

AGENDA

COMMUNITY, ENVIRONMENT AND HOUSING OVERVIEW AND SCRUTINY COMMITTEE MEETING



Overview and Scrutiny

Date: Tuesday 14 April 2015
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors: Mrs Joy, D Mortimer (Vice-Chairman), Newton,
Mrs Parvin, Round, Sargeant, Mrs Stockell, Vizzard
and J.A. Wilson (Chairman)

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1. The Committee to consider whether all items on the agenda should be web-cast
 2. Apologies
 3. Notification of Substitute Members
 4. Notification of Visiting Members
 5. Disclosures by Members and Officers
 6. To consider whether any items should be taken in private because of the possible disclosure of exempt information
 7. Minutes of the meeting held on 10 March 2015. 1 - 7
 8. MKIP Environmental Health Shared Service Update 8 - 12
- Interviews with:
- Councillor Mrs Ring, Cabinet Member for Environment and Housing;
 - John Littlemore, Head of Housing and Community Services; and
 - Tracey Beattie, Mid Kent Environmental Health Manager.
9. Scrutiny Committee Recommendation Action and Implementation Plan (SCRAIP) End of Year Update Report 13 - 25

Continued Over/:

Issued on 1 April 2015

Alison Broom

**Alison Broom, Chief Executive, Maidstone Borough Council,
Maidstone House, King Street, Maidstone Kent ME15 6JQ**

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MAIDSTONE BOROUGH COUNCIL

Community, Environment and Housing Overview and Scrutiny Committee

MINUTES OF THE MEETING HELD ON TUESDAY 10 MARCH 2015

Present: Councillors Mrs Joy, D Mortimer, Round, Sargeant, Mrs Stockell, Vizzard and B Watson

Also Present: Councillor Mrs Blackmore

86. THE COMMITTEE TO CONSIDER WHETHER ALL ITEMS ON THE AGENDA SHOULD BE WEB-CAST

RESOLVED: That all items on the agenda be webcast.

87. APOLOGIES

It was noted that apologies were received from Councillor Newton.

88. NOTIFICATION OF SUBSTITUTE MEMBERS

There were no Substitute Members.

89. NOTIFICATION OF VISITING MEMBERS

It was noted that the Leader of the Council, Councillor Mrs Blackmore was in attendance as a Visiting Member.

90. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures.

91. 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.

92. MINUTES OF THE CRIME AND DISORDER COMMITTEE MEETING HELD ON 14 OCTOBER 2014.

RESOLVED: That the minutes of the meeting held on 14 November 2014 be noted.

93. MAIDSTONE COMMUNITY SAFETY PARTNERSHIP PLAN 2013 - 2018

The Chairman welcomed the following witnesses to the meeting to discuss the draft Maidstone Community Safety Partnership Plan 2013-2018:

- Alison Broom, Chairman, Safer Maidstone Partnership;
- Chief Superintendent Steve Corbishley;
- Chief Inspector Mice Gardener, Vice-Chairman, Safer Maidstone Partnership;
- John Littlemore, Head of Housing Community Services;
- Sarah Robson, Community Safety Officer, Maidstone Borough Council;
- Inspector Jody Gagan-Cook, Kent Police; and
- Kim Salisbury, Maidstone Mediation.

The Chairman and Vice-Chairman of the Safer Maidstone Partnership (SMP) updated the Committee. They were informed of the SMP's five key areas of focus and its four subsidiary priorities, identified through the strategic assessment process:

Priorities

- Anti-Social Behaviour
- Reducing reoffending
- Road Safety
- Substance Misuse
- Violent Crime – domestic abuse
- Violent Crime – night-time economy
-

Subsidiary Priorities

- Safeguarding, educating and engaging young people
- Hoarding and Self Neglect
- Legal Highs
- Victim Support and Restorative Justice

The following points were highlighted:

- Changes to anti-social behaviour (ASB) Legislation, the Anti-Social Behaviour, Crime and Policing Act 2014 had come into force.
- In line with new ASB legislation, Public Spaces Protection Orders were being trialled.
- There had been a continued reduction in ASB.
- Funding had been given by the Police Crime Commissioner to address issues of restorative justice.
- There was a focus by the partnership on legal highs.
- Local initiatives on alcohol included 'reduce the booze' and similar initiatives were in place for substance misuse.
- The Maidstone Trigger was a process that let you ask your local Community Safety Partnership to review responses to incidents of anti-social behaviour.
- There was support for rural areas in terms of community policing, with a number of recent PSCO appointments.

Particular mention was given to of Angela Painter and the Kenward Trust and its contribution to the partnership.

A number of initiatives were being introduced around Violent Crime (domestic abuse). Inspector Gagan-Cook informed the Committee on a project to stop repeat domestic abuse cases. It involved working with a men's group at the Fusion Café in Parkwood. A course for perpetrators was being put in place and training for 16 people was being undertaken to deliver it. Funding was being sought from the Police Crime Commissioner. There was also a project called 'engage' that involved diversionary activities with young people.

It was reported that there had been an increase in Violent Crime (night time economy). Members raised concerns about the way in which this information was presented. It was understood that the crimes were committed in the Town Centre; however, the way in which incidents were recorded attributed them to the High Street ward as a whole. It was felt that the draft Maidstone Community Safety Partnership Plan 2013-2018 should specify Town Centre.

Sarah Robson updated the Committee on Maidstone's street population. The Committee was given a case study showing the progress that had been with a female, aged 26 with long term substance misuse. The case study (at appendix A) detailed the progress made over a two year period. In response to Member's questions, the Committee was told that persistence was the key to success in these cases as well as trust.

Sam Scales, Community Safety Officer, presented a case study on self-neglect and hoarding (at appendix B) involving an 83 year old female. She described the process and involvement of various partners over a two year period. The first intervention was in 2013, made by Environmental Health, following a noise complaint and report of rats. It described the relationship established by Environmental Health Officers and an Age UK officer. Progress was slow due to lack of trust and engagement by the resident.

Members felt that there was an opportunity with all interventions made to address cases of loneliness and isolation. It was recommended that a multi-agency checklist was created which included loneliness and isolation.

Kim Salisbury from Maidstone Mediation informed the Committee on the work undertaken by Maidstone Mediation with restorative justice. It was explained that mediation was available for anyone to access; the organisation accepted self-referrals as well as referrals from agencies. The following was highlighted to the Committee:

- Restorative conferencing in schools tackled conflicts between the pupil, parents and the school.
- Mediation was also a way of dealing with some adolescent crimes that occurred within families, such as theft. Self-referrals could prevent young people being criminalised.
- 31 schools in Maidstone delivered Peer Mediation, trained by Maidstone Mediation.

- Maidstone Mediation's Schools Co-ordinator had been invited as far as South Africa to deliver Peer Meditation training.

Sarah Robson informed the Committee that training for frontline practitioners within the SMP was to be provided by Maidstone Mediation. There would also be a partnership with Tonbridge and Malling Borough Council that would bring together techniques for those involved in community engagement.

The changes to the way in which crime statistics were reported was addressed as were the concerns over cuts to police budgets. Crime statistics in Kent were no longer compared with the same period the previous year, but instead compared against anticipated volumes calculated using the seasonality of crimes during the past five year period.

In response to Member's questions on budget cuts Chief Superintendent Steve Corbishley told the Committee that there was a commitment for the next two year to maintain a district based policing structure. He informed members that the police would adapt to the challenges on resources. He explained that it was not so much about addressing rising crime but changing crimes; hidden crimes such as human trafficking and child sex crimes. This was something that was echoed by the SMP; that going forward the structure of the SMP would change and be refreshed. It would continue to be a dynamic organisation, open to new ideas.

Concerns were raised about the lack of engagement with the West Kent Clinical Commissioning Group and the SMP. Mrs Broom reassured the Committee that every effort had been made by the SMP but that she would address the issue in person at the earliest opportunity.

RESOLVED: that

1. The way in which Violent Crime (night time economy) is reported is attributed to the High Street ward as a whole. The Maidstone Community Safety Partnership Plan 2013-18 should specify Town Centre for accuracy.
2. A multi-agency checklist is created for all interventions made by the Safer Maidstone Partnership that includes loneliness and isolation.
3. A 'scene setting' introduction be included in the Maidstone Community Safety Partnership Plan 2013-2018 to offer a more proportional and balanced view of Maidstone in the context of the statistical information presented in the document.

94. INFORMATION ONLY: MAIDSTONE PROTOCOLS FOR CRIME AND DISORDER REDUCTION PARTNERSHIP OVERVIEW AND SCRUTINY

95. DURATION OF MEETING

6.30pm to 8.20pm

Safer Maidstone Partnership Case Study: Street Population

Snapshot:

- Female, white, aged 26. Born in Maidstone.
- Homeless since she was 18 years old.
- Long term substance misuse, heroin, alcohol and legal highs, street begging, shoplifting, prostitution.
- Gave birth to 2 children since becoming homeless, who are monitored by Social Services and in custody of the grandmother.
- Father of children known to Offender Management group with history of criminal activity and long term substance misuse.
- Housed by Hyde Housing, but lost tenancy due to substance misuse issues.
- Over the past 10 years, female engaged intermittently with service providers, e.g. detox programmes, but never completed, disengaging and returning to the streets.

In 2014, the female:

- Engaged with the Maidstone Assertive Outreach team (including Maidstone Borough Council, Kent Police, CRI, Day Care Centre, Sexual Health and Jobcentre Plus). The group engaged and monitored the female on weekly basis, providing support and advice.
- Attended the Winter Shelter.
- Was excluded from the town centre for street begging, ASB, street drinking, as part of a Police dispersal order.
- Regularly attended the Day Care Centre for support and meals.
- Attended CRI's detox programme and was stabilised for 10 days, choosing to stay with her Aunt.

In 2015, the female:

- Entered CRI's detox programme. Currently taking a Heroin substitute (Methadone).
- Entered supported accommodation at Lilysmith House – 2 year contract has been offered.
- Allocated a key worker to provide support.
- Needs a wraparound support programme as the risk of 'boredom' could disengage female.
- Regular attends the Day Care Centre for support and meals.
- Registered with a GP.
- Benefits reviewed, including a back dated payment which will provide money for a deposit to secure accommodation.
- Regular monitoring by Maidstone Street Population group.
- Supervised visit with children to Kent Life being organised through Social Services. Local beautician has offered to provide a 'make over' and ahead of the visit.
- Now looking to the future and starting to think about what she wants from it.

Safer Maidstone Partnership

Case Study: Self Neglect/Hoarding

Snapshot:

- Female, white, aged 83. Widowed in 1996 lives alone with her elderly dog.
- Owner/Occupier lived in the same house for 50 plus years.
- Estranged son who lives in Ramsgate.

November 2013

- Concerns raised to MBC Environmental Enforcement in November 2013, due to complaints of noise nuisance and possible problems with rats.
- Various agencies involved previously, several referrals made to Adult Safeguarding, but no support due to lack of engagement by resident.

March 2014

- Numerous visits made by Community Safety, Environmental Enforcement, Kent Police, KCC Community Warden, still no engagement from Resident.

April 2014 – December 2014

- Welfare concerns raised to Adult Safeguarding by attending agencies and also by residents GP.
- No support from Adult Safeguarding or Mental health.
- Private Sector Housing gained entry of the property by gaining a Warrant from the court.
- Established the house was in very poor condition, and resident did not have access to facilities.
- Further referrals made to Adult Safeguarding, however no support offered.
- Environmental Enforcement Officers, began building relationships with resident and introduced her to a voluntary agency for support
- Works Tendering process begins.
- Slow progress due to lack of trust and engagement by resident, but is assisted with the support of Age UK officer.
- Support and advice also offered to concerned neighbours.

March 2015

- Maidstone Self Neglect/Hoarding Multi Agency meeting held, actions agreed to bring the property up to a reasonable standard and provide support.
- Adult Safeguarding will provide ongoing support once property work is completed - Age UK will provide handover support and move towards an exit strategy.
- Work is now progressing with resident feeling empowered and able to make decisions.
- Repair and upgrade work in progress, via the HIA grants process.

- Social, financial and wellbeing support being offered by Age UK and accepted by resident.
- Support will continue from the Maidstone Self Neglect/Hoarding Multi Agency and be monitored until the property is in a satisfactory condition and resident is able to manage and enjoy her home.
- Next meeting to be held at the end of April 2015 to review the actions
- Future planning will then be discussed, with regard to managing residents future vulnerability and ensure stability.

Agenda Item 8

MAIDSTONE BOROUGH COUNCIL

COMMUNITY, ENVIRONMENT AND HOUSING OVERVIEW AND SCRUTINY COMMITTEE

14 APRIL 2015

REPORT OF THE HEAD OF HOUSING AND COMMUNITY SERVICES

Report prepared by Tracey Beattie
Date Issued: April 2015

1. Mid Kent Environmental Health Service

1.1 Issue for Consideration

- 1.1.1 To note the progress made in establishing the shared environmental health service since 2 June 2014 and the performance of the service for Maidstone Borough Council and the changes to staff.

1.2 Recommendation of the Head of Housing and Community Services

- 1.2.1 That the Committee notes the progress made since the establishment of the service.

1.3 Reasons for Recommendation

- 1.3.1 The shared service is delivering the objectives set out in the business case presented to the Tri-Cabinets of Maidstone, Swale and Tunbridge Wells in June 2013 and the Portfolio holder decision of February 2014.
- 1.3.2 Service delivery to Maidstone is being achieved through the two site model with Food & Safety being managed at Sittingbourne and Environmental Protection from Tunbridge Wells.
- 1.3.3 Recruitment to vacant posts has been completed for the Food & Safety team with the last officers starting in February 2015. The service has continued to meet performance indicators set for the service.
- 1.3.4 Officers have completed a number of legal cases for health and safety and attended the Coroner's inquest into the death of Matthew Cranch at the Kent County Show Ground in 2012.

1.3.5 The shared service has provided resilience for Maidstone by delivering the risk assessment and sampling data for the Private Water Supply return to the Drinking Water Inspectorate (DWI) on time and to the level expected. Planning application consultation responses have been maintained within the target performance indicator for the service.

1.3.6 The in-house delivery of the Environmental Permitting Regime across the shared service has been postponed to March 2016 for Swale and Tunbridge Wells due to staffing issues. We have extended the contract with the contractor until March 2016 to allow the officers further time to train and establish a programme of inspections for 2016/17.

1.4 Impact on Corporate Objectives

1.4.1 The Mid Kent Environmental Health Service contributes to the delivery of the Strategic Plan priorities; For Maidstone to be a decent place to live and Corporate and Customer Excellence.

1.5 Risk Management

1.5.1 Since the establishment of the service risk management has been undertaken through senior management representation on the Environmental Health Shared Service Board. The Head of Service, attends the Board meetings quarterly and the Mid Kent Environmental Health Manager reports on progress of the service. This board reports to the MKIP Management Board. This is supplemented by monthly meetings between the Mid Kent EH Manager and the Head of Service.

1.6 Other Implications

1.6.1

1. Financial	x
2. Staffing	x
3. Legal	x
4. Equality Impact Needs Assessment	x
5. Environmental/Sustainable Development	
6. Community Safety	
7. Human Rights Act	
8. Procurement	
9. Asset Management	



- 1.6.2 Financial – the service will be brought in within budget despite the pressures of supporting a Health and Safety contractor for the Coroner’s inquest.
- 1.6.3 Staffing – The appointment of Dr. Stuart Maxwell to the Senior Scientific Officer post for Maidstone in December has meant the draft Air Quality Low Emissions Strategy can now be moved forward. Other vacant posts in the Food & Safety team have been filled with highly qualified and experienced staff. The service is currently supporting the training and development of two members of the Maidstone environmental health team to achieve professional registration for food inspections and registration under the Chartered Institution of Environmental Health Registration Board.
- 1.6.4 Legal – Officers have been issued with authorization cards and warrants for Maidstone reflecting delegated powers under the Maidstone Constitution.

A Collaboration agreement and Service Level Agreement has been produced and agreed by the Shared Service Board which includes the Service Plan for 2015-16 for the Shared Service.

- 1.6.5 Equality implications – The existing equality impact assessments have not been changed by the establishment of the shared service. These will be reviewed in the coming year in line with those required for Swale and Tunbridge Wells.

1.7 Conclusion

The Environmental Health Shared Service has settled down. Vacant Maidstone posts have been filled and teams established, integrated and work well together across boundaries to ensure that service performance indicators are met. A number of examples have occurred where the service has provided resilience for Maidstone, Swale and Tunbridge Wells within the first six months.

1.8 Relevant Documents

1.8.1 Appendices

Appendix 1: Performance Indicator Information April 2014 – March 2015

IS THIS A KEY DECISION REPORT?

Yes

☒

No

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If yes, when did it first appear in the Forward Plan?

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This is a Key Decision because:

.....

Wards/Parishes affected: ...All wards and parishes.....

.....

How to Comment

Should you have any comments on the issue that is being considered please contact either the relevant Officer or the Member of the Executive who will be taking the decision.

Cllr John Perry

Cabinet Member for Community Services

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Community Partnerships Manager

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Maidstone Borough Council

Community, Environment and Housing Overview and Scrutiny Committee

Tuesday 14 April 2015

Scrutiny Committee Recommendation Action and Implementation Plan (SCRAIP) end of year update report.

Report of: Orla Sweeney, Overview and Scrutiny Officer

1. Introduction

- 1.1 The Committee have made a number of recommendations throughout the 2014-15 municipal year via the SCRAIP process. Recommendations are managed using the Council's performance management system, Covalent. Each recommendation is assigned to an officer to respond to via this means.

2. Recommendation

- 2.1 That the Committee reviews the recommendations it has made in the report at Appendix A.
- 2.2 The Committee considers the responses made to the recommendations and whether or not any further action is required. If further action is required the Committee should make this recommendation to the appropriate Committee within the new Committee system. This will take effect at the start of the 2015-16 municipal year.

3. Scrutiny Committee Recommendation Action and Implementation Plan (SCRAIP) Responses

- 3.1 The issue of making, and monitoring, recommendations is an important part of the scrutiny process. SCRAIPs set out recommendations following scrutiny meetings and reviews. Recommendations are assigned to officers or the executive via Covalent. This system tracks whether or not a recommendation has been accepted and the action, if any, required to implement it.
- 3.2 Maidstone Borough Council will move from the current Executive function, a system of governance that includes a Leader and Cabinet and Overview and Scrutiny function, to a Committee system (pursuant to Section 9KC Local Government Act 2000). This decision was taken on 10 December 2014 at the Council meeting.

4. Impact on Corporate Objectives

- 4.1 The Strategic Plan sets the Council's key objectives for the medium term and has a range of objectives which support the delivery of the Council's priorities.
- 4.2 The Committee will consider reports that deliver against the following priorities:
 - 'For Maidstone to be a decent place to live' and 'Corporate and Customer Excellence'

5. Relevant Documents

- 5.1 Appendix A – SCRAIP report

6. Background Documents

- 6.1 None

Community, Environment and Housing Overview and Scrutiny Committee



Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
150310.93.1	The way in which Violent Crime (night time economy) is reported is attributed to the High Street ward as a whole. The Maidstone Community Safety Partnership Plan 2013-2018 should specify Town Centre for accuracy.	07-Apr-2015		The Community Safety Partnership Plan has been updated to distinguish the High Street Ward and Town Centre. A quarterly meeting has also been set up with High Street Ward Cllrs, which involves MBC staff and Kent Police. The first meeting will focus on the Town Centre and will be held on 7 April.	John Littlemore; Sarah Robson
150310.93.2	A multi-agency checklist is created for all interventions made by the Safer Maidstone partnership that includes loneliness and isolation.	07-Apr-2015			
150310.93.3	A 'scene setting' introduction be included in the Maidstone Community Safety Partnership Plan 2013-2018 to offer a more proportional and balanced view of Maidstone in the context of the statistical information presented in the document.	07-Apr-2015		Scene setting introduction completed and signed off at CLT (24/3/15). The CSP Plan will now be circulated to Cabinet Member for formal sign off before being presented to Cabinet.	
CEH.14071 5.20b	Cabinet Member for Community and Leisure Services report back to the Committee, in terms of performance against priorities for Parish Liaison, on:	21-Aug-2014	Cabinet Member for Community and Leisure Services	The Cabinet Member for Community and Leisure Services will support Parish Liaison through improved locality and place shaping. The Cabinet Member has programmed a series of introductory meetings between himself, parish councils and the Community Partnerships team, which aim to;	Cabinet Member for Community and Leisure Services; Sarah

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
16	<ul style="list-style-type: none"> o Partnerships formed o Outcomes achieved o Results for residents 			<ul style="list-style-type: none"> . Strengthen the Parish Council relationships with the Borough Council. . Help the Parish Council (and its community) enhance its status. . Harness and encourage parish councils to share and provide its expertise and knowledge on local issues. . Encourage and support partnership working, involvement from other agencies and increased local voluntary action. <p>Progress:</p> <ul style="list-style-type: none"> . Cabinet Member introductory meetings held with all Parish Councils in Maidstone - Sarah Robson has diarised a programme of meetings for September to December 2014. The meetings will provide an overview of the Cabinet Member's role and remit, the role of the Community Partnerships team and key priorities supported by the Community Safety Plan, Community Development Plan and Health Inequalities Action Plan. . Quarterly Parish Liaison meetings hosted by Zena Cooke and attended by Cllr Perry, Cllr Peter Colling, Cllr Geraldine Brown, Paul Riley, John Littlemore, Sarah Robson and Abi Jessop (KCC Community Engagement Officer). . Local Plan - D:SE facilitated an LP infrastructure day for the Parish Council. . Annual Parish Conference held in March 2015. John Littlemore has requested Affordable Housing is added to the Agenda. . Parish Charter to be refreshed for Maidstone. It will aim to set a standard for the Borough and Parish Councils to work together, respecting a vision for partnership 	Robson

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
				working and acknowledging the borough's rich and diverse character. A working group has been established (chaired by Cllrs Brown and Perry) and MBC HoS have been engaged and commented on the draft.	
CEH.14071 5.20c	Cabinet Member for Community and Leisure services investigate ownership of allotments along with fairness of allocation of sites	21-Aug-2014	Cabinet Member for Community and Leisure Services		Cabinet Member for Community and Leisure Services; Jason Taylor
CEH.14090 9.21a 17	That the following question be send to the Head of Housing and Community Services: . Would funding beyond 2015 be available to staff the Empty Homes initiative?	10-Oct-2014	Cabinet Member for Environment and Housing	As part of the Budget Review Housing has requested continued funding for this post.	John Littlemore
CEH.14090 9.21b	That the following questions be send to the Head of Planning and Development regarding the Empty Homes Strategy: . Would the empty homes bought back into use be used as 'windfall' figures to reduce the objectively assessed housing need figure for the Local Plan?	10-Oct-2014		Empty homes are already part of the borough's housing stock, which has been taken into account in the methodology used to calculate the borough's objectively assessed housing need. So bringing empty homes back into occupation would not reduce the housing need figure. Only new dwellings created through new build or conversions will count towards need.	Rob Jarman; Cheryl Parks; Sue Whiteside
CEH.14090 9.22.1	That the Private Rented Sector Update report be presented to the 13 January meeting of the Community, environment and	10-Oct-2014		26/11/14 - report delayed until April 2015/ The report has been delayed by structural changes	John Littlemore

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
	Housing OSC.			within the Housing Service, the lead officer for this report has left the service and this piece of work has yet to be reassigned.	
CEH.14090 9.22.2	That an update report on the second collective switching campaign be presented to the committee at their 10 February 2015 meeting by Programme Manager (Financial Inclusion and Maidstone Families Matter);	10-Oct-2014	Cabinet Member for Community and Leisure Services; Cabinet Member for Environment and Housing	Date noted, agreed.	Ellie Kershaw
CEH.14101 4.32.3 18	The Chair of the committee write a letter to Kent County Councils' Cabinet Member for Community Services to express the committee's deep concern should the Community Warden service cease and to appeal to him to find the funding to ensure its continuation.	21-Nov-2014	Cabinet Member for Community and Leisure Services	Maidstone Borough Council and the Kent Chief Executives wrote to Kent County Council to express their concerns regarding the reduction in the Community Warden Service and outlined proposals to maintain the service.	Tessa Mallett
CEH.14101 4.34.1	The Head of Housing and Community Services provide the committee with an analysis of the costs of policing and clearing up after the Night Time Economy and the financial benefits it provided.	21-Nov-2014	Cabinet Member for Community and Leisure Services	Will be approaching the relevant agencies to ascertain whether the information can be provided in the format requested by the committee.	John Littlemore
CEH.14101 4.35.1	The Cabinet Member for Environment and Housing be recommended to explore funding opportunities to ensure the important work of the street population project continues.	21-Nov-2014	Cabinet Member for Community and Leisure Services	The Head of Housing and Community Services has approached Portchlight to establish whether they would agree to extend the arrangement. Portchlight have stated they would be willing to have a further 12 month secondment. The head of Housing and	John Littlemore

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
				Community Services is looking at possible ways of funding the post.	
CEH.14111 1.46.1	The Overview and Scrutiny Officer obtain copies of the following and pass on to all members of the committee: a. The Maidstone MOSAIC data; b. Details of AgeUKs Neighbour Day, and; c. The Medway Social Isolation Strategy.	18-Dec-2014	Cabinet Member for Community and Leisure Services	Item A circulated by email to the CEH OSC on 20 November 2014; Item B requested of AgeUK on 19 November 2014, no response has been received to date; Item C circulated by email to the CEH OSC on 20 November 2014.	Tessa Mallett
CEH.14111 1.46.3 6	The Community Partnership Manager be asked to provide an update to the committee at their meeting of 13 January 2015 on bereavement counselling services offered by Maidstone Borough Council and other organisations.	18-Dec-2014	Cabinet Member for Community and Leisure Services	Agreed	Sarah Robson
CEH.14111 1.46.4	The Community Partnership Manager be asked to co-ordinate existing resources to develop a model to identify where the greatest number of lonely and isolated over 65 years olds resided in the borough of Maidstone. When developing the model elderly residents be involved, together with representatives from ethnic and other minority groups. A report to be presented to committee at their meeting of 13	18-Dec-2014	Cabinet Member for Community and Leisure Services	Reporting to committee at the meeting of 13 January 2015.	Sarah Robson

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
	January 2014.				
CEH.14120 9.57.1	The Waste and Street Scene Manager bring an update report on the new street cleansing service to the appropriate committee in September 2015 once the service has been running for a few months.	23-Jan-2015	Cabinet Member for Environment and Housing	A report will be provided to the appropriate committee in September 2015 to provide an update regarding the implementation of changes to the street cleansing service.	Jennifer Shepherd
CEH.14120 9.57.2	The Waste and Street Scene Manager make available to all members the street cleansing schedule for their area once they have been finalised in consultation with the workforce.	23-Jan-2015	Cabinet Member for Environment and Housing	The revised schedules will be made available to all Members once the review has been implemented. This is expected to be in May / June 2015 once all changes have been fully implemented and reviewed.	Jennifer Shepherd
CEH.14120 9.60.1	The Head of Housing and Community Services prioritises the cost/benefit analysis of the night time economy so that it is available for the next Crime and Disorder Overview and Scrutiny Committee meeting on 10 March 2015.	23-Jan-2015	Cabinet Member for Community and Leisure Services	The issue was raised at OSC who agreed that this is a significant piece of work that encompasses Economic Development, Culture, Licensing and Community Safety. Additional staffing resource will be required to undertake such a specialist piece of work and John Littlemore has agreed to look at an underspend bid to cover the cost of the work. The OSC agreed to this proposal.	John Littlemore; Sarah Robson
CEH.15011 3.69.1	The Community Development Team Leader investigate the possibility of the proposed Quality of Life survey (appendix D) being sent out to all borough residents with the mail shots going out on the run up to the General Election in May 2015.	18-Feb-2015	Cabinet Member for Community and Leisure Services	The Action has been agreed to undertake the Survey as part of the Residents Survey being held later in the year.	John Littlemore; Sarah Robson; Sarah Shearsmith
CEH.15011	The Community Development	18-Feb-2015	Cabinet Member	The service data has now been presented to OSC and	John

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
3.69.2	Team Leader establish what services are already being provided by other agencies, such as, AgeUK, Voluntary Action Maidstone, Older Peoples' Forum, and ask these agencies for their help in identifying the 'unknown' lonely and isolated over 65 year old people of the borough,		for Community and Leisure Services	will be used to co-ordinate two work streams; A Borough Wide Survey and a Bereavement Pack.	Littlemore; Sarah Robson; Sarah Shearsmith
CEH.15011 3.70.1 21	The Community Development Team Leader investigate the impact the move of the library to its new location has had on residents;	18-Feb-2015	Cabinet Member for Community and Leisure Services	<p>Information obtained from the Community Development Librarian indicates an increased footfall of visits to Kent History and Library Centre since moving locations in 2012/13.</p> <p><u>2011/12 - Maidstone St Faiths Street</u> Active Borrowers 10,553 12,199 Issues 173,435 180,910 PC Hours Use 33,666 36,401 PC Sessions 50,283 50,002</p> <p><u>2012/13 - Maidstone, Kent History and Library Centre</u> Active Borrowers 12,199 Issues 180,910 PC Hours Use 36,401 PC Sessions 50,002</p>	John Littlemore; Sarah Robson; Sarah Shearsmith
CEH.15011 3.70.3	The Community Development Team Leader establish how many food banks are in operation in the Maidstone borough;	18-Feb-2015	Cabinet Member for Community and Leisure Services	<p>Food Banks</p> <p>Food for Thought, Maidstone Day Centre's community food share scheme, has been running for 9 years, providing fresh and non perishable food to those who would otherwise go hungry. Food for Thought, the Family Food Banks based at Meadows, Greenfields, Marden and Sunshine Children's Centres, and Restoring Hands at the</p>	John Littlemore; Sarah Robson; Sarah Shearsmith

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
22				<p>Jubilee Church will provide food parcels to clients who have been referred. The Lighthouse, the Salvation Army, Fusion Cafe and The Vine churches provide food parcels to clients on request. Clients can be referred or self-refer to Kent Support and Assistance Service (KSAS) who will carry out a needs assessment. If they find the client meets their criteria they arrange for a 7 day food parcel to be delivered from a local supermarket</p> <p>Sit down meals Maidstone Day Centre provides homeless and vulnerable people with a breakfast, a freshly cooked nutritious lunch and a packed meal to take away from Monday to Friday. A buffet is served on Saturday mornings and a packed meal is given to all clients. The Salvation Army provide a hot meal every bank holiday except Christmas Day. Many of the clients are homeless but some are lonely and come for the company. The Baptist Church provides a two course lunch to approximately 50-60 people on the first Saturday of every month. It is mainly used by the street population and is free though donations are welcome.</p> <p>Soup kitchens Soup or sandwiches and a packed meal to take away are available from The Arch, at the junction of Knight rider Street and College Rd on Thursdays, Saturday and Sunday afternoons. Food is given to the street population on an informal basis and no needs assessment or referrals are carried out.</p>	

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
				Helen Miller, the borough council's Household Expenditure Project Officer has the following reports available upon request: Food Banks statistics for November 2014 Local Aid food support	
CEH.15011 3.70.4	The Community Development Team Leader investigate how many residents who registered with the Big Switch campaign actually switched providers.	18-Feb-2015	Cabinet Member for Community and Leisure Services	65 of the 231 who registered switched. This is a normal conversion from registration to switching. Helen Miller, the borough council's Household Expenditure Project Officer is leading on the promotion of the Big Switch.	John Littlemore; Sarah Robson; Sarah Shearsmith
CEH.15011 5.71.2	The Parks and Leisure Manager provide the committee with an update on the latest position with the Maidstone Play Strategy 2014.	18-Feb-2015	Cabinet Member for Community and Leisure Services		Jason Taylor
CEH.15011 5.70.2	The Community Development Team Leader provide information to residents on where and when the Health MOT Roadshow will be during 2015;	18-Feb-2015	Cabinet Member for Community and Leisure Services	The Health MOT roadshow is being advertised by Wellbeing People. They have developed an online resource at http://www.owlhub.co.uk so local businesses and residents can find out where the trailer will be. Flyers have also been produced which MBC Community Development Team will distribute at meetings and events. MBC met with Wellbeing People on 21st January to advise of possible locations and MBC events to attend to ensure we reach as many residents as possible.	John Littlemore; Sarah Robson; Sarah Shearsmith
CEH.15021 0.80.1	The Officer fulfil the following information request: website links or information be provided to the Committee on the three organisations residents will be signposted to: Silverline, Age	10-Mar-2015		Website links and information provided on the following organisations: Silverline: www.silverline.org.uk The Silver Line is the only free confidential helpline	Sarah Shearsmith

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
24	Action Alliance and Depression Alliance.			<p>providing information, friendship and advice to older people. Open 24 hours a day, every day of the year.</p> <p>Age Action Alliance: http://ageactionalliance.org/ The Age Action Alliance was launched in 2011 in response to a growing recognition of the need to respond to an ageing society. In particular, to bring together older people and cross sector organisations to work together to celebrate the opportunities and address the challenges of our ageing demographics. They aim to ensure that older people, today and tomorrow:</p> <ul style="list-style-type: none"> * Are visible, analysed and heard * Enjoy a good quality of life and wellbeing * Can make informed choices about health and wellbeing * Live in safe, warm, lifetime homes * Have social networks and access to friends, family and community support * Have opportunities to mix with and share skills with others * Are able to access information and services they need * Live in age friendly neighbourhoods, with their needs met <p>Depression Alliance: www.depressionalliance.org/ Depression Alliance they bring people together to end the loneliness and isolation that so often comes with depression. They are the leading UK charity in the UK for anyone affected by depression and they can help individuals meet others affected, learn more about depression, treatment and recovery.</p>	

Meeting, Minute & Date	Recommendation	Due Date	Executive Decision Maker	Response	Lead Officer
CEH.15021 0.80.2	The bereavement pack be friendly in its approach and short and succinct in its layout i.e. bullet points.	10-Mar-2015		Actions from the Committee have been noted to ensure the bereavement pack is friendly, short and succinct in its layout. A timetable of work is currently being developed.	Sarah Shearsmith
CEH.15021 0.82	That the recommendations set out in 1.3.10 of the report to increase take up in subsequent schemes be agreed.	10-Mar-2015		Working with communication team to get the new scheme running in right way from 24th march. Resources now received. All ready.	Helen Miller
CEH.15021 0.83.2	A progress update should be given to the appropriate Committee in 3 months	10-Mar-2015			Andrew Connors
CEH141014 32.4	That the Head of Housing and Community Service and the Chair of the Safer Maidstone Partnership formulate and submit a response to Kent County Councils consultation on the review of the Community Warden service.	21-Nov-2014	Cabinet Member for Community and Leisure Services	See SCRAIP CEH.141014.32.3	John Littlemore