

TONBRIDGE & MALLING BOROUGH COUNCIL



EXECUTIVE SERVICES

Chief Executive

Julie Beilby BSc (Hons) MBA

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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

20 August 2019

To: MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE
(Copies to all Members of the Council)

Dear Sir/Madam

Your attendance is requested at a meeting of the Overview and Scrutiny Committee to be held in the Civic Suite, Gibson Building, Kings Hill, West Malling on Thursday, 29th August, 2019 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

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To set out the annual report of the Ombudsman regarding complaints received and dealt with over the past year.

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Matters for consideration in Private

9. Exclusion of Press and Public 57 - 58

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PART 2 - PRIVATE

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10. Gibson Building Review - Update 59 - 122
- LGA 1972 Sch 12A Paragraph 3 – Financial or business affairs of any particular person
- The report updates Members on a review of the Council offices at Gibson Drive, Kings Hill.*

Decisions to be taken by the Committee

11. Review of Community Safety - Scoping Report 123 - 146
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- Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

MEMBERSHIP

Cllr J L Sergison (Chairman)

Cllr Mrs A S Oakley (Vice-Chairman) and Cllr F G Tombolis (Vice-Chairman)

Cllr Mrs J A Anderson

Cllr M C Base

Cllr T Bishop

Cllr J L Botten

Cllr M D Boughton

Cllr C Brown

Cllr R W Dalton

Cllr M O Davis

Cllr M A J Hood

Cllr A P J Keeley

Cllr D Keers

Cllr H S Rogers

Cllr M Taylor

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

OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 20th June, 2019

Present: Cllr J L Sergison (Chairman), Cllr Mrs A S Oakley (Vice-Chairman), Cllr F G Tombolis (Vice-Chairman), Cllr M C Base, Cllr T Bishop, Cllr J L Botten, Cllr M D Boughton, Cllr C Brown, Cllr R W Dalton, Cllr M O Davis, Cllr M A J Hood, Cllr A P J Keeley, Cllr M Taylor and Cllr Miss G E Thomas.

Councillors Mrs P A Bates, N J Heslop, D Lettington and M R Rhodes were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors Mrs J A Anderson, D Keers, H S Rogers and D Thornewell.

PART 1 - PUBLIC

OS 19/12 DECLARATIONS OF INTEREST

Whilst not a member of the Overview and Scrutiny Committee, Councillor N Heslop declared an Other Significant Interest in the Tonbridge Castle – Concessionary Users item on the grounds that he was a Board Member for the Bridge Trust which was on the concessionary users list. In addition, his wife was president of the Tonbridge Art Group which also appeared on the concessionary users list. He did not participate in any discussion and withdrew from the meeting.

For reasons of transparency, Councillor M Davis advised that his father was a trustee of one of the organisations that had concessionary use at Tonbridge Castle. However, it was felt that this did not represent a Disclosable Pecuniary or Other Significant Interest and he remained in the meeting and participated in the discussion.

OS 19/13 MINUTES

RESOLVED: That the Minutes of the meeting of the Overview and Scrutiny Committee held on 14 March 2019 be approved as a correct record and signed by the Chairman.

OS 19/14 APPOINTMENT OF CO-OPTED MEMBERS

The Chairman referred to the recently published Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities (attached as an annex to the Scrutiny Review Programme 2019/20) which

recommended the establishment of a co-option scheme to determine how individuals would be co-opted on to committees.

It was therefore proposed by Councillor J Sergison (Chairman), seconded by Councillor F Tombolis (Vice-Chairman) and

RESOLVED: That the co-option of Members be deferred so that a co-option scheme could be considered and/or established to review and determine how individuals would be co-opted on to the Overview and Scrutiny Committee.

MATTERS FOR RECOMMENDATION TO THE CABINET

OS 19/15 TONBRIDGE CASTLE - CONCESSIONARY USERS

The report of the Director of Central Services and Deputy Chief Executive outlined a review of the concessionary charging regime applicable to Tonbridge Castle. A number of options were set out for further consideration.

It was noted that there were currently 29 organisations, predominantly based in Tonbridge, on the approved concessionary users list (attached as Annex 1 to the report). Of these only six had booked the Castle Chamber in 2019/20.

Members welcomed the opportunity to improve the commercial viability of Tonbridge Castle but also recognised the difficult balance in supporting the local community need. However, on balance it was felt that Tonbridge had a number of other venues that could be used by local organisations at competitive rates. The removal of a concessionary users list also provided a consistent approach with that adopted in the parished areas of the Borough.

RECOMMENDED: That

- (1) the concessionary user discount list be discontinued; and
- (2) any future discounts be authorised by the Director of Central Services on an exception only basis

OS 19/16 REVIEW OF CUSTOMER SERVICE SURGERIES

The report of the Director of Central Services and Deputy Chief Executive outlined a review of the Customer Service Surgeries at Borough Green, Larkfield and Snodland. A number of options were set out for further consideration.

It was noted that the cost of operating the surgeries was high compared to the low number of weekly enquiries at each location. It was also noted that there were many ways that customers could contact the

Borough Council including on-line, telephone or face-to-face to a customer services representative at Kings Hill or Tonbridge Castle.

Members recognised that the Borough Council continued to face significant financial pressures and had a commitment to identify potential areas of saving. It was felt that the surgeries did not represent value for money given their low number of visitors.

However, the wider community benefits offered by these surgeries, especially for more vulnerable residents, was important. It was indicated that if the Committee was minded to close the surgeries an Equality Impact Assessment could be undertaken to review how the more vulnerable residents would be affected.

RECOMMENDED: That the closure of the Customer Service Surgeries in Borough Green, Larkfield and Snodland on the grounds of financial unsustainability due to the low footfall visiting each site be supported in principle, subject to an Equality Impact Assessment being undertaken and further evidence collected and reported to Cabinet.

MATTERS SUBMITTED FOR INFORMATION

OS 19/17 SCRUTINY REVIEW PROGRAMME 2019/20

The report of the Chief Executive set out details of the Review Programme for the remainder of the calendar year. It was reiterated that the aim of each Scrutiny Review was to explore opportunities to improve service provision that directly affected local communities.

In addition, the recently published Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities was attached for information.

MATTERS FOR CONSIDERATION IN PRIVATE

OS 19/18 EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

The meeting ended at 8.29 pm

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Agenda Item 4

Any Executive Decisions which have been “called in”

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TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

29 August 2019

Report of the Chief Executive

Part 1- Public

For decision

1 PROPOSED SCHEME OF CO-OPTION

To suggest a revised scheme of co-option to the Overview and Scrutiny Committee.

1.1 Background

- 1.1.1 Following discussions at the meeting of the Overview and Scrutiny Committee held on the 20th June 2019, it was resolved that a formal scheme regarding the co-option of members to the Committee be brought forward. It was noted that the recently published Statutory Guidance on Overview and Scrutiny recommended such a scheme to help determine how individuals and organisations might assist with the scrutiny process.
- 1.1.2 Members will recall that a full annual programme of scrutiny reviews was put forward and agreed at the June meeting for the remainder of this municipal year. The wide range of topics to be considered by the Committee would suggest that a new approach to co-option should now be introduced.
- 1.1.3 Over the coming year, it would be valuable for the Committee to hear evidence and advice from a range of experts relevant to the issue being reviewed, both to assist discussions at the Committee and to better inform the formulation of any final recommendations. This approach would be particularly relevant for issues being reviewed that fall outside of the Council's normal remit.

1.2 The Proposed Scheme of Co-Option

1.2.1 The following arrangements are suggested:

- (a) That at the initial 'scoping stage' of each Scrutiny review being undertaken, Members of the Overview and Scrutiny Committee are asked to agree if:

- any co-option of external participants is considered necessary for that review, and
 - if any co-option is needed, who might be most appropriate individual or organisation to invite to assist with that review.
- (b) That there is a maximum of 3 external co-optees for any one review taking place.
- (c) That any co-optees assisting the review are able to give their views on the matter under consideration but have no formal voting rights.
- (d) That any co-optees assisting the review would, where appropriate, be invited to review a final draft prior to its formal consideration by the Overview and Scrutiny Committee.

1.3 RECOMMENDATION

- 1.3.1 That the Borough Council's proposed Scheme of Co-Option, as set out above, **BE ENDORSED.**

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

29 August 2019

Report of the Director of Planning, Housing & Environmental Health

Part 1- Public

Delegated

1 SCOPING REPORT FOR REVIEW OF PUBLIC HEALTH

Summary

This report provides Members with background information on the Public Health team and work carried out by Tonbridge & Malling BC. Options for inclusion in the review of the service are presented for consideration.

1.1 Background

1.1.1 Kent County Council as the public health authority commissions Tonbridge and Malling Borough Council as part of a wider West Kent partnership (including Sevenoaks DC and Tunbridge Wells BC) to deliver the One You Kent Service to help achieve the common objective of promoting healthier lifestyles among the population of Tonbridge and Malling in order to:

- Extend healthy life expectancy through prevention of chronic conditions such as obesity, cardiovascular diseases and diabetes;
- Reduce health inequalities; and
- Reduce avoidable demand on the health and care system in Kent.

1.1.2 Within the One You Kent Service the following work is carried out:

- Integrated Lifestyle Services – One You Kent - focusing on healthy weight, being more active, reducing alcohol intake and stopping smoking
- Weight Management Services
- Workplace Health
- Health in all policies
- Healthy Communities – including smoke free initiatives

1.1.3 The vision of the One You Kent Service is to motivate people to achieve and maintain a healthy lifestyle by supporting them to make positive lifestyle choices.

1.1.4 A number of principles have been developed for the model. These include:

- **Integrated** – People can get all the help they need to be healthier from one service.
- **Targeted** – Aimed at people who need help most but still available to everyone.
- **Motivating** – Encouraging people to be healthier.
- **Promoting independence** – Helping people to be healthier so they don't need to rely on a service.
- **Flexible** – Meeting the needs of local people creating better choice and tailored service.

1.1.5 The service contributes to achievement of outcomes set out in the Public Health Outcomes Framework (PHOF), and Public Health England's (PHE) vision to improve and protect the nation's health and wellbeing and improve the health of the poorest, fastest; through the following two key outcomes:

- PHE Outcome 1: Increased healthy life expectancy - taking account of the health quality as well as the length of life.
- PHE Outcome 2: Reduced differences in life expectancy and healthy life expectancy between communities through greater improvements in more disadvantaged communities such as those in the most deprived quintile.

1.1.6 The team currently consists of four established posts: DV0201 – Health Team Leader (37 hours per week, grade M9); DV0297 – Health Improvement Support Assistant (37 hours per week, scale 3); DV0202 and DV0203 – One You Advisors (37 hours per week, scale 5). Both the One You Advisor posts are currently resourced by job sharers, two of whom work 22 hours per week and two who work 15 hours per week.

1.1.7 In addition there are some resources (approximately one day a week for Tonbridge & Malling work) provided from the Council's Environmental Projects Coordinator who focusses on workplace health. This involves liaising with local businesses and workplaces to encourage and support with healthy lifestyle choices and opportunities for employees. Sevenoaks DC also commission Tonbridge & Malling BC to deliver their workplace health programme and this is carried out by the Environmental Projects Coordinator in again approximately one day a week staffing resources.

1.1.8 The One You Advisors provide one to one sessions with clients to help with lifestyle choices and behaviour and continue to support that client with their ongoing journey over typically six one to one sessions. The team also provide

weight management classes and attend many local events to promote healthy lifestyles.

- 1.1.9 We work in partnership with Sevenoaks DC and Tunbridge Wells BC to deliver One You across West Kent. The teams work closely together and provide resilience for one another when required. The teams share an administrative resource, a central contact number for One You in West Kent (managed by the call centre at Sevenoaks DC) and have commissioned a joint database to manage the caseload. All these elements are jointly funded by the three authorities. Clearly any decision Tonbridge & Malling BC takes with regard to the future of the service would have some effect on these two partners.
- 1.1.10 When the partnership for West Kent was set up to deliver the One You service there was a real focus on incorporating the services that districts provide to ensure a holistic approach to health. Services such as housing and benefits are now completely embedded into the One You service and often we find that by getting to the root cause of an issue e.g. too much drinking due to concern about rent arrears we can then help to tackle that cause as well as provide healthy lifestyle advice thus leading to a much more sustained outcome. This approach to service provision was one of the selling points of the boroughs' bid to undertake the One You service and is additional to the standard One You model utilised by KCC when commissioning other organisations.

1.2 Finance

- 1.2.1 Tonbridge & Malling have received funding from Kent County Council for healthy lifestyles for a number of years. More specifically a Healthy Lifestyle One You Kent (OYK) grant has been received from Kent County Council over the last three years. The details are provided in the following table:

Year	Amount of OYK grant
2015/16	£132,242
2016/17	£131,493
2017/18	£127,697
2018/19	£127,697
2019/20	£125,143

- 1.2.2 Members will note that over the period shown there has been a gradual reduction in the grant received other than in 2018/19 whilst costs have increased.
- 1.2.3 In terms of future funding Kent County Council's Director of Public Health, Andrew Scott-Clark has advised that "(KCC) are waiting for the results of the 2019

spending review, which will inform the Public Health (PH) grant allocation for 2020/21 and beyond. In addition, a national review around mandation will affect use of the grant. It has been possible on this occasion to apply only 2% cut but if there are further cuts announced for 2020 and beyond, we will need to apply any national reductions to the PH grant to your grant allocations.” However, it is also important to note that in the most recent discussions with KCC they have indicated that they are not currently minded to alter the arrangements with the West Kent boroughs and re-commission the service, should the boroughs wish to continue delivery. Although as a commissioning body they do retain the right to re-commission how they wish.

1.2.4 The Council’s revenue budget position for public health for 2019/20 is as below:

Item	£
Staff costs	141,500*
Partnership Receipts from Sevenoaks DC and Tunbridge Wells BC	(17,300)*
Managerial and other direct staff costs	34,250
Healthy Living Initiatives (budget to assist with delivery of programmes)	23,000*
Income from PH grant (does not match the actual grant of £125,143 as this is only confirmed after budget setting process)	(127,700)*
Income from other bodies (contribution from Sevenoaks DC for workplace health delivery)	(9,000)*
Central, Departmental & Technical Support Services	82,000
Summary	126,750

1.2.5 When examining direct costs and income (those items marked with an asterisk*) attributable to the One You Healthy Living service expenditure exceeds income to the sum of £10,500. When the service was introduced it was on the understanding that the ‘commissioning role’ would be fiscal neutral. The shortfall is currently funded from an earmarked reserve (balance as at 1/4/19 £54,477), but will in due course, were it to continue, represent budget growth and in turn add to the Corporate funding gap and the savings and transformation target.

1.3 Performance

1.3.1 The activity of the One You service is summarised in their annual return, which is attached at **Annex 1** to this report for information.

1.3.2 Some of the key highlights include the Counter Weight programme, a 12 week evidence based weight loss programme. Aimed at a moderate weight loss of 5-10%, it has demonstrated evidence of both clinical and cost-effectiveness. It is a structured weight management intervention delivered over a 12 week period, using behavioural strategies to assist people to change their lifestyle. In TMBC this year:

- 135 participants engaged in at least one session on the programme;
- 87 participants engaged in the programme;
- 87 engagers lost weight;
- 48 (55.17%) of engagers lost <3% weight;
- 20 (22.99%) of engagers lost 3-4.9% weight; and
- 19 (21.89%) of engagers lost >5%.

1.3.3 Across the One You Service as a whole, the following key statistics show very good performance levels against expected levels of engagement:

- 370 Referrals received into the One You Service;
- 72.7% Referrals contacted within 48 hours of receiving the referral;
- 176 Referrals were seen by a One You advisors; and
- 48 of the people seen were from quintiles 1 and 2.

1.4 HR Policy Implications

1.4.1 Depending upon the final outcome of the review, the Council's Reorganisation, Redundancy and Redeployment Procedure may apply. It may also transpire that relevant employment law such as TUPE may be applicable.

1.5 Legal Implications

1.5.1 There are none arising from this report.

1.6 Financial and Value for Money Considerations

1.6.1 When introduced it was on the understanding that the arrangement would be fiscal neutral. The funding provided has reduced over time whilst costs have increased where the Council is now meeting a shortfall in funding from an earmarked reserve. The reserve can 'plug' the shortfall in funding in the short term. If the shortfall were to continue this would represent budget growth and, in turn, add to the funding gap.

1.6.2 Each of the options as set out in paragraph 1.9 below will have a cost implication summary attached as part of the second O&S report.

1.7 Risk Assessment

1.7.1 With any externally funded service, the core risk is the funding being discontinued. This consideration will be built into the options appraisal.

1.8 Equality Impact Assessment

1.8.1 An equality impact assessment will need to be undertaken as part of this review.

1.9 Next steps

1.9.1 A number of options have been provisionally identified, and are set out below. Members are requested to consider which of these options they wish to see included in the review or to identify any other options they would like to explore.

1.9.2 Identified options for consideration

- 1) Adopt the principle that TMBC wishes to continue to deliver the programme by direct provision of funding above the KCC grant funding i.e. to continue the service in its current format and to continue to meet the current shortfall in funding up to a predetermined limit recognising in doing so this will generate budget growth (once the earmarked reserve is used up) and, in turn, add to the funding gap.
- 2) Adopt the principle that TMBC should only deliver the programme at a level fully funded by KCC i.e. to do as originally planned when the 'commissioning role' was introduced that the arrangement would be fiscal neutral.
- 3) Adopt the principle that TMBC should not be delivering this programme of work i.e. to discontinue delivering directly the One You service across Tonbridge & Malling and inform KCC that they would need to commission this service from another organisation.

1.9.3 In considering these various options, it is suggested that Members may be assisted by hearing from key partners in the delivery of public health services that could include the Director of Public Health at Kent County Council, GPs, Tonbridge & Malling Leisure Trust (exercise referral).

1.9.4 A further report with final recommendations will be reported to the December meeting of this Committee.

1.10 Recommendations

1.10.1 That the contents of this report **BE NOTED** and that a further report be made to the December meeting of this Committee regarding the options identified in section 1.9 of this report and any other options identified by this Committee.

Background papers:

Nil

contact: Eleanor Hoyle/Linda
Hibbs/Claire Potter

Eleanor Hoyle
Director of Planning, Housing & Environmental Health

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**Intergrated Adult Healthy Lifestyle Service -
One You Kent (OYK) Annual Report
April 2018 – March 2019**

Organisation Name

Tonbridge and Malling Borough Council

Organisation Visual *(Optional)*

This report is due to be submitted on the 31st May 2019 to the phperformance@kent.gov.uk email box

Please Note:

- *Do not PDF your annual report*
- *Please add summary data to your narrative to provide context, you can also refer to your performance schedule*
- *If you would like to include additional visuals and documents to support and evidenced your narrative in each section of this report, please provide as separate documents but clearly mark which section the document refers to.*

Contents

1. Introduction/Overview of the OYK Programme
2. Campaigns/Promotion/Awareness
3. Service User Feedback
4. Lifestyle Advisors
5. Healthy Weight
6. Physical Activity
7. Improved Diet
8. Alcohol
9. NHS Health Checks/MOT
10. Wellbeing
11. Workplace Health
12. Quality
13. Wider Impact

1. Introduction and Overview of the OYK integrated healthy lifestyle programme

What were your aims for 2018/19 with the funding from KCC Public Health?

Please provide a concise narrative summary regarding

- Your overarching aims
- Sources of any additional funding
- Impact
- Achievements
- Challenges and how these were overcome

The funding received by KCC Public Health is used to deliver a range of health projects and initiatives to improve and protect the population of Tonbridge and Malling with the aim of improving the health of the poorest fastest. This supports the Public Health Outcomes Framework 2015-19 of;

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

Healthy Weight

Adult Healthy Weight:

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

Family Healthy weight:

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

Mental Health, Community and Wellbeing

- To support the vision of KCC's drive towards embedding a whole council approach to improving Health and Wellbeing
- To support KCC's Corporate Outcomes Framework 2015 -19 and Public Health Outcomes Framework (PHOF)
- To support the improvement and protection of the health and wellbeing of the people of Tonbridge and Malling, enabling them to lead healthy lives with a focus on the differences in outcomes within and between communities
- To address issues relating to domestic abuse, community cohesion and social isolation through a range of projects and community initiatives that aim to raise awareness of services,

To support the 'Make every Contact count agenda

OneYou Kent

- Extend healthy life expectancy through prevention of chronic conditions such as obesity, cardiovascular diseases and diabetes.
- Reduce health inequalities
- Reduce avoidable demand on the health and care system in Kent.
- To motivate people to achieve and maintain a healthy lifestyle by supporting them to make positive lifestyle choices

2. Campaigns/Promotion/Awareness

Please provide a concise summary of events, campaign and activity

Please include copies of any links to local media coverage that you are aware of. If you have used Twitter or Facebook, please include your analysis of these (for

example the number of Facebook followers since starting the programme, level of Twitter activity, effectiveness in promoting your programme)

- In the first part of the year used the TMBC facebook and twitter accounts to promote campaigns, events, programmes, walks etc. Media team at TMBC regularly re-post and re-share campaign information from charities such as Diabetes UK, change4life etc.
- The OneYou team add to the TMBC social media pages with local events and programmes, for example when the OneYou weight loss programme is running, pictures of the team out at health walks, posts about local exercise classes which the team attend etc.
- During the end of 2018/2019 it was decided that the districts would contribute to the OneYou Kent facebook and Instagram account. This will be in addition to updating the tmbc social media accounts.
- **OneYou Kent Show-** Advisors spent the day at the KCC show to provide advice on OneYou.
- **Oncology Event** at Ditton Community Centre- Stand at the event for patients with or those who have previously had cancer. Stand with props, information and advisors who can give advice on behaviour change. We attend this event 4 times a year
- **Communities and Housing Advisory Board-** Presentation to board members and update on OneYou.
- **West Kent GP's Presentation-** Presentation following GP Signposting training. Update for GP staff on the OneYou service and how their receptionists can utilise the OneYou service
- **Health Checks on eligible TMBC staff** – A one you advisor arranged a succession of days inviting eligible staff in for a health check. These health checks opened up conversations with staff about their health which they may not have done previously.
- **East Malling Beach Event** – Stall at the East Malling centre making smoothies for families. Information of OneYou and free blood pressure checks. Smoothie bike available for families to cycle to make a smoothie.
- **Tonbridge Calling Festival** – Stand at event and advisor to offer advice about health.
- **Stronger Kent Community Fair (Angel Centre)** – Stand with props to promote OneYou. Spoke with the public, leaflets handed out, Blood pressure checks, public encouraged to take the one you quiz.
- **GP Practice Park Run Event-** Advisors took part in the Park Run at leybourne lakes to encourage people to sign up. GP's also ran in order to be

able to confidently prescribe exercise. Promoted and advertised on social media.

- **Tonbridge jobs and training fair** – Stand at the angel centre promoting OneYou, blood pressure checks for the public.
- **Boots Pharmacy** – OneYou advisors at the store on Tonbridge high street offering free blood pressure checks along with advice on healthy lifestyles for the public. Information about OneYou and how to sign up. OneYou have planned to have a regular slot in store to promote one you and offer blood pressure checks. Boots pharmacy team have also attached flyers of the event on to the prescription bags of clients, particularly the Nepalese community to encourage them to come in and have their blood pressure checked.
- **Social Prescribing Day-** OneYou teamed up with RBLI, Macmillan and other organisations to promote services and discuss how social prescribing can support them in life. A one you advisor also had representation at a local GP surgery to promote OneYou and linked with external organisations.
- **Macmillan Youth Cancer event** – Held at the Village hotel, representative from MBC OneYou and TMBC OneYou. Speaking with attendees about healthy lifestyles, how to increase physical activity levels through health walks, exercise referrals etc.
-





How did you promote the programme?

Please provide a concise narrative summary on how you targeted and promoted your programme to different target groups

- Pharmacies – The team were instructed to visit each pharmacy in the borough to become familiar with the staff and provide the store with updated OneYou Kent information for them to hand out to clients. Stores have come back to us asking for some time from the OneYou advisors to offer blood pressure talks and talk to clients about lifestyle behaviours. This will be organised for financial year 2019-2020
- Leaflets- New leaflets were produced at the start of the year to provide the residents of Tonbridge and Malling with useful information on how to access services, download apps and links to the website so that they can look on the one you Kent website.
- Leaflets sent to Tonbridge castle, Tonbridge pool, Larkfield leisure centre, libraries, community centres, local exercise classes.
- Feedback sent to GP's about progress of clients and new programmes coming up.
- Posters were put up in libraries, cafes and community centres.
- Adverts in local magazines; 'Tonbridge what's on', Tonbridge Lions Club.
- All email contacts contacted to promote services
- Parish Council notice boards, magazines and websites.

- Relationships were made between external providers and charities which included:
 - ✓ Communigrow
 - ✓ ParkRun
 - ✓ TM Active
 - ✓ K- Sports
 - ✓ Health Walks
 - ✓ Local exercise classes
 - ✓ Diabetes prevention programme
 - ✓ RBLI
 - ✓ Porchlight
 - ✓ CAB
 - ✓ Shawtrust
 - ✓ MIND
 - ✓ Porchlight
 - ✓ British Heart Foundation

These organisations have all received information on OneYou and aware of how to refer into the service

3. Service User Feedback

What Do People Think about Your Services?

Please provide a concise narrative summary of client feedback and how it was used to improve services. Include, where available, information on client numbers who reported as either satisfied or very satisfied.

Counterweight testimonials:

“Excellent programme to increase awareness of what to eat and how to increase exercise. The ladies that run Counterweight were always supportive and encouraging, thank you”.

“Sally and Natalie have been fantastic during this year. I love the way that we have been monitored over the 12 months and can always call them regarding any queries.

"I think it has been a great course to make you think about all areas of wellbeing and I definitely think different now as a result"

"Really useful course. Opens one's eyes to eating healthily. Good encouragement by staff and great ideas from listening to others on the course."

"I feel more educated and able to continue with my weight loss. I have reduced my calorie intake by 60% and I am more aware of what I am eating"

"It highlighted all the points on lifestyle we know (diet food etc.) but ignore. Having them brought forward makes them work."

"We have found that the Counterweight girls, Sally and Natalie have really helped us to change our lives and lose weight and help us to make new friends. Sally helped us find our get up and go and start swimming which we have continued with"

"I am more aware of diet and exercise and eat less bread now. I have switched cake for fruit. I do a Healthy Walk with TMBC each Wednesday as recommended by the girls."

"I am feeling a lot better in myself. I have done great and everything is enjoyable. Love it!"

"Since coming to Counterweight I have lost a stone and have learnt to eat sensible. The girls have been really helpful. Sally and Natalie have been very good at giving us advise on healthy eating and helped us to go swimming. Thank you for helping us."

Overview of Participants

Please provide a breakdown of clients including:

- Deprivation
- Equalities breakdown
- Clients with protected characteristics (including those with a learning disability)
- Details of any participants from target groups

- This data may not be a true reflection of the clients coming through as clients who have certain disabilities don't always recognise that they do or they may not be able to read and write properly.
- Some of the referrals which come in only have limited information on them, and then we may not be able to contact them.

Reasonable Adjustments

Please give details of any reasonable adjustment made to support any groups

4. Lifestyle Advisors - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

At TMBC four lifestyle advisors were employed to fill two full time positions.

The role of an OneYou lifestyle advisor has come a long way from how we originally saw the job role looking. The advisors are required to see people who want to lose weight, move more, eat well, drink less and be smoke free. Referrals can often specify that an individual's primary goal is to lose weight but until they are in an assessment with an advisor the truth of the matter is not clear.

Clients are often presenting with much deeper issues which need addressing, these can include debt issues, gambling addiction, mental health ranging from mild to severe to include schizophrenia, PTSD, bi-polar etc., severe anxiety, social phobia,

homelessness, domestic abuse, hoarding, bereavement, isolated, severe drug and alcohol addiction, disabled.

Good relationships have been formed with many different organisations to be able to support the clients with a range of issues which in turn may help them be able to focus on changing their unhealthy behaviours.

5. Healthy Weight Adults - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

Counterweight is a 12 week, evidence based weight loss programme. Aimed at a moderate weight loss of 5-10% and has demonstrated evidence of both clinical and cost-effectiveness. It is a structured weight management intervention delivered over a 12-month period, using behavioural strategies to assist people to change their lifestyle.

Highlights

- 135 participants engaged in at least one session on the programme
- 87 participants engaged in the programme
- 87 engagers lost weight
- 48 (55.17%) of engagers lost <3% weight
- 20 (22.99%) of engagers lost 3-4.9% weight
- 19 (21.89%) of engagers lost >5%

Risks

Referrals for Counterweight now come through the One You referral pathway route, clients are often referred through their GP or have been informed by a health professional. Clients are often referred because their BMI is over 28, other reasons for referral are unknown until the client arrives for their first assessment. Generally clients are complex and have a variety of reasons as to why they are unable to lose weight, these reasons range from inactivity due to medical issues, loneliness which

leads to comfort eating from boredom, a range of medication which can cause weight gain or make it hard to lose weight. We find that groups are now smaller because we have assessed people to ensure they are ready, but often the groups are

Healthy Weight - Family Weight Management Pilot - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

6. Physical Activity - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

Workshop

Our second workshop that we held had a theme of increasing physical activity (image 1) clients who have entered the service, as well as the general public were invited to attend a 4 hour workshop to find out about local activity programmes. There were talks from TM active, short mat bowls, communigrow, K-Sports and a local exercise instructor Jessie Spacey who runs a stretch and move class.

Participants were encouraged to take part in activities from the local services, people also had an opportunity to speak to OneYou about their journey and find out about upcoming events.

15-20 people attended this workshop and the feedback was positive.

Walks

The TMBC health team run 10 walks over the week, covering all days and good access to a nearby walk for all residents of Tonbridge and Malling. Walks are held at

accessible points with ample parking, they are led by trained volunteers who are equipped with the skills to enable anyone at any ability to attend a health walk.

Walking for Health – During the course of the year we have added an additional walk at St Marys Platt, this walk was created due to the addition of social prescribers. The walks are very well attended and the feedback from them is positive.

The team have been working closely with TM Active.

There is certainly a requirement for people to improve their physical activity levels. TMBC and TM Active have a good working relationship which allows the OneYou advisors to easily refer clients to their exercise referral scheme.

The relationship between TMBC and TM Active means clients who access OneYou are able to receive a discounted rate at TM active of £35 instead of £44. The team have also support the TM Active 150 programme by having a presence at their groups Walking netball, walking football, stretch and move class and exercise classes in the gym. The OneYou advisors will take clients to these groups if anxiety is an issue, this allows the client to recognise a familiar face but also good promotion for OneYou as a brand.

OneYou have also formed a strong relationship with a local gym in Ditton, K-Sports. K-Sports has a newly built gym and social area. K-Sports have discounted the gym membership for clients who access K-Sports through OneYou, they have also agreed that OneYou clients can have a tour or free access in to the gym before signing up to get a feel for a gym setting. K-Sports also support our exercise element of our adult weight management programme. Counterweight clients are introduced to a variety of exercise instructors with the hope that they will find something they enjoy and be more likely to sign up to an exercise class at the end of the 12 weeks. (Image 2)

OneYou Advisors have also started to build relationships with local exercise classes, sampling them to be able to demonstrate to the client but also so that the local community are aware of OneYou. (Image 5)



Image 1



Image 2



Image 3



Image 4





7. Improved Diet - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

Clients are referred on to our internal weight management programme Counterweight, Counterweight is an 11 week programme designed to help people lose weight, and keep it off for good. Not all clients are suitable for a weight loss group due to mental health issues, working hours, home/life conditions etc.

Clients are encouraged to write a food diary for support with their weight loss, one you advisors can look at individuals diets and use the eat well guide to support clients with choosing the right foods and losing weight.

One You advisors also use the British heart foundation booklets and information to help clients make healthier choices.

Workshop



OneYou held their first workshop at Snodland community centre in September, clients were encouraged to come along to gain more knowledge around eating healthily, and we invited a chef from who demonstrated how to cook some of the meals using the easy meals app.

Clients also had a chance to speak with each other about their own journeys and the OneYou team were on hand for advice and support.

8. Alcohol - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

Clients receive brief alcohol advice when they score more than 5 on the audit-c. Those who received a high risk score were referred to CGL for specialist support. The team have a range of useful props to demonstrate the amount of sugar and calories found in common alcoholic drinks. We also cover alcohol as part of our counterweight course on session 5 to explain how alcohol can lead to weight gain and strategies to reduce units.

9. NHS Health Checks/MOT Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

10. Wellbeing - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

The OneYou team at TMBC put on two workshops over the year to maximise the client's journey and improve their wellbeing. The themes of the workshops were cooking and improving physical activity.

The Team leader met with the team from IESO in the year to discuss working better together.

11. Workplace Health - Programme Overview

Please provide a short summary on the programme detailing what was achieved (including any unexpected outcomes), how outcomes were measured, and any plans for future improvements following feedback and analysis of data.

TMBC

Aylesford: Deacon Trading Estate including **Arriva**, **Quazer** and **Qualitex**, Aylesford Business Park (St Michaels) and Quarry Wood Industrial Estate and Royal British Legion Industries

East Peckham – Branbridges Estate

Larkfield Trading Estate

Platt Industrial Estate

Borough Green: Hornet Business Park

Wrotham – Gasoline Alley Estate

Snodland – Sort Mill Road Estate

Other workplaces in TMBC / Sevenoaks

Over the last year 2018/2019 I have worked with the legal group **Cripps LLP** (now trading as Cripps Pemberton Greenish) **South East Water** (HQ Snodland and operations team in Tonbridge) with their contractor **Clancy Docwra** benefiting from the top down all-inclusive interventions around Health & Safety and Mental Health and Wellbeing.

Southern Water in Burham, had a healthy lunch presentation and NHS health checks in the workplace for over 80 male employees. We covered One You Kent support, 6 ways to wellbeing and gave all members of staff a free cool bag to keep their food fresh, clean and protected whilst out in the field. The majority of these workers are out all day clearing sewers so a detailed offering was made to make workplace wellbeing accessible to all.

Clarion Housing (previously Russet Homes) continue to promote One You Kent to staff. We worked in 'Unison' with their union members (and non-members) on several staff wellbeing days over the year. There have been huge changes in the company with amalgamation to a national organisation. This has had a ripple-effect on staff who had report high levels of stress during this tumultuous period. Referred to One You Kent pack.

TMBC themselves have been working towards a better understanding of Mental Health and Wellbeing in the in the workplace and thereby enabling us to implement an action plan for change to ensure that mental health pressures do not escalate within the workplace.

We are working with **Screen Cancer** (based in Medway) across the whole of Kent regarding sun safety with members of the **ECA (Electrical Contractors Association)** based in Sevenoaks. Many of their members are small traders and work outside. Referred to One You Kent pack.

Warner's Solicitors, Home Instead, Carers First in Tonbridge (and Sevenoaks office), **Abbey Funerals, Castle Cars** (Taxis) and **Tonbridge Old Fire Station** (Restaurant and Coffee House **21mm Coffee**) have all done their Dementia Awareness Training for staff. The training has had a knock on effect with better customer service reported and confidence in business. Dementia affects carers, employees and employers allowing these workplaces to work support their staff with care, flexitime, reasonable adjustments and compassionate leave. The above group of workplace and individuals work together to bring about Tonbridge Dementia Awareness Week annually with schools and religious centre involvement. Referred to One You Kent pack.

Barnes Lodge (Specialist Dementia Care Home in Tonbridge) Six Ways to Wellbeing and Counterweight / Healthy Eating. Referred to One You Kent pack.

Sulstons Kitchen (Restaurant and catering, Tonbridge) Husband and wife team run this extremely popular yet niche gem in Tonbridge town centre. Both are very keen on health and wellbeing and enjoy sharing their passion for health and wellbeing with their many clients. Their healthy eating menu is creative and inspired. Referred to One You Kent pack.

Hugh Lowe Farms (West Peckham and Mereworth) The fruit pickers have been focusing on preventing workplace injury relating to repetitive strain injury (RSI) by introducing simple stretching exercises prior to a long day fruit picking during high season for strawberries. Their workplace has over 22 different languages spoken, so they ensure all of their communication is visual. Six Ways to Wellbeing and referred to One You Kent pack.

Mind West Kent (Tonbridge and Sevenoaks offices) several healthy eating, wellbeing and physical activity ventures for staff and clients. Referred to One You Kent pack.

RSPCA Leybourne – Six Ways to Wellbeing Referred to One You Kent pack.

The **Gallagher Group in Aylesford** have been working on Men's Health including Diabetes awareness and Men's Cancer, such as prostate cancer awareness with Orchid Charity Kent Ambassador "Miss Orchid". Referred to One You Kent pack.

Kent County Council (Adult Services) Tonbridge and Swanley – Healthy Eating Talks and physical activity. Referred to One You Kent pack.

Snodland Town Council staff – Health Walks, Love Where You Live and Six Ways to Wellbeing. Referred to One You Kent pack.

Pierce Hill Project Services (PHPS) Surveying & Construction Consultants in Tonbridge. Love Where You Live / Six Ways to Wellbeing– Health Walks (Lunchtimes) along with the river with litter picking

Bridge Trust (HQ) Homelessness Charity and charity shop staff. A huge amount of work has been done this year to update wellbeing policies and implement small yet significant change to improve work-life balance for staff. Referred to One You Kent pack.

The **Forever Living** (sole traders) have signed up in Tonbridge, East Peckham and Kings Hill (as wellbeing is their business) Referred to One You Kent pack.

Heart of Kent Hospice in Aylesford, all 400 + staff engaged with innovative wellbeing practices and culture in the workplace.

Mantra: Care for yourself well to give the best of you to those who rely on your care. They have completed several Counterweight courses, engaged in step challenges and active fundraising at events (cycling, running, walking). Referred to One You Kent pack.

Premier in Ryarsh, referred to One You Kent pack.

Spadework in Offham working with staff and clients of this fantastic café, plant nursery charity. Referred to One You Kent pack.

12. Quality

Staff Recruitment, Training and Professional Registration

Please provide a concise narrative summary including evidence - based practice, guidance and standards.

- Understanding health improvement
- MECC
- Obesity conference – London
- Optimal diet and lifestyle strategies for the management of cardio-metabolic Risk
- Social media
- Mental health first aid
- Suicide training
- Degree

Meetings attended by Team Leader

- Self-care and prevention
- Healthy weight task and finish
- Snodland partnership
- East Malling partnership
- Trench Partnership
- West Kent elected members forum
- West Kent operational meeting

Internal audit and lessons learned and Policies and Procedures in place

Please provide a summary

14. Wider Impact

- Added Social Value
- Health in all policies work

How has your programmes demonstrated a wider impact, has there been any additional impact on families and communities?

During 2017-2018 two bids were made between leisure and the health team. The first bid was for an outdoor gym and the other for 'pocket parks' in which we bid for money to enable the council to purchase a shipping container which could be placed in Haysden park and used for shelter or for activities for the OneYou team to use. Unfortunately these bids were unsuccessful but there will be continued joint working between leisure and health.

The partnership meetings which are attended by the team leader focus on how to improve any issues that may be occurring in the area.

What could you identify as added value? This might include any match funding

What achievements have been made to the contribute to Health In all policies work

RISKS/ISSUES

- **KCC Website** – In early 2018 the districts and KCHFT came together to make KCC aware of the issues around the website. It was felt that the website didn't reflect the work that was being done across Kent. Compared to the national website it looked disjointed, messy and was difficult to the public to navigate around. At TMBC there a lot of work has been done to promote OneYou, information gets sent out across the borough but the branding and information leads the public back to the OneYou Kent page so there was concern that members of the public may not find the website useful and may not generate a referral. The website has since been changed so the districts will monitor the uptake into service. When referrals are low it has a huge knock on effect as our Counterweight programmes and workshops and filled up with OneYou referrals.

- **Uptake to Counterweight – Previously mentioned.**
- **Universal number** – As a partnership it was agreed that there would be one number for referrals into OneYou, the decision was made that the contact centre at Sevenoaks district council would receive all the calls for OneYou. There has been a general concern that a '0300' number may concern people if they think they might have to pay per minute. We also have to update the contact centre about new programmes and workshops and expect the call handlers to know a lot about each district.
- **Database-** The database that was purchased from AN computing has caused a huge variety of problems, the advisors spend a lot of time inputting data after seeing each client. Advisors mention that it is difficult to use.

Future work

- **As a west Kent partnership we are going to produce a feedback form/survey for our clients so that we can highlight the strengths of the service but also how we can improve.**
- **Health operational steering group and health action team meeting booked to start the process of working in collaboration with other teams to ensure the health inequalities action plan is written up.**

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TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

29 August 2019

Report of the Chief Executive

Part 1- Public

Matters for Information

1 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN – ANNUAL REVIEW LETTER

To set out the annual report of the Ombudsman regarding complaints received and dealt with over the past year.

1.1 The Annual Letter

1.1.1 Each year, the Ombudsman provides the Borough Council with a report of the formal complaints he has dealt with and the outcomes of those complaints. This report covers the period for 2018/19.

1.1.2 The Ombudsman has dealt with 15 formal complaints received over the past year. The following outcomes were as follows:

Complaints upheld – Nil

Not upheld - 3

Complaints referred back for local resolution – 5

Complaints closed after initial enquiries - 5

Complaints incomplete/invalid - 2

1.1.3 This is the second year when there has been no formal judgements against the Council. Further information can be found at www.lgo.org.uk.

1.2 Legal Implications

1.2.1 As set out above

1.3 Financial and Value for Money Considerations

1.3.1 None

1.4 Risk Assessment

1.4.1 N/A

1.5 Policy Considerations

1.5.1 N/A

Background papers:

contact: Mark Raymond

Nil

Julie Beilby
Chief Executive

Agenda Item 8

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 9

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 12

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

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