

23 February 2023 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 03.03.23



People & Places Advisory Committee

At the above stated meeting the attached presentations and documents were tabled for the following items

	Pages
6. Everyone Active - White Oak Leisure Centre Presentation	(Pages 1 - 28)
7. West Kent Housing - Dealing with ASB	(Pages 29 - 50)
9. Community Mobilisation Update	(Pages 51 - 62)

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

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PEOPLE AND PLACES ADVISORY COMMITTEE

23.02.2023

AGENDA

Introductions

Modular Builds

Mobilisation

Centre Performance

Health & Wellbeing Update

INTRODUCTIONS

Duncan Cogger

Hasan Romel

Ashley King

Robert Hutton

Regional Manager

Area Contract Manager

General Manager

Community & Sport Development Manager

EA Longest established local authority leisure facility management company starting in 1911
Started with one facility in Hinkley, Leicestershire where our head office remains, and now
over 230 facilities nationwide in partnership with 65 local authorities and partners

Portfolio of sites -

- Leisure Centres

- Dual use school facilities opening facilities in harder to reach areas

- Golf courses, Parks, Pavilions and Open Spaces

- Theatres, Museums and Heritage Sites

- Community Centres

Employees in excess of 15,000 ranging from head office support, regional support and site
teams

Managed current utility crisis by advanced purchased of utilities

Huge digital innovation including bookings app, social media, Everyone on Demand, colleague
training and operational checks

Sporting champions scheme supporting up and coming and elite athletes to progress in
chosen sports

REPLACEMENT OF HORNCHURCH SPORTS COMPLEX

Increased membership base from 4,500 members to 6,300 members

Increased swimming lesson participation from 1,400 swimmers to 2,300 swimmers

Huge increase in participation

Substantial increase in turnover and profitability

Huge reduction in energy consumption and carbon emissions

Facility Mix -

120 station fitness suite

3 x studios & HIIT Studio

4 court sports hall

25m, 8 lane pool

Diving pool with moveable floor

Meeting rooms

Treatment rooms

REPLACEMENT OF CHAFFORDS SPORTS CENTRE

Modular design, pool one level, built above ground, reduction in excavation and build costs

Targets to increase membership base from 600 members to 3,000 members

Increased swimming lesson participation from 550 swimmers to 1,200 swimmers

Substantial increase in turnover and profitability

Huge reduction in energy consumption and carbon emissions

on budget)

Builder - Piperhill

£3,000

80 station fitness suite

2 x studios

25m, 6 lane pool

sensory garden

MOBILISATION

Pre-sales for memberships started 1st November 2021 from old White Oak Leisure Centre.

428 fitness members and 187 Swimming Lesson members transferred across their memberships from Sencio Community Leisure.

Centre was handed over by ISG on the 1st February 2022.

Centre was officially opened on the 12th February 2022.

CONSULTATION

Online colleague consultation on ~~June~~ 26th June 2021.

In-person colleague consultation on ~~and~~ 24th and 27th November 2021..

Held consultation meetings with clubs and school to ensure clubs and schools retained their bookings where possible

Held consultation meetings with Prime Time user group to ensure a programme is setup to retain and attract new users in to the group.

Meet with local union representative regarding TUPE, colleague structure and pay review.

TRAINING & RECRUITMENT

83% Workforce are Swanley Resident.

EA continue to work closely with educational partners and employment organisations, and the Council to maximise local employment and work placement opportunities for

area.

3 NPLQ courses delivered in WOLC, 24 qualified lifeguard

shortage.

5 colleagues achieved Swim Teachers qualifications.

1 colleague achieved Exercise Referral Qualification.

4 colleagues achieved Group Exercise qualification.

3

2 work experience placements from local school.

10 colleagues achieved National Pool Plant Operator qualification.

Over 200 hours of volunteer used in various roles since opening.

OPENING WEEKEND

The centre officially opened to the public on Saturday 12 February with an Open Weekend Event, with free activities throughout for the local community to engage with.

The Event saw more than 10,000 people attend the free taster events.

Local sports clubs including White Oak Gymnastics club and Oaks Martial arts, as well as our own badminton and trampolining coaches running taster sessions in the sports hall and multi purpose rooms.

The Opening Weekend was also the local communities first opportunity to witness and take on the TAGactive arena, with almost 2000 sessions taking place over the duration of the event.

CELEBRITY ATHLETES

Jamie Knight

Professional Football Freestyler • 2 x Guinness World Record Holder
World Championship Finalist (Top 10) • Official UEFA EURO 2020 Global Mascot

ENTERTAINMENT

Face Painting

Balloon Artist

Jamie Knight football skills showcase

Stilt walkers

Ninja for Tag Active area

Everyone Active Bee

Mr Zoggy

CENTRE ATTENDANCE

440,307 80,252 139,954

TOTAL VISITS

SWIMMING VISITS

FITNESS VISITS

53,405

13,202

SOFT PLAY & TAG ACTIVE VISITS

SPORTS HALL

15,102

37,009

FEEL GOOD SUITE VISITS

OTHER ADMISSIONS



MEMBERSHIP STATISTICS

3,425 2,939 486

FITNESS MEMBERS MEMBERS ON DD ANNUAL MEMBERS

791 100% 208

SWIM LESSON MEMBERS MEMBERS ON DD PRIVATE LESSONS



SWIMMING LESSON STATISTICS

31,493

TOTAL LESSON ATTENDANCE

1,000+

TOTAL LESSONS DELIVERED

150+

ADULT LESSONS DELIVERED

25+

CRASH COURSE DELIVERED



st BIRTHDAY

6000+

TOTAL VISITS

45

NEW MEMBERS

14+

FREE ACTIVITIES

LESLIE REEVES PLAQUE UNVEILING

EVERYONE ACTIVE: THE STORY SO FAR

Since opening in February 2022 Everyone Active at White Oak Leisure Centre have worked to embed ourselves within the community, working with both Sevenoaks District Council and other agencies to deliver excellent facilities and programmes for the people of Swanley.

SPORTS DEVELOPMENT AND COMMUNITIES CONTRACT HIGHLIGHTS - MEMBERSHIPS

Free Ukrainian Refugee Memberships

Across the company Everyone Active have been offering free 12 month memberships for Ukrainian refugees escaping the current conflict in Ukraine

Free Parkinsons Memberships

From 11th April, people with

opportunity to sign up for a free Everyone Active membership.

Children in Care Free Memberships

Everyone Active are offering free memberships to Cared for Children and Care Experienced Young People with a direct referral from Council family support teams.

Sporting Champions

st
July. A total of 6 applicants were successful, these successful applicants will receive a free annual membership to use our centres as well as receiving mentoring and support from our Olympic Athletes!

Exercise Referral Programme

Our Exercise Referral programme officially launched in January 2023, this programme will continue to develop throughout 2023 and will evolve to meet the needs of residents in Swanley and Sevenoaks District

MEMBERSHIPS

SOCIAL
PRESCRIBING

UKRAINIAN
GUEST
MEMBERSHIPS

CARED FOR
CHILDREN
MEMBERSHIPS

CARE
EXPERIENCED
MEMBERSHIPS

SPORTING CHAMPIONS

The Sporting Champions scheme from Everyone Active gives talented athletes the opportunity to make use of training support and mentoring sessions to further their burgeoning careers.

Launched in 2016, the Sporting Champions scheme has support to over 1,000 athletes across a huge variety of disciplines.

From a total of 30 Sporting Champions competing at the Tokyo Olympics and Paralympics, our athletes achieved a combined five gold, two silver and three bronze medals. Currently have 6 Sporting Champions based at White Oak Leisure Centre competing regionally and higher in sports from swimming to BMX. The window for the new applications opened on Monday 13th February

EXERCISE REFERRAL PROGRAMME

The first GP exercise referral programme in the Sevenoaks District launched at White Oak Leisure Centre in January 2023.

The programme enables local GPs, health workers and One You Kent to refer patients for a 12-week programme to benefit individuals with long-term health conditions, including asthma, arthritis, high blood pressure, diabetes and obesity, as well as depression, anxiety, osteoporosis and other conditions, including rehabilitation from Covid-19.

Once referred to the 12-week programme, individuals will have an initial consultation and will use the EXi app (NHS approved and developed by physiotherapists), which prescribes specific exercises to do each week. Two further consultations will follow to ensure the programme is working well.

The Exercise referral membership costs 12 weeks.

LOCAL PROGRAMMES

Reconnect Programme

the Reconnect Programme. We provided free swimming lessons and free swimming weekends throughout the Summer Holidays for those eligible. We also offered discounted swimming for all other children on specified dates, discounted gym memberships and discounts for TAGactive and soft play during the summer holidays.

Swimming

In partnership with the council and funded by the This Girl Can Campaign we delivered a 6 week back to swimming programme and are set to deliver 2 more programmes in 2023.

Job Centre training - Sharing insights into the leisure industry and career paths

We have been working with job centres and sharing insights into the leisure industry and career paths available to potential job seekers. This has included delivering training with case workers and direct interaction with customers.

Silver Sunday

The Councils Silver Sunday Campaign celebrated its 10th Anniversary this year, White Oak Leisure Centre participated by provided one day leisure passes for Sevenoaks residents over the age of 55 on Sunday 2nd October, 6th November and 4th December. The pass included full access to the available facilities throughout the centre.

OUTREACH AND ENGAGEMENT



Themed soft play and TAGactive sessions
at Easter, Halloween and Christmas

th May
_{th}

June, 20th July

Riverside School SEN Work Experience -
20th June - 1st July 2022

25th June 2022

We Are Beams Colour Dash - 3rd July 2022
_{th}

July 2022

Thursday Afternoon Tea and Christmas
party

National Apprenticeship Week from 6th -
12th February 2023

Ongoing support for neighbouring schools
PTA fund raising

Regular provision for We are Beams
activity days

EVERYONE ACTIVE: WHAT TO LOOK FORWARD TO

Continue to grow the Exercise referral programme and tailor it to the needs of the community.

Implementation of the Good Boost Programme, helping users with MSK conditions.

Implementation of activities funded by the Holiday and Activities programme from DFE

Continue to explore all funding opportunities, especially those that benefit the immediate community in Swanley.

Continue to support schools and other community organisations

EVERYONE

THANK YOU &
QUESTIONS

Approach

Where we are now



Rise in cases since COVID

2022 - 958

129% increase in reports

New Community Safety
Policy and Procedure in
December 2022

Launched the ASB APP in
September 2022

Community Safety Policy and Procedure

Went live in December 2022

Clear definition of what ASB is and what we wont deal with as ASB

Training for Tenancy Services Officer, Extra Scheme Managers
and Customer Services

Tenancy Sustainment is the end goal

What is Anti-Social Behaviour?

What is ASB?

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's dwelling,
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.

What is Anti-Social Behaviour?

High	Medium	Standard (Community Safety)
Domestic Abuse	Noise	Graffiti
Physical Violence	Drug use	Bulk Waste
Arson	Verbal Abuse	Litter/Rubbish
Hate Crime	Nuisance from Vehicles	Dog Fouling
Cuckooing/ mate crime	Criminal Behaviour	
Stalking/Harassment		
Sexual Offences		

What is Not Anti-Social Behaviour?

children playing and babies crying,

household noise due to every-day living (e.g. proportionate TV, music / radio noise

noise from electrical items such as washing machines or vacuum cleaners

DIY during reasonable hours as defined by local authorities, usually between 8am and 9pm
weekdays, 8am to 7pm on Saturdays and 10am to 5pm on Sundays

noise created by someone due to a disability/vulnerability/mobility aid,
one-off parties,

BBQs and celebrations,

cooking odours and reasonable household smells, smoke, minor car maintenance,

one off arguments and

minor disputes between neighbours or personal differences, this includes the use of private
CCTV or trespassing.

Reporting ASB to West Kent

Can be done on our website

www.wkha.org.uk

Email help@wkha.org.uk

In person to Tenancy
Services Officer

The Community Safety Co-Ordinator (CSC) will then triage the report. Contact the Source to obtain more information. The CSC will then make an assessment as to whether the source is best suited to try resolve the matter with the subject in the first instance.

The CSC may contact the subject to discuss the report to make them aware to try and resolve the case.

The CSC may make a decision that a further investigation is required. Things they may look at are (but not limited to)

- Whether the source has reported this type of incident to us before and has tried to resolve the issue previously

- The subject has a history of ASB

- The frequency of the incidents that are occurring.

If the CSC decides that a case needs further investigation then they will assign it to the relevant case officer

HIGH

Community Safety Team

Medium/Standard

Tenancy Services Team

Once a case has been assigned to the case officer they will conduct a further investigation, this might include doing the following

Getting to source to complete incident diaries

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Multi-agency meetings

Door knocks

Installing CCTV

Interviewing the Subject

Using non legal remedies

Investigating ASB takes time

Anonymous vs Confidential

\$ % % & ' meaning that most of these reports have been filed with no further action

We treat all calls as confidential and would not discuss the source of the report with the subject without consent of the source.

If person is anonymous then it makes it harder to obtain details of what had happen and more importantly the impact of the behaviour.

We also can not provide feedback of our actions

Rules that you must follow when taking civil action

Clearly outline what a witness statement should contain

Part 32 relates to evidence and is a really useful checklist to use to make sure your statement is CPR compliant

Managed by the Community Safety Team following a referral from the Tenancy Services Officer

*) + +) % % %) ' * +
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breached

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Community Safety Team Successive

In the last year we have obtained 7 Injunctions against residents.

Helped SDC identified 3 Fly-tippers in Swanley who all received 4 . -

Through partnership working issued 12 Community Protection

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(Outside of SDC)

Managed over 95 Domestic Abuse cases

ASB APP

Residents are invited by West Kent to register (Must have an open case)

The ASB APP is available from the Apple App Store and Google PlayStore

Has the ability to send diary sheets, sound recordings, videos and photos

ASB APP

Since we have had over 50 residents regularly use the app

Over 300 pieces of evidence supplied to us.

Always the last resort, Tenancy
Sustainment is the goal

Can be timely and costly

Judges exercise discretion

Case Law

Homelessness Reduction Act

Organisations own strategy

Moving tenants

Management Transfers

Mutual Exchange

Application to Housing Register

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Complaints

Organisations own complaints procedure

Stage 1

Stage 2

Housing Ombudsmen

Community Trigger

Any Questions

Community Mobilisation

Yulia La-Kruz/Kelly Webb

January 2023

during the pandemic in their own neighbourhoods.

Practical support, skills development, networking and capacity building will be provided to individuals and new/existing community groups to enable new initiatives and groups.

Projects include:

- Sharing skills, spaces and resources

- Families working and playing more together.

- Batch cooking and community meals.

- Food growing and tree planting.

- Trading, making and repairing.

Community Mobilisation schemes

Community Membership - an easily accessible portal/network of services where residents and community groups can link up regarding local services, support and harness opportunities to share their work and projects

Community Hubs - alongside pop-up physical hubs, creating inclusive work and co-production space for local residents and organisations to deliver community events, activities, training, talks and support networks to drive change,

Social Action and Volunteering - build community capacity by promoting and widening opportunities for the community to participate and volunteer in local activities and projects to address local issues

Community Toolkit - resources and guidance to

Vocational Learning and Development Placements

opportunities that enable participants to develop their professional skills and progress into employment

Advice & Support for community initiatives - Support community to develop project plans, offer funding advice and provide space to hold community meetings and activities.

What has been achieved

people feel about their community, reviewing the needs of the community and identify where the Council can best support.

Over 105 responses received with majority (over 83%) from residents in the district:

The ideas that resident would like to take part in or initiate include:

- Pop-up indoor and outdoor cinemas

- Community gardening

- Recreational centre for older people and families

- Upcycling projects to help to reduce the waste

- Getting involved in litter picks

- Volunteering more in their community

- Cookery courses for those on a low income

What has been achieved

Mums into Business

Organised in partnership with WKHA, an 8 week course for women with children, run at Swanley Children Centre to learn skills required to set-up a business, to establish a network and put acquired skills into practice by co-producing the product and sell it at the Swanley market at the end of the course.

Volunteer Fair

In partnership with IMAGO, we organised and hosted a Volunteer Fair in October 2022 at The Stag Theatre. Nearly 100 visitors attended the event - looking for opportunities to volunteer. Over 60 stallholders attended. The Communities team recruited a volunteer to support postnatal classes.

What has been achieved

5-week cooking courses for vulnerable families.

Help save money on food costs for families.

Recipes adapted to use ingredients available through foodbanks and in support food parcels.

Delivered by our One You advisers via Zoom

Each family receives a free slow cooker and spices set.

Referrals can also be made through our Housing and HERO teams.

What has been achieved

! " # funding as part of the UK Shared Prosperity Fund (UKSPF) to deliver the Growth Gurus Community Hub in Swanley. The project will:

Provide each young person with a dedicated support advisor (The Education People) to enhance work readiness and wellbeing.

Offer a dedicated Growth Guru to work with a young person, developing a personalised support package of mentoring, coaching and networking.

Provide work experience and job preparation for young people entering the job market.

Offer financial, emotional and physical well-being support and advice to transition people into work.

Provide greater networking, collaboration and innovation plans for businesses and voluntary sector organisations.

What has been achieved

Local residents and patients from the Patient Participation Group at Oaks
\$ % # & up a volunteer
gardening group, to encourage involvement in various projects.

We provided advice on how to form a community group and adopt a
Constitution, helping the group develop a project plan.

Communications and networking support (for example, engaging with the
Seniors Action Forum) was provided to promote public meetings and
volunteer recruitment process.

We helped to find suitable venues activities and signposted to different
sources of grant funding to support the delivery of the project plan.

What has been achieved

We created a directory of local warm spaces available online and in paper copy.

We facilitated a marketing campaign to encourage even more local organisations to consider opening their facilities as safe warm spaces to our most vulnerable residents in the district.

We helped to source suitable venues activities and signposted to different sources of grant funding to support the provision of warm spaces in the district.

We provide advice on venue risk assessment and health and safety requirements, alongside basic safeguarding awareness training.

We have 23 venues now registered on the directory.

Community engagement and mobilisation tool

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Talking objects (benches, planters, coffee tables, public art, post boxes, etc), which engage the community in conversations about their local area

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they would improve it, what they can do to make things happen.

The project aims to:

Empower residents to create projects that directly benefit them

Help local people put forward ideas to grow together with friends and neighbours.

Encourage local people to develop ideas for new livelihoods or community projects.

Initiative being piloted in Swanley with 3 talking objects at Swanley park and the new skate park.

<http://www.bettertogethercommunity.org.uk/staging/>

The hub will mobilise people to bring forward ideas, skills, events and projects, which will help and connect their local community. From cooking, upcycling, gardening and food growing, sharing skills and learning, or even a film night, coffee morning or the chance to play, create or sing. The list could be endless.

Better Together gives people the tools, advice and support you may need to help get you going, from funding advice, recruiting volunteers, social media and communications tips, help with venues, event organisation, business advice, training and networking.

Time to Spare d + +
immediately to improve data quality and record their own impact which can support them in getting grants from external organisations.

An online Community Toolkit will be added providing helpful information to community groups, from funding and grants, venue hire, health and safety, working with volunteers etc.

Directory of Services being updated.

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Thank You

Any Questions