

# TONBRIDGE & MALLING BOROUGH COUNCIL



## EXECUTIVE SERVICES

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### Chief Executive

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

Contact: Committee Services  
[committee.services@tmbc.gov.uk](mailto:committee.services@tmbc.gov.uk)

15 July 2019

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

Dear Sir/Madam

Your attendance is requested at a meeting of the Communities and Housing Advisory Board to be held in the Civic Suite, Gibson Building, Kings Hill, West Malling on Tuesday, 23rd July, 2019 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

## A G E N D A

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To confirm as a correct record the Notes of the meeting of the Communities and Housing Advisory Board held on 28 May 2019

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4. Disabled Facilities Grant Budget 2019-20 13 - 16

*The report seeks approval for the Disabled Facilities Grant budget for 2019/20 following the Better Care Fund allocation.*

5. Capital Plan Projects 17 - 24

*This report updates Members of progress with key projects included in the Council's Capital Plan.*

6. Country Parks - Customer Panel Meetings 25 - 26

*This report seeks nominations for Member representatives to attend the Customer Panels for the Council's two Country Parks.*

7. Public Space Protection Order 27 - 70

*To provide a report giving details of the proposed Public Space Protection Order (PSPO) for the borough, including details of the borough wide restrictions, as well as restrictions for particular geographical areas.*

8. Youth Engagement, Sports and Events Development 71 - 76

*This report updates Members on the recommendations from the Overview and Scrutiny Committee review of Youth, Sports and Events Development undertaken in June 2018.*

**Matters submitted for Information**

9. Tonbridge and Malling Leisure Trust Update 77 - 98

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

10. Community Safety Partnership Update 99 - 102

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

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

**PART 2 - PRIVATE**

13. Urgent Items 107 - 108

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 J L Botten (Chairman)  
Cllr S M Hammond (Vice-Chairman)

Cllr Mrs J A Anderson  
Cllr Mrs S Bell  
Cllr R W Dalton  
Cllr N Foyle  
Cllr P M Hickmott  
Cllr F A Hoskins  
Cllr S A Hudson

Cllr K King  
Cllr Mrs R F Lettington  
Cllr L J O'Toole  
Cllr W E Palmer  
Cllr Mrs M Tatton  
Cllr Miss G E Thomas  
Cllr D Thornewell

Apologies for absence

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Declarations of interest

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## TONBRIDGE AND MALLING BOROUGH COUNCIL

### COMMUNITIES AND HOUSING ADVISORY BOARD

Tuesday, 28th May, 2019

**Present:** Cllr Mrs J A Anderson (in the Chair), Cllr Mrs S Bell, Cllr N Foyle, Cllr F A Hoskins, Cllr S A Hudson, Cllr K King, Cllr Mrs R F Lettington, Cllr L J O'Toole, Cllr W E Palmer and Cllr Miss G E Thomas

Councillors V M C Branson, M A Coffin, N J Heslop, M A J Hood, A P J Keeley, A Kennedy, D Lettington, B J Luker, M R Rhodes, Miss J L Sergison and N G Stapleton were also present pursuant to Council Procedure Rule No 15.21.

Mr A Nicholl (Tonbridge Sports Association) was also present.

Apologies for absence were received from Councillors J L Botten (Chairman), S M Hammond (Vice-Chairman), R W Dalton, Mrs M Tatton and D Thornevell and from Councillor P J Montague, Cabinet Member for Housing

#### PART 1 - PUBLIC

##### **CH 19/15 ELECTION OF CHAIRMAN**

In the absence of both the Chairman and Vice-Chairman, it was proposed by Councillor Miss Thomas, seconded by Councillor Hudson and

**RESOLVED:** That Councillor Mrs Anderson be elected to preside at the meeting.

##### **CH 19/16 DECLARATIONS OF INTEREST**

There were no declarations of interest made in accordance with the Code of Conduct. However, in the interests of transparency Councillor Heslop advised that he was a member of the Board of the Bridge Trust and Councillor Hoskins advised that she was a member of Tonbridge Welcomes Refugees with reference to the item on Activity within the Housing Service.

##### **CH 19/17 MINUTES**

**RESOLVED:** That the notes of the meeting of the Communities and Housing Advisory Board held on 26 February 2019 be approved as a correct record and signed by the Chairman.

**CH 19/18 OVERVIEW OF SERVICE AREAS**

As part of the induction process for new Members, Service heads gave a short overview of their service areas before introducing their respective reports on the agenda.

**MATTERS FOR RECOMMENDATION TO THE CABINET****CH 19/19 LEYBOURNE OPEN SPACE - TRAVELLER INCURSION**

The report of the Director of Street Scene, Leisure and Technical Services presented for consideration a proposal, including a funding contribution from Leybourne Parish Council, for the installation of “bow top” fencing along a section of Borough Council owned land in the village which had been subject to a number of Traveller incursions over recent years. Details were given of protection measures implemented to date by the Borough and Parish Councils on the four areas of open space consistently targeted in Leybourne.

Members were advised that the cost of the proposal to be funded by the Borough Council after a 25% contribution from Leybourne Parish Council would be £9,750 for which there was no budget allocation. Having considered the arguments for and against the protection of the area in question and the representations from local Members, the Advisory Board supported the proposal given the costs in terms of legal fees and for clearing waste and litter left on site after every incursion.

**RECOMMENDED:** That the proposal brought forward by Leybourne Parish Council to protect the area of open space identified in the report from Travellers be accepted and the Cabinet be requested to allocate £9,750 from the General Revenue Reserve to fund the balance of the cost.

**\*Referred to Cabinet**

**CH 19/20 TONBRIDGE RACECOURSE SPORTSGROUND - MANAGEMENT PLAN 2019-2023**

Decision Notice D190034MEM

The report of the Director of Street Scene, Leisure and Technical Services brought forward comments received as part of the public consultation exercise on the draft Tonbridge Racecourse Sportsground Management Plan, together with proposed amendments arising from them, and recommended final approval of the Plan.

It was noted that the majority of comments focused on formal sports and liaison had been undertaken with Tonbridge Sports Association regarding the recommendations set out in Annex 3 to the report. In response to a number of questions raised by Members, it was advised

that cycling provision and the level of dog waste/litter bins on the site would be reviewed in accordance with the approved Plan.

**RECOMMENDED:** That the proposed amendments be made to the draft Management Plan, as shown at Annex 3 to the report, and the Management Plan for Tonbridge Racecourse Sportsground 2019-2023 be approved.

#### **CH 19/21 COMMUNITY SAFETY PARTNERSHIP PLAN 2019-20**

Decision Notice D190035MEM

The report of the Director of Central Services presented the Tonbridge and Malling Community Safety Partnership (CSP) Plan 2019/20 and gave details of initiatives carried out during the previous year. It also identified the five priorities for which action plans had been developed with partners for progression in the forthcoming year.

**RECOMMENDED:** That the Tonbridge and Malling Community Safety Partnership Plan 2019/20, as set out at Annex 1 to the report, be supported and endorsed.

#### **MATTERS SUBMITTED FOR INFORMATION**

#### **CH 19/22 ACTIVITY WITHIN THE HOUSING SERVICE 2018/19**

The report provided an update on activity within the Housing Service during 2018/19 including the work of the Private Sector Housing team, Housing Options and Support with particular reference to the implications of the Homelessness Reduction Act and action on rough sleeping. The Advisory Board also received an update on the housing register, the Syrian vulnerable persons resettlement scheme, use of temporary accommodation and supply of affordable housing. Officers answered a range of questions raised by Members.

#### **CH 19/23 ONE YOU SERVICE UPDATE**

The report of the Director of Planning, Housing and Environmental Health outlined the background and funding of the Council's OneYou team and activities undertaken and events attended during 2018/19. Following discussion it was agreed that the team would provide ward Members with details of activities in their areas.

#### **CH 19/24 COMMUNITY SAFETY PARTNERSHIP UPDATE**

The report of the Director of Central Services provided the latest update from the Community Safety Partnership including crime statistics, training sessions, the Safer Towns Partnership and the work of the Community Alcohol Partnerships in Snodland and Tonbridge.

**CH 19/25 TONBRIDGE SPORTS ASSOCIATION**

The report presented the 2018/19 Annual Report of the Tonbridge Sports Association (TSA). The Association's Chairman, Mr Alan Nicholl, was in attendance at the meeting to answer any questions from Members. It was noted that the TSA would be celebrating its 100<sup>th</sup> Anniversary in 2020. Members expressed their thanks to Mr Nicholl and the TSA for the positive and productive community partnership shared over many years.

**MATTERS FOR CONSIDERATION IN PRIVATE****CH 19/26 EXCLUSION OF PRESS AND PUBLIC**

There were no items considered in private.

The meeting ended at 9.04 pm

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

**23 July 2019**

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

**Part 1- Public**

**Matters for Recommendation to Cabinet - Council Decision**

**1 DISABLED FACILITIES GRANT BUDGET 2019/20**

**1.1 Background**

1.1.1 Disabled Facilities Grants (DFGs) are a mandatory grant awarded by the local housing authority to provide adaptations in the home e.g. stair lift, level access shower, ramping to enable people to remain independent in their own home. They are available for both children and adults and across all tenures – owner occupied, housing association or private rented. The mandatory element is a means tested grant with a maximum award of £30,000. In Kent all Disabled Facilities Grant referrals will have had an assessment of need carried out by an Occupational Therapist (OT) to determine the work required to meet the needs of the resident.

1.1.2 The funding for DFGs has, over the last three years, been awarded through the Better Care Fund. The Better Care Fund was established to bring health and social care funding together to encourage better integration and ways of working. The Better Care Fund grant goes to Kent County Council (KCC) who in turn are required to pass onto districts the DFG funding element and the amounts are specified.

1.1.3 For 2019/20 Tonbridge & Malling BC's Better Care Fund allocation is £1,184,711. Of this sum KCC are to top-slice £159,020 (for funding of equipment and minor adaptations, which is done county wide to benefit from economies of scale). This gives overall funding including slippage of £144,000 of circa £1,170,000. This position was confirmed in June 2019 and the budgets agreed as part of the 2019/20 budget setting process need to be updated accordingly.

1.1.4 Members should note that DFGs are the subject of a forthcoming O&S review.

**1.2 Proposed Allocation of the Funding available in 2019/20**

1.2.1 The table below details the proposed allocation of the funding available in 2019/20:

<b>Scheme</b>	<b>Proposed allocation of funding 2019/20</b>	<b>Notes</b>
Mandatory DFG	£959,000	REMAINING AS 19/20 AGREED ALLOCATION Spend is anticipated to be similar to 2018/19 with some small additional leeway for increased demand. The DFG spend is the main focus of the BCF allocation and, as such, TMBC needs to make a reasonable allocation to ensure requests for DFGs can be met.
Discretionary DFG	£41,000	ADDITIONAL BUDGET LINE In 18/19 TMBC operated a discretionary budget to allow 'top up' above the £30k mandatory grant limit in cases where an additional amount would make a scheme viable. However, no initial provision was made in the 19/20 budget because of a lack of information on likely allocation levels. NB in all cases where a discretionary DFG is awarded for an owner-occupier the amount will be placed as a local land charge against the property and recovered at sale/transfer thus enabling the funding to be recycled for future use.
West Kent Hospital Discharge Scheme	£74,000	REVENUE COMMITTED 19/20 The costs of this scheme have increased since its inception due to increased coverage to Maidstone Hospital as well as Pembury Hospital.
Handyperson Scheme	£17,000	REVENUE COMMITTED 19/20 This allows the continuation of subsidised handyperson services across the Borough.
OT secondment	£52,000	REVENUE COMMITTED 19/20 This allows the continuation of the streamlined DFG process for residents and support for the wider housing service.
One You Your Home	£40,000	REVENUE COMMITTED UNTIL AUGUST 2019 (Budget provision to March 2020) Previously information reports to CHAB discussed this scheme and referenced funding via Better Care Fund allocation, although no formal Member decision has previously been sought.
Less Grant Repayments	£13,000	
<b>Total</b>	<b>£1,170,000</b>	

1.2.2 Due to the nature of the Hospital Discharge Scheme agreement, whereby the share of the cost between the three local authorities is being reviewed on an annual basis based on actual usage by residents, the costs of this scheme fluctuate from year to year. In addition, the requisite financial approval was not sought previously for the One You, Your Home scheme. These items account for a requested increase in the revenue budget for 2019/20 from £112,000 to £183,000, which will be funded from the Better Care Fund allocation now known, rather than TMBC reserves as was proposed for the £112,000 during the budget setting process (on a one year only basis).

### 1.3 Legal Implications

1.3.1 DFGs are a mandatory grant scheme, which local authorities are required to administer.

### 1.4 Financial and Value for Money Considerations

1.4.1 In year budget management is often required on grant schemes of this nature. In 2018/19, an allocation provisionally set aside for 2019/20 spend, was pulled forward to meet demand on DFG budget. Due to some additional grant funding and projected spend not eventually being as high as predicted, this funding was still available for 2019/20. However in light of the 2019/20 allocation, it is considered prudent to operate a similar system whereby this money is retained until the outcome of the O&S review is known

### 1.5 Risk Assessment

1.5.1 Risk assessment on DFG allocations will be carried out as part of the planned O&S review.

### 1.6 Equality Impact Assessment

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

### 1.8 Recommendations

1.8.1 Members are asked to **RECOMMEND** to Cabinet that the proposed allocation of the Funding available in 2019/20 as set out in the table at paragraph 1.2.1 be approved and the appropriate capital and revenue budgets be adjusted accordingly.

Background papers:

contact: Linda Hibbs

Nil

Eleanor Hoyle

Director of Planning, Housing and Environmental Health

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

**23 July 2019**

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

**Part 1- Public**

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

**1 CAPITAL PLAN PROJECTS**

**Summary**

**This report updates Members of progress with key projects included in the Council's Capital Plan.**

**1.1 Introduction**

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

**1.2 Haysden Country Park – Sewage Treatment Facility**

- 1.2.1 The current sewage treatment plant that serves the toilets at the Country Park was installed in 2008 and, at the time, adequately served the needs of the Park. Recent investments in the site, including improved catering, an extended play area and other landscape works has resulted in a notable increase in the Park's popularity and it is apparent that the current sewage system is struggling to cope.
- 1.2.2 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.
- 1.2.3 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.
- 1.2.4 Quotations for the works are currently being sought and it is envisaged that the works will commence at the end of the calendar year for completion in Spring 2020. Environment Agency consent is required for the new system and this has been sought and received.

- 1.2.5 In the interim a number of water saving measures and remedial works have already taken place on the existing sewage system. These works have reduced water consumption by approximately one third and addressed the smell issue.

### **1.3 Tonbridge Racecourse Sportsground Rugby Pitch Drainage**

- 1.3.1 Whilst recognising that the existing rugby pitches are located on a floodplain, recent years have seen an increase in the number of occasions and duration of flooding. In particular, it has been taking a longer time for the pitches to drain, resulting in the pitches sometimes being unavailable for use.
- 1.3.2 The Council has been working in close liaison with Tonbridge Juddians Rugby Football Club and the Chairman of Tonbridge Sports Association over recent years to address this issue and a number of options have been investigated and actioned. Following a review by an external consultant, it is proposed that an active drainage system be installed at the site.
- 1.3.3 A Capital Plan Evaluation for the installation of an active drainage system was taken to, and approved by Members of the Finance, Innovation and Property Advisory Board on the 3 January 2018 with a budget allocation within the Capital Plan of £25,000. This has now been reduced to £16,000 following a more detailed evaluation of the works. The scheme is to be fully funded through external funding.
- 1.3.4 Following liaison with the Rugby Club it was agreed to monitor water levels in the area over the previous autumn/winter/spring. The results of this monitoring are due to be presented to the Council and the Rugby Club this month and a decision can then be taken on the most appropriate way forward with the project.

### **1.4 Leybourne Lakes Country Park – Development Opportunities**

- 1.4.1 Members will be aware that the Council is investigating the potential outsourcing of the management of Leybourne Lakes Country Park. As previously reported to Members of this Board it was the intention to go out to tender prior to July 2019, but a delay has been experienced due to pressure on staff resources and the complexity of the Tender documents that need to be prepared.
- 1.4.2 Officers are in the process of finalising the tender documents including the Invitation to Tender, Management Agreement, Specification, Report of Title and Condition Survey. It is now the intention to go out to tender this summer and report the outcome of the evaluation at a future meeting of this Board.

### **1.5 Tonbridge Racecourse Swimming Pool Bridge**

- 1.5.1 The existing bridge connecting Tonbridge Racecourse Sportsground to Tonbridge Swimming Pool car park has previously been deemed unfit for use on safety grounds and closed to the public. This project will see the removal of the old bridge and replacement with new at an estimated cost of £120,000.

- 1.5.2 The Council has been working closely with the utility companies to remove their services from the existing bridge. South East Water have recently completed works to divert water pipes under the river and UK Power Networks have now confirmed that its cables attached to the bridge are no longer required.
- 1.5.3 Quotations to remove the existing bridge have been sought and these works are scheduled for late July 2019. Work will then be undertaken to modify the existing abutments before the new bridge is delivered and installed in late September. The public are being kept updated through on site notices.

## **1.6 Tonbridge Racecourse Sportsground Revetment**

- 1.6.1 The scheme aims to replace sections of existing wooden revetment which are now failing, resulting in bank erosion. The section due to be replaced is located at the entrance to the sportsground and runs from Tonbridge Canoe Club to the first bridge that connects to Tonbridge Swimming Pool (the bridge currently closed for replacement – see 1.5 above). The project is estimated at £225,000 and is in part funded by a grant from the Environment Agency.
- 1.6.2 Due to the replacement of the bridge the revetment works are now scheduled for Spring 2020. This ensures neither project is compromised and will hopefully provide more favourable weather conditions for the revetment works to take place. To enable the works to take place it is envisaged that 2 to 3 trees will be affected and require removal. If this is required replacement trees will be planted in the local vicinity to mitigate any loss.

## **1.7 Legal Implications**

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

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

- 1.8.1 Members will note that the majority of projects within List A of the Capital Plan have been delivered, with a significant proportion of costs being met through external funding.

## **1.9 Risk Assessment**

- 1.9.1 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.

## **1.10 Equality Impact Assessment**

- 1.10.1 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.

## 1.11 Policy Considerations

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

## 1.12 Recommendations

1.12.1 It is RECOMMENDED TO CABINET that:

- i) the updates on the current schemes within the Capital Plan, as shown at **[Annex 1]**, be noted; and
- ii) a report on the outcome of the tendering exercise for the management of Leybourne Lakes County Park be reported to a future meeting of the Board.

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

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

**CAPITAL PLAN PROGRESS  
COMMUNITIES & HOUSING ADVISORY BOARD – TUESDAY 23<sup>RD</sup> JULY 2019**

	<b>Corporate aims &amp; priorities</b>	<b>Expenditure to 31.03.19 £'000</b>	<b>2019/20 Estimate £'000</b>	<b>2020/2025 Estimate £'000</b>	<b>Estimated Scheme Total</b>	<b>Notes</b>
<b>Larkfield Leisure Centre</b>						
a) Ventilation, Boiler & Roof Replacement	1, 3	113	2036		2149	Please see separate Report in these papers.
<b>Land Drainage/Flood Defence</b>						
(a) Wouldham River Wall	2(key), 2g, 2h, 2i	23	4	1098	1125	Strengthening/rebuilding to address movement detected in the retaining wall between the public open space and the River Medway. Wall recently monitored by external consultant to determine timescale of works. Monitoring revealed only minimal movement. Following liaison with local Members and Wouldham Parish Council, it was agreed to continue to monitor the wall over the next 5 years to determine the way forward in the longer term. In the meantime works to the public pathway adjacent to the wall progressed and minor improvements to the public open space implemented.
(b) Leigh FSA Enhancement Contribution				500	500	
<b>Sportsgrounds</b>						
a) Tonbridge School Athletics Track Improvements Less developer contribution	3(key), 3a, 4(key),4e	140 (140)	21 (21)		161 (161)	Refurbishment of the existing track and replacement of floodlights which provides community use via formal agreement between the Council and the School. Works taking place in partnership with school and Athletics Club. Floodlighting installed and track completed.

	Corporate aims & priorities	Expenditure to 31.03.19 £'000	2019/20 Estimate £'000	2020/2025 Estimate £'000	Estimated Scheme Total	Notes
b) Racecourse Sports Ground Riverside Revetment Less Grants	7d, 8b, 8a	18 (14)	207 (14)		225 (28)	Replace sections of the existing wooden revetment which is now failing and causing erosion of the riverbank at Tonbridge Racecourse Sports Ground. Scheme is part funded by grant from the Environment Agency. See update in main report.
c) Racecourse Sports Ground Rugby Pitch Drainage Less developer contributions	2		16 (8)		16 (8)	To improve drainage to the rugby pitches at Tonbridge Racecourse Sportsground that are subject to regular flooding. To maintain and enhance use. Monitoring taking place prior to works being considered in spring/summer 2019. See update in main report.
(d) Racecourse Sportsground Swimming Pool Bridge Less developer contributions			120 (65)		120 (65)	To replace the existing bridge that has been deemed unsafe for public use following a health and safety assessment. See update in main report.
<b>Open Space</b>						
a) Public Open Spaces Site Improvements Phase 2 Less developer contribution	3e, 7a, 7b, 7c, 7d, 7g(key), 8a(key), 8b, 11a(key), 18a	57 (57)	12 (12)		69 (69)	Improvements to a number of open spaces in Tonbridge including St Philips Church, Frogsbridge, Woodlands Walk and Brungers Pond. Installation of new play equipment at Frogsbridge and new play area at St Philips complete.

**Corporate aims & priorities**

1 = to meet legislative requirements including health and safety obligations

2 = funded from external resources

3 = reduce revenue expenditure and/or generate income

	Corporate aims & priorities	Expenditure to 31.03.19 £'000	2019/20 Estimate £'000	2020/2025 Estimate £'000	Estimated Scheme Total	Notes
b) Haysden Country Park Sewage Treatment Less developer contributions	1, 2		75 (75)		75 (75)	To replace the existing Haysden Country Park sewage facility to meet current customer demand and legal environmental requirements. Options currently being appraised and progressed with works planned for current financial year. See update in main report.
<b>Other Schemes</b>						
a) Tonbridge Cemetery i) Memorial Safety Less developer contribution	7d	98 (3)	13	15	126 (3)	Provisions based on Local Government Ombudsman's recommendation to inspect/repair memorials every five years. Inspections have been undertaken and all priority works completed. Further minor works to be completed in the coming months.

**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 31.03.19 £'000	2019/20 Estimate £'000	2020/2025 Estimate £'000	Estimated Scheme Total	Notes
<b>Capital Renewals</b>						
a) Angel Centre		n/a	287	407	694	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	224	647	871	
c) Tonbridge Swimming Pool		n/a	179	282	461	
d) Sportsgrounds and Open Spaces		n/a	353	514	867	
e) Poulton Wood Golf Centre						Provisions reviewed by Overview and Scrutiny Committee January 2015. Savings target for 2016/17 onwards relates to Trust renewals only. Savings in respect of non-Trust items embedded within detailed renewals schedules by extending asset life.
i) Grounds Maintenance		n/a	82	251	333	
ii) Clubhouse		n/a	106	81	187	
iii) Course		n/a	81	18	99	
f) Provision for inflation Savings target (assumes 25%)		n/a n/a	15 (244)	141 (458)	156 (702)	
Total		235	3392	3496	7123	

**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**

**23 July 2019**

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

**Part 1- Public**

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

**1 COUNTRY PARKS – CUSTOMER PANEL MEETINGS**

**Summary**

**This report seeks nominations for Member representatives to attend the Customer Panels for the Council's two Country Parks.**

**1.1 Background**

1.1.1 Customer Panels have for many years played an important role in assisting Council facilities to continue to meet the needs of their customers. The purpose of the Panels is to seek views from a cross section of users on the services provided at each facility, and also to provide a "sounding board" for potential new initiatives.

1.1.2 Panels, ideally comprising approximately 10-12 customers, currently meet at a minimum twice per annum for both Haysden and Leybourne Lakes Country Parks. Meetings are attended by relevant Officers and two Members nominated and appointed by this Board. Minutes of meetings can be made available to all Members on request. Panels are also in place for the Council's indoor leisure facilities and these are managed by the Tonbridge & Malling Leisure Trust.

**1.2 Member Representation**

1.2.1 It is felt that the Panels provide a valuable means of keeping in close liaison with facility users and should be retained. Members are invited to make nominations at the meeting.

1.2.2 In addition to the above, it is proposed that the Cabinet Member for Community Services is also approved as an ex-officio member of each Panel.

**1.3 Legal Implications**

1.3.1 None.

**1.4 Financial and Value for Money Considerations**

1.4.1 None.

**1.5 Risk Assessment**

1.5.1 None.

**1.6 Equality Impact Assessment**

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

**1.7 Policy Considerations**

1.7.1 Communications, Customer Contact.

**1.8 Recommendations**

1.8.1 Members are **REQUESTED TO RECOMMEND** nominations to the Council's Country Park Customer Panels.

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

Background papers:

contact: Darren Lanes

Nil

Robert Styles  
Director of Street Scene, Leisure & Technical Services

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

**23 July 2019**

**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 PUBLIC SPACE PROTECTION ORDER (PSPO)**

**To provide a report giving details of the proposed Public Space Protection Order (PSPO) for the borough, including details of the borough wide restrictions, as well as restrictions for particular geographical areas.**

**1.1 Background to Public Spaces Protection Orders (PSPO)**

- 1.1.1 The Anti-social Behaviour, Crime and Policing Act 2014 placed a new duty on the Council to tackle Anti-social Behaviour (ASB), working co-operatively with the Police, social landlords and other agencies. The Act put victims at the heart of the response to ASB and was intended to give professionals the flexibility they needed to deal with any given situation.
- 1.1.2 Public Spaces Protection Orders (PSPOs) were one of a number of new tools contained within the Act and were intended to deal with a particular nuisance or problem in a particular area that was detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They were designed to ensure the law-abiding majority could use and enjoy public spaces, safe from anti-social behaviour.
- 1.1.3 Councils are responsible for making the PSPOs. District Councils will take the lead in England with county councils undertaking the role only where there is no district council. The new power is not available to parish councils or town councils.
- 1.1.4 The PSPOs have replaced dog control orders, designated public place orders (also known as Alcohol Control Zones) and gating orders.
- 1.1.5 A PSPO has been in place in the borough since April 2017 and this contained a number of different restrictions. Details of the current PSPO Order can be found at **Annex 1**.
- 1.1.6 A PSPO can be in place for three years and after this time the Council can decide if they wish to end the PSPO, extend the PSPO or add any additional restrictions

to it. In order to extend or add additional requirements the Council will need to consult with the public and other bodies.

## **1.2 The requirements of a PSPO**

1.2.1 The Council can make a PSPO on any public space in its own area. The definition of a public space is wide and includes any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission, for example a shopping centre. It does not just apply to land owned by the Borough Council but to any open space anywhere in the borough (even land owned by Parish Councils or Kent County Council).

1.2.2 Before making a PSPO the Council must consult with the local police. This is an opportunity for the police and Council to share information about the area and the problems being caused as well as to discuss the practicalities of enforcement. In addition the owner or occupier of the land should be consulted as well as community representatives as appropriate.

1.2.3 The test for a PSPO is designed to be broad and focus on the impact anti-social behaviour is having on victims and communities. A PSPO can be made by the council if they are satisfied on reasonable grounds that the activities carried out, or likely to be carried out, in a public space:

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

1.2.4 A single PSPO can include multiple restrictions and requirements in one order. It can prohibit certain activities, such as the drinking of alcohol, as well as placing requirements on individuals carrying out certain activities, for instance making sure that people walking their dogs keep them on a lead.

1.2.5 Our initial PSPO (as seen at **Annex 1**) was authorised in April 2017 and will expire in April 2020. We have therefore considered whether we want to continue with our current restrictions and also looked at whether we want to include any new restrictions.

## **1.3 Enforcement process and penalties**

1.3.1 It is an offence for a person, without reasonable excuse, to:

- do anything that the person is prohibited from doing by a PSPO

- fail to comply with a requirement to which the person is subject under a PSPO.

1.3.2 If a person fails to adhere to the PSPO they may be issued with a Fixed Penalty Notice (FPN). Where the FPN is not paid within the required timescale, court proceedings may be initiated.

#### **1.4 The proposed PSPO for Tonbridge & Malling**

1.4.1 After consultation with Borough Council officers and the Police we are proposing to proceed with a PSPO which contains many of the same restrictions as our current Order and we have produced evidence to show the need for these to continue. However, we have also gathered evidence to show the need for two additional restrictions that we are proposing to include.

1.4.2 These two new restrictions being proposed are 'no unauthorised drones on Borough Council land' and 'keeping dogs on a lead in St Stephen's and St Peter and St Paul's Churchyards'. **Annex 2** sets out the proposed PSPO.

1.4.3 Officers used evidence and professional judgement to develop this proposed PSPO and have considered all issues/areas against the stated test process. During the process of these discussions there were some issues/areas raised that were rejected as they either did not pass the test process, had procedures already in place which could tackle the anti-social behaviour or could not be adequately enforced by the Borough Council. **Annex 3** shows the evidence that was collated by Officers to show the need for continuing with the current restrictions and adding the new proposals.

1.4.4 Fixed Penalty Notices (FPNs) have been set at £80, reduced to £50 if paid within 10 days. This follows the Borough Council's Enforcement Policy, which the PSPO will also adhere to. Under 18's will be dealt with in accordance with the Borough Council's Enforcement Policy, which includes speaking to their parents where possible before issuing any enforcement against them.

1.4.5 Fixed Penalty Notices will be issued by authorised Borough Council staff. During the period of the current PSPO we have only issued three Fixed Penalty Notices. The low numbers reflect how difficult it can be to catch someone in the process of breaching the PSPO but also no doubt reflect that the majority of the public are following the restrictions put in place and therefore FPNs do not need to be issued.

1.4.6 It is not possible, or appropriate, to include every area within the borough with an anti-social behaviour issue (or perceived issue). The majority of ASB can be dealt with through other measures without the need for a Public Spaces Protection Order. However, if through the consultation process a request for a restriction is provided then this will be considered (assuming the test has been met) and discussed at the appropriate Council meeting.

## **1.5 Consultation process**

- 1.5.1 The consultation period will start from 5 August and will end on 30 September 2019. We will be consulting with all Parish Councils, the Police and Crime Commissioner, partners within the Community Safety Partnership and community groups as relevant. Copies of the PSPO consultation will be available in a variety of locations as well as online.
- 1.5.2 The responses to the consultation will be reported to the Communities and Housing Advisory Board on 12 November 2019.
- 1.5.3 Once agreed, a copy of the Order will be published in accordance with regulations made by the Secretary of State.
- 1.5.4 A copy of the consultation questionnaire is shown at **Annex 4**.

## **1.6 Legal Implications**

- 1.6.1 As the PSPO is a legal requirement of the ASB legislation we will continue to seek legal guidance to ensure that we meet the criteria. Once the final PSPO measures are agreed the PSPO will need to be published in accordance with the regulations made by the Secretary of State.

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

- 1.7.1 There is no significant cost associated with the establishment of the Public Spaces Protection Order within the borough.

## **1.8 Risk Assessment**

- 1.8.1 All appropriate risk assessments will be undertaken as required.

## **1.9 Equality Impact Assessment**

- 1.9.1 Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups. The decisions recommended through this paper directly impact on end users. The impact has been analysed and does not vary between groups of people.

## **1.10 Policy Considerations**

- 1.10.1 Community Safety

## 1.11 Recommendations

1.11.1 That the proposed Public Spaces Protection Order, as presented at **Annex 2**, be circulated for consultation.

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

Background papers:

Anti-social Behaviour, Crime and Policing Act 2014  
Guidance for the Anti-social Behaviour, Crime and Policing Act 2014

contact: Alison Finch  
Safer & Stronger Communities  
Manager

Adrian Stanfield  
Central Services Director and Deputy Chief Executive

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

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

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

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

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

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

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

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

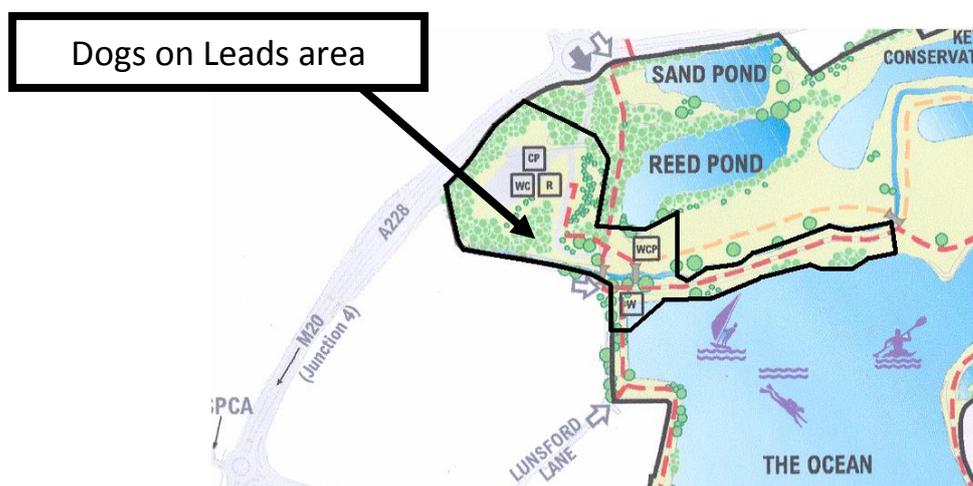
- a. **Dog Fouling**  
No person is permitted to leave dog faeces deposited by any dog under their control or ownership in any public place, save in a designated dog faeces bin. Owners and dog-walkers must clean up after dogs under their control, care or ownership.
- b. **Exclusion of Dogs from Children's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

## 2. Area- Specific Measures

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

### a. Leybourne Lakes Country Park

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



### b. Tonbridge Memorial Gardens

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

### c. Tonbridge Moorings

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

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

d. Haysden Country Park

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



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



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



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



g. Tonbridge Cemetery

i. Dogs on leads at all times

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



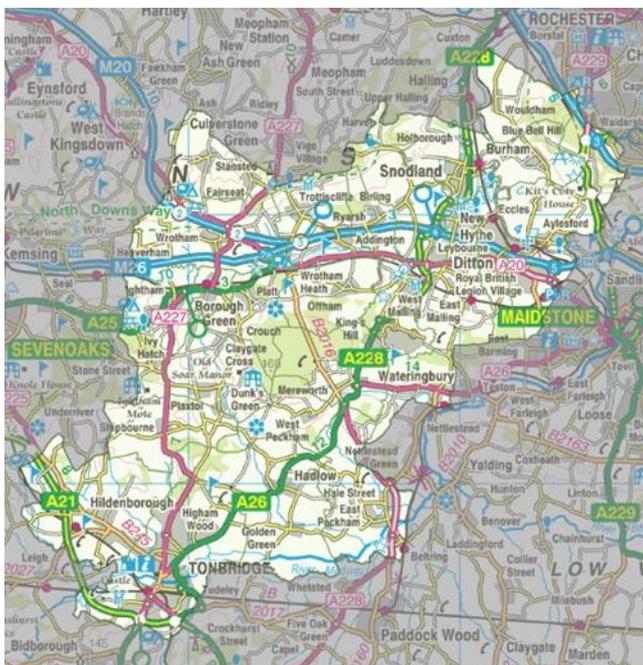
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## Tonbridge & Malling Borough Council

### Proposal for Public Spaces Protection Orders in the Borough April 2020



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



The borough of Tonbridge and Malling lies in the heart of Kent and is an area of variety and historical interest. The borough is largely rural with few large settlements; Tonbridge in the south being the largest and home to around 35,000 residents. The remainder of the borough is dotted with villages and smaller towns.

Industry and commerce are concentrated around Tonbridge, Aylesford, Ditton, Larkfield and Snodland. Mineral extraction has been carried out in the area for many years. Paper and packaging mills, distribution, general and light industry and many small businesses make up the industrial scene. The borough is a popular area for office location and high tech development, particularly at the Kings Hill business and residential community.

## Public Spaces Protection Orders

The Anti-Social Behaviour, Police and Crime Act 2014 placed new duties on the Council to tackle Anti-Social Behaviour (ASB), working co-operatively with the police, social landlords and other agencies. The Government made it clear that their reforms are designed to put victims at the heart of the response to ASB and give professionals the flexibility they need to deal with any given situation.

Public Spaces Protection Orders (PSPO's) are intended to control and restrict anti-social behaviour or potential anti-social behaviour in public spaces. They can help by giving local councils and police additional powers to tackle anti-social behaviour in specific locations. The definition of a public space is wide and includes any place to which the public or any section of the public has access too.

District/Borough Councils are responsible for making the new PSPO's and to take enforcement against any breaches, although the Police are also able to enforce these Orders and it is also possible for the Council to delegate enforcement powers to others.

Tonbridge & Malling already has Public Spaces Protection Orders in place which cover both all open spaces in the borough and also some specific locations. These were authorised in April 2017 and are due to run out in April 2020 (as they are for a three year period only). We are therefore required to consult again on the PSPOs that we are proposing and this document gives details of those that we are proposing to continue and also some additional ones. The additional PSPO's include preventing the use of unauthorised drones on land owned by Tonbridge & Malling Borough Council and ensuring that dogs must be on a lead within the closed Churchyards of St Stephen's Church in Tonbridge and St Peter and St Paul's Church in Tonbridge.

Those Orders in specific locations are to deal with anti-social behaviour that is particular to these areas and any breaches of the Orders will lead to Fixed Penalty Notices if the behaviour does not cease when asked to do so. The PSPO will be in place for a three year period and will be reviewed at the end of this time.

The activities identified within the PSPO have been carried out in public places within the Council's area and have a detrimental effect on the quality of life of those in the locality. The Council is satisfied that that the prohibitions imposed by the PSPO are reasonable to impose in order to

prevent the detrimental effect of these activities from continuing, occurring or recurring, or to reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.

There will be Fixed Penalty Notices (FPNs) of £80 (or £50 if paid within 10 days) to be issued for any breaches of the PSPOs. These will be issued by an authorised person and will follow the Enforcement Policy set by Tonbridge & Malling Borough Council.

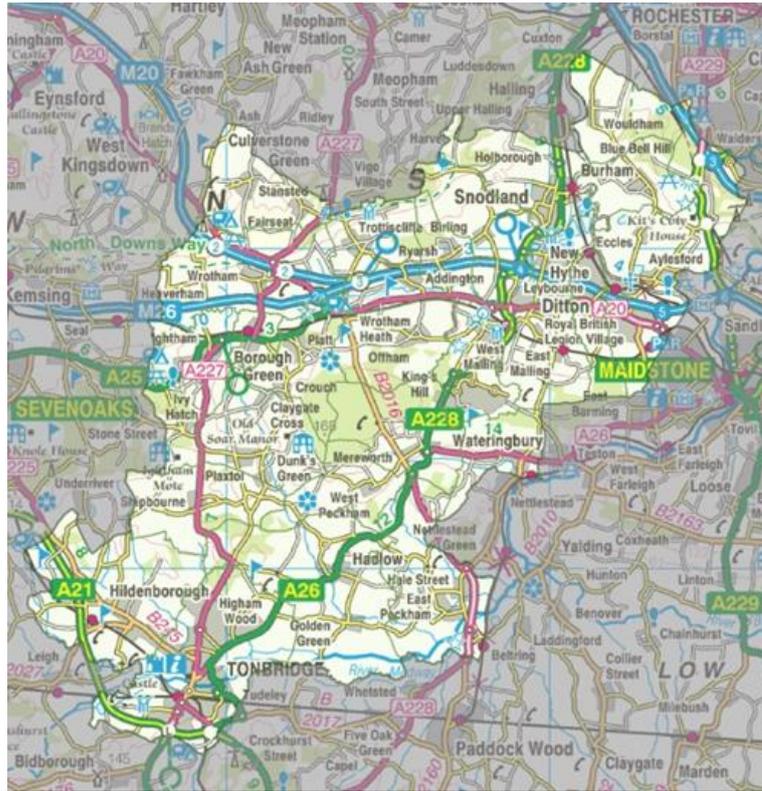
### **Consultation;**

This booklet gives you details of the Proposal. We will be consulting the public and other groups about our proposals and there will be both paper copies of a questionnaire as well as an on-line survey to allow feedback to be provided. The on-line survey will be available on [www.tmbc.gov.uk](http://www.tmbc.gov.uk).

The details below show the timeline for consultation with the public and other groups.

Communities and Housing Advisory Board	23 July 2019
Consultation period	5 August to 30 September 2019
Communities and Housing Advisory Board	12 November 2019
Cabinet	Date to be confirmed
Full Council	Date to be confirmed

Responses should be sent to PSPO Consultation via [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk) or sent to PSPO Consultation, Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive, Kings Hill, West Malling ME19 4LZ.



The whole Borough area where the council is considering introducing a Public Spaces Protection Order for the measures set out below.

**Measure 1**

**Deterring Dog Fouling**

Dog Fouling is a widespread and well known problem with the Borough. Dog faeces are a known carrier of the roundworm toxicara that can cause blindness. The Council has a duty under the Litter (Animal Droppings) Order 1991 to endeavour to keep public open spaces clear of dog faeces.

**Proposal**

A Fixed Penalty Notice will be issued to the person responsible for the dog(s) who allows dog fouling by not removing dog faeces from any public place.

**Measure 2**

**Exclusion of dogs from Borough Council owned and maintained children’s play areas**

A number of complaints have been received about dogs being loose and causing distress to young children. The exclusion of dogs from borough council owned and maintained children’s play areas will prevent any distress and alarm to children.

**Proposal**

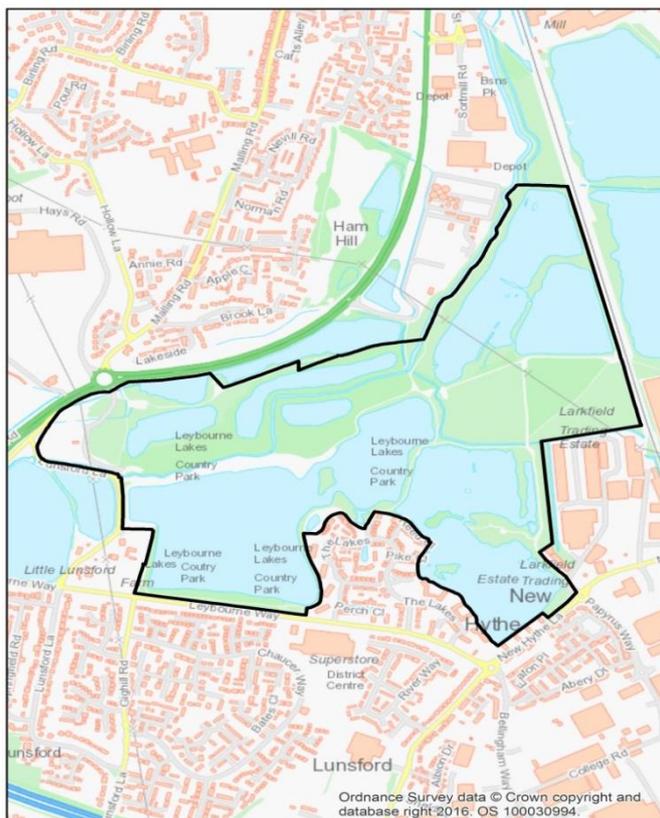
A Fixed Penalty Notice will be issued for any person allowing a dog, or dogs, into a Borough’s owned and maintained children play areas to enable children to enjoy the facilities unimpeded from dogs.

**Measure 3**

**Dogs on leads by direction**

Proposed - Public Spaces Protection Order	Orders covering all of the public spaces within Tonbridge & Malling.
	<p>In order to stop a loose dog causing a nuisance, annoyance or disturbance to other people or to wildlife, dogs must be kept on a lead if the owner is instructed to do so by an authorised person.</p> <p><b>Proposal</b> A Fixed Penalty Notice will be issued to anyone who does not put their dog on a lead when instructed to do so by an authorised person.</p>
<b>Measure 4</b>	<p><b>Maximum number of dogs</b> This measure restricts the total number of dogs that one person can take onto a public place to six dogs to ensure that they have full control of these dogs and do not allow them to cause alarm or distress to other people.</p> <p><b>Proposal</b> A Fixed Penalty Notice will be issued to anyone who takes more than SIX dogs at one time onto a public place.</p>
<b>Measure 5</b>	<p><b>Introduction of a controlled alcohol zone</b> There have been many incidents across the Borough where there has been anti-social behaviour linked to alcohol.</p> <p>This measure will not mean it is an offence to drink alcohol in a public place; however, it will be an offence to fail to comply with a request by an authorised officer to cease drinking or surrender alcohol. This will not apply to any premises, or its curtilage, which is licenced for the supply of alcohol.</p> <p><b>Proposal</b> A Fixed Penalty Notice will be issued for any person who continues to drink alcohol in a public place when asked to cease or surrender that alcohol.</p>
<b>Measure 6</b>	<p><b>Deterring public urination / defecation</b> There are complaints about people urinating/defecating in public which is unpleasant and unhygienic for others. It makes people feel unsafe and can cause feelings of distress.</p> <p><b>Proposal</b> To make it an offence to urinate or defecate in public (excluding public toilets). A Fixed Penalty Notice will be issued to anyone seen urinating or defecating in a public place (excluding public toilets).</p>
<b>Measure 7 (NEW PROPOSAL)</b>	<p><b>No unauthorised drones on Tonbridge &amp; Malling Borough Council open spaces</b> The use of unauthorised drones is increasing and has been seen to be taking place on many open spaces within the borough. If not properly controlled drones could cause serious injury and harm, as well as causing a nuisance to the public.</p> <p><b>Proposal</b> A fixed penalty notice will be issued to anyone who uses a drone on Tonbridge &amp; Malling Borough Council open spaces without having the correct authorisation or training.</p>

Leybourne Lakes Country Park



The map above shows the area where the council is considering introducing a Public Spaces Protection Order for Leybourne Lakes Country Park

**Measure 1**

**No unauthorised BBQs**

TMBC has received a number of complaints from the public that these are left on the ground and also are placed in bins causing them to burn out which the public then complain about. BBQs cause damage to the Country side, burning dry fields, hot coals placed in bins have been causing much damage to the bins and can result in unpleasant smoke drifting for some distance.

**Proposal**

No unauthorised BBQs within Leybourne Lakes Country Park. A Fixed Penalty Notice will be issued to anyone seen using an unauthorised BBQ.

**Measure 2**

**No unauthorised Swimming, bathing or boating.**

TMBC has received numerous complaints from the public about anti-social behaviour involving people swimming in the lakes in this area. Unauthorised swimming can have a detrimental effect on wildlife and interfere with authorised swimming activities.

**Proposal**

No unauthorised swimming within Leybourne Lakes Country Park. A Fixed Penalty Notice will be issued to anyone seen using the lake who has not been authorised.

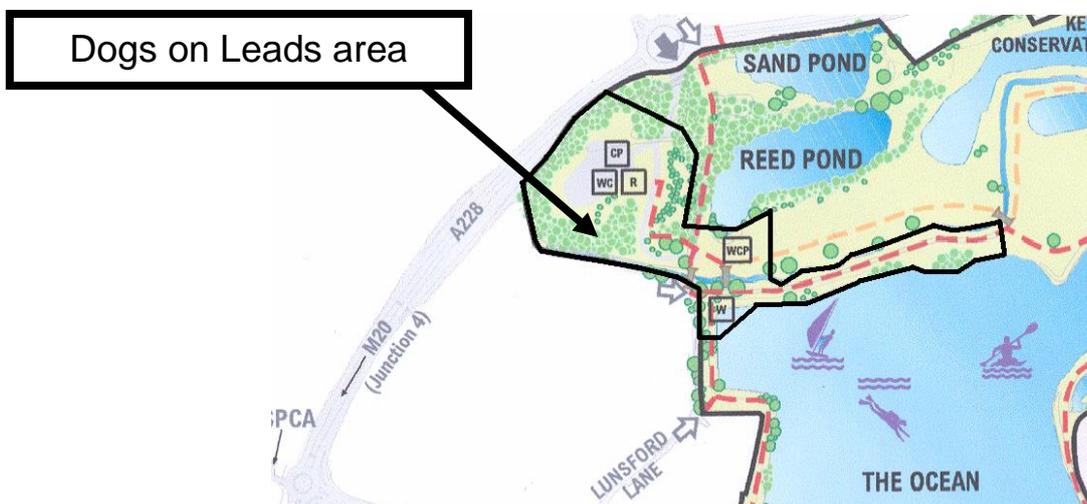
**Measure 3**

**Keeping dogs on a lead**

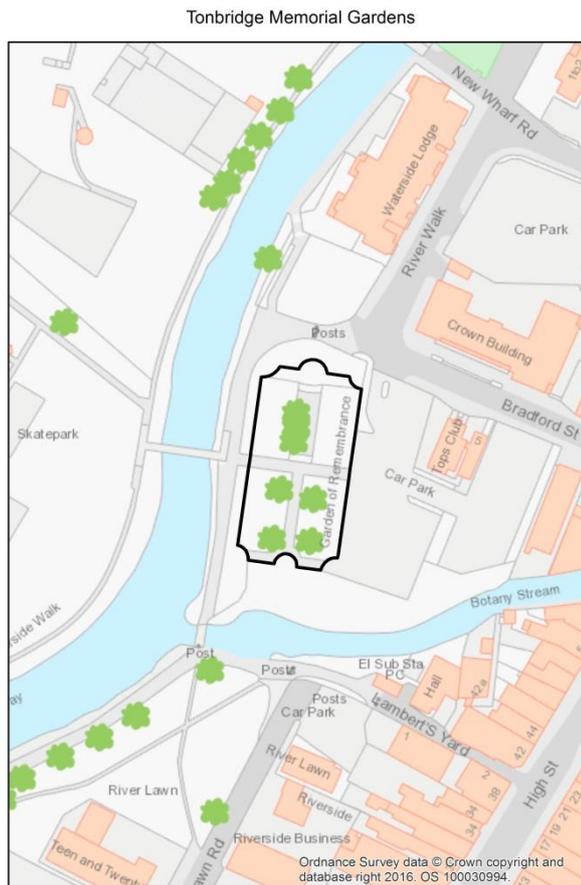
Proposed - Public Spaces Protection Order	Leybourne Lakes Country Park
	<p>The car park and access road for the Watersports has high volumes of vehicular traffic. Additionally on numerous occasions it has been reported that food has been taken from children and elderly people by uncontrolled dogs. This measure is to prevent distress to park users.</p> <p><b>Proposal</b> To keep dogs on a lead within the signed area (see map for details). A Fixed Penalty Notice will be issued to anyone not keeping their dog on a lead in these areas.</p>
<p><b>Measure 4</b></p>	<p><b>No unauthorised camping</b></p> <p>The Borough Council is satisfied that unauthorised camping in a public place is being carried out within this area or it is likely that this activity will be carried out and this is having, or it is likely to have, a detrimental effect on the quality of life of those in the locality. People camping in this area have been known to set fires; leave rubbish and cause alarm or distress to others.</p> <p><b>Proposal</b> A Fixed Penalty Notice will be issued to anyone who, when asked to remove an unauthorised encampment, does not do so.</p>

Map showing dogs on leads designated area within Leybourne Lakes Country Park

The area marked below is designated a 'Dogs on Leads' area. Please ensure your dog is on a lead at all times when in this area of the Park



Proposed - Public Spaces Protection Order	Tonbridge Memorial Gardens



The map above is the area where the council is considering introducing a Public Spaces Protection Order for Tonbridge Memorial Gardens

**Measure 1**

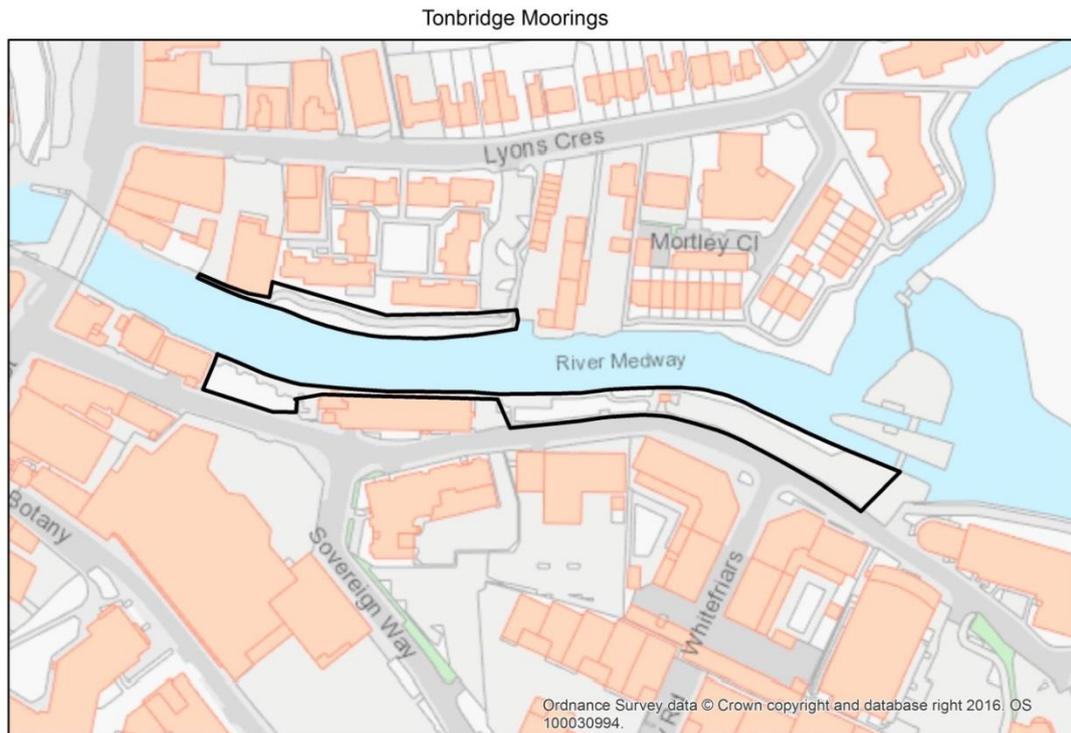
**No-wheeled-sports activities**

There have been numerous complaints to this Authority have come in regarding damage to this area adversely affecting peoples enjoyment of the memorial garden.

Wheeled sports activities take place within the memorial garden; physical damage has been caused to the site which is detrimental to this very sensitive site where people come for peace and reflection.

**Proposal**

No-wheeled-sports activities to take place within the Tonbridge Memorial Gardens. Including, but not limited to, skateboards, BMX, in-line skating and scooters. A Fixed Penalty Notice will be issued to anyone not ceasing these activities when instructed to do so.



The map above is the area where the council is considering introducing a Public Spaces Protection Order for Tonbridge Moorings

**Measure 1**

**No unauthorised Mooring**

The Council has received a number of complaints from the public from people mooring boats without a licence, disposing of waste on the sides of the river, leaving generators running through the night and swimming in the river.

Unauthorised mooring impedes authorised users using spaces which can lead to conflict and anti-social behaviour.

**Proposal**

No unauthorised Mooring within the Tonbridge Moorings area. A Fixed Penalty Notice will be issued to anyone breaching this Order.

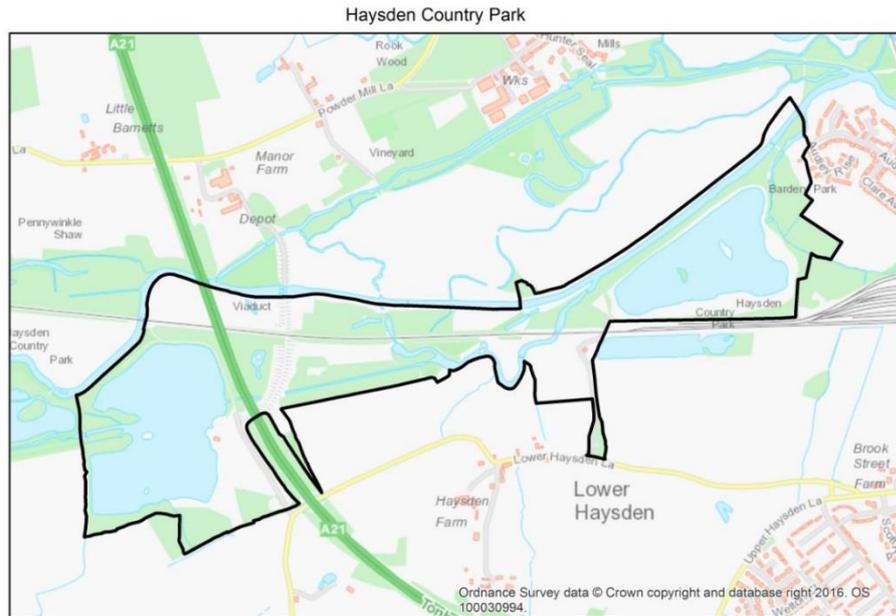
**Measure 2**

**No unauthorised camping**

The Borough Council is satisfied that unauthorised camping in a public place is being carried out within this area or it is likely that this activity will be carried out and this is having, or it is likely to have, a detrimental effect on the quality of life of those in the locality. People camping in this area have been known to set fires; leave rubbish and cause alarm or distress to others.

**Proposal**

A Fixed Penalty Notice will be issued to anyone who, when asked to remove an unauthorised encampment, does not do so.



The map above is the area where the council is considering introducing a Public Spaces Protection Order for Haysden Country Park

**Measure 1**

**No unauthorised BBQs**

TMBC has received a number of complaints from the public that these are left on the ground and also are placed in bins causing them to burn out which the public then complain about. BBQs cause damage to the Country side, burning dry fields, hot coals placed in bins have been causing much damage to the bins and can result in unpleasant smoke drifting for some distance.

**Proposal**

No unauthorised BBQs within Haysden Country Park. A Fixed Penalty Notice will be issued to anyone seen with an unauthorised BBQ.

**Measure 2**

**No unauthorised Swimming, bathing or boating activities**

TMBC has received numerous complaints from the public about anti-social behaviour involving people swimming in the lakes in this area. Unauthorised swimming can have a detrimental effect on wildlife and can be linked to excessive noise and distress to others.

**Proposal**

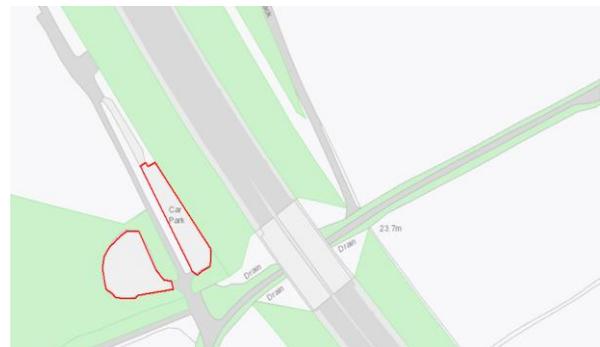
No unauthorised swimming, bathing or boating within Haysden Country Park. A Fixed Penalty Notice will be issued to anyone seen undertaking these activities without authorisation.

Proposed - Public Spaces Protection Order	Haysden Country Park
<p><b>Measure 3</b></p>	<p><b>Keeping dogs on a lead</b></p> <p>On numerous occasions it has been reported that food is stolen from children and the elderly by uncontrolled dogs. This measure is to ensure the safety of all users and prevent distress to anyone.</p> <p><b>Proposal</b></p> <p>To keep dogs on a lead within the designated areas in the car parks and at the catering unit at Haysden Country Park (See maps below). A Fixed Penalty Notice will be issued to anyone seen not following this Order.</p>
<p><b>Measure 4</b></p>	<p><b>No unauthorised camping</b></p> <p>The Borough Council is satisfied that unauthorised camping in a public place is being carried out within this area or it is likely that this activity will be carried out and this is having, or it is likely to have, a detrimental effect on the quality of life of those in the locality. People camping in this area have been known to set fires; leave rubbish and cause alarm or distress to others.</p> <p><b>Proposal</b></p> <p>A Fixed Penalty Notice will be issued to anyone who, when asked to remove an unauthorised encampment, does not do so.</p>

Map showing dogs on lead area within main car park and catering area



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



Map showing dogs on lead area within Audley Rise Car Park



Tonbridge Racecourse Sports Ground



Tonbridge Castle



The maps above are the areas where the council is considering introducing a Public Spaces Protection Order for Tonbridge Racecourse Sports Ground and Tonbridge Castle

**Measure 1**

**No unauthorised BBQs**

TMBC has received a number of complaints from the public that these are left on the ground and also are placed in bins causing them to burn out which the public then complain about. BBQs cause damage to the Country side, burning dry fields, hot coals placed in bins have been causing much damage to the bins and can result in unpleasant smoke drifting for some distance.

**Proposal**

No unauthorised BBQs within Tonbridge Racecourse Sports ground and Tonbridge Castle. A Fixed Penalty Notice will be issued to anyone seen with an unauthorised BBQ.

**Measure 2**

**No unauthorised camping**

The Borough Council is satisfied that unauthorised camping in a public place is being carried out within this area or it is likely that this activity will be carried out and this is having, or it is likely to have, a detrimental effect on the quality of life of those in the locality. People camping in this area have been known to set fires; leave rubbish and cause alarm or distress to others.

**Proposal**

A Fixed Penalty Notice will be issued to anyone who, when asked to remove an unauthorised encampment, does not do so.

**Measure 3**

**Keeping dogs on leads**

**Proposed - Public Spaces Protection Order**

**Tonbridge Racecourse Sports Ground and Tonbridge Castle**

The area around Tonbridge Castle is very popular and uncontrolled dogs can cause alarm and distress to those people using this area. By keeping dogs on a lead in this area it will prevent anyone from feeling distressed by an uncontrolled dog.

**Proposal**

To keep dogs on a lead within the Castle grounds (see map below). A Fixed Penalty Notice will be issued to anyone who is seen not following this Order.

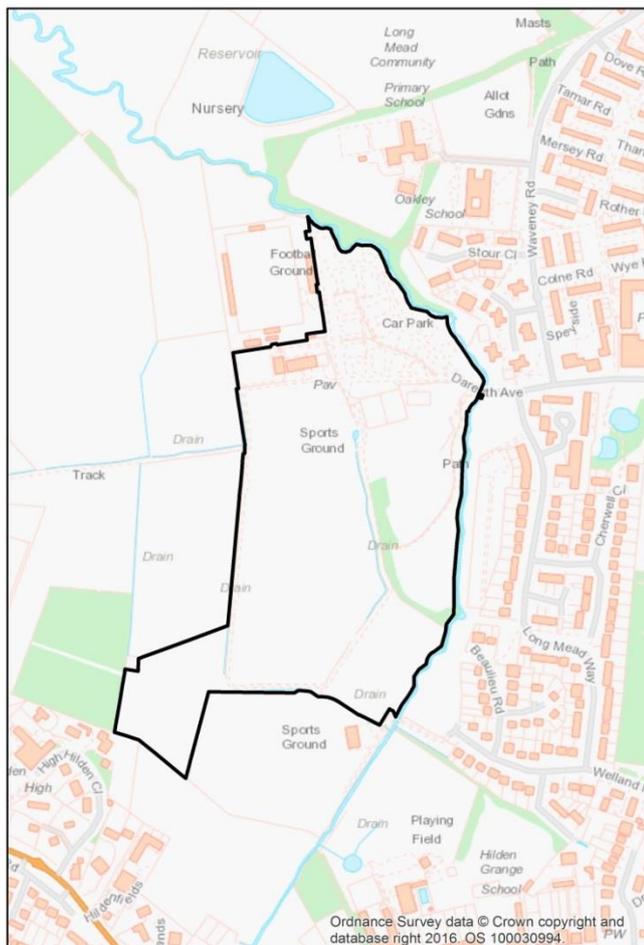
Map showing dogs on lead area within Tonbridge Castle grounds



**Proposed - Public Spaces Protection Order**

**Tonbridge Farm Sports Ground**

Tonbridge Farm Sports Ground



The map above is the area where the council is considering introducing a Public Space Protection Order for Tonbridge Farm Sports Ground

**Measure 1**

**No unauthorised BBQs**

TMBC has received a number of complaints from the public that these are left on the ground and also are placed in bins causing them to burn out which the public then complain about. BBQs cause damage to the Country side, burning dry fields, hot coals placed in bins have been causing much damage to the bins and can result in unpleasant smoke drifting for some distance.

**Proposal**

No unauthorised BBQs within Tonbridge Farm Sports ground. A Fixed Penalty Notice will be issued to anyone seen with an unauthorised BBQ.

**Measure 2**

**No unauthorised camping**

The Borough Council is satisfied that unauthorised camping in a public place is being carried out within this area or it is likely that

Proposed - Public Spaces Protection Order	Tonbridge Farm Sports Ground
	<p>this activity will be carried out and this is having, or it is likely to have, a detrimental effect on the quality of life of those in the locality. People camping in this area have been known to set fires; leave rubbish and cause alarm or distress to others.</p> <p><b>Proposal</b> A Fixed Penalty Notice will be issued to anyone who, when asked to remove an unauthorised encampment, does not do so.</p>
<p><b>Measure 3</b></p>	<p><b>Keeping dogs on leads</b></p> <p>Tonbridge Farm Sports ground is very popular and uncontrolled dogs can cause alarm and distress to those people using this area. By keeping dogs on a lead in the car park area this will help to reduce feelings of distress by users of the park.</p> <p><b>Proposal</b> To keep dogs on a lead within the car park of Tonbridge Farm Sports ground (see map below). A Fixed Penalty Notice will be issued to anyone who is seen not following this Order.</p>

Map showing dogs on lead area within Tonbridge Farm Sports Ground





The map above is the area where the council is considering introducing a Public Space Protection Order for Tonbridge Cemetery

**Measure 1**

**Keeping dogs on leads**

Tonbridge Cemetery is a place of mourning and reflection and dogs that are not controlled can cause alarm and distress to those using the cemetery.

**Proposal**

To keep dogs on a lead within Tonbridge Cemetery. A Fixed Penalty Notice will be issued to anyone who is seen not following this Order.

**NEW PROPOSAL - Public Spaces Protection Order**

**Closed Churchyards at St Stephens and St Peter & St Paul's Churches**



*St Stephen's Churchyard*



*St Peter and St Paul's Churchyard*

The maps above are the areas where the council is considering introducing a Public Space Protection Order for the closed Churchyards of St Stephen's Church and St Peter and St Paul's Church in Tonbridge.

**Measure 1**

**Keeping dogs on leads**

The Closed Churchyards at St Stephen's and St Peter's and St Paul's Churches are a place of mourning and reflection and dogs that are not controlled can cause alarm and distress to those using the cemetery.

**Proposal**

To keep dogs on a lead within the churchyards of St Stephen's Church and St Peter's and St Paul's Church. A Fixed Penalty Notice will be issued to anyone who is seen not following this Order.

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**Evidence for PSPOs**

<b>Issue</b>	<b>Evidence</b>
<b>Borough Wide</b>	
<b>CONTINUING PSPO</b> Dog fouling	Still a problem borough wide – evidence seen on many occasions TMBC Officers come across waste daily. 2 FPNS issued for dog fouling during 2018. During 2018 there were 112 complaints re dog fouling sent to Dog Warden email inbox.
<b>CONTINUING PSPO</b> Exclusion of dogs in play areas	Although this has not be witnessed by TMBC Officers we know that it provides peace of mind to adults that children will be safe within play areas. TMBC Park Wardens also state that this PSPO helps to keep play areas clear of dog poo.
<b>CONTINUING PSPO</b> Dogs on lead by direction	Dogs off of a lead can cause a nuisance to other dog users and has been seen in a number of locations across the borough including Barden Lake. In January 2019 the Borough Council took a male in Snodland to court for breach of a Community Protection Notice for his dogs being off a lead and causing a nuisance to other users. He would found guilty at court of this offence. In March 2019 the TMBC Anti-social Behaviour Officer received a complaint around a male walking a dog out of control and off of a lead. Male was warned and asked to put his dog on a lead whilst walking in this area. No further complaints. Also in March 2019 the Safer & Stronger Community Manager received a call from a Parish Council regarding problems they were having on their recreation ground with dogs out of control and dog fouling. TMBC Officers have documented a number of incidents at Haysden Country Park where dogs have disturbed fishermen and wildlife through being off of the lead.
<b>CONTINUING PSPO</b> Maximum number of dogs – 6	Large numbers of dogs being walked has been witnessed by a number of TMBC Officers – seen at Haysden Country Park - 5 dogs, 3 on leads, 2 off and the lady had no control of the 2 dogs off leads. There are also issues documented by TMBC Officers of problems caused by commercial dog walkers walking groups of dogs off leads at Haysden Country Park.
<b>CONTINUING PSPO</b> Alcohol control zone	TMBC Officers have witnessed many people drinking in parks and town centre which has caused annoyance to the general public. Drink and litter of cans is evident on most sites on a regular basis

	<p>Reports to Community Safety Unit of Homeless people/street drinkers in Tonbridge particularly around River Walk.</p> <p>TMBC Park Rangers - see a lot of cans and alcohol bottles on the Racecourse and around other open spaces with occasional loud but not abusive behaviour.</p>
<p><b>CONTINUING PSPO</b> No urinating/defecating</p>	<p>Reports to TMBC Officers of people doing this on public open spaces – including incidents of defecation and urination at Haysden Country Park.</p> <p>Awareness of this PSPO has assisted with the prevention of public urination/defecation. It will continue to do so.</p> <p>A number of reports have been made to the Community Safety Unit – Report of 2 males urinating by the river (25 May 2018) – Also reported to police.</p> <p>CSU – report of someone defecating in an alleyway in Ditton. Male located and identified and given a Community Protection Notice. (January 2019).</p>
<b>Leybourne Lakes/Haysden CP – CONTINUING PSPO</b>	
<p>CONTINUING PSPO No BBQs</p>	<p>Still causing problems onsite</p> <p>TMBC Officer – have seen evidence of burnt trays left in litter bins on a regular basis.</p> <p>TMBC Park Rangers - a few instances, mostly in the old extension car park.</p>
<p><b>CONTINUING PSPO</b> No unauthorised swimming</p>	<p>Numerous reports to TMBC and the Community Safety Unit that this is still an issue.</p> <p>2 FPNS issued for swimming in the Lakes. Day of Action held during the summer 2018 aimed at tackling this issues (and others at the Lakes).</p> <p>A further Day of Action arranged for summer 2019.</p> <p>Social Media used to report unauthorised swimming in the lake (July 2019).</p>
<p><b>CONTINUING PSPO</b> Dogs on lead in designated areas</p>	<p>Still essential for safety and has been witnessed to cause problems when not in force</p> <p>TMBC Park Rangers - no wildfowl killed this year to our knowledge. Up to 10 swans/geese/ducks killed last year (2018). The signs and the fishermen and our presence all deter people from letting their dogs go out of control or getting them quickly back under control when they chase wildfowl. Some instances still of bad attitude and accompanying bad language.</p>
<p><b>CONTINUING PSPO</b> No unauthorised camping</p>	<p>Still a problems - a few incidents this year</p> <p>TMBC Park Rangers - one instance this year so far. They were asked to move on and did so.</p>

<b>Tonbridge Memorial Gardens – CONTINUING PSPO</b>	
<b>CONTINUING PSPO</b> No wheeled sports	Still a huge problem – seen on many occasions by TMBC Officers with clear evidence of wheel marks in this area. Cost £800 to clean the area in time for Remembrance Sunday.
<b>Tonbridge Moorings – CONTINUING PSPO</b>	
<b>CONTINUING PSPO</b> No unauthorised camping	Still a problem with a number of reports this year to TMBC. TMBC Park Rangers - we have not seen anyone camping this year but now we no longer check the lifebuoys we are not there very often at all.
<b>CONTINUING PSPO</b> No unauthorised mooring	Still a problem, particularly during the summer months and several reports have already been made this year to TMBC Officers.
<b>Tonbridge Racecourse and Castle Grounds – CONTINUING PSPO</b>	
<b>CONTINUING PSPO</b> No BBQs	Still a problem which can be seen by the remains of used BBQ or scorched ground, particularly around 'Tinkers island'.
<b>CONTINUING PSPO</b> Dogs on lead in castle grounds	Still an issue which causes problems at events and weddings Still people with dogs off leads from time to time.
<b>CONTINUING PSPO</b> No unauthorised camping	Some reports so still an issue TMBC Officer - Had to deal with one myself this year.
<b>Tonbridge Farm – CONTINUING PSPO</b>	
<b>CONTINUING PSPO</b> No BBQs	Occasional reports of bbqs so this will remain a helpful tool in prevention and education TMBC Officer – Have witnessed evidence of this happening now and again.
<b>CONTINUING PSPO</b> Dogs on lead in car park	Still a problems and a safety issues if not in place Big problem, the PSPO assists with education and enforcement TMBC Officer - Happens often in this area.
<b>CONTINUING PSPO</b> No unauthorised camping	Previous problems with this Regular issues in summer months TMBC Officer - Had to deal with one myself this year.

<b>Tonbridge Cemetery – CONTINUING PSPO</b>	
<b>CONTINUING PSPO</b> Dogs on leads	TMBC Officer - Not witnessed any dogs off leads in this areas, so the signs are working.
<b>Potential new PSPOs</b>	
<b>Closed Churchyards</b>	<b>(St Stephens and St Peters &amp; St Pauls).</b>
Dogs on leads	This has not been witnessed by any TMBC Officers but would create distress to people visiting the Churchyards to pay their respects if not in place. It also replicates the approach taken in Tonbridge Cemetery.
<b>Open Spaces</b>	
No unauthorised drones operating from TMBC open spaces	TMBC Officer- Seen twice this year over the Castle – if not properly controlled could cause serious injury and harm. Also seen by TMBC Park Rangers. TMBC staff have also received messages from residents regarding the use of drones on Borough Council land.



## Tonbridge & Malling Borough Council

### Proposal for Public Spaces Protection Orders in the Borough

#### QUESTIONNAIRE



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

## Public Space Protection Order in Tonbridge & Malling

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced a range of new powers designed to address anti-social behaviour. Tonbridge & Malling Borough Council already has a Public Space Protection Order in place covering the open spaces within the borough and at specific locations (Leybourne Lakes Country Park; Tonbridge Memorial Gardens; Tonbridge Moorings; Haysden Country Park; Tonbridge Racecourse Sports Ground and Tonbridge Castle; Tonbridge Farm Sports Ground; and Tonbridge Cemetery). This has allowed the Council to introduce a range of measures to address anti-social behaviour issues and help improve public spaces in this area.

The current PSPO is now due for renewal and we have used this opportunity to consider whether the original behaviour is still continuing and to also look at any new areas of concern where a PSPO would help to prevent this behaviour.

We would like to hear your views, so please complete this questionnaire by 30 September and return to PSPO Consultation, Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive, Kings Hill, West Malling ME19 4LZ.

There is more background information about this consultation and an online survey on [www.tmbc.gov.uk](http://www.tmbc.gov.uk)

If you have any further questions please email [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk) or telephone 01732 844522 .

### How to complete this questionnaire

- Please use a black or blue pen
- Please read each question carefully and cross a box to indicate your answer for example  X
- If you make a mistake, just shade in the box and put a cross in the one you want
- Some questions may ask you to write in a box. Please try to keep your answer within the space provided.
- If there are any questions you do not wish to answer, please feel free to leave them blank
- Once you have completed the questionnaire; please return it by 30 September 2019 .

1. Are you responding as a ...? Please cross all that apply.

Local resident who lives in Tonbridge & Malling. Please add your postcode here:

Person who works in Tonbridge & Malling

Local business owner/manager

Visitor to Tonbridge & Malling

Local Town or Parish Councillor

Representative of a local community or voluntary group (please state the name of the group and postcode below)

Other (please state below)

2. Do you agree with the proposal to continue with a borough wide Public Spaces Protection Order (PSPO) to deter dog fouling? (**Continuing PSPO**)

Yes

No

Don't know

Please give any further comments below:

3. Do you agree with the proposal to continue with a borough wide PSPO to exclude dogs from Borough Council owned and maintained children's play areas? (**Continuing PSPO**)

Yes

No

Don't know

Please give any further comments below:

4. Do you agree with the proposal to continue with a borough wide PSPO to ensure dogs are on a lead by direction? (**Continuing PSPO**)

Yes

No

Don't know

Please give any further comments below:

5. Do you agree with the continuing PSPO to restrict the number of dogs that one person can take onto a public place to six dogs to ensure that they have full control of these dogs? (**Continuing PSPO**).

Yes

No

Don't know

Please give any further comments below:

6. Do you agree with the proposal to continue with a borough wide PSPO for a controlled alcohol zone? (**Continuing PSPO**)

- Yes
- No
- Don't know

Please give any further comments below:

7. Do you agree with the proposal to continue with a borough wide PSPO to deter public urination/defecation? (**Continuing PSPO**)

- Yes
- No
- Don't know

Please give any further comments below:

8. Do you agree with the proposal to introduce a borough wide PSPO to deter unauthorised drones on Tonbridge & Malling Borough Council open spaces?  
**(New PSPO)**

- Yes  
 No  
 Don't know

Please give any further comments below:

9. Do you agree with the need to continue with the PSPO for Leybourne Lakes Country Park?

- Yes  
 No  
 Don't know

10. Is there anything else that you would like to see included in the PSPO for Leybourne Lakes Country Park?

11. Do you agree with the need to continue with the PSPO for Tonbridge Memorial Gardens?

Yes

No

Don't know

12. Is there anything else that you would like to see included in the PSPO for Tonbridge Memorial Gardens?

13. Do you agree with the need to continue with the PSPO for Tonbridge Moorings?

Yes

No

Don't know

14. Is there anything else that you would like to see included in the PSPO for Tonbridge Moorings?

15. Do you agree with the need to continue with the PSPO for Haysden Country Park?

Yes

No

Don't know

16. Is there anything else that you would like to see included in the PSPO for Haysden Country Park?

17. Do you agree with the need to continue with the PSPO for Tonbridge Racecourse Sports Ground and Tonbridge Castle?

Yes

No

Don't know

18. Is there anything else that you would like to see included in the PSPO for Tonbridge Racecourse Sports Ground and Tonbridge Castle?

21. Do you agree with the need to continue with the PSPO for Tonbridge Farm Sports Ground?

Yes

No

Don't know

22. Is there anything else that you would like to see included in the PSPO for Tonbridge Farm Sports Ground?

23. Do you agree with the need to continue with the PSPO for Tonbridge Cemetery?

Yes

No

Don't know

24. Is there anything else that you would like to see included in the PSPO for Tonbridge Cemetery?

25. Do you agree with the new proposed PSPO for the closed Churchyards of St Peters' and St Pauls and St Stephen's in Tonbridge? (**new PSPO**)

- Yes
- No
- Don't know

26. Is there anything else that you would like to see included in the PSPO for the closed Churchyards of St Peters' and St Pauls and St Stephen's in Tonbridge? (**new PSPO**)

27. Is there anything else that you would like to see included within the proposed Public Spaces Protection Order?

Thank you for completing the survey. Please return it to the following address by 30 September or email [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk)

PSPO Consultation  
Tonbridge & Malling Borough Council,  
Gibson Building, Gibson Drive  
Kings Hill  
West Malling  
Kent ME19 4LZ

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

**23 July 2019**

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

**Part 1- Public**

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

**1 YOUTH ENGAGEMENT, SPORTS AND EVENTS DEVELOPMENT**

**This report updates Members on the recommendations from the Overview and Scrutiny Committee review of Youth, Sports and Events Development undertaken in June 2018.**

**1.1 Introduction**

1.1.1 On the 21 June 2018 the Overview and Scrutiny Committee undertook a review of Youth Engagement, Sports and Events Development. The review considered the continuation of provision of these services by the Council, alongside future delivery options and potential savings.

1.1.2 The Committee concluded that the services supported the Council's strategic objectives, offered value for money, attracted investment into the Borough and, in addition to income generation, provided broader economic, health and social benefits. The following recommendations were approved by the Committee:-

- the contribution made by the Council's delivery of Youth Engagement, Sports and Events Services to the achievement of its strategic objectives be acknowledged;
- the suggested changes to the existing delivery arrangements, as outlined in the report and at Annexes 1 to 3, be agreed; and
- the associated savings of £14,940 to the Council's Annual Revenue Budget be included and reflected in the 2018/19 Revised Revenue Budgets.

1.1.3 At its meeting on the 10 October 2018, Cabinet considered the Overview and Scrutiny Review and further recommendations were agreed as detailed below. The recommendations include a request that an update report be brought to this Board to monitor on progress:-

- additional income generating opportunities be explored to include the potential to re-charge licensing costs to organisers of commercial events and the

potential introduction of an administration fee for community events on Council land dependent on, and related to, scale.

- the proposal put forward by the Tonbridge Town Team to establish a joint Working Group to help coordinate and develop events be investigated.
- a further review of costs and benefits of marketing and publicity activities across all Council services be undertaken by the Overview and Scrutiny Committee with a view to reducing costs where possible.
- wider use of social media to promote youth activities be encouraged.
- a wider participation of schools across the Borough in the Youth Forum be promoted via the Enterprise Advisory Network.
- a report be made to the Communities and Housing Advisory Board in one years' time to update on progress made in relation to the recommendations arising from the Review of Youth Engagement, Sports and Events Development.

## 1.2 Progress Update

1.2.1 Good progress has been made to date on the implementation of the review's recommendations and these are detailed below. Updates are provided on each service area taking into consideration both the recommendations from the Overview and Scrutiny Committee and Cabinet.

1.2.2 **Events Development** – Work undertaken in this service area focusses on supporting and authorising events that take place on Borough Council land including, but not limited to, Tonbridge Castle Grounds, Country Parks and numerous Public Open Spaces across the Borough. Both commercial and community activities take place ranging from larger events such as Christmas Festivals to smaller sponsored charity walks. Following the Overview and Scrutiny Committee review focus has been given to enhancing the activities programme for the benefit of local communities, whilst increasing income and reducing Council costs.

1.2.3 Positive progress has been achieved over the past 12 months on enhancing the Council's events programme with a drive to secure additional income from commercial events, whilst still retaining support for historic and community activities. Events income for 2018/19 was originally budgeted at £5,000 and increased to £15,000 following the outcome of the review. Actual income for the year 2018/19 £13,374. This has resulted from an increase in the number of events.

1.2.4 It is anticipated that the events programme will be further enhanced this year and it has already seen the introduction of a second music event at Tonbridge Castle, the La Marzocco Coffee Festival and the introduction of a monthly Brocante

market. These new events add to an established programme including the Open Air Cinema, Summer Band Concerts, the Open Air Theatres and the Food Festival. The events continue to be well attended by the public with an estimated 10,000 visitors to the recent Food Festival. Projected income for 2019/20 is estimated to be in excess of £20,000. This increased income is to be reflected in the forthcoming budget process (the 2019/20 Revised and 2020/21 Original estimate).

- 1.2.5 When applying charges for commercial events consideration is now given to the cost implications for the Council. Now in addition to venue hire, charges are also levied in relation to associated use of indoor spaces, such as Tonbridge Castle Chamber, waste removal and car parking requirements.
- 1.2.6 In accordance with the recommendations from Cabinet, the approach to Performing Rights Society (PRS) Licencing has also been reviewed with costs now covered by each event organiser. This has seen a 64% reduction in the Council's cost for PRS from £2,924.08 in 2018 to £1,052.53 in 2019. This cost reduction is to be reflected in the forthcoming budget process (the 2019/20 Revised and 2020/21 Original estimate).
- 1.2.7 With regard to the Tonbridge Town Team, the Council's Economic Regeneration Manager regularly attends its monthly meetings and links into an internal Officer Group also meet to discuss relevant matters. Officers from the Development Team attend this Officer Group to ensure events are coordinated. Development Team Officers also liaise direct with the Town Team on specific events including the annual Dragon Boat Race.
- 1.2.8 **Youth Engagement** – The focus of this service area is to develop and promote opportunities for young people in Tonbridge and Malling ensuring they have a voice in, and can influence, decisions taken that affect them. Following the Overview and Scrutiny Committee review focus has been given to increasing broader participation in the Tonbridge and Malling Youth Forum and increasing the use of social media to promote youth activities.
- 1.2.9 With regard to the Youth Forum, representation has increased with a further 3 schools giving 80% coverage across the borough. To broaden the attendance further uniformed groups were also approached and are now represented. Attendance at meetings does fluctuate, especially around exam times and transition periods, though average attendance has risen from 17 to 20.
- 1.2.10 The use of social media to promote youth activities has been discussed at the Youth Forum. Whilst more traditional methods of marketing, such as brochures, still form a vital element for promoting activities, (such as the Y2Crew and Holiday Activities Programme), the use of Facebook and Twitter has increased and now forms a core element of promotion. The Forum has also recently installed a Quick Reference (QR) Code panel to a new bench linking back to the Youth Forum webpages. A further review of marketing and publicity of youth activities will form

part of the broader corporate review being reported to Overview & Scrutiny Committee later in the year.

- 1.2.11 The Youth Forum has engaged with a number of positive initiatives over the last 12 months continuing its work on mental health and liaison with the Police. In regard to the latter it has introduced a Safe Haven scheme in Tonbridge with the Tonbridge Old Fire Station the first premises to display the logo and welcome young or older people that feel threatened or concerned.
- 1.2.12 The Youth Forum has invited Tom Tugendhat MP to attend its October 2019 meeting to discuss its key activity areas for the next 12 months. These are Homelessness, (assisted by the Council's Housing Team), Drug Education and prevention in schools, (assisted by Kent Police) and poverty as a barrier to education, (assisted by KYCC). It is also inviting all schools to participate with additional representatives for this Q&A session, informing its action plan going forward.
- 1.2.13 Since the review, work has also continued on delivering and promoting activities for young people with a focus on hard to reach groups and those most in need. This is primarily through the Y2Crew and Easter and Summer Holiday Activities programmes and the Council Leisure Pass Scheme.
- 1.2.14 **Sports Development** – This service area focuses on developing, promoting, enabling and delivering sport and physical activities for residents within the Borough. Priority is given to seeking external funding to support and enable community activities, and working in partnership with Kent Council Council's Sports Development Unit.
- 1.2.15 Whilst no specific recommendations were brought forward by the Overview & Scrutiny Committee for Sports Development, the service continues to deliver and support a variety of activities including Young Cricket Leaders, Discovery Days for young people with additional needs and supporting the highly successful parkruns operating across the borough. The four parkruns now attract weekly attendance of approximately 1,200 runners, with the Tonbridge parkrun now in the top 10 nationwide.
- 1.2.16 Another key area for this service is partnership work with other local providers including Schools/Colleges, the Tonbridge and Malling Leisure Trust, Tonbridge Sports Association, local clubs and facility providers to support development and sustainability. Liaison also takes place with Kent Sport to provide a link between the County Council and local clubs, groups and organisations to ensure both opportunities and funding are attracted to the Borough.

### 1.3 Conclusion

- 1.3.1 Good progress has been made on all recommendations with targets being met or exceeded for budget reduction and income generation. This has been achieved whilst increasing provision and accessibility for local residents, especially those

most in need. It is the intention to continue to build on this success, and maintain momentum in the future.

#### **1.4 Legal Implications**

1.4.1 None

#### **1.5 Financial & Value for Money Considerations**

1.5.1 The projected increased income and cost reduction identified to date are to be reflected in the forthcoming budget process; and will continue to explore further opportunities to generate income and reduce costs.

1.5.2 Whilst it is acknowledged that many events supported by the Borough Council are within the Tonbridge area this reflects that the Council's primary event venue is Tonbridge Castle. This issue is, however, addressed through the allocation of Special Expenses. Liaison will be undertaken with the Director of Finance and Transformation to assess any impact that this report may have on the current allocation and revise accordingly.

#### **1.6 Risk Assessment**

1.6.1 Any risks associated with changes to the service delivery arrangements were identified in the report to the Overview and Scrutiny Committee in June 2018.

#### **1.7 Equality Impact Assessment**

1.7.1 As reported to Overview & Scrutiny Committee in June 2018.

#### **1.8 Policy Considerations**

1.8.1 Community, Crime & Disorder Reduction, Customer Contact, Equalities/Diversity, Healthy Lifestyles, Human Resources, Young People

#### **1.9 Recommendations**

1.9.1 It is RECOMMENDED that the positive progress achieved on the implementation of the approved change to delivery of Youth Engagement, Sports & Events Development be welcomed.

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

Background papers:

contact: Stephen Gregg

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

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

**23 July 2019**

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

**Part 1- Public**

**Matters for Information**

**1 LEISURE TRUST UPDATE**

**Summary**

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

**1.1 Background**

1.1.1 Members will be aware that the Tonbridge and Malling Leisure Trust (Trust) has been responsible for the management of the Council's leisure facilities since 1 November 2013. The Trust manages the Council's main leisure facilities that include the Angel Centre, Tonbridge, Larkfield Leisure Centre, Tonbridge Swimming Pool and Poulton Wood Golf Centre.

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

**1.2 Review of Performance**

1.2.1 The latest Annual Service Delivery Plan updates on the fourth quarter and covers the period from 1 April 2018 to 30 March 2019 **[Annex 1]**. This is accompanied by the balanced scorecard of key performance indicators **[Annex 2]**.

1.2.2 Financially the Trust continues to perform well with total income for year end being 99.5% against profile and expenditure at 100%. Whilst fitness income was marginally below target for the full year at 94.5% the Trust has advised that this was as a result of a later than anticipated opening of Larkfield Leisure Centre's new studio and gym development.

1.2.3 Attendance across all sites remained strong in quarter 4 and cumulative attendances were up 12% or 137,000 visits against 2017/18.

- 1.2.4 Swimming income for the full year was marginally below profile at 99.2% with the exceptional summer leading to Tonbridge Swimming Pool being above profile and Larkfield Leisure Centre being slightly behind profile.
- 1.2.5 Courses income continued to perform well with increased capacity in the Swim School resulting in a near 10% increase on the income target with over 2,400 children attending each week.
- 1.2.6 Despite a national decline in golf, Poult Wood Golf Centre enjoyed another successful year with Membership continuing to grow and income only 0.7% below profile.
- 1.2.7 Customer feedback continued to be extremely positive with the Net promoter score of 55% and Viewpoint scores high across all sites and well above industry average of around 28%.
- 1.2.8 Overall, performance against Key Performance Indicators is positive with a year end total of 80% against a target of 75%.

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

- 1.3.1 The existing ventilation system and boilers serving the leisure pool hall were installed in 1991 and 1981 respectively. A number of operational issues have been brought to the Council's attention relating to their poor performance including poor environmental conditions, excess heat, undesirable smells and condensation leading to slips, trips and falls.
- 1.3.2 An external specialist has undertaken a review, concluding that both items of plant have come to the end of their effective life, and do not operate at current energy efficiency standards. Replacement will ensure that the Leisure Centre operates reliably and efficiently in the future and protects the Council against unforeseen Loss of Income claims from the Leisure Trust due to failure of this plant and centre closure.
- 1.3.3 Although it was hoped to carry out the replacement of the Leisure Pool barrel vault roof at a later date in the future, with the ventilation and boiler scheme being deferred, it was proposed that the roof scheme be brought forward so as to reduce the impact on the centre's operations. The revised approach of incorporating both projects avoids having two lengthy closures in the space of a few years, and thus reduces the overall impact of a loss of income claim from the Leisure Trust.
- 1.3.4 Following a report to Members of the Finance, Innovation and Property Advisory Board on the 5 June 2019, it was recommended to Council that the proposed scheme outlined in the report to undertake a package of works to the ventilation, boilers, leisure pool hall roof and space frame at Larkfield Leisure Centre be approved.

- 1.3.5 The cost estimate provided by Kier for all the works (ventilation, boilers, roof and space frame) is £2.029m, with an indicative loss of income claim of £1.368m from the Leisure Trust.
- 1.3.6 The works are scheduled to commence early October 2019 for a period of approximately 36 weeks.
- 1.3.7 The Council has established a Project Group to deliver the scheme, (which includes representation from the Leisure Trust), meeting regularly to determine the best options moving forwards. This includes communication with customers of the Centre and ways to reduce disruption including submerged flooring to the fitness pool in order to facilitate the swim school programme from the teaching pool.
- 1.3.8 Considering the scale of the project and the impact this will have on visitors to the Centre, it is proposed that regular progress updates be brought to Members of this Board.

#### **1.4 Service Updates**

- 1.4.1 Members may also be interested to note that the Trust now operate the catering at Larkfield Leisure Centre directly in-house. This replicates service provision at Tonbridge Swimming Pool. The Trust believe this will enable them to provide a enhance level of service.
- 1.4.2 The Trust has also agreed to directly incorporate the successful Prima Stage School that operates at Larkfield Leisure Centre within its business. This will support the sustainability and development of the School.

#### **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 were made following the review of the Service Fee from the 1 April 2018. The financial performance of the Trust continues to be positive.

#### **1.7 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 Policy Considerations**

### 1.8.1 Asset Management, Community, Healthy Lifestyles, Young People.

Background papers:  
Nil

contact: Stephen Gregg

Robert Styles  
Director of Street Scene, Leisure & Technical Services

# 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><b>Aim:</b> Implement a Corporate Risk Register</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Chief Executive</p> <p><b>Timescale:</b> 31 October 2018</p> <p><b>Desired Outcomes:</b> An approved Corporate Risk Register that is reviewed annually. Increased awareness and protection against identified corporate risks.</p> <p><b>Progress:</b> Initial meeting held with SMT. Outline template considered. Revised Business Continuity Plan drafted. Objective moved forward to 2019/20 ASDP</p>
2.	<p><b>Aim:</b> Re-development of the Angel Centre</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Chief Executive</p> <p><b>Timescale:</b> 31 March 2019</p> <p><b>Desired Outcomes:</b> Phased re-development plan for the Angel Centre agreed and approved by TMBC. Cost certainty design and build contract offer. Funding identified. Full business plan identifying future revenue growth projections. Contract start date identified.</p> <p><b>Progress:</b> Draft proposal identified and prepared by ALS. Study trip completed. Revised plans received from architect and revised budget costs being prepared by preferred contractor. Draft business case analysis considered by Board in Q4 and further revisions under discussion. Finalised report to Board being prepared for Q1 to approve outline of presentation to Council.</p>
3.	<p><b>Aim:</b> Tender for contract to manage Leybourne Lakes Country Park.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Chief Executive</p> <p><b>Timescale:</b> Programme determined by TMBC</p> <p><b>Desired Outcomes:</b> Tender win. Integration of LLCP into existing management structure and operational delivery. Delivery of Master Plan. Engage with TMBC in capital investment programme for LLCP.</p>

	<p><b>Progress:</b> Awaiting report to CHAB in July 2018 and invitation to tender from TMBC. Legal argument for direct award rejected by TMBC. Tender documents still awaited – no progress with March deadline not achieved. Unknown when ITT may be issued due to resource issues at TMBC.</p>
4.	<p><b>Aim:</b> Launch of Larkfield Leisure Centre gym and studio re-development.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Chief Executive</p> <p><b>Timescale:</b> 1 July 2018</p> <p><b>Desired Outcomes:</b> Project completion on time and on budget. Growth of group exercise programme including Les Mills Immersive programme. Successful gym equipment temporary arrangements and installation. Meet pre-sales target. Successful launch/opening event. Meet overall Year One financial target.</p> <p><b>Progress:</b> Project completed 4 May (Phase 1) and 18 June (Phase 2). Temporary arrangements in place during equipment installation. Official opening 29 June 2018. Launch sales strategy implemented. Group exercise programme incorporates 212 classes per week and will be subject to regular review. Financial performance monitored through balanced scorecard and management accounts.</p>
5.	<p><b>Aim:</b> Develop tactive150 programme</p> <p><b>Action:</b> Review existing Health &amp; 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><b>EMT Lead:</b> Chief Executive</p> <p><b>Timescale:</b> 31 March 2019</p> <p><b>Desired Outcomes:</b> Approved three-year action plan 2019 – 2022. Regular liaison with TMBC healthy living team. Review of GP Referral and weight management services. Development of strategic Partnership Plan. Increased tactive150 programme and attendances</p> <p><b>Progress:</b> Resources increased from Q3 to full time equivalent. Review of Referral programme complete. tactive150 attendance figures being monitored. New three year strategy 2019-2022 in final draft stage with approval from Board expected in Q1 2019/20.</p>
6.	<p><b>Aim:</b> Compliance with General Data Protection Regulations.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Head of Business Development</p> <p><b>Timescale:</b> 25 May 2018</p> <p><b>Desired Outcomes:</b> An approved Data Protection Policy.</p>

	<p>Transparent and auditable management of data in accordance with the regulations. Staff trained to ensure compliance with the Policy. Confidence in third party supplier compliance.</p> <p><b>Progress:</b> Audit action plan in place. Monthly team meetings to progress. Position at 25 May 2018 compliant. External DPO re-appointed in Q4. Training delivered through MJG Consulting and online Nexus.</p>
7.	<p><b>Aim:</b> Revise pay and contract strategy</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Head of Business Development</p> <p><b>Timescale:</b> 31 December 2018</p> <p><b>Desired Outcomes:</b> Approved approach to pay and contract strategy for 2018- 2023. Financial assessment of revised strategic approach. Best practice approach to contract arrangements. Improved recruitment and retention rates. Improved staff satisfaction results.</p> <p><b>Progress:</b> Reviewed in Q3 – No further progress.</p>
8.	<p><b>Aim:</b> Review HR function.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Head of Business Development</p> <p><b>Timescale:</b> 30 June 2018</p> <p><b>Desired Outcomes:</b> Approved HR strategy for 2018-2023. Access to expert HR advice and legislative change. Improved management of HR administration.</p> <p><b>Progress:</b> HR Manager appointed in Q2. Strategic approach on hold given maternity leave.</p>
9.	<p><b>Aim:</b> Implement new telephony arrangements across all sites.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Head of Business Development</p> <p><b>Timescale:</b> 31 December 2018</p> <p><b>Desired Outcomes:</b> Installation of Trust-wide integrated telephony service Improved telephone service for customers. Reduced bills. Consolidated maintenance agreement.</p>

	<p><b>Progress:</b> Review of needs undertaken in Q3. Potential suppliers identified for project implementation from Q4. Referred to TMBC for potential asset transfer. Currently on hold pending review of IT connectivity and hosting suppliers.</p>
10.	<p><b>Aim:</b> Tender insurance contract <b>Action:</b> Review current cover arrangements and benchmark with Sporta/KALT colleagues. Investigate market. Prepare and issue invitation to tender. Evaluate and report to Board. <b>EMT Lead:</b> Head of Business Development <b>Timescale:</b> 1 November 2018 <b>Desired Outcomes:</b> Best value three-year insurance arrangements in place. Relevant cover in place with well managed claims process. <b>Progress:</b> Interviews with potential tenderers completed and x3 contractors invited to tender. Requirements reviewed, information supplied and claims experience circulated to all tenderers. Contract awarded to ZM in Q3 for three year period including addition of Cyber Insurance</p>
11.	<p><b>Aim:</b> Investigate 50-week wet and dry side course programming. <b>Action:</b> Form working group to evaluate a move from current 45-week to 50-week programme from September 2018 using consultancy support as required. Consider customer survey and pool programming implications. Benchmark with other facilities. Consider and consult on teacher contract, recruitment and retention issues. <b>EMT Lead:</b> Head of Business Development <b>Timescale:</b> 1 September 2018 <b>Desired Outcomes:</b> Additional income from coaching activities. Increased customer satisfaction. Improved recruitment and retention of teaching staff. <b>Progress:</b> Initial meeting held to discuss. Currently on hold pending major maintenance project.</p>
12.	<p><b>Aim:</b> Implement Safeguarding Action Plan <b>Action:</b> 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. <b>EMT Lead:</b> Head of Operations <b>Timescale:</b> Ongoing <b>Desired Outcomes:</b> Increased staff awareness and competence around safeguarding. Implementation of Action Plan. Safer customers. Clear reporting procedures Annual report on safeguarding issues to the Board. <b>Progress:</b> Policy approved and action plan in place. Training plan agreed and progressing. Annual report to Board completed in Q2. Training completed for all staff. Action plan ongoing.</p>

13.	<p><b>Aim:</b> Further increase apprentice opportunities throughout the Trust</p> <p><b>Action:</b> Review current contract with training provider. Establish revised strategy around apprentice opportunities. Consider marketing of apprenticeship programme. Consider succession routes for apprentices.</p> <p><b>EMT Lead:</b> Head of Operations</p> <p><b>Timescale:</b> Ongoing</p> <p><b>Desired Outcomes:</b> Increased number of apprentices in all areas of operations. Succession plan for apprentices. Improved recruitment to permanent roles.</p> <p><b>Progress:</b> X3 apprentices in place. No further progression.</p>
14.	<p><b>Aim:</b> Course improvements at Poult Wood.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Head of Operations</p> <p><b>Timescale:</b> 31 October 2018</p> <p><b>Desired Outcomes:</b> Approved Improvement Plan 2018- 2023. Increased customer satisfaction. Increased golf revenues.</p> <p><b>Progress:</b> Not progressed in Q1/2. To be reviewed based on financial outturn. Survey undertaken in Q4 and decision taken to purchase mini-digger and undertake range of improvement works in-house.</p>
15.	<p><b>Aim:</b> Manage major maintenance programmes in liaison with TMBC including TSP Roof and LLC Boilers/Air Handling projects.</p> <p><b>Action:</b> 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><b>EMT Lead:</b> Head of Operations</p> <p><b>Timescale:</b> Programme determined by TMBC</p> <p><b>Desired Outcomes:</b> Minimise customer disruption. Minimise closure periods. Minimise business interruption and loss of income claim.</p> <p><b>Progress:</b> Deferred to 2019/20 by TMBC. Initial project meeting held in Q3 and some enabling works undertaken. Progress through project meetings with TMBC. Project expanded to include space frame and replacement roof pending funding approval in Q1 2019/20 by TMBC. Draft LOI submitted for inclusion in capital cost.</p>
16.	<p><b>Aim:</b> Improve environmental performance.</p> <p><b>Action:</b></p>

	<p>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><b>EMT Lead:</b> Head of Operations</p> <p><b>Timescale:</b> 31 March 2019</p> <p><b>Desired Outcomes:</b> Approved Environmental Strategy 2018- 2023. Identify capital investment opportunities. Improved DEC rating. Improved consumption monitoring. Reduced consumption. Reduced revenue expenditure.</p> <p><b>Progress:</b> Proposed TMBC undertake investment grade audit given exposure to utilities increases. Now using LASER portal to maintain utilities consumption records. Awaiting response from LASER regarding water services.</p>
17.	<p><b>Aim:</b> Operate payroll service in-house</p> <p><b>Action:</b> Investigate cost effectiveness. Investigate purchase of software. Review in-house resources. Implement training for relevant staff. Review existing procedures. Implement in-house payroll service.</p> <p><b>EMT Lead:</b> Head of Finance</p> <p><b>Timescale:</b> 31 March 2019</p> <p><b>Desired Outcomes:</b> Smooth transition from outsourced service to in-house provision. Improved payroll service to Trust staff. Cost savings.</p> <p><b>Progress:</b> Policy decision - deferred to 2019/20.</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.

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

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## Annex 2

TMLT	2018/19									
Balanced Scorecard KPIs	Q1	Score	Q2	Score	Q3	Score	Q4	Score	Cumulative	Score
<b>Finance - Max Score 21</b>										
Total Income	102.7%	3	98.3%	2	96.3%	2	100.2%	3	99.5%	2
Total Expenditure	100.1%	2	99.4%	3	98.9%	3	102.0%	2	100.0%	3
Bottom Line	102.6%	3	98.9%	2	97.3%	2	98.5%	2	99.4%	2
Fitness Income	93.2%	1	98.3%	1	91.3%	0	95.6%	1	94.5%	1
Swimming Income	104.9%	2	101.8%	2	82.9%	0	101.5%	2	99.2%	1
Courses Income	116.7%	2	115.3%	2	99.7%	1	108.2%	2	109.7%	2
Golf Income	110.5%	2	95.1%	1	88.1%	0	100.7%	2	99.3%	1
Staffing Expenditure	98.5%	2	102.1%	1	97.1%	2	100.8%	1	99.6%	2
Utilities Expenditure	101.5%	1	105.3%	0	106.7%	0	103.2%	0	104.3%	0
<b>Sub Total</b>		<b>18</b>		<b>14</b>		<b>10</b>		<b>15</b>		<b>14</b>
<b>Customers - Max Score 17</b>										
Net Promoter Score	51%	3	60%	3	56%	3	52.0%	3	55%	3
MV Score	86.4%	2	81.4%	1	74.9%	0	85.4%	2	82.0%	1
Overall Viewpoint Score	4.2	2	4.0	2	4.2	2	4.5	2	4.2	2
Viewpoint Cleanliness Score	4.2	2	3.9	1	4.2	2	4.2	2	4.1	2
Annual/DD H&F Membership	90.1%	0	99.2%	0	101.5%	0	109.4%	2	109.4%	2
Annual DD S&S Membership	104.6%	1	97.9%	0	107.2%	2	107.9%	2	107.9%	2
Total Attendance	110.0%	2	112.7%	2	110.3%	2	115.1%	2	112.0%	2
Swim School Membership	110.9%	2	114.8%	2	111.4%	2	110.3%	2	110.3%	2
<b>Sub Total</b>		<b>14</b>		<b>11</b>		<b>13</b>		<b>17</b>		<b>16</b>
<b>Operations - Max Score 12</b>										
Electricity Consumption	98.8%	3	99.4%	3	95.9%	3	98.8%	3	98.3%	3
Gas Consumption	115.5%	0	92.5%	3	101.3%	2	89.8%	3	98.5%	3
H&S Audit Score	85%	3	85%	3	85%	3	84.8%	3	84.8%	3
Accidents per 100,000 visitors	72	1	63	2	55	2	59	2	63	2
DEC Score	107	1	107	1	107	1	107	1	107	1
<b>Sub Total</b>		<b>8</b>		<b>12</b>		<b>11</b>		<b>12</b>		<b>12</b>
<b>Staff - Max Score 5</b>										
Staff Sickness Percentage	1.95%	2	2.39%	1	2.59%	1	2.39%	1	2.46%	1
<del>BEE Training Attendance</del>										
Core Training Attendance	84.0%	0	85.1%	0	76.8%	0	80.0%	0	80.0%	0
Turnover	3.3%	1	2.7%	1	5.3%	0	1.3%	1	12.7%	1
<b>Sub Total</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>2</b>		<b>2</b>
<b>Grand Total - Max Score 55</b>		<b>43</b>		<b>39</b>		<b>35</b>		<b>46</b>		<b>44</b>
<b>Balanced Score</b>		<b>78.2%</b>		<b>70.9%</b>		<b>63.6%</b>		<b>83.6%</b>		<b>80.0%</b>

Larkfield Leisure Centre	2018/19									
Balanced Scorecard KPIs	Q1	Score	Q2	Score	Q3	Score	Q4	Score	Cumulative	Score
<b>Finance</b>										
Total Income	97.1%	2	101.0%	3	99.8%	2	101.5%	3	99.8%	2
Total Expenditure	99.2%	3	99.2%	3	102.9%	1	107.0%	0	102.1%	2
Bottom Line	97.6%	2	101.6%	3	97.4%	2	96.4%	2	98.3%	2
Fitness Income	92.1%	0	100.1%	2	98.0%	1	101.9%	2	98.0%	1
Swimming Income	94.0%	1	99.4%	1	91.3%	0	102.4%	2	97.2%	1
Courses Income	110.4%	2	125.9%	2	107.6%	2	115.6%	2	114.5%	2
Golf Income										
Staffing Expenditure	95.9%	2	101.7%	1	95.1%	2	103.2%	0	98.9%	2
Utilities Expenditure	99.5%	2	101.9%	1	118.9%	0	109.7%	0	108.4%	0
<b>Sub Total</b>		<b>14</b>		<b>16</b>		<b>10</b>		<b>11</b>		<b>12</b>
<b>Customers</b>										
Net Promoter Score	45%	2	64%	3	56%	3	59%	3	56%	3
MV Score	95.6%	2	86.4%	2	82.2%	1	81.4%	1	86.4%	2
Overall Viewpoint Score	4.3	2	3.0	0	4.0	2	4.5	2	4.0	2
Viewpoint Cleanliness Score	4.3	2	3.0	0	4.0	2	4.1	2	3.9	1
Annual/DD H&F Membership	92.7%	0	110.6%	2	105.4%	2	117.5%	2	117.5%	2
Annual DD S&S Membership	107.2%	2	101.8%	0	106.1%	2	115.4%	2	115.4%	2
Total Attendance	105.9%	2	116.2%	2	119%	2	117.9%	2	114.5%	2
Swim School Membership	114.0%	2	121.3%	2	117.1%	2	114.5%	2	114.5%	2
<b>Sub Total</b>		<b>14</b>		<b>11</b>		<b>16</b>		<b>16</b>		<b>16</b>
<b>Operations</b>										
Electricity Consumption	92.7%	3	96.5%	3	96.1%	3	97.0%	3	95.6%	3
Gas Consumption	113.9%	0	90.6%	3	105.8%	0	90.3%	3	99.2%	3
H&S Audit Score	90%	3	90%	3	90.0%	3	89.0%	3	89%	3
Accidents per 100,000 visitors	123	0	82	0	91	0	79	0	93	0
DEC Score	121	0	121	0	121	0	121	0	121	0
<b>Sub Total</b>		<b>6</b>		<b>9</b>		<b>6</b>		<b>9</b>		<b>9</b>
<b>Staff</b>										
Staff Sickness Percentage	0.94%	2	2.77%	1	2.20%	1	2.11%	1	2.12%	1
<del>BEE Training Attendance</del>										
Core Training Attendance	82.0%	0	82.2%	0	81.1%	0	75.0%	0	75.0%	0
Turnover	1.3%	1	2.7%	1	4.0%	1	2.7%	1	10.7%	1
<b>Sub Total</b>		<b>3</b>		<b>2</b>		<b>2</b>		<b>2</b>		<b>2</b>
<b>Grand Total - Max Score 53</b>		<b>37</b>		<b>38</b>		<b>34</b>		<b>38</b>		<b>39</b>
<b>Balanced Score</b>		<b>69.8%</b>		<b>71.7%</b>		<b>64.2%</b>		<b>71.7%</b>		<b>73.6%</b>

Angel Centre	2018/19									
Balanced Scorecard KPIs	Q1	Score	Q2	Score	Q3	Score	Q4	Score	Cumulative	Score
<b>Finance</b>										
Total Income	97.2%	2	91.7%	1	94.6%	1	88.3%	0	93.0%	1
Total Expenditure	97.6%	3	98.4%	3	99.7%	3	101.4%	2	99.3%	3
Bottom Line	99.6%	2	93.4%	1	94.9%	1	86.8%	0	93.7%	1
Fitness Income	95.1%	1	95.1%	1	79.5%	0	84.3%	0	88.4%	0
Swimming Income										
Courses Income	129.6%	2	110.6%	2	95.1%	1	107.0%	2	110.2%	2
Golf Income										
Staffing Expenditure	96.6%	2	101.6%	1	102.0%	1	105.5%	0	101.4%	1
Utilities Expenditure	124.0%	0	166.8%	0	103.2%	0	101.6%	1	173.8%	0
<b>Sub Total</b>		<b>12</b>		<b>9</b>		<b>7</b>		<b>5</b>		<b>8</b>
<b>Customers</b>										
Net Promoter Score	46%	2	39%	0	54%	3	44%	1	46%	2
MV Score	87.1%	2	87.1%	2	80.7%	1	87.1%	2	85.5%	2
Overall Viewpoint Score	4.2	2	4.4	2	4.4	2	4.5	2	4.4	2
Viewpoint Cleanliness Score	4.3	2	4.2	2	4.3	2	4.3	2	4.3	2
Annual/DD H&F Membership	86.1%	0	84.2%	0	95.4%	0	96.3%	0	96.3%	0
Annual DD S&S Membership										
Total Attendance	126.4%	2	95.7%	0	96.7%	0	115.2%	2	108.2%	2
Swim School Membership										
<b>Sub Total</b>		<b>10</b>		<b>6</b>		<b>8</b>		<b>9</b>		<b>10</b>
<b>Operations</b>										
Electricity Consumption	123.6%	0	117.9%	0	95.3%	3	101.6%	2	108.6%	0
Gas Consumption	128.8%	0	68.9%	3	100.1%	2	96.0%	3	98.8%	3
H&S Audit Score	88%	3	88%	3	88%	3	88%	3	88%	3
Accidents per 100,000 visitors	25	2	40	2	13	2	35	2	28	2
DEC Score	105	1	105	1	105	1	105	1	105	1
<b>Sub Total</b>		<b>6</b>		<b>9</b>		<b>11</b>		<b>11</b>		<b>9</b>
<b>Staff</b>										
Staff Sickness Percentage	0.62%	2	1.05%	2	3.69%	0	5.17%	0	3.06%	1
BEE Training Attendance										
Core Training Attendance	93.0%	1	96.3%	2	96.1%	2	94.0%	1	94.0%	1
Turnover	6.5%	0	0.0%	1	6.5%	0	0.0%	1	12.9%	1
<b>Sub Total</b>		<b>3</b>		<b>5</b>		<b>2</b>		<b>2</b>		<b>3</b>
<b>Grand Total - Max Score 47</b>		<b>31</b>		<b>29</b>		<b>28</b>		<b>27</b>		<b>30</b>
<b>Balanced Score</b>		<b>66.0%</b>		<b>61.7%</b>		<b>59.6%</b>		<b>57.4%</b>		<b>63.8%</b>

Tonbridge Swimming Pool	2018/19									
Balanced Scorecard KPIs	Q1	Score	Q2	Score	Q3	Score	Q4	Score	Cumulative	Score
<b>Finance</b>										
Total Income	115.6%	3	99.4%	2	91.0%	1	108.0%	3	103.7%	3
Total Expenditure	105.8%	0	99.4%	3	91.7%	3	92.3%	3	97.4%	3
Bottom Line	110.1%	3	99.9%	2	100.1%	3	116.7%	3	106.3%	3
Fitness Income										
Swimming Income	122.8%	2	105.3%	2	69.6%	0	99.9%	1	102.5%	2
Courses Income	123.3%	2	102.0%	2	91.0%	0	99.2%	1	103.0%	2
Golf Income										
Staffing Expenditure	106.8%	0	105.3%	0	96.2%	2	92.2%	2	100.3%	1
Utilities Expenditure	93.0%	2	92.1%	2	84.8%	2	83.6%	2	88.2%	2
<b>Sub Total</b>		<b>12</b>		<b>13</b>		<b>11</b>		<b>15</b>		<b>16</b>
<b>Customers</b>										
Net Promoter Score	61%	3	71%	3	57%	3	48%	2	60%	3
MV Score	97.3%	2	75.0%	0	86.5%	2	88.9%	2	86.9%	2
Overall Viewpoint Score	4.4	2	4.7	2	4.5	2	4.8	2	4.6	2
Viewpoint Cleanliness Score	4.2	2	4.4	2	4.3	2	4.5	2	4.4	2
Annual/DD H&F Membership										
Annual DD S&S Membership	103.2%	1	95.6%	0	107.8%	2	103.1%	2	103.1%	2
Total Attendance	104.9%	1	118.0%	2	106.0%	2	99.0%	1	107.1%	2
Swim School Membership	107.7%	2	107.7%	2	105.1%	2	105.3%	2	105.3%	2
<b>Sub Total</b>		<b>13</b>		<b>11</b>		<b>15</b>		<b>13</b>		<b>15</b>
<b>Operations</b>										
Electricity Consumption	101.7%	2	97.8%	3	94.7%	3	102.3%	2	99.4%	3
Gas Consumption	106.2%	0	167.0%	0	69.7%	3	63.3%	3	92.4%	3
H&S Audit Score	89%	3	89%	3	89.0%	3	89.0%	3	89%	3
Accidents per 100,000 visitors	29	2	54	2	23	2	40	2	38	2
DEC Score	109	1	109	1	109	1	109	1	109	1
<b>Sub Total</b>		<b>8</b>		<b>9</b>		<b>12</b>		<b>11</b>		<b>12</b>
<b>Staff</b>										
Staff Sickness Percentage	5.17%	0	4.12%	0	2.29%	1	1.97%	2	3.39%	0
<del>BEE Training Attendance</del>										
Core Training Attendance	80.0%	0	81.4%	0	60.3%	0	78.0%	0	78.0%	0
Turnover	5.3%	0	5.3%	0	7.9%	0	0.0%	1	18.4%	1
<b>Sub Total</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>3</b>		<b>1</b>
<b>Grand Total - Max Score 49</b>		<b>33</b>		<b>33</b>		<b>39</b>		<b>42</b>		<b>44</b>
<b>Balanced Score</b>		<b>67.3%</b>		<b>67.3%</b>		<b>79.6%</b>		<b>85.7%</b>		<b>89.8%</b>

Poult Wood Golf	2018/19									
Balanced Scorecard KPIs	Q1	Score	Q2	Score	Q3	Score	Q4	Score	Cumulative	Score
<b>Finance</b>										
Total Income	112.6%	3	94.4%	1	92.6%	1	104.5%	3	101.3%	3
Total Expenditure	102.1%	2	86.7%	3	94.2%	3	102.4%	3	96.3%	3
Bottom Line	111.6%	3	100.8%	3	97.1%	2	102.1%	3	103.6%	3
Fitness Income										
Swimming Income										
Courses Income										
Golf Income	110.5%	1	95.1%	1	88.1%	0	100.7%	2	99.3%	1
Staffing Expenditure	96.1%	2	96.1%	2	95.6%	2	95.4%	2	95.8%	2
Utilities Expenditure	100.0%	2	53.8%	2	131.6%	0	150.2%	0	108.9%	0
<b>Sub Total</b>		<b>13</b>		<b>12</b>		<b>8</b>		<b>13</b>		<b>12</b>
<b>Customers</b>										
Net Promoter Score										
MV Score	65.4%	0	76.9%	0	50.0%	0	84.0%	2	69.1%	0
Overall Viewpoint Score	4.0	2	4.0	2	4.0	2	4.0	2	4.0	2
Viewpoint Cleanliness Score	4.0	2	4.0	2	4.0	2	4.0	2	4.0	2
Annual/DD H&F Membership										
Annual DD S&S Membership										
Total Attendance	107.8%	2	123.0%	2	131.3%	2	202.9%	2	128.6%	2
Swim School Membership										
<b>Sub Total</b>		<b>6</b>		<b>6</b>		<b>6</b>		<b>8</b>		<b>6</b>
<b>Operations</b>										
Electricity Consumption	89.4%	3	95.4%	3	98.5%	3	93.2%	3	94.0%	3
Gas Consumption										
H&S Audit Score	73%	0	73%	0	73%	0	73.0%	0	73%	0
Accidents per 100,000 visitors	0	2	0	2	0	2	17.3	2	3	2
DEC Score	91	1	91	1	91	1	91	1	91	1
<b>Sub Total</b>		<b>6</b>		<b>6</b>		<b>6</b>		<b>6</b>		<b>6</b>
<b>Staff</b>										
Staff Sickness Percentage	0.00%	2	0.00%	2	0.00%	2	0.0%	2	0.00%	2
<del>BEE Training Attendance</del>										
Core Training Attendance	98.0%	2	97.8%	2	98.8%	2	89.0%	0	89.0%	0
Turnover	0.0%	1	0.0%	1	0.0%	1	0.0%	1	0.0%	1
<b>Sub Total</b>		<b>5</b>		<b>5</b>		<b>5</b>		<b>3</b>		<b>3</b>
<b>Grand Total - Max Score 37</b>		<b>30</b>		<b>29</b>		<b>25</b>		<b>30</b>		<b>27</b>
<b>Balanced Score</b>		<b>81.1%</b>		<b>78.4%</b>		<b>67.6%</b>		<b>81.1%</b>		<b>73.0%</b>

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

**23 July 2019**

**Report of the Director of Central Services and Deputy Chief Executive**

**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 Crime statistics**

- 1.1.1 The latest crime statistics from Kent Police for the end of May 2019 show that there has been a slight increase of 2.5% in the amount of crime reported (from 9,526 to 9,768). However, reports of anti-social behaviour to the police have decreased from 1,870 last year to 1,494 this year. Tonbridge & Malling remains a safe place to live, work and visit, as we remain the third lowest area for crime in the county.
- 1.1.2 It is difficult to know the exact reasons for the increase in reported crime (albeit that the increase is relatively low). There has been an increase in the theft of motor vehicles and reports of stalking and harassment have increased (although this may be due to increased media interest in this topic). As well as some increases there have also been some decreases and burglaries and criminal damage have both seen reductions (-27.6% and -22% respectively). The Police will of course continue to target offenders committing these crimes and bring those individuals to justice.
- 1.1.3 A recent issue reported to the Community Safety Unit has been dangerous cycling in the borough (although this is also a problem for our neighbouring districts). Unfortunately groups of young people have been 'riding out' on their bikes without due regard to their safety or the safety of others. To address this the Police have sent out a letter to all local schools to pass on to parents about the dangers of this activity and what might happen to their children. They have also warned the young people that their bikes could be seized if the behaviour continues.
- 1.1.4 In Snodland the Police, Tonbridge & Malling Borough Council and the local youth group have been talking to the young people about diversionary activities that could be put into place to encourage the young people to ride their bikes in a more

suitable location. This work is ongoing but it is hoped to have some activities in place for the summer holiday period.

## **1.2 Rough Sleepers Task and Finish Group**

1.2.1 The Community Safety Unit and TMBC Housing have set up a new Rough Sleepers Task and Finish Group with the aim of discussing individual rough sleepers in the borough and looking at actions that can be put in place to help them to find accommodation and access support.

1.2.2 A number of different partners were involved in the first meeting (held at the beginning of July) and the work will be developed over the next few months. We hope that this work will help to reduce the number of rough sleepers in the borough and ensure that anyone who is rough sleeping can get the help they need.

## **1.3 Anti-social behaviour issues**

1.3.1 The Anti-social Behaviour Officer, Danny Mooney is still dealing with issues at Tonbridge Town Lock involving groups of people who are causing issues. He is regularly visiting the area with the local PCSO to talk to these people and where appropriate to give them warnings about their behaviour.

1.3.2 Danny is also continuing to work to reduce neighbour disputes and he was recently able to organise mediation services to visit two neighbours involved in a dispute. This is continuing work but we hope that it will help to resolve the issues and ensure that these neighbours can live more peacefully with each other.

1.3.3 The Community Safety Unit is also co-ordinating some work to tackle ongoing issues at Woodlands Parade in Ditton. These issues have been ongoing for a number of years and we are trying to work with the landlord to address the issues. Visits have been arranged for the businesses and residents and if appropriate we will be looking at taking enforcement action.

## **1.4 Events/training**

1.4.1 We recently held some Gangs training for professionals (funded by KCC through the Police and Crime Commissioner) which was well attended by over 50 people. This was very hard hitting and although in Tonbridge & Malling we do not have a gang issue it helped those attending to think about how they could engage with young people who might be at risk of being drawn into gangs in other areas of the county.

1.4.2 The Community Safety Partnership has or will be attending events during the summer and representatives recently attended the 'Tonbridge Funday' event on 14 July at Longmead Stadium in Tonbridge organised by Tonbridge Baptist Church. The event was very well attended and we were able to interact with a large number of residents. As well as talking to residents about their issues we

were also able to distribute crime prevention items such as purse chains and shed alarms.

- 1.4.3 The CSP will also be having a stand on Tuesday 30 July outside Waitrose in Tonbridge where we'll be handing out crime prevention items and speaking to residents. This is part of an 'All out day' that the Police are organising.

## **1.5 Legal Implications**

- 1.5.1 None

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

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

## **1.7 Risk Assessment**

- 1.7.1 All risk assessments are under taken as appropriate.

## **1.8 Policy Considerations**

- 1.8.1 Community Safety

Background papers:

Nil

contact: Alison Finch  
Safer & Stronger Communities  
Manager

Adrian Stanfield  
Central Services Director and Deputy Chief Executive

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# Agenda Item 11

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

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# Agenda Item 12

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

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

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# Agenda Item 13

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

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