

# TONBRIDGE & MALLING BOROUGH COUNCIL



## EXECUTIVE SERVICES

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### 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](mailto:committee.services@tmbc.gov.uk)

14 July 2017

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 Monday, 24th July, 2017 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 Mrs S M Barker  
Cllr Mrs S Bell  
Cllr V M C Branson  
Cllr D J Cure  
Cllr R W Dalton  
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 AND MALLING BOROUGH COUNCIL

### COMMUNITIES AND HOUSING ADVISORY BOARD

Tuesday, 28th February, 2017

**Present:** 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 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 and Cllr Miss G E Thomas

Councillors Mrs P A Bates, M A Coffin, D J Cure, Mrs M F Heslop, N J Heslop, D Lettington, D Markham and Miss S O Shrubsole were also present pursuant to Council Procedure Rule No 15.21.

Representative: Mr A Nicholl (Tonbridge Sports Association)

#### PART 1 - PUBLIC

##### **CH 17/1 DECLARATIONS OF INTEREST**

There were no declarations of interest made in accordance with the Code of Conduct. However, in the interests of transparency, Councillor N Heslop referred to a potential interest in any items that might have implications for the Bridge Trust on the grounds that he was a member of its Board and Councillor Mrs S Bell advised that she worked for four hours per week at Larkfield Leisure Centre.

##### **CH 17/2 MINUTES**

**RESOLVED:** That the notes of the meeting of the Communities and Housing Advisory Board held on 14 November 2016 be approved as a correct record and signed by the Chairman.

#### MATTERS FOR RECOMMENDATION TO THE CABINET

##### **CH 17/3 PLAYScheme - REVIEW OF EQUALITY IMPACT ASSESSMENT**

Decision Notice D170019MEM

Further to Decision No D160084MEM, the report of the Chief Executive reviewed the Equality Impact Assessment (EQIA) in relation to the provision of Playscheme Plus for children with additional needs in the light of experience gained from the 2016 play scheme programme. This was an outstanding recommendation of the Overview and Scrutiny Committee review of delivery of the Council's Summer Playscheme and details were given of the uptake of Playscheme Plus in 2016.

**RECOMMENDED:** That sufficient publicity be given to Playscheme Plus in 2017 and future years to ensure potential attendees are fully aware of the additional support being offered.

#### **CH 17/4 HOMELESSNESS REDUCTION BILL**

Decision Notice D170020MEM

The report of the Director of Planning, Housing and Environmental Health gave details of proposed changes to homelessness legislation and provided an overview of the implications and potential risks to the Council. Reference was made to a new duty to prevent homelessness for all eligible applicants irrespective of priority need status and the extension of the period of the prevention duty from 28 to 56 days. It was anticipated that the changes would increase both in-house workloads and the use of temporary accommodation.

Concern was also expressed about the growing issue of out of London placements in Kent and its impact on the local housing market. A copy of a briefing note presented to Kent MPs on behalf of Kent Leaders and the Kent Housing Group was annexed to the report and Members would be updated in due course on the outcome of the resulting representations to be made to the Housing and Planning Minister.

**RECOMMENDED:** That the Homelessness Reduction Bill be noted and actions taken by officers to date be endorsed together with the representations made to Kent MPs on out of London placements.

#### **CH 17/5 HOUSING RELATED SUPPORT UPDATE**

Decision Notice D170021MEM

The report of the Director of Planning, Housing and Environmental Health provided an update on the former supporting people programme together with details of progress on development of opportunities for devolution and collaborative working within west Kent on housing related support. It also sought endorsement of a response to the Government's consultation on the Funding of Supported Housing which had been submitted by the 13 February 2017 deadline.

**RECOMMENDED:** That the response to the Government's "Funding for Supported Housing" consultation set out at Annex 1 to the report be endorsed.

#### **CH 17/6 LEISURE FACILITIES - LEISURE TRUST UPDATE**

Decision Notice D170022MEM

The report of the Director of Street Scene, Leisure and Technical Services reviewed the recent performance of the Tonbridge and Malling

Leisure Trust as contained within the Annual Service Delivery Plan – Cumulative Quarterly Monitoring Report for the period 1 July to 30 September 2016 and provided an update on a number of key issues including the review of the existing Service Fee.

**RECOMMENDED:** That

- (1) the Trust's performance over the second quarter of the Annual Service Delivery Plan be noted; and
- (2) the proposed Service Fee and Business Plan for the next five years of the Management Agreement be reported for consideration at the next meeting of the Advisory Board.

**CH 17/7 LEISURE TRUST - REVIEW OF CHARGES AND ANNUAL SERVICE DELIVERY**

Decision Notice D170023MEM

The report of the Director of Street Scene, Leisure and Technical Services brought forward for consideration proposed core charges for facilities managed on the Council's behalf by the Tonbridge and Malling Leisure Trust together with the Trust's proposed Annual Service Delivery Plan for 2017/18.

**RECOMMENDED:** That

- (1) the proposed Tonbridge and Malling Leisure Trust Core Charges set out at Annex 1 to the report be approved and implemented from 1 April 2017;
- (2) the Tonbridge and Malling Leisure Trust draft Annual Service Delivery Plan for 2017/18 shown at Annex 2 to the report be approved; and
- (3) pitch hire charges at Tonbridge Sportsground be increased as outlined in the report for implementation from 1 April 2017.

**CH 17/8 LEYBOURNE LAKES COUNTRY PARK - FACILITY PROVISION**

Decision Notice D170024MEM

The report of the Director of Street Scene, Leisure and Technical Services gave an update on progress with the Capital Plan scheme for improved facility provision at Leybourne Lakes Country Park and sought approval for the way forward. Reference was also made to the development of a new Management Plan for the site and the onsite Water Sports Concession.

**RECOMMENDED:** That

- (1) the opportunity to generate appropriate new/additional income at Leybourne Lakes Country Park be endorsed and reflected in any future facility improvements;
- (2) Oaks Consultancy be appointed in accordance with its proposal set out at Annex 2 to the report to assist the Council in the business/financial appraisal of options linked to potential capital investment;
- (3) the approach to the production, consultation and approval of the new Leybourne Lakes Country Park Management Plan be endorsed with a report to a future meeting of the Advisory Board; and
- (4) liaison continue with identified individuals for the continuation of water sports activities in the short/medium term.

**MATTERS SUBMITTED FOR INFORMATION****CH 17/9 PUBLIC SPACES PROTECTION ORDER**

Further to Decision No D170009CAB, the report of the Director of Central Services gave details of the consultation on the proposed Public Spaces Protection Order (PSPO) for Tonbridge and Malling, including Borough-wide restrictions and those for particular geographical areas. The requirements of a PSPO were described together with the enforcement process and penalties for infringements. It was noted that responses to the consultation, which was due to end on 15 March 2017, would be reported to the Cabinet and Council in the next cycle of meetings.

**CH 17/10 HOUSING SERVICES UPDATE**

The report of the Director of Planning, Housing and Environmental Health gave an update on changes in housing policy and various initiatives being undertaken by the Housing Service. Particular attention was drawn to the Housing and Planning Minister's response to concerns raised by the Leader and Cabinet Member for Housing via the local MPs in respect of the impact of national welfare and housing policy changes on the Council's ability to meet the needs of residents unable to access home ownership.

Members were advised that as part of the Autumn Spending Review 2016 an injection of an additional £1.4bn was made into the Affordable Homes programme, including greater flexibility to build homes for all tenures although it was expected that affordable rents would still be set at 80 percent of market rents.

The report also outlined the provisions of the Housing White Paper, "Fixing our Broken Housing Market". Since many of the measures had a strong planning focus and would influence the Council's approach to future plan making and housing allocation, a detailed report would be presented to the Planning and Transportation Advisory Board on 7 March.

**CH 17/11 'IN BLOOM'**

The report of the Director of Street Scene, Leisure and Technical Services gave details of the establishment of a local "In Bloom" competition with an initial trial in Tonbridge and potential future expansion to other areas in the Borough. The Kent based garden centre, Coolings, would lead on the competition with support from the Council in the form of assistance in promotion and involvement in the judging process.

**CH 17/12 COMMUNITY SAFETY PARTNERSHIP UPDATE**

The report of the Director of Central Services provided an update on the recent work of the Community Safety Partnership. It was noted that its priorities for 2017/18 had been agreed and actions were being developed for inclusion in the Partnership Plan which would be reported to the Advisory Board for information in due course. Details were given of the commissioning of the Domestic Abuse Volunteer Support Service (DAVSS) to provide support for all domestic abuse victims in the Borough. Attention was also drawn to an initiative to identify and support individuals at risk of self-neglect.

**CH 17/13 EXCLUSION OF PRESS AND PUBLIC**

The Chairman moved, it was seconded and

**RESOLVED:** That as public discussion would disclose exempt information, the following matters be considered in private.

**PART 2 - PRIVATE**

**MATTERS FOR RECOMMENDATION TO THE CABINET**

**CH 17/14 PROPOSED ACTION ON A LONG TERM EMPTY PROPERTY IN BURHAM**

**(LGA 1972 Sch 12A Paragraph 1 – Information relating to an individual)**

Consideration was given to the joint report of the Director of Planning, Housing and Environmental Health and the Director of Central Services which sought approval in principle to the proposed compulsory purchase of a long term empty property in Rochester Road, Burham.

**RECOMMENDED:** That in the event of the owner of the property refusing to take steps to bring the property back into use by way of occupation or voluntary sale to another party for occupation, the Cabinet approve the making of a Compulsory Purchase Order, subject to the Director of Central Services and Director of Planning, Housing and Environmental Health being satisfied of the results of the surveys and valuations described in the report.

**\*Referred to Cabinet**

The meeting ended at 9.19 pm

# Agenda Item 4

- Presentation by Vicky Bonner, Director of Housing at Clarion Housing Group

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

**24 July 2017**

**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 UPDATE ON WEST KENT HOSPITAL DISCHARGE PILOT AND DISABLED FACILITIES GRANTS**

**Summary**

**This report provides Members with an update on the various schemes being piloted using Disabled Facilities Grant funding and seeks approval to extend these initiatives until March 2019.**

**1.1 Disabled Facilities Grant Funding**

- 1.1.1 In November 2016 a report was brought to this Board informing Members of the of the Disabled Facilities Grant (DFG) programme for 2016/17. Members may recall that since April 2015 central Government funding for DFGs has come through the Better Care Fund (BCF). The BCF is allocated to upper-tier authorities by Government and part of the allocation is ring fenced for DFG provision and passed onto District & Borough Councils. In the 2015 spending review the Government committed to an increase in Disabled Facilities Grant funding nationally from £220m to £394m in 2016/17, rising to £500m by 2019/20.
- 1.1.2 For 2017/18 TMBC has been awarded £1,007,000 an increase of £90,000 from the £917,000 awarded in 2016/17. As was the case last year, this year's allocation includes mandatory DFGs but also allows spend on broader revenue and capital projects subject to Local Housing Authorities being able to meet their statutory duties in respect of DFGs. It is considered that the £1,007,000, which is a significant uplift from previous years, is sufficient to meet the statutory demand for DFGs and to provide an enhanced service without the need for the Council to contribute from its own resources.
- 1.1.3 As was the case in 2016/17, it has been agreed by Kent District & Boroughs that the 2017/18 funding will be "top-sliced" by Kent County Council (KCC) to replace the Social Care Capital Grant that ceased in February 2016. For us, this equates to £147,000 and will be used by KCC to fund equipment, hoisting, minor adaptation services across the county.

1.1.4 In order to make the best use of the increased funding, in addition to meeting our statutory duties in 2016/17, Members endorsed the use of the funding to pilot the following initiatives:

- West Kent Hospital Discharge & Handyperson Scheme
- Secondment of an in-house Occupational Therapist (OTs)
- Supporting the county-wide Integrated Housing, Health & Social Care project
- Increase the level of discretionary assistance

1.1.5 The following paragraphs provide an update on the mandatory DFG programme and evaluate the success of the pilot initiatives to date.

## 1.2 Disabled Facilities Grant

	<b>Government Grant</b>	<b>Council Contribution</b>	<b>Total Budget Mandatory DFGs</b>	<b>Number of DFGs completed</b>	<b>Total Expenditure</b>
2014/15	£424,000	£228,000	£652,000	62 (3 Children)	£559,000
2015/16	£490,000	£175,000	£770,000	64 (5 Children)	£585,000
2016/17	£917,000	Nil	£665,000	56 (7 Children)	£583,000

1.2.1 The table above shows the total level of grant received from the Government and the amount which we allocated to meet our mandatory DFG duty. The remainder on the grant was allocated to the aforementioned initiatives and used to offset the loss of the social care capital grant. In addition to this, Clarion Housing continues to contribute £250,000 towards the adaptation of its properties. As can be seen there was an underspend of £82,000 in 2016/17.

1.2.2 As of the end of June 2017, all cases within the Tonbridge & Malling area have been allocated to OTs for assessment. With regard to children's cases for the corresponding period there were nine cases awaiting allocation however all are within tolerance of the timescales that the OTs work to. We continue to receive higher numbers of referrals for children's cases than other West and North Kent Districts with only Maidstone receiving more.

1.2.3 We continue to liaise with the children's OTs with regard to promoting the availability of Disabled Facilities Grants for children. We are taking a West Kent approach as children and their parents' access services across district boundaries. One of the Children's OT's has offered to assist with developing a poster to raise awareness of the grant for children, this includes the use of

Makaton symbols. A number of schools, hospitals and health and social care locations have been identified to display these posters and leaflets.

- 1.2.4 We continue to promote DFGs generally with mail-out campaigns at targeted audiences as well as amongst other professionals, particularly our health and social care colleagues. Recently, we attended an “Introduction to Public Health” day for Kent & Medway employees across a whole range of public health remits and gave a presentation on the practical work we can do to assist people. This was well received.

### **1.3 Occupational Therapists**

- 1.3.1 Since November 2016 we have two part-time Occupational Therapists (OTs) seconded from Kent County Council co-located with the Private Sector Housing Team. This arrangement is working extremely well and in particular the ability we now have to refer cases directly to the OTs. The arrangement is also working positively across the whole housing team with Housing Options and Support Officers being able to discuss interpretation of housing needs reports and access issues facing residents in a more holistic and streamlined way. The Occupational Therapists report that they feel the secondment is working well and it is a two way process in that they are now learning about some of the pressures the Housing Service faces in terms of availability, suitability and allocation of housing.
- 1.3.2 One of the main outcomes we were hoping to achieve from this approach was to adopt a much improved way of accessing the OT service for our residents through being more joined up. At present referrals come via two routes, either directly to our in-house OTs or through KCCs assessment team and then onto the OT waiting list before allocation.
- 1.3.3 Through the pilot we have been able to evidence that referrals coming directly to our OTs have enabled a more streamlined and responsive service. Analysis of one OTs workload since from November 2016 to June 2017, has revealed the following outcomes: 58 referrals of which 32 came directly from TMBC; typical response time from date of customer contact to initial OT contact is 1 to 5 working compared to 1 to 5 months for cases that come via KCC referral process.
- 1.3.4 In addition the OTs are collecting basic financial information from clients at assessment visits to enable an initial financial assessment to be completed. Previously in comparison, this part of process added a further 1 to 3 weeks onto the customer journey.

### **1.4 West Kent Hospital Discharge & Handyperson Scheme**

- 1.4.1 Members will be aware that the three West Kent local authorities – Sevenoaks DC, Tunbridge Wells BC and TMBC have developed a West Kent Hospital Discharge Scheme in partnership with the West Kent CCG, Hospital Discharge Team Manager and Family Mosaic.

- 1.4.2 The scheme which saw its inception in November 2016 involves a Health & Housing Coordinator being based within the Integrated Discharge Duty at Pembury Hospital, playing an active role in discharge meetings and prevention of admission in A&E where housing interventions are required e.g. handyperson to complete minor adaptation work, housing advice and support that enables the patient to return home in a more timely manner than would otherwise be the case. The coordinator also undertakes home visits to identify both short and long term improvement works that may be required to the property. This links directly into a Handyperson Service so a rapid response can be achieved.
- 1.4.3 The main issues that the Health & Housing Coordinator is addressing are hoarding/cleanliness of property, low level adaptations and homelessness. It is interesting to note that every home visit undertaken leads to at least one follow up action which can for example result in, a referral to Private Sector Housing for property condition concerns or to the Occupational Therapy Service for a full needs assessment. A case study is set out at **[Annex 1]** to give Members a greater flavour of the work involved.
- 1.4.4 The handyperson service is responding to any issues identified by the Health & Housing Coordinator to enable prompt discharge from hospital. In addition, we are using the handyperson in a proactive way in cases where we can prevent hospital admission occurring at all. A recent example of this is where the Occupational Therapist, currently situated within the housing team, responded to a resident who had received the recent mail-out. The resident was found to be at high risk of falling at home and needed a repair to an external step and a handrail. This work was completed promptly by the handyperson
- 1.4.5 Since November 2016, the Health & Housing Coordinator has had direct involvement with 111 patients, of which 54 have been residents of Tunbridge Wells, 34 from Tonbridge & Malling and 23 from Sevenoaks. It is estimated that so far the scheme has saved at least 121 nights in a hospital bed which equates to a saving of £54,450. To date the scheme has cost a total of £57,448 of which TMBC's contribution has been a one third share.
- 1.4.6 We are, however, aware that Tonbridge & Malling residents will also be accessing Maidstone Hospital which the scheme does not presently cover. Working with the CCG we have identified that up to 45 patients per week are being admitted to Maidstone Hospital who live within Tonbridge & Malling. We have, therefore, begun discussions with the Hospital Discharge Manager about a similar level of cover at Maidstone Hospital to ensure we maximise coverage for TMBC residents.
- 1.4.7 The innovative scheme was recently showcased at the National Foundation's DFG Champions Roadshow in London and was well received by the audience of both Home Improvement Agencies and Local Authorities. There was a lot of interest in speaking to us about the scheme directly after the presentations and a number of follow-up calls. The scheme is also being nominated for Kent Housing Group Excellence Awards for partnership working and services to vulnerable

clients as well as nominated for Foundation's Excellence Awards for innovation and collaboration. We are also aware that as a result of our scheme, similar schemes at both Darenth Valley and an East Kent hospital are now under discussion.

## **1.5 Integrated Health, Housing & Social Care Project**

- 1.5.1 The first phase of the Kent-wide project to consider DFG work across Kent and the wider integration with social care and health around independent living has now been completed. A report was presented to the Kent Joint Chief Executives meeting earlier on this month and can be found at **[Annex 2]**.
- 1.5.2 The report highlights the key strategic links to the Better Care Fund and the Kent and Medway Sustainable Transformation Plan and the benefits that moving towards an integrated model of delivery not only for DFG's but other aids/adaptations or services that support the preventative agenda/independent, can achieve for disabled and vulnerable residents of Kent.
- 1.5.3 Overall, Kent Chief Executives were positive about this opportunity and keen to explore this area of work further. They agreed to establish a small sub group of Chief Executives, Social Care and Health colleagues, to scope how they can take this work forward, including engagement across the three sectors, for example with the West Kent Health Improvement Board and the East and North Kent equivalents. The consensus from colleagues was to be bold and take forward the challenge.

## **1.6 Legal Implications**

- 1.6.1 No issues arising from this report.

## **1.7 Financial and Value for Money Considerations**

- 1.7.1 These initiatives will continue to be funded from the increased Disabled Facilities Grant allocation through the Better Care Fund 2016/17-17/18.

## **1.8 Risk Assessment**

- 1.8.1 These proposals allow for a comprehensive range of works to deliver the Government's aim of reducing reliance on primary and secondary care by taking preventative measures that enable people to remain living independently in their homes. The funding received over the last two years is adequate to meet the costs of the continuation of these initiatives and the allocation for 2018/19 is not expected to fall. However, we have to be alive to changes in funding and an increased demand for statutory DFGs. Therefore future extension of these schemes will be covered to allow us to scale back or withdraw these discretionary initiatives in the event that the grant is reduced to a level that only allows us to meet our mandatory DFG duty.

## **1.9 Equality Impact Assessment**

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

## **1.10 Recommendations**

1.10.1 It is Recommended that Members **APPROVE** the **CONTINUATION** of the West Kent Hospital & Handyperson Scheme and **SECONDMENT** of Occupational Therapists until March 2019.

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

Background papers:

contact: Linda Hibbs/Satnam  
Kaur

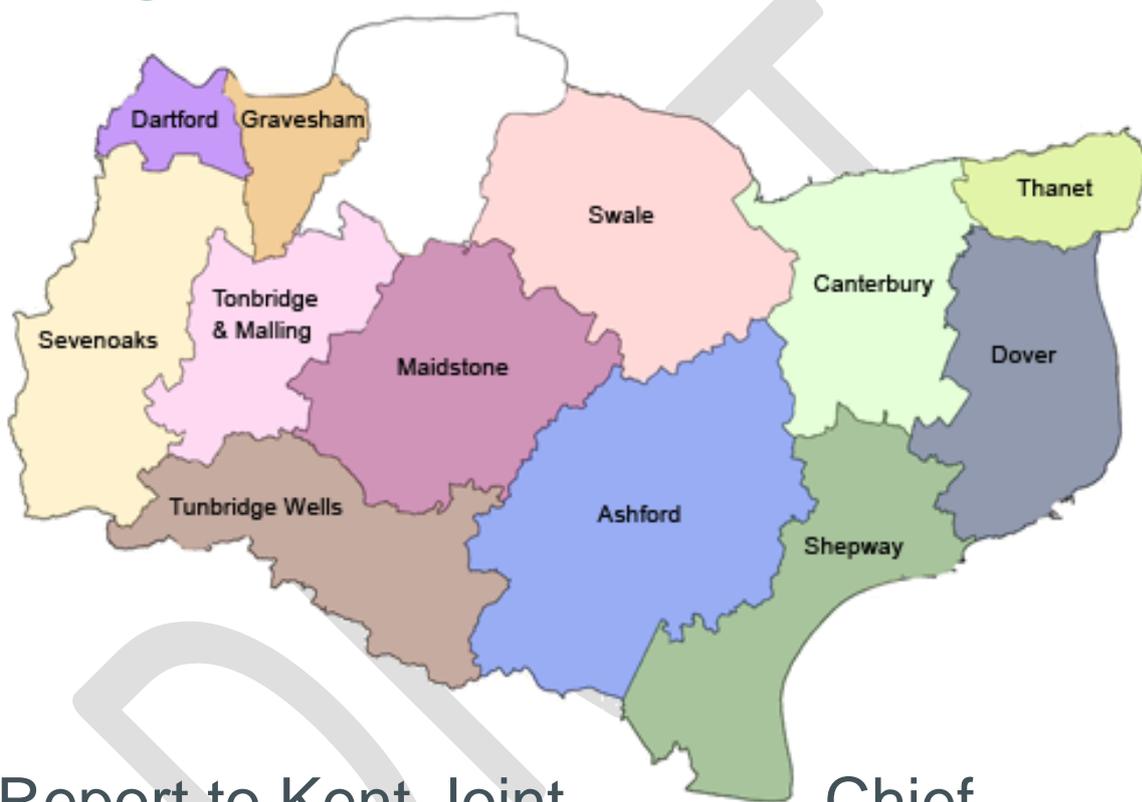
Steve Humphrey  
Director of Planning, Housing and Environmental Health

UPDATE ON WEST KENT HOSPITAL DISCHARGE PILOT AND DISABLED FACILITIES GRANTS

Mr JR who was re-admitted to Tunbridge Wells Hospital due to an initial unsafe discharge home. Patient transport had taken Mr JR home and then re-admitted him due to the condition of his home environment and unsafe living conditions. Mr JR reported that when at home he spent most of his time sitting in his arm chair reading, he did not have a cleaner or any support. Mr JR thought his home had got into the condition it was in due to the council not collecting his newspapers and so the house had just got messier as time had gone by, he was also in fear of losing his tenancy with the Housing Association if they discovered the condition of his home. The Health and Housing Coordinator undertook a visit the property to inspect the condition and found that each room was cluttered with possessions, additionally the rooms were very dirty and the bedroom had yoghurt pots filled with urine. Access was not possible by mobility frame to any rooms due to the amount of clutter. With Mr JR's consent and agreement the Handyperson service was utilised to undertake some initial de-cluttering to create space and a safe passage between rooms, and Mr JR agreed to fund the services of a cleaning company to carry out a deep clean, this enabled Mr JR to be discharged home. Post discharge the Health and Housing Coordinator completed a further home visit when Mr JR reported that he was feeling a lot happier in his home and was working on the ongoing clutter removal daily, he also reported no further falls since discharge. There was a significant difference in the amount of clutter in each room and the standard of cleanliness within the property was still as clean as when he was discharged from hospital. The Health and Housing Coordinator had organised a handymen clutter clearance to enable safe access to all rooms (scheme funded) and a deep clean in the kitchen, bathroom, bedroom and to the flooring (patient funded). In addition the Health and Housing Coordinator referred to Age UK for shopping and ongoing cleaning assistance (patient funded), the Good Neighbour service for ongoing decluttering and befriending (voluntary service) and the Occupational Therapy Service for bed and bathing transfer assessments. The risks/issues reduced or tackled from our involvement included falls and injury to both patient and carers; loss of independence in the home; social isolation; living environment/health and homelessness/loss of tenancy due to condition of property.

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# Housing, Health & Social Care Integration Project



Report to Kent Joint Chief Executives

Rebecca Smith, June 2017

## 1. Summary

1.1 In April 2015 the funding for Disabled Facilities Grants (DFG's) was transferred from the Department of Communities and Local Government (DCLG) to the Department of Health (DoH). Following this change in funding and a focus upon integration of housing, health and social care services Joint Chief Executives agreed in March 2016 to a county wide review, resulting in recommendations for a transformation of the delivery of DFG's. The scope of the review was initially to work towards a more integrated model that could be implemented from 2017/18.

## 2. Initial Objectives:

- Critically review existing delivery models of DFG's across Kent
- To review current waiting times, type, number and average cost of aids and adaptations
- To establish local good practice, efficiency savings and the potential to replicate county wide
- To consider greater integration of service delivery between housing health and social care
- To establish timely, streamlined and effective provision of service, ensuring better outcomes for the service user
- Ensure value for money through exploration of smarter procurement opportunities
- Standardise performance data collection and analysis

## 2.1 Evolved Objectives:

2.2 Subsequent to the decision to undertake a county wide review the DFG's in Kent the DFG allocation, via the Better Care Fund for 2016/17 were announced. For the majority of the District & Boroughs in Kent there was a substantial increase in grant compared to previous years. (Table 1. BCF DFG Allocation Summary). The allocations made to the local authorities are calculated using a funding formula based on criteria such as the number of claimants for disability related benefits, means tested benefits and the proportion of the population aged 60 years or over.

2.3 Simultaneously and unexpectedly the abolition of the Social Care Capital Grant (SCCG) paid to upper tier authorities was announced and this provision expected to be delivered through the increased DFG allocation to District and Borough Councils. This grant was historically £2.1m in Kent and is used to fund specialist equipment, ceiling track hoists and the Home Support Fund (hardship fund to top up DFG's and provide facilities outside historic DFG provision). Although the decision about future funding by Districts and Boroughs for the services provided by the former SCCG sat outside the remit of this project, decisions and implications about how to manage this element of service delivery for disabled and vulnerable clients has been reflected throughout the project review.

2.4 The circular issued by the Department of Health confirmed that the inclusion of the DFG within the BCF ***“is to encourage areas to think strategically about the use of home aids/adaptations, use of technologies to support people in their own homes and to take a joined up approach to improving outcomes across health, social care and Housing”***. The BCF is currently the only mandatory policy to facilitate integration and is the starting point and opportunity to have shared conversations.

2.5 In light of the substantial increase in the financial allocation and the directive from the Department of Health to think strategically and take a joined up approach the scope of the project has broadened. Whilst the DFG delivery models across Kent were a strong focus of the project, the opportunity to consider and understand the whole system that delivers aids and adaptations, working towards and enabling a greater integration of health, social care and housing services around the person and their home became clear and widened the scope of the project. As a result in addition to the aforementioned objectives the following were included:

- Consider and move towards a model of delivery that is supported by integrated and multi skilled teams
- Provide improved/enhanced customer pathways, to develop county wide priorities and service standards
- Consider and explore county wide procurement opportunities for fast track provision of straight stair lifts and shower loos cubicles to support micro living and accelerated hospital discharge
- Explore pooling of budgets with Health and Social Care
- Evidence the impact of adaptations upon health outcomes and costs, the return on investment.

2.6 Typical works that undertaken through DFG's include provision of level-access showers, stair lifts, ramps, provision of level access to essential facilities including extensions. The grants are means tested except in the case of children and have a maximum limit of £30,000.

### 3. Key Drivers for Change

3.1 Alongside the introduction of the BCF there were a number of additional drivers for review and potential change to support this work, including:

**3.1.1 The Care Act 2014** – a responsibility placed on the local authorities for providing information and advice so that people can make informed choices, and to provide services or steps that prevent, delay or reduce the need for care and support. There is also a duty to co-operate with other local organisations and work towards integration of services to improve outcomes and overall wellbeing.

**3.1.2 Devolution** – an opportunity to consider integration, delegation and co-commissioning to respond effectively to local priorities, enhance working partnerships/arrangements with other service providers and ensure a flexible and timely customer journey.

**3.1.3 Kent Joint Health & Wellbeing Strategy (2014-17)** – a greater focus on prevention, supporting independent living and provision of access to good quality care and support when required.

**3.1.4 Kent Accommodation Strategy** – supporting independence through provision and use of adaptations and assistive technology, moving away from costly residential care home placements, encouraging provision of suitable accommodation, such as Extra Care Housing.

**3.1.5 Kent & Medway Housing Strategy** – an agreed action to review the process and administration of DFGs as set out in the joint approach document, to improve timescales and processes across all tenures.

**3.1.6 Sustainability and Transformation Plan (STP)** -The Kent and Medway draft STP was published in November 2016, setting out the necessary changes over the next five years to achieve the right care and support for residents of the County and to help deliver the Five Year Forward Plan <http://kentandmedway.nhs.uk/stp/stp/>. The Kent and Medway STP offers a radical transformation in the population's health and wellbeing, the quality of the care provided and the sustainability of the whole system through targeting. It is widely documented that adaptations within the home can assist with the reduction of health and social care costs, reduce injury, enable faster hospital discharge and delay the unnecessary and costly admission to residential care, contributing to meeting a range of Public Health, NHS and Social Care outcomes.

**3.1.7 Demographics** - The population of Kent living within the KCC area and as at 2015 is estimated to be 1,524,700. Over the past 10 years Kent's population has grown faster than the national average, with the population growing by 10.9% between 2005 and 2015, above the average both for the South East (9.1%) and for England (8.3%). Kent's population is forecast to increase by a further 21.6% between 2015 and 2035.

Just under a fifth of Kent's population is of retirement age (65+) and Kent has ageing population. Forecasts show that the number of 65+ year olds is forecast to increase by 57.5% between 2015 and 2035, yet the proportion of population aged under 65 is only forecast to increase by 15%. The projected population increase for those aged 85+ years by 2021 is 34.1%.

81.6% of Kent residents describe their health as being very good or good; 17.6% of Kent's population has an illness or condition which limits their day to day activities in some way with 21% in Shepway, 20.8% in Dover and 23.4% in Thanet. The number of Kent residents who are claiming disability benefits is 121,001 (7.9%). This is higher than the South East region (6.6%) but slightly lower than the national figure (8.1%).

**3.1.8 Reducing Delayed Transfer of Care** - The impact of poor housing conditions includes the emergency admissions to hospital for more vulnerable client groups, higher mortality rates and likelihood of falls in the home leading to hospital admission. In Kent there are an average of 2700 hospital admissions each year due to falls, preventative strategies, such as Falls Prevention, could result in an estimated annual saving of £23m to the NHS, this is for all falls (stairs, between levels, on the level and in the bath). [http://www.kpho.org.uk/data/assets/pdf\\_file/0015/66003/Draft-JSNA-Overview-Report-V12-15.12.16-7.pdf](http://www.kpho.org.uk/data/assets/pdf_file/0015/66003/Draft-JSNA-Overview-Report-V12-15.12.16-7.pdf)

#### 4. Project Team

4.1 Both a Project Board and Operational Group were established and met at regular intervals; the Project Board was chaired by Anne Tidmarsh, KCC Director Older Persons and Physical Disability, and had representation from senior housing health and social care colleagues. The role of the Project Board was to lead and shape the direction of the

project, receiving and evaluating a review of local and national good practice, data sets and input from national good practice bodies. The Operational Group also met at regular interval, focusing on the operational elements of service delivery across housing health and social care, acting as a sounding board and information conduit for their peers in the County, feeding back to the Project Board as necessary.

4.2 Each of the twelve District and Borough Councils were visited, as were the two Home Improvement Agencies (HIA's) operating in Kent. There has also been regular engagement with KCC Social Care representatives, and participation and updates regarding the relevant work streams of phase three of the KCC Transformation Programme.

Kent County Council is the contracting authority for the HIA Service. The current contracts are due to expire at the end of September 2017, with approval granted for further extension. HIAs work to support older, disabled, vulnerable and low-income families to carry out repairs, home improvements and adaptations in the owner-occupied and private tenant sectors, and facilitate the delivery of DFGs which are held by the district/ borough councils.

HIAs work alongside other providers within housing, health and social care sector to deliver joined up services and ensure that the individual is supported by offering signposting and referral to other schemes and services, and check to ensure people apply for benefits and grants that they may be entitled to.

The core HIA service can be identified as providing:

- Home repairs
- Home maintenance
- Home adaptations
- Home security
- Energy efficiency
- Information, advice and signposting

The HIA service has clear and significant interdependencies with other public sector organisations, namely district and borough councils, public health and Clinical Commissioning Groups. It is of paramount importance that the new service is developed and collaboratively commissioned with key stakeholders.

4.3 At recent meetings of both the Operational Group and the Project Board there were discussions about what future models of delivery for Kent could offer and a number of points were agreed, including the provision of a holistic assessment service at the front end of the pathway, to have a single point of contact person centred approach that is based upon need, meeting the broader needs within a community and not a service responding to financial capacity. There has been consideration of how roles and responsibilities within an integrated model could offer resilience and a more efficient service, able to respond to all demands to support independent living, including the reviewing roles and responsibilities to deliver the holistic vision.

4.4 However, it was also agreed that due to the scope of project broadening there had to be more clarity about what integration could offer and how it could enhance delivery models that are in place across the County currently.

## 5. Funding Allocation

5.1 The provision of DFGs is a key component in delivering the Government's objective of providing increased levels of care and support to both disabled and vulnerable people to help them live independently in their own homes. DFGs are a mandatory grant administered by District Housing Authorities to enable people to remain living independently in their own homes. When delivered early alongside other preventative measures, they can contribute to preventing admissions to Hospital and Residential Care.

5.2 **Table 1** – Better Care Fund DFG Allocation 2012- 2017

District / Borough	2015/16	2016/17	2017/18	Increase £
Ashford	£389,000	£708,000	£775,304	£386,304
Canterbury	£541,000	£934,000	£1,017,727	£476,727
Dartford	£259,000	£469,000	£513,627	£254,627
Dover	£599,000	£1,023,000	£1,113,133	£514,133
Gravesham	£431,000	£803,000	£882,691	£451,691
Maidstone	£564,000	£1,032,000	£1,131,348	£468,000
Sevenoaks	£477,000	£889,000	£976,757	£499,757
Shepway	£622,000	£1,048,000	£1,138,882	£516,882
Swale	£1,040,000	£1,982,000	£2,182,185	£1,142,185
Thanet	£1,277,000	£2,342,000	£2,568,686	£1,291,686
Tonbridge & Malling	£490,000	£917,000	£1,007,235	£517,235
Tunbridge Wells	£519,000	£981,000	£1,079,235	£560,235
<b>Total</b>	<b>£7,028,000</b>	<b>£13,128,000</b>	<b>£14,387,024</b>	<b>£7,358,810</b>

### 5.3 Table 2 – Local Contributions from local authorities for DFG's

	2012-13	2013-14	2014-15	2015-16	2016/17
<b>Local Contribution Information (DFG's)</b>					
<b>Ashford</b>	64113.48	90127.55	90000.00	90000.00	90000.00
<b>Canterbury</b>	7871.00	156913.00	68621.00	131009.40	0.00
<b>Dartford</b>	253532.00	193,000	186,843	141,000	0.00
<b>Dover</b>	27712.00	144327.00	244257.00	204187.00	170228.00
<b>Gravesham</b>	0.00	47410.00	392272.00	0.00	0.00
<b>Maidstone</b>	21939.00	156900.00	106616.00	28199.00	0.00
<b>Sevenoaks</b>	132000.00	207000.00	57000.00	0.00	0.00
<b>Shepway</b>	16102.00	0.00	8461.00	2411.00	0.00
<b>Swale</b>	262258.00	37393.00	160090.00	0.00	278365.00
<b>Thanet</b>	642435.00	899507.00	406376.00	397986.00	0.00
<b>TMBC</b>	204000.00	251000.00	136000.00	95000.00	0.00
<b>TWBC</b>	166000.00	152000.00	158000.00	88000.00	0.00

5.4 The table above highlights the decline in local contributions made by Local Authorities towards their DFG spending. Local authorities are also able to fund DFGs, to top up the central allocation the introduction of the increased investment into the DFG from Department of Health via the BCF has resulted in some local authorities in Kent taking the decision to reduce or no longer contribution. In 2015-16 the overall Kent local contributions made were £1,177,792.40, the contributions for 2016-17 was less than half at £538,593.00, a decrease of £639,199.40, with just three of the twelve local authorities continuing to budget a local contribution (Table 2 DFG Local Contribution Table).

5.5 Additional data about the current delivery and outcomes related to DFG's are provided in Appendix 1.

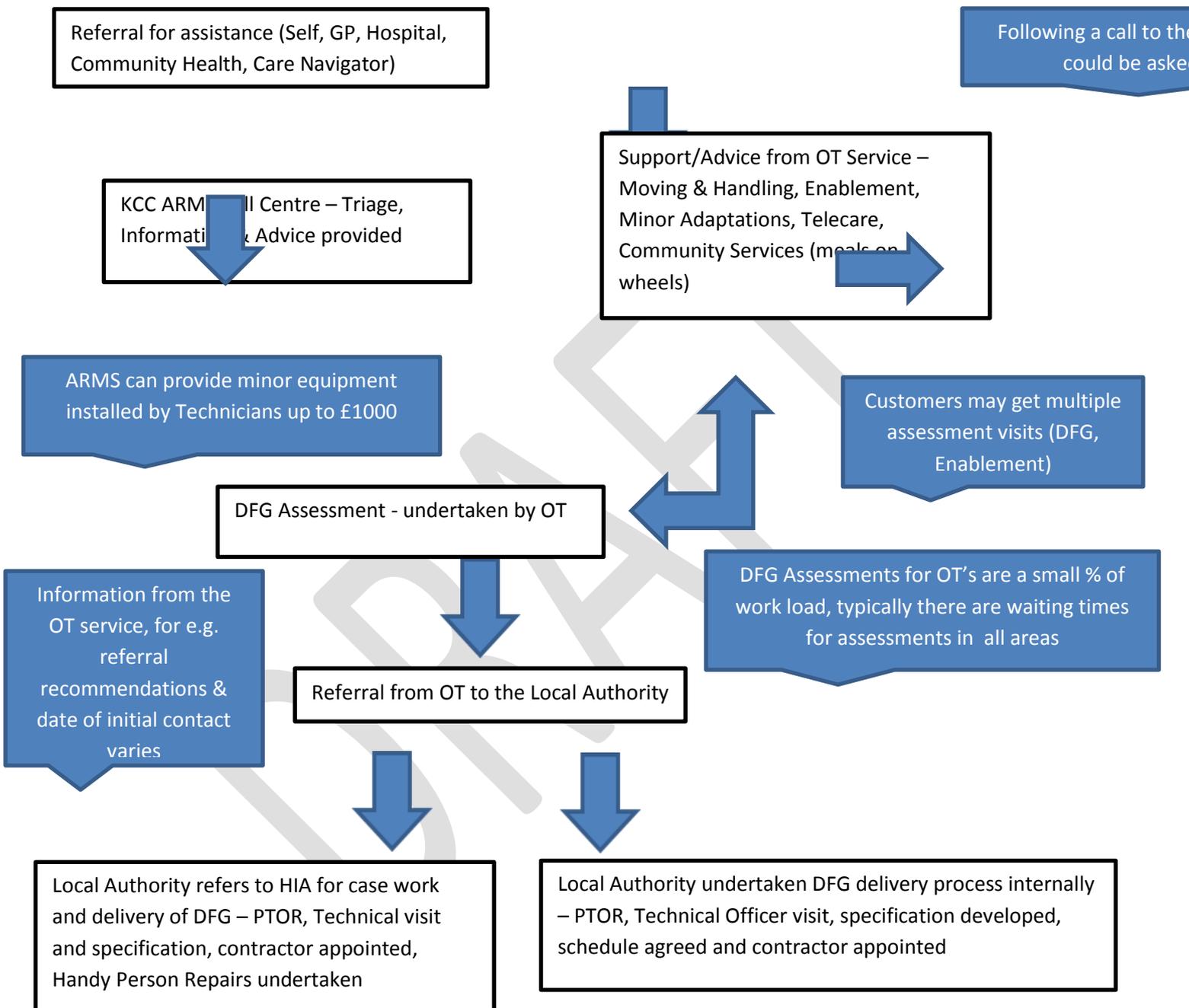
## 6. Key Findings on Current Delivery

- Inconsistent advice provided at initial point of contact about waiting times for assessment and completion of DFG's
- Inconsistent or lack of monitoring of timescales and communication with regards to customers end to end DFG journey from first approach to closure.
- Some lack of awareness of the assistance available through the DFG process in the communities and also within some statutory services
- Housing Assistance Policies and investment differ across the County with regards to Discretionary Assistance
- The majority of local authorities have now removed local contribution funding into their overall DFG allocation
- Registered Housing Providers are reviewing contributions/undertaking of adaptations within their stock, including stock from Large Scale Voluntary Transfer
- Increased/improved promotion about assistance available for disabled adults and children by the local authorities
- Additional investment into innovative pilots, such as co-located OT's and hospital discharge schemes.
- Opportunities for smarter procurement are not being exploited, there are elements of the delivery mechanism in some areas that remain fragmented, with a process driven approach, a number of agencies involved resulting in duplication, inefficiencies and

multiple handoffs and contacts between the customer and the range of agencies involved.

- Customer pathways are fragmented, as illustrated below

### Typical Customer Pathway



Following a call to the... could be asked

Referral for assistance (Self, GP, Hospital, Community Health, Care Navigator)

KCC ARMS Call Centre – Triage, Information & Advice provided

Support/Advice from OT Service – Moving & Handling, Enablement, Minor Adaptations, Telecare, Community Services (meals on wheels)

ARMS can provide minor equipment installed by Technicians up to £1000

Customers may get multiple assessment visits (DFG, Enablement)

DFG Assessment - undertaken by OT

Information from the OT service, for e.g. referral recommendations & date of initial contact varies

Referral from OT to the Local Authority

DFG Assessments for OT's are a small % of work load, typically there are waiting times for assessments in all areas

Local Authority refers to HIA for case work and delivery of DFG – PTOR, Technical visit and specification, contractor appointed, Handy Person Repairs undertaken

Local Authority undertaken DFG delivery process internally – PTOR, Technical Officer visit, specification developed, schedule agreed and contractor appointed

Adaptations completed

Some customers are provided with information about maintenance/warranty responsibilities of adaptations



In some areas joint visits take place to establish if OT recommendations are possible and meet statutory requirements

## 7. Local Good Practice / Pilots

7.1 There are three models of new delivery happening in Kent to currently, they include:

- Health and Housing Co-ordinator, a 12 month pilot that commenced in November 2016 between the three West Kent Councils and Family Mosaic
- Shepway Home Enablement Service, a 12 month pilot that commenced in October 2016 by Shepway DC working in partnership with Family Mosaic
- Seconded Occupational Therapists, five local authorities in Kent who have seconded an OT (part time and full time roles) into their Private Sector Housing Teams, to working on the assessment of DFG's for a designated area, with some working on other elements to assist the Housing team. These secondments vary in length from six months to one year and all commenced from September 2016.

7.2 Feedback from each of the pilots has been positive; placements for the seconded Occupational Therapists have all been extended for an additional six months to all be in post for one year in total Co-located OT's have reduced or cleared waiting lists in areas of Kent where they are working alongside Private Sector Housing teams and this arrangement has also lead to improved working relationships and benefits between housing and social care colleagues.

## 8. Health and Housing Co-ordinator Pilot Feedback

8.1 Early findings from the pilot role in the Pembury Hospital are based upon information collated between November 2016 and the end of March 2017. Over this period a total of 104 patients were assisted through this new post, just 16 of this total were not from one of the three local authority areas funding the post. The mean average cost per patient against the project cost to fund the post of the co-ordinator is £161.37. Based on 104 patients assisted each client cost has been calculated at a mean average of £161.37 to the service, so on the assumption that there was a saving of a one night stay only for each patient and assuming a hospital bed costs £450.00 per night then the difference is £288.63 x 104 patients = **£30,017.52**.

8.2 The work involved across these patients to aid discharge has included arranging handy persons work to carry out a range of functions that include moving furniture, fitting key safes, assisting with hoarding and signposting to other services such befriending or sourcing help with shopping. Each patient worked with is offered the opportunity of a home visit; this is to establish what other potential issues are in the home that may prevent discharge or readmission to acute health care services. There are also referrals to the handyperson scheme from agencies such as Imago, Kent Community Health Trust and KCC Social Workers.

- *Mr JR, 81 year old male living alone in housing association property, hoarder, not willing to engage with landlord or community as fearful of losing tenancy due to state of property. Admitted 22<sup>nd</sup> Jan 17 referred to and seen by me on 2<sup>nd</sup> Feb 17.*
- *Mr JR was re-admitted to Tunbridge Wells Hospital due to an initial unsafe discharge home. Patient transport took Mr JR home and then re-admitted him due to the condition of his home environment and unsafe living conditions.*
- *Mr JR reported that he spends most of his time sitting in his arm chair reading, he does not have a cleaner or any support. Mr JR thought his home had got into the condition it was in due to the council not collecting his newspapers and so the house has just got messier as time has gone by.*
- *On visiting the property I found that each room was cluttered with possessions. Each room was very dirty and the bedroom had yoghurt pots filled with urine in. Access was not possible by mobility frame to any of the rooms due to clutter.*

### 8.3 Case Study

## 9. Shepway Home Enablement Service Feedback:

9.1 Between October 2016 and the end of March 2017 the Shepway Home Enablement Service has assisted 67 patients. Assistance via the scheme resulted in an earlier discharge from hospital or prevented hospital admission. The more common works undertaken included fitting key safes, grab rails, room clearances and disposing of goods at the household waste sites. The average number of days from enquiry to completion during this period was 1.9 days. Referrals for the scheme have come from a variety of sources including the HIA, Volunteer Service, Shepway Adult Community Team, ICT and Community Care Navigators.

9.2 There has been exploration of a number of national good practice examples, to learn from the experience and transition into integrated models of delivery. These are explained in more detail in Appendix 3.

## 10. Seconded Occupational Therapists

10.1 Historically in Social Care Kent, there has been a resource issue for Occupational Therapists. There is a high demand for their services and in recent years an enhanced understanding of the skills they can offer in promoting independence in an integrated working environment, this high demand has subsequently increased waiting times for DFG assessments to be carried out in some teams. Where Occupational Therapists have been seconded to district councils working in partnership has enhanced the partnership working. Seconded Occupational Therapists have been allowed to concentrate on local DFG assessments as the referrals in these areas have been made directly into the teams. This direct referral process has accelerated the response times, allowed DFG assessments to be made in a timely fashion, increased DFG spend and cleared any waiting lists for DFG assessments. Having an occupational therapist in the housing team environment has also presented more opportunities for

creative delivery of housing related works, supporting early and appropriate discharge from hospitals.

## 11. Potential Future Models of Delivery

11.1 Based on the evidence and information collected and the learning from local and national good practice discussions have taken place to consider what an integrated delivery model for aids and adaptations could look like. Working through this project scope and with a number of statutory partner agencies it has become clear that DFG's transformation is aligned with so many other key agencies it cannot be discussed and delivered without consideration of national and local key strategic priorities, such as the Sustainable Transformation Plan.

11.2 In Kent, as other areas have demonstrated nationally there is potential to cluster services across local authorities areas, pooling funding and designing resources to deliver a holistic customer centered service, meeting the vision to support independent living. The models explored in Kent include the following elements:

- DFG's
- Minor Adaptations
- Major Adaptations
- Handy Persons Schemes
- Low Level Housing Assistance – Repairs, heating, energy efficiency measures/assistance
- Advice/Information and support to access relevant services outside the scope of the model – sign posting
- Telecare (assisted technology) – access to telecare equipment & community equipment
- Post hospital discharge support – links to handy persons schemes or other agencies who support hospital discharge and re-admissions

11.3 There have been three types of integrated models explored in view of the potential elements of service delivery and these are as follows:

- **Single Provider Kent Wide Model** – un-pooled Budgets - pooling county wide funding with sufficient allocation per local authority to meet mandatory requirements, regardless of historical DCLG/BCF allocation and offering a consistent tenure neutral service across Kent.
- **Single Provider whole Kent Model** – pooled budgets - working with a provider to spend an agreed allocation for each local authority area, operating a system where local authorities can return to the provider pool and request for additional sums based on evidenced need, this would assist with underspend should it exist.
- **Cluster Model** – 3 or 4 clusters within agreed geographic locations, working with a provider, pooling resources if agreed, working towards a cluster or county wide housing assistance policy.
- **Local delivery** – trying to achieve greater integration but on a single local authority area/basis.

11.4 Each of these models allow the local authorities, with the statutory responsibility to delivery DFG's to meet this duty but will also allow all residents in Kent to access services that are currently being piloted, such as hospital discharge and enhanced handy person schemes. It is clear from the pilot models being undertaken in Kent currently that they have had positive impacts on the customer's end to end journey with assessment times increased resulting in a speedier completion of assistance. Having occupational Therapists co-located has resulted in a greater understanding between colleagues of roles, responsibilities and challenges, allowing partnership, joint strategic working in the true sense.

11.5 The hospital discharge schemes, operating in West and East Kent, with potential expansion in the North and Mid Kent clearly demonstrate the benefits of how good quality housing and timely intervention can speed up discharge times and prevent re admission to acute health services, a significant outcome for both the patient and the Health Service.

Opportunities and Risk	Models of Delivery			
	County Wide	Single Provider	Cluster	Localised
Pooling of all funding to provide a consistent, efficient 'right intervention at the right time' pathway.	✓	✓	✓	
Co-location of teams/professionals to provide resource, expertise and resilience. Merging of key roles and single point of contact for customer.	✓	✓	✓	
Opportunity to deliver all aids/adaptations and preventative services through integrated working and funding, including telecare assessment/provision of equipment, hospital discharge programmes and enhanced or basic handy persons offer.	✓	✓	✓	
Tenure neutral service, using funding/budget allocations from housing providers to support the pathway and interventions.	✓	✓	✓	✓
Opportunity to use any surplus funding to explore additional innovative integration services	✓	✓	✓	✓
Increased buying power through joint procurement, reducing cost and time for key equipment	✓		✓	
Reduces the capacity and expertise within the teams/departments				✓

historically responsible for service delivery of aids/adaptations.				
Reduction in funding post 2020 that impacts negatively on the sustainability of the model.	✓	✓	✓	

Currently within the KCC Adult Social Care Transformation is underway, this project has been sighted on how phase three links and impacts on a potential new model of integrated delivery and does offer the opportunity to co-commission services across housing and social care with additional input from Health. (Appendix 2)

### 13. Recommendations

13.1 It is important that the significant increase in funding which has provided some local authorities with the opportunity to clear historically long waiting lists does not have a perverse negative impact on how the funding is used in Kent going forward. The project, whilst identifying areas of good practice and implementation of innovation has also identified that there are many more opportunities available and if implemented will have a significantly positive impact, not only on the person/family receiving the service but will ensure that the funding is used to its maximum and intended potential.

- Provision of a simple timely customer pathway through the integration of services, combining teams and services to ensure that the home environment for disabled adults and children is suitable for their needs and supports them to remain living independently for as long as appropriate.
- Provision of timely and consistent information and advice through a tenure neutral service delivery model, including those who are not eligible for grant and self-funders. Raise the profile of how adaptations can assist people to remain living independently at home and reduce the need for care services or packages and unnecessary admissions into residential care or hospital.
- Prioritise meeting statutory responsibility for DFG's, then consider pooling of funding or providing access to surplus financial resources to enable innovative projects to be undertaken.
- Work with housing association partners to understand, agree and incorporate the funding arrangements and potential demand upon financial resources for this stock in Kent.
- Consider if an Accessible Housing Register is appropriate and effective, to be administered through Kent Homechoice.
- Work towards all acute hospitals in Kent having a minimum of one Housing and Health Co-ordinator, working to ensure timely and effective discharge from hospital, with links to a handy person's scheme.
- Strengthen, and where appropriate establish partnership and integration opportunities with Health colleagues to ensure timely and appropriate referrals for

aids and adaptations assistance. Utilise **all** appropriate communication and implementation pathways, such as local and county wide Health and Wellbeing Boards or other relevant Kent groups, to ensure that agreed objectives remain high on the agenda to ensure agreed outcomes are achieved.

- Continue to liaise with Government departments to remain informed about relevant funding allocation decisions, legislative or policy changes and the overall strategic direction from Government about the DFG and linked wider agendas.
  - Explore and implement opportunities for county wide purchasing of frequently used aids and adaptations equipment, to reduce the cost of items and to potentially speed up the process from order to fitting. This should include exploration and implementation of extended warranties for more complex equipment and maintenance responsibilities.
  - Implement the develop of multi-disciplinary teams and roles of those within integrated models of delivery, including merging of roles to ensure that there is a single point of contact for customers and to ensure that complex assessments and cases can be managed by qualified personnel. For example OT Assistants undertaking low level assessments and having specialist Housing OT's within an integrated team, who will rotate on an agreed basis with OT colleagues working within KCC.
  - Introduce agreed, timely and consistent collection of 'end to end' data to ensure that the model of delivery is effective, efficient and meeting the agreed outcomes for the customer and the providers. Having a consistent approach to and monitoring timescales will help identify where changes have had a positive impact or where additional work is required. This data should be shared with **all** relevant parties, including local and county wide Health and Wellbeing Boards.
- 13.2 A presentation will be delivered at the Joint Chief Executives Away Day to follow up and reinforce the recommendations for the future delivery of not just DFG's but aids and adaptations for all disabled and vulnerable adult and children in Kent. There is a significant amount of financial resource available now within Kent at least for another 12 to 18 months and this is the prime opportunity to challenge our existing culture of delivering valuable services and support in silo, this would result in the right service, at the right time at the right cost to our most vulnerable members of the community.

## Appendix 1

### Data Dashboard

Foundations, the national body representing Home Improvement Agencies, reported in 2016 that 54% of authorities had reduced the number of DFG's approved between 2010-11 and 2014-15, with a majority of providing on average less than 100 grants per year. In Kent two of the East Kent authorities, both areas of high deprivation and in receipt of higher DFG funding allocations have consistently delivered DFG's in excess of 100 per year.

5.2 Following the increase in funding through the Better Care Fund you would expect to see an increase in completed DFG's over the last year, however this is not true of each area, which could be attributed to a number of reasons, including; a limited number of referrals from the Occupational Therapists or other referral pathways, limited resources within the local authority to process applications within the same financial year or a continued lack of awareness about this grant.

Table 3 – No of DFG's completed 2012 – 2017, all Kent Authorities

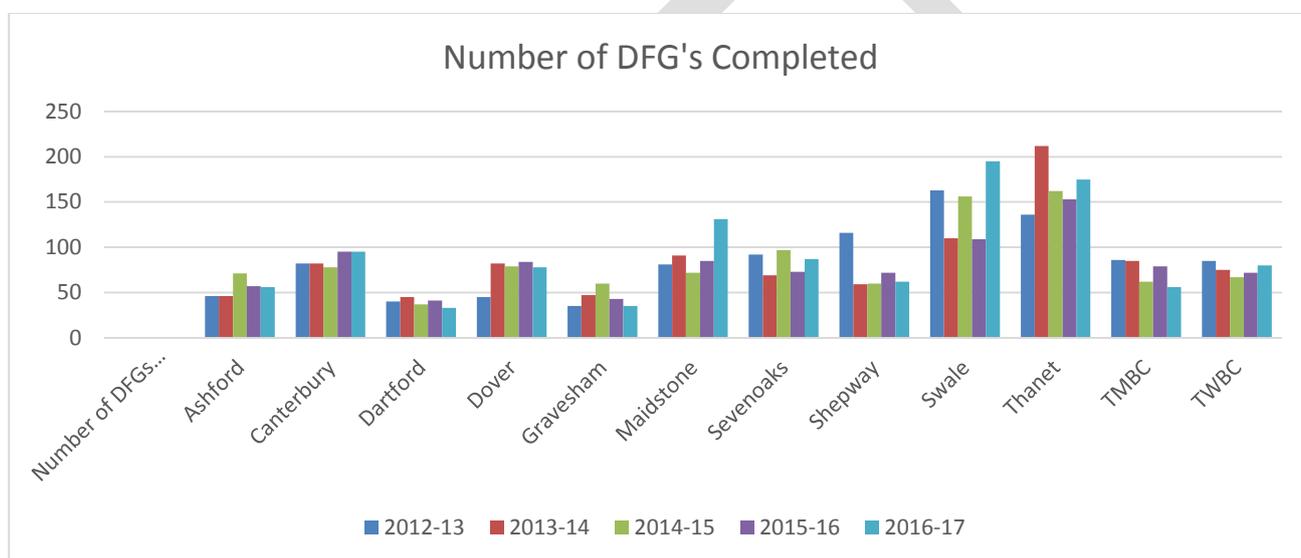


Table 4 – Government, Local and Total Expenditure across Kent 2012 - 2017

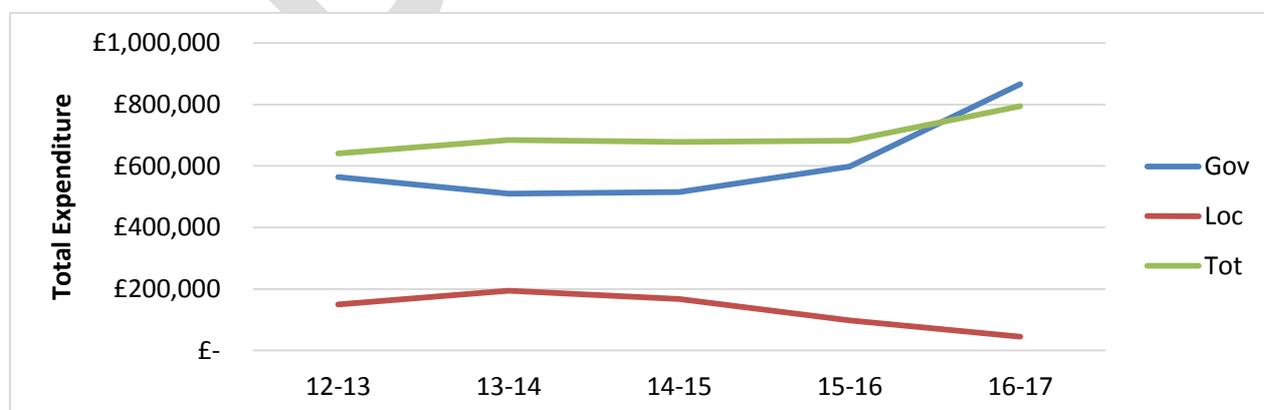


Table 4 highlights the decline in the local authority contributions to DFG budgets since the increased BCF Funding

Table 5 – Referrals, Approved Applications and Completions Data 2012- 2017

Using the average of the data supplied from any or all of the years to highlight the number of adult and children’s referrals from KCC OT’s to the local authorities, the number of applications approved by district and completion of DFG’s.

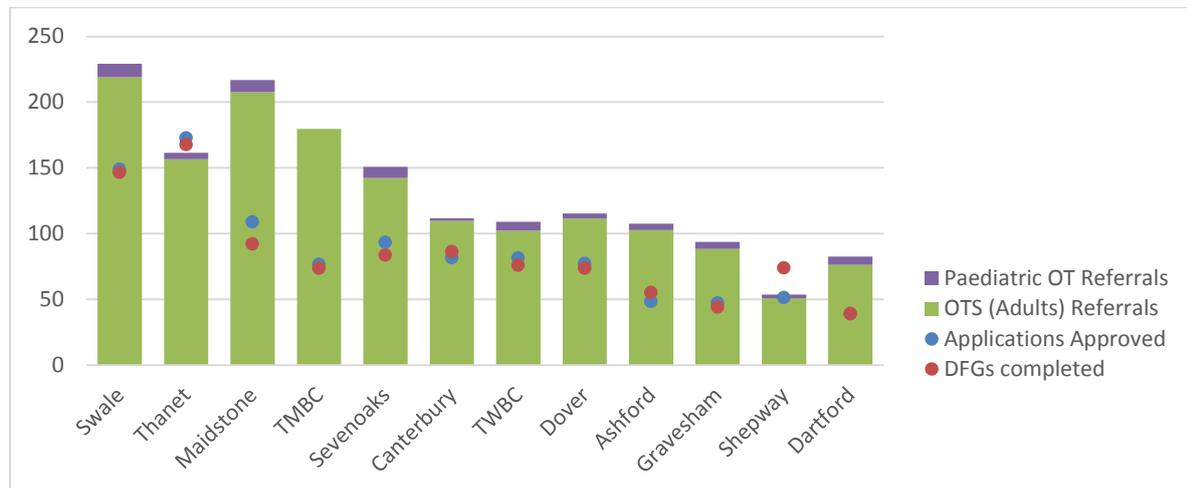
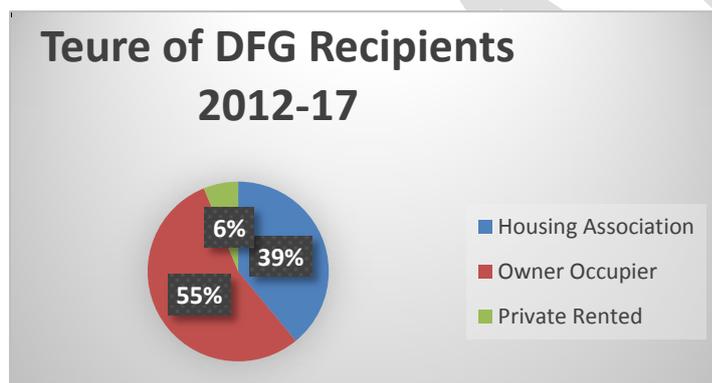


Table 6 – Tenure of DFG Recipients across Kent



5.3 Over the period 2012-13 to 2016-17 owner occupiers received the largest number of grants, with 2708 completed DFG’s over this time, compared to 1929 in housing association properties and just 306 in the private rented sector. In Kent five of the local authorities transferred their stock to housing associations over twenty years ago

and does account for the high number of adaptations taking place in housing association stock. The transferred stock will not have been constructed to the same conditions and regulations around accessibility and would therefore be more costly in regards to adaptations. Going forward this number could increase further with housing associations reviewing business plans as a result of Government reforms, for social housing rent to be reduced by 1 percent each year for the next four years from April 2016.

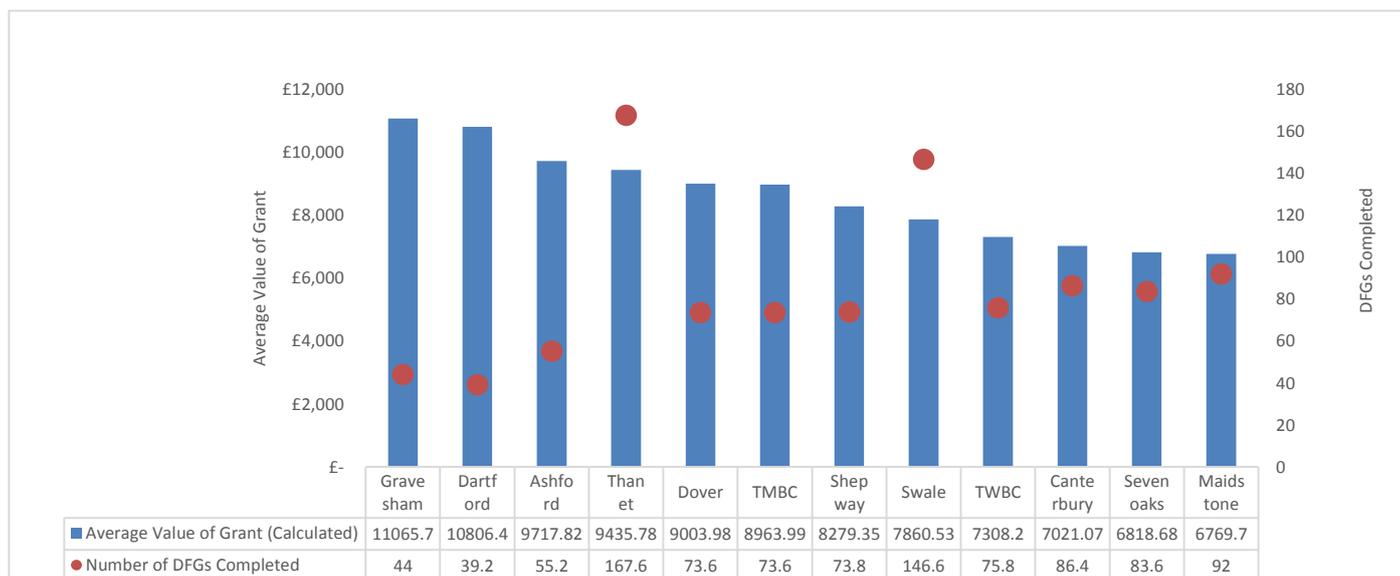
Table 7 – Average Grant Value across Kent, 2012 - 2017



5.4 This table does indicate an increase in the average grant value across Kent, especially in the last year. This may be attributed

to the higher number of grants being approved or the type of grants being delivered, pushing up the average values. The average grant value has been calculated by dividing the total expenditure across Kent by the number of DFG's completed.

Table 7 – Comparison of Average Grant Values and the DFG's completed



This illustrates a comparison of average grant values and the number of DFG's completed by local authority area over the period 2012 – 2017.

Table 8– Outstanding Enquiries and Completion Data 2016-17

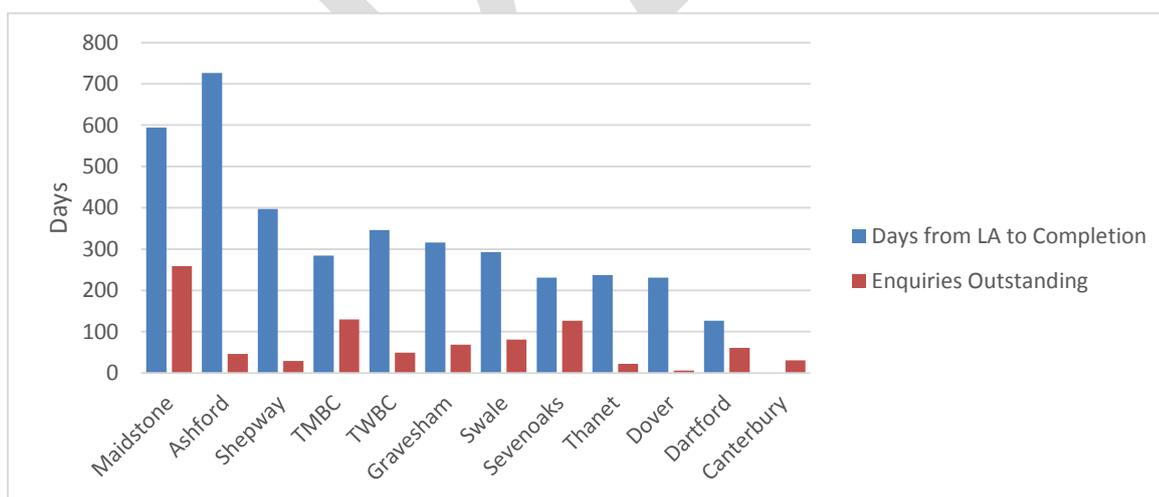


Table 8 provides an overview of information about the number of outstanding enquires and the number of days from when the local authority receives the referral from KCC OT service to completion of the works.

Not all local authorities were able to provide details of the complete customer journey in respect of initial point of contact to the completion of the DFG as this is not always shared by the OT making the referral. There was also a lack of data to share about the waiting list numbers and timescales for the OT service as this is not monitored by KCC, the Senior

Practitioner OT's do provide assessment waiting list numbers to their local authority colleagues at Joint Management Team meetings (bi annually in East Kent and Quarterly in West Kent) or upon request of a local authority.

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## Appendix 2

### External Factors to Consider Outside of the County Wide Project

#### Adult Social Care Transformation Phase 3

Kent County Council has moved into Phase Three of its Transformation Programme with KCC's Adult Social Care – Your Life, Your Wellbeing's vision being to help people to improve or maintain their well-being and live as independently as possible. This underpins KCC's wider strategic outcomes, as part of the Strategic Statement; older and vulnerable residents are safe and supported with choices to live independently.

The vision will be achieved through three themes;

- Promoting Wellbeing: Services which aim to prevent, delay or avoid people from entering formal social-care or health systems, by helping people to manage their own health and wellbeing.
- Promoting Independence: Providing short-term support that aims to prevent or delay people's entry to the formal care system, and provide the best long term outcome for people. They will have greater choice and control to lead healthier lives.
- Supporting Independence: Delivered through services for people who need ongoing support and aims to maintain wellbeing and self-sufficiency. The aim is to keep people safe and help them to live in their own homes, stay connected to their communities and avoid unnecessary stays in hospitals or care homes.

#### Promoting Wellbeing & Supporting Independence - Developing a Wellbeing Offer for Older People, People with Dementia and People with Physical Disabilities

- The Core Offer is focussed on moving away from the previous model which consisted of grant funding multiple organisations to deliver older people and people with disabilities services, to an outcomes based commissioning model which will see support being delivered under one contract per area. The model is likely to be that of a Strategic partner holding the contract and working with a delivery network to meet the requirements outlined in the contract. The contract will focus on older people and people with dementia.
- The Care Navigator project is looking at how we can redesign the role that is currently being undertaken by Community Care Navigators to support people to live independently in their communities for longer and reduce reliance on statutory services. We also want to improve people's opportunities to engage in activities that will improve their sense of wellbeing and quality of life. We are looking at other community based roles (such as the Community Warden) alongside this to enable us to ascertain the existing support available in communities and ensure a clear pathway through services can be designed with our key partners to, where possible, avoid duplication.

#### Promoting Independence - Integrated Rehabilitation

The promoting independence assessment concluded that opportunities lie in working more closely between health and social care to improve quality of short-term interventions and make people more independent, as well as improving service delivery and reducing task duplication between services. Findings included;

- 16% on ongoing homecare hours could have been avoided through improved short-term interventions
- For 16-30% of people, there is an overlap in tasks delivered by both Kent Enablement at Home (KEaH) and Intermediate Care Teams (ICT)

The Integrated Rehabilitation project aims to develop a model for integrated rehabilitation (services currently provided by ICT and KEaH) which:

- Reduces the Services Users' requirement for ongoing care by delivering a more effective enabling service
- Minimises duplication of activity and effort between different professionals and services providing rehabilitation, including OT pathways and services

The project will:

- Define and test an integrated model of rehabilitation/ enablement
- Define where functional assessment sits within the pathway
- Define what professional and generic skillset is required within the model
- Consider options for service delivery/ commissioning

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## Appendix 3

### National Good Practice Examples

Nationally there are many good examples of innovation and change to delivery models for Disabled Facilities Grants and the potential for greater integration between all the key providers of the process, Housing, Social Care, the Home Improvement Agencies and the clear links to Health.

Two visits to Dorset and Hertfordshire were undertaken in Mid-March and the end of April 2017 to learn more about models being implemented and details are shared below.

**Sunderland** –In Dec 2013 an arms-length trading company for all care and support services was created, Sunderland Care and Support, with 1200 staff working across all tenures. The HIA, adaptation, equipment and telecare are under one manager, OT's, although not in the integrated service work closely as they are in the same building, an Independent Living Centre. For the existing stock that was part of a stock transfer the HIA uses the in-house building team to carry out adaptations using a Schedule of Rates and they employ their own Handy Person for smaller jobs. For the Private Sector the preference is to use small traders as it contributes to the local economy and employment. For extensions or ramp works the HIA will use a tender process but are compared against a schedule of rates to ensure prices are kept within set limits. The HIA has also developed a good stair lift contract, including warranties being frozen whilst a stair lift is in storage as part of the stair lift recycling agreement. There are also contracts developed for more specialised equipment such as curved stair lifts, ceiling track hoists, automatic W.C's and modular ramps.

Discretionary home adaptation grants are offered for palliative care cases, there is no means test applied and the application form is simplified, allowing for works up to £6000, enabling discharge from hospital and enough grants to fund a level access shower and a stair lift.

**Suffolk** –This service is provided by Orbit Care and Repair Suffolk, a housing association managed HIA, working with the County Council, 6 local authorities and health services, Orbit has managed this service since 2009, in 2010 a review of the service was undertaken and a new contract was awarded in May 2016.

The services provides advice, support and practical help to enable people to carry out repairs and improvements, including the admin of DFG's for some of the district councils; a handy persons scheme, hospital discharge programme, supporting people to obtain funding for repairs or improvements and how to maximise their income levels, housing options advice, telecare and telehealth equipment provision, hoarding advice and a dementia specific service in partnership with Suffolk CC Dementia Team and Health colleagues.

The agency employs 5 Case Workers, 5 Technical Officers, a housing options adviser and 5 Handypersons. There are 2 qualified OT's and 4 OTA's employed by Orbit and are specialising in the assessment of DFG's but do work also on Housing Options and providing housing reports. The role of the OTA's is to provide a support role, to recommend and order simple low level equipment, when the Case Workers then work directly with the customer to carry out the means testing and administration, a single point of contact approach. The HIA has to contact each appropriate district or borough for approval and there is regular engagement with the councils and also the County Council. Children OT assessments are not carried out as part of the HIA function this remains with the County Council.

Going forward there will be consideration of delegated authority from the local authorities to the HIA to enable the HIA to approve DFG's, this wasn't agreed as part of the current model by the local authorities in Suffolk. There is an agreed and simple process and flow chart to ensure that it is clear who is responsible for what aspect of the delivery model.

**Dorset** –In 2015 the Dorset Accessible Homes Service was established, placing people at the centre of the service, taking a holistic view and approach to the needs of individuals, helping make changes to the home environment to prevent avoidable and costly interventions such as hospital admission. This service in Dorset has shown the integration of social care, health and housing, meeting requirements of the Care Act 2014. Millbrook Health run the service and provide a number of services to enable people to remain living independently, they provide advice, information, signposting and advocacy, access and outcome based assessments, housing options advice, minor repairs and adaptations, a handyperson service, major adaptations and assistive technology solution, the service operates from two locations in Dorset. There is close working with Dorset CC to ensure that the adaptations service is fast and seamless for the customer, innovation through this service has enabled a more streamlined service, self-referrals into the services, bespoke IT that assists with service performance target monitoring, developing strategic partnerships with other providers in the County and assisting with speedier hospital discharge.

**Warwickshire** –There are six district councils, including a large rural area. The HEART Partnership deliver a single management service currently in Warwickshire, working currently with four of the six councils, with a vision to provide a service focused on the home environment to support independent living, provision of equipment, minor and major adaptations, repairs and improvements, home safety visits, falls prevention and housing options advice, ultimately reducing the multiple touch points by multi providers who are traditionally involved in the afore mentioned processes.

The HEART Partnership has brought together the officers from housing, social care and public health who are now all part of the HEART team and management board, providing a single service on behalf of the public sector delivered to people across the county. Underlying this new commitment are the duties under the Care Act to provide housing information and support and the new duty to cooperate amongst public services to achieve a common objective. The local authorities involved have used the Local Government Act 1972, Section 101 Agreement to delegate powers to the HEART Partnership that include the power to carry out assessments under the Care Act; the power to respond to DFG consultations; the power to prescribe equipment and direct payments; the power to approve grants on behalf of Housing Authorities; the power to assess housing conditions under Housing Act and the power to serve hazard awareness notices.

In summary the partnership has created a new dynamic role fusing together the skills of Caseworkers, Occupational Therapy Assistants and Grant Officers, forming a Housing Assessment Officer who, once having passed a competency test, will be able to carry out complex casework and deal with more routine housing and occupational therapy issues. Working in the same way as a Trusted Assessor the new Housing Assessment Officers will be trained to know the limits of their competence passing on the more complex assessments to trained Occupational Therapist or Technical Officers. This will increase the delivery time overall, reduce OT waiting lists and that customers receive a timely and competent service.

**Devon** – The information for Devon County is with regards to the 2016/17 Allocation. In Devon the County Council worked with the District Council's to agree a set of 'in principle'

agreements against which the BCF DFG allocation will operate. At the time of Devon sharing this information they were still in the process of being formally signed off by the 8 district councils in Devon, but all had had the opportunity to consider and comment. At a high level the in principle agreements proposed are:

The 8 District Councils and the County Council continue to allocate their own additional capital resource for 2016/17 alongside the BCF allocations; whether through capital budgets or Housing Revenue Accounts (stock owning LA's only). It is not intended that the additional funding allocated through the BCF is to replace LA allocations into the overall DFG funding pot. That the overall DFG funding pot, including the full BCF allocation and Local Authority contributions, will continue to be prioritised for use to deliver major adaptations first and foremost or broader schemes agreed to maximise the flexibilities afforded to the LA's under the Regulatory Reform Order to contribute to delivery of the BCF outcomes and metrics.

In addition to the above that 10% of the BCF DFG allocation is top sliced equitably from each district council notional allocation; to be used flexibly to primarily support a demand led approach to spend and possibly to support a discretionary DFG budget. It was also included that the District Councils will formally commit to operationally using the new, agreed, Fast Track process for all eligible cases (approx. 70% of all anticipated DFG applications), and agree to move towards a consistent use of contractor Framework Agreements to deliver these adaptations and ensure the necessary staff resource is in place to deliver the DFG demand.

Devon County Council and the district and boroughs also jointly commissioned work to appraise two potential options for transforming the delivery of mandatory DFGs, option one an Arm's Length Company and option two is for three hosted clusters. This work would include formalising an agreement based on the preferred option with a timescale for delivery and implementation; consider whether to move to a co-located.

**Hertfordshire** – There are ten local authorities in Hertfordshire and there is currently a Project Manager leading on a new delivery model for the delivery of DFG's. Hertfordshire County Council are working in partnership with five of the ten districts and borough councils to implement a single point of access delivery model, using an in house Home Improvement Agency that will be hosted by the County Council. The aim of this new model is to provide greater flexibility and more effective spend of the resources allocated through the BCF, with Hertfordshire County Council retaining the allocation of funding and managing the process end to end. The delivery of DFG's will be streamlined, responsive and have less hand offs for the customer.

The HIA will charge an agreed fee and these will be recycled back in to the HIA, the fee will be set between 12 and 15%. The Occupational Therapists will remain employed and paid for by the County Council, specialist housing OT's currently and will continue to work tenure blind when carrying out duties. The DFG funding will be spent by the HIA in the areas that it would have originally been passed on to, and there will be quarterly reporting from the HIA back to those districts involved in this model of delivery. The HIA will have a Board and each district and borough will have representation on this, there will also be a Head of Service for the HIA and a Business Development Manager role within the HIA to look at future opportunities for the service delivery model. The HIA will sit within the same service directorate as where the equipment contract is managed; the HIA will have a 3 year Service Plan. The expected commencement of the new delivery model is October 2017.

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

**25 July 2017**

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

**Part 1- Public**

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

**1 LEISURE FACILITIES – LEISURE TRUST UPDATE**

**Summary**

- 1.1 The report reviews the recent performance of the Tonbridge and Malling Leisure Trust and updates Members on two key issues; these being the re-tender of fitness equipment and proposed extension of the gym at Larkfield Leisure Centre.**
- 1.2 Background**
- 1.2.1 Members will be aware that the Tonbridge and Malling Leisure Trust (Trust) has been responsible for the management of the Council's leisure facilities 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.
- 1.2.2 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.
- 1.3 Review of Performance**
- 1.3.1 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 2017.
- 1.3.2 The details shown in the annex 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.
- 1.3.3 Satisfaction and cleanliness scores from customers remain high with all scores above 90%, Angel Centre (100% cleanliness and 98% satisfaction), Tonbridge

Swimming Pool (96% cleanliness and 99% satisfaction) and Larkfield Leisure Centre (92% for cleanliness and 92% satisfaction).

- 1.3.4 It is encouraging to note that the number of positive comments in the quarter (77) again exceeded complaints (22) with no serious complaints received.
- 1.3.5. There were over 1 million visits to the Leisure Facilities over the year with a modest increase of just over 13,500 visits or 1.2% compared to the previous year (1,122,070 visits in total). Larkfield Leisure Centre had over 60,000 additional visits an 11% increase and Poult Wood Golf Centre had an additional 16,000 visits or 42% increase on the previous year. The figures at Poult Wood reflect both the lower attendance from poor weather in the previous year and improved attendance with better weather this year. Tonbridge Swimming Pool however saw a drop on the previous year of almost 15% or nearly 38,000 fewer visits together with the Angel Centre which showed a 9% reduction or nearly 26,000 fewer visits.
- 1.3.6 There are no particular areas of concern at Tonbridge Swimming Pool with much of the reduction as a result of the closure related to roof works and this is expected to return in time. The reduction at the Angel Centre has been identified by the Trust as small decreases across a number of areas. This will continue to be monitored and be addressed through the new 5 year action plan and monitoring of the Trust.
- 1.3.7 The overall number of accidents per 100,000 in Quarter 4 was 50 which was 22% lower than last year and 12% lower than the previous quarter. There was only one RIDDOR report submitted in the Quarter.

## **1.4 Fitness Equipment Renewal**

- 1.4.1 The fitness equipment at Larkfield Leisure Centre and the Angel Centre is scheduled for replacement within the financial year (2017/18). Replacement is currently allocated within the Council's Capital Renewals programme at circa £330,000. Under the formal Management Agreement with the Trust the Council is obligated to replace equipment in accordance with the Council's Capital Renewals programme.
- 1.4.2 In the increasingly competitive health and fitness market it is also felt important to continue to invest in new equipment to attract and retain customers. This equipment supports a significant area of income generation for the Trust and, in liaison with Trust, an internal officer group has been established to progress the scheme.
- 1.4.3 Officers have evaluated the most appropriate procurement route and progressed purchasing of the equipment through a Framework Agreement. Framework Agreements have the benefit of ensuring that pre-selected suppliers are appropriately qualified, experienced, resourced and financially suitable to undertake the works proposed. Frameworks are both EU and UK compliant and as they have already undertaken the main procurement process there is no need

for a full EU Tender. The Framework selected is ESPO (Eastern Shires Purchasing Organisation) Framework 345 that provides 10 pre-assessed suppliers. There will be a mini-competition as required under the Framework Agreement to establish which of these suppliers will be appointed to fulfil this supply contract.

1.4.4 As with all previous procurement of fitness equipment, the evaluation criteria for Tenders will place an emphasis on quality with the evaluation set at 30% (Price) and 70% (Quality).

1.4.5 It is anticipated that Tenders will be sought in July and I will be able to give a verbal update at the Board. It is proposed that the new equipment be installed at the Angel Centre over the coming Christmas period with replacement at Larkfield Leisure Centre to coincide with the completion of the proposed works to extend the gym (see below) that should take place in Spring 2018.

## **1.5 Larkfield Leisure Centre extension**

1.5.1 To support its new five year Business Plan (see separate report in these papers), the Trust has brought forward plans to extend the gym at Larkfield Leisure Centre as shown at **[Annex 2]**. These plans are based upon the Trusts evaluation of the existing market and both current use and latent demand. Most fundamentally, these plans support future income projections underpinning the ability for the Trust to bring forward a revised Service Fee (see separate report in these papers).

1.5.2 The plans will primarily provide an extension to the gym utilising the current adjoining dance studios. These studios will then be relocated into a new build at the front of the leisure centre as shown at **[Annex 2]**.

1.5.3 The planned extension is estimated at a total cost of between £700,000 and £800,000 and will be fully funded by the Trust. The Trust also proposes to purchase additional fitness equipment to furnish the extension with the Trust being fully responsible for purchase, maintenance and future replacement.

1.5.4 The proposed project will see significant funds re-invested by the Trust back in to facility for the benefit of customers. The project is strongly supported and Council officers will be working alongside the Trust on its delivery.

1.5.5 The capital investment being made by the Leisure Trust in relation to Larkfield Leisure Centre extension is permitted as part of the Management Agreement with the Trust which restricts use of the Trust's Capital reserves to within the Tonbridge and Malling area. In accordance with the Management Agreement a 'Notice of Change' has been sought by the Trust and granted by the Council in relation to the proposed works.

1.5.6 The Trust intend to phase the project to maintain customer access to core facilities as far as is practical.

1.5.7 The Trust has sought Planning permission and Landlords Consent from the Council and liaison/updates have been undertaken with both Larkfield and East Malling Parish Council, as the land owners, and Local Members. Subject to formal permissions being granted the project is expected to be completed in early 2018.

## **1.6 Legal Implications**

1.6.1 The management and development of facilities run by the Trust on the Council's behalf is in accordance with an approved Management Agreement.

1.6.2 The renewal of the fitness equipment at the Leisure Centres is being progressed in accordance with the Council's approved Financial and Procurement rules, policies and procedures.

1.6.3 The Framework selected for the fitness equipment procurement is ESPO Framework 345 which incorporates standard contractual terms and conditions. These conditions will be used as the basis of the contract with the successful tenderer. They vary from the Council's standard contract clauses and have been checked by the Council's Legal Services. It has been concluded that they are well drafted, offer a level of protection for the Council which is comparable to the Council's standard contract clauses and are acceptable. Under the Contracts Procedure Rules, Members are asked to note the variation and to approve it

## **1.7 Financial and Value for Money Considerations**

1.7.1 The transfer to the Leisure Trust has made a significant contribution to the Council's savings and further savings are anticipated from the current review of the Service Fee. The financial performance of the Trust continues to be positive.

1.7.2 The capital renewal process related to the Fitness equipment at Larkfield Leisure Centre and the Angel Centre is currently allocated within the Council's Capital Renewals programme and will be procured through the ESPO framework. As part of the Framework a financial appraisal has already been undertaken on each supplier, therefore, the Council will not be required to revisit this as part of the tender evaluation.

## **1.8 Risk Assessment**

1.8.1 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.

## **1.9 Equality Impact Assessment**

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

## **1.10 Policy Considerations**

1.10.1 Asset Management, Community, Healthy Lifestyles, Young People

**1.11 Recommendations**

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

- 1) the Trust's performance over the fourth quarter of the Annual Service Delivery Plan be noted.
- 2) the procurement process for the fitness equipment be progressed as outlined above.
- 3) the proposed works to the gym extension at Larkfield Leisure Centre be supported and progressed as outlined above.

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

Background papers:

contact: Stephen Gregg

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

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# Annual Service Delivery Plan Cumulative Quarterly Monitoring Report 1 April 2016 to 31 March 2017

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**Annual Service Delivery Plan Outcomes and Targets – 1 April to 31 December 2016**

<b>KEY OUTCOME: Improved physical activity through greater participation at the leisure centres</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Improve customer retention through utilisation of The Retention People software and 70% effective interaction targets	■ %age of Gym customers at high risk of leaving who are encouraged to stay and do stay (KPI 833)	Head of Operations	Monthly	<p>LLC High Risk Interactions Q1 - 65.9% Q2 – 34% Q3 – 40.8% Q4 – 55.5% This is a decrease of 9.7% on Q4 15/16</p> <p>Cumulative High Risk Interactions LLC – 49.05 this is a decrease of 10.85% YOY</p> <p>AC High Risk Interactions Q1 - 75.9% Q2 – 78% Q3 – 68.1% Q4 – 71.4% This is a decrease of 15% on Q4 15/16</p> <p>Cumulative High Risk Interactions AC – 73.35% this is a decrease of 9.85% YOY</p> <p>LLC Effective Interactions Q1 - 73.2% Q2 – 74% Q3 – 67.7% Q4 – 70.4% This is a decrease of 6.2% on Q4 15/16.</p> <p>Cumulative Effective Interactions LLC – 71.3% this is a decrease of 0.5% YOY</p> <p>AC Effective Interactions Q1- 70.5% Q2 – 70% Q3 – 67.1% Q4 – 80.7% This is an increase of 8.3% on Q4 15/16</p>

				<p>Cumulative Effective Interactions AC – 72.08% this is an increase of 1.48% YOY</p>
<p>Increase overall DD/Annual membership totals by 8%</p>	<p>■ Direct debit/annual members across all categories</p>	<p>Head of Business Development</p>	<p>Monthly</p>	<p>DD/Annual Health &amp; Fitness and Swim &amp; Spa membership across all categories all three sites excluding Excel and Kick-start.</p> <p>LLC H&amp;F members Q1 - 2336 Q2 - 2298 Q3 – 2615 Q4 - 2585 This is a reduction of 30 or 1.1% on the previous quarter and an increase of 20 or 0.8% YOY.</p> <p>LLC S&amp;S members Q1 – 391 Q2 – 406 Q3 – 365 Q4 - 479 This is an increase of 114 or 31% on the previous quarter and an increase of 18 or 3.9% YOY.</p> <p>AC H&amp;F members Q1 – 1457 Q2 – 1439 Q3 – 1626 Q4 - 1611 This is a decrease of 15 or 0.9% on the previous quarter and a decrease of 47 or 3% YOY.</p> <p>TSP S&amp;S members Q1 – 1081 Q2 – 1087 Q3 – 662 Q4 - 816 This is an increase of 154 or 23% on the previous quarter and a decrease of 263 or 24% YOY. This figure is distorted by the pool closure</p>

				Overall membership totals for Q4 are 5491. Which is an increase of 223 or 4.2% on the previous quarter and an decrease of 178 or 3% YOY.
Reduce attrition to below 2.5%	■ Attrition rates	Head of Operations	Monthly	<p>LLC</p> <p>Q1 Average – 2.2%</p> <p>Q2 Average – 3.4%</p> <p>Q3 Average - 2.7%</p> <p>Q4 Average – 2.1%</p> <p>Cumulative – 2.6%, This compares to attrition to the end of Q4 2015/16 of 2.8%.</p> <p>AC</p> <p>Q1 Average – 1.7%</p> <p>Q2 Average – 3.3%</p> <p>Q3 Average - 2.4%</p> <p>Q4 Average – 2.4%</p> <p>Cumulative – 2.45%, This compares to attrition to the end of Q4 2015/16 of 1.1%</p>
Increase overall attendance by 2.5%	■ Attendance at leisure centres	Head of Business Development	Monthly	<p>Overall usage Q4 2016/17 as follows;</p> <p>LLC</p> <p>Q1 – 161,777</p> <p>Q2 – 145,764</p> <p>Q3 – 128,287</p> <p>Q4 – 167,459</p> <p>This compares to 142,528 to the end of Q4 2015/16. This is an increase of 24,931 or 17.5%</p> <p>Cumulative – 603,287. This compares to 542,187 to the end of Q4 2015/16. This is an increase of 61,100 or 11.2%</p> <p>AC</p> <p>Q1 – 62,551</p> <p>Q2 – 51,378</p> <p>Q3 – 64,673</p> <p>Q4 – 69,439</p> <p>This compares to 81,526 to the end of Q4 2015/16. This is a decrease of 12,087 or 14.8%.</p>

			<p>Cumulative – 248,041. This compares to 273,898 to the end of Q4 2015/16. This is a decrease of 25,857 or 9.4%.</p> <p>TSP Q1 – 69,886 Q2 – 75,309 Q3 – 18,611 Q4 – 52,650 This compares to 58,740 to the end of Q4 2015/16. This is a decrease of 6,090 or 10.36%.</p> <p>Cumulative – 216,456. This compares to 254,103 to the end of Q4 2015/16. This is a decrease of 37,647 or 14.8%.</p> <p>PWGC Q1 – 16,886 Q2 – 19,156 Q3 - 10,495 Q4 – 7,749 This compares to 3,362 to the end of Q4 2015/16. This is an increase of 4,387 or 130%</p> <p>Cumulative – 54,286. This compares to 38,234 to the end of Q4 2015/16. This is an increase of 16,052 or 42%</p> <p>Total Attendance Q1 – 311,100 Q2 – 291,607 Q3 – 222,066 Q4 – 297,297 This compares to 286,156 to the end of Q4 2015/16. This is an increase of 11,141 or 3.8%.</p> <p>Cumulative – 1,122,070. This compares to 1,108,422 to the end of Q4 2015/16. This is an increase of 13,648 or 1.23%</p>
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<b>KEY OUTCOME: Improved access to coaching and talent development for sports</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Increase number of Swim School customers by 5%	■ Average number of customers enrolled in Swim School (KPI 840)	Head of Operations	Quarterly	<p>LLC</p> <p>Q1 - 1045 Q2 - 1061 Q3 - 1080 Q4 - 1051</p> <p>This is a reduction of 29 or 2.6% on the previous quarter and an increase of 6 or 0.6% YOY</p> <p>TSP</p> <p>Q1 - 990 Q2 - 959 Q3 - 953 Q4 - 956</p> <p>This is an increase of 3 or 0.3% on the previous quarter and a decrease of 36 or 3.6% YOY</p> <p>Total</p> <p>Q1 - 2035 Q2 - 2020 Q3 - 2033 Q4 - 2007</p> <p>This is a decrease of 26 or 1.2% on the previous quarter and a decrease of 30 or 1.5% YOY</p>
<b>KEY OUTCOME: Increased participation in the facilities by children and young people (both in absolute terms and relative measures, such as percentage)</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Increase EXCELmembership by 5%	■ Average number of EXCEL members age 11-18 (KPI 835)	Head of Business Development	Monthly	<p>LLC</p> <p>Q1 - 376 Q2 - 401 Q3 - 392 Q4 - 409</p> <p>This is an increase of 17 or 4.3% on the previous quarter and an increase of 36 or 9.6% YOY.</p> <p>AC/TSP</p> <p>Q1 - 323 Q2 - 303 Q3 - 245 Q4 - 264</p>

				<p>This is an increase of 19 or 7.7% on the previous quarter and a decrease of 64 or 19.5% YOY.</p> <p>Total Q1 - 699 Q2 - 704 Q3 - 637 Q4 - 673</p> <p>This is a decrease of 36 or 5.6% on the previous quarter and a decrease of 28 or 4% YOY.</p>
Increase Kick-start membership by 5%	<p>■ Average number of Kick-start members age 0-10 (KPI 836)</p>	Head of Business Development	Monthly	<p>LLC Q1 - 135 Q2 - 135 Q3 - 114 Q4 - 109</p> <p>This is a decrease of 5 or 4.4% on the previous quarter and a decrease of 27 or 19.8% YOY.</p> <p>AC/TSP Q1 - 200 Q2 - 179 Q3 - 182 Q4 - 173</p> <p>This is a decrease of 9 or 4.9% on the previous quarter and a decrease of 30 or 14.7% YOY.</p> <p>Total Q1 - 335 Q2 - 314 Q3 - 296 Q4 - 282</p> <p>This is a decrease of 14 or 4.7% on the previous quarter and a decrease of 57 or 16.8% YOY.</p>
<b>KEY OUTCOME: Increased participation in referral and healthy living programmes to result in reduced obesity and improved health</b>				
<b>Measure</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Achieve approved NHS target of 150 customers enrolled on Weight Management Programme	<p>■ Number of adult referrals onto weight management programme (KPI 326)</p>	Head of Business Development	Quarterly	<p>Q1 – 29 Q2 – 14 Q3 – 50 Q4 – on hold</p>

Increase number of referrals by 5%	■ Number of referrals	Head of Business Development	Quarterly	Cumulative - 93 Q1 – 127 Q2 – 148 Q3 - 111 Q4 - On hold Cumulative – 386 which is a decrease of 39 or 9% YOY.
Increase number of Weight Management referrals upgrading to DD option by 25%	■ Number of Weight Management customers	Head of Business Development	Quarterly	Scheme reactivated with heavy advertising around social media and in the centres to members and non-members. Scheme funding to cease from 1 April 2017
<b>KEY OUTCOME: Development of effective customer and community engagement processes through customer forums to enable additional input from the local community</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Development of customer engagement processes and development of positive local forums with relevant stakeholders	■ Residents satisfaction with facilities (KPI 829) / Net Promoter Score	Executive Management Team	Ongoing	Q1 Overall – 41% Q2 Overall – 31% Q3 Overall – 32% Q4 Overall – 47%  Cumulative – 37.75%
<b>KEY OUTCOME: Improve customer satisfaction rates</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Undertake 2 Mystery Visitor audits at each facility with target score of 85%	■ Mystery Visitor scores	Head of Operations	Annual	Mystery visits took place at all facilities during the quarter LLC – 90% AC – 88% TSP – 94% PWGC – 85%
Achieve average overall satisfaction score of 4.0/5	■ Overall satisfaction (KPI 832)	Head of Operations	Monthly	LLC Q1 – 91% / 4.2 Q2 – 85% / 4.0 Q3 – 91% / 4.0 Q4 – 92% / 4.1 This compares to 90% / 3.6 YOY.  AC Q1 – 98% / 4.2 Q2 – 98% / 4.2 Q3 – 99% / 4.3 Q4 – 98% / 4.3

				<p>This compares to 100% / 4.3 YOY.</p> <p>TSP Q1 – 99% / 4.6 Q2 – 99% / 4.5 Q3 – 100% / 4.7 Q4 – 99% / 4.6 This compares to 98% / 4.5 YOY.</p>
Achieve average cleanliness score of 4.0/5	■ Satisfaction - Cleanliness	Head of Operations	Monthly	<p>LLC Q1 – 89% / 3.7 Q2 – 79% / 3.6 Q3 – 81% / 3.7 Q4 – 92% / 4.0 This compares to 57% / 2.6 YOY.</p> <p>AC Q1 – 93% / 4.1 Q2 – 93% / 4.1 Q3 – 98% / 4.3 Q4 – 100% / 4.3 This compares to 88% / 4.0 YOY.</p> <p>TSP Q1 – 98% / 4.5 Q2 – 98% / 4.4 Q3 – 94% / 4.4 Q4 – 96% / 4.3 This compares to 98% / 2.6 YOY.</p>
<b>KEY OUTCOME: Increased participation from underrepresented groups including ethnic minorities, disabled, women and those on income support</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Increase penetration of Leisure Pass into qualifying households	■ Number of Leisure Pass holders (KPI 834)/ Penetration levels	Head of Business Development	Quarterly	<p>Q1 - 212 Q2 - 273 Q3 - 54 Q4 - 159 Issue with access to computer in December.</p>
<b>KEY OUTCOME: Reduction in energy consumption</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Reduce overall consumption of gas, electricity and water by 5% per M <sup>2</sup> at each facility	■ Consumption of utilities	Head of Operations	Quarterly	<p>Electricity Consumption LLC Q1 – 446,665</p>

			<p>Q2 – 445,943 Q3 – 434,661 Q4 – 432,745 This is a decrease of 1,916 or 0.4% on the previous quarter and a YOY increase of 10,342 or 2.5%</p> <p>AC Q1 – 118,906 Q2 – 142,022 Q3 – 113,081 Q4 – 115,854 This is an increase of 2,773 or 2.4% on the previous quarter a YOY increase of 17,795 or 18%.</p> <p>TSP Q1 – 348,089 Q2 – 268,378 Q3 – 203,055 Q4 – 222,625 This is an increase of 19,570 or 9.6% on the previous quarter and a YOY decrease of 4,539 or 2%</p> <p><b><u>Pool closed during the quarter.</u></b></p> <p>Gas Consumption LLC Q1 – 957,295 (corrected figure) Q2 – 558,666 (corrected figure) Q3 - 1,280,361 (corrected figure) Q4 – 1,352,417</p> <p>This is an increase of 72,056 or 5.6% on the previous quarter and a decrease of 208,452 or 13.3% YOY.</p> <p><b><u>Larkfield Leisure Centre remains under query 42712</u></b></p> <p>AC Q1 – 224,304 Q2 – 104,591 Q3 – 442,007</p>
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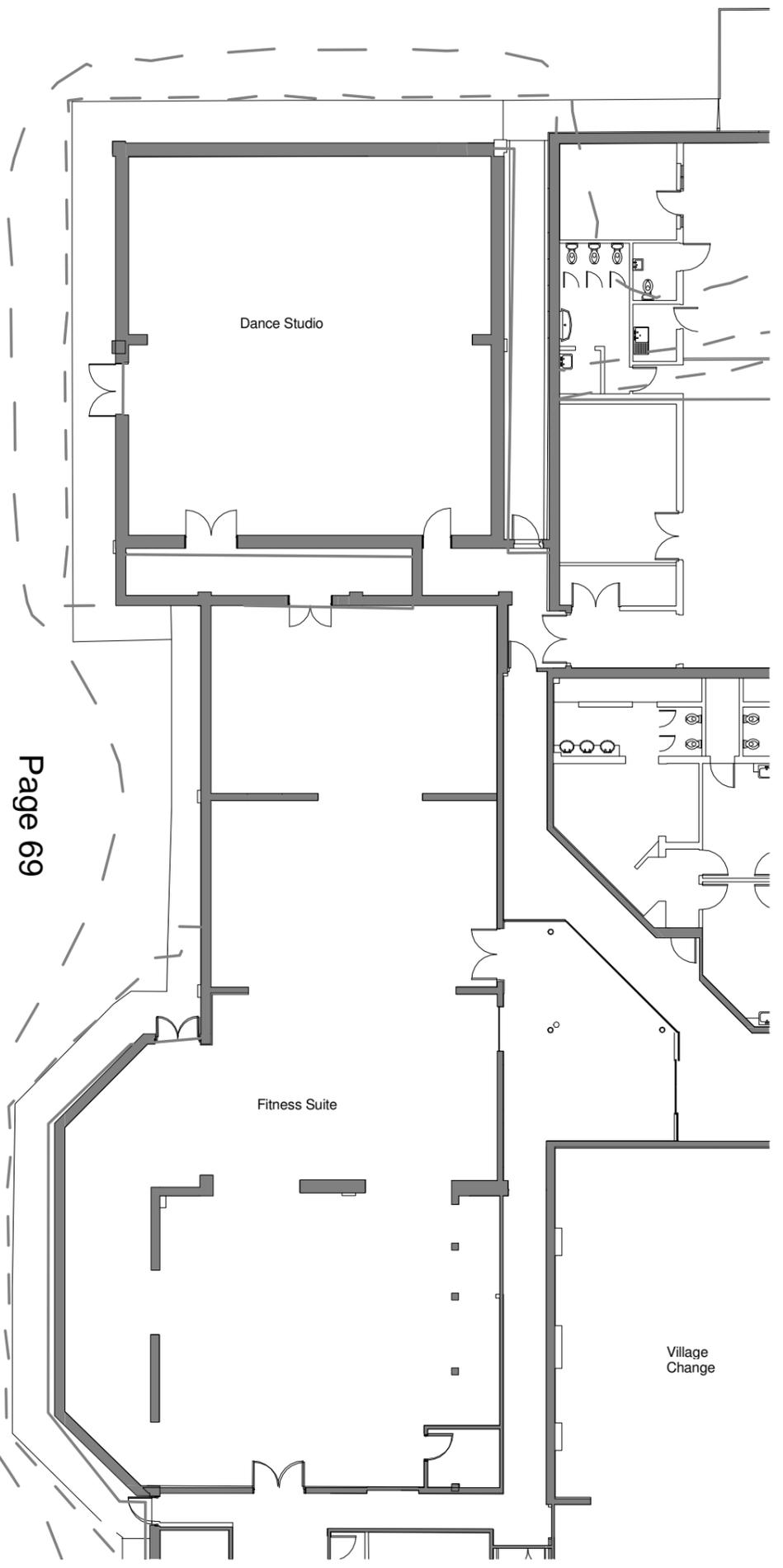
				<p>Q4 – 588,838</p> <p>This is an increase of 146,831 or 33% on the previous quarter and a YOY increase of 158,893 or 37%.</p> <p>TSP Q1 – 120,563 Q2 – 39,115 Q3 – 54,900 Q4 – 242,738 (figure under review)</p> <p>This is an increase of 187,838 or 342% on the previous quarter and a YOY increase of 7,393 or 3%</p> <p><b><u>Pool closed during Q2&amp;3</u></b></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>
<b>KEY OUTCOME: Improve performance through the National Benchmarking Survey</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Undertake triennial National Benchmarking Survey at each leisure centre on rolling basis	■ NBS scores	Head of Operations	Annual	LLC report has been received and action plan is in place
<b>KEY OUTCOME: Maintain and improve where possible Quest performance over the next five years</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Maintain or improve where possible Quest banding at leisure centres on rolling basis	■ Quest scores	Head of Operations	Annual	All facilities have Quest registration
<b>KEY OUTCOME: Ensure the facilities are operated safely</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Reduce accidents per 100,000 visits at each site	■ Accidents per 100,000 visits	Head of Operations	Monthly	<p>Accidents per 100,000 customers as follows; LLC Q1 – 94 Q2 – 53 Q3 – 71 Q4 - 62</p> <p>This is a decrease of 24 or 28% compared to Q3 in</p>

			<p>2015/16, and a decrease of 9 or 12.6% on the previous quarter.</p> <p>AC                  Q1 – 35                  Q2 – 25                  Q3 – 43                  Q4 - 30</p> <p>This is an increase of 8 or 36% compared to Q3 2015/16, and a decrease of 13 or 30% on the previous quarter.</p> <p>TSP                  Q1 – 26                  Q2 – 54                  Q3 – 37                  Q4 - 57</p> <p>This is an increase of 9 or 18.75% compared to Q3 2015/16, and an increase of 20 or 54% on the previous quarter.</p> <p>PWGC                  Q1 – 0                  Q2 – 36                  Q3 – 10                  Q4 - 0</p> <p>This is a static position compared to Q3 2015/16, and a decrease of 10 or 100% on the previous quarter.</p> <p>Overall                  Q1 – 65                  Q2 – 47                  Q3 – 57                  Q4 - 50</p> <p>This is a reduction of 14 or 22% on Q3 2015/16, and a decrease of 7 or 12% on the previous quarter.</p>
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Undertake biennial health and safety audit at each LLC and TSP and achieve increased score against previous report	■ External health and safety audit scores	Head of Operations	Annual	Leisuresafe Audits have taken place at all facilities. All 4 facilities have maintained accreditation.
Reduce number of RIDDOR reportable accidents year on year at each site	■ Number of RIDDOR reportable accidents	Head of Operations	Monthly	Q1 – 1 Q2 – 1 Q3 – 1 Q4 - 1 reportable accident. (Broken ribs and cut to head). This compares to 1 in Q4 2015/16
Respond to findings of LeisureSafe Audits	■ Action Plan completion	Head of Operations	31 March 2017	Full action plans in place at all 4 sites.
<b>KEY OUTCOME: Maintain and improve staff satisfaction to deliver safe and secure services</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
Maintain sickness and absence rate below 2%	■ Sickness and absence rates	Head of Operations	Quarterly	Overall Sickness Q1 – 2.2% Q2 – 3.1% Q3 – 2.4% Q4 – 1.3% This is a 1.1% reduction on the previous quarter and a 2.36% reduction YOY.  Cumulative 2.25%. This is a YOY reduction of 0.34%
<b>KEY OUTCOME: Delivery of a reduced service fee over the term of the Agreement</b>				
<b>Aim</b>	<b>Measure</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
5% reduction in annual service fee net of CPI	■ Service fee reduction	Head of Finance	Annual	Revised service fee agreed, effective 1 April 2016

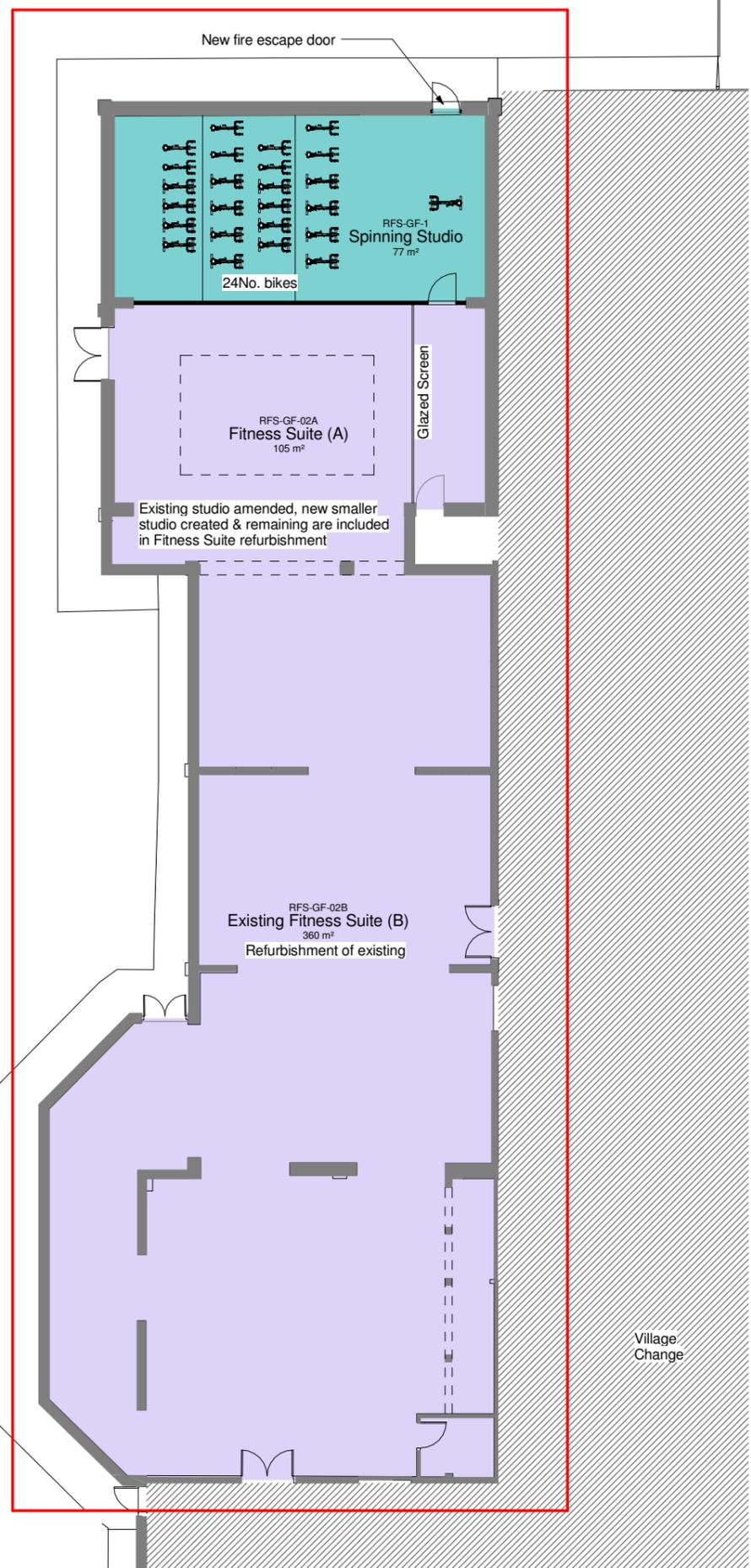
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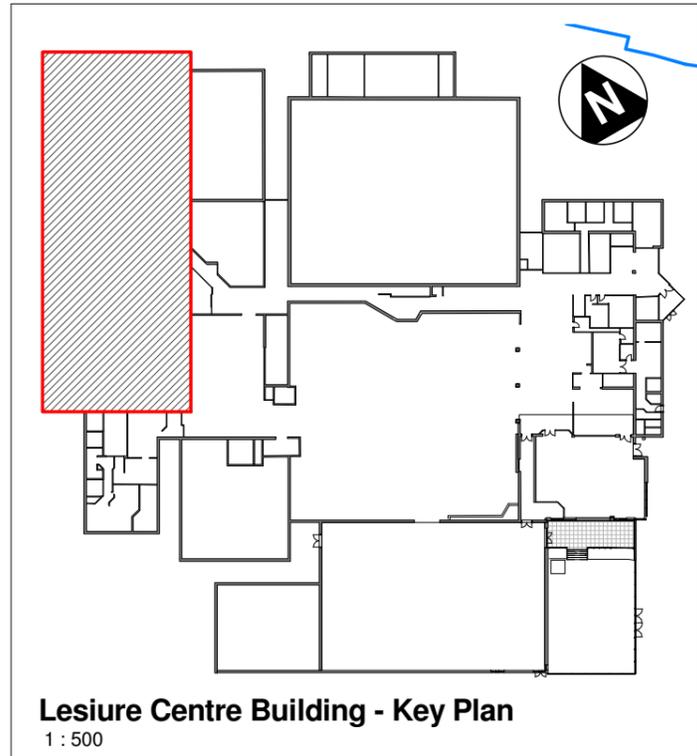


Page 69

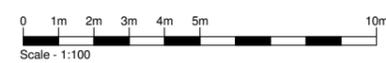
**Existing Ground Floor**  
1 : 100



**Proposed Ground Floor Fitness Suite**  
1 : 100



**Lesire Centre Building - Key Plan**  
1 : 500



B	Updates to layout in line with client comments	19/04/2017	KL
A	Revised Spin studio layout following client comments	05/04/2017	KL
No.	Revision	Date	Chk Auth

**LANDLORDS CONSENT**

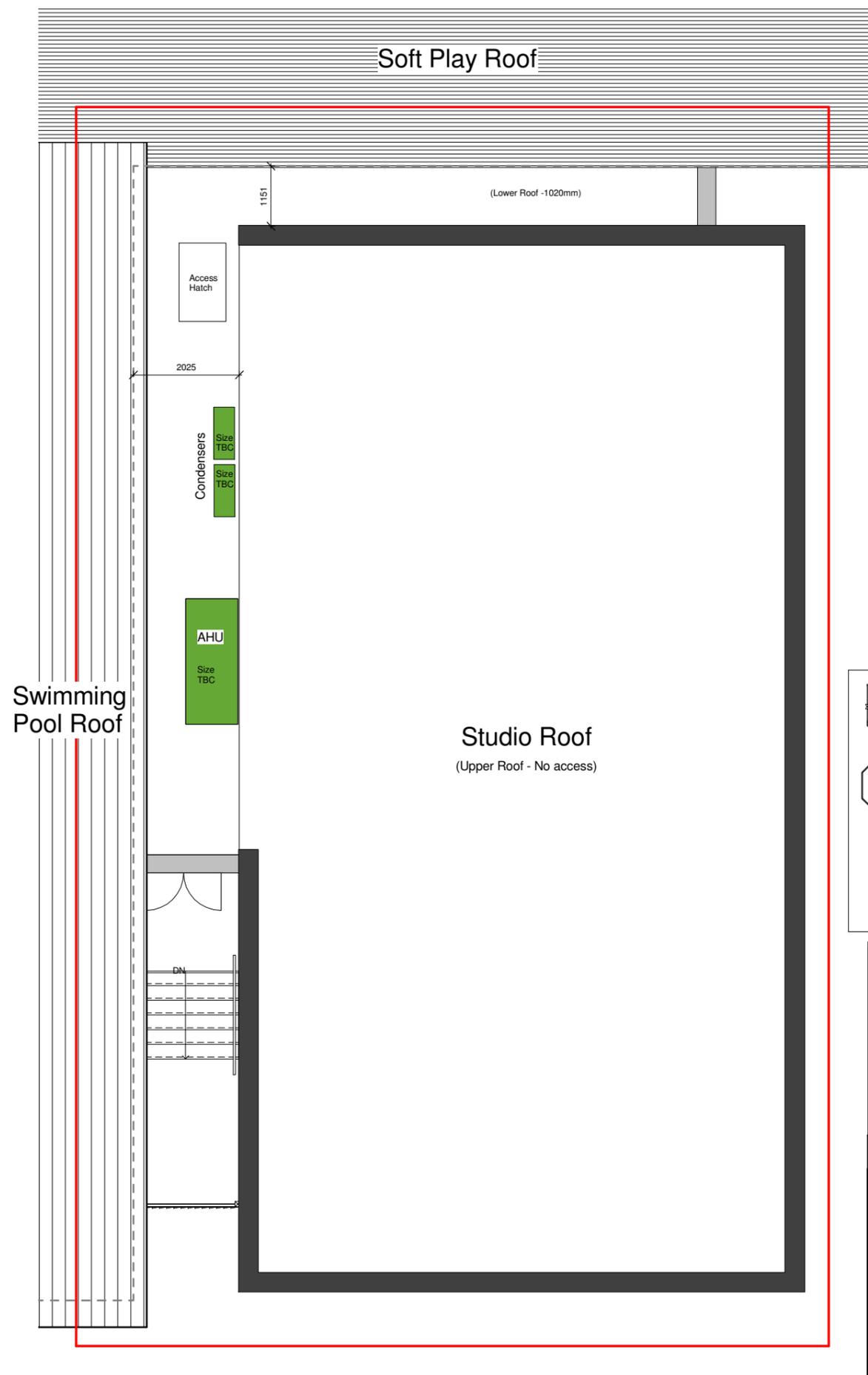
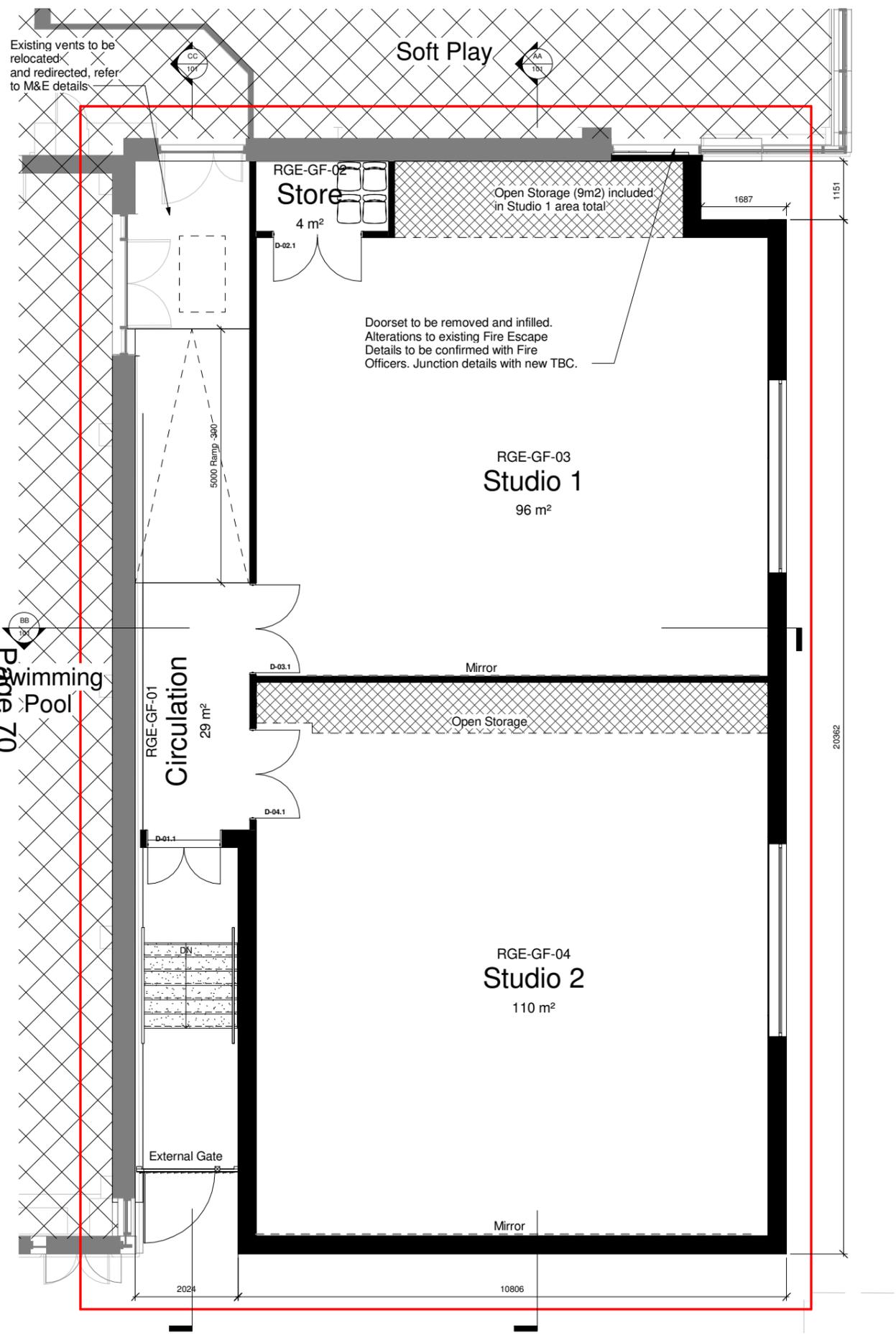
**Saunders Boston ARCHITECTS**  
Eastern Gate House, 119 Newmarket Road, Cambridge CB5 8HA  
T 01223 311623 E: office@saundersboston.co.uk

Client: Alliance Leisure  
Job: Larkfield Leisure Centre  
Drawing: Existing & Proposed Fitness Layout

Scales: As indicated @A1 Date: 03/14/17

SBA Project Code	Drawing Status Code	Revision
1558	S2	B
project	originator zone level type role number	
1558	-SBA-FS-GF-DR-A-11	

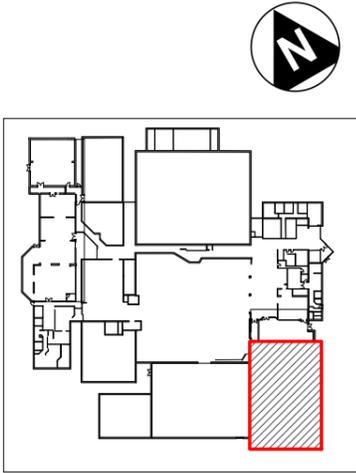
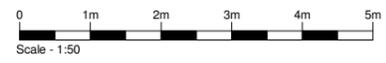
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**Proposed Ground Floor GA Plan**  
1 : 50

**Proposed GA Roof Plan**  
1 : 50



A	Updates to layout in line with client comments	15/04/2017	KL
No.	Revision	Date	Chk Auth

**LANDLORDS CONSENT**

**Saunders Boston ARCHITECTS**

Eastern Gate House, 119 Newmarket Road, Cambridge CB5 8HA  
T 01223 311623 E: office@saundersboston.co.uk

Client Alliance Leisure	
Job Larkfield Leisure Centre	
Drawing Proposed Studio Extension GF & FF Plans	
Scales As Indicated @A1	Date 04/05/17
SBA Project Code <b>1558</b>	Drawing Status Code <b>S2</b>
Revision <b>A</b>	
project 1558	originator zone level type role number -SBA-GE-ZZ-DR-A-15

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

**24 July 2017**

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

**Part 1- Public**

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

**1 CAPITAL PLAN PROJECTS**

**Summary**

**This report advises Members of progress with key projects contained in the Council's Capital Plan and brings forward three Post Implementation Reviews for consideration and approval.**

**1.1 Introduction**

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

1.1.2 Capital Plan schemes are also subject to Post Implementation Reviews after completion to assess their success against identified targets. In accordance with the Capital Strategy relevant Post Implementation Reviews will be submitted to this Board for approval and presented in accordance with the approved template. Three Post Implementation Reviews has been brought forward for Member consideration and are detailed at **[Annexes 2-4]**.

**1.2 Leybourne Lakes Country Park – Additional Car Parking**

1.2.1 Currently on List A, the project aims to increase parking provision within the main car park by increasing the number of bays (approximately 30) within the current overflow car park. Initial works have taken place to transplant trees that will be affected and quotes are currently being sought for the creation of the new bays.

1.2.2 The total project cost is estimated at £17,000 with £9,700 being funded from receipts from South East Water, secured in relation to a recent Easement Agreement connected to the Park. The works are due to be completed prior to the school summer holiday period.

### **1.3 Haysden Country Park – Additional Car Parking**

1.3.1 Currently within the Council's Capital Plan for evaluation, this project looks to review current parking provision on site with the potential to increase parking capacity in response to increasing visitor numbers.

1.3.2 It has recently become apparent that at peak times the current main car park cannot accommodate visitor demand to the Country Park, with cars parking along the main driveway or not being able to park at all. In response to this, temporary measures have recently been put in place that have included the removal of the raised beds in the car park and clearance to the end of the existing overflow car park to create approximately 10 additional spaces. Additional temporary parking has also been created within Tile Barn Field that lies beyond the end of the existing overflow car park; this has created approximately 60 additional temporary parking spaces.

1.3.3 It is the intention to monitor parking provision over the coming months and reflect these findings in the Capital Plan Evaluation that will be considered by Members of the Finance, Innovation and Property Advisory Board in January 2018. Consideration will need to be given to the requirement for further parking and/or the formalisation of current temporary arrangements.

### **1.4 Tonbridge Racecourse Revetment Works**

1.4.1 Currently on List A of the Capital Plan the project aims to address erosion and existing collapsing revetment on identified sections of the river bank. Tenders have been sought for the project and it is anticipated that works will commence in early autumn. Works will be dependent on tenders received, Environment Agency Consents and Contractors lead-in requirements. The total project cost is estimated at £120,000 with external funding of £28,000 already secured.

### **1.5 PIR – Larkfield Recreation Ground Play Improvements**

1.5.1 Primarily this project saw the installation of a new skate park in the Parish. The project was delivered on budget and the Parish Council has confirmed that the objectives of the scheme were met. A full copy of the PIR can be found at **[Annex 2]**.

### **1.6 PIR – Tonbridge Racecourse Sportsground Bridge Renewal/Repair**

1.6.1 The project sought to replace the previous iron bridge leading from Avebury Avenue to Tonbridge Racecourse Sportsground. Members will note that the project was overspent. This was primarily due to significant reconstruction work required to the bridge abutments. The requirement for these additional works only became apparent following the removal of the previous bridge. The works fully met the targets set for the project.

## **1.7 PIR – DDA Audit Recommendations – Phase 3**

1.7.1 The project sought to improve accessibility to Council facilities and meet legislative requirements. Works included path improvements and installation of new access points to Leybourne Lakes Country Park and a variety of works at Larkfield Leisure Centre to work toward requirements under the IFI Scheme (Inclusive Fitness Initiative). The project was delivered below budget and achieved the outcomes set.

## **1.8 Legal Implications**

1.8.1 All projects will be/are being delivered in accordance with the Council's adopted Procurement Rules and Procedures.

## **1.9 Financial and Value for Money Considerations**

1.9.1 Total car park income across both Country Parks was £64,000 in the last financial year. This income continues to grow in light of the parks popularity, and is essential in partially off-setting operating costs at both sites.

1.9.2 As shown at **[Annexes 2-4]** in relation to specific Post Implementation Reviews.

## **1.10 Risk Assessment**

1.10.1 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 Members will note that works at 1.7 above were specifically undertaken to improve accessibility to Council facilities.

## **1.12 Policy Considerations**

1.12.1 Asset Management, Health and Safety, Equalities/Diversity and Young People

## **1.13 Recommendations**

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

- 1) Updates on the current Capital Plan, as shown at **[Annex 1]**, be noted;
- 2) the Post Implementation Review for Larkfield Recreation Ground Play Improvements as shown at **[Annex 2]** be approved;
- 3) the Post Implementation Review for Tonbridge Racecourse Sportsground Bridge Renewal/Repair as shown at **[Annex 3]** be approved;

- 4) the Post Implementation Review for DDA Audit Recommendations – Phase 3 as shown at **[Annex 4]** be approved.

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

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

**CAPITAL PLAN PROGRESS**  
**COMMUNITIES & HOUSING ADVISORY BOARD – MONDAY 24<sup>TH</sup> JULY 2017**

	Corporate aims & priorities	Expenditure to 31.03.17 £'000	2017/18 Estimate £'000	2018/2023 Estimate £'000	Estimated Scheme Total	Notes
<b>Larkfield Leisure Centre</b>						
a) Refurbishment of Lifestyles Health Suite (Less TMLT Contribution)	1(key), 1g, 3(key), 3a	419 (62) 357	13  13		432 (62) 370	Scheme included the provision of a new spa bath, sauna, steam room and ventilation system. The new facility was formally opened on 15 <sup>th</sup> March 2016. <b>Scheme completed.</b>
<b>Land Drainage/Flood Defence</b>						
(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	120 (120)	2 (2)		122 (122)	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. <b>Scheme completed.</b>
<b>Sportsgrounds</b>						
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.
b) Racecourse Sports Ground Riverside Revetment Less Grants	7d, 8b, 8a		120 (28)		120 (28)	Replace sections of the existing wooden revetment which is now failing and causing erosion of the riverbank at Tonbridge

	Corporate aims & priorities	Expenditure to 31.03.17 £'000	2017/18 Estimate £'000	2018/2023 Estimate £'000	Estimated Scheme Total	Notes
						Racecourse Sports Ground. Scheme is part funded by grant from the Environment Agency. (See main report for update).
<b>Open Space</b>						
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. <b>Scheme completed.</b>
c) Public Open Spaces Site Improvements Phase 2 Less developer contribution	3e, 7a, 7b, 7c, 7d, 7g(key), 8a(key), 8b, 11a(key), 18a	57 (57)	12 (12)		69 (69)	Improvements to a number of open spaces in Tonbridge including St Philips Church, Frogsbridge, Woodlands Walk and Brungers Pond. Installation of new play equipment at Frogsbridge and new play area at St Philips complete. Works on other sites progressing.
d) Haysden Country Park Extension of Play Area Less grants and contributions	3a	6 (6)	55 (55)		61 (61)	Extension of existing Play Area including the provision of 12 new elements of play. <b>Scheme completed.</b>
e) 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. <b>Scheme completed.</b>
f) Leybourne Lakes County Park Car Park Extension	1a, 18a		17		17	Additional parking provision to meet peak demand. Scheme part funded by South East Water. Net cost of scheme recouped overtime from additional income. (See main report for update).

	Corporate aims & priorities	Expenditure to 31.03.17 £'000	2017/18 Estimate £'000	2018/2023 Estimate £'000	Estimated Scheme Total	Notes
<b>Other Schemes</b>						
a) Tonbridge Cemetery i) Memorial Safety Less developer contribution	7d	92 (3)	4	15	111 (3)	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 was met from developer contributions and funding by the Trust. <b>Scheme completed.</b>
c) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	10	40	50	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.
<b>Capital Renewals</b>						
a) Angel Centre		n/a	401	418	819	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	546	644	1190	
c) Tonbridge Swimming Pool		n/a	154	292	446	
d) Sportsgrounds and Open Spaces		n/a	238	468	706	
e) Poult Wood Golf Centre						Provisions reviewed by Overview and Scrutiny Committee January 2015. Savings target for 2016/17 onwards relates to Trust renewals only. Savings in respect of non-Trust items
i) Grounds Maintenance		n/a	129	195	324	
ii) Clubhouse		n/a	101	75	176	
iii) Course		n/a		84	84	

	<b>Corporate aims &amp; priorities</b>	<b>Expenditure to 31.03.17 £'000</b>	<b>2017/18 Estimate £'000</b>	<b>2018/2023 Estimate £'000</b>	<b>Estimated Scheme Total</b>	<b>Notes</b>
f) Provision for inflation Savings target (assumes 25%)		n/a n/a	9 (201)	132 (459)	143 (660)	embedded within detailed renewals schedules by extending asset life.
Total		502	2,522	1,904	4,928	

<b>Capital Plan Post Implementation Review</b>	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	Larkfield Recreation Ground – Play Improvements
Scheme Description:	Improve play facilities for young people at Larkfield Recreation Ground.
Evaluation:	Cabinet October 2010
Capital Plan Year(s)	2010/11
Approved budget	£25,000
National Priorities	Encouraging healthier lifestyles
Local Priorities	Involve, safeguard and meet the needs of children and young people Promote, encourage and provide opportunities for healthy living Leisure & Arts Strategy – Work with Parish/Town Councils to improve the provision and quality of outdoor leisure facilities across the Borough
Targets for judging success:	(a) Improved range of facilities (b) Regular future use (c) Positive customer feedback (d) Compliance with relevant safety standards
Completion date (work completed):	Dec 2015
Completion date (final payment):	Dec 2015
Projected date for post implementation review:	Twelve months after completion
Final cost:	£25,000
Performance against National and Local Priorities and Targets:	East Malling & Larkfield Parish Council has advised that the targets were met.
Budget performance / Value for money:	Project delivered on budget.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None

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<b>Capital Plan Post Implementation Review</b>	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	Sports Grounds : Tonbridge Racecourse Sportsground – Bridge Renewal/Repair
Scheme Description:	To establish the need for repair/replacement of the main access bridge from Avebury Avenue into Tonbridge Racecourse Sportsground and carry out required works.
Evaluation:	Finance and Property Advisory Board January 2005
Capital Plan Year(s)	2010/11
Approved budget	Original budget of £75,000 was increased to £145,000 in the 2013/14 Capital Plan Review and to £150,000 2014/15 Capital Plan Review
National Priorities	None.
Local Priorities	7a Access for Everyone 7d Improve security/health & safety at leisure facilities. 7e Improve public access to public open spaces across the borough. 8a (key) Achieve a cleaner, smarter and better maintained street scene and open space environment. 8b Enhance the amenity and appearance of locations borough wide.
Targets for judging success:	(a) Retain this well used pedestrian access route into the sportsground. (b) Ensure future public safety when using the bridge. (c) Enhance the appearance of the bridge.
Completion date (work completed):	2014/15
Completion date (final payment):	May 2016
Projected date for post implementation review:	Twelve months after completion
Final cost:	£154,000
Performance against National and Local Priorities and Targets:	The scheme met the local priorities highlighted above improving accessibility, safety and visual amenity.
Budget performance / Value for money:	The project was delivered £4,000 above amended budget. Budget increased primarily due to unanticipated work to the bridge abutments.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None

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<b>Capital Plan Post Implementation Review</b>	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	DDA Audit Recommendations – Phase 3
Scheme Description:	To meet legislative requirements of the Disability Discrimination Act and enhance access to customers with a disability.
Evaluation:	Finance & Property Advisory Board January 2007
Capital Plan Year(s)	2007/08
Approved budget	Original budget of £47,000 reduced to £23,000 following a virement to support DDA works on separate Capital Plan projects at Larfield Leisure Centre and the Angel Centre.
National Priorities	Disability Equality Agenda
Local Priorities	2g Improve access to Council services and facilities in accordance with DDDA requirements, 7b Enable the whole community, including those most in need, to more fully enjoy leisure and culture services; 7d Operate the Council's leisure facilities/services effectively, efficiently and economically, within approved levels of resources, to meet identified needs, 10a (key) Promote, encourage and provide opportunities for healthy living, 13a Make Tonbridge and Malling a better place in which to live, 18a Improve the fabric of our leisure facilities and access for all.
Targets for judging success:	(a) Improved access for people with disabilities (b) Increased participation by people with a disability
Completion date (work completed):	
Completion date (final payment):	June 2011
Projected date for post implementation review:	Twelve months after completion
Final cost:	£19,350
Performance against National and Local Priorities and Targets:	The scheme met the local priorities highlighted above improving accessibility to leisure facilities.
Budget performance / Value for money:	The scheme was delivered below budget.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None

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

**24 July 2017**

**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**

**The Community Safety Partnership (CSP) is required to publish an annual plan of its work. This gives details of the initiatives it has carried out during the previous year and details of the priorities for the forthcoming year.**

**1.1 The Tonbridge & Malling CSP Partnership Plan 2017/18**

1.1.1 The Community Safety Partnership is required to publish an annual plan of its work and the actions that it plans for the forthcoming year. A copy of the Plan is attached at Annex 1 and gives details about the initiatives that were undertaken during 2016/17 and information about the Partnership's priorities for 2017/18.

1.1.2 Crime levels within the borough are low and the borough remains one of the safest in the county. From April 2016 to March 2017 there were 6,262 incidents of victim based crime recorded within Tonbridge & Malling (an increase of 748 offences). In the same time period there was a decrease of recorded incidents of anti-social behaviour reported to the police (down by 98 incidents). Although victim based crime levels have risen, the borough is still one of the safest in the county and we have the third lowest victim based crime rate in Kent.

1.1.3 The Partnership has agreed six year priorities for 2017/18. These are

- Anti-social behaviour – including Environmental Crime
- Counter Terrorism
- Domestic Abuse
- Gangs/Organised Crime Groups
- Mental Health
- Substance Misuse

1.1.4 For each of these priorities an Action Plan has been developed with partners and these will be progressed during the year. These action plans are also included within the Partnership Plan. The actions will be monitored by a 'Priority Issues' Working Group and feedback also given to the Community Safety Partnership Strategy Group.

## **1.2 Legal Implications**

1.2.1 None

## **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 under taken 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 Community Safety

## **1.7 Recommendation**

1.7.1 That the Community Safety Partnership Plan 2017/18 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:

Nil

contact: Alison Finch  
Safer & Stronger Communities  
Manager

Adrian Stanfield  
Director of Central Services

# **Tonbridge and Malling**

## **Community Safety Partnership**

### **Partnership Plan**

### **2017 - 2018**



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## Partnership Plan 2017 - 2018

### 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 community safety 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 six key priorities and these will be explained in further details later in the document.

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 about vulnerable people and other topics of concern.

In light of its new priorities for 2017/18 the CSP has reviewed the number and type of meetings it holds every year. The CSP Strategy Group meeting meets twice a year and looks at strategic issues, whereas Working Groups will consider operational matters. We are also establishing a Domestic Abuse Forum to help bring together agencies involved in tackling domestic abuse.

The CSP links in to the 'Safer in Kent: Community Safety and Criminal Justice Plan' developed by the Police and Crime Commissioner (PCC) and we also link into the joint vision of the Chief Constable and Police and Crime Commissioner which is:

*"Our vision is for Kent to be a safe place for people to live, work and visit and by protecting the public from crime and antisocial behaviour, we will allow our communities to flourish. We will work closely with our partners to ensure that a seamless service is provided and that opportunities for joint working are explored. By working with partners and listening to the public we will provide a first class policing service that places the victim first and is visible and accessible. We will ensure local visible community policing is at the heart of everything we do. 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 2017/18 and we will use this to address our local priorities. We need to ensure that we work to reflect the priorities of the PCC and that the use of the funding reflects these priorities.

## Review of actions 2016/17

Crime levels within Tonbridge and Malling are low and the borough remains one of the safest in the county. From April 2016 to March 2017, there were 6,262 incidents of victim based crime recorded within Tonbridge and Malling (an increase of 748 offences). In the same time period there was a decrease of recorded incidents of anti-social behaviour reported to the police (down by 98 incidents). Although victim based crime levels have risen, the borough is still one of the safest in the county and we have the third lowest victim based crime rate in Kent.

For 2016/17 the Partnership focused on three key themes – Safeguarding, Health and Wellbeing and Public Safety. Within these overarching themes were key topics and the actions around these topics are given below, together with an update on whether or not these actions were achieved.

<b>Safeguarding</b> <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	During the year DAVSS received 245 referrals to their service. Of these 227 were female and 18 were male victims.	
Support the development and delivery of perpetrator programmes within the borough	Kent and Medway Domestic Violence Strategy Group CDAP	Ongoing	The Community Domestic Abuse Perpetrator Programme (CDAP) continues to run on a rolling basis in the borough and 8 men from the borough have attended the programme, with 2 completing.	

Continue to support the One Stop Shop in Tonbridge	DAVSS Choices Housing Associations TMBC	Ongoing	The One Stop Shop continues to run in Tonbridge and is well supported by a variety of organisations. On average 6 people attend each week.	
Run at least one Freedom Programme in the borough	DAVSS Choices	By March 2017	A Freedom Programme ran in Tonbridge from September to December 2016. 11 women completed the course.	
Hold a monthly meeting to provide support to repeat victims of domestic abuse	All partners	Ongoing	This is ongoing and is well attended by partners.	
Promote key messages around domestic abuse prevention and support, linking in with national campaigns and promoting local services	DAVSS Choices TMBC	Ongoing	This has been ongoing throughout the year.	
Reinforcement of positive relationships for young people	Choices DAVSS	Ongoing	Choices and DAVSS have both run programmes within schools in the borough. Over 60 young people have been engaged.	
<b>Child Sexual Exploitation</b>		<b>Success Indicator:</b> For partners to be aware of CSE issues within the borough		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
Promote Op Willow around CSE	Kent Police	Ongoing	This is discussed at the Weekly meeting and PCSOs focus on this as part of their patrols.	
Run awareness training on CSE	TMBC	By March 2017	CSE was raised during some Prevent training run during November 2016 and March 2017 which all TMBC staff and other partners attended.	

<b>Prevent</b>		<b>Success Indicator:</b> For partners and the community to consider Prevent in their everyday lives		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
Deliver multi-agency Prevent training	TMBC	By March 2017	Prevent training was held in November 2016 and March 2017. All TMBC staff and other partners attended.	
Promote the Prevent Strategy within the community	All partners	Ongoing	This is ongoing work and the Community Liaison Officer also helps to promote.	
<b>Vulnerable People</b>		<b>Success Indicator:</b> To ensure that all vulnerable people within the borough are safe		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
Deliver training on Safeguarding and Prevent to partners (including taxi drivers)	TMBC	By March 2017	See update above on Prevent training held.	
Consider developing a Community Safety app around Safeguarding	TMBC	By March 2017	This is ongoing work. The App is scheduled to go live in Autumn 2017.	
Consider the establishment of a Self-Neglect Forum	TMBC	By Dec 2016	A Self-Neglect forum has been established.	
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	The Wardens and PCSOs are gathering information about vulnerable people and providing appropriate support.	

**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	The new powers have been utilised and we have used Dispersal Orders, Community Protection Notices and are progressing a Public Space Protection Order.	
Identify and provide support for all high risk and vulnerable victims of ASB	Kent Police TMBC	Ongoing	This is ongoing work through the Weekly meeting	
Provide and support diversionary activities for young people	TMBC KCC	Ongoing	This is ongoing. During the summer the Y2 Crew scheme was held and over 55 young people from our priority communities attended.	
Provide Mediation to deal with neighbour disputes and family conflicts	Maidstone Mediation and West Kent Mediation	Ongoing	During the year there were 21 Neighbourhood referrals. Of these 4 were face to face, 5 were shuttle mediation, 3 are ongoing, 5 withdrew and 4 did not engage.	
Identify perpetrators of ASB and undertake actions to cease their behaviour	TMBC Kent Police Housing Associations KCC	Ongoing	Daily monitoring takes place to identify perpetrators and take action against them. All agencies are working together to take appropriate actions.	

<b>Environmental Crime</b>		<b>Success Indicator:</b> An increase in wellbeing and satisfaction from local communities		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
Work with the CRC to utilise the Community Payback scheme	CRC	Ongoing	This is ongoing work and continues to develop.	
Carry out scheduled joint initiatives at litter 'hotspots' with Police, Community Wardens and community groups to carry out promotional and enforcement activities	TMBC	Ongoing	67 joint initiatives took place during the year.	
Deliver a programme of initiatives to promote responsible dog ownership	TMBC	Ongoing	25 initiatives were held during the year.	
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	6 operations were held during the year.	
<b>Road Safety</b>		<b>Success Indicator:</b> A reduction in the number of casualties on the road network within Tonbridge & Malling		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
Identify key locations for KSI's and develop work to address this issue	KFRS	By March 2017	Key locations have been identified but work is still required to address this.	
Identify Parishes without Speed Watch with a view to increase the number of schemes	Kent Police TMBC	By March 2017	Speedwatch has been relaunched and a number of new Parishes have joined up.	
Run three joint Restorative Justice operations targeting nuisance drivers in the borough	KFRS Kent Police	By March 2017	3 operations have been held during the year.	

**Health and Wellbeing**  
***Keeping communities healthy***

<b>Substance Misuse</b>		<b>Success Indicator:</b> Increased awareness of the services available in the borough to tackle substance misuse issues		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
Kenward Trust to work in at least 4 locations as part of their 'Community Outreach Services'	Kenward Trust	By March 2017	During the year Kenward Trust have been at 7 different locations within the borough and have engaged with over 1,000 young people.	
Continue to undertake drug warrants and appropriate enforcement activities	Kent Police	Ongoing	This is ongoing work in the borough.	
Continue the work of the Snodland Community Alcohol Partnership to tackle underage drinking and other alcohol related issues	Snodland CAP	Ongoing	The work of the CAP continues and a number of events have been held or attended by partners.	
Raise awareness of services available to support those with substance misuse issues	CGL Young Addaction	By March 2017	This is ongoing work and will continue during 2017/18.	
Respond to upcoming issues e.g. NPS	CGL Young Addaction	By March 2017	This is ongoing work and CGL and Young Addaction interact with individuals as appropriate.	
Provide education to young people around the issues of caffeine drinks	Kenward Trust Young Addaction	By March 2017	This is ongoing work and education has been provided in a number of schools by both Kenward and Young Addaction	

<b>Mental Health</b>		<b>Success Indicator:</b> Increased awareness of the mental health services available in the borough		
<b>Action</b>	<b>Owner/lead agency</b>	<b>Timescale</b>	<b>Update</b>	<b>Status</b>
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	The Weekly meeting identifies vulnerable individuals and their issues are discussed and actions agreed.	
Raise awareness of services available	TMBC	By March 2017	Social media has been used to raise awareness, as well as informing partners as appropriate.	
Run the Mind and Body Programme	Young Addaction	By March 2017	The programme has run in Wrotham School and The Malling School. Over 200 pupils have been involved.	

## **Review of projects and initiatives 2016/17**

During 2016/17 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.

### ***Safeguarding – including Domestic Abuse, Child Sexual Exploitation, Counter Terrorism and Vulnerable People***

#### **Domestic Abuse**

During the year the CSP continued to commission two services to support victims of domestic abuse, 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 227 women. They also supported 18 male victims. The IDVA service was commissioned countywide and in Tonbridge & Malling provided support for our high risk victims (through Choices). Both DAVSS and Choices are involved in the monthly meeting to identify and provide support to medium/repeat victims, as well as attending the One Stop Shop in Tonbridge.

#### **Counter Terrorism**

During November 2016 and March 2017 Tonbridge & Malling Borough Council ran Prevent training sessions, mainly for their staff but also for other partners to attend. This training was to raise awareness of the Prevent Strategy and what to do if staff were concerned about an individual. Over 250 staff were able to attend this training.

#### **Vulnerable People**

The Weekly meeting now focuses on vulnerable people. From January 2017 the Weekly meeting was reinvigorated and is now held on a Thursday morning to avoid clashing with other neighbouring district CSP meetings. We have more partners attending from a variety of organisations and we are sharing more information about vulnerable people. We do also look at other issues of concern, such as issues around geographical locations and community tensions. We have now started to introduce a monthly focus on self-neglect cases and we are hoping that this will bring together partners to share appropriate information.

## ***Public Safety – Anti-social behaviour, Environmental Crime and Road Safety***

### Anti-social behaviour

During the year we have been able to use the new ASB tools such as the Community Protection Notices and are currently progressing with a Public Spaces Protection Order.

The Borough Council has employed a new Anti-social behaviour Officer who is building good relationships with partners, including Housing Associations, Kent County Council Community Wardens, Social Services and Early Help (amongst others). The officer is able to undertake joint visits to residents who have a problem with anti-social behaviour and is able to issue joint letters or warnings to tenants with Housing Associations. The CSU was also able to issue 5 Community Protection warning letters and Notices and the Borough Council will be progressing with a Public Space Protection Order for the borough.

### Road safety

During the year the Community Safety Unit organised three Restorative Justice operations to target drivers who were speeding, using their mobile phone whilst driving and for other driving offences. As part of these operations drivers were given warnings for speeding, not wearing a seat belt and using a mobile phone whilst driving.

The Community Safety Unit was also able to link in with Speedwatch, which this year has been reinvigorated. In the borough 10 areas are now signed up to Speedwatch. This is a scheme where members of the community are trained to measure the speed of vehicles during their local area. Any one seen speeding is issued a warning letter.

## ***Health and Wellbeing – Substance Misuse and Mental Health***

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 1,000 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 where leaflets on proxy purchasing were handed out within the town.

## Priority Issues for 2017 – 2018

The Strategic Assessment undertaken during the autumn of 2016 identified the priority areas for the Partnership to tackle during 2017 – 2018 and the Partnership held a ‘workshop’ in February 2017 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 2017/18 are:

- Anti-social behaviour – including environmental crime
- Counter Terrorism
- Domestic Abuse
- Gangs/Organised Crime Groups
- Mental Health
- Substance Misuse

Within each of these themes there are several cross cutting issues that will need to be considered such as vulnerable people and community cohesion.

Reducing reoffending is a statutory requirement for the Community Safety Partnership and the Partnership will also consider this in the work that it does. The National 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. We hold a West Kent Reducing Reoffending meeting with Tunbridge Wells and Sevenoaks CSPs and this will continue throughout 2017/18.

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 regular basis.

The following pages set out the actions for the CSP for 2017/18. 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 it is now a requirement that the funding from the PCC are aligned to the priorities that he has given in his 'Safer in Kent: The Community Safety and Criminal Justice Plan'. 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.

## Action Plans 2017 – 2018

### *Anti-social behaviour – including environmental crime*

<b>Action</b>	<b>Owner/lead agency</b>	<b>Update</b>	<b>Status</b>
Provide Mediation to deal with neighbour disputes and family conflicts	Maidstone Mediation		
Hold multi-agency Community Awareness days to engage with local residents	TMBC Circle		
Identify hotspot areas and target resources to these areas	Kent Police		
Provide and support diversionary activities for young people	TMBC Leisure		
Identify perpetrators of ASB and undertake actions to cease their behaviour	TMBC Kent Police Housing Associations KCC		
Explore opportunities for using the ASB powers/tools available	All partners		
Increase education and awareness of support available.	TMBC Youth Forum KCC		
Carry out scheduled joint initiatives at litter 'hotspots' with Police, Community Wardens and community groups to carry out promotional and enforcement activities	TMBC		
Deliver a programme of initiatives to promote responsible dog ownership	TMBC		

Deliver a programme of joint operations with the Police targeting illegal waste carries and unlicensed scrap metal collectors in order to deter fly tipping and other waste offences	TMBC		
Deliver a programme of joint operations with the Police targeting untaxed & abandoned vehicles	Kent Police TMBC		

**Counter Terrorism**

Action	Owner/lead agency	Update	Status
Promote the Prevent Strategy within the community	All partners		
Attend Channel Panels where appropriate and provide support to individuals when required	TMBC		
Provide training for partners around the identification of vulnerable people	TMBC KCC		
Link in with the KCC Communication strategy around Prevent to ensure consistent messages are published	TMBC KCC		
Ensure businesses in the borough consider/are aware of additional security measures required	TMBC Police		

**Domestic Abuse**

<b>Action</b>	<b>Owner/lead agency</b>	<b>Update</b>	<b>Status</b>
Work with DAVSS to ensure that all victims of domestic abuse can receive support	DAVSS		
Work with the new KCC Commissioned services to ensure all victims in the borough receive the support they require	TMBC DAVSS Lookahead		
Continue to support the One Stop Shop in Tonbridge	DAVSS Circle		
Set up a Domestic Abuse Forum to share good practice around tackling domestic abuse	TMBC		
Run at least one Freedom Programme in the borough during the year	DAVSS		
Consider the use of Adolescent to Parent Violence Mediation as appropriate	Maidstone Mediation		
Refer perpetrators of domestic abuse to the Integrated Offender Management process	National Probation Service		
Promote and increase awareness around the issues and the support available	TMBC DAVSS		
Run preventative/educational programmes around healthy relationships	DAVSS Project Salus		

**Gangs/Organised Crime Groups (OCGs)**

<b>Action</b>	<b>Owner/lead agency</b>	<b>Update</b>	<b>Status</b>
Share information and report concerns about issues with partners	Kent Police/ All partners		
Work in Partnership to disrupt recognised gangs/ OCGs and identify existing and emerging groups.	Kent Police		
Refer gang/OCG members to the Integrated Offender Management process	National Probation Service		
Work with organisations such as Housing providers, British Transport Police and Schools to ensure early identification of young people being drawn into gangs	TMBC Kent Police (PCSO) KCC Early Help		
Increase awareness of the issues and the support available	TMBC Youth Forum CSU		
Work with 'Reform, Restore, Respect' to hold run educational programmes within schools	Restore, Restore, Respect		

**Mental Health**

<b>Action</b>	<b>Owner/lead agency</b>	<b>Update</b>	<b>Status</b>
Hold training around Mental Health	TMBC		
Ensure appropriate representation from Mental Health services attend meetings	TMBC		
Ensure that there is an awareness of the referral process and that all partners are aware of where to signpost people who have been identified as having mental health issues	All partners		
Consider a partnership policy regarding our approach to how we tackle people with mental health issues	CSU		
Consider providing a bespoke product from the CSU to mental health services	TMBC/Kent Police		
Increase awareness of issues and support available	TMBC Youth Forum CSU		

**Substance Misuse**

<b>Action</b>	<b>Owner/lead agency</b>	<b>Update</b>	<b>Status</b>
Kenward Trust to engage with young people in hotspot areas	Kenward Trust		
Continue the work of the Snodland Community Alcohol Partnership	TMBC		
Consider the use of Family Mediation and Restorative Processes for young people involved in Substance Misuse	Maidstone Mediation		
Continue to provide pro-active drug work	Kent Police		
Utilise the new PCSO role to work in schools and prevent substance misuse issues	Kent Police		
Increase awareness of issues and support available	TMBC Kenward Trust CGL		

## Membership of the Community Safety Partnership and contact details

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

## 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)
OCG	Organised Crime Group
PCC	Police and Crime Commissioner
TDP	Tactical Delivery Plan
TMBC	Tonbridge and Malling Borough Council

**Tonbridge and Malling Community Safety Partnership**

**Tel: 01732 844522**

**Email: [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk)**

**Web: [www.tmcommunitysafety.org.uk](http://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**

**24 July 2017**

**Report of the Director of Planning, Housing and Environmental Health**

**Part 1- Public**

**Matters for Information**

**1 HOUSING SERVICES ACTIVITY 2016/17**

**Summary**

**This report provides an update on the work of the Housing Service for the financial year 2016/17.**

**1.1 Affordable Housing Update**

- 1.1.1 Officers continue to work in partnership with the Council's Registered Provider Partners to ensure a forward supply of affordable homes in the Borough. The spreadsheet at **[Annex 1]** shows the completed schemes for 2016/17 along with the forward development programme.
- 1.1.2 Members will note that 155 new affordable homes were delivered in 2016/17, of which 71 were low cost home ownership, 71 affordable rent, 5 social rent and 8 discounted market sale homes. Negotiating a level of rent that is truly affordable continues to be a challenge but officers are continuing to persevere.
- 1.1.3 The outturn for this financial year is looking healthy and Members will note that MHS Homes will deliver their first affordable homes in our Borough at the Preston Hall development, Aylesford. MHS homes own and manage approximately 8,500 homes, predominately in Medway, Maidstone and Gravesham. They operate a group structure with three arms: mhs homes, Heart of Medway Housing Association and mhs community charity. Mhs have expressed a strong ambition to continue to expand their portfolio within Tonbridge & Malling.
- 1.1.4 Members will be pleased to hear that the new domestic abuse refuge being built within the Borough remains on course for completion early 2018. As part of the recent commissioning process for domestic abuse services, led by Kent County Council, Look Ahead (supported accommodation provider) was successful in its bid to provide services across West Kent, including managing refuge provision.

**1.2 West Kent Housing & Homelessness Strategy**

- 1.2.1 From previous Board reports Members may recall that since 2016 we have been working jointly with colleagues from Tunbridge Wells & Sevenoaks Councils in formulating the next West Kent Housing & Homelessness Strategy. There has

been a slight delay in finalising the strategy due to the announcement of the Homelessness Reduction Act. The draft has been revisited to address the implications of the Act.

1.2.2 To recap, the approach taken in the strategy is to set out some broad objectives which act as a framework to influence the councils' and partners' priorities. The strategy reflects the reality of the role played by a wide range of organisations and agencies in delivering the housing and homelessness objectives contained within the strategy. The four main ambitions of the strategy are:

- Preventing homelessness and improving the availability of housing for all
- Improving housing supply
- Improving housing standards
- Improving the health and wellbeing of our residents

1.2.3 The Strategy has been 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 in order to accommodate the impacts of these changes as they unfold throughout the life of the strategy.

1.2.4 The strategy is currently out to consultation, which closes at the end of this month and a further report will be brought to the next meeting of this Board seeking Members' endorsement to adopt it.

### 1.3 Private Sector Housing Activity for 2016/17

1.3.1 The Private Sector Housing (PSH) team responded to a total of 214 service requests, the breakdown of the service requests are shown below.

<b>Service request activity</b>	<b>Number of requests</b>
Housing conditions	121
Illegal eviction/landlord harassment	7
Caravan site	3
Empty home visits	23
Immigration related visits	3
Rent deposit visits	33
Temporary accommodation visits	22
Arrange Public Health funeral	2
<b>Total</b>	<b>214</b>

- 1.3.2 The majority of the 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.
- 1.3.3 One Compliance Notice under section 9A of the Caravan Sites and Control of Development Act 1960 was served on a caravan site licence holder requiring remedial works to comply with the licence conditions. Only some of the works were completed and a prosecution case is subsequently being compiled. Two Section 4 Notices under the Prevention of Damage By Pests Act 1949 were served on two property owners requiring them to undertake a pest control treatment to destroy rats or mice, clearance of vegetation and undertake pest proofing works. One Improvement Notice under section 11 of the Housing Act 2004 was served on a landlord requiring him to undertake remedial works to remove a category 1 hazard for excess cold, electrical, and damp and mould hazards. In addition, two new house in multiple occupation (HMO) licences and four HMO licence renewals were issued and one caravan site licence for a caravan site that had recently obtained planning consent.
- 1.3.4 An interim Empty Dwelling Management Order under the Housing Act 2004 for a long term empty property in West Malling has also been obtained to enable the Council to undertake renovation works and bring it back into use. As part of the work of the Corporate Empty Property Group the PSH team have actively been working on those properties that have been empty for over two years and where Council Tax is not aware of any action being taken to bring these back into use. A visit and an empty property assessment of those properties has been undertaken to score their rating to enable effective prioritisation to bring the empty homes back into use. In addition, 15 long term empty properties have been brought back into use, 7 of those following advice and information from the PSH team given to the owner, 3 following receipt of funding from a Housing Assistance grant and 5 following receipt of funding from the Kent County Council No Use Empty loan.
- 1.3.5 For the period 2016/17, 12 Housing Assistance cases were completed. These included:
- Renovation works bringing 2 empty homes back into use;
  - Helping to make 5 homes warmer by providing Warm Homes Assistance for heating;
  - Helping to make the home of 3 domestic abuse victims more secure so they feel safer; and
  - Helping to make 2 homes safer through Home Safety Assistance for changing the lock to the front door and a survey of the drain.

## **1.4 Home Energy Conservation Act (HECA) Report**

1.4.1 Under revisions to the guidance for the Home Energy Conservation Act 1995 all local authorities (with a housing responsibility) were asked to publish a report on their website by 31 March 2013 identifying ‘the energy conservation measures that the authority considers practicable, cost effective and likely to result in significant improvement in the energy efficiency of residential accommodation in the area’. Subsequent to this, local authorities are required to provide a report on progress made in implementing these measures every two years. The Council published the latest HECA report on 31 March 2017, which can be found at **[Annex 2]**.

## **1.5 Energy Company Obligation – Flexible Eligibility Scheme**

1.5.1 As Members may be aware, the Energy Company Obligation (ECO), introduced in January 2013, was the latest scheme to use energy supplier obligations to fund energy efficiency improvements. It was designed to reduce carbon emissions from domestic stock. The Affordable Warmth Obligation under ECO aims to improve energy efficiency in domestic properties in order to reduce bills and increase comfort for low income and vulnerable households on a long term basis thus reducing the risk of being in fuel poverty. The ECO scheme has now been extended to 30 September 2018.

1.5.2 Government has recently issued “Energy Company Obligation – Flexible Eligibility” guidance to local authorities on a newly introduced eligibility mechanism known as Flexible Eligibility, whereby obligated energy companies are able to allocate ten percent of their Affordable Warmth Obligation by installing energy efficiency measures in households declared as eligible by a local authority.

1.5.3 The Flexible Eligibility approach provides an opportunity for local authorities to engage with energy suppliers by identifying and making referrals of those fuel poor households not in receipt of income related benefits and low income households, who are vulnerable to the effects of living in a cold home, and whose homes would benefit from energy efficiency improvements. Participation in flexible eligibility is optional for both energy suppliers and local authorities.

1.5.4 Participating local authorities must publish a statement of intent on their website advising how they intend to identify eligible households for referral. A local authority declaration must be made determining the reason a household meets the flexible eligibility criteria. It should be noted that including a household in a declaration does not guarantee the installation of measures. The final decision rests with the energy company and is subject to additional factors, such as, survey of the property and cost of measure, energy savings that can be achieved by installing the measure/s and whether the energy company has met or is close to their obligation target. The Council is currently developing a statement of intent to enable those fuel poor households in the borough to benefit from energy efficiency improvements.

## 1.6 Housing Needs Update for 2016/17

1.6.1 The majority of customers contacting the Housing Options and Support team need help to keep their current home or to find and secure a new home. The table below shows the number of customers who approached the team during 2016/17.

Month	Options Presentations	Resolved at first point of contact	Homelessness Prevented	Ongoing Cases
Apr 2016	66	51	8	0
May 2016	44	26	9	3
Jun 2016	54	23	14	12
Jul 2016	55	32	10	8
Aug 2016	58	29	7	16
Sep 2016	62	16	4	36
Oct 2016	62	42	5	5
Nov 2016	64	39	13	2
Dec 2016	59	42	4	4
Jan 2017	60	42	4	5
Feb 2017	42	21	5	6
Mar 2017	59	23	6	10
<b>Total</b>	<b>685</b>	<b>386</b>	<b>89</b>	<b>107</b>

1.6.2 In addition to this, the team investigated 137 homeless applications. The full housing duty was accepted for 74 households; 33 households were found not to be homeless, 17 households were found not to have a priority need for accommodation and a further 13 households were found to have become homeless intentionally. Even where a full housing duty is not owed to a household, the team will continue to provide advice and assistance to help households resolve their housing needs.

## 1.7 Temporary Accommodation

1.7.1 The following table provides a 'snapshot' number of homeless households living in temporary accommodation at the end of each month during this period.

Date	Number in self-contained temporary accommodation (AST)	Number in self-contained temporary accommodation (nightly paid)	Number in traditional bed & breakfast	Total
30.04.16	4	20	1	25
31.05.16	4	19	7	30
30.06.16	4	19	7	30
31.07.16	4	16	6	26
31.08.16	5	15	7	27

30.09.16	8	17	5	30
31.10.16	6	22	2	30
30.11.16	7	15	2	24
31.12.16	8	18	2	28
31.01.17	8	26	2	36
28.02.17	6	27	2	35
31.03.17	7	27	1	35

1.7.2 We are continuing to look at ways of reducing the time households stay in nightly paid temporary accommodation. We have recently negotiated three further properties from our main housing provider, Clarion Housing Group, for use as temporary accommodation. The rent on the properties is set at local housing allowance levels reducing the overall cost to the Council as well as providing customers with a more settled environment whilst waiting for a permanent allocation of accommodation.

## 1.8 Accessing the Private Rented Sector

1.8.1 It remains challenging for households on low incomes to access the private rented sector. This is because many private landlords in the Borough are able to achieve rents much higher than the local housing allowance (LHA) rates. This is being compounded by the LHA rates being set at the 30<sup>th</sup> percentile of rents and frozen until 2019 at the January 2015 levels.

## 1.9 Housing Register

1.9.1 The table below shows the distribution of live applications on the Housing Register by size of property required.

Month	1 bed	2 bed	3 bed	4 bed	5+ bed	Total
April 2016	538	342	112	48	4	1044
May 2016	533	351	106	48	4	1042
June 2016	446	323	100	44	4	917
July 2016	426	327	91	42	4	890
August 2016	416	327	92	41	4	880
September 2016	423	321	98	41	6	889
October 2016	439	327	103	40	6	915
November 2016	434	320	100	41	6	901
December 2016	434	319	97	41	6	897
January 2017	445	321	101	41	5	913
February 2017	453	333	101	45	5	937
March 2017	479	342	115	46	7	989

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

<b>Month</b>	<b>1 bed</b>	<b>2 bed</b>	<b>3 bed</b>	<b>4 bed</b>	<b>5+ bed</b>	<b>Total</b>
April 2016	15	8	3	0	0	26
May 2016	13	6	3	1	0	23
June 2016	16	13	5	0	0	34
July 2016	15	9	8	0	0	32
August 2016	14	9	9	0	0	32
September 2016	10	13	6	2	0	31
October 2016	10	10	5	1	0	26
November 2016	24	22	5	1	0	52
December 2016	15	12	8	1	0	36
January 2017	10	10	6	1	0	27
February 2017	22	21	8	0	0	51
March 2017	17	11	6	0	0	34
<b>Total</b>	<b>181</b>	<b>144</b>	<b>72</b>	<b>7</b>	<b>0</b>	<b>404</b>

1.9.3 The following table shows the waiting times of applicants that have been housed via Kent Homechoice during the period 1 April 2016 and 31 March 2017, broken down by size and type of accommodation. Whilst these figures can be helpful in demonstrating timescales involved from application to allocation, it should be noted that some applicants will wait longer for particular property types or locations and this will affect the overall waiting times. The average waiting times on the far right of the table is realistic for the majority of applicants.

<b>Property type</b>	<b>Number of lets</b>	<b>Shortest wait</b>	<b>Longest wait</b>	<b>Average wait</b>
Sheltered accommodation	38	17 days	7 years	14 months
Studio general needs	0			
1 bed general needs	137	4 weeks	9 years	16 months
2 bed flat or maisonette	97	4 weeks	10 years	17 months
2 bed house	50	9 weeks	7 years	22 months
3 bed flat or maisonette	1	7 months	7 months	7 months
3 bed house	79	10 weeks	6 years	12 months
4 bed house	2	7 months	32 months	19 months

**1.10 Legal Implications**

1.10.1 None arising from this report.

**1.11 Financial and Value for Money Considerations**

1.11.1 None arising from this report.

**1.12 Risk Assessment**

1.12.1 None arising from this report.

Background papers:

Nil

contact: Housing Services  
Managers

Steve Humphrey

Director of Planning, Housing and Environmental Health

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

SCHEME DETAILS		AFFORDABLE HOUSING UNITS											DELIVERY TIMETABLE		
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow		Total Units	Start on site date	Planned completion date
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed			
Shrubshall Meadow, Plaxtol	Moat	Affordable Rent						2	1						3
		Shared Ownership							3	1					4
Twisden Road	Russet Homes	Affordable Rent						5							5
Lavender Road	Russet Homes	Affordable Rent		4											4
		Shared Ownership													
Winterfield Phase 1	Circle Housing Russet	Affordable Rent							4	2	4				10
		Shared Ownership							4	2					6
Winterfield Phase 2	Circle Housing Russet	Affordable Rent	9	8						2	2				21
		Shared Ownership	2	14			1			2					19
Isles Quarry	Circle Housing Russet	Shared Ownership		6											6
Isles Quarry	Crest Nicholson	Equity Percentage		10											10
Sovereign House	Circle Housing Russet	Affordable Rent													
		Shared Ownership	6	16											22
<b>TOTALS 15/16</b>			<b>17</b>	<b>58</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>110</b>	

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

SCHEME DETAILS		AFFORDABLE HOUSING UNITS											DELIVERY TIMETABLE			
Address	RSL	Tenure	Flats			M'nette			Houses			B'galow		Total Units	Start on site date	Completion date
			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	May-13	Jan-17
		Shared Ownership							1	1				2		
60 Mill Hall	Hyde Housing	Affordable Rent	3	10										13	Oct-14	Aug-16
		Social Rent		5										5		
		Shared Ownership	2	10	16									28		
Kings Hill F1	Hyde Housing	Affordable Rent								6			6	May-14	Jul-16	
		Shared Ownership								2			2			
Isles Quarry	Crest Nicholson	Equity Percentage		2					6				8	May-13	Mar-17	
Leybourne Grange Phase 3	Orbit South	Affordable Rent	4	10									14	Aug-14	Nov-16	
		Shared Ownership	5	6									11			
Leybourne Grange Phase 4	Orbit South	Affordable Rent	1	5				3	2				11	Aug-14		
		Shared Ownership														
Bunyards Farm	West Kent HA	Affordable Rent	2	7	4								13	Sep-15	Feb-17	
		Shared Ownership			4								4			
Bunyards Farm	Moat	Affordable Rent												Sep-15	Feb-17	
		Shared Ownership							6	2			8			
Preston Hall	Hyde	Affordable Rent						6					6	Aug-15	Jan-16	
		Shared Ownership		12				1	1	2			16			
<b>TOTALS 16/17</b>			<b>17</b>	<b>67</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>24</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>155</b>		

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

SCHEME DETAILS		AFFORDABLE HOUSING UNITS											DELIVERY TIMETABLE		
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow		Total Units	Start on site date	Planned completion date
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed			
Enterprise House	Circle Housing Russet	Affordable Rent	7										7	Mar-16	Mar-18
		Shared Ownership	13	24									37		
Isles Quarry	Circle Housing Russet	Affordable Rent												Feb-15	May-17
		Shared Ownership							5				5		
Coventry Road Tonbridge	Circle Housing Russet	Affordable Rent							2				2	May-16	Jun-17
		Shared Ownership													
Northwood Road Tonbridge	Circle Housing Russet	Affordable Rent										2	2	May-16	Sep-17
		Shared Ownership													
Twyford Road Hadlow	Circle Housing Russet	Affordable Rent												May-16	Nov-17
		Shared Ownership						2					2		
Leybourne Grange Phase 4	Orbit South	Affordable Rent	2	9									11	Aug-14	Apr-17
		Shared Ownership	3	8				6					17		
Leybourne Grange Phase 4	Taylor Wimpey	Shared Equity		7				11					18	Aug-14	Aug-17
Preston Hall	MHS	Affordable Rent		24					5	2			31	Oct-16	Jun - 17 Dec- 17
		Affordable Rent (60%)		2				2	1				5		
		Shared Ownership													
Priory Works	Circle Housing Russet	Affordable Rent						11	3				14	tbc	Mar-18
		Shared Ownership		2				15	4				21		
Woodgate Extra Care	AKS	Affordable Rent	20	15									35	Dec-16	Mar-18
		Shared Ownership	12	12									24		
St Martins	AKS	Affordable Rent	52	22									74	Oct-16	Mar-18
		Shared Ownership													
Wateringbury	AKS		14	2									16	tbc	Mar-18
		Shared Ownership		2									2		
Ryarsh Village	Circle Housing	Affordable Rent	5	6									11	Sep-16	Mar-18
		Shared Ownership						8	8				16		
<b>TOTALS 17/18</b>			<b>128</b>	<b>135</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>44</b>	<b>36</b>	<b>5</b>	<b>0</b>	<b>2</b>		

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

SCHEME DETAILS		AFFORDABLE HOUSING UNITS												DELIVERY TIMETABLE	
Address	RSL	Tenure	Flats			M'nette		Houses			B'galow		Total Units	Start on site date	Planned completion date
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed			
Kings Hill	Circle Housing Russet	Social Rent	11	6				7	10	5			39	tbc	tbc
		Affordable Rent	18	10					11	0	0		39		
		Shared Ownership	0	20					0	14	0		34		
Isles Quarry	Circle Housing Russet	Affordable Rent							4			4	May-13	tbc	
		Shared Ownership							5			5			
Priory Works	Circle Housing Russet	Affordable Rent	3	9					3			3	18	tbc	tbc
		Shared Ownership													
Peters Village	Orbit South (First phase)	Affordable Rent		12					8	5			25	tbc	tbc
		Shared Ownership		18									18		
Peters Village (balance)	TBC	Affordable Rent	13	70					12	5			100	tbc	tbc
		Shared Ownership		62						45			107		
Leybourne Grange Phase 5	TBC	Affordable Rent							4				4	tbc	tbc
		Shared Ownership							12				12		
Leybourne Grange Phase 5	Taylor Wimpey	Shared Equity		7									7	tbc	tbc
<b>TOTALS 18 Onwards</b>			<b>45</b>	<b>214</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>105</b>	<b>15</b>	<b>0</b>	<b>3</b>		

	ACTION	TIMEFRAME FOR DELIVERY
<b>i) LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES</b>		
Page 123	<p><b>Draft West Kent Housing &amp; Homelessness Strategy 2017-2021</b></p> <p>Tonbridge &amp; Malling Borough Council (TMBC) has partnered with Tunbridge Wells Borough Council and Sevenoaks District Council to develop a West Kent Housing &amp; Homelessness Strategy 2017-2021. It is currently in final draft.</p> <p>The vision of the Strategy is <i>“to increase the availability of good quality affordable homes for purchase and rent whilst reducing homelessness and contributing to building the West Kent economy. We want our residents to live in safe, good quality homes that meet their needs”</i>.</p> <p>Two ambitions from the Strategy relate to energy efficiency, fuel poverty and health: “Improving Standards” and “Improving health and wellbeing”. Under these ambitions sit actions that include:</p> <ul style="list-style-type: none"> <li>• Continue to support schemes to assist with home improvement and energy efficiency measures to improve the quality of housing within West Kent and tackle fuel poverty;</li> <li>• Continue to work with landlords to improve the quality of rented housing in the private sector, delivering accreditation and licensing schemes; and</li> <li>• Continue to tackle fuel poverty by promoting advice and assistance to improve energy efficiency working with external partners, Kent-wide partners and other local authorities, and targeting key groups of residents such as older people.</li> </ul>	2017-2021
	<p><b>Local Financial Assistance available to help result in energy efficiency improvements of residential accommodation</b></p> <p>The Council's Housing Assistance policy seeks to target financial assistance to those most in need to improve their living conditions, thereby impacting the Policy agenda in relation to decent homes, healthy lifestyles, fuel poverty, safeguarding children and vulnerable adults and sustainability. It also supports the Council's health objectives to improve health outcomes and tackle health inequalities – the quality of the home has a significant impact on health and wellbeing. Currently, the eligibility criteria is that an applicant must either :</p> <ul style="list-style-type: none"> <li>• Own their own home, and be in receipt of an income related benefit or be living in a cold home with a medical</li> </ul>	April 2016 onwards

- condition such as cardiovascular, respiratory, disability, long term health conditions or have vulnerable children with a respiratory conditions living with them as confirmed by a health or social care professional
- or be in an area we are targeting for energy improvements
- or be a private landlord who is working with the Council in accepting nominated tenants

The Council's Housing Assistance can also be used to top up financial assistance available from other initiatives such as ECO obligation funding, public health funding.

### **Minimum Energy Efficiency Standards in the Private Rented Sector**

For a number of years Tonbridge and Malling Borough Council has had a policy in place that any privately rented properties we are directly placing in for the purposes of temporary accommodation, emergency accommodation or through help with rent deposits should be at least an EPC rating of D or above. This was to ensure the property would be reasonably efficient to heat and enable the tenant to be warm and not fall into fuel poverty.

We intend to ensure that we routinely check the Energy Performance Certificate of all privately rented properties that we now visit to identify ones that we need to target to help the landlord to meet the required minimum energy efficiency standards.

We can support through the offers available through the Kent Warm Homes programme, our own financial assistance and ultimately if required we will take enforcement action.

Where we identify a property that fails the proposed minimum energy efficiency standard we will use our local information to determine if this is a geographical area/street we need to target information to because of the nature of the property type/construction. We will resource this through existing Private Sector Housing Team staff who routinely under take work around energy efficiency as part of their day to day inspections.

Through the Building Research Establishment (BRE) the Council undertook a dwelling level housing stock modelling exercise to model the housing conditions in our area and created a database of modelled data. This data has subsequently been mapped. The model estimates for private sector stock suggests an average 'SimpleSAP' of 52 and estimates 16% of private sector households have a category 1 hazard as assessed using the Housing Act 2004 – Health & Safety Rating System (HHSRS). The most common category 1 hazard being excess cold at 7%.

The Council is committed to working towards the targets set out in **Kent Environment Strategy** (KES ), and delivering the actions under the KES Implementation Plan 2017 which in relation to home energy conservation seeks to improve the resource efficiency of Kent homes reducing costs, tackling fuel poverty and improving health outcomes (Theme 2 MR6.2) through:

- Delivering a coordinated retrofit programme across Kent and Medway, such as the Warm Homes programme
- Developing and delivering a Fuel Poverty Strategy for Kent and Medway

Ongoing

**‘Delivering Affordable Warmth, A Fuel poverty strategy for Kent’** has recently been developed by the Kent Energy Efficiency Partnership (KEEP-Gravesham BC acting as lead ) with the aim of reducing the negative impact of fuel poverty, in line with national targets, and cold homes on the health and well being of Kent residents. The action plan that sits under this strategy highlights the importance of partnership working to ensure a joined up approach to reduce fuel poverty levels across Kent.

We aim to assist Government to meet it’s carbon reduction targets set out in the Climate Change Act 2008.

Current Kent performance on emissions (industry, domestic, and transport) shows the 2020 target to reduce carbon emissions by 34%, based on the 2005 baseline, has almost been reached.

The total reduction for Kent in CO<sub>2</sub> from 2005-2014 is 4,118 kt CO<sub>2</sub> (31% total reduction). In the Tonbridge and Malling area the kt CO<sub>2</sub> reduction is 34% with a reduction of 40% t CO<sub>2</sub> per capita. The domestic sector CO<sub>2</sub> emissions have reduced to 1.7t CO<sub>2</sub> per capita with a reduction of 0.5t per capita on the 2012 figure.

Using data from BEIS Local and Regional CO<sub>2</sub> Emissions Estimates for 2005-2014 available at <https://www.gov.uk/government/statistics/uk-local-authority-and-regional-carbon-dioxide-emissions-national-statistics-2005-2014>

Tonbridge and Malling Borough Council has a part-time resource based in our Private Sector Housing Team dedicated to improving domestic housing energy efficiency and part of this role is around alleviating fuel poverty. It is also the role of the wider Private Sector Housing Team through their work in the private sector including HHSRS inspections, offering energy advice and financial assistance for energy efficiency measures.

As at 2014 using the Low Income High Cost Fuel Poverty indicator the borough had an estimated 7.5% households in fuel poverty (3,740 out of 49,737 households). This is below the Kent average of 8.9% and the South East average of 8.3 %.

To assist in the reduction of fuel poor households:

- We aim to provide access to affordable warmth through local initiatives. Over the last two years we have obtained additional funding from Public Health Kent to provide winter warmth assistance. We have promoted a collective switching scheme in partnership with 4 Kent authorities to help residents find out about cheaper energy tariffs.
- We will take advantage of any government initiatives (financial assistance and other benefits) for energy efficient measures and tackling fuel poverty, for instance by providing warm homes assistance to top up funding for measures that cannot be fully funded under the ECO scheme.
- We aim to work with key partners and utilise Council funding to deliver schemes which seek to address hazards

2017 onwards

Ongoing

in the home and in particular cold homes. Currently schemes include the West Kent Hospital Discharge scheme, GP Warm Homes Prescription scheme, single point of contact for health professionals for housing condition referrals in West Kent and the Council's Warm Homes and Home Improvement Assistance funding.

We aim to work with other Kent authorities and local partners to reduce fuel poverty levels in Kent and have helped develop 'Delivering Affordable Warmth A Fuel Poverty Strategy for Kent' and action plan (Gravesend BC lead authority). The strategy identifies key aims and objectives, recognising that a multi-agency approach is essential in addressing fuel poverty. A recent Fuel Poverty Action Plan workshop brought together a range of local authority, housing, health professionals and voluntary organisations to discuss inform and strengthen the action plan.

Data from BEIS Fuel Poverty Statistics 2014

<https://www.gov.uk/government/statistics/2014-sub-regional-fuel-poverty-data-low-income-high-costs-indicator>

**i) MEASURES WE ARE TAKING TO RESULT IN SIGNIFICANT ENERGY EFFICIENCY IMPROVEMENTS OF OUR RESIDENTIAL ACCOMMODATION**

Local schemes from April 2015- March 2017

Page 126

The following schemes/plans have taken place to help reduce fuel poverty and deliver financial assistance to private sector housing residents to help fund energy efficiency improvements:

Scheme name	Funding	Completed measures
Winter Warmth scheme 2015-2017	Public Health funding administered by TMBC	10 boilers Total scheme spend £28,478.18
TMBC Housing Assistance 2015-2017	Council funding	2 boilers 1 new central heating systems  Total scheme spend £9,982.83  There are currently 14 on going applications for heating, including 1 first time heating
Kent Warm Homes Affordable Warmth scheme Phase 2 2015-2017	ECO	62 completed measures including: 7 boilers* 32 cavity wall insulation (CWI) 3 Loft insulation (LI) 20 Loft insulation top up (LI Topup) Total Cost £59,919.69 ECO funding £30,572.15

Completed April 2015- March 2017

<b>Total</b>	No of measures	14 boilers, 32 CWI, 3 LI, 20 LI Top up		
	Estimated sum of yearly CO <sub>2</sub> (kg) saving**	38,861.2		
	Estimated sum of yearly saving (£)**	£8,991		
	Estimated sum of lifetime CO <sub>2</sub> (kg) saving**	1,417,220		
	Estimated sum of lifetime saving (£)**	£317,172		
Annual savings calculations are based on property /fuel type and using EST saving estimation figures * including 5 boilers funded through Winter Warmth scheme and 1 boiler funded through housing assistance scheme. **Includes 1 x Park-home property assessed as bungalow property type				
	<ul style="list-style-type: none"> <li>We promoted and made available the Councils' Housing Assistance including Warm Homes Assistance and Home Improvement Assistance providing funding to ensure properties are adequately heated where scheme criteria met.</li> </ul>			2015-2017
	<ul style="list-style-type: none"> <li>We promoted the Energy Deal collective switching scheme in partnership with 4 Kent local authorities (part of the Big Community Switch) which aims to help householders access cheaper energy tariffs, assisting in maximising household income and helping to alleviate fuel poverty. Since joining the scheme the sum of saving to residents over six participating auctions is £131,591.33.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>We explored the development of a cross tenure retro fit scheme to improve the energy efficiency and thermal performance of an area of hard to treat properties of 'Wimpey No Fines' construction with a registered housing provider and funding opportunities to support a private sector offer. Unfortunately a suitable private sector offer could not be developed given available levels of funding were reduced.</li> </ul>			2015- 2017
	<ul style="list-style-type: none"> <li>We worked in partnership with Kent County Council Public Health to provide heating and insulation measures to residents where a member of the household meets qualifying health criteria as part of the Winter Warmth scheme.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>We undertake Warm &amp; Healthy Home visits to identify significant health and safety hazards in the home including cold homes, provide information to residents and advise and signpost residents to available funding, including assisted connections to mains gas networks where appropriate.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>We continue to run a GP Warm Homes prescription scheme, which helped illustrate the benefit of having a single referral mechanism across organisations. West Kent authorities (including TMBC) have developed a single health referral mechanism which coordinates health improvement, financial and housing advice including energy advice and housing assistance advice to help vulnerable residents access affordable warmth.</li> </ul>			Ongoing

- We communicate information and encourage referrals from partners in the health sector through our Warm & Healthy Homes newsletter
- TMBC delivers in partnership with Tunbridge Wells BC and Sevenoaks DC a Health & Housing Coordinator and Handyperson scheme which sits within the local CCG acute hospital discharge team. The aim is to help vulnerable residents have a timely but safe hospital discharge and includes a home visit to ensure their home is free from hazards to reduce readmission to hospital. This will include ensuring adequate and efficient heating and insulation.
- We have worked with social care to second two Occupational Therapist to work alongside our Private Sector Housing team and although their focus remains around a person's needs their visits will include ensuring vulnerable residents have adequate heating in their home.

A number of schemes commenced in 2015-2017 and will continue (see above)

- We will continue to promote the Energy Deal collective switching scheme and aim to participate in the next campaign with the auction taking place in May 2017.
- We will continue to target energy efficiency measures in line with our Housing Assistance policy to provide a safe environment for vulnerable residents including energy efficiency measures to make homes warmer. This will include identifying target areas utilising available data and information.
- We will continue to expand our partnership working, for example the West Kent Health & Housing Coordinator and Handyperson scheme, locally based Occupational Therapist pilot scheme, falls prevention work, Kent County Council care navigators and Clinical Commissioning Group Health and Social Care Co-coordinators.
- We will seek to extend our single referral mechanism to other professionals working in our community.

Ongoing

Ongoing

Ongoing

Ongoing

Ongoing

Ongoing

Ongoing

The main housing provider in the Tonbridge and Malling area is Clarion Housing Group (formed following the recent merger of Circle Housing Group and Affinity Sutton). Between April 2015 to December 2016 Circle Housing Russet installed the following energy efficiency measures in their Tonbridge and Malling area social housing stock:

Measure/activity	Number	Total estimated savings for residents
Condensing Boiler	641	£63,500
Air Source heat pump	2	£1,000
External wall insulation	26	£6,500
Energy advice/tariff switching/energy debt relief	380	£77,000

Smart meters

We will seek to work in partnership with RSLs in the Tonbridge and Malling area to explore opportunities for cross tenure energy efficiency initiatives/schemes where funding is available.

As a member of Kent Energy Efficiency Partnership we will engage with Smart Energy GB to explore ways to raise resident awareness of the smart meter programme. We will signpost residents to smart meter information through our website and at local events. We will also seek to raise awareness of the smart meter programme with housing providers.

We are interested in exploring how shared energy consumption data made available through the smart meter programme may be used to inform and deliver energy services such as identifying under heating/not heating of a home which will link to integrated approach of services to improve health outcomes and reduce fuel poverty.

Boilers and heat pumps

Where a boiler is installed under the Gas safe scheme it is self-certificated by the installer and Tonbridge and Malling Building Control is notified of the installation once works are completed. Where heat pumps are covered under a self-certification scheme the same process would apply

Where works are carried out under the competent person scheme no advance notification to Building Control is required and the competent person provides the owner with a certificate confirming the installation has been carried out with the requirements of relevant regulations. The scheme operator notifies the local authority.

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Following the new changes to the Energy Company Obligation (ECO), the Council is awaiting the publication of BEIS guidance note giving more detail on 'flexible eligibility' provision. It is also being discussed through the KMSEP from a Kent perspective.

**ECO measures installed in Tonbridge and Malling area by ECO Obligation up to end of September 2016**

ECO Type	ECO measure installed -TMBC	ECO measures installed in Kent
CERO	1,233	14,805
CSCO	366	6,342
HHCRO	303	6,788
<b>Total</b>	<b>1,902</b>	<b>27,935</b>

**Data from BEIS 2017**

<https://www.gov.uk/government/statistics/household-energy-efficiency-national-statistics-detailed-report-2016>

**Kent and Medway Sustainable Energy Partnership (KMSEP)**

Tonbridge and Malling Borough Council is an active partner within the Kent and Medway Sustainable Energy Partnership (KMSEP). The KMSEP is an executive level group providing overall direction to the establishment of a coordinated retrofit programme of sustainable energy efficiency measures and sustainability retrofitting for Kent and Medway.

The partnership comprises public, private and voluntary sector bodies including representation from all local authorities in Kent and Medway, water companies, registered housing providers in Kent, National Landlord Association, and the Kent Members of the South East Consortium. Key aims of the partnership are:

- To ensure residents and businesses get a clear and consistent message about what funding and finance options are available to support retrofitting of energy efficiency measures.
- To tackle fuel poverty by drawing in as much Energy Company Obligation (ECO) and other funding to Kent as possible.
- To support our local network of Small/Medium Enterprises (SME's) to be 'Green Deal Ready' and take advantage of economic growth and opportunities in the sector.
- To reduce carbon emissions in Kent and Medway.

**Kent Warm Homes initiative**

Since March 2012, the KMSEP has run the Warm Homes initiative to provide a clear and subsidised offer to residents for making energy efficiency improvements to their homes. In October 2014, a Retrofitting Framework was procured with 15 service providers to offer subsidised heating, loft, and cavity wall insulation to residents, taking advantage of available Energy Company Obligation (ECO) funding (HHCRO/CERO/CSCO) and public health funding to reduce the cost of these measures for residents.

To date, the Warm Homes initiative and its Retrofitting Framework has:

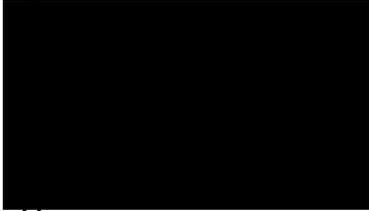
- Supported 2220 energy measures across 2075 homes in Kent and Medway.
- Utilised £1.6million of ECO grant funding and £1.3mil public health and wider government funding to make energy measures as affordable as possible.
- Saved residents an estimated £8.8million on their energy bills across the lifetime of these measures.
- Saved an estimated 38,0000 lifetime tonnes of carbon dioxide across Kent and Medway.

	<p>An independent county wide Warm Homes Call centre has also been procured with the support of the Kent Energy Efficiency Partnership (KEEP) and is delivered by Shepway Lifeline. To date, the Warm Homes call centre has processed 1235 referrals for residents into the Warm Homes initiative.</p> <p>From April 2017, the Warm Homes initiative will continue to take advantage of ECO funding (CERO/AWG) and wider partner funding to provide subsidised energy measures to residents across Kent and Medway.</p> <p>In April 2015 TMBC worked in partnership with the appointed Warm Homes insulation installer on a mailing to all households to signpost residents to the County wide loft and cavity wall insulation offer.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Completed</p>
<p>Renewables and Sustainable Energy</p> <p>Page 131</p>	<p><b>Renewables Energy for Kent</b> was a study undertaken by Aecom in 2012 and funded through Interreg IVc project ClimactRegions. This has given Kent local authority partners an understanding of the key opportunities and restraints for the deployment of renewable energy across the county and underpins the Kent wide Renewable Energy Action Plan April 2013-18. Through undertaking these actions, Kent will look to achieve a 10% reduction in carbon emissions in the county and unlock the potential for Kent's economy. This is equivalent to 13.2% of our energy usage through renewable energy deployment.</p> <p>We provide information on renewables on our website and signpost residents to advice and funding schemes.</p> <p>There have been 1,145 Feed in Tariffs registered in Tonbridge and Malling up to December 2016 (BEIS) and 62 Domestic Renewable Heat Incentive registered in Tonbridge and Malling between April 2014-February 2017</p> <p><a href="https://www.gov.uk/government/statistical-data-sets/sub-regional-feed-in-tariffs-confirmed-on-the-cfr-statistics">https://www.gov.uk/government/statistical-data-sets/sub-regional-feed-in-tariffs-confirmed-on-the-cfr-statistics</a></p> <p><a href="https://www.gov.uk/government/statistics/rhi-deployment-data-february-2017">https://www.gov.uk/government/statistics/rhi-deployment-data-february-2017</a></p> <p>We are in the process of preparing a new Local Plan and in doing so will have regard to the Government's National Planning Policy Framework and the application of approved Building Regulations in respect of energy.</p>	<p>2013-2018</p> <p>Ongoing</p>
<p>Minimum standards in the private rental sector</p>	<p>We continue to work and engage with our local landlords to encourage them to improve the energy efficiency and achieve minimum housing standards within their properties. This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Enforcement action to remove Category 1 Excess Cold hazards as assessed using the HHSRS</li> <li>• Providing a Landlord information pack containing information on improving energy efficiency and ECO funding.</li> <li>• Provision of energy efficiency information at landlord forums and in communication to landlords.</li> </ul>	<p>2010 – 2018</p>

	<ul style="list-style-type: none"> <li>• Making available Council funding to private sector landlords for energy efficiency improvement works where housing council nominated tenants.</li> <li>• Preparing for and raising awareness of the Private Rented Sector Energy Efficiency Regulations (Domestic) to ensure any Band F and G rented stock is improved.</li> <li>• Using only Band D and above EPC energy efficiency rated properties for applicants to the Council's rent deposit scheme to acquire private rented sector accommodation</li> </ul>	
<p>Promotion/Media/Advice</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 132</p>	<p>We will communicate energy advice information and promote messages about what funding and finance options are available to support retrofitting of energy efficiency measures through Warm Homes packs, leaflets, Kent Warm Homes website, local events and the Warm Homes call centre.</p> <p>We continue to provide information regarding funding, finance options for energy efficiency measures and local energy efficiency schemes through the:</p> <ul style="list-style-type: none"> <li>• Council website and social media</li> <li>• Private landlords forum</li> <li>• Local media including press releases, parish newsletters</li> <li>• Community events and forums for example, health and wellbeing days, older person days</li> </ul>	<p>Ongoing</p>
<p><b>MEASURES WE PROPOSE TO COST EFFECTIVELY DELIVER ENERGY EFFICIENCY IMPROVEMENTS IN RESIDENTIAL ACCOMMODATION BY WING AREA BASED/STREET BY STREET ROLL OUT.</b></p>		
	<p>We aim to deliver cost-effective energy efficiency improvements in area based residential accommodation through:</p> <ul style="list-style-type: none"> <li>• Seeking to identify areas with a high proportion of Band F &amp; G EPC rated properties to target energy efficiency advice to the least energy efficient properties and also assist with reducing fuel poverty.</li> <li>• Undertaking targeted mailings from time to time across the whole borough to raise awareness of energy efficiency schemes and increase the number of referrals for energy efficiency measures.</li> </ul>	<p>Ongoing</p>
<p><b>iv) NATIONAL AND LOCAL PARTNERS</b></p>		
	<p>We continue to work with the Kent Energy Efficiency Partnership to deliver all areas of energy conservation measures that we consider to be practicable, cost effective and likely to result in significant improvement in the energy efficiency of residential accommodation.</p> <p>Through the Kent Private Sector Housing Group and the Kent Energy Efficiency Partnership we have developed 'Delivering Affordable Warmth A Fuel Poverty Strategy for Kent ' and action plan (Gravesham BC lead authority) and will build on existing partnerships to take forward the fuel poverty agenda and deliver against the action plan.</p>	<p>On going</p>

	<p>We will work as part of the KMSEP to promote messages about what funding and finance options are available to support retrofitting of energy efficiency measures and share good practice.</p>	
	<p>We work with partner agencies such as the local Home Improvement Agency, Kent Public Health, Falls Prevention Service and the West Kent Hospital discharge scheme to identify and reduce the health impact of cold homes, signposting residents to the help available to help them keep their homes warm.</p>	
	<p>We will also continue to work with other partners including NHS CCGs, voluntary organisations and other Kent based partnerships.</p>	

Signature



Signed off by: Julie Beilby

Position: Chief Executive  
Date: 31 March 2017

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

**24 July 2017**

**Report of the Director of Central Services**

**Part 1- Public**

**Matters for Information**

**1 UPDATE ON THE PUBLIC SPACES PROTECTION ORDER (PSPO)**

**To provide the Board with an update on the Public Spaces Protection Order (PSPO).**

**1.1 Background**

1.1.1 The Public Spaces Protection Order (PSPO) is part of a range of new tools available to Council's through the Anti-Social Behaviour, Crime and Policing Act 2014 and is intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.

1.1.2 As part of the Act, Dog Control Orders (DCOs) and Designated Public Place Orders (DPPO) will be replaced by the PSPOs. The existing DCOs and DPPOs will be phased out from October 2017 and therefore the new PSPO was needed before this date.

1.1.3 The PSPO applies to any open space within the borough where the public can access. This could include land owned by the Borough Council, land owned by KCC, land owned by Parish or Town Council and land owned by private companies such as Housing Associations or sports land (if accessible to the public).

1.1.4 The PSPO will be in place for three years. At the end of this period if we wish to continue with the restrictions we would need to go out for consultation and get approval from Members again.

**1.2 The PSPO for Tonbridge & Malling**

1.2.1 The PSPO has now been approved for Tonbridge & Malling (as of 12 April 2017). The PSPO has some borough wide restrictions as well as some specific to certain locations. Attached at Annex 1 is a copy of the PSPO restrictions within the borough.

- 1.2.2 If someone breaches the PSPO then they will be issued with a Fixed Penalty Notice of £80 (reduced to £50 if paid within 10 days). If the FPN is not paid then we would be looking to prosecute in court.

### **1.3 Enforcement of the PSPO**

- 1.3.1 There are no additional officers available to enforce any breaches of the PSPO. However, training for key staff will be held on 20 July and this will inform them about what the PSPO is and what they should do if they witness a breach of the PSPO. We would not expect staff to be going out of their way to witness breaches of the PSPO but if they see the breaches occurring during their normal day to day work then they will know what actions to take. We would be expecting these officers to take details of any breaches (where safe to do so) and passing on details via an Incident Reporting Form, to the Community Safety Unit at the Borough Council offices.
- 1.3.2 We have also been liaising with KCC Community Wardens and Kent Police who have stated that they would be willing to provide us with information if they see any breaches of the PSPO. We are currently working with them to look at how this will work in practice.

### **1.4 Additional work**

- 1.4.1 A great deal of work has been carried out 'behind the scenes' to ensure that the Fixed Penalty Notices can be issued effectively and in a timely fashion. We will also need to erect new signage to inform the public of the PSPO being in place and we are currently working on getting these erected in key locations/sites.

### **1.5 How does this affect Members?**

- 1.5.1 Members may be approached by the public with concerns about the PSPOs or wanting further details about what they include. Attached at Annex 2 is a leaflet that we have produced (hard copies are also available at various locations around the borough). On the Borough Council's website we also have a 'Frequently Asked Questions' document which gives answers to some questions that we think members of the public will ask ([www.tmbc.gov.uk](http://www.tmbc.gov.uk))
- 1.5.2 Many of the comments that we received related to 'dogs on a lead by direction' with some people thinking that this means we are trying to stop dogs from being able to be off a lead in any location. This is not the case and the restriction will only apply to dogs who are off the lead but that are causing a nuisance, annoyance or disturbance to others. If seen by an authorised officer the dog owner can be asked to put their dog on a lead. If they do not put their dog on a lead when asked to do so then this would be a breach of the PSPO and they would be liable to receiving a Fixed Penalty Notice.

## **1.6 What next?**

- 1.6.1 Staff are now out and about in the borough and we will be issuing FPNs when we see breaches. We will then need to review our processes and ensure that the system is working and is not creating too much additional work. We will bring back a report detailing the number of FPNs issued and responses to any issues encountered to a future Board meeting.

## **1.7 Legal Implications**

- 1.7.1 The PSPO is a legal requirement and we have consulted with the Legal Department to ensure that we are meeting the correct criteria.
- 1.7.2 The introduction of the PSPO for dog fouling borough-wide will supersede the previous legislation of Dog Control Orders and Dog (Fouling of Land) Act 1996 and enforcement for such offences is only possible using the PSPO. This means that every three years, the PSPO will have to be amended to ensure that dog fouling offences can still be enforced against. If the PSPO is not renewed, no legislation would exist to deal with fouling unless new legislation is introduced.

## **1.8 Financial and Value for Money Considerations**

- 1.8.1 There are some costs associated with the establishment of the PSPO, primarily around the installation of new signs. Funding will need to be found from existing budgets to pay for these signs.

## **1.9 Risk Assessment**

- 1.9.1 All appropriate risk assessments will be carried out.

## **1.10 Policy Considerations**

- 1.10.1 Community Safety

Background papers:

Nil

contact: Alison Finch  
Safer & Stronger Communities  
Manager

Adrian Stanfield  
Central Services Director

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## **The Tonbridge & Malling Borough Council Public Spaces Protection Order 2017**

Pursuant to powers granted to the Council under s.59 of the Anti-social Behaviour, Crime and Policing Act 2014, Tonbridge and Malling Borough Council has made the following Order:

From [date] it is an offence for a person without reasonable excuse:

- (a) To do anything that the person is prohibited from doing in this Order, or
- (b) To fail to comply with any requirement to which the person is subject under this Order

A person guilty of an offence in relation to this Order is liable on summary conviction to a fine not exceeding level 3 on the standard scale (£1,000 as at 10<sup>th</sup> May 2017).

The Council or a Police Constable may issue a fixed penalty notice to any person he or she has reason to believe has committed an offence in relation to this Order. A fixed penalty notice offers the opportunity to discharge liability for conviction upon payment of a fine of £80 (reduced to £50 if paid within 10 days).

### **1. Measures affecting the whole of the Borough of Tonbridge and Malling**

The following measures apply to all areas to which the general public has access within Tonbridge and Malling:

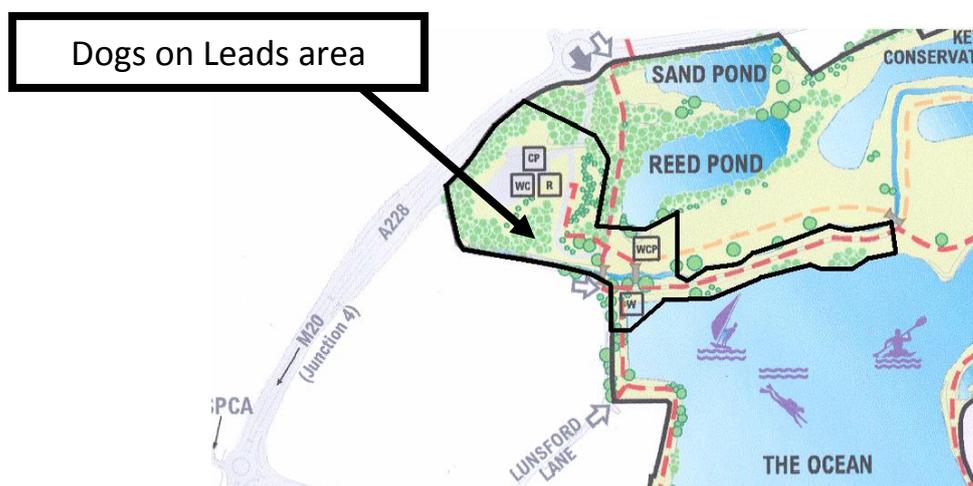
- a. Dog Fouling  
No person is permitted to leave dog faeces deposited by any dog under their control or ownership in any public place, save in a designated dog faeces bin. Owners and dog-walkers must clean up after dogs under their control, care or ownership.
- b. Exclusion of Dogs from Children's Play Areas  
No person in control, care or ownership of a dog may allow (whether wilfully or otherwise) those dogs to enter or remain upon any Children's Play Area which is owned and operated by the Borough Council.
- c. Dogs on Leads by Direction  
When required by an authorised officer of the Council, any person in control of dogs must place those dogs on a lead.
- d. Maximum Numbers of Dogs Under a Person's Control  
No person is permitted to have under their control more than 6 dogs in a public place.
- e. Alcohol Control  
No person may drink alcohol in a public place when requested to stop by an authorised officer of the Council or Police Constable.
- f. Public Urination/ Defecation  
No person may urinate or defecate in any public place, except in a public lavatory.

## 2. Area- Specific Measures

In addition to the Borough-wide measures, the following measures apply within the boundaries of these designated areas:

### a. Leybourne Lakes Country Park

- i. No unauthorised Barbecues  
No person may use any barbecue, open fire or other method of cooking or heating food within the Country Park unless specifically authorised in writing by the Council
- ii. No unauthorised swimming, bathing or boating  
No person may swim, bathe or operate any boat or craft in any lake within the Country Park unless specifically authorised in writing by the Council
- iii. Dogs on Leads at all times in designated areas  
Dogs must be kept on leads at all times within the areas shown on the plan below. Broadly, these areas are the car parks and the access road for the Watersports facility.
- iv. No unauthorised camping  
No person may camp in any place within the Country Park unless specifically authorised in writing by the Council.



### b. Tonbridge Memorial Gardens

- i. No wheeled-sports activities  
No wheeled-sports activities may take place within the Tonbridge Memorial Gardens. This includes, but is not limited to: skateboards, BMX, in-line skating and scooters.

### c. Tonbridge Moorings

- i. No unauthorised mooring  
No person is entitled to moor any boat or craft on the moorings unless licenced to do so or otherwise specifically authorised in writing by the Council or Environment Agency.

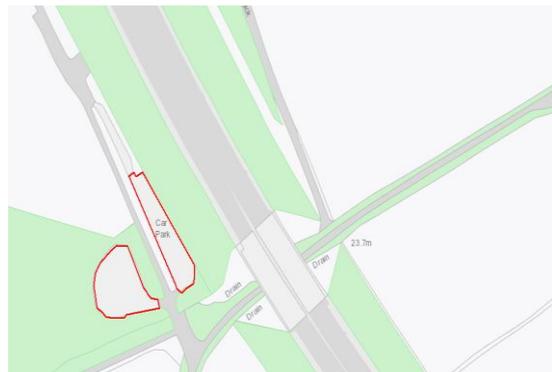
- ii. No unauthorised camping  
No person may camp in any place within the Country Park unless specifically authorised in writing by the Council.

d. Haysden Country Park

- i. No unauthorised Barbecues  
No person may use any barbecue, open fire or other method of cooking or heating food within the Country Park unless specifically authorised in writing by the Council
- ii. No unauthorised swimming, bathing or boating  
No person may swim, bathe or operate any boat or craft in any lake within the Country Park unless specifically authorised in writing by the Council
- iii. Dogs on Leads at all times in designated areas  
Dogs must be kept on leads at all times within the areas shown on the plans below. Broadly, these areas are the car parks and around the catering unit.
- iv. No unauthorised camping  
No person may camp in any place within the Country Park unless specifically authorised in writing by the Council.



Map above showing dogs on lead area within main car park and catering area within Haysden Country Park



Map above showing dogs on lead area within Lower Haysden Lane Car Park



Map above showing dogs on lead area within Audley Rise Car Park

e. Tonbridge Racecourse Sportsground and Tonbridge Castle

i. No unauthorised Barbecues

No person may use any barbecue, open fire or other method of cooking or heating food within these areas unless specifically authorised in writing by the Council

ii. Dogs on Leads at all times in designated areas

Dogs must be kept on leads at all times within the areas shown on the plan below. Broadly, these areas are the castle grounds.

iii. No unauthorised camping

No person may camp in any place within these areas unless specifically authorised in writing by the Council.



f. Tonbridge Farm Sports Ground

i. No unauthorised Barbecues

No person may use any barbecue, open fire or other method of cooking or heating food within these areas unless specifically authorised in writing by the Council

ii. Dogs on Leads at all times in designated areas

Dogs must be kept on leads at all times within the areas shown on the plan below. Broadly, this is the Sports Ground car park.

iii. No unauthorised camping

No person may camp in any place within these areas unless specifically authorised in writing by the Council.



g. Tonbridge Cemetery

i. Dogs on leads at all times

Dogs must be kept on leads at all times within Tonbridge Cemetery



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## What happens if someone breaches the Order?

If someone is seen breaching the PSPO (e.g. doing something that the PSPO restricts them doing) then they can be given a Fixed Penalty Notice of £80 (reduced to £50 if paid within 10 days) or be prosecuted.

## Why do we need these Orders?

The Borough Council isn't trying to stop people from being able to enjoy themselves within the borough. The Orders are designed to ensure that people can enjoy our public spaces safely and without having to encounter anti-social behaviour.

If you (or your dog) are not causing a nuisance or disturbance and you are adhering to the Orders then this PSPO will not affect you in any way.

## Who will enforce the PSPO?

Borough Council staff, Police and KCC Community Wardens will be able to enforce the PSPO and if they witness any breaches they will make a note of the incident and report it so that (if appropriate) a Fixed Penalty Notice can be issued.

## Further information

A copy of the Public Spaces Protection Order is available on the Tonbridge and Malling Borough Council website:

[www.tmbc.gov.uk](http://www.tmbc.gov.uk)

If you require any further information about the PSPO email:  
[csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk) or

Telephone: 01732 876247.

# A guide to the Public Spaces Protection Order in Tonbridge & Malling



If you have difficulty reading this leaflet and would like the information in another format, please call 01732 876247 or email [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk)

## What is a Public Spaces Protection Order (PSPO)?

In October 2014 the government implemented the Anti-Social Behaviour, Crime and Policing Act 2014 which gives local authorities and police more effective powers to deal with anti-social behaviour. One of the new powers included within this is a Public Spaces Protection Order (PSPO) which can be used to regulate activities in particular public places that can have a detrimental effect on the local community.

They can help by giving local councils and local police additional powers to tackle anti-social behaviour in specific locations.

It is up to each local authority to determine which behaviours they include in a PSPO but anything included must:

- have had, or are likely to have, a detrimental effect on the quality of life of those in the locality.
- are, or are likely to be, persistent or continuing in nature.
- are, or are likely to be, unreasonable. justifies the restrictions imposed.

Following consultation with the public Tonbridge & Malling Borough Council with partner agencies, have reviewed existing issues and as of April 2017 a PSPO is in place to prevent certain anti-social activities.

The PSPO replaces Dog Control Orders, Dogs (Fouling of land) Act and Alcohol Control Zones, which are being phased out by the government.

## What areas will the PSPO cover?

The Borough Council has put in place a PSPO which covers a number of activities—some apply to all public spaces in the borough of Tonbridge and Malling and others will apply to specific locations.

A public space is any place to which the public or any section of the public has access (including foot-paths and the public highway), on payment or otherwise, as of right or by virtue of express or implied permission, for example a shopping centre.

The borough wide public space Orders are:

- Deterring dog fouling—it will be an offence for dog owners/walkers not to clear up after their dog when it 'fouls' in a public place
- Exclusion of dogs from Borough Council owned and maintained children's play areas—it will be an offence for dog owners/walkers to allow their dogs into a Borough Council play area
- Dogs on leads by direction— in order to stop a loose dog causing a nuisance, annoyance or disturbance to other people or to wildlife, dogs must be kept on a lead if the owner is instructed to do so by an authorised person. This is intended for use only where dogs are clearly out of control.
- Maximum number of dogs—this restricts the total number of dogs that one person can take onto a public place to six
- Introduction of a controlled alcohol zone—it will be an offence to continue to drink alcohol in a public place when asked by an authorised officer to cease and surrender that alcohol
- Deterring public urination/defecation—it will be an offence to urinate or defecate in a public place

## What areas will the PSPO cover? (continued)

There are also Orders in place in specific locations.

### **Leybourne Lakes and Haysden Country Park**

- No unauthorised barbecues
- No unauthorised swimming, bathing or boating
- Dogs must be kept on a lead within the designated signed areas
- No unauthorised camping

### **Tonbridge Memorial Gardens**

- No wheeled sports activities allowed (including skateboards, BMX, in-line skating and scooters)

### **Tonbridge Moorings**

- No unauthorised mooring
- No unauthorised camping

### **Tonbridge Racecourse Sportsground and Tonbridge Castle**

- No unauthorised barbecues
- Dogs must be kept on a lead within the Castle Grounds
- No unauthorised camping

### **Tonbridge Farm Sportsground**

- No unauthorised barbecues
- Dogs must be kept on a lead within the car park area
- No unauthorised camping

### **Tonbridge Cemetery**

- Dogs must be kept on a lead within the Cemetery

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

**24 July 2017**

**Report of the Director of Central Services**

**Part 1- Public**

**Matters for Information**

**1 COMMUNITY SAFETY PARTNERSHIP UPDATE**

**To provide Members with an update from the Community Safety Partnership (CSP)**

**1.1 New Police staff within the Community Safety Unit**

1.1.1 Within the Community Safety Unit (CSU) – the operational arm of the Community Safety Partnership – there have been some recent police staff changes. Rachel McNeil, the previous Inspector is now Chief Inspector and will be moving to a new position soon. Inspector Maxine Martin will replace Rachel's role within the CSU. Sgt Mark Ginsberg has retired (as of 12 July) and has been replaced by Sgt Andy Gallon. Sgt Jo Mott is due for retirement later in the year and will be replaced by Sgt Dougal Bell.

**1.2 Domestic Abuse Commissioning**

1.2.1 Since April 2017 the Commissioning services around domestic abuse have changed. KCC commission Domestic Abuse services for the county and have commissioned Lookahead to provide services for High Risk Victims of domestic abuse within West Kent.

1.2.2 Within West Kent the three Councils have agreed to fund DAVSS (Domestic Abuse Volunteer Support Service) to provide support for all victims of domestic abuse (although primarily they will be supporting medium risk victims). Low risk victims of domestic abuse will be supported by Victim Support.

1.2.3 The referral pathway is fairly complicated but we have produced a flowchart (attached at **Annex 1**) to show the referral routes. If there is any confusion around who the referral should be sent to, or you know a victim of domestic abuse that needs some advice then you should contact DAVSS on 01892 570538. They will be able to provide the appropriate support or signpost on as appropriate.

1.2.4 We hope that this system will ensure that all victims of domestic abuse (regardless of their risk level) will receive the support that they need.

### **1.3 Self-Neglect Forum**

- 1.3.1 The Self-Neglect Forum established by the Community Safety Partnership is going well and so far 28 individuals have been referred to the Forum.
- 1.3.2 The aim of the Forum is to share concerns about any individuals at risk of self-neglect. Someone is at risk of self-neglect if they are unable, or unwilling to provide adequate care for themselves. An example of this might be someone who hoards items in their houses.
- 1.3.3 We invite partners to attend these meetings and have been getting good attendance from a variety of partners. We discuss each individual case and then decide on appropriate actions. Actions so far have included getting equipment fitted, such as stair lifts, visiting the individual to offer support and making appropriate referrals so that they get the help they need.
- 1.3.4 Nominations can be made by anyone and a referral form is available from the Community Safety Unit. The referrals are then circulated a week in advance to allow partners a chance to check whether the individual is known to their agency.

### **1.4 Volunteer Community Wardens**

- 1.4.1 KCC are currently recruiting Volunteer Community Wardens for Snodland and Kings Hill. These volunteers will support community wardens, local organisations and residents to create resilient neighbourhoods and reduce the fear of crime.
- 1.4.2 The Volunteer Wardens will support the community wardens by identifying issues and feeding back to organisations including Trading Standards and the Police. They will be talking to local residents and liaising with organisations including Neighbourhood Watch, Victim Support and fire services. They'll also engage with local groups and meetings providing advice on topical issues and will provide local residents with crime prevention materials and advice to reduce their fear of crime.
- 1.4.3 A Volunteer Warden has been identified for Snodland and is currently undergoing training. A Warden for Kings Hill has yet to be recruited.
- 1.4.4 Training will be provided with ongoing mentoring with a community warden. The volunteers will not have accredited powers or be expected to handle sensitive information but will be able to identify issues in their community and work with partners to address these.
- 1.4.5 It is hoped that the scheme will be successful and will help to provide additional 'feet on the ground' for these communities.

### **1.5 Town Lock, Tonbridge & Leybourne Lakes**

- 1.5.1 The CSU has been receiving complaints of anti-social behaviour around the Town Lock area of Tonbridge (particularly when the weather has been warm). This also includes reports of young people jumping into the Lock area. Unfortunately the

warmer weather does lead to an increase in the number of people gathering in this area and this in itself is not anti-social. However, where there are reports of loud music, abusive behaviour or alcohol misuse then the Partners will look to take action.

- 1.5.2 An educational/information event is being arranged with partners to help educate young people on the dangers of jumping into the lock, as well as talking to them (and others) about behaviour which is inappropriate.
- 1.5.3 We will also be looking to use the appropriate PSPO Orders to enforce against some of the ongoing issues (such as excessive alcohol consumption) and we have asked The Kenward Trust, a drug and alcohol misuse charity, to engage with the young people in the area and talk to them about their alcohol misuse.
- 1.5.4 Leybourne Lakes has also seen an issue with some groups of people swimming in the lake, lighting barbecues or being anti-social. Again the partners will be looking to hold an information/educational event to inform people about this behaviour. We will also be looking to use the new PSPO powers to take action against these issues.

## **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.

Background papers:

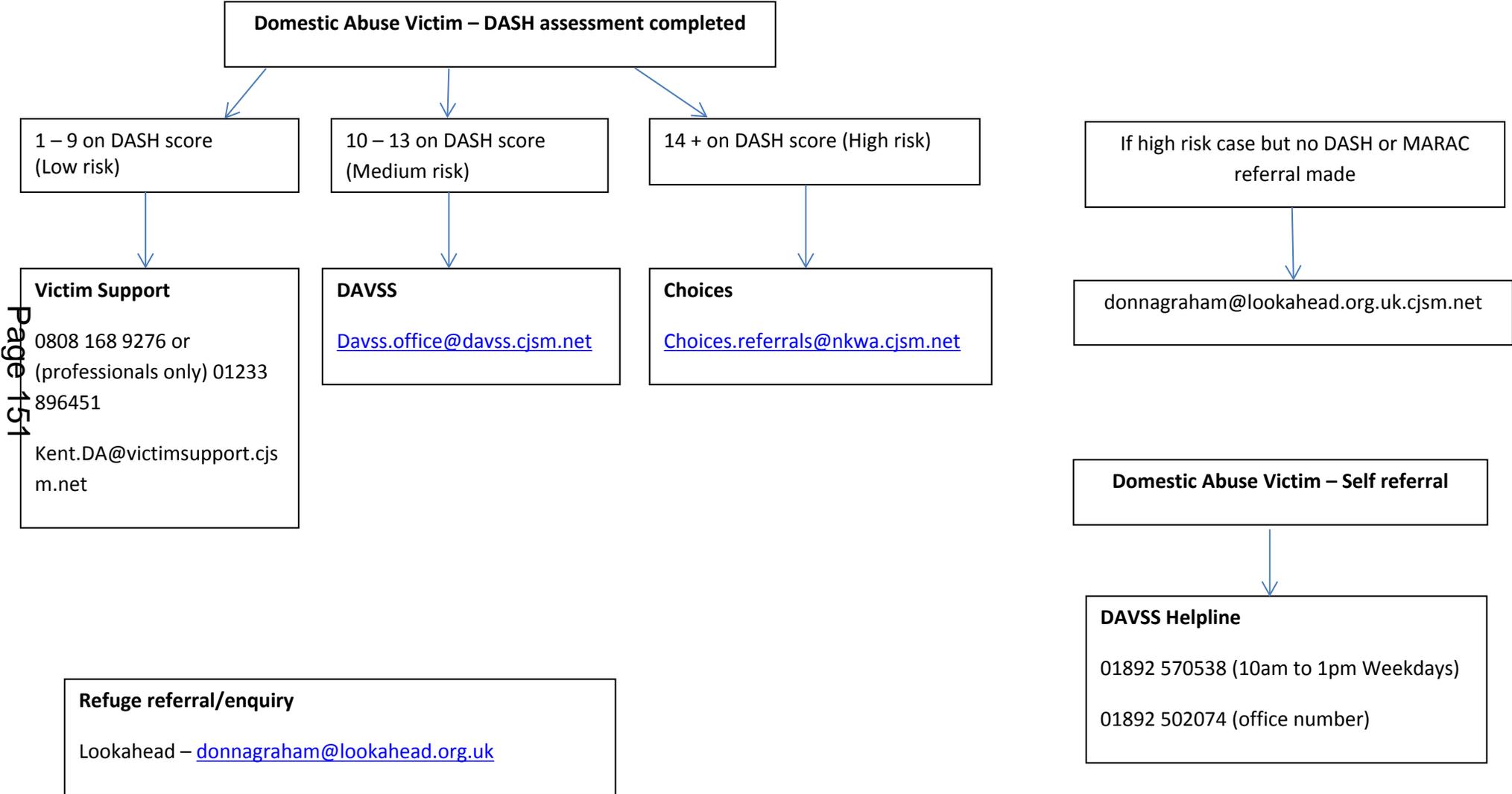
Nil

contact: Alison Finch  
Safer & Stronger Communities  
Manager

Adrian Stanfield  
Director of Central Services

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# West Kent Referral Flowchart



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# Agenda Item 12

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

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# Agenda Item 13

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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of the Local Government Act 1972.

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# Agenda Item 15

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

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