

TONBRIDGE & MALLING BOROUGH COUNCIL



EXECUTIVE SERVICES

Chief Executive

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

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

18 February 2019

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 Tuesday, 26th February, 2019 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

PART 1 - PUBLIC

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To confirm as a correct record the Notes of the meeting of the Communities and Housing Advisory Board held on 12 November 2018

Matters for recommendation to the Cabinet

4. Tonbridge Allotments Association - Proposed Charges 15 - 18

This report brings forward a proposed review of charges for allotments in Tonbridge for Member approval.

5. Haysden Country Park - User Survey Results 19 - 24

This report informs Members on the results of the 2018 casual user survey carried out at Haysden Country Park, and brings forward potential improvements for Member consideration. The results show high levels of user satisfaction.

6. Capital Plan Projects 25 - 42

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

7. Rough Sleeping Update 43 - 60

With a rise in Rough Sleepers nationally and the high profile nature of the issue, this report will update members on the number of rough sleepers in the district following the recent annual estimate and the Council's response.

8. Houses in Multiple Occupation 61 - 74

This report details the amenity standards for Houses in Multiple Occupation (HMOs) that enforcement officers will apply when inspecting HMOs to determine if the HMO is suitable for occupation by a maximum number of households or persons.

9. Housing Assistance Policy Amendments 75 - 98

This report proposes:

- *some minor amendments to the Housing Assistance Policy to update our Warm Homes Assistance scheme eligibility criteria to reflect the changes to the Government's Energy Company Obligation (ECO) scheme;*
- *providing Warm Homes Assistance to private sector landlords where the Energy Performance Certificate (EPC) rating for the property is band F or G and there is a Category 1 Excess Cold hazard under the Housing Health and Safety Rating System (HHSRS) assessment of the property.*

10. Updated Safeguarding Policy and Reporting Procedure 99 - 134
To seek Member approval of amendments to the Council's Safeguarding Policy and Reporting Procedure

11. Key Voluntary Sector Bodies - Grant Support 135 - 160
To agree grant support for the financial year 2019/20

Matters submitted for Information

12. Leisure Trust Update 161 - 178
This report reviews the recent performance of the Tonbridge and Malling Leisure Trust and updates on the major capital plan scheme for Larkfield Leisure Centre, commencing later this year.

13. Community Safety Partnership Update 179 - 182
The report provides an update on issues relating to the Community Safety Partnership.

14. Kent County Council - Review of Libraries, Registration and Archives 2019/20 183 - 186
To set out the response of the Cabinet Member for Community Services regarding the above consultation.

15. Urgent Items 187 - 188
Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

Matters for consideration in Private

16. Exclusion of Press and Public 189 - 190
The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

PART 2 - PRIVATE

17. Urgent Items 191 - 192
Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

MEMBERSHIP

Cllr M R Rhodes (Chairman)
Cllr Miss G E Thomas (Vice-Chairman)

Cllr Mrs J A Anderson
Cllr Mrs S M Barker
Cllr Mrs S Bell
Cllr V M C Branson
Cllr Mrs B A Brown
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

Apologies for absence

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Declarations of interest

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TONBRIDGE AND MALLING BOROUGH COUNCIL

COMMUNITIES AND HOUSING ADVISORY BOARD

Monday, 12th November, 2018

Present: Cllr M R Rhodes (Chairman), Cllr Miss G E Thomas (Vice-Chairman), Cllr Mrs J A Anderson, Cllr V M C Branson, Cllr Mrs B A Brown, Cllr D J Cure, Cllr D Keeley, Cllr Mrs S L Luck, Cllr Mrs A S Oakley, Cllr L J O'Toole and Cllr M Parry-Waller

Councillors O C Baldock, Mrs P A Bates, Mrs M F Heslop, N J Heslop, B J Luker and P J Montague were also present pursuant to Council Procedure Rule No 15.21.

Mr A Nicholl (Tonbridge Sports Association) and Mr M Guyton (Tonbridge and Malling Leisure Trust) were also present

Apologies for absence were received from Councillors Mrs S M Barker, Mrs S Bell, R W Dalton and S M Hammond

PART 1 - PUBLIC

CH 18/23 DECLARATIONS OF INTEREST

There were no declarations of interest made in accordance with the Code of Conduct. However, in the interest of transparency, Councillor N Heslop advised that he was a member of the Board of the Bridge Trust.

CH 18/24 MINUTES

RESOLVED: That the notes of the meeting of the Communities and Housing Advisory Board held on 16 July 2018 be approved as a correct record and signed by the Chairman.

CH 18/25 PRESENTATION BY MARTIN GUYTON, CHIEF EXECUTIVE OF TONBRIDGE AND MALLING LEISURE TRUST

The Trust's Chief Executive, Martin Guyton, presented a review of the last year and answered questions on a range of performance issues.

MATTERS FOR RECOMMENDATION TO THE CABINET

CH 18/26 REVIEW OF CEMETERY CHARGES 2019/20

The joint report of the Director of Street Scene, Leisure and Technical Services and the Director of Finance and Transformation outlined the proposed charges for 2019/20 with regard to Tonbridge Cemetery.

RECOMMENDED: That the proposed charges for Tonbridge Cemetery, as detailed at Annex 2 to the report, be agreed and implemented with effect from 1 April 2019. ◀

***Referred to Cabinet**

CH 18/27 EXTENSION OF GROUNDS MAINTENANCE CONTRACT

The report of the Director of Street Scene, Leisure and Technical Services brought forward a proposal to extend the Council's current Grounds Maintenance Contract for a further five year period from 31 December 2019.

RECOMMENDED: That the Council's current Grounds Maintenance Contract with Landscape Services Limited be extended for a further five years from 31 December 2019 in accordance with the Conditions of Contract. ◀

***Referred to Cabinet**

CH 18/28 REVIEW OF HOUSES IN MULTIPLE OCCUPATION AND CARAVAN SITE LICENSING FEES FOR 2019/20

The report of the Director of Central Services provided an update on the existing fees charged to license a house in multiple occupation or caravan site and outlined the proposed charge to be applied following a review of the administrative costs of processing applications for Houses in Multiple Occupation (HMOs) and for residential mobile (park) home sites.

RECOMMENDED: That the charges for the following be agreed with effect from 1 April 2019: ◀

- (1) £524 for a new mandatory HMO licence application;
- (2) £483 for the renewal of a mandatory HMO licence application;
- (3) £380 for a new caravan site licence where the use of the site is for permanent residential use; and
- (4) £180 for the transfer of a caravan site licence for a permanent residential use site.

***Referred to Cabinet**

CH 18/29 PRIVATE SECTOR HOUSING STOCK CONDITION MODELLING EXERCISE

Decision Notice D180068MEM

The report of the Director of Central Services outlined the Council's approach to undertaking a private sector housing stock modelling exercise to update the current stock condition and inform future policies and targeting of housing resources and services.

The cost of the modelling exercise was contained in a report in the private part of the agenda since it contained exempt information (LGA Sch 12A Paragraph 3 – Financial or business affairs of any particular person).

RECOMMENDED: That

- (1) the cost of undertaking the housing stock modelling exercise, as set out in the Part 2 exempt information report, be agreed and be funded from the Housing Survey Reserve; and
- (2) the instruction to the Building Research Establishment (BRE) to undertake a housing stock modelling exercise and develop an authority wide integrated house condition and energy base be approved.

CH 18/30 CAPITAL PLAN PROJECTS

Decision Notice D180069MEM

The report of the Director of Street Scene, Leisure and Technical Services gave details of progress with key projects included in the Council's Capital Plan and brought forward four post implementation reviews for consideration and approval.

RECOMMENDED: That

- (1) the updates on the current schemes within the Capital Plan, as shown at Annex 1 to the report, be noted;
- (2) the post implementation review for Haysden Country Park Extension Play Area, as shown at Annex 2 to the report, be approved;
- (3) the post implementation review for Haysden Country Park Site Improvements, as shown at Annex 3 to the report, be approved;
- (4) the post implementation review for Larkfield Leisure Centre Pool Disinfection, as shown at Annex 4 to the report, be approved; and

- (5) the post implementation review for Public Open Space Site Improvements, as shown at Annex 5 to the report, be approved.

CH 18/31 COMMUNITY FAIR UPDATE

Decision Notice D180070MEM

The report of the Chief Executive provided an update on the recent Community Fair held in Tonbridge and sought approval to hold a similar event in 2019.

RECOMMENDED: That, following the success of the recent Community Fair, an additional event be agreed for autumn 2019.

MATTERS SUBMITTED FOR INFORMATION

CH 18/32 LEISURE TRUST UPDATE

The report of the Director of Street Scene, Leisure and Technical Services reviewed the recent performance of the Tonbridge and Malling Leisure Trust and provided an update on the capital plan schemes for Larkfield Leisure Centre.

CH 18/33 COMMUNITY SAFETY PARTNERSHIP UPDATE

The report of the Director of Central Services provided an update on recent activity within the Community Safety Partnership.

MATTERS FOR CONSIDERATION IN PRIVATE

CH 18/34 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.

MATTERS FOR RECOMMENDATION TO THE CABINET

CH 18/35 PRIVATE SECTOR HOUSING STOCK CONDITION SURVEY - COSTING

(Reasons: LGA 1972 Sch 12A Paragraph 3 – Financial or business affairs of any particular person)

The report of the Director of Central Services provided details of the costing for undertaking a private sector housing stock modelling exercise as outlined in Part 1 of the agenda (Minute CH 18/29(1) refers).

RECOMMENDED: That the cost of undertaking the housing stock modelling exercise be noted.

The meeting ended at 8.35 pm

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TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

26 February 2019

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 TONBRIDGE ALLOTMENTS ASSOCIATION - PROPOSED CHARGES

1.1 Summary

1.1.1 This report brings forward a proposed review of charges for allotments in Tonbridge for Member approval.

1.2 Background

1.2.1 In general, allotments across the borough are provided and managed by the relevant Town and Parish Councils. Allotments in Tonbridge are, in part, provided by the Borough Council.

1.2.2 The Borough Council own 7 allotment sites in Tonbridge providing community use for approximately 270 tenants. Allotment provision is seen as an excellent opportunity to promote both mental and physical well-being at an accessible cost. In a survey undertaken by the National Allotments Society their members also commented on the social and community benefits that allotments provide. To ensure a community focussed and cost effective service for its sites in Tonbridge, the allotments are managed and maintained on the Council's behalf by the Tonbridge Allotments and Gardens Association. The Association is a well organised, not for profit community group and has a very positive relationship with the Council.

1.2.3 Currently the Council pays the Association an annual sum of £5,100 to manage and maintain allotments in Tonbridge on the Council's behalf. This encompasses all functions related to allotment management including the administration of payments, managing day to day operations (including any dispute resolution) and day to day upkeep and repairs to the sites. The Council does, however, consider applications for additional financial support from the Association for larger capital improvement projects that in previous years have included improvements to disabled facilities and the provision of storage facilities/sheds. The current arrangements are considered to be a very efficient and cost effective approach to the management of these Council facilities.

1.2.4 The Director of Central Services is currently reviewing the Formal Agreement with the Association. The current Agreement requires any proposed change in charges proposed by the Association to be approved by the Council prior to implementation. The last increase in allotment charges was considered and approved by the Communities & Housing Advisory Board on the 10 June 2015 and implemented on the 1 October 2015.

1.3 Proposed Charges

1.3.1 The Council has been advised that the Association has considered current charges and is proposing revised charges to be implemented from the 1 October 2019. The charges proposed take into account increases in water and equipment servicing and are shown below:

- Increase allotment rental charge by 50p to £3.50 per rod per year
- Increase the charge for water by 50p to £1.50 per rod per year

1.3.2 A typical full allotment plot is measured at 10 rods, with half plots (5 rods) also available. The table below shows the current and proposed charges for a full 10 rod plot based on the proposals.

	Current Annual Charge	Proposed Annual Charge
Allotment Charge	£30	£35
Water Charge	£10	£15
Total*	£40*	£50*

*A current discount of 50% is given to those over 65 years of age. Currently 36% of tenants benefit from this discretionary rate.

1.3.3 Whilst the proposed increases may appear high in terms of a percentage, they do represent a relatively small financial cost increase across a full year. It is considered that the proposed allotment charges still represent extremely good value, and it should be noted that the charges have not been increased since 1 October 2015.

1.3.4 In addition to the above, (as previously agreed by Members), a separate annual charge of £15 is made for those opting to rent a shed.

1.3.5 For Members information a comparison of the proposed Tonbridge charges in relation to charges by other local authority providers is shown below. The proposed Tonbridge charges fall in the middle of a varying range of charges applied by others. It is worth noting that none of those shown offer any discretionary rate to those over 65 years of age.

Parish / Borough	Charge per annum for 10 rods including water	Discount
East Peckham	£32	None
Hadlow	£50	None
Maidstone	£60	None
Mereworth	£40 per parishioner. £60 non-parishioner	None
Sevenoaks	£35	None
Tonbridge	£50 (proposed for 2019)	50% for over 65s
Tunbridge Wells	£100 (from 1/4/2019)	None

1.4 Legal Implications

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

1.5 Financial and Value for Money Considerations

- 1.5.1 The Borough Council currently provides the Association with an annual sum of £5,100 to manage allotments in Tonbridge on its behalf. Additional financial support for the Association for larger capital improvement projects at the sites is considered on a case by case basis. This is considered to offer excellent value for money.

1.6 Risk Assessment

- 1.6.1 The Association has an obligation to ensure that provision on site is suitable and safe for users. All users are required to adhere to a formal tenancy agreement.

1.7 Equality Impact Assessment

- 1.7.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act, with no perceived impact on end users. It is the intention of the Association to retain the concession offered to over 65's.

1.8 Policy Considerations

1.8.1 Community, Healthy Lifestyles

1.9 Recommendations

- 1) It is RECOMMENDED TO CABINET that the proposed increase in charges for Tonbridge Allotments as detailed in the report be agreed and implemented with effect from 1 October 2019

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: Mike Harris

Nil

Robert Styles
Director of Street Scene & Leisure

TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

26 February 2019

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

Part 1- Public

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

1 HAYSDEN COUNTRY PARK – USER SURVEY RESULTS

Summary

This report informs Members on the results of the 2018 casual user survey carried out at Haysden Country Park, and brings forward potential improvements for Member consideration. The results show high levels of user satisfaction.

1.1 Introduction

1.1.1 A casual user survey was undertaken at Haysden Country Park during the summer of 2018 and consisted of 402 face to face interviews. The interviews were conducted at various locations within the Park, over 15 separate days. A separate on-line survey was also undertaken with clubs and organisations using the Park. These comments will be shared with the Chairman of Tonbridge Sports Association. This reports presents the results of the onsite casual usual survey similar to that undertaken in 2013. Results from this survey will be reflected in the sites next five year Management Plan.

1.1.2 The 2018 survey covers three main areas:

- Characteristics of market and patterns of use, including diversity;
- Customer assessment/satisfaction of the existing facilities;
- Identifying customer needs for the future.

1.1.3 The survey enables the Council to gauge current feedback from visitors to the Park and assess the impact of improvements and investments made to the Park since the last survey in 2013. Since the last survey the following improvements have taken place: additional play equipment added to the children's play area; extension to car park, provision of a new catering building offering an all year round service; lakeside improvements at the near end of Barden Lake and revetment work. It is worthy of note that the Haysden Country Park Volunteers

have worked exceptionally hard alongside the Council's Ranger team, contributing a significant amount of hours on projects in the Park.

1.2 Survey Results

- 1.2.1 A summary of satisfaction levels from the report are highlighted in sub-section 1.2.3 below. A full copy of the survey report can be made available to Members on request.
- 1.2.2 I am sure Members will be pleased to note the onsite casual user survey indicated that 99.5% of visitors were satisfied with the Park. This represents an increase of 2.5% since the last survey in 2013 and reflects the continuing high standards being achieved.
- 1.2.3 As well as general overall satisfaction, users were asked comment on a number of key site features and these are shown in the table below. Again satisfaction levels remain high for every aspect of the site, and the ratings for the refreshment facilities, safety and cleanliness are particularly pleasing to note.

Area of Satisfaction	2018 Result
Overall Satisfaction	99.5%
Attractiveness of the Park	99%
Refreshment Facilities	98%
Safety and security of site	97%
The children's play area	97%
Cleanliness of the Park	96%
The presence of wildlife	95%
Balance of recreation/wildlife	95%
The car park	93%
The Ranger Service	93%
Number of seats/benches	93%
Condition of the path surfaces	89%
Picnic tables	88%
Toilet facilities	88%
Signage in the Park	86%
Number of litter bins	82%
Facilities for people with disabilities	80%
Cleanliness in term of dog fouling	78%

- 1.2.4 The main reasons respondents gave for using the Park were to enjoy the countryside and watch the wildlife. Other high uses included: use of the children's play area; walking; walking the dog; or sitting and relaxing.
- 1.2.5 Whilst users travel from a wide catchment area, the majority live within fifteen minutes of the Park (74%). Only 8% of visitors travelled over 40 minutes. There was an increase in the number of people that walked to the Park 15% (2% in 2013). 80% of visitors travelled by car/minibus.

1.3 Potential Improvements

1.3.1 Users were also asked if they thought the Park should be improved in any way with 46% saying “No” and 54% saying “Yes”. This is a decrease in the number of visitors wanting improvements since 2013 (79% said yes) and again demonstrates the improvements made over the last 5 years. Those that replied yes were then asked what improvements they would like to see. The most frequent requests were: an undercover seating area for refreshments for the café; more for children to do and improved footpaths.

1.3.2 The comments below cover the three most frequent requests for improvement and also the areas with the lower satisfaction rates detailed at sub-section 1.2.3. When considering any improvements Members need to take account of the current high satisfaction levels.

- Undercover seating area – Whilst the overall satisfaction levels for refreshment facilities has significantly increased from 75% (2013) to 93.5%, visitors are now identifying a need for undercover seating. It has only been in the last two years that the catering unit has moved from a mobile facility to a permanently sited building opening all year. This has presented new challenges in the colder months and wet weather. At present the facility has outside picnic tables, some of which have large umbrellas for shelter and shade. It could be difficult to address this issue in the short-term though consideration could be given to a future redevelopment of the toilet/ranger building to incorporate a café facility. Such a significant project would be dependent on funding availability, potentially from developer contributions. It is proposed that the potential development of built facilities at Haysden Country Park be added to List C of the Council’s Capital Plan at its next review. Progress would be subject to the identification of funding.
- More for children to do – The satisfaction levels with the children’s play area have increased by 1% to 97% in this survey though it is acknowledged that the play area does have scope for further expansion. In terms of other provision for children the site also offers three self-guided trails and has seen a number of free events and some charged activities in recent years. It is proposed that Officers review the offer to children at the Park to identify any areas for improvement, whilst at the same time not changing the primary purpose of the facility.
- Condition of the paths/Facilities for People with disabilities – The satisfaction rating for facilities for the disabled was 80%, and given the specific comments received this appears to relate to the condition of the paths. Over the past years the Council has continued to invest in path improvements as this is an important aspect for visitors, it is proposed that an Access Audit be undertaken at the site with a key focus given to the condition of the paths.

- Number of litter bins – The provision of bins in the countryside is a debatable issue and there is a balance to be taken between making provision for visitors and the promotion of taking litter home. Taking into consideration the satisfaction rate recorded for the general cleanliness of the site (96%) it is felt that the Council has got this balance about right at the Park. In recent years bins have been reviewed and repositioned and this will continue as specific issues are identified.
- Cleanliness in relation to dog fouling – 78% of users were satisfied with this area which does leave some scope for improvement. Dog waste bins are provided within the site and enforcement is undertaken. It is proposed that additional focus be given to education, including Bag and Flag days and the introduction of the Keep Britain Tidy campaign in 2019.

1.4 Summary

1.4.1 The survey results highlight that Haysden Country Park continues to be well appreciated and highly valued by the local community. The Park has in recent years seen an increase in usage, and with this visitor expectations have also risen. Overall satisfaction levels are very high and the results clearly reflect the positive impact of investment made in the Park by the Council and volunteers, and it is important that the existing facilities continue to be well maintained in the future. A large number of positive comments were received and a selection are highlighted below:

- “It’s one of my children’s favourite places to go...”
- “I love the Park...”
- “...it’s a fantastic place that caters to many interests and age groups...”
- “A big thank you to the rangers and the volunteers who help maintain the Park”

1.5 Legal Implications

1.5.1 None.

1.6 Financial and Value for Money Considerations

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

1.6.2 Included in List A of the Council’s Capital Plan is £75,000 to replace the existing sewage facility to meet demand and environmental requirements. This scheme, like many others at the Park, is funded in full by developer contributions.

1.7 Risk Assessment

1.7.1 Work based health and safety risk assessments and site inspections will continue to be undertaken. The strategic risks of these findings have been assessed as medium to low and relate to: service standards; strategic site management; financial investment; and responding to changing customer expectations. The Park is a Green Flag Award winning Park, and this also entitles a commitment to providing a good standard and continuous improvement.

1.8 Equality Impact Assessment

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

1.9 Policy Considerations

1.9.1 Asset Management, Customer Contact, Healthy Lifestyles and Community.

1.10 Recommendations

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

- 1) the 2018 casual user market survey results for Haysden Country Park be noted; and
- 2) improvements be progressed in accordance with the approach outlined in the report and be included within the next Management Plan for the Park.

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: Chris Fox

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

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

26 February 2019

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 included 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 all 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 (PIR) after completion to assess their success against identified targets. In accordance with the Capital Strategy relevant PIR's will be submitted to this Board for approval and presented in accordance with the approved template. Three PIRs have been brought forward for Member consideration and are detailed at **[Annexes 2-4]**.

1.2 Leybourne Lakes Country Park – Development Opportunities

1.2.1 Members will be aware that the Council is investigating the potential outsourcing of the management of Leybourne Lakes Country Park. As previously reported to Members of this Board it was the intention to go out to tender prior to Christmas but a short delay has been experienced due to pressure on staff resources. Officers are in the process of developing the tender documents including the Invitation to Tender, Management Agreement, Specification, Report of Title and Condition Survey. It is now the intention to go out to tender within the next month and report back to this Board in July 2019.

1.2.2 Prior to any potential transfer, the Council has undertaken path refurbishment works to priority areas within the Park. These works were in response to feedback

received from local Members and Parish Council's. The works cost £6,000, and were fully funded through developer contributions.

1.3 Wouldham River Wall

- 1.3.1 Members will be aware that following extensive monitoring of movement in the river wall it was agreed that strengthening/rebuilding of the wall was not currently required and further monitoring would take place over the next 5 years to determine the way forward in the longer term. Results of the monitoring will be shared annually with the Parish Council and local Members. Funding for the project will, however, be retained in the Capital Plan and reprogrammed to 2023/24, when a further review will be undertaken.
- 1.3.2 In the meantime a programme of works were agreed in liaison with the local Members and Wouldham Parish Council to improve the adjacent public open space. These works have included the realignment/replacement of a section of the path, the installation of two picnic benches and bins and vegetation clearance. I can advise that these works have been completed and have been welcomed by local residents.

1.4 Haysden Country Park – Sewage Treatment Facility

- 1.4.1 The current sewage treatment plant that serves the toilets at the Country Park was installed in 2008 and, at the time, adequately served the needs of the Park. Recent investments in the site, including improved catering, an extended play area and other landscape works has resulted in a notable increase in the Park's popularity and it is apparent that the current sewage system is struggling to cope.
- 1.4.2 As a result of increased use, public complaints have been raised regarding undesirable smells, periodic closures of the toilets have been required and there are concerns over the future ability to comply with legal discharge requirements.
- 1.4.3 A Capital Plan Evaluation for the replacement of the sewage system was taken to and approved by Members of the Finance, Innovation and Property Advisory Board on the 3 January 2018. Budget allocation within the Capital Plan is £75,000 and the scheme is to be fully funded through external funding. Detailed options for replacement are currently being developed and it is envisaged that the works will take place within the next 12 months.

1.5 Tonbridge Racecourse Sportsground Rugby Pitch Drainage

- 1.5.1 Whilst recognising that the existing rugby pitches are located on a floodplain, recent years have seen an increase in the number of occasions and duration of flooding. In particular it has been taking a longer time for the pitches to drain, resulting in the pitches sometimes being unavailable for use.
- 1.5.2 The Council has been working in close liaison with the Tonbridge Juddians Rugby Football Club and the Chairman of Tonbridge Sports Association over previous

years to address this issue and a number of options have been investigated and actioned. Following a review by an external consultant, it is now proposed that an active drainage system be installed at the site.

- 1.5.3 A Capital Plan Evaluation for the installation of an active drainage system was taken to, and approved by, Members of the Finance, Innovation and Property Advisory Board on the 3 January 2018 with a budget allocation within the Capital Plan of £25,000. This has now been reduced to £16,000 following a more detailed evaluation of the works. The scheme is to be fully funded through external funding.
- 1.5.4 Following liaison with the Rugby Club it has been agreed to monitor water levels in the area over autumn/winter of this year. Following the monitoring period final discussions will take place with the Rugby Club to agree the way forward with this scheme.

1.6 Tonbridge Racecourse Swimming Pool Bridge

- 1.6.1 Subject to approval of the Council's budget at Full Council, provision will be made in the Capital Plan for the replacement of the Swimming Pool Bridge, funded in part by developer contributions.
- 1.6.2 Liaison is currently being undertaken with the two utility companies whose pipes/cables are attached/adjacent to the bridge. Both companies have agreed to relocate their services by drilling under the river bed, which will then enable the Council to proceed with the installation of the new bridge. It is hoped that the utility companies will complete their works in late spring/early summer enabling the new bridge to be in place before the school summer holidays. The timing of the works is determined by the utility companies and every effort is being made by Officers to enable the timescale to be met. Understandable local residents and visitors are keen to see the new bridge installed as soon as possible and are being kept updated by posters on the boarding around the existing bridge.

1.7 Leybourne Lakes Country Park - Car Park Extension PIR

- 1.7.1 The scheme provided approximately 30 new parking bays in the main car park to assist with meeting demand for the site at peaks times and increased revenue. The project was delivered within budget at a cost of £16,447. A full copy of the PIR can be found at **[Annex 2]**

1.8 Tonbridge Memorial Garden PIR

- 1.8.1 The scheme saw the full refurbishment of the memorial gardens and has significantly improved the visual quality and accessibility to the site, ensuring that the gardens are an appropriate setting for contemplation, reflection and remembrance. The project has received very positive feedback from the public and was shortlisted for a British Association of Landscape Industries award. The total cost of the scheme was £336,875, with £311,464 secured through developer

contributions and community funding raised by the Tonbridge Memorial Gardens Trust. The Council's contribution to the scheme was £25,411, in line with the approved Capital Plan budget. A full copy of the PIR can be found at **[Annex 3]**

1.9 Larkfield Leisure Centre – Health Suite PIR

1.9.1 The scheme saw the full refurbishment of the health suite at the site to include the installation of a new spa bath, sauna, steam room and ventilation system. The scheme met the identified objectives and very positive feedback has been received from users. The scheme dramatically improved the quality of this facility at the centre, bringing it up to customer expectations. The scheme was delivered in line with an amended budget at a total cost of £429,552. The scheme was part funded through a contribution of £61,615 from the Tonbridge and Malling Leisure Trust. A full copy of the PIR can be found at **[Annex 4]**

1.10 Legal Implications

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

1.11 Financial and Value for Money Considerations

1.11.1 As identified within the report and shown at **[Annexes 2-4]** in relation to specific Post Implementation Reviews. Members will note that the majority of projects within List A of the Capital Plan have been delivered, with a significant proportion of costs being met through external funding.

1.12 Risk Assessment

1.12.1 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.

1.13 Equality Impact Assessment

1.13.1 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.

1.14 Policy Considerations

1.14.1 Asset Management, Biodiversity & Sustainability, Community, Health and Safety and Young People.

1.15 Recommendations

1.15.1 It is RECOMMENDED TO CABINET that:

- 1) The updates on the current schemes within the Capital Plan, as shown at **[Annex 1]**, be noted;
- 2) the Post Implementation Review for Leybourne Lakes Country Park Car Park Extension as shown at **[Annex 2]** be approved;
- 3) the Post Implementation Review for Tonbridge Memorial Garden as shown at **[Annex 3]** be approved;
- 4) the Post Implementation Review for Larkfield Leisure Centre Health Suite 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

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CAPITAL PLAN PROGRESS
COMMUNITIES & HOUSING ADVISORY BOARD – TUESDAY 26TH FEBRUARY 2019

	Corporate aims & priorities	Expenditure to 31.03.18 £'000	2018/19 Estimate £'000	2019/2024 Estimate £'000	Estimated Scheme Total	Notes
Larkfield Leisure Centre						
a) Refurbishment of Lifestyles Health Suite (Less TMLT Contribution)	1(key), 1g, 3(key), 3a	429 (62)	3		432 (62)	Scheme included the provision of a new spa bath, sauna, steam room and ventilation system. The new facility was formally opened on 15 th March 2016. Scheme completed.
b) Ventilation and Boiler Replacement	1, 3		200	750	950	Please see separate Report on these papers.
Land Drainage/Flood Defence						
(a) Wouldham River Wall	2(key), 2g, 2h, 2i	2	25	1098	1125	Strengthening/rebuilding to address movement detected in the retaining wall between the public open space and the River Medway. Wall recently monitored by external consultant to determine timescale of works. Monitoring revealed only minimal movement. Following liaison with local Members and Wouldham Parish Council, it was agreed to continue to monitor the wall over the next 5 years to determine the way forward in the longer term. In the meantime works to the public pathway adjacent to the wall progressed and minor improvements to the public open space implemented.
Sportsgrounds						
a) Tonbridge School Athletics Track Improvements Less developer contribution	3(key), 3a, 4(key), 4e		161 (161)		161 (161)	Refurbishment of the existing track and replacement of floodlights which provides community use via formal agreement between the Council and the School. Works taking place in partnership with school and Athletics

	Corporate aims & priorities	Expenditure to 31.03.18 £'000	2018/19 Estimate £'000	2019/2024 Estimate £'000	Estimated Scheme Total	Notes
b) Racecourse Sports Ground Riverside Revetment Less Grants	7d, 8b, 8a	4	19 (19)	202 (9)	225 (28)	Club. Floodlighting installed and track nearing completion. Replace sections of the existing wooden revetment which is now failing and causing erosion of the riverbank at Tonbridge Racecourse Sports Ground. Scheme is part funded by grant from the Environment Agency. Works currently being priced.
c) Racecourse Sports Ground Rugby Pitch Drainage Less developer contributions	2		1 (1)	15 (7)	16 (8)	To improve drainage to the rugby pitches at Tonbridge Racecourse Sportsground that are subject to regular flooding. To maintain and enhance use. Monitoring to take place over forthcoming months prior to works being considered in spring 2019.
Open Space						
a) 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.

Corporate aims & priorities

1 = to meet legislative requirements including health and safety obligations

2 = funded from external resources

3 = reduce revenue expenditure and/or generate income

	Corporate aims & priorities	Expenditure to 31.03.18 £'000	2018/19 Estimate £'000	2019/2024 Estimate £'000	Estimated Scheme Total	Notes
b) Haysden Country Park Car Park Extension Less developer contributions	2, 3		23 (23)		23 (23)	To increase car parking capacity in response to visitor demand. Scheme completed.
c) Haysden Country Park Sewage Treatment Less developer contributions	1, 2			75 (75)	75 (75)	To replace the existing Haysden Country Park sewage facility to meet current customer demand and legal environmental requirements. Options currently being appraised with works planned for next financial year.
Other Schemes						
a) Tonbridge Cemetery i) Memorial Safety Less developer contribution	7d	92 (3)	19	15	126 (3)	Provisions based on Local Government Ombudsman's recommendation to inspect/repair memorials every five years. Inspections have been undertaken and all priority works completed. Minor works to be completed in the coming months.
b) Tonbridge Cemetery Path Works Less developer contributions	1, 2		17 (17)		17 (17)	To undertake path improvements following a previous inspection undertaken by the Council's Health & Safety Officer. Priority works complete.

Corporate aims & priorities

1 = to meet legislative requirements including health and safety obligations

2 = funded from external resources

3 = reduce revenue expenditure and/or generate income

	Corporate aims & priorities	Expenditure to 31.03.18 £'000	2018/19 Estimate £'000	2019/2024 Estimate £'000	Estimated Scheme Total	Notes
c) Tonbridge to Penshurst Cycle Route Refurbishment Less developer contributions	1, 2		37 (37)		37 (37)	To repair/refurbish identified sections of the Tonbridge to Penshurst cycle route. Scheme completed.
d) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	8		8	Funding for community groups to undertake small 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.
Capital Renewals						
a) Angel Centre		n/a	59	562	621	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	352	732	1084	
c) Tonbridge Swimming Pool		n/a	51	369	420	
d) Sportsgrounds and Open Spaces		n/a	7	719	726	
e) Poult Wood Golf Centre						Provisions reviewed by Overview and Scrutiny Committee January 2015. Savings target for 2016/17 onwards relates to Trust renewals only. Savings in respect of non-Trust items embedded within detailed renewals schedules by extending asset life.
i) Grounds Maintenance		n/a	72	227	299	
ii) Clubhouse		n/a	58	121	179	
iii) Course		n/a		99	99	
f) Provision for inflation Savings target (assumes 25%)		n/a	(148)	118 (559)	118 (707)	

Corporate aims & priorities

1 = to meet legislative requirements including health and safety obligations

2 = funded from external resources

3 = reduce revenue expenditure and/or generate income

	Corporate aims & priorities	Expenditure to 31.03.18 £'000	2018/19 Estimate £'000	2019/2024 Estimate £'000	Estimated Scheme Total	Notes
Total		462	706	4452	5620	

Corporate aims & priorities

1 = to meet legislative requirements including health and safety obligations

2 = funded from external resources

3 = reduce revenue expenditure and/or generate income

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Capital Plan Post Implementation Review	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	Leybourne Lakes County Park – Car Park Extension
Scheme Description:	To undertake works to increase the capacity of the existing overflow car park at Leybourne Lakes Country Park
Evaluation:	Finance, Innovation & Property Advisory Board, January 2017
Capital Plan Year(s)	2017/18
Approved budget	£17,000
National Priorities	Continual site improvements (National Green Flag Award Scheme)
Local Priorities	To generate income and improve facility provision.
Targets for judging success:	(a) Increased number of parking bays (b) Increased income at peak times
Completion date (work completed):	January 2018
Completion date (final payment):	January 2018
Projected date for post implementation review:	Twelve months after completion
Final cost:	£16,447
Performance against National and Local Priorities and Targets:	The project fully met the targets set, increasing car parking capacity at the site and supporting increased annual income.
Budget performance / Value for money:	Scheme completed within budget.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None

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Capital Plan Post Implementation Review	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	Tonbridge Memorial Garden – Improvements
Scheme Description:	The scheme will enable safe access for users of the Gardens, ensure the area meets an appropriate standard for the annual Remembrance Sunday Service and make this important public open space a more pleasant and higher quality environment.
Evaluation:	Finance and Property Advisory Board, January 2011. Scheme revisited Cabinet, March 2013.
Capital Plan Year(s)	2011/12 and 2014/15
Approved budget	£25,000 contribution.
National Priorities	Requirements of Disability Discrimination Act legislation.
Local Priorities	3b(key) Promote and support the sustainable regeneration and economic regeneration of Tonbridge town centre 8a (key) Achieve a cleaner, smarter and better maintained street scene and open space environment 10a (key) Work with partners to increase community safety by tackling anti-social behaviour.
Targets for judging success:	(a) Site accessible to all. (b) Meet requirements for Remembrance Sunday Service. (c) Positive feedback from public.
Completion date (work completed):	Summer 2014 (main works)
Completion date (final payment):	September 2017
Projected date for post implementation review:	Twelve months after completion
Final cost:	Gross £336,875 less fund raising, grants and developer contributions of £311,464. Net cost to the Council £25,411.
Performance against National and Local Priorities and Targets:	The project has met all targets set and feedback on the refurbishment has been extremely positive. The project has created increased access to and around the site for general public use and in particular the annual remembrance service.
Budget performance / Value for money:	Initial approval (FPAB) was a £25,000 contribution towards Memorial Garden Trust Centennial Commemoration Fund intended to finance the Memorial Garden refurbishment. Refurbishment scheme was incorporated into the Council's Capital Plan to allow the works to be integrated with the, now aborted, Bradford Street Leisure and Community Centre (Cabinet March 2013). Gross scheme budget increased in the 2016/17 Capital Plan Review to £337,000 offset by fund raising, grants and developer contributions of £312,000. Net cost to the Council in-line with original budget.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None

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Capital Plan Post Implementation Review	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	Larkfield Leisure Centre Health Suite Refurbishment
Scheme Description:	Refurbishment of existing health suite including re-design and re-provision of spa facilities to complement upgraded fitness facilities. Income maintaining / generating scheme.
Evaluation:	Finance, Innovation and Property Advisory Board, January 2014
Capital Plan Year(s)	2014/15
Approved budget	£240,000. Budget increased in the 2016/17 Capital Plan Review to £432,000, part funded by contribution of £62,000 from Leisure Trust.
National Priorities	None
Local Priorities	1(Key) Continued delivery of priority services and a financially viable Council 1g Increasing usage levels at, and revenue from, our leisure facilities 3(Key) Healthy living opportunities and community well-being 3a Encouraging physical activity and exercise and reducing obesity.
Targets for judging success:	(a) Maintain Lifestyles membership and income levels. (b) Reduced maintenance costs. (c) Increased customer satisfaction.
Completion date (work completed):	March 2016
Completion date (final payment):	May 2018
Projected date for post implementation review:	Twelve months after completion
Final cost:	Gross cost £429,552 part funded by Leisure Trust contribution of £61,615
Performance against National and Local Priorities and Targets:	The scheme has met its targets for success supporting the retention and sales of lifestyles memberships. The project has received very positive feedback from users and has significantly improved the quality of this public facility.
Budget performance / Value for money:	Gross budget increased from £240,000 to £402,000 following two separate tender exercises in 2014/15 and 2015/16 (see report to Overview and Scrutiny Committee, September 2015). Gross budget subsequently increased by a further £30,000 to £432,000 reflecting the poor condition of blockwork walls once exposed and additional work funded by the Leisure Trust. Scheme completed in-line with amended budget.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None

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TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

26 February 2019

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 ROUGH SLEEPING UPDATE

Summary

With a rise in Rough Sleepers nationally and the high profile nature of the issue, this report will update members on the number of rough sleepers in the district following the recent annual estimate and the Councils response.

1.1 Rough Sleeper Estimate

- 1.1.1 As there is no national mechanism to count the number of people sleeping on the streets, each year the Ministry for Housing, Communities and Local Government (MHCLG) requires all local authorities to undertake a count or estimate of the number of rough sleepers in their district.
- 1.1.2 The count/estimate is a snapshot on one “typical” night chosen by the local authority anytime in the period during October and November. This snapshot methodology aims to get as accurate a representation of the numbers sleeping rough as possible and is based on evidence from the local authority and key partners about the numbers sleeping rough in that area on the given night.
- 1.1.3 The Kent Housing Options Group co-ordinates the dates of the Rough Sleeper estimates/counts and for 2018 the night of 21 November 2018 was chosen by the authorities across Kent with all of them completing their counts/estimates on this night. The choice of whether to do an estimate or count is left to each council and an estimation was chosen by Tonbridge and Malling due to the large and rural nature of the district and the difficulty with covering it in one night to count.
- 1.1.4 To support local authorities and ensure consistency Homeless Link publish a toolkit which authorities can use and before submission of the final figure to MHCLG they also complete a final verification check. As well as being a guide for how to complete the count/estimate, the toolkit also contains a very specific definition of what constitutes a Rough Sleeper to assist with consistency. The definition is:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”).

1.1.5 Following the homeless link guidance and once the estimate had been completed and verified the final return to MHCLG showed a 50% increase in numbers rough sleeping in the district from 8 in 2017 to 12 in 2018. There were 3 other rough sleepers we were aware of but were unable to verify if they were rough sleeping on the night of the estimate.

1.1.6 The table sets out the Kent authority’s figures for rough sleeping year on year from 2010 until the most recent count/estimate.

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2017 rough sleeping rate (per 1,000 households)
Ashford	2	7	4	1	5	5	8	11	19	0.21
Canterbury	3	22	20	22	38	47	50	36	33	0.55
Dartford	0	15	16	12	19	10	9	9	12	0.2
Dover	8	14	5	5	4	9	9	13	20	0.26
Gravesham	1	8	10	8	3	6	12	9	21	0.21
Maidstone	27	19	19	14	25	38	35	41	9	0.59
Medway	7	12	17	6	2	14	14	44	19	0.39
Sevenoaks	0	1	2	2	0	6	2	4	7	0.08
Shepway	9	12	5	4	4	13	9	16	?	0.32
Swale	0	2	6	5	2	6	6	9	32	0.15
Thanet	1	9	8	14	15	17	33	46	23	0.72
Tonbridge & Malling	1	4	3	4	7	0	4	8	12	0.15
Tunbridge Wells	9	13	10	12	15	15	15	20	7	0.4

England	1,768	2,181	2,309	2,414	2,744	3,569	4,134	4,751	N/K	0.20
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1.2 The Council’s Response to the rise in rough sleeping

1.2.1 In response to the rise in the numbers of Rough Sleepers in the district, the high profile nature of the issue and to ensure that we are delivering services to those who are on the streets, we have developed four distinct workstreams. These are:

- The development of a joint agency protocol to support working with those who are rough sleeping;
- Review and update of the Severe Weather Emergency Protocol to incorporate new guidance and best practice;

- The feasibility of the development of a winter night shelter; and
- The submission of a bid for funding from MHCLG to fund a Rough Sleeper Co-ordinator role, a Housing First pilot and an early prevention project, and money to support the extended SWEP offer and the feasibility study for a night shelter.

1.3 Rough Sleeper Protocol

1.3.1 The first of these workstreams is the development of a Rough Sleeper protocol which will allow the Council to co-ordinate agency responses to reports of Rough Sleepers across the district and this details how partners will work together to provide timely advice and assistance to any rough sleeper aged 18 and over. The protocol is attached as **Annex 1**.

1.3.2 The aims of this protocol are to:

- Prevent rough sleeping in Tonbridge and Malling.
- Ensure early identification of rough sleepers
- Ensure that rough sleepers are aware of their housing options and the services that are able to assist them and, where possible, rough sleepers are referred to services for support.
- Increase reports of rough sleeping from members of the public or any other organisation who come into contact with a rough sleeper.

1.3.3 Initially we will invite internal services within the Council to sign up to the protocol and then we will look to key partners such as the Police and the Outreach Services to achieve maximum sign up. The protocol will be flexible enough however to allow sign up by other agencies that may be involved in working with or delivering services to those who may be sleeping on the street at any time if they wish to.

1.4 The Council's Severe Weather Emergency Protocol (SWEP)

1.4.1 The second work stream focuses on the Severe Weather Emergency Protocol (SWEP). Tonbridge and Malling Council last updated its SWEP in 2014 and it was designed to ensure that the council had a plan in place to ensure accommodation was made available to all those who were rough sleeping, regardless of their status during extreme cold weather to protect their health and wellbeing. The SWEP period begins on October 01 and ends on 31 March.

1.4.2 The existing protocol suggests that SWEP should be triggered when the temperature falls below zero for three consecutive nights as forecast by the Meteorological Office website.

1.4.3 Since October 2018 to date SWEP has been activated three times and we have accommodated 10 unique Rough Sleepers. The increase in placements could be

due to the increase in numbers or the notification to key partners of the activation and the use of Social Media.

- 1.4.4 However new guidance now suggests that local authorities should take a more flexible approach to SWEP and protocols activated after one night of severe weather irrespective of the number of nights the temperature is set to drop below zero. Guidance now also suggests that SWEP should be activated when there are other forms of severe weather, such as extreme heat, wind or rain.
- 1.4.5 To incorporate the new guidance the Councils SWEP has been reviewed and a new SWEP has been drafted to reflect improved communication regarding SWEP when it is activated and to make it more flexible to allow the council to adapt its responses to Rough Sleepers based on the weather. This is attached as **Annex 2**.
- 1.4.6 The Council has already introduced improved notification for key partners when SWEP is activated to ensure that anyone who may come into contact with those who are Rough Sleeping are aware that they can access accommodation and can make the appropriate referrals. The notification is via email and goes out when SWEP is activated to internal departments such as Customer Services, the Community Safety Service, Safeguarding and also external partners such as Porchlight and faith groups in the district. The mailing list can be added to at the request of agencies.
- 1.4.7 The notification ensures that key partners are aware of who to refer the rough sleeper to and what our response will be. Placements can be made during office hours but can also be made out of office hours by telephoning the out of hour's number where a Housing Options and Support Officer will respond and ensure that accommodation is made available.
- 1.4.8 However, given that the Homelessness Reduction Act introduced new duties to relieve homelessness, the Council, would like to include in its reviewed SWEP, regardless of the number of nights the weather is set to be severe, on initial approach the Council would like to place those who are Rough Sleeping into accommodation for three nights as a minimum. This will then allow officers to have the opportunity to visit and undertake a full assessment of the needs of the Rough Sleeper, to ensure that we are fulfilling any statutory duties we may have to the applicant. This will have the added benefit of developing the council's knowledge of the needs of this cohort and allow us to develop and deliver more responsive services.

1.5 The feasibility of a night shelter

- 1.5.1 The third workstream relates to a high level feasibility report considering the development and operation of a night shelter within the district given the rise in the numbers of those rough sleeping.
- 1.5.2 Previously there has been provision of a night shelter in Tonbridge and Malling.

- 1.5.3 Given the recent increase in the numbers rough sleeping in the district, and much of the available accommodation for SWEP being out of the area, the Council would like to complete a high level feasibility study to consider the provision of a night shelter in the district. It is anticipated that if this were to go ahead then we would work with faith groups and this would allow us to offer extended winter provision to those who are rough sleeping.
- 1.5.4 The aim is to complete the study by early summer so that if it is determined that there will be benefit to opening a winter night shelter, and there is full support for this then the shelter could open in Winter 2019/2020.

1.6 Rough Sleeper Initiative Funding

- 1.6.1 Central Government launched its rough sleeper strategy in the summer of 2018. To support the delivery of this it also announced a number of funding streams. One of these is the Rough Sleeper Initiative Funding.
- 1.6.2 On the 05 September it announced £34million would be given to the authorities with the highest numbers of rough sleepers across England. In Kent the authorities that received money from this initial round were Tunbridge Wells, Maidstone, Canterbury, Thanet and Medway.
- 1.6.3 Government has since announced additional monies via this initiative and has asked authorities to bid for this. Based on the workstreams above Tonbridge and Malling Council submitted an initial bid on Monday 14 January 2019 and as a result of this has been provided with feedback from MHCLG and invited to submit more detailed proposals.
- 1.6.4 This project will be a multi-agency approach to tackling rough sleeping. If successful then the funding will deliver a project which is co-ordinated by a project worker who will also work to raise awareness of initiatives to end rough sleeping, outreach work which will focus on engaging with those who are already on the street and try to locate and secure suitable accommodation and support to get them away from the streets, three units of accommodation for a housing first pilot to be delivered and also the development of access to the private rented sector. This will involve engaging with landlords and working with them to try and get them to accept homeless households where they may not have done so previously. The project will also work with those who are most at risk of rough sleeping around prevention and tenancy sustainment. We will also be including an element to fund the extended SWEP and the feasibility study.
- 1.6.5 If successful then the project will be delivered via a multi agency partnership comprising of the Council, Look Ahead, Porchlight and Clarion Housing Group.
- 1.6.6 The second round of bidding closed on 14 February 2019 and we will be made aware of the outcome in March with mobilisation commencing in April 2019 if we are successful.

- 1.6.7 The partners were chosen following the recent commissioning by Kent County Council for Service for Vulnerable People with Look Ahead being appointed as the Prime Contractor for these services in Tonbridge and Malling and Porchlight being appointed as the other prime contractor for the County – however this project will involve the outreach workers who will continue to form part of the Kent wide outreach team.
- 1.6.8 Clarion Housing Group are the main social housing provider in the district and they will be providing the three units of accommodation to support the Housing First element of this project and will also work with the council on the early identification and intervention element of this project.

1.7 Legal Implications

- 1.7.1 The Homelessness Act 2002 introduced the requirement for housing authorities to take a preventative approach to homelessness and this was further strengthened with the implementation of the Homelessness Reduction Act which has placed new duties to prevent and relieve homelessness on Councils. Therefore these workstreams ensure that the council is delivering against its statutory functions.

1.8 Financial and Value for Money Considerations

- 1.8.1 A recent report which was completed for the Government to support its rough sleeping strategy suggests that a rough sleeper can cost the public purse anything between £14,300 and £21,200 per person per year compared to the average cost of public services provided to an average adult which is estimated to be £4,600. The estimated cost of rough sleeping is between £7,100 and £15,200 per person per year. Therefore working to remove rough sleepers from the streets or preventing them from entering rough sleeping is more cost effective to the Council than dealing with them once on the street and will assist in the reduction of costs to the Council.
- 1.8.2 If the bid is successful this is additional funding that the council will have secured to deliver services above its statutory duties.

1.9 Risk Assessment

- 1.9.1 Risk associated with not delivering these workstreams relate to the council failing to meet its statutory duties to those who are homeless and sleeping rough on the streets.
- 1.9.2 There is also a reputational risk to the council if there are seen to be rough sleepers on the street in the district.

1.10 Recommendations

1.10.1 Members are **RECOMMENDED** to:

1.10.2 **ACKNOWLEDGE** the rise in numbers of rough sleeping in the district and the work the council has identified with an aim of preventing this upward trend from continuing and the numbers of rough sleepers escalating.

1.10.3 To **ENDORSE** the role of the council in co-ordinating agency responses to reports of rough sleepers via the delivery of a joint protocol.

1.10.4 To **APPROVE** the revised SWEP recognising the more flexible approach the council will take to ensure the health and wellbeing of those who may be sleeping rough on the streets.

1.10.5 To **SUPPORT** the development of a feasibility study which considers the role of a night shelter.

1.10.6 To **ENDORSE** the bid made to the MHCLG for funding to support the work around rough sleeping.

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

Background papers:

Nil

contact: Linda Hibbs
Claire Keeling

Eleanor Hoyle
Director of Planning, Housing and Environmental Health

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Tonbridge and Malling Rough Sleeper Protocol

1. Background

It is a priority of The West Kent Housing and Homelessness Strategy 2016 – 2021 to improve the availability of housing for all and to work with key partners to meet the challenge of preventing homelessness over the lifetime of the Strategy, ensuring support is available to help people avoid being without a home. The link to the Strategy can be found here

http://www.tunbridgewells.gov.uk/_data/assets/pdf_file/0010/227098/79074C40686724F2E0531401A8C0CDFC_Joint_Housing_Homeless_Strategy_TW1374_V4_Final.pdf

This Rough Sleeper Protocol will not replace the existing pathway of accessing housing services and customers who are at high risk of homelessness should still be referred to the Housing Options and Support Service as early as possible to prevent homelessness and rough sleeping. This protocol is to be used when individuals are already rough sleeping.

This protocol will sit alongside the Councils Severe Weather Emergency Protocol (SWEP), Allocations Policy and the Councils Rent Deposit Scheme with the intention of meeting the aims contained with the Housing and Homelessness Strategy 2016 – 2021.

By law (The Homelessness Reduction Act 2017) we have a legal responsibility to provide long-term accommodation to someone where we are satisfied that household has a local connection to Tonbridge and Malling and is:

- Homeless
- Eligible
- In priority need

Therefore, Tonbridge and Malling Borough Council is not under a legal duty to provide emergency accommodation for everyone who is rough sleeping and provision of temporary emergency accommodation where the Council has no emergency accommodation duty will be at the discretion of the Housing Options and Support Manager.

2 Purpose of the Protocol

This protocol defines the process that Tonbridge and Malling Borough Council and its partners will take if a member of the public or any other organisation has reported a rough sleeper within the Borough. It details how partners will work together to provide timely advice and assistance to any rough sleeper aged 18 and over. Rough sleepers aged 16 and 17 must still be reported to the Housing Options and Support Service, but they will be assisted via the 'Joint Protocol for Homeless 16 and 17 year olds' which is a Kent Wide Protocol and the link to this can be found here:

<https://www.kenthousinggroup.org.uk/protocols/joint-protocol-homeless-16-17-year-olds/>

This protocol sets out the responsibilities of each of the main signatory organisations.

3 Aims

The aims of this protocol are to:

- Prevent rough sleeping in Tonbridge and Malling.
- Ensure early identification of rough sleepers
- Ensure that rough sleepers are aware of their housing options and the services that are able to assist them and, where possible, rough sleepers are referred to services for support.
- Increase reports of rough sleeping from members of the public or any other organisation who come into contact with a rough sleeper.

4 Procedure

4.1 Reporting a rough sleeper

Members of the public: Members of the public can report a rough sleeper by contacting the Tonbridge and Malling Borough Council Housing Options and Support Service on 01732 876067 during office hours (Monday to Friday 8.30am – 5pm). Due to potential safety risks, members of the public will be dissuaded from approaching rough sleepers and will only be expected to provide information regarding the rough sleepers location, name (if known), gender, approximate age, ethnicity, and any issues we should be aware of. Members of the public can also provide us with their contact details if they wish to be informed of the outcome of their referral.

If a member of the public encounters a rough sleeper they can also report this to Porchlight who operate a Tell Us service and provide an outreach service in the district. They can be contacted via telephone on 0800 567 7699. Alternatively a web form can be completed. The link to this can be found here:

<https://www.porchlight.org.uk/tell-us>

Alternatively reports can be made via Street Link. The link to do this can be found here:

www.streetlink.org.uk/tell-us-about-a-rough-sleeper

Street link also offer a smartphone app which can be downloaded to smartphones.

When a member of the public reports a rough sleeper to Streetlink, this referral is then passed to Porchlight and Tonbridge and Malling Council will also be notified of the report.

If a member of the public encounters a rough sleeper out of hours, although it will not be encouraged due to health and safety issues, there may be circumstances where the rough sleeper is present with the member of the public and willing to stay with them for the

assessment. If this is the case, the member of the public can report the rough sleeper using the Tonbridge and Malling Borough Council out of hour's service on 01732 844522.

If the member of the public does not wish to remain with the Rough Sleeper, then they can contact the Porchlight number and report the rough sleeper, complete the form on line or report via the Streetlink app and again Porchlight and the Council will be notified of the report.

Partner organisations: Partner organisations can report a rough sleeper by contacting Tonbridge and Malling Borough Council's Housing Options and Support Service on 01732 876067 during office hours (Monday to Friday 8am – 5.30pm).

If a partner organisation encounters a rough sleeper out of hours and the rough sleeper is present and they are willing to stay with them for the assessment, they can report the rough sleeper using the Out of Hours Service on 01732 844522. Partner organisations will be encouraged to approach rough sleepers if it is assessed as being safe to do so in accordance with their own organisation's procedures. If the rough sleeper is not present then the partner organisation should report the rough sleeper via either the Porchlight number or online or the StreetLink website or smart phone app.

4.2 Procedure if rough sleeper is reported during office hours:

If there is availability within the service, a Housing Options and Support Officer will attempt to make contact with and interview the rough sleeper on the same day, either by phone or if they are able to come into the Kings Hill Office then they will be encouraged to do so. If it is not possible to do this, then a Housing Options and Support Officer will attempt to make contact and interview the rough sleeper the next working day. When contact is made, it will follow the normal interview process of establishing their situation and identifying whether they have any accommodation available to them. If they have access to accommodation, the Housing Options and Support Officer will assist them in making contact and/or help them get there (e.g. pay for travel costs).

In some circumstances, emergency temporary accommodation may be arranged. This will be at the discretion of the Housing Options and Support Manager based on the assessment of the needs of the rough sleeper and the individual case.

This assessment may also identify that there are no duties for the Council to provide emergency accommodation. In this situation, the authority will have a duty to help the Rough Sleeper, and will look for accommodation, but this may be hostels that are not in the district and may not be immediately available, or it may include offers of accommodation in shared housing or in the private rented sector.

If the Severe Weather Emergency Protocol is active, as this is a humanitarian response to Rough Sleeping, then accommodation will be offered to any rough sleeper reported regardless of their situation, in line with this protocol.

4.3 Procedure if rough sleeper is reported out of hours:

Reports of rough sleepers submitted through Streetlink will automatically generate an email which is sent to Porchlight and the Housing Options and Support Service. This email inbox is checked each working day and, a Housing Options and Support Officer will attempt to make contact with and interview the rough sleeper the same day unless the report is submitted out of hours or over the weekend, where it will be dealt with the next working day. If it is not possible to do this, then the officer will attempt to make contact and interview the rough sleeper the next working day. When contact is made, it will follow the normal interview process as outlined above.

Reports to the Out of Hours Service should only be made if it is viable for the rough sleeper to be assessed at that point in time by the Duty Housing Options and Support Officer. If it is, the officer will take the relevant details and assess if there is a requirement for emergency accommodation following existing procedures. All rough sleepers reported through the Out of Hours Service will be offered an appointment for the next working day to undertake a full housing assessment. If it is not possible to do this, it will be the next working day.

4.4 Use of temporary accommodation

If the rough sleeper is reported during office hours, the Housing Options and Support Officer will establish if there is an appropriate direct access hostel place available. If there is no place available and the rough sleeper is not known to the authority, nor have they worked with them previously, then the Council may provide emergency temporary accommodation for up to 2 nights to allow the authority to work with the individual to support them to reconnect to where they came from or into appropriate accommodation. This accommodation could be out of the Borough. The cost of this will be met out of existing emergency accommodation budgets.

If the assessment was not carried out on the same day, the rough sleeper may be placed into emergency temporary accommodation for one night at the discretion of the Housing Options and Support Manager and the Rough Sleeper should attend an assessment with the Housing Options and Support Service the next day.

5. Safeguarding

Where a safeguarding issue is identified an appropriate safeguarding referral must be made in line with Tonbridge and Malling Borough Council's Safeguarding Children and Adult at Risk of Abuse & Neglect Policy and Procedure.

If there are concerns that an adult with care and support needs is at risk of, or suffering abuse and neglect the Housing Options and Support Officer must make an Adult Safeguarding referral to the Front Door Service 03000 41 11 11 during office hours or 03000 41 91 91 out of hours.

If there are safeguarding concerns in relation to a child or vulnerable adult the Housing Options and Support Officer must make a referral to the Front Door Service on 03000 41 11 11, out of hours 03000 41 91 91.

5. Partner responsibilities

Tonbridge and Malling Borough Council's Housing Options and Support Service will investigate all reports of rough sleepers following the procedure outlined in this protocol.

Tonbridge and Malling Borough Council's Community Safety Team will ensure that they report sightings of rough sleepers to the Housing Options and Support Service using the partner organisation procedure outlined in this protocol. The team will also continue to share their local knowledge as part of the rough sleeper estimate.

Outreach Service will respond to reports of rough sleepers within their procedures and work with the Council on delivering services to those who may be rough sleeping and ensure that they receive necessary services

Kent Police will ensure that they report sightings of rough sleepers to the Housing Options and Support Service using the partner organisation procedure outlined in this protocol

Tonbridge and Malling Borough Council Safeguarding Team will respond to reported safeguarding concerns within the locally agreed procedures.

6. Reviewing the protocol

The protocol will be reviewed annually or sooner should there be any major changes in National or Local policy. Where minor changes are required to the protocol this will be undertaken with the agreement of the Head of Service, Director and / or the Cabinet Member for Housing.

7. Further information

If you would like further information about this protocol please contact Tonbridge and Malling Borough Councils Housing Options and Support Service

In writing: Kings Hill, Gibson Building, Gibson Drive, Kings Hill, West Malling, Kent ME19 4LZ

By telephone: 01732 876067

By email: housing.services@tmbc.gov.uk

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Tonbridge and Malling Severe Weather Emergency Protocol

1. Introduction

Tonbridge and Malling Borough Council do not have a duty to accommodate all of those who may be rough sleeping. However there is a humanitarian obligation on local authorities to do all they can to promote the health and wellbeing of those who may be living on the streets and for partners and the public to support these efforts.

The Council has in place a Rough Sleeper Protocol which sets out what response the Council and its key partners will take when a rough sleeper is reported, regardless of the weather. However the winter period, or periods of severe weather, often present the greatest risk to the health of those who may be rough sleeping and this severe weather emergency protocol (SWEP) sets out the approach the council will take when there are periods of severe weather. It is supported by other key documents including the Rough Sleeper Protocol, the Councils Allocations Scheme, and supports the aims and objectives of the West Kent Housing and Homelessness Strategy 2016 – 2021.

2. What is severe weather?

There is no single definition of what constitutes severe weather and it could include extreme cold, wind, snow, rain and heat. Whilst historically SWEP was triggered when the temperature fell to below zero for three nights or more, it is now recognised that a more flexible approach to extreme weather is taken. This is because the health of those already sleeping outside may be compromised, and this may then be complicated further by the use of drugs and alcohol, and therefore the risk of there being an impact on the health and wellbeing of those sleeping on the streets may be greater.

Tonbridge and Malling Council will take a more flexible approach to triggering and co-ordinating SWEP, and will not adopt a fixed approach. The Council will consider triggering SWEP at any time throughout the year when there are incidents of severe weather such as extreme cold, high winds as these could lead to an increased risk of injury, when there are heavy or prolonged spells of rain as this could lead to flooding or during a heatwave. It may be that in some instances it is not accommodation that is provided, but again a flexible approach may need to be taken, the SWEP response during a heatwave may include the provision of sunscreen and water.

3. Who can access SWEP?

SWEP operates outside the legislative frameworks and is a humanitarian response to periods of extreme weather, and access is based on need. It is therefore open to everyone, including those who may otherwise be excluded from services, those who may have no recourse to public funds or those with no local connection.

Tonbridge and Malling will work closely with key partners to identify and target those who are known to be rough sleeping, but will not always require verification of that person sleeping rough to allow them access to accommodation or other measures under SWEP.

4. What type of accommodation will be provided?

When there is a need to provide accommodation then it is likely that applicants will be placed in Bed and Breakfast (B&B) type accommodation. This offers the Council a flexible approach

in an area where options for such short term accommodation, or access to longer term options can be limited. This also makes it possible to place different groups of rough sleepers, for example women or couples.

5. How will SWEP operate?

A nominated officer within the Housing Options and Support Service will be charged with monitoring the weather daily. When periods of severe weather are identified then SWEP will be activated on the first night of forecast severe weather and an email will be sent to all key partners including: (this list is not exhaustive)

- Housing Options and Support Service
- Temporary Accommodation Service
- Community Safety Partnership
- Tonbridge Councils Customer Services
- Police
- Social Services
- Hospitals
- Public Health
- Porchlight
- Other voluntary Sector Agencies
- Faith Groups

This email will advise that SWEP is to be triggered and how to refer those who have been identified as Rough Sleeping in for a service under the SWEP provision. It is anticipated that this email will be sent as early in the day as possible, and no later than 12 noon, to allow referrals to be made and if required accommodation arranged, however time is no barrier to accessing SWEP and a number for out of hours placements will also be provided in this email.

Any accommodation provided will be for a minimum of three nights on initial approach. After this initial approach Tonbridge and Malling will take a flexible approach to how many nights someone who has accessed SWEP can remain, even if the period of severe weather ends. This will allow the Council and other agencies the time to work with the Rough Sleeper with the aim of supporting them off the street, or reconnecting them back to the areas they came, but only if they are going back to accommodation (it should not be used as a vehicle to move the issue of Rough Sleeping to another area)

Where possible an officer will visit those who have been accommodated under SWEP to undertake a full assessment of their needs in line with the Homelessness Reduction Act and determine which duties the authority may owe the individual and how we can assist them, including referrals to other agencies, supported accommodation or via other accommodation offers such as in a hostel.

The following information will be recorded and used to monitor the extent of the rough sleeping in the borough:

- Number of nights accommodated (for each household)
- Basic Details of the household
- The cost of emergency accommodation per night (for each household)
- The type and location of emergency accommodation used
- Details of any move-on arrangements

- Immigration status, nationality, ethnic origin
- Support Needs
- Possible risks
- Last settled address, reason for homelessness
- Previous approaches to other local authorities

6. What will happen if someone refuses SWEP?

There are a number of reasons why an individual may refuse SWEP support. These individuals should be provided with information on the risks of cold weather to their health and wellbeing, especially if as highlighted earlier, they are already experiencing ill health or are misusing substances.

If someone continues to refuse support, then there may be grounds to trigger the safeguarding procedures. This can be done via the Front Door Service 03000 41 11 11 during office hours or 03000 41 91 91 out of hours.

In an emergency situation, or if there is an immediate risk to life then 999 should be called.

If someone continues to refuse help during severe weather, there may be grounds to contact mental health services. Understanding the Mental Capacity Act (MCA) and working closely and persistently with mental health services may be the right route to safeguard vulnerable people during severe weather. For more information on working with mental health services please see the Homeless Link website:

www.homeless.org.uk/our-work/resources/guidance-on-mental-capacity-act
www.homeless.org.uk/working-with-mental-health-services

It is also important to understand the needs of those who may be rough sleeping as this may be a barrier to accessing SWEP, for example there may be issues with sharing accommodation with others.

7. Reviewing the protocol

The protocol will be reviewed annually, in partnership with key agencies and any changes communicated to key partners no later than the end of August preceding the next winter period.

8. Further information

If you would like further information about this protocol please contact Tonbridge and Malling Borough Councils Housing Options and Support Service

In writing: Kings Hill, Gibson Building, Gibson Drive, Kings Hill, West Malling, Kent ME19 4LZ

By telephone: 01732 876067

By email: housing.services@tmbc.gov.uk

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

26 February 2019

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 HOUSES IN MULTIPLE OCCUPATION

Summary

This report details the amenity standards for Houses in Multiple Occupation (HMOs) that enforcement officers will apply when inspecting HMOs to determine if the HMO is suitable for occupation by a maximum number of households or persons.

1.1 HMO Amenity Standards

1.1.1 The Housing Act 2004 Part 2 section 65(2) allows the local housing authority to determine a higher standard of amenities for HMOs than those minimum standards prescribed in the Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions)(England) Regulations 2006, provided they are reasonable.

1.1.2 The existing "Guidance to HMO Amenity Standards" detailing the amenity standards enforcement officers will expect in a HMO in the borough was adopted in October 2006. The guidance details standards for:

- 1) Personal washing and toilet facilities
- 2) Kitchens
- 3) Heating
- 4) Gas and electric appliances and installations
- 5) Furniture
- 6) Fire precautions
- 7) Minimum room sizes.

1.1.3 The Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018 introduces new conditions that must be included in HMO licences. These are:

- Mandatory national minimum sleeping room sizes; and
- Waste disposal provision requirements.

1.1.4 As a result of the legislative changes in 1.1.3 the amenity standards for HMOs has been reviewed by the local housing authorities in Kent and updated to reflect this legislative change. The updated guidance for HMO amenity standards is contained in **ANNEX 1**. The guidance will replace the existing Council adopted space and amenity standards for HMOs.

1.2 Conclusions

1.2.1 The revised amenity standards for HMOs will allow enforcement officers to ensure the highest standards in HMOs are maintained with the aim that landlords provide accommodation that contributes to a safe and healthy environment. It will also provide landlords with information on what amenity standards are required in their HMOs and prevent the potential additional costs of paying out on works that are not necessary.

1.2.2 As the standards are to be adopted across neighbouring West Kent authorities, landlords will receive consistent HMO amenity standard advice if they have properties within those local authority areas.

1.3 Legal Implications

1.3.1 The Housing Act 2004 Part 2 section 65(2) allows the local housing authority to determine a higher standard of amenities in houses in multiple occupation than those minimum prescribed standards.

1.4 Financial and Value for Money Considerations

1.4.1 None

1.5 Risk Assessment

1.5.1 HMOs are often used to house the most vulnerable in society and provide a vital source of housing, frequently for people most in need. Failure to maintain high standards within HMOs may mean the Council would be at risk of failing to meet its aim of 'improving the availability and quality of housing for people most in need'.

1.6 Recommendations

- 1.6.1 That Cabinet is **REQUESTED** to **ENDORSE** the amenity standards for houses in multiple occupation detailed in **ANNEX 1**.

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: Hazel Skinner

Nil

Eleanor Hoyle

Director of Planning, Housing and Environmental Health

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INTRODUCTION

HMO STANDARDS FOR SHARED HOUSES/FLATS, SELF CONTAINED FLATS, HOSTELS AND BEDSITS

This guidance is intended to assist in the provision of accommodation in Houses in Multiple Occupation which contributes to a safe and healthy environment for the occupants and any visitors.

On inspection, a risk assessment may determine that it is necessary to take other measures to ensure that the housing standards are satisfactory for each individual unit of living accommodation or that variation from these standards is appropriate.

HMO STANDARDS FOR SHARED HOUSES/FLATS, SELF CONTAINED FLATS, HOSTELS AND BEDSITS

On inspection, a risk assessment may determine that it is necessary to take other measures to ensure that the housing standards are satisfactory for each individual unit of living accommodation or that variation from these standards is appropriate.

1. Personal washing and toilet facilities

<p>1.1 Location, size and condition</p>	<p>All accomm</p>	<p>All facilities should be located in rooms of an adequate size and layout no more than 1 floor distant of any bedroom and accessible from communal areas unless provided as en-suite facilities for the exclusive use of that occupant.</p> <p>All baths or showers, toilets and wash hand basins (WHB) should be of an adequate size and be provided with an adequate water supply, necessary fittings, drainage and be in a satisfactory condition to enable thorough cleaning. Constant hot water at a suitable temperature to be provided to bath/showers and wash basins. Each WHB and bath/shower is to be provided with an appropriate splash back.</p> <p>Walls and floors should be reasonably smooth and non-absorbent and capable of being readily cleansed.</p>
<p>1.2 Personal washing and toilet facilities in relation to number of persons</p> <p>Please note a bathroom refers to a room containing a bath or shower, wash hand basin and toilet</p>	<p>All accomm 1 - 4 persons</p>	<p>Where practicable wash hand basins to be provided in each unit of accommodation or within each shared bathroom and compartment containing a WC.</p> <p>At least 1 bathroom</p>
	<p>5 persons</p>	<p>Where practicable wash hand basins to be provided in each unit of accommodation or within each shared bathroom and compartment containing a WC.</p> <p>At least</p> <p>1 bathroom AND</p> <p>1 separate WC with WHB (but the WC can be contained within a second bathroom)</p>

	6 - 10 persons	<p>1 WHB required in each sleeping room plus</p> <p>At least</p> <p>2 bathrooms AND</p> <p>1 separate WC with WHB (the WC can be contained within a third bathroom.)</p>
	11 - 15 persons	<p>1 WHB required in each sleeping room plus</p> <p>At least</p> <p>3 bathrooms AND</p> <p>1 separate WC with WHB (the WC can be contained within a fourth bathroom).</p>
1.3 Ventilation	All accomm	<p>Bathrooms to have mechanical ventilation extracting 15 litres/second to the outside air in addition to any window(s).</p> <p>Each toilet in a separate compartment is required to have an openable window equivalent to 1/20th (5%) of the floor area or mechanical ventilation extracting at 6 litres/second to the outside air.</p> <p>Ventilation should not be obstructed externally</p>
2. Kitchens		
2.1 Location, size and condition	All accomm	<p>There must be a kitchen, suitably located in relation to the living accommodation, and of such layout and size and equipped with such facilities so as to adequately enable those sharing the facilities to store, prepare and cook food.</p> <p>If hostels have a commercial kitchen where access is not available at all times and breakfast and a further main meal is provided every day a reduced standard may be agreed, contact the Local Housing Authority to determine.</p> <p>All facilities must be fit for purpose. Each sink is to be provided with an appropriate splash back.</p>

2.2 Sinks	Shared Use	A sink with constant hot and cold water and a draining board per 5 occupants (a dishwasher will be acceptable as a second sink).
	Exclusive Use	A sink with constant hot and cold water and a draining board.
2.3 Cookers	Shared Use	A cooker with a 4 ring hob, an oven and a grill per 5 occupants (a 27 litre microwave with an oven and grill will be acceptable as a second cooker).
	Exclusive Use	A cooker with a 4 ring hob, an oven and a grill for a 2 person unit of accommodation or a 2 ring hob, an oven and a grill will be acceptable in units of accommodation occupied by 1 individual.
2.4 Electrical sockets	All accomm	A minimum of two double electrical sockets are required at worktop height plus one per major appliance (i.e. a cooker microwave, refrigerator/freezer, washing machine etc.).
2.5 Worktops	All accomm	Fixed worktop(s) with a smooth impervious surface for food preparation, minimum size 600mm x 1000mm (1-3 persons) 600mm x 2000mm (4-6 persons) 600mm x 3000mm (7-10 persons)
2.6 Storage	Shared Use	A 0.3m³ dry goods storage cupboard other than a sink base unit per occupant either in each occupant's room or in a shared kitchen.
	Exclusive Use	A 0.3m³ dry goods storage cupboard other than a sink base unit per occupancy either within the bedsit or in a shared kitchen.
2.7 Refrigerators	Shared Use	Two worktop height refrigerators with freezer compartments or 1 worktop height fridge and 1 worktop height freezer per 5 occupiers or a worktop height refrigerator with a freezer compartment within each individual unit of accommodation.
	Exclusive Use	A worktop height refrigerator with a freezer compartment.
2.8 Refuse	All accomm	Suitable and sufficient provision for household waste and recycling disposal both within the unit of accommodation and outside in accordance with the Council waste disposal arrangements.

2.9 Ventilation	All accomm	In addition to any windows, mechanical ventilation extracting 60 litres/second to the outside air or 30 litres/second if sited within 300mm of the centre line of the hob.
3. Heating		
3.1 Fixed heating	All accomm	A risk assessment approach will be taken but in general an adequate, controllable and affordable form of central heating or storage heaters should be installed in compliance with the Government's Decent Homes Standard. Heating appliances should be capable of maintaining a temperature of 21°C with an outside temperature of -1°C in each unit of living accommodation. Heating should be available at all times and be under the control of the occupier.
4. Gas and Electric		
4.1 Electrical Installation	All accomm	Electrical Installation to be tested every 5 years by a competent electrical engineer and to be in a satisfactory condition with no class 1 or 2 hazards.
4.2 Electrical Appliances	All accomm	All items of portable electrical equipment to be subject of a PAT Test, in accordance with the relevant Code of Practice issued by the Institution of Electrical Engineers
4.3 Gas	All accomm	All gas appliances to be tested by a suitably qualified Gas Safe registered contractor on an annual basis and a copy provided to the tenants. All gas appliances to be in a satisfactory condition.
5. Furniture		
5.1	All accomm	All furniture should comply with current regulations – 'The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993)'
6. Fire precautions		
Provide fire precaution facilities and equipment to reduce fire risk and to ensure the safety of people in the premises as far as is practicable in accordance with the LaCoRS (Local Authorities Coordinators of Regulatory Services) publication "Housing – Fire Safety, Guidance on fire safety provisions for certain types of existing housing".		
6.1 Fire Risk Assessment	Premises comprising	Where parts of a premises are shared in common by residents or they are available to paying

	of common Parts	<p>guests the premises will require a fire risk assessment to meet the requirements of the Regulatory Reform (Fire Safety) Order 2005 (the Order). This should be available for inspection by Kent Fire and Rescue Service Inspectors (FRS) who enforce the provisions of the Order. The Order does not apply to areas of single private domestic use.</p> <p>Guidance is available on-line or in hard copy, the relevant guide is Fire safety risk assessment: sleeping accommodation.</p> <p>https://www.gov.uk/government/publications/fire-safety-risk-assessment-sleeping-accommodation</p>
6.2 Fire detection	All accomm	<p>Fire detection to comply with the current relevant British Standard in consultation with the Local Housing Authority.</p> <p>An automatic fire detection and alarm system will be required and the type of system installed should be in accordance with the recommendations of BS 5839: Part 6.</p>
6.3 Emergency lighting	All accomm	<p>An emergency lighting system to comply with BS5266 in consultation with Local Housing Authority.</p>
6.4 Fire blankets	All accomm	<p>A fire blanket conforming to BS EN 1869:1997 in each shared kitchen.</p>
6.5 Fire doors	All accomm	<p>All fire doors specified by the Local Housing Authority to meet the following requirements, conform to BS476 Part 22 (FD30 type) or to BS EN 1634-1.</p> <p>The specification, installation and maintenance of fire doors should comply with BS 8214:2008.</p> <p>Each fire door to be hung on three 100mm mild steel butt hinges, and provided with an approved intumescent strip incorporating a cold smoke seal to the top edge, lock and hinge sides of the door. <u>(Alternatively the intumescent strip and cold smoke seal may be inserted into the identical position of the door frame/lining).</u></p> <p>Each fire door must be provided with an approved self closing device to ensure that the door closes firmly onto the latch.</p> <p>All doors are to be well fitted within the frame. Any gap between the top edge, lock and hinge sides of the door and the frame must not exceed 4mm.</p>

		All fire doors required for escape purposes must be fitted with furniture, including hinges having a melting point of not less than 800°C. Those fitted with key operable locks must be capable of being operated from the inside in the direction of escape without the use of a key.
6.6 Fire Separation	All areas	All separating structures (walls, floors, ceilings etc.) between separate lettings, common parts and kitchens etc. should be constructed to meet an appropriate fire resisting standard to the approval of the local Housing Authority in consultation with the FRS. This will be a minimum of 30minute Fire resistance and in some circumstances may be required to provide 60 minute fire resistance.
6.7 Extinguishers	All accomm	Subject to your Local Housing Authority requirements and your own fire risk assessment you may have to provide:- a) a multipurpose dry powder content fire extinguisher, which has a capacity of not less than 2kg (13A / 70B rating) in each shared kitchen; b) An appropriate extinguisher on each landing.
6.8 Sprinkler Systems	All accomm	The installation of a certified British Standard sprinkler system may allow for some relaxation of requirements in respect of physical protection e.g. doors and intumescent seals, together with a lesser standard of alarm devices. All consultations with the Local Housing Authority will be carried out in conjunction with Kent Fire & Rescue Service.
6.9 Maintenance of Fire Warning/Detection Systems Emergency lighting and Fire extinguishers	All accomm	The manager/responsible person must ensure that any firefighting equipment, emergency lighting and fire alarms are maintained in good working order. A maintenance contract must be arranged (with a competent contractor) at the time of initial installation for regular servicing in accordance with the relevant British Standard. The system must also be tested on a weekly basis by the person in control of the premises (manager/responsible person or their agent). All tests should be properly recorded within the system log book supplied by the installer during the handover procedure.

<p>6.10 Managing, maintenance and minimising false alarms</p>		<p>Contact details of the person responsible for the maintenance of the fire warning/detection systems should be displayed in a prominent position in accordance with the current management regulations. For complex buildings requiring a Multi-zone fire alarm system it is recommended that a legible zone plan is displayed adjacent to the alarm panel.</p>
<p>6.11 Emergency Signage</p>		<p>In larger premises with common parts it will be necessary to provide relevant signs and signage to identify and facilitate means of escape. Fire action notices (what to do in case of fire) should be displayed to inform guests and residents. Signs should conform to the requirements of BS5499 Part 1.</p>

HMO MINIMUM ROOM SIZES

Accommodation With Facilities Shared By Occupiers

These standards apply where there is sharing of some or all facilities i.e. HMOs where:

- occupiers live independently of others e.g. single room lettings or bedsit accommodation (kitchen facilities within own room);
- occupiers forming a group e.g. students, professional persons and others who interact socially.

Room Description where the room is in the unit of accommodation	Minimums	
	1 Person Unit	2 Person Unit
Combined bedroom , living room and kitchen	13m ²	20.5m ²
Combined bedroom and living room	10m ²	14m ²
Combined living room and kitchen	12m ²	15m ²
Kitchen	4.5m ²	4.5m ²
Living Room	9m ²	12m ²
Bedroom	6.51m ²	10.22m ²

Where the room is shared by occupiers	Number of Persons				
	3	4	5	6	7-10
Kitchen area (minimum)	5m ²	6 m ²	7 m ²	9 m ²	11m ²
Communal living room (not required if the individual combined bedroom and living room meet the standard above)	12m ²	12m ²	12m ²	12m ²	17m ²

Hostels – To include Guest House and Bed & Breakfast accommodation where board is provided as part of the occupancy.

Room Description	Number of Occupants				
	1	2	3	4+	
Bedroom only	6.51m ²	10.22m ²	15 m ²	Add 4.5 m ² per each person over 3 occupants	
Combined Bedroom & Living Room	10m ²	14m ²	18.5 m ²	Add 4.5 m ² per each person over 3 occupants	
For shared use of occupants	Number of persons				
	1-3	4	5	6	7-10
Kitchen (all main meals* not provided)	5m ²	6m ²	7m ²	9m ²	11 m ²
Kitchen (all main meals provided)	5m ²	5m ²	5m ²	5m ²	7m ²

Communal living room (not required if individual bedroom & living room meet the standard above)	8.5m²	11m²	11m²	11m²	16.5m²
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* Three meals a day (to be provided each day of the week)

Revision information

Version 4 – 03/12/2018

Version 3 – 26/03/2014

Version 2.2 - 28/07/2006 – working release

Version 2.2.1 - 31/07/2006

a) The inclusion of a clause relating to fire separation (6.5)

b) Reference to an appropriate fire extinguisher on each landing (6.6) nb still subject to local HA requirements.

c) Added a clause for contact details (6.9)

d) Modification of item numbering.

e) Correction of typing/format errors.

Version 2.2.2 – 14/08/2006

a) Spelling correction

b) Dover logo added to front sheet

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

26 February 2019

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 HOUSING ASSISTANCE POLICY AMENDMENTS

Summary

This report proposes some minor amendments to the Housing Assistance Policy to update our Warm Homes Assistance scheme eligibility criteria to reflect the changes to the Government's Energy Company Obligation (ECO) scheme.

It also proposes providing Warm Homes Assistance to private sector landlords where the Energy Performance Certificate (EPC) rating for the property is band F or G and there is a Category 1 Excess Cold hazard under the Housing Health and Safety Rating System (HHSRS) assessment of the property.

1.1 Background

1.1.1 Members will recall that the current Housing Assistance Policy and funding arrangement was agreed for the three year period 2016 to 2019. A budget of £60,000 per year is allocated for the Housing Assistance Policy. This is made up of £30,000 Council funding and £30,000 from Housing Assistance repayments coming back into the Council.

1.2 Revisions to Housing Assistance Policy

1.2.1 The existing Warm Homes Assistance scheme is able to help those most vulnerable and in need to provide affordable warmth. In particular we have been able to provide 'top-up' funding for heating and insulation works for those residents in receipt of certain means tested ECO benefits.

1.2.2 The Government has reviewed ECO eligibility and the next phase that runs until March 2022 will focus solely on affordable warmth to support low income, vulnerable and fuel poor households.

1.2.3 Eligible households will now include where a member of the household is in receipt of a disability related benefit as these households may be more vulnerable

to cold. The verification process has also been simplified by removing the universal credit/child tax credit and working tax credit income cap. Child benefit has also been added as an eligible benefit with maximum income caps based on the number of dependent children in the household.

- 1.2.4 We are proposing changes to the Warm Homes Assistance eligibility criteria to reflect the changes to the ECO eligibility criteria. Eligible ECO benefits are listed in the table below:

Pension Credit (Guaranteed)	Carers Allowance
Income Based Job Seekers Allowance	Severe Disablement Allowance
Income Related Employment Support Allowance	Industrial Injuries Disablement Benefit
Income Support	War Pensions Mobility Supplement (MOD)
Universal/Child/Working Families Tax Credit	Constant Carers Allowance (MOD)
Disability Living Allowance	Armed Forces Independence Payment (MOD)
Person Independence Payment	Child Benefit (with maximum income caps based on no of children in household in receipt of child benefit)
Attendance Allowance	

- 1.2.5 We are also proposing to extend the eligibility criteria for Warm Homes Assistance to those residents eligible for Local Authority Flexible Eligibility ECO as defined by the Council's Statement of Intent published on our website:

https://www.tmbc.gov.uk/_data/assets/pdf_file/0008/654452/Flexible-Eligibility-Statement-of-Intent-Version-3.pdf

- 1.2.6 From the 1 April 2018 landlords of relevant domestic private rented properties may not grant a tenancy to a new or existing tenant if their property has an EPC rating of band F or G unless they have a valid exemption. From the 1 April 2020 this will apply to all existing tenancies. Those properties with an EPC of band F or G are often older properties with solid wall construction and do not have gas central heating because of not having access to the gas network, for example in rural areas. These less efficient properties result in higher tenant energy bills and increase the likelihood of living in fuel poverty.

- 1.2.7 In addition to the existing Warm Homes Assistance for private landlords working with the council by accepting nominated tenants, we are proposing extending the funding available to include private landlords undertaking heating or insulation improvements where the EPC rating for the property is band F or G and there is a Category 1 Excess Cold hazard under the Housing Health and Safety Rating System assessment.
- 1.2.8 For those private landlords not accepting nominated tenants and where the EPC rating for the property is 'F' or 'G' and there is a category 1 excess cold hazard we are proposing funding fifty percent of the eligible costs (minus ECO funding, if applicable) up to a maximum of £5,000 to improve the energy efficiency of the property to a minimum EPC of band E.
- 1.2.9 A minor amendment to the wording of the Warm Homes Assistance scheme is also proposed to clarify that assistance to ensure that homes are adequately heated is available for the provision of an **affordable** efficient heating system although this does not alter the focus of the work.
- 1.2.10 A full copy of the revised Housing Assistance policy is attached at **ANNEX 1**.

1.3 Conclusions

- 1.3.1 The proposed changes to the Warm Homes Assistance mentioned in paragraphs 1.2.1 to 1.2.10 will ensure the limited housing assistance funding is targeted to those fuel poor, vulnerable households most in need.

1.4 Legal Implications

- 1.4.1 The Council is required to publish a policy on how it intends to use the powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to provide housing assistance.

1.5 Financial and Value for Money Considerations

- 1.5.1 An annual budget of £60,000 is agreed for the Housing Assistance Policy of which £30,000 is to be met from the Council's own resources and £30,000 by way of grant repayments. The amendments proposed within this report will be managed within the existing budget.

1.6 Risk Assessment

- 1.6.1 As a statutory Housing Authority the Council has a duty to review and report on the housing conditions in the area. It is important that where funding is offered to improve housing conditions it is spent wisely and to best effect to achieve the desired outcomes.
- 1.6.2 Failure to provide housing assistance to private sector homeowners and landlords may contribute to rising levels of poor quality private sector housing and result in households with limited incomes exposed to risks to their health and safety.

1.7 Recommendations

- 1.7.1 Members are asked to **APPROVE** the proposed amendments to the Housing Assistance Policy.

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: Hazel Skinner

Nil

Eleanor Hoyle

Director of Planning, Housing and Environmental Health

**REGULATORY REFORM (HOUSING
ASSISTANCE) (ENGLAND AND WALES) ORDER
2002**

**HOUSING ASSISTANCE
POLICY 2016-19**



Housing Assistance Policy 2016-2019

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Housing Assistance Policy 2016-2019

1 Introduction

- 1.1 This document details how Tonbridge and Malling Borough Council (“the Council”) intends to use its power under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to improve the quality of privately owned homes for those most in need.
- 1.2 In addition it includes the provision of mandatory Disabled Facilities Grants under the Housing Grants, Construction and Regeneration Act 1996 (as amended) and discretionary assistance under the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002.
- 1.3 It sets out the range of financial assistance that the Council will make available, together with the eligibility criteria and conditions that will be applied to each form of assistance.

2 Key Priorities and Aims of the Policy

- 2.1 Through the policy the Council will help improve the health, safety and wellbeing of residents in private sector housing within the Borough that are affected by poor housing standards or disadvantaged through social deprivation, disability and vulnerability.

The aims of the policy are:

- To help residents maintain their independence
- To help residents achieve better housing and living conditions
To help address housing need through better use of the private sector
- To work in partnership with Social Care and Health to reduce health related costs e.g. bed-blocking, care packages

3 Achieving the aims

- 3.1 The primary responsibility for maintaining private sector housing rests with the owners of individual properties. However, the Council recognises that some owners will not have the necessary resources to fully carry out this responsibility.

Housing Assistance Policy 2016-2019

Accordingly the Council through the work of its Private Sector Housing Team will offer practical, professional and impartial advice to ensure that the aims of the policy are met.

Assistance will be offered under five headings:

1. Mandatory Disabled Facilities Grants
2. Discretionary Disabled Facilities Grants
3. Home Improvements
4. Warm Homes
5. Home Safety

4 Links to the Council's Strategic Priorities

4.1 The Council's vision is of "An organisation that provides excellent public services, good value for money and effective community leadership". This Housing Assistance Policy plays an important role in meeting some of the Council's key priorities, namely:

- Health and Well Being
- Children and Young People
- Community Safety
- Housing

4.2 The Housing Strategy action plan sets out priorities and actions to tackle identified housing needs in the Borough. Some of these priorities will be delivered in part by this policy. These are:

- Private sector renewal and energy efficiency
- Assisting vulnerable households
- Addressing crime reduction

5 Funding and Resources to Implement the Policy

5.1 The net capital budget for funding works under the policy is set out in the Council's Capital Plan. It is anticipated that monies recovered under repayment conditions or any breach of conditions will be repaid into the Housing Assistance capital

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reserve budget thus allowing money to be “recycled”. The promotion of this policy and assistance available will be proportionate to the available capital budget.

With the exception of Disabled Facilities Grants, the amount of assistance given each year will be dependent upon the level of capital resources available for housing interventions through the Council’s Capital Programme. For Disabled Facilities Grants, the amount of assistance given each year will depend on the allocation received through the Better Care Fund. Mandatory grants will always be prioritised.

6 Policy Review and Monitoring

- 6.1 This policy will commence on the 1st September 2016. Outcomes from the Housing Assistance policy will be monitored on a quarterly basis.

7 Types of Assistance Available

7.1 Mandatory Disabled Facilities Grant

Type of Assistance	Mandatory Disabled Facilities Grant
Purpose/Key outcomes	A mandatory grant to enable people with a disability to continue to live independently in their own homes by funding adaptations needed to facilitate access to the property or its amenities; or to assist people to move to more suitable accommodation to meet their needs.
Eligibility Criteria (Applicant)	Applicant must be over 18 years of age with a ‘qualifying’ interest in the property as defined in the Housing Grants, Construction and Regeneration Act 1996. Applicant subject to a statutory test of resources unless the DFG is to meet the needs of a child with a disability.
Eligibility Criteria (Property)	The adaptation works need to be ‘reasonable’ and ‘practicable’ as defined in the Housing Grants, Construction and Regeneration Act 1996.

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Conditions	If the applicant is an owner occupier and their grant is over £5,000, the amount over £5,000 is repayable up to a maximum of £10,000 if the property is sold within 10 years of grant completion.
Maximum Assistance	Maximum £30,000 for adapting existing home or maximum £5,000 if providing funding to assist person to move to more suitable accommodation.

7.2 Discretionary Disabled Facilities Grant

Type of Assistance	Discretionary Disabled Facilities Grant (Urgent Hospital Discharge Grant)
Purpose/Key outcomes	A grant to enable people to continue to live independently in their own homes by delivering quick outcomes with a flexible approach.
Eligibility Criteria (Applicant)	Applicant must be over 18 years of age. Applicant must require works to their home to allow them to be discharged from hospital or prevent readmission as determined by a health professional. Other forms of funding have been fully investigated and exhausted.
Eligibility Criteria (Property)	Where the Private Sector Housing officer considers essential works are necessary to eliminate significant risks to current/future occupiers health and safety.
Conditions	Not repayable
Maximum Assistance	Maximum £5,000

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Type of Assistance	Discretionary Disabled Facilities Grant (Top up above mandatory limit)
Purpose/Key outcomes	A grant to enable people to continue to live independently in their own homes by allowing top up funding in cases of extensive works.
Eligibility Criteria (Applicant)	Applicant must be over 18 years of age with a 'qualifying' interest in the property as defined in the Housing Grants, Construction and Regeneration Act 1996. Applicant subject to a statutory test of resources unless the DFG is to meet the needs of a child with a disability. Other forms of funding have been fully investigated and exhausted.
Eligibility Criteria (Property)	The adaptation works need to be 'reasonable' and 'practicable' as defined in the Housing Grants, Construction and Regeneration Act 1996.
Conditions	Repayable on sale of property (owner occupier/landlord applications only)
Maximum Assistance	Maximum £30,000

Type of Assistance	Discretionary Disabled Facilities Grant (Removal of test of resources)
Purpose/Key outcomes	A grant to enable people to continue to live independently in their own homes with the provision of low level adaptations e.g. stair lift.
Eligibility Criteria (Applicant)	Applicant must be over 18 years of age with a 'qualifying' interest in the property as defined in the Housing Grants, Construction and Regeneration Act 1996.

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	<p>Applicant must require works urgently e.g. at risk of falling, end of life care.</p> <p>Other forms of funding have been fully investigated and exhausted.</p>
Eligibility Criteria (Property)	<p>The adaptation works need to be 'reasonable' and 'practicable' as defined in the Housing Grants, Construction and Regeneration Act 1996.</p> <p>The works must cost less than £5,000.</p>
Conditions	Repayable on sale of property (owner occupier/landlord applications only)
Maximum Assistance	Maximum £5,000

7.3 Discretionary Home Improvements Assistance

Type of Assistance	Home Improvements Assistance
Purpose/Key outcomes	<p>A discretionary assistance to reduce the risk of a fall in the home of a vulnerable person; prevent hospitalisation or re-housing by carrying out repairs or improvements to deal with significant risks to health or safety to allow a vulnerable occupant to remain in their home. To fund improvements to rental properties to prevent homelessness and allow the Council to discharge its homeless duties. To bring long term empty properties (empty longer than six months) back into use.</p>
Eligibility Criteria (Applicant)	<p>Applicant must be over 18 years of age.</p> <p>For owner occupiers or tenants with a repairing obligation in receipt of a means tested benefit, private sector landlords or empty home owners.</p> <p>Other forms of funding have been fully investigated and exhausted.</p> <p>Applicant not in Council Tax arrears.</p>

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Eligibility Criteria (Property)	The dwelling house must be at least ten years old. Where the Private Sector Housing officer considers essential works are necessary to eliminate significant risks to current occupiers health and safety or considers improvements are necessary to facilitate occupation to prevent homelessness.
Conditions	Repayable on sale of the property.
Maximum Assistance	Maximum £10,000

7.4 Discretionary Warm Homes Assistance

Type of Assistance	Warm Homes Assistance
Purpose/Key outcomes	A discretionary assistance to ensure that homes are adequately heated and insulated through provision of affordable efficient heating systems and appropriate insulation.
Eligibility Criteria (Applicant)	<p>Applicant must be over 18 years of age.</p> <ul style="list-style-type: none"> • Owner occupiers or tenants with a repairing obligation in receipt of an Energy Company Obligation (ECO) eligible benefit, OR • Owner occupier or tenant households with a repairing obligation who are eligible for Local Authority Flexible Eligibility ECO as defined by the Council's Statement of Intent published on our website, OR • Owner occupier over 65 years of age, living in a cold home who has one of the following medical conditions: cardiovascular, respiratory, pulmonary, mental health, disability, multiple long term conditions (including cancer) as

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	<p>confirmed by their health or social care professional, OR</p> <ul style="list-style-type: none"> • Owner occupier (or partner) living in a cold home and they have a serious long term health condition or they have vulnerable children with respiratory conditions living with them as confirmed by their health or social care professional, OR • Owner occupiers or tenants with a repairing obligation who live within an area being targeted by the Council for insulation improvements under Energy Company Obligation funding, OR • a private sector landlord working with the Council by accepting nominated tenants, OR • a private sector landlord undertaking heating or insulation works to improve the Energy Performance Certificate rating band from a F or G to a minimum band E and there is a Category 1 Excess Cold hazard under the Housing Health and Safety Rating System assessment under the Housing Act 2004. <p>Other forms of funding must have been fully investigated and exhausted.</p> <p>Applicant not in Council Tax arrears.</p>
Eligibility Criteria (Property)	<p>The dwelling house must be at least ten years old.</p> <p>Property fails to provide a reasonable degree of thermal comfort as defined under the Decent Homes Standard.</p>
Conditions	Repayable on sale of the property.
Maximum Assistance	Owner Occupiers - Maximum £10,000

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	For Private Landlords working with the council by accepting nominated tenants maximum funding is £10,000. For other Private landlords the maximum funding is 50% of the cost of eligible works (after subtraction of any ECO funding if applicable) up to a maximum of £5,000.
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7.5 Discretionary Home Safety Assistance

Type of Assistance	Home Safety Assistance
Purpose/Key outcomes	A discretionary assistance to reduce accidents, improve security and enable victims of domestic abuse to remain in their own home where it is safe to do so by providing advice, support and the installation of child safety and security equipment.
Eligibility Criteria (Applicant)	Applicant must be over 18 years of age. For owner occupier or private sector tenant who is vulnerable; or has been referred by crime prevention or health professional; or referred by a health visitor where property occupied by a child under the age of 5. Other forms of funding have been fully investigated.
Eligibility Criteria (Property)	Property identified as a risk by a trained assessor, health professional, Police, Community Safety Unit or health visitor.
Conditions	Not repayable
Maximum Assistance	Maximum £1,000

The definition of a means tested benefit includes State Pension Credit, Child Tax Credit, Income Related Employment and Support Allowance, Income Based Job Seekers Allowance, Income Support and Working Tax Credit.

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7.6 Assistance is not available for the following:

- a) Those dwellings that fall outside the definition of residential premises in accordance with the Housing Act 2004 Chapter 1 paragraph 1 (4) or those dwellings that fall outside of the Housing Grants, Construction and Regeneration Act 1996.
- b) Cosmetic repairs such as redecoration or cleaning
- c) Finishing DIY jobs started by the owner or others, unless there are extenuating circumstances
- d) Works which would normally be covered by a household insurance policy regardless of whether you have a policy or not
- e) Works which have already been completed.

7.7 The Council retains the right to apply a maximum amount payable in respect of individual approvals for assistance. The Council retains the right at any time to introduce a mechanism for further prioritisation of assistance under this policy to reflect budgetary requirements at the time.

7.8 Should any loan scheme cease and loans are no longer paid or are called in then any assistance towards those schemes will cease.

8 Process for Applying for Housing Assistance under this Policy

8.1 The Council will provide all the relevant forms to be completed to apply for assistance under this policy. These forms should be submitted, as a complete application, to the Council when all the information required as detailed in the eligibility criteria is available. If all the information required is not provided the application will not be treated as complete and will not be considered for approval.

8.2 The Council will notify an applicant for assistance whether their application is approved or refused. The notification will be in writing as soon as reasonably practicable and in any event, no later than three months after a complete application is received. Financial assistance will be approved by officers authorised by the Director of Planning, Housing and Environmental Health.

Housing Assistance Policy 2016-2019

- 8.3 If the application is approved, the notification will also specify the works, which are eligible for assistance, the value of the assistance and the form that the assistance will take.
- 8.4 If the application is refused, the Council will explain the reasons for the refusal and the procedure for appealing against the decision.

9 Conditions Attached to Assistance under the Policy

9.1 Eligibility conditions

- 9.1.2 To make an application for housing assistance the eligibility criteria for the assistance must be met.
- 9.1.3 An application for assistance shall be in a form prescribed by the Council and shall include ALL of the following:
- a) A completed application form including details of the applicant, the property, financial information (where necessary) and a signed declaration by the applicant. Where the applicant has an owner's interest all other persons with an owner's interest are required to sign the declaration also.
 - b) Full particulars including, where relevant, plans and specifications, of the works for which assistance is sought ("the eligible works").
 - c) At least two estimates from different contractors showing a breakdown of the cost of carrying out the eligible works, unless the Council otherwise agrees to only one estimate, in any particular case. Please note that estimates from contractors with a known connection to the applicant are not acceptable.
 - d) Full particulars of any professional fees and other charges/expenses which relate to the preparation for and carrying out of the eligible works.
 - e) Consent in writing from all the owners of the dwelling and any tenant, to the carrying out of the eligible works.
 - f) A declaration to be signed confirming agreement to the housing assistance conditions and to repay the assistance if the conditions are breached.
 - g) A declaration to be signed confirming the property is to be used as a dwelling.
 - h) If the applicant is a landlord, a written agreement to make available for letting the dwelling as a residence throughout the period referred to in the detailed

Housing Assistance Policy 2016-2019

housing assistance scheme following the date of completion of works or such other period of time as may be agreed between the applicant and the Council.

9.1.4 Where the dwelling to which an application relates is a shared ownership property, the applicant should, unless extenuating circumstances apply, have lived in the property for at least five years before the date of application for assistance. This does not apply to a disabled facilities grant.

9.1.5 Where the dwelling to which an application relates is a mobile home/caravan or houseboat, the following eligibility criteria will apply:

- the applicant should, unless extenuating circumstances apply, for example if the applicant is deemed as vulnerable because of health risks and/or age, have lived in the mobile home/caravan or houseboat for at least five years before the date of application for financial assistance. This does not apply to any assistance provided to adapt a property to meet the needs of a disabled person; and
- the mobile home/caravan or houseboat should be on an authorised site or mooring which is for permanent residential use; and
- financial assistance will not be provided where the works required are to meet the requirements of a caravan site licence under the Caravan Sites and Control of Development Act 1960.

9.1.6 Cases that fall outside of this policy but which exhibit special extenuating circumstances will be reported to the Director of Planning, Housing and Environmental Health for a decision.

9.2 Payment conditions

9.2.1 Loan payments will be paid in accordance with the conditions detailed in any agreement with the Council and any loan provider.

9.2.2 The following conditions apply to ALL applications for assistance under this policy. The assistance will only be paid if:

Housing Assistance Policy 2016-2019

- a) Other sources of funding have been fully investigated, such as by Government funded schemes.
- b) The housing assistance works are completed within twelve months from the date of approval or such further period extended as agreed by the Council following notification in writing
- c) The works are carried out in accordance with such specifications as the Council determines
- d) The contractor, on whose estimate the assistance was based, unless the Council agrees otherwise in writing, carries out the associated works
- e) The works are executed to the satisfaction of the Council
- f) The Council is provided with an acceptable invoice, demand or receipt for payment of works and any other professional fees and other charges. An invoice, demand or receipt from the applicant or a member of his/her family is not acceptable.

9.3 Repayment conditions

9.3.1 Where indicated, those types of housing assistance that require repayment will be registered as a local land charge on completion of works. No interest on the original assistance will be charged. This will ensure that assistance is recycled to fund future assistance.

9.3.2 The following conditions apply to applications for assistance under this policy:

- a) If the Council becomes aware that the applicant(s) was not actually entitled to the assistance at the time when the assistance was agreed then no further payments of assistance shall be paid. The Council may demand re-payment of the assistance already paid together with interest, at a reasonable rate determined by the Council.
- b) If an owner of the dwelling to which an application relates ceases to be the owner before the works are completed he or she shall repay to the Council on demand the amount of assistance that has been paid.

Housing Assistance Policy 2016-2019

- c) If an owner of the dwelling to which an application relates ceases to be the owner within the specified condition period the Council may demand repayment of the relevant amount of assistance that has been paid to the applicant.
- d) If the owner of the dwelling to which the application relates ceases to be the owner within the required condition period due to their death the condition period will continue to be in force, if the property is occupied by one of the beneficiaries.
- e) For landlord assistance if the owner of the dwelling to which the application relates ceases to let the dwelling in accordance with the agreed period the Council may demand repayment of the amount of assistance that has been paid.
- f) Where the assistance is to fund an interest payment on a loan scheme agreed by the Council, should the applicant default on a loan payment the Director of Planning, Housing and Environmental Health in consultation with the Director of Finance and the loan provider will determine whether to demand the repayment of the interest; as specified in the agreement between the Council and the loan provider.

9.3.3 Where the Council has the right to demand repayment but there are extenuating circumstances, for example where the financial circumstances of the applicant are such that chasing the debt would cause severe hardship, they may determine not to demand repayment or to demand a lesser amount. This decision will be made by the Director of Planning, Housing and Environmental Health in consultation with the Director of Finance.

9.4 Other Conditions

9.4.1 The following conditions apply to applications for assistance under this policy

- a) If the Council is satisfied that owing to circumstances beyond the control of the applicant, the cost of the assisted works has increased or decreased the

Housing Assistance Policy 2016-2019

amount of assistance may be re-determined and the applicant notified accordingly.

- b) If the Council is satisfied that unforeseen works are necessary to complete the works to a satisfactory standard after work has commenced, the amount of assistance may be re-determined and the applicant notified accordingly.
- c) The responsibility for instructing the contractor and supervision of the works rests with the applicant or their agent, if appointed.

Where the Council approve an application for assistance, it may impose additional conditions. These may include:

- a) The applicant to make a contribution towards the cost of the assisted works
- b) The right of the Council to nominate tenants to the accommodation
- c) The right of the Council to recover specialised equipment when it is no longer needed
- d) The appointment of managing agents to let the living accommodation
- e) The living accommodation is to be maintained in good order after the assisted works have been completed.
- f) The energy efficiency of the property is to be improved to the latest recommendations, which may go beyond that required under the Decent Homes Standard.

9.4.2 Breach of any of these additional conditions, where imposed, shall give the Council the right to demand repayment of assistance in full.

9.4.3 Any assistance provided under this policy which is repayable on breach of condition will be a local land charge.

10 Advice available under the Policy

10.1 Advice on all aspects of this policy and assistance scheme will be available from Officers of the Council. Advice will be available verbally, in writing and via home visits, as appropriate.

Housing Assistance Policy 2016-2019

10.2 In addition, the Council works with a Home Improvement Agency service that can provide advice and assistance on improving/adapting homes to people aged over 55 and/or who are disabled. For more information please contact the Private Sector Housing team at the Council.

11 Appeals and Complaints

11.1 Where housing assistance is refused the applicant can appeal against the decision, in writing, to the Private Sector Housing Manager. Appeals should be received within 28 days of a decision being issued. Appeals will be determined within a further 28 working days.

11.2 Any complaints regarding any aspects of this policy should be directed in the first instance to the Private Sector Housing Manager within the Housing Service.

11.3 If a satisfactory response is not obtained or the issue involves the Private Sector Housing Manager, the complaint should be referred to the Chief Housing Officer.

11.4 In addition, if a satisfactory response is still not obtained following 11.1 to 11.3, a complaint can be made using the Council's formal complaints procedure.

12 Applications outside of the Policy

12.1 Applications that fall outside of this policy, and where extenuating circumstances are exhibited, for example the applicant was determined by the Private Sector Housing Manager to be incorrectly advised, will be reported to the Director of Planning, Housing and Environmental Health for his consideration and determination.

13 Key Service Standards Related to the Policy

13.1 The following table outlines the key service standards that relate to this policy

Service Area	Target
Initial enquiry regarding housing assistance	To respond to applicants within 5 working days

Housing Assistance Policy 2016-2019

Calculation of initial Test of Resources	To advise applicants of any contribution they may have to make towards the cost of work (where appropriate) within 5 working days of receiving a completed enquiry form.
Provision of specifications with details of eligible works	To advise applicants of any eligible works with specifications within 10 working days of the first visit.
Comments on proposals for work provided by agents	When an agent sends plans and specifications for comment a response will be provided within 10 working days either supporting the scheme or giving reasons for refusing it.
Approvals of housing assistance	When all the necessary information has been provided, to approve the application within 28 working days of receipt.
Payments	When the work has been satisfactorily completed and an appropriate invoice received payments will be processed within 10 working days.

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

26 February 2019

Report of the Chief Executive

Part 1- Public

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

1 UPDATED SAFEGUARDING POLICY AND REPORTING PROCEDURE

To seek Member approval of amendments to the Council's Safeguarding Policy and Reporting Procedure

1.1 Background

1.1.1 The Council adopted a combined Safeguarding Policy for Children, Young People and Adults at Risk, in 2016. As time has moved on there have been some changes to policy and legislation which affect safeguarding practice and it is therefore timely to update the policy.

1.2 Aims of the Safeguarding Policy

1.2.1 The policy aims to ensure that an overarching approach to safeguarding is embedded within all Council services and that staff, elected Members, those delivering services on behalf of the Council and volunteers have a good understanding of safeguarding guidelines and good practice.

1.2.2 The policy aims to:

- Raise awareness of the duties and responsibilities for children, young people and adults at risk of harm;
- Encourage good practice among staff, elected members, volunteers and contractors, to safeguard children and adults at risk who receive Council services;
- Provide clear guidance on procedures to be adopted if it is suspected that an adult, young person or child may be at risk of harm.

1.2.3 The Council has a Safeguarding Task Group, with staff from each directorate, who are trained safeguarding "Designated Officers". This group monitors the

Safeguarding Policy and progresses any safeguarding issues or concerns that are raised.

1.3 Safeguarding Policy Updates

1.3.1 Whilst much of the detail remains in place, some significant changes have led to the following updates since the plan was last brought to Members' attention:

- The Safeguarding Action Plan has been removed from the policy. Now that the Task Group is more established, actions from the previous policy have now been fully implemented. Going forward, the work of the group will be generated by ongoing safeguarding audits along with learning from Serious Case Reviews across Kent as well as local issues.
- A Contractor Advice Note has been included to assist with incorporating safeguarding clauses into contracts or grant awards, depending on the level of risk in relation to the service being provided.
- In response to GDPR, a Safeguarding Privacy Notice is now in place which outlines how safeguarding information is used.
- KCC has changed the way referrals to Social Services are made in relation to Child Safeguarding cases. There is now a "Single Request for Support Form" and associated "Kent Support Levels Guidance" which replace the previous "Inter-Agency Referral" route. Updated guidance on this is now included in the updated Policy.
- In relation to monitoring and record keeping, we now have a Secure Safeguarding System, which is now noted within the revised Policy.

1.3.2 The revised Safeguarding Policy is included in Annex 1. Once approved it will be circulated to all staff and Members and uploaded to the TMBC Intranet site. Safeguarding policy is often influenced by events, audits and Serious Case Reviews and it is therefore likely that the Policy will need to be continuously updated going forward. Updated versions will be uploaded to the Intranet and any significant changes in the future will be highlighted to this Board.

1.4 Legal Implications

1.4.1 None

1.5 Financial and Value for Money Considerations

1.5.1 N/A

1.6 Equality Impact Assessment

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

1.7 Recommendations

- 1.7.1 That the updated Safeguarding Policy and Reporting Procedure for Children, Young People and Adults at Risk **BE AGREED**.

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

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

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TONBRIDGE AND MALLING BOROUGH COUNCIL

Safeguarding Policy & Reporting Procedure

Safeguarding Policy and Procedures for Children,
Young People and Adults at Risk



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Section 1: Safeguarding Context / Policy Aims and Objectives

INTRODUCTION

Tonbridge and Malling Borough Council is committed to working in partnership with others to safeguard children, young people and adults at risk from all detectable forms of abuse, neglect or exploitation. Everyone has a responsibility to ensure that concerns about the abuse of children, young people and adults at risk are addressed.

The lead responsibility for managing child and adult protection lies with Kent County Council which retains the co-ordinating role and duty of enquiry. However, it is recognised that successful safeguarding responses need multi agency and multi-disciplinary working and Tonbridge and Malling Borough Council will work with partners to identify and respond to suspected abuse.

In order to keep children, young people and adults at risk safe from harm, the Borough Council will ensure that it complies with all relevant legislation and government guidance, a summary of which is listed in Annex 2.

AIMS

This policy aims to ensure that an overarching approach to safeguarding is embedded within all Council services and that staff, elected Members, those delivering services on behalf of the Council and volunteers have a good understanding of safeguarding guidelines and good practice.

The policy aims to:

- Raise awareness of the duties and responsibilities for children, young people and adults at risk of harm.
- Encourage good practice among staff, elected members, volunteers and contractors, to safeguard children and adults at risk who receive Council services.
- Provide clear guidance on procedures to be adopted if it is suspected that an adult, young person or child may be at risk of harm.

OBJECTIVES

Through this policy the Borough Council will create an environment where staff and others associated with the delivery of Council services are adequately trained and encouraged to think of safeguarding as being their responsibility. This policy aims to ensure that all residents of the Borough are able to live a life free from abuse, exploitation and intimidation.

The policy objectives are to:

- Explain the responsibilities the organisation has in respect of children, young people and adults at risk.
- Provide an overview of safeguarding and the legal duties associated with the protection of children, young people and adults at risk.
- Raise levels of awareness of those who might be at risk, the types of harm and their impact on children, young people and adults at risk.
- Promote the general health and wellbeing of children, young people and adults at risk that come into contact with us through the delivery of services.
- Provide a clear procedure that will be implemented when issues arise.
- Maintain effective procedures for recording and responding to suspected incidents of harm.
- Regularly review and monitor our approach to safeguarding to ensure our procedures and policies remain fit for purpose.

CONTEXT

Child Safeguarding

For the purpose of this policy the term 'child' or 'children' applies to children and young people under 18 years of age and for those with an Education, Health and Care plan (EHC) under the age of 25. "Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children, 2015" defines child safeguarding as:

- Protecting children from harm
- Prevention and support provided to ensure the health and development of all children and young people is promoted.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Adult Safeguarding

For the purpose of this policy adult safeguarding is about protecting an adult's right to live in safety, free from abuse and neglect. The 2014 Care Act extended the definition of a vulnerable adult for safeguarding purposes from someone 'who is or may be in need of community care services' to an adult who:

- Has need for care and support
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What constitutes abuse and neglect?

Abuse is a violation of an individual's human and civil rights by any other person or persons and can be perpetrated by, and to, anyone, regardless of age, gender, class or ethnicity. Abuse may be a single act or repeated over a period of time.

Somebody may abuse or neglect a child or vulnerable adult by inflicting harm, or by failing to act to prevent harm. Children or vulnerable adults may be abused in a family, in an institutional or community setting, by those known to them or by a stranger. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

When visiting people in their homes, it is important to be aware of the additional vulnerability of disabled children, young people and adults, especially if they have limited communication, for instance:

- Neglect of medical or emotional needs as well as more obvious physical needs
- Inappropriate restriction or restraint
- Lack of privacy when meeting care needs

Abuse and neglect can include:

Physical abuse – non accidental infliction of physical force that results, or could result, in bodily injury, pain or impairment, including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions

Sexual abuse - involvement, either direct or indirect, in sexual activity without consent. It could also be the inability to consent, pressured or induced to consent or take part.

Child Sexual Exploitation (CSE) - forcing or enticing participation in sexual activities (regardless of whether or not the child or young person is aware of what is happening). CSE is illegal activity by people who have some form of power and control over children and use it to sexually abuse them. It involves forcing or enticing a child (under the age of 18) to take part in sexual activities whether or not the child is aware of what is happening, including exploitative situations, contexts and relationships where children (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing, and/or others performing on them, sexual activities. CSE can be a form of organised or complex abuse, involving a number of abusers and/or a number of children.

Neglect - persistent failure to meet basic physical and/or psychological needs, likely to result in serious impairment of health or development. Ill-treatment and wilful

neglect of a person who lacks capacity is a criminal offence under the Mental Capacity Act 2005.

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Emotional abuse - persistent emotional maltreatment to cause severe and persistent adverse effects on emotional development

Emotional or psychological abuse - acts or behaviour which impinge on the emotional health or, or which cause distress or anguish.

Bullying – deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. Bullying may include – Physical eg: hitting, kicking and theft; verbal eg: name calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures; emotional eg: tormenting, ridiculing, humiliating and ignoring; sexual eg: unwanted physical contact or abusive comments.

Financial abuse - unauthorised, fraudulent obtaining and/or improper use of funds, property or any resources.

Discriminatory abuse - values, beliefs or culture result in a misuse of power that denies mainstream opportunities. It includes discrimination on the basis of race, gender, age, sexuality, disability or religion, or any of the other protected characteristics.

Institutional abuse - an organisation imposing rigid and insensitive routines; poor practices embedded in systems; unskilled, intrusive or invasive interventions, or an environment allowing inadequate privacy or physical comfort.

Domestic Abuse is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

Honour Based Abuse (HBA) is violence and abuse in the name of honour, covering a variety of behaviours (including crimes), mainly but not exclusively against females, where the person is being punished by their family and/or community for a perceived transgression against the 'honour' of the family or community, or is required to undergo certain activities or procedures in 'honour' of the family.

Female Genital Mutilation (FGM) is a collective term for illegal procedures which include the removal of part/all external female genitalia for cultural or other non-

therapeutic reasons. The practice is not required by any religion. It is painful, medically unnecessary and has serious health consequences at the time it is carried out and in later life. The procedure is typically performed on girls of any age, but is also performed on new born girls and on young women before marriage/pregnancy. A number of girls die as a direct result of the procedure, from blood loss or infection. FGM may be practised illegally by doctors or traditional health workers in the UK, or girls may be taken abroad for the operation.

A Forced Marriage (FM) “is a marriage conducted without the valid consent of both parties, where duress is a factor” (‘A Choice by Right’ HM Government 2000).

Modern Slavery/Human Trafficking - the organised crime of human trafficking into the UK has become an issue of considerable concern to all professionals with responsibility for the care and protection of children and adults. Any form of trafficking humans is an abuse. Trafficking of persons means the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat of, or use of coercion, abduction, fraud, and deception, abuse of power or of a position of vulnerability. It also includes the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

Annex 3 provides further information on recognising the potential indicators of abuse.

PARTNERSHIP ROLES AND RESPONSIBILITIES

Kent County Council (KCC)

KCC has statutory responsibilities as the Children’s Services Authority and the Social Services Authority for Kent. All safeguarding concerns, incidents and allegations regarding the welfare of a child or vulnerable adult will be reported to KCC. The relevant officers at Kent County Council are responsible for co-ordinating any investigation.

Kent Police

Kent Police has the responsibility to investigate any allegations or suspicions of criminal offences against a child or adult. They will also support victims and enable them to access support services, e.g. victim support, social care.

Safeguarding Boards

Kent & Medway Safeguarding Adults Board (SAB)

[The Kent and Medway Safeguarding Adults Board \(SAB\)](#) is a statutory service which exists to make sure that all **member agencies** are working together to help keep Kent and Medway's adults safe from harm and protect their rights. It has an Independent

Chair and meets three times per year. It is an inter-agency forum (which includes TMBC) for agreeing how the different services and professional groups should co-operate to safeguard vulnerable adults across Kent & Medway. The board aims to raise awareness and promote the welfare of vulnerable adults by the development of an effective cooperative involving people from a wide range of public and voluntary services and other organisations. Issues arising from the meetings of the SAB will be fed back to relevant TMBC staff via the Council's Management Team and the Safeguarding Task Group.

Kent Safeguarding Children's Board (KSCB)

The Kent Safeguarding Children Board is overseen by an Independent Chair and sets the performance, policy and strategic priorities for KSCB. It is responsible for ensuring that statutory requirements are met and resources are in place to meet these. Its [member agencies](#) comprise of senior representatives from all agencies responsible for child protection arrangements in Kent. Details from the KSCB are fed back to TMBC staff via Management Team and the Safeguarding Task Group.

The objective of the board is to co-ordinate what is done by each person or body represented on the board for the purposes of safeguarding and promoting the welfare of children in the area of the authority by which it is established; to ensure the effectiveness of what is undertaken by each person or body for that purpose; to challenge partner agencies' arrangements to safeguard children and to accept challenges to their own agency.

Prevent Strategy

Prevent is a national Government counter-terrorist strategy led by the Home Office. It aims to stop people becoming involved in terrorist activity or supporting terrorism by working with individuals and communities. Supporting vulnerable individuals and reducing the threat from violent extremism in local communities is priority for statutory bodies and their partners.

The Counter Terrorism and Security Act became law on 16 February 2015; The Act places a statutory duty on local authorities to have 'due regard to the need to prevent people from being drawn into terrorism'. This is known as the Prevent Duty. Local Authorities are also required to establish panels to identify and support those felt to be vulnerable to being drawn into terrorist activity.

Part 5, Chapter 1, Section 26 places a statutory duty on 'specified bodies' including local authorities, schools, including academies and independent schools, further and higher education colleges, health, penal bodies and the police to pay due regard to the need to prevent people from being drawn into terrorism. Specified bodies are listed in Schedule 6 of the Act. Local authorities have established panels to assess the extent to which identified people are vulnerable to being drawn into terrorism. A

Chief Police Officer may refer a person to the panel if s/he has reasonable grounds. The panel will establish a plan of support to reduce that person's vulnerability. If necessary the panel can consider referring a person to a health or social care provider even if it does not think that a plan of support is necessary. Panels will be chaired by local authorities and must include the local Chief of Police.

The Community Safety Unit at Tonbridge and Malling Borough Council is responsible for delivering the objectives and monitoring progress within the Tonbridge and Malling Borough Council [Prevent Action Plan](#).

Section 2: Responsibilities of Tonbridge and Malling Borough Council

Responsibilities of Tonbridge and Malling Borough Council (TMBC)

Children and Young People

In relation to children and young people, the Children Act 2004, places the following duties on District/Borough Councils:

- Section 11 places a statutory duty on key people and bodies, including district councils, to make arrangements to ensure that in discharging their functions they have regard to safeguard and promote the welfare of children
- Section 10 outlines the duty to promote inter-agency cooperation between named agencies- including district councils
- There is a reciprocal duty on those agencies, including district councils, to cooperate with the Children's Service Authorities (CSA) in budget pooling – a key provision that underpins children's trust arrangements
- Section 13 gives district councils representation on, and participation in, local safeguarding children's boards (LSGBs)
- Section 17 entitles district councils to be consulted on the CSA's children and young people plans (CYPPs)

Voice of the Child

Government guidance states, at an organisational or strategic level, partners are responsible for ensuring that children and young people are listened to appropriately and concerns expressed about their or any other child's welfare are taken seriously and responded to in an appropriate manner. As much as possible, the Council will actively seek feedback and listen to the views of children and young people, promoting their welfare and listening to the voice of the child.

Adults

In relation to adult safeguarding there is a wide range of legislation, applicable to adults at risk, that has been developed over a number of years. It includes laws

about adult care services, where upper-tier councils have the statutory lead, and laws about crime, contracts and property, human rights and mental health capacity.

It is the responsibility of all employees and Council Members to adhere to best practice and participate in relevant training, report any concerns, incidents or allegations to a designated person in accordance with the relevant procedure set out within this policy. Safeguarding reports cannot be anonymous and should be made in the knowledge that, during the course of enquiries, they may be required as a prosecution witness. Basic Safeguarding training will be provided for all employees, with further additional training provided for some staff depending on job role and need.

Our Key Front-line Services

There are a number of Council services where the safeguarding of children, young people and adults at risk will be of particular relevance and where staff could be in direct contact with those at risk. These include our responsibilities in relation to the licensing of taxi services and public houses, the support services we provide for children and young people, and our role as a housing authority including those presenting as homeless, our customer services functions, and our council tax and welfare advice services. The Borough Council will therefore ensure that all staff who have face to face contact with customers as part of their normal responsibilities will receive regular training and assistance to ensure any safeguarding concerns are properly dealt with and that any issues which arise are reported to the Safeguarding Task Group for further review.

Use of Contractors, External Agencies and Service Level Agreements

It is the responsibility of TMBC employees and Members to consider safeguarding implications in their decision making processes, including the procurement of services and the issuing of licences in order to deliver services. A Contractor Advice Note incorporating the safeguarding of children and vulnerable adults into contracts and community grant awards is attached as Annex 1. Depending on the level of risk, the Council can include safeguarding clauses relevant to the service being provided. The conditions placed within the contract should provide meaningful controls proportionate to the level of risk. Where relevant contractors should have their own Safeguarding Policy and training procedures in place. Responsibility for ensuring that contractors comply with TMBC safeguarding policies lies with the contract manager.

Recruitment at TMBC

It is important that the Council takes all reasonable steps to prevent unsuitable people working with vulnerable groups. For all new employees, confirmation of employment will be dependent on satisfactory checks.

Managers and Personnel Services are responsible for risk assessing all job descriptions to identify which are likely to involve regular and/or substantial unsupervised contact with children, young people and adults at risk. A question is included on all application forms about unspent criminal convictions. Disclosure and Barring Service checks (DBS) have replaced the Criminal Records Bureau checks (CRB) since 1st December 2012 as a result of the Protection of Freedoms Act (2012). This service allows the Council to check whether there have been any updates since the date of an existing DBS check, as a DBS check has no official expiry date. Such a process should only be used in those few instances where employees and volunteers have substantial or regular and unsupervised contact with children, young people and vulnerable adults. Basic DBS checks can be undertaken where appropriate and Personnel Services will assess this need.

Guidelines on use of photography and filming of children, young people and adults at risk (including mobile phone technology)

It is an unfortunate fact that some people have used children and young people's events as opportunities to take inappropriate photographs or footage of children and young people. Councillors, employees, volunteers and contracted service providers should be vigilant at all times to ensure that misuse of photography does not occur. All photography by Council employees or on behalf of the Council must be made in accordance with the Council's Photographic policy (available internally on request). In particular, written parental/carers consent must be obtained before anyone working for or on behalf of the Council takes a photograph of or films a child, young person or vulnerable adult. Usually this will be in the form of the Council's image consent form (available internally).

When commissioning professional photographers or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to child protection. The following steps should be taken when professional photographers or the press are invited to events:

1. Check the credentials of any photographers and organisations commissioned,
2. Ensure identification is worn at all times,
3. Do not allow unsupervised access to children, young people or adults at risk
4. Do not allow photographic sessions outside of the activities or services,
5. Ensure that the names of children, young people, or vulnerable adults are not used in photographs or footage, unless the express permission of the parent/carers of

the child, young person or vulnerable adult has been given as detailed on the Council's Photograph Consent Form. (Available from the Media Team).

Social Media

The open nature of the internet means that social networking sites can leave Council staff vulnerable if they fail to observe a few simple precautions. The Council's [Social Media Policy](#) sets out general advice on how to avoid social media putting you in a position where your actions may be misconstrued or give rise to a safeguarding concern.

Information Sharing

In order to keep children and vulnerable people safe from harm, professionals will share relevant information across geographical and professional boundaries as required.

When there is a reasonable cause to believe that a child, young person or adult at risk, may be suffering or may be at risk of suffering significant harm, consideration will always be given to referring these concerns to Children's or Adults Social Care (as appropriate) and/or the Police. Information about children, young people, families and adults at risk will be shared appropriately, and always in accordance with the [Council's Data Protection Policy](#).

At TMBC there are designated officers within each service who should be contacted if you have any concerns relating to safeguarding (Annex 4).

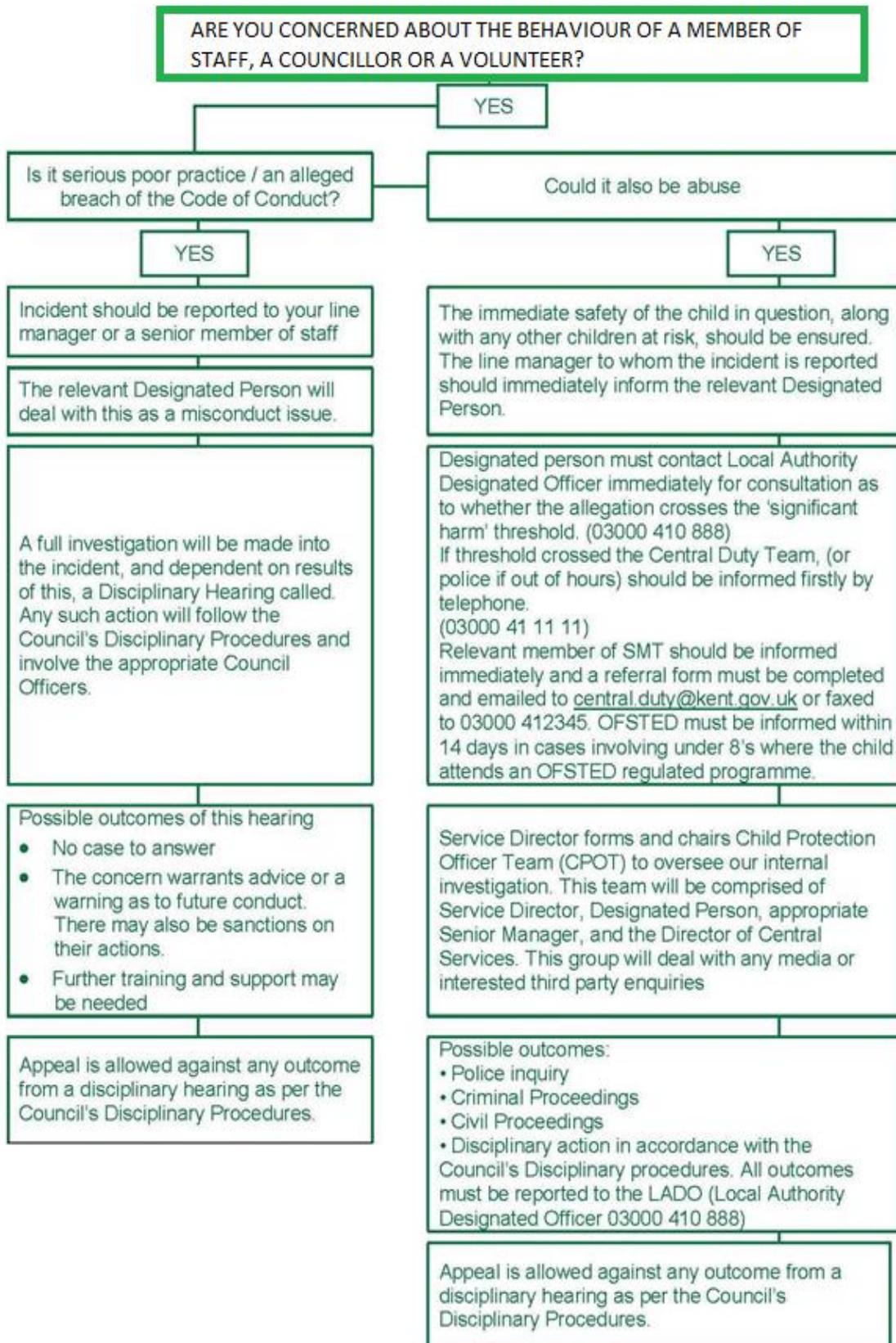
General Data Protection Regulation

The General Data Protection Regulation (GDPR) came into force 25 May 2018. GDPR strengthens individuals and organisations rights and duties relating to information management. In response to GDPR, a Safeguarding Privacy Notice is in place which outlines how safeguarding information is used. If you would like further information about this Privacy Notice, please contact the Council's Data Protection Officer.

Allegations against an employee/member of the Council staff or elected Member

It is important that any concerns for welfare of a child or adult at risk are reported immediately to a designated officer and an incident reporting form completed (Annex 5).

The following flow chart should be used to report protection concerns in relation to any allegations against staff; the Council also has a [Whistleblowing Policy](#) with further guidance and advice.



Section 3: Response and Reporting Procedure

Responding to Initial Disclosure of Abuse

Although staff are encouraged to be alert to the signs and signals which may indicate that someone is being abused, many incidents will only come to light because the person discloses this themselves. Bear in mind that a disclosure may take place many years after a traumatic event or when someone is afraid and this should not cast doubt on the person's truthfulness. The person to whom a disclosure is made may not necessarily be the person to take an investigation forward. So if you are told about abuse, you must respond sensitively and professionally and pass the information on to your line manager/senior manager within 24 hours -unless you suspect that they themselves may be implicated. If this is the case or you are concerned about their response, you should report your concerns directly to a Designated Officer or a Director. The decision may then be taken to report to the social services agency, or to the police or to The Care Quality Commission if it is a regulated service.

If someone discloses abuse to you, you should:

- stay calm and try not to show shock or disbelief
- listen carefully to what they are saying
- be sympathetic ('I am sorry that this has happened to you')
- be aware of the possibility that medical evidence might be needed

Tell the person that:

- they did the right thing to tell you
- you are treating the information seriously
- the alleged abuse was not their fault
- you have to inform the appropriate person

REPORTING PROCEDURE

Recognising and Reporting Abuse

Recognising abuse is not easy, and it is not the responsibility of council staff, elected members or volunteers to decide whether or not abuse has taken place or if there is significant risk. We do however have a responsibility to act if we think it may be happening.

If abuse or a safeguarding issue has arisen, it is the responsibility of all staff, Members and contractors to:

- Report concerns to line manager or designated officer as soon as possible

- Consider immediate safety issues of the person e.g. are emergency services needed
- Preserve evidence (there may be a crime)
- Record
 - Nature of concern
 - Date and time
 - Name of victim
 - Victims view and description in own words
 - Name of person causing harm if known
 - Appearance of victim
 - Any injuries observed
 - Any third party allegation
 - Any questions that have been asked
 - Whether you have spoken to anyone else
 - Your name, date and who record given to

Child and Adult at Risk – Safeguarding Incident Report Form

Once the above facts have been gathered and recorded, the Safeguarding Incident Report Form needs to be completed by the person responding to the incident and actioned accordingly. An example of the Safeguarding Incident Report Form is included in Annex 5.

Keep all initial recordings/notes. It is very important that confidentiality should be maintained and other staff told if they have a need to know. When you have recorded the information, please sign and date and pass it on to your designated officer (Annex 4).

Recording of incidents and the role of the Designated Officer

Designated officers are responsible for dealing with reports or concerns about the protection of children, young people and adults at risk. Each new designated officer will have appropriate training.

Designated officers / safeguarding leads, should establish

- The level of seriousness of the concern (significant harm)
- Any immediate safety needs
- Clarifying the facts
- The views of the person concerned and their capacity to consent to action, if known
- Alert/Referral to [KCC Social Care Team](#) or Kent Police – Call 101 (if a crime is suspected)

The Designated Officer may decide that a referral to KCC is necessary. If responding to a safeguarding issue that relates to a child, the designated officer will need to refer to the [Kent Support Levels Guidance Sheet](#) to establish the level of need. If Intensive or Specialist Support is needed at Level 3 or 4, then you will need to complete a [Single Request for Support Form](#). If you are responding to an adult safeguarding issue, complete a [Kent Adult Safeguarding Alert Form](#).

The line manager/ designated officer will need to consider any support required by staff involved. It is understood that recognising and responding to abuse can be distressing for staff.

Information Sharing

Information sharing is fundamental to safeguarding and promoting welfare. It enables intervention to tackle problems at an early stage. It is important to ask for consent to share confidential information unless: asking for consent may increase the risk of significant harm or a delay in sharing information may increase the risk of harm. If someone is at risk of suffering significant harm, the law supports you to share information without consent.

Further Government Advice is available: [Advice for practitioners providing safeguarding services to children, young people, parents and carers](#).

The following flowchart should be used by Designated Officers as a guide to determine when information needs to be shared.

Monitoring and Record Keeping

The designated officer needs to ensure that a record is kept of any concerns about a child, young person or adult at risk and of any conversation or referral to statutory agencies. These details must be saved onto the Secure Safeguarding System. Designated safeguarding officers across all services have access to this system.

The outcomes of any referral need to be followed up and a record kept of the outcome or any next steps or follow up actions.

Safeguarding Task Group

The Council has formed an officer level Safeguarding Task Group to carry out the monitoring and review processes who will report to the Council's Management Team and to the relevant Council Advisory Board to ensure Councillors are fully informed of safeguarding issues.

The Safeguarding Task Group will ensure the Council stay up to date with Safeguarding knowledge and best practice, remain in touch with relevant external safeguarding groups and pass on information accordingly. The meetings of the Task Group will be chaired by the Safeguarding Lead Officer who will report to the Chief Executive to ensure that the policy and any safeguarding trends are being monitored. A Member will also be appointed to act as a Champion for safeguarding.

Monitoring and Review of this policy

The Borough Council is committed to monitoring the effectiveness of this policy on an annual basis. Where necessary, we will bring forward reviews and updates, for example, to reflect changes in legislation and advice and feedback from staff who have been involved in dealing with any safeguarding issues which have arisen over the previous year.

Annex 1 – Contractor Advice Note

Incorporating Safeguarding Children and Vulnerable Adults into Contracts and Community Grant Awards

Risk Assessed Approach

TMBC has a duty to safeguard children and vulnerable adults. This extends to parties that carry out services on the council's behalf. Contracts and grant award agreements give the council the opportunity to state their expectations and place obligations on the contractor about how we expect them to act.

Rather than applying a 'catch all' clause to all agreements, which in many cases would not be relevant to service being provided, it is instead recommended that the council adopts a risk assessed approach. Depending on the level of risk, the council can then include safeguarding clauses relevant to the service.

Level 1 – Services where the council directly contracts a third party to deliver services directly to children, young people and/or vulnerable adult.

Level 2 – Services where the council contracts a third party to deliver services to the public generally, but in the process is likely to come into regular contact with children, young people and vulnerable adults.

Level 3 – Services where there is no contact with children, young people or vulnerable adults or where there is contact it is indirect, peripheral and in a public space or environment.

Requirements

The conditions placed within the contract should provide meaningful controls proportionate to the level of risk. Where controls need to be applied they should require the contractor to take a positive action (e.g. provide safeguarding training to their staff) rather than a passive action (e.g. provide a copy of their safeguarding policy). The contract manager is responsible for ensuring these requirements are adhered to.

Level 1 –

Clauses should require the contractor to have DBS checks for staff, staff to be risk assessed according to access and appropriate training given.

The council should ask for confirmation of training is completed and details of scheduled refresh training. Regular contract monitoring meetings with the contractor should incorporate information exchange about safeguarding concerns or incidents.

Level 2 –

Inclusion of the following clauses: -

1. The contractor will risk assess their operation in term of the requirement to safeguard children and vulnerable adults. The contractor will put in place appropriate training for their staff.
2. The TMBC client officer for the agreement will act as a confidential point of contact in order for the contactor to notify incidents and safeguarding concerns to the council.

Level 3 –

No clauses needed.

Annex 2 – Summary of relevant legislation and Government guidance

2014 Care Act

The 2014 Care Act extended the definition of a vulnerable adult for safeguarding purposes, placing Adult Safeguarding boards on a statutory footing, to spearhead safeguarding activity in a local area. Under the Act local authorities must: Investigate, if it believes an adult is experiencing, or is at risk of, abuse or neglect and if so, by whom; set up safeguarding adults boards, arrange where appropriate, for an independent advocate to represent and support the adult if s/he has “substantial difficulty” in being involved in the process and where there is no other suitable person to represent and support them; co-operate with each of its relevant partners to protect the adult. In their return each relevant partner must also co-operate with the local authority.

What to do if you're worried a child is being abused - March 2015

This [HM Government Guidance](#) was produced to help practitioners identify child abuse and neglect and take appropriate action in response.

[Working Together to Safeguard Children July 2018](#)

The Working Together to Safeguard Children guidance sets out the legislative requirements and expectations on individual services to safeguard and promote the welfare of children; and provides a clear framework for Local Safeguarding Children Boards (LSCBs) to monitor the effectiveness of local services. The guidance is issued under section 11 (4) of the Children Act 2004 and section 16 of the Children Act 2004.

Kent & Medway Safeguarding Children Procedures 2015

The Children Act 2004 obliges named statutory agencies to co-operate so as to improve the 'well-being' of children in their area with respect to their, physical and mental health; protection from harm and neglect; education, training and recreation; contribution to society; and emotional, social and economic well-being. Specified agencies are also obliged to make arrangements to 'safeguard and promote the welfare of children' by means of direct or indirect service provision. The Kent & Medway Safeguarding Children Procedures contains comprehensive multi-agency policies and procedures that are fully compliant with law and best practice.

Kent Safeguarding Children's Board – Guidance

This [Guidance Page](#) provides information and advice on handling specific safeguarding topics.

Information Sharing: 2018

[Advice for practitioners providing safeguarding services to children, young people, parents and carers](#) Information sharing is key to the Government's goal of delivering better, more efficient public services that are coordinated around the needs of the individual. It is essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection.

The aim of the guidance, and associated materials, therefore is to support good practice in information sharing by offering clarity on when and how information can be shared legally and professionally, in order to achieve improved outcomes.

Statutory Framework for the Early Years Foundation Stage

The Early Years Foundation Stage (EYFS) sets the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. The learning and development requirements (the seven areas of learning and development; the educational programmes; and the assessment requirements) and the legal requirements relating to welfare (child protection; suitable people; staff qualifications, training support and skills; key person, staff : child ratios; health; managing behaviour; safety and suitability of premises, environment & equipment, equal opportunities and information and records) apply to all children up until the 31 August after their fifth birthday.

Childcare Register

The Childcare Register has two parts, the compulsory register which relates to those who care for at least one child from 1 September following their fifth birthday up to the age of eight for a period or total periods of more than two hours in any one day and the voluntary register for providers, who care for children aged eight or over, until their eighteenth birthday. If providers choose to be included on either part of the register they must meet the requirements set out at all times when providing childcare. The law allows Ofsted to carry out inspections to check that providers comply with these requirements.

Sex Offenders Act 1997

The Sex Offenders Act 1997 requires sex offenders convicted or cautioned on or after 1 September 1997 to notify the police of their names and addresses and of any subsequent changes (known colloquially as the sex offenders register).

Sexual Offences Act 2003

The Sexual Offences Act 2003 was introduced to update the legislation relating to offences against children. It includes the offences of grooming, abuse of

position of trust, trafficking, and covers offences committed by UK citizens whilst abroad. It also updates the Sex Offenders Act 1997 by strengthening the monitoring of sex offenders. The coalition government is currently consulting on further reform of the notification requirements for registered sex offenders (Home Office, 2011). Similar offences were introduced into other parts of the UK by the Sexual Offences (Scotland) Act 2009 and the Sexual Offences (NI) Order 2008.

[Rehabilitation of Offenders Act \(NI\) Order 1974 \(UK wide\)](#)

This Act/Order allows people not to declare convictions to employers which protects their privacy and counteracts prejudice against people with convictions seeking employment. However, people who are involved in situations where they have prolonged or sustained access to children are exempt from the Rehabilitation of Offenders legislation. This means that prospective employees, self-employed workers and volunteers must declare all criminal convictions relating to children, however long ago. These will be taken into account when deciding on their suitability for working with children.

[Protection of Freedom Acts 2012](#)

Chapter 1 of Part 5 amends the Safeguarding Vulnerable Groups Act 2006 which provides the framework for the vetting and barring scheme operated by the Independent Safeguarding Authority (ISA). In particular it changed the definition of 'regulated activity' and abolished the concept of 'controlled activity' which related to persons working (paid or unpaid) in ancillary posts or who had access to sensitive information relating to children.

[Disclosure and Barring Service \(DBS\)](#)

The DBS searches police records and, in relevant cases, barred list information, and then issues a DBS certificate to the applicant to help them make an informed recruitment decision. The checking service currently offers two levels of DBS check; standard and enhanced. The order allows for applications to be submitted to a standard level. To qualify for the higher level of DBS check, the position must also meet one of the criteria set out in The Police Act 1997 (Criminal Records) Regulations.

The DBS is committed to ensuring that they make fair, consistent and thorough barring decisions that are an appropriate response to the harm that has occurred and to the risk of harm posed. There are two main ways barring can come to them including autobars or referrals from an organisation that has a legal duty or power to make referrals to DBS when they have dismissed or removed an employee from working in regulated activity, following harm to a child or vulnerable adult or where there is a risk of harm. Additionally, where a person is cautioned or convicted of a relevant (automatic barring) offence with the right to

make representations, the DBS will ask the person to submit their representations and consider them before making a final barring decision.

At Tonbridge & Malling Borough Council the DBS process is managed by Personnel who will assist with determining eligibility, the level of check required and the frequency it needs to be renewed. This will be overseen by the Council's Management Team.

[The Data Protection Act](#)

- Provides a comprehensive and modern framework for data protection in the UK, with stronger sanctions for malpractice.
- Sets new standards for protecting general data, in accordance with the GDPR, giving people more control over use of their data, and providing them with new rights to move or delete personal data.
- Preserves existing tailored exemptions that have worked well in the Data Protection Act 1998, ensuring that UK businesses and organisations can continue to support world leading research, financial services, journalism and legal services.
- Provides a bespoke framework tailored to the needs of our criminal justice agencies and the intelligence services, to protect the rights of victims, witnesses and suspects while ensuring we can tackle the changing nature of the global threats the UK faces.

[Health and Safety at Work Act 1974](#)

This is the same for Northern Ireland and Wales

This Act gives all organisations a legal responsibility to prevent injuries and ill-health to employees and others, including members of the public. Much of this responsibility is delegated to managers who have control of work activities but the legislation also provides all employees with an obligation to take reasonable care of themselves.

The Council also has a duty to consider the suitability of the Health & Safety arrangements for any organisation undertaking any work on our behalf.

[Equality Act 2010](#)

The Equality Act brings together nine separate pieces of legislation into one single Act providing a new cross-cutting legislative framework to protect the rights of individuals and advance equality of opportunity for all; to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

Annex 3 – Recognising Potential Indicators of Abuse

Recognising Potential Indicators of abuse		
Type of Abuse	Who it affects	Signs of abuse /Behaviour Indicator
<p>Emotional – acts or behaviour which impinges on the emotional health of, or which causes distress or anguish to individuals. This may also be present in other forms of abuse</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Threats of harm or abandonment • Humiliation, shaming or ridicule • Harassment, bullying, intimidation • Control or coercion • Deprivation of choice or privacy • Deliberate social isolation • Infantilisation – treating an adult like a child • Disturbed sleep or tendency to withdraw to a room or to bed • Loss of appetite or over eating especially at inappropriate times • Anxiety confusion or general resignation • Extreme submissiveness or dependency in contrast to known capacity • Sharp changes in behaviour in the presence of certain persons • Excessive or inappropriate craving for attention • Self-abusive behaviour – self mutilation, head banging, hand biting • Loss of weight without apparent loss of appetite • Loss of confidence
<p>Neglect and acts of omission – ignoring or withholding physical or medical care needs which result in a situation or environment detrimental to individual(s)</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Withholding help or support necessary to carry out daily living tasks • Ignoring medical and physical care needs • Failing to provide access to health, social or educational support • The withholding of medication, nutrition and heating • Keeping someone in isolation. • Failure to intervene in situations that are dangerous to the vulnerable person. • Inadequate supervision and guidance – leaving the child to cope alone, abandoning them or leaving them with inappropriate carers and failing to provide appropriate boundaries about behaviours such as under age sex or alcohol • Poor hygiene and cleanliness of a person who has assistance with their personal care • Unkempt or unsuitable clothing for the weather conditions/environment • Untreated illness or condition • Dehydration, weight loss, malnutrition • Repeated infections • Repeated/unexplained falls or trips • Worsening of health conditions <ul style="list-style-type: none"> • Pressure sores • Mentioning their being left alone or unsupervised • Sore or extreme nappy rash • Skin infections

<p>Physical – the non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • An inflicted physical injury, which is not satisfactorily explained • An injury where there is knowledge or suspicion that it was inflicted intentionally or through lack of care • Assaults on the body including hitting, slapping, pushing, kicking, resulting in injuries such as burns, abrasions, fractures, dislocation, welts, wounds or marks of physical restraint • Misuse of medication or medical processes, e.g. catherisation • Inappropriate restraint or inappropriate actions or in actions • Multiple bruising that is inconsistent with the explanation given • Cowering and flinching • Bruises or marks resulting from a slap or kick • Abrasions, especially to neck, wrists and/or ankles • Unexplained burns • Scalds • Hair loss in one area, scalp sore to touch • Unusually sleepy or docile • Unexplained fractures • Frequent hopping from one GP to another or from one care agency to another • Untypical self-harm, emotional distress, low self esteem
<p>Sexual</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Rape • Indecent assault • Indecent exposure • Exposure to inappropriate sexual behaviour or images/material • Sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn • Fear of being left with a specific person or group of people • Having nightmares • Running away from home • Sexual knowledge which is beyond their age or development age • Sexual drawings or language • Bedwetting • Saying they have secrets they cannot tell anyone about • Self-harm or mutilation, sometimes leading to suicide attempts • Eating problems such as overeating or anorexia
<p>Bullying</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Hitting, kicking and theft • Name calling, teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures • Tormenting, ridiculing, humiliating and ignoring • Unwanted physical contact or abusive comments • Behavioural changes such as reduced concentration and/or becoming withdrawn,

		<p>clingy, depressed, tearful, erratic mood swings, reluctance to go to school, training or clubs, a drop in performance.</p> <ul style="list-style-type: none"> • Physical signs such as stomach aches, difficulty sleeping, bed wetting, damaged clothes, bingeing on food, cigarettes or alcohol. • Shortage of money or frequent loss of possessions
<p>Financial – unauthorised, fraudulently obtaining and improper use of funds, property or any resources of a vulnerable person</p>	<ul style="list-style-type: none"> • Vulnerable Adults 	<ul style="list-style-type: none"> • Theft, fraud, exploitation • Pressure in connection with wills, property, inheritance or financial transactions • Extortion of money, property and possessions by threat, coercion or fraudulent means • Refusal to let the vulnerable person have access to their own money, property or possessions • The perpetrator befriending the victim and then using their position of trust to gain financially from the victim – moving into their house to 'care' for them, becoming their appointee/attorney. • Being over charged for services or tricked into receiving goods or services that they do not want or need.
<p>Discriminatory Abuse – exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals</p>	<ul style="list-style-type: none"> • Vulnerable Adults 	<ul style="list-style-type: none"> • Unequal treatment • Verbal abuse • Inappropriate use of language • Harassment • Exclusion • Discrimination on the basis of race, gender, age, sexuality, disability, religion
<p>Institutional Abuse – for example where the culture of a care home places emphasis on the running of the establishment and the needs of the staff above needs and care of the vulnerable person</p>	<ul style="list-style-type: none"> • Vulnerable Adults 	<ul style="list-style-type: none"> • Abuse by an organisation imposing rigid and insensitive routines; poor practices embedded in systems, unskilled, intrusive or invasive interventions; or an environment allowing inadequate privacy or physical comfort

Annex 4: Designated Officers

Name	Phone	Email
Gill Fox	6077	gill.fox@tmbc.gov.uk
Stephen Gregg	6165	stephen.gregg@tmbc.gov.uk
Alison Finch	6247	alison.finch@tmbc.gov.uk
Anthony Garnett	6151	anthony.garnett@tmbc.gov.uk
Mathew Brooks	6105	Mathew.brooks@tmbc.gov.uk
Andrew Rosevear	6143	andrew.rosevear@tmbc.gov.uk
Jason Wheble	6259	jason.wheble@tmbc.gov.uk
Claire Potter	6321	Claire.Potter@tmbc.gov.uk
Claire Keeling	6223	Claire.Keeling@tmbc.gov.uk

**Annex 5
Children and Adults at Risk - Safeguarding Incident
Reporting Form**



This form is used for reporting both suspicions and disclosures of possible abuse; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be treated in the strictest confidence.

About you, the reporter	
Your name:	
Your job role:	
Your telephone number and email address:	
Are you reporting the concern on behalf of someone else?	
If yes to above, what is their name and their position?	
What involvement have you had? (Have you had contact with family/ other professionals etc)	
About the child, young person or vulnerable adult	
Name:	
Age and date of birth:	
Gender:	
Address, telephone and email contact details:	
Housing tenure (Housing Association/Council private rented/ owner occupier):	
Ethnic and/or religious background:	
Disabilities or other special factors:	
About the person's family/ support network	
Who is the person's next of kin?	
Address, telephone and email contact details:	
Names of other people living at the address or significantly involved:	

About the concern	
What has happened/ what are your concerns? (Please give full details, using verbatim reporting where possible and include physical or behavioural indicators)	
Have you or anyone else involved spoken to the person or with their parents/ family/ others involved? If so, what was discussed (record this verbatim where possible)? <i>Remember, you are not expected to undertake investigations so don't worry if you don't know.</i>	
Dates and times of significant events:	
About the alleged abuser, if known	
Name:	
Job position/ role:	
Address, telephone and email contact details:	
About other agencies involved	
Are you aware of any other services or professionals who are involved with the person?	
Name of agency and professional:	
Address, telephone and email contact details:	
Details of involvement and any advice you have received with dates:	
<i>For Designated Safeguarding Officer use only</i>	
<i>DSO name:</i>	
<i>Date, time, venue/ method of initial staff report regarding suspicions, concerns or disclosure relating to safeguarding: Who was present:</i>	
<i>Date, time and venue of Incident Reporting Form handover: Who was present:</i>	
<i>Notes regarding DSO follow up actions:</i>	

Annex 6 – Useful Contacts / Links

KCC Social Services (available 24 hours a day, 7 days a week).

During the day and in office hours: Concern relating to Adults: 03000 41 61 61 or email social.services@kent.gov.uk . Concern relating to a Child: 03000 41 11 11 or email social.services@kent.gov.uk.

Out of hours and in an emergency: 03000 41 91 91

If you think someone is in immediate danger, call 999

Police – Call 101 for information and advice or 999 in an emergency

NSPCC Childline – if you are worried about a child call: 0800 1111 or report directly onto the [website](#)

Action on Elder Abuse – 0808 808 8141 or enquiries@elderabuse.org

Kent Safeguarding Children's Board – 03000 421126 or kscb@kent.gov.uk

Victim Support – 0808 1689 111

Age UK - 0800 055 6112

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TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

26 February 2019

Report of the Chief Executive

Part 1- Public

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

1 KEY VOLUNTARY SECTOR BODIES – GRANT SUPPORT FOR 2019/20

To agree grant support for the financial year 2019/20

1.1 Background

1.1.1 For many years the Borough Council has provided funding to support a number of key voluntary sector bodies who provide support services to residents within the Borough.

1.1.2 We have now reached the end of the third and final year of the agreements and each grant recipient has been asked to submit a brief summary of progress achieved (**Annex 1 and Annex 2**) against the objectives set out in the Service Level Agreements.

1.2 Requirement of the Service Level Agreements

1.2.1 The services offered by each of the organisations should be well known to the Board. The following however, provides a summary:

Advice Services: The key role of the Citizens Advice North and West Kent (CANWK) is to provide advice services on a range of specialist topics. Advice services are available via walk in appointments, by telephone, or via online services. Home visits can also be arranged.

Over the past year CANWK have been able to offer assistance to 1,105 TMBC residents via the telephone advice line. In addition to this, face to face support has been offered to 1,464 residents either at Tonbridge Castle or via one of the weekly outreach sessions in Aylesford, Larkfield and Snodland. A detailed breakdown of the activity of CANWK over the last year is provided in **Annex 1**.

Volunteering Services: Imago provide support for volunteers looking for placements and for organisations needing volunteer assistance in addition to a volunteer driving service focused on the Tonbridge area. Involve provides a similar service for the Malling area.

Over the past year Imago have supported 15 organisations that deliver services in the Tonbridge area including support with fundraising, volunteer promotion, charitable status and networking events. They also provided community transport services via the Dial 2 Drive service which has 29 registered drivers in Tonbridge and Malling and 265 clients.

Involve have focused on recruiting volunteers with additional support needs and continued to promote the community transport provision. They have supported the recruitment of 90 volunteers in Tonbridge and Malling over the past year and communicate weekly with 50 organisations in our area. They have 22 active registered volunteer drivers for the Malling area and have completed 800 journeys to Tonbridge and Malling addresses throughout 2018.

Mediation Schemes: West Kent Mediation Scheme provides services in the Tonbridge area and Maidstone Mediation Scheme covers the Malling area. A range of mediation services are provided including neighbour and family disputes, made either by self-referral or via referrals from partner agencies. They are a key partner in the Community Safety Partnership. A single grant is shared equally between the two schemes.

Over the year they have continues to train volunteers to deal with neighbour disputes and anti-social behaviour within the borough. Their services are offered free to those in the borough who most need it.

Older People's Services: Age Concern Malling offer day care services in West Malling, Addington and Walderslade, providing the opportunity to socialise, engage in activities and receive health care services. The grant they receive supports the transport costs incurred by clients who attend these vital services.

Age UK Sevenoaks and Tonbridge offer a range of services including transport, health and day care, social activities and information services. A trained advisor also assists with a social prescribing service, aimed at reducing the number of people presenting at GP surgeries and A&E departments.

1.3 Legal Implications

1.3.1 To be addressed via Service Level Agreements

1.4 Financial and Value for Money Considerations

1.4.1 For the financial year 2019/20, grants to be set as follows:

CANWK - £95,000

Age Concern Malling - £8,000

Age UK Sevenoaks and Tonbridge - £8,000

Maidstone and West Kent Mediation Schemes - £4,800

Imago - £4,000

Involve - £4,000

1.4.2 The above grants match those awarded over the past three years. A further review of funding will be undertaken for the following financial year (2020/21).

1.5 Risk Assessment

1.5.1 N/A

1.6 Equality Impact Assessment

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

1.7 Recommendations

1.7.1 That the following grants **BE CONFIRMED** for the period 1 April 2019 – 31 March 2020:

CANWK - £95,000

Age Concern Malling - £8,000

Age UK Sevenoaks and Tonbridge - £8,000

Maidstone and West Kent Mediation Schemes - £4,800

Imago - £4,000

Involve - £4,000

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

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

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**Tonbridge & Malling
Borough Council Area Activities
Year to date 2018/19**

Contents

CANWK Services for TMBC residents

Volunteers

Client Profiles

Issues

Outcomes

Advice Together Partnership

Client Case Study

CANWK Services for TMBC residents

Telephone Advice Service:

Our telephone Adviceline service is available Monday to Friday 10am-4pm. Callers speak to trained Advisers who can give advice over the phone and will make face-to-face appointments with generalists or specialists where necessary. This is an extremely convenient way for people to access advice, particularly for those who find it difficult to attend advice sessions, for example due to employment or caring commitments.

In the last year we have supported **1,105 TMBC residents via Adviceline**. This is slightly less than in the previous year (1,125 clients), but broader analysis suggests that some clients are choosing to access drop in face-to-face sessions rather than telephone support, now that this option is available.

Face-to-face Advice Services:

1,464 TMBC residents have received face-to-face advice from CANWK services in the last year.

- Tonbridge Advice Centre, located within Tonbridge Castle

Our main face-to-face advice in Tonbridge can be accessed via an appointment or a drop-in session on the schedule below.

	Rooms Available	Drop-in Session	Appointments
Monday	4 private rooms plus reception desk	10am – 2pm	10am – 2pm (usually 1 booked appointment per week)
Tuesday	3 private rooms plus reception desk	10am – 2pm	10am – 2pm (usually 1 booked appointment per week)
Thursday	Reception desk manned by experienced Adviser	10am – 1pm	Not Available
Friday	3 private rooms plus reception desk	10am – 2pm	10am – 2pm (usually 1 booked appointment per week)

We began offering official drop-in sessions at the Castle in May 2018. Whilst this has presented us with operational challenges (e.g. ensuring we have enough volunteer advisers and appointment spaces to meet demand), it has become an extremely

popular and highly-valued service. Since drop-in sessions began, we have seen a **15-20% increase in the number of clients attending the Castle** compared with the same month in the previous year.

- **Outreaches**

We continue to operate weekly outreach sessions in Aylesford, Larkfield and Snodland.

Client numbers at these outreaches were as follows:

	Grand Total
Tonbridge and Malling Aylesford	31
Tonbridge and Malling Larkfield Libr..	22
Tonbridge and Malling Snodland	26
Grand Total	76

Outreach clients are amongst the most vulnerable, as they cannot reach our main advice centre easily. We have also found that these outreaches are used by people from across the Northern Wards and not just the particular village locations. For example, Larkfield outreach is used by people from 10 different northern wards.

- **Specialist Projects**

In the last year, TMBC residents have benefited from specialist advice and information via the following CANWK projects:

Project	Funder
PATH (Homelessness)	Big Lottery
MISP (Immigration)	Big Lottery
Debt advice and money skills for vulnerable people	Comic Relief
Benefits / Welfare rights specialists	TMBC & Gatwick Foundation
Debt advice	Money Advice Service (MASDAP)
Energy saving and switching advice	Citizens Advice
Budgeting and money skills	LiveWell
HMRC advice	Good Things Foundation
Online digital skills training, including those moving onto Universal Credit. Includes weekly sessions at Tonbridge Jobcentre.	Good Things Foundation
Scams Awareness advice	Kent Police & Crime Commissioner
Smart meters advice for the deaf and hearing impaired	Smart Energy GB

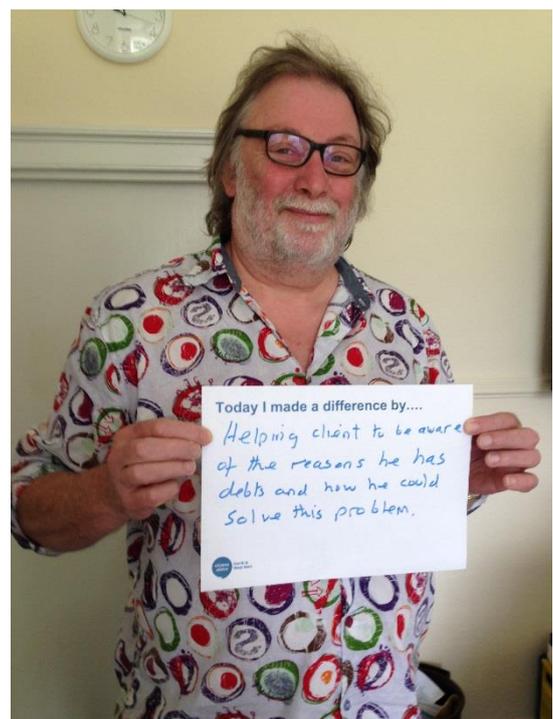
Volunteers

Our services are delivered primarily by trained local volunteers who bring a wealth of skills and experience to our organisation and are committed to delivering high quality advice within Citizens Advice. They are supported by paid staff providing specialist skills, supervision, management and quality assurance etc.

TMBC residents have been supported by 54 CANWK volunteers in the last year. In addition to those completing CitA advice training, we have also been able to offer opportunities for local people in Tonbridge to develop their skills by volunteering in other areas of the organisation including administration, fundraising, community presentations and digital champions. We work with individual volunteers to ensure that their contributions not only support CANWK, but can also support personal ambitions and interests. In the last year, **nine Tonbridge volunteers have entered paid employment**, either within CANWK or elsewhere.

All advice volunteers and staff commit to ongoing training to ensure we continue to provide high quality, relevant advice to local people. During this period, training courses and in-house training topics completed by Tonbridge volunteers and staff include:

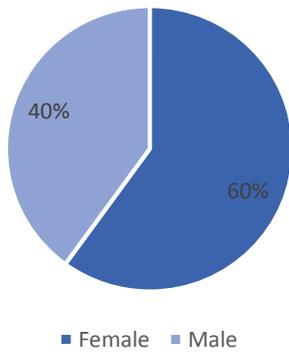
- 2x 3month Adviser Training for new volunteers.
- Universal Credit.
- 'Ask Re' Training (encouraging domestic abuse disclosures from clients).
- Employment tribunals.
- Update training on debt, benefits, housing.
- GDPR
- Working with Tom Tugendhat's office to best support clients.



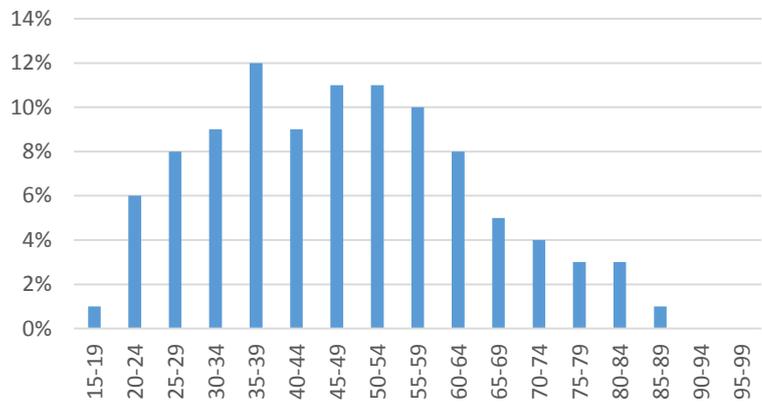
Client Profiles

TMBC residents of all CANWK services in the last year:

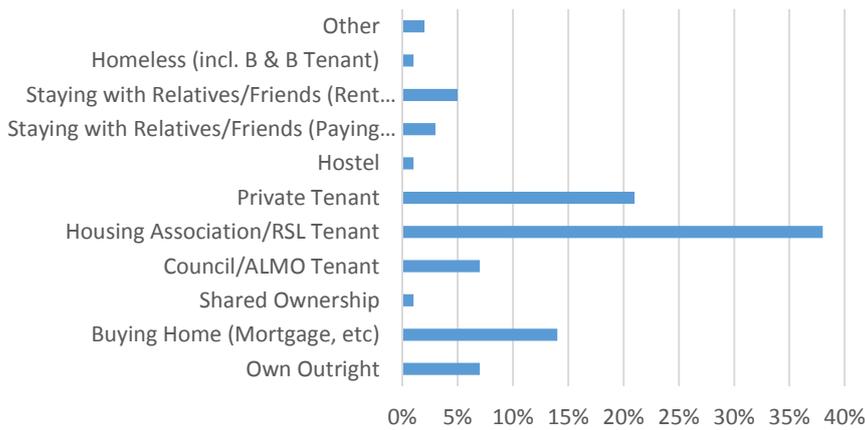
Gender



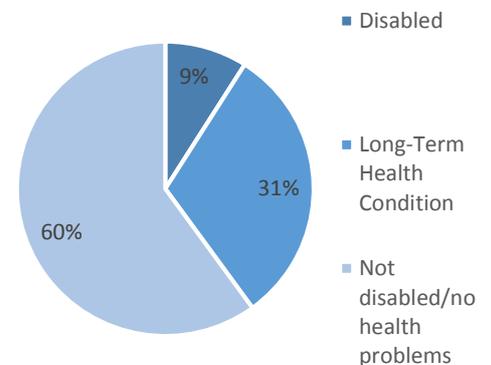
Age



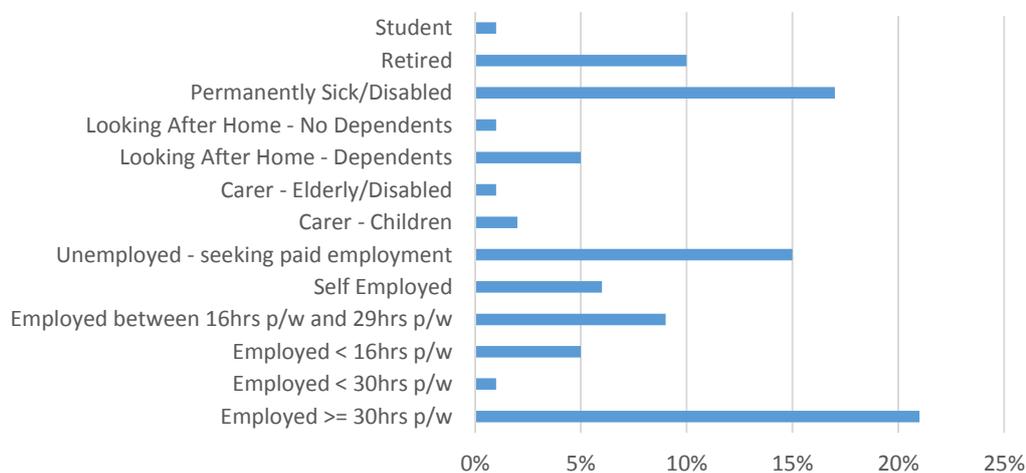
Housing Tenure



Disability/Long Term Health Conditions



Occupation



Client Geography	Clients	% Clients
Aylesford North and Walderslade	71	3%
Aylesford South	105	5%
Borough Green and Long Mill	131	6%
Burham and Wouldham	34	2%
Cage Green	104	5%
Castle	83	4%
Ditton	55	3%
Downs and Mereworth	44	2%
East Malling	88	4%
Hadlow and East Peckham	127	6%
Higham	85	4%
Hildenborough	63	3%
Judd	121	6%
Kings Hill	101	5%
Larkfield North	99	5%
Larkfield South	65	3%
Medway	186	9%
Snodland East and Ham Hill	113	5%
Snodland West and Holborough Lakes	78	4%
Trench	151	7%
Vauxhall	97	5%
Wateringbury	24	1%
West Malling and Leybourne	75	3%
Wrotham, Ightham and Stansted	54	3%
	2,154	100%

Issue counts for TMBC resident clients:

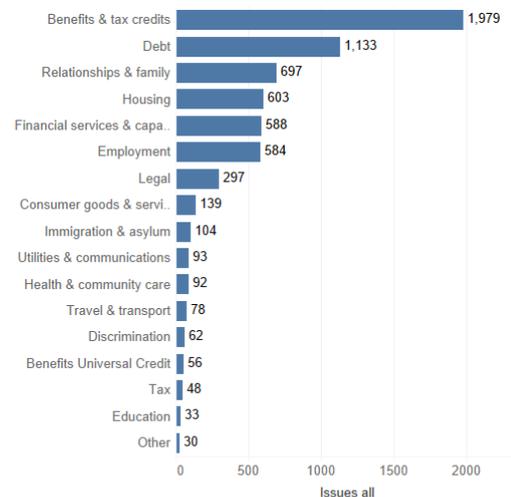
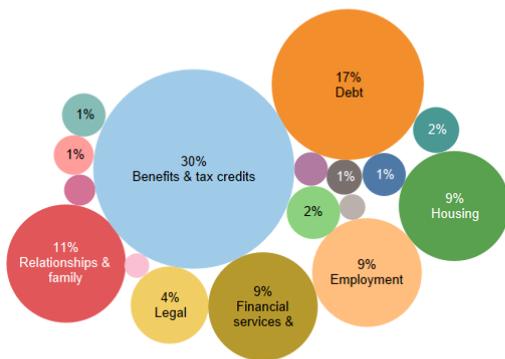
	2017-18			Q1			2018-19			Q3			Grand Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Benefits & tax credits	229	166	185	167	192	154	157	153	159	194	182	119	1,979
Benefits Universal Credit	2	1	2		3	1		9	3	1	7	27	56
Consumer goods & services	15	11	22	8	12	15	13	8	10	8	16	9	139
Debt	186	115	125	122	123	66	103	80	70	71	129	67	1,133
Discrimination	7	3	8	4		9	4		5	15	2	5	62
Education	5	3	1	3	2	5		8	2	2		3	33
Employment	57	41	54	49	39	50	52	44	61	49	66	30	584
Financial services & capability	62	59	46	35	46	33	65	61	46	49	55	44	588
Health & community care	10	6	3	5	9	11	9	13	7	8	6	8	92
Housing	78	58	44	44	50	56	59	57	39	52	45	35	603
Immigration & asylum	5	2	5	11	3	25	19	6	7	9	12	2	104
Legal	32	35	24	23	33	28	31	16	18	23	24	17	297
Other	2	2	3		3	2	2	1	4	3	1	8	30
Relationships & family	69	59	74	75	72	52	66	59	43	65	53	23	697
Tax	1	2	6	3	2	7	8	6	5	3	3	2	48
Travel & transport	16	5	6	3	7	3	3	6	8	5	10	8	78
Utilities & communications	7	4	8	6	5	3	6	4	9	14	19	10	93
Grand Total	783	572	616	558	601	520	597	531	496	571	630	417	6,616

Issues

TMBC residents sought the support of CANWK services for 6,616 issues in the last year. **The most prevalent problems faced by TMBC residents were around benefits, debt, housing and employment.**

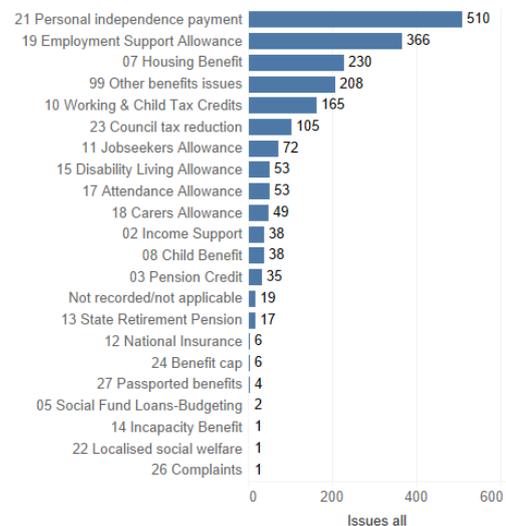
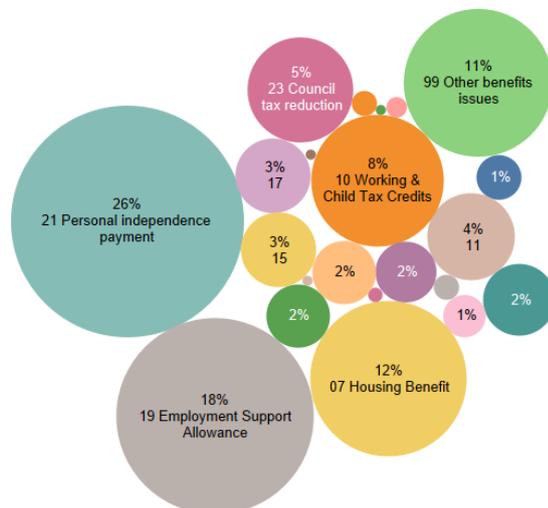
Within the issue of benefits, problems with disability/employment related benefits and housing benefits were the most prevalent. Since Tonbridge and Malling moved onto full service Universal Credit in November 2018 we have seen a steady increase in clients seeking assistance. We now offer a Universal Support service from our Tonbridge office, to assist any individual making a claim. Although demand before Christmas was fairly low, we have seen an increase in new claimants since the New Year. We anticipate demand for this service to grow rapidly over the coming year and have been upskilling our Advisers in preparation.

Part 1 issues %



- Benefits & tax credits
- Discrimination
- Health & community care
- Other
- Utilities & communications
- Benefits Universal Credit
- Education
- Housing
- Relationships & family
- Consumer goods & services
- Employment
- Immigration & asylum
- Tax
- Debt
- Financial services & capability
- Legal
- Travel & transport

Issues (part 1)
Benefits & tax credits



Outcomes

Due to the nature of our work, we do not always get to know the outcomes of our advice, because once a problem is resolved, clients tend to move on quickly. However, of those clients who have kept in contact, **our advice and support has resulted in over £370,000 in financial outcomes for 101 TMBC residents this year** and many more positive results for client's housing, health and wellbeing, life prospects etc.

Financial outcomes summary

	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Income gain	56	48	£185,719	£3,316	£3,869
Re-imburements, services, loans	6	5	£2,275	£379	£455
Debts written off	29	15	£174,491	£6,017	£11,633
Repayments rescheduled	3	3	£25	£8	£8
Other	78	49	£10,708	£137	£219
Grand Total	172	101			

Issues (part 1)

	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Benefits & tax credits	41	37	£171,754	£4,189	£4,642
Employment	3	3	£11,149	£3,716	£3,716
Financial services & capability	8	5	£68	£9	£14
Housing	1	1	£2,478	£2,478	£2,478
Other	1	1	£150	£150	£150
Travel & transport	1	1	£120	£120	£120
Utilities & communications	1	1	£0	£0	£0
Grand Total	56	48	£185,719	£3,316	£3,869

	Debts written off				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Debt	29	15	£174,491	£6,017	£11,633
Grand Total	29	15	£174,491	£6,017	£11,633

Advice Together Partnership

CANWK is the founder member and administrator of the Advice Together Partnership; a group of 30 advice organisations across North and West Kent. Advice Together is a forum for partnership working, sharing ideas and good practices. Along with regular meetings and a quarterly newsletter, we have a shared online secure referral system which enables every organisation to directly refer a client to other suitable support services without risk of the client falling through gaps or failing to get in touch themselves.

Many Advice Together partner organisations operate in Tonbridge and Malling, including Age UK Sevenoaks & Tonbridge, Age Concern Malling, Porchlight, Crosslight, West Kent Mind, Carers First and DAVSS. **Over the last year, 142 TMBC residents have been referred between Advice Together partner agencies.** CANWK has been involved in 91 of these cases, either as the referrer or recipient agency.

**Tonbridge & Malling
Christmas and New Year
Emergency contacts 2018-19**

Emergency Helplines

- Emergency services: 999
- Non-urgent police enquiries: 101
- National Domestic Violence Helpline: Freephone 0800 2000 247
- Samaritans: Call free on 116 123. "For anyone in distress or despair. Samaritans will always be there - all day - every day - even on Christmas Day." Or Email: jobs@samaritans.org

Homelessness

- Porchlight: 24-hour Helpline 0800 567 76 99
- House of Mercy: 01474 329 514 (Edwin Street, Gravesend)
- Crisis at Christmas: 0300 636 1967

Tonbridge/Tunbridge Wells Foodbank

- Neorish Community Foodbank: Operating and delivering as usual except closed Tues 25th Dec. Referrals by agencies only.

Tonbridge & Malling Borough Council

- Kings Hill and Tonbridge Castle Offices and Gateway: Closed Sat 22nd and reopens Thurs 27th Dec. Usual opening hours for remainder of festive period except closed Tues 1st Jan.

Out of Hours / Emergency Numbers

- Tonbridge & Malling Borough Council Out of Hours Number: 01732 844 522 Call this number for dangerous structures, dangerous trees, flooding and other major emergencies, noise, licensing issues, fires and emergency environmental health complaints.
- National Power Cut Emergency Line: 105
- Electricity: 0800 40 40 90
- Gas: 0800 111 999
- Water: The following water companies serve Tonbridge & Malling: * South East Water 0333 000 0365 * Southern (waste water) 0330 303 4368

**Tonbridge & Malling
Christmas and New Year
Emergency contacts 2018-19**

Advice Together Partners

- Citizens Advice in North & West Kent (Tonbridge Office): Closed Sat 22nd Dec, reopens Wed 2nd Jan for telephone advice (0300 330 9001) and Thurs 3rd Jan for face-to-face advice.
- Age Concern Malling: Closed Sun 23rd Dec to Wed 26th Dec. Open 9am-4pm Thurs 27th to Sat 29th Dec then closed until Wed 3rd Jan.
- Age UK Sevenoaks & Tonbridge: Office closed from 9:30am on Mon 24th Dec, reopens Wed 2nd Jan. Daycentre at Hollybush Court in Sevenoaks will be open on Christmas Day (pre-booked clients for Christmas Lunch).
- Carers First: The Carers Hub (0300 303 1555) will be closed from Tues 25th Dec until Wed 2nd Jan. There will however be a skeleton staff over the festive period who will respond to any messages for urgent support. Carers requiring emergency support should contact Adult Social Care: KCC Central Referral Out of Hours: 0300 041 91 91.
- CROP: Closed from Mon 24th Dec until Wed 26th Dec and also Mon 31st Dec and Tues 1st Jan. Service will be open Thurs 27th and Fri 28th Dec (10am-4pm).
- Crosslight Advice (Formerly West Kent Debt Advice): Closed from 12pm on Mon 24th Dec, reopens Wed 2nd Jan.
- DAVS (Domestic Abuse Volunteer Support Service): Helpline 01982 570 538 operating as usual except closed on Bank Holidays (Tues 25th Dec and Wed 26th Dec and Tues 1st Jan).
- Kent Family Mediation Service: Closed from 1pm Fri 21st Dec, reopens Wed 2nd Jan.
- Porchlight: Contact the central helpline over the festive period (details pg.1)
- Royal Agricultural Benevolent Institution (R.A.B.I.): Closed from 4:30pm Fri 21st Dec and reopens Wed 2nd Jan.
- Tunbridge Wells & District Citizens Advice: Closed Fri 21st Dec, reopens Thurs 3rd Jan.
- Tunbridge Wells Samaritans: Open as usual everyday, including Xmas Day.
- West Kent Mediation: Emails and telephone messages will be monitored throughout the Christmas/New Year period.
- West Kent Mind: Office open as usual except closed on Bank Holidays (Tues 25th Dec, Wed 26th Dec and Tues 1st Jan).

CANWK also produces an annual 'Festive Openings & Emergency Contacts' information guide for Tonbridge and Malling, giving local residents information of the opening hours for key community services over the festive period. This is shared on social media, email and via advice partners, and is always well received by the community.

In the last year we have redeveloped our Advice Together website; making it easier for frontline staff to find suitable partner organisations to make referrals to and enabling us to communicate more effectively with partners and members of the public.

In addition to voluntary sector advice organisations, Sevenoaks District Council, the Probation Service and West Kent Housing have joined Advice Together in the last year and are using our online referral system to make and receive client referrals with voluntary sector partners. Advice Together membership is open to any agency involved in advice giving in the area.

Select Language ▼

HOME ABOUT ADVICE TOGETHER NEWS & EVENTS CONTACT US

Looking for Advice? Enter a search term, e.g. "Debt" or "Decreased Mobility" 🔍

Welcome to Advice Together
A West Kent Advice Partnership
Voluntary and community focused organisations working together

Select a category
Choose a category below to narrow down the local Organisation you require

Client Case Study

A client attended the Tonbridge drop in service in December 2018 seeking assistance with a current employment issue. The client is a single male in his thirties with a private tenancy in Hadlow.

He had been working for a food production company in East Grinstead for 9 years, but the company had been bought by a private equity company earlier in the year and merged with another company with a larger, more modern factory in West Sussex. Following the news that the East Grinstead factory was to close, the client had accepted the role at the West Sussex site, however found the travel costs and changes to working conditions would have a significant negative financial impact. His employer made various offers of financial assistance to limit the impact of the move, however these offers never materialised. In the meantime he had bought a car on the basis of the offers made (needed to get to work) and was now concerned about how he could pay for this on top of existing financial commitments. The client was feeling extremely stressed by his situation. He felt his best option was to leave the company, but was not sure if he could afford to do so or if he would be entitled to redundancy pay.

Our volunteer Adviser met with the client to get a full case history and advise the client of his options. Following this discussion we advised the clients that he had rights under TUPE regulations and had a potential case for unfair constructive dismissal. We drafted a letter to the client to send to his employer outlining his grievances. We continued to support the client through several appointments; guiding him through the different stages of his grievance process and the reactions he was experiencing at work. The company did not cooperate initially and throughout this we explained the client's options, drafting correspondence and giving him the opportunity to take his case further.

Eventually we were extremely pleased to hear that the client was successful in dealing with his employer and had been offered a financial settlement and redundancy totalling almost £11,000. This offer was acceptable to the client; enabling him to clear debts accrued by the changes put in place by his employer and giving him a financial cushion whilst he searches for new employment. The client was extremely relieved to find a solution to his problem and have the opportunity to move on with his life. We received the following email from him following his final appointment:

Thank you so much for all your help. It's been a great help - every bit of advice was correct and allowed me to finally get out of a really difficult position. I went back to the Company and felt that I had the confidence to push for more and the Company reviewed my offer and increased it by a little over extra £2,000.

Thank you so much for everything. I hope you can help many others get the correct advice. Many thanks.

Imago

Please see below a summary of activity delivered by Imago across the Tonbridge and Malling Borough during 2018.

Between January and December 2018 we have provided direct one-to-one support to 15 organisations that deliver services in Tonbridge.

The type of support provided includes:

- Organisations were supplied with contacts and information about networking events. Two of the organisations to receive this information were Victim Support and Carers First. The new Volunteer Coordinator for Victim Support was also supplied with potential venues in Tonbridge to meet clients. Another was the Royal Voluntary Service. We provided their Community Engagement and Development Officer with information for a new project that they had developed with Prudential. Their campaign, Bring People Together, involved identifying volunteer co-ordinators to help kick start a range of activity groups and clubs for people in later life. They had identified Tonbridge as a priority area for development so our Community Development Manager helped them to map existing provision and to identify networking groups that would be receptive to a presentation about the project.
- A theatre group that operates across West Kent, is a registered charity and has performed at the Angel Centre was given advice about copyright issues and local funding sources.
- Some organisations received fundraising support including Citizens Rights for Older People, West Kent Mediation, British Red Cross, Level Water and Tonbridge Swimming Club. Headway West Kent was provided with information about local fundraising consultants.
- Several organisations took advantage of our Disclosure and Barring Service checking service.
- Home-Start South West Kent operate in Tunbridge Wells and Tonbridge and Malling. Their trustees were supplied with information about online safer recruitment courses.
- McMillan Crossroads were supplied with a directory of services for older people in west Kent
- Art Without Boundaries is a newly formed charity (registered no. 1181028) that has taken over the responsibility from Kent Music for running music workshops for disabled people. We advised them on Charity Commission registration and offered them a payroll service.
- Several individuals were given advice on how to start a charity and the different legal forms that could be adopted.
- Our Community Development Manager sits on funding panels for the Linda Hogan Community Fund and Kent Community Foundation that benefit Tonbridge based organisations.

In addition:

- We produce monthly newsletters. Our Imago monthly newsletter is distributed to voluntary and public sector organisations some of whom are Tonbridge based.
- We also produce monthly Volunteer Centre newsletters comprised of local volunteering opportunities. This is distributed to 305 individuals in west Kent 86 of whom have addresses in Tonbridge.
- We organise networking events for Volunteer Coordinators 3 times a year.
- We promoted volunteering at the West Kent College careers fair, Help Me Out event (at the Six-In-One Club), Hadlow College Fresher's Fayre and the TN10 Partnership meeting
- We promoted Carers Week in Sainsbury's in Larkfield
- We also worked with Stronger Kent Communities to deliver a Volunteer Fair which was held at the Angel Centre on Saturday 22nd September
- We provided information to 5 thematic groups – the West Kent Young Peoples Provider Forum, the West Kent Older Peoples Provider Forum, the Community Groups Network, the Disabled and Sensory Impaired Network and the Volunteer Coordinators Forum.
- Our Dial 2 Drive Community Transport service has 29 registered drivers in the Tonbridge and Malling area and 265 clients. We partner with Free Cakes for Kids Tonbridge to supply cakes for clients with milestone birthdays. In 2018 we delivered cakes to 8 clients – all of whom were aged 90!

Involve Kent

Involve Kent - Report to Tonbridge and Malling Borough Council 2018

Involve Kent has an SLA with Tonbridge and Malling Borough Council to provide support around volunteering in the Malling area of the borough, for a grant of £4000. During 2018 we have been proactive in recruiting volunteers with a focus on those with additional support needs, taking referrals from support agencies as well as self-referred individuals. We have continued to develop community transport provision in the area with a good responsive coverage now available. We have proactively promoted volunteering through work with GPs and other partners, through newsletters, leaflets and press releases.

Our shop unit in the Mall, Maidstone, continues to be a prominent part of the community, with over 300 people visiting every month. Residents from Malling are able to access a number of groups and activities at the Involve hub and are able to find out about volunteer opportunities either with Involve or elsewhere in the community. On average we receive 15 volunteer applications through the shop alone each month. In addition to this, volunteers apply directly to the service, through the website or through Do-it.org.

In the later part of 2018 we begun mapping community assets across West Kent, including Malling, including our existing and new contacts. These organisations, services and groups will be added to our online directory, Connect Well, which will be used by both Involve Coordinators and the wider public. The introduction of Connect Well will have a positive effect on organisations and groups in West Kent, including Tonbridge and Malling, firstly in that it will increase referrals and secondly, organisations will have access to a £25,000 grant fund to use towards groups, services and activities. When organisations sign up to the

directory they are offered a free organisational healthcheck through a partner which offers support in policy and procedure, including volunteering advice.

Reporting on the specifics in the SLA for 2018;

- **Recruiting volunteers who reflect the demographic makeup of the district, and including volunteers who have experienced need for support from voluntary or statutory services.**

We have supported the recruitment of **90 volunteers** in Tonbridge and Malling over this period

We have supported volunteers from the district into a wide range of volunteer activities during this period. At time of writing there were 45 *we actively engaged in volunteering*

1 allotment
 1 cancer support
 6 creative members
 4 GI
 9 OPS volunteers
 22 Volunteer drivers
 2 shed

- **Matching volunteers to opportunities within volunteer involving organisations**

We support **50 groups/organisations** based in Tonbridge and Malling communicating weekly. We are able to refer volunteers to these via social prescribing and standard referral routes (through the shop, online, direct contact).

Our Volunteering and Engagement Officer, based in the Involve Shop, takes volunteer enquiries and signposts either to an Involve project or an alternative in the applicants local area. Using our database of organisations, volunteer applicants from Tonbridge and Malling are able to be successfully signposted to an organisation in their local area.

- **Providing support for individual volunteers, particularly those facing barriers to volunteering e.g. through age, disability, culture, income etc.**

Volunteers are supported not only in their roles, but to access other opportunities. Our dedicated Volunteering and Engagement Officer offers 1-2-1 support, working with volunteers to create a progression plan. Volunteers are given information and/or support around education and training, further volunteer opportunities and full time work, amongst other things.

Involve have a partnership with Community Learning and Skills who offer free training courses which include health & safety, assertiveness, mindfulness and IT skills. Courses run throughout the year and if volunteers need assistance getting to the venue due to confidence concerns, the V&E Officer can meet and accompany them to their course.

Involve run monthly meet ups for all volunteers across the organisation. This provides an opportunity to meet other volunteers from different projects, building social skills and bringing together a diverse range of people. Each meet up has at least one guest speaker to give information, these have included CAB, Samaritans, South East Water, Communigrow, RBLI and Think Action. For the final meet up of the year volunteers enjoyed a Christmas dinner and a mindfulness session which prepared them for the stress of the holiday period.

Supported volunteering has grown and developed to include opportunities in art, craft, woodwork and retail. Involve also have a close partnership working with Job Centre Plus and have presented information to job coaches throughout the year and have attended a JCP event, 'Women into Work'.

Some volunteers are receiving very intensive 1-2-1 support, for example:

- A new volunteer from East Malling has signed up to join the allotment. They have paranoid schizophrenia and can feel very anxious. They feel very isolated and lonely and would like to build on social skills
- A volunteer from Aylesford with significant deteriorative medical conditions who is wheelchair bound is currently being supported to take a leading role at a knitting group due to their previous experience in teaching maths in prisons to prisoners
- A volunteer from Watlington whose mental health prevents them from working was offered support in their appeal to DWP when there was a change in their benefits. The appeal was successful and the volunteer is now feeling less stressed and has become more confident in their volunteer role. They are now building up to become a 'volunteer buddy' for new volunteers
- A volunteer from Ditton who joined was feeling very low in confidence and has now been able to attend training courses including Basic Life Support and social events. They are now benefiting from improved confidence and have taken on an additional volunteer placement within the community
- A volunteer from Ditton who was attending an Involve mental health support group also started attending an Involve craft group. Their confidence has improved and they have now taken on additional volunteer work
- A volunteer from Snodland with serious criminal convictions was supported into volunteering in the Involve shed. Through this they also accessed Mindfulness and Basic Life Support courses and were offered advice around housing
- A volunteer from Snodland who is new to the area and has a previous conviction was supported into becoming a volunteer befriender for older people

Case study of Alex, from Hadlow – a supported volunteer who is currently placed in the Older Persons Service office:

When Alex left University a few years ago, he was not in a great place. Alex has struggled with anxiety and depression for most of his life and during his last year of his university course things seemed to get worse and Alex ended up leaving university without completing his degree in 3D modelling and animation.

Alex spent the next couple of years in a very dark place, becoming very isolated and not seeing anyone. With some support from his mum Alex sought help and was diagnosed with Asperger's and an overreactive response to anxiety.

Alex slowly started to look at how he could get back into work and what was available to help him with this. Through KCC Supported Employment Alex was able to find and secure a volunteer placement with Involve Older People.

Alex has been volunteering with Involve for about a year and helps with administrative tasks, including data entry, shredding and general office admin tasks. Alex is growing in confidence every day and has changed from a quiet shy young man into a confident and friendly member of the team.

With the help of the Volunteering and Engagement Officer at Involve, Alex was encouraged to sign up to a Response course in Confidence & Self-Esteem. The benefits of this course have been noticeable in the office, with many staff commenting on how much more personable Alex has become since completing the course. Alex has also completed a 3-week course with the Princes Trust to develop skills in IT and programming, further improving his interest in computing.

Benefits to volunteering:

- Alex feels that volunteering with Involve has given him some much-needed structure to his day
- Volunteering helps Alex to get up in the morning and gives him a work like experience
- Alex has grown in confidence since he has been volunteering with Involve
- Alex feels that volunteering has given him a foot on the employment ladder and expanded his ability to deal with social situations

Future Goals

- In the long term Alex hopes to get a job and would like to work in computer programming or office admin

- **Promoting, stimulating and encouraging local interest in volunteering and community activity**

Involve have delivered/attended the following events in Tonbridge and Malling:

- Carer's Forum held in Ditton 15 November 2018 - 51 Carers Attended. Volunteering talk by Time for Dementia
- Work with GP surgeries in Malling area around The Carers Register
- 2 talks given at Heart of Kent Hospice
- Carers Week promotional stand at Sainsburys Aylesford
- Oncology Health and Wellbeing day at Ditton Community Support Centre
- Attended Pensioners Fair organised by Tracey Crouch MP
- Falls Prevention Classes delivered in Snodland (36 week programme)
- Presentation to Rotary club about services including volunteering – members from Malling
- Working with staff from MacMillan Cancer Service at Crossroads

- **Promoting existing volunteer driver schemes within the area**

There are **22 active registered volunteer** drivers in the Malling area. Community Transport users rely on this busy service to help them get to GP appointments, hospital appointments, social activities and even to the hairdressers.

The Community Transport service doesn't just benefit clients, it also helps to support volunteering, for example Involve Older People has a volunteer befriender who uses a volunteer driver to visit their befriender.

There are 14 venues in Tonbridge and Malling that drivers regularly drive clients to. 311 Older People's Service/Community Transport Service clients are from Tonbridge and Malling. In 2018 there were over **800 journeys** to addresses in Tonbridge and Malling.

- **Promoting good practice within organisations involving volunteers by providing support and information.**

Information is distributed weekly in the 'Digest' newsletter – now with over 1000 contacts receiving the Digest. The Digest includes events, news, training and vacancies.

Involve organise and facilitate quarterly VCS Focus Groups – topics have recently focussed on social prescribing and health and wellbeing. At a VCS FG in December, organisations were given information about a 'free organisational healthcheck' being offered across Kent, which they can access for advice around policy and procedure amongst other things.

Involve maintains relationships with 50 organisations across Tonbridge and Malling and are able to offer support and signposting to these groups when required.

- **Working in partnership with statutory, voluntary and private sector agencies including specialist groups to develop local volunteering opportunities**

A strong relationship has been built with CommuniGrow, a gardening project in Ditton. In July, a group of 8 supported volunteers from Involve went to visit to learn about the project and volunteering opportunities. 2 volunteers have now started volunteering at the project and there are plans for regular visits for Involve volunteers to go to CommuniGrow to volunteer. We have purchased supplies from CommuniGrow for our Allotment project and a gardener from the project will be visiting Involve to offer advice and training to volunteers. CommuniGrow and Involve are starting to work together to look at offering formal qualifications to volunteers.

Involve work with RBLI to promote their work programmes to supported volunteers. A close relationship with RBLI has allowed for referrals across both organisations, with many RBLI service users accessing courses run by Involve and Response.

We are working with Snodland Practice to develop volunteer opportunities for patients – roles will include befriending and driving, offering practical and emotional support to other patients. Patients interested in volunteering elsewhere will be supported by the Involve Coordinator based in the practice to find a suitable opportunity using Do-it.org.

- **Liaising with local organisations, including parish councils and other voluntary groups to promote services**

Contact is maintained through regular newsletters promoting volunteering and other community initiatives.

Organisations are being added to an online directory, Connect Well. This directory is free to join and due to being online, is publicly visible to all. Although designed for Involve

coordinators to use to refer patients from GP practices, the directory can also be used by others to seek information about organisations and services in their area.

An Involve coordinator is based in the Snodland Practice and will work 1-2-1 with patients to help them access groups, activities and volunteering.

- **Providing information through the Involve Kent website and online directory**

The website is regularly updated alongside the new Connect Well directory, www.connectwellwestkent.org.uk. Volunteer opportunities are now advertised on Do-it.org. Social media is now a key communication tool with 2454 'followers' and frequent updates. Volunteer opportunities are advertised in GP practices including Snodland.

- **Participating in local, regional and national campaigns, either individually or in partnership with other providers**

Campaigns include; Volunteers Week, World Mental Health Day, Carers Week, Carers Rights Day. Attending the Maidstone Mela to give information about Involve.

- **Providing input into strategic development of volunteering locally, regionally and nationally**

Involve have maintained a relationship with Stronger Kent Communities, providing support in accrediting organisations applying for the REVAMP award. REVAMP is a quality mark designed to recognise good practice in volunteer management and was co-developed by Involve and SKC. Organisations from across the county are encouraged to apply and RBLI, based in Malling, have recently applied for their 2nd year of the award.

- **Carrying out DBS checks on all volunteers, working in Involve Kent, who work with vulnerable adults**

All volunteers and staff working with vulnerable adults are DBS checked, and a DBS check service is offered across the Malling area enabling local groups to check their staff and volunteers.

- **Acting as an umbrella body for DBS checks for all Voluntary Organisations**

We continue to act as umbrella body for DBS checks and promote the service widely.

Moving forward 2019 onwards

- Continue to focus on supported volunteering for isolated and disadvantaged people rather than generic brokerage (now done via Do-it.org).
- Encourage individuals to volunteer through new Social Prescribing project, Connect Well. Volunteers will be recruited by local practice (Snodland) to volunteer to support other patients from their practice as well as start/run community groups and activities
- Develop a volunteering drop-in in Malling offering advice, support and guidance to organisations and individuals

Mediation Schemes

Report on the work of Maidstone Mediation Scheme (MMs) and West Kent Mediation Scheme (WKMS) in relation to the SLA 2016-19.

These are the combined number of referrals 38, to both mediation services from March 2018 to date.

- 15 Neighbour/community cases
- 11 parent and teen cases
- 2 family cases
- 10 Anger Management courses.

Maidstone Mediation and West Kent Mediation continue to train and 2 cohorts of new volunteers on a yearly basis. We have adjusted our training to meet the changing needs of the community; they are trained in mediation skills to deliver a mediation service to the residents of Tonbridge and Malling, to deal with neighbourhood disputes and problems of antisocial behaviour within the borough. We train our volunteers to work with families and the issues that arise in the home, to prevent them from being made homeless, sofa surfing and presenting at TMBC as homeless. We also work with families when there has been Adolescent to Parent violence and the threat of homelessness, residents/ parents ask for our support and help which prevents their children entering into the criminal justice system. We are also able to offer Anger Management courses to any resident from the age of 12 through to adults; sometimes this need had been identified through the mediation process.

All of our work takes away some of the burden off the statutory agencies; preventing, responding and resolving the common issues in the community. Statutory agencies are working at crisis levels; Police, Housing providers, the Council and Early Help preventative services. If the two mediation services did not exist, the burden on those agencies would increase exponentially.

We are able to offer a free service to those in the borough who most need it. In June 2016 MMS achieved the Restorative Justice Quality Mark for Best Practice from the Restorative Justice Council (RJC.) Our policies, procedures and practices were scrutinised by the RJC, we were very proud to be one of the first organisations in the country to achieve the Quality Mark.. In 2017 West Kent also achieved the RJC quality Mark. Staff and volunteers have had the most recent Safeguarding training from KCC; we are also GDPR compliant as of 25th May 2018.

We continue to receive referrals from all agencies as suggested in the SLA as well as self referrals thus making the service available and accessible to all members of the public. Our administrators report back to the referrer during the course of the referral and when the case has closed. At the end of each financial year a report is sent which outlines the work that we have achieved including evaluations.

The Mediation services regularly attend the TMBC meetings, e.g. the TMBC CSVG, The TMBC DA forum, and Strategy group meetings. We attend any training that is offered to us e.g. Prevent training and also offer training to TMBC staff. We constantly remind agencies of the referral process and about our service.

Age Concern Malling

Tonbridge and Malling Borough Council
Transport Services Age Concern Malling 2017/18

Day Care services are offered at Rotary House, West Malling, Addinton and Walderslade. A total of 416 Day Care Sessions were held over the period 2017/18 providing 4,992 individual transportation to the Day Care Centres. The Day Care service offers clients the opportunity to socialise, make friends and engage in numerous activities including seated exercise classes, quizzes and entertainment. Foot care, hairdressing and bathing services available at Rotary House. Dedicated Dementia Day Care is provided six days a week at Rotary House West Malling. At Age Concern we have 6 mini buses and 1 Kangoo which can accommodate 1 wheelchair and two additional passengers. The transport is used to convey clients to Day Centres, outings, assisted shopping trips and Medical Appointments. In 2017/18 Age Concern Malling made 4,992 individual pickups for transporting to Day Centres equating.

Client Benefits and Outcomes

Many of the clients utilising Age Concern Services would not be able to attend without assisted transport. As such transport is an essential component of service provision. The transport service is a life line in reducing isolation and maintaining independent living. The Age Concern Services aim to reduce emergency admissions to hospital and delay the need for residential care provision. The majority of the transport trips include escorts to ensure the safety and well-being of the clients, many of whom require assistance in moving from their accommodation to the transport. The Transport is not only moving an individual from point A to B, it is the experience itself, being in the company of others and enjoying the journey and the surroundings. Such journeys stimulate conversation and reminisces.

For the relatives and carers of our clients, utilising the services at Age Concern Malling, the services give vital respite from caring duties and the opportunity of personal time.

Transport Costs

The motor vehicle expenses based on the 2017/18 Accounts were £56,567.12, some of which is offset by client fees and of course the contribution from Tonbridge and Malling Borough Council. The difference is incorporated in the overhead of the organisation through voluntary contribution. Further funding will need to be sought to maintain the service.

Penny Nicholls
CEO
Age Concern Malling
January 2019

Age UK Tonbridge and Sevenoaks

The services that we provide in Tonbridge have been in high demand by local older people. And we have seen an increase in the number of clients for all of the services.

- Information and advice service has continued and we have provided sessions in our office at Bradford Street and home visits throughout the Tonbridge area. Many of the requests for assistance are for the completion of Attendance Allowance forms, PIP, Pensions Credit and other benefits, blue badges and other issues that clients are having difficulty with. The team of 2 staff and 4 volunteers assist with all requests and are highly trained to deal with many issues and problems. We are proud to announce that we have just been fully audited for the renewal of the Advice Quality Standard and have been awarded the quality mark for the next 3 years.
- Advocacy Service- Annette Davies and Julie Button our two advocates finalised their studies and have been awarded the City & Guild Level 3 Independent Advocacy Diploma. The service has assisted clients with issues ranging from tribunal appeals, panel meeting with KCC, disputes with landlords, NHS complaints, ombudsman complaints, family issues and safeguarding issues. The nature of the casework can be extremely complicated and time consuming, but good outcomes have been reached.
- Townlock Day Centre -The daycentre continues to be a place of welcome for older people, to enjoy a day out, with company, together with a hot lunch and activities. For many of the clients, it is the only outing out each week and for some, it is the only home cooked meal. We currently have a waiting list of 6 people to attend. We currently have 22 people booked to attend each day.

Activities include quizzes, word games, short mat bowls, craft and exercise classes, together with outside entertainers who come along to sing, play instruments, read poetry and local schools. Transport is provided for the clients to attend.
- Befriending – An increase in the number of volunteers has enabled us to increase the number of older people who get a weekly befriending visit. Around 45 clients are on the books and we have 35 volunteers who give their time to provide this worthwhile service.
- The Independent Living Support Service assists 62 clients in the Tonbridge area, providing over 100 hours per week on housework, shopping and general support. With the help of the service older people are able to remain independent for longer and in their own homes.
- Bradford Street Lunch Club, continues to flourish each month and is at full capacity, with around 45 people attending. Sadly we have not yet found

additional volunteers to run the service fortnightly, but we will continue to seek volunteers throughout 2019.

- Counselling Service continues and we now have an additional counsellor to assist with sessions. The Counsellors will assist with a wide variety of issues including relationships, bereavement, health issues and loss of independence.
- Knit and natter craft group, meet weekly and produce many items for sale ready for our bazaar, around 25 ladies meet each week. Many are carers and this is an opportunity to meet with others.
- Coffee mornings are held weekly at Bradford Street, we have anything from 20-30 people attend. Some of the attendees have dementia and come along with their carers, this is a welcome break for some and a chance to socialise and to receive support.
- Podiatry and Footcare services are provided from our Bradford Street clinic, We welcomed an additional podiatrist during the early part of 2018, to add to the number of sessions that we can provide each week and to reduce our waiting list. Already these additional sessions are well booked and almost full.
- NHS Hearing Aid batteries are issued at our Bradford Street Office.
- Your Home Advisor - Funded by TMBC this is a new project where we have a trained advisor working out of a local Tonbridge GP Surgery and our offices, providing assistance with Social prescribing, housing and advice. The project is funded by the Better Care Fund monies which has been given to local authorities by the Public health, to help try to reduce the number of people presenting at GP surgeries and A&E departments.

Age UK Sevenoaks and Tonbridge have been awarded the following quality awards;

- ISO90001
- Advice Quality Standards -AQS

GSC.

7/1/19

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TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

26 February 2019

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

Part 1- Public

Matters for Information

1 LEISURE TRUST UPDATE

Summary

This report reviews the recent performance of the Tonbridge and Malling Leisure Trust and updates on the major capital plan scheme for Larkfield Leisure Centre, commencing later this year.

1.1 Background

1.1.1 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.

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

1.2 Review of Performance

1.2.1 The latest Annual Service Delivery Plan updates on the second quarter and covers the period from 1 July to 30 September 2018 **[Annex 1]**. This is accompanied by the balanced scorecard of key performance indicators **[Annex 2]**.

1.2.2 Fitness usage is currently below target, although as previously reported this is mainly a result of the later than anticipated opening of the new facilities at Larkfield Leisure Centre. The entry of new competition in Tonbridge has also contributed to a dip in usage for fitness at the Angel Centre. It is encouraging to

note that Larkfield Leisure Centre's fitness usage for quarter 2 has showed profiled performance now the new facilities are fully open.

- 1.2.3 Swimming usage continues to be ahead of target with the exceptionally good weather in the early summer increasing swimming usage at Tonbridge Swimming Pool.
- 1.2.4 Courses have remained buoyant, with the swim schools at Tonbridge Swimming Pool and Larkfield Leisure Centre registering in excess of 2,250 children attending each week.
- 1.2.5 Customer feedback remains positive with the Net promoter score and Viewpoint scores high across all sites.
- 1.2.6 The BEE Customer Experience training programme was trialled in 2017/18, to offer the Trust staff further Customer Service skills, but based on staff feedback the Trust have chosen not to deploy it again in 2018/19 hence its removal from the balanced scorecard.

1.3 Larkfield Leisure Centre – Ventilation Refurbishment, Boiler and Roof Replacement

- 1.3.1 The existing ventilation system and boilers serving the leisure pool hall were installed in 1991 and 1981 respectively. A number of operational issues have been brought to the Council's attention relating to their poor performance including poor environmental conditions, excess heat, undesirable smells and condensation leading to slips, trips and falls.
- 1.3.2 An external specialist has undertaken a review, concluding that both items of plant have come to the end of their effective life, and do not operate at current energy efficiency standards. Replacement will ensure that the Leisure Centre operates reliably and efficiently in the future and protects the Council against unforeseen Loss of Income claims from the Leisure Trust due to failure of this plant and centre closure.
- 1.3.3 A Capital Plan Evaluation was taken to and approved by Members of the Finance, Innovation and Property Advisory Board on the 3 January 2018. The ventilation refurbishment and boiler replacement scheme is to now form part of a major programme of works in 2019/20 and the budget increased by £445,000 to £950,000 following a detailed assessment by consultant heating and ventilation engineers.
- 1.3.4 The existing barrel vault roof in the leisure pool hall has also reached the end of its useful life and the Council intends to replace it at the same time as carrying out the ventilation and boiler work at an estimated cost of £450,000. Linked to this, following a survey of the internal roof elements it has been recommended that the treatment of the internal roof metal supporting structure (space frame) has started to deteriorate and requires re-painting at an estimated cost of £250,000.

- 1.3.5 Feasibility and technical design work has taken place since the previous report to this Board, identifying some enabling works which were undertaken during December.
- 1.3.6 The Council have established a project group to deliver the scheme, which includes representation from the Leisure Trust, meeting regularly to determine the best options moving forwards.
- 1.3.7 The main works are proposed to commence in September 2019 and be complete by February 2020. The proposed programme of works has been established following close liaison with the Leisure Trust and will involve some facility closures, particularly the leisure pool, though aim to minimise disruption to centre users and loss of income to the Trust.

1.4 Legal Implications

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

1.5 Financial and Value for Money Considerations

- 1.5.1 The transfer to the Leisure Trust has made a significant contribution to the Council's savings, and further savings were made following the review of the Service Fee from the 1 April 2018. The financial performance of the Trust continues to be positive.
- 1.5.2 Subject to Council approval on 19 February 2019, a major programme of works is to be carried out at Larkfield Leisure Centre in 2019/20 over a six month period at a cost estimate of circa £1.65m. A very early estimate of the associated loss of income claim is circa £1.0m to be funded in large part, as reported during the budget setting process, from the removal of 'negative RSG' in 2019/20.

1.6 Risk Assessment

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

1.7 Policy Considerations

- 1.7.1 Asset Management, Community, Healthy Lifestyles, Young People.

Background papers:
Nil

contact: Stephen Gregg

Robert Styles
Director of Street Scene, Leisure & Technical Services

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ANNUAL SERVICE DELIVERY PLAN

1 April 2018 to 30 September 2018



INTRODUCTION

Tonbridge & Malling Leisure Trust entered a 20 year Management Agreement with Tonbridge & Malling Borough Council to operate the Council's major leisure facilities in the Borough in 2013. Delivery of the service is defined in 5-year tranches with a new Five Year Business Plan and Service Fee approved and agreed to commence on 1 April 2018.

The Annual Service Delivery Plan (ASDP) has been re-designed concurrent with the second 5-year period of the contractual arrangement and is focused on key issues facing the Trust over the next 12-month period. In order to meet the monitoring requirements of the contract and ensure the Council's desired outcomes are achieved the ASDP also outlines a broad range of Key Performance Indicators. These will be managed as a Balanced Scorecard with four interdependent perspectives providing a single score of the overarching performance against the Trust's vision and mission statement outlined in the Five Year Business Plan.

The ASDP will continue to be supported by specific action plans related to Health & Wellbeing, Environmental Management, Marketing and Health & Safety.

KEY OBJECTIVES

The Annual Service Delivery Plan Key Objectives are contained in the table below

2018/19 Annual Service Delivery Key Objectives	
1.	<p>Aim: Implement a Corporate Risk Register</p> <p>Action: Develop a risk-assessed approach to identified external risk factors. Introduce a register that identifies, examines and rates risk based on severity and likelihood of individual factors that could threaten the viability and stability of the Trust. Categorise risks and identify an 'owner' at EMT level of each risk factor responsible for ensuring existing controls are effectively managed and additional controls are implemented where possible.</p> <p>EMT Lead: Chief Executive</p> <p>Timescale: 31 October 2018</p> <p>Desired Outcomes: An approved Corporate Risk Register that is reviewed annually. Increased awareness and protection against identified corporate risks.</p> <p>Progress: Initial meeting held with SMT. Outline template considered. Revised Business Continuity Plan drafted. Timescale slipped to Board report in Q4.</p>
2.	<p>Aim: Re-development of the Angel Centre</p> <p>Action: Work with architects and development partner to produce options for the phased re-development of the Angel Centre in line with TMLT Five Year Business Plan. Produce a finalised report for the Trust Board and Council outlining development options, business case and identifying funding options.</p> <p>EMT Lead: Chief Executive</p> <p>Timescale: 31 March 2019</p> <p>Desired Outcomes: Phased re-development plan for the Angel Centre agreed and approved by TMBC. Cost certainty design and build contract offer. Funding identified. Full business plan identifying future revenue growth projections. Contract start date identified.</p> <p>Progress: Draft proposal identified and submitted to ALS for initial costings. Study trip completed and revised options referred to architect. Business case analysis to be completed in Q3 – target presentation to TMBC in Q4.</p>
3.	<p>Aim: Tender for contract to manage Leybourne Lakes Country Park.</p> <p>Action: Form working group to respond to tender invitation including legal advice as required. Assess management resources required and potential delivery partners to complete Master Plan proposal. Assess financial and commercial benefits. Identify investment opportunities and funding potential.</p> <p>EMT Lead: Chief Executive</p> <p>Timescale: Programme determined by TMBC</p> <p>Desired Outcomes: Tender win. Integration of LLCP into existing management structure and operational delivery. Delivery of Master Plan. Engage with TMBC in capital investment programme for LLCP.</p>

	<p>Progress: Awaiting report to CHAB in July 2018 and invitation to tender from TMBC. Tender documents still awaited – likely slip to Q3/4.</p>
4.	<p>Aim: Launch of Larkfield Leisure Centre gym and studio re-development.</p> <p>Action: Maintain engagement with delivery partner and capital development project team. Engage with equipment suppliers for transition arrangements. Lead internal project team in respect of design and delivery of operational services. Implement sales and marketing strategy. Arrange formal opening.</p> <p>EMT Lead: Chief Executive</p> <p>Timescale: 1 July 2018</p> <p>Desired Outcomes: Project completion on time and on budget. Growth of group exercise programme including Les Mills Immersive programme. Successful gym equipment temporary arrangements and installation. Meet pre-sales target. Successful launch/opening event. Meet overall Year One financial target.</p> <p>Progress: Project completed 4 May (Phase 1) and 18 June (Phase 2). Temporary arrangements in place during equipment installation. Official opening 29 June 2018. Launch sales strategy implemented. Group exercise programme incorporates 212 classes per week and will be subject to regular review. Financial performance monitored through balanced scorecard and management accounts.</p>
5.	<p>Aim: Develop tactive150 programme</p> <p>Action: Review existing Health & Wellbeing Strategy and three-year action plan. Consider growth of health and wellbeing resources related to existing staff maternity leave and revised management arrangements. Develop links to range of external partners. Improve links to TMBC healthy living team and One You programme.</p> <p>EMT Lead: Chief Executive</p> <p>Timescale: 31 March 2019</p> <p>Desired Outcomes: Approved three-year action plan 2019 – 2022. Regular liaison with TMBC healthy living team. Review of GP Referral and weight management services. Development of strategic Partnership Plan. Increased tactive150 programme and attendances</p> <p>Progress: Draft action plan in progress – to be presented to Board in Q4. Resources planned to increase from Q3 to full time equivalent. Review of Referral programme complete. tactive attendance figures being monitored.</p>
6.	<p>Aim: Compliance with General Data Protection Regulations.</p> <p>Action: In order to comply with the introduction of the new regulations which come into force on 25 May 2018 it is proposed to utilise external consultants to undertake an audit and provide a report against which an action plan can be produced. It will be incumbent upon the Trust to work with third party suppliers of IT, digital and other services to ensure a robust policy and operational approach.</p> <p>EMT Lead: Head of Business Development</p> <p>Timescale: 25 May 2018</p> <p>Desired Outcomes: An approved Data Protection Policy.</p>

	<p>Transparent and auditable management of data in accordance with the regulations. Staff trained to ensure compliance with the Policy. Confidence in third party supplier compliance.</p> <p>Progress: Audit action plan in place. Monthly team meetings to progress. Position at 25 May 2018 compliant. External DPO appointed. Training to be delivered through MJG Consulting and online Nexus.</p>
7.	<p>Aim: Revise pay and contract strategy</p> <p>Action: Re-assess ongoing impact of NMW and NLW. Review existing contract arrangements and assess operational and financial impact of removal of variable hours contracts in favour of permanent contracts wherever possible in liaison with specialist legal advice. Review existing casual and permanent pay scales.</p> <p>EMT Lead: Head of Business Development</p> <p>Timescale: 31 December 2018</p> <p>Desired Outcomes: Approved approach to pay and contract strategy for 2018- 2023. Financial assessment of revised strategic approach. Best practice approach to contract arrangements. Improved recruitment and retention rates. Improved staff satisfaction results.</p> <p>Progress: Not progressed in Q1/2.</p>
8.	<p>Aim: Review HR function.</p> <p>Action: Review and determine current requirements including administrative, strategic and advisory needs. Review market opportunities for outsourced advisory services. Review current resources, qualification and expertise and consider structural review to incorporate permanent role. Investigate HR software options.</p> <p>EMT Lead: Head of Business Development</p> <p>Timescale: 30 June 2018</p> <p>Desired Outcomes: Approved HR strategy for 2018-2023. Access to expert HR advice and legislative change. Improved management of HR administration.</p> <p>Progress: HR Manager appointed in Q2. Strategic approach under development.</p>
9.	<p>Aim: Implement new telephony arrangements across all sites.</p> <p>Action: Review existing arrangements at all sites. Investigate market and identify potential suppliers. Liaise with IT providers as required. Assess capital cost in liaison with TMBC and capital renewals provision. Identify potential for centralised call centre and/or use of non-geographic numbers.</p> <p>EMT Lead: Head of Business Development</p> <p>Timescale: 31 December 2018</p> <p>Desired Outcomes: Installation of Trust-wide integrated telephony service Improved telephone service for customers. Reduced bills. Consolidated maintenance agreement.</p>

	<p>Progress: Not progressed in Q1/2. Timescale under review.</p>
10.	<p>Aim: Tender insurance contract Action: Review current cover arrangements and benchmark with Sporta/KALT colleagues. Investigate market. Prepare and issue invitation to tender. Evaluate and report to Board. EMT Lead: Head of Business Development Timescale: 1 November 2018 Desired Outcomes: Best value three-year insurance arrangements in place. Relevant cover in place with well managed claims process. Progress: Interviews with potential tenderers completed and x3 contractors invited to tender. Requirements reviewed, information supplied and claims experience circulated to all tenderers.</p>
11.	<p>Aim: Investigate 50-week wet and dry side course programming. Action: Form working group to evaluate a move from current 45-week to 50-week programme from September 2018 using consultancy support as required. Consider customer survey and pool programming implications. Benchmark with other facilities. Consider and consult on teacher contract, recruitment and retention issues. EMT Lead: Head of Business Development Timescale: 1 September 2018 Desired Outcomes: Additional income from coaching activities. Increased customer satisfaction. Improved recruitment and retention of teaching staff. Progress: Initial meeting held to discuss. Currently on hold pending major maintenance project.</p>
12.	<p>Aim: Implement Safeguarding Action Plan Action: Roll out Policy across all sites. Identify training plan to incorporate all staff. Maintain updated Action Plan and ensure reporting processes are embedded in operational practice. EMT Lead: Head of Operations Timescale: Ongoing Desired Outcomes: Increased staff awareness and competence around safeguarding. Implementation of Action Plan. Safer customers. Clear reporting procedures Annual report on safeguarding issues to the Board. Progress: Policy approved and action plan in place. Training plan agreed and progressing. Annual report to Board completed in Q2. Training completed for all staff. Action plan ongoing.</p>

13.	<p>Aim: Further increase apprentice opportunities throughout the Trust</p> <p>Action: Review current contract with training provider. Establish revised strategy around apprentice opportunities. Consider marketing of apprenticeship programme. Consider succession routes for apprentices.</p> <p>EMT Lead: Head of Operations</p> <p>Timescale: Ongoing</p> <p>Desired Outcomes: Increased number of apprentices in all areas of operations. Succession plan for apprentices. Improved recruitment to permanent roles.</p> <p>Progress: X3 apprentices in place. No further progression in Q1/2.</p>
14.	<p>Aim: Course improvements at Poult Wood.</p> <p>Action: Review previous customer research and develop five-year improvement plan in liaison with Golf Professional and Head Greenkeeper. Seek competitive quotations for 2018/19 improvement priorities.</p> <p>EMT Lead: Head of Operations</p> <p>Timescale: 31 October 2018</p> <p>Desired Outcomes: Approved Improvement Plan 2018- 2023. Increased customer satisfaction. Increased golf revenues.</p> <p>Progress: Not progressed in Q1/2. To be reviewed based on financial outturn.</p>
15.	<p>Aim: Manage major maintenance programmes in liaison with TMBC including TSP Roof and LLC Boilers/Air Handling projects.</p> <p>Action: Attend TMBC major maintenance meetings to assess impact of projects including customer disruption, programming issues and loss of income. Consider marketing of closure events and customer/staff liaison.</p> <p>EMT Lead: Head of Operations</p> <p>Timescale: Programme determined by TMBC</p> <p>Desired Outcomes: Minimise customer disruption. Minimise closure periods. Minimise business interruption and loss of income claim.</p> <p>Progress: Deferred to 2019/20 by TMBC</p>
16.	<p>Aim: Improve environmental performance.</p> <p>Action: Review Environmental Strategy and Action Plan. Identify range of potential capital investments and consider investment grade audit. Work with LASER to produce accurate consumption reporting. Consider procurement of water services.</p> <p>EMT Lead: Head of Operations</p> <p>Timescale:</p>

	<p>31 March 2019</p> <p>Desired Outcomes: Approved Environmental Strategy 2018- 2023. Identify capital investment opportunities. Improved DEC rating. Improved consumption monitoring. Reduced consumption. Reduced revenue expenditure.</p> <p>Progress: Not progressed in Q1/2.</p>
17.	<p>Aim: Operate payroll service in-house</p> <p>Action: Investigate cost effectiveness. Investigate purchase of software. Review in-house resources. Implement training for relevant staff. Review existing procedures. Implement in-house payroll service.</p> <p>EMT Lead: Head of Finance</p> <p>Timescale: 31 March 2019</p> <p>Desired Outcomes: Smooth transition from outsourced service to in-house provision. Improved payroll service to Trust staff. Cost savings.</p> <p>Progress: Not progressed in Q1/2.</p>

KPIs

The table on the following page identifies four inter-dependent measures of business success to create a balanced scorecard designed to give an overall measure of business health.

KPIs are identified in the areas of Finance, Customers, Operations and Staff and represent the most impactful measures of business performance.

Each individual KPI is then weighted and scored against pre-determined targets or parameters on a quarterly and cumulative basis. On the balanced scorecard each measure relates to the Trust as a whole however the KPIs are measured at individual sites and this sub data will be appended to the quarterly report to allow drill down into the overall performance and help identify and target specific areas of under and over performance.

The overall balanced scorecard target is 75% or 43/57.

Finance			
KPI	Target	Weight	Score
Overall income in period	Profile	3	3 – target or above 2 – >95% 1 – >90% 0 – <90%
Overall expenditure in period	Profile	3	3 – target or below 2 – <102.5% 1 – <105% 0 – >105%
Overall bottom line in period	Profile	3	3 – target or above 2 – >95% 1 – >90% 0 – <90%
Overall Fitness Income	Profile	2	2 – target or above 1 – >92.5% 0 – < 92.5%
Overall Casual Swimming Income	Profile	2	
Overall Courses Income	Profile	2	
Overall Golf Income	Profile	2	
Overall Staffing Expenditure	Profile	2	2 – target or below 1 – <102% 0 – >102%
Overall Utilities Expenditure	Profile	2	2 – target or below 1 – <102.5% 0 – >102.5%
Sub Total		21	
Customers			
KPI	Target	Weight	Score
Overall Net Promoter Score	50	3	3 – target or above 2 – >45 1 – >40 0 – < 40
Mystery Visitor Score Average	85%	2	2 – target or above 1 – >80% 0 – < 80%
Overall Viewpoint Score	4.0/5.0	2	2 – target or above 1 – >3.75 0 – < 3.75
Viewpoint Cleanliness Score	4.0/5.0	2	
Overall Annual/DD health & fitness membership	+5% YOY	2	2 – target or above 1 – >2.5% 0 – < 2.5%
Overall Annual/DD swim & spa membership	+5% YOY	2	
Overall attendance	+5% YOY	2	
Overall Swim School membership	+5% YOY	2	
Sub Total		17	
Operations			
KPI	Target	Weight	Score
Electricity Consumption	Previous year	3	3 – target or below 2 – <102.5% 1 – <105% 0 – >105%
Gas Consumption	Previous year	3	
H&S Audit Score average	82	3	3 – target or above 2 – >78 1 – >75 0 – < 75
Accidents per 100,000 average	65	2	2 – target or below 1 – <75 0 – >75
DEC score average	110	1	1 – target or below 0 – above target
Sub Total		12	
Staff			
KPI	Target	Weight	Score
Staff sickness overall percentage	2%	2	2 – target or below 1 – <3.2% 0 – >3.2%
BEE Training Attendance	95%	2	2 – target or above 1 – >90% 0 – <90%
Core training attendance	95%	2	
Turnover	20%	1	1 – target or below 0 – above target
Sub Total		7	
Grand Total		57	

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Annex 2

TMLT	2018/19					
Balanced Scorecard KPIs	Q1	Score	Q2	Score	Cumulative	Score
Finance - Max Score 21						
Total Income	102.7%	3	98.3%	2	100.5%	3
Total Expenditure	100.1%	2	99.4%	3	99.7%	3
Bottom Line	102.6%	3	98.9%	2	100.7%	3
Fitness Income	93.2%	1	98.3%	1	95.7%	1
Swimming Income	102.2%	2	100.2%	2	101.1%	2
Courses Income	116.7%	2	115.3%	2	116.0%	2
Golf Income	110.5%	2	95.1%	1	102.5%	2
Staffing Expenditure	98.5%	2	102.1%	1	100.3%	1
Utilities Expenditure	101.5%	1	105.3%	0	103.4%	0
Sub Total		18		14		17
Customers - Max Score 17						
Net Promoter Score	51%	3	59%	3	55%	3
MV Score	86.4%	2	81.4%	1	83.9%	1
Overall Viewpoint Score	4.2	2	4.0	2	4.2	2
Viewpoint Cleanliness Score	4.2	2	3.9	1	4.1	2
Annual/DD H&F Membership	90.1%	0	99.2%	0	99.2%	0
Annual DD S&S Membership	104.6%	1	97.2%	0	97.2%	0
Total Attendance	106.1%	2	100.2%	0	103.2%	1
Swim School Membership	110.9%	2	114.8%	2	114.8%	2
Sub Total		14		9		11
Operations - Max Score 12						
Electricity Consumption	99.2%	3	98.4%	3	98.8%	3
Gas Consumption	113.9%	0	90.7%	3	103.3%	1
H&S Audit Score	85%	3	85%	3	85%	3
Accidents per 100,000 visitors	72	1	63	2	68	1
DEC Score	107	1	107	1	107	1
Sub Total		8		12		8
Staff - Max Score 5						
Staff Sickness Percentage	1.95%	2	2.39%	1	2.26%	1
BEE Training Attendance						
Core Training Attendance	84.0%	0	85.1%	0	85.1%	0
Turnover	3.3%	1	2.7%	1	6.0%	1
Sub Total		3		2		2
Grand Total - Max Score 55		43		37		38
Balanced Score		78.2%		67.3%		69.1%

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TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

26 February 2019

Report of the Director of Central Services

Part 1- Public

Matters for Information

1 COMMUNITY SAFETY PARTNERSHIP UPDATE

1.1 Crime statistics

1.1.1 The latest crime statistics have been released to the end of December 2018 and show that there was an increase of 12.6% in the amount of crime reported for the borough (from 8,585 last year to 9,666 this year). These figures include an increase in the number of violent crimes reported (which includes sexual offences) and it is felt that victims feel more confident to report sexual offences (both historical and current) and they feel that these reports will be taken seriously and will be investigated by the Police.

1.1.2 Although there has been an increase in the number of crimes recorded, Tonbridge & Malling does remain a safe place and we continue to have the third lowest crime rates in Kent (behind Sevenoaks and Tunbridge Wells).

1.2 CSP Priorities 2019/20

1.2.1 We are currently in the process of looking at our priorities for 2019/20 and have recently completed a Strategic Assessment which shows the key issues for the borough over the past year. Our 'workshop event' will be held on Wednesday 27 February and this is where partners discuss the key issues for residents and agree on our priorities for 2019/20. Key trends arising from the Strategic Assessment show that anti-social behaviour, domestic abuse and substance misuse are still are of concern. There are some emerging issues that may need further discussion around doorstep crime and cyber-crime and partners will discuss these (and the whole Strategic Assessment) in further detail at the 'Workshop' event before agreeing on our priorities for the year ahead.

1.3 Preventing homelessness

1.3.1 The CSP has been working to prevent homeless people sleeping rough in Tonbridge. One particular gentleman was causing concern and he was offered accommodation by Porchlight at a hostel in Tunbridge Wells (which he accepted). However, he was continuing to return to sleep rough in Tonbridge (next to the river). Due to this behaviour and his begging the CSU decided to issue him with a

Community Protection Warning Notice to prevent him from sleeping rough and begging in the borough. Unfortunately he did not adhere to this and was therefore been issued with a Community Protection Notice. Following further concerns and the continuation of his behaviour he was then issued a fine (which he paid). In the meantime the hostel was helping him to apply for his own accommodation and Clarion housing was able to offer him his own property in the local area. He accepted this property and is currently waiting to move in. We are pleased with this result and hope that the gentleman can now live a good quality of life in his new home.

- 1.3.2 We are also aware of the homeless people sleeping rough outside The Angel Centre in Tonbridge. We have been working with Porchlight to engage with these individuals to ensure that they have been offered accommodation and we are also working with The Angel Centre to prevent them from sleeping in this area.

1.4 Breach of Community Protection Notice

- 1.4.1 On 30 January the Borough Council was successful in prosecuting a male in Snodland for breaching a Community Protection Notice requiring him to keep his dogs under control. The male pleaded guilty to five breaches of the Community Protection Notice which was issued by the Anti-social Behaviour Officer in March 2018 following multiple complaints to the Council that the male had failed to keep his dogs under control while in a public place, despite numerous warnings that he must do so.
- 1.4.2 The male had allowed his two dogs, both Border Collies, to be out of control and aggressive towards pedestrians and other dogs (including attacks on other dogs) on numerous occasions since August 2017 and that he had ignored multiple warning letters from the Dog Warden telling him that he must keep the dogs on a lead when in a public place. In October 2017 the male was given a Community Protection Warning telling him he would receive a Community Protection Notice if he failed to control his dogs. This too was ignored and so the Community Protection Notice was issued (March 2018).
- 1.4.3 Unfortunately the male failed to comply with the Community Protection Notice and so, having received numerous further reports of the dogs being out of control, the Council decided to prosecute.
- 1.4.4 The male pleaded guilty at Medway Magistrates Court on 30 January to five charges of breaching the Community Protection Notice. He was fined £100 for each of the five charges. He was also ordered to pay costs of £85 and a victim surcharge of £30.
- 1.4.5 We are pleased with this result as it shows the seriousness of breaching a Community Protection Notice and that these can be effective in resolving community safety issues.

1.5 Issues at Martin Square, Larkfield

- 1.5.1 The CSP was recently made aware of some anti-social behaviour issues at Martin Square in Larkfield. This included criminal damage to the toilets, groups of youths causing a disturbance and general anti-social behaviour. In response to this the Council arranged for mobile CCTV to be erected in the area. The Police were able to put extra patrols in place and some of the young people suspected to be involved were visited. This has seen a reduction in ASB issues reported and residents feel safer.

1.6 Domestic Abuse Perpetrator Pilot scheme

- 1.6.1 Tonbridge & Malling have been leading on the development of a pilot scheme for perpetrators of domestic abuse and recently arranged a meeting between the Police, domestic abuse charities and the other West Kent Community Safety Partnerships to look at whether it would be possible to get more male perpetrators of domestic abuse to attend the CDAP (Community Domestic Abuse Perpetrator) programme. This is a free 27 week programme held in Tonbridge which aims to change behaviour.
- 1.6.2 The CDAP Programme has been working alongside men for over 10 years. It is a rolling evening programme based in Tonbridge and Folkestone. It is designed to help men who feel their behaviour towards their female partner, or former partner has been, or still is, abusive. Over the 27 weeks CDAP shares a new set of skills the perpetrator can adopt when dealing with situations in a more respectful, non-abusive or controlling way.
- 1.6.3 We have agreed to trial some shorter 'taster' sessions for men who have been arrested and taken to custody. CDAP will run two, 1 hour sessions for men to talk to them about domestic abuse and the consequences of their behaviour. It is hoped that these taster sessions will allow men the opportunity to consider the impact of their behaviour and then lead them to want to attend the full CDAP programme.
- 1.6.4 We are currently in the process of looking for funding for the 'taster' sessions and we hope to have these up and running by the summer. CDAP will update their leaflets and these will then be given to every man arrested and taken to custody. Further information about the progress of this pilot will be made to the Board in due course.

1.7 Prevent training

- 1.7.1 Free Prevent training for partners has been arranged for Wednesday 13 March. This will tell partners about what prevent is, help to explain what the signs of being drawn into extremism can be and how to refer someone who they think is at risk. At present we have 25 partners signed up to this training.

1.7.2 The Borough Council is also required to update its Prevent Action Plan. This gives details of how the Borough Council will work to prevent terrorism. The Action Plan is at draft stage at present but will be brought to an appropriate Board in the future.

1.8 Legal Implications

1.8.1 None

1.9 Financial and Value for Money Considerations

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

1.10 Risk Assessment

1.10.1 All risk assessments are under taken as appropriate.

1.11 Policy Considerations

1.11.1 Community Safety

Background papers:

Nil

contact: Alison Finch
Safer & Stronger Communities
Manager

Adrian Stanfield
Central Services Director

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

26 February 2019

Report of the Chief Executive

Part 1- Public

Matters for Information

1 KENT COUNTY COUNCIL – REVIEW OF LIBRARIES, REGISTRATION AND ARCHIVES 2019 - 2022

To set out the response of the Cabinet Member for Community Services regarding the above consultation.

1.1 Background

1.1.1 Members will be aware that the County Council is currently undertaking a review of Libraries, Registration and Archives. Of particular concern is the proposed reductions in opening hours for a number of libraries in Tonbridge and Malling.

1.1.2 A letter setting out the Council's response to the consultation has been sent by the Cabinet Member for Community Services. A copy of the response is attached as Annex 1.

1.2 Legal Implications

1.2.1 N/A

1.3 Financial and Value for Money Considerations

1.3.1 As set out in the response.

1.4 Risk Assessment

1.4.1 N/A

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

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**TONBRIDGE & MALLING
BOROUGH COUNCIL**

Maria Heslop

Cabinet Member for Community
Services

Borough Councillor for Vauxhall

Mr Mike Hill OBE
Cabinet Member for Community and Regulatory Services
Kent County Council
County Hall
Maidstone
ME14 1XQ

Wednesday 23 January 2019

Dear Mike,

KCC Library Review

I wish to respond, as the Borough Council's Cabinet Member for Community Services, to the latest review of the Libraries undertaken by the County Council. I recall that a similar, previous library review directly engaged with District Council members via a number of joint meetings and also involved visits to all of our local Libraries. I therefore believe I am well placed to comment on this latest review and wish to make the following representations.

Firstly, I welcome the proposals to increase the proposed opening hours for East Peckham and Hadlow libraries to 23 hours per week for both. These two libraries are well used and serve rural catchments where local library provision is important for both communities.

I am concerned that significant reductions in opening hours for our two largest (Tier 2) libraries in the Borough, Tonbridge and Larkfield, would be a retrograde step. These two libraries serve significant urban populations and act as 'hubs' for wider catchment areas. There has been recent investment in the Tonbridge Library and an opportunity to co-locate the Larkfield Library within a wider redevelopment proposal sadly was not taken forward. Given the importance of both of these libraries and their wide catchment areas, I believe that both should be treated as Tier 1 facilities rather than Tier 2. This would then justify at least 42 hours opening time per week for each of these important facilities rather than the proposed reduction to 37 hours. The proposed reduction for Tonbridge Library of 18 hours is particularly severe and unjustified.

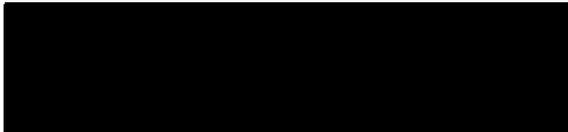
-2-

With regard to Tier 3 libraries, which includes Borough Green and Snodland libraries in Tonbridge and Malling, I note that many libraries are proposed to have significant reductions in opening hours whilst there are some significant increases in opening hours for others which do not seem to be justified by their size and locations. This seems to be based on an arbitrary target of setting 28 hours per week for all Tier 3 libraries. We believe that Borough Green and Snodland libraries deserve to have additional opening hours awarded them above the 28 hours now proposed. This should be at the expense of some smaller libraries within this Tier that now have significantly high proposed increases in their opening hours which together total a significant 66 extra opening hours. I believe these 'additional' hours should be distributed out within this Tier on a fairer basis.

For Tonbridge and Malling's Tier 4 libraries, Tonbridge North and West Malling, I recognise that these occupy smaller premises and thus may attract lower footfall. I can accept the small reduction of two hours for the Tonbridge North library but feel the significant reduction of 17 hours for West Malling library is of key concern. Such a significant reduction might, in my view, result in the eventual closure of the library completely as there would likely then to be significantly less footfall. There would then be no library services for the both the West and East Malling local communities. A smaller reduction of working hours, of say, 7 hours would enable the Library to retain a decent level of service and protect it from any possible future closure.

In conclusion, whilst I understand fully the need for this review, I believe the proposed reductions in working hours for the Libraries located in Tonbridge and Malling are too severe and that some lesser reductions, as I have set out above, would protect our local library services for the longer term.

Yours sincerely,



Maria Heslop
Cabinet Member for Community Services
Tonbridge and Malling Borough Council

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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Agenda Item 16

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

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

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Agenda Item 17

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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