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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 May 2018

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, 29th May, 2018 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

PART 1 - PUBLIC

- | | | |
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| 1. | Apologies | 5 - 6 |
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3.	Minutes	9 - 12
	To confirm as a correct record the Notes of the meeting of the Communities and Housing Advisory Board held on 13 November 2017	
4.	Presentation from Kent Police	13 - 14
	<i>Acting Inspector Mark Ginsberg will be giving a brief presentation on the latest crime statistics and trends for the borough.</i>	
5.	Presentation on the One You Service	
	<i>Presentation by the Health Improvement Manager (Claire McAfee) on the new One You Service</i>	
<u>Matters for recommendation to the Cabinet</u>		
6.	Capital Plan Projects	15 - 24
	<i>The report advises Members of progress with key projects contained in the Council's Capital Plan.</i>	
7.	Tonbridge and Malling Leisure Trust Update	25 - 54
	<i>The report reviews the recent performance of the Tonbridge and Malling Leisure Trust and its proposed Annual Service Delivery Plan for 2018/19.</i>	
8.	Tonbridge Cemetery Capacity Review	55 - 58
	<i>The report informs Members of the outcome of a Capacity Review undertaken at Tonbridge Cemetery.</i>	
9.	Community Safety Partnership - Draft Partnership Plan 2018/19	59 - 82
	<i>The Community Safety Partnership (CSP) is required to publish an annual plan of its work. This gives details of the initiatives it has carried out during the previous year and details of the priorities for the forthcoming year.</i>	
<u>Matters submitted for Information</u>		
10.	Housing Need and Development Update	83 - 94
	<i>The report provides a summary update in various key areas across the Council's housing service.</i>	
11.	Health and Wellbeing Report	95 - 100
	<i>The report updates Members on the activity of the Private Sector Housing team in 2017/18 including Disabled Facilities Grants and Housing Assistance, the latest on the West Kent Hospital Discharge Scheme, the expansion of the Council's One You Health team and changes to Houses in Multiple Occupation legislation.</i>	

12.	Tonbridge Sports Association - Annual Report	101 - 104
	<i>The report presents the 2016-18 Report of the Tonbridge Sports Association.</i>	
13.	Community Safety Partnership update	105 - 108
	<i>The report will provide an update of some of the recent work of the Community Safety Partnership</i>	
14.	Key Voluntary Sector Bodies - Annual Review of Core Grant Support	109 - 120
	<i>The report provides a brief summary of progress achieved by each grant recipient against the objectives set out in the Service Level Agreements.</i>	
15.	Urgent Items	121 - 122
	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	123 - 124
	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.	
	<u>PART 2 - PRIVATE</u>	
17.	Urgent Items	125 - 126
	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 S M Hammond
Cllr Mrs S M Barker	Cllr D Keeley
Cllr Mrs S Bell	Cllr Mrs S L Luck
Cllr V M C Branson	Cllr Mrs A S Oakley
Cllr Mrs B A Brown	Cllr L J O'Toole
Cllr D J Cure	Cllr M Parry-Waller
Cllr R W Dalton	Cllr T B Shaw

Agenda Item 1

Apologies for absence

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Agenda Item 2

Declarations of interest

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Agenda Item 3

TONBRIDGE AND MALLING BOROUGH COUNCIL COMMUNITIES AND HOUSING ADVISORY BOARD

Monday, 13th November, 2017

Present: Cllr Mrs B A Brown (Vice-Chairman - in the Chair), Cllr Mrs J A Anderson, Cllr V M C Branson, Cllr D J Cure, Cllr R W Dalton, Cllr S M Hammond, Cllr D Keeley, Cllr Mrs S L Luck, Cllr Mrs A S Oakley, Cllr L J O'Toole, Cllr M Parry-Waller and Cllr T B Shaw

Councillors R P Betts, P F Bolt, M A Coffin, Mrs T Dean, Mrs M F Heslop, N J Heslop, D Lettington, P J Montague and H S Rogers were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors Miss S O Shrubsole (Chairman), Mrs S M Barker, Mrs S Bell and Ms S V Spence

PART 1 - PUBLIC

CH 17/27 DECLARATIONS OF INTEREST

There were no declarations of interest made in accordance with the Code of Conduct. However, in the interest of transparency, Councillor Mrs Oakley declared that she was a member of Larkfield Parish Council which was a contributor to the Leybourne Lakes Country Park; Councillor Betts advised that he was a Trustee of the Tonbridge and Malling Leisure Trust and Councillor N Heslop advised that he was a member of the Board of The Bridge Trust.

CH 17/28 MINUTES

RESOLVED: That the notes of the meeting of the Communities and Housing Advisory Board held on 24 July 2017 be approved as a correct record and signed by the Chairman.

CH 17/29 PRESENTATION BY JANE ILLEY AND HEATHER GRANT FROM ABBEYFIELD KENT

Jane Illey and Heather Grant gave a detailed presentation of the work undertaken by The Abbeyfield Kent Society which aimed to provide three Extra Care Housing Schemes within the Borough. Particular reference was made to a proposed scheme at Lawson House, Larkfield which aimed to provide accommodation for veterans of the Armed Forces.

CH 17/30 ANNUAL UPDATE FROM 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 17/31 REVIEW OF CEMETERY CHARGES 2018/19**

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 2018/19 with regard to Tonbridge Cemetery.

*Referred to Cabinet

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 2018. ◀

(In accordance with Council Procedure Rule 8.5 Councillor Cure requested that it be recorded that he had voted against the above recommendation)

CH 17/32 LEISURE FACILITIES - LEISURE TRUST UPDATE

Decision Notice D170072MEM

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 a number of significant capital schemes.

RECOMMENDED: That the Trust's performance over the first quarter of the Annual Service Delivery Plan and progress with on site capital works be noted.

CH 17/33 LEYBOURNE LAKES COUNTRY PARK - DEVELOPMENT OPPORTUNITIES

Decision Notice D170073MEM

The report of the Director of Street Scene, Leisure and Technical Services outlined the findings of a review of income generation opportunities at Leybourne Lakes Country Park (LLCP) linked to capital investment. The review, undertaken by a specialist consultant, had concluded that the site was strategically and commercially appealing to a range of external partners and recommended that the Council undertake a procurement exercise with a view to developing a potential management partnership in the future.

RECOMMENDED: That

- (1) the option of external management of Leybourne Lakes Country Park (LLCP) linked to capital investment be explored in accordance with the key principles outlined in the report;
- (2) a report on a procurement exercise and timescale, taking into account feedback from consultation, be submitted to the next meeting of the Advisory Board; and
- (3) Oaks Consultancy be approved to assist the Council in preparing for and undertaking a procurement exercise.

CH 17/34 LEYBOURNE LAKES COUNTRY PARK - MANAGEMENT PLAN

Decision Notice D170074MEM

The report of the Director of Street Scene, Leisure and Technical Services brought forward details of comments received as part of the public consultation exercise on the draft Leybourne Lakes Country Park Management Plan. A summary of the comments received and proposed amendments to the Management Plan were set out at Annex 3 to the report.

RECOMMENDED: That the proposed amendments to the draft Management Plan be made and the Management Plan for Leybourne Lakes Country Park be approved.

CH 17/35 WEST KENT HOUSING AND HOMELESSNESS STRATEGY

Decision Notice D170075MEM

The report of the Director of Planning, Housing and Environmental Health provided details of the West Kent Housing and Homelessness Strategy 2016-2021, developed in partnership with Tunbridge Wells Borough Council and Sevenoaks District Council, which set out how the three Authorities would work to meet their statutory duties and responsibilities over the next five years.

RECOMMENDED: That the West Kent Housing and Homelessness Strategy 2016-21 as set out in Annex 1 to the report be endorsed.

MATTERS SUBMITTED FOR INFORMATION**CH 17/36 THE HOMELESSNESS REDUCTION ACT**

The report of the Director of Planning, Housing and Environmental Health summarised the duties placed on local authorities by the Homelessness Reduction Act 2017 scheduled to be enacted in April

2018 and assessed the implications for the Council in meeting these new duties.

CH 17/37 HOUSING SERVICES ACTIVITY 2017/18

The report of the Director of Planning, Housing and Environmental Health provided an update on Housing Service performance for the first and second quarter of the financial year 2017/18.

CH 17/38 HEALTH IMPROVEMENT TEAM UPDATE

The report of the Director of Planning, Housing and Environmental Health provided an update on recent changes in the Home Improvement Team and made particular reference to the West Kent Partnership and the delivery of the One You service.

CH 17/39 COMMUNITY DEVELOPMENT WORK - UPDATE ON PROGRESS

The report of the Chief Executive provided an update on the community development work undertaken in the Borough's three priority communities in East Malling, the Trench Ward in Tonbridge and in Snodland.

CH 17/40 COMMUNITY SAFETY PARTNERSHIP UPDATE

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

MATTERS FOR CONSIDERATION IN PRIVATE**CH 17/41 EXCLUSION OF PRESS AND PUBLIC**

There were no items considered in private.

The meeting ended at 8.56 pm

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

29 May 2018

Report of the Central Services Director

Part 1- Public

Matters for Information

1 PRESENTATION FROM KENT POLICE

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

1.1 Introduction

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

Background papers:

contact: Alison Finch

Nil

Adrian Stanfield
Central Services Director

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Agenda Item 6

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

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

Part 1- Public

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

1 CAPITAL PLAN PROJECTS

Summary

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

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 List A projects have been updated below. In addition, a full update reflecting the current List A schemes relevant to this Board is attached at [Annex 1] for information.
- 1.1.2 Schemes within the Capital Plan were considered and approved by Members of the Finance, Innovation and Property Advisory Board on the 3 January 2018. Schemes were brought forward and evaluated taking into consideration the Council's current financial position and the following established criteria:

- To meet legislative requirements including health and safety obligations
- Funded from external resources
- Reduce revenue expenditure and/or generate income

- 1.1.3 The Council has an annual Capital Plan budget of £200,000 and Members will note that the approved schemes below exceed this allocation. Many will be dependent on external funding, in particular developer contributions.

1.2 Leybourne Lakes Country Park – Additional Car Parking

- 1.2.1 Currently on List A, the project aimed to increase parking provision within the main car park by increasing the number of bays (approximately 30) within the current overflow car park.
- 1.2.2 The total project cost was estimated at £17,000 with £9,700 being funded from receipts from South East Water, secured in relation to a recent Easement

Agreement connected to the Park. I am pleased to advise that the project was completed in December 2017 within budget and the new spaces are now available and being used by visitors to the Park.

1.3 Haysden Country Park – Additional Car Parking

- 1.3.1 It had previously become apparent that at peak times the current main car park cannot accommodate visitor demand, with cars parking along the main driveway or not being able to park at all. In response to this, temporary measures were put in place last summer and included the removal of the raised beds in the car park and clearance to the end of the existing overflow car park to create approximately 10 additional spaces. Additional temporary parking was also created within Tile Barn Field that lies beyond the end of the existing overflow car park. This has created approximately 70 additional temporary parking spaces.
- 1.3.2 Parking was monitored over the summer period as it is now the intention that the temporary parking arrangements within Tile Barn Field be formalised. A budget allocation of £30,000 was approved within the Capital Plan and I am pleased to advise that the full cost of the scheme is being met through developer contributions.
- 1.3.3 Works have already commenced on site and it is envisaged that these will be complete prior to the meeting of the Board. The additional parking bays will be fully available to visitors over the forthcoming summer months.

1.4 Larkfield Leisure Centre – Ventilation and Boiler Replacement

- 1.4.1 The existing ventilation system and main building boiler 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.
- 1.4.2 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.
- 1.4.3 A Capital Plan Evaluation was taken to and approved by Members of the Finance, Innovation and Property Advisory Board on the 3 January 2018. Budget allocation within the Capital Plan is £505,000 alongside a revenue budget of £250,000 for a Loss of Income claim.
- 1.4.4 The Council will be working in close liaison with the Leisure Trust to establish the most appropriate time to undertake the works, which will involve a centre closure, to minimise both disruption to centre users and the loss of income.

1.5 Haysden Country Park – Sewage Treatment Facility

- 1.5.1 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 at 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 system is struggling to cope.
- 1.5.2 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.
- 1.5.3 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.

1.6 Tonbridge Cemetery – Path Works

- 1.6.1 As part of a programmed inspection, the Council's Health and Safety Officer undertook a review of the site in 2017. Recommendations included upgrading a specific section of path within the site with works to take place in 2018.
- 1.6.2 A Capital Plan Evaluation for path improvements 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 £15,000. The scheme is to be fully funded through external sources.

1.7 Tonbridge to Penshurst Cycle Route Refurbishment

- 1.7.1 The cycle route has now been in place for over 10 years and has proved to be extremely popular. Whilst the surface has weathered well, refurbishment is required and will be undertaken on a phased and priority basis.
- 1.7.2 The current proposed section for refurbishment runs to the rear of Tonbridge Racecourse Sportsground and is showing significant signs of wear with potholing and cracking. This section caters for cyclists, walkers and forms part of the route of the highly successful Parkrun event that sees over 500 runners using this route on a weekly basis.
- 1.7.3 A Capital Plan Evaluation for refurbishment 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 £60,000.
- 1.7.4 The scheme is to be fully funded through external sources, with a successful grant application to the Ibstock Enovert Trust (£15,200) financial support from Kent

Council Council, Public Rights of Way (£10,000), and the remaining balance met from secured developer contributions. An order for works has been placed and is due to take place in June 2018.

1.8 Tonbridge Racecourse Sportsground Rugby Pitch Drainage

- 1.8.1 Whilst recognising that the 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 period of time for the pitches to drain resulting in the pitches being unavailable for use.
- 1.8.2 The Council has been working in close liaison with the Tonbridge Juddians Rugby Football Club over previous years to address this issue and 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.
- 1.8.3 A Capital Plan Evaluation for the installation of a drainage 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 £25,000. The scheme is to be fully funded through external funding and the Rugby Club are also currently considering support for the scheme. Works will take place when all funding is secured though it is hoped that the scheme will be complete prior to Autumn/Winter 2018

1.9 Legal Implications

- 1.9.1 All projects will be/are being delivered in accordance with the Council's adopted Procurement Rules and Procedures. In regard to works to the ventilation and boiler at Larkfield Leisure Centre, the Council is obligated under the Management Agreement to maintain facilities fit for purpose including the ventilation and boilers.

1.10 Financial and Value for Money Considerations

- 1.10.1 It is essential that the Council's buildings and facilities are maintained to an appropriate standard to meet customer needs and protect income streams. The ability to fund the majority of the schemes at no cost to the Council clearly represents exceptional value for money and reduces the burden on the Council's own capital funds.

1.11 Risk Assessment

- 1.11.1 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.

1.12 Equality Impact Assessment

- 1.12.1 Consideration will be given to accessibility in all scheme designs. In particular, the schemes to improve path works at the Cemetery and Tonbridge Racecourse Sportsground aim to maintain and improve public access.

1.13 Policy Considerations

- 1.13.1 Asset Management, Health and Safety, Equalities/Diversity and Young People

1.14 Recommendations

- 1.14.1 It is RECOMMENDED TO CABINET that updates on the current Capital Plan, as shown at **[Annex 1]** and within the report, be noted.

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 29TH MAY 2018

	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		505		505	To repair/replace the current ventilation system serving the leisure pool and boilers serving both the leisure pool and main building (excludes fitness pool) at Larkfield Leisure Centre to maintain acceptable environmental conditions and improve efficiency.
Land Drainage/Flood Defence						
(a) Woudham River Wall	2(key), 2g, 2h, 2i	2	998		1,000	Strengthening/rebuilding to address movement detected in the retaining wall between the public open space and the River Medway. Wall currently being monitored by external consultant to determine timescale of works.
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 proposed to take place in 2018/19 in partnership with school.
b) Racecourse Sports Ground Riverside Revetment Less Grants	7d, 8b, 8a	4	116 (28)		120 (28)	Replace sections of the existing wooden revetment which is now failing and causing erosion of the riverbank at Tonbridge

	Corporate aims & priorities	Expenditure to 31.03.18 £'000	2018/19 Estimate £'000	2019/2024 Estimate £'000	Estimated Scheme Total	Notes
c) Racecourse Sports Ground Rugby Pitch Drainage Less developer contributions	2		25 (25)		25 (25)	Racecourse Sports Ground. Scheme is part funded by grant from the Environment Agency. To improve drainage to the rugby pitches at Tonbridge Racecourse Sportsground that are currently subject to regular flooding. To maintain and enhance use.
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	12 (57)		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.
b) Haysden Country Park Car Park Extension Less developer contributions	2, 3		30 (30)		30 (30)	To increase car parking capacity in response to visitor demand.
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.

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
Other Schemes						
a) Tonbridge Cemetery i) Memorial Safety Less developer contribution	7d	92 (3)	19		111 (3)	Provisions based on Local Government Ombudsman's recommendation to inspect/repair memorials every five years.
b) Tonbridge Cemetery Path Works Less developer contributions	1, 2		15 (15)		15 (15)	To undertake path improvements following a previous inspection undertaken by the Council's Health & Safety Officer.
c) Tonbridge to Penshurst Cycle Route Refurbishment Less developer contributions	1, 2		60 (60)		60 (60)	To repair/refurbish identified sections of the Tonbridge to Penshurst cycle route.
d) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	8	40	48	Funding for community groups to undertake capital projects at a number of outdoor leisure facilities/areas where user groups are actively involved in the management of the Council's facilities. Including Tonbridge Allotments and Gardens Association, Platt Wood and Basted Mill groups.

Corporate aims & priorities

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
Capital Renewals						
a) Angel Centre		n/a	250	395	645	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	525	645	1,170	
c) Tonbridge Swimming Pool		n/a	171	270	441	
d) Sportsgrounds and Open Spaces		n/a	177	537	714	
e) Poult Wood Golf Centre		n/a	86	207	293	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	101	78	179	
ii) Clubhouse		n/a	72	23	95	
iii) Course		n/a	36	164	200	
f) Provision for inflation		n/a	(310)	(446)	(756)	
Savings target (assumes 25%)		n/a				
Total		462	2729	1913	5104	

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

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

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

Part 1- Public

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

1 LEISURE TRUST UPDATE

Summary

This report reviews the recent performance of the Tonbridge and Malling Leisure Trust and its proposed Annual Service Delivery Plan for 2018/19.

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

1.2 Review of Performance

- 1.2.1 The latest Annual Service Delivery Plan - Cumulative Quarterly Monitoring Report shown at **[Annex 1]** includes Quarter 3 covering the period 1 October to 31 December 2017.
- 1.2.2 The details shown in the Annex have been limited to those directly related to the Council's Agreed Service Outcome measures. Full copies of the Monitoring Report are available upon request.
- 1.2.3 Satisfaction and cleanliness scores from customers remain high with scores above 90%, Angel Centre (93% cleanliness and 99% satisfaction), Tonbridge Swimming Pool (95% cleanliness and 100% satisfaction) and Larkfield Leisure Centre (90% for cleanliness and 100% satisfaction).

- 1.2.4 It is encouraging to note that once again the number of positive comments in the quarter (70) exceeded complaints (10) with no serious complaints received.
- 1.2.5 There were 309,919 visits to the Leisure Facilities over the quarter, a decrease of 14,496 visits or 4.4% compared to the previous quarter, but an increase of 87,853 or 40% on the same quarter last year. Although all facilities but the Angel Centre had less visits than the previous quarter they all had more visits than the previous year. The large increase at Tonbridge Swimming Pool is in relation to last year's roof works which had enforced closures. The Angel and Larkfield Leisure Centres increase is as a result of continued growth in usage and membership.
- 1.2.6 More details on each sites attendance are shown in the table below.

Facility	Number of Visits in Quarter 3	Number of Visits in Quarter 2	Difference from Quarter 2	Number of Visits in Quarter 3 2017	Difference from Quarter 3 2017	% Difference from Quarter 3 2017
Larkfield Leisure Centre	176,141	184,652	-8,511	128,287	47,854	+37%
Angel Centre	79,178	60,707	+18,471	64,673	14,505	+22%
Tonbridge Swimming Pool	44,749	62,563	-17,814	18,611	+26,138	+140%
Poult Wood Golf Centre	9,851	16,493	-6,642	10,495	-644	-6%
Total	309,919	324,415	-14,496	222,066	+87,853	+40%

- 1.2.7 The total number of accidents in quarter three was 159 across all sites and whilst relatively low was still an increase of 31 accidents or 24% on the previous year. Whilst there was one RIDDOR reportable accident, the Trust has advised that there were no trends identified or specific areas of concern.

1.3 Annual Service Delivery Plan 2018/19

- 1.3.1 In accordance with the Council's Management Agreement, the Trust has brought forward a draft Annual Service Delivery Plan for 2018/19. The draft Plan is shown at [Annex 2] for Members consideration and approval.
- 1.3.2 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 Leisure 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. An example Balanced Scorecard is provided with fictional data at [Annex 3].
- 1.3.3 The ASDP will continue to be supported by specific action plans related to Health & Wellbeing, Environmental Management, Marketing and Health & Safety and monitored quarterly with update reports presented to this board.

1.4 Larkfield Leisure Centre – Capital Works

- 1.4.1 Members will be aware of the current building project at Larkfield Leisure Centre. Estimated at between £700,000 and £800,000 the project will see the provision of two new dance studios and an extension of the existing gym facilities. It is being fully funded by the Trust.
- 1.4.2 I am pleased to advise Members that works are progressing well, with the completion of the first phase, the opening of the new studios taking place at the start of May. The Trust has continued to work to minimise the impact on users as far as is practical and are also proposing to use the sports hall as a temporary gym during the next phase of works and transition to the new facilities.

1.5 Legal Implications

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

1.6 Financial and Value for Money Considerations

- 1.6.1 The transfer to the Leisure Trust has made a significant contribution to the Council's savings, and further savings will be forthcoming following the review of the Service Fee from the 1 April 2018. The financial performance of the Trust continues to be positive.

1.7 Risk Assessment

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

1.8 Equality Impact Assessment

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

1.9 Policy Considerations

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

1.10 Recommendations

- 1) the Tonbridge & Malling Leisure Trust Annual Service Delivery Plan - Cumulative Quarterly Monitoring Report for the period 1 October to 31 December 2017 be noted;
- 2) the Tonbridge and Malling Leisure Trust draft Annual Service Delivery Plan for 2018/19 as shown at **[Annex 2]**, 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: Stephen Gregg

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

Annual Service Delivery Plan Cumulative Quarterly Monitoring Report

1 April 2017 to 31 December 2017

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Annual Service Delivery Plan Outcomes and Targets – 1 April to 31 December 2017

KEY OUTCOME: Improved physical activity through greater participation at the leisure centres				
Aim	Measure	Lead Officer	Timescale	Progress
Improve customer retention through utilisation of The Retention People software and 70% effective interaction targets	■ %age of Gym customers at high risk of leaving who are encouraged to stay and do stay	Head of Business Development	Monthly	<p>LLC High Risk Interactions Q1 – 57.3% Q2 – 60.4% Q3 – 70.5%</p> <p>This is an increase of 10.1% on Q2 and a YOY increase of 29.7%</p> <p>Cumulative High Risk Interactions LLC – 62.73% this is a YOY increase of 15.83%</p> <p>AC High Risk Interactions Q1 – 73.1% Q2 – 76.4% Q3 – 75.8%</p> <p>This is a decrease of 0.6% on Q2 and a YOY increase of 7.7%</p> <p>Cumulative High Risk Interactions AC – 75.1% this is a YOY increase of 1.1%</p> <p>LLC Effective Interactions Q1 – 73.8% Q2 – 71.4% Q3 – 70.2%</p> <p>This is a decrease of 1.2% on Q2 and a YOY increase of 2.5%</p> <p>Cumulative Effective Interactions LLC – 71.8% this is a YOY increase of 0.2%</p> <p>AC Effective Interactions</p>

				<p>Q1 – 72.7% Q2 – 70.8% Q3 – 67.9%</p> <p>This is a decrease of 2.9% on Q2 and a YOY increase of 0.8%</p> <p>Cumulative Effective Interactions AC – 71.75% this is a YOY increase of 2.55%</p>
Increase overall DD/Annual membership totals by 5%	■ Direct debit/annual members across all categories	Head of Business Development	Monthly	<p>LLC H&F members Q1 – 2809 Q2 – 2299 Q3 - 2604</p> <p>This is an increase of 305 or 13% on the previous quarter and a YOY increase of 8 or 0.3%</p> <p>LLC S&S members Q1 – 432 Q2 – 446 Q3 - 410</p> <p>This is a decrease of 36 or 8% on the previous quarter and a YOY increase of 45 or 12%</p> <p>AC H&F members Q1 – 1871 Q2 – 1784 Q3 - 1666</p> <p>This is a decrease of 118 or 6.6% on the previous quarter and a YOY increase of 55 or 3.4%</p> <p>TSP S&S members Q1 – 761 Q2 – 754 Q3 - 690</p> <p>This is a decrease of 64 or 8.5% on the previous quarter and a YOY increase of 31 or 4.7%</p>

				<p>Total Q1 – 5873 Q2 – 5283 Q3 - 5370</p> <p>This is an increase of 87 or 1.6% on the previous quarter and a YOY increase of 102 or 2%</p>
Reduce attrition to below 2.5%	■ Attrition rates	Head of Operations	Monthly	<p>LLC Q1 Average – 1.9% Q2 Average – 3.0% Q3 Average – 2.1%</p> <p>Cumulative – 2.3%. This compares to attrition to the end of Q3 2016/17 of 2.6%</p> <p>AC Q1 Average – 1.5% Q2 Average – 2.5% Q3 Average – 2.0%</p> <p>Cumulative – 2.0%. This compares to attrition to the end of Q3 2016/17 of 2.5%</p>
Increase overall attendance by 2.5%	■ Attendance at leisure centres	Head of Business Development	Monthly	<p>Overall usage Q3 2017/18 as follows; LLC Q1 – 162,134 Q2 – 184,652 Q3 – 176,141</p> <p>This compares to 128,287 to the end of Q3 2016/17. This is an increase of 47,854 or 37%</p> <p>Cumulative – 522,927</p> <p>This compares to 435,828 to the end of Q3 2016/17. This is an increase of 87,099 or 20%</p> <p>AC Q1 – 62,847</p>

			<p>Q2 – 60,707 Q3 – 79,178</p> <p>This compares to 64,673 to the end of Q3 2016/17. This is an increase of 14,505 or 22%.</p> <p>Cumulative – 202,732</p> <p>This compares to 178,602 to the end of Q3 2016/17. This is an increase of 24,130 or 13.5%.</p> <p>TSP</p> <table><tr><td>Q1 – 71,596</td></tr><tr><td>Q2 – 62,563</td></tr><tr><td>Q3 – 44,749</td></tr></table> <p>This compares to 18,611 to the end of Q3 2016/17. This is an increase of 26,138 or 140%.</p> <p>Cumulative – 178,908</p> <p>This compares to 163,806 to the end of Q3 2016/17. This is an increase of 15,102 or 9%.</p> <p>PWGC</p> <table><tr><td>Q1 – 17,239</td></tr><tr><td>Q2 – 16,493</td></tr><tr><td>Q3 – 9,851</td></tr></table> <p>This compares to 10,495 to the end of Q3 2016/17. This is a decrease of 644 or 6%.</p> <p>Cumulative – 46,537 to the end of Q3 2016/17.</p> <p>This compares to 41,407 to the end of Q3 2016/17. This is an increase of 5,130 or 12%.</p> <p>Total Attendance</p> <table><tr><td>Q1 – 313,816</td></tr><tr><td>Q2 – 324,415</td></tr></table>	Q1 – 71,596	Q2 – 62,563	Q3 – 44,749	Q1 – 17,239	Q2 – 16,493	Q3 – 9,851	Q1 – 313,816	Q2 – 324,415
Q1 – 71,596											
Q2 – 62,563											
Q3 – 44,749											
Q1 – 17,239											
Q2 – 16,493											
Q3 – 9,851											
Q1 – 313,816											
Q2 – 324,415											

				<p>Q3 – 309,919</p> <p>This compares to 222,066 to the end of Q3 2016/17. This is an increase of 87,853 or 40%.</p> <p>Cumulative – 948,150</p> <p>This compares to 824,773 to the end of Q3 2016/17. This is an increase of 123,377 or 15%.</p>
KEY OUTCOME: Improved access to coaching and talent development for sports				
Aim	Measure	Lead Officer	Timescale	Progress
Increase number of Swim School customers by 5%				
	█ Average number of customers enrolled in Swim School	Head of Business Development	Quarterly	<p>LLC</p> <p>Q1 – 1008</p> <p>Q2 – 1038</p> <p>Q3 - 1090</p> <p>This is an increase of 52 or 5% on the previous quarter and a YOY increase of 10 or 0.9%</p> <p>TSP</p> <p>Q1 – 947</p> <p>Q2 – 959</p> <p>Q3 - 988</p> <p>This is an increase of 29 or 3% on the previous quarter and an increase of 35 or 3.6% YOY</p> <p>Total</p> <p>Q1 – 1955</p> <p>Q2 – 1997</p> <p>Q3 - 2078</p> <p>This is an increase of 81 or 4% on the previous quarter and a YOY increase of 45 or 2.2%</p>
KEY OUTCOME: Increased participation in the facilities by children and young people (both in absolute terms and relative measures, such as percentage)				
Aim	Measure	Lead Officer	Timescale	Progress
Increase Excel/Gym 21 membership by 5%	█ Average number of Excel members age 11-18	Head of Business Development	Monthly	<p>LLC</p> <p>Q1 – 647 (404 Excel and 243 Gym 21)</p> <p>Q2 – 539 (311 Excel and 228 Gym 21)</p> <p>Q3 – 513 (314 Excel and 199 Gym 21)</p>

				<p>This is a decrease of 126 or 4.8% on the previous quarter and a YOY increase of 121 or 31%</p> <p>AC/TSP Q1 – 521 (280 Excel and 241 Gym 21) Q2 – 346 (136 Excel and 210 Gym 21) Q3 – 320 (137 Excel and 183 Gym 21)</p> <p>This is a decrease of 20 or 7.5% on the previous quarter and a YOY increase of 75 or 30%</p> <p>Total Q1 – 1168 (684 Excel and 484 Gym 21) Q2 – 885 (447 Excel and 438 Gym 21) Q3 – 833 (451 Excel and 382 Gym 21)</p> <p>This is a decrease of 52 or 5.8% on the previous quarter and a YOY increase of 196 or 30.7%</p>	
Page 35	Increase Kick-start membership by 5%	■ Average number of Kick-start members age 0-10 (KPI 836)	Head of Business Development	Monthly	<p>LLC Q1 – 109 Q2 – 110 Q3 – 101</p> <p>This is a decrease of 9 or 8% on the previous quarter and a YOY decrease of 13 or 11.4%</p> <p>AC/TSP Q1 – 168 Q2 – 134 Q3 – 156</p> <p>This is an increase of 22 or 16.4% on the previous quarter and a YOY decrease of 26 or 14.3%</p> <p>Total Q1 – 277 Q2 – 244 Q3 – 257</p> <p>This is an increase of 13 or 5.3% on the previous</p>

					quarter and a YOY decrease of 39 or 13%
KEY OUTCOME: Increased participation in referral and healthy living programmes to result in reduced obesity and improved health					
Measure	Measure	Lead Officer	Timescale	Progress	
Increase number of referrals by 5%	■ Number of referrals	Head of Business Development	Quarterly	Scheme running and under review.	
KEY OUTCOME: Development of effective customer and community engagement processes through customer forums to enable additional input from the local community					
Aim	Measure	Lead Officer	Timescale	Progress	
Development of customer engagement processes and development of positive local forums with relevant stakeholders	■ Residents satisfaction with facilities / Net Promoter Score	Executive Management Team	Ongoing	Q1 Overall – 53% Q2 – Overall – 54% Q3 – Overall – 47% Cumulative – 52%	
KEY OUTCOME: Improve customer satisfaction rates					
Aim	Measure	Lead Officer	Timescale	Progress	
Undertake 2 Mystery Visitor audits at each facility with target score of 85%	■ Mystery Visitor scores	Head of Operations	Annual	No Mystery visits took place during the Quarter	
Achieve average overall satisfaction score of 4.0/5	■ Overall satisfaction	Head of Operations	Monthly	LLC Q1 – 100% / 4.5 Q2 – 100% / 3.6 Q3 – 100% / 4.0 This compares to 91% / 4.0 YOY. AC Q1 – 98% / 4.2 Q2 – 99% / 4.3 Q3 – 99% / 4.2 This compares to 99% / 4.3 YOY. TSP Q1 – 100% / 4.6 Q2 – 98% / 4.6 Q3 – 100% / 4.7 This compares to 100% / 4.7 YOY.	
Achieve average cleanliness score of 4.0/5	■ Satisfaction - Cleanliness	Head of Operations	Monthly	LLC Q1 – 90% / 3.9 Q2 – 85% / 3.8	

				Q3 – 90% / 3.8 This compares to 81% / 3.7 YOY.
				AC Q1 – 97% / 4.3 Q2 – 100% / 4.4 Q3 – 93% / 3.9 This compares to 98% / 4.3 YOY.
KEY OUTCOME: Increased participation from underrepresented groups including ethnic minorities, disabled, women and those on income support				
Aim	Measure	Lead Officer	Timescale	Progress
Increase penetration of Leisure Pass into qualifying households	■ Number of Leisure Pass holders)/ Penetration levels	Head of Business Development	Quarterly	Q1 – 147 Q2 – 311 Q3 - 87 Current total of 704 leisure pass holders
KEY OUTCOME: Reduction in energy consumption				
Aim	Measure	Lead Officer	Timescale	Progress
Reduce overall consumption of gas, electricity and water by 5% at each facility	■ Consumption of utilities	Head of Operations	Quarterly	Electricity Consumption LLC Q1 – 413,888 Q2 – 425,279 Q3 – 399,244 This is a decrease of 26,032 or 6% on the previous quarter and a YOY decrease of 35,417 or 8%
				AC Q1 – 96,408 Q2 – 99,045 Q3 – 118,545

				This is an increase of 19,500 or 19.7% on the previous quarter and a YOY increase of 5,464 or 4.8%
				TSP Q1 – 233,490 Q2 – 237,482 Q3 – 225,256
				This is a decrease of 12,226 or 5% on the previous quarter and a YOY increase of 22,201 or 11%
				Gas Consumption LLC Q1 – 768,147 Q2 – 645,612 Q3 – 1,224,387
				This is an increase of 578,775 or 89% on the previous quarter and a YOY decrease of 55,974 or 4%
				<u>Larkfield Leisure Centre remains under query</u> <u>42712</u>
				AC Q1 – 219,372 Q2 – 186,980 Q3 – 468,942
				This is an increase of 281,962 or 150% on the previous quarter and a YOY increase of 26,935 or 6%
				<u>Query over Sep 2016 figure</u>
				TSP Q1 – 170,685

				Q2 – 94,585 Q3 – 153,601 This is an increase of 59,016 or 62% on the previous quarter and a YOY increase of 98,701 or 180% (Pool closed in 2016) All the figures quoted above are based on manual readings input to LASER's Systemlink software and are not reflected exactly in billing records.
KEY OUTCOME: Improve performance through the National Benchmarking Survey				
Aim	Measure	Lead Officer	Timescale	Progress
Undertake triennial National benchmarking Survey at each leisure centre on rolling basis and implement an action plan	■ NBS scores	Head of Operations	Annual	LLC report has been received and action plan is in place. TSP financials to be submitted
KEY OUTCOME: Maintain and improve where possible Quest performance over the next five years				
Aim	Measure	Lead Officer	Timescale	Progress
Maintain or improve where possible Quest banding at leisure centres on rolling basis	■ Quest scores	Head of Operations	Annual	All facilities have Quest registration. PW and AC undertook assessments during the quarter.
KEY OUTCOME: Ensure the facilities are operated safely				
Aim	Measure	Lead Officer	Timescale	Progress
Reduce accidents per 100,000 visits at each site	■ Accidents per 100,000 visits	Head of Operations	Monthly	Accidents per 100,000 customers as follows; LLC Q1 – 104 Q2 – 69 Q3 - 70 This is an decrease of 1 or 1.4% compared to Q3 in 2016/17, and an increase of 1 or 1.4% on the previous quarter. AC Q1 – 26 Q2 – 18 Q3 - 28

				This is a decrease of 15 or 34.8% compared to Q3 2016/17, and an increase of 10 or 55.6% on the previous quarter. TSP Q1 – 64 Q2 – 30 Q3 - 31
				This is a decrease of 6 or 16% compared to Q3 2016/17, and an increase of 1 or 3.3% on the previous quarter. PWGC Q1 – 0 Q2 – 0 Q3 - 0
				This is a reduction of 10 or 100% compared to Q3 2016/17, and a static position on the previous quarter. Overall Q1 – 73 Q2 – 49 Q3 - 51
				This is a decrease of 6 or 10.5% compared to Q3 2016/17, and an increase of 2 or 4% on the previous quarter.
Undertake biennial health and safety audit at each LLC and TSP and achieve increased score against previous report	■ External health and safety audit scores	Head of Operations	Annual	Leisuresafe Audits have taken place at all facilities. All 4 facilities have maintained accreditation.
Reduce number of RIDDOR reportable accidents year on year at each site	■ Number of RIDDOR reportable accidents	Head of Operations	Monthly	There was one RIDDOR during Q3. Fall off trampoline at LLC resulting in a broken arm
Respond to findings of LeisureSafe Audits and other statutory inspections	■ Action Plan completion	Head of Operations	31 March 2018	Action plans are in place at all 4 sites. Audits were undertaken in January 2018

KEY OUTCOME: Maintain and improve staff satisfaction to deliver safe and secure services				
Aim	Measure	Lead Officer	Timescale	Progress
Maintain sickness and absence rate below 2%	■ Sickness and absence rates	Head of Operations	Quarterly	Overall Sickness Q1 – 2.47% Q2 - 3.53% Q3 - 2.38% This is a 1.15% decrease on the previous quarter and a static position YOY
KEY OUTCOME: Delivery of a reduced service fee over the term of the Agreement				
Aim	Measure	Lead Officer	Timescale	Progress
5% reduction in annual service fee net of CPI	■ Service fee reduction	Head of Finance	Annual	Agreed reduction in place from 1 April 2018.

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ANNUAL SERVICE DELIVERY PLAN

1 April 2018 to 31 March 2019



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>Lead Officer: 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>
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>Lead Officer: 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>
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>Lead Officer: 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>

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>Lead Officer: 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>
5.	<p>Aim: Develop tmactive150 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>Lead Officer: 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 tmactive150 programme and attendances</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>Lead Officer: Head of Business Development</p> <p>Timescale: 25 May 2018</p> <p>Desired Outcomes: An approved Data Protection Policy. 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>

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>Lead Officer: Head of Business Development</p> <p>Timescale: 31 October 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>
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>Lead Officer: 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>
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>Lead Officer: 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>
10.	<p>Aim: Tender insurance contract</p> <p>Action: Review current cover arrangements and benchmark with Sporta/KALT colleagues. Investigate market. Prepare and issue invitation to tender. Evaluate and report to Board.</p> <p>Lead Officer: Head of Business Development</p> <p>Timescale: 1 November 2018</p> <p>Desired Outcomes: Best value three year insurance arrangements in place. Relevant cover in place with well managed claims process.</p>

11.	<p>Aim: Investigate 50 week wet and dry side course programming.</p> <p>Action: Form working group to evaluate a move from current 45 week programme to 50 weeks 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.</p> <p>Lead Officer: Head of Business Development</p> <p>Timescale: 1 September 2018</p> <p>Desired Outcomes: Additional income from coaching activities. Increased customer satisfaction. Improved recruitment and retention of teaching staff.</p>
12.	<p>Aim: Implement Safeguarding Action Plan</p> <p>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.</p> <p>Lead Officer: Head of Operations</p> <p>Timescale: Ongoing</p> <p>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.</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>Lead Officer: 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>
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>Lead Officer: 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>

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>Lead Officer: 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>
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>Lead Officer: Head of Operations</p> <p>Timescale: 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>
17.	<p>Aim: Operate payroll service in-house</p> <p>Action: Investigate purchase of software. Review in-house resources. Implement training for relevant staff. Review existing procedures. Implement in-house payroll service.</p> <p>Lead Officer: 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>

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% target 1 – >90% target 0 – < 90%
Overall expenditure in period	Profile	3	
Overall bottom line in period	Profile	3	
Overall Fitness Income	Profile	2	
Overall Casual Swimming Income	Profile	2	2 – target or above 1 – >92.5% target 0 – < 92.5%
Overall Courses Income	Profile	2	
Overall Golf Income	Profile	2	
Overall Staffing Expenditure	Profile	2	2 – target or below 1 – <102% target 0 – >102%
Overall Utilities Expenditure	Profile	2	
Overall Utilities Expenditure	Profile	2	
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	
Overall Viewpoint Score	4.0/5.0	2	
Viewpoint Cleanliness Score	4.0/5.0	2	
Overall Annual/DD health & fitness membership	+5% YOY	2	2 – target or above 1 – >92.5% target 0 – < 92.5%
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	
DEC score average	110	1	
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	
Core training attendance	95%	2	
Turnover	20%	1	1 – target or below 0 – above target
Sub Total		7	
Grand Total		57	

ANNEX 3

LARKFIELD LEISURE CENTRE		2018/19									
Balanced Scorecard KPIs		Q1	Score	Q2	Score	Q3	Score	Q4	Score	Cumulative	Score
Finance											
Total Income	98.7%	2	101.3%	3						99.9%	2
Total Expenditure	96.8%	3	99.0%	3						97.6%	3
Bottom Line	102.3%	3	103.5%	3						102.9%	3
Fitness Income	107.1%	3	102.5%	3						105.0%	3
Swimming Income	96.4%	1	98.2%	1						97.5%	1
Courses Income	92.2%	0	94.3%	1						93.6%	1
Golf Income											
Staffing Expenditure	99.2%	2	101.2%	1						100.0%	2
Utilities Expenditure	104.2%	0	100.3%	1						102.1%	1
Sub Total		14		16							16
Customers											
Net Promoter Score	56	3	62	3						59	3
MV Score	81	2	86	3						84	3
Overall Viewpoint Score	4.2	2	3.8	1						4.0	2
Viewpoint Cleanliness Score	3.6	0	3.8	1						3.7	0
Annual/DD H&F Membership	100.2%	2	99.7%	1						99.8%	1
Annual DD S&S Membership	99.6%	1	101.2%	2						100.3%	2
Total Attendance	97.9%	1	99.9%	1						98.9%	1
Swim School Membership	104.3%	2	102.6%	2						103.5%	2
Sub Total		13		14							14
Operations											
Electricity Consumption	101.2%	2	98.7%	3						99.8%	3
Gas Consumption	98.7%	3	99.6%	3						99.0%	3
H&S Audit Score	83	3	83	3						83	3
Accidents per 100,000 visitors	67	1	78	0						73	1
DEC Score	124	0	124	0						124	0
Sub Total		9		9							10
Staff											
Staff Sickness Percentage	2.7%	1	1.8%	2						2.2%	1
BEE Training Attendance	81.3%	0	86.7%	0						84.6%	0
Core Training Attendance	93%	1	96%	1						95%	1
Turnover	17.6%	1	18.0%	1						17.8%	1
Sub Total		3		4							3
Grand Total		39		43							43
Balanced Score		70.9%		78.2%							78.2%

*N/B implementation of new feedback focus system to track customer comments.

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

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 CEMETERY CAPACITY REVIEW

Summary

This report informs Members of the outcome of a Capacity Review undertaken at Tonbridge Cemetery.

1.1 Background

- 1.1.1 This Council owns and manages one burial facility within the Borough, this being Tonbridge Cemetery. Members will be aware from my previous report to this Board that in 2017 a study was commissioned to provide a comprehensive update on capacity at the cemetery, to determine the future availability of grave spaces.
- 1.1.2 The capacity review was undertaken in liaison with the Council's Internal Audit Team and with the support of the previous Cemetery Registrar.

1.2 Capacity Review

- 1.2.1 The review has been both extensive and comprehensive incorporating data capture on over 14,000 individual graves spread over 44 plots within the cemetery. The review considered a range of elements for each grave space including number, size and restrictions such as headstones and trees. The review also took into consideration burial numbers and trends from the previous 10 years to assist in estimating future burial rates.
- 1.2.2 The study has now been completed and has concluded that through the utilisation of existing spaces grave spaces that have no restricting factors, it is estimated that there will be adequate provision through until 2087. This length of capacity was greater than originally anticipated and shows the value of undertaking such a comprehensive review.

1.3 Future Reviews

- 1.3.1 The study recommends that the Council should review provision again in 30 years though. This future review will benefit from continuing monitoring to assist in the management of the cemetery and negate the need for such an in-depth study

being needed in the future. To facilitate this it is suggested that the Council's IT Service take the data spreadsheet provided within the report and develop software to assist in the day to day management of Tonbridge Cemetery, thus ensuring this information can be continually updated.

- 1.3.2 A broader review of burial capacity across the borough incorporating facilities provided by others including Parish/Town Councils was previously reported to Cabinet on the 31 January 2017. Following the completion of the review at Tonbridge Cemetery this broader review will be progressed in liaison with the Rochester Diocese.

1.4 Legal Implications

- 1.4.1 None

1.5 Financial and Value for Money Considerations

- 1.5.1 Future capacity availability is a factor that is taken into consideration when reviewing cemetery charges.

1.6 Risk Assessment

- 1.6.1 The report commissioned aimed to assess the risk to the Council of future capacity issues at Tonbridge Cemetery. It has been concluded that in the short and medium term no issues are apparent, with a further review undertaken in 30 year's time.

1.7 Equality Impact Assessment

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

1.8 Policy Considerations

- 1.8.1 Business Continuity/Resilience and Asset Management.

1.9 Recommendation

- 1.9.1 It is, therefore, **RECOMMENDED TO CABINET** that:

- 1) the outcome of the Tonbridge Cemetery Capacity Review be noted;
- 2) the Council's IT Service progress with the development of software to assist in the future management of the Cemetery and ensure the continuing updating of capacity information;
- 3) liaison be undertaken with the Diocese at Rochester and Parish/Town Council's to progress the boarder review of burial capacity within the borough.

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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Agenda Item 9

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

Report of the Director of Central Services

Part 1- Public

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

1 COMMUNITY SAFETY PARTNERSHIP DRAFT PARTNERSHIP PLAN 2018/19

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

1.1 **The Tonbridge & Malling CSP Partnership Plan 2018/19**

- 1.1.1 The Community Safety Partnership is required to publish an annual plan of its work and the actions that it plans for the forthcoming year. A copy of the Plan is attached at Annex 1 and gives details about the initiatives that were undertaken during 2017/18 and information about the Partnership's priorities for 2018/19.
- 1.1.2 Crime levels within the borough are low and the borough remains one of the safest in the county. From April 2017 to March 2018 there were 7,783 incidents of victim based crime recorded within Tonbridge & Malling (an increase of 24.3% compared to the same period last year). In the same time period there was a decrease of recorded incidents of anti-social behaviour reported to the police (down by 523 incidents). Although victim based crime levels have risen, the borough is still one of the safest in the county and we have the third lowest victim based crime rate in Kent.
- 1.1.3 The Partnership has agreed four priorities for 2017/18. These are
 - Organised Crime – including Gangs, Child Sexual Exploitation, Modern Slavery and Human Trafficking, Violent Crime and Burglary
 - Vulnerable People – including domestic abuse, anti-social behaviour, hate crime and mental health
 - Counter Terrorism
 - Substance Misuse

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

1.2 Legal Implications

- 1.2.1 None

1.3 Financial and Value for Money Considerations

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

1.4 Risk Assessment

- 1.4.1 All risk assessments are undertaken as appropriate.

1.5 Equality Impact Assessment

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

1.6 Policy Considerations

- 1.6.1 Community Safety

1.7 Recommendations

- 1.7.1 That the Community Safety Partnership Plan 2018/19 as set out in Annex 1 **BE SUPPORTED AND ENDORSED.**

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

Background papers:

Nil

contact: Alison Finch
Safer & Stronger Communities
Manager

Adrian Stanfield
Director of Central Services

Tonbridge and Malling

Community Safety Partnership

Partnership Plan

2018 - 2019



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Partnership Plan 2018 - 2019

Introduction

The Tonbridge and Malling Community Safety Partnership (CSP) produces an annual Plan which sets out the objectives that the Partnership will work towards to address community safety issues in the Borough over the coming year. The Plan is based on a Strategic Assessment that looks at current data and trends to address the priorities for the Borough in reducing and tackling crime and disorder. This year the CSP has agreed to focus on four key priorities and these will be explained in further details later in the document.

The Community Safety Partnership continues to develop and work to address different issues as they arise. The Community Safety Unit, based at Tonbridge & Malling Borough Council offices, Kings Hill is fully operational and is the operational arm of the Community Safety Partnership. The CSU meets on a weekly basis to share information about vulnerable people and other topics of concern.

In light of its new priorities for 2018/19 the CSP has reviewed the number and type of meetings it holds every year. The CSP Strategy Group will now meet four times a year and will consider strategic issues as well as overseeing the progress of the Action Plans, whereas Working Groups will consider operational matters. We are also establishing a West Kent Domestic Abuse Forum to help bring together agencies involved in tackling domestic abuse across the West Kent area.

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

"Our vision is for Kent to be a safe place for people to live, work and visit and by protecting the public from crime and antisocial behaviour, we will allow our communities to flourish. We will work closely with our partners to ensure that a seamless service is provided and that opportunities for joint working are explored. By working with partners and listening to the public we will provide a first class policing service that places the victim first and is visible and accessible. We will ensure local visible community policing is at the heart of everything we do. We will be there when the public need us and we will act with integrity in all that we do."

Funding for Community Safety Partnerships from the PCC has been confirmed for 2018/19 and we will use this to address our local priorities. We need to ensure that we work to reflect the priorities of the PCC and that the use of the funding reflects these priorities.

Review of actions 2017/18

Crime levels within Tonbridge and Malling are low and the borough remains one of the safest in the county. From April 2017 to March 2018, there were 7,783 incidents of victim based crime recorded within Tonbridge and Malling (an increase of 24.3% compared to the same period last year). This, in part, is due to new Home Office counting rules. In the same time period there was a decrease of recorded incidents of anti-social behaviour reported to the police (down by 523 incidents). Although victim based crime levels have risen, the borough is still one of the safest in the county and we have the third lowest victim based crime rate in Kent.

During 2017/18 the Partnership had 6 key priorities: Anti-social behaviour (including Environmental Crime), Domestic Abuse, Counter Terrorism, Gangs and Organised Crime Groups, Mental Health and Substance Misuse. Updates of how these actions have progressed during the year are shown below.

Anti-social behaviour – including environmental crime

Action	Owner/lead agency	Update	Status
Provide Mediation to deal with neighbour disputes and family conflicts	Maidstone Mediation	In total 10 neighbourhood referrals were received during the year. Referrals came from a number of partners including Clarion Housing and Kent Police.	
Hold multi-agency Community Awareness days to engage with local residents	TMBC Circle	An event was held in East Malling in March 2018.	
Identify hotspot areas and target resources to these areas	Kent Police	Ongoing work. Over the year a number of hotspot areas were identified and actions taken to resolve the issues (such as the use of Dispersal Orders and Days of Action).	
Provide and support diversionary activities for young people	TMBC Leisure	The Y2 Crew Summer Activity scheme was held during the school summer holidays. Over 200 young people attended.	
Identify perpetrators of ASB and undertake actions to cease their behaviour	TMBC Kent Police Housing Associations KCC	This is ongoing work during the year.	

Explore opportunities for using the ASB powers/tools available	All partners	During the year 6 Community Protection Warning Notices were issued.	
Increase education and awareness of support available.	TMBC Youth Forum KCC	The Youth Forum have identified a number of key issues during the year and have worked to raise awareness of these issues.	
Carry out scheduled joint initiatives at litter 'hotspots' with Police, Community Wardens and community groups to carry out promotional and enforcement activities	TMBC	During the year 102 joint initiatives were held including 43 as part of the National Big Spring Clean initiative in March.	
Deliver a programme of initiatives to promote responsible dog ownership	TMBC	During the year 15 initiatives were run	
Deliver a programme of joint operations with the Police targeting illegal waste carriers and unlicensed scrap metal collectors in order to deter fly tipping and other waste offences	TMBC	During the year 4 joint operations were held	
Deliver a programme of joint operations with the Police targeting untaxed & abandoned vehicles	Kent Police TMBC	During the year 5 joint operations were held.	

Counter Terrorism

Action	Owner/lead agency	Update	Status
Promote the Prevent Strategy within the community	All partners	This has been ongoing throughout the year and all partners have promoted this where appropriate.	
Attend Channel Panels where appropriate and provide support to individuals when required	TMBC	During the year 2 Channel Panels were attended involving 6 individuals from Tonbridge & Malling.	
Provide training for partners around the identification of vulnerable people	TMBC KCC	Prevent training for partners was held in May 2017. 27 members of staff were able to attend from a number of different organisations.	

Link in with the KCC Communication strategy around Prevent to ensure consistent messages are published	TMBC KCC	The KCC Community Strategy around Prevent is still in development but the CSP will link in with this once it is complete	
Ensure businesses in the borough consider/are aware of additional security measures required	TMBC Police	Work is ongoing with the Tonbridge Safer Towns Partnership to link in with the businesses in Tonbridge.	

Domestic Abuse

Action	Owner/lead agency	Update	Status
Work with DAVSS to ensure that all victims of domestic abuse can receive support	DAVSS	In total 245 referrals were received by DAVSS during the year. Of these 217 were low/medium risk and 28 were high risk.	
Work with the new KCC Commissioned services to ensure all victims in the borough receive the support they require	TMBC DAVSS Lookahead	There were over 100 high risk referrals made to Lookahead as well as 7 Sanctuary referrals and 4 emergency accommodation referrals. A refuge was also opened in the borough.	
Continue to support the One Stop Shop in Tonbridge	DAVSS Circle	The One Stop Shop continues to run in Tonbridge on a weekly basis. On average 13 people attended per quarter.	
Set up a Domestic Abuse Forum to share good practice around tackling domestic abuse	TMBC	The Forum was established and was well attended. Through this some training was arranged for professionals on how to complete the DASH Risk Assessment Form.	
Run at least one Freedom Programme in the borough during the year	DAVSS	A Freedom Programme was run in the borough from September 2017. 12 women attended the course.	
Consider the use of Adolescent to Parent Violence Mediation as appropriate	Maidstone Mediation	In total 2 Parent/teen referrals were received during the year and 12 anger management referrals.	

Refer perpetrators of domestic abuse to the Integrated Offender Management process	National Probation Service	Probation have seen an increase in referrals to the IOM process due to domestic abuse throughout the year.	
Promote and increase awareness around the issues and the support available	TMBC DAVSS	This has been ongoing throughout the year with both posters displayed in various locations and using social media to promote services available.	
Run preventative/educational programmes around healthy relationships	DAVSS Project Salus	The DAY Programme ran in West Kent College and Judd School during the year with over 160 pupils receiving the programme.	
Continue to support the CDAP programme in Tonbridge	CDAP	The rolling programme has continued throughout the year with 5 men completing the programme.	

Gangs/Organised Crime Groups (OCGs)

Action	Owner/lead agency	Update	Status
Share information and report concerns about issues with partners	Kent Police/ All partners	This is ongoing and has developed through the establishment of the Serious Organised Crime meeting (see below).	
Work in Partnership to disrupt recognised gangs/ OCGs and identify existing and emerging groups.	Kent Police	A multi-agency Serious Organised Crime Tactical meeting was established during the year to share intelligence and information about OCGs in the borough	
Refer gang/OCG members to the Integrated Offender Management process	National Probation Service	This is ongoing work and all IOM staff have now received formal training on OCGs.	
Work with organisations such as Housing providers, British Transport Police and Schools to ensure early identification of young people being drawn into gangs	TMBC Kent Police (PCSO) KCC Early Help	This has been ongoing work throughout the year. The Youth Engagement PCSO is engaging with schools around this issue.	

Increase awareness of the issues and the support available	TMBC Youth Forum CSU	The Youth Forum are aware of the issues and the support available.	
Work with 'Reform, Restore, Respect' to hold educational programmes within schools	Restore, Restore, Respect	During the year RRR delivered programmes in 2 schools in the borough. In total 588 pupils saw the programme and feedback was very positive.	

Mental Health

Action	Owner/lead agency	Update	Status
Hold training around Mental Health	TMBC	Mental Health awareness training was held in November 2017. 28 people attended.	
Ensure appropriate representation from Mental Health services attend meetings	TMBC	Mental Health services are invited to attend the Weekly meeting and we link in with them when required.	
Ensure that there is an awareness of the referral process and that all partners are aware of where to signpost people who have been identified as having mental health issues	All partners	There has been an increase in the awareness by partners of the referral process and they are now aware of where to signpost people depending on their need.	
Consider a partnership policy regarding our approach to how we tackle people with mental health issues	CSU	Due to the different needs of individuals it is difficult to develop a policy. However, we'll be looking further into this issue during the next Partnership Plan and Action Plan.	Yellow
Consider providing a bespoke product from the CSU to mental health services	TMBC/Kent Police	Following discussions it is felt that this is not necessary and that appropriate links have been made with mental health services.	
Increase awareness of issues and support available	TMBC Youth Forum CSU	This is ongoing work with the Youth Forum.	

Substance Misuse

Action	Owner/lead agency	Update	Status
Kenward Trust to engage with young people in hotspot areas	Kenward Trust	Kenward Trust have worked in four locations in the borough including Tonbridge Park and Town Lock in Tonbridge, Snodland and East Malling. They have engaged with over 300 young people.	
Continue the work of the Snodland Community Alcohol Partnership	TMBC	This is ongoing and partners continue to meet. During the year a Challenge 25 Test Purchase operation was held with follow training arranged for 2 businesses. The CAP also received a 'highly commended' award from the National Community Alcohol Partnership in October 2018.	
Consider the use of Family Mediation and Restorative Processes for young people involved in Substance Misuse	Maidstone Mediation	The use of Family Mediation and Restorative Processes was considered but was felt to be inappropriate in most cases. There was one referral made to parent and teen mediation during the year for this approach.	
Continue to provide pro-active drug work	Kent Police	This is ongoing work by Kent Police and during the year there were a number of successes in seizing drugs and prosecuting those found with them.	
Utilise the new PCSO role to work in schools and prevent substance misuse issues	Kent Police	The PCSO role was appointed during 2017 and this work is ongoing with schools within the borough.	
Increase awareness of issues and support available	TMBC Kenward Trust CGL	This has been an ongoing throughout the year and we have been using different means to highlight the support available to those who need it.	

Review of projects and initiatives 2017/18

During 2017/18 the Community Safety Partnership (CSP) undertook a variety of projects and initiatives linked to the actions above. Below are more details about some of the initiatives/projects mentioned above and also some additional projects which were run during the year to address issues which arose during the year.

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

Anti-social behaviour

Anti-social behaviour continues to be a big concern for residents. During the year the Borough Council employed a new Anti-social behaviour Officer who has been able to make use of the new tools and powers available through the ASB and Crime Act. Seven Community Protection Warning letters were issued for anti-social behaviour. In April 2017 the Borough Council authorised a Public Spaces Protection Order, covering a number of issues within the borough, including preventing dog fouling, alcohol consumption linked to anti-social behaviour and deterring public urination and/or defecation. So far, no Fixed Penalty Notices (FPNs) have been issued but further training for Borough Council staff has been arranged to promote the use of FPNs in cases of breaches of the Orders.

During the year a number of hotspot areas for anti-social behaviour were identified through the Community Safety Unit and actions were taken to address these issues including issuing dispersal orders to prevent large groups of people from gathering and causing distress as well as providing outreach work to engage with the people involved in the anti-social behaviour and educate them as to the effects their behaviour has on others.

The Community Safety Unit continues to use Mediation to help resolve neighbour disputes and during the year this was used 10 times. It is hoped that by using Mediation at an early stage we can help to reduce the number of ongoing issues and help communities to be able to live peacefully with each other.



Members of the Community Safety Unit

Counter Terrorism

Representatives from the Community Safety Unit continue to attend Channel Panels (where individuals who may be at risk of being drawn into extremism are discussed). 2 Panels were attended, related to 6 individuals from Tonbridge & Malling with positive outcomes for those referred.

Members of the Community Safety Partnership also attended some training around 'Prevent' and were informed about potential signs to look out for when visiting or speaking with clients. 27 people attended this training.

The CSP also linked in with Social Media campaigns to raise awareness of 'Prevent' and counter terrorism and a number of messages have been sent out to let the public know about how to report concerns or suspicious activity.

Domestic Abuse

The Community Safety Partnership continued to provide funding for DAVSS to work with medium risk victims of domestic abuse and during the year they were able to receive 245 referrals. Of these 217 were low/medium risk and 28 were high risk and 238 were female and 7 male. We also continue to support Lookahead (who work with high risk victims of domestic abuse) and they worked with over 100 victims. The Freedom Programme ran in September 2017 and 12 women attended this programme looking at how to recognise signs of abuse and how to break the cycle of abuse. The Community Domestic Abuse Perpetrators Programme also continued to run in Tonbridge and 5 men completed the rolling programme with 7 referrals.

The One Stop Drop In service in Tonbridge continued to run throughout the year. This is supported by Clarion Housing, DAVSS and Lookahead and during the year over 55 people used the service to get advice and support.

The CSP was also able to provide some training to 29 professionals on the DASH Risk Assessment model (to identify a person's domestic abuse risk level) which helped professionals to feel confident in completing the form and getting victims the right support for them.

Gangs/Organised Crime Groups

During 2017/18 a Serious Organised Crime Tactical Group was set up in order to bring partners together to share information about individuals likely to be involved in organised crime. A number of operations have taken place, led by the Police, leading to a number

of arrests, the seizure of large amounts of cannabis and disruption to organised crime within the borough. This work will continue in 2018/19.

The CSP also arranged some training around gang awareness. This was due to be held in February but due to unforeseen circumstances was held in April 2018. 25 professionals from Tonbridge & Malling will attend the training, which was jointly held with Sevenoaks Community Safety Partnership.

Mental Health

Mental Health continues to be a concern to those working with the Community Safety Unit and during the year we have strived to link in with mental health professionals who have been invited to attend the CSU Weekly meetings.

We were also able to run some mental health awareness training for partners and 28 people attended and were able to consider how to support an individual with mental health needs.

Substance Misuse

The CSP continues to commission The Kenward Trust to engage with young people in the borough around alcohol and substance misuse (and the associated anti-social behaviour linked to these substances). During the year they were able to visit four locations and engage with over 300 individuals. They were also able to work in 8 schools in the borough and worked with young people on a one to one basis where appropriate. We will continue to commission their work (subject to confirmation from the Police and Crime Commissioner) during 2018/19.

The Snodland Community Alcohol Partnership (CAP) continues to meet and in October 2017 were successful in receiving a 'Highly Commended' award for the Most Improved Locality at the Outstanding Achievement in Tackling Underage Drinking 2017 Awards run by the National Community Alcohol Partnership.

The CAP was also able to run Challenge 25 test purchases, where a volunteer over 18 but under 25 years old went into licenced premises in Snodland to try and purchase alcohol. The premises should have asked for ID and refused to sell if the person did not have ID. Of the seven premises visited, two failed and will be given further advice and training.



Alison Finch, Chair of the Snodland CAP receiving the CAP Award.

Priority Issues for 2018 – 2019

The Strategic Assessment undertaken during the autumn of 2017 identified the priority areas for the Partnership to tackle during 2018 – 2019 and the Partnership held a ‘workshop’ in March 2018 to discuss the areas that they would focus on during the next year. The Strategic Assessment used data provided by partners, as well as feedback from residents, to recommend priorities for the forthcoming year. Feedback from residents was gathered through engagement with residents at community events.

The priorities agreed through the Strategic Assessment for 2018/19 are:

- Organised Crime - to include gangs, child sexual exploitation, modern slavery and human trafficking, violent crime and burglaries.
- Vulnerable People – to include hate crimes, domestic abuse, Anti-social behaviour and mental health
- Counter Terrorism
- Substance Misuse

The Community Safety Partnership has agreed to have two overarching themes which will then include several themes within these and then two ‘stand-alone’ priorities focusing on some specific issues for the borough. Action Plans will be developed which will establish specific actions.

Reducing reoffending is a statutory requirement for the Community Safety Partnership and the Partnership will also consider this in the work that it does. The National Probation Service has been working closely with the Community Safety Unit to raise this issue and although reoffending rates are low we are not complacent and will be linking in with Offender Management monthly meetings and with the Integrated Offender Management Unit. We hold a West Kent Reducing Reoffending meeting with Tunbridge Wells and Sevenoaks CSPs and this will continue throughout 2018/19.

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

The following pages set out the actions for the CSP for 2018/19. The action plans do not include details about the numerous activities already undertaken by partners, town and parish councils, the voluntary sector and others as part of their day to day work, but will highlight activities in addition to core work, which partners will undertake throughout the forthcoming year.

Funding for actions included within the Action Plan is available from a number of different sources, including a contribution that a number of partners make to a 'Local Partnership Fund' and the funding from the Police and Crime Commissioner (PCC). The amount of funding that the CSP will receive from the PCC has reduced and it is now a requirement that the funding from the PCC are aligned to the priorities that he has given in his 'Safer in Kent: The Community Safety and Criminal Justice Plan'. Regular monitoring of each project will be undertaken by the Partnership and an evaluation will be provided on completion of the project.

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

Action Plans 2018 – 2019

Organised Crime – to include Gangs, Child Sexual Exploitation, Modern Slavery and Human Trafficking, Violent Crime and Burglary

Action	Owner/lead agency	Update	Status
Gangs			
Work in Partnership to disrupt recognised gangs/OCGs and identify existing and emerging groups	All partners		
Work with 'Reform, Restore, Respect' to hold educational programmes within schools	Reform, Restore, Respect		
Run Gangs Awareness Training for partners	TMBC KCC (Community Safety)		
Child Sexual Exploitation			
Link in with national campaigns to raise awareness of the issue	TMBC (including Youth Forum)		
Run education programmes in schools to raise awareness	KCC (Early Help) Kent Police TMBC (Youth Forum)		
Modern Slavery/Human Trafficking			
Link in with national campaigns to raise awareness of the issue	TMBC (including Youth Forum)		
Work in Partnership to identify anyone at risk of modern slavery/human trafficking	All partners		
Violent Crime			
Map the number of violent crimes occurring to see if there is a pattern/trend	Kent Police		
Burglary			
Hold at least 2 crime prevention events during the year	TMBC Kent Police		

Vulnerable People – to include domestic abuse, Anti-social behaviour, hate crime and mental health

Action	Owner/lead agency	Update	Status
Domestic Abuse			
Work with DAVSS to ensure that all victims of domestic abuse can receive support	DAVSS		
Work with the KCC Commissioned services to ensure all victims in the borough receive the support they require	Lookahead/Choices		
Continue to support the One Stop Shop in Tonbridge	DAVSS Lookahead Clarion Housing		
Run at least one Freedom Programme in the borough during the year	DAVSS		
Run preventative/educational programmes around healthy relationships	DAVSS Choices		
Continue to support the CDAP programme in Tonbridge	CDAP		
Consider work around identifying repeat perpetrators	TMBC Police		
Anti-social behaviour			
Run a campaign to reduce ASB during the Football World Cup	TMBC/Police		
Provide Mediation to deal with neighbour disputes and family conflicts	Mediation Services		
Provide and support diversionary activities for young people	TMBC KCC (Early Help/Wardens)		
Identify perpetrators of ASB and undertake actions to cease their behaviour	TMBC Housing Associations Police		

Hate crime			
Use of Restorative Justice to change behaviour	Maidstone Mediation		
Link to campaigns around reporting hate crime	TMBC (including Youth Forum) Kent Police		
Mental health			
Hold training around Mental Health	TMBC		
Ensure appropriate representation from Mental Health services attend meetings	All partners		
Link in to campaigns around raising mental health issues	TMBC (including Youth Forum)		

Counter Terrorism

Action	Owner/lead agency	Update	Status
Counter Terrorism			
Promote the Prevent Strategy within the community	All partners		
Attend Chanel Panels where appropriate and provide support to individuals when required	TMBC		
Provide training for partners around the identification of vulnerable people	TMBC KCC (Prevent)		
Link in with national campaigns to raise awareness of Counter Terrorism issues	TMBC		
Engage with residents to raise awareness (e.g. at Tonbridge Railway Station).	Kent Police		

Substance Misuse

Action	Owner/lead agency	Update	Status
Substance Misuse			
Work with Kenward Trust to identify hotspot areas and individuals at risk of becoming involved in substance misuse issues	Kenward Trust		
Continue to provide pro-active drug work	Police		
Establish a Community Alcohol Partnership in Tonbridge	TMBC		
Consider the use of Family Mediation and Restorative Processes for young people involved in Substance Misuse	Maidstone Mediation		
Work with schools to raise awareness of substance misuse issues	Kent Police Kenward Trust Theatre ADAD		

Membership of the Community Safety Partnership and contact details

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

Glossary

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

Tonbridge and Malling Community Safety Partnership

Tel: 01732 844522

Email: csp@tmbc.gov.uk

Web: www.tmcommunitysafety.org.uk

Twitter: [TM_CSP](#)

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



TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Information

1 HOUSING NEED AND DEVELOPMENT UPDATE

This report provides a summary update in various key areas across the Council's housing service.

1.1 Homelessness Reduction Act

1.1.1 The Homelessness Reduction Act came in to force on 3 April 2018. The aim of the Act is to modify and extend the previous homelessness duties required by Local Authorities, the key changes being;

- To improve the advice and information about homelessness and the prevention of homelessness to everyone in the Council's district.
- To extend the period during which a person becomes threatened with homelessness from the previous 28 days to 56 days, allowing more time for the council to prevent households from becoming homeless.
- To introduce new duties to prevent and relieve homelessness for all eligible people regardless of priority need and intentionality.
- To introduce assessments and personal housing plans setting out the actions that will be taken by the council and the applicant to prevent homelessness or secure alternative accommodation to relieve homelessness.

1.1.2 It was expected that these changes would result in an increase in the number of customers approaching the Council for assistance and an increased work-load on Officers and so in preparation the Council recruited an additional Housing Options and Support Officer, increasing the team to five full time Officers and one part time Officer.

1.1.3 Working alongside the Housing Options and Support Team a new Accommodation Team comprising two full time Accommodation and Support Officers was created specifically to work on initiatives to find and secure accommodation from the private sector intended to increase the Council's access to affordable housing options to resolve housing need and prevent and relieve

homelessness. The Accommodation team is also responsible for the management of emergency and temporary accommodation.

1.1.4 Under the new Act there are four distinct stages.

- The initial triage stage where an assessment of the customer's eligibility and support needs are established.
- The Prevention stage, if a customer is threatened with homelessness within the next 56 days and where efforts will be made to prevent the applicant from becoming homeless, this will include compiling a personal housing plan with the customer who will be expected to comply with the steps agreed.
- The Relief stage, if the customer is already homeless and efforts are made to resolve their homelessness by finding and securing accommodation either on an interim basis while a more permanent solution is found or by securing permanent housing.
- The final stage is the Assessment and this is where the Council will decide what final duties are owed to a customer who's homelessness has not been prevented or relieved.

1.1.5 To enable the team to manage the expected increase in numbers of customers attending the Council offices for help, and to ensure interviews are structured to be compliant with the new duties, a new appointment system was created allowing two hours for each customer. Initially these appointments were restricted to three each day whilst Officers got to grips with the new ways of working. This has now been increased to five appointments each day. Appointments are being booked 7 days in advance currently.

1.1.6 We have a new IT system to help us carry out our activities associated with recording and managing our casework which has been created by our existing IT provider Locata to be compliant with the HRA and is being used across Kent. Whilst the team received a limited programme of training on how to use the new system, it was not fully operational until a few days before the HRA was implemented and this has been a challenge.

1.1.7 Early indications indicate that business has increased as expected. For the period 3 April 2018 to 3 May 2018, the team dealt with 75 new customers under HRA and this compares to an average of 66 new customers for the same time period over the previous 6 months demonstrating an increase of 13% in footfall for the first month. Whilst this may only seem a small increase at present, it should be noted that appointments have been managed whilst Officers become familiar with dealing with customers in accordance with the new law. Of course, our time spent on each interview and enquiry has also increased due to the new approach introduced by the HRA.

1.1.8 Further detail on the number of new approaches are demonstrated below;

	Triage Stage	Prevention Stage	Relief Stage
Number of new approaches	47	15 (of which 2 have been prevented successfully)	13 (of which 1 has been relieved)

1.2 On-line Registration

- 1.2.1 As members are aware, the Borough Council currently use the Choice Based Lettings system, Kent Homechoice, for the allocation of social housing in the borough. Applicants wishing to be considered for affordable and social housing must initially apply to join the Council's housing register in order to have access to Kent Homechoice. To make an application, customers have until now been required to complete a paper application form which they submit to the Housing Options and Support team for assessment.
- 1.2.2 Since 3 April 2018 alongside implementation of the HRA, the Council are offering our customers the option of on-line registration giving them the choice of how they wish to submit their application for housing. Many of our customers already use an on-line pre-assessment tool which informs them if they are eligible to join the register and we have received feedback from those customers that they would like to have the rest of the form available on line.
- 1.2.3 Customers are also able to up-load the required documents in support of their application making the process a lot more streamlined and user friendly.
- 1.2.4 During the first month since this option has been available there have been 139 new applications submitted and of these 41 were submitted on-line. It is hoped that as new customers are made aware of the new on-line option to submit an application, the paper application will reduce further. This will reduce the administration in processing new applications and dealing with applicant's personal information directly as well as helping us to identify those households with housing difficulties at an earlier stage.

1.3 Housing Register

- 1.3.1 There are currently 1145 live applications on the Council's housing register (waiting list). The table below shows the distribution of live applications on the housing register by size of property required over the last six months.

Month	1 bed	2 bed	3 bed	4 bed	5+ bed	Total
November 2017	552	329	144	51	8	1084
December 2017	550	318	142	50	8	1068
January 2018	561	325	146	53	8	1085

February 2018	568	323	148	54	8	1100
March 2018	578	313	153	55	7	1106
April 2018	586	313	151	56	7	1113

- 1.3.2 There have been 167 households housed via Kent Homechoice during the last 6 months, the table below shows the number of lets broken down by bed need.

Month	1 bed	2 bed	3 bed	4 bed	5+ bed	Total
November 2017	11	28	6	0	0	45
December 2017	5	9	4	4	0	22
January 2018	6	11	6	0	0	23
February 2018	9	13	5	0	0	27
March 2018	10	10	3	0	0	23
April 2018	12	8	7	0	0	27
Total	53	79	31	4	0	167

- 1.3.3 The following table shows the waiting times of applicants who have been housed via Kent Homechoice during the period 1 April 2017 and 30 September 2017, broken down by size and type of accommodation. The figures in grey depict the previous six months which show that average waiting times remain consistent although the wait for two bedroom houses has reduced over this period. Whilst these figures can be helpful in demonstrating timescales involved from application to allocation, it should be noted that some applicants will wait longer for particular property types or locations and this will affect the overall waiting times. The average waiting times on the far right of the table is realistic for the majority of applicants.

Property type	Number of lets	Shortest wait	Longest wait	Average wait
Sheltered accommodation	12	15 days	14 months	4 months
	19	10 weeks	19 months	6 months
1 bed general needs	65	4 weeks	5 years	11 months
	53	6 weeks	5 years	10 months
2 bed flat or maisonette	49	7 weeks	17 months	11 months
	56	6 weeks	6 years	12 months
2 bed house	26	16 months	15 years	29 months
	23	8 months	29 months	18 months
3 bed house	33	8 weeks	31 months	12 months
	29	7 months	3 years	15 months
4 bed house	3	12 month	3 years	27 months
	4	30 months	7 years	3 years

1.4 Syrian Vulnerable Persons Relocation Scheme (SVPRS)

- 1.4.1 The Syrian Vulnerable Persons Relocation Scheme was launched by Government in January 2014 with the intention of identifying families most at risk and providing sanctuary to those in the greatest need including people requiring urgent medical treatment, survivors of violence and torture and women and children at risk.
- 1.4.2 Members may recall the Council committed to receiving at least 10 families under the scheme over the preceding 5 years since the launch of the scheme. We have to date received and accommodated two households.
- 1.4.3 We are happy to report that the Council has now facilitated the arrival of two new families under the Scheme, bringing our total to four.
- 1.4.4 The first of these new arrivals are due on 22 May 2018, is a family of seven, consisting two adults and their five children 2 of which are over the age of 18. The family will be relocating this family to a large property in Woudham which has been sourced from a private landlord.
- 1.4.5 The property is currently being furnished in preparation for the family's arrival and this is being arranged by West Kent Extra furniture project who supply good quality second hand and new furniture for people on low incomes. Although the landlord has also donated several good items of furniture with the property.
- 1.4.6 The next arrival on 29 June 2018, is a family of 6, comprising two adults and four children, all under the age of six. This family will be relocating to Tonbridge and again this property has been provided by a private landlord. Similar preparations will be made to prepare the property before the family arrive.
- 1.4.7 Both families will be supported by Centra who provide specialist support services to vulnerable households and who have been commissioned by Kent County Council to deliver this support to families arriving in Kent under the Syrian Vulnerable Persons Relocation Scheme.

1.5 Temporary Accommodation

- 1.5.1 Local housing authorities in England have a duty to secure accommodation for homeless households in priority need under Part 7 of the *Housing Act 1996* (as amended).
- 1.5.2 As at 9 May 2018 there were 32 households residing in temporary accommodation. The following table gives a breakdown of these households.

Household type	Housing Association	Directly with a private sector landlord	Nightly paid, privately managed	Nightly paid, privately managed - Shared Facilities	Total
Couple expecting a child			1		1
Couple +1			4		4
Couple +2			1		1
Single person	1		5		6
Single person & 1 child	2	1	6	1	10
Single person & 2 children	2		5		7
Single person & 3 children			1		1
Single person & 4 or more children			2		2
Grand Total	5	1	25	1	32

- 1.5.3 Between 1 January 2018 and 30 April 2018, 48 households moved on from temporary accommodation. These households spent an average of four months in temporary accommodation. However, 10 (21%) of these households lived in temporary accommodation for six months or more, and 17 (35%) for three months or more.
- 1.5.4 Increasing demand for social housing coupled with supply shortages has resulted in an increase of homeless households living in temporary accommodation.
- 1.5.5 According to a House of Commons briefing paper (Households in temporary accommodation (England), 02110, 22 March 2018) there was a national increase of 201% in the number of households placed in temporary accommodation outside of their local authority between December 2011 and December 2017. It was also reported that Local authority expenditure on homelessness services, including temporary accommodation, has steadily increased since 2010.
- 1.5.6 As competition for temporary accommodation increases throughout the South East, it is becoming increasingly difficult to secure accommodation for homeless households to whom the Council owe an interim housing duty. This has contributed to the Council increasing the use of temporary accommodation outside the Borough.

1.5.7 As at 9 May 2018, 22 (69%) of the households living in temporary accommodation were accommodated outside of the borough, the furthest placement being Sheerness.

1.5.8 The following table gives a breakdown of placements by area at 9 May 2018:

Area	Housing Association	Directly with a private sector landlord	Nightly paid, privately managed	Nightly paid, privately managed - Shared Facilities	Total
Gravesham			1		1
Maidstone			9		9
Medway			9	1	10
Swale			2		2
Tonbridge & Malling	5	1	4		10
Grand Total	5	1	25	1	32

1.5.9 The Council recognises that our customers face additional challenges where their temporary accommodation is located away from the Borough, as well as increased risk to health and wellbeing.

1.5.10 The Council must, where it is reasonably practicable, secure temporary accommodation that is within the Borough. To this end the Council has taken positive steps towards identifying in Borough solutions, which includes working in partnership with Clarion Housing to secure temporary homes within their social housing stock. Further opportunities within this sector are also being explored with Clarion and other partners.

1.5.11 In addition, the Council has recently agreed the acquisition of a property, utilising Section 106 funding, comprising 5 one bedroom flats and 1 two bedroom flat, located in Tonbridge High Street. It is intended that this provision will be used as medium term temporary accommodation, similar to the Housing Association homes currently provided by Clarion Housing. This will provide a much needed resource in the South of the Borough. The Council is currently seeking partnership with Clarion Housing to deliver maintenance and repairs for these flats. Further opportunities for purchase elsewhere in the Borough are currently being explored.

1.6 Affordable Housing Update

1.6.1 Officers are working with Registered Provider partners to ensure a forward supply of affordable homes in the Borough. The spreadsheet in **[Annex 1]** shows the schemes completed in 2017/18 and those due to come forward in 2018.

1.7 Legal Implications

- 1.7.1 The Council, as a Local Housing Authority, has a broad range of new duties and responsibilities by virtue of the Homelessness Reduction Act 2017 which came into force on 3rd April 2018.

1.8 Financial and Value for Money Considerations

- 1.8.1 None arising from this report.

1.9 Risk Assessment

- 1.9.1 None arising from this report.

Background papers:

contact: Jane Smither

Nil

Steve Humphrey
Director of Planning, Housing and Environmental Health

SCHEME DETAILS		AFFORDABLE HOUSING UNITS												DELIVERY TIMETABLE		
Address	RSL	Tenure	Flats			M'nette			Houses			B'galow			Start on site date	Completion date
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed	2 bed	Total Units		
Isles Quarry	Circle Housing Russet	Affordable Rent							2	6				8	May-13	Jan-17
		Shared Ownership						1	1					2		
60 Mill Hall	Hyde Housing	Affordable Rent	3	10										13	Oct-14	Aug-16
		Social Rent		5										5		
Kings Hill F1	Hyde Housing	Shared Ownership	2	10	16									28		
		Affordable Rent							6					6	May-14	Jul-16
Isles Quarry	Crest Nicholson	Shared Ownership						2						2		
		Equity Percentage		2				6						8	May-13	Mar-17
Leybourne Grange Phase 3	Orbit South	Affordable Rent	4	10										14	Aug-14	Nov-16
		Shared Ownership	5	6										11		
Bunyards Farm	West Kent HA	Affordable Rent	2	7	4									13	Sep-15	Feb-17
		Shared Ownership			4									4		
Bunyards Farm	Moat	Affordable Rent													Sep-15	Feb-17
		Shared Ownership							6	2				8		
Preston Hall	Hyde	Affordable Rent						6						6	Aug-15	Jan-16
		Shared Ownership		12				1	1	2				16		
TOTALS 16/17			16	62	24	0	0	0	16	22	4	0	0	144		

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

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SCHEME DETAILS		AFFORDABLE HOUSING UNITS												DELIVERY TIMETABLE		
Address	RSL	Tenure	Flats			M'nette			Houses			B'galow			Start on site date	Planned completion date
			1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed	2 bed	Total Units		
Enterprise House (Avebury Avenue)	Circle Housing Russet	Affordable Rent	7												7	
		Shared Ownership	13	24											37	
Isles Quarry	Circle Housing Russet	Affordable Rent								4					4	
		Shared Ownership								5					5	
Coventry Road Tonbridge	Circle Housing Russet	Affordable Rent								2					2	
		Shared Ownership														
Northwood Road Tonbridge	Circle Housing Russet	Affordable Rent										2			2	
		Shared Ownership														
Twyford Road Hadlow	Circle Housing Russet	Affordable Rent														
		Shared Ownership								2					2	
Leybourne Grange Phase 4	Orbit South	Affordable Rent	2	9											11	
		Shared Ownership	3	8						6					17	
Leybourne Grange Phase 4	Taylor Wimpey	Shared Equity		7					11						18	
Ryarsh Village	Circle Housing	Affordable Rent	5	6											11	
		Shared Ownership							8	8					16	
Preston Hall	MHS	Affordable Rent		26						4	2				32	
		Affordable Rent (60%)								1					1	
		Shared Ownership													0	
Priory works	Circle Housing Russet	Affordable Rent									4				4	
		Shared Ownership		1						11	2				14	
		TOTALS 17/18	30	81	0	0	0	0	38	26	6	0	2	183		

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

SCHEME DETAILS		AFFORDABLE HOUSING UNITS												DELIVERY TIMETABLE						
Address	RSL	Tenure	Flats	M'nette	Houses	B'galow	1 bed	2 bed	3 Bed	1 bed	2 bed	1 bed	2 bed	3 bed	4+bed	1 bed	2 bed	Total Units	Start on site date	Planned completion date
Preston Hall	MHS	Affordable Rent												1				1		Apr-18
		Affordable Rent (60%)										2								
		Shared Ownership																0		
Woodgate Extra Care (Tudeley)	AKS	Affordable Rent	20	15														35	Dec-16	May-18
		Shared Ownership	12	12														24		
St Martins (Larkfield)	AKS	Affordable Rent	52	22														74	2017	May-18
		Shared Ownership																0		
Kings Hill (phase 3)	Clarion (was Circle Housing Russet)	Social Rent	4	14						2	2	2						24		
		Affordable Rent	16	24						6	5	3						54		
		Shared Ownership	0	7					10	17	0							34	tbc	tbc
Peters Village	Orbit South (First phase)	Affordable Rent		12							8	5						25	tbc	tbc
		Shared Ownership		18														18		
Leybourne Grange Phase 5	TBC	Affordable Rent								4								4	tbc	tbc
		Shared Ownership							12									12		
Leybourne Grange Phase 5	Taylor Wimpey	Shared Equity		7														7	tbc	tbc
Wateringbury	AKS	Affordable Rent	14	2														16	tbc	Mar-18
		Shared Ownership		2														2		
Peters Village	Hyde	Affordable Rent		7						6	8	2						23	tbc	
		Shared Ownership							8									8		
Priory Works	Circle Housing Russet	Affordable Rent	3	9							14							26		Dec-18
		Shared Ownership		1					4	2			4					11		
Peters Village	Moat	Affordable Rent																	tbc	tbc
		Shared Ownership																		
TOTALS 18 Onwards		20	82	0	0	0	0	30	36	10	0	0	178							

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Information

1 HEALTH & WELLBEING REPORT

Summary

This report updates Members on the activity of the Private Sector Housing team in 2017/18 including Disabled Facilities Grants and Housing Assistance, the latest on the West Kent Hospital Discharge Scheme, the expansion of the Council's One You Health team and changes to Houses in Multiple Occupation legislation.

1.1 Private Sector Housing Team activity 2017/18

- 1.1.1 The Private Sector Housing (PSH) team responded to a total of 269 service requests in 2017/18. The breakdown of the service requests are shown below:

Service request activity	Number of requests
Housing conditions	126
Illegal eviction/landlord harassment	6
Caravan site	2
Empty home visits	48
Immigration related visits	7
Rent deposit visits	36
Temporary accommodation visits	35
Arrange Public Health funeral	2
Hospital Discharge Scheme	5
One You	2
Total	269

- 1.1.2 The majority of the housing condition related service requests were dealt with informally but where there were significant hazards, as determined by the Housing Health and Safety Rating System (HHSRS) assessment, and the landlord was not undertaking the appropriate remedial works, then formal enforcement action was taken. As a result of a landlord not undertaking the necessary remedial works on an Improvement Notice under section 11 of the Housing Act 2004 the Council undertook works in default to upgrade the electrical installation, improve ventilation and install a gas central heating/hot water system in a private rented property. The Council costs in arranging and doing this will be recovered from the landlord.
- 1.1.3 A successful prosecution was also taken against the holder of a caravan site licence for a park home site in Golden Green under the Caravan Sites and Control of Development Act 1960 (as amended) for not complying with the licence conditions to provide adequate lighting to the site.
- 1.1.4 A Final Empty Dwelling Management Order under the Housing Act 2004 for a long term empty property in West Malling has been obtained to enable the Council to undertake renovation works and bring it back into use. The renovation works to the property are now complete and the property is being marketed to let.
- 1.1.5 As part of the work of the Corporate Empty Property Group the PSH team have visited and undertaken 42 empty property assessments of those properties that have been empty for over two years and where Council Tax is not aware of any action being taken to bring these back into use. In addition, five long term empty properties (empty longer than six months) have been brought back into use, three of those following advice and information from the PSH team given to the owner and two following receipt of funding from the Kent County Council No Use Empty loan.
- 1.1.6 In addition, two houses in multiple occupation (HMO) licence renewals and one new HMO licence were issued. Also one caravan site licence was transferred to a new owner.

1.2 Disabled Facilities Grants

- 1.2.1 For the period April 2017 to March 2018, ninety eight Disabled Facilities Grants (DFGs) were completed. These were for the following works:
 - Access to bedroom – 4 cases
 - Provision of ground floor bedroom/bathroom facilities – 2 cases
 - Provision of a stair lift – 28 cases
 - Provision of level access shower facilities – 50 cases
 - Over bath shower – 4 cases

- Improving access – 14 cases
- Safety related works – 4 cases
- Moving grant to relocate to a more suitable property – 1 case
- Other, including additional WC facilities, kitchen works and specialist baths – 4 cases.

- 1.2.2 There may be grants that cover more than one area of work and therefore the numbers will not add up to the total number of grants completed.
- 1.2.3 I am pleased to report a £675,000 spend against a £695,000 budget for DFGs. The small underspend will be rolled forward into the 2018/19 budget as the level of commitment to cases far exceeds this figure. In 2017/19 we also recovered £9,000 of DFG funding that was paid out on owner occupier cases that have sold their properties within 10 years of the works being completed. This money is recycled within the budget to allow further spend on DFG applications.
- 1.2.4 The Council continues to progress a high number of DFGs for children compared to neighbouring local authorities. These cases also represent some of the biggest spend due to the nature of the recommendations being made by the Occupational Therapists e.g. provision of ground floor bathroom and bedroom.
- 1.2.5 As at 14 May 2018 we still await confirmation of the 2018/19 allocation for DFGs through the Better Care Fund although all indications have been that we will receive a slight increase on last year's funding.

1.3 Housing Assistance

- 1.3.1 For the period April 2017 to March 2018, eighteen Housing Assistance cases were completed. These included:

- Helping to make 13 homes warmer by providing Warm Homes Assistance for heating/boiler replacement;
- Helping to make the home of 1 domestic abuse victim more secure so they feel safer;
- Enabling people to continue to live independently in their own homes with the provision of low level cost adaptations (less than £5,000) to enable discharge from hospital or where works are required urgently by providing two discretionary disabled facilities grants; and
- Helping to make 2 homes safer through Home Safety Assistance for undertaking an electrical test, repairing the lock to the front door and replacing faulty taps to the wash basin in the bathroom.

- 1.3.2 In 2017/18 we spent £59,000 on housing assistance cases against a £60,000 budget. We also recovered £53,000 from owner occupiers who sold their properties where a housing assistance grant had previously been awarded.

1.4 West Kent Hospital Discharge Scheme

- 1.4.1 The West Kent Hospital Discharge Scheme continues to be well received. The Maidstone & Tunbridge Wells NHS Trust Discharge Manager recently commented that the scheme had contributed towards ensuring delayed transfers of care (DTOC) were controlled during what was a particularly difficult and long winter period.
- 1.4.2 The scheme was extended in March 2018 to provide a Health & Housing Coordinator at Maidstone Hospital as well as Tunbridge Wells Hospital. We anticipate that the majority of the cases picked up by the coordinator at Maidstone Hospital will be from Tonbridge & Malling BC rather than Tunbridge Wells or Sevenoaks. The Coordinator is now settling into the new role and establishing the post at the hospital with visits to wards and team meetings to raise awareness. The Private Sector Housing team are providing support to the Coordinator to ensure timely access to our services.
- 1.4.3 This scheme has been so successful that a number of other local authorities in Kent are collaborating to provide the same roles now in Darenth Valley and William Harvey hospitals. In addition a meeting has been set up by Peabody South East Ltd (our commissioned provider of the service and formerly Family Mosaic) with the Ministry of Housing, Communities and Local Government to discuss our innovative scheme and how we are using our Better Care Funding in a joined up way to address both health and housing issues.

1.5 One You health team

- 1.5.1 The presentation this evening will provide Members with an update on the activities of the One You team over the last twelve months.
- 1.5.2 I am pleased to report that we are working in partnership with Age UK to employ a One You Your Home advisor. This role is being funded through the Council's Better Care Fund allocation as it aims to provide integration of health and housing services for residents.
- 1.5.3 This role will work two days a week with Warders Medical Practice in Tonbridge to try and reduce the number of visits to the GP for patients who have other underlying needs such as poor or unsuitable housing, debt worries etc. The role will also link in with the One You team to provide additional resources and support. It is expected that this role will be fully up and running by July 2018 and we will update Members further as the new initiative progresses.

1.6 Houses in Multiple Occupation

- 1.6.1 A House in Multiple Occupation (HMO) is any property, house or flat, occupied by three or more people comprising two or more households who share facilities (kitchen, bathroom or toilet) even if they occupy the property on a single tenancy.
- 1.6.2 Under Part II of the Housing Act 2004 a mandatory HMO licence is required where the HMO:
- Is three or more storeys high; and
 - Contains five or more people in two or more households; and
 - Contains shared facilities such as a kitchen, bathroom or toilet.
- 1.6.3 The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018 legislation comes into force on 1 October 2018, which removes the “three or more storeys high” criteria for mandatory licensing of HMOs. It also excludes purpose built flats within a block comprising three or more self-contained flats. Therefore generally properties will require a mandatory HMO licence if they contain five or more people in two or more households; and contain shared facilities such as a kitchen, bathroom or toilet regardless of the number of storeys to the property.
- 1.6.4 This change is estimated to significantly increase the number of licensable HMOs within the borough from the current twelve to between twenty and thirty. Further work is ongoing by the PSH team to determine the numbers and location of these licensable HMOs.

1.7 Legal Implications

- 1.7.1 The Council has a duty to process mandatory Disabled Facilities Grant applications under the Housing Grants, Construction and Regeneration Act 1996.

1.8 Financial and Value for Money Considerations

- 1.8.1 The funding for the Disabled Facilities Grant programme and associated initiatives e.g. West Kent Hospital Discharge Scheme, Occupational Therapists within the housing team and One You Your Home advisor are funded through the Council’s Better Care Fund allocation.

1.9 Risk Assessment

- 1.9.1 None arising from this report.

Background papers: Nil

contact: Linda Hibbs

Steve Humphrey
Director of Planning, Housing and Environmental Health

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

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

Part 1- Public

Matters for Information

1 TONBRIDGE SPORTS ASSOCIATION

Summary

This report presents the 2016-18 Report of the Tonbridge Sports Association.

1.1 Background

- 1.1.1 Tonbridge & Malling Borough Council share a very positive, productive and historic community partnership with the Tonbridge Sports Association. Members of the Association have been represented on Council Committees/Boards since 1923 and are currently represented on this Board by its Chairman, Alan Nicholl. In 2020 the Association will be celebrating its 100th Anniversary.
- 1.1.2 The Association represents over 5000 individual members, covering 20 different sports and over 50 local clubs. The benefits of sport are wide-reaching including improved physical and mental wellbeing, supporting a reduction in crime and increased community safety and strengthening social networks and community identity. The work undertaken by the Association, in partnership with the Borough Council, ensures development of and access to a varied range of sporting activities in Tonbridge.
- 1.1.3 The Council maintains a close working relationship with Tonbridge Sports Association, including six-weekly liaison meetings between Officers and the Chairman.

1.2 Annual Report 2016-18

- 1.2.1 Attached at **[Annex 1]** is a copy of the Tonbridge Sports Association's Annual Report. In the absence of a Report to the Board last year the attached covers activities from 2016 to 2018.
- 1.2.2 The Report references notable successes of local clubs placing them amongst the best in the South of England with specific reference being made to Tonbridge Juddians Rugby Football Club, Tonbridge Baseball Club, Tonbridge Athletics Club and Tonbridge Swimming Club. The essential support provided by volunteers is highlighted in the report and reference is also made to the proposed enhancement

to the Leigh Flood Barrier to protect a number of clubs in the town from further flood damage.

- 1.2.3 Reference has also been made to the importance of sports development and the improvement of facilities in the local area that is facilitated through liaison between the Tonbridge Sports Association and the Council. This issue will be discussed further by Members in the forthcoming Scrutiny Review of the sports development later in the year.
- 1.2.4 The Tonbridge Sports Association's Chairman, Alan Nicholl, will be in attendance at the meeting to answer any questions Members may have on the report.

1.3 Legal Implications

- 1.3.1 None.

1.4 Financial and Value for Money Considerations

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

1.5 Risk Assessment

- 1.5.1 None.

1.6 Policy Considerations

- 1.6.1 Community, Healthy Lifestyles, Young People.

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

Tonbridge Sports Association**Report 2016/2018**

The work of the Sports Association has continued throughout the period under review. This work is to represent the sports clubs, in Tonbridge and surrounding areas, and to work in partnership with Tonbridge & Malling Borough Council in the provision of facilities and sports development. This is to provide the environment for the clubs' current enjoyment of their sport and to plan for their future enjoyment, which, during this period has seen increased activity.

With such a range of sports men, woman, boys and girls, and their sports, continued review and planning has become essential. Ages range from six to those many years into retirement. In our area over fifty clubs participate in twenty different sports with clubs ranging from a single team to numerous teams and squads in clubs requiring a management committee and sub committees. The combined membership of these clubs would total over 5,000.

The vast majority of the facilities are provided by Tonbridge & Malling Borough Council with the remainder being evening and weekend use of local school facilities. The sports activity each week is placing an increasing demand, not only of availability, but also the standard expected of the facilities. This is particularly noticeable in respect of sports where the clubs are beginning to achieve success, or have already achieved success and are building upon this. An element of these successes has been the facilities that have been created over many years.

An important element of the continuance of our member clubs is they have a volunteer force that gives valuable time and effort to organising their clubs activities and the development of those activities. In many instances the administrative burden is with those members who are still active in the sport. However it is also the case that the management sits with those who have undertaken the sport in the past and because of their interest in the clubs continue to give their time. It is therefore important that the enthusiasm that is required from these volunteers is not hampered by any impact upon the organising process or the facilities being provided.

Being in Tonbridge our agenda still contains the subject of flooding. Although still a number of years away the proposed enhancement of the Leigh Barrier storage is a welcome relief. This problem has not only affected the clubs that use our water facilities, such as the Sailing Club, Canoe Club and the Angling Club, but also all clubs that use the Racecourse Sportsground. This also includes our local Swimming club, who use Tonbridge Pool, and indeed the continued level of the water table, which we are sure has increased, has an impact on all of the Sportsgrounds.

A considerable number of hours have been spent in discussions on the continual flooding of the Deaconsfield area and the impact this has had on the Rugby Club. No single remedy was thought possible with several actions being progressed. The final remedy is to install a pumping system in the area close to the Rugby Clubhouse. This has now received approval and hopefully will be installed this year. We also need further restoration work on the Bowls Club facilities at the Racecourse where flooding may have contributed. It is a pity that whilst improving facilities we have to deal with an increase in anti-social behaviour.

The beginning of our period saw the introduction of parking charges on a Saturday afternoon for the Lower Castle Fields car park. This is the only car park attached to a Sportsground where charges apply. We have worked to redress the financial impact on the Clubs concerned and financial compensation has been processed. For the moment we have no users for Woodland Walk Sportsground. Being without changing and toilet facilities the use is limited and the building is soon to be removed for health and safety reasons.

During this period the effective six weekly meetings of the Tonbridge & Malling Borough Council officers and the TSA has seen the main issues being how to assist the Clubs that need more from the facilities. Tonbridge Juddians Rugby Football Club had gained promotion to National League Two South. This is a great achievement for our local Club. This brought us into discussions as to the facilities that are required for that league. However, like all our Sportsgrounds, we had to consider the use by winter and summer sports.

This led us into discussions with the Baseball Club who themselves have enjoyed playing success and a buoyant membership. We had already planned a new back net which has now been combined with a move to a new location on Deaconsfield, which will be ready for the start of their season in May. This will result in a change to the configuration of mini and junior rugby pitches and has been achieved with the goodwill of the Rugby Club and the Baseball Club resulting in better facilities being available to both. The Rugby Club is already enjoying their evening training at the new Judd School All Weather facility.

Another member Club that has progressed in this last year has been Tonbridge Swimming Club who use Tonbridge Swimming Pool. The Club is now achieving success in competitions and their training programme places an increased demand on pool time. It is difficult to resolve how a very popular public swimming pool can cater for a successful club. It is pleasing to note that Cowdrey Cricket Club have begun discussions on a considerable improvement to their practice nets at Swanmead. Junior sections of clubs, and younger members, are essential in developing sport for the future.

We are now in the final stages of discussions on the continued use of the Tonbridge School athletic track by Tonbridge Athletic Club. This is the subject of a Community Use Agreement between the Council and the School and so far the discussions have taken six years. Once again the success of the Club requires good facilities but in a way that ensures stability for the Club in the future to continue their current success in National events. The success of the Tonbridge Parkrun has now been continued with the success of the Junior Parkrun at Tonbridge Farm.

This report highlights certain sports that have achieved success that places the clubs amongst the best in the South of England. A number of other member clubs are winners at local level all illustrating that the Tonbridge area hosts good clubs organised by good volunteers using good facilities.

It is always pleasing that the Liaison meetings, between the Council and the TSA, have an increasing element of sports development and improvement of facilities. It is also pleasing to have upbeat meetings with Clubs and it can be seen that the facilities will be in use for many years to come.

April 2018

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

Report of the Director of the Central Services Director

Part 1- Public

Matters for Information

1 COMMUNITY SAFETY PARTNERSHIP UPDATE

This report will provide an update of some of the recent work of the Community Safety Partnership

1.1 Serious Organised Crime Tactical Group

- 1.1.1 Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain. Organised criminals working together for a particular criminal activity or activities are called an organised crime group. Organised crime group structures vary. Successful organised crime groups often consist of a durable core of key individuals. Around them is a cluster of subordinates, specialists, and other more transient members, plus an extended network of associates.
- 1.1.2 The Police have now established a Serious Organised Crime Tactical Group which will be held once a month and will look at identifying any Serious Organised crime groups within the borough. Partners have also been invited to attend this meeting and they will help to disrupt any groups or identify any other individuals who might be part of an organised crime group.
- 1.1.3 One Organised Crime Group has already been identified within the borough and work is ongoing to disrupt their activities. Other individuals have also been identified as potentially being part of another organised group and work is beginning to look at them and clarify whether they are involved in an organised group.

1.2 Anti-social Behaviour Officer

- 1.2.1 A new Anti-social Behaviour Officer for Tonbridge & Malling, Daniel Mooney has now been appointed and started the post in March 2018.
- 1.2.2 Danny's role is to support any residents who report anti-social behaviour and he will liaise with them to identify the perpetrator (if appropriate) and put actions into place to cease the behaviour.

- 1.2.3 If you, or one of your residents is experiencing anti-social behaviour and needs further advice/support, the ASB Officer can be contacted on csp@tmbc.gov.uk or 01732 876149.

1.3 Anti-social behaviour in Tonbridge

- 1.3.1 The Community Safety Unit is still working to resolve the issues of rough sleepers in Tonbridge town centre (around River Walk). There were a number of rough sleepers who were using this area and we were able to engage with Porchlight to help provide accommodation and support for these people. Most of the people there have now moved into accommodation although we are aware of one rough sleeper who remains in this area and who has erected a tent at the Penny Shelter. The individual has been supported by Porchlight and has been offered accommodation (along with his dog) in Tunbridge Wells. Social Services are also aware of this individual and are trying to offer support. We understand that he is still returning to Tonbridge at the weekends and we will be issuing him with a Community Protection Warning Notice to tell him that this is not acceptable and if he continues to do this his tent will be removed. We will also be including a prohibition to stop him from begging in Tonbridge. If he breaches this warning then he will be issued with a Community Protection Notice which would lead to a fine if he does not adhere.
- 1.3.2 On 4 May we organised a partnership 'day of action' at Town Lock in Tonbridge as this is an area where anti-social behaviour is reported (generally in the warmer weather). As well as representatives from Tonbridge & Malling Borough Council, Kent Fire & Rescue Service, Kent Police and the KCC Community Wardens were also in attendance. They were able to talk to a small number of people at the Lock, as well as talking to other people around Tonbridge. We may look to do further 'days of action' later in the year dependent on the weather.
- 1.3.3 There have also been some incidents of young people causing anti-social behaviour at York Parade in Tonbridge. A number of young people involved in this have now been identified and have been spoken to (with their parents). The Police have also put a Dispersal Order in place which means that they have the power to move on groups of people who are gathering there and causing anti-social behaviour.
- 1.3.4 We are looking to work with Trading Standards and others to develop a Community Alcohol Partnership (CAP) for Tonbridge. This would replicate the work that has taken place in Snodland to tackle underage drinking and proxy purchasing (where an adult buys alcohol for someone underage).
- 1.3.5 We have identified that some areas of Tonbridge are seeing a slight increase in young people gathering, some of whom will be consuming alcohol. The CAP will mean that each Licenced premises in the identified area will be visited and offered advice and training. A Challenge 25 test will then take place (anyone who looks under 25 should be challenged for identification). We will also link in with the

schools in Tonbridge to help educate their pupils around alcohol consumption as well as looking to see whether additional diversionary activities are required. We will keep this Board updated on progress with this scheme.

1.4 Tonbridge Safer Towns Partnership update

1.4.1 The Safer Towns Co-ordinator, Crissie Gonzalez has now left the post and has been replaced by Marguerite Dennison. Although the Safer Towns Partnership is an independent body there are close links to the CSP and we will be working with Marguerite to develop the scheme in Tonbridge.

1.5 Training

- 1.5.1 Before Christmas we arranged for some mental health awareness training to be held and 28 people attended this from different organisations. The training helped to raise awareness of the issue of mental health and how to help someone who might approach you for help.
- 1.5.2 We have also held some training on 13 April around Gangs awareness (jointly organised with Sevenoaks CSP) and 18 professionals from Tonbridge & Malling attended. Although we don't have a problem with gangs in the borough (young people) we want to raise awareness of the issue with professionals who work with young people so that they can spot the signs of anyone becoming involved with anything gang related or know where to raise concerns if they have any.

1.6 Publicity

- 1.6.1 The latest edition of the CSP newsletter (for May/June) is now available and you should have received a copy. Please let me know if you have not received a copy or would like additional copies. We are also on Twitter and Facebook – please follow us for information about the CSP.

1.7 Legal Implications

- 1.7.1 None

1.8 Financial and Value for Money Considerations

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

1.9 Risk Assessment

- 1.9.1 All risk assessments are undertaken as appropriate.

1.10 Policy Considerations

- 1.10.1 Crime & Disorder Reduction

Background papers:

Nil

contact: Alison Finch
Safer & Stronger Communities
Manager

Adrian Stanfield
Director of Central Services

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES and HOUSING ADVISORY BOARD

29 May 2018

Report of the Chief Executive

Part 1- Public

Matters for Information

1 KEY VOLUNTARY SECTOR BODIES – ANNUAL REVIEW OF CORE GRANT SUPPORT

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. As Members will be aware, following the adoption of the Savings and Transformation Strategy, there was a need to identify savings and in 2016, consultation with the voluntary sector bodies took place and it was agreed (with the exception of the CAB) that a 20% reduction be applied. To allow for greater continuity the grants were fixed for three years – from 2016/17 – 2018/19.
- 1.1.2 We are now into the third year and each grant recipient has been asked to submit a brief summary of progress achieved (Annex 1) against the objectives set out in the Service Level Agreements.

1.2 Requirements 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, is a summary of any specific requirements.

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 1,125 clients from Tonbridge and Malling via the telephone advice line. In addition to this, face to face support has been offered to 1,266 residents at either their main centre (Tonbridge Castle) or via outreach appointments (Aylesford, Larkfield or Snodland). Going forward there will be additional drop in services available at Tonbridge to allow for a greater number of face to face appointments.

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

Over the past year Imago have supported 16 organisations within Tonbridge in areas such as fundraising, volunteer promotion, charitable status and networking events for volunteer co-ordinators. They have also provided community transport services to 267 older residents living in Tonbridge and Malling.

Involve have focused on recruiting volunteers with additional support needs, they have also continued to develop the community transport provision in the Malling area. They currently have 17 registered volunteer drivers in the Malling area, with 745 trips undertaken.

Older People's Services: Age UK Sevenoaks and Tonbridge offer a range of services to support the elderly including transport services, health and day care and information services. The organisation is affiliated to Age UK as part of a national network.

Over the past year Age UK Sevenoaks and Tonbridge have increased their volunteer numbers as their information and advice services are in great demand. As well as sessions at Bradford Street in Tonbridge, home visits are also offered. Befriending is offered, along with support for dementia carers, lunch clubs, foot care and podiatry as well as counselling services.

Age concern Malling provides a similar range of services for Malling but has chosen not to be affiliated to Age UK, the grant they receive supports the transport costs incurred by clients who attend vital services at the Dementia Day Care centre in West Malling. Age Concern Malling also support work of the Local Strategic Partnership, self-neglect issues raised via the Community Safety Partnership as well as involvement in community partnerships.

Mediation Services: West Kent provides services in the Tonbridge area whilst Maidstone 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 continued 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.

1.3 Legal Implications

- 1.3.1 Addressed via adopted Service Level Agreements

1.4 Financial and Value for Money Considerations

- 1.4.1 The confirmed grants for the period 2016/17 – 2018/19 are as follows:

CAB - £95,000

Imago - £4000

Involve – £4000

Age UK Sevenoaks and Tonbridge – £8000

Age Concern Malling – £8000

Maidstone and West Kent Mediation Services – £4,800

- 1.4.2 As we complete the third and final year of the current three year agreement, each of the organisations have made good progress against objectives set out in their respective SLA's.
- 1.4.3 A further report will be brought to this board early in 2019 as Members will need to make decisions regarding future levels of funding for each of the organisations.

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

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Key Voluntary Sector Bodies – Annual Updates

Imago

Between April and December 2017 we have provided one-to-one support to 16 organisations that deliver services in Tonbridge.

The type of support provided includes:

- The supply of model policies - Compaid was supplied with 10 model policies in this period
- Organisations were supplied with contacts and information about networking events
- Fibromyalgia in West Kent Support Group was provided with assistance as they were looking to change their legal status to become a registered charity. We had an initial visit with them alongside Funding for All and a KCC Community Liaison Officer. Thereafter there were several follow up meetings and advice with paperwork was provided.
- Some organisations received fundraising support including Home-Start South West Kent and Tonbridge Swimming Club.
- Several organisations were supported to explore changes to their legal status. In the main they wanted to become Charitable Incorporated Organisations. Sahrudaya an organisation that works to support people in India and promotes integration in this country needed help to change legal status and become a Charitable Incorporated Organisation. Challenger Troop CIC also received advice about this in this period.
- Worked with Stronger Kent Communities to help them schedule low cost fundraising training. We gave them information about venues in this area and advertised their workshops.
- We provide 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.
- We produce monthly newsletters. Our Imago monthly newsletter is distributed to 536 recipients some of whom are Tonbridge based voluntary or public sector organisations.
- We also produce monthly Volunteer Centre newsletters comprised of local volunteering opportunities. This is distributed to 284 individuals in west Kent 73 of whom have addresses in Tonbridge.
- We organise networking events for Volunteer Coordinators 3 times a year.
- We offered free training to organisations on press releases and press photography.
- Volunteering presentations were delivered to WKC Fresher's Fayre, TAMS, Man 2 Man group, and International Older Peoples Day at the Angel Centre
- Dial 2 Drive Community Transport completed 12425 journeys for clients across West Kent, of which 267 are older residents living in Tonbridge and Malling District. The service continues to be promoted and expanded in the area.

Age Concern Malling

Age Concern Malling remains grateful for the ongoing support from TMBC towards the transport costs incurred at Age Concern Malling in assisting clients to attend vital services such as Day Care opportunities and Dedicated Dementia Day Care.

As a member of the LSP, we have benefitted from contributing to collaborative working across organisations for the benefit of the public residing in the Borough. It has been particularly rewarding addressing the issue of self-neglect through the Self-Neglect Forum. The opportunity to share information and develop an approach that best meets the needs of vulnerable individuals. The LSP has also opened the opportunity to debate broader political issues and raise concerns experienced at a local level driven by Central Government policy.

Maidstone Mediation Scheme (MMS) and West Kent Mediation Scheme (WKMS)

Maidstone Mediation and West Kent Mediation continue to train 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 basic 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 now also train our volunteers in working with families and the issues that arise in the home, we have worked with young people and their families to prevent them from being made homeless, sofa surfing and presenting at TMBC as homeless. We also work with families in the Tonbridge and Malling borough 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 right 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; Police and housing providers and the council who otherwise would have to get further involved in the situation or conflict if Maidstone Mediation and West Kent Mediation did not exist.

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 RJC Quality Mark which replaces the Legal Services Commissions Quality Mark. Last year West Kent also achieved the RJC quality Mark.

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.

Staff and volunteers have had the most recent Safeguarding training from KCC and are working to ensure that we are GDPR compliant as of 25th May 2018.

The Mediation 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.

Involve Kent - Report to Tonbridge and Malling Borough Council 2017

Involve Kent has an SLA with Tonbridge and Malling Borough Council to provide support around volunteering in the Malling area of the borough. During 2017 we have been proactive in recruiting volunteers with a focus on those with additional support needs, taking referrals from support agencies. We have also 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 drop in at Maidstone Town Hall as closed, as Involve has moved to a more accessible retail unit in the Mall, adjacent to the bus station (the former bus ticket office). This has led to a significant increase in the number of enquiries (around 150 per month) of which around 25% are from residents in Tonbridge and Malling, encouraged by our proximity to the bus station. Our new name and brand (formerly Voluntary Action Maidstone) without the specification of Maidstone has enabled us to make positive links in Malling and enabled greater engagement with people and organisations outside Maidstone.

Reporting on the specifics in the SLA for 2017;

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

This year we have recruited 52 volunteers living in the Tonbridge and Malling area. 63% have experienced a need for support, for reasons such as mental health issues, unemployment, physical health issues, housing or debt.

- Matching volunteers to opportunities within volunteer involving organisations

We have worked with 15 organisations based in Tonbridge and Malling to recruit volunteers. Includes Age Concern Malling, RBLI, Heart of Kent Hospice. We work with many more partners who cover the Malling area as part of a larger geography.

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

Supported volunteering has grown and developed to include opportunities in art, craft, woodwork and retail. Volunteers are supported to attend training with Adult Education in area such as building confidence or work based learning such as Health and Safety. Close partnership working with Job Centre Plus (we are now based underneath the local Job Centre in Maidstone). Currently 50 volunteers registered with Involve receiving direct support live in the Malling area.

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

Talks at Snodland Active Retirement association, promotional stand at Tracey Crouch MP pensioners fair, stand at RBLI event in Aylesford, held Carers Forum in Ditton- 65 carers from Malling area attended and it included talk on volunteering. Talk at West Malling GP Practice. Leaflets sent to all GP surgeries. Regular exercise class and wellbeing sessions for older people including volunteer opportunities at Snodland Community Centre. Promotional stand at Tescos Lunsford Park.

- Promoting existing volunteer driver schemes within the area

'Refer a Friend' scheme to promote volunteer driving. Currently 17 registered volunteer drivers in Malling area. 745 trips undertaken.

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

Information distributed in the weekly 'Digest' newsletter to 125 contacts in Malling. Events included a networking session and seminar 'volunteering for wellbeing'.

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

Work with 15 organisations including Age Concern Malling, RBLI, Heart of Kent Hospice. Work with RBLI is focused on supporting unemployed people to volunteer as a form of skill development.

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

Contact is maintained through regular newsletters with all parish councils promoting volunteering and other community initiatives.

- Providing information through the Involve Kent website and online directory

The website is regularly updated alongside the directory. Volunteer opportunities are now advertised on Doit.org across Kent. Social media is now a key communication tool with approximately 1900 'followers' across Maidstone and Malling and daily updates.

- 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.

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

Response to Kent County Council 'Older Person's Wellbeing' consultation focusing on benefit of volunteering. Response to the national 'Fuller Working Lives' consultation on volunteering and caring.

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

Done

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

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

Moving forward 2018 onwards

- Build links with key GP practices particularly Snodland to identify and support people with health needs to volunteer
- Focus on supported volunteering for isolated and disadvantaged people rather than generic brokerage (now done via Doit.org).
- Develop supportive volunteering for people with mental health issues, working with partners such as Live Well Kent and Mind.



Photo of Involve's forum in Ditton Community Centre in November 2017, attended by 65 people and including a talk from Healthwatch Kent.

Age UK Sevenoaks and Tonbridge

- Information and Advice services are in great demand and we now have a team of 4 people, 1 staff member and 3 volunteers, to cope with this increase of clients. We assist with everything from benefits, housing and other issues. A further new volunteer is currently undergoing training. We provide home visit and sessions at Bradford Street. Our I&A Manager attends the office once a week and other staff are available throughout the week. The service holds the Advice Service Quality Mark

- Befriending has continued, over 35 clients a week get regular visits from their befriender in their own homes. The service is to those older people who are often housebound and are lonely. We currently have around 25 volunteers providing the visits.
- The lunch club at Bradford Street meets on a monthly basis and around 40 people attend. We are currently trying to find volunteers to run fortnightly as this service is very popular.
- We hold a weekly coffee morning at Bradford Street, people pop along for coffee, a chat and support. Many of the clients are carers or people living with early dementia.
- Falls prevention classes take place on a Monday, with a trained instructor and are well attended.
- Fridays we hold a weekly Knit and natter craft group and around 25 – 30 ladies attend, making items to sell and to donate to other establishments, such as the premature baby unit at Pembury or blankets to local residential homes. Again many of the ladies are very lonely when they start, but soon make friends within the group and they support each other.
- Independent Living Support – delivered in people's homes, including housework, shopping and gardening. We have seen an increase in numbers requesting this service. The service aims to keep people in their homes and as independent as possible.
- Advocacy Service - Our two advocates have been busy in the past year, dealing with complex issues for residents in Tonbridge. The issues can be anything from safeguarding, health and care, to disputes with other organisations or family issues.
- Counselling Service, Fran our Counsellor has been kept busy with clients, obviously the nature of her work, she works with only a few clients at a time, as she will have many sessions with them to try to resolve their issues. We are about to have a student placement to train along Fran for the next 6 months.
- Foot care and podiatry. This summer we took on board a second Podiatrist/Chiropodist to cope with the demand for this service. Full podiatry session and further toe nail cutting services are held each week at our Bradford St. premises. Often these services are a way of introducing people to the full range of services that we offer.

- We provide batteries for hearing aids on a pop in basis at Bradford Street.
- Town lock day centre continues to flourish and we have 20-22 frail older people attending each session x 3 days a week.

CANWK - Tonbridge & Malling Borough Council area activities

Year to date to 26/1/2018

Service offer

Telephone Service

Five day per week telephone Adviceline 10am-3pm

Face to Face Service

Tonbridge Main Centre at the Castle

Appointments 10am-4pm

Monday – 2 upstairs interview rooms, 2 downstairs accessible interview rooms

Tuesday – 2 upstairs interview rooms, 1 downstairs accessible interview rooms

Friday – 2 upstairs interview rooms, 2 downstairs accessible interview rooms

Drop-in

Due to lack of reception space and interview rooms, we encouraged people to initially ring us and deal with the issue as much as possible by telephone.

Now that we have hired further interview space downstairs, we are reintroducing drop-in to the service from February 2018 on every day that we are open (Mon, Tues, Weds).

Outreaches

Outreaches are reserved for the most vulnerable clients/complex cases/those that cannot reach the main centre easily.

Aylesford – Thursday mornings, appointments

Larkfield – Tuesday mornings, appointments

Snodland – Tuesday mornings, appointments

N.B. We have found that these outreaches are used by people across the northern wards and not just the particular village locations, e.g. Larkfield outreach was used by people from 10 different northern wards.

Projects available to TMBC area clients

Funder	Project
Big Lottery	PATH (homelessness)
Big Lottery	MISP (immigration project)
Comic Relief	Debt project for highly vulnerable
TMBC & Gatwick Foundation	Benefits Specialists
Money Advice Service	MASDAP (debt project)
Citizens Advice/Central Govt	Energy saving and efficiency project
Good Things (Central Govt)	Tax advice
N.B. PATH has also offered nine monthly drop-in housing/homelessness sessions in the TMBC area (at St Stephen's Church, the Baptist Church, and a local pub) attended by Porchlight and other partner agencies. The Energy Project had a well-attended public switching event on 25/1/18 in the High Street.	

Clients helped

Face to Face – 1,265 clients including 77 at the outreaches, and 181 clients receiving specialist project services.

Telephone AdviceLine – 1,125 clients with a TMBC address.

Issues

For clients with a detailed TMBC address:
3,360 issues (approx. 3 issues per client).

Advice Together network

CANWK are the lead agency in this partnership of 25 advice providers across west and north Kent. Agencies meet quarterly at a CANWK hosted event. They use the Nellbooker referral service, administered by CANWK, to securely cross-refer clients. Agencies include:

Age UK, Age Concern Malling, Crosslight (West Debt Advice), Samaritans, West Kent Mediation, Kent Equality Cohesion Council, West Kent Mind, Carers First, DAVSS, Probation Service, Sevenoaks District Council, DGS Mind, Choices, Kent Family Mediation, Sevenoaks Counselling Service, Citizens Advice Tunbridge Wells & District, Citizens Advice Edenbridge & Westerham, Rethink, The Gr@nd, Compaid, Porchlight, CROP Kent, West Kent Housing Association.

The Advice Together project ensures clients can easily and rapidly be referred to another agency, ensuring a much better wraparound service for our clients with the assurance of the client being contacted by the agency. The partnership also ensures that current topics and best practice can be discussed by the agencies. The project was set up by CANWK using Big Lottery funds and is now largely self-funding via agency contributions.

Councils (and sub-departments) are welcome to join the partnership and referral network.

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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