

A G E N D A

OVERVIEW AND SCRUTINY COMMITTEE

Monday 10 April 2017 at 6.30 pm
Committee Room A, Town Hall, Royal Tunbridge Wells, TN1 1RS

Members: Councillor Rankin (Chair), Councillors Hills (Vice-Chairman), Chapelard, Dawlings, Gray, Hannam, Hill, Huggett, Ms Palmer, Simmons, Uddin and Woodward

Quorum 3 Members

- 1 Apologies for Absence**
Apologies for absence as reported at the meeting.
- 2 Declarations of Interest**
To receive any declarations of interest by Members in items on the agenda. For any advice on declarations of interest, please contact the Monitoring Officer.
- 3 Minutes of the previous meeting** (Pages 1 - 12)
Minutes of the Overview and Scrutiny Committee meeting dated 13 February 2017. The Chairman will move that the minutes of the previous meeting be signed as a correct record. The only issue relating to the minutes that can be discussed is their accuracy. **Procedure rules applicable to all meetings Part 4, section 6.**
- 4 Items Called in under Overview and Scrutiny Procedure Rule 13**
If there are any 'Call-in' items, details will have been circulated to Members under separate cover.
- 5 Chairman's Introduction**
- 6 Portfolio Holder Plans and Progress - Communities and Wellbeing** (Pages 13 - 18)
- 7 Civic Complex Development** (Pages 19 - 24)
- 8 Annual Review of the Community Safety Partnership** (Pages 25 - 48)
- 9 Overview and Scrutiny Committee Annual Report** (Pages 49 - 58)

Issued on Friday, 31 March 2017

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- 10 **Taking a Coordinated Approach to Project Planning** (Pages 59 - 66)
- 11 **Civic Amenity Vehicle Service - Update on Review** (Pages 67 - 80)
- 12 **Final Report of the Tackling Excessive Speeds in Rural Areas Task and Finish Group - to follow**
- 13 **Task and Finish Groups - Verbal Update from Scrutiny and Performance Officer**
- 14 **Work Programme** (Pages 81 - 82)
- 15 **Urgent Business**
To consider any other items which the Chairman decides are urgent, for the reasons to be stated, in accordance with Section 100B(4) of the Local Government Act 1972.
- 16 **Date of the next meeting**
The next meeting of the Overview and Scrutiny Committee will take place on Monday 12 June 2017.

William Benson
Chief Executive

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Notes on Procedure

- (1) Members seeking factual information about agenda items are requested to contact the appropriate Service Manager prior to the meeting.
- (2) Please note that this meeting may be recorded or filmed by the Council for administrative purposes. Any other third party may also record or film meetings, unless exempt or confidential information is being considered, but are requested as a courtesy to others to give notice of this to the Committee Administrator before the meeting. The Council is not liable for any third party recordings.
- (3) Members of the public and other stakeholders are required to register with the Council's Scrutiny and Performance officer (nick.peeters@tunbridgewells.gov.uk) if they wish to speak on an agenda item at this meeting. Places are limited to a maximum of four speakers per item. The deadline for registering to speak is 4.00 pm the last working day before the meeting. Each speaker will be given a maximum of 3 minutes to address the Committee.

OVERVIEW AND SCRUTINY COMMITTEE

Monday, 13 February 2017

Present:

Councillors Chapelard, Dawlings, Gray, Hannam, Hill, Huggett, Ms Palmer, Simmons, Uddin and Woodward

Officers in Attendance: David Candlin (Head of Economic Development), Karen Fossett (Head of Planning Services), Terry Hughes (Community Safety Manager) and Gary Stevenson (Head of Environment and Street Scene)

Other Members in Attendance: Councillors Dr Basu, Holden, Lidstone and March

APPOINTMENT OF CHAIR FOR THE MEETING

OSC57/15 Councillor Palmer advised Members that she had received notification from the Vice-Chairman of the Committee, Councillor Hills, who was due to Chair the meeting in Councillor Rankin's absence, that he was a late apology. Councillor Hills had requested that Councillor Palmer stand in as Chair for this meeting.

Councillor Palmer asked the Committee members whether they agreed to her Chairing the meeting.

RESOLVED that Councillor Palmer take the Chair for this meeting only.

APOLOGIES FOR ABSENCE

OSC58/15 Apologies for absence were received from Councillors Hills, Huggett and Rankin.

DECLARATIONS OF INTEREST

OSC59/15 There were no declarations of interest made, within the provisions of the Code of Conduct for Members.

MINUTES OF PREVIOUS MEETINGS

OSC60/15 The minutes of the meeting dated 28 November 2016 were submitted.

RESOLVED – That the minutes of the Committee meeting dated 28 November 2016 be agreed.

ITEMS CALLED IN UNDER OVERVIEW AND SCRUTINY PROCEDURE RULE 13

OSC61/15 There were no items which had been called-in under Overview and Scrutiny Procedure Rule 12.

CHAIRMAN'S INTRODUCTION

OSC62/15 The Chair confirmed the order of the agenda.

INTERIM REPORT OF THE TACKLING EXCESSIVE SPEEDS ON RURAL ROADS TASK AND FINISH GROUP - TO FOLLOW

OSC63/15 The Chairman introduced the report which detailed the work to date of the Tackling Excessive Speeds on Rural Roads Task and Finish Group.

Mike Lagden, a representative from Hawkhurst Speedwatch addressed the Committee and highlighted the following points:

- The Group had observed drivers on many occasions throughout the year and its aim was to improve the environment of the village and have its work taken seriously by decision makers. The Group agreed with the points raised in the report and its conclusions, and with the Task and Finish Group's view that current attitudes towards the strict criteria for the deployment of speed cameras needed to be relaxed.
- The Group felt the current government policy for speed camera deployment, which focussed on killed or seriously injured (KSI's), did not deal with the prevention of accidents before KSI's occurred or the cost to the public purse resulting from KSI's.
- The point of the Group's campaign was to slow drivers down when approaching and when travelling through the village - which could be achieved with the use of speed cameras.
- The Group and Hawkhurst village received a good level of support from the police but it was acknowledged that the resources available were limited. However, it was hoped that the data being collected during observations, would be used to target persistent offenders and educate speeding drivers.
- There was only one suitable site for a mobile camera van in Hawkhurst, which produced limited results. The Group's data, however, presented a different picture, particularly in those areas where the use of a camera van was not practical.
- The Group appreciated the support being shown for it's work in getting a permanent, technology based solution to the problem of speeding drivers in the village.

Councillor Sean Holden also addressed the Committee and highlighted the following points:

There had been a history in Hawkhurst of speeding and as a County Councillor, Councillor Holden received more complaints about speeding across the borough, than any other issue.

Councillor Holden, along with the MP for Maidstone and the Weald, Helen Grant, had set up a campaign group which was looking at the issue of speeding drivers. One of the areas of concern highlighted by the campaign group was the potential for community groups such as Speedwatch to become disheartened, as there were no tangible outcomes from their work and results were not being acted upon.

Councillor Holden felt that part of the solution to the requests of the Speedwatch groups, who were identifying areas where enforcement was needed, was for the police to provide the level of enforcement required.

Although limited by resources, the police had started to meet this need.

Councillor Holden advised that the campaign group had also worked towards bringing mobile camera vans to areas where a genuine need had been identified and before serious accidents occurred.

Sandhurst had received a greater number of visits by a speed camera van than Hawkhurst, which Councillor Holden felt was at odds with the results produced by the work of Hawkhurst Speedwatch.

Councillor Holden referred to advances in the technology for hand-held cameras, which he felt would be of benefit to Speedwatch groups. Overall, Councillor Holden felt the situation had improved, and he felt some impetuous had been gained through the efforts of the Speedwatch groups and the campaign group he was involved with.

Councillor Palmer reminded the Committee that the report was an interim version and would be subject to further work and fact-checking, prior to a final report being presented to the next meeting of the Committee on 10 April.

Members expressed the following views:

Councillor Dawlings wanted to underscore the points made by Mr Lagden and Councillor Holden, in that the issue was not just about the number of KSI's but an assessment of threat and risk levels by the Kent and Medway Speed Camera Partnership and other decision makers.

Councillor Hannam advised that, due to illness and being away, he had not been able to participate in the Task and Finish Group and did not feel he should be referred to as a Member.

RESOLVED to note the interim report.

PORTFOLIO HOLDER PLANS AND PROGRESS - SUSTAINABILITY

OSC64/15 Councillor Ronen Basu, Portfolio Holder for Sustainability, outlined the achievements within his portfolio in 2015-2016 and his ambitions for 2016-17, as detailed in appendix A to the report. Councillor Basu highlighted the following areas of his portfolio:

Phase one of the Public Realms work was complete with £1 million of funding secured from the Local Sustainable Transport Fund for phase two.

50 tonnes of carbon emissions per year were saved as a result of the photo voltaic panels installed at the Tunbridge Wells Sports Centre. The panels also produced energy savings of £42,634 which were placed into the Council's general fund. Putlands and Weald centres were being considered for PV panels also.

Since February 2016 the Collective Switching Scheme has helped Tunbridge Wells residents save £62,000.

85% of the food businesses in the borough achieved a score of 5 - averaged across the year during 2016. From Food Standards Agency returns, 98% of food businesses were reported as broadly compliant in both 2015 and 2016.

In 2015/16, 25,228 tonnes of household waste was collected, including residual, street cleansing, bulky and civic amenity vehicle waste. 20,935 tonnes of recyclables were collected, 2,545 of glass, 5426 tonnes of paper and card from bring sites and green boxes. 1,209 tonnes of tins and plastic were collected from the kerbside.

The civic amenity vehicle service was modified six months previously and in that time 251 tonnes of waste, 64 tonnes of compost and 187 tonnes of landfill was collected. In the comparable period for 2015, 788 tonnes of mixed waste was sent to landfill. The Parish Chairman's Forum would be provided with an update on the six month review of the service in March.

978 cases of fly-tipping were reported, a third of which gave cause for investigation. 15 Police and Criminal Evidence Act investigations were carried out with 2 individuals prosecuted for waste document offences and 1 prosecuted for fly-tipping.

16 vehicles were seized, 3 were destroyed and 13 returned following investigation. 4 fixed penalty notices totalling £1200 were issued for either not having a waste carrier licence or not having waste documents.

112 vehicles were clamped and removed since January 2016, or removed immediately. In the last year 63 vehicles were removed as abandoned, 55 of which were scrapped.

Operation Tax-It replaced Operation Cubit and involved the Street Scene Enforcement team and the DVLA's contractors and was set up in Tunbridge Wells free of charge. The operation removed untaxed and abandoned vehicles and those that may have been used for crime.

Operation Discard was lead by the Council with support from Kent Police. Four operations were carried out in the last year to educate waste carriers in having the correct licencing and waste documentation. The operation resulted in uninsured or unsafe vehicles being seized, as well as drug seizures and arrests. 60 vehicles in total were checked for waste carriers licences, waste transfer documents and scrap metal collectors licences.

1 of the 25 commercial premises challenged over incorrect containment of waste failed to comply and was issued with a fixed penalty notice. The £110 notice was paid with no further breach. 1 of the 25 premises was prosecuted and found guilty of not having waste documentation and was ordered to pay £500 in fines and costs.

858 fixed penalty notices were issued for littering.

Operation Dog Watch involved two operations with seven dog walkers addressed regarding picking up after dog fouling or for the dogs not having tags or collars.

Safeguard training was provided for existing taxi licensees, making sure the drivers being licenced were fit and suitable to do the work. Every driver was written to with the offer of a 'winter vehicle check'. The Council was looking to provide a more efficient service through the partnership with online forms available for taxi drivers – this was being used successfully with 80 percent of

the forms completed online.

Officers supported the Recycling and Household Waste Contract Task and Finish Group in its work - a separate item on the agenda.

In 2016 the London Borough of Bexley joined the Licensing Partnership and the expanded partnership has been operating since November 2016.

Members expressed the following views:

Councillor Palmer asked if the timetable for the review of the civic amenity vehicle was available. Gary Stevenson, Head of Environment and Street Scene, advised that a report on the service over the previous six months would be presented to the Parish Chairman's Forum in March, prior to it being considered by the Overview and Scrutiny Committee in April, along with the responses of the Parish Chairmen's Forum.

Councillor Palmer also asked when the proposals for phase two of the public realm works would be available. Mr Stevenson advised that the concept designs had already been circulated and the Council had listened to initial comments from the Town Forum, who had asked that the designs incorporate the Cultural and Learning Hub and the planning framework for the Town Hall. Mr Stevenson said those points had been picked up on by the designers and architects during a recent meeting. Mr Stevenson added that outline proposals were due to be presented to the Council's Development Advisory Panel in March 2017, prior to a more detailed consultation. Mr Stevenson went on to confirm that the area included in the phase two enhancement was from the traffic lights between the Town Hall and the Cinema Site – up to the junction with Monson Road, where phase one finished. Mr Stevenson further confirmed that there would be no restrictions on vehicle movement, including busses, as part of phase two, and the emphasis was on making the area more pedestrian friendly, whilst maintaining access to bus transport.

Councillor Palmer asked about the results of a study the Council had undertaken to look at rerouting busses around Five Ways. The Head of Economic Development and Property, David Candlin, advised that the study highlighted a number of issues, including objections from all of bus companies. As a result of the findings, it was not considered an appropriate point at which to consider the option further. It was added that, Kent County Council, who as the Highways Authority and responsible for funding for Phase 2 public realm budget, were unlikely to be supportive if the works negatively impacted on sustainable forms of transport.

Councillor Palmer referred to the Car Club scheme and asked if the additional vehicles were of varying seat sizes. Councillor Basu advised that they were of similar size but were low emission, electric vehicles and had been provided by Co Wheels Section 106 contributions and Kent County Council (KCC) – the scheme continued to be well used, with no cost to the Council.

Councillor Chapelard expressed concern at the £1 million budget allocated to phase two of the public realm works, which he considered to be purely decorative, and better allocated to other areas such as glass collection - within the Recycling/Waste Collection service. Councillor Chapelard also asked if the suggestion by the Leader of the Council, that a clerk of works should be appointed to oversee phase two would materialise, and whether this would resolve the issues experienced during phase one. Councillor Basu

advised that the funding for phase two, provided from the Local Sustainable Transport Fund, was identified specifically for the public realm works. Councillor Basu also confirmed that the intention was for a clerk of works to be appointed to oversee phase two. Councillor Chapelard went on to refer to the fines imposed for littering and dog fouling. He was unhappy at the level of the fine for littering - £50.00, as opposed to the fine for dog fouling - £10.00. Councillor Chapelard considered that this was merely an opportunity for the Council to produce revenue. Councillor Chapelard said he received weekly complaints within his own ward of St James regarding dog fouling. Councillor Basu advised that the witnessing of dog fouling was more difficult.

Councillor Dawlings asked for further detail on some of the figures quoted within the Waste Collection Service – namely the 270 tonnes collected by the civic amenity vehicles in 2016/17, including 60 tonnes to compost as compared to 750 tonnes of waste collected in the comparative period in 2015. Councillor Dawlings asked how the reduction had been accounted for. Councillor Basu advised that there could be many factors, with one in particular being the number of incidents in the past of individuals from outside the borough using the facility. Mr Stevenson reiterated this point and said that both commercial and domestic waste had been previously brought in from outside the borough. He added, however, that although there was no clear evidence for the reduction, the public was aware of enforcement action and in particular in incidents where commercial waste was being disposed of. Additionally, Mr Stevenson said other means, such as an increased use of KCC waste sites and the use of personal bins, could attribute to the decrease. Mr Stevenson further added that there had not been an increase in reports of fly-tipping.

Councillor Dawlings went on to ask for clarification on the figure quoted of 978 reported incidents of fly-tipping. Mr Stevenson advised that this figure was for the previous year and data was being collected for the current year for comparison. He added that there had not been a significant increase over the previous seven months. Councillor Basu added that current enforcement practice, including the seizing and destroying of vehicles, would help reduce the levels of fly-tipping. Councillor Dawlings felt that a definitive base-line for comparisons between years should be produced. Mr Stevenson agreed that the issue could be looked into following the meeting.

Councillor Uddin referred to the issue of dog fouling and the 'bag and flag' initiative - a piece of work previously undertaken by the Overview and Scrutiny Committee. Councillor Uddin felt this was a worthwhile programme, but that it required a collaborative effort and if dog fouling was an issue being raised by residents, the Council needed to be seen to be dealing with it. Councillor Uddin's understanding was that the levels set for the littering and dog fouling fines were national rather than local.

Councillor Uddin was pleased to note the good levels of food hygiene amongst businesses in the borough and felt it was a headline worth advertising by the Council. Councillor Uddin was also comforted by the level of taxi licensing work undertaken by the Council in ensuring a high degree of safety for the public.

Councillor Woodward also referred to the issue of dog fouling and noted it was a particular issue in areas of low footfall. He said encouraging public participation in initiatives such as 'bag and flag' was difficult. Councillor

Woodward went on to ask: what the return to the Council from the photo-voltaic panels installed at Tunbridge Wells Sports Centre was; when the 'Clean for the Queen' initiative had taken place and what was achieved; what the expected outcomes of the adoption of the refreshed Kent Environmental Strategy were; and what the intentions of the Food Service Plan were. Councillor Woodward added that his main concern regarding the licensing of taxi drivers was around driver behaviour and the safety of passengers, and he wanted to see more promotion of the police's 101 non-emergency number.

Councillor Basu requested that members and the public advise the Council if there were areas where incidents of dog fouling were particularly high. With regard to taxi licensing, Councillor Basu was aware of concerns around driver behaviour and that it was an issue that needed addressing. Regarding the photo-voltaic panels, Councillor Basu advised that a pay-back of £42, 630 had been achieved.

Mr Stevenson advised that the 'Clean for the Queen' initiative had been well publicised and involved graffiti over-painting and providing support to residents for schemes such as community litter picking. Mr Stevenson advised that this type of support was always available to those communities. Mr Stevenson went on to advise that an action plan from the Kent Environmental Strategy was due to be published and would include areas such as reductions in carbon emissions and water usage, as well as transport and energy usage. Mr Stevenson added that it was a high level strategy applying to both the private and public sector and also picked up on areas such as energy efficient new builds and retro-fitting existing properties to bring them up to standard. With regard to the Food Service Plan, Mr Stevenson advised that this involved looking at the resources available for the following year to support safety in food premises in the borough and how best to make business broadly compliant.

Councillor Hill asked how many dog wardens were available in the borough. Mr Stevenson advised that the Council did not have a dog-warden, however, there were three Street Scene Enforcement Officers who covered a range of issues including dog fouling. Councillor Hills felt the advertising of instances where fines had been imposed for dog fouling would provide a deterrent.

RESOLVED to note the update.

CIVIC COMPLEX DEVELOPMENT - PORTFOLIO HOLDER UPDATE

OSC65/15 The Chair for the meeting, Councillor Palmer, introduced the report which provided an update on the Council's Development Project. Councillor Palmer advised Members that the Leader of the Council, Councillor Jukes, who had authority to proceed to Royal Institute of British architects (RIBA) Stage 3, had agreed that a report seeking endorsement would go to Full Council.

Councillor Basu advised that the consultants to the development had, as part of the sustainability elements of the proposals within RIBA Stage 2, assessed the flood-risk element – which was considered to be low for the sites and with flood-risk measures in place to mitigate surface water run-off in place for the overall development. Councillor Basu added that the Council was seeking to achieve BREEAM (Building Research Establishment Environmental Assessment Method) Very Good standard. The current approach had a good comfort margin to enable the Council to achieve this. Councillor Basu further

added that the Council was currently the costing and payback of further sustainability, including air source heat-pumps and additional photo-voltaic panels as part of the development.

The Head of Economic Development and Property, David Candlin, confirmed that RIBA stage 2 of the development (concept design) had been completed. He said the report and appendices were available in the Members room at the Town Hall. Mr Candlin advised that, the documents were available on the Council's website, albeit redacted to exclude commercially sensitive details. Mr Candlin also confirmed that the documents included a large amount of detail on the sustainability of the development and reiterating Councillor Basu's points, Mr Candlin added that the Council's intention was not to increase the risk of flooding. Mr Candlin went on to highlight appendix I to the report which dealt with the BREEAM standards that Councillor Basu had outlined. Mr Candlin confirmed that the options of air-source heat-pumps and additional were being examined alongside the potential inclusion of rainwater and greywater harvesting as part of the sustainability element. Mr Candlin added that, as Councillor Basu had indicated, final decisions would be based on the business case. Mr Candlin went on to confirm the current timetable for the development which was submission of a report to Full Council on 22 February 2017, outlining the progress of the development and asking Members for their endorsement to progress to Stage 3. Mr Candlin added that some work on resolving key issues within the development had been authorised to progress in the interim.

RESOLVED to note the report.

REPORT OF THE RECYCLING/HOUSEHOLD WASTE CONTRACT TASK AND FINISH GROUP

OSC66/15 The Chairman of the Recycling/Household Waste Contract Task and Finish Group, Councillor Tom Dawlings, introduced the Group's final report which provided detail of the work done, including a number of recommendations for the Committee to consider. Councillor Dawlings advised the Committee that the Group had looked at many facets of the recycling and waste service and the members felt the recommendations that came out of the work were sensible and based on those areas that were within the Council's remit. Councillor Dawlings said that, of particular note, were the recommendations that looked to increase recycling rates and promote the inclusion of kerbside glass collection within the contract. Councillor Dawlings advised that representatives from Biffa, who provided the current service, had given testimony and part of the discussion was the Group's expectation, although possibly at odds with that of a service provider, that should a future contract including partner authorities, it would be subject to economies of scale. Councillor Dawlings also advised that the Group had discussed the Civic Amenity Vehicle service and whilst recognising its current requirement, due to the distances residents would otherwise have to travel, it was felt that a key recommendation was for the provision of a recycling centre in an appropriate location – possibly to the east of the borough, that would negate the need for the Civic Amenity Vehicle service. Councillor Dawlings added that, both Maidstone and Ashford Borough Councils experienced the same issues with their residents having to travel distances to reach a recycling centre. Councillor Dawlings further added that the Group were keen to look at the six month review of the Civic Amenity Vehicle service following its presentation to the Parish Chairman's Forum in March 2017.

Councillor Woodward asked how aligned the current contract was with those of potential partner authorities in a new contract. Councillor Woodward also asked if the overriding intention was that there be no net increase in the cost of a new contract. Councillor Dawlings advised that, the question to be asked was whether there were benefits in a partnership, which he currently believed there was. Councillor Dawlings referred to the example of Ashford, Maidstone and Swale Councils, who had formed a partnership within which they had sought to harmonise elements of the service, with a positive impact on areas such as recycling rates, particularly for Ashford Borough Council. However there were areas of all three boroughs where the collection of recycling was undertaken independently. Regarding the cost of a new contract, Councillor Dawlings felt personally, that there may be an increase in cost, but having received testimony from the head of service for Maidstone's Waste and Environment service regarding the positive impact on their recycling rates, Tunbridge Wells Borough Council shared the same aspirations, and if the Maidstone example was followed, the Council could expect to receive the type of service it needed.

Councillor Woodward went on to ask for clarification on the terms recyclables and recyclates. The Head of Environment and Street Scene, Gary Stevenson advised that both words were different terms for the same item. Mr Stevenson also advised Members that, in terms of cost, there was a cost to the Council as the collecting authority and a cost to Kent County Council (KCC) as the disposal authority, but that the modelling being looked at suggested that an increase in recycling rates and moving material through a less expensive processing route, reduced the cost of disposal. He said that individually, or within a partnership, the Council would hold discussions with KCC regarding the sharing of the disposal benefits. Mr Stevenson added that this principle had already been adopted through inter-authority arrangements in East and Mid-Kent. Mr Stevenson further added that there was the option of a cheaper contract but this would have the negative affect of increasing the KCC's disposal costs. Mr Stevenson went on to confirm that both Dartford and Tonbridge and Malling's current waste contracts were aligned for commissioning in 2019 - allowing for the option of joint procurement with Tunbridge Wells. He added that, ultimately, if the most positive outcome was for the Council to work on its own with KCC, this would be the option considered.

Councillor Simmons asked for clarification on the recyclability of glass if it were included as kerbside collection - as part of a new contract. Mr Stevenson confirmed that, when the existing contract had been negotiated, it was agreed that the glass would be collected via bring-banks, allowing it to be colour sorted 'at source'. Mr Stevenson further advised that, part of the ongoing work towards a new contract involved a bin audit, which confirmed that the bring-banks were well used but approximately 5.3 percent of residual waste was glass. He said there was a trade-off against a large volume of glass collected at kerbside which is then likely to be turned into aggregate and lower volumes of colour separated glass. He went on to say that the current view was that future improvements in technology and the provision of local facilities may enable the collection of glass at the kerbside, which can then be sorted and reused multiple times, more viable.

Councillor Hannam referred to the possibility of charging for garden waste, which he considered to be a significant change for residents, and asked what

the current situation was. Councillor Dawlings advised that the reference was included in the report as it was a chargeable service and one which other Kent authorities were already charging for. Councillor Dawlings considered this to be a difficult element to introduce as part of a new contract and said personally, he was fundamentally opposed to it.

Councillor Chapelard felt the Council should be more ambitious in its recycling targets and that, by 2020, the Council should be well above the suggested rate of 50 percent. He commented that the best performing authority had reached recycling rates of 67 percent. Councillor Chapelard was concerned that that the kerbside recycling of glass would be lost as part of a new contract and he urged Members to promote the issue. Councillor Palmer advised that this element of the contract would be looked at as part of the tendering process.

Councillor Chapelard went on to express concern that, with Dartford Borough Council's low recycling rates, there would be a negative impact on any future partnership arrangement and he did not consider there to be any reason why the Council needed to maintain a geographic connection with potential partner authorities.

RESOLVED to endorse the recommendations from the Task and Finish Group.

LGA CORPORATE PEER CHALLENGE: REPORT AND RECOMMENDATIONS

OSC67/15 The Chair for the meeting, Councillor Palmer, introduced the report which provided detail of a Peer Challenge Review recently undertaken by the Council. Councillor Palmer advised Members that the Communities Cabinet Advisory Board had considered the report earlier in the week, prior to its consideration by the Cabinet on 2 March, and supported the recommendation that the Overview and Scrutiny Committee be asked to consider a draft response to the recommendations in the review. Councillor Palmer added that the recommendation would need to be agreed by the Cabinet before this took place.

Councillor Woodward agreed that a task and finish group could be appointed to consider a response, but he felt the recommendations in the review and the language in the report were not easily interpreted, and that some further clarity was needed. Councillor Woodward also agreed to sit on a task and finish group subject to consideration of the report by the Cabinet.

RESOLVED to note the report.

DEVOLUTION UPDATE REPORT

OSC68/15 The Chair for the meeting, Councillor Palmer, introduced the report which provided an update on the current picture nationally, regionally and locally in terms of the government's Devolution agenda. Councillor Palmer advised that, unfortunately, the relevant officer support was not available and should Members have questions, they would be noted and responded to by email following the meeting.

Councillor Woodward referred to para. 2.17 of the update, which advised that a report released by the County Councils Network stated that, the creation

nationally, of 27 county-wide unitary authorities, would achieve savings of up to £2.4 billion. Councillor Woodward expressed concern that a piecemeal approach locally was not beneficial and that a more strategic direction was needed. Councillor Woodward supported the idea of driving towards a unitary authority for the area.

Councillor Simmons referred to 3.6 of the report which stated that, whilst there was no appetite for local government reorganisation, there had been discussion on the possibility of devolving some responsibilities between county and district level in West Kent, and asked for clarification. The Head of Environment and Street Scene, Gary Stevenson, advised that, while it was correct that there was no appetite for reorganisation, discussions had been held regarding the devolving and sharing of responsibilities for certain services, such as public health, and district councils in West Kent were providing some public health services on behalf of Kent County Council (KCC). Mr Stevenson further advised that there was a willingness to adopt a collaborative approach to this area through KCC's commissioning group and this would be a piece of combined work from the 1 April 2017.

Councillor Simmons considered there to be a fundamental difference between partnership working and devolution and he felt the Council should take a position on this.

RESOLVED to note the report.

NEW TASK AND FINISH GROUPS - TERMS OF REFERENCE

OSC69/15 The Chair for the meeting, Councillor Palmer, advised that the item served as a reminder to Members that, when constituting task and finish groups, it was important that the terms of reference were clearly laid out and agreed.

WORK PROGRAMME (INCLUDING ADDITIONAL ITEMS FOR CONSIDERATION)

OSC70/15 The Chair for the meeting, Councillor Palmer, introduced the item and advised Members that as well as providing an update on the Committee's work programme, there was report appended which highlighted a number of issues raised by the Tunbridge Wells Civic Society and members of the Committee in relation the Council's planning application process.

The Head of Planning, Karen Fossett, advised members one of the issues raised in the report – the call-in process, was being dealt with by the Council's Constitutional Review Working Party. With regard to the other issues raised in the report, Mrs Fossett advised that, should the Committee be minded, these could be included in an audit programme for the year, similar to one being undertaken by Swale Borough Council.

Members expressed the following views:

Councillor Woodward asked if the Overview and Scrutiny Committee would be able to provide a clear remit for the audit and specific areas of focus, as his concern was that the scope of the audit would be to ensure processes were correct, rather than that of a task and finish group, which would be to identify areas of change and improvement. Mrs Fossett advised that the areas looked could be those identified in the report. Councillor Woodward asked for further detail following the meeting.

Councillor Palmer felt that, in the absence of the Chair and Vice-Chair of the Committee, it was a topic that should be revisited at the next meeting.

Councillor Palmer highlighted those topics that were due to be considered at the 10 April meeting.

RESOLVED to note the Committee's work programme.

URGENT BUSINESS

OSC71/15 There was no urgent business for the Committee to consider.

DATE OF THE NEXT MEETING

OSC72/15 It was noted that the next scheduled meeting of the Committee would take place on Monday 10 April 2017.

NOTE: The meeting concluded at 8.20 pm.

Overview and Scrutiny Committee

10 April 2017

Is the final decision on the recommendations in this report to be made at this meeting?	Yes
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Portfolio Holder Plans and Progress – Communities and Wellbeing

Final Decision-Maker	Overview and Scrutiny Committee
Portfolio Holder(s)	Councillor Lynne Weatherly, Communities and Wellbeing Portfolio Holder
Lead Director	Paul Taylor, Director of Change and Communities
Head of Service	Adam Chalmers, Head of Communities and Engagement Gary Stevenson, Head of Environment and Street Scene, Kevin Hetherington (Project Executive) Community Hubs
Lead Officer/Report Author	Nick Peeters, Scrutiny and Performance Officer
Classification	Non-exempt
Wards affected	All

This report makes the following recommendations to the final decision-maker:

1. That the update report of the Portfolio Holder for Communities and Engagement and the 2016/17 Portfolio Holder Statement be noted.

This report relates to the following Five Year Plan Key Objectives:

This report links to all areas of the Five Year Plan

- A Prosperous Borough
- A Green Borough
- A Confident Borough

Committee Members can consider whether the current ambitions of the Portfolio Holder are adequate and appropriate steps are in place to deliver the Five Year Plan.

Timetable

Meeting	Date
Overview and Scrutiny	10 April 2017

Portfolio Holder Plans and Progress – Communities and Wellbeing

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 In 2012-13, it was agreed that the Overview and Scrutiny Committee would meet with each of the Portfolio Holders to talk about progress made towards the Council's corporate priorities.
-

2. INTRODUCTION AND BACKGROUND

- 2.1 The Overview and Scrutiny Committee are keen to understand from the Portfolio Holder his or her ambitions for the year, the aspiration as to how that ambition will be realised and then to ascertain whether it has been achieved. In particular, Portfolio Holders should focus on how our residents and businesses will see a difference as a result of the actions the Council has taken. The meetings are an opportunity for the Portfolio Holder, in their own words, to explain to the Committee and the public how the Council has made a difference
-

3. AVAILABLE OPTIONS

- 3.1 The Portfolio Holder's plans and progress update is for information purposes and the committee will be asked to note the content of the report. However, members may wish to ask questions of the Portfolio Holder and if necessary, ask that additional information be provided to the Committee at a later date.
-

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

The Committee and the Portfolio Holder will work together to identify the best ways of doing things in the future - based on learning from past successes, and how the Overview and Scrutiny Committee can help with achieving the Five Year Plan. The Committee would also like to provide effective scrutiny, including opportunities for public engagement and help ensure that the outcomes provide value for money and improvements to public services.

5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 5.1 The views of the Committee and the responses provided by Portfolio Holder will be detailed in the minutes of the meeting and on the Council's website.

6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Legal including Human Rights Act	There are no legal or Human Rights implications resulting directly from the recommendations in the report	Estelle Culligan, Interim Head of Mid-Kent Legal Partnership
Finance and other resources	There are no financial implications resulting directly from the recommendation in the report	Jane Fineman, Head of Finance and Procurement
Staffing establishment	There is no direct impact on staffing levels as a result of the recommendations in the report.	Nicki Carter, Human Resources Manager
Equalities	There is no apparent equality impact on end users resulting from the recommendation in the report.	Sarah Lavallie, Equalities Officer

7. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

Appendix A: Communities and Wellbeing Portfolio Holder Statement 2016-17

8. BACKGROUND PAPERS

[Tunbridge Wells Borough Council's Five Year Plan](#)

[Tunbridge Wells Borough Council's Revised Five Year Plan – Draft for Consultation](#) – considered by the Communities Cabinet Advisory Board (22 March 2017) ahead of public consultation in April/May

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COMMUNITIES AND WELLBEING PORTFOLIO STATEMENT 2016-17 - Councillor Lynne Weatherly

1. Portfolio Holder Responsibilities

My portfolio covers communities and wellbeing. I am responsible for the Council's priorities in relation to housing, health, community safety and rural communities. A key area of my portfolio is partnership working across a number of services.

2. Functions and services

As Portfolio Holder for Communities & Wellbeing, I am responsible for all services covering a 2015/16 revenue budget of £950,510 that relates to:

- Housing
- Health
- Community development
- Community safety
- Rural communities

I am also the Lead Cabinet Member on a range of partnerships, namely:

- West Kent Clinical Commissioning Group Health and Wellbeing Board
- Sherwood Forum
- Community Safety Partnership
- TWBC Armed Forces Champion (Chair of Civilian Military Partnership Board)
- Rough Sleeper Meetings

3. Our achievements in 2015/16

- Homelessness and the number of families in B&B accommodation were managed.
- The Housing Register was managed effectively, ensuring equality of access across the borough
- The Housing Team continued working to prevent and remove Category 1 hazards and improve housing stock.
- The Council worked with parish and town councils and community groups to continue the development of the Southborough and Cranbrook Hubs, and to look at the potential for improvements in infrastructure in Paddock Wood.
- The Council continued enabling parish and town councils, and community groups to retain existing services and to take on new ones.
- We worked with our partners (including GPs, voluntary and community sector, planning and KCC public health) to agree a budget and deliver a programme of public health improvement initiatives.
- An action plan to reduce the health inequalities for residents of the borough was implemented. This will be delivered, developed and monitored through the health action team.
- Use of the newly installed outdoor gym in Colebrook Recreation Ground was promoted throughout the community.
- The Council delivered its annual Community Safety Partnership Plan.
- The Sherwood Partnership and borough-wide Troubled Families Programmes were delivered.
- The Health Action Team engaged with local businesses in accreditation to workplace health.

4. Key Plans and Strategies - Specific plans for which I have responsibility:

- Community safety partnership plan
- Housing allocation policy
- Housing strategy
- Housing renewal assistance
- Homelessness strategy
- Empty property strategy
- Health inequalities action plan

5. Our Priorities for 2016/17

- To continue working with town and parish councils and community groups in the development of community hubs.
- To produce the West Kent Joint Housing and Homelessness Strategy 2016 – 2021 for consultation.
- To purchase Dowding House, an ex Sheltered housing scheme, so it can be used to provide a cheaper and more suitable alternative to B&B for homeless families
- To assist five Syrian Refugee families to settle in the Borough
- To work with partners to provide arrangements for integrated health care across the borough
- To make best use of the Better Care Fund to help reduce delayed hospital discharge of elderly or vulnerable people
- To present the Community Safety Partnership Plan for approval
- To review the Council's CCTV service and consider options for the future.
- Continue to work closely with our partners and the Health Action Team on health improvement and reducing health inequalities
- Expand the engagement of local businesses in the workplace health awards

6. Contact:

Councillor Lynne Weatherly
 Tunbridge Wells Borough Council,
 Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS
 Phone: 07710 921842
 Email: lynne.weatherly@tunbridgewells.gov.uk

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Overview and Scrutiny Committee

10 April 2017

Is the final decision on the recommendations in this report to be made at this meeting?

Yes

Civic Complex Development

Final Decision-Maker	Overview and Scrutiny Committee
Portfolio Holder(s)	David Jukes, Leader of the Council and Councillor Weatherly, Communities and Wellbeing Portfolio Holder
Lead Director	Lee Colyer, Director of Finance and Corporate Services
Head of Service	David Candlin, Head of Economic Development and Property
Lead Officer/Report Author	David Candlin, Head of Economic Development and Property
Classification	Non-exempt
Wards affected	All

This report makes the following recommendations to the final decision-maker:

That members of the Overview and Scrutiny Committee note the update on the areas of the Civic Complex Development that relate to the Portfolio Holder for Communities and Wellbeing.

- A Prosperous Borough
- A Green Borough
- A Confident Borough

The proposals within the Civic Complex Development support delivery of the Council's Five Year Plan through redevelopment of the theatre, the provision of new office space and a new car park, and improvements to the entrance setting to Calverley Grounds, whilst protecting the historic integrity of the listed civic suite of buildings.

Timetable

<i>Meeting</i>	<i>Date</i>
Overview and Scrutiny Committee	10 April 2017

Civic Complex Development

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 Tunbridge Wells Borough Council is progressing with its proposals for a Civic Complex Development, including provision of a new theatre, new council offices and parking facilities to support the new developments.
 - 1.2 The Overview and Scrutiny Committee has requested that the development be included as a regular item on its agenda and that when 'gateways' or other significant stages in the development are reached, the Committee's members are given the opportunity to look at the issues and receive any relevant reports.
 - 1.3 The Overview and Scrutiny Committee has also requested that each of the Council's Portfolio Holders update Members throughout the year on key issues within the development that are included in their areas.
-

2. INTRODUCTION AND BACKGROUND

- 2.1 Cabinet on 3 December 2015 and Full Council on 9 December 2015 respectively, resolved for:
 - the provision of a new theatre with a larger auditorium to accommodate a wider range of productions and therefore a greater offer to the visitor
 - Provision of an office for the Council (including the civic function) and for a tenant on Mount Pleasant Avenue Car Park.
 - Provision of a parking facility to support the new developments.
 - A Masterplan Framework document to place the proposed developments in the context of the planning policies and place shaping ambition for the Town Centre.
- 2.2 The investigative works are in accordance with the Royal Institute of British Architects (RIBA) defined stages. The end of each Stage provides a 'gate' or decision point regarding continuation of the project and the commitment of additional resources towards the feasibility. It is at the end of Stage 3 that the Council will need to consider the capital requirements and decide to deliver the project. The initial feasibility elements up to the end of Stage 3 are at financial risk until a decision on delivery is taken.
- 2.3 At the end of Stage 1, Full Council on the 20 July 2016 resolved to progress into Stage 2. In addition that the Great Hall Car Park is the preferred site for the new theatre and that Calverley Grounds is the preferred site for an underground car park. Full Council also requested that the S151 Officer in consultation with the Portfolio Holder for Finance and Governance bring back a report to a future meeting with options to address the revenue implications for funding the capital cost of the project, when or before the capital request is being considered.
- 2.4 The Stage 2 Report was received in December 2016 and included concept design for the elements of the project together with updated cost analysis and

financial appraisals. This was presented to the Development Advisory Panel on 20 December 2016 and to an all Member Briefing on 16 January 2017. In addition the full Stage 2 document has been provided to Member's in the Members Room.

- 2.5 In keeping to key timelines the Full Council in July 2016 delegated a decision on progression into RIBA Stage 3 (Developed Design) of the project and completion of the development framework (masterplan) process to the Leader, The Portfolio Holder for Finance and Governance, the Head of Planning and Development and the S151 Officer. While this decision was taken to incur the necessary spend to ensure the project progressed, the Leader requested that given the financial commitment involved in moving stage 3 forwards, that Full Council considered and made the decision. Full Council on 22 February agreed to the consultancy fees being spent at risk and that they will be abortive costs if the buildings are not developed. In addition Full Council agreed that the Council moves into RIBA Stage 3 (developed design) for the project to progress:
- Office
 - Theatre
 - Underground Car Park
 - Development Framework
 - Procurement of a development partner
- 2.6 The report to Full Council in February outlined the RIBA Stages undertaken and the costs and expenditure incurred to date. It is set out the anticipated cost of Stage 3 of just under £2m for the GVA led consultancy work on the Development Framework, Theatre, Office, Underground car park, public realm works and the partner procurement.
- 2.7 Details of the 22 February Full Council meeting can be found through the following link –
<http://democracy.tunbridgewells.gov.uk/meetings/documents/g3637/Public%20reports%20pack%2022nd-Feb-2017%2018.30%20Full%20Council.pdf?T=10>
- 2.8 Engagement with Councillors has also taken place throughout the process. A range of Councillor briefings and Development Advisory Panel meetings have taken place. The consultancy documents from the initial feasibility work, through Stage 1 and then Revised Stage 1 are also available in the Members Room together with the various Cabinet and Full Council reports and minutes. The background documentation available, on a commercially confidential basis is:

Committee Report: Assembly Hall Theatre Update Cabinet 30 October 2014

AHT Mandate Feasibility

Civic Complex Final Report September 2015

Committee Reports: Mount Pleasant Avenue – Office Accommodation
Cabinet 29 October 2015

Assembly Hall Theatre Mandate – Next Steps Cabinet 3 December 2015

Full Council 9 December 2015

Stage 1

Stage 1 Summary Report May 2016
Civic Campus Framework Baseline Study Report
Council Office Stage 1 Report
Theatre Stage 1 Report
Car Park Stage 1 Report

Committee Reports: Civic Complex - Review of Stage 1 & Next Steps
Cabinet 22 June 2016
Full Council 20 July 2016

Stage 1 revised Scheme

Stage 1 Report – Revised Scheme October 2016

- 2.9 In addition a full copy of the Tunbridge Wells Civic Centre Stage 2 (December 2016) reports as submitted by our consultants Bilfinger GVA are available in the Members Room. The report has an extensive set of approximately 20 appendices and is spread across six documents. The appendices cover everything from Architecture to the Cost report and Heritage and Landscaping reports. Additional copies are held by a number of senior officers and an opportunity to discuss on a one to one basis any issues was made available to all Councillors.
- 2.10 The Council has additionally sought to make information available at each stage of the process on our website. This includes a section on FAQs as well as redacted copies of the Stage 1 and Stage 2 documents.
<http://www.tunbridgewells.gov.uk/business/enterprise-and-regeneration/regeneration/civic-complex-development>
- 2.11 Throughout the process the Council has sought to engage with key Stakeholders and a range of meetings have been held with users of the current Theatre, local businesses, residents and interest groups. In progressing to Stage 3 the development framework will be subject to a six week period of consultation. It is expected that this will commence on the 20 April 2017. In addition around the design aspects of the Theatre and new Civic building there will be specific Stakeholder engagement. A clearer timetable of events is being proposed and will be published shortly.
- 2.12 Overview and Scrutiny Committee recognises the significant impact the Civic Complex Development proposals will have on Tunbridge Wells town centre and on the borough as a whole. Overview and Scrutiny Committee members feel they have a part to play in ensuring the views and concerns of the borough's residents are given an appropriate forum. The Committee is also keen to fulfil its role in providing a critical challenge to key decisions the Council's executive will be making as the development progresses.

3 AVAILABLE OPTIONS

- 3.7 The updates on the Civic Complex Development are for Members to note.

4 NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 4.7 The views of the Committee will be reflected in the minutes of the meeting which will be published on the Council's website.

5 CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Legal including Human Rights Act	There are no legal implications resulting directly from the recommendations in the report	Estelle Culligan, Interim Head of Mid-Kent Legal Partnership
Finance and other resources	There are no financial implications resulting from the recommendation in the report	Jane Fineman, Head of Finance and Procurement
Staffing establishment	There is no impact on staffing levels as a result of the recommendations in the report.	Nicki Carter, Human Resources Manager
Equalities	There is no apparent equality impact on end users resulting from the recommendation in the report.	Sarah Lavallie, Equalities Officer

6 REPORT APPENDICES

There are none.

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Overview and Scrutiny Committee	10 April 2017
Is the final decision on the recommendations in this report to be made at this meeting?	Yes

Annual Review of the Community Safety Partnership

Final Decision-Maker	Overview and Scrutiny
Portfolio Holder(s)	Councillor Lynne Weatherly, Portfolio Holder for Communities and Wellbeing
Lead Director	Paul Taylor, Director of Change and Communities
Head of Service	Adam Chalmers, Head of Partnerships and Engagement
Lead Officer/Report Author	Terry Hughes, Community Safety Manager
Classification	Non-exempt
Wards affected	All Wards

This report makes the following recommendations to the final decision-maker:

1. That the Overview and Scrutiny Committee notes the content of the Community Safety Partnership Plan and fully endorses the work of the Community Safety Partnership; and
2. That the Overview and Scrutiny Committee highlights any areas of the Partnership’s work that it would like to look at further.

This report relates to the following Five Year Plan Key Objectives:

- A Confident Borough

A review of crime and disorder in the borough and in particular the Community Safety Partnership Plan, ensures that effective scrutiny of the work undertaken by the responsible authorities within the Partnership takes place, and that community safety priorities are delivered.

Timetable	
Meeting	Date
Community Safety Partnership	9 February 2017
Management Board	1 March 2017
Communities CAB	22 March 2017
Overview & Scrutiny	10 April 2017
Cabinet	13 April 2017
Full Council	26 April 2017

Annual review of the Community Safety Partnership

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Crime and Disorder (Overview and Scrutiny) Regulations 2009 require that the Overview and Scrutiny Committee shall meet to review or scrutinise decisions made, or other actions taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the Committee considers appropriate.
- 1.2 One of the functions of Council as the responsible authority is the production of an annual Community Safety Partnership Plan. Each year, prior to its presentation to Full Council, members of the Overview and Scrutiny Committee are presented with the Plan and given an opportunity to discuss its content, the work of the Partnership over the previous year and more broadly, to highlight any areas of crime and disorder in the borough which they feel should be looked at in more detail.

2. INTRODUCTION AND BACKGROUND

- 2.1 Tunbridge Wells Borough Council's Community Safety Partnership was set up in 2010 and is a multi-agency organisation that works to create strategies and practical solutions towards the reduction of crime and disorder in the borough. The Partnership comprises the following organisations:

- West Kent Police
- Kent Fire and Rescue Service
- NHS West Kent
- Tunbridge Wells Borough Council
- Kent Drug and Alcohol Action Team
- HM Court Services
- Kent County Council
- Police and Crime Commissioner
- Kent Probation
- Town and Country Housing Group
- Neighbourhood Watch

2.2 The responsible authorities within the Partnership are required by the Crime and Disorder Act 1998 to formulate and implement a strategy for the reduction of crime and disorder in the area. The strategy takes the form of the partnership plan. The annual review provides details of the Community Safety Partnership's priorities in 2017-18, as follows:

1. Domestic abuse
2. Road safety
3. Alcohol and substance misuse
4. Vulnerable victims

2.3 The Overview and Scrutiny Committee may additionally be interested in the following areas of community safety in the borough:

- Kent Police's ongoing work in dealing with gang crime and associated criminality.
- The partner organisations within the Community Safety Partnership, their independent and collective responsibilities, and the primary drivers that direct the Partnership's policies.
- Counter terrorism and current threat levels.
- Road Safety and the three E's (engineering, education and enforcement).
- The government's Devolution agenda and its potential impact on the role local authorities play in the structure of community safety.

3. AVAILABLE OPTIONS

3.1 The Committee could choose not to consider the report or endorse the recommendations. This would not be the preferred option for the reasons stated at 4.1 below.

3.2 The Committee could choose to consider the report and endorse the recommendations. Consideration of the Plan also provides an opportunity for Members to look at the work of the Community Safety Unit and its role within the Partnership.

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

4.1 Option 3.2 is preferred. The Committee has a statutory requirement under the 2006 Police and Justice Act to act as the relevant Crime and Disorder Committee for the borough and consideration of the Community Safety Plan falls within the Committee's remit. This is also referred to in [part 3 of the Council's constitution 8.4.2.10](#)

4.2 Members are asked to comment on the work of the Community Safety Partnership and decide whether they wish to look further at any of the issues raised within the Plan or as a result of discussion at the meeting.

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

5.1 The Community Safety Partnership plan was considered by the Communities Cabinet Advisory Board on 22 March, prior to its presentation to Cabinet on 13 April and Full Council on 26 April. The Cabinet Advisory Board fully supported the Plan and the recommendations for the four priorities listed in 2.2 above.

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

6.1 The views and comments of Overview and Scrutiny Committee will be taken into account prior to the Plan's presentation to Full Council for adoption on 26 April 2017.

7. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Legal including Human Rights Act	The Crime and Disorder (Overview and Scrutiny) Regulations 2009 require that the Overview and Scrutiny Committee shall meet to review or scrutinise decisions made, or other actions taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the Committee considers appropriate.	Estelle Culligan, Interim Head of Mid-Kent Legal Partnership
Finance and other resources	There are no financial implications resulting from the recommendations in the report.	Jane Fineman, Head of Finance and Procurement
Staffing establishment	There are no staffing implications resulting from the recommendations in the report	Nicki Carter, Human Resources Manager
Community safety	The Overview and Scrutiny Committee is the responsible committee for the scrutiny of crime and disorder in the borough.	Terry Hughes, Community Safety Manager
Equalities	Decision-makers are reminded of the requirement under the Public Sector Equality Duty (s149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people from different groups, and (iii) foster	Sarah Lavallie, West Kent Equalities Officer

	<p>good relations between people from different groups. The decisions recommended through this paper could directly impact on end users. The priorities identified have due regard to the need to:</p> <p>Eliminate unlawful discrimination, harassment or victimisation for women and men who experience domestic abuse.</p> <p>Advance equality of opportunity (remove disadvantage) by focusing on reducing child road casualties as data shows children are disproportionately affected compared with other age groups.</p> <p>The strategic assessment has not identified any specific needs or disadvantage relating to the protected characteristics of ethnicity, disability, religion/belief, sexual orientation, pregnancy or maternity, marital or civil partnership status or gender reassignment. The strategic assessment has identified cross-cutting issues, in line with central government priorities, which will address issues that may affect people with protected characteristics, such as the safeguarding of children and young people and supporting <i>vulnerable victims</i>.</p>	
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8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix A: Community Safety Partnership Plan 2017-18

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Partnership Plan

2017 – 2018

For further information please contact:

✉ Terry Hughes, Community Safety Manager, Community Safety Unit, Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS ☎ 01892 554224 📧 terry.hughes@tunbridgewells.gov.uk

If you have difficulty reading this document and would like the information in another format please call 01892 554224 or email:

terry.hughes@tunbridgewells.gov.uk

Contents

Introduction.....	Page 1
Review of 2016/17.....	Page 1
Priority setting for 2017/18.....	Page 9
Action plans for 2017/18.....	Page 11

Introduction

Each year, the Tunbridge Wells Community Safety Partnership (CSP) produces a Partnership Plan which sets out how partners will work to address crime and anti-social behaviour over the coming year. The plan is informed by a yearly Strategic Assessment which looks at current data and trends to identify priorities for the borough in helping to reduce and tackle crime and disorder.

Review of 2016/17

During the reporting period (October 2015 – September 2016) crime in Tunbridge Wells increased from 5040 to 5285 recorded offences. This is a rise of 4.7% on the previous year – the smallest increase of all twelve districts in Kent and still the lowest overall level of crime in Kent.

The 2016/17 priorities listed below were strengthened by objectives and priorities set by the Police and Crime Commissioner.

During the year, the CSP undertook a variety of projects and initiatives linked to the priorities of:

1. Domestic abuse
2. Road safety
3. Violent crime
4. Alcohol and substance misuse

The following pages outline key statistics for the year and the work done by the community safety team and CSP/CSU (Community Safety Unit) partners.

It must be noted that inherent challenges exist in the way crime is reported and ultimately recorded. This is particularly true for complex crimes such as sexual offences, domestic abuse and hate crime. An Office of National Statistics report published in 2016 cautions the use of statistics for a variety of reasons. When recording hate crime, for instance, it is possible for an offence to have more than one motivating factor, affecting the way it is categorised. Another factor cited in the report is improved compliance with the National Crime Recording Standard which may result in short-term movements in data as incidents are more appropriately recorded or re-categorised to provide a more realistic representation of an incident. This not only affects monthly data but makes short term trends less reliable.

Domestic abuse

Identified as a priority for 2016/17. The following activities were undertaken:

- DAVSS received 195 referrals in Q1 - Q3 of which 71 were graded high risk and 124 standard or medium risk.
- 74 new cases and 19 repeat cases were referred to a Multi-agency Risk Assessment Conference (MARAC).
- During Q1 five Tunbridge Wells' residents undertook 29 Freedom Program sessions (which examines the influence of attitudes and beliefs on the actions of abusive men and the responses of victims and survivors) between them at Edenbridge and two residents undertook 13 sessions between them at Sevenoaks. In Q2 five residents participated in the DAVSS Freedom Programme in Tonbridge. A further program was scheduled for Q4.
- Seven men were supported, or partially supported, through the CDAP (Community Domestic Abuse Programme – for male perpetrators of domestic abuse) during the first three quarters of the financial year.
- 39 victims of sexual abuse were supported by the Independent Sexual Violence Advisor.
- Two victims of domestic abuse were supported through the Sanctuary scheme which secures properties to allow victims to remain in their own home.
- One-Stop-Shop (OSS) funds were allocated to West Kent Refuge (as lead agency) but the OSS is a multi-agency endeavour that requires substantial long-term partner commitment. There is no OSS in Tunbridge Wells at present but our residents do travel to the OSS in Tonbridge. The Domestic Abuse Forum has picked this up as an area of focus and a report on the efficacy of an OSS in Tunbridge Wells will be tabled at a future CSP meeting.

Analysis: During the 12 months from October 2015 to September 2016, there were 1,403 recorded incidents of domestic abuse reported to Kent Police within the borough. This is an increase of 6% over the twelve-month period against a 17% rise during the previous twelve months. There were 589 recorded repeat victims of domestic abuse during the same period. All districts in Kent experienced an increase in recorded domestic abuse offences over the period.

Figures for the period October 2015 to September 2016 show repeat domestic abuse offences account for 42% of all reported domestic abuse crimes in Tunbridge Wells.

Adjusted data made available for the period April to November 2015 enables a comparison with the same period in 2016. For these two 8-month periods the repeat rate was 37% in 2015 and 41% in 2016. The Kent district average for both periods is 38%.

Recommendation:

As previously stated one must be cautious when studying crime statistics and trends. Victims of domestic abuse, in particular, are strongly encouraged to report incidents and improvements are consistently being made to the way such calls are handled.

However, due to a higher than average increase and a seemingly high repeat victimisation rate we recommend making domestic abuse a priority for 2017/18.

We will aim, through the Domestic Abuse Forum, to reduce the repeat victimisation rate.

Domestic abuse case study

Kathy was initially referred to DAVSS by the police as a high risk case following a serious physical and sexual assault when she reported that her partner had thrown her against a wall and tried to strangle her. He then tried to throw her out of the window but was unsuccessful because there was a safety catch on the window. She managed to escape and fled to a friend in Maidstone. However, she would not support any police action because she feared that this would make him even more abusive. Subsequently she discovered that she was pregnant and the midwife referred her to Social Services who advised her to contact DAVSS as she had returned to her housing association flat in the West Kent area.

Following her call to the DAVSS Helpline, her allocated DAVSS Advisor contacted her immediately to agree a safety plan and an early meeting. She said that her ex-partner was not living in the flat but visited regularly and would try to force the door if she did not let him in as he had broken in on one occasion already. She feared he would do this again before the police had time to arrive. Immediate contact was made with the housing association – who recognised the urgency of the situation – and immediately arranged for a safety chain to be put on her door and a fireproof letterbox to be installed as arson had been threatened.

Kathy was open about her distrust of all officials due to some negative previous experiences when she was in a former abusive relationship. However, she agreed to meet the DAVSS Advisor when it was explained that it would be a trained volunteer and therefore not 'an official'. Even so, she said that she did not believe anyone could help her.

Kathy arrived at the meeting with her bags packed saying she could not return to her flat as it was too dangerous. This was a challenging situation and it was agreed that she would go to her mother's although this could not be for more than a few days as the flat was already overcrowded. Kathy agreed to go to a refuge place whilst she tried to get more permanent accommodation before the baby was born.

Kathy revealed that she had been a self-harmer from time-to-time because of the abuse she had experienced; she said that she had also taken drugs and had attempted suicide very recently. However she was now determined to stop all drug-taking for the sake of her unborn child and, with support, enrolled onto a drug relapse prevention programme.

The DAVSS Advisor immediately contacted two refuges both of whom had spaces but her application was turned down for two different reasons, one was too near to the area where the alleged perpetrator was living, and the other for reasons of social mix within the refuge as Kathy had disclosed that she had a mental health diagnosis.

The social worker was contacted the same day and was very helpful in re-arranging meeting dates to suit Kathy, including an early session with the mental health team. She also following up with the Refuges, and providing support to link up with other agencies in the area Kathy was fleeing to.

The DAVSS Advisor contacted the housing association about the planned move and they were very sympathetic to Kathy's dilemma, agreeing to waive the one months' notice period and to assist when she moved out.

Kathy's case was considered by the West Kent MARAC before being transferred to the MARAC process in her new area. She was also referred to the local domestic abuse service for further support as the perpetrator was still trying to contact her.

Kathy is now safe in her new accommodation and is in touch with all the agencies in her new area who can provide her with the support she needs.

Successful outcomes

- Kathy's mother agreed to Kathy coming to live with her temporarily although this meant temporary overcrowding of her flat; and then extended her welcome until a private rental could be obtained.
- There was excellent co-operation with social care service and the housing association – a real demonstration of what can be achieved in a short space of time where good partnership relationships are established.
- Kathy obtained a new safe home and was supported to do this by the local authority in the area to which she had fled.
- Kathy joined a drug relapse prevention programme and is now free from drugs.
- The social worker ensured that she was registered with a new GP and a midwife, and put her in touch with the local mental health service.
- A MARAC to MARAC referral was made and DAVSS referred her on to the local domestic abuse service in her new area.
- Kathy now feels safe and confident in her new home.

Unexpected benefits

- Kathy referred herself to a drug relapse prevention programme and is now free of drugs.
- Kathy said that she had felt so supported that she had not reverted to self-harming and was no longer suicidal. She said that she felt much safer, happier and in control of her life again.
- Kathy said that her health had also improved as she no longer had stomach pains and was no longer physically shaking from anxiety.
- Kathy recognised that 'the officials' had been very helpful and wanted them to be thanked.

A final word from Kathy:

"You were very efficient and friendly. When I heard it was a volunteer service I thought it wouldn't be very professional but I was wrong. You have done everything for me."

Name and some details altered to preserve anonymity – client gave permission to publish.

Road safety

Identified as a priority for 2016/17. The following activity was undertaken:

- Tunbridge Wells' first 20 mph area, in the ward of St John's, will go 'live' in February 2017. The Community Safety team have contributed to promoting the scheme in a variety of ways, including a primary school competition to design a poster. The winning entry, chosen by the mayor, features in the next edition of Local magazine and will feature in other publicity material throughout the year.
- Kent Fire and Rescue Service (KFRS) promoted pedestrian safety during road safety week/month in June.
- Speed Watch events were held in 17 wards, parishes and towns during the first three quarters of 2016/17. 1751 speeding drivers received an advisory letter from Kent Police. Of these 1275 advisory letters were sent to drivers from Speed Watch operations in Hawkhurst alone. Operations in Five Oak Green and Tudeley generated 141 letters. It should be noted that Hawkhurst run many more operations than other areas.
- Kent Police commit to attend a Speed Watch operation at least once every month and work closely with Speed Watch schemes supporting them all year round.
- KCC Wardens: Promotion of Rochester Road Safety Experience (RSE). Team members' training at RSE venue (Biker Down / Emergency First Aid). Delivery of road safety presentations to local schools / youth groups in Hawkhurst and Cranbrook (inc. those with Special Educational Needs). Road safety presentation to the Adult Social Care group in Cranbrook. Supported school crossing patrols to discourage discourteous and aggressive driver behaviour. Engaged with parents at school gates, promoting the 'be bright, be seen' when walking in poor visibility conditions. Distributed road-safety themed literature and resources, including hi-visibility reflective strips for young cyclists. Speaking to owners of vehicle(s) who have parked thoughtlessly or dangerously.
- As well as the 'business as usual' events, KCC Wardens assisted in managing the public during a spontaneous vehicle fire in Hawkhurst and used police accredited powers to directing traffic following a HGV/motor vehicle collision near Paddock Wood.
- KCC Wardens involved themselves in the annual Safety in Action event at Salomans Estate, organised by Salus. Over 400 children from 18 schools attended the event. The children were asked which scenario they enjoyed the most: Driver Safety was most popular.
- Engaged with Economic Development and external partners to ensure '20 is Plenty' is appropriately supported by the CSU.
- KFRS Licence to Kill programme attracted 141 young people in Q1-Q3.
- KFRS provided funding to the CSU to support the schools education programme (Road Safety Show) which ran during November's national Road Safety Week (RSW is co-ordinated by Brake the road safety charity). The 'Captain Safety' show was presented to approximately 800 primary school pupils at the Assembly Hall Theatre and Goudhurst primary school.
- In respect of the new Road Safety Centre, all Tunbridge Wells schools have been encouraged by KFRS and the CSU to make use of this valuable resource. To date four schools (82 children) have attended from Tunbridge Wells.

Analysis

Data from 2015 (the latest available) has seen a 12% reduction in all casualties (482 to 423). This is 59 fewer casualties this period, following an increase of 41 during the previous period. This compares well with a Kent-wide reduction of 7%. The total number of KSI (Killed or Seriously Injured) casualties fell to 54 and there were further reductions in slightly injured casualties. There was a welcome reduction in child casualties with KSI's down from seven to three and slight injuries down from 44 to 23.

Casualty reductions in this reporting period bring us back below the KCC 2004-2008 baseline and within KCC's long-term target. The reductions in child KSI and slight injuries to three and 23 respectively, also bring us within the 2004-2008 average of three and 35, respectively.

There is further scope to support and expand Community Speed Watch - two Speed Indication Devices (SIDs) were purchased by CSU in 2016 for use by local groups.

We continue to rely on (and direct, to some degree) our KCC Wardens to provide positive messages in villages and around schools.

Through KCC Wardens, police, Borough Council's Community Safety team, 20's Plenty group, KFRS and Salus (Safety in Action) we continue to engage and educate the public on the subject of road safety.

Recommendation

The borough council has a role to play in contributing to the *education* strand of the three E's (education, engineering and enforcement). We are able to engage with hundreds of young people through Safety in Action weeks and other road safety education programmes aimed at young people. We also are able to influence work undertaken by KCC Wardens to address parking issues around schools and local shopping areas.

Road safety remains a priority for many communities and we recommend road safety continues to be a priority for 2017/18

Violent crime

Identified as a priority for 2016/17. The following activity was undertaken:

- During Q1-Q3 street pastors engaged with over 1800 people during weekend evenings (Thurs-Sat) and into the early hours of the morning. As well as providing advice and, in some cases, comfort to late night revellers, street pastors helped people keep safe by calling for an ambulance on eight occasions and the police 16 times. They enlisted the help of CCTV Operators on 18 occasions using the two 2-way radios provided free of charge by the Safe Town Partnership.
- Eleven Safe Town Partnership exclusions for violence in force during Q1-Q3. All were male, from Tunbridge Wells or Tonbridge with an average age of 27. Six of the assaults that led to a ban were on members of the public. The remainder were on door staff or police.
- Pubwatch members used CCTV over 100 times to assist with monitoring incidents and the operators further monitored over 100 other violent offences.
- During quarters one to three CCTV monitored a total of 126 incidents graded as *violent*. These incidents range from assaults and domestic violence to public order and racial incidents. Violent incidents are routed to the police in real time for immediate attention. CCTV operators bring such incidents to daily briefings for further attention or for feedback from agencies to operators.
- Eight visits to licensed premises have been carried out and training sessions related to licensing responsibilities have been delivered.
- Kent Police's Community Liaison Officer (CLO) is based in the CSU and reviews all hate crimes within the borough putting into place suitable interventions, signposting and making referrals where appropriate. In the first three quarters of 2016/17 the CLO assisted with or managed 102 cases where hate was either a primary or secondary element.

Analysis

Violent crime includes violence against the person, robbery, and sexual offences. During the period October 2015 to September 2016, there were 1,696 recorded offences – an increase of 195 offences (13%) over the previous year.

Despite the rise, at 14.6 recorded violent crimes per 1,000 residents, Tunbridge Wells has the second lowest rate of violent crime in the county (after Sevenoaks).

Park, Culverden, Sherwood and Southborough & High Brooms are the four wards with the most violence against the person (VAP) offences in Tunbridge Wells between April and November 2016.

Arrests for drunkenness across the borough halved from 119 to 56 during the reporting period; within the 'town centre' wards arrests reduced from 103 to 44. Multiple arrests may stem from a single recorded incident. Pleasingly, there was also a big reduction in town centre incidents from 55 to 25.

Arrests for drunkenness fell from 119 in 2015 to 56 in 2016. 44 of these arrests sprung from 25 incidents in and around Tunbridge Wells town centre. This is an improvement on 2015 when there were 55 such incidents in around the town centre resulting in 103 arrests.

Robbery

The number of robberies halved during this period, which is encouraging. Robbery of personal property dropped from 43 to 19. Robbery of business property, such as a bank or travel agency, reduced from ten to six.

Tunbridge Wells has the second lowest rate of robberies in the county.

Hate crime

In July 2016 a motion was submitted to Full Council regarding hate crime. The motion stated that we - Tunbridge Wells Borough Council – “condemn racism, xenophobia and hate crimes unequivocally, and offered the reassurance that the council would work to ensure local bodies and programmes have support and resources needed to fight and prevent racism.”

Police data for the four weeks prior to and following the EU referendum showed an increase in hate crime across Kent (109 reports during the period before the vote, 172 following the vote). Tunbridge Wells showed an increase in race-based hate crime from four to nine during this period. Religious-based hate crime remained steady at two offences prior to and following the 23 June vote.

During the months following the referendum police colleagues, including the CSU’s Community Liaison Officer, visited several community faith leaders and engaged with the public in Tunbridge Wells town centre to show support for those affected by hate crime and to provide reassurance that such behaviour will not be tolerated.

Sexual Offences

Sexual offences rose 32% from 125 to 165 over the period, including a 36% rise in incidents graded serious. September 2016 saw a spike in recorded sexual offences of 26 – much higher than the preceding three months (13, 16 and 15). The average for the 12 months prior to September is 11.5 offences. Ward data for April to November 2016 shows a sharp rise in incidents in Park ward with other significant rises in Hawkhurst, Cranbrook and St James.

Despite some high profile sexual offence cases that made local news headlines in 2016 there it is clear there has been a recent increase in the reporting of historic sexual offences. An analysis of sexual offence data for this assessment revealed that of the seven reported sexual offences in Frittenden this year – an unusually high number – five were historic.

Recommendation

All the night-time economy activities for this priority have been subsumed into the ‘Alcohol and substance misuse’ priority for 2017/18.

Similarly, London gang-related activities in Tunbridge Wells will be monitored and reported on quarterly through the ‘Alcohol and substance misuse’ priority.

Tunbridge Wells has the 2nd lowest violent crime rate in Kent.

Therefore we recommend violent crime is NOT set as a priority for 2017/18.

Alcohol and substance misuse

Identified as a priority for 2016/17. The following activity was undertaken:

- During quarters one and two 15 young people were given individual education/information interventions to help them focus on the behaviour that resulted in them being referred to a worker or intervention program.
- During Q1-Q3 CGL, (Change, Grow, Live - a voluntary sector organisation specialising in drug and criminal justice intervention projects) offered structured treatment programmes to 308 individuals.
- Addaction engaged 81 young people in substance misuse early intervention services. Nine young people started structured treatment while 37 left treatment (35 in active treatment in total).
- Addaction recruited and trained a new Early Intervention worker. During quarter two several groups were set up for the summer; including National Citizen Service.
- Other referrals saw eight young people picked up by Kent Youth Drug Intervention Scheme (KYDIS) and a further nine engaging with specialist treatment.
- During the first half of 2016/17 Kenward Trust delivered outreach work to over 700 young people in car parks, recreation grounds and other open spaces in and around the town centre.
- 20 Tunbridge Wells Hospital staff were trained to use Drug Use Screening Tool (DUST).
- In Q1-Q3 police made 16 arrests (town centre, Rusthall, Pembury, Southborough and High Brooms) for possession or intent to supply crack or heroin. Some males had links to London gangs, such as the Dollis Valley Estate gang.
- The Sherwood Partnership offered support to families and individuals in Sherwood to reduce harm caused by substance misuse. During the first two quarters there were 21 alcohol-related hospital admissions and three admissions due to substance misuse.
- Trading Standards: Test purchases for underage sales now requires RIPA authorisation.
- The Street Cruiser (youth bus) parks between Calverley Grounds and Great Hall car park on Friday evenings from 5-7pm attracting 13-27 young people. YPBS provide two staff while KCC provide 2-3 youth workers to engage with young people who enjoy video games and music entertainment and soft refreshments.
- Seven rough sleepers (six men, one woman) who were guests of the Winter Shelter had issues around substance misuse (drugs and/or alcohol) and were signposted to CGL for help and support.
- Extra police officers were resourced for some key dates, including Thursday 18th August 2016 (1800-0200 hrs) to coincide with the release of A-level results and Thursday 25th August 2016 (1400-2200 hrs) to coincide with release of GCSE results.

Analysis

Between October 2015 and September 2016, there were 1.6 (previously 1.8) recorded drug offences per 1,000 population in Tunbridge Wells, equal to the Kent district average.

Hospital admissions due to the effects of alcohol and psychoactive substance continued to fall.

Alcohol-specific hospital admissions for people aged under 18 was less than five in 2015/16.

Substance: After two consecutive annual reductions in offences Tunbridge Wells is now 9th out of 12 Kent districts.

Substance: Reduction of 94 admissions - Pantiles and St Marks, Sherwood and Pembury all have higher overall admissions.

Alcohol: Data for 2015/16 shows no ward had more than four admissions per quarter, in many cases much less than four - a marked improvement in overall numbers, down from 93 to 66.

There was a clear reduction in trafficking offences in 2016 while possession offences fell by just three to 162 reported crimes. This is slightly above the Kent average but 11th out of 12 Kent districts. This does represent an improvement over the longer term as the past eighteen months have seen none of the regular and significant spikes of the preceding eighteen months.

We continue to receive reports of cannabis use amongst groups of young people in open spaces.

Kenward Trust Outreach, Street Pastors, Youth Service, the Street Cruizer, police operations and private security teams continue to engage with and deter young people from taking drugs in open spaces.

Alcohol abuse and substance misuse are key themes that stand alone as issues of personal wellbeing but they're also a factor in several other thematic areas. Though we improved overall for drug offences we are 11th for possession offences. Reports of groups of young people 'hanging around' open spaces in the town centre and some neighbourhoods often include cannabis use. Reports to the CSU of the use of new psychoactive substances (NPS) have lessened significantly.

Recommendation

Alcohol and substance misuse to include NTE and London-gang related projects and monitoring, and to remain a priority for 2017/18.

Priority setting for 2017/18

This year the CSP has agreed to focus on four key issues:

1. Domestic abuse
2. Road safety
3. Alcohol and substance misuse
4. Vulnerable victims

These priorities meet the shared goals outlined in the following documents published by the Kent Police & Crime Commissioner (PCC) and Kent County Council:

- Safer in Kent: The Community Safety and Criminal Justice Plan April 2017 to March 2021 – Kent Police & Crime Commissioner (draft as of February 2017)
- 2014-17 Kent Community Safety Agreement – Kent County Council (refreshed July 2016)

A new Kent Community Safety Agreement is currently being written with input from district community safety agreements with an expected sign-off in mid-March. At this stage it would appear that KCC's priorities will not vary greatly from the 2014-17 agreement.

The PCC has provided almost 75% of CSP funding this year. Our priorities reflect the Commissioner's strategic priorities of placing an emphasis on victims and tackling the misery caused by abuse and substance misuse.

During 2016/17 the CSU made significant changes to the structure of regular daily, weekly and monthly meetings. We now chair 'victim-led' meetings with agendas developed against the measure of *threat, harm* and *risk* to individuals and communities; with a stronger emphasis on harm over volume. These meetings offer better value for our partners and consequently, and by way of the Kent and Medway Information Sharing Agreement, we have better representation from key agencies, such as mental health and social care.

This year's strategic assessment process used a risk assessment tool called MoRiLE (Management of Risk in Law Enforcement). We applied MoRiLE to traditional crime types and thematic areas that include a high degree of vulnerability such as modern slavery, counter-terrorism (Prevent), child sexual exploitation (CSE), gangs and Organised Crime Groups (OCGs). These themes are increasingly being enforced through multi-agency work (police, Environmental Protection, Licensing, Immigration Service, etc).

Statutory partners, other agencies and voluntary services also have a role in addressing these themes around improved awareness, education, data sharing and safeguarding. While this will be daily business for some agencies an audit and understanding of the work partners undertake in addressing these themes will contribute to an incomplete picture and highlight any gaps in service and awareness provision. Consequently, these themes have been integrated into Priority 4: Vulnerable victims.

The Community Safety Unit

The Community Safety Unit (CSU), located in Tunbridge Wells Borough Council (TWBC) offices is the delivery arm of the CSP. The CSU works daily with a variety of partner organisations to provide a multi-agency approach to issues as they arise. Partnership working within the CSU will continue to develop throughout the year.

It is important to note that specific community safety issues may remain a priority for one or more partners of the CSP, but not be a priority for the partnership as a whole. This Plan is designed to identify and highlight those issues that should be partnership priorities for the coming year, regardless of individual partner priorities.

The PCC's funding allocation for the forthcoming financial year has been confirmed as the same amount we received during the previous year, and together with funding from TWBC and partners, will be used to address our local priorities.

Regular monitoring of all projects within the Partnership Plan will be undertaken to ensure they provide value for money.

Ongoing work to address anti-social behaviour

The wider policing landscape has changed significantly since the CSU was established in 2011. We are no longer afforded a frontline presence in every ward, be they in blue or green, and the array of support staff no longer includes dedicated roles, such as crime reduction officers and schools liaison officers.

In the strategic assessment reference is made to 'pockets of anti-social behaviour', despite the borough-wide rate remaining steady and, relative to Kent, low for a number of years.

Within residential neighbourhoods this has occasionally amounted to small groups of youths, often linked to cannabis smoking, causing an array of low-level disturbances and moving on before police arrive. In some situations, the more determined members of the group will escalate their behaviour to criminal damage.

Showfields, for instance, suffered a spate of broken windows around the Christmas period. Work had already begun to identify local youths causing anti-social behaviour in the area and to address the ease with which the paved area in front of the café can be misused by young people playing football. An environmental visual audit (EVA) was undertaken by the Council's Community Safety officer and as a result TCHG Foundation has kindly offered to fund a CCTV system to cover vulnerable areas.

However, this did not prevent a local resident, with responsibility for the café, from calling for an anti-social behaviour case review via the community trigger (ASB & Crime Act 2014) following three occasions when windows were broken.

The trigger application raised an issue with police incident recording whereby he was not identified as a repeat victim. This gap had already been identified and a process was put in place to address it around the time we received the application. This was communicated to the trigger applicant.

Following a successful trigger application the threshold for a case review is met if one or more agencies have failed to respond in a way that seeks to address the issues reported upon. On this

occasion a plan was already in place for police, Council and the Housing Association to address these issues, as outlined above. In consultation with police colleagues, considering the actions very recently undertaken, we felt the threshold for a case review had not been met. This was communicated to the applicant with an assurance that the situation is, nevertheless, an 'open case' and regular contact will be maintained.

Elsewhere, two or three individuals continue to ride noisy motorcycles around neighbourhoods causing multiple complaints as they move from neighbourhood to neighbourhood, Sherwood and High Brooms being a particular hotspot, for example. Work is ongoing to identify and effectively, *injunct* the riders with the threat of impounding their machines; which occasionally are legal and roadworthy but noisy.

In the town centre, rough sleeping replaced aggressive begging as an issue of concern. One persistent individual drew particular attention from Estates, Parking and the CSU as they moved from place to place throughout the summer. We were granted a two-year Criminal Behaviour Order on the individual preventing a recurrence, but not without first enduring some impact on resources and even some local media attention.

Rough sleeping in car parks has on occasion drawn attention from individuals known to prey on vulnerable people resulting in violent exchanges and criminal damage to vehicles or Council property. The Winter Shelter, which encourages and supports users in addressing underlying issues and finding somewhere to live, is a positive approach to this complex subject.

Crescent Road and Great Hall car parks, in particular, attracted gatherings of youths during the autumn and early winter. Cannabis use was evident but new psychoactive substance paraphernalia was much less seen. CSP-funded Kenward Trust youth outreach workers spoke with many young people during the year in the car parks and town centre parks during the summer months. They report good engagement with young people, which is encouraging, but expect the trend of gathering in groups in various places throughout the town to continue; likely with the aid and ease of social media.

While we will continue to support individuals who engage with services to address underlying issues that put themselves at risk or result in anti-social behaviour some of these issues can be better addressed by stronger enforcement through provisions made available under the Anti-social Behaviour, Crime and Policing Act 2014.

For instance, we may choose to designate an area, such as a park or car park, and apply prohibitions to that area, such as no rough sleeping, no begging or no loitering. This civil power will provide a proportionate response that can be used flexibly to address anti-social behaviour without unfairly punishing those whose needs must also be met by other supporting agencies.

We expect to go open the topic to six-weeks of public consultation during the summer months.

Actions and recommendations for 2017/18

Priority 1: Domestic abuse

Action	Primary agency/agencies	Measure
Provide DA support services to men and women at all levels of risk. Encourage early reporting by promoting the helpline and available services. Provide workshops/training aimed at awareness raising and prevention.	DAVSS	Number of referrals. Number of high, medium and standard risk referrals dealt with. Number/types of training provided.
Prioritise and refer all high risk cases to a Multi-Agency Risk Assessment Conference (MARAC), and regularly assess volatility of risk levels in all other cases and refer to MARAC as necessary.	DAVSS, Kent Police, West Kent MARAC Co-ordinator	Number of cases referred to/supported at MARAC number of repeat cases.
Refer women to the freedom programme for domestic abuse awareness and support.	DAVSS, DA Forum	Number of programmes run.
Provide support to perpetrators of domestic abuse to change their behaviour through the Community Domestic Abuse Programme (CDAP).	Kent CDAP	Number of men supported through CDAP.
Provide support to victims of sexual abuse through the independent sexual violence advisor.	Family Matters	Number of victims supported.
Evaluate the efficacy of a One Stop Shop to support victims of domestic abuse by signposting to DAVSS, MARAC and Freedom Programme.	DA Forum	Decision made on efficacy of One Stop Shop in Tunbridge Wells. Number of clients attending.
Provide the sanctuary scheme to victims of DA, securing properties to allow them to remain in their own home.	TWBC Housing	Number of properties secured.

Other recommendations

- Work with others to ensure the West Kent service directory is kept updated.
- Raise awareness of DA with partners and continue to ensure signposting information is current.
- Place greater focus on young people and healthy relationships.
- Work to increase numbers attending CDAP and Freedom programmes.
- Promote and attend DA Forum to take forward joint initiatives and ownership of CSP targets for DA.
- Consider the domestic abuse programme ("sexual respect") for young people in secondary schools.

Overall target: To reduce the harm caused by domestic abuse incidents.

Specific target: To see a reduction in the number of repeat cases of domestic abuse.

Priority 2: Road safety

Action	Primary agency/agencies	Measure
Education in schools and community groups to include Licence to Kill campaign.	KFRS KCC Wardens KCC Road Safety Team	Projects completed and feedback provided.
Work with KCC road safety to promote messages locally.	CSU	Number of campaigns supported.
Involve Tunbridge Wells students in innovative new Road Safety Centre at Rochester. CSU to support efforts to engage schools.	KFRS, CSU	Number of sessions held. Sessions held and feedback received.
Provide support for the '20 is plenty' campaign group and the installation of 20pmh zones around schools.	TWBC, CSU	Representation and input to '20 is plenty' meetings.
During Road Safety Week: Provide safety message to primary school children Organise activity with partners to tackle all road users.	CSU KFRS	Number of presentations/activities.
Organise two restorative justice road checks.	KFRS, Kent Police	Road checks held and drivers engaged with.

Other recommendations

- Continue to expand Community Speed Watch by identifying a cohort of volunteers within high-profile wards or a group who would be willing to work across the borough at speeding hotspots
- Direct KCC Warden public-engagement opportunity on road safety topics, particularly around schools
- Link with national and local campaigns including Road Safety Week
- Continue to target top road casualty sites in Tunbridge Wells
- Investigate the 'Good Egg Guide' for implementation/delivery in Tunbridge Wells (child casualties)
- Investigate and promote 'Beep Beep Day' for implementation in Tunbridge Wells (child casualties)

Overall target: Increase road safety for all road users and contribute to KCC's 2020 target to reduce killed and seriously injured casualties.

Specific target: To see a reduction in child casualties of road traffic collisions.

Priority 3: Substance misuse and alcohol abuse (including in the night-time economy)

Action	Primary agency/agencies	Measure
To deploy substance misuse workers to hotspots within the borough to carry out 1:1 and group work with adults and young people.	CGL, Kenward Trust	Number of individuals engaged with.
Carry out targeted work for those identified with substance-related offending/ASB.	CGL	Individuals engaged through group and one-to-one work.
Provide drug and alcohol misuse services for 10-17 year olds including 1:1 work, group work within schools (including RiskIt), Kent Youth Drug Intervention Programme (KYDIS) and family work.	Addaction, Kent Police	Number of young people worked with through 1:1s and early help. Number of referrals to KYDIS.
Deliver Drug Use Screening Tool (DUST) training to professionals.	Addaction	Number of professionals trained.
Support the Winter Shelter, in particular those NFAs with needs around substance misuse and offending.	Churches for Tunbridge Wells, TWBC, CSU	Number of offenders and individuals with substance misuse issues using shelter and number with positive outcomes.
Enforce the Town Centre Alcohol Control Zone.	TWBC, Kent Police	Number of dispersals issued by police and monitored by CCTV.
Replace Alcohol Control Zones with Public Spaces Protection Orders with an additional prohibition related to new psychoactive substances.	TWBC, CSU	Prohibitions in place. Number of enforcements made.
Ensure frontline officers access IBA training (Identification and Brief Advice to Reduce Risky Drinking).	PHE	Number of professionals trained.
Exclude individuals convicted of violence offences from Pubwatch members' licensed premises.	Safe Town Partnership (STP), CCTV, Kent Police	Number of exclusions in force.
Use Safe Town radios to prevent and detect violent crime, by sharing intelligence between licensees/retailers, CCTV control room and police.	STP, TWBC CCTV, Kent Police	Pubwatch instigated incidents monitored by CCTV.
Use CCTV to assist with detecting violent crime.	TWBC, Kent Police	Violent offences monitored.
Provide a positive presence in the night time economy.	Street Pastors	Number of people engaged. Number of ambulances called. Number of police call outs and statements given.
Tackle criminal gangs that target Tunbridge Wells borough.	Kent Police	Number of arrests and prosecutions of gang members. Reduction in ASB linked to gang drug dealing.
Provide licensing training to staff around responsibilities when serving alcohol, including: making sure they adhere to the licensing act, underage sales, legal highs and drug use.	Kent Police, STP	Number of training sessions offered by Kent Police.

Other recommendations

- Work with others to collate and publish West Kent Substance Misuse directory of services
- Promote Alcohol Awareness week
- Use of social media to get information to all residents across the borough with a focus on young people
- Detached work in areas highlighted by CSU for Kenward Trust substance misuse outreach team
- Police, Wardens and PCSOs to continue to gather intelligence on underage and proxy sales
- Encourage frontline professionals to promote the Know Your Score online evaluation tool for alcohol consumption for over-18s

Specific target: To engage youths caught with small amounts of illegal substances to engage with support services.

Priority 4: Vulnerable Victims (CSE, Modern Slavery, Prevent and Gangs)

Action	Proposed primary agency* / Other agencies	Outcome/measure
Scope agency knowledge and awareness of issues, reporting routes and safeguarding lead.	Community Safety Team* (CST), statutory partners, key agencies	An understanding of agency needs/gaps and relevant contacts established with key agencies.
Identify education and awareness training already in place.	CST*, statutory partners and key agencies	Awareness of current used resources and levels of staff take-up across partner agencies.
Identify the availability of online and classroom-based awareness and education training programmes.	CST*, police, KSCB	Awareness of available resources for agency staff and the public, including young people.
Identify multi-agency staff appropriate for awareness training.	CST*, local agencies	Staff roles and numbers collated for rolling training programmes.
Focus awareness campaigns around Counter Terrorism Awareness Week (Nov), National Child Sexual Exploitation Awareness Day (March) and Anti-Slavery Day (Oct).	CST*, police, key agencies	Many agencies focus positive messages and promote broader awareness of these issues during these times.
Acquire promotional materials to support campaigns, action days/weeks and other agency engagement opportunities.	CST*, police, KCC	The CSU already has a variety of posters and leaflets that cover some of these themes. Others will be sought.
Drive to raise awareness in schools, pupil referral units and other training providers (e.g. Horizon Project).	CST, EH, KCC, key agencies	Embedding awareness training at schools and other educational establishments will ensure positive messages reach those who may be at greater risk or vulnerability.
Collate national and regional action plans.	CST*	To feed into local action plans.
Ensure agencies link in with Vulnerability Board to raise awareness of victims and suspected perpetrators, addresses (and CSE hotspots).	CST*, police	Ensure victims' needs are addressed and perpetrator/location information is shared in a multi-agency environment to help reduce further risk.
Form a direct link with LA Safeguarding Board and CSP.	CST*	For oversight of LA safeguarding aspects of local action plans.
Meet with representatives of key agencies to formulate the above into rolling Action Plans, based around the government's model of: PURSUE, PROTECT, PREVENT and PREPARE. Subjects to be covered under these categories will be drawn from national action plans and supplemented by outcomes from Task and Finish groups.	CST*, statutory and key agencies	Task and Finish groups to establish actions plans for the key themes of Prevent, CSE, Modern slavery and London gang-based activity in Tunbridge Wells.
Regular attendance at County or regional meetings.	CST*, police*, key agencies	To feed into the national picture, pick up best practice from around Kent and to seek support for local action plans and ongoing work undertaken by partners.
Consider a West Kent approach to these thematic areas.	West Kent Community Safety Managers	To improve work streams and make better use of finite resources.

Specific target: To ensure the local authority and partner agencies comply with statutory requirements and offer support to vulnerable individuals in helping to address and reduce the risks associated with these themes

Overview and Scrutiny Committee

10 April 2017

Is the final decision on the recommendations in this report to be made at this meeting?	Yes
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Annual report of the Overview and Scrutiny Committee 2016/17

Final Decision-Maker	Overview and Scrutiny Committee
Portfolio Holder(s)	Leader of the Council, David Jukes
Lead Director	Director of Finance and Corporate Services, Lee Colyer
Head of Service	Head of Policy and Governance, Jane Clarke
Lead Officer/Report Author	Scrutiny and Performance Officer, Nick Peeters
Classification	Non-exempt
Wards affected	All Wards

This report makes the following recommendations to the final decision-maker:

1. That Members endorse the Overview and Scrutiny Committee's Annual report for consideration by Full Council.

This report relates to the following Five Year Plan Key Objectives:

- A Prosperous Borough
- A Green Borough
- A Confident Borough

The work of the Overview and Scrutiny Committee covers many of the borough-wide themes referred to in the Council's Five year Plan and can extend beyond the services that the Council provides itself. The Committee provides a forum for residents and stakeholders to highlight issues across all of the Council's services.

Timetable

<i>Meeting</i>	<i>Date</i>
Overview and Scrutiny Committee	10 April 2017
Full Council	26 July 2017

Annual report of the Overview and Scrutiny Committee 2016/17

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Constitution requires the Overview and Scrutiny Committee to prepare an annual report for Full Council (part 3 - Responsibility for Functions and Scheme of Delegations 8.6).
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2. INTRODUCTION AND BACKGROUND

- 2.1 The Overview and Scrutiny functions provided by section 21 of the Local Government Act 2000, the Police and Justice Act 2006, the relevant provisions of the Local Government and Public Involvement in Health Act 2007, the Localism Act 2011 and associated rules and regulations are delivered by the Overview and Scrutiny Committee.
- 2.2 The Overview and Scrutiny Committee deals with issues that affect the borough at all levels. The Committee's annual report provides a summary of its work over the previous year and highlights areas where the Committee has been able, through member-led work, to have a positive impact on a number of borough-wide issues. When looking at its work over the last year, the Committee has been mindful of its duty to:
- I. Consider any matter affecting the Borough of Tunbridge Wells or its inhabitants.
 - II. Make a contribution to the locality by in-depth analysis of policy issues.
 - III. liaise with external organisations operating in the locality, be they national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.
-

3. AVAILABLE OPTIONS

- 3.1 The Overview and Scrutiny Committee could choose not to consider the report or endorse the recommendations. However, Part 3 of the Council's Constitution (Responsibility for Functions and Scheme of Delegations) 8.6 requires that the Committee reports annually to Full Council on its work over the previous year.
- 3.2 The Committee could choose to ask that further work be done on the report and for it to be returned to a later meeting for endorsement of the recommendation.
- 3.3 The Committee could choose to consider the report and endorse the recommendation for its consideration by Full Council.

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 The draft Overview and Scrutiny Committee Annual Report (attached at appendix A) provides a thorough summary of the Committee’s work throughout the last year. The preferred option is for Members of the Committee to consider the report and, subject to their views, endorse the draft for presentation to Full Council.

5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 5.1 The Committee’s decision will be included in the published version of the minutes, which will also be available on the Council’s website.

6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Legal including Human Rights Act	There are no legal or human rights implications resulting from the recommendations in the report	Estelle Culligan, Interim Head of Mid-Kent Legal Partnership
Finance and other resources	There are no financial implications resulting from the recommendations in the report	Jane Fineman, Head of Finance and Procurement
Staffing establishment	There are no staffing implications resulting from the recommendations in the report	Nicky Carter, Human Resources Manager
Equalities	Decision-makers are reminded of the requirement under the Public Sector Equality Duty (s149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups. The work of the Overview and Scrutiny Committee assists the Council with having due regard to the Public Sector Equality Duty. Over the last year the committee has focused on topics which could affect people with protected	Sarah Lavallie, Equalities Officer

	<p>characteristics. These include:</p> <ul style="list-style-type: none">– Provision of bus services in rural areas– How the council is meeting its objectives under the Cultural Strategy which focuses on redevelopment of the Museum and Art Gallery and enhancement of the Assembly Hall Theatre to enable more people to have an opportunity to participate in culture.– Provision of Disabled Facilities Grants Meeting the needs of elderly residents when accessing services online which has been addressed within the production of a Digital Inclusion Plan.	
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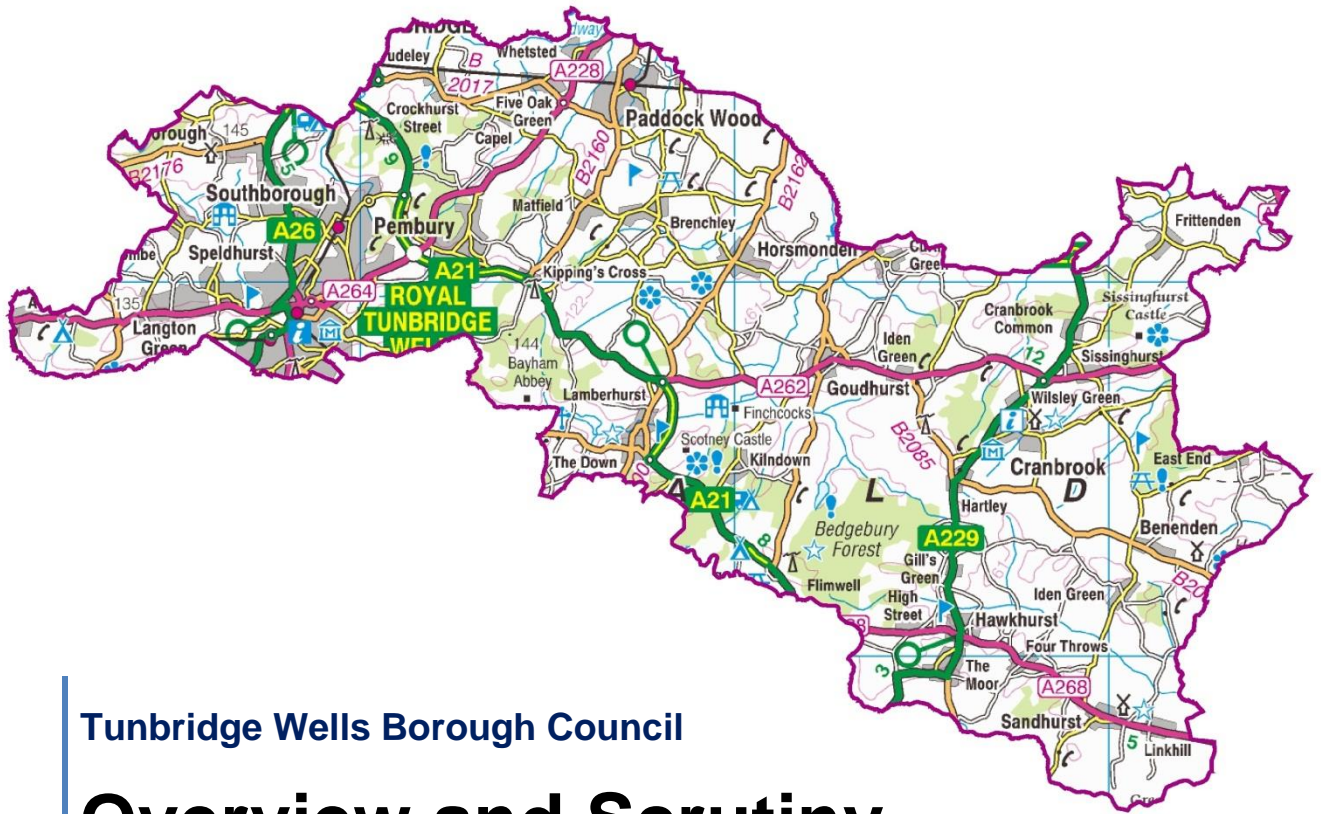
7. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix A: Overview and Scrutiny Report 2016/17
-

8. BACKGROUND PAPERS

None



Tunbridge Wells Borough Council

Overview and Scrutiny Committee Annual Report

2016-17

DEVO NEXT



Introduction

The Centre for Public Scrutiny considers that the role of Overview and Scrutiny Committees in councils across the country is to '*understand, investigate and where necessary challenge decisions which affect ordinary people's lives*'. The government's austerity measures and the continued reduction of the Local Government Financial Settlement means that local authorities must find alternative funding streams and look at how services will be delivered in the future. The challenges that local authorities have faced over the last five to six years are set to continue and it is important that good governance is maintained in order to meet these challenges. It is equally important that Members involved in scrutiny, are able to continue influencing policy and challenging decision making within the Council and elsewhere in the borough, where the lives of residents and the services they receive are affected.

Throughout the last year the Overview and Scrutiny Committee has sought to add value to the Council's work and provide a democratic route through which members of the public can influence the Council's decision and policy making processes. In the last 12 months, the Committee has looked at a number of borough-wide issues including excessive speeds on rural roads, the Council's next recycling and household waste contract, the closure of the last bank in Southborough and the progress of the Council's civic complex development.

As part of the Committee's efforts to engage with local communities, and in response to the issue of excessive speeding on rural roads – raised by the Hawkhurst Speedwatch Group, the February 2017 Overview and Scrutiny Committee meeting was held at a venue in Hawkhurst. The meeting was attended by parish, borough and county councillors, as well as Hawkhurst residents.

Looking ahead to 2017/2018 – the Government's Devolution agenda will start to have more of an impact on the shape of local government and how local authorities operate, as will the triggering of Article 50 following the Brexit referendum. Scrutiny will have a continued role in this changing environment and the need to challenge decision making positively, as a 'critical friend'; will be part of that role.

This report seeks to highlight the work undertaken by the Overview and Scrutiny Committee in 2016-17.

Our Committee

The Overview and Scrutiny Committee exercises a specific function required by law to support local democracy. The Committee can review decisions made by the Cabinet or any other part of the Council and its committees, as well as consider any matter which affects the Council's area and its inhabitants. The Centre for Public Scrutiny notes four key principles for effective scrutiny: providing a '*constructive critical friend challenge*'; '*amplifying the voices and concerns of the public*'; work is undertaken by independent minded councillors; and the scrutiny acts as a driver for improvement.

Following the introduction of revised governance arrangements in 2012, enabling the now well established Cabinet Advisory Boards to undertake the role of 'pre-scrutiny' of Cabinet decisions, the Overview and Scrutiny Committee continues to have a part to play in the 'pre' and 'post-scrutiny' of those decisions but, in practice, there has only been one call-in since the Cabinet Advisory Board system was introduced, and in that instance, the Committee resolved that no further action on the call-in was required. The Committee continues to proactively consider issues raised by elected members, residents and local community groups

Public meetings of the Overview and Scrutiny Committee are held every two months and normally at the Town Hall in Royal Tunbridge Wells. Since the last annual report, the Committee has met six times.

At every meeting, a member of the Cabinet is invited to attend so they can personally update the committee on their portfolio area and their achievements against the Council's priorities. Additionally in 2016-2017, the Committee was provided with updates on the Council's Civic Complex Development at each of its meetings.

Guest speakers from partner agencies and external organisations addressed task and finish groups initiated by the Committee, and we have invited staff from across the Council and our shared services, to update committee members on their work programmes and discuss how best to respond to issues affecting residents in their local area.

A draft work programme was developed and agreed in August 2016 and the Committee was also given an opportunity at the end of each meeting to highlight any additional topics Members felt were important and that they wished to add to the work programme. A copy of the work programme is published as part of agenda papers, which are available on the Council's website.

Where possible the Issues raised were aligned with the attendance of Cabinet members to enable a well informed discussion to take place with the right people around the table. These question and answer sessions were particularly valuable and enabled Cabinet member to focus their updates on issues which were topical at the time of the meeting.

Meeting our statutory responsibilities

Community Safety

The Overview & Scrutiny Committee is required to act as the relevant Crime and Disorder Committee for the purposes of the Police and Justice Act 2006 and Crime and Disorder (Overview and Scrutiny) Regulations 2009, and reviews the work of the Community Safety Partnership once a year.

In April 2016 the Committee heard from the Partnership about Kent Police's continuing work in dealing with gang related criminality; the work of the Troubled Families Partnership, and how domestic abuse was dealt with in the borough. The Committee also discussed road safety and the Council's work with Twenty's Plenty and Road Safety Week. The district commander for Tunbridge Wells, Chief Inspector Dave Pate, talked about policing levels and the important role police community support officers play in local policing.

The Committee also looked at the Council's CCTV operations; and initiatives to deal with night-time drinking such as the Safe Recovery Zone scheme, and anti-social behaviour in the borough – noting that this was on a downward trend. The use of the police's non-emergency 101 number was promoted at the meeting as a means of reporting various types of criminality.

The Committee was advised that Tunbridge Wells continued to be the safest place to live in Kent.

Health

Although health is not an obvious area for a Borough Council to work in, the Overview & Scrutiny Committee does have a role to play and the Government's devolution agenda has highlighted opportunities for health care to be delivered more locally.

Through the Kent Leaders Group, representatives are appointed to Kent County Council's Health Overview & Scrutiny Committee and the West Kent Health and Wellbeing Board. The Committee has a watching brief on both groups and receives updates from the Council's representatives.

The Committee received an update from the Portfolio Holder for Communities and Wellbeing in August 2016 and noted a number of health initiatives undertaken by the Council's Healthy Lifestyles Team including the promotion of outdoor gyms, the implementation of an action plan to reduce health inequalities and agreeing a budget to deliver public health improvement initiatives.

Budget and policy framework

The Committee plays a role in assisting with the development of the Council's budget and policy framework. In November 2016, Members had an opportunity to look at the Council's refreshed Corporate Priorities and the Draft Budget for 2017/18. Members were able to discuss the potential impact of devolution on the services the Council would provide in the future and how those services would be managed financially. The Committee also discussed the enabling of community groups to provide local amenities and the progress of one of the Council's key priorities - the Local Plan

Portfolio Holder Plans and Progress

Tunbridge Wells Borough Council's Cabinet is made up of six executive elected members, with each member having responsibility for specific functions of the Council. Each Cabinet member attends at least one Overview and Scrutiny Committee meeting a year which enables committee members and the public to learn more about their work and find out what progress is being made towards the Council's priorities.

The meetings are an opportunity for the public to directly question or challenge a Cabinet member, as is also possible at Cabinet and at Full Council. These updates have continued to prove successful in the last year with committee members increasing their understanding and Cabinet members better appreciating the thoughts and concerns of elected members as well as those of their residents.

Civic Complex Development

In 2015 the Council embarked on an ambitious programme including the provision of new council offices and a new theatre. In 2016/17, the members of the Overview and Scrutiny Committee were keen to provide input into the development of the project and it was agreed that an update would be provided at each of the Committee's meetings. Each update provided an overview of the development and discussion focussed on those elements of the project that were relevant to each of the Portfolio Holders who attended throughout the year, although the Leader of the Council was normally also present and could answer any more general questions about the project and its progress to date.

The Committee is keen to retain a focus on the project and looks forward to receiving further updates as the development progresses throughout 2017/18.

Member-led reviews

Tackling Excessive Speeds in Rural Areas

In June 2016 Hawkhurst Speedwatch contacted the Overview and Scrutiny Committee to highlight the problems the village was experiencing with speeding motorists. Hawkhurst Speedwatch and representatives from other Speedwatch groups in the borough addressed the committee at its August 2016 meeting. Members agreed to appoint a Task and Finish Group comprising Councillors Tom Dawlings, Bill Hills (Chair), Thelma Huggett and Bev Palmer to look further at the issue.

The Task and Finish Group met on two occasions and were provided with testimonies from Kent Police and Kent Speedwatch representatives. Additionally, two of the Group's members – Councillors Hills and Huggett visited members of Hawkhurst Speedwatch during one of their observation sessions and saw, first-hand, the difficulties being faced in and around the village.

The Task and Finish Group presented an interim report to the Overview and Scrutiny Committee in February this year with a number of recommendations including a request to the Kent and Medway Police and Crime Commissioner, to commission a joint county-wide review by the KCC Road Safety Team and the Kent and Medway Safety Camera Partnership of the resources devoted to road speed management. The Group also asked the Commissioner to consider whether, within the existing resources overall, any changes in practice, policies or priorities could lead to more effective outcomes.

The Group decided there was some more work to be done on the issue and will provide a final report to Members at the Committee's April 2017 meeting.

Hydrocarbon Fracturing Policy Position Statement Task and Finish Group

Although much of the work by the Task and Finish Group was done throughout the previous year, in June 2016 the Committee was presented with a final report on hydrocarbon fracturing and how the Council would respond to applications as a statutory consultee. The Cabinet requested that Overview and Scrutiny include the subject in its work programme and the Task and Finish Group undertook considerable research into the issue including witness testimony from industry experts and other stakeholders, and a site visit to a (conventional) operational well to see the environmental impact of a drilling pad.

In August 2016 a report was provided to the Cabinet with the findings of the Task and Finish Group including a suggested policy position statement.

Recycling/Household Waste Contract Task and Finish Group

A key topic highlighted when the Committee discussed its 2016/17 work programme was the renewal in 2018 of the Council's Recycling and Household Waste Collection Contract. Members felt this was an area where scrutiny could provide a valuable insight into what residents and communities across the borough might want from the service in the future.

Councillors Chapelard, Dawlings (Chair), Hill and Rankin were appointed to the Group and met on four occasions. The Group talked to a number of stakeholders including representatives from Kent Resource Partnership, Biffa (providers of the current Household Waste Collection Contract) and Maidstone Borough Council's Waste and Environment Service.

The Task and Finish Group looked at the Council's current role as the waste collection authority and how the service meets the requirements of Kent County Council as the waste disposal authority. The Group also looked at how the service could be shaped to meet future challenges such as recycling rates and the need to reduce landfill. There was strong support amongst the members for the kerbside collection of glass.

The Group discussed the Council's Civic Amenity Vehicle Service and were updated on the outcomes of recent changes to the Service.

The final report of the Task and Finish Group was considered by the Overview and Scrutiny Committee on 13 February 2017 and the recommendations were endorsed. The report and recommendations will be presented to the Cabinet on 13 April.

And what else have we learnt...

In addition to the more detailed reviews that have taken place, the Overview and Scrutiny Committee have heard about a range of topics involving the Council and its partner agencies.

Community Safety

The Committee was contacted by the Chairman of Bidborough Parish Council regarding problems residents in the parish had experienced with cold-callers. The Committee was advised that a number of the cold-callers had been abusive - causing the residents to feel intimidated. The Committee was advised by the Council's Community Safety Manager that, both the Community Safety and Licensing teams were aware of these types of incidents and were looking at a number of solutions, including use of the Police's non-emergency 101 number to report incidents. The Community Safety Manager advised that the Community Safety Unit would be distributing 'no cold-calling' stickers to local communities and encouraging the promotion of 'no cold-call' zones by Parish Councils or through local Neighbourhood Watch Schemes.

Local Facilities

In June 2016, Committee member Councillor Uddin, used the Committee's 'Councillor Call for Action' procedure to request that the Committee look at the imminent closure of a Lloyds Bank branch in Southborough. This issue was highlighted to Councillor Uddin by Southborough residents who were concerned that the branch represented the last bank in Southborough and that its closure constituted the loss of a local amenity and it would have an adverse impact on the local community. At the June meeting Members discussed the issue and agreed that a letter should be sent by the Committee, to the directors of Lloyds Bank, requesting that they reconsider the decision to close the branch. Greg Clark MP also wrote to Lloyds Bank. Regretfully, the above still went ahead.

Road Conditions

In August 2016, Members looked at a report which highlighted the poor condition of some of the roads in the Borough, the number of potholes, and the programme of repairs being undertaken to resolve the problem. Members noted that, as the Highways Authority, Kent County Council (KCC) was prioritising its repairs across the county, although with funding decreasing. The Committee also noted that road repair schedules were regularly provided to the Council's Joint Transportation Board and members of that Board, and any other councillors who attended its meetings, were able to highlight particular areas of concern.

Complaints

In October 2016, the Committee was provided with an annual review of the Council's Corporate Complaints Policy and given the opportunity to look further at the types of complaints received by the Council. Members felt the large number of complaints reflected the fact that residents were able to resolve many issues without needing to make an official complaint.

Looking ahead

Each year the Committee produces a work programme that lists those topics Members have chosen to look at, as well as those items which the Committee has a constitutional or statutory requirement to consider.

The Committee is keen to inform the 2017/18 work programme and hear from councillors at all levels, from residents and community groups - to understand what matters most to people in their local areas, what is working well and what their concerns are. Although the committee will be meeting in June to plan for the municipal year ahead, it reviews the work programme at every meeting. There is always an opportunity to raise concerns, either through borough, parish or county councillors, or through a member of the Overview and Scrutiny Committee, or directly with the Council. The Council's website has an online form on the Overview and Scrutiny Committee page allowing anyone concerned about a local issue to suggest it is added to the Committee's work programme. Alternatively anyone may email scrutiny@tunbridgewells.gov.uk. Views submitted may well be discussed at the next Overview and Scrutiny committee meeting and if taken forward could bring about a beneficial change to communities.

Copies of agenda papers and minutes can be found on the Council website at:
<http://democracy.tunbridgewells.gov.uk/ieListMeetings.aspx?Committeeld=359>

Final Words from the Chair

I would like to thank the Committee members, supporting officers, colleagues from partner organisations and members of the public who have attended Overview and Scrutiny Committee meetings over the last year.

Overview and Scrutiny Committee members 2015-16:

Councillors Catherine Rankin (Chair), Bill Hills (Vice Chair), Ben Chapelard, Tom Dawlings, Nathan Gray, James Hannam, Bill Hills, Thelma Huggett, Dianne Hill, Bev Palmer, Joe Simmons, Zulhash Uddin and Chris Woodward.

Supporting officers: Jane Clarke and Nick Peeters

Overview and Scrutiny

10 April 2017

Is the final decision on the recommendations in this report to be made at this meeting?

Yes

Taking a Coordinated Approach to Project Planning

Final Decision-Maker	Overview and Scrutiny Committee
Portfolio Holder(s)	Councillor David Jukes, Leader of the Council
Lead Director	Paul Taylor, Director of Change and Communities
Head of Service	Ian Hirst, Head of Digital Services and Transformation
Lead Officer/Report Author	Nick Peeters, Scrutiny and Performance Officer
Classification	Non-exempt
Wards affected	All wards

This report makes the following recommendations to the final decision-maker:

1. That the Overview and Scrutiny consider the issues highlighted in the report and appendix A (the Programme Management Office function).

This report relates to the following Five Year Plan Key Objectives:

A prosperous borough

A green borough

A confident borough

The Council's Programme Management Office function looks at project delivery across all areas of the organisation.

Timetable

<i>Meeting</i>	<i>Date</i>
Overview and Scrutiny Committee	10 April 2017

A Study of the Importance of Taking a Coordinated Approach to Project Planning

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 The report and appendix provide an update on the Council's approach to coordinated project planning and highlights the work of the Programme Management Office. The report responds to a request by the Tunbridge Wells Town Forum (one of the Council's key stakeholders in terms of consultation on services and developments in the town) for the inclusion of the topic in the Overview and Scrutiny Committee's work programme.

2. INTRODUCTION AND BACKGROUND

2.1 At their May 2016 meeting, members of the Tunbridge Wells Town Forum were provided with an update on the work-to-date on phase one of the public realm works and the proposals for phase two, including the allocation of funding. The Town Forum members discussed the topic at length and expressed concern over a number of linked issues between the two phases. A following, separate item on the same agenda provided an update on the work of the Council's Overview and Scrutiny Committee and the Town Forum was asked to suggest topics for the Committee's work programme. Having previously discussed the public realm works, it was requested that the Overview and Scrutiny Committee include 'a study of the importance of taking a co-ordinated approach in project planning, such as has been illustrated in the next phase of the public realm scheme' as an item.

2.2 The topic suggested was added to the Committee's work programme and was due to be considered at the February 2017 meeting, held in Hawkhurst. However, as the topic focussed on proposals for Royal Tunbridge Wells, it was considered that the April 2017 meeting, at the Town Hall, would be more suitable and provide more opportunity for engagement by stakeholders.

2.3 It was further decided that the issue of the Council's approach to project planning should be broadened to include other areas and services and appendix A to the report provides an update on the implementation by the Council's Business Delivery Unit, of a Project Management Office. The Project Management Office provides a coordinated approach, through the prioritisation and scheduling of human and financial resources, to project activity.

3 AVAILABLE OPTIONS

3.1 The report and appendix is for noting and intended to provide a focus of discussion for Members. Members may choose to retain the topic as a future piece of work and add it to the Committee's work programme.

4 NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 4.1 The decision of the Committee will be recorded in the minutes of the meeting. The minutes will be published and made available on the Council's website and if required, the decision will be reflected in the Committee's future work programme.

5 CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Legal including Human Rights Act	There are no direct legal or human rights implications resulting from the recommendation in the report.	Interim Head of Mid-Kent Legal Partnership
Finance and other resources	There are no direct financial implications resulting from the recommendation in the report.	Head of Finance and Procurement
Staffing establishment	There is no direct impact on staffing levels as a result of the recommendation in the report.	Nicky Carter, Human Resources Manager (Dated 01/02/17)
Equalities	The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.	Sarah Lavallie, Equalities Officer (Dated 01/02/17)

5. **REPORT APPENDICES:** Appendix A – Taking a coordinated approach to project planning, Programme Management Office function

6. **BACKGROUND PAPERS:** none

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Taking a Co-ordinated Approach to Project Planning – the Programme Management Office Function

1. Background

- 1.1 The Council is currently embarking upon or in the course of delivering an unprecedented range of projects and initiatives emanating from the Five Year Plan, many of which are gaining momentum after a period of laying the groundwork and preparation.
- 1.2 With this large increase in significant project activity Tunbridge Wells Borough Council have proactively recognised the need to develop a Programme Management Office that provides a central view of all major project delivery activity.
- 1.3 The development of a Programme Management Office is in line with good practice in the majority of FTSE 100 companies and many Local Authorities where co-ordination of project activity, prioritisation and effective scheduling of financial and human resources is key to the successful delivery of major change programmes.

2. What is a Programme Management Office?

- 2.1 A definition from Cranbrook School of Management states that that a PMO is:
'An organisational body or entity assigned various responsibilities related to the centralised and coordinated management of those projects under its domain. The responsibilities of the PMO can range from providing solely project management information to being responsible for the direct review and assessment of programme delivery, quality and likelihood of success – with proposals for rectification submitted to the Governance Board'
- 2.2 A PMO can be 'passive' and provide the following services:
- Producing a route map for all of the programmes, placing projects and programmes onto a timeline and understanding the high-level dependencies between the various work streams
 - Coordinating plans between projects and monitoring resource use
 - Monitoring and reviewing project performance against delivery targets
 - Implementing and operating a programme dashboard / scorecard
 - Consolidated view of budgets
 - Identifying, documenting and monitoring programme benefits

2.3A PMO can also play a more 'active' role in project delivery assurance

All activities within the passive role, plus

- Conducting project health checks and post-project reviews
- Providing estimating, scheduling and risk management advice to PMs
- Proposals for prioritising and scheduling new projects, including involvement in benefits management and business cases, contingencies etc.
- Identifying the Governance Board Risk appetite and presenting back actual Risk profile and proposals to modify if required.
- Quality monitoring and enforcement of standards.

3. How does the Programme Management Function in TWBC operate?

3.1 The members of the Management Board meet on a monthly basis under the title of Programme Management Board. The sole focus of this meeting is on the progress and delivery of the Council's key projects.

3.2 The Programme Management Board receives a pack of project information in a standard progress reporting format. The Programme Management Board also receives requests for new projects to be added and a 'watch list' of future project activity is also maintained.

3.3 The Programme Management Board also request interdependency reviews between related projects to ensure effective delivery across multiple work packages.

3.4 The Programme Management Board operates within the following guidelines:

- Review of standard progress and status reports from key delivery projects
- Confirm that new projects can proceed to the initiation stage.
- Prioritise projects where conflicts of personnel or resources create a clash
- Agree project rescheduling if project deliveries clash or resequencing would provide a better outcome for The Authority
- Sign off the delivery Risk profile of the combined project activity
- Request greater visibility of projects where needed
- Suggest actions where greater project clarity could be gained (e.g. Senior Management presentations)
- Request interdependency reviews to ensure a co-ordinated delivery approach

3.5 The Board **WILL NOT**:

- Make delivery decisions on behalf of projects (Programme / Steering Board responsibility)
- Make scope changes to individual projects (Programme / Steering Board responsibility)

3.6 The PMO role within TWBC is currently largely passive but the Programme Management Board has given the mandate to develop a more active PMO role.

4. Practical example of positive PMO intervention and project co-ordination

4.1 The Programme Management Board requested that the PMO undertake an interdependency review between Civic Complex, Public Realm 2, Cultural and Learning Hub and Crescent Road Car Park Projects.

4.2 A series of workshops were facilitated by the PMO where a co-ordinated design plan was developed. All design activity will now be co-ordinated across each of the initiatives to ensure a consistent design approach and integrated planning across these key sites within the Borough.

4.3 Also agreed at the workshops were the following joint co-ordinated actions:

- The three projects should coordinate public consultation dates and messages and Member briefing should also be co-ordinated.
- Web site communication should also be co-ordinated and cross-referenced and the communications team should be briefed by all three projects and an integrated communications plan should be developed.
- Additionally a workshop was held in March to co-ordinate the delivery and build aspects of these activities.

4.4 The group discussed the potential issues arising from work on all projects being underway during summer 2018.

4.5 The group will consider the issue further and present to Programme Board for priority and phasing decisions if required.

Ian Hirst, Head of Digital Services and Transformation
ian.hirst@tunbridgewells.gov.uk

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Overview and Scrutiny

10 April 2017

Is the final decision on the recommendations in this report to be made at this meeting?

Yes

Update on Review of the Civic Amenity Vehicle Service

Final Decision-Maker	Overview and Scrutiny Committee
Portfolio Holder(s)	Councillor Ronen Basu, Portfolio Holder for Sustainability
Lead Director	Paul Taylor, Director of Change and Communities
Head of Service	Gary Stevenson, Head of Environment and Street Scene
Lead Officer/Report Author	Nick Peeters, Scrutiny and Performance Officer and Paul Shipley, Contracts Manager
Classification	Non-exempt
Wards affected	Benenden and Cranbrook, Brenchley and Horsmonden, Frittenden and Sissinghurst, Goudhurst and Lamberhurst, Hawkhurst and Sandhurst, Pembury, Paddock Wood (East and West)

This report makes the following recommendations to the final decision-maker:

1. That the Overview and Scrutiny notes the update at appendix A and also the comments made at the Parish Chairmen's Forum at appendix B.

This report relates to the following Five Year Plan Key Objectives:

A green borough – the collections by the weekend civic amenity vehicle service are only in the Council's rural wards, but contribute to the overall work of the Council in increasing recycling rates and reducing landfill.

Timetable

<i>Meeting</i>	<i>Date</i>
Overview and Scrutiny Committee	10 April 2017

Update on Review of the Civic Amenity Vehicle Service

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 The report and appendix provide an update on the Council's review of the Civic Amenity Vehicle service. Overview and Scrutiny Committee members requested that the update on the review be made available to them following consideration by the Parish Chairmen's Forum.

2. INTRODUCTION AND BACKGROUND

2.1 When considering topics for inclusion in the Overview and Scrutiny Committee's work programme, Members asked that the Council's renewal of its Recycling and Household Waste Contract be included. A task and finish group was appointed to look at the contract prior to its renewal in 2019 and part of the discussion during the Group's meetings focused on the Council's Civic Amenity Vehicle service.

2.2 The Civic Amenity Vehicle service forms a small part of the refuse and recycling contract. It is a weekend service to assist residents in the more rural areas of the borough to dispose of material in excess of the capacity provided by the kerbside collection.

2.3 In 2015/16, the Council, in cooperation with town and parish councils in the borough, undertook a piece of work which looked at a redesign of the service with a view to improving recycling rates, reducing waste going to landfill and achieving necessary savings. It was agreed that, following commissioning of the redesigned service, a six month review would take place and on 14 March 2017, the Parish Chairmen's Forum was provided with an update report (appendix A to this report).

2.4 It was agreed by the Recycling/Household Waste Contract Task and Finish Group that the review should be considered by the Overview and Scrutiny after being discussed at the Parish Chairmen's Forum had had an opportunity to comment on the update. The relevant minute from the Parish Chairman's Forum can be found at appendix B to this report.

3 AVAILABLE OPTIONS

3.1 The report and appendix is for noting and intended to provide a focus of discussion for Members.

4 NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

4.1 The decision of the Committee will be recorded in the minutes of the meeting. The minutes will be published and made available on the Council's website

5 CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Legal including Human Rights Act	There are no direct legal or human rights implications resulting from the recommendation in the report.	Interim Head of Mid-Kent Legal Partnership
Finance and other resources	There are no direct financial implications resulting from the recommendation in the report.	Head of Finance and Procurement (27/03/17)
Staffing establishment	There is no direct impact on staffing levels as a result of the recommendation in the report.	Nicky Carter, Human Resources Manager
Equalities	The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.	Sarah Lavallie, Equalities Officer (27/03/17)

5. REPORT APPENDICES:

Appendix A – Report to 14 March 2017 Parish Chairman’s Forum – Civic Amenity Vehicle Update

Appendix B – Extract from the minutes of the Parish Chairmen’s Forum 14 March 2017

6. BACKGROUND PAPERS: none

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Report presented to Parish Chairmen's Group- Tuesday 14 March 2017

Civic Amenity Vehicle Service - Update

1. Purpose of the report

- 1.1 The purpose of this report is to provide the Parish Chairmen with a progress report on the Civic Amenity Vehicle service, which underwent service modifications at the end of July 2016 to manage costs and increase recycling.

2. Background

- 2.1 The Civic Amenity Vehicle (CAV) service is incorporated into the waste and recycling services contract and on 25 November 2014 a report was presented at the Parish Chairmen's meeting, on the provision of discretionary services in parished areas.
- 2.2 This report referred to services such as the CAV and noted that as a result of unprecedented funding pressures in recent years, the Council would need to consider how these services would be delivered in the future.
- 2.3 In 2015/16 a working group of non-executive Council members and parish/town council representatives was established to look at the full range of possibilities for continuing the CAV beyond 2015/16 within the available budget.

3. Modified Service

- 3.1 Subsequently, to meet the agreed service scope, it was agreed that the cost of the CAV would be shared between the Borough Council and the parishes served by it, and that the service be adjusted to either a fortnightly or monthly alternate collection of domestic and garden waste (compostable) from week ending 31 July 2016.
- 3.2 Officers visited every scheduled location in advance of the service change to talk to residents about the new service and leaflets and posters were deployed with the assistance of parish clerks. The Council's website provided updated details of the next scheduled collections.
- 3.3 During their visits officers observed that the vast majority of the waste collected was classified as being domestic residual and utilised to supplement the weekly kerbside collection, incorporating recyclable material, with nominal amounts of bulky waste and garden material entering the vehicle.

Appendix A

- 3.4. In addition, from talking to users it was apparent that the service was being utilised by commercial operators and non-Borough residents and those identified as commercial operators and non-Borough residents are being turned away from using the service.
- 3.5 The response from those residents using the service has been positive, many of whom were unaware that the vehicles' waste was only being sent to landfill.
- 3.6 The introduction of CCTV cameras on the vehicles has provided useful assistance to the drivers in deterring bad behaviours, (noting that the cameras have not been used to resolve any issues to this point), whilst enhancing the safe systems of work for the driver.
- 3.7 There has been a significant amount of material being disposed of through the CAV services. During the period August 2015 – February 2016 1026 tonnes of waste were collected and sent to landfill through the CAV. During the same period following the change to the CAV services, the total waste collected was 288.81 of which 73.60 was collected as separate garden waste for composting and 215.21 tonnes went to landfill.
- 3.8 The following table summarises the waste tonnages by month collected between 31 July 2016 and 28 February 2017.

Waste / Dates	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Total
Total Waste	15.76	52.18	47.22	41.24	34.95	29.40 ***	30.24	37.82	288.81
Garden waste	No Service	21.30	15.50	14.12	6.44 **	4.30	1.44	10.50	73.60
Landfill waste	15.76 *	30.88	31.72	27.12	28.51	25.10	28.80	27.32	215.21

Key

- * *weekend of the 30 & 31 July only*
- ** *fire at North Farm household waste disposal site*
- *** *condensed service over the Christmas period*

4. Behaviour changes

- 4.1 Tunbridge Wells Borough Council's recycling rate in 2015/16 was 46%. It is anticipated that with the contribution of the CAV garden waste and reduction in residual waste collected the rate will be closer to the 2020 target of 50%.

Appendix A

- 4.2 The garden waste collected by the service has made a really good contribution to the recycling rates, even though it is clear from the collection data that the vehicle is not being fully utilised in the winter period.
- 4.3 It is hard to draw any firm conclusions as to where the material not now being presented at the CAV is being disposed of, but it is believed that raising awareness of what was happening to material going in to the vehicle and reducing the frequency of collections has created positive changes in behaviour. Also the level of garden waste collected may well be reduced due to the recent dry weather conditions. It is likely that a combination of the following behaviours has occurred:
- Commercial operators are being deterred from using the domestic service
 - Neighbouring borough/district residents are being deterred from using the service
 - Residents are re-using items of waste / packaging etc
 - Residents are reducing the number and types of consumables / foods being purchased
 - Supplementary use by residents of the household waste disposal sites
 - Enhanced use by residents of the alternate weekly household kerbside collection
 - Improved residents' use of the Borough-wide bring banks
- 4.4 The service changes have not resulted in an increase in reported fly tipping. Last year officers recorded 978 fly tips from across the Borough, whilst so far this year there have been 875 (March not included) reported cases. In addition, the data shows that there has been no increase in the fly tip tonnages during the adjusted period.
- 4.5 The table below captures the recorded fly tip tonnages for the past four years, whilst also highlighting the tonnages since the modified service was introduced.

Month / Year	2016-17 - tonnes	2015/16 tonnes	2014/15	2013/14
April	6.48	5.22	5.42	7.08
May	5.44	3.90	8.28	6.96
June	9.04	4.40	3.52	4.56
July	4.42	5.22	4.24	6.00
August	2.80	3.76	2.02	4.80
September	3.56	5.08	3.30	3.54
October	2.10	6.74	6.74	4.50
November	2.92	7.42	3.40	4.12
December	3.72	6.48	4.28	5.08
January	1.70	7.08	6.98	7.70
February	3.15	2.34	3.82	3.34
March	0.00	6.98	5.52	4.18
Total tonnages	45.33	64.618	57.52	61.86

Source – KCC waste transfer station data

- 4.6 Enforcement officers are continuing to schedule un-announced monitoring visits across all CAV locations to check compliance and coach residents about what the vehicles can and cannot accept whilst deterring commercial operators and non-residents. This will be supported by regular promotional campaigns to inform residents of the benefits of recycling and minimising waste.
- 4.7 The Contract Services Manager has met representatives of all the partaking parishes since the changes, to discuss the service schedule, performance data and to receive feedback on the modified service, which to date has been very positive and reaffirms the feedback received by the users of the service at the weekends.
- 4.8 A suggestion from the meetings is a request to reduce the garden waste CAV collections during the winter period in exchange for additional non-recyclable waste CAV collections. This is something that can be fed back to the Council's Overview and Scrutiny Committee Task and Finish Group (see paragraphs 6.1 and 6.2).

5. Conclusion

- 5.1 The modifications to the Civic Amenity Vehicle service have been implemented extremely well with the help of all concerned. With the support of residents and input from parish/town councils we have seen significant reductions in the total waste collected and we are now able to send the garden material collected for composting rather than to landfill.
- 5.2 To maintain the behaviour changes that have been made we will continue to push the recycling message via targeted campaigns to residents. Officers will continue to monitor the service and performance data for any trends and feedback to the individual parish councils.

6 Next Steps

- 6.1 The new household recycling and waste collection service contract is due to start at the beginning of April 2019. The Council's Overview and Scrutiny Committee set up a Task and Finish Group to review the service options leading up to the new contract award in the autumn of 2018. The Task and Finish Group has met a number of times and Cabinet will be asked to consider its findings at the Cabinet in April.
- 6.2 Amongst its recommendations, the T&F Group has recommended that a) Kent County Council, Ashford Borough Council and Maidstone Borough Council be approached to discuss the feasibility of providing a Household Waste and Recycling Site to serve

areas of each borough; and b) That the Overview and Scrutiny Committee consider the current review of the Civic Amenity Vehicle service after input from the Parish Chairmen's meeting on 14 March and subject to the progress of discussions resulting from the recommendation above.

- 6.3 Cabinet will be asked to consider the findings of the Overview and Scrutiny Committee's at its meeting on 13 April; consequently officers therefore are not proposing to alter the service other than to consider reducing the garden waste collections as suggested earlier in the report.

Paul Shipley
Contract Services Manager
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**Extract from the Parish Chairmen's Meeting Notes
Tuesday 14 March 2017
held at the Town Hall, Tunbridge Wells**

Civic amenity vehicle service

Cllr Ronen Basu, the Portfolio-holder for Sustainability, summarised a progress report on the civic amenity vehicle service, which had been modified the previous summer. The full report had been circulated with the agenda.

Paul Shipley, the Contract Services Manager, provided further detail, adding that the garden waste collected by the service was making a good contribution to the Borough's recycling rates. He added that, based upon the progress being made, it was intended to: (i) continue unchanged; (ii) maintain the current level of effective communication with local councils; and (iii) await the outcome of the Overview and Scrutiny Committee's task and finish group work on the future recycling and household waste contract.

Cllr Jukes advised that he had been in discussions with County Councillor Balfour, Cabinet Member for Environment and Transport, and the relevant KCC manager, seeking support for the provision of a household waste and recycling site to provide a service for the Eastern area of the Borough. He added that, as the Borough Council had no suitable land available to provide such a facility, it was possible that a site might be found across the border with Maidstone Borough, close either to Staplehurst or Headcorn.

Cllr Seán Holden, who was both a Borough and a County Councillor, was invited by Cllr Jukes to comment on the provision by the county of a waste and recycling site. Cllr Holden reiterated his dissatisfaction with how the modified service had been introduced, citing the 'decision' of this group which he said had no authority to agree to changes. He felt that it had been the Borough Council who had failed the residents of the Eastern area of the Borough, through (i) the reduced civic amenity service, as he saw it and (ii) demanding that the participating parish and town councils pay 50% of the cost of the service. On that basis, he advised, he considered it was the Borough Council who should be telling the County Council to provide a 'clean' household waste and recycling centre. He added that the residents were fearful that the civic amenity service, even in its reduced state, would eventually be withdrawn by the Borough Council.

Cllr Antony Harris corrected the assertion that it had been this group that had agreed to the modified service. He said that the parish and town councils had been fully engaged in a consultation process with the Borough Council and that meetings of this group had been used to discuss aspects of common concern. Ultimately, Cllr Harris said, it had been each individual local council that had made the decision. He also said that, before the modified service had been first mooted, he did not believe that local councils had previously been advised of the need to separate household and recycling waste.

Cllr Christopher Woodley said that he had been closely involved in the consultation process between TWBC and the parish and town councils regarding the revised service. He regretted that the issues now being raised had been revisited, when all parties concerned had now accepted the modified service and were doing their best to ensure that it worked, in the interests of their local communities. Cllr Woodley added that he was in favour of working with KCC to

Appendix B

find a suitable site in the Eastern part of the Borough for a household waste and recycling site.

Cllr Paul Barrington-King, who had previously been the Cabinet Portfolio-holder for Sustainability, stressed the significant benefits of the modified civic amenity service, especially in its boost to recycling and in its significant reduction in waste going to landfill. He said that the latter element had noticeably reduced KCC's landfill costs, adding that the best way forward was to lobby hard for a waste and recycling site that best served the needs of residents in the Eastern part of the Borough.

Cllr Rosie Broadbent said that one of the fears of the rural part of the Borough was that, once a service had been reduced, more cuts were likely to follow.

Cllr Julia Newman added that, while a household waste and recycling site for the Eastern part of the Borough would be very welcome, this should not be viewed as a replacement to the civic amenity service but as a complementary provision.

Cllr Jane March referred to the comments made about the abuse of the previous service, which some chairmen – and Cllr Holden – had dismissed. She said that there had been many incidents of abuse and mis-use of the previous service, adding that residents' concerns that tightening the control of what went into the civic amenity vehicle would lead to an increase in fly-tipping had not materialised. Cllr March said that the feedback which she received locally was that residents were happy with the modified service and readily acknowledged the environmental benefits it had brought.

Cllr Peter Davies said that he recalled the closure of the former refuse centre at Christmas Pie in Goudhurst and the start of the civic amenity vehicle service. He felt that there was a need to consider the waste collection service 'in the round' leading up to the renewal of the household waste and recycling contract, with the future of the civic amenity vehicle service being considered as part of that process. He stressed that there was a need for all parties to work more efficiently on this issue.

Councillor Holden reiterated his wish to see the civic amenity service remain in place, adding that he had no confidence that the Borough Council would guarantee its future. He also wondered what had happened to the significant reduction in waste that had previously gone to landfill (a drop from 1026 tonnes in a six-month period before the revised service to a figure of 215 tonnes in the latest statistics provided).

Cllr Maggie Fenton said that, prior to the revised service, her parish council had been concerned about the prospect of more incidents of fly-tipping. At this point, she added, there was more of an attitude of stoicism, but (a) there remained concerns about the current level of service and (b) it was felt there was an urgent need for kerb-side glass collection.

Cllr Jukes asked Mr Stevenson to sum up the next steps. Mr Stevenson said that consideration of the new household waste and recycling contract – due for implementation in March 2019 – was well underway. He urged interested parties to view the report of the Overview & Scrutiny Committee task and finish group, which set out the main issues.

Appendix B

Mr Stevenson said that, currently, approximately 33% of household waste consisted of food, which he advised should have been sent for composting. He added that the demand for kerbside glass collection was also very much part of the discussion taking place, adding that this relied upon an adequate sorting process being available at the treatment centre.

Mr Stevenson advised that the likely partnership which would emerge at the time of the new contract would be with Tonbridge & Malling and Dartford, because their respective contracts were due for renewal at the same time. He added that there was a high expectation that the waste and recycling market would be able to offer some improved options for the authority, to reflect the technological advances in the industry since the start of the current contract.

Cllr Jukes said that any further review of the civic amenity vehicle service would be examined within the context of the new household waste and recycling contract.

There were no specific action points arising from this update report.

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Agenda Item 14

Overview and Scrutiny Committee 2016-17 Overview and Scrutiny Committee Work Programme

Subject		Committee
Standing Items	Officer	20 June 2016
Portfolio Holder Plans and Progress – Leader of the Council	William Benson	
Civic Complex Development – Portfolio Holder Update	William Benson	
Confirmation of nominations to KCC Health Overview and Scrutiny Committee and West Kent CCG Health and Wellbeing Board	Nick Peeters	
Task and Finish Group Items		
Final report of the Infrastructure Provision Task and Finish Group	Kelvin Hinton	
Final report of the Hydrocarbon Fracturing Policy Position Statement Task and Finish Group	Kelvin Hinton	
Items for Further Consideration		
Draft Work Programme	Nick Peeters	

Subject		Committee
Standing Items	Officer	15 August 2016
Portfolio Plans and Progress – Planning and Transportation	Jonathan MacDonald	
Civic Complex Development – Portfolio Holder Update	Jonathan MacDonald	
Task and Finish Group Items		
New Task and Finish Groups – Terms of Reference <ul style="list-style-type: none"> Waste and Recycling Contract TFG Rural Speeds in the Borough TFG 	Nick Peeters	
Items for Further Consideration		
Overview and Scrutiny Committee draft work programme 2016-17	Nick Peeters	
Potholes and the Overall Condition of the Borough's Roads	tbc	

Subject		Committee
Standing Items	Officer	31 October 2016
Portfolio Plans and Progress – Tourism, Leisure and Economic Development	David Candlin/Adam Chalmers	
Civic Complex Development – Portfolio Holder Update	David Candlin	
Task and Finish Group Items		
Task and Finish Groups – Scrutiny and Performance Officer Verbal Progress Report	Nick Peeters	
Items for Further Consideration		
Timescales for Five Year Plan Review & Corporate Priorities 2017/18	Jane Clarke	
Review of MTFS and 2017/18 draft Budget	Lee Colyer	
Abusive cold-callers in the borough	Terry Hughes	

Agenda Item 14

Subject		Committee
Standing Items		Officer
Portfolio Holder Plans and Progress – Finance and Governance		Lee Colyer
Civic Complex Development – Portfolio Holder Update		Lee Colyer
Task and Finish Group Items		
Task and Finish Groups – Scrutiny and Performance Officer Verbal Progress Report		Nick Peeters
Items for Further Consideration		
Draft Budget 2017/18		Lee Colyer
Draft Medium Term Financial Strategy 2017/18		Lee Colyer
Financial benefits to local communities from the sale of non-performing assets		
Balancing rural and urban needs		Lee Colyer

28 November 2016

Subject		Committee
Standing Items		Officer
Portfolio Holder Plans and Progress – Sustainability		Gary Stevenson
Civic Complex Development – Portfolio Holder Update		David Candlin
Task and Finish Group Items		
Task and Finish Group – Recycling/Waste Contract – Report		Gary Stevenson
Task and Finish Group – Tackling Excessive Speeds in Rural Areas – Report		Adam Chalmers
Items for Further Consideration		
Peer Review Challenge Report		Jane Clarke
Devolution Update Report		William Benson/ Jane Clarke
New Task and Finish Groups – Terms of Reference		Nick Peeters
Consideration of Additional Item for the Work Programme – Planning Application Process		tbc

13 February 2017

Subject		Committee
Standing Items		Officer
Portfolio Holder Plans and Progress – Communities and Wellbeing		Paul Taylor
Civic Complex Development – Portfolio Holder Update		Paul Taylor
Task and Finish Group Items		
Task and Finish Groups – Scrutiny and Performance Officer Verbal Update		Nick Peeters
Items for Further Consideration		
Draft annual report of the Overview and Scrutiny Committee		Nick Peeters
Annual review of the Community Safety Partnership		Adam Chalmers
Update report on review of the Civic Amenity Vehicle Service		Paul Shipley/Gary Stevenson
Taking a co-ordinated approach to project planning		Ian Hirst
Final report of the Tackling Excessive Speeds in Rural Areas Task and Finish Group		Nick Peeters

10 April 2017