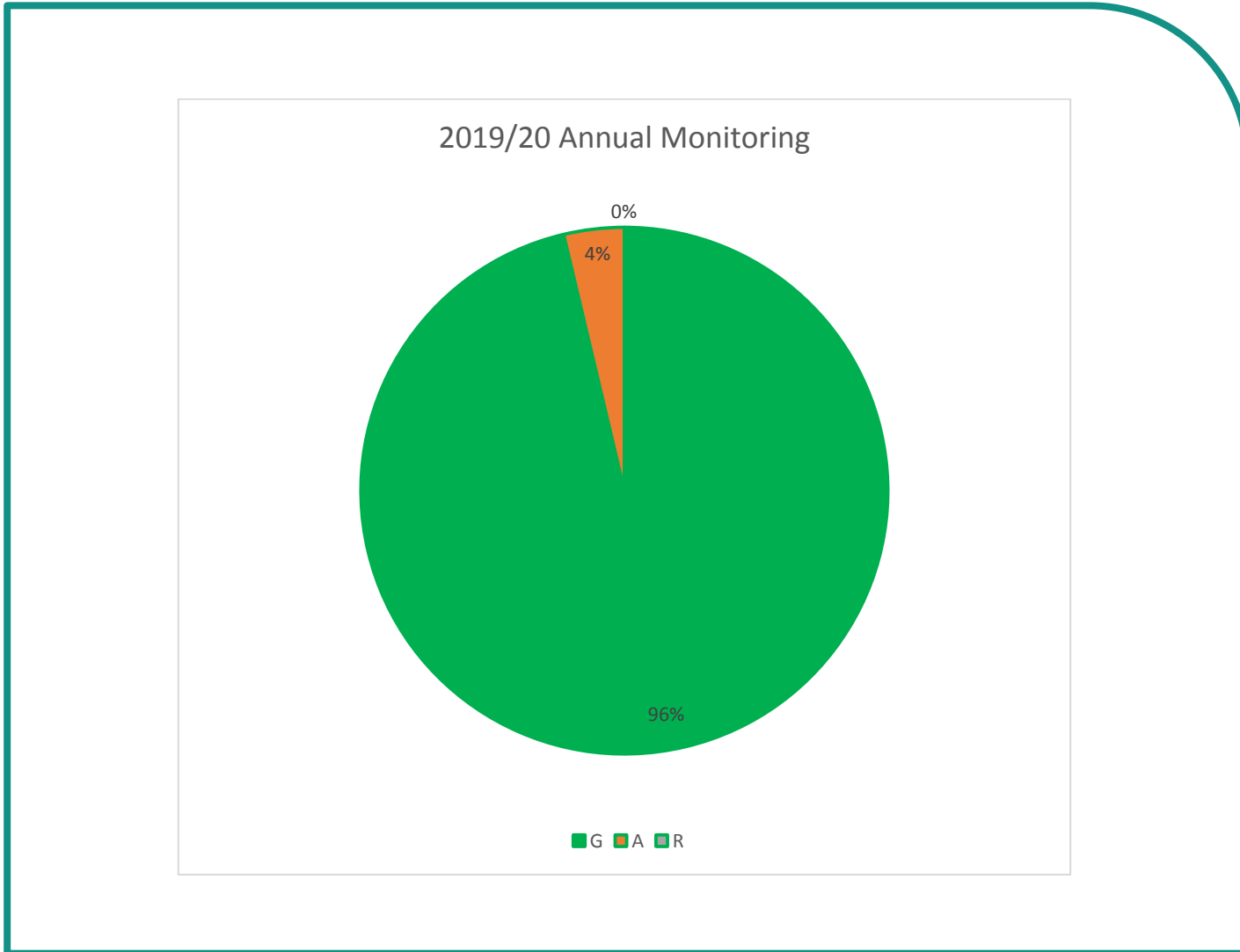


Sevenoaks District Community Plan Annual Monitoring Report 2019/20

This Annual Report is produced by Sevenoaks District Council on behalf of the Sevenoaks District LSP using data and information provided by partners

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

At the the first year of monitoring (April 2019 - March 2020), 96% of the actions in the plan were on target to be achieved






Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)



Safe Communities - A safer place to live work and travel

Lead Agency: Sevenoaks District Community Safety Partnership

Priority 1		85% of actions in the Community Safety Partnership action plan achieved each year
Priority 2		Keep overall crime amongst the lowest in the county and aim for an improvement in that position.
Priority 3		Maintain the low number of ASB incidents (no higher than 3 rd in the county).
Priority 4		Road safety measures undertaken to prevent people from being killed or seriously injured on local roads.
Priority 5		Enforcement action taken against dangerously or illegally parked cars.

The monitoring is based on the following agreed key success measures for the above priorities

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

Safe Communities - A Safer Place to live work and travel

Ref	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
S1	85% of actions in the Community Safety Partnership Strategy and action plan achieved each year		<p>The most recent Community Safety Action Plan monitoring information shows that the plan is currently at 98% on target.</p> <p>The 2019/20 Action Plan focused on Domestic Abuse, Serious and Acquisitive Crime (including Organised Crime Groups, emerging trends and county lines, (which is a type of criminal exploitation where gangs and organised crime networks groom and exploit children to sell drugs), Anti-Social Behaviour including Environmental Crime, Safeguarding, Substance Misuse, Road Safety, Doorstep Crime and Scams including Cyber Crime.</p> <p>This year the Sevenoaks Community Safety Unit (CSU) carried out 600 daily tasking's to address reports over the previous 24-hours, and made follow-up visits and calls to residents who reported issues and concerns.</p> <p>The Community Safety Partnership continued to target repeat locations of concern to local people during 2019/20. The Sevenoaks District CSU successfully coordinated partnership enforcement activity on an address in Edenbridge. This resulted in a three month Closure Order due to ongoing anti-social behaviour. A three month extension was also granted to the Closure Order.</p> <p>The Partnership has nearly 50 projects in their action plan and schemes to address specific local community safety issues. This included:</p> <ul style="list-style-type: none"> • Attending community events across the district to promote community safety • Setting up 18 Task and Finish Groups set up established, 12 of which were completed and 6 are ongoing. Task and Finish groups provide intensive 		Consistently above 85% target

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

			<p>intervention by partner agencies when a number of reports have come in through the Community Safety Unit (CSU) Daily Tasking meetings relating to specific areas or to vulnerable people.</p> <ul style="list-style-type: none"> • Inviting all primary schools in the District to the Stag Theatre in Sevenoaks for a free performance and workshop around internet safety as part of National Internet Safety Day. 		
S2	Keep overall crime amongst the lowest in the county and aim for an improvement in that position.		<p>The district remains the second lowest in Kent for overall levels of recorded crime. There has been a slight increase of Victim Based Crimes compared to same period last year. There were 7769 reports, an increase of 24. Part of the success is the continued work of the Community MARAC process. (Multi-Agency Risk Assessment Conference) is designed to address medium and high risk victims, offenders and problem locations. This year the group have issued:</p> <ul style="list-style-type: none"> • 42 Anti-Social Behaviour (ASB) Warning Letters, • 32 Acceptable Behaviour Agreements (ABA) • 11 ABA breach letters 		Based on the Police assessment on crime data.
S3	Maintain the low number of Anti-Social Behaviour (ASB) incidents (no higher than 3rd in the county)		<p>ASB remains in the District remains the second lowest in Kent with 1602 reports, this is an increase compared to same period last year of 175 Between April 2019 and March 2020, the Anti-Social Behaviour Crime & Policing Act 2014 was used as follows:</p> <ul style="list-style-type: none"> • 22 Community Protection Warnings were served • Two Community Protection Notices were issued • One Closure Order was put in place and was also granted a further Extension Order for 3 months • One Criminal Behaviour Order is still being monitored since it was put in place in October 2017 as it was a 5 year order <p>The Community Safety Unit have also looked at other partnership measures for tackle ASB. These have included:</p> <ul style="list-style-type: none"> • Six nights of high visibility policing in affected by ASB areas targeted by the CSU, in partnership with local Policing Teams, KCC Community Wardens and SDCs ASB Officer to address anti-social behaviour. 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

			<ul style="list-style-type: none"> Mobile CCTV has been deployed to target ASB and criminal damage. The Community Safety Partnership has seven cameras. They were deployed in St Mary’s Road, Swanley, New Ash Green, Caxton Close, Hartley, Manor Road, Edenbridge. 		
S4	Road safety measures undertaken to prevent people from being killed or seriously injured (KSI) on local roads.		<p>In 2019, compared to the other 11 districts in Kent, Sevenoaks ranked the third highest in terms of KSI (killed or seriously injured) casualties, with 78 (Tunbridge Wells saw most (83), followed by Maidstone (79). The majority of KSI casualties were in cars when they were injured, while 15% were pedestrians. 83% of pedestrian KSI casualties were injured by cars.</p> <p>For local roads (excluding Highway Network)</p> <p>In 2019 there were 59 KSI casualties - one of these was fatal and the rest were serious. In 2017 there were 49 KSI casualties and in 2018 there were 47 - so 2019 saw an increase of 26%. While overall KSI casualties have increased, fatal casualties have decreased - there were 4 in 2017, 2 in 2018 and 1 in 2019.</p>		The LSP has engaged with Kent Fire and Rescue Services and invited the Kent Road Safety Partnership to attend the next LSP to discuss this target.
S5	Enforcement action taken against dangerously or illegally parked cars.		<p>Our parking teams at Sevenoaks District Council have continued to take enforcement activity to reduce dangerously or illegally parked cars, and:</p> <ul style="list-style-type: none"> improve safety around schools support mobility impaired drivers support the local economy through effective parking management <p>This year there have been 11923 Penalty Charge Notices Issued.</p>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)



Caring Communities - Where children are given the best start and people can be supported to live independent lives

Lead Agency: Sevenoaks District Council and the Sevenoaks District Local Children’s Partnership Group (KCC)

Priority 1		Increased number of people supported to live independently.
Priority 2		Reduced loneliness and social isolation through social prescribing schemes
Priority 3		Sevenoaks Local Children’s Partnership Group (LCPG) to produce a set of indicators focused on LCPG priorities, with at least 75% of core indicators on target
Priority 4		The number of positive outcomes where homelessness has been prevented
Priority 5		Deliver the actions in the Sevenoaks District Housing Strategy, “Wellbeing Starts at Home” to meet the needs of vulnerable and low-income households and improve the condition of existing stock
Priority 6		Improve opportunities for vulnerable people through the Community Grant Scheme

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

The monitoring is based on the following agreed key success measures for the above priorities

Caring Communities - Where children are given the best start and people can be supported to live independent lives

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
C1	Increased number of people supported to live independently.		<p>During 2019/20, Sevenoaks District Council issued grants to support people living independently at home as follows:</p> <ul style="list-style-type: none"> • Disabled Facilities Grants completed - 81: totalling £758,817.95 of assistance • Hospital Discharge Grant completed - 6: totalling £4,193 of assistance, including 3 deep property cleans • Safe and Secure Grants completed - 12: totalling £8,327.13 of assistance including repairing a broken stair lift and replacing a boiler. <p>Kent Fire and Rescue Service (KFRS) During 2019/20 KFRS has completed over 600 safe and well visits within Sevenoaks. The service is currently still providing this service through a telephone service and also attend some home where the need is greatest</p>		
C2	Reduced loneliness and social isolation through social prescribing schemes.		<p>During the 2019/20 financial year our One You Your Home advisors have worked with 217 clients. Clients referred to One You Your Home tend to be GP frequent flyers utilising GP contact time for non-medical reasons.</p> <ul style="list-style-type: none"> • The average age of the clients worked with during 2019/20 is 76. • 44.7% of service users are male, 55.3% of service users are female. • 18.9% of service users reside within the top 40% of deprivation of Kent. <p>These clients have been supported to set 253 goals between them with 60% of these having been achieved, the remaining 40% are in progress with clients continued to be supported to achieve their goals in subsequent interaction. Goals set range in theme as shown below:</p> <ul style="list-style-type: none"> • Adequate Housing (1.6% of goals set) 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<ul style="list-style-type: none"> • Be safe in your environment (37.5% of goals set) • Being active (4.7% of goals set) • Benefits advice (16.2% of goals set) • BMI (body mass index)/weight reduction (12.3% of goals set) • Caring (2.4% of goals set) • Connect with others (4% of goals set) • Debt (2% of goals set) • Improve conditions of home (3.6% of goals set) • Improve emotional wellbeing (1.2% of goals set) • Increase fruit/vegetables (1.2% of goals set) • Increase water consumption (0.4% of goals set) • Leisure activities (3.6% of goals set) • Managing disabilities (3.2% of goals set) • Managing long term conditions (2.4% of goals set) • Plan meals (0.4% of goals set) • Quit Smoking (1.2% of goals set) • Reduce alcohol intake (0.4% of goals set) • Reduce stress/anxiety (1.2% of goals set) • Volunteering (0.4% of goals set) • Working (0.4% of goals set) <p>The vast majority of the goals set are “Be Safe in your environment” (37.5%) which are connected to the use of the Better Care Fund to provide home adaptations to a resident’s home and/or the purchase of equipment to support a residents at home mobility.</p>		
C3	Outcomes achieved on Sevenoaks District Local		<p>Agreed priorities for the Sevenoaks Local Children’s Partnership Group for 2020/21 are as follows: Priorities based on children and young peoples:</p> <ul style="list-style-type: none"> • A - Additional Needs 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
	Children’s Partnership Action Plan		<ul style="list-style-type: none"> • B - Emotional Well- Being • C- Healthy Lifestyle (no suitable applications received and no grants awarded) <p>Grants were awarded to:</p> <ul style="list-style-type: none"> • Trinity Theatre “Speech Bubbles” (Priority: A): Project to deliver speaking, listening & attention skills to key stage 1 (KS1). Offered to 50-70 pupils targeting schools in the most disadvantaged areas of the District. • We are Beams “Drop in Session” (Priority: A): For parents of children with disabilities including those with autistic spectrum condition. Weekly drop in session to be developed and expected to operate from Springhouse Children’s Centre (Bat and Ball area) offering advice and support to families • West Kent MIND - Training programme for schools (Priority: B): <p>The last available monitoring data for Early Help was as follows:</p> <ul style="list-style-type: none"> • Sevenoaks had the second lowest level NEETs (young people not in education training or employment) in the county based on a cohort of 1,930 in years 12 and 13. This equated to a 2.7%.The rate of re-offending by children and young people at 18.8 in quarter 3 is well below the target of 35 and the benchmark group of 40.5 (January 2020) and the England and Wales at 40.9 (January 2020) • The percentage of pupils at EYFS achieving a good level of development of 76.8 against a target of 75. This exceeded the benchmark group of 74.6 and England 71.8 		

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Sevenoaks	1,930	52	2.7%	1.3%	-1.4%	17	2.1%	35	3.2%	8	1.0%	46	4.1%	54	2.8%																																																																																																																																																																																																																																																			
Swale	3,218	158	4.9%	2.4%	-2.5%	64	4.0%	94	5.8%	26	1.6%	69	4.3%	95	3.0%																																																																																																																																																																																																																																																			
C4	The number of positive outcomes where homelessness has been prevented.		<p>The total positive outcomes for 2019/20 was 138 cases, exceeding the target of 120 for 2019/20. This has included the following:</p> <ul style="list-style-type: none"> Quarter 1: Housing Advice Officer supported customers who had been served a Section 21 at Romney Street trailer park in Knatts Valley giving them two months to vacate. The notice was determined as invalid but the Housing Advice team continued to work with the customers to resettle them. An outreach service at Knatts Valley was conducted to provide face-to-face assistance as well as helping the customer onto the Housing Register. Quarter 2: Prevention work assisted a deaf customer who was threatened with homelessness as she lost her job due to becoming deaf - she was housed in Gladedale. Quarter 3: A customer was supported following the risk of homelessness. Customer was living with their partner at the time in sheltered accommodation as he was caring for her full-time (terminal cancer). He was not a named 																																																																																																																																																																																																																																																															

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<p>tenant and therefore had no security of tenure. His partner passed away in November, so he became threatened with homelessness as he had no legal rights to remain in the property. Assistance was provided to negotiate with WKHA to succeed the tenancy, which they agreed - this therefore avoided him becoming homeless. Following his succession of the tenancy, assistance was provided to claim housing benefit and it was made sure that he was on top of his rent payments.</p> <ul style="list-style-type: none"> Quarter 4: A customer was evicted from his home following a relationship breakdown with his partner, and as he was not a named tenant, he had no legal right to occupation. As a result, the customer was forced to sofa-surf at his sister's home in Tunbridge Wells, affecting his job (based in Sevenoaks) and relationship with his sister. His sister advised him she could not allow him to stay for an extended period. The customer therefore approached SDC in January, his officer assisted him to complete a Private Sector Landlord (PSL) application and to look for properties in the private rented sector. By early March, the customer had been accepted on to the PSL scheme and successfully signed a new tenancy in Sevenoaks town in the private rented sector. 		
C5	Deliver actions in the Sevenoaks District Housing Strategy, "Wellbeing starts at Home" to meet the		<p>The affordable homes completed over the year includes 107 homes at Oakley Park, Edenbridge by West Kent Housing Association. The development provides 40% affordable housing overall, with the remaining 13 affordable homes completing next year.</p> <p>All affordable homes meet the Lifetime Homes Standard (now Part M4 (2) of the Building Regulations) and provide homes that are accessible and more easily adapted. Features include: all external doors having an openable width of 850mm and a level threshold; all walls in the downstairs cloakroom, bathroom and wet room, being strong enough to support grab rails, shower seats and other adaptations; and the</p>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
	needs of vulnerable and low-income households and improve the condition of existing stock.		ground floor cloakroom being large enough to accommodate a shower. This means Lifetime Homes are able to support a wide-range of housing and health-related outcomes.		
C6	Improve the opportunities for vulnerable people through the Community Grant Scheme.		<p>The Sevenoaks District Community Grant scheme supported 25 organisations during 2019/20, with a total grant value of £54,800.</p> <p>This included the following:</p> <ul style="list-style-type: none"> • West Kent Mediation: £4,800 awarded and used to support the provision of free mediation service to help improve community relations for all SDC residents. The service provided support for families including blended families, homeless mediation & multi-party disputes within the community. • Compaid used their £4,000 grant to contribute to the cost of Sevenoaks Kent Karrier Service taking disabled, elderly and other vulnerable residents within the Sevenoaks District to medical appointments. • The Lewis Project received £1,000 for their project which was aimed at promoting mental wellbeing in young people aged 16+ using music. The funding enabled the project to extend the number of hours/days that the drop-in was open. 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)



Green Environment - Where people can enjoy high quality urban and rural environments

Lead Agency: Sevenoaks District Council

Priority 1		Planning policies used effectively as monitored through the Local Plan to protect our high quality natural environment, including Green Belt, Areas of Outstanding Natural Beauty and biodiversity
Priority 2		Use and enforce Planning Policies set out in the Local Plan to ensure new development is designed to a high quality and takes into account distinctive local character and impact on the environment
Priority 3		Ensure new development is designed to a high quality and takes into account local character and the impact on the environment
Priority 4		Recycling campaigns delivered

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

The monitoring is based on the following agreed key success measures for the above priorities

Green Environment - Where people can enjoy high quality urban and rural environments

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
G1	Planning policies used effectively as monitored through the Local Plan to protect our high quality natural environment, including Green Belt, Areas of Outstanding Natural Beauty and biodiversity.		<p>Officers continue to work with natural environment partners including the AONB (Area of Outstanding Natural Beauty) units and the North West Kent Countryside Partnership. During the year projects have included improvements to Edenbridge water meadows, removing invasive species, improving the North Downs Way walking trail and habitat creation for Great Crested Newts. The emerging Local Plan includes policies that seek to conserve and enhance the AONB and manage the Green Belt. The Plan underwent examination during 2019/20 and this remains ongoing.</p> <p>The Green Infrastructure network is made up of approximately 9511 hectares of land (excluding AONB) and 954.75 kilometres of Public Rights of Way and Cycle Routes.</p> <p>No Open Space was lost on Allocated Sites. The Council works with partner organisations including the High Weald AONB unit, The North West Kent Countryside Partnership, The Kent Wildlife Trust and neighbouring authorities to provide countryside enhancements across the District.</p> <p>A list of some of the countryside projects taking place within 2018/19 can be found in the Authority Monitoring Report. These have included:</p>		




Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<ul style="list-style-type: none"> • River Darent Project management and hosting Catchment Improvement Group with South East Rivers Trust. River enhancement projects are being identified and a programme for community engagement in 2019. • Old Chalk New Downs the Old Chalk New Downs project is funded by the Heritage Lottery Fund and focuses on restoring chalk grassland and other downland habitats in North Kent, between Kemsing and Detling. North West Kent Countryside Partnership is delivering access improvement works on the North Downs Way and school grounds projects in 2019. • Edenbridge Water Meadows Assisting with ongoing management including scrub clearance of the water meadows in partnership with the Great Stonebridge Trust. • Orchards Project Last year of the project (ending 2018). In the NWKCP (North West Kent Countryside Project) area New Ash Green Woodland Group and school will be supported with training, tools, interpretation and support with practical restoration. The dedicated Orchards Officer will have some capacity to support other traditional community orchards. • Kent Downs AONB public engagement NWKCP worked with people suffering from mental health issues to find out how they feel about the AONB to help develop future projects 		
G2	Use and enforce Planning Policies set out in the Local Plan to ensure new development is designed to a high quality and takes into		<p>The Emerging Local Plan includes policies to ensure high quality design. Work continued on the Edenbridge Character Area Assessment with Edenbridge Town Council. The document will be consulted on in 2020 and will supplement existing policy</p> <p>The 2018 Authority Monitoring Report highlights, Local Plan performance against objectives as follows:</p> <ul style="list-style-type: none"> • Policy LO8 - The Countryside and the Rural Economy. During 2019/20 there were no applications for new dwellings refused in the Green Belt were overturned at appeal. 		This is an annual target

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
	account local character and impact on the environment		<ul style="list-style-type: none"> Policy SP 11 Biodiversity: Sevenoaks District contains 63 separate Local Wildlife Sites managed by Kent Wildlife Trust. Local Wildlife Sites (LWSs) are areas which are important for the conservation of wildlife. They may support threatened habitats, such as chalk grassland or ancient woodland, or may be important for the wild plants or animals which are present. Local Wildlife Sites in Kent are identified and managed by Kent Wildlife Trust. They are selected by reference to a clear set of criteria, based on the importance of the sites for particular wildlife habitats or wild species Policies SP1 Design of Development EN3 Demolition in Conservation Areas: There are 41 designated Conservation Areas with Conservation Area Appraisals. Since the beginning of the planning period 27 (27 of the 42) Conservation Area Appraisals incorporating Management Plans have been adopted. In 2018/19 six conservation areas were reviewed and their Conservation Area Appraisals revised. Shoreham High Street and Shoreham Mill Lane has been merged and extended. Brasted, Seal, Leigh and Swanley Village also had small extensions. Five updated Conservation Area Appraisals along with an Introduction and Design Guidance were adopted in July 2019 		
G3	Weekly refuse service collection maintained		During 2019/20, Sevenoaks District Council successfully maintained its weekly refuse and dry recycling collection service. Sevenoaks District Council is unique in being the only Council within Kent to maintain a weekly service. It is also one of the few in Kent to retain an in house collection service. In addition at the final monitoring period (quarter 4) this year, 100% of justified missed collection reports were put right by the next working day.		
G4	Recycling campaigns delivered		<p>During 2019/20, the weekly collection of residual waste and dry recyclables has been maintained. Justified missed collection figure for the year to date is 5.7/100,000 significantly better than the annual target of 10/100,000 collections. Recycling Twitter campaigns were promoted including:</p> <ul style="list-style-type: none"> Join the Great British September Clean 11-27 September 2020 Promotion of clear sack recycling 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<ul style="list-style-type: none"> Recycling your Christmas tree for free. <div style="display: flex; justify-content: space-around;"> <div data-bbox="571 411 996 981">  <p>More people than ever are #recycling which is great news! If you're still not sure what you can put in your clear recycling sacks, find out here bit.ly/37L8eD3 #keepkentclean #recyclenow</p> </div> <div data-bbox="1041 411 1489 981">  <p>Recycle your tree for #free! Our garden waste team will collect your tree with a trunk less than 90mm. Leave it on the kerb outside your home, undecorated, before 7am on the garden waste collection day of your road. Find out your next collection day here bit.ly/37pfkNC</p> </div> <div data-bbox="1523 414 1982 678">  <p>Join the Great British September Clean We still need you to be part of the pick 11 - 27 SEPTEMBER 2020 #GBSpringClean</p> </div> </div>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)



Healthy Environment - Where people have healthy lifestyles, access to quality healthcare and health inequalities are reduced

Lead Agency: Sevenoaks District Health Action Team

Priority 1		Produce new Health Inequalities Action Plan
Priority 2		85% of success measured in the District Deal to be on target
Priority 3		Service improvements delivered through a health in all policies approach
Priority 4		Actions delivered in Sevenoaks District Council’s Housing Strategy, Wellbeing Starts at Home, focused on supporting the Council’s health outcomes and supporting people to remain independent

The monitoring is based on the following agreed key success measures for the above priorities

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
H1	Produce new Health Inequalities Action Plan that supports the delivery of the Community Plan		<p>The 2019-2022 Health Inequalities Action Plan has now been produced. A formal monitoring process of the Action Plan has not yet been completed as the plan was. Below are some examples of some of the work we have delivered on that contribute towards the achievement of outcomes within the Health Inequalities Action Plan.</p> <p>During this year (2019/20), there have been 642 referrals to the One You Kent service. These individuals will be supported by One You Kent Advisors to; lose weight, eat healthier, be more physically active, drink less alcohol and have a better mental wellbeing. Alternatively, they might be supported by the One You Your Home service which aims to facilitate a safe, secure and accessible home environment for older residents as well as supporting mental wellbeing issues like social isolation. If appropriate One You Kent Advisors will refer clients to alternate services who will support the client to address wider determinants of health i.e. housing, finance, social care related issues.</p> <p>Some successes this year have included:</p> <ul style="list-style-type: none"> • Helped to co-ordinate the soft launch of the new Westerham Park Run with local trained volunteers. There were 231 registered runners on the day. The total number of Park Run's in the district is now three and One You Advisers attended to promote the One You Kent services and links with the 'Move More' theme. • Attended the launch of the Kent Wild Life Trust Greensands Commons project and promoted One You Kent services with a stand and activities at their successful launch event. The project aims to highlight woodland areas across the district and make them more accessible for people to enjoy and get out and into nature. • Organised a week of free outdoor and exercise activities across the district for elderly people to promote Silver Sunday to highlight activities and support the 'Move More' campaign. The activities were promoted across the District and included yoga, walking rugby and football, indoor bowls and Zumba gold. It 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<p>provided an opportunity to try a new activity and continue it through local clubs to combat social isolation and increase physical activity levels amongst older people.</p> <ul style="list-style-type: none"> To mark World Mental Health Day, One You Adviser attended the Sevenoaks town local health walk with our Chairman with local residents to promote and celebrate physical activity, use of the outdoors to promote good mental wellbeing. To promote Work Mental Health Day amongst SDC staff, we worked with our HR and Communications Team to circulate a special Wellbeing newsletter to all staff - copy attached. <p>The Group Weight Management service was halted as a result of Coronavirus and we are exploring opportunities to relaunch this service with a digital approach. However for the 23 participants who engaged with the Why Weight service in Quarter 4, we noted a 52.2% rate in those who successfully lost weight.</p>		
H2	85% of success measured in the District Deal to be on target.		<p>Sevenoaks District Council’s and Kent County Council’s “Health Deal - the future of health at a local level” is a ten-point plan which involves:</p> <ul style="list-style-type: none"> Training staff on Making Every Contact Count and how to make appropriate referrals Working to establish a health in all policies approach; ensuring everything we do supports a health and wellbeing approach; Tackling the housing causes of ill-health through the work of HERO and SuperHERO service; Accessing new external funding to support delivery of the deal, including two successful Sport England funding bids; Improving health in workplaces in the District; Working in partnership with GPs; Making best use of open space and active travel, including promotion of led cycle rides in the district, and new quarterly health walk leader training; One You Advisers continuing to carry out mapping of the key health assets at the local level; 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<ul style="list-style-type: none"> • One You Your Home Advisers now accessing GP data on GP systems; <p>This target is now a part of the mainstream delivery of the health inequalities and health work and in no longer monitored in isolation. Therefore, this target will in future be monitored as part of the H1 and H3. The following successes are noted:</p> <ul style="list-style-type: none"> • Recruited a new Housing and Health Project Officer, as part of the Head of Housing and Health’s role of Chair of the Kent Housing Group’s (KHG) Housing and Health Sub Group. This post is funded via KHG in partnership with Kent Public Health. The Project Officer commenced this role on 1 October and will work across housing organisations (District Councils and housing associations) across Kent & Medway to promote One You Kent and health and wellbeing services within the housing sector. The aim of this role is to make access to local health and wellbeing services easier for vulnerable residents, particularly those living in social housing • We have invested efforts in retraining our current crop of walk leaders in order to ensure that best practices are being adopted in the delivery of our current health walks. This activity is temporarily paused for the time being and will be resumed when safe to do so • A recent Senior Management Team interim restructure at SDC has resulted in the three housing functions (housing advice/homelessness, housing policy and housing standards) coming together under the Head of Housing and Health. This will enhance the Council’s work to link housing and health including work with gypsy/traveller communities, accessibility to affordable housing for people of low income and private landlords. • The Council’s HERO Advice Service, providing early intervention for housing and financial issues, has been shortlisted for an award for innovation at the Kent Housing Group Excellence Awards. The service works closely with OY Advisers to address the wider determinants of improving health and wellbeing. • We have continued to participate in a number of local Clinical Commissioning Group meetings to contribute the work of the One You Service and health 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<p>preventative services. This including the West Kent CCG Self-Care & Prevention Group, WK Receptionist Signposting group, Local Care Implementation Boards and the new Integrated Care Partnerships/Boards for both DGS and WK CCG.</p> <ul style="list-style-type: none"> • Making Every Contact Count practices have been highlighted in the delivery of Why Weight programme to support behaviour change. • We have developed a One You partner newsletter that was emailed to voluntary & community sector partners across Sevenoaks and West Kent. We hope that this will encourage partners to refer their services users to One You services using the Making Every Contact Count practices. 		
3	Service improvements delivered through a health in all policies approach.		<p>This year, Sevenoaks District Council have had conversations with Sevenoaks Greensands Commons Project to support the implementation of Health Walks as part of the sustainable community offer. Health Walks activity has been paused in early 2020/21 due to coronavirus and the risks of gathering groups together. We aim to resume this conversation and development at the earliest possible convenience.</p>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
H4	Actions delivered in Sevenoaks District Council's Housing Strategy, Wellbeing Starts at Home, focused on supporting the Council's health outcomes and supporting people to remain independent.		As Caring 5. The affordable homes completed over the year includes 107 homes at Oakley Park, Edenbridge by West Kent Housing Association. The development provides 40% affordable housing overall, with the remaining 13 affordable homes completing next year. All affordable homes meet the Lifetime Homes Standard (now Part M4 (2) of the Building Regulations) and provide homes that are accessible and more easily adapted. Features include: all external doors having an openable width of 850mm and a level threshold; all walls in the downstairs cloakroom, bathroom and wet room, being strong enough to support grab rails, shower seats and other adaptations; and the ground floor cloakroom being large enough to accommodate a shower. This means Lifetime Homes are able to support a wide-range of housing and health-related outcomes.		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)



Dynamic Economy - A thriving local economy where businesses flourish, where people have skills for employment and tourism is supported

Lead Agencies: Sevenoaks District Council and Kent County Council

Priority 1



Deliver actions against the key themes set out in the Economic Development Strategy (2018-21) for Growth and Investment, Infrastructure, Visitor Economy, Skill and Enterprise

Priority 2

Develop skills focus for the Local Strategic Partnership and deliver improvements for residents

Priority 3

Develop a digital inclusion strategy

Priority 4

Funding secured for business support programmes and rural businesses

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

The monitoring is based on the following agreed key success measures for the above priorities

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

Dynamic Economy - Where people have healthy lifestyles, access to quality healthcare and health inequalities are reduced

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
D1	Deliver actions against the key themes set out in the Economic Development Strategy (2018-21) for Growth and Investment, Infrastructure, Visitor Economy, Skill and Enterprise.		The Economic Development Strategy 2018 - 2021 was adopted in January 2019. The Strategy provides the framework for the Council's work on Economic Development. The Strategy has 5 key themes, Growth and Investment, Infrastructure, Visitor Economy, Skills and Enterprise. Monitoring of the delivery of the first year of the strategy has shown that 86% of the actions are Green (complete or well on track to be completed), 14% of the actions are Amber (more work to do to complete these tasks). At the current time no actions are Red (In danger of not being achieved).		
D2	Develop Local Strategic Partnership skills focus and deliver improvements for residents		<p>This year the following partnership targeted resources on the following projects:</p> <p>West Kent Communities</p> <ul style="list-style-type: none"> The job hub in Swanley started in mid-January. Based at the Swanley Link in partnership with RBLI, West Kent Housing Association offered a weekly support service for those looking to go back to work or get better paid work. West Kent promoted the service at the local market, and it has proved to be a success with over 44 attending. 23% of the 44 people got jobs and of those people 70% were employed locally. The Department for Work and Pensions (DWP) have welcomed and supported the initiative and referred clients living in Swanley to the hub rather than asking them to travel to Dartford job centre. 10 people were supported to get back into work In January a Pop Up Business school was held in Swanley at the Olympic over four days. These programmes have been delivered throughout Kent to assist those who wish to set up their own business. West Kent held a follow up 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<p>session after the programme had finished and was able to promote some of the new businesses to external partners as well as providing ongoing support.</p> <ul style="list-style-type: none"> In early March West Kent launched a job hub in Sevenoaks following the job fair in the town. Held at the House in the Basement at the Stag theatre. <p>Sevenoaks District Supported Internship Project In September 2019, Sevenoaks District Council launched it’s very first supported internship programme in partnership with Broomhill Bank School. The benefits of the scheme were highlighted by the interns who took part in the programme:</p> <ul style="list-style-type: none"> Introducing young people with special needs into work; Mentor supporting interns through the year and training Sevenoaks District Council in hidden disabilities; Making workplace friendly to people with additional needs through training; Investing in the younger generation; Furthers your business work ethic. <p>The Supported Internship project at Sevenoaks District Council is currently looking to implement a specially adapted version of the Department of Work and Pensions mentoring circles programme, e.g. job coaching, interview and CV skills. This work was developed and ready to start but was interrupted by the outbreak of Covid 19.</p> <p>See case studies for the three interns attached as Appendix 2</p>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
D3	Develop a Digital inclusion strategy with positive outcomes achieved		<p>An initial desk top review of digital inclusion resources and support available has new commenced, with a view to identifying what support already exists within communities.</p> <p>Mapping work undertaken to date has given us a better understand the areas of the District with particular broadband issues. Support for improving these areas is available from the County Council. Broadband speeds within the District are improving and Economic Development work will continue to provide information to those communities seeking solutions to improve their connectivity.</p> <p>During 2019/20 Sevenoaks District Council developed a web chat facility through the Customer Solutions Team. This assists customers with disability who may not be able to hear people on the phone or who prefer to communicate through the web chat, including people with hidden disabilities. From April 1 2019 - 31 March 2020 Sevenoaks District Council had 686 chats via the website</p>		
D4	Funding secured for business support programmes and rural businesses.		<p>West Kent business support programme continued to offer 2 hours free support during 2019/20. An additional option introduced from December provides 10 hours support in a small group of 5 businesses.</p> <p>At the end of the year, 4 businesses were being supported through the Scale Up West Kent programme. This is a one year, part funded programme of support for businesses in West Kent that have the capacity and ambition to grow. The programme is funded by the West Kent Partnership as part of its continued commitment to developing the economic prosperity across the area. The programme is delivered by Kent Invicta Chamber of Commerce.</p>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

REF	Key Success Measure	RAG	Year 1 2019/20 (April 2019 - March 2020)	DOT	Direction of Travel & comments
			<p>Selected businesses receive free consultancy support during the course of a year, access to free business growth tools, access to funded and part funded local expertise.</p> <p>West Kent LEADER has had a difficult year with uncertainty faced as a result of Brexit, However an extension was agreed with the Rural Payments Agency with a new deadline of 31st March 2020 to commit all remaining funds.</p> <p>The following businesses/projects secured funding this year:</p> <ul style="list-style-type: none"> • A cheese making business in the district secured funding from West Kent LEADER this quarter. • Project to bring a dilapidated heritage building into use as two holiday-lets to provide high quality accommodation lacking accommodation. • Project to establish a new farm shop within renovated Victorian farm buildings and provide produce from the estate smallholding, organic dairy farm and sourcing other local and high quality produce. <p>Whilst there is a small amount of funding remaining, the programme was due to end March 2020.</p>		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)



Sustainable Economy - Where people can live, work and travel more easily and are empowered to shape their community

Lead Agencies: Sevenoaks District Council, Kent County Council and the Sevenoaks District Local Strategic Partnership

Priority 1		Projects delivered through the CIL infrastructure plan
Priority 2		Deliver actions in the Sevenoaks District Housing Strategy, “Wellbeing Starts at Home” to provide a good mix of decent and affordable housing
Priority 3		A new Transport Strategy for the District produced, which facilitates improvements to transport in the district
Priority 4		Increase number of people who are helped to shape their local community

The monitoring is based on the following agreed key success measures for the above priorities

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

Sustainable Economy - Where people can live, work and travel more easily and are empowered to shape their community

Ref	Key Success Measure	RAG	Year 1 2019/2020 - April 2019 - March 2020	DOT	Direction of Travel & comments
Sus 1	Projects delivered and/or supported by the CIL infrastructure plan		<p>Please find below the following projects where CIL money was allocated by the CIL Spending Board in the last financial year:</p> <ul style="list-style-type: none"> • Re-provision of the White Oak Leisure Centre - £900 000. • Bradbourne Lakes Landscape Improvements - £242, 400. • Westerham Parking Project - £49, 975 • Go 2 - A demand Responsive Bus Service - £71, 961.98 <p>In the last financial year we have paid money to the following projects:</p> <ul style="list-style-type: none"> • 1/04/2019 - Public Toilets - Edenbridge Town Council - £34, 000 • 1/04/2019 - Sevenoaks Day Nursery - £99, 900 • 1/04/2019 - Health pod - Otford Medical Practice - £2,500. • 07/01/2020 - Swanley Station Improvements - £750 000. • 31/03/2020 - New village/Sports Pavilion for Fordcombe Village Hall - £185, 000 • 31/03/2020 - Go 2 - A demand Responsive Bus Service - £71, 961.98 <p>The following projects commenced the last financial year:</p> <ul style="list-style-type: none"> • Redevelopment of the Bat and Ball community centre. • Swanley Station Improvements <p>The following projects were completed in the last financial year:</p> <ul style="list-style-type: none"> • Play equipment for the Disabled at Swanley Park - completed March 2019. • Health Pod at Otford Medical Practice - completed 22/01/2020. • Westerham Public Toilets - completed 28/01/2020 • Sevenoaks Nursery - completed. 		

Sevenoaks District Community Plan Monitoring, Year 1 (2019-22 Priorities), (April 2019 - March 2020)

Ref	Key Success Measure	RAG	Year 1 2019/2020 - April 2019 - March 2020	DOT	Direction of Travel & comments
Sus 2	Deliver actions in the Sevenoaks District Housing Strategy, “Wellbeing Starts at Home” to provide a good mix of decent and affordable housing.		<p>48 affordable homes were completed in the quarter, bringing the total completions 206 homes in the year to date. These included:</p> <ul style="list-style-type: none"> Orbit’s 35 apartments for shared ownership at Ryewood Meadows. This marks the end of delivery of all 135 affordable homes on the development (535 homes in total). WKHA’s continuing delivery of homes at Oakley Park, Edenbridge. All 120 affordable homes meet the Lifetime Homes standard, ensuring good accessibility for all residents. Golding Homes’ scheme at The Mallards, Swanley. This scheme was only permitted in April 2019, but as it has been constructed using Modern Methods of Construction, many of the homes are already built and occupied. At year end, of the 206 affordable homes delivered, 95 are classed as “genuinely affordable”, i.e. with rents at or below housing benefit level. 		
Sus 3	A new Transport Strategy for the District produced, which facilitates improvements to transport in the district.		Sevenoaks produced a new Transport Assessment for the District to support the Local Plan. Further work will be carried out with partners and transport providers to improve transport infrastructure across the District. The Infrastructure Delivery Plan (IDP) will also support the necessary improvements to transport as well.		
Sus 4	Increased the number of people who are helped to shape their		This year the Local Plan examination hearings commenced. Examination hearings took place at the Stag Theatre in Sevenoaks in September and October. A number of community representatives, interest groups, town/parish council and national bodies took part in the examination, together with a number of developers and site promoters. This demonstrates active involvement in the plan-making process, as participants engage to help shape the future of the District for the next 15 years.		

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Ref	Key Success Measure	RAG	Year 1 2019/2020 - April 2019 - March 2020	DOT	Direction of Travel & comments
	local community.				

Appendix 1 - Partner Case Studies

Safe Communities

Kent Police - Making Policing more visible

During 2019 we recognised a need to increase our officer numbers for our frontline teams such as the Local Policing teams and officers within the Community safety unit. As such a county wide recruitment program was developed and is still running today. There has been additional funding provided by central government which has allowed us to invest further.

Sevenoaks district is now staffed by 11 operational PCSO's (Police Community Support Officer) divided between the main towns and surrounding areas of Edenbridge, Westerham, Sevenoaks and Swanley. In addition to these officers we have three specialist officers who work within the community safety unit, their focus is for support around vulnerabilities for adults, child and crime prevention not only for the community but for colleagues and partners.

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All Officers and Staff utilise the twitter social media platform to provide the local communities with an insight to our daily activities and to update on crime trends and general crime prevention advice.

In order to maintain partnerships and good working practices our operational PCSO's provide a monthly bespoke newsletter to their parish clerks. This provides information on activities conducted during the month such as speed enforcement, any joint working ventures and planned activities for the month ahead.

Since March 2020 we have increased our footfall with patrolling in order to address the concerns and issues surrounding the Covid-19 pandemic, as such Town centres have seen a big increase in operational presence in order to provide reassurance, visibility and to address any breaches of the government orders currently in place.

Case Study - Supporting Vulnerable and repeat victims of crime - Domestic Abuse (DAVSS)

The beginning

Jane (not her real name) experienced 6 years of emotional abuse, sexual coercion and physical violence before ending the relationship with her partner. However, after a period she joined a dating website and was recognised there by her ex-partner who tried to make her resume their relationship. When she refused he sent multiple abusive texts and angry messages and stalked her at home and at work. She was so terrified that she left home and 'sofa surfed' at friends.

Following a seriously violent episode when she was pulled from her car and physically assaulted by strangulation, the Police were called and arrested her ex-partner. The Police advised her to contact DAVSS (Domestic Abuse Volunteer Support) for ongoing specialist support and she called the DAVSS Helpline immediately.

The middle

Her DAVSS volunteer Advisor carried out a risk assessment and agreed a safety and personal action plan with her. As the case was assessed as High Risk it was referred to the West Kent Multi-Agency Risk Assessment conference (MARAC) for partnership assistance. Her volunteer

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Advisor supported her to Court to apply for a Non Molestation Order successfully. A panic alarm and CCTV were installed at her house enabling her to return home. She was encouraged to see her GP who was very supportive and assisted with medication and counselling to address the traumatic experiences she had experienced.

The end?

- Jane was supported to Court by her volunteer DA Advisor who arranged for special protective measures and safe transport with friends which reduced the trauma of appearing at Court and enabled her to make her statement freely.
- Jane's application for a Non Molestation Order was successful. It protects her from the abusive and violent behaviour of her ex-partner, helps her to feel safe at home and prevents him from coming near her place of work.
- Jane reported that her physical and mental health, and economic stability had all improved significantly with the support from her volunteer Advisor.
- Jane's risk level reduced from High to Standard and she agreed that the case could be closed as she was confident that she could get back to DAVSS anytime.

Jane said *“DAVSS helped me when I was terrified for my personal safety. I can't recommend DAVSS enough! They have been invaluable in me obtaining a Non Molestation Order at Court.”*

Her friend also wrote to DAVSS *“This group have been absolute life savers (literally) for my friend. The ex-partner was both physically and mentally abusing her, stalking her and making her life a total misery and causing her enormous fear and anxiety. She was terrified of what he would do until DAVSS stepped in. They were there for her at a very vulnerable time in her life. Without their help, advice and support I dread to think what might have happened to her.”*

Kent Police Case Study - Speeding vehicles

All PCSO's are aware of Speedwatch and have been given an input on how it works as well as access to the database. Speed watch gives the local community's the opportunity to assist with reducing speeding vehicles within their areas, this is one of the most common concerns raised by parishes within the Sevenoaks district. PCSO's have spoken with all their parish clerks and efforts made to ensure awareness of this tool. Process changes in 2017 lead to a down turn in the take up of volunteers but it appears Sevenoaks district still has the largest establishment in the whole of Kent. Further work is being conducted to increase the platform.

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Several 'speed checks' have been conducted in the district of Sevenoaks at areas highlighted by the community as being 'hotspots' and from data publicised on the 'crash map' (website which collates reported collisions within the UK). Most checks are conducted by local PCSO's within their own parishes and beats. Information from the PCSO's is gathered is sent on to the Speedwatch scheme to be added to their information which assists in the identification and education of those drivers who are a cause for concern, this is due to PCSO's not having the powers to issue enforceable action and approaching the issue with education.

To assist with the drive to combat the issues the Community Safety Unit has established a solid working relationship with the Kent Police Specials roads policing unit. They are utilised for enforcement action when education has not had the desired effect. Hotspot areas within the Sevenoaks district are visited on average twice per month with traffic offence reports being issued which carry either, points, fine, court or driver awareness courses (officers at the scene do not decide on the outcome, this is dealt with centrally) Kent Police has also utilised the Police Cadets for similar operations within the district which has provided them with road safety awareness.

As the national lead for road safety KFRS have a 'road safety' experience which operates in Rochester. The Road Safety Experience is the first purpose built, interactive centre of its kind in the UK. It uses powerful stories, exciting interactive experiences and information from experienced road safety experts. The aim is to encourage young people to look at the potential consequences of a road accident from all perspectives - for themselves, their passengers, other drivers and their families. This unit is open throughout the year and is mainly the subject of school visits.

Caring Communities

HERO Advice Service - Preventing homelessness case study

- A 64 year old widowed female referred to HERO via West Kent Housing Association
- The tenant was at risk of eviction from their social housing property due to rent arrears
- Household subject to the bedroom tax
- The main applicant struggled physically and emotionally due to her medical condition and was waiting for a lung transplant. This condition causes severe pain and led to the customer requiring 24 hour oxygen.
- The customer was not in receipt of all benefits that she was entitled to and there was an error with her housing benefit claim.
- She also had a lodger which makes making issues more difficult to resolve.
- Financial issues

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Actions taken

- HERO completed a Home Visit to the customer in order to support. This included evidencing the need for a one off lump sum to clear the arrears before the lung transplant date was finalised.
- HERO completed a review of circumstances and wrote a detailed report for Sevenoaks District Council to support this customer.
- HERO got involved with the GP and referred the customer to the British Lung Society based in Maidstone.
- HERO completed a PIP application and this has resulted in the customer being able to afford a better quality of life.
- HERO has assisted the customer to claim an early state pension due to medical condition.

Key Outcomes

- High arrears cleared by a one lump sum payment, halting possible eviction.
- Being able to use the benefits of the small is beautiful scheme so the customer can move to a smaller property.
- Monthly income has been raised so the customer can go by taxis now to medical appointments.
- Customer has gained some independence back in her life.
- He was able to prove the need for the additional room and is no longer subject to the bedroom tax
- Lodger supported to move to alternative accommodation.

Additional Achievements

- The extra funding has taken the pressure off of the customer.
- Social inclusion within a group of people who total understand the customer's condition, needs and feelings.
- Safe home to recuperate in after her lung transplant.
- Able to move to supported accommodation now the arrears are cleared.
- Benefits have received a peer review

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HERO Service - preventing homelessness case study - 2

- 46 year old married man with 2 young children, referred via social services.
- The tenant was at risk of eviction from their social housing property due to rent arrears of £1,500.00
- He was experiencing some severe mental health problems and had attempted to take his own life. He was struggling mentally and physically from different medical conditions.
- He had financial issues and was using loan shops and selling his tools to make ends meet. He started drinking heavily to stop his financial worries.
- He was in receipt of housing benefit but also affected by the benefit cap.

ACTIONS TAKEN

- HERO made an appointment with the customer however he wanted to have his appointments held at Sevenoaks District Council.
- HERO completed a review of the circumstances and also an income/expenditure. The customer cried for the majority of every appointment he attended as he felt embarrassed and in his words “worthless”.
- An urgent referral was completed and emailed to MIND.
- An urgent referral was emailed to a drug and alcohol support service.
- HERO applied for funding and gathered the evidence to assist in clearing his arrears.
- An urgent food parcel for a family of 4 was applied for and delivered the same day with treats for the children also.
- HERO liaised with the GP and the mental health worker at Highlands House.
- Completed a PIP application with the customer.
- Completed a KCC Kent bus pass application, so customer could travel to get his anti-drinking medication.

KEY OUTCOMES

- Successfully obtained a one off lump sum payment to clear the rent arrears, halting possible eviction.
- Successfully obtained PIP payments for the customer.
- Successfully obtained a KCC bus pass so the customer has the means to get to his drug and alcohol service, MIND and medication pickups.
- 2 week fresh food was delivered along with cleaning materials to assist the family.

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- GP supporting HERO and customer to apply for further income, therefore taken the financial pressure off the family.

ADDITIONAL ACHIEVEMENTS

- The customer is now able to travel to health appointments without any financial pressure coming on to the family, therefore also gaining some independence back into his life.
- After school activities are now paid for from the school fund to give the family time to get back from medical appointments while the customer is on a detox programme.

Green Environment**West Kent Housing case study - New development designed to a high quality and takes into account local character****The beginning (the background, issues, opportunities, need for change)**

West Kent own Churchfield cottages and this was a land-led redevelopment project within the Sevenoaks District Council area. The scheme was to demolish one end of terrace house which had subsidence and build two dwellings in its place, maximising the land available within the corner-plot.

The middle (what happened, what was changed and the action taken)

- The land-led scheme tenure mix was 100% for affordable rent. Our appointed employer's agent Baily Garner conducted a competitive tender, and the tender was awarded to Brenwards Ltd.

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- The build contract was entered into on 6 October 2017 with a completion date 44 weeks from possession of the site.
- Due to the previous dwelling's subsidence a substantial piling, ring-beam and steel structure was constructed to support the new dwelling and existing terrace of cottages. The new dwellings achieved Premier New Homes warranty.
- The scheme achieved grant funding of £60,000 including £28,301 of recycled capital grant funding.
- The project marginally exceeded the budgeted total scheme costs, with West Kent paying an additional amount of £46,634 for specification enhancements to fencing, landscaping and access works.

The end?

- West Kent has received positive feedback from the tenants. In particular residents liked the tile-hung elevations in-keeping with Seal village and quality of the internal finishes.
- On outturn, actual service charges were lower than forecast, £3.07 per dwelling/per week. The rent income is £176.56 per dwelling / per week, equal to the forecast.
- Number let first time: Two

Successful applicant banding:

- One - which is an 'Urgent Need to Move'. The Sevenoaks District Housing Register applicant was awarded Band A by management decision.
- One - which is a 'High Priority to Move'. The Sevenoaks District Housing Register applicant was awarded Band B for homeless prevention reasons.
- The scheme had three snagging items at handover and 38 defects overall. This is extremely low compared to other schemes. 78.7% of defects were resolved in time as per West Kent's KPI tracker

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Healthy Communities

Partner Case Study - Sevenoaks GP Care Navigation Service

The beginning (the background, issues, opportunities, need for change)

It is widely acknowledged that GPs are under great pressure with a rising workload matched by growing patient concerns about convenient access. Some estimates suggest that about 60% of patients requesting to see a GP didn't need to and could have been signposted to a different service instead.

Among a series of initiatives designed to relieve pressure on GPs is training receptionists and clerical staff to become confident sign posters/care navigators to break down the automatic assumption that a GP appointment is the best first place to go for any problem. Care navigation includes asking questions to see if they could successfully solve some patients' problems before they came in to see a doctor, thereby freeing up their appointment slot. This includes encouraging patients who could see a different clinician, a pharmacist or be signposted to another service altogether, to self-refer to local community services where they do not need to see a GP first.

The key objective of signposting is to help patients access the right care with the most appropriate source of help at the earliest opportunity. This occurs at the first point of contact with the GP Practice by non-clinical staff under direction of the clinical team. This approach is a proven innovation that releases staff time and improves patient care and is one of the top 10 high impact areas identified in the GP Forward View.

The middle (what happened, what was changed and the action taken)

A West Kent GP led on a project to train all practice reception staff across West Kent to become care navigators - directing appropriate patients to services within our community if their needs would be better met outside of the medical setting. This was supported by a team from West Wakefield who provided accredited training.

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We started the process with an initial workshop where representatives from general practice and other providers met to discuss services that would be appropriate for this training. This provided an opportunity for colleagues from primary care and local service providers to shape active care navigation services based on services available locally.

Providers of selected services attended GP receptionist and clerical staff training events to talk about how their service could benefit patients locally. These sessions discussed criteria for referral / capacity and initiated the joint development of protocols that receptionists/GP staff could follow.

The end? (the outcomes, the success or the effect of the activity and any future plans)

35 Sevenoaks GP practice members have undertaken training so far and 6 of the 8 Sevenoaks practices have requested further in-house training for their staff.

During the period March 19 - March 20 a total of 1447 care navigation interventions have taken place and been accepted within Sevenoaks area GP practices. People originally requesting GP appointments have accepted referrals to other services including nurse practitioners, physiotherapists, paramedic practitioners, community pharmacists and other community health and well-being and support services. Latest data (March 2020) shows an acceptance rate of 85%.

Dynamic Economy

West Kent Housing employment and support training

West Kent's income protection team referred Mark (not real name) to the training and employment team in November 2019.

Mark had recently been forced to give up his job as a Warehouse Operative because he couldn't find public transport to get him to his shifts on time. To access a computer and West Kent staff he would walk over a mile and to meet his job coach in Dartford he was walking a 4-mile round trip.

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From the beginning Mark made it clear that he had a strong work ethic and was not afraid to work hard. When we met Mark, he had no ID to prove that he was able to work in the UK, West Kent offered to pay to get his driving licence updated but, in the end, Job Centre Plus (JCP) agreed to pay. The team updated his CV and kept in close contact with him. They arranged for him to meet a colleague from the Bluewater Learning shop in November to discuss the possibility of attending a CSCS training course. West Kent paid travel expenses for Mark to attend job clubs in both Maidstone and Dartford but there were no suitable jobs available.

Mark was accepted onto the Construction skills certification scheme (CSCS) training course, but he was invited to attend an interview for a Warehouse Operative on the same day, we agreed that it was better for him to attend the interview, unfortunately he was not successful.

One of West Kent's staff arranged for Mark to attend a Security Industry Authority (SIA) training course in February, however, he was invited to an interview with a local construction company on the same day. Mark was told that if he was successful in getting the job, West Kent would pay his first month's travel expenses.

Mark started full time work in mid-February, he said:

"I would like to thank Pauline for supporting me back into full time employment. Knowing that Pauline was there to support me has given me the confidence to take control of my life and knowing that my travel was being paid for the first month of employment helped me a lot. I would definitely recommend this service to other people who are looking for work or a better paid job"

Sustainable Communities

Sevenoaks Kent Karrier - Compaid

When Mrs Watson was widowed, she lost not only her husband but also her connection to the local community. As she could not drive herself, she felt increasingly isolated in her small hamlet some five miles from the nearest town. As a pensioner on a tight budget, she was restricted to shopping outings once a week and only for a period of two hours to meet the timetable of her nearest limited bus service.

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On hearing of Compaid's dial a ride service around Sevenoaks, Mrs Watson signed up and quickly became a regular traveller. She is able to plan her shopping trips into town, arrange to have lunch with friends and family and visit doctors and dental surgeries all on the same day. These outings also help to reduce her loneliness, and she sometimes travels with a near neighbour for increased companionship.

"The Compaid drivers have been so wonderful helping me with my shopping bags and always willing to assist without hesitation. I hope the service will be there to support me and other isolated people for many years to come."

Appendix 2: Supported Internship Case Studies completed by Lucy Soper, Job Coach -Sevenoaks District Council and Broomhill Bank School

Krysta Ablethorp, Year 14

Academic background

- GCSE Mathematics- 5
- GCSE English language- 7
- GCSE literature- 6
- GCSE Biology- 8
- GCSE History- A
- GCSE Citizenship- 8
- AS Level in History- A
- BTEC Level 2 Music- Merit

Krysta is currently working towards the Extended Project Qualification (EPQ) Level 3.

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Roles(s) undertaken by Intern

While working in the Private Housing Sector Department, Krysta's role included:

- Supporting staff with admin/idoxing;
- Entering new DFG (Disabled Facilities Grant) referrals and service requests onto Uniform;
- Creating a DFG folder and guidance booklet with support;
- Planning, creating, sourcing and delivering Hospital Discharge bags;
- Checking the PSH (Private Sector Housing) and DFG inboxes daily;
- Checking the planning portal for possible HMOs (House in Multiple Occupation) weekly;
- Sorting post daily;
- Keeping the contractors insurance data up to date;
- Krysta has developed response scripts for staff dealing with incoming service request calls;
- Krysta has developed her knowledge of council systems;
- Krysta has attended staff briefings and team meetings;
- Presented and participated in business network meetings.

Krysta is currently supporting the Housing and Health Communities and Business Department on Mondays, Tuesdays and Wednesdays and the Corporate Customer Service and Corporate Projects Department, Thursday AM and Fridays.

Reception Redesign Project

Tasks include:-

- Reviewing the proposed floor layouts to give a view about whether these will meet the needs of people with disabilities. Krysta is currently writing a short report including:
 - a) Identifying specific needs;
 - b) Evaluating if needs are being met or not;
 - c) Suggest further facilities or potential changes to meet needs.
- Helping to prepare for internal staff research including:
 - a) slides of the findings to share with the group;
 - b) making A3 sized floor plan layouts for the selected reception layouts;
 - c) Arranging meetings.

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- Researching costings and for buying new furniture etc.
- Creating a spreadsheet to detail replacing items or show where we are keeping existing items.

Change in Intern (attitude, behaviours, confidence)

- Krysta has developed her confidence and with support is able to speak in front of large groups of people;
- She is able to use and channel her enthusiasm and passion to speak up if she does not agree with something;
- She is confident to raise concerns and will ask adults she trusts if she does not understand or believes something is wrong;
- Krysta states that her internship is going really well and it has been a good change from the ongoing pressure of academic stress and exams;
- She has realised there is a big difference between the pressure Krysta puts on herself with regards to work and her academic school work;
- Krysta is regarded as a member of the team at Sevenoaks District Council (SDC), and is well respected by her peers;
- Relationships have been built and nurtured within SDC.

Parental comments (from EHCP review meeting)

“Krysta has grown in confidence. The internship program has been so good for her. It has given her a focus and real opportunity to develop the skills she needs to move into the workplace.”

Intended future pathway

Krysta would like to secure an apprenticeship and is currently exploring opportunities at Sevenoaks District Council, West Kent Housing Authority and The Department for Education. Krysta’s plan for September 2020, is to continue her studies part time from home, while working.

Jack Collins, Year 13

Academic background

- Jack joined Broomhill Bank School in September 2018;
- GCSE English- 3;

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- GCSE Mathematics- 2;
- Jack is working towards the Extended Project Qualification (EPQ) Level 3. He has undertaken Maths and English exams at Broomhill Bank School.

Role(s) undertaken by Intern

- Jack has been supporting the electoral team at Sevenoaks District Council, organising electoral papers and distribution;
- Jack has practiced phone calls with members of staff at Sevenoaks to support his growth in communication;
- Attended staff briefings;
- Presented and participated in business network meetings.

Change in Intern (attitude, behaviours, confidence)

- Jack is really pleased that he has been gaining lots of great work experience and in variety of different office skills. He has enjoyed learning how to scan, plan and archiving, prep documents to be scanned and archived and janitorial duties;
- Jack has gained his confidence back and is more confident to talk to people unknown to him;
- Jack is happy in his placement and is enjoying the experience;
- Jack has developed his problem-solving skills to enable him to make workplace decisions.
- Jack is able to focus on his activities and tasks more readily, but still requires some support. Through support from a work coach with communications and interaction expertise;
- Whilst Jack is more independent, he still requires support from his job coach to ask questions or for clarity;
- Jack is able to ask people known to him and is developing asking people he does not know with more confidence;
- Jack's attendance has increased.

Parental comments (from Education Health Care Plan or EHCP review meeting)

“Jack gets less frustrated and has developed some good personal management skills to cope with his anxieties and frustrations. Jack is going to join a club/activity in his local area to help him develop his interaction skills.”

Intended future pathway

Jack has explored moving on to a course at West Kent College to undertake a business course or construction course. He would like to follow this course for 1 year whilst developing his ideal pathway.

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Jack has struggled to undertake independent research and is developing these skills through support from the job coach to help him achieve his pathway.

Other comments

Jack expresses that he would like to learn and develop the skills to cook and clean independently, which will help him develop the skills he requires to enable him to live independently. Jack has agreed to help at home more often to help develop these skills.

Holly Bishop, Year 14**Academic Background**

- GCSE English- 4;
- GCSE Mathematics- 4;
- GCSE Biology- 4;
- Holly is working towards the Extended Project Qualification (EPQ) Level 3 and completing her ICT level 2;
- Holly has recently completed her Gold Duke of Edinburgh Award.

Role(s) undertaken by intern

- Completed projects within Information Communications Technology including reviewing the Sevenoaks Client Server;
- Holly is presently designing a website from scratch, for a charity linked to the council;

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- Attending staff briefings;
- Presented and participated in business network meetings;
- Holly is working towards the Extended Project Qualification (EPQ) Level 3 and completing her ICT level 2;
- Holly has nearly completed her Gold Duke of Edinburgh Award.

Change in Intern (attitude, behaviours, confidence)

- Holly has secured a part-time job at the weekends;
- She has grown in confidence and has fitted in really well with her colleagues;
- Holly has found being in placement very calm and friendly;
- Holly is more able to talk to people that are unknown to her and she states that she is managing her anxieties more regularly;
- Holly has overcome her anxieties and chaired a meeting for outside agencies;
- Holly has developed her personal skills including gaining in confidence, work skills, and a good work ethic;
- Holly has developed strategies to cope with different situations and she is more able to self-regulate in difficult situations. She will require further support to develop strategies when things go wrong or change;
- With support Holly is able to manage her emotions but is not always readily able to ask for support.

Parental comments (from EHCP review meeting)

“Holly has grown in confidence and fitted in really well with her work partners.

She has also had support from the placement.”

Intended future pathway

This time last year, Holly had no idea in which direction she wanted her future to go, but since joining Sevenoaks District Council, Holly has decided she would like a career in IT and is pursuing a full-time IT course at West Kent College.

Holly would like to live independently in the future but believes she would need to share with one or two other people from a financial aspect and also for social support.