

OVERVIEW & SCRUTINY ACTING AS THE CRIME AND DISORDER COMMITTEE MEETING

Date: Tuesday 21 March 2023
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors English (Chairman), Cannon (Vice-Chairman), Mrs Blackmore, Brice, Cleator, Conyard, Garten, Hastie, Hinder, Jeffery, Knatchbull, McKenna and T Wilkinson

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

Page No.

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 21 February 2023 1 - 3
9. Presentation of Petitions (if any)
10. Question and Answer session for Members of the Public (if any)
11. Questions from Members to the Chairman (if any)
12. Safety in the Town Centre Review 4 - 25

Issued on Monday 13 March 2023

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

INFORMATION FOR THE PUBLIC

In order to ask a question at this meeting, please call **01622 602899** or email committee@maidstone.gov.uk by 5 p.m. one clear working day before the meeting (i.e. by 5 p.m. on Friday 17 March 2023). You will need to provide the full text in writing.

If your question is accepted, you will be provided with instructions as to how you can access the meeting.

In order to make a statement in relation to an item on the agenda, please call **01622 602899** or email committee@maidstone.gov.uk by 5 p.m. one clear working day before the meeting (i.e. by 5 p.m. on Friday 17 March 2023). You will need to tell us which agenda item you wish to speak on.

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

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MAIDSTONE BOROUGH COUNCIL

OVERVIEW & SCRUTINY COMMITTEE ACTING AS THE CRIME AND DISORDER COMMITTEE

MINUTES OF THE MEETING HELD ON TUESDAY 21 FEBRUARY 2023

Attendees:

Committee Members:	Councillors English (Chairman), Cannon, Brice, Cleator, Conyard, Garten, Hinder, Jeffery, Knatchbull, McKenna, T Wilkinson, Brindle and Joy
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86. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Blackmore and Hastie.

87. NOTIFICATION OF SUBSTITUTE MEMBERS

Councillor Brindle was present as substitute for Councillor Blackmore.

Councillor Joy was present as substitute for Councillor Hastie.

88. URGENT ITEMS

There were no urgent items.

89. NOTIFICATION OF VISITING MEMBERS

There were no visiting members.

90. DISCLOSURES BY MEMBERS AND OFFICERS

Councillor Brice stated that she was a Council Representative on the One Maidstone BID Advisory Board.

91. DISCLOSURES OF LOBBYING

There were no disclosures of lobbying.

92. EXEMPT ITEMS

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

93. MINUTES OF THE MEETING HELD ON 20 DECEMBER 2022

RESOLVED: That the Minutes of the Meeting held on 20 December 2022 be approved as a correct record and signed.

94. PRESENTATION OF PETITIONS

There were no petitions.

95. QUESTION AND ANSWER SESSION FOR LOCAL RESIDENTS

There were no questions from Local Residents.

96. QUESTIONS FROM MEMBERS TO THE CHAIRMAN

There was one question from a Member to the Chairman.

Question from Councillor Brice to the Chairman of the Overview and Scrutiny Committee

'Does the Council know how many, if any, local businesses or organisations stock Emergency Bleed Control Kits in the Town Centre Area?'

The Chairman responded to the question.

Councillor Brice asked the following supplementary question:

'If there are any, where are they, and also to ensure that the information is obvious not only to potentially first responders but members of the public because I think that's what they're intended to be for and then any training that is being provided or could be provided with somewhere like the town hall as a centre, to make sure that staff are up to date on how these could be used if appropriate and would be welcomed?'

The Chairman responded to the supplementary question.

Before the conclusion of the question-and-answer session, the purpose of Bleed Kits was briefly explained and discussed.

To listen to the answers to these questions, please use the below link to access the meeting recording:

[Overview and Scrutiny Committee - 21 February 2023 - YouTube](#)

97. BRIEFING NOTE - SAFETY IN THE TOWN CENTRE REVIEW

The Democratic Services Officer introduced the briefing note which had been produced to support the Committee in concluding its Safety in the Town Centre Review. The appendices to the report were outlined and included suggested actions from the Communications and Community Protection Teams, for the Committee to consider in formulating its recommendations from the review.

During the discussion, several Committee Members stated that they had received feedback from the public that it was sometimes difficult to sign-up to receive online updates relating to safety. The importance of ensuring that the public were able to provide feedback on town centre safety, and that the progress and completion of any of the review's recommendations were monitored, was strongly emphasised. This would ensure that the Council was taking on board any comments made, and that the Committee were kept informed; in response it was requested that a rapporteur be appointed to conduct a post-review evaluation and to review the town centre safety focused questions within the annual resident's survey, to ensure that these allowed for year-on-year benchmarking exercises.

To greater publicise the Committee's review, a request would be made to include information on the review within the next iteration of the Borough Insight Magazine. In response to a question, the Democratic Services Officer confirmed that as part of the new governance arrangements, an annual report on the Committee's work would be presented to Council.

It was suggested that the stakeholders consulted through the review could be asked to attend a future Committee meeting and provide an update on the work undertaken to improve town centre safety generally.

RESOLVED: That the points included within Appendix 1 to the briefing note be put forward to the Executive as part of the review, in addition to the following requests that:

- a. A rapporteur be appointed to conduct a post-review evaluation;
- b. The questions contained within the annual survey on town centre safety be reviewed, to ensure that the questioned contained can be used to conduct a benchmarking exercise; and
- c. Information on the Committee's review be included within the next borough insight magazine.

98. DURATION OF MEETING

7.00 p.m. to 7.25 p.m.

Agenda Item 12

OVERVIEW AND SCRUTINY COMMITTEE

21 MARCH 2023

Safety in the Town Centre Review Covering Report

Timetable	
Meeting	Date
Overview and Scrutiny Committee	21 March 2023
Executive	18 April 2023

Will this be a Key Decision?	No
Urgency	Not Applicable
Final Decision-Maker	Overview and Scrutiny Committee. Any agreed actions arising from the review will be presented to the relevant Decision Maker in April 2023
Lead Director	Angela Woodhouse, Director of Strategy, Insight & Governance
Lead Officer and Report Author	Oliviya Parfitt, Democratic Services Officer
Classification	Public
Wards affected	All, but High Street Ward in particular

Executive Summary

A report supplemented by the draft Committee report to conclude 'The Safety in the Town Centre' review. Once agreed, the report will be presented to the relevant decision makers from April 2023.

Purpose of Report

Decision

This report makes the following recommendations to the Committee

1. That the Committee consider the report attached at Appendix 1 and agree any amendments they wish to make to the report; and
 2. That draft report attached at Appendix 1 to the report, amended by the Committee as appropriate, be agreed and submitted to the relevant decision makers.
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Safety in the Town Centre Review Covering Report

1. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
<p>Impact on Corporate Priorities</p>	<p>The four Strategic Plan objectives are:</p> <ul style="list-style-type: none"> • Embracing Growth and Enabling Infrastructure • Safe, Clean and Green • Homes and Communities • A Thriving Place <p>We do not expect the recommendations will by themselves materially affect achievement of corporate priorities at this stage.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee’s formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	<p>Director of Strategy, Insight & Governance</p>
<p>Cross Cutting Objectives</p>	<p>The four cross-cutting objectives are:</p> <ul style="list-style-type: none"> • Heritage is Respected • Health Inequalities are Addressed and Reduced • Deprivation and Social Mobility is Improved • Biodiversity and Environmental Sustainability is respected <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee’s formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	<p>Director of Strategy, Insight & Governance</p>
<p>Risk Management</p>	<p>See Section 5 of the report.</p>	<p>Director of Strategy, Insight & Governance</p>

Financial	Any recommendations agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will include a consideration of the budgetary implications and will take place via the presentation of the Committee’s formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).	Section 151 Officer & Finance Team
Staffing	We will deliver the recommendations with our current staffing.	Director of Strategy, Insight & Governance
Legal	In accordance with Part 1A of the Local Government Act 2000 (as amended by the Localism Act 2011) the Council is operating under Executive Arrangements. These arrangements must include provision for the appointment of one or more Overview and Scrutiny Committee to review and scrutinise the Executive Decisions made, or other actions taken relating to the exercise of Executive functions. – LGA 2000, Section 9F. Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee’s formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).	Team Leader Contentious and Corporate Governance
Information Governance	<p>The recommendations of this report do not impact personal information (as defined in UK GDPR and Data Protection Act 2018) the Council processes.</p> <p>Any recommendations agreed by the Committee as part of their review will be considered by the relevant Officers and Decision Makers. This will take place via the presentation of the Committee’s formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP). If required, the Privacy Notice for Councillor’s will be updated to make it transparent that data will be shared with Kent Police.</p>	Senior Information Governance Officer

Equalities	The recommendations do not propose a change in service therefore will not require an equalities impact assessment.	Equalities & Communities Officer
Public Health	<p>By reducing the fear of crime, we recognise that the report's recommendations will have a positive impact on population health and well being.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Head of Housing & Regulatory Services
Crime and Disorder	<p>The report's recommendations will not impact Crime & Disorder however the Committee's recommendations are aimed at positively impacting crime and disorder.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Director of Strategy, Insight & Governance
Procurement	No impacts identified.	Director of Strategy, Insight & Governance
Biodiversity and Climate Change	<p>There are no immediate implications on biodiversity and climate change at this stage of the review. If any implications arise, these will be highlighted at that time.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Democratic Services Officer

2. INTRODUCTION AND BACKGROUND

- 2.1 A review into 'Safety in the Town Centre' review (safety review) has been held by this Committee between October 2022, to February 2023. These meetings were attended by a variety of internal and external stakeholders, with the agenda papers and minutes for those meetings accessible through section 9 of this report.
 - 2.2 A list of possible actions suggested by Officers that had contributed to the review were presented to the Committee in February 2023, for the Committee to consider as part of formulating its recommendations. The recommendations presented were based on the sentiments expressed by the Committee across the review; all the actions were agreed, alongside additional recommendations formulated by the Committee.
 - 2.3 The comments made by the Committee at that meeting have been included within the (draft) Committee report attached at appendix 1 to the report.
 - 2.4 The Committee is asked to consider and approve the report for submission to the relevant decision-makers. The Committee should make changes to the draft report where it feels these are necessary.
 - 2.5 The relevant decision-maker to the recommendations contained within the (draft) Committee report attached at appendix 1 is the Lead Member for Communities and Public Engagement.
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3. AVAILABLE OPTIONS

- 3.1 Option 1 – Amend and/or Approve the (draft) Committee report as contained within appendix 1 to the report.
 - 3.2 Option 2 – Do not amend and/or approve the (draft) Committee report as contained within appendix 1 to the report. This is not recommended, as this will prevent the Democratic Services Officer from formally submitting the Committee's report (and recommendations) of the review to the relevant decision-makers. This will prevent the consideration of the Committee's recommendations and prevent any subsequent actions from being taken.
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4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 Option 1 as outlined in point 3.1 of the report.
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5. RISK

- 5.1 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. We are satisfied that the risks associated are within the Council's risk appetite and will be managed as per the Policy.

6. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

6.1 The timeline of the Committee’s undertaking of the review is as follows:

Committee Meeting	Action
July 2022	The Committee agreed to undertake a review into Safety in the Town Centre
6 October 2022	The Committee received a presentation from external and internal stakeholders
18 October 2022	The Committee questioned external stakeholders
20 December 2022	The Committee questioned internal stakeholders
21 February 2023	The Committee received suggestions and formulated the recommended actions resulting from the review.

7. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 7.1 If agreed, the report will be presented to the relevant decision makers as outlined in point 2.5 of the report.
- 7.2 In receiving this Committee’s report, the Executive will then be presented with an Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP) at a future meeting. This SCRAIP will contain comments from the relevant officers on any considerations and/or impacts arising from each of this Committee’s recommendations. This will ensure that the decision-makers are presented with all the relevant, appropriate and applicable information before reaching a decision. This is standard practice and is reflective of good governance.

8. REPORT APPENDICES

- Appendix 1: (draft) Committee Report: Safety in the Town Centre Review

9. BACKGROUND PAPERS

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 6 October 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 18 October 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 20 December 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and (draft) Minutes for the Overview and Scrutiny Committee Meeting held on 21 February 2023: [Your Councillors - Maidstone Borough Council](#)

Safety in the Town Centre

March 2023



A review conducted by the Maidstone Borough Council Overview and Scrutiny Committee

Report prepared by Oliviya Parfitt, Democratic Services Officer, on behalf of the Overview and Scrutiny Committee

Report Contents	
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Introduction and Rationale

In July 2022, the Council's Overview and Scrutiny Committee (the Committee) agreed to review Safety and Enforcement, as a two-stage review to take place across the 2022/23 municipal year. In considering the proposed review topic, the Committee expressed that reviewing Safety in the Town Centre would better inform a future review into Council-wide enforcement.

Due to the Committee's ambitious work programme, the Committee agreed in December 2022 to formally separate the two reviews and focus initially on completing the safety aspect of the review, known as 'Safety in the Town Centre'. The Enforcement review has been scheduled for the 2023/24 municipal year.

This report outlines the review timeline and resulting recommendations produced by the Committee.

The aim of the review was to:

'Review existing [safety] measures to identify any required changes'.

Approach to the Review

As the review topic related to the Committee's function as the Council's Crime and Disorder Committee, the meetings have been held with the Committee acting as the Crime and Disorder Committee. The review has taken place mainly through verbal questioning, supported by written information within the agenda papers and when requested of external stakeholders.

Additional meetings were scheduled to facilitate the review, due to the topic scope and the range of evidence to be provided. The table on the next page outlines the meetings that took place, the respective attendees and evidence provided. Links to the information have been included for each meeting.

Meeting	Attendees	Evidence provided
6 Oct 2022 – Member Briefing	Community and Strategic Partnerships Manager (MBC) Youth Hub Delivery Manager Maidstone (KCC) Partnership Sergeant, Maidstone, Community Safety Partnership (Kent Police)	Community Safety Plan Extract Data extract from the Town Centre Strategy Data Pack Joint presentation from attendees, and Q&A session. Your Councillors - Maidstone Borough Council
18 Oct 2022	Community and Strategic Partnerships Manager (MBC) District Commander (Kent Police) Inspector (Kent Police) Youth Hub Delivery Manager Maidstone (KCC) Bid Manager (One Maidstone) Violence Reduction Unit Co-ordinator (Kent and Medway Violence Reduction Unit)	Themes from Member Briefing. Verbal Q&A Session with attendees. Your Councillors - Maidstone Borough Council
20 Dec 2022	Communications Manager (MBC) Community and Strategic Partnerships Manager (MBC) Head of Housing and Regulatory Services (MBC)	Written responses from: <ul style="list-style-type: none"> • 18 Oct attendees concerning future actions; • Housing Associations within the Town Centre. Safer Streets Communication Plan. Verbal Q&A Session with attendees. Your Councillors - Maidstone Borough Council
21 Feb 2023	Not applicable – Meeting to formulate recommendations	Summary of review evidence and committee sentiments, guidance note on recommendations. Your Councillors - Maidstone Borough Council

Recommended Actions and Intended Outcomes

During the review, the Committee expressed support for the actions being taken to improve town centre safety, through the Town Centre Task Force in of itself, and the general actions taken by the Council and its partner agencies.

The recommendations produced by the Committee focused on greater communications, member involvement and future actions, and these have been grouped into respective sections below.

The Committee's recommendations arising from the review will be directed to the **Lead Member for Communities and Public Engagement**. Where applicable, the Lead Officer for each action has been included.

Greater Communications

Overall Outcome: To enable the production of a greater number of positive communications on town centre safety.

The Committee felt that there should be greater communications to publicise the actions taken to improve safety in the town centre, in part as negative press could be inaccurate and often attracted greater public attention than positive communications.

Specific references were made to the below aspects throughout the review in outlining the topics that Council communications should be covering¹:

- The achievements of the Town Centre Task Force
- Partnership working
- Successful interventions
- Provision of Youth Services
- Contact details for partner organisations and council services, such as Domestic Abuse Support

To achieve this, the Committee has put forward the below recommendations:

1. To continue regular meetings with the Kent Police Press Office

Lead Officer: Communications Manager

2. To investigate the possibility of an Annual Community Safety Partnership Event, with all partners in attendance.

Lead Officer: Community and Strategic Partnerships Manager

3. To circulate the Communications Teams updated 'Communications Plan' to Members, to outline all elements of the communications works.

¹ Minutes of the Meetings held 6 & 18 October, 20 December 2022, see page 3 of this report for access links.

Lead Officer: Communications Manager

4. **To include information on the Overview and Scrutiny Committee's review within the next iteration of the Borough Insight Magazine.**

Lead Officer: Communications Manager

5. **That Kent Police be requested to:**
 - a. **Promote the multi-agency work of the Town Centre Task Force; and**
 - b. **Publicise their community engagement plans, to allow the Council to align its communications actions to this.**

Member Engagement

Overall Outcome: To provide improved support to Members.

During the review, the Committee and external attendees highlighted the role of Elected Members in reporting incidents of criminal activity, supporting the services provided and engaging with young people, and raising the work undertaken with their respective political groups.²

To further support Members in their role, the Committee has put forward the below recommendations:

6. **To encourage all Members to sign up to the 'My Community Voice' facility provided by Kent Police.**

The My Community Voice facility provides updates on live investigations within a pre-set area, such as a postcode area, to those signed up.

7. **To encourage all Members to sign up the 'Stay Connected' online newsletters produced by the Council.**

Lead Officer: Communications Manager

8. **To provide Members with the contact details for the various reporting mechanisms.**

Lead Officer: Head of Housing and Regulatory Services

9. **To facilitate a Member representative engaging with the KCC (Maidstone) Youth Forum.**

Lead Officer: Community and Strategic Partnerships Manager

² Minutes of the Meetings held 6 & 18 October 2022, see page 3 of this report for access links.

10. To provide Members and Officers with Bystander Training.

Bystander training is training on how to de-escalate difficult situations safely and is already being rolled out to others, such as youth workers and local schools.

Lead Officer: Community and Strategic Partnerships Manager

11. To encourage continued engagement from Members with Council activities, such as Member Briefings.

Future Actions

Overall Outcome: Ensure effective monitoring of any actions agreed and ensure that public feedback is considered.

In formulating its recommendations, the Committee highlighted the feedback they had received from residents on reporting safety concerns and the importance of ensuring that further information and feedback was provided on the matter following the review³.

To achieve this, the Committee has put forward the below recommendations:

12. That the questions contained within the annual survey on town centre safety be reviewed, to ensure that the questions contained can be used to conduct a benchmarking exercise.

Lead Officer: Community and Strategic Partnerships Manager and Head of Housing and Regulatory Services.

13. That a Member be appointed as a rapporteur to conduct a post-review evaluation.

³ Minutes of the Meeting held on 21 February 2023. See table on page 4 for access links.

Summary of Stakeholder Evidence

Internal Stakeholders

Julie Maddocks, Communications Manager

The Communications Manager contributed to the review through attendance at the 20 December 2022 Committee meeting and the provision of the Safer Streets Communication Plan.

At the meeting, the Committee questioned the Communications Manager for their views on the progress made to town centre safety, and the types of communications produced on the matter over the past 12 months. During the questioning, the importance of building upon the established relationships between the Council and its partner organisations was emphasised.

Martyn Jeynes, Community and Strategic Partnerships Manager

As the relevant Manager to the review, this officer contributed significantly to the review. The Community and Strategic Partnerships Manager attended three of the four meetings held on the topic, provided a member-briefing to the Committee (6 October 2022), and provided written information.

In response to questions from the Committee, the Community and Strategic Partnerships Manager provided a wide range of information relating to the Town Centre Task Force, various training initiatives, partnership working and the relationships between the Council and its partners.

The Community and Strategic Partnerships Manager also liaised with the Council's partner organisations on the review, assisting to facilitate their attendance at various meetings.

John Littlemore, Head of Housing and Regulatory Services

As the relevant Head of Service for the review topic, the Head of Housing and Regulatory Services attended the 20 December 2022 Committee Meeting. The Head of Housing and Regulatory Services answered questions relating to the improvements made to town centre safety, the long-term aspirations of the work being conducted, and the actions of housing providers and other local authorities placing individuals within the borough.

External Stakeholders

Ilsa Butler, Bid Manager (One Maidstone)

The One Maidstone Bid Manager attended the 18 October 2022 Committee Meeting and answered questions on the various actions being taken by One Maidstone to assist in improving town centre safety, the partnership working in place, such as One Maidstone's operation of the Council's CCTV equipment, and the Bid Term 2 Document's production. Written information was also provided for the Committee to consider at its 20 December 2022 meeting.

Ellen Shaw, Youth Hub Delivery Manager (Kent County Council)

The Youth Hub Delivery Manager attended the 6 October 2022 Committee Meeting and assisted in providing a member briefing to the Committee on the Town Centre Task Force.

The Youth Hub Delivery Manager also attended the 18 October 2022 Committee Meeting, and answered questions on the provision of youth services, such as the 326-youth hub, and the Maidstone Youth Forum. Written information was also provided for the Committee to consider at its 20 December 2022 meeting.

Emma Price, Violence Reduction Unit Co-Ordinator (Kent and Medway Violence Reduction Unit)

The Violence Reduction Unit Co-Ordinator attended the 18 October 2022 Committee Meeting and answered questions on the work undertaken by the Kent and Medway Violence Reduction Unit, the various training initiatives and educational programmes being provided and future activities for young people. Written information was also provided for the Committee to consider at its 20 December 2022 meeting.

Mark McLellan, District Commander (Kent Police)

The District Commander attended the 18 October 2022 Committee Meeting and answered questions on the actions being taken by Kent Police to improve safety in the town centre. A variety of examples were given, such as for specific events like the world cup, alongside partnership working. The Committee's wish for increased communications was noted.

Steve Kent, Inspector (Kent Police)

The Inspector attended the 18 October 2022 Committee Meeting, also answering questions on the actions being taken by Kent Police to improve safety in the town centre.

Andrew Stringer, Partnership Sergeant, Maidstone, Community Safety Partnership (Kent Police)

The Partnership Sergeant attended the 6 October 2022 Committee Meeting and assisted in providing a member briefing to the Committee on the Town Centre Task Force.

Housing Providers

Several housing providers operating within the town centre were requested to provide written answers to the below questions:

1 – 'How do you (as an organisation) deal with Anti-Social Behaviour issues in relation to enforcing your tenancy agreements?'

2 – 'Whether they would like to consider setting up a specific email response system for MPs and Councillors'

Of the five providers contacted, responses were received from the Medway Housing Society, Paramount Housing and West Kent Housing Association. These can be accessed using the access links for the 20 December 2022 meeting.

Thanks to Witnesses

The Overview and Scrutiny Committee would like to extend its thanks to the Internal and External stakeholders that supported the review, either through providing written evidence and/or attending a meeting of the Committee.

APPENDIX 1 – Information Relating To The Review

Written Information

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 6 October 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 18 October 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 20 December 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 21 February 2023: [Your Councillors - Maidstone Borough Council](#)

Committee Membership during the Review

Councillors:

English (Chairman), Cannon (Vice-Chair), Blackmore, Brice, Cleator, Conyard, Garten, Hastie, Hinder, Jeffery, Knatchbull, McKenna and T Wilkinson.

Contact details for the Committee can be found here:

[Your Councillors - Maidstone Borough Council](#)

Recommendation	Relevant Lead Member/Council Officers (as applicable)	Intended outcome
To continue regular meetings with the Kent Police Press Office	Lead Member for Communities and Public Engagement Community and Strategic Partnerships Manager	To support the provision of greater communications on the achievements of the town centre task force.
To investigate the possibility of an Annual Community Safety Partnership Event, with all partners in attendance.	Lead Member for Communities and Public Engagement Community and Strategic Partnerships Manager	To support the provision of greater communications, following specific reference to the below throughout the review: <ul style="list-style-type: none"> • Partnership working • Successful interventions • Provision of Youth Services • Contact details for partner organisations and council services, such as Domestic Abuse Support
To circulate the Communications Teams updated 'Communications Plan' to Members, to outline all elements of the communications works.	Lead Member for Communities and Public Engagement Communications Manager	As above.
To include information on the Overview and Scrutiny Committee's review within the next iteration of the Borough Insight Magazine.	Lead Member for Communities and Public Engagement Communications Manager	To publicise the Committee's review.

<p>That Kent Police be requested to:</p> <ul style="list-style-type: none"> a. Promote the multi-agency work of the Town Centre Task Force; and b. Publicise their community engagement plans, to allow the Council to align its communications actions to this. 	<p>Lead Member for Communities and Public Engagement</p>	<p>To support the provision of greater communications on the achievements of the town centre task force, of which Kent Police is a part of, and support the provision of greater communications on the topic generally.</p>
<p>To encourage all Members to sign up to the 'My Community Voice' facility provided by Kent Police.</p>	<p>Lead Member for Communities and Public Engagement</p>	<p>To support members in their role as elected officials.</p>
<p>To encourage all Members to sign up the 'Stay Connected' online newsletters, produced by the Council.</p>	<p>Lead Member for Communities and Public Engagement Communications Manager</p>	<p>To support members in their role as elected officials, supporting the services providing and engaging with young people, and raising the work undertaken with their political groups.</p>
<p>To provide Members with the contact details for the various (crime) reporting mechanisms.</p>	<p>Lead Member for Communities and Public Engagement Community and Strategic Partnerships Manager</p>	<p>To support members in their role as elected officials, with the information able to be re-distributed if needed.</p>

To provide Members and Officers with Bystander Training.	Lead Member for Communities and Public Engagement Community and Strategic Partnerships Manager	To provide Members and Officers with the tools to de-escalate an issue safely.
To encourage continued engagement from Members with Council activities, such as Member Briefings.	Lead Member for Communities and Public Engagement	To support members in their role as elected officials.
The questions contained within the annual survey on town centre safety be reviewed, to ensure that the questions contained can be used to conduct a benchmarking exercise.	Lead Member for Communities and Public Engagement	To ensure that public feedback is considered following the reviews conclusion and enable year-on-year benchmarking exercises to be conducted.
That a rapporteur be appointed to conduct a post-review evaluation.	Lead Member for Communities and Public Engagement	To monitor the implementation and progress of any of the above actions, if agreed.