

TONBRIDGE & MALLING BOROUGH COUNCIL



EXECUTIVE SERVICES

Chief Executive

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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
committee.services@tmbc.gov.uk

31 May 2016

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

Dear Sir/Madam

Your attendance is requested at a meeting of the Communities and Housing Advisory Board to be held in the Civic Suite, Gibson Building, Kings Hill, West Malling on Wednesday, 8th June, 2016 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

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

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

MEMBERSHIP

Cllr P J Montague (Chairman)
Cllr Mrs B A Brown (Vice-Chairman)

Cllr Mrs J A Anderson
Cllr O C Baldock
Cllr Mrs S M Barker
Cllr Mrs P A Bates
Cllr Mrs S Bell
Cllr V M C Branson
Cllr S M Hammond

Cllr D Keeley
Cllr Mrs S L Luck
Cllr Mrs A S Oakley
Cllr L J O'Toole
Cllr M Parry-Waller
Cllr T B Shaw
Cllr Ms S V Spence

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Apologies for absence

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Declarations of interest

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**TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES AND HOUSING ADVISORY BOARD**

08 June 2016

Report of the Director of Central Services

Part 1- Public

Matters for Information

1 PRESENTATION FROM KENT POLICE

Acting Inspector Mark Ginsberg will be giving a brief presentation on the latest crime statistics and trends for the borough.

1.1 Introduction

- 1.1.1 Crime levels in Tonbridge & Malling remain low in comparison with other areas; however, to ensure that the Board has a full understanding of the overall crime picture within the Borough, Acting Inspector Mark Ginsberg from Kent Police will be attending to provide a presentation on the latest crime statistics for Tonbridge and Malling.

Background papers:

contact: Alison Finch

Nil

Adrian Stanfield
Central Services Director

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**TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES AND HOUSING ADVISORY BOARD**

08 June 2016

Report of the Director of Central Services

Part 1- Public

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

1 COMMUNITY SAFETY PARTNERSHIP PLAN 2016/17

The Community Safety Partnership (CSP) is required to produce a Partnership Plan on an annual basis in order to inform the public about its priorities for the forthcoming year. This paper gives Members a chance to view the Plan and give comments.

1.1 The Community Safety Partnership Plan 2016/17

1.1.1 The Tonbridge & Malling Community Safety Partnership (CSP) produces an annual action plan which sets out the objectives that the Partnership will work towards to address crime and anti-social behaviour issues in the Borough over the coming year. The Plan is based on a Strategic Assessment that looks at current data and trends to address the priorities for the Borough in reducing and tackling crime and disorder.

1.1.2 This year the CSP has agreed to focus on Safeguarding (to incorporate domestic abuse, vulnerable people, child sexual exploitation and counter terrorism); Public Safety (to incorporate anti-social behaviour, environmental crime and road safety); and Health and Wellbeing (to incorporate substance misuse and mental health).

1.1.3 A copy of the CSP Plan 2016/17 is attached at Annex 1 and includes an update on progress made to the actions contained in our action plan last year, information about initiatives carried out during the year and actions to be carried out during 2016/17.

1.2 Legal Implications

1.2.1 It is a statutory requirement (Police and Justice Act 2006) for the Community Safety Partnership to produce an annual plan and publish this for the public.

1.3 Financial and Value for Money Considerations

1.3.1 Any funding requirements are provided through the Community Safety Partnership.

1.4 Risk Assessment

1.4.1 All risk assessments are undertaken as appropriate.

1.5 Equality Impact Assessment

1.5.1 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.

1.6 Policy Considerations

1.6.1 Crime & Disorder Reduction

1.7 Recommendations

1.7.1 That the Community Safety Partnership Plan 2016/17 as set out in Annex 1 **BE SUPPORTED AND ENDORSED.**

The Director of Central 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: Alison Finch

Nil

Adrian Stanfield
Director of Central Services

Tonbridge and Malling

Community Safety Partnership

Partnership Plan

2016 - 2017



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Partnership Plan 2016 - 2017

Introduction

The Tonbridge and Malling Community Safety Partnership (CSP) produces an annual Plan which sets out the objectives that the Partnership will work towards to address crime and anti-social behaviour issues in the Borough over the coming year. The Plan is based on a Strategic Assessment that looks at current data and trends to address the priorities for the Borough in reducing and tackling crime and disorder. This year the CSP has agreed to focus on Safeguarding, Public Safety and Health and Wellbeing. Within these topics will be areas of focus and these are explained in further detail later in the Plan.

The Community Safety Partnership continues to develop and work to address different issues as they arise. The Community Safety Unit, based at Tonbridge & Malling Borough Council offices, Kings Hill is now fully operational and is the operational arm of the Community Safety Partnership. The CSU meets on a weekly basis to share information and key issues and partners continue to attend and find these meetings of great use. The weekly CSU will also now include all consideration areas for use of the new ASB Act tools and powers which have been adopted by Tonbridge and Malling Borough Council.

In light of its new priorities for 2016/17 the CSP has reviewed the number and type of meetings it holds every year and will hold Working Groups for each of the priorities. The CSP Strategy Group meeting meets twice a year and looks at strategic issues, whereas the Working Groups will consider operational matters. They will meet three times per year.

The CSP links in to the Police and Crime Plan developed by the Police and Crime Commissioner (PCC) and we also link into the vision of the Chief Constable and Police and Crime Commissioner which is:

“... For Kent to be a safe place for people to live, work and visit. By protecting the public from harm, we will allow our communities to flourish and by working with the public and partners we will provide a first class policing service that is both visible and accessible. We will retain neighbourhood policing as the bedrock of policing in Kent. We will be there when the public need us and we will act with integrity in all that we do.”

Funding for Community Safety Partnerships from the PCC has been confirmed for 2016/17 and we will use this to address our local priorities. We will also have regard to the objectives stated within the Police and Crime Plan. The PCC has announced that there will be no yearly targets and that there will be a focus on encouraging sustainable improvements in performance. The election for a new

PCC will take place in May and this may have an impact on funding arrangements in the future and the focus for the CSP in future years.

During 2015/16 we were able to develop a CSP Facebook and Twitter site where we are able to get messages out to residents about a variety of topics including events, crime prevention messages and services available. So far during the past year we were able to put out over 100 messages. We will continue to develop our Social Media output during 2016/17 and to encourage more followers and retweets.

Review of actions 2015/16

Crime levels within Tonbridge and Malling are low and the borough remains one of the safest in the county. From April 2015 to March 2016, recorded victim based crime levels within Tonbridge and Malling increased by 519 offences (from 4,995 to 5,514). In the same time period there was a decrease of 168 recorded incidents of anti-social behaviour reported to the police (from 2,596 to 2,428 reported incidents). Although victim based crime levels have risen, the borough is still one of the safest in the county and we have the second lowest victim based crime rate in Kent.

For 2015/16 the Partnership focused on three key priorities – Anti-social behaviour, Domestic Abuse and Substance Misuse. We set ourselves actions related to each of these themes and the table below gives details of these actions set and whether or not the Partnership was successful in achieving these.

Action/target	Outcome	
Anti-social behaviour		
Ensure early identification of vulnerable victims and a prompt response to any calls from victims.	During the year the CSU identified and supported 9 high risk victims.	
Work with Maidstone Mediation to provide Restorative Justice Work within the borough.	Maidstone Mediation offered Restorative Justice in the borough, although referrals were low so they have undertaken training in schools, as well as training to other professionals.	
Promote the Hate Crime Incident reporting line.	This was promoted during the year although no calls were received relating to Tonbridge and Malling.	
Delivery of anti-bullying workshop through Playscheme.	Two sites delivered activities around anti-bullying and staff were also trained.	

Provide and support diversionary activities for young people particularly in our priority communities.	A number of different diversionary activities were held during the year including the Challenger Troop (in East Malling), the Y2 Crew scheme and the Activate scheme. Young people from our priority communities attended.	
Attend Community events to encourage engagement with residents in ASB hotspots.	This work has continued throughout the year and the CSU have attended events in Ditton, Leybourne and East Malling.	
Work with Circle Russets ASB Prevention Officer on prevention work.	This work has been carried out during the year and a number of projects were developed by Circle Housing Russet.	
A quarterly report to be produced by the ASB Task Group.	The ASB Task Group meets on a monthly basis and as well as discussing individuals carrying out persistent ASB it also now monitors individuals given Civil Injunction Warnings and Criminal Behaviour Orders. A quarterly report was provided.	
Link in with the Troubled Family initiative regarding support to families involved with ASB.	We have been linking in with the Troubled Family initiative and they have been attending the ASB Task Group	
Provide Mediation to deal with neighbour disputes.	During the year there were a total of 31 referrals to deal with neighbour disputes.	

<p>Targeted work around:</p> <ul style="list-style-type: none"> • Leybourne Lakes • Unauthorised skate boarding • Town Lock • Preventing public drunkenness 	<p>A day of action was held at Leybourne Lakes during July 2015. Town Lock has been redesigned and this should hopefully reduce ASB. The CSU continues to work to prevent unauthorised skateboarding and public drunkenness where appropriate.</p>	
<p>Link in to Tactical Delivery Plans (TDPs) around specific hotspot areas.</p>	<p>During the year there were TDPs in place for issues such as nuisance motorbikes and water safety as well as looking at specific areas such as East Malling.</p>	
<p>Deliver a programme of responsible dog ownership activities and work with Social Landlords to reduce nuisance caused by dogs from their tenants.</p>	<p>The CSU and partners attended a number of dog shows, as well as leading on 'bag and flag' events and carried out joint visits to dog owners.</p>	
<p>Remove high priority fly tips within 24 hours of investigation and deliver a programme of enforcement activities targeting waste carriers.</p>	<p>All high priority fly tips were removed within 24 hours of investigation and four joint enforcement operations were carried out.</p>	
<p>Allocate a Youth Forum meeting to discuss ASB and Environmental Crime and ensure that a programme of environment themed activities is included into Play schemes.</p>	<p>The Youth Forum held on 19 November 2015 discussed ASB and Environmental crime. All Playscheme sites delivered an environment themed activity around 'bug hunts'.</p>	

Deliver a programme of promotional and educational activities aimed at reducing litter.	The 'Love Kent, Hate Litter' campaign was supported throughout the borough and 31 litter pick events were held.	
Work with the Community Rehabilitation Company (CRC) to effectively utilise the Community Payback scheme.	During the year 25 referrals were made to the scheme.	
Investigate and remove abandoned vehicles within target timescales.	During the year 31 vehicles were removed within the required timescales.	
Remove offensive graffiti within 24 hours of reports being received.	14 reports of offensive graffiti were reported and all were removed within the required timescale.	
Issue Fixed Penalty Notices for environmental crime issues.	141 Fixed Penalty Notices were issued during the year.	
Ensure that all agencies share information on a timely basis.	The CSU holds a weekly meeting where information is shared. Information can also be requested at any time and will be shared as appropriate.	
Increase communication to residents over the successes taken to reduce ASB.	During the year a number of press releases and communications to residents have been made.	
Ensure appropriate activation of the ASB Act and clarity on who enforces this.	A training day was held with partners on the new ASB Act in July 2015. This clarified what tools were available and who could enforce these.	

Action/target	Outcome	
Domestic Abuse (DA)		
Ensure all high risk victims in the borough are supported.	All high risk victims identified through the DASH assessment were supported. The IDVA supported 120 high risk victims	
Ensure at least 80 standard/medium risk victims are supported.	During the year 262 people were referred to DAVSS. Of these 230 were standard/medium risk.	
Ensure at least 15 male victims are supported.	27 male victims were supported by DAVSS throughout the year	
Multi-agency meeting to discuss standard/medium risk victims of domestic abuse to be set up.	A monthly meeting is held to discuss standard/medium risk victims. On average 10 individuals are discussed at each meeting. This is well attended by partners.	
Continue to run and promote the One Stop Shop in Tonbridge to encourage victims to get the support they require.	The One Stop Shop continues to run on a Wednesday morning. Attendance is gradually increasing.	
Run at least one Freedom Programme per year in the borough.	One Freedom Programme was run during June 2015 and 9 women attended.	
Run at least one Recovery Toolkit in the borough.	Unfortunately a lack of funding meant we were unable to run the Recovery Toolkit	
Progress with a Refuge for Tonbridge & Malling.	A planning application has been submitted and agreed. Now out to Tender by KCC.	

Continue to provide easily accessible support services to all victims of domestic abuse.	The CSP continues to fund both Choices and DAVSS to provide support services for all victims of domestic abuse.	
Ensure continued publicity of services through Social Media and other forums.	Social Media has been used throughout the year to publicise the services available	
Deliver the DAY programme/Positive Relationship in schools and promote healthy relationship advice.	The DAY programme has supported young women in four schools in the borough.	
Continue to support the Community Domestic Perpetrator Programme (CDAP).	CDAP continues to run in Tonbridge and during the year 8 men completed the programme (from across West Kent).	
Consider how to rehabilitate perpetrators of domestic abuse.	The CSP Domestic Abuse Working Group considered this subject but was not sure locally how to take forward. It is hoped that the perpetrator programme being developed countywide might help to take this forward.	
Consider county report around perpetrator programmes and look at whether any of the ideas contained within this could be taken forward locally.	The Kent and Medway Domestic Abuse Strategy Group are leading on a pilot perpetrators programme. It is likely that this will be run during 2016. It may be that this can be delivered locally at some point in the future.	

Action/target	Outcome	
Substance misuse		
Work with identified young people involved with or at risk of substance misuse issues and ensure referrals from other agencies.	This work is continuing through Young Addaction.	
Kenward Trust to work in at least 4 locations as part of their 'Community Outreach Services'.	During the year Kenward Trust have worked in 8 locations and were able to engage with young people in those areas.	
Provide diversionary activities to prevent young people from becoming involved in substance misuse issues (drugs and alcohol).	Diversionary activities were held throughout the year including the Challenger Troop in East Malling and the Y2 Crew during the summer holiday.	
Allocate a Youth Forum meeting to discuss substance misuse issues, inviting appropriate representatives from Substance Misuse providers.	The Youth Forum discussed substance misuse as part of their mental health campaign. The campaign involved an event in September 2015.	
Use Social Media to publicise the substance misuse services available and to give out information/advice.	Social Media has been used to publicise services available.	
Respond to intelligence on issues relating to alcohol and young people.	This is ongoing work through the Community Safety Unit and linking in with other appropriate organisations.	
Promote Identification and Brief Advice (IBAs) through all programmes/initiatives that the Health Team deliver.	IBAs have been promoted at all appropriate events.	
Link in to the Police Tactical Delivery Plans.	Tactical Delivery Plans have been developed during the year, although none have been specific to substance misuse issues.	
Continue to undertake drug warrants and appropriate enforcement activities.	Drug warrants have been carried out during the year by the Police.	

Continue the work of the Snodland Community Alcohol Partnership (CAP) to tackle under-age drinking and other alcohol related issues.	The Snodland Community Alcohol Partnership meets on a regular basis and during the year ran a proxy purchase campaign, held a disco for young people and developed a new Action Plan for addressing issues.	
Identify activities around proxy purchases including education for parents/other adults.	Messages were put out on social media around proxy purchasing and a campaign was held in Snodland as part of the CAP.	
Identify hotspot areas for substance misuse issues and develop multi-agency action plans to address issues.	Any hotspot areas are identified through the weekly CSU meeting. Where appropriate action plans were developed.	
Progress the Safer Socialising Award in Tonbridge.	Two licenced premises in Tonbridge were awarded the Safer Socialising Award.	
Tackle possible substance misuse issues around the Rugby World Cup.	This was addressed through the weekly CSU meeting and social media was also used.	
Respond to up and coming issues such as 'NPS' (New Psychoactive Substances) as appropriate.	The Substance Misuse Working Group discussed issues around NPS and are awaiting further guidance from the new Act due out in 2016.	
Develop activities to address substance misuse by older people and consider how to link in with groups such as Age UK.	The CSU attended an Older Persons event and was able to publicise this issue. Social Media was also used.	
Provide a report giving numbers of referrals to commissioned services.	265 referrals for Tonbridge & Malling during the year.	

Review of projects and initiatives 2015/16

During 2015/16 the Community Safety Partnership (CSP) undertook a variety of projects and initiatives linked to the actions above. Below are more details about some of the initiatives/projects mentioned above and also some additional projects which were run during the year to address issues which arose during the year.

Although it is sometimes difficult to measure success rates, the Partnership believes that these projects and their successes have made an impact and has resulted in positive outcomes for local people.

Tackling anti-social behaviour (ASB) including environmental crime

During the year the Anti-social behaviour, Crime and Policing Act 2014 came into force and the CSP has been working to look at how it can implement the new tools that are now available for partners to use. As part of this two training days were arranged with front line practitioners and Members to inform them of the new tools. Following this the Police, along with support from Tonbridge & Malling Borough Council and Circle Housing Russet were able to obtain seven Civil Injunction Warning letters against young people in East Malling and were also successful in obtaining a Criminal Behaviour Order against an adult in the Tonbridge area. We are continuing to use the new powers and during 2016/17 we hope to obtain Public Spaces Protection Orders for various locations across the borough to prevent a variety of anti-social behaviour issues.

During the year we continued to advertise the Community Trigger which residents can use if they are not happy with the response they have received from organisations dealing with their ASB incidents. We only received one Community Trigger during the year (which was submitted in March 2016). This met the criteria and the Review Panel met in early April to look at the issues. They were able to make some recommendations which the complainants were happy with.

The ASB Task Group continued to work with those causing anti-social behaviour and aimed to address the root causes of that behaviour. The Task Group consists of different agencies who discuss individual cases (using the Information Exchange Protocol to discuss personal information). Agencies attending include the TMBC ASB officer, social landlords, education, social services, the youth offending service and the police. The Group now focuses mainly on using the powers within the ASB Act to target persistent ASB offenders and during the year the group issued 7 Civil Injunction Warning letters to youths in East Malling. During the year a Criminal Behaviour Order was also obtained and the person was monitored through the Task Group. In November 2015 TMBC obtained a Community Protection Notice against an individual and again this person was monitored through the Task Group. The Group does still continue to discuss other people of concern in the community and also continues to issue warning letters and undertaken visits to those causing anti-social behaviour.

Maidstone Mediation were able to work with both young people within schools and also work with individuals involved in neighbour disputes. During the year they worked with 11 schools within the borough and dealt with 18 neighbourhood disputes in the Malling area and 13 in the Tonbridge area. The CSP also provided funding (via the PCC) for Maidstone Mediation to provide Restorative Justice work within the borough and during the year a number of training events were held on Restorative Justice practices. Maidstone Mediation were also able to train up additional volunteers to run Restorative Justice and were able to work towards a RSQM Restorative Justice Quality Mark. We will continue to work with them on Restorative Justice during 2016/17 (although the funding has now ceased).

During the year the CSP worked with Kent, Surrey, Sussex CRC to develop the Community Payback scheme. During the year the Community Payback scheme was able to complete 9 projects including cutting back vegetation, litter clearance and removal of graffiti.

We have been able to support youth diversion schemes including the Y-2 Crew scheme and Challenger Troop which ran in East Malling during May 2015. 8 young people attended this programme with some very good outcomes. We also ran a STATUS disco in Snodland (as part of the Community Alcohol Partnership) and 30 young people attended this event.

We are continuing to support the Troubled Families programme and the District Partnership Manager now attends the ASB Task Group meetings. We are also looking to see we can continue to strengthen the relationship between the CSU and Troubled Families staff to ensure that there is a joined up approach to dealing with troubled families.

Tackling domestic abuse

Tackling domestic abuse was a key priority for the Community Safety Partnership during 2015/16 and the focus this year was on reducing repeat victims. As part of this we were able to develop a pilot scheme to identify medium risk and repeat victims of domestic abuse and then discuss these individuals in a mini MARAC type approach. The aim is that we can ensure that these victims are getting support from an appropriate organisation to prevent further calls to the police or other agencies. The monthly meetings have proved to be successful in bringing partners together to discuss repeat victims and will continue to develop through the next year.

During the year the CSP continued to commission two services, DAVSS (Domestic Abuse Volunteer Support Service) and the county wide IDVA (Independent Domestic Violence Advisor) service. DAVSS provided support for standard and medium risk victims and were able to support 235 women. They also supported 27 male victims. The IDVA service was commissioned countywide and in Tonbridge & Malling provided support for our high risk victims (through Choices). The IDVA service received 120 referrals and supported 114 high risk victims. Both DAVSS and Choices are involved in the monthly meeting to identify and provide support to medium/repeat victims.

Following additional training for facilitators a Freedom Programme for women was held during 2015 and 9 women attended. The CSP, led by Circle Housing Russet, were also able to establish a One Stop Shop in Tonbridge which is held on a Weekly basis. This receives regular attendance by representatives from Choices and DAVSS as well as attendance from TMBC Housing and a Health Visitor. This continues to run and 49 people have used the facility so far.

The CSP also provided support for the CDAP (Community Domestic Abuse Programme). 8 men completed the 27 week programme during the year.

13 young women have been supported by Choices through the Positive Relationships Programme in the borough during the year and funding for 8 DAY courses (focusing on healthy relationships) in the borough was confirmed. Schools that have received the programme include West Kent College, The Malling School, Holmesdale School and Aylesford Sports College.

Tackling substance misuse

The Community Safety Partnership continued to commission the Kenward Trust to provide their Community Outreach services in the borough, which targets areas that have been highlighted as a hotspot for mainly underage users of alcohol and other substance misuse. Over 200 young people were supported through the project this year in areas such as Snodland, West Malling, East Malling and Tonbridge.

In Snodland the Kent Community Alcohol Partnership (KCAP) continued to develop. The KCAP aims to tackle underage drinking and encourage sensible drinking. During the year a new Action Plan was developed to address upcoming issues. Actions during the year included a proxy purchase event and a STATUS disco event for young people was held, with 30 young people attending. The CAP also received a visit from MP Tracey Crouch in October 2015 who was very impressed with the scheme and was able to judge a poster competition organised by the local youth group.



Members of the Snodland Community Alcohol Partnership meeting MP Tracy Crouch

Road safety

Although not one of the priorities for 2015/16, the CSP continued to support the work of the KCC Road Safety team and provided support for their campaign on drink driving at Christmas time. We were also able to link up with Kent Fire & Rescue Service to run joint operations targeting drivers committing offences and Operation Volume ran during January 2016.

Safer Town's Partnership

Work continued with the Safer Town's Partnership to encourage shops to sign up to this scheme and during the year the number of businesses participating in the scheme increased from 51 to 54. 17 individuals were excluded through the scheme during the year. Two businesses in the town were awarded a Safer Socialising Award and the website has now been live for a year.

Representatives from the Slug and Lettuce and Weatherspoons (with Mandy Smith, Safer Town's Co-ordinator) receiving their Safer Socialising Award.

**Safeguarding**

Safeguarding is now a statutory requirement of the Community Safety Partnership and we are working to ensure that this is a high priority for partners. This will be developed during 2016/17.

Prevent

Due to high profile terrorist activities throughout 2015/16 Prevent became a priority for the CSP and an action plan was developed. This states how the Community Safety Partnership will work with the Borough Council and other partners to ensure that we are all recognising the importance of preventing extremist activities. This work will be developed during 2016/17.

Priority Issues for 2016 – 2017

The Strategic Assessment undertaken during the autumn of 2015 identified the priority areas for the Partnership to tackle during 2016 – 2017 and the Partnership held a ‘workshop’ in February 2016 to discuss the areas that they would focus on during the next year. The Strategic Assessment used data provided by partners, as well as feedback from residents, to recommend priorities for the forthcoming year. Feedback from residents was gathered through engagement with residents at community events.

The priorities agreed through the Strategic Assessment for 2016/17 are:

- Safeguarding – to include Domestic Abuse, Child Sexual Exploitation, Vulnerable People and Prevent (Counter Terrorism)
- Health and Wellbeing – to include Substance misuse and Mental Health
- Public Safety – to include Anti-social behaviour, Environmental Crime and Road Safety.

Within each of these themes there are several cross cutting issues that will need to be considered. These include young people, older people and reducing reoffending. Domestic Abuse is also an issue that will need to be considered in both the Safeguarding theme and the Health and Wellbeing theme. We will also need to consider Serious and Organised Crime and Modern Slavery, as these are both issues at a county level that we will need to have an awareness of and ensure that locally we are also doing what we can to tackle these issues.

Reducing reoffending is a statutory requirement for the Community Safety Partnership and is why the Partnership has this as a cross cutting theme. The Probation Service has been working closely with the Community Safety Unit to raise this issue and although reoffending rates are low we are not complacent and will be linking in with Offender Management monthly meetings and with the Integrated Offender Management Unit.

Although the main focus of the CSP will be the priorities as mentioned above, it will still continue to monitor other types of crime. The Community Safety Unit holds weekly meetings where issues of concern are raised and partners can be tasked to address issues as they arise. Information on repeat and vulnerable victims of anti-social behaviour is shared with partners on a daily basis.

The following pages set out the actions for the CSP for 2016/17. The action plans this year are very focused and we have attempted to reduce the number of actions so that we target key issues for the borough. The action plans do not include details about the

numerous activities already undertaken by partners, town and parish councils, the voluntary sector and others as part of their day to day work, but will highlight activities in addition to core work, which partners will undertake throughout the forthcoming year.

Funding for actions included within the Action Plan is available from a number of different sources, including a contribution that a number of partners make to a 'Local Partnership Fund' and the funding from the Police and Crime Commissioner (PCC). The amount of funding that the CSP will receive from the PCC has reduced and may also change dependent on the outcome of the PCC elections in May. It is important for the Partnership to ensure that all initiatives provide value for money and that they are effective in reducing crime and disorder in the Borough. Regular monitoring of each project will be undertaken by the Partnership and an evaluation will be provided on completion of the project.

When preparing the action plans, issues such as equality and diversity will be considered to ensure that any person, regardless of their protected characteristic feels safe in the Borough. The CSP takes reports of disability hate crimes seriously and works together to ensure that information is shared to ensure any issues are resolved.

The CSP will continue to be involved with the 'Troubled Families' initiative led by KCC. We will work with them to identify any families at risk of crime and/or ASB or Domestic Abuse and help to signpost the families to the appropriate support.

Action Plans 2016 - 2017

Safeguarding <i>To ensure everyone in the borough is safe</i>				
Domestic Abuse		Success Indicator: A reduction in the number of victims		
Action	Owner/lead agency	Timescale	Update	Status
Where possible ensure that all victims (both male and female) of domestic abuse can receive support	DAVSS Choices Housing Associations Kent Police	Ongoing		
Support the development and delivery of perpetrator programmes within the borough	Kent and Medway Domestic Violence Strategy Group CDAP	Ongoing		
Continue to support the One Stop Shop in Tonbridge	DAVSS Choices Housing Associations TMBC	Ongoing		
Run at least one Freedom Programme in the borough	DAVSS Choices	By March 2017		
Hold a monthly meeting to provide support to repeat victims of domestic abuse	All partners	Ongoing		

Promote key messages around domestic abuse prevention and support, linking in with national campaigns and promoting local services	DAVSS Choices TMBC	Ongoing		
Reinforcement of positive relationships for young people	Choices DAVSS	Ongoing		
Child Sexual Exploitation		Success Indicator: For partners to be aware of CSE issues within the borough		
Action	Owner/lead agency	Timescale	Update	Status
Promote Op Willow around CSE	Kent Police	Ongoing		
Run awareness training on CSE	TMBC	By March 2017		
Prevent		Success Indicator: For partners and the community to consider Prevent in their everyday lives		
Action	Owner/lead agency	Timescale	Update	Status
Deliver multi-agency Prevent training	TMBC	By March 2017		
Promote the Prevent Strategy within the community	All partners	Ongoing		
Vulnerable People		Success Indicator: To ensure that all vulnerable people within the borough are safe		
Action	Owner/lead agency	Timescale	Update	Status
Deliver training on Safeguarding and Prevent to partners (including taxi drivers)	TMBC	By March 2017		

Consider developing a Community Safety app around Safeguarding	TMBC	By March 2017		
Consider the establishment of a Self-Neglect Forum	TMBC	By Dec 2016		
Use PCSOs, KCC Wardens and any other appropriate agencies to identify vulnerable people and provide support where appropriate	Kent Police KCC Housing Associations CCG	Ongoing		
Run Dementia awareness training for staff	TMBC	By March 2017		

Public Safety
Keeping the public safe from harm

Anti-social behaviour		Success Indicator: To reduce the levels of ASB recorded in the borough		
Action	Owner/lead agency	Timescale	Update	Status
Use the Police and Crime ASB Act 2014 to help reduce ASB and prevent repeat offences and victims	TMBC Kent Police Housing Associations	Ongoing		
Identify and provide support for all high risk and vulnerable victims of ASB	Kent Police TMBC	Ongoing		
Provide and support diversionary activities for young people	TMBC KCC	Ongoing		
Provide Mediation to deal with neighbour disputes and family conflicts	Maidstone Mediation and West Kent Mediation	Ongoing		
Identify perpetrators of ASB and undertake actions to cease their behaviour	TMBC Kent Police Housing Associations KCC	Ongoing		

Environmental Crime		Success Indicator: An increase in wellbeing and satisfaction from local communities		
Action	Owner/lead agency	Timescale	Update	Status
Work with the CRC to utilise the Community Payback scheme	CRC	Ongoing		
Carry out scheduled joint initiatives at litter 'hotspots' with Police, Community Wardens and community groups to carry out promotional and enforcement activities	TMBC	Ongoing		
Deliver a programme of initiatives to promote responsible dog ownership	TMBC	Ongoing		
Deliver a programme of joint operations with the Police targeting illegal waste carriers and unlicensed scrap metal collectors in order to deter fly tipping and other waste offences	TMBC	Ongoing		
Road Safety		Success Indicator: A reduction in the number of casualties on the road network within Tonbridge & Malling		
Action	Owner/lead agency	Timescale	Update	Status
Identify key locations for KSI's and develop work to address this issue	KFRS	By March 2017		
Identify Parishes without Speed Watch with a view to increase the number of schemes	Kent Police TMBC	By March 2017		
Run three joint Restorative Justice operations targeting nuisance drivers in the borough	KFRS Kent Police	By March 2017		

Health and Wellbeing
Keeping communities healthy

Substance Misuse		Success Indicator: Increased awareness of the services available in the borough to tackle substance misuse issues		
Action	Owner/lead agency	Timescale	Update	Status
Kenward Trust to work in at least 4 locations as part of their 'Community Outreach Services'	Kenward Trust	By March 2017		
Continue to undertake drug warrants and appropriate enforcement activities	Kent Police	Ongoing		
Continue the work of the Snodland Community Alcohol Partnership to tackle underage drinking and other alcohol related issues	Snodland CAP	Ongoing		
Raise awareness of services available to support those with substance misuse issues	CGL Young Addaction	By March 2017		
Respond to upcoming issues e.g. NPS	CGL Young Addaction	By March 2017		
Provide education to young people around the issues of caffeine drinks	Kenward Trust Young Addaction	By March 2017		

Mental Health		Success Indicator: Increased awareness of the mental health services available in the borough		
Action	Owner/lead agency	Timescale	Update	Status
Identify vulnerable people at risk or involved with Substance misuse, mental health issues or domestic abuse which also impacts on health and wellbeing	CGL KCC Community Wardens DAVSS Choices	By March 2017		
Raise awareness of services available	TMBC	By March 2017		
Run the Mind and Body Programme	Young Addaction	By March 2017		

Membership of the Community Safety Partnership and contact details

Tonbridge & Malling Borough Council Tel: 01732 844522 www.tmbc.gov.uk	Kent Police Tel 101 www.kent.police.uk	Kent Fire & Rescue Service Tel: 01622 692121 www.kent.fire-uk.org	Clinical Commissioning Group Tel: 01732 375200 www.westkentccg.nhs.uk
KCC Integrated Youth Services Tel: 03000 414 141 www.kent.gov.uk	KCC Families and Social Care Tel: 03000 414 141 www.kent.gov.uk	KCC Trading Standards Tel: 01732 525291 www.kent.gov.uk	Circle Russet Tel: 0800 197 2880 www.circle.org.uk/russet
Victim Support Tel: 0808 168 9276 www.victimsupport.org.uk	National Probation Service Tel: 01892 559350 www.kentprobation.org	Kent, Surrey & Sussex Community Rehabilitation Co. Tel: 03000 473216 www.ksscrc.co.uk	Neighbourhood Watch Tel: 01622 604395 www.westkentwatch.com
KCC Community Wardens Tel: 03000 413455 www.kent.gov.uk	DAVSS (Domestic Abuse Volunteer Support Services) Tel: 01892 570538 www.davss.org.uk	Choices Tel: 01622 761146 www.choicesdaservice.org.uk	Hyde Housing Tel: 0800 3282 282 www.hyde-housing.co.uk
Moat Housing Tel: 0300 323 0011 www.moat.co.uk	Town & Country Housing Tel: 0845 8731321 www.tchg.org.uk	Southern Housing Group Tel: 0300 303 1773 www.shgroup.org.uk	CGL Tel: 01732 367380 www.changegrowlive.org
Kenward Trust Tel: 01622 814187 www.kenward.org.uk	Young Addaction Tel: 0300 012 0012 www.youngaddaction.org.uk	Maidstone Mediation Tel: 01622 692843 www.maidstonemediation.co.uk	West Kent Mediation Tel: 01732 469696 www.wkm.org.uk

Glossary

ASB	Anti-social behaviour
CDAP	Community Domestic Abuse Programme - for perpetrators of domestic abuse
CGL	Change, Grow, Live – Substance misuse organisation providing rehabilitation services
CRC	Community Rehabilitation Company (Kent, Surrey and Sussex)
CSP	Community Safety Partnership
CSE	Child Sexual Exploitation
CSU	Community Safety Unit
DASH	Domestic Abuse, Stalking and Honour Based Violence risk identification and assessment model
DAVSS	Domestic Abuse Volunteer Support Service
IDVA	Independent Domestic Violence Advisor
KCAP	Kent Community Alcohol Partnership
KFRS	Kent Fire and Rescue Service
KSI	Killed and Seriously Injured (on the roads)
NPS	New Psychoactive Substance (legal highs)
PCC	Police and Crime Commissioner
TDP	Tactical Delivery Plan
TMBC	Tonbridge and Malling Borough Council

Tonbridge and Malling Community Safety Partnership

Tel: 01732 844522

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Web: www.tmcommunitysafety.org.uk

Twitter: [TM_CSP](#)

Facebook: [Search for Tonbridge and Malling Community Safety Partnership](#)



TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES AND HOUSING ADVISORY BOARD

08 June 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 LOCAL HEALTH IMPROVEMENT PROGRAMMES

Summary

This report describes the range of health improvement projects for which Kent County Council Public Health funding has been allocated for the current year and reviews the performance of these initiatives in 2015/16.

1.1 Background

1.1.1 The long term health and wellbeing of Tonbridge & Malling residents is key to the way in which we plan and deliver many of our services. Underpinning this are two principle strands to local delivery of health; the integration of services across the Council to both protect and improve health and wellbeing and the delivery and commissioning of specific targeted and universal health projects and initiatives using Kent County Council's (KCC) Public Health funding. It is this second strand on which this report focuses.

1.1.2 It is recognised that to improve long term health we have to improve lifestyles, encourage healthy eating, increase physical activity levels, reduce alcohol consumption and reduce smoking. It is also important to raise awareness of the causes and risks associated with disease and ill health and give people the knowledge of how to prevent these conditions.

1.1.3 The objectives of these programmes and initiatives support national and local outcomes that aim to:

- give every child the best start in life
- deliver effective prevention of ill health programmes that encourage people to take responsibility for their own health and wellbeing
- improve the quality of life for people with long-term conditions
- support people with mental health conditions to 'live well'
- support people with Dementia to 'live well'
- tackle health inequalities
- improve health outcomes

- 1.1.4 The key priorities of this work is not only to tackle key national and local health issues where Tonbridge & Malling may be performing worse or the same as the England average, but also to tackle health inequalities by improving access to services and address the overall health inequity that still exists between those living in the most deprived wards compared to those comparatively more affluent areas.
- 1.1.5 Through the West Kent Health and Wellbeing Board it is recognised that District Councils are essential partners in working collaboratively with Primary Care Clinical Commissioning Groups in the prevention of ill health and to reduce health inequalities. It is recognised that Districts have a good and close working knowledge of their communities, manage a range of services that are related to health and well-being, have access to a range of data that supports the identification of specific health issues and so are well placed to deliver locally based programmes for health improvement.

1.2 Health Improvement projects and initiatives

- 1.2.1 The Health Improvement budget is currently split into four key areas with a specific Service Level Agreement sitting behind each area of work, which sets out expected aims, objectives and outcomes for;

- Adult weight management;
- Family weight management;
- Mental Health, Wellbeing, and Community-led programmes; and
- Kent Healthy Business Awards

The Health Improvement Team deliver interventions at Tier 1, which are universal programmes and Tier 2, which are programmes targeted to individuals with specific eligibility criteria. For example to access an Adult Weigh Management programme there is a requirement that the individual has a BMI of over 28. A more detailed explanation of the tiered approach to preventative health is given in **[Annex 1]**.

- 1.2.2 The key performance outcome data for 2015/16 is summarised in in **[Annex 2]** and includes key specific outcome/output data expected by KCC for each area of work, for example:

- 80% of adult participants who engage with the tier 2 adult weight management programme are expected to lose 3% of their body weight at 12 weeks with the aim of losing 5-10% of body weight as a long term goal
- 225 adults to be recruited onto the Tier 2 weight management programme
- 40 families to be recruited onto the Tier 2 family weight management programme with baseline and end of 12 week intervention reported to show a change in reported weight and behaviour change

- number of people accessing Tier 2 commissioned mental health and domestic violence interventions
- number of community events and initiatives held to support improving mental health, social cohesion and social isolation for example number of people accessing T&M Walking for Health Scheme
- number of business that are actively involved in the Kent Healthy Business Awards Scheme or/and achieved the national award

1.3 Adult Weight Management Programme

- 1.3.1 The Health Improvement Team delivers the evidence based Counterweight programme, consisting of a 12 week programme with follow up sessions at 6, 9 and 12 months. The programme has a nutritional and behavioural change element to it with an added exercise component. The programme is delivered in a way that provides a supportive environment to help clients adopt a healthier lifestyle and achieve sustainable long-term weight loss.
- 1.3.2 Last year 27 Counterweight Programmes were delivered with a total of 278 people engaging with the programme out of a target of 225. 217 people completing the programme, which is a low rate of attrition. The programmes were delivered in a range of community venues including Doctor Surgeries, community centres and children's centres, including East Malling Community Centre, Tonbridge Baptist Church, Snodland Community Centre, Borough Green Medical Practice, Wateringbury Medical Centre and in Ditton and Aylesford.
- 1.3.3 Towards the end of last year the Team piloted programmes targeting older children and young people as well as offering families more one to one support which has proved to be invaluable when working with more complex and challenging families
- 1.3.4 Through the National Child Measurement Programme Locality meetings, our Health Improvement Manager has formed close links with partners such as School Nursing, Early Years, Social Services, Health Visitors and School Pastoral Teams which has helped to ensure that this agenda is targeted and well supported.
- 1.3.5 In the current year a number of developments to weight management services are planned which include taking participants with a higher BMI (up to 40), that would normally be placed into specialist Tier 3 services and building on the positive work done last year with older children and young people by offering both one to one's and group sessions. Additionally, contracts with Maidstone Borough Council and Sevenoaks District Council have been secured for the Team to deliver a number of Counterweight programmes.

- 1.3.6 Tonbridge & Malling Leisure Trust will continue to be commissioned to deliver an outcome target of 100 clients at the leisure centres. Clients who started the programme in 2015/16 will continue to be monitored at follow up sessions.

1.4 Mental Health, Wellbeing and Community-led Programmes

- 1.4.1 The funding for this area of work is used to commission and deliver a range of projects and initiatives to raise awareness of mental health and wellbeing, support people at risk and signpost to support services. It also aims to tackle issues such as social isolation and resilience.
- 1.4.2 Last year the charity MIND delivered two Jasmine programmes; a 12 week course supporting low level mental health problems targeting a total of 15 women. A new programme in schools, Mental Health for Schools was piloted which delivered training and education about mental health and wellbeing to teaching staff and students in four Tonbridge & Malling Schools. Three further Jasmine programmes will be commissioned this year.
- 1.4.3 The Charity DAVSS, Domestic Abuse & Violence Support Service has continued to deliver local interventions to support the victims of abuse and raise awareness of domestic abuse issues. A total of 262 clients were referred into the service involving 245 children. Along with funding from the Community Safety Partnership the Health Improvement Team will continue to fund DAVSS this year with the Team playing a bigger role in this area of work including a domestic violence campaign.
- 1.4.4 The TMBC Walking for Health Scheme funded by Public Health has continued to develop with seven weekly walks now running throughout the borough ranging from 30-90 minutes, offering slow or faster paces walks to suit all abilities and fitness levels. A total of 472 new walkers signed up to the walks programme last year and three new walks were introduced in Trench, Hadlow and Hildenborough. This year the walks will continue to be developed especially around GP practices and weight management programmes to support clients with a 'free' appropriate and accessible means of exercising, whilst reducing social isolation and loneliness.

1.5 Kent Healthy Business Award

- 1.5.1 The Kent Healthy Business award (KHBA) aims to engage businesses in improving public health by reducing the number of adults who fall out of employment due to ill health and long term conditions and supporting businesses to improve economic performance through improved workforce health and wellbeing.
- 1.5.2 In 2015/16 12 businesses engaged and 11 signed declaration of interest. Four businesses completed the Kent Health Business Award at National level, two completed Kent healthy business award for Excellence in Environmental, two completed Kent healthy business award for Excellence in Smoking & Tobacco,

two completed Kent healthy business award for Excellence in Health & Safety and two more completed Kent healthy business award for Excellence in Attendance management

1.6 Health Improvement Initiatives 2016/17

1.6.1 Throughout 2016/17 the Health Improvement Team will continue to deliver and support the following services;

- target 225 adults onto the adult weight management programmes with the aims of losing 3% of their body weight at 12 weeks
- target 40 families through the family weight management programme
- continue to develop the TMBC health walks with a more targeted approach to our priority communities
- support the Dementia Friendly Communities agenda including making Tonbridge a dementia friendly community
- actively work with 20 businesses to achieve the Kent Healthy Business Award or National award
- commission partners to deliver mental health and domestic abuse services
- raise awareness and signpost to a range of health issues and services through a range of communication channels including social media
- continue to provide NHS Health checks and healthy lifestyle health advice on alcohol, smoking, excess weight, diabetes, dementia and mental health through attendance at a range of community events and venues

1.6.2 We are also engaged in discussions with KCC and our two west Kent district partners in scoping opportunities for more joint and devolved working in the delivery of health improvement programmes with a view to maximising and focussing the use of funding and staff resources.

1.7 Legal Implications

1.7.1 Service Level agreements detailing standards of service delivery and outcomes are in place between the Council and KCC and the Council and its providers.

1.8 Financial and Value for Money Considerations

1.8.1 The delivery of these programmes is dependent on the Public Health funding being received from KCC. It is important to note that for the last two years the funding has been reduced by 7.5% from the £132,000 baseline and our targets adjusted accordingly.

1.9 Risk Assessment

1.9.1 In the short term a failure to deliver against agreed commissioning KPI targets and outcomes. These risks are mitigated through quarterly performance reports and commissioning meetings to review progress against targets.

1.10 Equality Impact Assessment

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

1.11 It is RECOMMENDED TO CABINET that the Performance information at **[Annex 2]** be ENDORSED and that the range of projects and initiatives set out in the report and delivered by the Borough Council and its partners be **APPROVED**.

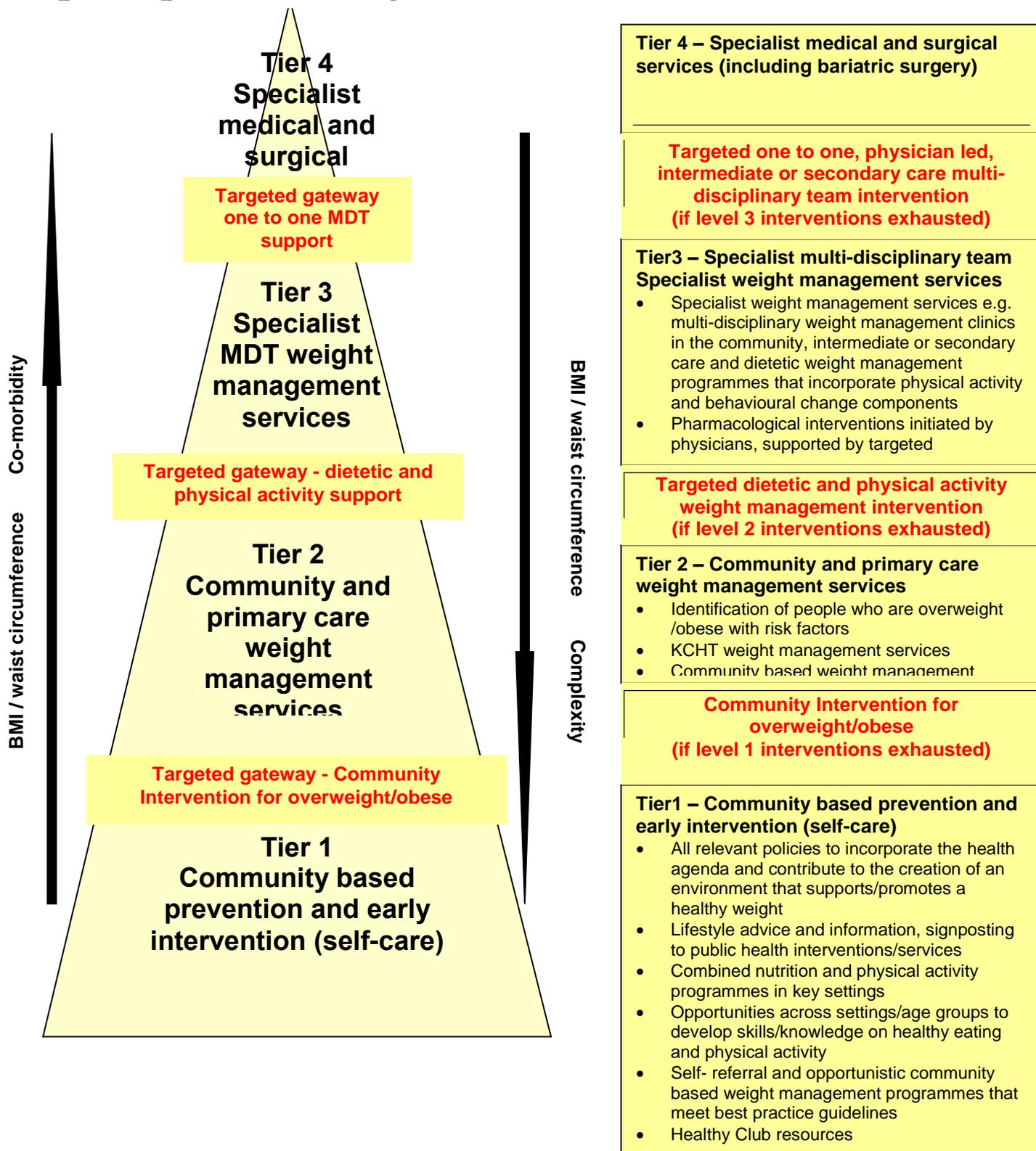
Background papers:

Nil

contact: Jane Heeley
Heidi Ward

Steph Humphrey
Director of Planning, Housing and Environmental Health

Weight Management Care Pathway for Adults



Preventative Health Annual Highlight Report

April 2015 – March 2016

Tonbridge & Malling Borough Council

WHAT WERE YOUR AIMS FOR 2015/16 WITH FUNDING FROM KCC PUBLIC HEALTH?

The funding received by KCC Public Health is used to deliver a range of health projects and initiatives to improve and protect the population of Tonbridge and Malling with the aim of improving the health of the poorest fastest. This supports the Public Health Outcomes Framework 2013-16 of;

- supporting people to live healthier lifestyles and make healthier choices and reduce health inequalities;
- reduce the number of people living with preventive ill health and people dying prematurely, increase life expectancy while reducing the gap between communities.

Healthy Weight

Adult Healthy Weight:

- To support the National and local agenda of reducing the levels of obesity by recruiting 250 people on to the Counterweight adult weight management programme
- To support participants to achieve a long-term sustained weight loss with a goal of losing 5-10% of their body weight.
- To ensure our residents are equipped with the knowledge and skills to make healthy lifestyle choices to achieve & maintain a healthy weight

Family Healthy weight:

- Sustained long-term movement towards and maintenance of a healthier weight among overweight or obese children
- To support families to lead healthier lifestyles by choosing to eat healthier and exercise more.

Mental Health, Community and Wellbeing

- To support the vision of KCC's drive towards embedding a whole council approach to improving Health and Wellbeing
- To support the improvement and protection of the health and wellbeing of the people of Tonbridge and Malling, enabling them to lead healthy lives with a focus on the differences in outcomes within and between communities.
- To address issues relating to domestic abuse, community cohesion and social isolation through a range of projects and community initiatives that aim to raise awareness of services.
- To support the 'Make every Contact count' agenda

1. Outcomes and Outputs

a. Healthy Weight

SESSION INFORMATION						
	Programme name	Number of courses delivered in 2015/16	Number of 1:1s delivered in 2015/16	Sessions per course	Length of Session [HH:MM]	Maximum capacity per session
1	Counterweight – adult weight management	27 group programmes	Eight 1:1 programmes	11 plus 3 follow up sessions	01:30	18
2	LEAP – family weight management	Six group programmes	Seven 1:1 programmes	8-10	01:00	12 (including siblings)
Programme 1		Adult Weight Management				
OVERVIEW						
What was delivered, what was achieved, explanation around any variance to targets, and unexpected outcomes						
<p>This report is based on all available data. Not all data relating to completers is available due to the end date falling within the first quarter of 2016/17.</p> <ul style="list-style-type: none"> • 27 Counterweight programmes were delivered in 2015-16 (• A total of eight 1:1 sessions were completed during 2015-16 • A total of 278 people engaged with the programme during 2015-16 • 230 Females, 48 Males • A total of 289 people turned up to the first session of the programme therefore only 11 dropped out (non-engagers) • A total of 217 people completed the programme during 2015-16 • A total of 101 engagers achieved 3% weight loss at 12 weeks • A total of 200 completers lost some weight during the programme • A total of 101 completers achieved 3% weight loss at 12 weeks • A total of 43 completers achieved 5%+ weight loss at 12 weeks • Average weight loss for the programme was 3.3% • A total of 150 engagers reported a higher wellbeing score • A total of 132 engagers reported an improvement in their diet • A total of 161 engagers reported an improvement in their physical activity levels. • A total of 198 improved their waist measurement • A total of with a BMI below 35 improved their waist measurement 						

Provide details of any follow up work carried out on clients engaged in programmes last year and maintenance of their behaviours

2015/16

- 55 people have attended their 6 month follow up.
- Out of the 55 that came to the 6 month follow up, 46 lost or maintained their weight and 25 people achieved their 5% weight loss target.
- 51 further reduced their waist measurement.
- 34 increased their exercise levels further.
- 38 improved their diet further.
- 13 people have attended their 9 month follow up, of which 7 have lost/maintained their weight.

2014/15

- 21 people have from 2014/15 had 9 and 12 month follow ups.

Programme 2

Family Weight Management programmes

OVERVIEW

What was delivered, what was achieved, explanation around any variance to targets, and unexpected outcomes

- Six LEAP programmes were delivered during 2015-16
- seven 1:1 sessions were completed during 2015-16
- 35 families with 45 children engaged with the programme during 2015-16
- Girls 19, boys 19
- 29 families with 38 children completed the programme during 2015-16
- 17 families had a Child with a weight above the 91st centile.
- 35 families came from target schools.
- 17 children had a weight above the 95th Centile.
- 17 children reduced or maintained their BMI score
- 16 completers (over 91st Centile) reported an improvement in their diet
- 16 completers (above 91st Centile) reported an improvement in their physical activity levels.
- 20 children improved their waist measurement

ACTIVITY AGAINST KPI TARGETS	YEAR TO DATE
ADULT HEALTHY WEIGHT	
Number referred into service (if data available)	41 GP (Community)
Number of engagers	278
No of engagers achieving 3 % weight loss based on 10/12 weeks/last known weight	101
Total number of completers	217
No of Completers who have lost weight at 10/12 weeks	200
No of completers achieving 3% weight loss at 10/12 weeks	101

No of completers achieving 5%+ weight loss at 10/12 weeks	43
Average weight loss for the programme	3.3%
Number of engagers who reported a higher wellbeing score	150
Number of those who reported an improvement in their diet	132
Number of those who report an increase in PA	161
FAMILY HEALTHY WEIGHT	YEAR TO DATE
Number of children referred into service	19
Total number of individual adults engaged	36
Total number of individual children engaged	45
Number of individual children engaged (above the 91st centile)	17
Number of individual children engaged above the 95th centile)	17
Number of families engaged	35
Number of engaged families that fall within target families (child's weight in 91st centile or above, based on BMI)	15
Number of engaged families who are from target schools	35
Number of children who complete the program (above the 91st centile)	12
Number of families who complete the program	29
Number of families who complete the programme that fall within target families (child's weight in 91st centile or above, based on BMI)	11
Number of families who completed from target schools	29
Number of eligible children (over 91 st centile) who report an improved PA measure	16
Eligible children (over 91 st centile) complete who report improved dietary measure - increased consumption of fruit and veg	16

i. Participant information

PLEASE PROVIDE AN OVERVIEW OF PROGRAMME PARTICIPANTS FOR EACH PROGRAMME

Counterweight

- 90 clients with a long term condition
- 2 clients with learning disabilities
- 11 clients with diagnosed mental health problems
- 1 client with sensory impairment
- 4 clients with physical impairment
- 4 clients registered disabled

Quintile data

Counterweight

- Quintile 1 – 40
- Quintile 2 – 46
- Quintile 3 – 60
- Quintile 4 – 70
- Quintile 5 – 59

LEAP

Quintile Data

- Quintile 1 – 12
- Quintile 2 – 16
- Quintile 3 – 6
- Quintile 4 – 3
- Quintile 5 – 6

- All families were from NCMP target schools.
- 4 families from the 1:1 sessions are under social services with weight being a factor in the reason. It is a requirement from social services that they attend all of the sessions.
- Many families have other challenging and supporting their child's weight loss isn't always a priority.
- All 4 families have completed every session and it is evident that eating behaviours and knowledge around food and nutrition has increased.

b. Mental Health and Community Cohesion

SESSION INFORMATION

	Intervention name	Total Budget spent	Number of individual people	Number of attendances	Length of intervention	Length of session (if applicable)
1	Jasmine programme	7,800	15	87	9 weeks	2 hours
2	Walking for Health		472	3995		

3	MH4 Schools	13, 881	2528 (adults and students)	2528 (adults and students)	12 months	2 days for MHFA training (adults) & 45-60 mins Mind Fitness workshops (students)
4	DAVSS support to clients	£10,000 1 & 2	262	As required by each individual	4 weeks to 6 months as required	
5	DAVSS awareness raising	As above	235	316	68 Single sessions Freedom 12	

c. Virtual Healthy Living Centre

Programme	Virtual HLC
OVERVIEW	
What was delivered, what was achieved, how was it measured and what difference did it make. Also please give information on any unexpected outcomes.	
<p>MacMillan Cancer Research event – MacMillan Cancer research and Walking for health are working in partnership. This enabled the T&M Health Team to promote the health walks running throughout T&M and signpost people to the other health and wellbeing services we offer.</p> <p>329 Identification and brief advice on alcohol have been completed</p> <p>Dementia Workshop – This workshop enabled the team to promote all the health and wellbeing programmes we offer around the Borough. 4 people were signed up to the Counterweight programme during this event and many others wanted more information on the health walks.</p> <p>Health walk leader dementia awareness workshop – All of our health walk leaders were invited to an afternoon workshop on dementia awareness and discussions were had on how we can make our walks more dementia friendly and accessible. All walks offer a shorter version for those that are unable to walk too far, and our Tonbridge Baptist Church walk is suitable for all abilities. This has meant we have had an increase in carers attending the walk with their clients.</p> <p>Youth forum meeting – Team member attended to look at future projects to support YP with MHWB issues and Healthy Lifestyle</p> <p>NHS health checks – Larkfield Library and Kings Hill – 6 checks completed and 9 MOTs. Out of these health checks 15 IBA's were completed, 6 were referred onto Counterweight, and 2 signed up to the T&M health walks</p>	

Trench community event – 3 people signed up to Counterweight programme, 2 signed up to mental health programmes (Jasmine and headspace). The team also used this opportunity to promote the new health walk starting at Tonbridge Baptist Church.

Sports event (Angel Centre) DPG – Support people with learning difficulties to lead healthy lifestyles. Linked with carers and clients to promote healthy lifestyle programmes and set up a new health walk for those with disabilities. TMBC Health Improvement assistant to attend future DPGs meetings.

Meetings attended – NCMP Locality and Kent wide meetings, CSP D&A meetings, COG, HAT, Health OSG, WK Coordinators meeting, Commissioning meeting, Local nature partnership meetings, KHBA meetings and assessors, East Malling Partnership meeting, Trench Partnership meeting, Snodland events meeting, Cardiac Rehab meeting as part of PAW, TMBC rep for Dementia Friendly Tonbridge, WK Dementia Alliance, Strategic health meeting,

6 ways to wellbeing – promoted at all events, council offices, TMBC website, Twitter, all programmes and initiatives

Snodland Carnival – support and promote programmes being delivered in the Borough and make residents aware of what is available to them. 4 signed up to Counterweight and 2 signed up to the Health walks. A total of 100 people were given leaflet packs on all of our programmes.

School fairs – Lunsford, Aylesford, St Stephens, Wouldham, Mereworth and St James the Great to support LEAP and provide advice on sugar swaps.

School healthy Living workshops and assemblies – Completed at Aylesford sports college, Aylesford primary school, St Stephens, Wouldham, Mereworth, Lunsford and St James the Great. All students in the schools were given leaflets and information on the LEAP programme and sugar swaps.

Snodland Working Mens Club – supported the Snodland Community Group with providing health and wellbeing information and referrals to healthy lifestyle programmes delivered by TMBC.

Diabetes testing event – to support Tonbridge Lions club in supporting those that are being tested for Diabetes and the referral pathways for individuals. 3 signed up to Counterweight and 4 signed up for NHS Health Checks.

NHS Health Checks / health MOTs– Tonbridge Library /TMBC Offices 20 completed. 5 health checks were completed as part of workplace health for Wilkinson construction, with 1 referral made to Counterweight.

World Mental Health Day – joint funded – holistic approach to health. A total of 300 people attended.

Sport Relief – 4 health checks and 1 wellbeing check completed. A total of 50 people were given leaflets packs on all of our services and 2 people signed up to Counterweight.

Carers first UK presentation – A health and wellbeing presentation for health and wellbeing, including stress, mental health & wellbeing portions, sugar swaps, obesity and physical activity. A total of 20 carers attended the presentation and 2 signed up to

Counterweight.

Eatwell plate school sessions – 10 Eatwell plate sessions completed in different target schools across Tonbridge & Malling: Lunsford, Ditton infants and Juniors, St James the Great, St Peters, St Georges, LongMead, St Stephens, Snodland, Aylesford and West Malling. All children had a letter sent home to parents to explain the activities they completed and were given information on the LEAP programme. All schools were given information on the LEAP programme and leaflets were sent home.

Play scheme sessions – 4 play scheme sessions were completed during the summer holidays with primary school age children. Eatwell plate activities were delivered to all children, with all children given information on the LEAP programme to take home to parents.

School nurses event – All programmes promoted, with particular focus on the LEAP programme. Referrals and LEAP information/leaflets were given out to all school nurses.

**TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES & HOUSING ADVISORY BOARD**

08 June 2016

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

Part 1- Public

Matters for Information

1 LEISURE FACILITIES – LEISURE TRUST UPDATE

Summary

The report updates 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 the Angel Centre, Tonbridge, Larkfield Leisure Centre, Tonbridge Swimming Pool and Poulton 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 shown at **[Annex 1]** includes Quarter 4 covering the period 1 January to 31 March 2016 and full results for 2015/16.

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

1.2.3 Direct debit and annual memberships continued to increase on the previous quarter by a further 12.45%, a growth of 1704 members or 43% compared to last year, with attrition rates also comparing favourably with industry averages. Poulton Wood Golf Centre has also seen membership grow from 150 last year to 179 members, an increase of 19.3%.

- 1.2.4 Overall attendance at the leisure centres has increased by 5.9% (over 59,000 visits) compared to last year. Larkfield Leisure Centre increased by 7.8% (over 39,000 visits), Angel Centre increased by 2.4% (over 6,000 visits) and Tonbridge Swimming Pool increased by 5.8% (over 13,000 visits).
- 1.2.5 Both junior membership schemes have seen an increase in numbers compared to last year with approximately 1040 members. Excel junior membership for 11-18 year olds increased 3.9% compared to last year and Kickstart membership aimed at 0-10 year olds increased by 5.6%.
- 1.2.6 Both swimming course and dryside course attendance has seen a year on year increase with swimming up by 73 students or 3.7% and dryside increasing by 106 students or 19.8%.
- 1.2.7 The overall number of accidents per 100,000 in Quarter 4 was 64 which was 5.9% lower than 2014/15 levels, with one RIDDOR report submitted in the Quarter.
- 1.2.8 The number of adult referrals onto the weight management programme was slightly above target at the end of quarter 4, 168 against a target of 165. The number of new referrals into the GP referral scheme at the Centres was 98 at the end of Quarter 4, a decrease of 65 or 13% on last year. This is an area that will need further investigation/work in liaison with the Council's Chief Environmental Health Officer.
- 1.2.9 Customer comment cards from all sites have not highlighted any serious complaints for the quarter and positive feedback represented over 35% of comments received.
- 1.2.10 Levels of customer satisfaction with cleanliness were 57% for Larkfield Leisure Centre, 88% for Angel Centre and 98% for Tonbridge Swimming Pool against a target of 80%. Overall satisfaction remains high with 90% at Larkfield Leisure Centre, 100% at Angel Centre and 98% at Tonbridge Swimming Pool. The Trust believe that the low score at Larkfield Leisure Centre, was related to issues surrounding the closure of the Health Suite and recent surveys have seen satisfaction levels increase to 100% in April and 90% in May.
- 1.2.11 Members may also be aware through a recent press article of staffing issues that led to Tonbridge Outdoor Pool experiencing short-term temporary closures. This issue has been raised with the Trust and appears to be in relation to difficulties in recruitment and the availability of casual lifeguards. This has also been an issue at Larkfield Leisure Centre. The Council does acknowledge the difficulties being experienced but will continue to monitor this issue closely.

1.3 Quest – UK quality scheme for sports and leisure

- 1.3.1 Quest is a tool for continuous improvement, designed primarily for the management of leisure facilities and leisure development. I am sure Members will be delighted to note that Tonbridge and Malling Leisure Trust were recently

awarded two National Awards at the Quest Conference. The awards were for Tonbridge Swimming Pool achieving the Quest Stretch Outstanding rating and also for the Trust as a whole achieving the Top Performing Organisation in the UK with 2-10 facilities.

1.4 Review of Management Fee

- 1.4.1 Schedule 11 of the Management Agreement sets out the projected Service Fee payable by the Council to the Trust for the first 5 year period through until 2017/18. The Service Fee is adjusted by CPI on an annual basis (-0.1% for 2016/17), and the Schedule also factors in a 5% efficiency taper from year 3, currently reducing the overall base cost to the Council. For the current financial year (2016/17) the Service Fee is established at £156,417.
- 1.4.2 The Management Agreement states that the Service Fee shall be reviewed and, if agreed, adjusted at the commencement of each 5 year period. In accordance with Sub-section 33.2.1 of the Agreement, by no later than the 1 July 2016, the Council shall notify the Trust of the Council's Objectives for the Services for the period 1 April 2018 to the 31 March 2023. As such initial discussions are currently taking place between the Council and the Trust regarding a renegotiated Service Fee that shall need to be agreed by no later than the 1 March 2017.
- 1.4.3 As with other service areas, the provision and management of these Council facilities will need to take the Councils Savings and Transformation Strategy into consideration. During this review it is proposed that this Board be updated on progress and Member agreement sought on any changes to Service Provision and/or level of Service Fee.

1.5 Financial and Value for Money Considerations

- 1.5.1 The transfer to the Leisure Trust has made a significant contribution to the Council's savings. The financial performance of the Trust continues to be satisfactory. Further savings are anticipated from the current review of the Service Fee.

1.6 Risk Assessment

- 1.6.1 Health and safety arrangements are outlined in the Management Agreement with the Trust and are monitored through Key Performance Indicators. Regular site inspections are undertaken with spot checks and independent audits.

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, Community, Healthy Lifestyles, Young People.

Background papers:

contact: Stephen Gregg

Nil

Robert Styles
Director of Street Scene, Leisure
& Technical Services

Annual Service Delivery Plan Cumulative Quarterly Monitoring Report 1 April 2015 to 31 March 2016

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

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%.</p> <p>Q3 High Risk Interactions LLC – 67.2%</p> <p>Q4 High Risk Interactions LLC – 65.2%</p> <p>This is – 2% reduction on Q3</p> <p>Cumulative High Risk Interactions LLC – 59.9% This is a reduction of 7.2% on cumulative to Q4 in 2014/15.</p> <p>Q1 High Risk Interactions AC – 82.3%</p> <p>Q2 High Risk Interactions AC – 79.0%.</p> <p>Q3 High Risk Interactions AC – 84.9%</p> <p>Q4 High Risk Interactions AC – 86.4%</p> <p>This is an increase of 1.5% on Q3</p> <p>Cumulative High Risk Interactions AC – 83.2% This is an increase of 1.7% on cumulative to Q4 in 2014/15.</p> <p>Q1 Effective Interactions LLC – 72.0%</p> <p>Q2 Effective Interactions LLC – 69.5%.</p> <p>Q3 Effective Interactions LLC – 69.0%.</p>

				<p>Q4 Effective Interactions LLC – 76.6%</p> <p>This is an increase of 7.6% on Q3.</p> <p>Cumulative High Risk Interactions LLC – 71.8% This is an increase of 2.3% on cumulative to Q4 in 2014/15.</p> <p>Q1 Effective Interactions AC – 70.9%</p> <p>Q2 Effective Interactions AC – 69.2%.</p> <p>Q3 Effective Interactions AC – 69.9%.</p> <p>Q4 Effective Interactions AC – 72.4%</p> <p>This is an increase of 2.5% on Q3</p> <p>Cumulative High Risk Interactions AC – 70.6% This is an increase of 0.7% on cumulative to Q4 in 2014/15.</p>
<p>Increase overall DD/Annual membership totals by 5%</p>	<p>■ Direct debit/annual members across all categories</p>	<p>Group Business Manager/Group Operations Manager</p>	<p>Monthly</p>	<p>DD/Annual Health & Fitness and Swim & Spa membership across all categories all three sites excluding Excel and Kickstart.</p> <p>Q4 LLC H&F members – 2565. This is an increase of 285 or 12.5% Q3 2015/16 and an increase of 673 or 35.5% on Q4 2014/15</p> <p>LLC S&S members – 461. This is an increase of 61 or 15% on Q3 2015/16 and an increase of 195 or 73% on Q4 2014/15</p> <p>AC H&F members – 1564. This is an increase of 126 or 8.75% on Q3 2015/16 and an increase of 367 or 30.5% on Q4 2014/15</p> <p>TSP S&S members – 1079. This is an increase of 156 or 17% on Q3 2015/16 and an increase of 469 or 77% on Q4 2014/15</p>

				Overall membership totals for Q4 are 5669 which is an increase of 628 or 12.5% Q3 2015/16 and 1704 or 43% on Q4 2014/15
Reduce attrition to below 3.0%	■ Attrition rates	Group Operations Manager	Monthly	<p>LLC Q1 Average - 2.2% Q2 Average - 2.9% Q3 Average - 2.6% Q4 Average - 3.3%</p> <p>Cumulative Attrition - 2.8% This compares to cumulative attrition to the end of Q4 2014/15 of 3.1%.</p> <p>AC Q1 Average - 0.5% Q2 Average - 0.4% Q3 Average - 0.7% Q4 Average - 2.6%</p> <p>Cumulative Attrition - 1.1% This compares to cumulative attrition to the end of Q4 2014/15 of 1.0%.</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 Q4 2015/16 as follows;</p> <p>LLC Q1 - 139,564. Q2 - 143,182 Q3 - 116,859 Q4 - 142,528</p> <p>Cumulative - 542,187. This is an increase of 39,476 or 7.8% on Q4 cumulative attendance in 2014/15.</p> <p>AC Q1 - 62,289. Q2 - 59,132 Q3 - 70,951 Q4 - 81,526</p> <p>Cumulative - 273,898. This is an increase of 6,292 or 2.4% on Q4 cumulative attendance in 2014/15.</p>

				<p>TSP Q1 – 69,533 Q2 – 74,447 Q3 – 51,383 Q4 – 58,740</p> <p>Cumulative – 254,103. This is an increase of 13,938 or 5.8% on Q4 cumulative attendance in 2014/15.</p> <p>Total Attendance Q1 – 271,386 Q2 – 276,761 Q3 – 239,193 Q4 – 282,848</p> <p>Cumulative – 1,070,188. This is an increase of 59,706 or 5.9% on Q4 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 Q3 1,036 Q4 1,045</p> <p>This is an increase of 9 or 0.9% on Q3 and an increase of 47 or 4.7% on Q4 2014/15</p> <p>TSP Q1 997 Q2 999 Q3 999 Q4 992</p> <p>This is a decrease of 7 or 0.7% on Q3 and an increase of 26 or 2.7% on Q4 2014/15</p> <p>Total Q1 2,020 Q2 2,036 Q3 2,035 Q4 2,037</p>

<p>Increase Excel membership by 5%</p>	<p>■ Average number of Excel members age 11-18 (KPI 835)</p>	<p>Group Business Manager/ Group Operations Manager</p>	<p>Monthly</p>	<p>This is an increase of 2 or 0.09% on Q3 and an increase of 73 or 3.7% on Q4 2014/15</p> <p>LLC Q1 374 Q2 372 Q3 367 Q4 373</p> <p>This is an increase of 6 or 1.6% on Q3 and an increase of 25 or 7% on Q4 2014/15</p> <p>AC/TSP Q1 328 Q2 304 Q3 333 Q4 328</p> <p>This is a decrease of 5 or 1.5% on Q3 and an increase of 1 or 0.3% on Q4 2014/5</p> <p>Total Q1 702 Q2 676 Q3 700 Q4 701</p> <p>This is an increase of 1 or 0.1% on Q3 and an increase of 26 or 3.9% on Q4 2014/15</p>
<p>Increase KickStart membership by 5%</p>	<p>■ Average number of KickStart members age 0-10 (KPI 836)</p>	<p>Group Business Manager/ Group Operations Manager</p>	<p>Monthly</p>	<p>LLC Q1 140 Q2 142 Q3 145 Q4 136</p> <p>This is a decrease of 9 or 6.2% on Q3 and an increase of 3 or 2.3% on Q4 2014/15</p> <p>AC/TSP Q1 180 Q2 158 Q3 195 Q4 203</p> <p>This is an increase of 8 or 4.1% on Q3 and an increase of 15 or 7.9% on Q4 2014/15</p>

				Total Q1 320 Q2 300 Q3 340 Q4 339 This is a decrease of 1 or 0.3% on Q3 and an increase of 18 or 5.6% on Q4 2014/15
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 165 participants in 15/16 (65 roll over from 14/15). Total participants to end of Q4 is 168.
Increase number of referrals by 5%	■ Number of referrals	Chief Executive	Quarterly	New referrals Q1 – 141 Q2 – 102 Q3 – 84 Q4 - 98 Cumulative – 425 This is a decrease on the cumulative total to the end of Q4 in 2014/15 of 65 or 13%.
Increase number of weight management referrals upgrading to DD option to 25%	■ Number of Weight Management customers	Group Business Manager	Quarterly	There are currently 76 customers from Weight Management who have upgraded to DD at the end of Q4. 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 6 or 8.5% over Q3 and a year on year increase of 49 or 281%.
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	No customer panels were held during the quarter.
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 at all facilities during the quarter :- PWGC – 80%, an increase of 9% on Q4 2015 TSP – 93%, an increase of 6% on Q4 2015 LLC – 87%, an increase of 6% on Q4 2015

<p>Achieve average overall satisfaction score of 80%</p>	<p>■ Overall satisfaction (KPI 832)</p>	<p>Group Operations Manager</p>	<p>Monthly</p>	<p>AC – 89%, an increase of 10% on Q4 2015</p> <p>LLC Q1 – 91% / 4.2 Q2 – 86% / 4.0 Q3 – 99% / 4.3 Q4 – 90% / 3.6 Cumulative – 91.5% / 4.0 This compares to a cumulative average in 2014/15 of 80.25% / 3.7</p> <p>AC Q1 – 100% / 4.3 Q2 – 98% / 4.2 Q3 – 99% / 4.3 Q4 – 100% / 4.3 Cumulative – 99.3% / 4.3 This compares to a cumulative average in 2014/15 of 82.5% / 3.9</p> <p>TSP Q1 – 100% / 4.7 Q2 – 99% / 4.5 Q3 – 100% / 4.6 Q4 – 98% / 4.5 Cumulative – 99.3% / 4.7 This compares to a cumulative average in 2014/15 of 87.5% / 4.1</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 Q3 – 96% / 4.2 Q4 – 57% / 2.6 Cumulative – 80.5% / 3.55 This compares to a cumulative average in 2014/15 of 75% / 3.5</p> <p>AC Q1 – 98% / 4.1 Q2 – 93% / 4.1 Q3 – 96% / 4.2 Q4 – 88% / 4.0 Cumulative – 93.8% / 4.1 This compares to a cumulative average in 2014/15 of</p>

				<p>81.5% / 4.0</p> <p>TSP Q1 – 100% 4.3 Q2 – 98% / 4.4 Q3 – 98% / 4.4 Q4 – 98% / 4.4 Cumulative – 98.5% / 4.4 This compares to a cumulative average in 2014/15 of 86.3% / 4.0</p>
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	Q4 – 116 sold during Q4 which is a decrease of 81 or 41% on Q4 2015/16. Currently 660 holders.
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 – 409,498 Q2 – 394,651 Q3 – 420,805 Q4 – 422,319 Cumulative – 1,647,273</p> <p>This is a reduction of 33,305 or 1.98% compared to Q3 cumulative in 2014/15</p> <p>AC Q1 – 114,588 Q2 – 117,834 Q3 - 59,869 Q4 – 98,059 Cumulative – 390,350</p> <p>This is a reduction of 248,922 or 38.97% compared to Q4 cumulative in 2014/15.</p> <p>This figure remains distorted by incorrect reading in April 2014. If this is excluded the reduction is 15.9%</p>

<p>TSP Q1 – 258,854 Q2 – 269,835 Q3 – 248,671 Q4 – 227,164 Cumulative – 1,004,524</p> <p>This is an increase of 18,240 or 1.8% compared to Q4 cumulative in 2014/15</p> <p>Overall allowing a correction for AC reading in April 2014 the reduction in consumption is approximately 4.65% compared to the same period in 2014/15.</p> <p>Gas Consumption LLC Q1 – 1,064,516 Q2 – 765,339 Q3 – 1,174,731 Q4 – 1,560,869 Cumulative – 4,565,455</p> <p>This is a decrease of 156,290 or 3.3% compared to Q4 cumulative in 2014/15</p> <p>AC Q1 – 328,797 Q2 – 1,856 Q3 – 195,375 Q4 – 429,945 Cumulative – 955,973</p> <p>This is a decrease of 256,303 or 21% compared Q4 cumulative in 2014/15.</p> <p>Figures remain 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 Q3 – 242,889 Q4 – 235,345 Cumulative – 981,244</p>

				<p>This is a decrease of 395,570 or 28.7% compared Q4 cumulative in 2014/15.</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.</p>
KEY OUTCOME: Operate and invest to reduce the environmental impact of the built facilities				
Aim	Measure	Lead Officer	Timescale	Progress
Review Green Team terms of reference and action plans	■ Consumption of utilities	Group Operations Manager	31 March 2016	Green team has been engaged with the EMS training session.
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. 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 achieved Quest Stretch with Outstanding rating. TSP received national award at Quest Conference with TMLT receiving overall award for best performing organisation with 2-10 Quest Registered facilities
Reintroduce Quest at AC	■ Quest scores	Group Operations Manager	Annual	AC has achieved Quest Entry with Registered rating.
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</p> <p>Q1 – 91</p> <p>Q2 – 91</p> <p>Q3 – 80</p> <p>Q4 - 86</p> <p>Cumulative – 87</p> <p>This is a decrease of 18 or 17% compared to Q4 cumulative in 2014/15</p> <p>AC</p> <p>Q1 – 61</p> <p>Q2 – 29</p> <p>Q3 – 37</p> <p>Q4 - 22</p>

				<p>Cumulative – 37.3 This is an increase of 3.5 or 10.3% compared to Q4 cumulative in 2014/15</p> <p>TSP Q1 – 23 Q2 – 44 Q3 – 69 Q4 - 48</p> <p>Cumulative – 46 This is an increase of 16 or 53.4% compared to Q4 cumulative in 2014/15</p> <p>Overall Q1 – 67 Q2 – 65 Q3 – 64 Q4 - 60</p> <p>Cumulative – 64 This is reduction of 4 or 5.9% compared to Q4 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 have now been undertaken at all facilities. All 4 facilities have gained accreditation
Reduce number of RIDDOR reportable accidents year on year at each site	■ Number of RIDDOR reportable accidents	Group Operations Manager	Monthly	Q4 – x 1 reportable accidents. This compares to 2 in Q4 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.
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% Q3 - 3.61% Q4 – 3.66%</p> <p>Cumulative – 2.63% This compares to 1.85% cumulatively to Q4 in 2014/15</p>

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 AND HOUSING ADVISORY BOARD

08 June 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.

1.1.2 Capital Plan schemes are also subject to Post Implementation Reviews 12 months after completion to assess their success against identified outcomes. In accordance with the Capital Strategy relevant Post Implementation Reviews will be submitted to this Board for approval 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 I am pleased to advise Members that the new facility was formally opened to the public on the 15 March 2016. The refurbishment project has included the provision of a new Spa bath, Sauna, Stream Room, Showers and ventilation system with positive feedback from customers to date. As part of the contract, snagging works are due to be undertaken in May with a planned temporary closure of 4/5 days.

1.2.2 Potential additional works were also identified by the Leisure Trust during the project that would extend the adjoining gym. These works are now being progressed by the Leisure Trust who are fully funding this project (estimated at £20,000). 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 Initial outline designs and costings have now been developed. A consultant has also recently been engaged to draw up a more detailed business case for the project as 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 Existing developer contributions of just over £700,000 are available to help fund the project and the Council is also investigating other external sources of funding/partnerships including local businesses and Colleges. This includes preliminary discussions with Hadlow College and the Tonbridge and Malling Leisure Trust.

1.4 Tonbridge Town Lock

- 1.4.1 I am pleased to advise Members that the project is now complete with the formal opening taking place on Friday 13 May. The £1.95m project was undertaken in partnership with the Environment Agency and works included the provision of a new flood wall, enhancement of the open space, the provision of CCTV and new boater facilities. The new area has been welcomed by local residents and provides an excellent link between the High Street and the industrial estate.

1.5 Haysden Country Park Play Area Extension

- 1.5.1 Members may be aware that a scheme is currently in 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 with £50,000 successfully secured through a SITA funding bid (Landfill Tax Credit Scheme).
- 1.5.2 The project looks to extend and enhance the existing play area at Haysden 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.
- 1.5.3 Following approval at the Finance, Innovation and Property Advisory Board the works are due to commence shortly on site and be completed prior to the school summer holiday period.

1.6 Haysden Country Park Site Improvements

- 1.6.1 The project is primarily based on suggested improvements brought forward by the Haysden Country Park Volunteers and includes works to the western bank of Barden Lake. This will include marginal lake planting, viewing platform/jetty, picnic benches, play sculptures, soft landscaping and path works. The project also brings forward drainage works to alleviate flooding issues in the main car park.
- 1.6.2 The total project cost is £46,000 with £35,000 being secured from an external funding bid to the Cory Environmental Trust in Britain. Additional funding has also been secured towards the drainage element of the project from the Tonbridge and District Angling and Fish Preservation Society and The Judd School.

1.7 Tonbridge Castle River Wall

- 1.7.1 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 project is estimated at £150,000 and is being fully funded through external contributions. The contract has been tendered and it is anticipated that works will commence on site in late June and take up to 4 weeks to complete.

1.8 Legal Implications

- 1.8.1 None

1.9 Financial and Value for Money Considerations

- 1.9.1 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.

1.10 Risk Assessment

- 1.10.1 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.

1.11 Equality Impact Assessment

1.11.1 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 Haysden including, chimes and tactile sculptures.

1.12 Policy Considerations

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

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

CAPITAL PLAN PROGRESS
COMMUNITIES & HOUSING ADVISORY BOARD – WEDNESDAY 8TH JUNE 2016

	Corporate aims & priorities	Expenditure to 31.03.16 £'000	2016/17 Estimate £'000	2017/2022 Estimate £'000	Estimated Scheme Total	Notes
Larkfield Leisure Centre						
a) Refurbishment of Lifestyles Health Suite (Less TMLT Contribution)	1(key), 1g, 3(key), 3a	394 (62)	28 (8)		422 (70)	Scheme included the provision of a new spa bath, sauna, steam room and ventilation system. The new facility was formally opened on 15 th March 2016. Scheme completed.
b) Pool Disinfectant and Backwashing System	7c, 12a(key), 13b(key), 18a	145	5		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	1,900 (734) (730)	54 (88) (2)		1,954 (822) (730) (2)	Scheme 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. The new facility was formally opened on 13 May. Scheme completed.
Land Drainage/Flood Defence						
(a) Wouldham River Wall	2(key), 2g, 2h, 2i	2	998		1,000	Strengthening/rebuilding to address movement detected in the retaining wall between the public open space and the River Medway. Scheme currently being reviewed by external consultant.
(b) Tonbridge Castle River Bank Less Environment Agency Grant	2(key), 2g, 2h, 2i	9 (9)	141 (141)		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. External funding secured through a Government grant. Works have been tendered and due to take place in June/July 2016.

	Corporate aims & priorities	Expenditure to 31.03.16 £'000	2016/17 Estimate £'000	2017/2022 Estimate £'000	Estimated Scheme Total	Notes
Sportsgrounds						
a) 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)	25			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. Scheme completed.
b) Public Open Spaces Site Improvements Phase 1 Less developer contribution	7g (key), 8a(key), 13b(key)	97 (97)	2 (2)		99 (99)	Improvements to Scotchers Field, Tonbridge and Leybourne Lakes Country Park to address anti-social behaviour, health and safety, access and issues raised by local residents. Works to Scotchers Field including Play Area improvements, installation of new "goal end" and landscaping completed. Works at Leybourne Lakes progressing.
Open Space (Cont'd)						
b) Public Open Spaces Site Improvements Phase 2 Less developer contribution						

	Corporate aims & priorities	Expenditure to 31.03.16 £'000	2016/17 Estimate £'000	2017/2022 Estimate £'000	Estimated Scheme Total	Notes
	3e,7a,7b, 7c,7d, 7g(key), 8a(key),8b, 11a(key), 18a 3a	57 (57) 6 (6)	12 (12) 55 (55)		69 (69) 61 (61)	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.
c) Haysden Country Park Extension of Play Area Less grants and contributions						Extension of existing Play Area including the provision of 12 new elements of play. Works due to commence shortly and be completed prior to school summer holidays.
d) Haysden Country Park Site Improvements Third party payment Less grants and contributions	1i, 2d, 2g, 2h, 4e		46 3 (38)		46 3 (38)	Works include marginal planting, viewing platform, picnic tables, benches, soft landscaping and drainage work. Work due to commence shortly and be completed prior to the school summer holidays.
Other Schemes						
a) Tonbridge Cemetery i) Memorial Safety	7d	86	7	15	108	Provisions based on Local Government Ombudsman's recommendation to inspect/repair memorials every five years.
b) Memorial Garden Improvement Less fundraising & developer contributions	3b(key) 8a(key) 10a(key)	325 (296)	5 (5)		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.

	Corporate aims & priorities	Expenditure to 31.03.16 £'000	2016/17 Estimate £'000	2017/2022 Estimate £'000	Estimated Scheme Total	Notes
c) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	7	40	47	Funding for community groups to undertake capital projects at a number of outdoor leisure facilities/areas where user groups are actively involved in the management of the Council's facilities. Including Tonbridge Allotments and Gardens Association, Platt Wood and Basted Mill groups.
Capital Renewals						
a) Angel Centre		n/a	212	454	666	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	219	696	915	
c) Tonbridge Swimming Pool		n/a	112	269	381	
d) Sportsgrounds and Open Spaces		n/a	236	338	574	
e) Poulton 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	142	129	271	
ii) Clubhouse		n/a	104	80	184	
iii) Course		n/a	3	72	75	
f) Provision for inflation Savings target (assumes 25%)		n/a n/a	11 (201)	132 (459)	143 (660)	
Total		1,055	1,850	1,766	4,671	

**TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES & HOUSING ADVISORY BOARD**

08 June 2016

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

Part 1- Public

Matters for Information

1 TONBRIDGE SPORTS ASSOCIATION ANNUAL REPORT

Summary

This report presents the 2015/16 Annual Report of the Tonbridge Sports Association.

1.1 Background

1.1.1 Tonbridge & Malling Borough Council share a very positive, productive and historic community partnership with the Tonbridge Sports Association. Members of the Association have been represented on Council Committees/Boards since 1923 and are currently represented on this Board by its Chairman, Alan Nicholl.

1.1.2 The Association represents over 6000 individual members, covering 20 different sports and 46 different clubs. The benefits of sport are wide-reaching including improved physical and mental wellbeing, supporting a reduction in crime and increased community safety and strengthening social networks and community identity. The work undertaken by the Association, in partnership with the Borough Council, ensures access to a varied range of sporting activities in Tonbridge.

1.1.3 The Council maintains a close working relationship with Tonbridge Sports Association, including six-weekly liaison meetings between Officers and the Chairman.

1.2 Annual Report

1.2.1 Attached at **[Annex 1]** is a copy of the Tonbridge Sports Association's Annual Report. Members will note this year's report records how previous foundations were laid in the development of sport in Tonbridge and highlights some of this year's success stories.

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

1.3 Legal Implications

1.3.1 The Council makes a small annual Honoria payment of £1,100 to the Sports Association.

1.4 Financial and Value for Money Considerations

1.4.1 None.

1.5 Risk Assessment

1.5.1 None.

1.6 Equality Impact Assessment

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

1.7 Policy Considerations

1.7.1 Community, Healthy Lifestyles, Young People.

Background papers:

contact: Robert Styles

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

Tonbridge Sports Association

Annual Report 2015/2016

Last year's report recorded how the Sports Association commenced and this year it is noted why, in this last twelve months, Club's have such an ability to continue their sporting activities.

Each year, in the Annual Reports, we report how successful our member clubs have been. For the clubs this has been a continuance of many years hard work for a considerable number of volunteers. We see children, who started their sporting interest participating in playing, move on to promote their own children to take up the sport and they themselves remain attached to the club to organise and administer. We have a number of clubs where membership commences later in life and there, once again, these clubs have members who give that extra time to ensure the clubs progress into the future. Our member clubs offer a considerable social element into the community.

There was a gradual increase in organised sports participation over the years. One by one small clubs developed from the sports and social sections of local businesses. The population of Tonbridge, and its surrounding areas, increased in the 1960's, and this brought about an increasing need for leisure and sporting opportunities. With the District Council very much aware of the need and with the Sports Association's expanding membership prompting many discussions we moved into the 10 years of the 1970's with the prospect of a great deal of sporting activity.

However the beginning of the 1970's began, and indeed ended, with a certain amount of conflict between the District Council and the Sports Association. In 1971 the District Council brought forward a plan to introduce a charge for parking in the Lower Castle Fields car park which services the Racecourse Sportsground. The charge was to be at the rate of 5 pence per day but was for all seven days of the week. This, therefore, had an impact on the many sports clubs, and those playing cricket, hockey, football and rugby. The Sports Association raised considerable objection to this and was successful in that the plan was abandoned, at that time.

The year 1972 saw the opening of facilities at Hayesden for sailing and angling which were to be administered by the Sports Association. Both sports continue to enjoy the facilities that have been created. At the beginning of 1973 we saw the completion of the replacement changing facilities at Woodland Walk, our smallest of what is now four sportsgrounds. Although only two football pitches, they were used every weekend on Saturdays and Sundays. In 2015/2016 we have had continuing discussions on the dilapidated conditions of the facilities and how the problem may not be solved. Although the adult football clubs annually spend their limited funds in dealing with the fittings inside there are concerns for the structure, particularly the roof. It would be quite disappointing to see sport not being played at the sportsground.

In 1973 Swanmead Sportsground was the home of Tonbridge Athletics Club. It is recorded in the Sports Association Annual Reports of the time, that the Athletics Club had been in receipt of trophies and awards recognising their successes. It is possible to repeat all the words written as the same congratulations apply to 2015/2016. The club's home is currently at Tonbridge School and the officers of TMBC have spent some considerable hours, this year, in working towards a new Community Use Agreement which would give security for the use of the track by the club with enhanced facilities. The proposed enhancements would provide the club with outstanding facilities.

Although the Athletics Club was at Swanmead Sportsground, 1974 saw the creation of a cricket square. This was the foundation of establishing Cowdrey Cricket Club which today is our foremost promoter of junior cricket organising weekly coaching and allowing the juniors access to playing against other clubs. Senior members of the club greatly assist the sports development programme run by TMBC. In 1974 Swanmead also had planning submitted for an extension to its building to house Tonbridge Judo Club. With the facilities as its hub this club has also gone from strength to strength and in 2015/2016 has been successful in both national and international events.

1974 was indeed a busy year which saw the completion of an 18 hole golf course at Poult Wood and the formation of a Golf club. The latter part of the year saw a number of meetings discussing the future need for indoor facilities. Like discussions today we are always looking to the future as any plans take time to materialise. There was a need for multipurpose indoor sports facilities to cope with sports requiring all year round training facilities and the emergence of the popularity of other indoor sports.

Towards the end of the 1970's came the second controversial issue. The proposal was to redevelop the land occupied by Tonbridge Angels Football Club. The Sports Association voiced many objections to the football club being resited onto the Racecourse Sportsground. Although it was made very clear that the redevelopment proceeds would be used for new sporting facilities the objections were strong enough for other plans to be made. Those plans were the purchase of 49 acres at Tonbridge Farm thereby doubling the available space for Tonbridge clubs to use. Out of the redevelopment came the needed indoor facilities. In recognition of the Chairman of the Sports Association, whose input to sport in the town spanned more than 50 years, the Angel Centre has the Jim May Sports Hall, home to the town's successful Badminton club.

The Annual Reports of the Sports Association have, for a number of years, recorded the successes of its member clubs and this report has recorded how some foundations were laid during a productive decade. We cannot leave out of this report specific mention of the Tonbridge Baseball Club who were the 2015 champions of the British Baseball Federation Single-A Division and Tonbridge Invicta Football Club who won the Tonbridge & District League 2016 Premier Division title.

The 1970's commenced out of the recovery from flooding to the town and in 2015/2016 the subject of flooding continues to be on the agenda of the effective Liaison meetings between the Sports Association and the officers of TMBC. As we move forward a year we hope an answer can be found to the difficulties faced by Tonbridge Juddians Rugby Club.

Tonbridge is very much a centre of sporting activity and indeed The Active People Survey carried out by Sport England in 2015 ranked Tonbridge & Malling top in Kent and 17th nationally. The considerable number of hours of work by past volunteers has provided future generations with many sporting opportunities.

April 2016

**TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES & HOUSING ADVISORY BOARD**

08 June 2016

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Information

1 HOUSING SERVICES UPDATE

Summary

This report updates Members on key issues across the Housing Service and performance over 2015/16 period.

1.1.1 Affordable Housing Development Program

1.1.2 This section of the report updates Members on the progress being made by the Council's Registered Provider (RP) Partners in providing new affordable housing in the Borough and summarises the programmes for 2014/15 to 2018 and beyond.

1.1.3 While we work with our partners to plan and ensure timely delivery of new housing, the Council also has a role to play in facilitating progress and in tracking performance. Set out at [**Annex 1**] is a monitoring spreadsheet showing the completed schemes from the previous period, the year to date, and the development programme up to 2018.

1.1.4 Members should be aware that details on some schemes may alter where planning permission has yet to be secured and some may not proceed. The number of units to be provided is therefore an indicative figure for strategic planning purposes, pending confirmation of final scheme details. As new schemes come forward these will be also be added to the schedule.

1.1.5 Members will see that 110 affordable homes have been delivered through our Registered Provider Partners in the period 2015 to 2016. It is important to note that this level of delivery is across a diverse range of tenures, dwelling types, and locations in the borough. A selection of photographs showing affordable homes developed in the borough for the period 2015 to 2016 are set out in [**Annex 2**].

1.1.6 Despite the very challenging environment posed by changes to funding for affordable housing and ongoing welfare reform, the Council maintains a reasonable program of supply moving forward. Members will note that this focuses on the evolving housing need in the borough for smaller family units, with an emphasis on delivering a range of tenures. However, a note of caution is required relating to the potential for developers to seek to revisit and renegotiate

the Affordable Housing contributions already secured on site, a practice which has been given a measure of encouragement in emerging national policy. Our approach as far as possible will be to maintain the Borough Council's currently adopted position in terms of affordable housing within wider residential schemes but we also need to be alive to the need for pragmatism in negotiations.

1.1.7 **HCA Funding Prospectus**

1.1.8 The Homes & Communities Agency (HCA) have announced a new funding programme, described in their new "Shared Ownership and Affordable Homes Programme 2016 to 2021" Prospectus.

1.1.9 As the name of this initiative suggests, the money is predominately to assist the delivery of affordable tenures that increase owner occupation as opposed to the more traditional products of Social and Affordable Rent. The Prospectus describes that the £4.7 billion of grant funding for the period 2016 to 2021 is to deliver:

- 135,000 homes for Shared Ownership
- 10,000 homes for Rent to Buy
- 8,000 homes for specialised housing

1.1.10 This funding round is a major change from previous years, which has historically sought to assist a wide range of affordable housing products and tenures. The very clear impact of this shift will be that homes for Social and Affordable Rent will be much more challenging to deliver through our Registered Provider Partners in the future due to the absence of any capital grant funding.

1.1.11 The initial bid round for Registered Providers closes on 2 September 2016. It is important to note that the funding can be accessed by organisations other than just housing associations, if they qualify as HCA investment partners.

1.1.12 The Council will continue to aid our Preferred Registered Provider Partners to engage with the HCA for this funding, including the administration of the bid proformas and assistance through the planning process.

1.1.13 **Registered Provider Partner Mergers**

1.1.14 The current changing regulative and financial environment within with Registered Providers all operate has led to many exploring the potential to merge with each other to create operating efficiencies. There are currently two separate such mergers understood to be taking place in relation to the Council's Registered Provider Preferred Partners.

1.1.15 The first concerns the 70,000 home Circle Housing (which incorporates Circle Housing Russet) and the 57,000 home Affinity Sutton. The boards for both organisations have approved a business case for merger with the aim to invest

more in their communities and deliver better services. The merged organisation would consist of approximately 127,000 homes and target 50,000 new homes to be built within the next ten years.

- 1.1.16 The merger has so far included extensive consultation with residents and stakeholders with all existing residents retaining the security of their tenancies and no rental increases as a result of the merger.
- 1.1.17 The merger is aimed to be finalised later this year, subject to approval from the Homes and Communities Agency as regulator for the sector.
- 1.1.18 The second merger is between the Council's Preferred Registered Providers Hyde Housing (49,000 homes) and London & Quadrant (L&Q, 71,000 homes), with non-partner East Thames (15,000 homes). This would create an organisation with over 135,000 homes. Under the proposed structure, L&Q and Hyde would amalgamate and East Thames would be a subsidiary of the amalgamated entity. The new organisation would look to build 100,000 homes over the next 10 years.
- 1.1.19 For both mergers the positive implications are that the Partners will have an increased development capacity with the prospect of more homes being built in the borough. However, the Council will want to understand what this means in terms of the "local offer" to tenants in Tonbridge & Malling, and how existing and historic services may change and evolve.
- 1.1.20 Members should be reassured to know that Circle Housing Russet continue to work closely with the Council at strategic and operational levels and in relation to the progress of the proposed merger. In this way we hope to keep close to what the changes may mean for the many residents of the borough's main provider of social and affordable housing.
- 1.1.21 **Housing & Planning Act 2016 and Welfare Reform & Work Act 2016**
- 1.1.22 Members will note that the Housing & Planning Act 2016 and Welfare Reform & Work Act 2016 have both now gained Royal Assent. These Acts include provisions such as Pay to Stay, the new Right to Buy for Housing Association Tenants, Lifetime Tenancies, Starter Homes, and the forced sale of higher value.
- 1.1.23 It is important to note that much of the operational detail will be clarified in secondary legislation being brought forward by the Secretary of State.
- 1.1.24 Officers are monitoring the impacts of these many changes to the operation of affordable housing in the borough and will update Members through future reports to this Board.
- 1.1.25 **West Kent Housing & Homelessness Strategy**
- 1.1.26 From previous Board reports Members will recall that we aim to build on the activity we have undertaken individually and jointly and to set out how we will work

over the next five years to meet our statutory duties and responsibilities. As all three local authorities are non-stock holding authorities, the draft Strategy will look to the following areas:

- enabling the forward supply of affordable housing;
- the prevention of homelessness and assisting homeless households;
- improving housing conditions, including enforcement in the private rented and owner occupied sectors; and
- promoting the health and wellbeing of residents and building partnerships to deliver this.

1.1.27 The Strategy will be developed against the backdrop of the, as yet unknown, impacts of ongoing reform to housing and welfare policy. This means that the document will have to be flexible and iterative and able to accommodate the impacts of these changes as they unfold throughout the life of the strategy.

1.1.28 Consultation will be carried out with key stakeholders for all three West Kent authorities and the wider County partners to inform the direction of the work and to ensure the Strategy is robust.

1.1.29 The progress of the draft Strategy will be reported to further meetings of this board.

1.1.30 **KCC Young Persons Consultation Responses**

1.1.31 Members will recall that Kent County Council (KCC) engaged in a consultation exercise regarding proposed changes to the supported accommodation and floating support services in the County. That exercise has now concluded, and KCC have published their post consultation report, making the following recommendations as set out in **[Annex 3]**.

1.1.32 **Who can access services?**

1.1.33 It is recommended that the new service will continue to cater for the following groups, with priority to services based on individual needs:

- 16 and 17 year old Children in Care including Unaccompanied Asylum Seeking Children (UASC)
- Care Leavers including former UASC
- 16 and 17 year olds who are at risk of homelessness
- Vulnerable 18 to 21 year olds
- Teenage Parents

1.1.34 **Reviewing the service offer**

1.1.35 It is recommended that the new service provides a generic accommodation and support offer that is able to cater for the needs of all young people. However, accommodation and support should take into consideration the individual needs of all young people, notably teenage parents.

1.1.36 **Joining up accommodation based support and floating support services for high, medium and low needs**

1.1.37 The new service will provide flexible, joined up accommodation based support and floating support services for high, medium and low needs.

1.1.38 **Aligning services with areas of the County**

1.1.39 Of the three options presented, 48 per cent of the respondents were in favour of aligning services with 4 areas of the County. Therefore, it is recommended that the new services be aligned to the 4 Specialist Children's Services area boundaries –North, South, East and West.

1.1.40 In summary, services will continue to be offered to the existing groups but now through a generic support and accommodation model. This offer will be across a spectrum of needs and will now be split within 4 new service areas within Kent.

1.1.41 **Housing Needs Update**

1.1.42 The table below illustrates the number of customers approaching the Housing Options team. The majority of contacts are for advice to avoid the loss of a current home or to seek assistance in finding alternative accommodation.

Month	Options Presentations	Resolved at first point of contact	Homelessness Prevented	Ongoing Cases
Apr 2015	62	37	12	4
May 2015	53	38	8	3
June 2015	42	27	11	2
Jul 2015	64	48	8	0
Aug 2015	52	30	10	2
Sep 2015	70	50	10	4
Oct 2015	58	36	8	2
Nov 2015	63	36	6	4
Dec 2015	36	19	2	0
Jan 2016	88	53	12	7
Feb 2016	94	49	10	9
Mar 2016	67	47	3	8
Total	749	470	100	45

1.1.43 Additionally in 2015/16 we dealt with 235 homeless applications and accepted the full housing duty for 134 households. Of the remainder, 42 were found not to be homeless, 27 were found not to have a priority need for accommodation and a further 32 were found to have become homeless intentionally. These households were given ongoing advice and assistance in order to resolve their housing needs.

1.1.44 A general feature of the calls on the Housing Options service is that the range of issues seem to be broadening. Consequently, the advice and signposting provided has needed to adapt to become more holistic to include financial guidance, health related advice and community safety awareness in addition to core accommodation issues. That also means that the Housing service must be closely linked to other sections of the Council and external agencies and organisations.

1.1.45 Temporary Accommodation

The following table provides a 'snapshot' number of homeless households living in temporary accommodation at the end of each month. The number remains relatively high as we continue to assist homeless households until a housing solution is found. The majority of homeless households require two bedroom accommodation, which is in high demand meaning that they can be waiting for longer periods to be rehoused.

Date	Number in self contained temporary accommodation (AST)	Number in self contained temporary accommodation (nightly paid)	Number in traditional bed & breakfast	Total
30.04.15	3	13	4	20
31.05.15	3	14	3	20
30.06.15	3	12	0	15
31.07.15	3	11	3	17
31.08.15	3	9	2	14
30.09.15	3	16	2	21
31.10.15	3	16	4	23
31.11.15	4	16	4	24
31.12.15	4	16	4	24
31.01.16	4	16	5	25
29.02.16	4	20	4	28
31.03.16	4	21	4	29

1.1.46 There are a number of options we are pursuing to help reduce the use of and length of stay in temporary accommodation. This includes:

- working with our Registered Provider Partners, in particular Circle Housing Russet (CHR), to make direct offers of accommodation outside of Choice Based Lettings so that we can move households on to more suitable accommodation in a timely manner;
- dialogue with our Registered Provider Partners, to reach an agreement for a handful of existing general needs, self-contained properties to be used as emergency accommodation as an alternative to Bed & Breakfast.
- Exploring options within the private sector.

1.1.47 Accessing the Private Rented Sector

1.1.48 It remains challenging for those on a low income to access the private sector as many private landlords are seeking rent levels considerably higher than the local housing allowance rates and additionally require tenants to have guarantors who are homeowners and/or have a relatively high income.

1.1.49 Despite the gap between local housing allowance levels and market rent, which remains the biggest obstacle in accessing the private sector, the Housing Options Team is working hard to negotiate with landlords and offer additional incentives to make it a more attractive proposition.

1.1.50 Housing Register

1.1.51 The number of households on the housing register has remained stable over the past year. On average, home seekers represent 65 per cent of households on the housing register and transferring housing association tenants represent the remaining 35 per cent of the total. The table below shows the distribution of live applications by size of property required:

Month	1 bed	2 bed	3 bed	4 bed	5+ bed	Total
April 2015	768	457	99	50	18	1,392
May 2015	781	459	108	53	18	1,419
June 2015	784	464	111	54	16	1,429
July 2015	543	342	78	41	7	1,011
August 2015	529	344	80	42	7	1,002
September 2015	549	359	89	43	7	1,047
October 2015	523	340	89	41	7	1,000
November 2015	525	352	89	41	7	1,014
December 2015	527	342	99	44	7	1,019
January 2016	522	343	97	45	4	1,011
February 2016	524	342	107	47	4	1,024
March 2016	545	349	117	47	4	1,062

1.1.52 The table below shows the number of households housed via Kent Homechoice during the last twelve months, broken down by bed need.

Month	1 bed	2 bed	3 bed	4 bed	5+ bed	Total
April 2015	10	10	10	0	1	31
May 2015	12	6	7	2	0	27
June 2015	28	15	9	2	0	54
July 2015	26	19	13	1	0	59
August 2015	24	5	11	0	0	40
September 2015	15	8	13	0	0	36
October 2015	8	11	16	1	0	36
November 2015	16	10	6	1	0	33
December 2015	13	12	4	0	0	29
January 2016	18	7	9	1	0	35
February 2016	19	11	3	1	0	34
March 2016	19	7	6	0	0	32
Total	208	121	107	9	1	446

1.1.53 The following table shows the waiting times of applicants that have been housed via Kent Homechoice during the six month period between 1 November 2015 and 30 April 2016, broken down by size and type of accommodation. Waiting time is impacted to a large degree by the availability of each property type and bidding behaviours, as some applicants are prepared to wait for particular property types or particular location before placing bids:

Property type	Number of lets	Shortest wait	Longest wait	Average wait
Sheltered	26	11 days	16 years	18 months
1 bed	73	5 weeks	11 years	18 months
2 bed flat	21	8 weeks	6 years	18 months
2 bed house	33	9 weeks	9 years	26 months
3 bed house	34	3 months	7 years	14 months
4 bed house	3	32 months	12 years	6 years

1.2 Private Sector Housing Activity 2015/16

1.2.1 In 2015/16 the Private Sector Housing (PSH) Team responded to a total of 223 service requests, the breakdown of the service requests are shown in the following table:

Service request activity	Number of requests
Housing conditions	143
Caravan sites	6
Empty home property conditions	7
Immigration related visits	4
Rent deposit visits	23
Temporary accommodation visits	37
Arrange Public Health funeral	3
Total	223

1.2.2 The majority of the 143 housing condition related service requests were dealt with informally but where there are significant hazards as determined by the Housing Health and Safety Rating System (HHSRS) assessment and the landlord is not undertaking the appropriate remedial works then formal enforcement action is taken. Under the Housing Act 2004, Improvement Notices were served on three privately rented properties, One Hazard Awareness Notices was served on an owner occupied property and one Prohibition Order on a house in multiple occupation (HMO).

1.2.3 In 2015/16 one HMO licence was renewed, four caravan site licenses transferred and one new caravan site licence issued.

1.2.4 A total of seven long term empty properties were brought back into use through the following interventions:

- two properties were renovated utilising the Council's Home Improvement Assistance;
- two properties were renovated through the Kent County Council 'No Use Empty' scheme;
- two property owners were given empty homes advice and information; and
- one property was rented to a tenant who was assisted with funding for the deposit.

1.3 Disabled Facilities Grants

1.3.1 In 2015/16 the Private Sector Housing Team received 76 applications for a Disabled Facilities Grant and completed a total of 73 Disabled Facilities Grants (grants may run over from year to year so it may not be the same grants being received and completed in one year). The team have a statutory timeframe of six months to determine an application. On average we were able to approve a completed application within thirteen working days of receipt. The works being carried out under Disabled Facilities Grant aim to help residents remain independent at home and are based on recommendations from Kent County Council's Occupational Therapy service. Types of adaptations in 2015/16 included:

- Provision of 47 level access showers;
- Provision of 23 stairlifts/through floor lifts;
- Improving access to 9 properties e.g. ramping;
- Providing 7 other types of adaptations e.g. wash/dry toilet, kitchen alterations, door entry system; and
- Helping 1 family to move to a more suitable property by providing financial assistance with moving costs.

1.3.2 In certain cases the Council can place a charge on the property for works completed under a Disabled Facilities Grant and recover this charge if the property is sold. In 2015/16 we recovered £29,000 of repayable grants.

1.4 Housing Assistance

1.4.1 In 2015/16 the Private Sector Housing Team also completed 19 Housing Assistance grants totalling approximately £38,000. The works carried out included:

- Making 5 homes warm;
- Bringing 1 empty home back into use;
- Reducing falls hazard in 2 homes; and
- Helping to make the homes of 11 domestic abuse victims more secure so they feel safer.

1.4.2 We have continued to try and improve our links with the health sector including local GPs and Falls Prevention teams. We have attended team meetings and training events to promote the work we do and the assistance we may be able to

provide residents. Our aim is to build partnerships with some key local health colleagues to better tackle the housing and health links.

- 1.4.3 We now have access to a Housing Health Cost Calculator (HHCC) tool which calculates the cost savings to health and the wider society from housing interventions. A recent example has shown that where we have assisted a vulnerable homeowner to improve heating and insulation. Not only has this meant the family is warmer and will save money on their fuel bills but that the interventions will save the NHS £2,932 annually through less visits to the GP and/or hospital admissions and £7,330 annual savings to wider society such as adult social care. The work cost in the region of £3,000 and demonstrates the immediate value of housing improvements.
- 1.4.4 Another example is where a handrail was provided on a staircase, the lighting was improved and a glass door at the bottom of the staircase was removed to reduce the risk of harm from a fall on stairs. As well as providing a safer environment for the householder the HHCC estimated that annual savings to the NHS were £550 with annual savings to the wider society being £1,375. The work cost in the region of £350.

1.5 Winter Warmth Scheme

- 1.5.1 As well as access to our own Housing Assistance funding, Kent County Council continued to allocate a small amount of funding to districts to help residents who were vulnerable to a winter death because they had a health condition and poor heating provision. We were able to help 3 residents through the winter period to improve their heating so they were no longer as susceptible to a winter death from excess cold.

1.6 West Kent Landlord Forum

- 1.6.1 We continue to work in partnership to deliver Landlord Forums with colleagues at Sevenoaks and Tunbridge Wells and the National Landlords Association. The overall usefulness of these forums is to drive up quality standards in the private sector and promote opportunities for joint working to widen the range of options that the Borough Council has available to address housing need.
- 1.6.2 The most recent Landlord Forum was held at Tunbridge Wells on 14 March 2016 where landlords were updated on insurance, residential investment opportunities, current and upcoming legislation and other relevant matters. There were 56 attendees and all who completed evaluation forms indicated the forum had been useful.
- 1.6.3 The next Landlord Fair is scheduled for October 2016 and will be held at Sevenoaks.

1.7 Legal Implications

1.7.1 None arising from this report

1.8 Financial and Value for Money Considerations

1.8.1 A review of the DFG and Housing Assistance budget will be required for future years to ensure that budgets are set in accordance with the demand for the service.

1.9 Risk Assessment

1.9.1 None arising from this report.

Background papers:

contact: Satnam Kaur

Nil

Steve Humphrey
Director of Planning, Housing and Environmental Health

TONBRIDGE AND MALLING BOROUGH COUNCIL: AFFORDABLE HOUSING DEVELOPMENT PROGRAMME 2014/15

SCHEME DETAILS		AFFORDABLE HOUSING UNITS												Completion date	
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow				Total Units
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed	2 bed		
Isles Quarry	Circle Housing Russet	Affordable Rent		9					4	10	5			28	Feb-15
		Shared Ownership								2				2	
Cannon Lane	Moat	Affordable Rent	12	13										25	May-14
		Shared Ownership	4	11										15	
Scott Road Scheme	Circle Housing Russet	Affordable Rent							4	2				6	Sep-14
		Shared Ownership		8										8	
Marvillion Court Regeneration	Circle Housing Russet	Affordable Rent		4					1	2				7	Dec-14
		Shared Ownership							1	8				9	
Carnation Close	Circle Housing Russet	Shared Ownership								2				2	Mar-15
		Affordable Rent							2	1				3	
The Mound, Hadlow	Sanctuary	Affordable Rent							2	1				3	Sep-14
TOTALS 14/15			16	45	0	0	0	0	12	27	5	0	0	105	

TONBRIDGE AND MALLING BOROUGH COUNCIL: AFFORDABLE HOUSING DEVELOPMENT PROGRAMME 2015/16

SCHEME DETAILS		AFFORDABLE HOUSING UNITS												Completion date	
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow				Total Units
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed	2 bed		
Twisden Road	Circle Housing Russet	Affordable Rent							5					5	Jul-15
Lavender Road	Circle Housing Russet	Affordable Rent		4										4	Jul-15
Winterfield Phase 1	Circle Housing Russet	Affordable Rent							4	2	4			10	Jul-15
		Shared Ownership						4	2					6	
Winterfield Phase 2	Circle Housing Russet	Affordable Rent	9	8					2	2				21	Jul-15
		Shared Ownership	2	14			1		2					19	
Isles Quarry	Circle Housing Russet	Shared Ownership		6										6	Mar-16
Isles Quarry	Crest Nicholson	Shared Equity		10										10	Mar-16
Shrubshall Meadow, Plaxtol	Moat	Affordable Rent						2	1					3	May-15
		Shared Ownership						3	1					4	
Sovereign House	Circle Housing Russet	Shared Ownership	6	16										22	Sep-15
TOTALS 15/16			17	58	0	0	1	2	13	11	4	4	0	110	

TONBRIDGE AND MALLING BOROUGH COUNCIL: AFFORDABLE HOUSING DEVELOPMENT PROGRAMME 2016/17

SCHEME DETAILS		AFFORDABLE HOUSING UNITS											Planned completion date		
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow			Total Units	
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed			2 bed
Isles Quarry	Circle Housing Russet	Affordable Rent							2	6				8	Jan-17
		Shared Ownership							1	1				2	
60 Mill Hall	Hyde Housing	Affordable Rent	3	10										13	Jul-16
		Social Rent		5										5	
		Shared Ownership	2	10	16									28	
Kings Hill F1	Hyde Housing	Affordable Rent								6				6	Jun-16
		Shared Ownership								2				2	
Bunyards Farm	WKHA	Affordable Rent	2	7						4				13	Nov-16
		Shared Ownership								4				4	
Isles Quarry	Crest Nicholson	Shared Equity		2					6					8	Mar-17
Leybourne Grange Phase 3	Orbit South	Affordable Rent	4	10										14	Aug-16
		Shared Ownership	5	6										11	
TOTALS 16/17			16	50	16	0	0	0	9	23	0	0	0	114	

TONBRIDGE AND MALLING BOROUGH COUNCIL: AFFORDABLE HOUSING DEVELOPMENT PROGRAMME 2017-18

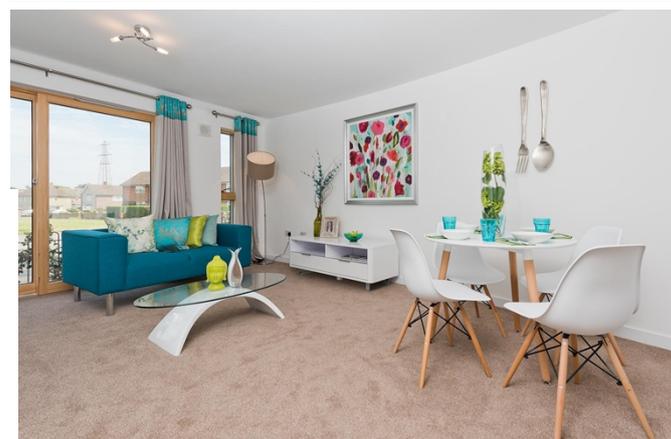
SCHEME DETAILS		AFFORDABLE HOUSING UNITS											Planned completion date		
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow			Total Units	
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed			2 bed
Enterprise House	Circle Housing Russet	Affordable Rent	7											7	Mar-18
		Shared Ownership	13	24										37	
Isles Quarry	Circle Housing Russet	Shared Ownership								5				5	May-17
Isles Quarry	Crest Nicholson	Shared Equity		2					6					8	Mar-18
Coventry Road	Circle Housing Russet	Affordable Rent								2				2	Jun-17
Northwood Road, Tonbridge	Circle Housing Russet	Affordable Rent											2	2	Sep-17
Twyford Road, Tonbridge	Circle Housing Russet	Shared Ownership								2				2	Nov-17
Leybourne Grange Phase 4	Taylor Wimpey	Shared Equity		7					11					18	Apr-17
Leybourne Grange Phase 4	Orbit South	Affordable Rent	3	14					3	2				22	Mar-18
		Shared Ownership	5	9										14	
Tudely Lane, Tonbridge (Extra	AKS	Affordable Rent	16	12										28	Mar-18
St Martins, Larkfield (Extra Care)	AKS	Affordable Rent	47	7										54	Mar-18
		Shared Ownership	5	15										20	
Wateringbury (subject to planning)	AKS	Shared Ownership	10											10	Mar-18
TOTALS 17/18			106	90	0	0	0	0	22	9	0	0	2	229	

TONBRIDGE AND MALLING BOROUGH COUNCIL: AFFORDABLE HOUSING DEVELOPMENT PROGRAMME 2018 Onwards

SCHEME DETAILS		AFFORDABLE HOUSING UNITS													Planned completion date
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow		Total Units		
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed		2 bed	
Kings Hill	TBC	Social Rent	11	6					7	10	5			39	tbc
		Affordable Rent	18	10					11	0	0			39	
		Shared Ownership	0	20					0	14	0			34	
Priory Works	Circle Housing Russet	Affordable Rent	3	13						17	4			37	tbc
		Shared Ownership							21					21	
Preston Hall	TBC	Affordable Rent		35	1				8	5	2			51	tbc
		Shared Ownership		12					1	1	2			16	
Ryarsh Village	TBC	Affordable Rent	5	6					1	8				20	tbc
		Shared Ownership							7					7	
Peters Village	Orbit South (First phase)	Affordable Rent	13	82						20	10			125	tbc
		Shared Ownership		80						45				125	
TOTALS 18 onwards			50	264	1	0	0	0	56	120	23	0	0	514	

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Annex 2 Completed Affordable Housing Schemes in Tonbridge & Malling 2015-16



A selection of Shared Ownership and Affordable Rent homes completed in Tonbridge & Malling 2015-16, including Shrubshall Meadow (Plaxtol) with Moat, and from Circle Housing Russet Novus (East Malling), Sovereign House (Tonbridge), and Hazelbourne (Borough Green).

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Proposed Changes to Kent's Supported Accommodation and Floating Support Services

Post Consultation Report

April 2016

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Appendices

Appendix A – Consultation Document and Questionnaire

Part 1: Introduction and Background

Introduction

Kent County Council currently provides accommodation and support services for Children in Care, Care Leavers and vulnerable young people aged 16-25. The current arrangements for accommodation and support include;

- Supported Accommodation (onsite but not family environment)
- Floating Support
- Independent (self-supporting) including KCC Shared Accommodation
- Supported Accommodation (onsite family environment)
- Reception and Assessment (for Unaccompanied Asylum Seeking Children)

The Programme has reviewed the current Supported Accommodation (onsite but not family environment) and Floating Support services. This included a number of pre-consultation activities which captured the views of young people who use the services and the staff that deliver them.

Following this, KCC sought views on different proposed new ways to deliver these services through the public consultation 'Proposed Changes to Kent's Supported Accommodation and Floating Support Services', which took place between 30th November 2015 and 8th February 2016.

This report outlines the consultation process, and the main findings from the consultation questionnaire and engagement activities. It also makes subsequent recommendations based on these findings.

Reason for the Consultation

In May 2015, KCC identified a number of challenges with the current accommodation and support services for young people in Kent, including;

- KCC's accommodation and support offer for 16-25 year olds is not clear or consistent; resulting in young people receiving inconsistent service based on their status not their needs. It also means that people have to move to access a service, rather than access their most local service.
- Who uses these services depends on the individual providers; this is influenced by historical arrangements and the location of the services, rather than the needs of the young person. This means that young people with higher needs could be waiting longer to get help.
- Demand for services has changed and there are more young people to help. This is a result of population changes, increases in the number of young people entering care and a large increase in the number of UASC in Kent.
- Services are delivered differently across the County by a large number of organisations. Contracts are of different lengths and price of accommodation and

support varies, making the offer inconsistent. Some areas of the County have a large number of services while other areas do not have any services.

Consultation Proposal

A copy of the consultation document outlining the full details of our proposals along with additional background information is provided at *Appendix A*. The proposals for changes to KCC's Supported Accommodation and Floating Support Services were;

Proposal A: Who will use these services

KCC has a duty to assist and support Children in Care and Care Leavers and therefore, needs to ensure that future services commissioned by the authority prioritise this group. Allocation of resources will be targeted at those young people with the highest need first. This could result in less vulnerable young people on the edge of care receiving a service.

Proposal B: Reviewing the service offer

KCC is considering replacing specific services with those that deliver services to a wider client group. Services would cater for the needs of all service user groups, providing 'a core offer', including high, medium and low needs, but would be flexible to meet local demand and individual needs. This means that there would not be specific services for UASC and teenage parents.

Proposal C: Joining up accommodation based support and floating support services for high, medium and low needs

KCC is considering integrating Supported Accommodation, Housing Related Support and Floating Support services to form one service. This would provide a seamless service that is able to deliver a full range of stable, safe and well maintained accommodation (including smaller and larger properties) and appropriate personalised support packages (including specialist support as required) to meet the needs of all service users.

Proposal D: Lining up services with areas of the County

KCC is considering delivering services through four area based contracts or through one countywide contract. This would reduce contract management overheads. The aim would be to create strong relationships between KCC, districts and providers – supporting and facilitating pathways through support and into independence.

Decision Making Process

The public consultation closed on the 8th February 2016. Following this, a thorough analysis of the consultation responses, including formal questionnaire responses and feedback from the engagement activity, was undertaken.

A number of recommendations were presented to Specialist Children's Services Divisional Management Team (SCS Div MT) on 23rd February 2016. Subsequently these formed the basis of a Commissioning Plan.

The Commissioning Plan was presented to and approved by the KCC Strategic Commissioning Board on 23rd March 2016.

Pre-Consultation Engagement Activities

During October and November 2015, KCC undertook pre-consultation and engagement activities with Providers and Service Users to help inform the proposals presented within the Public Consultation document.

Meet the Market Events

Two Meet the Market events were undertaken throughout October/November 2015 with 44 organisations. The events outlined the above challenges and considered some potential solutions. The responses to the solutions included;

- Generic services that can cater for the needs of all young people would be beneficial. However, KCC should consider varying level of needs between different client groups, especially Unaccompanied Asylum Seeking Children (UASC) and Teenage Parents.
- Although KCC has a duty to support the statutory client group, non-statutory service users should still have access to services.
- An integrated service was considered a good idea (accommodation based support and floating support) and it was suggested that there are better success rates where integrated support is happening.

Young Adults Council

During October 2015, KCC attended the Young Adults Council to discuss the journey to independence. In summary, the main points from this meeting were;

- Preparation for independence needs to start at an earlier age, including more intensive support around managing expectations and finances.
- More floating support would have been beneficial to help maintain independence. Often, support is stopped after the young person leaves care and there is no safety net.
- Young people want to maintain the same support worker, especially during transitional periods.
- Some Children in Care are only offered a SLOD provision once they reach 18.

Teenage Parent service visits

During October 2015, a series of visits to the five teenage parent services took place. These meetings were aimed at gathering views on a proposal to deliver a non-targeted service. In summary;

- The providers were keen to continue providing a targeted teenage parent service; however they also presented some benefits of providing a generic service and understood financial pressures.
- Out of the 20 service users 13 wanted to remain in a teenage parent specific unit, because they valued the peer to peer relationships and support.
- There were concerns about generic accommodation due to a perceived view that teenage parents have different priorities and lifestyles compared to other vulnerable young people.
- Some service users preferred the idea of generic accommodation, as this represented real life. It was also argued that the accommodation units should be available to anyone who needs support; including single males and couples.

KCC also visited one service that has transitioned from a targeted teenage parent service to a generic service. In summary, the provider commented; *we feel the new range of clients has brought a positive diversity to our project and enhanced the atmosphere of the project.*

Part 2: Public Consultation

Consultation Process

The consultation on Proposed Changes to Supported Accommodation and Floating Support Services was launched at 10am on Monday 30th November 2015. The consultation ran for 10 weeks, closing at 5pm on Monday 8th February 2016.

In summary the following consultation activity was undertaken;

30 th November 2015	<ul style="list-style-type: none">• Consultation launched at 10am.• Details of the Supported Accommodation and Floating Support services consultation were located at www.kent.gov.uk/supportedaccommodation• Notification of the consultation launch was sent to a range of stakeholders via approximately 1,490 email addresses and postal addresses, as well as a further 230 emails following identification of other Stakeholders.• Young person flyers were circulated with approximately 1,150 email and postal addresses; including professionals who work with or support young people.• In line with the EQIA consultation details were circulated to charities that support Lesbian, Gay and Transgender groups and Young Carers.
15 th December 2015	<ul style="list-style-type: none">• Following feedback from a service user group, a 'young person friendly' questionnaire was created.• Notification of the updated 'young person friendly' questionnaire was sent to approximately 80 KCC professionals who work with young people. The questionnaire was also used during all resident groups.
December 2015/ January 2016	<ul style="list-style-type: none">• Visits to 6 resident groups to discuss the proposals with service users, including a workshop with the Young Adults Council.• Meeting with the Kent Housing Options Group and the Joint Policy and Planning Board to discuss and promote the public consultation.• Meetings with 12 District/ Borough Councils to discuss the impact of the proposals and gather their views.• Engagement with 13 current providers to highlight the potential impact of the proposals and encourage them to complete the questionnaire.
6 th January 2016	<ul style="list-style-type: none">• Review of consultation responses to date. Reminder emails were sent to approximately 700 email addresses.
8 th February 2016	<ul style="list-style-type: none">• Consultation closed at 5pm.

During the consultation process 6 the four online documents were downloaded as follows;

Document (including PDF and Word Versions)	Number of Downloads
Consultation Document	300
Equality Impact Assessment for Supported Accommodation and Floating Support Services	231
Equality Impact Assessment for Teenage Parent Services	136
Questionnaire	63

Consultation Respondents and Responses

In summary the following consultation responses have been received and considered;

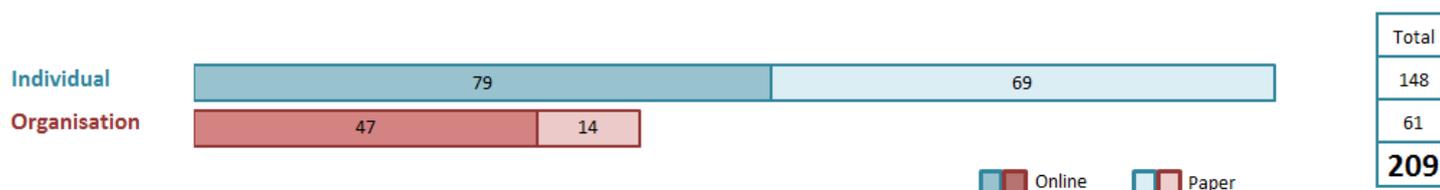
- **209** Consultation Questionnaires; including 70 service users (Feedback was collected at 6 focus groups attended by 52 service users).
- **5** written responses; **2** from professionals, **2** from District and Borough Councils and **1** joint response from **8** service users.
- Feedback from discussions with **10** District and Borough Councils.

Consultation Questionnaire

Overall, **209** consultation questionnaires were completed, this included;

- 148 (71%) from individuals and 61 (29%) on behalf of an organisation
- 70 (33%) from service users
- 83 (40%) paper questionnaires and 126 (60%) online questionnaires

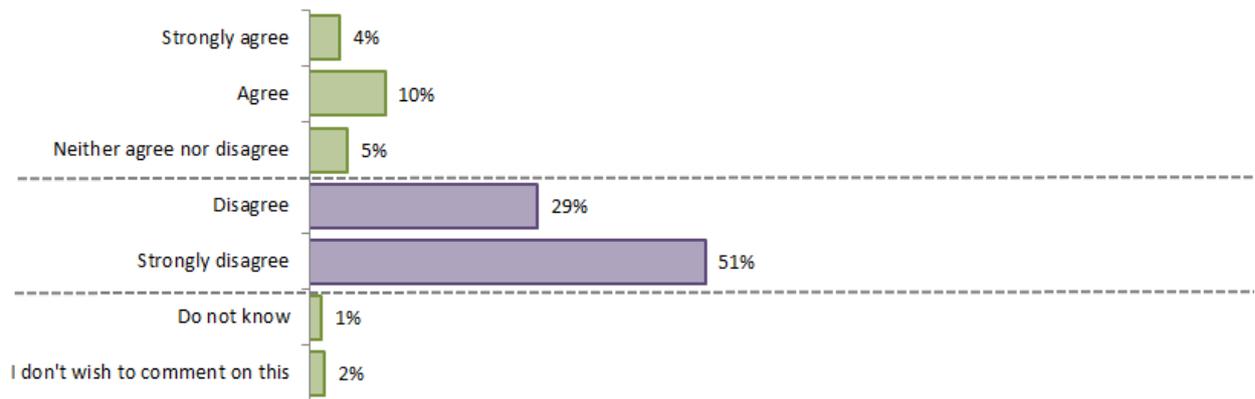
Total Questionnaires Received



Proposal A – Who will use these services?

The vast majority (79%) of those electing to respond to the consultation disagree to some extent with limiting access to services to statutory service users only (Option 3).

To what extent do you agree with the proposals?



Base: All responding (209)

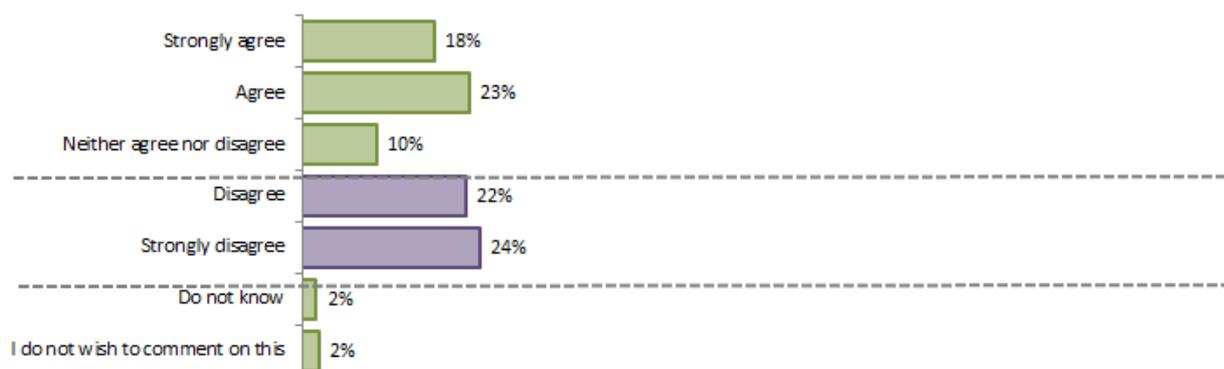
This included 89% of the young people and 100% of the Housing Related Support Providers (current Supporting People provision) who responded to this proposal.

Amongst those members of the public who disagree with limiting services to statutory service users, comments included;

- Over 18s needed support and were not ready for independent living; the needs of over 18 are no different to the needs of under 18s (34%)
- Access to services should be based on individual need not legal status. (7%)

With regards to Option 2, opinions were more split; 46% disagree to some extent with prioritising statutory service users, whereas 40% agree.

To what extent do you agree with the proposals?



Base: All responding (209)

When asked for their reasons for agreeing or disagreeing, other key comments from the public included;

- Over 18s are not ready for independent living and that there is no alternative provision available to them (39%)
- This would lead to an increase in homelessness or anti-social behaviour. There is a lack of alternative housing for young people who are not owed a duty to care and young people may 'fall through the net' (11%)
- Teenage parents would be at risk (3%).

Comments included:

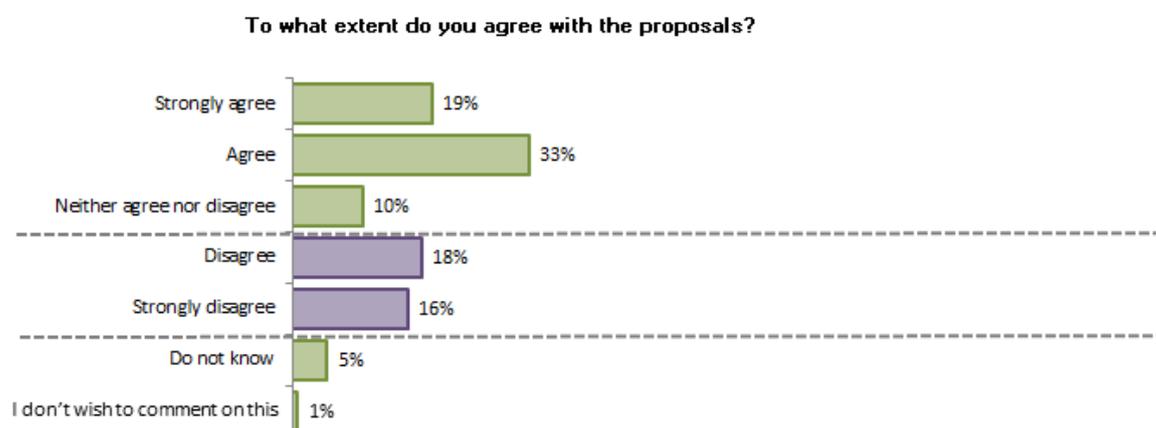
“Only one person in [service] is under 18, the rest would have been rough sleeping. I'm a young girl; I would survive day by day whatever means even if it means prostitution.”

“Everyone that is on the streets is a priority as it's no fun and very dangerous.”

“Having left the Army at 21, if support wasn't available, I would still be on the streets. Not everyone who needs help is under 18.”

Proposal B – A Standard Offer

Opinions are more divided with respect to providing a generic service, instead of targeted services for individual client groups. Whilst 52% agree (or strongly agree) with the proposal, 34% disagree.



Base: All responding (209)

Amongst members of the public disagreeing to provide a generic service, a number are concerned about Teenage Parents; 16 respondents felt that teenage parents and babies should be separate and that babies could be at risk if option 2 is implemented.

Furthermore, 100% of the Teenage Parent service providers disagreed or strongly disagreed with this proposal.

When asked for their reasons for agreeing or disagreeing, other key comments from the public included;

- Specialist services are better/one size does not fit all (22%)
- No one would feel labelled or singled out (4%)
- All young people should have access to support/all groups are equal (10%)
- Success of this proposal depends on the type of accommodation; It is important to provide a variety of accommodation to meet individual needs. (7%).

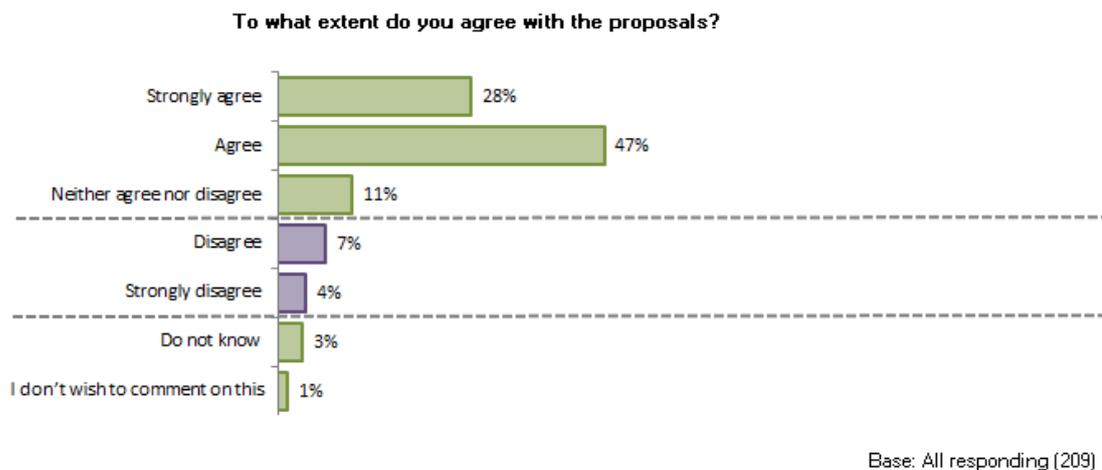
“In my view it is unsafe to accommodate young mums and their small babies alongside disruptive, possibly drug-taking or drinking heavily and potentially violent and damaged young people.”

“As long as those offering the more generic support, have all the tools and knowledge available to them, otherwise young people will find themselves ill-informed and inappropriately advised.”

“I see this could work especially as this would get young people ready for real community living. However it would all need to be risk assessed with possibly some vulnerable groups not mixing with others.”

Proposal C – Joining up Accommodation Based and Floating Support Services

The majority of the public who responded to the consultation were in favour of joining up Accommodation Based Support and Floating Support services (75% of respondents).



The main reason being; this proposal will create better and seamless transitions and services will be more flexible (39%).

Amongst the 11% disagreeing with the proposal to join up services, 10 (16%) respondents felt that it depends on the individual young person - young people need differing levels of support.

“I believe a range of flexible creative support models are needed according to the issues in any particular Kent community/town.”

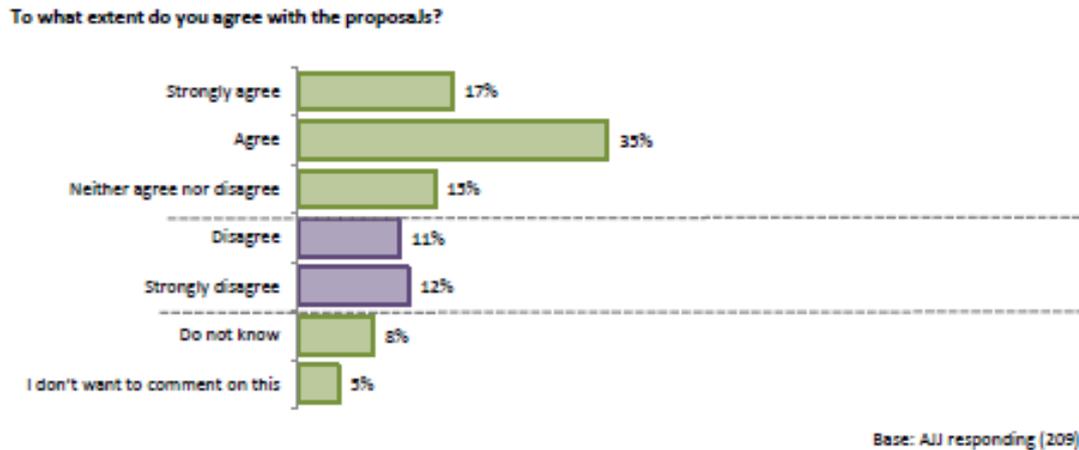
“I think it should be optional because although we are learning to live independently when we move out from here, we should be ready to live fully independently.”

“You wouldn't have to tell your story to 5 different support workers; when you tell your story so many times, you miss some important parts and the key issues/ problems become diluted.”

Proposal D – Lining up services with areas of the County

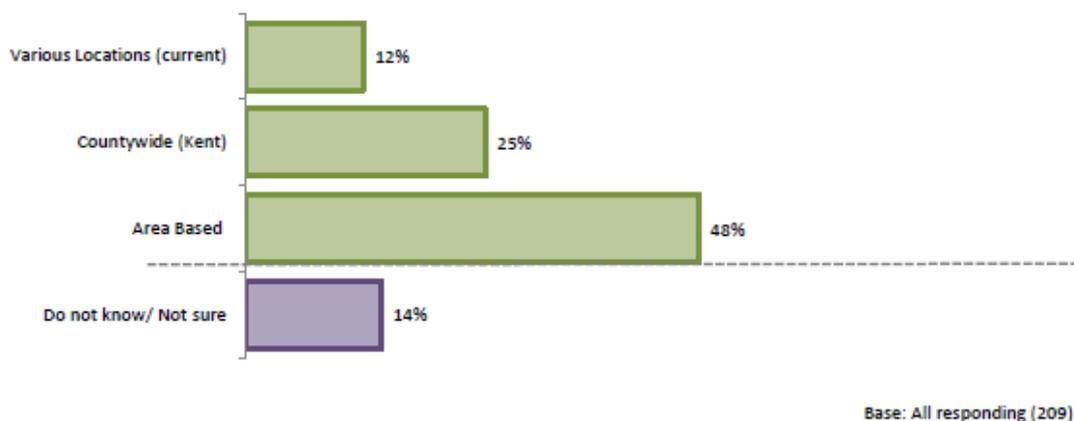
Out of the responses, 52% agree with reducing the number of organisations delivering services, whereas 23% disagree. Comments included;

“There seems to be too many people/organisations doing completely different things.”



Out of the responses, 48% were in favour of aligning services with 4 areas of the County, compared with 25% in favour of a countywide service.

Which of the following do you think would deliver the best outcomes for young people who use our services?



When asked for their reasons for agreeing with aligning services with 4 areas of the County, responses from the public included;

- Young people should be able to maintain a local connection (10%)
- More choice of accommodation is important (6%).

Amongst the respondents, 40 (25%) commented on the importance of consistency across Kent; whereas 31 (19%) made a comment about Kent being too large have consistent services - local areas need different services.

A small percentage (12%) was in favour of keeping services as they are.

“Kent is a diverse county. The issues at Margate and Dover are different to Dartford and Tonbridge for example.”

“County wide would secure support in all areas of Kent which would mean no one in need of the service(s) would have difficulty getting them.”

“Localised support and networks for local people. Improves ability to network and build positive working relationships. Responsive/adapts to the needs of a particular area. Clearer and simplistic in terms of service delivery. In theory a more rapid response is a possibility in problems solving difficulties/issues. Understanding the demography of the area, better ability to map, monitor and safeguard.”

Written responses

During the consultation **5** written responses were received via letter or email. In general, the feedback was;

Key Theme	Comments
Proposal A: <i>Who will access the services?</i>	<ul style="list-style-type: none"> • What will happen to the over 18 non-statutory service users who require support? • Housing across the County is in short supply or unaffordable; many young people who will be affected by this change may end up homeless.
Proposal B: <i>A Standard Service Offer</i>	<ul style="list-style-type: none"> • Young people want to meet other young people from different backgrounds; however there were concerns that a generic service could cause more disagreements and arguments. • A generic service would not be able to effectively support the different groups’ needs, as services currently do.
Proposal C: <i>Joining up Accommodation Based Support and Floating Support Services</i>	<ul style="list-style-type: none"> • A familiar and consistent service is viewed as important for young people. • There is a shortage of floating support; currently young people are waiting a long time to access floating support. • A floating support worker is crucial for when a young person moves into their own accommodation. • Support after a young person leaves care is poor; the majority of support a young person has whilst in care is taken away.
Proposal D: <i>Lining up services with areas of the County</i>	<ul style="list-style-type: none"> • It can be extremely important to these service users to stay locally. • It is important to recognise that Kent is a very large and diverse county.
Other Comments:	<ul style="list-style-type: none"> • These proposals will only provide savings in the short term and could end up costing the council more money in the long run. • Some young people will be excluded until they reach the point of crisis. Also, more young people could end up homeless and turn to drugs or crime.

District and Borough Councils

Individual meetings with **10** District and Borough Councils were held during January 2016.

A number of questions were presented and feedback was recorded. The questions focussed around Proposal A and Proposal D, as these were considered as the two main areas that could impact District/Borough Councils. Ashford Borough Council and Sevenoaks District Council were the two authorities not interviewed as they were unavailable.

In general the key points were;

<p>Proposal A – <i>Who can access services?</i></p>	<ul style="list-style-type: none"> • Four Districts wanted to keep the access to services as it is for the following reasons; <ul style="list-style-type: none"> ○ Currently have access to adequate levels of housing-related accommodation and support for vulnerable young people funded by the Supporting People grant. ○ Prioritise young people moving-on from these services. • One District was unsure which option they preferred, as they felt none of the options presented were desirable. • All understood the need for KCC to prioritise Children in Care and Care Leavers however, none of them believed that District & Boroughs had to. • The majority of Local Authorities prioritise Homeless Families over all vulnerable young people.
<p>Proposal A – Option 2: <i>Prioritising Statutory Service Users</i></p>	<ul style="list-style-type: none"> • Five Districts agreed with Option 2 for the following reasons; <ul style="list-style-type: none"> ○ Currently have in-adequate levels of housing-related accommodation and support for vulnerable young people funded by the Supporting People grant. ○ Important for those on the edge of care to continue receiving access to accommodation and support. ○ Needed assurances that the capacity for edge of care would not be affected by the numbers of UASC coming into Care.
<p>Proposal A – Option 3: <i>Access for Statutory Service Users Only</i></p>	<ul style="list-style-type: none"> • Zero Districts agreed with Option 3 (to limit services for statutory young people) for the following reasons; <ul style="list-style-type: none"> ○ Districts not in a financial position to accommodate or support vulnerable young people on the edge of care. ○ Increase levels of children seeking to come into Care to access Housing and Support. ○ Increase in safeguarding alerts as more vulnerable young people become rough sleepers and vulnerable to sexual exploitation, gang crime, and trafficking. • Social Housing opportunities would almost be non-existent for Care Leavers should Option 3 be chosen as the Districts would not prioritise them.
<p>Proposal D: <i>Lining up services with areas of the County</i></p>	<ul style="list-style-type: none"> • All ten District and Boroughs felt that awarding the contract to one strategic partner would be a mistake. <ul style="list-style-type: none"> ○ Creates a monopoly. ○ Drives down quality and value for money. ○ Erodes community based accommodation and support suppliers.

	<ul style="list-style-type: none"> ○ Risk of service failure should supplier go bust. ○ Kent is geographically big with a diverse demographic makeup for one Supplier to manage a countywide contract. ● Eight of the District and Boroughs believed appointing four strategic partners aligned with the new Social Care areas made sense. <ul style="list-style-type: none"> ○ A localised approach tailored to the communities within the four areas. ○ Potential for more housing and support options for each of the Districts. ○ One pathway for all vulnerable young people. ○ Standardised Needs and Risk Assessment. ● Two Districts questioned why status-quo on the current contracts was not being considered. ● All felt they would be able to work with each other in partnership. Some concern was raised around reconnection for those young people placed out of Borough. ● Only two of the Districts have a named Housing Options Officer allocated to vulnerable young people. All would welcome working within an integrated referral and allocations team.
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Equality Impact Assessment

Initial Equality Impact Assessment

An Equality Impact Assessment (EqIA) for Supported Accommodation and Floating Support services was undertaken for the proposals prior to the launch of the consultation. An Equality Impact Assessment for the changes to the Teenage Parent Services was also undertaken prior to the consultation. Both EqIAs were available on the consultation website throughout the consultation period.

The initial screening on both Equality Impact Assessments identified that full impact assessments were required due to potential negative impact on the following protected characteristic groups;

- Age
- Gender
- Pregnancy and Maternity
- Carer's Responsibility (Teenage Parents)

Full Equality Impact Assessment

Following the consultation a full EqIA has been undertaken. The EqIA identified that the proposed changes to the service could negatively impact upon;

- Age (Proposal A, Option 3)
- Pregnancy and Maternity (Proposal B)
- Sexual Orientation (Proposal D)

Mitigating Actions

The assessments identify that the identified adverse impacts could be minimised if the following actions are taken;

- Services should continue to support young people aged 16 – 21 and services should not be limited to vulnerable young people who are under 18. (Recommending Option 3 is rejected in favour of Option 1 or 2.)
- Develop a priority scoring matrix to support prioritisation of service delivery.
- Source a sufficient range of stable, safe, well maintained and affordable accommodation that meets the requirements of the referral and Young Person's risk and need assessments.
- Teenage Parents are accommodated in self-contained accommodation (such as studio/ bedsit or one bedroom flat) and are not accommodated in a shared environment.
- Undertake risk assessment of Young People referred to the service and facilitate a visit for Young Person to view the accommodation before moving in.
- Join up accommodation based support and floating support services to deliver personalised support in line with the individual outcomes in the support plan and to meet individual needs. Support is flexible/ responsive and not a prescribed offer.
- Continually review the services a young person receives to ensure it is fit for purpose and is driven by the needs of the Young Person
- Purchase 4 area services to help young people live locally whilst giving them more choice.

Recommendations

Throughout the public consultation process, we have heard very clearly about what is important to staff, partners and those young people who use our services.

The following recommendations have been made through a complex and thorough analysis that takes into account a wide range of evidence, including other engagement events with service users, the market and our partners.

Proposal A: Who can access services

It is recommended that Option 3 (limiting services to statutory service users only) is disregarded, as the vast majority (79%) of the public electing to respond objected to providing a service for only statutory service users.

However, there was some support for implementing a service that allows access for all vulnerable young people but prioritises statutory service users (Option 2). Amongst those electing to respond to Option 2, opinions were divided; 46% disagree, whereas 40% agree.

Based on the above, it is recommended that the new service will continue to cater for the following groups, with priority to services based on individual needs;

- 16 and 17 year old Children in Care including UASC
- Care Leavers including former UASC
- 16 and 17 year olds who are at risk of homelessness

- Vulnerable 18 to 21 year olds
- Teenage Parents

Proposal B: Reviewing the service offer

The majority of those electing to respond agree to some extent with providing a generic service for all service users (52%); however, there were a number of concerns around mixing teenage parents.

It is recommended that the new service provides a generic accommodation and support offer that is able to cater for the needs of all young people. However, accommodation and support should take into consideration the individual needs of all young people, notably teenage parents.

Proposal C: Joining up accommodation based support and floating support services for high, medium and low needs

The majority (75%) of the public electing to respond to the consultation agree to some extent with joining up accommodation based support and floating support services.

Following this level of agreement, it is recommended that the new service will provide flexible, joined up accommodation based support and floating support services for high, medium and low needs.

Proposal D: Lining up services with areas of the County

Of the three options presented, 48% of the respondents were in favour of aligning services with 4 areas of the County. Therefore, it is recommended that the new services be aligned to the 4 Specialist Children's Services area boundaries – North, South, East and West.

These recommendations were presented to Specialist Children's Services Divisional Management Team (SCS Div MT) on 23rd February 2016 and subsequently formed the basis of a Commissioning Plan.

The Commissioning Plan was presented to and approved by the KCC Strategic Commissioning Board on 23rd March 2016.

Appendix A

Proposed Changes to Kent's Supported Accommodation and Floating Support Services

Consultation – Tell us your views

30th November 2015 to 8th February
2016

Alternative Formats

If you require this document in any other format or language, please email alternativeformats@kent.gov.uk or call: 03000 421553 (text relay service number: 18001 03000 421553). This number is monitored during office hours, and there is an answering machine at other times.

1. Introduction

Kent County Council must make sure that children and young people in their care and those leaving their care are provided with good accommodation that has the right level of support. The Council also supports vulnerable young people who are at risk of homelessness and those that are homeless or who may need some support to prevent them coming into Care. Many of these services are not delivered directly by the Council, but funded by us and then provided by other organisations.

What is Supported Accommodation?

This is a form of temporary supported accommodation for young people who are not ready to live independently for a variety of reasons. This type of accommodation could be provided by an individual, company or voluntary organisation and will include onsite support (e.g. training flat, Foyer). The young person will also have access to varying levels of Housing Related Support and guidance to help them gain the skills they need to live independently.

What is Floating Support?

The aim of floating support is to help a young person to maintain their independence in their own home. Floating support services are provided for up to one year and they support a person wherever they live in Kent.

At present there are 508 Supported Accommodation placements. These are as follows:

- 40 – Care Leavers (Statutory)
- 141 – 16 and 17 year olds in Care including Unaccompanied Asylum Seeking Children (Statutory)
- 298 – Supporting People/ vulnerable young people on the edge of care.
- 29 Teenage Parents.

Floating Support services help 138 young people at any one time across Kent.

We want to make sure that these services continue to meet the needs of those who need to access them, whilst also providing value for money. We have reviewed the current services we provide and believe that by making some changes we could provide a better service more efficiently.

Within this document we have included details of how and why we are consulting, details of the options we have considered and what the impact of the proposed changes would be. We believe our proposals will result in us being able to provide a better service.

Please take time to read the information and then answer and return the questionnaire enclosed within this document. Alternatively you can complete the questionnaire online at www.kent.gov.uk/supportedaccommodation

Foster Care services, Residential Care and Supported Lodgings are not included as part of this consultation.

2. Why we are consulting?

The current contracts for a number of these services are coming to an end and this has provided the opportunity for the Council to think about how accommodation and support services are provided for young people. A list of the current services can be found in Section 8 of this document.

A key priority is to improve services and outcomes for young people. We are seeking views on different ways to deliver these services. We value the opinion of all residents of Kent and in particular, current and potential young people that may use our services, practitioners and providers. We will use the consultation responses to inform the development of future services.

We expect to spend the same amount of money on these services as we do now. If any savings are made then they will be re-invested in accommodation and support services.

3. Why do we need to make changes to how we deliver services?

We need to make sure every pound spent in Kent continues to deliver better outcomes for our customers and that we are getting value for money. The current services are delivered through over 30 individual contracts, many of which have not changed for some time. We need to consider how best to manage these services and make the most of working with our partners, such as District and Borough Councils, in the future.

We have undertaken a review of the current Supported Accommodation and Floating Support services. This included a number of pre-consultation activities which captured the views of young people who use the services and the staff that deliver them. The review identified areas where we can make changes and improvements.

4. What are we proposing to change to provide a better service?

We are consulting on;

- a. Who will use these services
- b. Reviewing the service offer
- c. Joining up accommodation based support and floating support services for high, medium and low needs
- d. Lining up services with areas of the County

a. Who will use these services

At the moment, who uses these services depends on the individual providers. This is influenced by historical arrangements and the location of the services, rather than the needs of the young person. This means that young people with higher needs could be waiting longer to get help.

Demand for services has changed and there are more young people to help. This is a result of population changes, increases in the number of young people entering care and a large increase in the number of Unaccompanied Asylum Seeking Children in Kent. We need to consider which young people receive our services to make sure that we are able to support those most in need.

Kent County Council has a **statutory duty** (legal requirement) to assist and support **Children in Care and young people leaving Care** to make a successful transition to adulthood. Currently, these specific groups of young people are not prioritised for all services.

Kent County Council has a statutory duty to support:

- 16 and 17 year old Children in Care
- Care Leavers up to the age of 21 year olds
- Care Leavers who are over 21 and who wish to pursue education or training (support will continue until the end of the agreed programme of education or until the young person is 25)
- 16 and 17 year olds who are at risk of homelessness and those that are homeless

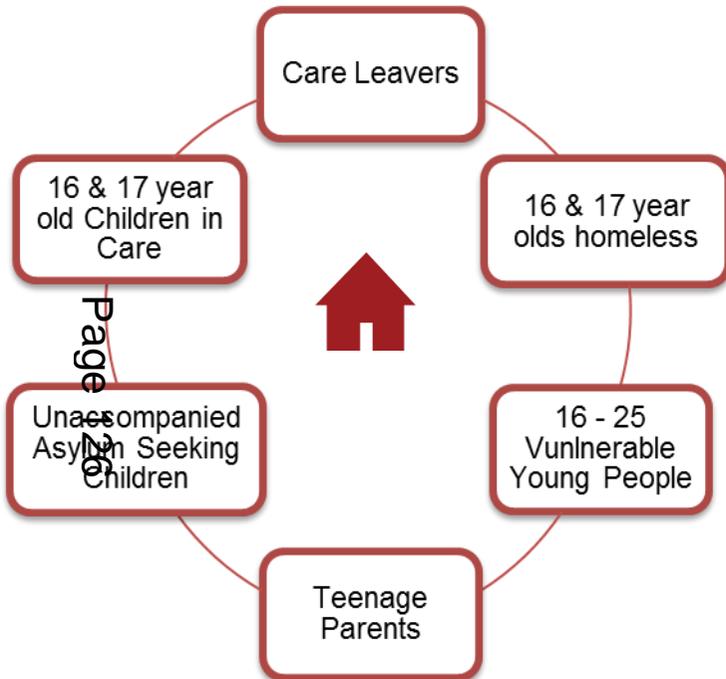
Kent County Council is considering prioritising young people who are entitled to a statutory duty or who may need some support to prevent them coming into Care (option 2).

Kent County Council is also considering limiting services to those who are entitled to a statutory duty by KCC only (option 3). Kent County Council delivers Early Help Services which support young people who are not entitled to a statutory duty.

What options are we considering?

OPTION 1 - Current Model

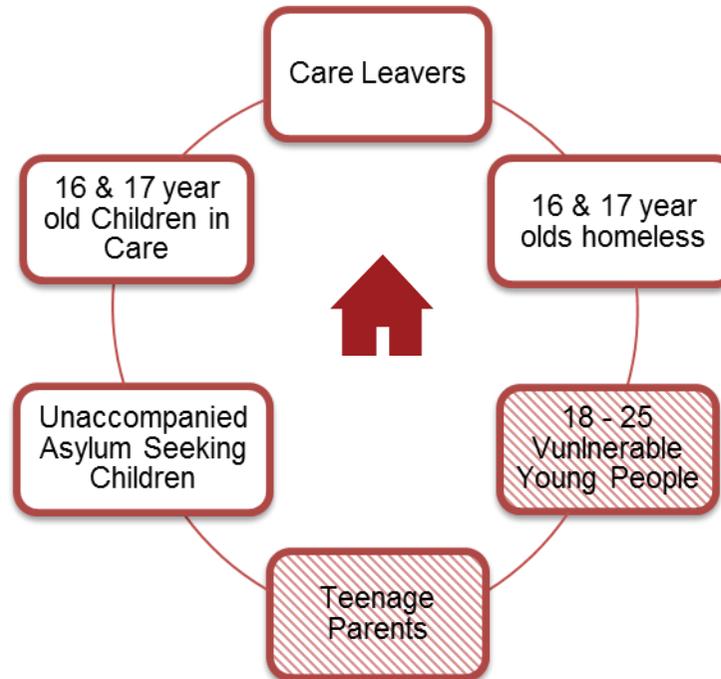
ALL Young People can apply for services



- Who uses these services depends on individual providers and the location of the services, rather than the needs of the young person.
- Young people with higher needs could be waiting longer to get help.

OPTION 2

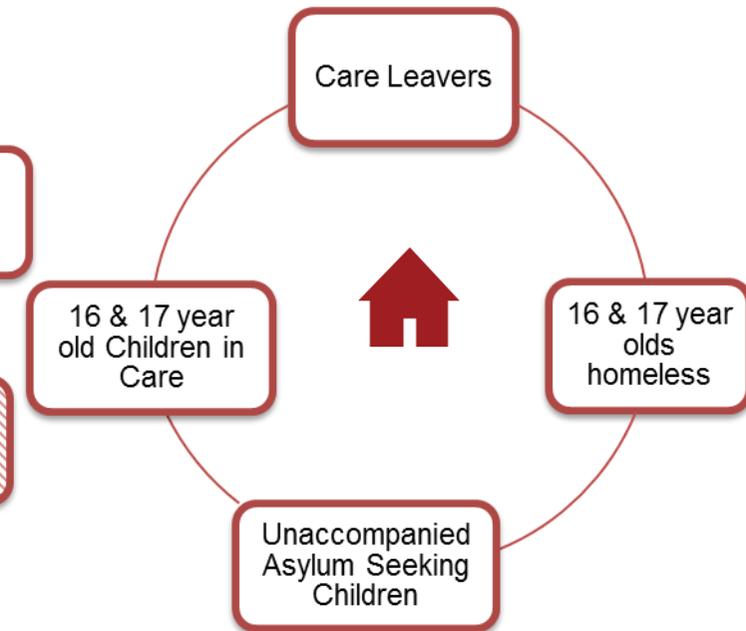
PRIORITISE Statutory Service Users



- A priority scoring system is used and priority points are awarded to young people who are entitled to a statutory duty regardless of where they live.
- More statutory service users will be supported.
- Fewer young people over 18, who are not entitled to a statutory duty, will be supported.

OPTION 3

Access for Statutory Service Users ONLY



- Statutory service users will be supported.
- Young people over 18, who are not entitled to a statutory duty, will NOT be supported.

b. Reviewing the Service Offer

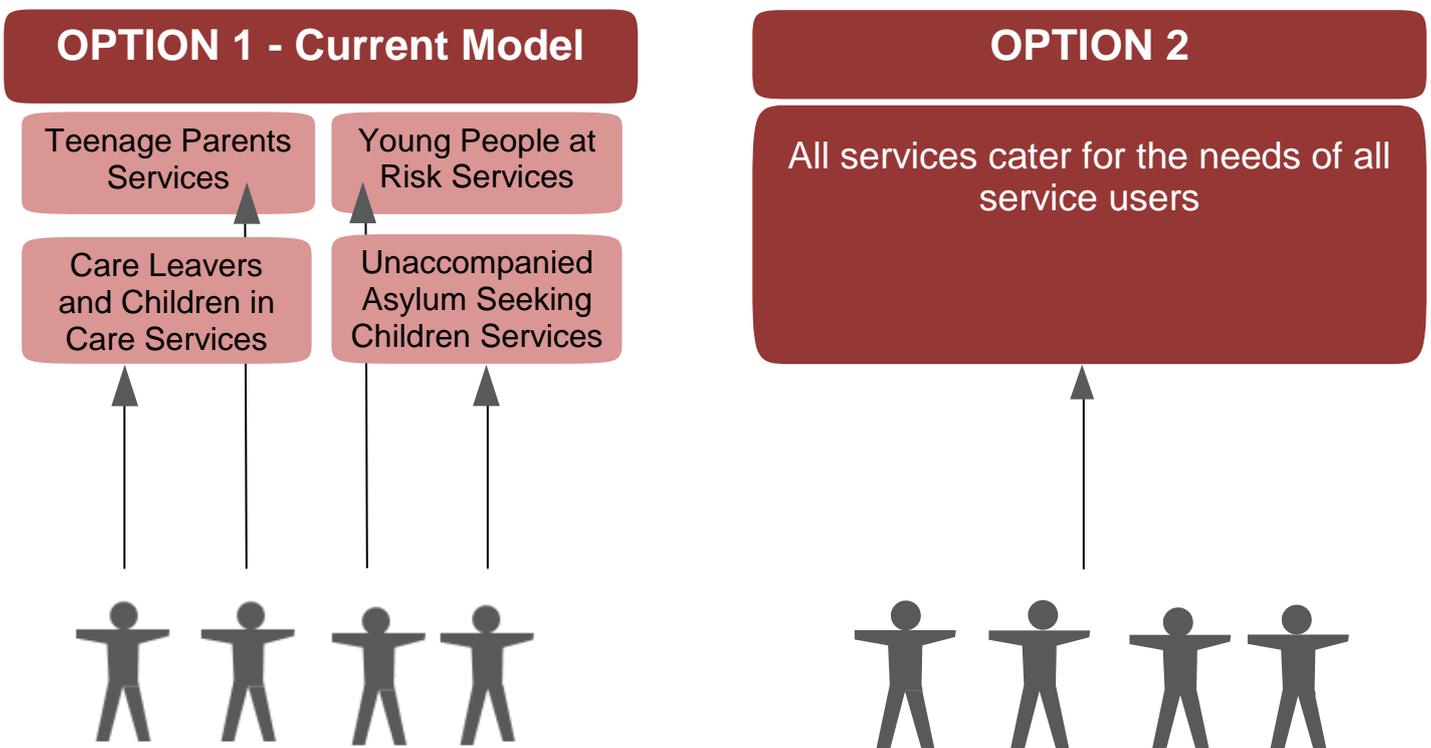
Currently separate services are delivered for:-

- Young People at Risk
- Teenage Parents
- Unaccompanied Asylum Seeking Children (UASC)
- Children in Care
- Care Leavers
- Homeless young people needing emergency accommodation

Currently there is no consistent or standardised offer across the County. This means that young people receive an inconsistent offer based on their 'status' not their needs. It also means that people have to move area to access a service, rather than access their most local service.

Kent County Council is considering a standard offer. This would mean that all services would be able to cater for the needs of all young people and there would be no separate targeted services. We believe that this would have benefits of ensuring access can be prioritised according to need, and that there is more likely to be a suitable service available closer to where young people currently live.

What options are we considering?



c. Joining up accommodation based support and floating support services for high, medium and low needs.

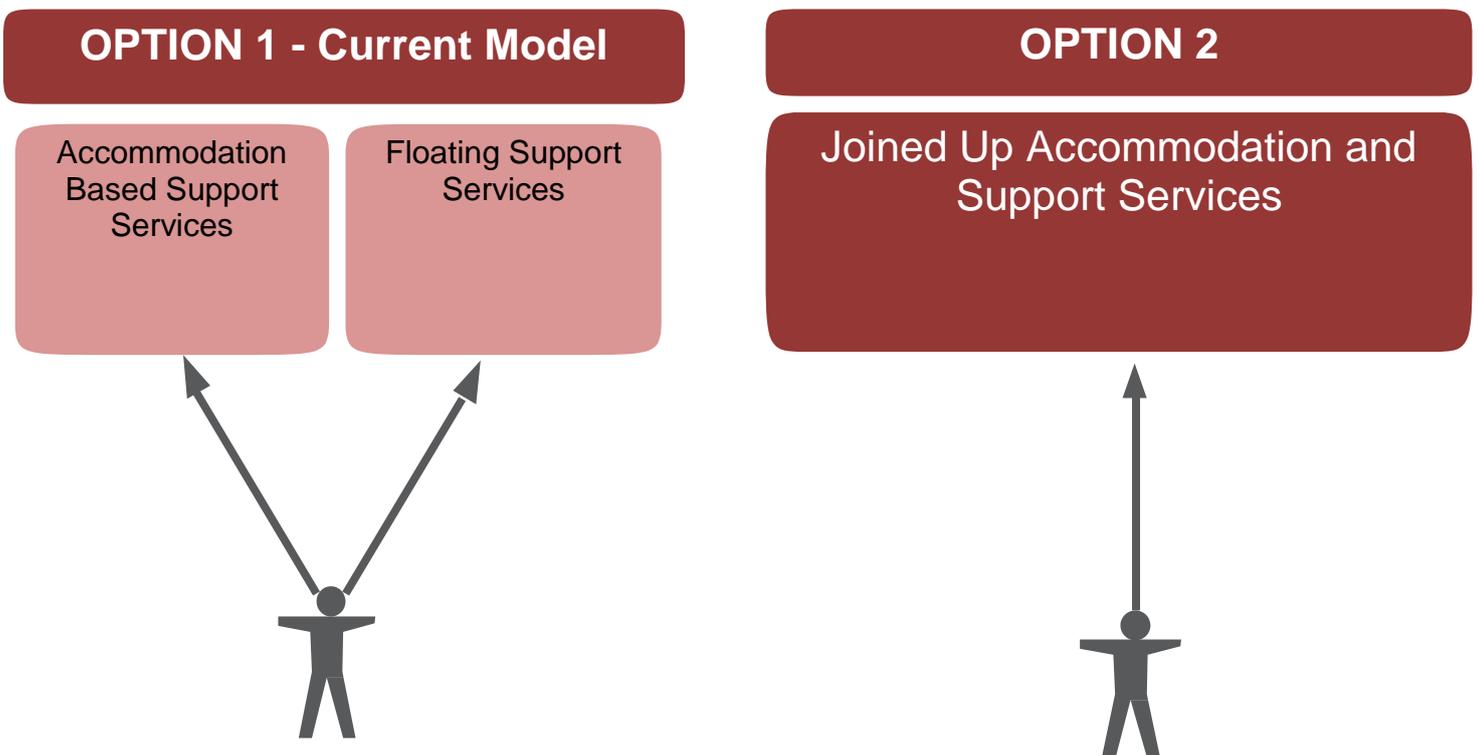
We believe that young people need to be able to access more support services to successfully move on from supported housing and to sustain tenancies, preventing homelessness. This includes gaining the relevant independent living skills.

Currently accommodation based support and floating support services are delivered separately. We also have separate contracts, and with a range of separate organisations that offer “high”, “medium” and “low” levels of support. The service a young person receives often depends on where they live, rather than their needs. This also means that young people often have to move to a new service if their level of need changes, or when they no longer require support. We do not believe the current service arrangements are the best way to help young people to be independent in the future.

We believe that we should design future services in a more joined up way in order to create effective “pathways”. By pathway we mean that the services available to a young person should work together, supporting and enabling them to move from whichever services they initially access through to independent accommodation in the future.

Joining up these services would mean creating a service that is able to deliver a full range of stable, safe and well maintained accommodation (including smaller and larger properties) and appropriate personalised support packages (including targeted support as required) to meet the needs of all young people throughout their journey to independence.

What options are we considering?



d. Lining up services with areas of the County

Currently accommodation based support and floating support services are delivered differently across the County. Some areas have a large number of services while other areas do not have any services.

We believe that there is an opportunity to achieve improved outcomes by lining up services with areas of the County. This would also provide the opportunity to make the most of working with our partners, particularly with our Borough and District Council Housing partners, and would help young people to continue living locally and to have a local connection. This would be part of working to create effective pathways of housing and support.

Lining up services in this way would also reduce the number of separate contracts we manage thereby lowering overhead and management costs, and allowing more resources to be focused on supporting young people.

Kent County Council is considering either a countywide service or 4 area based services (North, South, East, and West Kent) to align with KCC's staff team structures.

What options are we considering?

OPTION 1 - Current Model

Various Local Services



- Large number of local services provided by a number of organisations.
- Different services in different parts of the County.
- Some areas have no services.

OPTION 2

Countywide Service

Kent

- Service delivered across the County.
- Reduced number of contracts and therefore lower overhead and management costs.

OPTION 3

4 Area Based Services



- Services delivered within each area of the County.
- Each area of the County aligned with 3 Borough and District Council Housing partners.
- Young people can continue living locally and maintain a local connection.
- Aligns with KCC Social Care and Early Help staff teams.
- Reduced number of contracts and therefore lower overhead and management costs.

5. Who will be affected by our proposals?

These proposals will affect;

- Children in Care including Unaccompanied Asylum Seeking Children and Care Leavers aged 16 plus
- Vulnerable young people aged 18 to 21 who have previously been able to request support, and who may need to access support in the future
- Teenage parents and their babies
- Friends and family of Children in Care, Care Leavers and vulnerable young people
- The organisations that deliver services and their staff
- Our Partners, such as District and Borough Councils, who also help young people at risk of homelessness and those that are homeless

6. Have your say

We want to make sure that these services meet the needs of those who need them, and offer Kent residents the best value for money.

We have carried out an Equality Impact Assessment as part of this review, and have published this along with the consultation document at www.kent.gov.uk/supportedaccommodation. There is a question about this in the questionnaire and we will use the feedback we receive about our assumptions to update this following the completion of this engagement process.

We want to hear what you think of our proposals that are outlined in this document. Please let us know by visiting www.kent.gov.uk/supportedaccommodation and completing the online consultation questionnaire.

Alternatively, complete the consultation questionnaire enclosed with this document and send it back to us using the address below:

Email – 16-25accommodation@kent.gov.uk

Post – Kent County Council, Commissioning Unit, Room 2.11, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ (or phone us for a freepost envelope on 03000 414181.)

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7. What happens next?

This consultation will start on 30th November 2015 and finish on 8th February 2016. Your responses will help us complete our review and better understand the impact of any proposals on those who use the services we provide.

8. Current Services

Service Provider	Name Of Contracted Service	District	Type of Provision
Home Group Ltd	Ashford Young Persons Service	Ashford	Young People at Risk (16-25 years)
Cantercare	Wincheap	Canterbury	Teenage Parent Service (16-21 years)
Porchlight	Porchlight Young Person Hostel	Canterbury	Young People at Risk (16-25 years)
Porchlight	New Town Street	Canterbury	Young People at Risk (16-25 years)
LIFE Housing	Dartford LIFE	Dartford	Teenage Parent Service (16-21 years)
Home Group Ltd	Daisies	Dartford	Teenage Parent Service (16-21 years)
YMCA Thames Gateway	YMCA Thames Gateway	Dartford	Young People at Risk (16-25 years)
YMCA Thames Gateway	Church View	Dartford	Young People at Risk (16-25 years)
Porchlight	Dover Housing Support Services	Dover	Young People at Risk (16-25 years)
Home Group Ltd	Dover Young Persons Service	Dover	Young People at Risk (16-25 years)
Family Mosaic	Old Colonial	Gravesham	Teenage Parent Service (16-21 years)
Depaul Trust	The Grove	Gravesham	Young People at Risk (16-25 years)
Golding Homes	Maidstone Teenage Parent Service	Maidstone	Teenage Parent Service (16-21 years)
Sanctuary Housing Association	Maidstone Housing Supported Service	Maidstone	Young People at Risk (16-25 years)
Home Group Ltd	Trinity Foyer	Maidstone	Young People at Risk (16-25 years)
Lookahead Care And Support	Shepway Young Persons At Risk	Shepway	Young People at Risk (16-25 years)
Porchlight	Swale Young Persons At Risk	Swale	Young People at Risk (16-25 years)
Centra	Overton House	Swale	Young People at Risk (16-25 years)
Centra	Bridge House	Swale	Young People at Risk

			(16-25 years)
Porchlight	New Wharf	Tonbridge and Malling	Young People at Risk (16-25 years)
West Kent YMCA	Ryder House	Tunbridge Wells	Young People at Risk (16-25 years)
Chapter 1	Calverley Hill	Tunbridge Wells	Young People at Risk (16-25 years)
Sanctuary Housing Association	Young People Floating Support East Kent	East Kent	Floating Support Service
Sanctuary Housing Association	Young People Floating Support West Kent	West Kent	Floating Support Service
Ready Homes	Former UASC Framework Contract	Countywide	UASC Accommodation
Social and Community Care	Former UASC Framework Contract	Countywide	UASC Accommodation
Hassan Ibrahim	Former UASC Framework Contract	Countywide	UASC Accommodation
Asphaleia	UASC Floating Support	Countywide	UASC Floating Support Service
Kent Refugee Action Network	UASC Floating Support	Countywide	UASC Floating Support Service
Various	<p>Semi-Independent/ Supported Accommodation (spot purchased)¹</p> <ul style="list-style-type: none"> • 16+ Grange, Acorn Homes (Group) Ltd • 4 CSR Services Ltd • Affinity Fostering Services Ltd • Blue Diamond Properties Limited • Bluebells • Bridging The Gap • Cantercare • Creating Lifestyles Limited • Crown Social Care • Dunfield and Mead • Eric Patrick Care Ltd • Golden Care • Good2Go Care Services Ltd • Haven Care Support Services • Independence-Development Ltd • Krossroads • Liberty Group • My Life Semi-Independent Project • North and East London Care 	N/A	Supported Accommodation

¹ As at 09/11/15

- | | | | |
|--|--|--|--|
| | <ul style="list-style-type: none">• Rela Support Services Ltd• Step Ahead | | |
|--|--|--|--|

Proposed Changes to Kent's Supported Accommodation and Floating Support Services

Consultation Questionnaire

We are committed to keeping you involved and are keen to listen to your views.

Please let us know what you think by visiting the website at www.kent.gov.uk/supportedaccommodation and completing the online consultation questionnaire.

Alternatively, complete the consultation questionnaire below and send it back to us using the address below:

- Email – 16-25accommodation@kent.gov.uk
- Post – Kent County Council, Commissioning Unit, Room 2.11, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ (or phone us for a freepost envelope on 03000 414181)

Please submit your questionnaire by 8th February 2016.

Question 1.

Are you completing this questionnaire on behalf of:

Please select **one** option.

- a. Yourself (as an individual) → Please go to question 1a
- b. An organisation → Please go to question 1b

Please tell us the name of your organisation:

Question 1a.

Which of the following best describes you? (Please tick all that apply)

- I am a young person who currently uses these services
- I am a young person who may use these services in the future
- I am a Family member, neighbour or friend of a young person who uses these services
- I am Foster Carer
- I am a Professional e.g. Advocate, Social Worker, Support Worker
- I am a Supported Lodgings Host
- I am a Landlord
- I am a Private Housing Landlord.
- I run a Bed and Breakfast
- I run a Training Flat
- I provide support services to people in their home e.g. Floating Support
- Other please specify

Question 1b.

Which of the following best describes your organisation? (Please tick all that apply)

- Independent Fostering Agency
- Supported Lodgings Co-ordinator/ Provider
- Housing Related Support Accommodation Provider e.g. Young People at Risk Service
- Teenage Parent Service Provider
- Independent Accommodation Provider
- Children's Residential Home
- Local Authority/ Housing Authority
- Housing Association
- A Hostel
- A Foyer
- Secure Accommodation Provider
- A Refuge
- Training Flat Provider
- Support services in someone's home e.g. Floating Support
- Other please specify

Question 2:

We are considering prioritising young people who are entitled to a statutory duty or who may need some support to prevent them coming into Care (Option 2)

This would mean that more young people who are entitled to a statutory duty (Children in Care including Unaccompanied Asylum Seeking Children, Care Leavers and 16 and 17 year olds at risk of homelessness) will be supported and fewer young people over 18, who are not entitled to a statutory duty will be supported.

To what extent do you agree or disagree with this prioritisation? (Please tick one option)

- | | |
|---|----------------------------|
| <input type="checkbox"/> Strongly agree | → Please go to question 3 |
| <input type="checkbox"/> Agree | → Please go to question 3 |
| <input type="checkbox"/> Neither agree nor disagree | → Please go to question 2a |
| <input type="checkbox"/> Disagree | → Please go to question 2a |
| <input type="checkbox"/> Strongly disagree | → Please go to question 2a |
| <input type="checkbox"/> Don't know | → Please go to question 2a |
| <input type="checkbox"/> I do not wish to comment on this | → Please go to question 3 |

Question 2a:

Could you tell us why you say that?

Question 3:

We are also considering limiting services to those who are entitled to a statutory duty only (Option 3).

This would mean that young people over 18, who the council does not have a statutory duty to support, will NOT be supported.

To what extent do you agree or disagree with only delivering support to Children in Care including *Unaccompanied Asylum Seeking Children*, Care Leavers and 16-17 year olds at risk of homelessness? (Please tick one option)

- | | |
|---|----------------------------|
| <input type="checkbox"/> Strongly agree | → Please go to question 4 |
| <input type="checkbox"/> Agree | → Please go to question 4 |
| <input type="checkbox"/> Neither agree nor disagree | → Please go to question 3a |
| <input type="checkbox"/> Disagree | → Please go to question 3a |
| <input type="checkbox"/> Strongly disagree | → Please go to question 3a |
| <input type="checkbox"/> Don't know | → Please go to question 3a |
| <input type="checkbox"/> I do not wish to comment on this | → Please go to question 4 |

Question 3a:

Could you tell us why you say that?

Question 4:

We are considering a standard service offer.

This would mean that young people will be able to access the same services. Services would cater for the needs for all young people and there would be no separate targeted services.

To what extent do you agree or disagree with the creation of a standard accommodation and support offer for all young people who will use these services?
(Please tick one option)

- | | |
|---|----------------------------|
| <input type="checkbox"/> Strongly agree | → Please go to question 5 |
| <input type="checkbox"/> Agree | → Please go to question 5 |
| <input type="checkbox"/> Neither agree nor disagree | → Please go to question 4a |
| <input type="checkbox"/> Disagree | → Please go to question 4a |
| <input type="checkbox"/> Strongly disagree | → Please go to question 4a |
| <input type="checkbox"/> Don't know | → Please go to question 4a |
| <input type="checkbox"/> I do not wish to comment on this | → Please go to question 5 |

Question 4a:

Could you tell us why you say that?

Question 5:

We are considering joining up services.

This would mean creating a service that is able to deliver a full range of stable, safe and well maintained accommodation (including smaller and larger properties) and appropriate personalised support packages (including targeted support as required) to meet the needs of all young people throughout their journey to independence.

To what extent do you agree or disagree with the joining up of accommodation based and floating support services? (Please tick one option)

- | | |
|---|----------------------------|
| <input type="checkbox"/> Strongly agree | → Please go to question 6 |
| <input type="checkbox"/> Agree | → Please go to question 6 |
| <input type="checkbox"/> Neither agree nor disagree | → Please go to question 5a |
| <input type="checkbox"/> Disagree | → Please go to question 5a |
| <input type="checkbox"/> Strongly disagree | → Please go to question 5a |
| <input type="checkbox"/> Don't know | → Please go to question 5a |
| <input type="checkbox"/> I do not wish to comment on this | → Please go to question 6 |

Question 5a:

Could you tell us why you say that?

Question 6:

Kent County Council is considering either a countywide service or 4 area based services.

This would mean there were lower overhead and management costs and services would be delivered in a consistent way across the County.

To what extent do you agree or disagree with reducing the number of organisations delivering services? (Please tick one option)

- | | |
|---|----------------------------|
| <input type="checkbox"/> Strongly agree | → Please go to question 7 |
| <input type="checkbox"/> Agree | → Please go to question 7 |
| <input type="checkbox"/> Neither agree nor disagree | → Please go to question 6a |
| <input type="checkbox"/> Disagree | → Please go to question 6a |
| <input type="checkbox"/> Strongly disagree | → Please go to question 6a |
| <input type="checkbox"/> Don't know | → Please go to question 6a |
| <input type="checkbox"/> I do not wish to comment on this | → Please go to question 7 |

Question 6a:

Could you tell us why you say that?

Question 7:

Which of the following do you think would deliver the best outcomes for the young people who use our services? (Please tick one option)

- Option 1 Current – Services are delivered in various locations across Kent. Some areas have lots of services while other areas do not have any.
- Option 2 – Countywide service(s) (Kent)
- Option 3 – Area based services (North, South, East or West Kent)
- Don't Know/ Not Sure

Question 7a:

Could you tell us why you say that?

Question 8:

If you think there is something we haven't asked you, or you would like to make any other comments on our options and proposals for this service, please use the space below to tell us:

Question 9:

We have completed an Equality Impact Assessment on the proposed changes.

An EqlA is a tool to assess the impact any policies or strategies would have on race, age, disability, gender, gender reassignment, sexual orientation, religion or belief, marriage and partnerships and carer's responsibilities.

The EqlA can be accessed via www.kent.gov.uk/supportedaccommodation or on request from 16-25accommodation@kent.gov.uk or 03000 414181.

Have you read the Equality Impact Assessment? (Please tick one option)

- Yes
- No

Question 9a:

Please use this space if you would like to make any comments on the assumptions made by KCC within the Equality Impact Assessment:

Question 10:

What is your postcode?

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 the other questions, you don't have to.

Question 11. Are You?

- Male Female I prefer not to say

Question 12: Which of these age groups applies to you?

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

Question 13: To which of these ethnic groups do you feel you belong? (Source: 2011 census)

White	Mixed	Asian or Asian British	Black or Black British
<input type="checkbox"/> British	<input type="checkbox"/> White & Black Caribbean	<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean
<input type="checkbox"/> Irish	<input type="checkbox"/> White & Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> African
<input type="checkbox"/> Gypsy/Roma	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Other*
<input type="checkbox"/> Irish Traveller	<input type="checkbox"/> Other*	<input type="checkbox"/> Other*	
<input type="checkbox"/> Other*	<input type="checkbox"/> Arab	<input type="checkbox"/> Chinese	<input type="checkbox"/> I prefer not to say

***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.

Question 14: Do you consider yourself to be disabled as set out in the Equality Act 2010?

- Yes No I prefer not to say

Question 14a. If you answered Yes to Question 14, please tell us which type of impairment applies to you.

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

- Physical impairment Mental health condition
- Sensory impairment (hearing, sight or both) Learning disability
- Long standing illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Other, please specify: I prefer not to say

Question 15: Do you regard yourself as belonging to any particular religion or belief?

- Yes No I prefer not to say

Question 15a. If you answered Yes to Question 15, which of the following applies to you?

- Christian Hindu Muslim Any other religion, please specify:
- Buddhist Jewish Sikh

Question 16: Are you?

- Heterosexual/Straight Gay woman/Lesbian Other
- Bi/Bisexual Gay man I prefer not to say

Thank you for taking part in this consultation. Your feedback is important to us and will be used to help us make decisions.

The outcome of the consultation will be available at www.kent.gov.uk/supportedaccommodation in due course.

TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES AND HOUSING ADVISORY BOARD

08 June 2016

Report of the Director of Central Services

Part 1- Public

Matters for Information

1 COMMUNITY SAFETY PARTNERSHIP UPDATE

An update on some of the recent work of the Tonbridge & Malling Community Safety Partnership (CSP)

1.1 Anti-social behaviour in West Malling

1.1.1 The Community Safety Unit (CSU) has recently received reports of an increase in anti-social behaviour around West Malling, particularly around the Cricket Pavilion, Macey's Meadow and the recreation field. As a result of this the CSU identified some of those suspected of causing the anti-social behaviour and they were given warnings about their behaviour. We also tasked the Kenward Trust outreach team to engage with the young people in the area and they have been visiting the area on a Thursday evening and meeting with some young people.

1.1.2 The Police were also able to obtain a dispersal order for several weekends to enable them to disperse any large groups of people gathering. The dispersal order was not used but gave the Police additional powers to stop any behaviour from occurring and helped to reassure residents that we were trying to prevent any nuisance behaviour.

1.1.3 An Environmental Visual Audit (EVA) was arranged for late May. This brought together relevant people affected by the anti-social behaviour who walked around the area to identify where additional preventative measures could be undertaken. Items suggested included cutting back vegetation, considering CCTV and anti-climb paint.

1.1.4 It is hoped that all of these measures will ensure a cessation of the anti-social behaviour and damage.

1.2 Operation Novella

1.2.1 Operation Novella is the name of the Kent Police operation tackling the Euro football tournament which starts on 10 June 2016. Historically there have been a number of issues surrounding football tournaments and this operation will bring together intelligence on likely issues.

1.2.2 Within the Community Safety Partnership the Licencing Officer will be monitoring licenced premises and will be identifying any premises which are showing the games (particularly those on a big screen). The Community Liaison Officer will be monitoring communities for any signs of tension and will be feeding this information in to the CSP where appropriate.

1.3 Safer Towns Partnership

1.3.1 The Safer Towns Partnership has taken the decision to break away from the Borough Council and become fully independent. This will mean that the Borough Council no longer employs the Safer Towns Co-ordinator (from 25 April 2016) and are no longer involved in the day to day running of the scheme. The Board of Managers for the Safer Towns Partnership will now be responsible for the scheme.

1.3.2 Mandy Smith, the current Safer Towns Co-ordinator has been successful in getting a job at the Maidstone Safer Towns Scheme (MaidSAFE). At present she will work in both roles until a replacement can be found for her job in Tonbridge. We will continue to update the Board on the changes with the Safer Towns Partnership as they occur.

1.4 Operation Cruiser

1.4.1 Operation Cruiser is the name of the Police operation to tackle nuisance motorbikes at the Oakdene Café in Wrotham. So far this year we have not had any reports of any anti-social behaviour caused by the some of the bikers. However, we will continue to monitor the situation and respond as appropriate.

1.5 Serious and Organised Crime and Modern Day Slavery

1.5.1 Serious and Organised Crime and Modern Day Slavery are all now part of the Police's Control Strategy for this year and the Community Safety Partnership will also be considering these within their relevant Working Groups (although as they are relatively new topics they are not currently a priority for the Partnership).

1.5.2 Serious and Organised Crime is defined as 'serious crime planned, co-ordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain. Organised criminals working together for a particular criminal activity or activities are called an organised crime group (OCG)'.

1.5.3 The most effective way of reducing serious organised crime is to bring the information and powers of a wide range of agencies to bear against it. Collectively the CSP has access to intelligence, community safety and safeguarding powers that can significantly disrupt the activity of OCGs and minimise their impact on local communities and businesses.

1.5.4 The CSP will be working to identify any OCGs in the borough and the Police will be producing a Local Profile for the borough which they will share with appropriate

partners. Following this we can then identify if there is any further work that the CSP should be undertaking around this topic.

- 1.5.5 Modern Day Slavery encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- 1.5.6 The Modern Slavery Act received Royal Assent on 26 March 2016 and consolidates the current offences relating to trafficking and slavery. The key areas contained within the Act are two new civil orders to prevent modern slavery, it establishes an Anti-Slavery Commissioner and it makes provision for the protection of modern slavery victims.
- 1.5.7 The CSP will be linking in to the work that Kent Police are undertaking around this issue and although we will not currently be doing anything specifically around this issue we will be reviewing this throughout the year.

1.6 Legal Implications

- 1.6.1 None

1.7 Financial and Value for Money Considerations

- 1.7.1 Any funding requirements are provided through the Community Safety Partnership.

1.8 Risk Assessment

- 1.8.1 All risk assessments are under taken as appropriate.

1.9 Policy Considerations

- 1.9.1 Crime & Disorder Reduction

Background papers:

contact: Alison Finch

Nil

Adrian Stanfield
Director of Central Services

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Agenda Item 11

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 12

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 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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