

TONBRIDGE & MALLING BOROUGH COUNCIL



EXECUTIVE SERVICES

Chief Executive

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

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

30 September 2020

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 online via Microsoft Teams on Thursday, 8th October, 2020 commencing at 7.30 pm. Information on how to observe the meeting will be published on the Council's website.

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

PART 1 - PUBLIC

- | | | |
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| 1. | Apologies for absence | 5 - 6 |
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3. Minutes 9 - 12

To confirm as a correct record the Minutes of the meeting of the Overview and Scrutiny Committee held on 27 August 2020.

4. Any Executive Decisions which have been 'called in' 13 - 14

Matters for Recommendation to the Cabinet

5. Review of Domestic Abuse Services 15 - 28

This report will provide an update to the previous scoping report. A number of speakers will attend the meeting to provide information about their services and how they support victims of domestic abuse. The paper will also consider best practice from around the country that could be implemented within Tonbridge & Malling and will also look to identify any additional sources of funding that might be available to support these projects.

Representatives from DAVSS (Domestic Abuse Volunteer Support Services), Kent Police and Clarion Housing have been invited to attend the meeting.

Decisions to be taken by the Committee

6. Scoping report: Recovery of the Voluntary and Community Sector 29 - 36

The impact of the pandemic has had a huge impact on the voluntary sector, this scoping report will outline the work of the voluntary Sector Recovery Cell and suggest some options for the next stage of the Review.

7. Urgent Items 37 - 38

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

Matters for consideration in Private

8. Exclusion of Press and Public 39 - 40

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

9. Urgent Items 41 - 42

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

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Apologies for absence

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Declarations of interest

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TONBRIDGE AND MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 27th August, 2020

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

Councillors M A Coffin, D W King, P J Montague and W E Palmer were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors Mrs A S Oakley (Vice-Chairman), J L Botten, A P J Keeley and D Thornewell

PART 1 - PUBLIC

OS 20/14 DECLARATIONS OF INTEREST

There were no declarations of interest made in accordance with the Code of Conduct.

OS 20/15 MINUTES

RESOLVED: That the Minutes of the meeting of the Overview and Scrutiny Committee held on 18 June 2020 be approved as a correct record and signed by the Chairman.

MATTERS FOR RECOMMENDATION TO THE CABINET

OS 20/16 COMMUNITY AND BUSINESS SUPPORT - FOCUSING ON REVIEW, REORIENTATION AND RECOVERY

The Overview and Scrutiny Committee reviewed the support provided by the Borough Council to the community and business sector during the coronavirus pandemic. Measures included the establishment of a Community Hub to assist residents in need of additional support, with a focus on those on the NHS extremely vulnerable 'shielded' list. Business support activity included the distribution of grant funding, information sharing and the establishment of a county wide Covid-19 Helpline.

Members commended the support provided to the community, local businesses and residents by the Borough Council and its staff. The valuable role of voluntary organisations and volunteers during the pandemic was also recognised.

In addition, Members took the opportunity to consider the Borough Council's ongoing response and reviewed preparations for any potential local outbreak or second wave. It was reported that the operation of the Community Hub and other support measures, including the Covid-19 helpline, could be reinstated at short notice if required.

Particular reference was made to the work undertaken by the Borough Council's One You team in offering support to those struggling with social isolation and loneliness. As part of the recovery process, the team would focus on mental health and general wellbeing and support residents with healthy lifestyle advice and facilitating discussions to aid positive mental health. However, Members expressed concern around the funding arrangements with Kent County Council, especially given the significant financial challenges faced by the Borough Council and it was hoped that this position would be revisited at a future Overview and Scrutiny Committee. In response, the Chief Executive assured Members that work was currently in hand to ensure that the costs of the One You service reflected the funding received from Kent County Council. There was also uncertainty around the position of Public Health England and there was potential for the situation to change.

The report referred to the Economic Regeneration Strategy 2019-2023 and highlighted that the plans in place to support the local economy would need to be reviewed to ensure that resources were focused on the area's most in need. Potential measures included a focus on upskilling and employment, supporting green growth and investment and the future of the High Street, as detailed in paragraph 1.3.7 of the report.

The Borough Council also participated in a District and Community 'cell', a sub-group of a Recovery Coordinating Group, which was considering wider and longer term impacts upon Kent and Medway.

Finally, the financial and value for money considerations set out at 1.5 of the report were discussed and it was noted that the Borough Council had received approximately £1.4M from Government to fund the Covid-19 response. However, it was unclear whether this would be sufficient to cover the cost of all the support measures provided or the significant loss of income. Work on financial modelling continued.

RECOMMENDED: That

- (1) the reinstatement of all Community Hub support in the event of a second wave or regional/local lockdown be endorsed;
- (2) the reinstatement of business support in the event of a second wave or regional/local lockdown be endorsed;
- (3) the ongoing commitment to the District and Community Recovery cell to aid support to the local community be endorsed;

- (4) the suggested amendments (highlighted in paragraph 1.3.7 of the report) regarding revisions to the Economic Regeneration Strategy to support businesses and the local economy be endorsed.

***Referred to Cabinet**

MATTERS FOR CONSIDERATION IN PRIVATE

OS 20/17 EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

PART 2 - PRIVATE

OS 20/18 URGENT ITEMS

The meeting ended at 8.15 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

08 October 2020

Report of the Director of Central Services

Part 1- Public

Matters for Recommendation to Cabinet

1 REVIEW OF DOMESTIC ABUSE AND SCOPING REPORT

This report will provide an update to the previous scoping report. A number of speakers will attend the meeting to provide information about their services and how they support victims of domestic abuse. The paper will also consider best practice from around the country that could be implemented within Tonbridge & Malling and will also look to identify any additional sources of funding that might be available to support these projects.

1.1 Presentations from organisations involved in tackling domestic abuse

1.1.1. We have invited speakers from DAVSS (Domestic Abuse Volunteer Support Services), Kent Police and Clarion Housing to attend the meeting. These presentations will identify the services that these agencies provide for victims of domestic abuse within the Borough and will allow Members the opportunity to hear more about the work of these agencies. Where possible, these presentations will be circulated in advance of the meeting.

1.1.1 We have also received a written report from Lookahead, who are commissioned by KCC to provide a service to high risk victims of domestic abuse in the borough. This is attached at Annex 1 for information.

1.2 The impact of the Coronavirus on domestic abuse

1.2.1 Since the last meeting we have seen the impact of the Coronavirus on domestic abuse (and the speakers presenting at the meeting will be able to give specific details about the numbers of victims they have helped and how this has affected their organisations). Although the number of people contacting organisations for help reduced slightly during the lockdown period there has now been an increase in people seeking help, with incidents becoming more complex and serious, and higher levels of physical violence and coercive control reported.

1.2.2 The lockdown period and subsequent restrictions on meeting with people has meant that organisations have had to adapt their ways of working. Instead of

providing face to face services, many organisations are now using online meeting technology such as Zoom or MS Teams to speak to victims. Groups, such as the Freedom Programme, are now also run as online groups.

- 1.2.3 All agencies working with victims will of course continue to monitor the impact of the pandemic and if necessary will continue to amend their services to ensure that victims are receiving the support that they need.

1.3 Identifying good practice

- 1.3.1 The last report to Members suggested that we could look to identify good practice running in other areas and then see if this could be something that we could adopt or explore further for our district. Through liaising with other agencies and exploring provision available I have been able to find a number of initiatives that might be suitable for development in Tonbridge & Malling and these are summarised below.
- 1.3.2 Work around domestic abuse is always progressing and new initiatives are always developing through the organisations that we already work with. One such initiative has been the development of a Cyber Stalking Clinic run by Protection Against Stalking (PAS) and Lookahead. Unfortunately the number of people reporting stalking against them has increased and the clinic (which will be held on a monthly basis in Tonbridge) will allow those victims to speak to someone about their issues and get information and advice about actions they can take. The first clinic took place in September and was well attended by people needing to access support.
- 1.3.3 In relation to other initiatives that we could potentially be involved with or develop within the borough, Kent County Council and Maidstone Borough Council are looking to develop the 'Dragonfly' programme across Kent. This is currently running in Dorset, Hampshire and West Sussex and seeks to identify victims of domestic abuse who are isolated within their own communities. The aim is to train people within communities to become 'Champions' so they are equipped to receive and respond to disclosures of Domestic Abuse, empower communities to support and help victims of domestic abuse and make support easily accessible in isolated areas.
- 1.3.4 This may be something that we would also want to become involved with, although we would need to work with our commissioned organisations to ensure that this wasn't duplicating any work they were already undertaking.
- 1.3.5 Another project that may be of interest is one that has been funded by the Home Office. The 'Everyone's Business Advice Line' run by charity Hestia (based in London) is a service that works with employers so that they can provide information, resources and practical guidance to employees who are experiencing domestic abuse. Their programme provides the necessary tools so employers can support employees and provide safe solutions. Hestia states that lockdown has shown that home is not always safe for everyone, and with more people working

remotely due to Covid-19, cases of domestic abuse are rising. The advice line is now available at no cost to businesses through the funding provided.

- 1.3.6 This initiative may be something that Tonbridge & Malling Borough Council would like to explore further to see if it is something that could be promoted to staff.

1.4 Additional funding for domestic abuse

- 1.4.1 The funding available to tackle domestic abuse is limited and as previously reported the Tonbridge & Malling Community Safety Partnership and Tonbridge & Malling Borough Council contribute towards the commissioning of DAVSS in the borough to provide support to victims of domestic abuse (through the use of PCC funding). The CSP also contributes funding towards Protection Against Stalking and the Community Domestic Abuse Perpetrators Programme.
- 1.4.2 Additional funding is difficult to source, although in May this year the Government announced a £76 million emergency fund for organisations to apply to in order to help support victims of domestic abuse and other issues (such as modern slavery) during the Coronavirus pandemic. Locally both DAVSS and Lookahead were successful in receiving some of this funding which will allow them to continue to provide support to victims (and further details about this funding will be provided during the presentations from these organisations).
- 1.4.3 All organisations involved in domestic abuse are always searching for additional funding and will apply for these where appropriate. We will continue to link in with the services working within our borough to ensure that we are working together to apply for funding where available.

1.5 Legal Implications

- 1.5.1 Section 17 of the Crime and Disorder Act 1998 imposes a statutory duty upon the Council to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent:-
- Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment);
 - The misuse of drugs, alcohol and other substances in its area; and
 - Re-offending in its area.
- 1.5.2 The above duty also applies to Fire & Rescue Authorities and local Policing bodies.
- 1.5.3 The 1998 Act also imposes a separate duty on the Council, together with other Responsible Authorities, to formulate and implement a strategy to reduce/ combat the matters set out at (a) to (c) above. The Council uses the Community Safety Partnership to formulate and implement this strategy.

1.5.4 The Council also discharges various other statutory duties through the Community Safety Unit. These include :

- The Council may be required to establish, or participate in a Domestic Homicide Review, under the provisions of Section 9 of the Domestic Violence, Crimes and Victims Act 2004. KCC currently run the Domestic Homicide Reviews on behalf of the Borough/ District Councils within Kent;
- Under section 10 of the Children Act 2004, the Council is a 'relevant partner' of the County Council for the purposes of promoting the wellbeing of children and young people in the Borough. It is therefore under a duty to take part in arrangements to improve the wellbeing of children, defined by reference to 5 outcomes e.g. physical and mental health and emotional wellbeing, protection from harm and neglect. A separate duty exists under section 11 of the 2004 Act, under which the Council must, in the exercise of its functions, consider the need to safeguard and promote the welfare of children and young people.

1.5.5 The Borough Council also has a duty to prevent and relieve homelessness and domestic abuse is one of the main causes of homelessness. The Council also has a duty to provide advisory services and one of the groups identified that we need to target are those who are experiencing domestic abuse.

1.6 Financial and Value for Money Considerations

1.6.1 Funding for domestic abuse services/support comes from a variety of sources including the Community Safety Partnership, Kent County Council and local charities involved in the sector.

1.7 Risk Assessment

1.7.1 Any reduction in services around domestic abuse would lead to additional increases in reports to the Police, lead to increased costs for the health services, could impact on housing and increase homelessness approaches and would be detrimental to resident's lives.

1.8 Equality Impact Assessment

1.8.1 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.

1.9 Policy Considerations

1.9.1 Community Safety

1.9.2 Housing

1.10 Recommendation:

1.10.1 That the Safer & Stronger Communities Manager works with the domestic abuse organisations operating within the borough to explore the options around the new initiatives proposed within the report and to develop these as appropriate.

Background papers:

Nil

contact: Alison Finch
Safer and Stronger
Communities Manager

Adrian Stanfield
Director of Central Services

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1.0 Introduction

1.1 The Kent Integrated Domestic Abuse Service (KIDAS) was commissioned through pooled funding from a variety of partners including KCC Adult Social Care, KCC Public Health, Office of the Police and Crime Commissioner, Kent Fire and Rescue Service and nine District and Borough councils. **Appendix 1** shows a summary of partner funding.

1.2 The approach brought together disparately commissioned services into a flexible, holistic service model, designed to create clear client pathways and outcomes, offer greater consistency to victims, deliver operational efficiencies and facilitate improved strategic oversight of the sector and consistency in data collection and analysis to inform future strategic, tactical and operational decision-making.

2.0 Context

2.1 Contracts were awarded **to run from** 1 April 2017 – 31 March 2022, with two possible extensions of 2 years each.

2.2 KIDAS is delivered county wide and comprises three elements:

a) Referral Assessment and Triage (RAT) Service.

Delivered by Victim Support across the county, providing a single point of access for Kent via its countywide telephone number 0808 168 9111, creating a referral and response pathway for all victims of Domestic Abuse. Victim Support directly deliver support to victims who are assessed as Standard (low) risk ensuring early intervention and prevention of escalation. Those assessed as High and Medium risk are supported by the lead providers of the core community contract.

b) Core Community Contract.

Delivered in four geographical areas by three Lead Providers. Look Ahead hold the West Kent contract covering Tonbridge and Malling, Sevenoaks and Tunbridge Wells local authority areas.

The core community contract comprises:

- support in a variety of accommodation settings including refuge (there are 3 refuges in west Kent)
- resettlement provision
- Support of qualified Independent Domestic Violence Advisors (IDVA) for high risk victims
- Coordinated, multi-agency access points (currently One Stop Shops)
- Access to Sanctuary Scheme
- Private Sector Rented Access Scheme
- Emergency Welfare Assistance offer – offering food, household items and utilities for those in need
- Therapeutic Programmes such as Freedom

c) Training, Education and Awareness (TEA) Service.

Delivered by all three commissioned KIDAS providers and includes:

- training provided to professionals, victims and communities,
- working with employers across the private, public and voluntary sector to implement workplace policies,
- raising awareness through publicity campaigns

2.3 Within west Kent the arrangements are different to the rest of the county. The three District and Borough councils chose to not pool their budgets when KIDAS was commissioned and instead have a separate arrangement for community support for medium risk with DAVSS.

The KIDAS Core Community Contract is supplied by Look Ahead in the area, providing a range of support to high risk victims such as those in the three refuges in west Kent.

2.4 Access to the KIDAS Referral Assessment and Triage service and Training Education and awareness service is available to all residents and businesses in these areas.

3.0 Building Capacity

3.1 The KIDAS contract has provided a strong platform from which applications for additional funding can be applied. To date an additional £815k has been successfully added to complement the core service and fill identified gaps including

a) Hospital IDVA project

- Home Office awarded £387k funding over 2 years
- Funds Specialist Independent Domestic Violence Advisers in two hospital settings William Harvey and Darent Valley Hospital
- Identification of and support to patients presenting across ward within the hospitals including Accident and Emergency, Paediatrics etc.
- HIDVA service has delivered good outcomes:
 - 416 individuals to benefit from specialist domestic abuse advice in 2019-2020 (620 since the start of the project)
 - 93.5% of those referred to the, engaged either directly with the HIDVA or indirectly via NHS staff
 - reached 'hidden' victims of domestic abuse including male victims (8%)
- As a result of success, additional 12 months funding agreed from NHS to continue delivery until end March 2021
- Working in partnership with CCGs to explore future business model and sustainable funding

b) Specialist IDVA Service

- Funding awarded £352k from the Ministry of Housing, Communities and Local Government for 2-year pilot.
- Specialist support for male victims, those from LGBT communities and victims with complex needs (including substance / alcohol misuse, Mental Health)

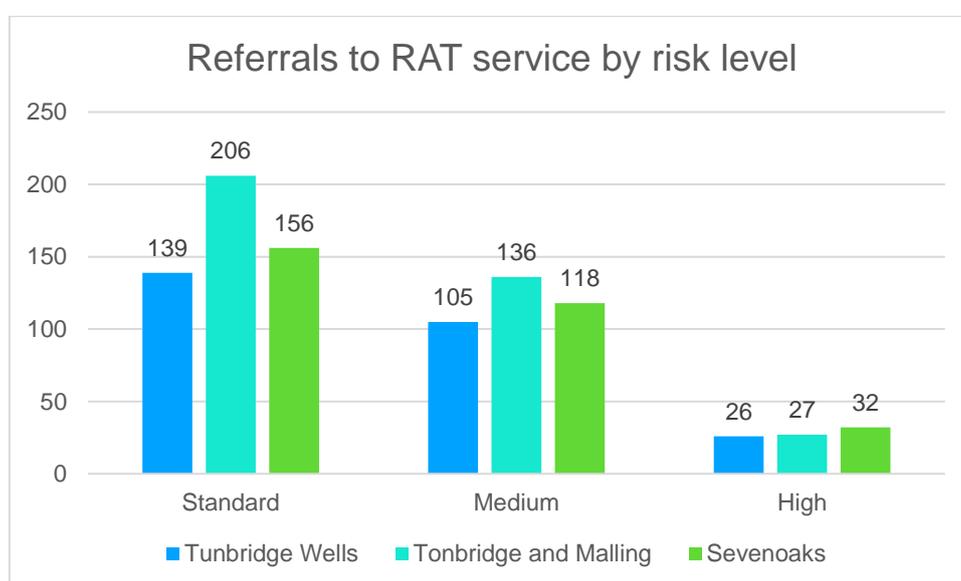
c) Behavioural Insights Team

- KCC were successful in obtaining £76k grant funding from the Local Government Association to run a project utilising the skills of the Behavioural Insights Team to explore approaches and early communication with victims of DA to improve early engagement in support and criminal justice services.
- The findings of this project informed the design of a two-sided business card (see below) for front line police officers to provide to victims to;
 - Explain the next steps,
 - Suggest that the victim had already taken the first step and was closer to accessing support.
 - Set out Kent's support offer in simple language without mention of 'domestic abuse'
 - Provide social proof by highlighting that receiving support is common

4.0 Contracting and Performance Monitoring

4.1 Kent County Council's Strategic Commissioning division manage this contract, monitoring and sharing performance information on behalf of all partners. Data from performance returns are shared and discussed at regular quarterly meetings attended by representatives of all three districts and boroughs. The RAT service is contract managed by the Office of The Police and Crime Commissioner, in conjunction with KCC. The service is performing to its specification and no contractual sanctions have been issued.

4.2 The KIDAS RAT service received 5902 referrals in 2019/20. Of these 16% originated from west Kent. Of the 16%, 501 referrals were assessed as Standard risk where support was offered by Victim Support, including around safety planning.



4.3 There were 85 high risk referrals that were passported to Look Ahead to be supported by a qualified IDVA. The referrals were discussed at Multi Agency Risk Assessment Conference (MARAC) where the information on highest risk cases are shared, discussed and planned for. MARAC is attended by representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors

4.4 In 2019/20 there were 31 new adult entrants in the refuges operated by Look Ahead in west Kent. This figure does not include those already living at refuge or a count of the children in those families.

4.5 82 individuals in west Kent engaged in community IDVA support provided by Look Ahead. This number is significantly lower than in other local authority areas where the KIDAS provider is the sole community provider. Of those that gave feedback, 77% reported that their abuse had reduced, 92% reported that they felt safer and 90% reported an improvement in their quality of life.

4.6 Look Ahead have been operating from the One Stop Shop in Tonbridge and the fortnightly single agency drop-in at Sevenoaks library. Look Ahead are also leading plans to open One Stop Shops in Tunbridge Wells and Cranbrook.

4.7 One Stop Shop data is collected and collated by Kent Community Safety team and annual reports run from June – July. The latest available published report ran from 2018/19 and showed 104 visitors to Tonbridge OSS, an increase of 65% on the previous year. 100% of those who attended T&M OSS reported they found the OSS helpful.

5.0 COVID Response

5.1 Service delivery by the KIDAS providers continued throughout the pandemic with providers adapting quickly to providing support remotely.

5.2 KIDAS providers were swiftly able to activate their business continuity plans and were proactive in raising awareness of DA during lockdown including:

- Implementing a communication plan which works across providers and partners.
- Updating information available on the DA website and referral pathway.
- Poster campaign – awareness raising posters were developed, highlighting DA and how to seek support.
- Training video – the providers worked together to roll out a bite sized training video to raise awareness of DA and instil knowledge on the referral pathway and signposting with the target audience being supermarket staff, pharmacy staff and community volunteers.

5.3 During the COVID pandemic, concern was raised at national level that, due to 'lock down', limited social contact and social distancing people domestic abuse levels may increase, but also that it might become more difficult to seek support.

5.4 Monitoring activity reveals that the monthly average vacancy rate in refuges has reduced from 11.5% at the start of COVID to 6% for August 2020, an indication of increased demand.

5.5 Demand for outreach support has steadily increased since March by 48% when compared to the same quarter in 2019/20. The KIDAS contract is outcome focussed rather than specifying output. Providers have been able to successfully flex their models to manage increases in demand.

5.6 The three lead KIDAS providers collaborated and submitted a joint bid in July 2020 for COVID-19: Home Office Extraordinary Funding for Domestic Abuse Support Services funding and a further bid for MHCLG Domestic abuse safe accommodation: COVID-19 emergency support fund.

5.7 These bids have been successful; providers having been granted £130,463 from the Home Office and £77,433 from MHCLG. The funds have been used to enhance the core contract offer across the county during the pandemic, including:

- Improvements to Wi fi within refuge buildings to provide better access to remote support.
- Development of virtual delivery of the Phoenix programme including upskilling facilitators.
- iPads, to be used at One Stop Shops across the county, to enhance the remote support offer and develop virtual engagement of partner agencies. Thirteen are available in west Kent.
- Additional bed spaces for victims of domestic abuse should the current level of capacity be exceeded.
- Strengthen the ability to maintain a COVID secure environment within refuge for now and in preparation of a second wave.
- Deliver Trauma Counselling for victims of domestic abuse to support recovery.

5.8 While the funding gained is helpful to support the current COVID response, short term funding opportunities are unable to support staff recruitment This issue has been raised to the Domestic Abuse Executive group and options for national lobbying are being sought.

5.9 Providers are capturing and applying the learning from Covid 19 to ensure they have robust business continuity plans in line with a potential local lockdown, winter pressures and EU Transition.

5.20 Within west Kent Look Ahead have also undertaken specific additional work on:

a) Cyber Clinic

Look Ahead have partnered with Protection Against Stalking and The Cyber Helpline to provide a unique cyberstalking clinic service.

<https://www.thecyberhelpline.com/cyberstalking-clinic>

This will be held in the Tonbridge area. Experts will support victims of cyberstalking to understand and recognise stalking, identify risk, produce a safety plan and provide immediate advice on how to improve their cyber security.

b) Male Awareness raising Campaign

KIDAS are about to launch a male victim campaign. Look Ahead are leading on the launch, alongside a press release.

c) Community Programmes

Within West Kent, 'Own My Life' and 'Recovery Toolkit' are due to start virtually from September over Zoom. Look Ahead staff are due to be trained on facilitating remote

delivery of the 'Phoenix programme' to enable this to be rolled out to victims from October.

d) One Stop Shop (OSS)

Domestic Abuse One Stop Shops offer free advice, information and support from a range of agencies under one roof to help victims of domestic abuse. During COVID, OSS has been offered remotely due to the closure of public facing buildings.

The One Stop Shop Steering group is continuing to look for alternative venues to allow this intervention to return to face to face delivery. Through MOJ funding, Look Ahead have purchased three further iPads to improve the virtual offer available at OSS to victims in West Kent.

e) Children's programmes

Look Ahead are sourcing external funding to enable facilitators to run ACE and DAY children's programmes across West Kent.

f) Training

Look Ahead are currently offering MARAC training to partners and will resume their offer of tailored DA training to partners including Kent Police and Housing Departments.

Look Ahead are working to deliver training to other health partners and local businesses to raise awareness of DA.

7.0 KIDAS Conference.

7.1 KIDAS providers are holding a virtual conference during the Sixteen Days of Action starting on 25 November 2020.

7.2 Each day will have an event including speakers, presentations, workshops, a theatre performance and Q&A sessions. Nicole Jacobs (DA Commissioner) is opening the conference and Matthew Scott (Police & Crime Commissioner) is closing the event. Save the date emails will shortly be sent out to partners.

Further information is available from

Donna Pearson, Head of Operations, Kent Look Ahead
DonnaPearson@lookahead.org.uk

Rachel Westlake, Commissioner, Kent County Council rachel.westlake@kent.gov.uk



Appendix 1 Funding Summary

FUNDING PARTNER	ANNUAL CONTRIBUTION
Kent County Council Adult Social Care	£1,740,900
Public Health / CCG Contributions. (KCC Public Health (community safety) £109,000. KCC Public Health CCG £186,900)	£295,000
District and Borough Councils	
Thanet	£22,865
Ashford	£15,294
Canterbury	£18,530
Dartford	£13,799
Dover	£14,051
Gravesend	£14,737
Maidstone	£19,453
Shepway	£12,891.60
Swale	£21,043.38
Office of The Police and Crime Commissioner	£150,000
Kent Fire and Rescue	£20,000
TOTAL ANNUAL CONTRIBUTIONS	£2,358,698.98

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TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

08 October 2020

Report of the Chief Executive

Part 1- Public

Delegated

1 **SCOPING REPORT: RECOVERY FOR THE VOLUNTARY AND COMMUNITY SECTOR**

The impact of the pandemic has had a huge impact on the voluntary sector, this scoping report will outline the work of the voluntary Sector Recovery Cell and suggest some options for the next stage of the Review.

1.1 **Background**

1.1.1 We know that the pandemic has had a huge impact on everyone and that the voluntary and community sector has been particularly hard hit. The latest Charity Sector Tracker published by Pro Bono Economics, in partnership with the Institute of Fundraising and Charity Finance Group anticipates that as many as 58% of charities nationally are set to cut back services and Covid-19 could cost the sector 60,000 jobs. This reduction in charity provision comes at a time when charities are particularly needed.

1.1.2 In Tonbridge and Malling we know that many of our local charity and voluntary sector organisations have been under extraordinary pressure since the start of the pandemic, dealing with increased demand and constrained resources. That said, we are also aware that many of these groups have been able to enhance their offers of support and have embraced a digital way of working, which has allowed them to continue to operate, maintaining excellent support for residents of the borough.

1.2 **Kent Voluntary Sector Recovery**

1.2.1 The Kent Resilience Forum operate a number of "Cells" which support recovery across the different sectors. The Voluntary and Community Sector Recovery Cell is chaired by the Chief Executive of Kent Community Foundation. Membership of this group is as follows:

- BEMIX, Medway & East Kent
- Emmaus, Dover
- Home Start, North West Kent

- Oasis, Thanet
- SEK, Kent wide
- Ashford Volunteer Centre
- Bright Shadow, Herne Bay
- CAB, Maidstone
- Children and Families Ltd, Sheerness
- Kent Coastal Volunteers
- West Kent Mind
- Catching Lives, Canterbury
- Crossroads, Kent Wide
- Ashford Vineyard Foodbank

1.2.2 Each cell has an associated Action Plan, the Voluntary Sector Recovery Action Plan is attached as Annex 1 to this report. At the next Overview and Scrutiny Committee meeting, Members may wish to hear from the Chair of this group, to discuss the work of the Cell and outline any key issues faced by the sector?

1.2.3 As West Kent Mind are represented at the Cell and operate a number of important support initiatives in Tonbridge and Malling, it may also be useful to invite West Kent Mind to attend our next meeting, to outline any particular issues that they have faced locally.

1.2.4 Citizens Advice North and West Kent (CANWK) are not represented at the Cell, but do provide vital support in Tonbridge and Malling. They are also one of the key voluntary sector bodies supported by the Council. During the pandemic they have successfully adapted their service to operate mainly as telephone and digital support. As we go to the next stage of this review, it would be useful to hear how this has been achieved? If this model is likely to continue going forward, it will be helpful to hear how it has been received so far by their clients and if they foresee any difficulty with this approach?

1.3 Legal Implications

1.3.1 None.

1.4 Financial and Value for Money Considerations

1.4.1 Members will be aware that the Council has received Government financial support in the form of a “Local Emergency Assistance Grant”. For Tonbridge and Malling the allocation was £47,355.61. The guidance around the allocation of these funds was to provide local support to assist vulnerable households.

1.4.2 As reported to Finance, Innovation and Property Advisory Board on 16 September 2020, it was agreed that our approach would be to invite bids from local voluntary groups who are working in the community to sustain or supplement their service. This will go some way to supporting the local voluntary and community sector with their ongoing work to assist those most in need in Tonbridge and Malling. The

approved bids were endorsed on the 16 September and the following allocations were made:

Organisation	Use	Amount requested £
Tonbridge Baptist Church	Foodbank	10,000
East Malling Centre Larder	Foodbank	8,400
Ditton Parish Council	Foodbank	1,000
Snodland Church Food Bank	Foodbank	1,500
Wouldham Parish Council	Food vouchers	500
St Peters and St Pauls Church Aylesford	Storage facility for foodbank	500
Age UK Sevenoaks & Tonbridge	Befriending service	2,000
Imago Community Dial 2 Drive	Community transport and befriending	4,266
Crosslight	Debt counselling caseworker	6,941
Northwest Kent Citizen Advice	Signposting and support	1,000
Crossroads Care Kent	Respite and support for carers	7,500

1.4.3 A balance of £3,748.61 remains to be held on reserve for use as necessary within the parameters of the scheme under direction of the Chief Executive or Director of Finance and Transformation.

1.5 Risk Assessment

1.5.1 N/A

1.6 Equality Impact Assessment

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

1.7 Policy Considerations

Business Continuity/Resilience

Community

1.8 Recommendations

- 1.8.1 To **APPROVE** the suggested format for the next stage of this Review, inviting speakers (as suggested in 1.2.2 – 1.2.4) to the next Overview and Scrutiny Committee.

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

Voluntary Sector - Recovery Action Plan

Action No.	Action to be taken	Action to mitigate or action for opportunity? (Mitigate or Opportunity)	Lead organisation or partnership	Named Lead (if appropriate)	Timescale Short: 0-6 months, Medium: 6-12months Longer: 12months+	Resources / capacity required	Priority - Essential, Important or Desirable
1	Funding: Funders, including public sector partners, to prioritise core funding when setting any new grant programmes, particularly as heading into 2021/22. This will help to support organisations who have seen a decrease in fundraised income and will enable organisations to continue operating	Mitigate	All funders	Josephine McCartney, Kent Community Foundation (KCF), Lydia Jackson Kent County Council (KCC)	Short Term	Initial action to commit to core funding will be from existing resources. However mitigating the risk will require additional funding.	Essential
2	Commissioning: where public sector partners have contracts in place with the voluntary sector, which are due to end in the next 12 months, to look at flexibilities or extending existing arrangements to create some financial certainty for organisations. The sector is predicted to see a 42% reduction in voluntary income nationally and commissioners should be mindful of the destabilising effect of the cumulative financial impacts.	Mitigate	Strategic partnership board (to be established) to consider cumulative impact	Lydia Jackson, KCC and David Whittle, KCC to liaise with relevant officers	Short Term	Existing resources	Essential
3	Mental Health of Workforce: KCC to establish an online forum for mentoring and wellbeing, which Voluntary Community Social Enterprise (VCSE) organisations will be able to access. This is in recognition of the pressures that have been on workforces during the crisis and the change to employees working environment.	Opportunity	KCC	Lydia Jackson, Serena Cunningham, KCC	Short Term	Existing resources	Important
4	Training and networking: Establish peer to peer networks, to facilitate mentoring and support between VCSE organisations to overcome challenges and adapt to 'new normal' way of working. Including access to e-learning and webinars. Opportunities for collaboration and innovative sharing of resources to adapt in recovery.	Opportunity	Social Enterprise Kent (SEK) Sponsored initially by KCC	Claudia Sykes (SEK)	Short Term	Existing resources	Important
5	Increased service demand: reflect on the collaboration and partnership working between KCC, district/borough councils and VCSE to support those who are vulnerable and shielding through the Community hubs and Kent Together. Consider how partnership working and sharing of data can inform predicting future demand particularly around financial hardship but also in other service areas to ensure that services and organisations do not become overwhelmed through spikes or persistently increased demand. Likely that additional investment will be needed to support increased debt advice and support.	Mitigate	Strategic partnership board (to be established)	Lydia Jackson (KCC) working with Debra Exall and Tim Woolmer (KCC)	Short Term	Initial action will be from existing resources. However mitigating the risk will require additional funding.	Important
6	Kent Homeless Population: Lobby central government on the issues surrounding the homeless population in Kent especially as temporary accommodation comes to an end on 4th July.	Mitigate	KCC, VCSE, Districts and Medway	Debra Exall, Tim Woolmer (KCC)	Short Term	Initial action will be from existing resources. However mitigating the risk will require additional funding.	Essential
7	Supported Employment: Lobby central government to recognise the impact of supported employment funding being cut on the lives of disabled people across the County. This should also include supported internship programmes.	Mitigate	Strategic partnership board (to be established)		Short Term	Initial action will be from existing resources. However mitigating the risk will require additional funding	Essential

8	Diversity and Equality: Work with VCSE organisations who have expertise or work with Black, Asian & Minority Ethnic (BAME) communities to understand the impact of COVID, including exacerbating mental health issues. To also understand better the inequalities that exist within our communities and ensure that collectively partners work across the county to really address these issues- more effectively than before.	Mitigate	All partners		Short Term	Additional resources may be required	Essential
9	Partnership working: establish a strategic partnership board for statutory bodies to come together to deliver the actions from the voluntary sector cell and consider strategic issues involving the sector. This will include the district councils and KCC, NHS and a VCSE representative.	Opportunity	KCC to take the lead in convening	Josephine McCartney KCF and Lydia Jackson, KCC	Short Term	Additional resources required to support ongoing delivery and management of the Board	Essential
10	Partnership: building on the success of the recovery cell and the partnership working during the pandemic, establish a steering group of VCSE representatives. This would be to help inform the development of support to the sector during the recovery period and longer term and will link into the strategic partnership board	Opportunity	KCC with Kent Community Foundation (KCF)	Lydia Jackson, KCC Josephine McCartney, KCF	Short Term	Existing resources	Important
11	Volunteering: bring together shared learning and data on volunteering during the crisis, by convening working group of the volunteer centres. Linking in with NHS and districts for the GoodSam and community hubs work.	Opportunity	Ashford Volunteer Centre, with support from KCF, KCC and Medway	Beth Peal, CEO Ashford Volunteer Centre	Short Term	Existing resources	Important
12	Communication and networking: further develop the offer of peer to peer support and mentoring following the initial programme during COVID-19 led by Social Enterprise Kent. Develop options for ongoing engagement across the sector and with public sector partners. Learn from and build on use of digital platforms and develop face to face networks as allowed.	Opportunity	Social Enterprise Kent (SEK) working with KCC and partners	Claudia Sykes (SEK)	Medium Term	Additional resources may be required to deliver ongoing networking	Desirable
13	In Person Service Delivery: Make a commitment to utilise the voluntary sector to deliver the 'in-person' support for those that cannot be reached digitally, or where it is not appropriate. This could be in regards to mentors, therapy and outreach work that cannot and should not be delivered longer term, online or by video conference and risks isolating those that are already vulnerable.	Mitigate	Strategic partnership board (to be established) as a vehicle to discuss strategy	Josephine McCartney as VCSE representative	Medium Term	Will require additional funding	Important
14	Volunteering: establish a coordinated and properly resourced volunteering system across the county working with the volunteer centres/bureaus, building on good practice. To be informed by the lessons learnt from COVID-19 and the increased participation in volunteering seen during the crisis.	Opportunity	Ashford Volunteer Centre (acting as coordinator across VCs) working with public sector partners including NHS.	Beth Peal, CEO Ashford Volunteer Centre Lydia Jackson (KCC) as point of contact for public sector engagement- including NHS partners.	Medium Term	Existing resources but a coordinated and sustainable model will require investment across public sector partners (where they are not currently funding)	Desirable
15	Sustainability and resilience: Consider the development of a good governance checklist and financial planning template for the VCSE or access to a suite of resources to help build financial resilience.	Mitigate	KCF, KCC, Medway	Josephine McCartney KCF, Lydia Jackson, KCC	Medium Term	Additional resources may be required	Desirable

16	Workforce and training: look to develop a business case on potential for VCSE organisations to have access to KCC training particularly around mental health and wellbeing. There will be a particular focus on smaller organisations who do not have the resources to access training for staff, particularly when funding is reducing. <i>(This will follow the lessons learnt and workforce training in the short term actions).</i>	Opportunity	KCC and with potential for other partners to support	Lydia Jackson, KCC	Medium Term	Additional funding likely to be required to deliver training.	Desirable
17	Intelligence: Run routine surveys of the sector, to look at changing needs to inform future planning and understand pressures or risks.	Opportunity	KCF	Josephine McCartney, KCF	Medium Term	Existing resources	Important
18	Funding and leadership: continue to champion and advocate for local sector with national funders and Department of Digital, Culture, Media & Sport, to ensure future funding (particularly 2021-22) opportunities meet the needs of the wider voluntary sector. This should include the sector advocating through their membership bodies and lobbying for local needs using the power of their affiliated national brands.	Mitigate	Partnership between KCC, Medway and Kent Community Foundation (KCF) and all VCSE organisations, that have a relationship with national bodies	Josephine McCartney KCF, Lydia Jackson KCC	Medium Term	Existing resources	Essential
19	Partnership and collaboration: Look for opportunities for VCSE organisations to co-locate, where appropriate or of more innovative use of spaces. Explore potential opportunities for public sector buildings and estates to be offered as spaces for the VCSE, as part of building reviews and future infrastructure strategies.	Opportunity	All partners and the VCSE to consider opportunities	Josephine McCartney, KCF, Kent Finance Officers Group, Kent Estates Partnership	Medium Term	Would require additional resource commitments in terms of assets.	Desirable
20	Commissioning: review and reflect on service delivery models and the culture of commissioning - lessons learnt from COVID-19 to inform future strategy. Particularly consider the impact of a reduction in voluntary income during COVID-19 and the fragilities that has exposed e.g. issues around full cost recovery. Look at opportunities for more innovative, sustainable and flexible commissioning and service delivery. Treating the VCSE as an equal partner and involving the sector in discussions to improve and reform service delivery.	Mitigate future risks	Strategic partnerships board (to be established) as the vehicle to discuss strategy	David Whittle and Lydia Jackson as KCC leads	Longer Term	Existing resources	Important
21	Support offer: Explore potential options for a sustainable model of support to the VCSE similar to that delivered by Small Charities Coalition but as a local model.	Opportunity	Strategic partnerships board (to be established)	Lydia Jackson, KCC	Longer Term	Existing resources with potential for additional funding	Desirable
22	Partnership: Ensure VCSE is represented in future recovery structures and governance (Kent Resilience Forum), in order to be better prepared for a second wave or future emergency planning.	Mitigate	KCF, KCC	Josephine McCartney KCF, Lisa Guthrie, KCC	Longer Term	Existing resources	Desirable
23	Mental Health: Review of early intervention provision for mental health in Kent and Medway. Recognise the role of the voluntary sector in early intervention. Commit to a strategic funding plan for voluntary sector organisations operating in this space.	Opportunity	Strategic partnerships board (to be established) as the vehicle to discuss strategy		Longer Term	Additional resources would be required	Important

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Agenda Item 7

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 8

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 9

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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