TMBC received a Community Trigger 13 November 2014. On 18 November Community Safety and Kent Police met to review the application and decided that as three incidents had been reported, all within a month of the incidents taking place and all within a six month period that the threshold had been met. The complaints mainly centred around excessive noise, as well as rubbish dumped on the door way

- 1.1.34 One of the incidents had been reported to Circle Housing Russet (dumped rubbish) and two to the Police (regarding noise issues).
- 1.1.35 The Panel met on the 2 December 2014 and agreed actions to take place. Actions were carried out and case closed.
- 1.1.36 This has been the only Community Trigger Panel held at TMBC.
- 1.1.37 See **Annex 10** for more information.

1.2 Legal Implications

- 1.2.1 As the Council is a regulatory authority for the legislation given in the report there are no alternative options. Failure to update the Scheme of Delegations to reflect changes in legislation could mean that the Council may be subject to legal challenge if regulatory action is taken by unauthorised officers, or that any legal action taken under these regulations would be invalid.
- 1.2.2 The proposed revised scheme of delegations will ensure that officers continue to be authorised to undertake their duties and to ensure that statutory notices are signed by the appropriate competent person. These further delegations will ensure that any prosecution is undertaken with statutory authority and shall not fail for that reason alone.

1.3 Financial and Value for Money Considerations

- 1.3.1 Liability for certain offences within the Act can be discharged by payment of a fixed penalty notice to the local authority. The local authority is likely to incur legal costs when applying for the new Injunction to Prevent Nuisance and Annoyance or for example if it prosecutes an individual, or body, for failure to comply with a notice, etc.
- 1.3.2 It is anticipated that the powers will be used by existing staff within current budget parameters.
- 1.3.3 While some training may be required for individual staff it is anticipated that these will come from within existing budgets.

1.4 Risk Assessment

- 1.4.1 The vast majority of these powers are unlikely to be used frequently by the Council, as they are in many cases a last resort, when other options have been tried and failed. However in some circumstances their use may be both proportionate and appropriate.

1.4.2 The appendices give more detail on which powers are relevant to which agency.

1.5 Policy Considerations

1.5.1 Community

1.5.2 Crime & Disorder Reduction

Background papers:

Ni The Anti-social Behaviour, Crime and Policing Act
2014 (the Act)

Home Office draft guidance - October 2013

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Annexes:

1. Powers to be replaced by the 2014 Act
2. Civil Injunctions
3. Criminal Behaviour Order (CBO)
4. Dispersal Power
5. Community Protection Notice (CPN)
6. Public Spaces Protection Order (PSPO)
7. Closure Power
8. New Absolute Ground for Possession
9. Community Remedy
10. Anti-Social Behaviour Case Reviews (Community Trigger)
11. Summary sheet of different actions that can be taken

Annex 1:

Summary of the existing powers to be replaced by the Anti-social Behaviour, Crime and Policing Act 2014

Alcohol

	Existing Power	Replacement Power	Consequences
1.	Drinking banning orders on application (s. 3/4 Violent Crime Reduction Act 2006)	Civil Injunctions (s. 1)	Orders can continue to be applied for until section 1 comes into force. After that, existing orders and ones applied for before s. 1 came into force can continue to be enforced as now for 5 years after s. 1 came into force. After that, existing orders are treated as if they were anti-social behaviour injunctions (s. 21).
2.	Drinking banning orders on conviction (s. 6 Violent Crime Reduction Act 2006)	Criminal Behaviour Orders (s. 22)	Orders can continue to be made in connection with criminal proceedings begun before section 22 came into force. After that, existing orders can continue to be enforced as now for 5 years after s. 22 came into force. After that, existing orders are treated as if they were criminal behaviour orders (s. 33).
3.	Orders designating public places for restrictions on alcohol consumption (s. 13 Criminal Justice and Police Act 2001)	Public Spaces Protection Orders (s. 59)	Orders can continue to be made until section 59 comes into force (s. 75). See para 27 for enforcement.

Anti-social Behaviour

	Existing Power	Replacement Power	Consequences
4.	Anti-social behaviour orders on application (s. 1/1B Crime and Disorder Act 1998)	Civil Injunctions (s. 1)	Orders can continue to be applied for until section 1 comes into force. After that, existing orders and ones applied for before s. 1 came into force can continue to be enforced as now for 5 years after s. 1 came into force. After that, existing orders are treated as if they were anti-social behaviour injunctions (s. 21).
5.	Individual support orders (s. 1AA Crime and Disorder Act 1998) in connection with anti-social behaviour orders on application (s. 1/1B Crime and Disorder Act 1998)	Civil Injunctions (s. 1)	Any outstanding application for an individual support order will lapse when section 1 comes into force but the application for the ASBO will survive. After that, existing orders can continue to be enforced as now for 5 years after s. 1 came into force. After that, existing orders are treated as if they were anti-social behaviour injunctions (s. 21).

	Existing Power	Replacement Power	Consequences
6.	Intervention orders (s. 1G Crime and Disorder Act 1998) in connection with anti-social behaviour orders on application (s. 1/1B Crime and Disorder Act 1998)	Civil Injunctions (s. 1)	Orders can continue to be applied for until section 1 comes into force. After that, existing orders and ones applied for before s. 1 came into force can continue to be enforced as now for 5 years after s. 1 came into force. After that, existing orders are treated as if they were anti-social behaviour injunctions (s. 21).
7.	Anti-social behaviour orders on conviction (s. 1C Crime and Disorder Act 1998)	Criminal Behaviour Orders (s. 22)	Orders can continue to be made in connection with criminal proceedings begun before section 22 came into force. After that, existing orders can continue to be enforced as now for 5 years after s. 22 came into force. After that, existing orders are treated as if they were criminal behaviour orders (s. 33).
8.	Individual support orders (s. 1AA Crime and Disorder Act 1998) in connection with anti-social behaviour orders on conviction (s. 1C Crime and Disorder Act 1998)	Criminal Behaviour Orders (s. 22)	Orders can continue to be made in connection with criminal proceedings begun before section 22 came into force. After that, existing orders can continue to be enforced as now for 5 years after s. 22 came into force. After that, existing orders are treated as if they were criminal behaviour orders (s. 33).
9.	Parenting orders (s. 8 Crime and Disorder Act 1998)	No change	Will apply in relation to anti-social behaviour injunctions as they currently apply to anti-social behaviour orders

Littering

	Existing Power/ Offence	Replacement Power	Consequences
10.	Defacement removal notices for graffiti and fly-posting (s. 48 Anti-social Behaviour Act 1998)	Community Protection Notices (s. 43)	Notices can continue to be served until section 43 comes into force. Notices made before but not served until after s. 43 comes into force will be of no effect. After s. 43 comes into force, existing notices can continue to be enforced as now (s. 58).
11.	Depositing litter (s. 87/88 Environmental Protection Act 1990)	No change	Can continue to issue fixed penalty notices as now
12.	Failure to comply with a waste receptacles notice (s. 46/47/47ZA/47ZB Environmental Protection Act 1990)	No change	Can continue to issue fixed penalty notices as now. Can also continue to issue waste receptacles notices as now.

	Existing Power/ Offence	Replacement Power	Consequences
13.	Failure to produce authority to transport waste (s. 5/5B Control of Pollution (Amendment) Act 1989)	No change	Can continue to issue fixed penalty notices as now
14.	Failure to produce waste documents (s. 34 Environmental Protection Act 1990 and regulations)	No change	Can continue to issue fixed penalty notices as now
15.	Litter abatement notices (s. 92 Environmental Protection Act 1990)	Community Protection Notices (s. 43)	Notices can continue to be served until section 43 comes into force. Notices made before but not served until after s. 43 comes into force will be of no effect. After s. 43 comes into force, existing notices can continue to be enforced as now (s. 58).
16.	Litter clearing notices (s. 92A Environmental Protection Act 1990)	Community Protection Notices (s. 43)	Notices can continue to be served until section 43 comes into force. Notices made before but not served until after s. 43 comes into force will be of no effect. After s. 43 comes into force, existing notices can continue to be enforced as now (s. 58).
17.	Street litter control notices (s. 93 Environmental Protection Act 1990)	Community Protection Notices (s. 43)	Notices can continue to be served until section 43 comes into force. Notices made before but not served until after s. 43 comes into force will be of no effect. After s. 43 comes into force, existing notices can continue to be enforced as now (s. 58).
18.	Unauthorised distribution of free printed matter (sch. 3A Environmental Protection Act 1990)	No change	Can continue to issue fixed penalty notices as now

Miscellaneous

	Existing Power	Replacement Power	Consequences
19.	Closure orders for noisy premises (s. 40 Anti-social Behaviour Order 2003)	Closure Notices/ Orders for Premises Associated with Nuisance or Disorder (s. 76/80)	Orders can continue to be made until sections 76/80 come into force. After that, existing orders can continue to be enforced as now indefinitely (s. 93).
20.	Dog control orders (s. 55 Clean Neighbourhoods and Environment Act 2005)	Public Spaces Protection Orders (s. 59)	Orders can continue to be made until section 59 comes into force. After that, existing orders can continue to be enforced as now for 3 years after s. 59 came into force. After that, existing orders are treated as if they were public spaces protection orders (s. 75).
21.	Gating Orders (s. 129A Highways Act 1980)	Public Spaces Protection Orders (s. 59)	Orders can continue to be made until section 59 comes into force. After that, existing orders can continue to be enforced as now for 3 years after s. 59 came into force. After that, existing orders are treated as if they were public spaces protection orders (s. 75).

Police Powers

	Existing Power	Replacement Power	Consequences
22.	Closure notices/ orders for premises associated with persistent disorder or nuisance (s. 11A/11B Anti-social Behaviour Act 2003)	Closure Notices /Orders for Premises Associated with Nuisance or Disorder (s. 76/80)	Notices/orders can continue to be made until sections 76/80 come into force. After that, existing notices/orders can continue to be enforced as now indefinitely (s. 93).
23.	Closure notices/ orders for premises where drugs used unlawfully (s. 1/2 Anti-social Behaviour Act 2003)	Closure Notices/ Orders for Premises Associated with Nuisance or Disorder (s. 76/80)	Notices/orders can continue to be made until sections 76/80 come into force. After that, existing notices/orders can continue to be enforced as now indefinitely (s. 93).
24.	Closure orders for premises with premises licence or temporary events notice (s. 161/165 Licensing Act 2003)	Closure Notices/ Orders for Premises Associated with Nuisance or Disorder (s. 76/80)	Orders can continue to be made until sections 76/80 come into force. After that, existing orders can continue to be enforced as now indefinitely (s. 93).
25.	Directions to individuals who represent a risk of disorder (s. 27 Violent Crime Reduction Act 2006)	Dispersal Power (s. 34/35)	Directions can continue to be given until sections 34/35 come into force. After that, existing directions can continue to be enforced as now (s. 42).
26.	Dispersing groups of young people (s. 30 Anti-social Behaviour Act 2003)	Dispersal Power (s. 34/35)	Authorisations can continue to be given until sections 34/35 come into force. After that, directions under an existing authorisation can continue to be given and enforced as now until the authorisation expires (s. 42).
27.	Enforcing orders designating public places for restrictions on alcohol consumption (s. 13 Criminal Justice and Police Act 2001)	Public Spaces Protection Orders (s. 59)	Orders existing when section 59 comes into force can continue to be enforced as now for 3 years after s. 59 came into force. After that, existing orders are treated as if they were public spaces protection orders (s. 75).

Tenants

	Existing Power	Replacement Power	Consequences
28.	Anti-social behaviour injunctions (s. 153A Housing Act 1996)	Civil Injunctions (s. 1)	Injunctions can continue to be applied for until section 1 comes into force. After that, existing injunctions and ones applied for before s.1 came into force can continue to be enforced as now for 5 years after s.1 came into force. After that, existing injunctions are treated as if they were anti-social behaviour injunctions (s.21).
29.	Injunctions against breach of tenancy agreement (s. 154D(1) Housing Act 1996)	Civil Injunctions (s. 1)	Uncertain, but any outstanding application for an injunction is likely to lapse when section 1 comes into force. After that, existing injunctions are likely to continue to be enforceable as now and remain in existence indefinitely.
30.	Injunctions against breach of tenancy agreement (s. 154D(1) Housing Act 1996) which also prohibit being in or entering specified premises or areas (s. 154D(3) Housing Act 1996) and/or include a power of arrest (s. 154D(4) Housing Act 1996)	Civil Injunctions (s. 1)	Injunctions can continue to be applied for until section 1 comes into force. After that, existing injunctions and ones applied for before s.1 came into force can continue to be enforced as now for 5 years after s.1 came into force. After that, existing injunctions are only partially treated as if they were anti-social behaviour injunctions and any other elements fall away (s.21).
31.	Injunctions against unlawful use of premises (s. 153B Housing Act 1996)	Civil Injunctions (s. 1)	Injunctions can continue to be applied for until section 1 comes into force. After that, existing injunctions and ones applied for before s.1 came into force can continue to be enforced as now for 5 years after s.1 came into force. After that, existing orders are treated as if they were anti-social behaviour injunctions (s.21).

Annex 2: Civil Injunction

Purpose	To stop or prevent individuals engaging in anti-social behaviour quickly, nipping problems in the bud before they escalate.
Applicants	<ul style="list-style-type: none"> • Local councils; • Social landlords; • Police (including British Transport Police); • Transport for London; • Environment Agency and Natural Resources Wales; and • NHS Protect and NHS Protect (Wales)
Test	<ul style="list-style-type: none"> • On the balance of probabilities; • Behaviour likely to cause harassment, alarm or distress (non-housing related anti-social behaviour); or • Conduct capable of causing nuisance or annoyance (housing-related anti-social behaviour); and • Just and convenient to grant the injunction to prevent anti-social behaviour.
Details	<ul style="list-style-type: none"> • Issued by the county court and High Court for over 18s and the youth court for under 18s. • Injunction will include prohibitions and can also include positive requirements to get the perpetrator to address the underlying causes of their anti-social behaviour. • Agencies must consult youth offending teams in applications against under 18s.
Penalty on breach	<ul style="list-style-type: none"> • Breach of the injunction is not a criminal offence, but breach must be proved to the criminal standard, that is, beyond reasonable doubt. • Over 18s: civil contempt of court with unlimited fine or up to two years in prison. • Under 18s: supervision order or, as a very last resort, a civil detention order of up to three months for 14-17 year olds.
Appeals	<ul style="list-style-type: none"> • Over 18s to the High Court; and • Under 18s to the Crown Court.
Important changes/ differences	<ul style="list-style-type: none"> • Available to a wider range of agencies than Anti-Social Behaviour Injunctions. • Obtainable on a civil standard of proof unlike Anti-Social Behaviour Orders (ASBOs). • No need to prove "necessity" unlike ASBOs. • Breach is not a criminal offence. • Scope for positive requirements to focus on long-term solutions.

Annex 3: Criminal behaviour order

Purpose	Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.
Applicants	The prosecution, in most cases the Crown Prosecution Service (CPS), either at its own initiative or following a request from the police or council.
Test	<ul style="list-style-type: none"> • If the court is satisfied beyond reasonable doubt that the offender has engaged in behaviour that has caused or is likely to cause harassment, alarm or distress to any person; and • The court considers that making the order will help prevent the offender from engaging in such behaviour.
Details	<ul style="list-style-type: none"> • Issued by any criminal court for any criminal offence. • The anti-social behaviour does not need to be part of the criminal offence. • Order will include prohibitions to stop the anti-social behaviour but it can also include positive requirements to get the offender to address the underlying causes of the offender's behaviour. • Agencies must find out the view of the youth offending team (YOT) for applications for under 18s.
Penalty on breach	<ul style="list-style-type: none"> • Breach of the order is a criminal offence and must be proved to a criminal standard of proof, that is, beyond reasonable doubt. • For over 18s on summary conviction: up to six months imprisonment or a fine or both. • For over 18s on conviction on indictment: up to five years imprisonment or a fine or both. • For under 18s: the sentencing powers in the youth court apply.
Appeals	<ul style="list-style-type: none"> • Appeals against orders made in the magistrates' court (which includes the youth court) lie to the Crown Court. • Appeals against orders made in the Crown Court lie to the Court of Appeal.
Important changes/ differences	<ul style="list-style-type: none"> • Consultation requirement with YOTs for under 18s. • No need to prove "necessity" unlike Anti-Social Behaviour Orders. • Scope for positive requirements to focus on long-term solutions.

Annex 4: Dispersal Power

Purpose	Requires a person committing or likely to commit anti-social behaviour, crime or disorder to leave an area for up to 48 hours.
Used by	<ul style="list-style-type: none"> • Police officers in uniform; and • Police Community Support Officers (if designated the power by their chief constable).
Test	<ul style="list-style-type: none"> • Contributing or likely to contribute to members of the public in the locality being harassed, alarmed or distressed (or the occurrence of crime and disorder); and • Direction necessary to remove or reduce the likelihood of the anti-social behaviour, crime or disorder.
Details	<ul style="list-style-type: none"> • Must specify the area to which it relates and can determine the time and the route to leave by. • Can confiscate any item that could be used to commit anti-social behaviour, crime or disorder. • Use in a specified locality must be authorised by a police inspector and can last for up to 48 hours. • A direction can be given to anyone who is, or appears to be, over the age of 10. • A person who is under 16 and given a direction can be taken home or to a place of safety.
Penalty on breach	<ul style="list-style-type: none"> • Breach is a criminal offence. • Failure to comply with a direction to leave: up to a level 4 fine and/or up to three months in prison although under 18s cannot be imprisoned. • Failure to hand over items: up to a level 2 fine.
Appeals	A person who is given a direction and feels they have been incorrectly dealt with should speak to the duty inspector at the local police station. Details should be given to the person on the written notice.
Important changes/ differences	<ul style="list-style-type: none"> • It is a more flexible power; it can be used to provide immediate respite to a community from anti-social behaviour, crime or disorder. • An area does not need to be designated as a dispersal zone in advance. • Although there is no requirement to consult the local council, the authorising officer may consider doing so in some circumstances before authorising use of the dispersal. • Police Community Support Officers may use all elements of the dispersal power (if designated the power by their chief constable).

Annex 5: Community Protection Notice (CPN)

Purpose	To stop a person aged 16 or over, business or organisation committing anti-social behaviour which spoils the community's quality of life.
Who can issue a CPN	<ul style="list-style-type: none"> • Council officers; • Police officers; • Police community support officers (PCSOs) if designated; and • Social landlords (if designated by the council).
Test	Behaviour has to: <ul style="list-style-type: none"> • have a detrimental effect on the quality of life of those in the locality; • be of a persistent or continuing nature; and • be unreasonable.
Details	<ul style="list-style-type: none"> • Written warning issued informing the perpetrator of problem behaviour, requesting them to stop, and the consequences of continuing. • Community protection notice (CPN) issued including requirement to stop things, do things or take reasonable steps to avoid further anti-social behaviour. • Can allow council to carry out works in default on behalf of a perpetrator.
Penalty on breach	<ul style="list-style-type: none"> • Breach is a criminal offence. • A fixed penalty notice can be issued of up to £100 if appropriate. • A fine of up to level 4 (for individuals), or £20,000 for businesses.
Appeals	<ul style="list-style-type: none"> • Terms of a CPN can be appealed by the perpetrator within 21 days of issue. • The cost of works undertaken on behalf of the perpetrator by the council can be challenged by the perpetrator if they think they are disproportionate.
Important changes/ differences	<ul style="list-style-type: none"> • The CPN can deal with a wider range of behaviours for instance, it can deal with noise nuisance and litter on private land open to the air. • The CPN can be used against a wider range of perpetrators. • The CPN can include requirements to ensure that problems are rectified and that steps are taken to prevent the anti-social behaviour occurring again.

Annex 6: Public Spaces Protection Order (PSPO)

Purpose	Designed to stop individuals or groups committing anti-social behaviour in a public space
Who can make a PSPO	<ul style="list-style-type: none"> • Councils issue a public spaces protection order (PSPO) after consultation with the police, Police and Crime Commissioner and other relevant bodies.
Test	<p>Behaviour being restricted has to:</p> <ul style="list-style-type: none"> • be having, or be likely to have, a detrimental effect on the quality of life of those in the locality; • be persistent or continuing nature; and • be unreasonable.
Details	<ul style="list-style-type: none"> • Restrictions and requirements set by the council. • These can be blanket restrictions or requirements or can be targeted against certain behaviours by certain groups at certain times. • Can restrict access to public spaces (including certain types of highway) where that route is being used to commit anti-social behaviour. • Can be enforced by a police officer, police community support officers and council officers.
Penalty on breach	<ul style="list-style-type: none"> • Breach is a criminal offence. • Enforcement officers can issue a fixed penalty notice of up to £100 if appropriate. • A fine of up to level 3 on prosecution.
Appeals	<ul style="list-style-type: none"> • Anyone who lives in, or regularly works in or visits the area can appeal a PSPO in the High Court within six weeks of issue. • Further appeal is available each time the PSPO is varied by the council.
Important changes/ differences	<ul style="list-style-type: none"> • More than one restriction can be added to the same PSPO, meaning that a single PSPO can deal with a wider range of behaviours than the orders it replaces.

Annex 7: Closure Power

Purpose	To allow the police or council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder.
Applicants	<ul style="list-style-type: none"> • Local council. • Police.
Test	<p>The following has occurred, or will occur, if the closure power is not used:</p> <p>Closure notice (up to 48 hours):</p> <ul style="list-style-type: none"> • Nuisance to the public; or • Disorder near those premises. <p>Closure order (up to six months):</p> <ul style="list-style-type: none"> • Disorderly, offensive or criminal behaviour; • Serious nuisance to the public; or • Disorder near the premises.
Details	<ul style="list-style-type: none"> • A closure notice is issued out of court in the first instance. Flowing from this the closure order can be applied for through the courts. • Notice: can close a premises for up to 48 hrs out of court but cannot stop owner or those who habitually live there accessing the premises. • Order: can close premises for up to six months and can restrict all access. • Both the notice and the order can cover any land or any other place, whether enclosed or not including residential, business, non-business and licensed premises.
Penalty on breach	<p>Breach is a criminal offence.</p> <ul style="list-style-type: none"> • Notice: Up to three months in prison; • Order: Up to six months in prison; • Both: Up to an unlimited fine for residential and non-residential premises.
Who can appeal	<ul style="list-style-type: none"> • Any person who the closure notice was served on; • Any person who had not been served the closure notice but has an interest in the premises; • The council (where closure order was not made and they issued the notice); • The police (where closure order was not made and they issued the notice).
Important changes/differences	<ul style="list-style-type: none"> • A single closure power covering a wider range of behaviour. Quick, flexible and can be used for up to 48 hours out of court.

Annex 8: New Absolute Ground for Possession

Overview	The Act introduces a new absolute ground for possession of secure and assured tenancies where anti-social behaviour or criminality has already been proven by another court.
Purpose	To expedite the eviction of landlords' most anti-social tenants to bring faster relief to victims.
Applicants / Who can use the new ground	<ul style="list-style-type: none"> • Social landlords (local authorities and housing associations). • Private rented sector landlords.
Test	<p>The tenant, a member of the tenant's household, or a person visiting the property has met one of the following conditions:</p> <ul style="list-style-type: none"> • convicted of a serious offence (specified in Schedule 2A to the Housing Act 1985); • found by a court to have breached a civil injunction; • convicted for breaching a criminal behaviour order (CBO); • convicted for breaching a noise abatement notice; or • the tenant's property has been closed for more than 48 hours under a closure order for anti-social behaviour.
Details	<ul style="list-style-type: none"> • Offence/breach needs to have occurred in the locality of the property or affected a person with a right to live in the locality or affected the landlord or his or her staff/ contractors; • Secure tenants of local housing authorities will have a statutory right to request a review of the landlord's decision to seek possession. Private registered providers are encouraged to adopt a similar practice.
Result of action	<ul style="list-style-type: none"> • If the above test is met, the court must grant a possession order (subject to any available human rights defence raised by the tenant, including proportionality) where the correct procedure has been followed.
Important changes/ differences	<ul style="list-style-type: none"> • Unlike the existing discretionary grounds for possession, the landlord will not be required to prove to the court that it is reasonable to grant possession. This means the court will be more likely to determine cases in a single, short hearing; • This will offer better protection and faster relief for victims and witnesses of anti-social behaviour, save landlords costs, and free up court resources and time; • It will provide new flexibility for landlords to obtain possession through this faster route for persistently anti-social tenants; • The court will not be able to postpone possession to a date later than 14 days after the making of the order except in exceptional circumstances, and will not be able to postpone for later than six weeks in any event.

Annex 9: Community Remedy



Purpose	The Community Remedy gives victims a say in the out-of-court punishment of perpetrators for low-level crime and anti-social behaviour.
The Community Remedy document	The Act places a duty on the Police and Crime Commissioner to consult with members of the public and community representatives on what punitive, reparative or rehabilitative actions they would consider appropriate to be on the Community Remedy document.
Applicants / who can use the Community Remedy	<ul style="list-style-type: none"> • Police officer; • An investigating officer (which can include Police Community Support Officers for certain offences, if designated the power by their chief constable); • A person authorised by a relevant prosecutor for conditional cautions or youth conditional cautions.
Community resolutions	When dealing with anti-social behaviour or low-level offences through a community resolution the police officer may use the Community Remedy document as a means to engage the victim in having a say in the punishment of the perpetrator.
Test	<ul style="list-style-type: none"> • The officer must have evidence that the person has engaged in anti-social behaviour or committed an offence; • The person must admit to the behaviour or the offence (and agree to participate); • The officer must think that the evidence is enough for court proceedings including for a civil injunction, or impose a caution, but considers that a community resolution would be more appropriate.
Conditional cautions	The Community Remedy document should be considered when it is proposed that a perpetrator be given a conditional caution or youth conditional caution as a means of consulting the victim about the possible conditions to be attached to the caution.
Failure to comply	If the perpetrator fails to comply with a conditional caution or youth conditional caution they can face court action for the offence.
Important changes/differences	The Community Remedy document is a list of actions which may be chosen by the victim for the perpetrator to undertake in consequence of their behaviour or offending.





Annex 10: Community Trigger



Purpose	Gives victims and communities the right to request a review of their case and bring agencies together to take a joined up, problem-solving approach to find a solution.
Relevant bodies and responsible authorities	<ul style="list-style-type: none"> • Councils; • Police; • Clinical Commissioning Groups in England and Local Health Boards in Wales; • Registered providers of social housing who are co-opted into this group.
Threshold	<p>To be defined by the local agencies but not more than:</p> <ul style="list-style-type: none"> • three complaints in the previous six month period. <p>May also take account of:</p> <ul style="list-style-type: none"> • the persistence of the anti-social behaviour; • the harm or potential harm caused by the anti-social behaviour; • the adequacy of response to the anti-social behaviour.
Details	<ul style="list-style-type: none"> • When a request to use the Community Trigger is received, agencies must decide whether the threshold has been met and communicate this to the victim; • If the threshold is met, a case review will be undertaken by the partner agencies. Agencies will share information related to the case, review what action has previously been taken and decide whether additional actions are possible. The local Community Trigger procedure should clearly state the timescales in which the review will be undertaken; • The review encourages a problem-solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour; • The victim is informed of the outcome of the review. Where further actions are necessary an action plan will be discussed with the victim, including timescales.
Who can use the Community Trigger?	<ul style="list-style-type: none"> • A victim of anti-social behaviour or another person acting on behalf of the victim such as a carer or family member, Member of Parliament or councillor. • The victim can be an individual, a business or a community group.


Annex 11: Summary of different actions that can be taken




The Anti-social Behaviour, Crime and Policing Act 2014

	Examples of “anti-social behaviour and Purpose	Who can be served?	Who can serve?	Weekly Tuesday Meeting
<p>Civil Injunction</p>  	<p>A civil Injunction is to stop or prevent individuals engaging in anti-social behaviour quickly, nipping problems in the bud before they escalate</p> <p>Examples</p> <ul style="list-style-type: none"> • Vandalism • Public drunkenness • Aggressive begging • Irresponsible dog ownership • Noisy or abusive behaviour towards neighbours • Bullying 	<ul style="list-style-type: none"> • Over 18 years of age via County court or High Court • Under 18 years of age via Youth Court 	<ul style="list-style-type: none"> • Local councils; • Social landlords; • Police (including British Transport Police); • Transport for London; • Environment Agency and Natural Resources Wales; and • NHS Protect and NHS Protect (Wales) 	<ul style="list-style-type: none"> • Review issue • Understand case details • Injunction sought • Case heard in County Court or Youth Court
<p>Criminal behaviour order (CBO)</p>	<p>Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.</p> <p>Examples</p> <ul style="list-style-type: none"> • Criminal damage • Vandalism • Hate crimes • Assault • Verbal abuse • Or any other criminal offence 	<ul style="list-style-type: none"> • An individual who has been convicted for a criminal offence 	<ul style="list-style-type: none"> • The prosecution, in most case the Crown Prosecution Service (CPS), either at its own initiative or following a request from the police or council. 	<ul style="list-style-type: none"> • Review issue • Understand case details • Injunction sought • The prosecution applies for a CBO after the offender has been convicted of the criminal offence.

	Examples of “anti-social behaviour and Purpose	Who can be served?	Who can serve?	Weekly Tuesday Meeting
Dispersal power 	<p>Requires a person committing or likely to commit anti-social behaviour, crime or disorder to leave an area for up to 48 hours.</p> <p>Example</p> <ul style="list-style-type: none"> There is likely to be ASB, crime or disorder in an area and it may be necessary to use the dispersal power. 	<ul style="list-style-type: none"> Person committing or likely to commit anti-social behaviour, crime or disorder 	<ul style="list-style-type: none"> The dispersal power can be used by police officers in uniform; and Police Community Support Officers (if designated the power by their chief constable). 	<ul style="list-style-type: none"> Briefing by Police on issue – There is no need for the Police to consult with partners before using Dispersal power
Community Protection Notice (CPN)  	<p>The Community Protection Notice (CPN) is to deal with “ongoing problems” or “nuisances” that negatively affect the “Community Quality of Life” by targeting those responsible.</p> <p>Examples</p> <ul style="list-style-type: none"> Graffiti Noise Nuisance Rubbish 	<ul style="list-style-type: none"> Individual who is 16 years of age or over Business Body Organisation 	<ul style="list-style-type: none"> Council officers; Police officers Police community support officers (PCSO’s) if designated; and Social landlords (if designated by the council) 	<ul style="list-style-type: none"> Review issue Written warning issued Time given to address the conduct CPN Issued
Public Spaces Protection Orders (PSPO) 	<p>The Public Spaces Protection Notice (PSPO) are intended to control and restrict anti-social behaviour or potential anti-social behaviour in public spaces</p> <p>Examples</p> <ul style="list-style-type: none"> Drinking alcohol in public places 	<ul style="list-style-type: none"> Restrictions and requirements set by the council. These can be blanket restrictions or requirements or can be targeted against certain behaviours by certain groups at certain times. Can restrict access to 	<ul style="list-style-type: none"> Councils issue a public spaces protection order (PSPO) after consultation with the police, Police and Crime Commissioner and other relevant bodies. 	<ul style="list-style-type: none"> Review issue Before Issuing Notice – Consultation Before Issuing Notice – publicity Issue

	Examples of “anti-social behaviour and Purpose	Who can be served?	Who can serve?	Weekly Tuesday Meeting
	<ul style="list-style-type: none"> Public access to public rights of way Dogs in public places 	<p>public spaces (including certain types of highway) where that route is being used to commit anti-social behaviour.</p> <ul style="list-style-type: none"> Can be enforced by a police officer, police community support officers and council officers. 		
<p>Closure power</p>   <p>www.tmbc.gov.uk</p>	<p>To allow the police or council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder</p> <p>Example</p> <ul style="list-style-type: none"> That the use of particular premises has resulted, or is likely soon to result, in nuisance to members of the public; or that there has been, or is likely soon to be, disorder near those premises associated with the use of those premises, and that the notice is necessary to prevent the nuisance or disorder from continuing, recurring or occurring. 	<ul style="list-style-type: none"> A closure notice is issued out of court in the first instance. Flowing from this the closure order can be applied for through the courts. Notice: can close a premises for up to 48 hrs out of court but cannot stop owner or those who habitually live there accessing the premises. Order: can close premises for up to six months and can restrict all access. Both the notice and the order can cover any land or any other place, whether enclosed or 	<ul style="list-style-type: none"> Local council - superintendent or designate of council CEO. Police. – Inspector and above 	<ul style="list-style-type: none"> Review issue Nuisance – occurred or likely to occur Disorder – occurred or likely to occur Before Issuing Notice – publicity Issue Notice Issued - premises closed for up to 48 hours Magistrates Court - Within 48 hrs, notice goes to magistrates' court if a closure order of up to three months is required

	Examples of “anti-social behaviour and Purpose	Who can be served?	Who can serve?	Weekly Tuesday Meeting
<p>New absolute ground for possession</p>  <p>TONBRIDGE & MALLING BOROUGH COUNCIL www.tmbc.gov.uk</p>	<p>The Act introduces a new absolute ground for possession of secure and assured tenancies where anti-social behaviour or criminality has already been proven by another court.</p> <p>Example</p> <ul style="list-style-type: none"> To expedite the eviction of landlords’ most antisocial tenants to bring faster relief to victims. 	<ul style="list-style-type: none"> Tenants 	<ul style="list-style-type: none"> Social landlords (local authorities and housing associations). Private rented sector landlords. 	<ul style="list-style-type: none"> Review issue Tenant/member of their household or visitor has met one of the following conditions: <ol style="list-style-type: none"> Convicted for serious criminal offence Found by a court to have breached a civil injunction Convicted for breach of CBO Convicted for breach of Noise Abatement Notice OR Tenant’s property closed under Closure Order <p>Offences must have been committed in locality/affected other residents or landlords’ staff anywhere.</p> <ul style="list-style-type: none"> Serve Notice - Generally four week or one month notice period (depending on tenancy type) before landlord applies to court.

	Examples of “anti-social behaviour and Purpose	Who can be served?	Who can serve?	Weekly Tuesday Meeting
<p>Community Remedy</p> 	<ul style="list-style-type: none"> The Community Remedy gives victims a say in the out-of-court punishment of perpetrators for low-level crime and anti-social behaviour. The Police and Crime Commissioner consults the local community about what actions should be included in the Community Remedy document. 	<ul style="list-style-type: none"> Perpetrators for low-level crime and anti-social behaviour. 	<ul style="list-style-type: none"> Police officer; An investigating officer (which can include Police Community Support Officers for certain offences, if designated the power by their chief constable); A person authorised by a relevant prosecutor for conditional cautions or youth conditional cautions. 	<ul style="list-style-type: none"> Review and update by Kent Police Offender admits to offence Police considers appropriate resolution Perpetrator agrees Police officer makes decision as to what appropriate action Perpetrator agrees action <ul style="list-style-type: none"> Cleaning graffiti Written apology Acceptable Behaviour Contract
<p>Community Trigger</p>  	<ul style="list-style-type: none"> Gives victims and communities the right to request a review of their case and bring agencies together to take a joined up, problem-solving approach to find a solution. At least three incidents of anti-social behaviour reported to the relevant bodies within the previous six months. The anti-social behaviour must be a repeat of the same or similar incident which was reported within one month of the alleged incident taking place. 	N/A	<ul style="list-style-type: none"> Councils; Police; Clinical Commissioning Groups in England and Local Health Boards in Wales; Registered providers of social housing who are co-opted into this group. 	<ul style="list-style-type: none"> Application form received by CSU by Victim Community Trigger activated If evidence meets threshold then arrange a Panel (The Panel must include representatives from the Borough Council, the Police, Clinical Commissioning Groups and Social Landlords who are co-opted onto the Panel). This encourages a problem-solving approach. Action Plan Applicant requests a secondary review carried out by an independent panel.

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Agenda Item 13

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 14

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 15

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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