

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE MEETING

Date: Tuesday 16 April 2019
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors M Burton, Garten, Joy, D Mortimer (Chairman), Powell (Vice-Chairman), Purle, Mrs Robertson, Rose and Webb

The Chairman will assume that all Members will read the reports before attending the meeting. Officers are asked to assume the same when introducing reports.

AGENDA

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| 1. Apologies for Absence | |
| 2. Notification of Substitute Members | |
| 3. Urgent Items | |
| 4. Notification of Visiting Members | |
| 5. Disclosures by Members and Officers | |
| 6. Disclosures of Lobbying | |
| 7. To consider whether any items should be taken in private because of the possible disclosure of exempt information. | |
| 8. Minutes of the Meeting Held on 19 March 2019 | 1 - 4 |
| 9. Presentation of Petitions (if any) | |
| 10. Questions and answer session for members of the public (if any) | |
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Issued on Monday 8 April 2019

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

- | | |
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| 17. Annual Report of the Communities, Housing and Environment
Committee Chairman | 67 - 68 |

PUBLIC SPEAKING AND ALTERNATIVE FORMATS

If you require this information in an alternative format please contact us, call **01622 602899** or email committee@maidstone.gov.uk.

In order to speak at this meeting, please contact Democratic Services using the contact details above, by 5 p.m. one clear working day before the meeting (i.e. Friday 12 April 2019). If asking a question, you will need to provide the full text in writing. If making a statement, you will need to tell us which agenda item you wish to speak on. Please note that slots will be allocated on a first come, first served basis.

To find out more about the work of the Committee, please visit www.maidstone.gov.uk.

Should you wish to refer any decisions contained in these minutes to the Policy and Resources Committee, please submit a Decision Referral Form, signed by three Councillors, to the Head of Policy, Communications and Governance by: 2 April 2019.

MAIDSTONE BOROUGH COUNCIL

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE

MINUTES OF THE MEETING HELD ON TUESDAY 19 MARCH 2019

Present: Councillors M Burton, Garten, Joy, D Mortimer (Chairman), Powell, Purle, Mrs Robertson, Rose and Webb

184. APOLOGIES FOR ABSENCE

There were no apologies for absence.

185. NOTIFICATION OF SUBSTITUTE MEMBERS

There were no Substitute Members.

186. URGENT ITEMS

There were no urgent items.

187. NOTIFICATION OF VISITING MEMBERS

There were no Visiting Members.

188. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members or Officers.

189. DISCLOSURES OF LOBBYING

There were no disclosures of lobbying.

190. TO CONSIDER WHETHER ANY ITEMS SHOULD BE TAKEN IN PRIVATE BECAUSE OF THE POSSIBLE DISCLOSURE OF EXEMPT INFORMATION.

RESOLVED: That all items be taken in public as proposed.

191. MINUTES OF THE MEETING HELD ON 12 FEBRUARY 2019

RESOLVED: That the minutes of the meeting held on 12 February 2019 be approved as a correct record and signed.

192. PRESENTATION OF PETITIONS (IF ANY)

There were no petitions.

193. QUESTIONS AND ANSWER SESSION FOR MEMBERS OF THE PUBLIC (IF ANY)

There were no questions from members of the public.

194. COMMITTEE WORK PROGRAMME

RESOLVED: That the Committee Work Programme be noted.

195. REPORTS OF OUTSIDE BODIES

There were no reports of Outside Bodies.

196. KPI QUARTER 3 UPDATE CHE

Mr Alex Munden, Information and Corporate Policy Officer, explained that the report contained a typographical error. Paragraph 3.5 on page 12 was to read:

“The Percentage of fly-tips assessed or cleared within two working days was 94% against a target of 89%.”

Mr Munden outlined that five of the ten Key Performance Indicators (KPIs) had met or exceeded the target figures for the quarter. Eight KPIs had improved when compared to the previous quarter. It was stated that although the “Number of affordable homes delivered” was below target for Quarter 3, the KPI was on track to meet the year-end target.

The Committee congratulated Officers for significantly exceeding the target for “Percentage of fly tips resulting in enforcement action”.

In response to questions from the Committee, Mr John Littlemore, Head of Housing and Community Services, stated that:

- The “Number of affordable homes delivered” was historically low between October and December. Work was to be undertaken with the Policy and Information Team to profile KPIs, to account for quarterly trends.
- The Disabled Facilities Grant Budget was a finite resource. There was 5.9% of the grant budget remaining for Quarter 4.

RESOLVED: That the summary of performance for Quarter 3 of 2018/19 for Key Performance Indicators (KPIs) be noted.

197. 3RD QUARTER REVENUE & CAPITAL BUDGET MONITORING REPORT

Mr Mark Green, Director of Finance and Business Improvement, addressed the Committee. It was explained that the revenue budget for the Committee was underspent by £221,000. The purchase of properties for temporary accommodation had contributed to a positive revenue variance, while Grounds Maintenance income had exceeded the budget by

£118,000. It was stated that the £15m capital programme had largely been delivered.

In response to questions from the Committee, Officers said:

- Expected savings had not been realised for the Public Conveniences contract, resulting in an overspend. The budget was to be increased next year to ensure that the current service continued.
- A review of recruitment in Housing, following a number of staff vacancies, had been undertaken. As a result of the review, further recruitment had taken place and the Housing Teams were almost fully staffed. This meant that a significant underspend was no longer anticipated for staffing costs.
- Staff were allocated to the enforcement of HMO (House in Multiple Occupancy) licences. It was acknowledged that the Council may not be aware of all HMOs in the Borough, and therefore information from Members regarding this was welcomed.

RESOLVED: That:

1. The revenue position at the end of the third quarter and the actions being taken or proposed to improve the position, where significant variances have been identified, be noted.
2. That the capital position at the end of the third quarter is noted.

198. DRAFT HOMELESSNESS AND ROUGH SLEEPER STRATEGY 2019 - 2024

Mr Littlemore explained that Maidstone Borough Council had a statutory responsibility to publish a Homelessness and Rough Sleeper Strategy. This strategy contained four key priorities, which were designed to tackle the issues of homelessness and rough sleeping within the Borough. There was a need to undertake a consultation process, and the final Homelessness and Rough Sleeper Strategy was to be produced following this process.

In response to a question from the Committee, Mr Littlemore stated that the consultation would commence in March 2019. This would last for a minimum of thirty days.

RESOLVED: That:

1. The draft Homelessness and Rough Sleeper Strategy is approved for consultation with key partners and stakeholders.
2. The final Homelessness and Rough Sleeper Strategy is submitted to an appropriate Communities, Housing and Environment Committee for approval.

Voting: Unanimous

199. DURATION OF MEETING

8.25 p.m. to 9.06 p.m.

2018/19 WORK PROGRAMME

	Committee	Month	Lead	Report Author
Environmental Health and Community Protection Enforcement Policy	CHE	Jun-19	John Littlemore	Tracey Beattie
Environmental Health Annual Report	CHE	Jun-19	John Littlemore	Tracey Beattie
Heather House - Business Case	CHE	Jun-19	William Cornall	Andrew Connors
MBC Provided Gypsy and Traveller Sites - requested by Cllr Harwood	CHE	Jun-19	William Cornall	John Littlemore
Review of Accessibility to Services for Residents - Scoping Report and Working Group Set Up	CHE	Jun-19	Angela Woodhouse	Orla Sweeney
Options to Resolve the Issue of Graffiti in the Borough	CHE	Jun-19	William Cornall	Jennifer Shepherd
Hackney Carriage and Private Hire Licensing Policy	CHE	Jul-19	John Littlemore	Lorraine Neale
Charges for Pre-Application and Professional Advice for Noise, Air Quality and Contaminated Land	CHE	Sep-19	John Littlemore	Tracey Beattie
Review of Charges for Contaminated Land	CHE	Nov-19	John Littlemore	Tracey Beattie
Charging for Food Hygiene Advice	CHE	Nov-19	John Littlemore	Tracey Beattie
Bedgebury Food Outlet	CHE	Nov-19	John Littlemore	Tracey Beattie
Local Care Hubs	CHE	TBC	Alison Broom	
MBC Affordable Housing Supplementary Planning Guidance (SPG)	CHE	TBC	William Cornall	Mark Egerton
Environmental Services - Commercial developments	CHE	TBC	Jennifer Shepherd	Jennifer Shepherd

Agenda Item 12

Communities, Housing and Environment Committee

16/04/19

External Board/Outside Body

External Board/Outside Body	KCC Health Overview and Scrutiny Committee
Councillor(s) represented on the Outside Body/External Board	Cllr Derek Mortimer
Report Author	Cllr Derek Mortimer
Date of External Board/Outside Body Meeting Attended	22/03/19

Purpose of the External Board/Outside Body:

“To review and scrutinise matters relating to the planning, provision and operation of health services in Kent through exercising the powers conferred on Kent County Council under Section 244 of the National Health Service Act 2006 as amended by the Health and Social Care Act 2012.”

Update:

In Summer 2015 Kent County Council’s Health Overview and Scrutiny Committee and Medway Council’s Health and Adult Social Care Overview and Scrutiny Committee determined that changes being proposed by the NHS to Hyper Acute and Acute Stroke Services in Kent and Medway amounted to a proposal for a substantial variation to the health service across both areas. A number of further meetings have taken place between the STP, CCG’s and councils to assess the provision of stroke services including a public consultation. This particular meeting concentrated on the closure of the Thanet QEQM stroke unit. The main concerns were raised were staffing levels and journey time to other units. After a long debate the committee voted unanimously to reject the proposed closure. The committee asked the NHS to consider and respond back to the committee before a final determination to refer the matter back to the Secretary of State. Full details and minutes can be found here :-

<https://democracy.kent.gov.uk/documents/s89616/HOSC%20Stroke%20Review%20-%20Covering%20Report%20-%2022%20March%202019.pdf>

Communities, Housing and Environment Committee

16th April 2019

GP Provision Update

Final Decision-Maker	Communities, Housing and Environment Committee
Lead Head of Service/Lead Director	Alison Broom – Chief Executive
Lead Officer and Report Author	Alison Broom – Chief Executive
Classification	Public
Wards affected	All

Executive Summary

This report provides an update concerning GP service provision in Maidstone borough including a response to issues and concerns raised by councillors at a recent workshop on the same topic which was facilitated by the Council and attended by officers of the West Kent Clinical Commissioning Group and local GPs.

This report makes the following recommendations to the Communities, Housing and Environment Committee: That

1. The report be noted.

2. Any actions for the Council to support Members on this topic in response to the key issues outlined in section 1.3 be identified.

Timetable

Meeting	Date
Communities, Housing and Environment Committee	16 th April 2019

GP Provision Update

1. INTRODUCTION AND BACKGROUND

- 1.1 The purpose of this report is to advise members of the Communities, Housing and Environment Committee of planned work to further improve provision for out of hospital primary health care and particularly GP services in the Maidstone borough. It has been brought forward in response to public concerns raised with councillors about the capacity for GP services in particular in comparison with demand for services, including the impact of a growing population. A briefing note has been widely shared with councillors and discussed at an open workshop on 25th February 2019 which enabled matters of interest and concern to be raised. These are reflected and responded to below. The briefing note set out in some detail the model for delivery of out of hospital health care in Maidstone borough, the role for GP services, and provided information about GP services and the general practice estate and plans to develop this. Amongst other things the note demonstrated the West Kent Clinical Commissioning Group's collaborative approach to evolving GP services which has included working with Maidstone Borough Council including the Spatial Planning and Housing and Communities teams.
- 1.2 The key issues aired at the Member workshop on 25th February 2019 included
1. Improving councillors' knowledge and understanding of the way in which GP practices are owned and operated
 2. Getting a better understanding of the current position through some key metrics for example the ratio between registered patient lists and GPs for Maidstone/West Kent and how this compares to the regional and national picture
 3. Future medium to long term planning for health service capacity to reflect population growth
 4. Ensuring that full use is made of S106 contributions secured to support GP practices accommodate increased demand arising from the borough's growing population in the short and the longer term
 5. Communication and transparency when changes occur to GP practices, for example when practices merge or move; examples were given of changes to GP practices in Coxheath
 6. Concerns about primary health care workforce – including having enough GPs and Maidstone being an attractive place for medical professionals in short supply to work
 7. Concern about new ways of working and the consequent changes created for the public resulting in a need to develop understanding of and public confidence in the role and capabilities of other health professionals with expanded roles for example physiotherapists, paramedics and pharmacists and the role of non-clinical staff eg receptionists

1.3 The information below responds to the key issues.

1.3.1 During the course of the workshop in February 2019, the GPs and CCG officers present provided information about current arrangements for GP practice ownership and operation; the key points are set out below to assist councillors in understanding how the system works and how change can be made for example expansion or improvement of services and premises.

- Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary care includes general practice, community pharmacy, dental, and optometry (eye health) services.
- Most GPs are independent contractors, either running the business on their own or in partnership with others.
- As with all other independent NHS contractors, GPs are responsible for running the business affairs of the practice, providing adequate premises and infrastructure to provide safe patient services and they employ and train practice staff.
- The GP contractor holds a contract with the NHS. The contracts that GPs work under outline GP obligations and provide details of funding.
- There are three types of contracts for general practice:
 - General Medical Services (GMS) contracts, nationally negotiated with the British Medical Association and underpinned by nationally agreed payment arrangements as set out in the statement of financial entitlements (SFE). *(18 in Maidstone Borough Council area)*
 - Personal Medical Services (PMS) contracts, locally negotiated *(0 in Maidstone Borough Council area)*
 - Alternative Provider Medical Services (APMS) contracts, locally negotiated, more flexible and open to a wider range of providers including the independent sector *(1 in Maidstone Borough Council area)*
- GMS Regulations state that except in certain circumstances a contract must provide for it to subsist until it is terminated in accordance with the terms of the contract or the general law. So a general rule is that GMS is a contract in perpetuity (no end date). APMS contracts tend to be for a fixed-term period of three to five years, often with an option to extend for a maximum of a further two years.
- Every practice has a boundary (catchment area) for patient registrations.

- Information regarding NHS payments to general practice details how practices are funded to deliver services can be found here - <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-payments-to-general-practice/england-2017-18> .
- Key points:
 - a. The global Sum is the main payment to practices and is based upon each practice's registered patient list which is adjusted according to the Carr-Hill Formula to take into consideration differences in the age and sex of the patients as well as any in nursing or residential care, additional patient need due to medical conditions, patient turnover and unavoidable costs based upon rurality and staff market forces for the area. This results in an adjusted count of patients known as the "weighted patient count".
 - b. Global Sum Payments are a contribution towards the contractor's costs in delivering essential and additional services, including staff costs.
 - c. Global Sum allocates money in accordance with perceived need. Figures are calculated quarterly, paid on a monthly basis and may change from one quarter to the next according to patient turnover and demographics.
- To bring about new premises development proposals the CCG has a three stage review and approval process and proposals are expected to fit with the CCG GP Estates Strategy. From a funding perspective the following should be noted:
 - GP Contractors, under their contract, are required to provide suitable and compliant premises from which to deliver services from and are responsible for developing a business case and for sourcing the capital funding for the development.
 - The revenue impact of general practice premises is the responsibility of the CCG through the re-imburement of rent, business rates, water rates and clinical waste). To consider revenue impacts business cases must be considered through a robust process to determine if they are affordable within the budget and offer value for money to the NHS.

1.3.2 There is a wealth of information publicly available concerning General Practice including workforce data. This link - <https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/workforce> - provides access to data for each CCG and for individual GP practices including comparisons with the national position. As

with all data care needs to be taken in interpretation; the data sets which are brought together and feed into the public web site are complex. The completeness and accuracy of the data set is dependent on information being provided in a timely way by GP practices around the country. The West Kent CCG also collects and triangulates data and undertakes detailed analysis not only of staffing and patient registration levels but at a much more detailed level analysing for example the spatial distribution of patient registrations which impacts on the efficiency of the practice.

- 1.3.3 The CCG took delegated responsibility for general medical service commissioning from NHS England from 1st April 2016. Over the period since then MBC and the CCG have developed close working relationships including with respect to planning for future provision especially with respect to premises. The CCG are fully involved in the review of the Local Plan which is positive with respect to integrating planning for residential development and out of hospital health care services.
- 1.3.4 There is regular dialogue between MBC and CCG officers concerning the use of s106 healthcare contributions already held by MBC. There is a high-level view of the planned use of these contributions and detailed analysis and monitoring in terms of the application of these funds to eligible practices. This is regularly refreshed and updated when other contributions are triggered. Briefing can be provided for councillors who would like to be advised on the use of S106s relating to their ward. The CCG are fully involved in changes arising from the introduction of the Community Infrastructure Levy and the Infrastructure Delivery Plan.
- 1.3.5 Any changes proposed by GP practices are submitted and considered through CCG governance; this may include permanent closure of a branch surgery, merger with another practice and proposals to relocate to new premises. The extent of the patient and stakeholder engagement activities required will depend on a number of factors including the extent of the impact any changes will have on how people access services. Practices will engage and involve patients, staff and key stakeholders as part of the process. The CCG is in the final stages of producing a guide that offers practical advice and a checklist for engaging people within their area; this includes engagement with local councillors. In addition, the CCG Primary Care Commissioning Committee meets in public and papers are available on the CCG website.
- 1.3.6 The NHS Long Term Plan published in January 2019 recognised that community health services and general practice face multiple challenges with insufficient staff and capacity to reach rising patient need and complexity. Among other things the NHS will be investing in an additional 20,000 staff to help GP practices work together as part of a Local Primary Care Network. This will include pharmacists, physiotherapists, paramedics, physician associates and social prescribing support workers who will become part of primary care teams and will support GPs to free up time for the most complex patients. The first phase of this is being rolled out in 2019; resources are being allocated to Primary Care Networks for social prescribing link workers and clinical pharmacists. In Kent and Medway the Sustainability and Transformation Partnership have also recognised the need to improve workforce numbers and resilience. They have established

a Local Workforce Action Board and a Primary Care Workforce Group to take forward workforce projects. £1.5 million has been secured from Health Education England – which amongst other things will enable working with the new Kent and Medway medical school to provide opportunities for students to work in GP practices, international recruitment, policies to support portfolio careers and flexible working, improved continued professional development, leadership programmes and engagement with staff in change processes to gather insight and help them shape the future. At the February workshop colleagues from the CCG and the GPs present were able to provide substantial information concerning how local GP practices are linking to both local and STP initiatives and how the local educational network is complementing these through development and support for GPs and trainee GPs.

- 1.3.7 New ways of working will have implications for how the public interact with the health care professionals and the system overall. It is suggested that having more information about this including in GP surgeries would be helpful in providing reassurance to the public.
- 1.4 Councillors are invited to note the information. Officers from the West Kent CCG and a local GP will attend the meeting in order to provide further information if needed and answer questions.

2 AVAILABLE OPTIONS

- 2.1 The Committee is asked to note the report and to provide feedback on any actions to provide support for councillors on the topic of GP service issues raised by their constituents.
- 2.2 The alternative option is simply to note the report.

3 PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 The option in 2.1 is recommended.

4 RISK

- 4.1 This report is presented principally for information only and has no risk management implications.

5 CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 5.1 A member workshop was held on February 25th 2019; a briefing report concerning GP service provision was circulated in advance of the workshop to all members and questions invited in advance of the meeting. Issues raised at the workshop have been summarised and addressed in this report.

6 CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	We do not expect the recommendations will by themselves materially affect achievement of corporate priorities. However, they will support the Council's overall achievement of its aims as set out in the Strategic Plan	Chief Executive
Risk Management	Already covered in the risk section	Chief Executive
Financial	GP services are funded by the NHS so there are no direct financial implications for the Council arising from this report. The Council has a wider interest in residents' health and wellbeing, so it works in partnership with GPs and NHS bodies to facilitate the provision of GP services.	Section 151 Officer & Finance Team
Staffing	We will deliver the recommendations with our current staffing.	Chief Executive
Legal	There are no specific legal implications at present as this report is presented for information only.	Team Leader (Corporate Governance), MKLS
Privacy and Data Protection	There are no specific privacy or data protection issues to address.	Team Leader (Corporate Governance), MKLS
Equalities	There are no specific equalities implications and the recommendations do not propose a change in service therefore an equalities impact assessment is not required	Anna Collier, Policy & Information Manager
Public Health	We recognise that the recommendations will not	Head of Service or

	negatively impact on population health or that of individuals.	Manager
Crime and Disorder	There are no crime and disorder implications arising from this report	Chief Executive
Procurement	There are no procurement implications arising from this report	Chief Executive

7 REPORT APPENDICES

None

8 BACKGROUND PAPERS

Briefing Note for Members – GP Service Provision

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE

16 APRIL 2019

Key Performance Indicators 2019-20

Final Decision-Maker	Communities, Housing and Environment Committee
Lead Head of Service/Lead Director	Angela Woodhouse Head of Policy, Communications and Governance
Lead Officer and Report Author	Anna Collier, Policy and Information Manager
Classification	Public
Wards affected	All

Executive Summary

The Council has recently approved a new Strategic Plan for 2019-45. The Committee are asked to consider new key performance indicators that measure achievement of the Council's priorities for 2019-20.

This report makes the following recommendations to Communities, Housing and Environment Committee

That the draft Key Performance Indicators for 2019-20, attached as Appendix 1, be recommended to the Policy and Resources Committee.

Timetable

Meeting	Date
Corporate Leadership Team	19/03/2019
Heritage Culture and Leisure Committee	02/04/2019
Communities Housing and Environment Committee	16/04/2019
Policy and Resources Committee	24/04/2019

Key Performance Indicators 2019-20

1. INTRODUCTION AND BACKGROUND

1.1 The Council has approved a new Strategic Plan for 2019-45 and agreed four new priorities:

- Embracing Growth and Enabling Infrastructure
- Safe Clean and Green
- Homes and Communities
- A Thriving Place

1.2 Indicators are reviewed at the start of each year and following the creation of the new Strategic Plan and priorities, changes will be required.

1.3 The Draft set of new Key Performance Indicators have been reviewed with Heads of Service and Corporate Leadership Team and can be reviewed at Appendix 1, set out by priority.

1.4 As part of the review of this year's indicators, feedback has been given by officers and Members. Drop in sessions were arranged at the town hall for Members to come and review the new indicators. Eight Members in total attended.

Reports

1.5 Members are understandably increasingly concerned about the cost of providing services and ensuring that resources are well invested. Whilst both the Finance and Policy and Information team have worked hard to bring both reports together to Committee as early as possible following the end of each quarter, it is not providing Members with the clarity they need. Therefore the quarterly budget and performance reports will be merged; and presented as one single report firstly to Corporate Leadership Team and then the relevant budgets and indicators to each Committee.

1.6 Providing a single report, as is done by authorities elsewhere, will provide greater transparency on whether performance reflects the investment or whether further investment needs to be made.

1.7 Over the last few years the Policy and Information Team has included 'information only' indicators to provide Members with the wider context of the Council's impact and the environment in which the Council is operating.

1.8 These do not always work best with the performance report as they are not targetable indicators. This does not mean that the information is not important but perhaps not best included in a performance report.

1.9 What will be produced instead is an annual strategic update to each committee on each of the four new priorities. This report would contain a

range of performance data and contextual data as well as progress on the outcomes identified in the Strategic Plan, and key projects.

2. AVAILABLE OPTIONS

Make a recommendation to Policy and Resources Committee to stop performance monitoring

- 2.1 Though it is considered best practice, some authorities have chosen to drop performance management or produce performance data which they publish on their website.
- 2.2 This is not recommended as monitoring performance ensures oversight and challenge to the delivery of the Council's priority action areas and mitigates risk of the Council not delivering its priorities and key services.

Make a recommendation to Policy and Resources Committee to keep the current set of indicators

- 2.3 A set of indicators is currently in place and is being reported to Committees. Whilst these indicators could be realigned to the new priorities they do not fully reflect the changes that have been made in the new Strategic Plan.
- 2.4 This is not recommended as the new set has been produced in consultation with Heads of Service following feedback from Members and therefore represents the best set of indicators to meet our current planned outcomes.

Make a recommendation to Policy and Resources Committee to agree the draft set of indicators

- 2.5 Appendix 1 shows the list of proposed Key Performance indicators for 2019-20 set out by the new priorities in the Strategic Plan 2019-25. The indicators were developed with Heads of Service and have been commented on by some Members.
- 2.6 Members could also choose to increase, reduce or change any targets or amend suggest new indicators.

3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 The Committee is asked to consider which indicators will best measure and track progress against the Council's priorities and make a recommendation to Policy and Resources that those indicators and targets for 2019-20 are agreed.

4. RISK

- 4.1 The risks associated with this proposal, including the risks if the Council does not act as recommended, have been considered in line with the Council's Risk Management Framework. The production of robust performance reports ensures that the view of the Council's approach to the

management of risk and use of resources is not undermined and allows early action to be taken in order to mitigate the risk of not achieving targets and outcomes. We are satisfied that the risks associated are within the Council’s risk appetite and will be managed as per the Policy.

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 5.1 Performance is reported to each committee each quarter. Members often request future changes or express points of view on either the indicators or performance management generally. Notes have been taken of these for application in the current set and proposed approach.
- 5.2 A drop-in session was held for all Members on the 5th and 6th of March. Eight members attended and the results can be seen at Appendix 2

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 6.1 Each Committee will have the opportunity to feed into the final set of indicators at committee meetings in April prior to final agreement by Policy and Resources.
- 6.2 Once the indicators are agreed Heads of Service and Managers will be informed and the reports set up in time for first reporting.
- 6.3 The Performance and Budget report will be added to each Committees work programme for 2019-20.

7. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	We do not expect the recommendations will by themselves materially affect achievement of corporate priorities. However, they will support the Council’s overall achievement of its aims The performance management process monitors delivery of the Councils Strategic Plan 2019-45 and plays an important role in the achievement of corporate objectives. They also cover a wide range of services and priority areas, for example waste and recycling.	Anna Collier Policy and Information Manager

Risk Management	The production of robust performance reports ensures that the view of the Council's approach to the management of risk and use of resources is not undermined and allows early action to be taken in order to mitigate the risk of not achieving targets and outcomes.	Anna Collier Policy and Information Manager
Financial	The proposals set out in the recommendation are all within already approved budgetary headings and so need no new funding for implementation.	Section 151 Officer & Finance Team
Staffing	We will deliver the recommendations with our current staffing	Anna Collier Policy and Information Manager
Legal	Acting on the recommendations is within the Council's Powers. There is no statutory duty to report regularly on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. One of the purposes of the Key Performance Indicators is to facilitate the improvement of the economy, efficiency and effectiveness of Council Services. Regular reports on the Council's performance assist in demonstrating best value and compliance with the statutory duty.	Anna Collier Policy and Information Manager
Privacy and Data Protection	The recommendations do not propose a change in service therefore will not require a data protection impact assessment	Anna Collier Policy and Information Manager

Equalities	The recommendations do not propose a change in service therefore will not require an equalities impact assessment	Anna Collier Policy and Information Manager
Public Health	We recognise that the recommendations will not negatively impact on population health or that of individuals.	Anna Collier Policy and Information Manager
Crime and Disorder	No impact	Anna Collier Policy and Information Manager
Procurement	No Impact	Anna Collier Policy and Information Manager

8. REPORT APPENDICES

- Appendix 1: Key Performance Indicators by Committee
 - Appendix 2: Member Feedback
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9. BACKGROUND PAPERS

None

A Thriving Place						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
Existing	Number of students benefitting from the museums educational service		Quarterly	Aim to Maximise	(1%) 8,296	TBC
Existing	Footfall at the Museum and Visitor Information Centre (cumulative)		Quarterly	Aim to Maximise	n/a	TBC
Existing	Number of users at the Leisure Centre	This is the number of users visiting the leisure centre, and helps measure the performance of our contract with them.	Quarterly	Aim to Maximise	744,316 (1% increase on last years actual as per contract)	TBC
Existing	Percentage of all available tickets sold at the Hazlitt		Quarterly	Aim to Maximise	50%	TBC
Existing	Contacts to the Visitor Information centre (visits, calls, and emails)		Quarterly	Aim to Maximise	3,128 (2%)	TBC
Existing	Percentage of vacant retail units in the town centre		Annual	Aim to Minimise	11%	11%
Existing	Footfall in the High St.		Quarterly	Aim to Maximise	12,500,000	12,500,000
New	Business rates income from town centre businesses		Annual	Aim to Maximise	Information Only	Information Only
New	Aggregate business rateable value		Quarterly	Aim to Maximise	Information Only	Information Only
Safe, Clean and Green						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
Existing	The percentage of relevant land and highways that is assessed as having acceptable levels of litter		4-monthly	Aim to Maximise	94%	94.5%
Existing	The percentage of relevant land and highways that is assessed as having acceptable levels of detritus		4-monthly	Aim to Maximise	94%	94.5
NEW	The average weight of fly tipped material collected		Quarterly	Aim to Minimise	N/A	TBC
Existing	Percentage of fly tips assessed within 2 working days		Quarterly	Aim to Maximise	88%	89%
Existing	Percentage of fly tips with evidential value which result in enforcement action		Quarterly	Aim to Maximise	50%	TBC
Existing	Percentage of household waste sent for reuse, recycling , composting		Quarterly	Aim to Maximise	52.5%	52.5%
NEW	Percentage of unauthorised encampments removed within 5 working days		Quarterly	Aim to Maximise	N/A	90.0%
NEW	Number of people using parks and open spaces		Annual	Aim to Maximise	N/A	TBC
NEW	Number of green flag parks		Annual	Aim to Maximise	N/A	5
Homes and Communities						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
NEW	Number of houses of multiple occupation brought to compliance by private rented sector licensing		Bi Annual	Aim to Maximise	N/A	TBC
Existing	Number of completed housing assistances		Quarterly	Aim to Maximise	Information Only	Information Only
Existing	Percentage of approved spend for disabled facilities grant		Quarterly	Aim to Maximise	100%	100%
NEW	Number of households prevented or relieved from becoming homeless	This is where we were able to secure a further 6 months of continuing or alternative accommodation	Quarterly	Aim to Maximise	N/A	300
NEW	Percentage of successful housing prevention and relief cases	The figure we expect the government will measure our achievement against	Quarterly	Aim to Maximise	N/A	30.0%
Existing	Number of households housed through the housing register		Quarterly	Aim to Maximise	600	600
Existing	Number of households in temporary accommodation		Quarterly	Aim to Minimise	Information Only	Information Only
NEW	Number of households living in nightly paid temporary accommodation last night of the month		Quarterly	Aim to Minimise	Information Only	Information Only
Embracing Growth and Enabling Infrastructure						
Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
NEW	Number of planning appeals received		Quarterly	Aim to Minimise	N/A	TBC

Status	Performance Measures	Description	Frequency	Good Performance	2018/19 Target	2019/20 Target
NEW	Percentage of priority 1 enforcement cases dealt with in time		Quarterly	Aim to Maximise	N/A	TBC
NEW	Percentage of Priority 2 enforcement cases dealt with in time		Quarterly	Aim to Maximise	N/A	TBC
NEW	Number of enforcement complaints received		Quarterly	Aim to Minimise	N/A	TBC
Existing	Number of affordable homes delivered (Gross)		Quarterly	Aim to Maximise	180	180
NEW	Affordable homes as a percentage of all new homes		Quarterly	Aim to Maximise	N/A	TBC
Existing	Net additional homes provided (NI 154)		Annual	Aim to Maximise	1,000	N/A
NEW	The number of new homes completed against target		Quarterly	Aim to Maximise	N/A	N/A

Embracing Growth and Enabling Infrastructure – Possible Performance Indicators

Performance Measure	Reporting Approach	Comments/votes
The Council leads master planning and invests in new places which are well designed		
Percentage of pre-application communication	Reporting cycle to be confirmed	<i>nil</i>
Number of Planning appeals	Quarterly reporting	2
Processing of major planning applications in 13 weeks	Quarterly reporting	3
Processing of minor applications in 8 weeks	Quarterly reporting	2
Processing of other applications in 8 weeks	Quarterly reporting	3
Priority 1 cases – 100% of target response times met.	As agreed by SPST committee – Quarterly reporting	2
Priority 2 – 90% of target response times met.	As agreed by SPST committee – Quarterly reporting	2
Number of enforcement complaints	Quarterly reporting	7
Live enforcement cases	Quarterly reporting (narrative in text)	1

Key employment sites are delivered		
Projects	Quarterly reporting (TBC) (narrative in text)	
The Housing need is met including affordable housing		
The number of new homes completed against target	Quarterly reporting	5
Affordable homes as a percentage of all new homes.	Quarterly reporting	7
Sufficient infrastructure is planned to meet the demands of growth:		
Narrative of progress against the infrastructure delivery plan	Quarterly reporting (TBC) (narrative in text)	3

Safe clean and green– Possible Performance Indicators

Performance Measure	Reporting Approach	Comments/votes
People feel safe and are safe		
Percentage of unauthorised encampments removed within 5 working days	Reported quarterly	5
Perceived safety measured by Residents Survey.	Annual survey	2
Repeat incidences of domestic violence	Reported bi annually	2
A Borough that is recognised as clean and well cared for by everyone		
Perception of "Litter as measured in Residents Survey.	Annual survey	2
The average weight of fly tipped material	Quarterly reported	5

Appendix 2: Member Feedback

collected		
The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	three times per year	1
The percentage of relevant land and highways that is assessed as having acceptable levels of litter	three times per year	2
Percentage of fly tips assessed within 2 working days	Reported quarterly	5
Percentage of fly tips with evidential value which result in enforcement action	Reported quarterly	6
Number of volunteer litter picks supported	Reporting cycle to be confirmed	2
An environmentally attractive and sustainable Borough		
Waste Production per household .	Reported quarterly	5
Recycling rates overall	Reported quarterly	4
Everyone has access to high quality parks and green spaces		
Number of people using parks and open spaces	Annual survey	5
Number of parks with green flags	Fine	2

S106 spend in parks and open spaces	Reporting cycle to be confirmed	1
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Home and Communities – Possible Performance Indicators

Performance Measure	Approach	Comments/votes
A diverse range of community activities is encouraged		
The percentage of residents who believe that the local area is a place where people from different backgrounds get on well together	Collect by an annual survey.	4
Residents regularly participating in the community	Collect by annual survey	3
Number of people volunteering	Collect via Involve	3
Existing housing is safe, desirable and promotes good health and well being		
The number of Houses of Multiple Occupation brought to compliance by private rented sector licensing	Bi annually reported	3
Number of completed housing assistances	quarterly reporting	2
Percentage of approved spend for disabled facilities grant	quarterly reporting	4
Homelessness and rough sleeping are prevented		
Total number of households prevented from becoming homeless	Quarterly reporting	5

Appendix 2: Member Feedback

Total number of households relieved from becoming homeless	Quarterly report (different from above, this is where prevention was not successful or too late but housing was secured)	3
Percentage of successful prevention and relief cases	Quarterly report (this is the figure we expect government will measure our achievement against)	3
Number of households housed through the housing register	Quarterly reporting	4
The number of households in TA at the last night of the month	Quarterly reporting	3
Ratio of house prices to earnings.	Information only to be reported annually	3
Average/median private sector rent.	Information only to be reported twice annually	2
Community facilities and services in the right place at the right time to support communities		

A Thriving Place – Possible Performance Indicators

Performance Measure	Reporting Approach	Comments/votes
A vibrant leisure and culture offer, enjoyed by residents and attractive to visitors		
Footfall at the Museum and Visitor	Quarterly reporting with	3

Appendix 2: Member Feedback

Information Centre	cumulative targets	
Tickets sold Hazlitt	Quarterly reporting	3
Users at the leisure centre	Quarterly reporting	2
Contacts to the Visitor Information centre (visits, calls, and emails)	Quarterly reporting	2
Our town and village centres are fit for the future		
Footfall in the high street	Quarterly reporting	4
Number of vacant retail units	Annual reporting	5
Skills levels and earning potential of our residents are raised		
Gross median annual earnings.	Annual reporting	2
Employment rate.	Annual reporting	3
JSA claimants	Annual reporting	1
NVQ attainment levels	Annual reporting	1
The percentage of 16 to 18 year olds who are not in education, employment or training (NEET) or who have unknown destinations	At this stage unsure whether this data is available or not	2
Out of work benefits	Annual reporting	1

Local commercial and inward investment is increased		
Jobs density.	Annual reporting	<i>nil</i>
Total jobs growth	Annual reporting	5
Total businesses	Annual reporting	5
Business rate income	Annual reporting	3
GVA per capita	Annual reporting	<i>nil</i>

Agenda Item 15

Communities, Housing and Environment Committee

16th April 2019

Heather House Consultation

Final Decision-Maker	Communities, Housing and Environment Committee
Lead Head of Service/Lead Director	William Cornell, Director of Regeneration & Place
Lead Officer and Report Author	Clare Harvey, Data Intelligence Officer
Classification	Public
Wards affected	Park Wood

Executive Summary

The results of the Resident and Stakeholder surveys into usage and importance of Heather House Community Centre.

This report makes the following recommendations to Communities, Housing & the Environment Committee

1. That the results of the consultations with residents and stakeholders on Heather House be agreed as a sufficient evidence base to inform the decision on whether to make further investment in the facility.

Timetable

Meeting	Date
Communities, Housing and Environment Committee	16 th April 2019

Heather House Consultation

1. INTRODUCTION AND BACKGROUND

- 1.1 Heather House is a community facility that is owned and managed by Maidstone Borough Council. It is located on Bicknor Road, Park Wood, Maidstone, ME15 9PS, backing onto the Parkwood Recreation Ground. Over the last few years usage and revenues have reduced as the facilities on offer have become dated and in need of renewal.
- 1.2 In December the Committee considered a report seeking permission to undertake a procurement exercise to identify a suitable partner or partners to contribute to the design, investment and management of the new facility and requested early engagement with potential users and partners to establish potential future uses and uptake at the centre.
- 1.3 The Park Wood resident survey (Appendix 1) was distributed via post to all households in Park Wood ward (3,566), a freepost envelope was included in the mailing. The survey opened on the 11th February and closed on 24th March 2019. A total of 320 responses were received. The overall results are therefore accurate to within $\pm 4.4\%$ at a 90% confidence level, with no weighting applied to the data. This means that we can be 90% certain that the results are between $\pm 4.4\%$ of the calculated response, so the 'true' response could be 4.4% above or below the figures reported (i.e. a 50% agreement rate could in reality lie within the range of 45.6% to 54.4%).
- 1.4 The stakeholder survey (Appendix 2) was opened on 11th February and closed on 22nd March, there were six responses from the eight stakeholders contacted.
- 1.5 Both consultations sought to find out how the facility is used, its importance to the local community and to understand what support stakeholders and residents are willing to give to the project going forward. A subsequent report setting out the options for Heather House and taking into account the results of these consultations is due to committee in June 2019.
- 1.6 The full consultation report setting out the results for both consultations is at Appendix 3. The summary findings are set out below.

Summary of Resident Survey Findings

- 1.7 Only 7% of the households who responded to this survey currently visit Heather House.
- 1.8 46% of respondents last visited Heather House more than three months ago and 43% of respondents have never visited the House.
- 1.9 The most common reason why respondents have never visited Heather House was because they were unaware of it (41.5%).

- 1.10 Respondents who live within 700 metres from Heather House are more likely to consider hiring Heather House than respondents who live further away.
- 1.11 The majority of the respondents (41.8%) replied that there are not any extra facilities that would make them consider privately hiring Heather House.
- 1.12 When asked how important/unimportant Heather House is to them, the most common answer from respondents was 'Neither Important nor unimportant' at 33%; followed by 'Not important at all' at 25%.
- 1.13 Respondents who stated that Heather House is 'Unimportant' or 'Not Important at all' to them were asked to report why they felt this way:
- 47.1% of the respondents said they had no interest in Heather House.
 - 27.3% of the respondents stated that they were not aware of Heather House and have never heard of it.
- 1.14 The majority of respondents were not interested in being involved in the future of Heather House.

Stakeholder Summary Findings

- 1.15 Six out of eight invited stakeholders participated in the consultation.
- 1.16 All six participating stakeholders stated that a large sports hall (approx. 250m²) and car parking were critical to the running of their group.
- 1.17 All six stakeholder responders said that Heather house meets their group/clubs needs 'Very well' or 'Well'.
- 1.18 All six rated Heather House as being a 'Very good' or 'Good' community facility.
- 1.19 All six said they did not have an alternative venue for their club/group if Heather House was unavailable.
- 1.20 Three stakeholder respondents said they would be willing to collaborate with other clubs/groups to help develop a sustainable business plan for Heather House and the remaining three stakeholders were unsure.

2. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 2.1 The Committee could decide that the consultation data forms a sufficient evidence base to inform the decision on whether to make further investment in Heather House. This option is recommended as it ensures that the evidence is given sufficient weight and consideration during decision making.

2.2 Alternatively, the Committee could decide that the evidence provided is not sufficient to inform a decision on whether to make further investment in Heather House. This is not recommended, as further engagement and analysis may negatively impact upon the timescales for compiling a business case.

3. RISK

3.1 Committees, managers and heads of service can use survey data to support decision making.

4. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

4.1 The consultation results are presented in this report as a result of previous reports to the Communities, Housing and Environment Committee on the Future of Heather House.

5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

5.1 If approved, the data from the consultation will form part of an evidence base for a Business Case Report on the Future of Heather House which is scheduled to be considered by this committee in June 2019.

6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	The project described in this report supports the Council's Strategic Plan Objectives.	Data Intelligence Officer
Risk Management	Already covered in the risk section	Data Intelligence Officer
Financial	None identified – the report is for noting.	Section 151 Officer & Finance Team
Staffing	None identified – the report is for noting.	Data Intelligence Officer
Legal	None identified – the report is for noting.	Data Intelligence Officer
Privacy and Data Protection	Consultation was carried out in accordance with the Data Protection Act 2018 – all survey	Data Intelligence Officer

	results are anonymous.	
Equalities	There is no change to services at this moment in time.	Policy & Information Manager
Public Health	None identified	Data Intelligence Officer
Crime and Disorder	None identified	Data Intelligence Officer
Procurement	The results of the procurement exercise relating to this issue will be presented to the Committee in June 2019.	Head of Service & Section 151 Officer

7. REPORT APPENDICES

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

- Appendix 1: Copy of survey distributed to Park Wood households
- Appendix 2: Copy of survey distributed to Stakeholder users (Group Leaders)
- Appendix 3: Heather House Consultation Report

8. BACKGROUND PAPERS

None

APPENDIX 1

COPY OF SURVEY DISTRIBUTED TO PARK WOOD HOUSEHOLDS

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Heather House Community Hall

Survey closes 24th March 2019
Survey takes around 5 minutes to complete.

The information provided by you in this survey will be used for research purposes. It will not be used in a manner that would allow identification of individual responses. Should you choose to sign up to volunteer or to attend a focus group this information will be treated separately and will not be linked to your survey response. All data is processed in accordance with the Data Protection Act 2018.

If you require this consultation in another format or have any queries about the consultation please email: consultation@maidstone.gov.uk

Q1 Do you or a member of your household attend a club or group that currently uses Heather House on a regular basis?

- Yes
- No

If yes, please state what clubs or clubs are attended by members of your household

Q2 When was the last time you or a member of your household used or visited Heather House?

- In the last week
- In the last two weeks
- In the last month
- In the last three months
- More than three months ago
- Never used or visited

If you have never used or visited, is there any reason why?

Q3 What was the reason for the last visit or the last event you or a member of your household attended at Heather House?

Q4 Are you aware that Heather House can be privately hired for events such as birthday parties, retirement celebrations, workshops and training sessions?

- Yes
- No

Q5 Would you or a member of your household ever consider hiring Heather House for such an event?

- Yes
- No

Q6 Are there any specific facilities that would make you consider hiring Heather House?

Heather House Community Hall

Q7 Are you aware that the following clubs/groups are held at Heather House?

	Yes	No	Householder is member
Short mat bowls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kurling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roller Dance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Please use the box below to tell us about any other activities you would attend if available at Heather House

Q9 How important or unimportant is Heather House to you?

- Very important
- Important
- Neither important or unimportant
- Unimportant
- Not important at all

Q10 If you have said Heather House is Unimportant or Not Important at all please tell us why?

Q11 Would you like to be more involved in the future of Heather House in any of the following ways? (Select all that apply)

- Attending a focus group on the future of Heather House
- Being a volunteer for events at Heather House
- Volunteering with the day to day running of the House house

If you have ticked any of the options left please provide your contact details below

Name	<input style="width: 100%;" type="text"/>
Phone number	<input style="width: 100%;" type="text"/>
Email	<input style="width: 100%;" type="text"/>

Demographics

Maidstone Borough Council is committed to Equal Opportunities. The information you provide in this section will not be linked to any comments you make on consultations, and will not be linked to your name, address or other personal identifier. The information will be used for monitoring and research purposes only and processed in accordance with the Data Protection Act 2018. Please contact us at consultation@maidstone.gov.uk if you require further information.

Q12 How many people are there in your household including yourself? (Please write in)

Children 4 years and under	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>
Children 5 to 16 years	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>
Adults 17 to 64 years	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>
Adults 65 years and over	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>

Q13 Is your present home:

- Owned outright
 - Buying with a mortgage
 - Rented from a housing association
 - Rented from a private landlord
- Other type of tenure - please specify below

Heather House Community Hall

Q14 How long have you lived in your current home?

- Less than a year
- Between 1 and 4 years
- Between 5 and 9 years
- Between 10 and 15 years
- More than 15 years

Q15 Do you or a member of your household have any longstanding illness, disability or infirmity (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)?

- Yes
- No

Q17 Is anyone in your household currently claiming unemployment benefits?

- Yes
- No

Q16 Which of the following best describes your home situation?

- Single person without children
- Single parent family with children, living at home
- Single parent family with children, not living at home
- Unmarried couple without children
- Unmarried couple with children, living at home
- Unmarried couple with children, not living at home
- Married couple without children
- Married couple with children, living at home
- Married couple with children, not living at home

Q18 Do you or a member of your household look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health/disability or problems with old age?

- No
- Yes, 1 to 19 hours a week
- Yes, 20 to 49 hours a week
- Yes, 50 hours plus a week

**Thank you for completing the survey
Please return it using the pre-paid envelope by 24th March 2019**

APPENDIX 2

APPENDIX 2: COPY OF SURVEY DISTRIBUTED TO STAKEHOLDER USERS (GROUP LEADERS)



Heather House Stakeholder Survey

Heather House is important to the community, however usage and revenues have reduced over recent years as the facilities on offer have become dated and in need of renewal. Therefore the Council has undertaken some preliminary cost plans for options to either:

1. Redevelop the existing facility, to include making additional provision for sports changing rooms as well as a social lounge and licensed bar area. The Council estimates that the net cost of such a proposal would be c£2m.
2. Refurbishing the existing facility at a cost of c£0.75m.

We are therefore seeking views from the groups, clubs and organisations that use Heather House on it's usage, facilities and future.

Survey closes: **17th March 2019**

Survey take around 6 minutes to complete

If you require this consultation in another format or have any queries about the consultation please email: consultation@maidstone.gov.uk

The information provided by you in this survey will be used for research purposes. It will not be used in a manner that would allow identification of individual responses. Should you choose to enter the prize draw or sign up to any of our mailing lists this information will be treated separately and will not be linked to your survey response.

Consent **Click below to begin the survey. In doing so, you agree to participate in the survey and to the use of your survey response as outlined above. If you do not wish to participate in this survey, please close your browser**

I am happy to proceed to the survey

Q1 **What is the name of the club, group or organisation that you run from Heather House?**

Q2 **Who is your club/group membership aimed at?**

Q3 Approximately how many people regularly attend sessions run by your club/group each week? (by age group)

Under 16 years	<input type="text"/>
17 to 24 years	<input type="text"/>
25 to 34 years	<input type="text"/>
35 to 44 years	<input type="text"/>
45 to 54 years	<input type="text"/>
55 to 64 years	<input type="text"/>
65 years and over	<input type="text"/>

Q4 How often does your club or group run sessions at Heather House?

- Several times a week
- Once a week
- Once every two weeks
- Once a month
- Once every three months

Other please specify

Q5 How important are the following facilities to the running of your club/group?

	Critical	Useful but not necessary	Not necessary
Large sports hall (approx 250m ²)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium sports hall (approx 100m ²)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee style meeting room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen (inc cooker, fridge, hot water urn and microwave)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Are there any other facilities that are critical to the running of your club/group?

Q7 Are there any other facilities that you expect your club/group to require in the future?

Q8 **To what extent do the current facilities at Heather House meet the needs of your club/group?**

- Very well
- Well
- Neither well nor poorly
- Poorly
- Very poorly

Q9 **How would you rate Heather House as a community facility?**

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q10 **If Heather House was not available as a venue for your club/group do you have alternative locations or venues that you would use?**

- Yes
- No

Q11 **What alternative venues are available to you?**

Q12 **If Heather House was unavailable as a venue what impact would this have on your club/group?**

[The Future of Heather House](#)

In terms of securing a funding package for the redevelopment or refurbishment of the facility, the Council feels that this could come from a combination of a community / voluntary groups and the Council committing some funds, and then the selected community / voluntary groups using this as a basis to seek match funding from external grant giving bodies.

Therefore we are seeking interest from clubs/groups that may be interested in helping to secure a long-term and flourishing future for Heather House, by perhaps providing some or all of the following:

- Long-term stewardship of the facility, perhaps through a Trust.
- Operational management of the facility.
- Capital funding to assist with either the redevelopment or refurbishment of the facility.

Q13 **Would your club/group be interested in participating in the project?**

- Yes
- No

Q14 **Would your club/group be willing to steward the new or improved facility without long term support from the Council?**

- Yes
- No
- Not sure

Q15 **Would your club/group be willing to contribute monies to either a new or improved facility?**

- Yes
- No
- Not sure

Q16 **Would you be willing to collaborate with other clubs/groups to help develop a sustainable business plan for the facility?**

- Yes
- No
- Not sure

Q17 **Please use the box below for any comments you have about Heather House and it's future**

Q18 **Please provide the main contact for your club/group**

Name

Contact number

Contact email

Thank you for your time
Please click 'submit' to send us your survey response

APPENDIX 3

APPENDIX 3: HEATHER HOUSE CONSULTATION REPORT

Heather House Survey Report 2019

Methodology

Resident

The survey was distributed to all 3556 households in the Park Wood ward and 28 were returned as the address was incomplete; investigations revealed that either these properties were yet to be built or the sample included the flats-block as a separate address to the flats within it. This was a one off mailing with no reminders.

The survey was open between 11th February and 24th March 2019. A total of 320 responses were received. The overall results are therefore accurate to within $\pm 4.4\%$ at a 90% confidence level, with no weighting applied to the data. This means that we can be 90% certain that the results are between $\pm 4.4\%$ of the calculated response, so the 'true' response could be 4.4% above or below the figures reported (i.e. a 50% agreement rate could in reality lie within the range of 45.6% to 54.4%).

Stakeholder

The survey was distributed to the eight regular hirers/users that run a club or group out of Heather House. The survey was open between 11th March and 22nd March.

Please note not every respondent answered every question, therefore the total number of respondents refers to the number of respondents for the question being discussed and not to the survey overall.

Summary of Findings

Resident

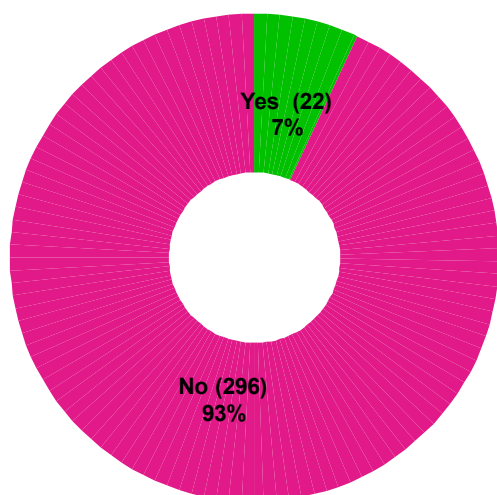
- 46% of respondents last visited Heather House more than three months ago and 43% of respondents have never visited the House. The most common reason why respondents have never visited Heather House was because they were unaware of it (41.5%).
- Respondents who live within 700 metres from Heather House are more likely to consider hiring Heather House than respondents who live further away.
- 41.8% of respondents said there are not any extra facilities that would make them consider privately hiring Heather House.
- When asked what activities they would attend if available at Heather House, the majority of the respondents replied that they would visit if keep fit/fitness classes were available; including yoga, aerobics, pilates and zumba.

Appendix 3: Heather House Consultation Report

- When asked how important or unimportant Heather House is to them, the most common answer from respondents was 'Neither Important nor unimportant' at 33%; followed by 'Not important at all' at 25%.
- Respondents who have lived in their home for less than 9 years were more likely to find Heather House 'Not important at all' than those who have lived in their home for more than 15 years. Respondents who are claiming unemployment benefits are more likely to find Heather House 'Important' than those who are not.
- The majority of respondents were not interested in being involved in the future of Heather House.

Stakeholder

- All six stakeholder responders said that Heather house meets their group/clubs needs 'Very well' or 'Well'.
- All six rated Heather House as being a 'Very good' or 'Good' community facility.
- All stakeholders said they do not have any alternative venues if Heather House was unavailable.
- Three stakeholder respondents said they would be willing to collaborate with other clubs/groups to help develop a sustainable business plan for Heather House and the remaining three stakeholders were unsure.



Attendance at Heather House

Respondents were asked whether they, or a member of their household, attend a club or group that currently uses Heather House on a regular basis.

The majority of respondents replied 'No'.

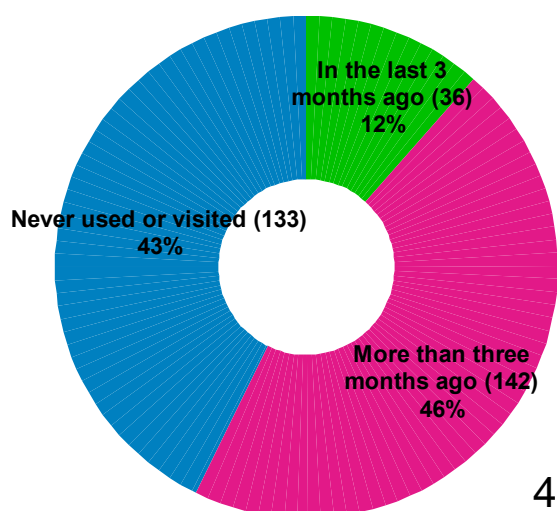
From analysing the data, it was found that respondents who have lived in their current home for more than 15 years are significantly more likely to attend a club or group at Heather House (12.7% of respondents), than those who have lived in their current home for 1 to 4 years (2.7% of respondents).

There were no significant differences between the responses when a household has either, children living at home; someone with a long-standing illness, disability or infirmity; someone claiming unemployment benefits; or someone who acts as a carer.

Additionally, respondents who have mortgage or are renting from a private landlord are less likely to attend a club at Heather House (97.9% and 100.0% of respondents respectively), than respondents who owned their property outright (85.7%).

The 22 respondents who said they currently attend a club at Heather House were asked which clubs they attend. 19 people provided a response: 63.2% (12) of the residents who regularly visit Heather House are members of SEMARA (South East Maidstone Active Retirement Association); 10.5% (2) are members of the Short Mat Bowls Club; 10.5% (2) are members of the Boxing Club; 5.3% (1) attend the Bingo; 5.3% (1) attend property meetings; 5.3% (1) use the facility as a Mosque; and 5.3% (1) attend private party events which are held at the House.

Last visit to Heather House



Respondents were then asked when they or a household member last visited Heather House and there were six response options: 'In the last week'; 'In the last two weeks'; 'In the last month'; 'In the last three months'; 'More than 3 months ago' and 'Never used or visited'. For the chart, the first four answer options have been combined due to low numbers. The most common response was 'more than three months ago', followed by 'never used or visited'.

The data shows that respondents who have lived in their current home for less than a year were most likely to have never visited Heather House, in comparison with all other groups. 85.7% of respondents who have lived in their current home for less than a year have never visited Heather House; whereas, only 27.7% of respondents who have lived in their home for more than 15 years have never visited Heather House.

Respondents who have lived in their home for 10-15 years were most likely to have last visited Heather House more than three months ago, with 58.7% responding this way. Further analysis found that respondents who have been in their current home for more than 15 years were most likely to have visited Heather House more recently, with 19.8% visiting in the last three months.

Moreover, the data shows that respondents who live closer to the facility (less than 350 metres away) were more likely to have visited in the last three months (9.0%) and more than three months ago (51.3%), than respondents who live 700 metres away (1.0% and 29.4% respectively).

Respondents who live the furthest away were most likely to have never visited Heather House (65.7%) in comparison with those who live 351-700 metres (32.8%) and less than 350 metres away (29.5%).

There were no significant differences between the responses when a household has either, children living at home; someone with a long-standing illness, disability or infirmity; someone claiming unemployment benefits; or someone who acts as a carer.

The survey asked respondents what the event was they last attended at Heather House. 178 people provided a valid response for this question. It should be noted that some respondents provided more than one answer. The responses are as follows:

- 68.0% (121) of the respondents attended a private function, 74.4% of which were parties (including birthday parties, wedding receptions and New Year's Eve celebrations); 9.1% were business functions (including Morrisons meetings, Golding Homes meetings and Residents' meetings); 9.1% were events for retirement groups (including SEMARA); and 1.7% were charity events (including an Alzheimer's fundraiser).
- 16.3% (29) of the respondents said the reason for their last visit to Heather House was to vote.
- 10.1% (18) of the respondents attended sports activities held at the House (including short mat bowls, boxing, kurling and dance lessons).
- 6.7% (12) attended fetes, markets and car boot sales.
- 2.8% (5) of the respondents have never visited, had no reason to visit, or were completely unaware of the facility.
- Finally, 1.1% (2) of the respondents have only visited Heather House to use the toilet facilities.

Why have residents never visited Heather House?

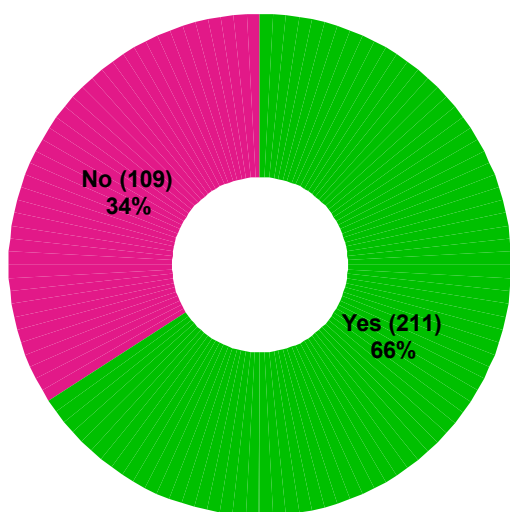
Additionally, respondents were asked why they have never visited Heather House. 53 people provided a valid response¹ for this question. Again, some respondents provided more than one answer. The responses from the survey were coded and categorised. The responses are as follows:

- 41.5% (22) of the respondents were not aware of Heather House;

¹ An invalid response is one where the intention cannot be understood, that is nonsensical or contains only symbols.

- 22.6% (12) had no reason to visit;
- 18.9% (10) of the respondents were not aware of the clubs and activities held at Heather House;
- 13.2% (7) were new to the area;
- 3.8% (2) thought it had an unsuitable location;
- 1.9% (1) thought the area was run down and uninviting;
- 1.9% (1) felt they were unwelcomed when they have visited in the past;
- and 1.9% (1) of the respondents said they had no time to visit Heather House.

Privately Hiring Heather House



The survey asked households if they were aware that Heather House could be privately hired for events, such as birthday parties; retirement celebrations; workshops and training events.

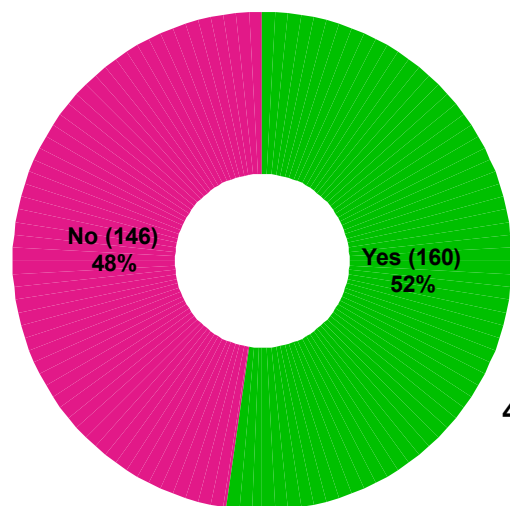
As seen in the chart, the majority of respondents replied 'Yes'.

99% of the respondents who are unaware that Heather House can be hired, also do not currently attend a club or group there. However, only 10% of respondents who replied 'Yes' currently attend a club or group at Heather House.

Respondents who have lived in their current home for less than a year are significantly less likely (23.8%) to know that Heather House can be privately hired; in comparison with residents who have lived there for 5-9 years (56.5%) and more than 15 years (81.6%).

Respondents who live further away (more than 700 metres) from Heather House are less likely to be aware that they can hire the facility (41.9%). To highlight this difference, 73.9% of respondents who live 351-700 metres and 84.0% of respondents who live < 350 metres away from Heather House are aware that they can hire Heather House.

Interestingly, respondents who are carers are more likely to be aware that they can privately hire Heather House (77.3%) in comparison with non-carers (62.8%). However, there were no significant differences between the responses when a household has, children living at home; someone with a long-standing illness, disability or infirmity; someone claiming unemployment benefits; or someone who acts as a carer.



Would residents consider privately hire Heather House?

Households were then asked whether they would consider hiring Heather House for a private event.

The more common response by only 4% was 'Yes'.

The data shows that residents who rent their home from a housing association are most likely to consider hiring Heather House for a private event (65.3%); in comparison, residents who have a mortgage or are renting from a private landlord are less likely to hire Heather House (48.9% and 27.3% respectively).

There were no significant differences between the 'Yes' and 'No' responses when a household has children living at home; someone with a long-standing illness, disability or infirmity; someone claiming unemployment benefits; or someone who acts as a carer.

Moreover, respondents who have visited Heather House in the last three months are the most likely to hire Heather House for an event (80.0%), in comparison with respondents who have never visited Heather House (28.1%).

Respondents who live less than 350 metres and 351-700 metres away from Heather House are more likely to consider hiring Heather House (59.2% and 56.5% respectively) than respondents who live more than 700 metres away (41.4%). This is not surprising considering awareness of hiring Heather House decreases as the distance of the household from the facility increases.

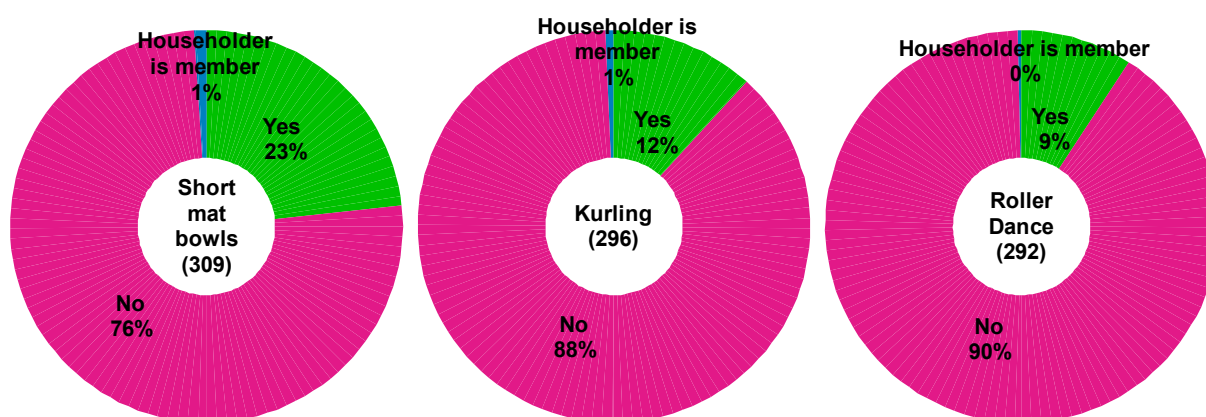
Heather House Facilities

Households were asked whether there were any specific facilities that would make them consider hiring Heather House for a private event. 192 people provided valid responses for this question. The responses from the survey were coded and categorised. The responses are as follows:

- 41.7% (80) of the respondents replied 'No', that there are not any facilities that would make them consider privately hiring Heather House.
- 16.1% (31) of the respondents reported that they would hire Heather House if there are facilities for birthday parties; 4 residents replied that they would like the option of hiring a bouncy castle for a child's birthday party.
- 10.4% (20) of the respondents stated that 'Heather House and its facilities should be improved and updated'. Responses for this category included: 'Heather House looks run down from outside'; 'the whole place needs changing, it's horrible'; 'the looks of the building is the main reason I do not use Heather House'; 'cleaner, more modern facilities are needed'; 'modernisation and abundant facilities are required'; and 'Heather House needs updating and improving, the area looks a mess'.
- 10.4% (20) of the respondents replied that they would use Heather House if there were a clean, modern kitchen and a licensed bar to hire.
- 8.9% (17) of the respondents would like a spacious hall with plenty of chairs and tables for events.
- 7.8% (15) of the respondents said 'a more convenient location' would make them consider hiring Heather House.
- 6.8% (13) of the respondents would like plenty of car parking spaces outside of the venue.
- 3.6% (7) of the respondents reported that they would like more sports facilities at Heather House, including sports equipment; gym equipment; mirrors; a sound system; and a stage.
- 2.6% (5) of the respondents said they would like cleaner and updated toilet facilities.
- 2.1% (4) of the respondents said they would be more likely to hire Heather House if the overall cost was more affordable.
- 2.1% (4) of the respondents reported they would like more green space outside of the venue.

- 2.1% (4) of the respondents would like more disabled facilities at Heather House, including wheelchair access.
- 1.0% (2) of the respondents replied that they would be more likely to hire Heather House if it had more marketing and advertisement.
- 1.0% (2) of the respondents said that the facility needs improved security.

Heather House Clubs



Residents were asked whether they were aware of the following clubs at Heather House: short mat bowls; kurling; and roller dance. For all three clubs, the most common answer was ‘No’, that the respondents were not aware of the club being held at Heather House. Respondents were least aware of roller dance, followed by kurling and then short mat bowls.

Short mat bowls

The data shows that respondents who do not have household member who attends a club at Heather House were more likely to be unaware of short mat bowls (79.5% of these respondents) than residents who do have a household member attend a club (21.1% of these respondents). Moreover, respondents who have never visited Heather House were more likely to be unaware of the short mat bowls club (92.1%) than those who have visited in the last three months (33.3%).

Respondents who have lived in their homes for more than 15 years were most likely to have knowledge about the short mat bowls club held at Heather House (43.8%). Furthermore, 36.2% respondents who own their house outright and 32.3% of respondents who rent their home from a housing association were aware of the short mat bowls club, in comparison with 7.4% of respondents who have a mortgage and 0.0% of respondents who are renting from a private landlord.

Interestingly, respondents who have a long-standing illness, disability or infirmity were more likely to know about the club (34.7%) than residents who do not have a disability (18.7%). Moreover, 28.4% of respondents who do not have children living at home are aware of the short mat bowls club, in comparison with 14.2% of respondents with children at home.

Appendix 3: Heather House Consultation Report

Households where someone is aged 65 years or over are most likely to know about the club (41.0%) compared to the overall result.

Households less than 350 metres away from the facility are more likely to know about the short mat bowls club (37.7%) than respondents who live more than 700 metres away (10.9%).

Kurling

The data shows that respondents who do not have a household member attend a club at Heather House are more likely to be unaware of the kurling club (91.0%) than those that do (26.7%). Moreover, respondents who have never visited Heather House were more likely to respond that they were unaware of the kurling club (97.6%) than those who have visited in the last three months (56.7%).

Respondents who have lived in their homes for more than 15 years were more likely to be aware of club (24.7%) than respondents who have lived in their homes for 5-9 years (6.6%), 1-4 years (2.7%) and for less than a year (0.0%).

There were no significant differences between the responses when a household has someone with a long-standing illness, disability or infirmity; someone claiming unemployment benefits; or someone who acts as a carer. However, 14.70% of respondents who live without children at home are aware of the kurling club, in comparison with 6.50% of respondents who do live with children.

Households containing residents aged 65 years and over have a greater proportion responding that they are aware of the club (23.1%) compared to the overall result.

Finally, respondents who live more than 700 metres away from the facility are less likely to be aware of the kurling club (3.9%) than the respondents who live 351-700 metres and less than 350 metres away (13.0% and 21.1% respectively).

Roller dance club

The data shows that respondents who do not have household member attend a club at Heather House are significantly more likely to be unaware of the roller dance club (91.7%) than those that do (58.3%). It was also found that respondents who have never visited Heather House were more likely to respond that they were unaware of the roller dance club (96.8%) than those who have visited in the last three months (77.8%).

As the Roller Dancing club held at Heather House is one to one tuition, this is not surprising.

There were no significant differences between the awareness responses when a household has children living at home; someone with a long-standing illness, disability or infirmity; someone claiming unemployment benefits; or someone who acts as a carer.

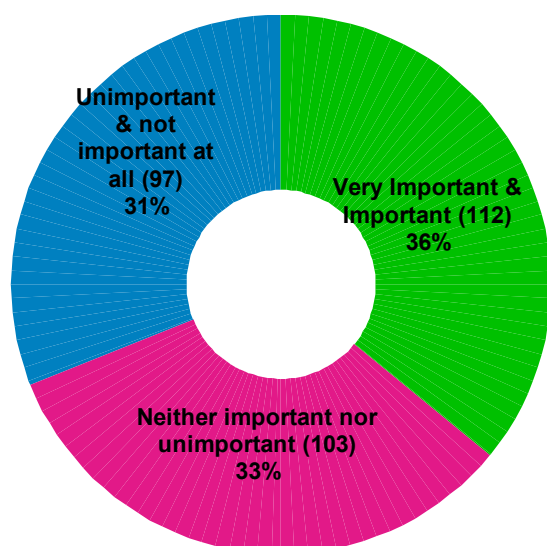
What other activities would residents attend?

Householders were then asked what other activities they would attend, if they were available at Heather House. 141 people provided valid responses for this question. The results from the survey are as follows:

Appendix 3: Heather House Consultation Report

- 37.6% (53) of the respondents replied that they would attend keep fit/fitness classes at Heather House, which would include yoga, aerobics, pilates and zumba.
- 15.6% (22) of the respondents replied that they would attend dance classes, including modern; line; salsa and ballroom dancing.
- 15.6% (22) of the respondents replied that they would not attend any activities held at Heather House.
- 13.5% (19) of the respondents replied that they would like children’s activities and clubs to be available at Heather House, including activities that are inclusive to children with learning disabilities.
- 7.8% (11) of the respondents reported that they would attend sport clubs at Heather House; responses included netball, badminton, archery, roller hockey, volleyball and football.
- 7.1% (10) of the respondents said they would attend arts, crafts and cooking activities at the House.
- 6.4% (9) of the respondents replied that they would like more baby, toddler and parents’ groups to be available.
- 6.4% (9) of the respondents reported that they would like more markets and fairs to be held at Heather House – including antique, boot and craft fairs.
- 5.7% (8) of the respondents would like more martial arts clubs to be available, such as karate, tai chi, taekwondo, kung fu and judo.
- 5.0% (7) of the respondents replied that they would like more groups available for OAPs, including exercise classes; U3A Active Retirement; and SEMARA.
- 5.0% (7) of the respondents reported that they would like more bingo, bridge and quiz nights.
- 5.0% (7) of the respondents replied that they would attend educational classes and workshops at Heather House; responses included language classes, first aid courses and dog training.

Importance of Heather House to the Community



Residents were asked how important or unimportant Heather House is to them, with five response options: ‘Very important’; ‘Important’; ‘Neither Important nor Unimportant’; ‘Unimportant’ and ‘Not important at all’. The chart shows the top two and bottom two responses combined. Before this, the most common response was ‘Neither Important nor unimportant’ at 33%; followed by ‘Not important at all’ at 25%; and ‘Very Important’ at 13.8%.

The commentary below focuses on the combined results.

Households where a member attends a club at Heather House were significantly more likely to find Heather House ‘Very important and important’ (90.5%) than those who do not have a member in their household (31.8%). Furthermore, respondents who have used Heather House within the last

three months are more likely to find Heather House 'Very important' (62.9%), in comparison with respondents who have visited more than three months ago (13.1%) and who have never visited (2.3%).

Respondents who do not have a household member attending a club at Heather House were significantly more likely to respond that Heather House is 'Neither important nor unimportant' (35.3%) and 'unimportant and not at all important' (32.9%), than those with household members who visit the facility regularly (both 4.8%). Similarly, respondents who have lived in their home for less than a year and for 5-9 years were more likely to find Heather House 'Not important at all' (40.0% and 32.3% respectively) than those who have lived in their home for more than 15 years (17.2%).

The data shows that respondents who have lived in their home for more than 15 years were significantly more likely than all other respondents to find Heather House 'Very important and Important' (51.5%). It was found that respondents who are over the age of 65 were more likely to find Heather House 'Very important' (20.5%) than households with working age people (11.7%) and households with children aged 4 years and under (10.8%).

Interestingly, respondents who are claiming unemployment benefits are more likely to find Heather House 'Important' (40.0% of respondents) than those who are not (20.4% of respondents). Moreover, respondents who are renting from a housing association are more likely to find Heather House 'Important' (32.0%) than those who are buying a mortgage (17.2%).

Respondents who currently have mortgage are more likely to find Heather House 'Neither important nor unimportant' (41.9%) than those who own their house outright (22.4%).

The data shows that respondents who live less than 350 metres and 351-700 metres away from Heather House are more likely to find it 'Important' (28.6% and 25.6%) than those who further away (12.7%). Respondents who live more than 350 metres away from the facility are more likely to find it 'Not important at all' (34.3%) in comparison with respondents who live less than 350 metres away (15.6%). However, there are no significant differences between the 'Neither important nor unimportant' responses from areas closer to and further from Heather House.

Why is Heather House 'Not Important at all'?

Respondents who stated that Heather House is 'Unimportant' or 'Not Important at all' to them were asked to report why they felt this way. 120 people provided valid responses for this question. The responses were coded and categorised, and are as follows:

- 47.5% (57) of the respondents said they had no interest in Heather House. Some of the responses from this category included: 'current activities are not of interest to me'; 'I never use it'; 'I have no need to attend'; 'I have plenty of other activities'.
- 27.5% (33) of the respondents stated that they were not aware of Heather House and have never heard of it.
- 8.3% (10) of the respondents replied that the building and its facilities need to be improved. Responses for this category included: 'It looks very dated'; 'the whole place is dirty and disgusting'; 'it looks run down and dirty'; 'it's old and tatty'; 'if the facilities were improved, I would make use of it'.
- 6.7% (8) of the respondents replied that they dislike the area. Responses for this category included: 'I wouldn't visit that part of town'; 'the area is not particularly nice'; 'I try not to associate with others around here'; 'it has a bad reputation – when I say Park Wood, people are put off'.
- 4.2% (5) of the respondents replied that they do not use Heather House due to the lack of marketing and information about it. Responses included: 'it isn't marketed properly, I had no idea

it existed'; 'lack of information on events'; 'more advertising of events is needed; 'do you even have a website?'

- 4.2% (5) of the respondents replied no time for it, due to work or other activities.
- 4.2% (5) of the respondents replied that Heather House should be kept open to benefit the local community. Responses for this category included: 'we need the hall kept open for all to use, as we have nothing in Park Wood'; 'the building is important to the community'; 'it is an asset to the wider community'; 'we need a community hall which residents can use for events and clubs, a place where all can get involved with the right encouragement'.
- 2.5% (3) of the respondents think the area is dangerous. They stated that, 'I would never use Heather House. I feel scared walking past thee as it is known for drug dealings and constantly has thugs hanging around the car park'; 'it's a no-go at night'; 'it is a scary place, there are always needles and rubbish outside'.
- 2.5% (3) of the respondents are unable to travel to Heather House, due to disabilities.
- 2.5% (3) of the respondents said they don't live in the area and so, would use other venues nearer to their home.

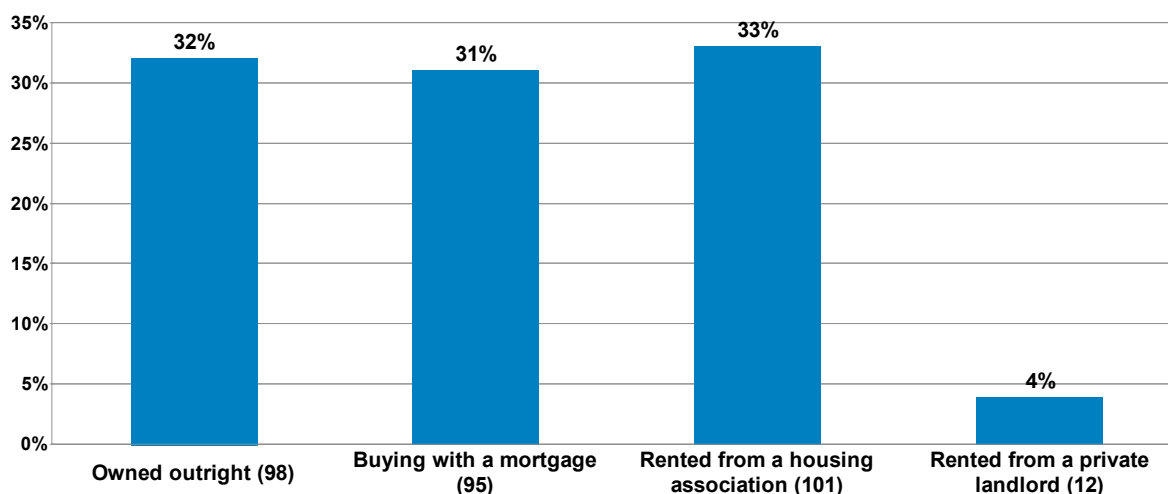
The Future of Heather House

Residents were asked whether they would like to be involved in the future of Heather House through: attending a focus group on the future of Heather House; being a volunteer for events at the House; and volunteering with the day-to-day running of the House.

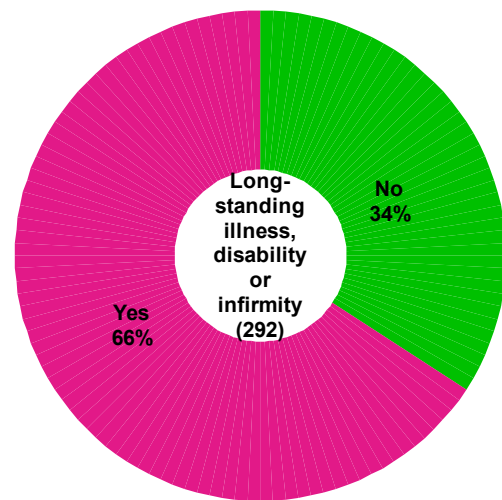
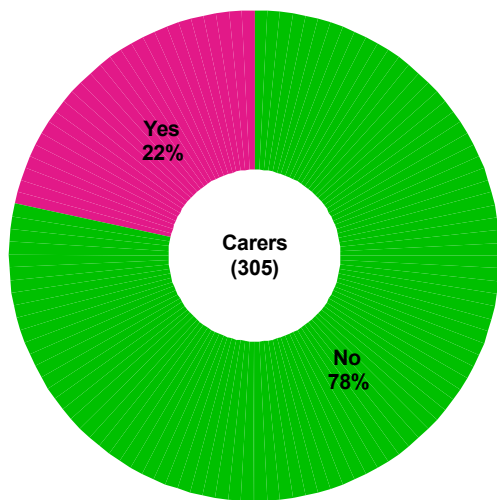
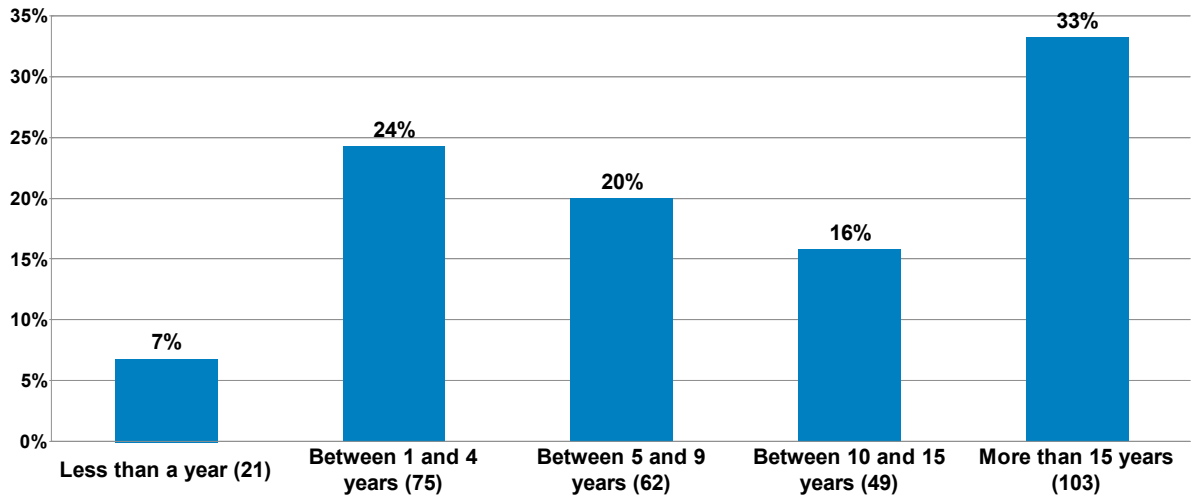
80.3% (257) of the survey respondents did not reply to this question; 14.7% (47) of the survey respondents replied that they would be interested in attending a focus group on the future of Heather House; 9.1% (29) of the respondents replied that they would be interested in being a volunteer for events held at Heather House; and 3.8% (12) of the respondents replied that they would be interested in volunteering with the day-to-day running of the House. Whether respondents replied to the question and the way in which they would like to be involved were not related to where they live in relation to Heather House, as there were no significant differences between location and responses.

Resident Survey Demographics

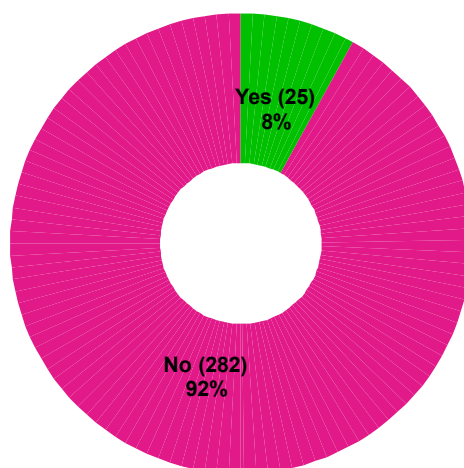
Home Tenure



Length of time at current property

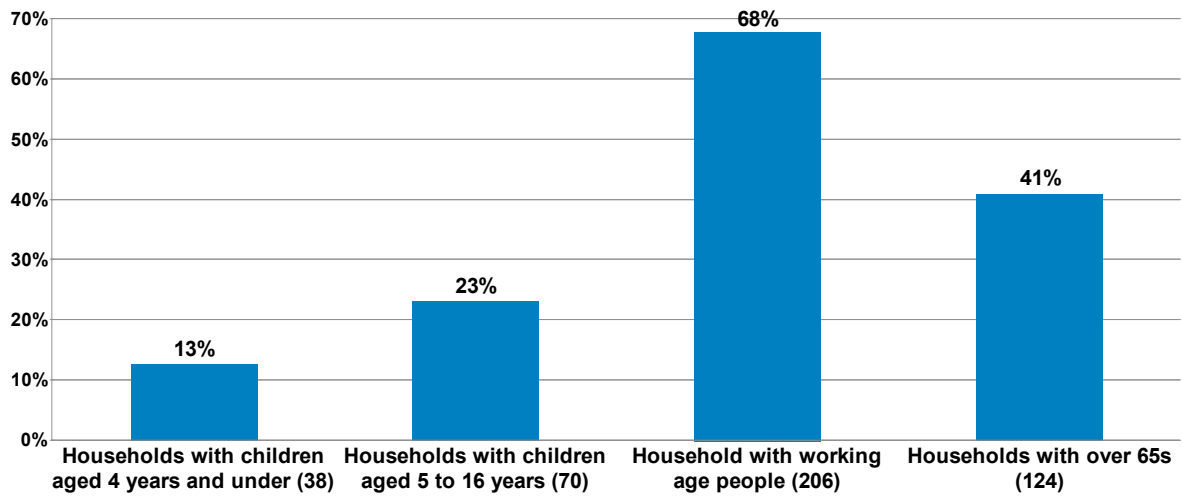


Is anyone in the Household currently claiming unemployment benefit?

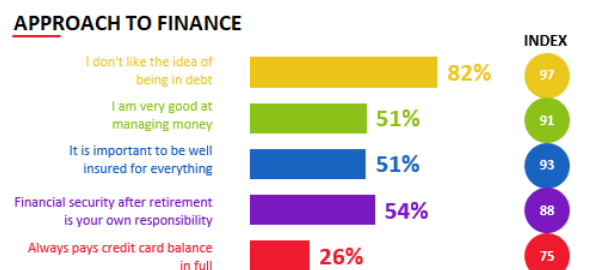
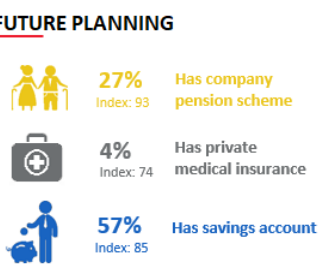
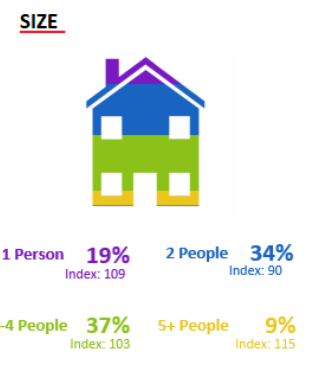
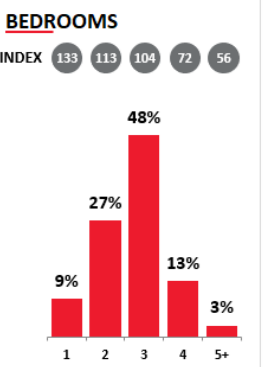
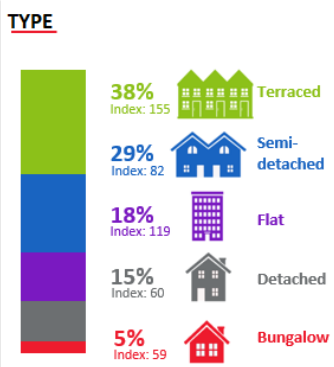
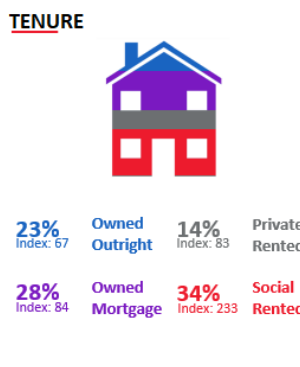
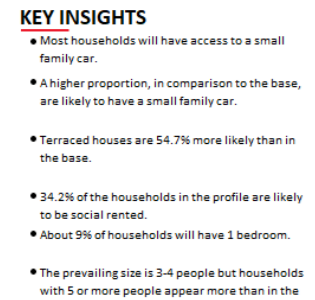
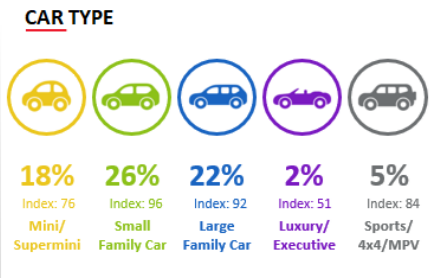
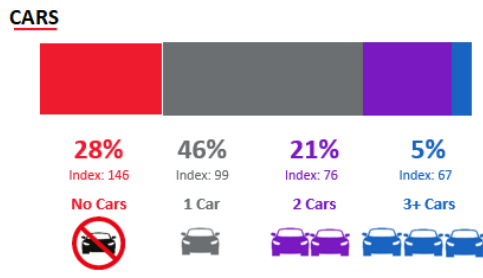
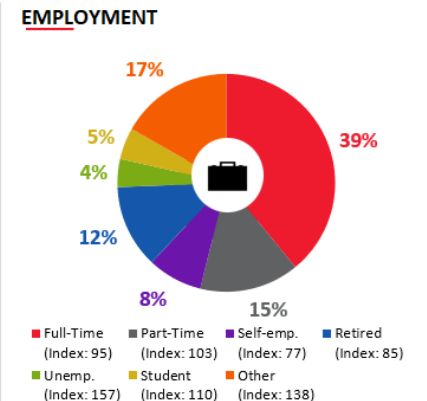
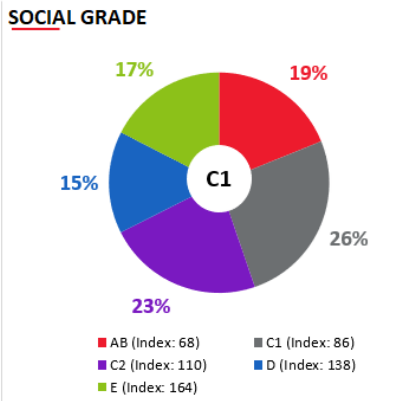
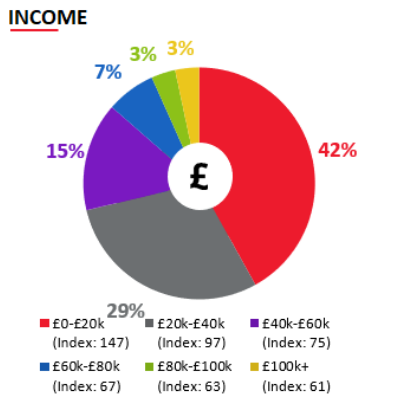
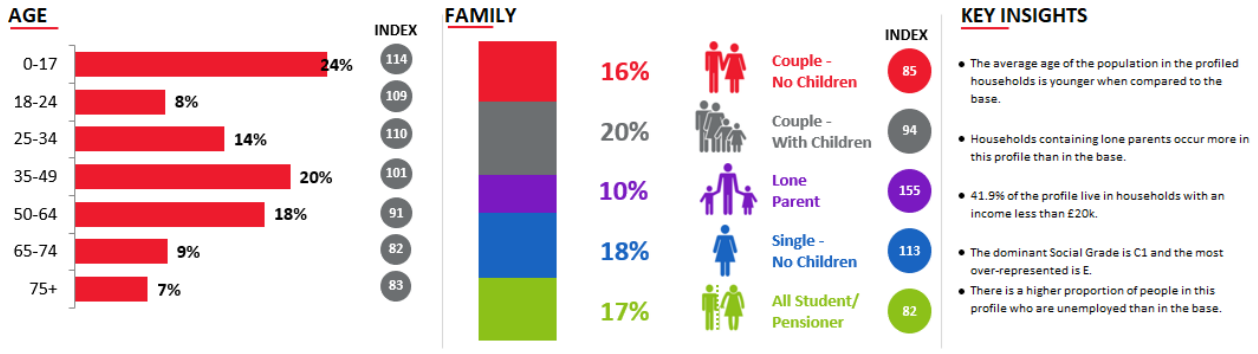


Householder make-up

Appendix 3: Heather House Consultation Report

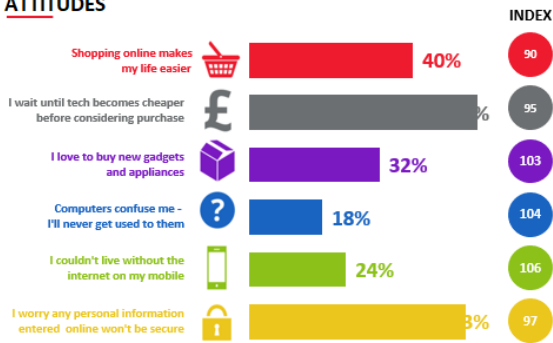


Acorn Respondent Profile

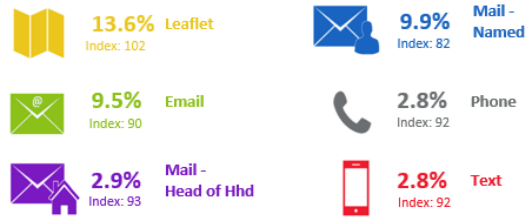


Appendix 3: Heather House Consultation Report

ATTITUDES



MARKETING - FUTURE RESPONSE



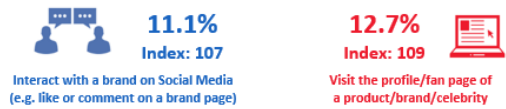
KEY INSIGHTS

- Most people in this profile prefer to be contacted via visit.
- A greater proportion than in the base prefer mail as their channel of choice.
- Approximately 14% of this profile is likely to respond to a leaflet.

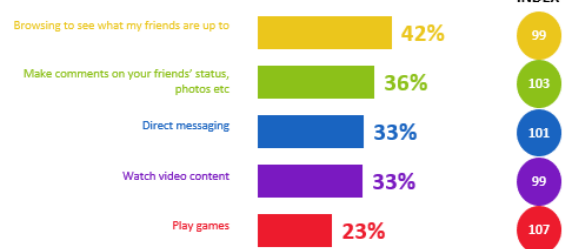
ACCESSES SOCIAL MEDIA



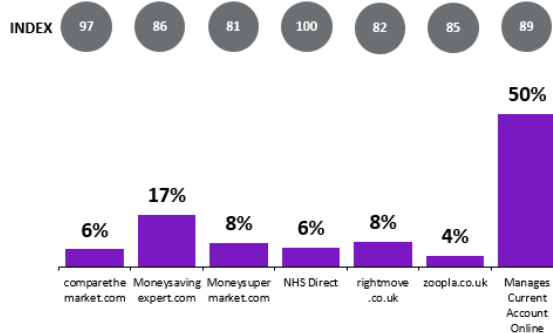
BRAND INTERACTION



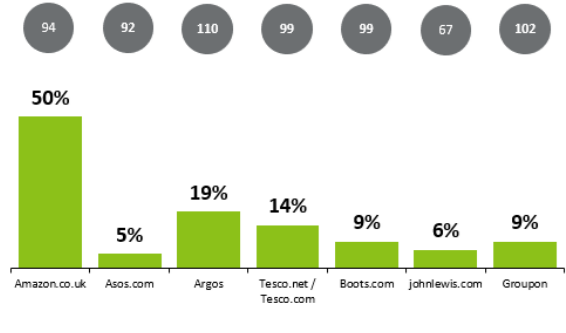
TOP 5 SOCIAL MEDIA ACTIVITIES



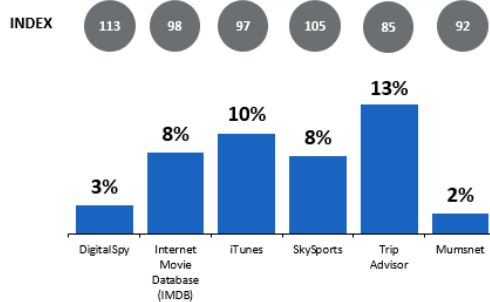
HOME & FINANCE



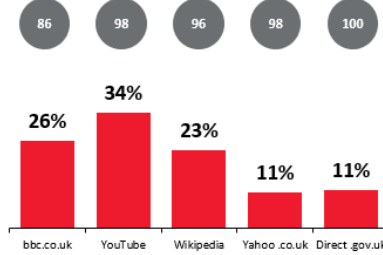
SHOPPING



LIFESTYLE



GENERAL



KEY INSIGHTS

- Most people in this profile will access their social media through their mobile. Although there is a higher proportion in the profile than the base who will also use their tablet.
- "Look at content/updates your friends have posted (e.g. photos, videos, status updates)" is the most popular activity on social media. However, a greater proportion than in the base will use it to "visit the profile/fan page of a product/brand or celebrity".

Stakeholder Survey Responses

There were eight stakeholder users that were invited to take part in the consultation, six provided a response, and of these three were short mat bowling groups.

Membership

Of the six stakeholder groups two have stated that they are specifically aimed at older people (over 55's and over 65's) with this being a prerequisite for one club due to its nature. There is one group that is aimed at young people, particularly those that are seen as deprived and another club that hires the hall for one to one tuition while the other two groups state to be open for members from all age groups and communities.

Although just two groups have stated they are aimed at specifically at older people, four stakeholders have provided membership figures showing that their group's membership is currently made up of only over 65's.

The group that is aimed at young people has the highest membership with 85 regular attendees, with the majority of these (75%) aged under 25 years and it is a sport orientated group. The private hirer for one to one tuition has the least number of members. The second biggest group is aimed at the Elderly and is a social orientated club.

Usage & Facilities

Stakeholders were asked how often they meet at Heather House. The two groups with the greatest membership are using Heather House several times a week, while the other stated they use it one a week.

Stakeholders were asked to state which of current facilities in Heather house were vital and which were useful to their groups running. All stakeholders stated that a large sports hall (approx. 250m²) and car parking were critical to the running of their group. Four groups said a kitchen was critical and the same four groups said that storage was also critical, while one group said both these facilities were useful but not necessary. There was one group who said a committee style meeting room was critical and another said it was useful and one group stated that in addition to the large sports hall, the medium sports hall was also critical to the running of their group.

Three groups responded to the question 'are there any other facilities that are critical to the running of your club/ group?' These stakeholders mentioned toilets, a lockable room to store equipment and 'somewhere to wash would be handy'. When asked about the future needs of their group one stakeholder repeated the need for lockable storage, another stated the need to have a clear floor space that is reasonably flat and true.

Needs & the Future of Heather House

In terms of satisfaction as user of Heather House all respondents said that the centre meets their group/clubs need 'Very Well' or 'Well'. All stakeholders also said that Heather House is a 'Very Good' or 'Good' community facility.

Stakeholders were asked if they had any other venues available to them, if Heather House was unavailable, all responded no. When asked what impact it would have on their club/group if Heather House was unavailable all responded negatively with three stating the club would close or their services would not be available locally, one stating they have tried to look for alternative but none were suitable. The remaining two responses said it would be a 'disaster' and would cause a 'large impact' if Heather House was unavailable.

In terms of going forward stakeholders were asked about their willingness to be involved in the future of Heather House. There were three stakeholders that said they would be willing to participate in the project, there was one stakeholder that said they would be willing to steward the new or improved facility without long term support from the Council, three were not sure and two said no. There were two stakeholders that said they would be willing to contribute monies to either a new or improved facility. Three respondents said they would be willing to collaborate with other clubs/groups to help develop a sustainable business plan for Heather House and the remaining three stakeholders were unsure.

Additional comments about Heather House and its future
Without Heather House our members would lose a means of socialising and having a purpose and overall important to our well being
Heather House is in an already deprived area with many of our members lonely and without the ability to access other areas and clubs. This hall is a vital facility for this area. There is no other similar facility in this area.
I think one of the issues is that Heather House is not advertised as a venue. It seems to be underused and has the potential to offer so many services to the local community, but clubs and groups are not aware of it.
HH is an ideal venue for our club. It is a structurally sound building, apart from the fact it has an asbestos roof, that is ok if left alone, it is perfectly situated for us.
Our exclusive use of Reed Hall has made a large impact in the community, through our club with the backing of England Boxing young people can participate in a sport which promotes a healthy body and mind, discipline, respect and a family atmosphere for our members even the most deprived families can benefit from.
Lifeline to many elderly, lonely people good public transport facilities to Heather House. We looked for new facilities when informed last year that it was to close, to a high cost to us as the only two available site we moved proved unsuitable at a great cost to the club.

COMMUNITIES, HOUSING & ENVIRONMENT COMMITTEE

19 April 2019

CCTV Next Steps

Final Decision-Maker	Communities, Housing & Environment Committee
Lead Head of Service/Lead Director	Director of Regeneration & Place
Lead Officer and Report Author	John Littlemore Head of Housing & Community Services
Classification	Public
Wards affected	All

Executive Summary

This report provides the Committee with progress and next steps towards modernising the public realm CCTV service.

This report makes the following recommendations to the Communities, Housing & Environment Committee

That:

1. The public realm CCTV cameras be upgraded.
2. The CCTV recording equipment be relocated from the Town Hall to Maidstone House.
3. Policy and Resources Committee be recommended to identify £110,000 to enable the upgrade and relocation of CCTV.

Timetable

Meeting	Date
Communities, Housing and the Environment Committee	16 April 2019
Policy & Resources Committee	26 June 2019

CCTV Next Steps

1. INTRODUCTION AND BACKGROUND

- 1.1 The CHE Committee has previously considered the future of the Council's public realm CCTV and how this could be provided within the budget agreed under the Medium Term Financial Strategy (MTFS).
- 1.2 A tendering exercise was conducted in 2018 to ascertain whether a monitored service could be delivered within the budgetary constraints. The outcome of the tendering exercise confirmed that, even on reduced hours, a viable monitoring service was not financially viable. Despite reaching out to key stakeholders at the time, no offers to assist with the cost of providing a monitored service were received.
- 1.3 At the same time, it was recognised that the age of the cameras and recording equipment currently in use has a limited lifespan. Having the equipment in place at the Town Hall is no longer desirable; and as a result of the flooding in 2017, the equipment at the Town Hall is degrading and will require imminent replacement.
- 1.4 It is proposed to replace the current cameras with modern high-definition cameras that are Wi-Fi enabled. The new recording equipment will be similarly upgraded and able to receive the camera data via Wi-Fi back to the Council's IT suite, where it can be downloaded when captured evidence is required. This new system will be more cost effective and provide a much better quality of recording. The Council will be able to provide access to the recordings to its own officers and to specific partners on a case-by-case basis (such as Kent Police investigating an incident) via a secure cloud network.
- 1.5 The cost efficiency is achieved through not having the associated costs involved in monitoring the cameras, significant savings on the cost of Wi-Fi transmission as opposed to renting cables, and the costs associated with the location at the Town Hall e.g. maintaining an emergency backup power supply and air-conditioning for the equipment. This will enable the Council to meet the budget ambition in the MTFS of £118,000 per annum.
- 1.6 The technical specification for the new system will be such that it does not exclude an external organisation from providing a monitored service in the future. This future proofs the system so as not to limit the Council's options in the future should the budgetary position change due to external contributions; or an organisation puts forward a viable proposition that meets the MFTS. Access will be strictly governed through an agreement with the Council. Discussion is currently in progress led by the One Maidstone BID to explore possibilities around this option.
- 1.7 The Council has engaged the services of a specialist consultant to provide the necessary expertise around the best solution and equipment to enable the Council's ambition for a future-proof service. The cost to upgrade the system is estimated as £110,000. This includes replacing the existing

cameras with HD, Wi-Fi enabled cameras; the placement of Wi-Fi nodes to enable transmission back to Maidstone House; and replacement equipment to download the data recorded.

- 1.8 The current and future revenue costs are set out in the table below. The variance includes savings in the MTFS that have not yet been achieved and the loss of income that cannot be covered, as the majority of those contracts no longer exist:

Year	CCTV Budget	Actual/Estimated	Variance
2018/19	£198,000	£269,765	- £71,765
2019/20	£273,000	£269,765	+ £3,235
2020/21	£118,000	£90,000	+ £28,000
2021/22	£118,000	£90,000	+ £28,000
2022/23	£118,000	£90,000	+ £28,000
2023/24	£118,000	£90,000	+ £28,000

- 1.9 Annual savings will be achieved through the removal of costs associated with the monitored service and the annual rental costs associated with the cabling, which is in excess of £40,000 per annum. From 2020 onwards, the investment to bring the system up to date can be recovered over the period of the next MTFS on a 'spend to save' basis.

2. AVAILABLE OPTIONS

- 2.1 The Council could choose to do nothing but this is not recommended, as the equipment requires replacing, the present arrangement is not fully funded and does not represent good value for money.
- 2.2 The Committee could choose to upgrade the equipment and move this from the Town Hall location at an estimated cost of £110,000, as this provides for a more efficient delivery model that is compliant with the MTFS; and delivers a modern methodology of recording that will provide recordings of better evidential value.

3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 The preferred option is to invest £110,000 to provide an upgraded system as set out in the body of the report and in 2.2 above.

4. RISK

- 4.1 The decision concerning the provision of public-realm CCTV by Maidstone Borough Council was previously debated and concluded by this Committee. This risk analysis is therefore limited to the recommendation in the report.

The project to move the current aging CCTV equipment from its current location to a new setting is considered to have a relatively low risk of failure and likelihood. To further mitigate against failure the project will be led by the MKIP IT Team with the support of a specialist CCTV consultant.

5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

5.1 Key stakeholders have been identified as the local Police and businesses represented by One Maidstone BID. These organisations will be kept informed of progress with the delivery of the new public-realm CCTV service.

6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	We do not expect the recommendations will by themselves materially affect achievement of corporate priorities.	Head of Housing & Community Services
Risk Management	Already covered in the risk section	Head of Housing & Community Services
Financial	The proposals set out in the recommendation allow revenue savings to be made in the cost of running CCTV. Accepting the recommendations will demand new capital expenditure of £110,000. This is subject to approval by Policy and Resources Committee.	Section 151 Officer & Finance Team
Staffing	We will deliver the recommendations with our current staffing. Currently no staff are directly employed in the provision of the service and there are no TUPE implications resulting from the change.	Head of Housing & Community Services
Legal	The Council is not under a statutory duty to provide a	Legal Team

	public-realm CCTV service but does so in the exercise of its powers under the Crime and Disorder Act 1998.	
Privacy and Data Protection	Accepting the recommendations will not increase the volume of data held by the Council. We will hold that data in line with the Council's CCTV policy. The Wi-Fi system adopted will need to comply with the Council's requirements for handling sensitive data securely.	Legal Team
Equalities	The recommendations do not propose a change in service therefore will not require an equalities impact assessment	Head of Housing & Community Services
Public Health	We recognise that the recommendations will not negatively impact on population health or that of individuals.	Head of Housing & Community Services
Crime and Disorder	There is no evidence to suggest that the recommendation will have a negative impact on the Council's duties around Crime and Disorder.	Head of Housing & Community Services
Procurement	On accepting the recommendations, the Council will follow an exercise to purchase the necessary equipment. We will complete those exercises in line with financial procedure rules.	Head of Service & Section 151 Officer

7. BACKGROUND PAPERS

Reports to the Communities, Housing & Environment Committee

"Provision of Replacement CCTV System" 17th July 2018

"Public Realm CCTV Service Update" 17th April 2018

"Decommissioning Part of the Public Realm CCTV Service" 14th November 2017

Communities, Housing and Environment Committee

16/04/19

Annual Report of the Chairman of the Communities Housing and Environment Committee 2018/19

Report Author

Councillor Derek Mortimer

This report makes the following recommendations to Communities, Housing and Environment Committee:

That the report be noted.

The list below is a brief summary of items our Committee has considered over the last year and I would like to thank all Members, Substitutes and Officers for their time and support. I hope the decisions we have made will have a positive impact for our residents and have gone some way towards improving the lives of all our residents across the Borough. Although money is still in tight supply, I feel we as a Committee have achieved a balanced and fair approach to some difficult decisions.

As you are aware some items continue to progress, but I am particularly pleased that there has been a significant reduction in our rough sleeper numbers. Our homeless preventions have greatly increased, and we have made positive moves into providing and building our own residential accommodation.

The work continues, and I have certainly learned a lot representing the Committee externally on the KCC Health Overview and Scrutiny Committee, Kent Flood Risk Group, Kent Resource Partnership and Maidstone Health and Wellbeing Board.

Outside Bodies, representations and appointments
Budget Monitoring and Key Performance Indicators
Heather House and its future
Feasibility study to address poor air quality
Pets in Temporary Accommodation
Waste and Recycling Strategy 2018-2023
Community Toilet Scheme and provision within the town
New Strategic Plan
Environmental Health Annual Report
Rough Sleeping Initiatives and Strategy
Maidstone Housing Delivery Partnership
Joint Municipal Waste Management Strategy 2019-2021
Fees and Charges Update

Homelessness and Rough Sleeper Review
Access to the Councils Services for Disabled People
Safeguarding Policy Review
Waste Crime
Temporary Accommodation Homeless Reviews

Crime and Disorder Committee

Community Safety Partnership Plan Update
Public Spaces Protection Order
Community Safety Plan
Low Level Nuisance Crime
Strategic Assessment Plan

Cllr Derek Mortimer
Chairman of the Communities, Housing and Environment Committee