

A G E N D A

CABINET

Thursday 3 December 2020 at 10.30 am
Virtual Meeting - Online

Members: Councillor McDermott (Chairman), Councillors March (Vice-Chairman), Bailey, Dawlings and Mackonochie

Quorum: 3 Members (to include either the Leader or Deputy Leader)

- 1 Apologies** (Pages 5 - 6)
To receive any apologies for absence.
- 2 Declarations of Interest** (Pages 7 - 8)
To receive any declarations of interest by Members in items on the agenda. For any advice on declarations of interest; please contact the Monitoring Officer before the meeting.
- 3 Notification of Visiting Members wishing to speak** (Pages 9 - 10)
To note any members of the Council wishing to speak, of which due notice has been given in accordance with Cabinet Procedure Rule 28.4, and which item(s) they wish to speak on.
- 4 Minutes of the meeting dated 19 November 2020** (Pages 11 - 12)
To approve the minutes of a previous meeting as a correct record. The only issue relating to the minutes that can be discussed is their accuracy.
- 5 Questions from Members of the Council** (Pages 13 - 14)
To receive any questions from members of the Council, of which due notice has been given in accordance with Cabinet Procedure Rule 28.3, to be submitted and answered.
- 6 Questions from Members of the Public** (Pages 15 - 16)
To receive any questions from members of the public, of which due notice has been given in accordance with Cabinet Procedure Rule 28.5, to be submitted and answered.
- 7 Consideration of the Forward Plan as at 24 November 2020** (Pages 17 - 30)
To note forthcoming items set out on the Forward Plan.

Leader of the Council

- 8 Five Year Plan Update** (Pages 31 - 138)
To consider and decide on the recommendations as set out in the attached report.

Finance and Governance Portfolio

- 9 Draft Budget and Medium Term Financial Strategy Update 2021/22** (Pages 139 - 164)
To consider and decide on the recommendations as set out in the attached report.
- 10 Draft Council Tax Reduction Scheme 2021/22 Part 2** (Pages 165 - 276)
To consider and decide on the recommendations as set out in the attached report.
- 11 Calculation of Council Tax Base** (Pages 277 - 278)
To consider and decide on the recommendations as set out in the attached report.
- 12 Draft Asset Management Plan 2021/22** (Pages 279 - 364)
To consider and decide on the recommendations as set out in the attached report.
- 13 Revenue Management Report - Quarter 2** (Pages 365 - 396)
To consider and decide on the recommendations as set out in the attached report.
- 14 Capital Management Report - Quarter 2** (Pages 397 - 416)
To consider and decide on the recommendations as set out in the attached report.
- 15 Treasury and Prudential Indicator Management Report - Quarter 2** (Pages 417 - 434)
To consider and decide on the recommendations as set out in the attached report.
- 16 Performance Summary - Quarter 2** (Pages 435 - 490)
To consider and decide on the recommendations as set out in the attached report.
- 17 Complaints Summary Quarters 1 and 2** (Pages 491 - 502)
To consider and decide on the recommendations as set out in the attached report.

Communities and Wellbeing Portfolio

- 18 Private Sector Housing Enforcement Policy** (Pages 503 - 532)
To consider and decide on the recommendations as set out in the attached report.
- 19 Renovation of three properties in Crescent Road for affordable housing** (Pages 533 - 592)
To consider and decide on the recommendations as set out in the

attached report.

20 Urgent Business

(Pages 593 - 594)

To consider any other items which the Chairman decides are urgent, for the reasons to be stated, in accordance with Section 100B(4) of the Local Government Act 1972.

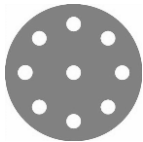
21 Date of Next Meeting

(Pages 595 - 596)

To note that the date of the next scheduled meeting is Thursday 21 January 2021 at 12:00pm.

Caroline Britt
Democratic Services Officer
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Email: Caroline.Britt@TunbridgeWells.gov.uk

Town Hall
ROYAL TUNBRIDGE WELLS
Kent TN1 1RS



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All visitors attending a public meeting at the Town Hall between the hours of **9am and 5pm** should report to reception via the side entrance in Monson Way. Access to meetings in the evening **after 5pm** will be via the main entrance on the corner of Crescent Road and Mount Pleasant Road. Assisted access at all times is via reception on Monson Way and by use of the out-of-hours call button after 5pm.

Notes on Procedure

- (1) A list of background papers appears at the end of each report, where appropriate, pursuant to the Local Government Act 1972, section 100D(i).
- (2) Items marked * will be the subject of recommendations by Cabinet to full Council; in the case of other items, Cabinet may make the decision, subject to call-in (Overview and Scrutiny Procedure Rule 12).
- (3) Members seeking factual information about agenda items are requested to contact the appropriate Service Manager prior to the meeting.
- (4) Members of the public are encouraged to participate and those wishing to speak on an agenda item will need to register with Democratic Services. Registration opens when the agenda is published and closes at 4pm on the last working day before the meeting. Places are limited to a maximum of four speakers per item and each speaker will have a maximum of three minutes to address the Cabinet.
- (5) All meetings are open to the public except where confidential or exempt information is being discussed. The agenda of the meeting will identify whether a meeting or part of meeting is not open to the public and why. Meeting rooms have a maximum public capacity as follows: Chamber: 100, Committee Room A: 20, Committee Room B: 10.
- (6) Please note that the public proceedings of this meeting will be recorded and made available for playback on the Tunbridge Wells Borough Council website. Any other third party may also record or film meetings, unless exempt or confidential information is being considered, but are requested as a courtesy to others to give notice of this to the Clerk before the meeting. The Council is not liable for any third party recordings.

Further details are available on the website (www.tunbridgewells.gov.uk) or from Democratic Services.

If you require this information in another format please contact us, call 01892 526121 or email committee@tunbridgewells.gov.uk

Accessibility into and within the Town Hall – There is a wheelchair accessible lift by the main staircase, giving access to the first floor where the committee rooms are situated. There are a few steps leading to the Council Chamber itself but there is a platform chairlift in the foyer.

Hearing Loop System – The Council Chamber and Committee Rooms A and B have been equipped with hearing induction loop systems. The Council Chamber also has a fully equipped audio-visual system.

Cabinet

3 December 2020

Apologies for Absence

Procedural Item:

To receive any apologies for absence.

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Cabinet

3 December 2020

Declarations of Interest

Procedural Item:

To receive any declarations of interest by members in items on the agenda. For any advice on declarations of interest; please contact the Monitoring Officer before the meeting.

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Cabinet

3 December 2020

Notification of Visiting Members wishing to speak

Procedural Item:

To note any members of the Council wishing to speak, of which due notice has been given in accordance with Cabinet Procedure Rule 28.4, and which item(s) they wish to speak on.

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Cabinet

3 December 2020

Minutes of the meeting dated 19 November 2020

To Follow:

The minutes of the meeting are marked as 'To Follow' and will be contained in a supplementary pack to the agenda.

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Cabinet

3 December 2020

Questions from Members of the Council

Procedural Item:

To receive any questions from members of the Council, of which due notice has been given in accordance with Cabinet Procedure Rule 28.3, to be submitted and answered.

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Cabinet

3 December 2020

Questions from Members of the Public

Procedural Item:

To receive any questions from members of the public, of which due notice has been given in accordance with Cabinet Procedure Rule 28.5, to be submitted and answered.

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FORWARD PLAN



www.tunbridgewells.gov.uk/forwardplan

Notice of Key Decisions / Notice of Private Meetings

Pursuant to the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

This Plan gives at least 28 days notice if the Cabinet of Tunbridge Wells Borough Council intends to make a key decision¹ or make a decision in private². Other decisions by the executive are also included on the Plan wherever possible.

Relevant documents can be downloaded from the Council's website or are available on request from: Democratic Services, Town Hall, Royal Tunbridge Wells, TN1 1RS or committee@tunbridgewells.gov.uk. Documents may be submitted to the decision maker via Democratic Services.

If it is necessary to hold a meeting in private, the reasons for this are stated alongside the decision. These reasons are prescribed by Schedule 12A of the Local Government Act 1972 (as amended) and summarised at the back of this Plan.

Representations against the intention to make a decision in private can be submitted in writing to Democratic Services no less than ten working days before the meeting date.

If the Council is unable to give 28 days notice, it will publish the reasons for this on its website and at its offices.

A handwritten signature in black ink, appearing to read 'Alan McDermott'.

Councillor Alan McDermott
Leader of the Council

Publication Date: 24 November 2020
The most recent version of the Plan supersedes all previously issued versions
Guidance notes are provided at the back of this document

Members of the Cabinet and their respective portfolios

Councillor Alan McDermott **Leader of the Council**

- Planning Policy
- Development Management
- Heritage and Conservation
- Planning Enforcement
- Land Charges
- Building Control
- Parking (on and off-street)
- Transportation

Councillor Jane March **Culture, Leisure and Economic Development**

- Culture, Leisure and the Arts
- Economic Development and Tourism
- Assembly Hall Theatre
- Museum and Art Gallery
- Events (including Ice Rink)
- Parks and Grounds Maintenance
- Sports and Leisure Centres
- Community Grants
- Customer Access and Gateway
- Cemeteries and Crematorium
- Business Engagement

Councillor Tom Dawlings **Finance and Governance**

- Finance
- Operational Partnerships (including Mid Kent Services)
- Revenues and Benefits
- Fraud and Debt Recovery
- Internal Audit
- Legal Services
- ICT / Digital Transformation / Cyber Security
- Project and Programme Management
- Performance Management
- Data Protection
- Democratic Services
- Human Resources (including Learning and Development)

Councillor Carol Mackonochie **Communities and Wellbeing**

- Housing (including Private Sector and Housing Needs)
- Health
- Community Centres and Hubs
- TN2 and The Camden Centre
- Community Partnerships
- Assets of Community Value
- Community Safety and CCTV
- Communities
- Younger and Older People
- Equalities and Equal Access

Councillor Matthew Bailey **Sustainability**

- Recycling and Waste Collection
- Street Cleansing and Littering
- Fly Tipping and Abandoned Vehicles
- Environmental Protection
- Environmental Health
- Food Hygiene and Health & Safety Standards in businesses
- Corporate Health and Safety
- Licensing
- Sustainability
- Drainage and Flooding

Leader of the Council – Councillor McDermott

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
Not before 16/10/20 Leader of the Council			TWBC Response to Ministry of Housing, Communities and Local Government consultation on 'Planning for the Future - White Paper' (August 2020) The Ministry of Housing, Communities and Local Government is consulting on proposed long term changes to the national planning system. This report sets out the Council's response to this consultation. <i>(All Wards)</i>	Report to be published before decision is made.	Stephen Baughen, Head of Planning Services	No	Open
Not before 02/12/20 Leader of the Council			Comments on Regulation 16 consultation on the Lamberhurst Neighbourhood Development Plan TWBC formal response to Regulation 16 consultation on the Lamberhurst Neighbourhood Development Plan. <i>(Goudhurst & Lamberhurst)</i>	Report to be published before decision is made.	Ellen Gilbert, Principal Planning Officer	No	Open
Not before 02/12/20 Leader of the Council			Representations made to TWBC to the Regulation 16 Consultation on the draft Benenden Neighbourhood Plan A summary of the representations being made by TWBC to the public consultation on the draft Benenden Neighbourhood Plan (30 October to 11 December 2020). <i>(Benenden & Cranbrook)</i>	Report to be published before decision is made.	Deborah Dixon, Principal Planning Officer	No	Open
03/12/20 Cabinet		10/11/20 Finance and Governance Cabinet Advisory Board	Five Year Plan Update To provide Cabinet with an update to the Five Year Plan, taking into account the impact of the ongoing pandemic and the uncertainties that have been created in relation to future budget and project planning. <i>(All Wards)</i>	The Finance and Governance Cabinet Advisory Board will be consulted.	Jane Clarke, Head of Policy and Governance	Yes	Open

Leader of the Council – Councillor McDermott

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
21/01/21 Cabinet	Full Council 3/2/21	11/01/21 Planning and Transportation Cabinet Advisory Board	<p>*The Local Plan Regulation 19 consultation on the Local Plan and Sustainability Appraisal and Submission</p> <p>The Council has been undertaking work preparing a new Borough Local Plan which will, when finalised, replace the 'saved' policies in the 2006 Local Plan, the Core Strategy 2010 and the Site Allocations Local Plan 2016.</p> <p>The new Local Plan will set out a new growth strategy for the borough over a 15-years period, will allocate sites for development, and will provide general 'development management' policies to guide development.</p> <p>At this point, an initial public consultation on an 'Issues and Options' document has taken place (in 2017), as has a subsequent one on a full Draft Local Plan (from 20th September 2019 to 15th November 2019).</p> <p>In accordance with the adopted Local Development Scheme 2020, the next stage will be publication of the Pre-Submission Local Plan, under Regulation 19. Representations will be invited on this, which will then be passed, along with the Local Plan documents, to the Planning Inspectorate for independent examination.</p> <p>The report will recommend to Full Council that Regulation 19 consultation be undertaken, and the Local Plan, Sustainability Appraisal, and other supporting information, be submitted to the Secretary of State for examination by the Planning Inspectorate <i>(All Wards)</i></p>	Public consultation under Regulation 19 will take place in March-April 2021. The Planning and Transportation Cabinet Advisory Board will be consulted.	Stephen Baughen, Head of Planning Services	No	Open

Leader of the Council – Councillor McDermott

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
11/03/21 Cabinet			Revised JTB Agreement To consider a proposed revised JTB agreement governing the Joint Transportation Board. <i>(All Wards)</i>	JTB on 15 April 2019 and 14 October 2019. The relevant Cabinet Advisory Board will be consulted.	Mark O'Callaghan, Scrutiny and Engagement Officer	No	Open

Culture, Leisure and Economic Development Portfolio – Councillor March

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
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There are no items within the delegated timeframe.

Finance and Governance Portfolio – Councillor Dawlings

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
19/11/20 Cabinet			Budget Update Report 2021/22 To consider an update on the Budget and the current financial position of the Council (Stage 2 of 4 in setting the forthcoming year's budget). <i>(All Wards)</i>	The relevant Committee will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open
19/11/20 Cabinet			Fees and Charges Setting 2021/22 To consider and agree the fees and charges set by the Council. <i>(All Wards)</i>	The relevant Committee will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	Yes	Open
19/11/20 Cabinet	Full Council on 16 December 2020	09/11/20 Overview and Scrutiny Committee	*Discretionary Housing Payments Policy To approve the Discretionary Housing Payment Policy. <i>(All Wards)</i>	To consult with the relevant Committee.	Sheila Coburn, Head of Revenues and Benefits	No	Open
19/11/20 Cabinet		09/11/20 Overview and Scrutiny Committee	Citizen's Advice Bureau (CAB) Council Tax Protocol To agree to adopting the CAB Council Tax Protocol for collecting Council Tax debts. <i>(All Wards)</i>	The relevant Committee will be consulted.	Sheila Coburn, Head of Revenues and Benefits	Yes	Open
03/12/20 Cabinet	Full Council 16/12/20		*Draft Council Tax Reduction Scheme 2021/22 Part 2 Outcome of public consultation for Council Tax Reduction Scheme 2021-22. <i>(All Wards)</i>	The Finance and Governance Cabinet Advisory Board will be consulted.	Sheila Coburn, Head of Revenues and Benefits	Yes	Open
03/12/20 Cabinet			Performance Summary - Quarter 2 To consider an outline of the Council's performance against key strategic indicators. Measures prescribed by Central Government through the Single Data List (SDL) and the progress against each of the strategic projects as at the end of September 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Clarke, Head of Policy and Governance	No	Open

Finance and Governance Portfolio – Councillor Dawlings

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
03/12/20 Cabinet			Complaints Summary Quarters 1 and 2 A review of the complaints received under the Council's complaints procedure between 1 April 2020 and September 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Clarke, Head of Policy and Governance	No	Open
03/12/20 Cabinet			Draft Asset Management Plan 2021/22 For the Cabinet to set its recommendations for the Asset Management Plan and to consult on proposed changes. <i>(All Wards)</i>	Request permission for public consultation. The relevant Committee will be consulted.	John Antoniadis, Estates Manager	No	Open
03/12/20 Cabinet			Revenue Management Report - Quarter 2 To receive the financial position as at the end of September 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
03/12/20 Cabinet			Capital Management Report - Quarter 2 To receive the financial position as at the end of September 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
03/12/20 Cabinet			Treasury and Prudential Indicator Management Report - Quarter 2 To receive the financial position as at the end of September 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
03/12/20 Cabinet			Draft Budget and Medium Term Financial Strategy Update 2021/22 To consult on proposals for the Budget 2021/22 (Stage 3 of 4 in setting the forthcoming year's budget). <i>(All Wards)</i>	Request permission for public consultation. The relevant Committee will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open
03/12/20 Cabinet			Calculation of Council Tax Base To consider proposals for setting the Council Tax and Business Rates Tax Base for 2021/22. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	Yes	Open

Finance and Governance Portfolio – Councillor Dawlings

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
04/02/21 Cabinet			<p>Property Transaction Report July to December 2020 This report informs Cabinet of the property transactions completed under delegated authority between 1 July 2020 and 31 December 2020.</p> <p>Part of this meeting may be held in private by virtue of paragraph 3 of Schedule 12 of the Local Government Act 1972 (as amended). <i>(All Wards)</i></p>	The relevant Committee will be consulted.	John Antoniadis, Estates Manager	No	Part
04/02/21 Cabinet	Full Council 24/2/21		<p>*Asset Management Plan 2021/2022 To recommend to Full Council the revised Asset Management Plan following public consultation. <i>(All Wards)</i></p>	The relevant Committee will be consulted.	John Antoniadis, Estates Manager	No	Open
04/02/21 Cabinet	Full Council 24/2/21		<p>*Budget and Medium Term Financial Strategy Update 2021/22 To recommend to Full Council the Council's budget for 2021/22 following public consultation (Stage 4 of 4 in setting the forthcoming year's budget). <i>(All Wards)</i></p>	Public Consultation January 2021. The relevant Committee will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open
04/02/21 Cabinet	Full Council 24/2/21		<p>*Treasury Management Policy and Strategy To recommend to Full Council the Treasury Management Policy and Strategy to set the parameters and key information regarding the Council's treasury activity, with specific regards to investments and cash flow. <i>(All Wards)</i></p>	The relevant Committee will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open
04/02/21 Cabinet	Full Council 24/2/21		<p>*Council Tax 2021/22 To confirm proposals for setting Council Tax. <i>(All Wards)</i></p>	The relevant Committee will be consulted.	Lee Colyer, Director of Finance, Policy and Development (Section 151 Officer)	No	Open

Finance and Governance Portfolio – Councillor Dawlings

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
11/03/21 Cabinet			Performance Summary - Quarter 3 To consider an outline of the Council's performance against key strategic indicators. Measures prescribed by Central Government through the Single Data List (SDL) and the progress against each of the strategic projects as at the end of December 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Clarke, Head of Policy and Governance	No	Open
11/03/21 Cabinet			Revenue Management Report - Quarter 3 To receive the financial position as at the end of December 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
11/03/21 Cabinet			Capital Management Report - Quarter 3 To receive the financial position as at the end of December 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open
11/03/21 Cabinet			Treasury and Prudential Indicator Management Report - Quarter 3 To receive the financial position as at the end of December 2020. <i>(All Wards)</i>	The relevant Committee will be consulted.	Jane Fineman, Head of Finance and Procurement	No	Open

Communities and Wellbeing Portfolio – Councillor Mackonochie

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
03/12/20 Cabinet			<p>Private Sector Housing Enforcement Policy To adopt and approve the Private Sector Housing Enforcement Policy. <i>(All Wards)</i></p>	<p>The Reports will be available on the Council's website for consultation prior to Cabinet, and focused consultation will take place with the West Kent Landlords' Forum. The relevant Committee will be consulted.</p>	Sue Oliver, Environmental Health Officer	Yes	Open
03/12/20 Cabinet			<p>Renovation of three properties in Crescent Road for affordable housing To approve the renovation of three empty properties owned by Tunbridge Wells Borough Council in Crescent Road in order to provide six self contained flats for people recovering from rough sleeping.</p> <p>Notice is hereby given that the Cabinet of Tunbridge Wells Borough Council intends to make a Key Decision in respect of the following matter with less than the 28 days' notice required by Regulation 9 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as compliance is impractical for the reasons as set in the attached document. Furthermore, notice is hereby given that prior notice of the same has been given to the Chairman of the Overview and Scrutiny Committee. <i>(Park)</i></p>		Jane Lang, Housing Services Manager	Yes	Open

Communities and Wellbeing Portfolio – Councillor Mackonochie

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
04/02/21 Cabinet		14/01/21 Communities and Economic Development Cabinet Advisory Board	Private Sector Housing Assistance Policy (2021-2026) To adopt a five year Private Sector Housing Assistance Policy which sets out the means by which financial assistance is provided by the Council to adapt homes for disabled people, undertake essential housing improvements and improve energy efficiency. <i>(All Wards)</i>	The relevant Committee will be consulted.	James Cox	Yes	Open
11/03/21 Cabinet	Full Council 21/4/21		*Community Safety Partnership 2021/22 To recommend to Full Council the annual Community Safety Partnership for approval. The Plan presents data on crime and anti-social behaviour within Tunbridge Wells Borough and provides an update on solutions provided to ensure the safety of residents. <i>(All Wards)</i>	The relevant Committee will be consulted.	Terry Hughes, Community Safety Manager	No	Open
05/04/21 Cabinet		25/03/21 Communities and Economic Development Cabinet Advisory Board	Draft Housing , Homelessness and Rough Sleeping Strategy 2021-2026 To request agreement for consultation to take place on the draft Housing, Homelessness and Rough Sleeping Strategy 2021-2026 as the present Housing and Homelessness Strategy ends in 2021. The new Strategy will set out how we will respond to housing challenges and will incorporate our approach to taking the issue of rough sleeping. Once consultation has taken place, the Strategy will be reported to Cabinet later in 2021, for approval and adoption. <i>(All Wards)</i>	A six week consultation is expected to take place May/June 2021, to include public consultation and consultation with partners and all interested parties. The Communities and Economic Development Cabinet Advisory Board will be consulted.	Sue Oliver, Environmental Health Officer	Yes	Open

Sustainability Portfolio - Councillor Bailey

Date of decision/ Decision maker	Full Council	Advisory Board	Report Title, Summary and Ward	Consultation Details	Relevant Officer	Key? ¹	Private? ²
04/02/21 Cabinet		14/01/21 Communities and Economic Development Cabinet Advisory Board	Award of Contract for the Kent and Medway Air Quality Monitoring Network Tunbridge Wells Borough Council on behalf of the Kent and Medway Air Quality Monitoring Network have procured the Provision of Air Quality Data Management Services to the Kent and Medway Air Quality Monitoring Network. Approval is now being sought for award of contract for a three-year basis with the option of 2 further annual extensions. <i>(All Wards)</i>	The Communities and Economic Development Cabinet Advisory Board will be consulted.	Karin Grey, Sustainability Manager	No	Part

Note 1: KEY DECISIONS

A “key decision” means a decision which is to be taken by the executive of the Council which is likely to:

- (a) result in the Council incurring expenditure which is, or the making of savings which are over £250,000 as well as otherwise being significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (b) be significant in terms of its effects on communities living or working in an area comprising two or more wards in the Borough of Tunbridge Wells.

Note 2: REASONS A MEETING MAY BE HELD IN PRIVATE

In accordance with section 100A(4) of the Local Government Act 1972 (as amended), the public may be excluded from a meeting on the grounds that it may involve the disclosure of exempt information as defined in Schedule 12A of the Act. The exemption must be by virtue of one or more specified paragraphs which are shown on the meeting agenda (giving 5 days notice) and, in the case of the Cabinet, on the Forward Plan (giving 28 days notice). The exemptions are summarised as follows:

Paragraph (1) - Information relating to any individual.

QUALIFICATIONS:

Paragraph (2) - Information which is likely to reveal the identity of an individual.

(8) Information falling within paragraph (3) above is not exempt information by virtue of that paragraph if it is required to be registered under –

Paragraph (3) - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

- (a) the Companies Act 1985;
- (b) the Friendly Societies Act 1974;
- (c) the Friendly Societies Act 1992;
- (d) the Industrial and Provident Societies Acts 1965 to 1978;
- (e) the Building Societies Act 1986; or
- (f) the Charities Act 1993.

Paragraph (4) - Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office-holders under, the authority.

(9) Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.

Paragraph (5) - Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Paragraph (6) - Information which reveals that the authority proposes –

- (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
- (b) to make an order or direction under any enactment.

(10) Information which –

- (a) falls within any of paragraphs 1 to 7 above; and
- (b) is not prevented from being exempt by virtue of paragraph 8 or 9 above,

Paragraph (7) - Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

is exempt information if and so long as, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Five Year Plan Update

For Cabinet 3 December 2020

Summary

Lead Member: Alan McDermott, Leader of the Council

Lead Director: William Benson, Chief Executive

Head of Service: Jane Clarke, Head of Policy and Governance

Report Author: Jane Clarke, Head of Policy and Governance

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	Various dates
Portfolio Holder	29 October 2020
Planning and Transportation CAB	9 November 2020
Finance and Governance CAB	10 November 2020
Communities CAB	11 November 2020
Cabinet	3 December 2020

Recommendations

Officer recommendations as supported by the Portfolio Holder:

1. That, given the current exceptional social and economic context, Cabinet focuses on the delivery of an updated set of priority projects and action plans in response to impact assessments associated with Covid-19.
2. That Cabinet notes and approves a set of long-term priorities and that further work is undertaken to develop and deepen these themes over the course of 2020 and 2021 as the financial context in which we will be operating becomes clearer and as the environment for external consultation improves.
3. That Cabinet agrees for further consultation proposals to come back to Cabinet on 11 March 2021.

1. Introduction and Background

- 1.1 This report considers the current social and economic context that the Council is operating in, and how this affects our ability to strategically plan in the short and medium term.
- 1.2 The report sets out our thinking around dealing with the immediate crisis caused by the Covid-19 pandemic and the plans we have in place to deal with this in the short to medium term (12-24 months); highlights our remaining plans for delivering out the viable projects within the existing Five Year Plan; sets out new future priorities, and considers how we can establish an evidence base to support future plans or projects we might develop.

2. Immediate Recovery

The Covid-19 Pandemic

- 2.1 The unprecedented impact of the Covid-19 pandemic on our residents, businesses and partners has meant that the Council has had to focus its attention and resources on responding to the worst public health emergency to affect us in a century.
- 2.2 The pandemic has affected almost every part of society and the economy, both here and across the world. Countries have raced to respond by imposing strict limits on social contact to limit the spread of disease. The tragic health consequences of the pandemic have seen many thousands lose their lives and there have been other significant social and economic impacts – some of which will have a long-lasting impact.
- 2.3 Alongside the many negative impacts there have also been some positive outcomes including the mass mobilisation of residents, businesses and community organisations to support local people who have been affected by the pandemic and changes to working patterns and a reduction in commuting with associated environmental benefits.
- 2.4 The pandemic has had and will have both short-term and long-term impacts on the Borough. The short-term to medium-term impacts have been highlighted thorough our impact assessments and action plans, and national evidence is emerging to show that the pandemic will have a disproportionate impact on the economies of destination towns and on the hospitality industry and also that it will exacerbate disadvantage and inequalities.
- 2.5 The pandemic has also had a significant impact on the Council's finances. Details are set out elsewhere in this agenda but, put simply, it has required the Council to commit all of its reserves to absorbing the loss of income, meeting the challenges of the pandemic and maintaining service delivery. Whilst there has been some support from government, at the time of writing this report, the

Council is looking at a shortfall of over £2 million for the current year and a highly uncertain outlook for subsequent years. This is clearly not a sustainable position going forward and greater clarity will be required before the Council can fully set out its ambitions for the future.

- 2.6 In this environment of uncertainty and change, the pandemic has created an opportunity for the Council to re-think how it works and how best to deliver public services in the most cost-effective way.
- 2.7 The immediate need to support our residents and the economy, coupled with an uncertain future for the state and nature of the economy, means that we are now looking to revisit our Five Year Plan at the earliest in 2021/22. Other factors to consider are the future of our high streets, how resident and customer behaviours and expectations may have changed as a result, our reduced income streams and the funding likely to be made available to local authorities and the public sector more generally.
- 2.8 However, this does not mean that we are foregoing planning in the short to medium term. In fact the Council has worked over the summer and autumn with a range of stakeholders, including Kent County Council, Parish and Town Councils, the Federation of Small Business, Kent Invicta Chamber of Commerce, Tunbridge Wells Together, Tunbridge Wells Citizen's Advice Bureau, and Town and Country Housing to establish impact assessments and action plans over a wide range of workstreams, which deal with different aspects of recovery (attached at **appendices A-M**).
- 2.9 The impact assessments, covering the business sector; housing; community safety; financial inclusion; health; and the voluntary and community sector (VCS) and local councils sector (Parish and Town Councils) show that the pandemic has had a significant impact on business and society, which is predicted to increase over future months.

Businesses

- 2.10 In terms of businesses, the impact assessment shows that unemployment has already significantly increased in the borough, with over 1,000 businesses responding that they only have cash reserves to cover the next 1-3 months. Turnover for businesses in the Borough has been negatively affected, with the hospitality and leisure amongst the worst affected.
- 2.11 Following national expectations and trends, existing employers within the Borough may be looking to downsize office accommodation requirements, with more working-from-home opportunity, which will have an impact on the way in which our town centres work, and there may be greater need for more flexible space to be provided.
- 2.12 Employers in London may also be looking to do something similar however, which may mean local residents spend more time working from home and can

more often stay local and shop local. This could be an emerging opportunity for our towns and villages.

- 2.13 The action plan that has been developed to support business recovery focusses on skills, so that businesses can move from recovery to growth. It also recognises the importance of providing opportunities for younger employees (as the 18-24 age group has been most affected by unemployment), and actions have been included to create a Kickstart Gateway for the Borough.
- 2.14 Five key objectives of place-shaping and promotion; accessibility and connectivity; skills and employability; rural economy; and supporting enterprise; have been included in the Business Recovery Plan.

Housing

- 2.15 Housing need and availability within the Borough was already acute before the pandemic, and affordability for residents was a particular concern. Plans to address this are coming forward as part of our emerging Local Plan (our strategic document for planning homes, business and leisure sites, and protecting green space across the Borough).
- 2.16 The Plan recognises the importance of protecting the Borough's highly valued green spaces and historic built environment, whilst at the same time enabling economic and housing growth. It also emphasises the need to provide affordable housing (in all its forms) for young people and older households.
- 2.17 This pre-existing need is likely to have been exacerbated by the pandemic, and our Housing Services department's impact assessment shows that placements in emergency housing (where households are in priority need and at immediate threat of homelessness) have already increased.
- 2.18 Moving households on from this emergency accommodation is likely to be challenging given the lack of affordable rental accommodation across the Borough. This may be further exacerbated in the coming months by the end of the furlough scheme, and national trends which are seeing more people move to areas outside of London for larger homes (given that working-from-home makes this a more viable option) and with more open space, putting further pressure on the housing market.
- 2.19 Priorities for the housing action plan include moving the rough sleepers who were accommodated as part of the 'Everyone In' policy into more stable accommodation during the lockdown, to ensure that they remain in secure accommodation, focusing on negotiating with private landlords on behalf of residents at risk of homelessness to try to maintain their current housing wherever possible, and using Discretionary Housing Payments to help prevent homelessness for those who have been financially affected by the pandemic. We are also considering the potential conversion of a number of our existing properties.

Financial Inclusion

- 2.20 Evidence suggests virus has impacted heavily on the economy, with job losses being felt across all sectors, but with a particularly hard impact being felt by the young and the lower skilled.
- 2.21 The number of out-of-work benefits claimants has increased most dramatically in the younger age groups in the Borough, with the 25-29 age group seeing a 270 percent increase in unemployment levels between March and July. This is often a crucial time in people's lives, as they start to consider taking the next steps in their careers, first home buying and planning to start families. The loss of work at this age can have a devastating impact on these fundamental life plans and can have a negative impact that is experienced over a lifetime.
- 2.22 The financial inclusion impact assessment highlights that the hospitality and retail sectors, where many young people start their employment, have been hit the hardest, with job vacancies advertised in Tunbridge Wells decreasing by 72 percent. Low income families with children (who were already struggling before the pandemic) are 50 percent more likely to have lost their jobs than those with children who were not struggling.
- 2.23 Nationally, the Coronavirus Job Retention Scheme, and the Self-Employment Income Support Scheme (the largest public intervention in job preservation ever seen, by some distance) has meant that at one point, nearly a third of all employees were on some type of furlough. These schemes have undoubtedly been significantly beneficial for low income families, and those at greatest risk of jobs losses, but this level of support cannot continue. With the schemes set to unwind from October, and the prospect of further local lockdowns on the horizon, the issues around financial inclusion are likely to become more acute in the coming months.
- 2.24 Actions for the financial inclusion plan include joint working between the Council, Tunbridge Wells Citizen's Advice Bureau and Debt Advice to support residents, identifying those who may be vulnerable and/or are behind on rent and helping them maximise income through benefit take up, improving accessibility to the Council Tax Reduction Scheme support, reviewing and adapting the Council's approach to debt recovery, signing up to the Citizen's Advice Bureau Council Tax portal, sending communications out to communities about what financial help is available, and running a targeted benefits campaign to maximise takeup.

Health

- 2.25 The coronavirus, and its associated effects, has had a significant impact on physical and mental health and wellbeing. For those who have directly suffered directly from the virus, this impact has at times been devastating and tragic. But the impacts on health and wellbeing have been much more widespread, ranging from cancelled operations and services for other diseases that would have normally been critical to support good health, to increased anxiety and stress

caused by job losses and reduced social interactions – in particular reduced contact from family members or support networks who would normally provide mental health support in a crisis.

- 2.26 Nationally, we know that Black, Asian and Minority Ethnic populations are more likely to be affected by Covid-19 and, when they do contract it, it is more likely to be severe. Reasons for this are still being understood, but the evidence points to a range of socio-economic factors, including a higher likelihood of suffering from co-morbidities which exacerbate Covid-19 and which are linked to economic disadvantage, the higher likelihood of working as a 'key worker' and/or using public transport to access work which increases the chances of exposure, and a higher likelihood of living in cramped or overcrowded accommodation which reduces the ability to apply social distancing measures.
- 2.27 Whilst these issues exist at a national and structural level, the Borough Council needs to consider what it can do to mitigate any disadvantage or inequality through its plans and policies.
- 2.28 Health data for Tunbridge Wells Borough is not easily accessible at a local level, although the data sources we do have available indicate that there has been an increase in demand for mental health support and an increase in hospital admissions for alcohol-related harm.
- 2.29 Actions within the health action plan include promoting and extending physical activity opportunities, improving cycling access through the Cycling Strategy and promoting alternatives to the car through the Local Cycling and Walking Infrastructure Plan. Alongside this, networking with health care professionals across Kent, developing digital access to 'One You Kent' services, promoting the Everyday Active Campaign, developing better awareness and understanding of local communities and needs, and working in partnership to promote and provide mental health services have also been included.

Community Safety

- 2.30 Local data is more readily available for understanding community safety issues, in particular from our domestic abuse service partners, DAVSS and from Kent Police.
- 2.31 The impact assessment shows that anti-social behaviour, in particular around noise and nuisance complaints, and neighbour disputes has increased significantly since March. The Police nationally have been given the responsibility and powers to enforce restrictions to public and private life that have been brought in to manage the pandemic, and locally are dealing with complaints around a lack of social distancing being observed.
- 2.32 The impact assessment also shows that need for support around domestic abuse issues has increased dramatically since March. This is in line with national data, which has shown that the lockdown had a critical adverse effect on those

suffering from domestic abuse due to a lack of privacy or 'safe space' available, which is usually outside the home, to gain respite from abuse or to seek support.

- 2.33 Tackling domestic abuse within the Borough was already a priority for the Council in its Community Safety Action Plan, and so this has been expanded on support DAVSS to apply for extra funding for service provision. Alongside this, actions for outreach workers have been identified to help support young people during this difficult time and ensuring that networking with other agencies and organisations continues to evolve and improve.

Voluntary and Community Sector and Local Councils

- 2.34 Nationally, the voluntary and community sector (VCS) have suffered from significant losses in income over the period from March. Whilst this has in part been mitigated by government grants to the sector (in particular for larger charities) this support has not been universal, and a number of charities are struggling with both a lack of resources and increased workloads.
- 2.35 Overall, the impact assessment shows that the local position for the VCS is relatively secure, but demand for services had increased across the board. At the time of the survey The Forum Community Interest Company was concerned about their financial position, however in October they were able to secure funding from the Government's Cultural Sector Support Grants, which has helped to mitigate the funding pressures in the short-term. Local Councils in the area are faring well, however. They do not have significant financial concerns at this time and have been able to help mobilise significant community action within the areas.
- 2.36 It is important to note for the VCS in particular, the local data only gives a snapshot of a small part of the sector. Some organisations that were invited to take part in the survey did not respond, and there are many others where the impact remains unknown – particularly the smaller and more niche organisations providing on the ground support. This means that there could be significant problems for the sector locally that the Council is currently blind to.
- 2.37 The health and vitality of the VCS community is of vital importance to the Borough as the services they provide to residents helps to prevent or lessen the need for more intensive and costly interventions later on. These later interventions are usually borne by the public sector in the form of Police contact, enhanced benefits and/or housing support, Social Services contact and NHS contact.
- 2.38 Actions included in the action plan centre around exploring the provision of a 'community hub' for the VCS, which will promote networking opportunities and resource sharing, ensuring that we further understand the local situation, in particular for those organisations that have not responded, providing support around digital skills and training and to access funding opportunities, and ensuring that Local Councils are as prepared as possible for winter business continuity planning.

Council Services

- 2.39 The Council has worked exceptionally hard to support local residents, businesses and voluntary and community organisations during the pandemic. This has included the establishment of a 'community hub' to support vulnerable and isolated residents access food and household essentials, 'TWSocial' – a website to tackle social isolation, the distribution of £27 million in business grants and providing support to voluntary and community sector organisations. The Council has set up a 'Covid-19 Panel' involving representatives from business, residents' associations and parish and town councils to oversee the Council's response to the pandemic and to promote a sustainable recovery.
- 2.40 The impact assessment and action plan on the Council's services highlights the extreme level of uncertainty that the authority is now operating in. The move to flexible and digital working, which was already underway well before the pandemic, has been crucial in ensuring that the Council was able to continue to deliver a high level of service whilst staff work almost exclusively at home. This has created an opportunity to redefine the Council's accommodation needs and working patterns for the future. Whilst it is incredibly difficult to set plans and priorities in the current environment, the Council has identified that it will need to prepare for increased demand in the future, review key plans and policies, continue to engage with residents, businesses, and Councillors, consider accommodation requirements and flexible working needs, ensure the ICT strategy continues to meet the needs of the organisation, and continue the Modern Ways of Working Programme.

3. Delivering Current Projects

Current Projects

- 3.1 The current Five-Year Plan lists a set of eight priority projects which had been identified as important to meeting the vision and priorities set out in the Plan. Some of these projects have now been delivered, and others are no longer relevant due to political decisions made last year within the Council. This affected three projects which were collectively known as 'Calverley Square', and included the provision of a Theatre, new Town Hall and office space, and underground parking. These projects are now no longer being progressed, and therefore need to be removed from the Five Year Plan. The Council has also completed the project to deliver an enhanced public realm in Royal Tunbridge Wells and so this too can be removed from the Plan.
- 3.2 That leaves four other projects: delivering the Local Plan; supporting the delivery of community hubs in Cranbrook, Paddock Wood and Southborough; delivering the Sports Facilities Strategy; and delivering the Amelia Scott Cultural and Learning Hub. These remain as key projects for the Council to deliver over the short to medium term.

- ***Delivering the Local Plan***

- 3.3 Following widespread consultation on the Draft Local Plan in autumn 2019, work has been progressing at pace on the “Pre-Submission version the Local Plan”. We are scheduled and on track to undertake consultation on this in spring 2021, before submitting to the Planning Inspector in summer 2021, ahead of formal Examination by the Planning Inspector in late 2021.
- 3.4 In the autumn, the Government undertook two consultations on proposed changes to the national planning system. The Council made strong representations on both.
- 3.5 The first consultation relates to changes to the current system. It includes proposed changes to the ways that the amounts of housing to be planned for are calculated, unless a Council is able to finalise work on its emerging Local Plans within a “transition” window. For Tunbridge Wells the proposed changes would result in a 32% increase in housing requirement above that which formed the basis of the Draft Local Plan (rising from 693 homes per year to 895). This would provide huge increased pressure on the Green Belt, Area of Outstanding Natural Beauty, heritage designations and infrastructural capacity of the borough. However, the timetable for the Local Plan should fall, just, within the “transition window” meaning that we can progress on the current, lower housing figures.
- 3.6 The second Government consultation is a “White Paper” on longer term fundamental and widespread changes to the national system. Having a submitted, and adopted Local Plan, will put the borough in the best position as these longer term changes are introduced over the coming years: it will provide clarity and certainty on where growth should go, and reduce the risk of speculative development, whilst work then starts on the new style Local Plan.
- 3.7 The development and submission of a Local Plan will require the Council to make difficult decisions on balancing the need and Government requirements for housing, employment and infrastructure development, but it is a fundamental priority for the Council to undertake the consultation on, and submission of, the Local Plan within the current timetable.

- ***Delivering Community Hubs***

- 3.8 There has been significant progress on the delivery of the Hubs over the previous Five Year Plan period. These community facilities will ensure that key services are retained in local areas, and will be used as a space for communities to come together.
- 3.9 Southborough Hub is under construction and will be opened in 2021 which will see the delivery of a GP surgery, library, theatre/hall, community rooms, retail unit, football pavilion, increased parking and public realm open to the public.
- 3.10 Paddock Wood Community Centre will deliver a community facility including community rooms, catering facilities, parking, pre-school and a café. With Baxall now appointed as the contractor, a project proposal will shortly be submitted to

planning with construction on site anticipated to begin in 2021, should the planning application be agreed.

- 3.11 Cranbrook Community Centre will see the delivery of a GP surgery, community rooms, catering facilities and a library on the Cranbrook Engineering site in Cranbrook. Having completed the feasibility on the project and the NHS having confirmed the location is acceptable, the project will shortly start to pull together a project team in order to progress through the RIBA stages.

- ***Delivering the Sports Facilities Strategy: Hawkenbury Hub***

- 3.12 This particular strand of work aims to improve football facilities for the Royal Tunbridge Wells area through the provision of a new sports hub adjacent to Hawkenbury Recreation Ground. Some of the existing underused or poor quality football pitches and facilities will be reprovided through the provision of two senior pitches (one of which to be 3G/stadium quality), three youth pitches, and one mini pitch at a new sports hub. Outline planning permission was granted in 2017 for expansion of recreational facilities.

- 3.13 Ecology, noise, lighting and traffic surveys are have been completed or are in the process of being carried out and an early pre planning application advice request will be submitted to the Local Planning Authority and KCC in November.

- 3.14 An updated Business Case will be produced in 2021 to take in to account the feedback from the pre-application and prevailing market conditions to inform the next steps of the development of the project.

- ***Delivering the Amelia Scott Cultural and Learning Hub***

- 3.15 The Council has a clear and ambitious vision to “grow our role as the cultural centre of the Kent & Sussex High Weald, so that by 2024 the borough of Tunbridge Wells is nationally recognised for its vibrant cultural provision”. The development and delivery of The Amelia Scott sits at the heart of this vision. Likewise, the commitment to enhance the vibrant cultural and arts scene, and to further encourage tourism and investment in the economy, is a key component of the Council’s current Five Year Plan.

- 3.16 The Amelia Scott is a new and exciting cultural and educational concept bringing together learning, culture, art and advice in an integrated and expanded Grade II listed building. Linked to the heart of the concept is the collection of 60,000 objects including the important Camden collection, Victorian costume and Tunbridge ware which to date have either been displayed or stored at risk of deterioration in an old museum which does not meet current standards for the storage or display of collections.

- 3.17 The project has been widely supported by businesses and residents alike to help deliver the wider regeneration of Royal Tunbridge Wells, a destination town that relies heavily on footfall and which has, as a result of the Covid-19 pandemic seen a five-fold increase in unemployment. This unique space will protect and grow the nationally recognised creative economy, promote learning and skills, and play a key role in the economic recovery of the town.

- 3.18 In 2015 Cabinet agreed to deliver a joint project with Kent County Council to establish a Cultural and Learning Hub to be known as The Amelia Scott. The vision for the new hub was for it to become “a vibrant centre for heritage, arts, culture and learning, delivering a diverse programme to engage and inspire visitors” bringing together the following services; museum, art gallery, library, registration, archives, adult education (Community, Learning and Skills), visitor information service and Gateway.
- 3.19 Since 2015 the project has been overseen and managed by a Partnership Board comprising Cabinet Members and senior officers from KCC and TWBC who receive regular reports on the programme and its constituent projects, costs and timelines for delivery.
- 3.20 In December 2017 the Arts Council England (ACE) confirmed their support and funding with the Heritage Lottery Fund (HLF) (now National Lottery Heritage Fund (NLHF)) confirming their support and funding in March 2018. These decisions bookmarked the planning permission and listed building consent for the scheme which was granted in January 2018.
- 3.21 Further updates to Cabinet were received in June 2018, December 2018 and October 2019. These reports progressed the development of the scheme including Kent County Council and TWBC signing a Collaboration Agreement setting out how the project would be undertaken. The October 2019 Cabinet report set out to approve funding, novate contracts, commence construction and undertake all necessary construction, ancillary works and fit out works to deliver The Amelia Scott project.
- 3.22 Now, Willmott Dixon Interiors are appointed as our contractor and work on site commenced in January 2020. Despite the Covid-19 pandemic the construction work remains on course to complete in May 2021, with the contractor approximately 3 weeks ahead of schedule. Alongside the build, the fit-out workstream is progressing to timetable and The Amelia Scott remains on track for a soft public opening taking place in April 2022.

Additional Projects

- ***Future of the Town Hall***

- 3.23 In addition, whilst the Council has decided that it no longer wishes to proceed with the Calverley Square group of projects, it has decided that it wants to explore options for the Town Hall. This work was begun initially in 2019, but due to the pandemic, the context that the Council is working in, the space requirements, and flexible working considerations have all changed, and will need to feed into this piece of work going forwards.

- ***Assembly Hall Theatre***

- 3.24 With the ending of the Calverley Square scheme, there has been a need to review the ongoing future of the Assembly Hall Theatre. This work was due to take place this year, but the pandemic has significantly affected the Theatre's

operation, and there is now a need to consider the future landscape of the cultural sector and how the Assembly Hall can best fit into this new operating environment.

4. Our Priorities for the Future

Consultation

- 4.1 The current Five Year Plan comes to an end in 2022, and it had always been our intention to revisit and redraft it in 2021 based on a consultation process in 2020.
- 4.2 As a result of the pandemic and the consequential restrictions imposed on meetings and social gatherings, the plans for extensive consultation this year were put on hold, and we are now facing an uncertain future – both nationally and locally.
- 4.3 However, as a Council, we need to plan for the future. The Council shapes the Borough and makes a difference to its residents, businesses and visitors in a number of ways – through delivery of our various plans and strategies (most particularly the Local Plan which sets out what gets built where), through projects and initiatives, through community leadership and through the very many services we deliver on a day-to-day basis. This place-shaping function requires us to think ahead and plan for what we want the Borough to look like in the future, and one of the ways we do this is through the Five Year Plan.
- 4.4 Whilst we haven't been able to conduct significant consultation and engagement this year with businesses and residents, we held a consultation event in 2019 for local elected leaders, termed the Councillor Convention.
- 4.5 Attendees at the Councillor Convention included Kent County Councillors, our Borough Councillors, Parish and Town Chairmen, and the Chairman of Royal Tunbridge Wells Town Forum. The Convention discussed the broad themes and issues that they felt were affecting the Borough, and the outcomes of this Convention have informed early thinking on revising the priorities in the Five Year Plan.
- 4.6 The common themes that came out of last year's Convention were:
 - Culture
 - Infrastructure
 - Housing
 - Transport, and
 - Environment.
- 4.7 Top priorities under these themes (which are expressed as both challenges to address and opportunities to take) were:
 - Culture – marketing cultural activities and variation in cultural offer.

- Infrastructure – broadband, cycling, population growth, HE/FE offer, sports and leisure facilities.
- Housing – affordable housing, dispersal of housing growth.
- Transport – condition of the roads, cheaper buses, incentives to walk/cycle, better parking, reduced traffic.
- Environment – EV charging points, grey water recycling, protect the countryside, reduce air toxicity.

4.8 It is important to recognise that the above themes and priorities represent very early stage thinking in the strategic planning process, and for many of the priorities, Tunbridge Wells Borough Council is not directly responsible for the service, and so our role would take the form of lobbying and persuading those who do have responsibility (Central Government, Kent County Council, Highways England, BT, etc.).

4.9 To add to the broad strategic aims expressed above, the Council conducted a small-scale digital consultation in 2020 on setting the budget for 2021 and asking what our future priorities might be. The broad issues that came out of this public consultation are:

- Reducing council costs by reducing number of councillors, staff and pay.
- Sell fixed assets (property).
- Reduce costs by stopping/reducing some services.
- Merge with another authority.
- Review contracts to make savings.
- Increase on-the-spot fines.
- Tackle anti-social behaviour.
- Encourage parking in off-street car parks.
- Conserve the environment.
- Invest in green energy projects.
- Sell stake in RVP or redevelop part for residential.

4.10 Once there is greater clarity on the national and local economy, our funding and the environment in which we operate we will be able to consider the above priorities in our new operating context and consult more formally and widely with members of the public and businesses on what the list of priorities should be, and what form viable projects could take to deliver them. This is likely to be towards the end of 2021.

Future Priorities

4.11 Whilst the above themes are broad and high level and have not been tested against public opinion or deliverability, we want to set out for what our priorities are in the longer term, following the recovery period. The below themes and priorities set out the direction of travel in our strategic planning, taking into account what we are already committed to provide in the future, and what our stakeholders have so far said to us. Our ability to deliver on some of these long-term aims will crucially depend on the availability of external funding from Central

Government or elsewhere. By setting out our long-term aims now, we believe we will be well positioned to take advantage of external funding opportunities as and when they arise.

Future Priority 1 - Sustainable Growth

- 4.12 **Attract new investment** - We want to attract local investment into the borough to secure high quality local jobs. To do this we will work with partner organisations across the South East to improve the business environment and make the borough an attractive and profitable place to do business. We will actively seek to encourage Foreign Direct Investment by working with Kent County Council to promote the borough, and by supporting economic development within our Local Plan.
- 4.13 **Increase housing provision** - Through the Local Plan, we will increase housing provision, in particular affordable housing of which we know there is a significant lack across the borough. This will need to be done whilst protecting our historic, built and natural environment qualities, and having regard to concerns about congestion and air quality.
- 4.14 **Improve infrastructure provision** - We will work with relevant organisations to secure infrastructure improvements, and if necessary challenge other authorities who are responsible for providing the infrastructure to make sure our residents get the quality of built environment they need. In particular, we will seek the timely delivery of infrastructure to support the delivery of new housing and ensure the vitality of our communities.

Future Priority 2 - Green Environment

- 4.15 **Protect biodiversity** – The Council is aiming to protect and improve biodiversity across the borough and bring people closer to nature for the benefit of all. The Council will move from ensuring no net loss to biodiversity to achieving a minimum 10% net gain for biodiversity from all new development through the introduction of new planning policies. The Council has committed to producing Supplementary Planning Documents to ensure these policies are implemented, that gains are properly measured and secured in the long term and properly funded.

As part of achieving net gains for biodiversity the Council will explore opportunities for enhancing existing sites and creating new sites for nature working with Kent Wildlife Trust, and Kent Nature Partnership. Where appropriate sites will provide new and improved public access to bring people closer to nature, and where possible contribute towards improved ecosystem services such as providing timber, improving flood mitigation and carbon storage.

The Council will continue to work with Kent High Weald Partnership to improve biodiversity on council owned sites, raise awareness of nature through education and community activities, and to run an accessible programme of volunteering to

assist with site management and offer opportunities for improving physical and mental wellbeing.

- 4.16 **Promote sustainable travel** - Sustainable travel includes walking, cycling and public transport. We will promote these low environmental impact methods of travel in our towns and villages by working with Kent County Council to improve the network of lanes for cycling and Light Electric Vehicles. We will seek to ensure that this network of lanes can be used by horse-riders, which is particularly important in our rural areas. In the centre of Royal Tunbridge Wells we will aim to create cycling and Light Electric Vehicle infrastructure to the town and the Pantiles with nearby population centres. All of this work will need to be done in accordance with the new Local Plan proposals for the Borough.

We will work with partners to improve and increase the availability of charging points for electric vehicles, encourage low emission zones and 20mph areas, improve pedestrian and cyclist safety across the borough and introduce pedestrian areas where they are suitable.

- 4.17 **Reduce carbon emissions** - The council has declared a climate emergency and set out an ambition to be carbon neutral by 2030. We will deliver an action plan to reduce net carbon emissions in our own estate by 2030 and to ensure that all new contracts include plans to be carbon neutral by this date.

We will explore switching our own vehicle fleet to run on electricity or hydrogen and will encourage public transport providers to switch to electric or hydrogen powered vehicles.

We will investigate whether and how hydrogen refuelling facilities can be encouraged or provided in the Borough, both for our own vehicles and for private vehicles. We will monitor our progress and report it publicly.

Air quality is improving across the Borough, but we will work with schools in particular to ensure that vehicle emissions around children are minimised. We will explore whether 'No Idling Zones' can be established, particularly in areas with high levels of vehicle congestion.

Future Priority 3 - Culture and Leisure

- 4.18 **Strengthen and preserve the cultural and heritage offering** - As we outlined in the context section, the town of Royal Tunbridge Wells has a rich history of as Spa Town providing cultural and leisure activities. But this extends beyond the town itself and into the wider borough, with many of our beautiful towns and villages, such as Cranbrook and Hawkhurst being sought after tourist destinations because of the high quality of heritage preservation and cultural activities available.

As a Council, we want to strengthen and preserve these borough qualities by ensuring our heritage is protected by policies within the Local Plan and developing a design guide to ensure new development remains in keeping with its surroundings.

- 4.19 **Provide leisure opportunities** - Participation in sport and active recreation has the potential to improve the quality of life for residents and communities and deliver wider social, health, economic and environmental benefits. Covid-19 has limited some elements of organised sports due to the restrictions put in place to control the pandemic but it has reinforced that a healthy active lifestyle can help combat the impact of the virus.

As a Council, we will continue to implement the Sports and Active Recreation Strategy, including the provision of sports hubs and facilities at our three leisure centres. We will continue to encourage opportunities and facilities for active travel on foot, bike and horseback.

- 4.20 **Protect green spaces** - Our green spaces are an important asset and access to high quality open spaces, and opportunities for sport and recreation, can make an important contribution to the health and wellbeing of communities and they will be protected by policies within the Local Plan. The Council will continue to manage its own parks and grounds to provide environmental enhancements and improve biodiversity.

5. Options Considered

1. Recovery, Consultation and Future Priorities Approach

- 5.1 The above outlines an approach to strategic planning over the short to medium term, which will enable to Council to both assist in the economic and social recovery of the Borough following the pandemic, establish its own recovery, and begin to plan for a new future post Covid-19.
- 5.2 The approach uses our recovery plans as the basis for planning the work that the Council will deliver over the next 12-18 months, and includes commitments to deliver on existing projects in the current Five Year Plan, plus two additional projects that are considered necessary in the current context (options for the Town Hall and AHT).
- 5.3 It recognises the work that has already been done regarding setting future priorities and the feedback that has been received from stakeholders. This is translated into the above initial priorities in section 4, which can be consulted on and deepened over the coming months.

2. Recovery and Future Priorities Approach

- 5.4 The Council could choose to take the above approach to strategic planning but decide not to consult more widely on its proposed future priorities. This would

enable the Council to agree the detail that supports its proposed priorities (including project proposals) more quickly.

3. Recovery Only Approach

- 5.5 Given the extraordinary context in which we are now operating, the Council could choose to focus only on strategic planning and delivery in the short term, to ensure recovery is embedded in both the economy and society, and within the Council itself. This approach recognises the extraordinary levels of work being undertaken by Council staff at the time to respond to the pandemic and focusses on the immediate needs of the Borough's residents.

6. Preferred Option and Reason

1. Recovery, Consultation Future Priorities Approach

- 6.1 The recommended approach is to focus on recovery and delivering the remaining projects within the current Five Year Plan over the next 12-18 months, and to consult extensively and widely on the proposed priorities within this paper, starting with further consultation proposals to come forward in March 2021, and continuing with other events throughout 2021.
- 6.2 This approach means that the Council can focus its resources and energies on dealing with the immediate and pressing issues of recovery, and delivering the remaining projects in the short term, whilst allowing time for funding certainty to become clearer. The priorities can then be consulted on with the benefit of better understanding around what the Council is realistically able to deliver within its resources.
- 6.3 Ensuring there is time and space to conduct deep and meaningful consultation on the future priorities will also ensure that there is wide public support for any projects that are proposed as a result of the priorities, and will ensure the Council delivers its place-shaping role in a way in which residents, businesses and stakeholders support and find acceptable.
- 6.4 Further proposals for more consultation events to take place throughout 2021 (including estimated costs) will be presented to Cabinet for agreement on 11 March 2021.

7. Consultation on Options

- 7.1 The above options have been discussed with Management Board and Leadership Board and represent the realistic options that the Council could take with regards to strategic planning in the current environment.

Feedback from Cabinet Advisory Boards, Overview and Scrutiny Committee, Parish Chairmen and Royal Tunbridge Wells Town Forum

- 7.2 The Parish Chairmen were consulted on 3rd November 2020 and were supportive of the recommendations in the report and the requirement for further consultation. No further comments were made at this time.
- 7.3 The Cabinet Advisory Boards were consulted on 9th, 10th and 11th November 2020 and the following is a brief summary of the comments (the full webcast can be accessed by clicking on the link below):

[Planning and Transportation CAB](#)

- The Chairman of the Friends of the Memorial Field spoke at the meeting and stated that the Memorial Field was not the right place for the community centre in Paddock Wood, although they did support the principle of a community centre in Paddock Wood.
- Cllr David Scott spoke at the meeting and noted that the demographics and the housing context for the Borough needed to be included in the future. Light Electric Vehicles were an important element in the priorities.
- Committee members commented on the following:
 - The Public Realm project should be included as an ongoing project.
 - Affordable and social housing should be strengthened.
 - Petrol and diesel vehicle journeys in the Borough should be reduced.
 - Regeneration of high streets should be included.
 - User-friendly consultation with residents was vital.
- The Cabinet Advisory Board supported the proposed recommendations subject to the issues identified above.

[Finance and Governance CAB](#)

- Committee members commented on the following:
 - The Plan should not be too ambitious given the financial and social context.
 - Further extensive consultation on the priorities was key.
 - Comments back from members of the public suggested delivery of small-scale projects and seeking external funding where possible.
 - A follow-up Councillor Convention would be welcomed.
- The Cabinet Advisory Board supported the proposed recommendations subject to the issues identified above.

Communities and Economic Development CAB

- The Chairman of the Friends of the Memorial Field reiterated his points on removing reference to the Memorial Field for the proposed Community Centre in Paddock Wood, although the principle was supported.
- Cllr David Scott requested further consultation and engagement and reiterated his points on understanding the demographics of the Borough and Light Electric Vehicles.
- Cllr Sarah Hamilton asked for the Memorial Field to be removed from the report in reference to the proposed Community Centre in Paddock Wood.
- Committee members commented on the following:
 - The proposed project for the Assembly Hall Theatre should be amended to remove reference to value for money.
 - Further consultation to understand how the pandemic had affected societal changes would be useful to feed into the future priorities and consultation should be collaborative with the public.
 - Supporting small businesses and improving internet connectivity in the Borough were key priorities to be considered at this time.
 - Social housing (rather than affordable) and tackling homelessness should be included as specific priorities rather than just being included as a part of the Local Plan.
- The Cabinet Advisory Board supported the proposed recommendations subject to the issues identified above.

7.4 The Royal Tunbridge Wells Town Forum were consulted on 19th November 2020 and noted the contents of the report. No significant comments on the Five Year Plan report were made at this stage.

7.5 The Overview and Scrutiny Committee were consulted on 23rd November 2020, and following comments were made:

- Councillor Sarah Hamilton spoke at the meeting and reiterated that the Memorial Field should be removed as a reference in relation to the proposed Community Centre at Paddock Wood.
- Councillor David Scott spoke at the meeting and reiterated his points on understanding demographics and Light Electric Vehicles.
- Committee Members commented on the following:
 - Improving sewage capacity in both Paddock Wood and Hawkhurst should be considered as part of the Council's workstreams in the future.
 - Work around hydrogen fuel should be considered carefully, as it was not yet proven as an environmentally friendly fuel.

Agenda Item 8

- Given that the creative and cultural industries were so important to the Borough, a new plan and framework to support this sector should be included as a key priority.
- Leisure facilities, in particular for families, should be considered as a key priority.
- It was questioned whether the town hall should be a priority now, or something for the future, however other committee members felt it should be included as a priority for the immediate term.
- The need for extensive public consultation was highlighted.

8. Implementation

8.1 Implementation of the actions from the Recovery Action Plans will take place through normal service delivery. Consultation proposals on the priorities will come forward in a further report to Cabinet on 11th March 2020.

9. Appendices and Background Documents

Appendices:

- Appendix A – M: Impact Assessments and Action Plans

Background Papers:

- None.

10. Cross Cutting Issues

A. Legal (including the Human Rights Act)

The Five Year Plan Update will enable the Council to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness as required under section 3 of the Local Government Act 1999. The implications arising from the Covid-19 pandemic are addressed within the report since they have an impact on the Council's priorities. These include obligations arising from the Coronavirus Act 2010 and related regulations.

Paragraph 6 of the report outlines the preferred option. The recommended approach is to focus on recovery and delivering the remaining projects within the current Five Year Plan over the next 12-18 months, and to consult extensively and widely on the proposed priorities within this paper towards the end of 2021. The decision falls within the remit of Cabinet following consideration by the relevant Cabinet Advisory Board(s) since the proposal is to update the priorities within the existing Five Year Plan.

Human Rights Act 1998: Council policies and decisions should take into account the 1998 which protects a number of rights, to include the right to respect for private and family life (article 8), the right to a fair trial (article 6) ie criminal and civil proceedings undertaken by the Council; and the right to personal liberty (article 5). The proposals in this report do not conflict with the Council's statutory obligations under the 1998 Act.

Patricia Narebor, Head of Mid Kent Legal, 29 October 2020

B. Finance and Other Resources

The issues in the report relate to the main priorities of the Council and clarify the current work that is being undertaken to response to the Coronavirus pandemic. The priorities that the Council is currently working on have already been included in this year's budget and are a part of the current Medium Term Financial Strategy. Two new priorities have been added, both of which will require additional financial resources to explore further. The priority to explore options for the Town Hall will be met within current budgets for the Property Team. At such time as further resources are needed that are outside the budgetary framework, a report detailing the proposed expenditure, and the effect this will have on the existing budget and priorities, will need to be agreed by Cabinet and Full Council at the appropriate time. The priority to explore options for the Assembly Hall Theatre will be met within existing resources. Again should further funding be required that is outside of the budget framework, a report with the proposed expenditure and implications will need to be agreed at Cabinet and Full Council.

Agenda Item 8

The work to respond to the Coronavirus pandemic has been partly funded by Central Government. Where actions within action plans require financial resources to implement, these actions, together with proposals for how to fund them (which might include further funding from Central Government) will need to be brought forward to Cabinet. If the proposals are outside the budgetary framework, this will also need to be agreed by Full Council.

Jane Fineman, Head of Finance, Parking and Procurement, 30 October 2020

C. Staffing

The report relates to the current and future priorities and work plans of the Council, and so directly impacts on the staffing requirement at the Council.

The additional work created by responding to the Coronavirus pandemic will need to be taken into account when planning the work to progress the longer term priorities of the Council, some of which may need to be delayed or postponed until the relevant staffing resources are available. This is particularly the case for senior managers, who are required to liaise and be a part of the regional and national response, as well as the local response.

The Council will need to monitor levels of health and wellbeing closely, and be aware of the additional 'asks' it is placing on staff so that work levels can be managed carefully.

Nicky Carter, Head of HR, Communities and Culture, 29 October 2020

D. Risk Management

The issues in this report relate to the current and future work programme of the Council, and where appropriate, are included in the Council's main strategic risk register.

Jane Clarke, Head of Policy and Governance, 29 October 2020

E. Environment and Sustainability

The proposed future priorities that are contained in this report have a direct relevance to the requirements in the National Environment and Rural Communities Act 2006 and the Countryside and Rights of Way Act 2000. The proposed priorities seek to preserve biodiversity in the Borough and to conserve the Areas of Outstanding Natural Beauty, through specific policies within the emerging Local Plan. As these policies come forward through the Council's decision making processes, further details regarding how they impact on the environment and sustainability will be provided for consideration.

Section 40, National Environment and Rural Communities Act 2006

40(1) Every public authority must, in exercising its functions have regard so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity.

Section 85, Countryside and Rights of Way Act 2000

85(1) In exercising or performing any functions in relation to, or so as to affect, land in an area of outstanding natural beauty, a relevant authority shall have regard to the purpose of conserving and enhancing the natural beauty of the area of outstanding natural beauty.

Karin Grey, Sustainability Officer, 29 October 2020

F. Community Safety

The majority of proposals within this report have a low relevance to community safety. Where the Council has proposed actions around community safety relating to the Coronavirus pandemic, this have been developed in accordance with the Council's Community Safety Partnership Plan.

Section 17, Crime and Disorder Act 1998

17(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Terry Hughes, Community Safety Manager, 29 October 2020

G. Equalities

The recovery impact assessments include an assessment of how the Coronavirus pandemic has impacted on those with a protected characteristic. Nationally it has been observed that the pandemic has a greater impact on the elderly, those with a disability or long term illness, and those from BAME groups. Actions and policy interventions to support recovery will need to take this into account when being implemented.

The future priorities of the Council will need to be consulted on, and an Equalities Impact Assessment conducted at the relevant time to ensure that none of the proposed policies have a detrimental impact in terms of discrimination, harassment or victimisation on those with a protected characteristic, and where possible seeks to advance equality of opportunity and foster good relations between communities.

Section 149, Equality Act 2010

149(1) A public authority must, in the exercise of its functions, have due regard to the need to –

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Jane Clarke, Head of Policy and Governance, 29 October 2020

H. Data Protection

The issues highlighted in this report have a low impact on data protection issues. Where consultations with the general public are run in the future, these will need to be conducted in accordance with the principles and requirements of relevant data protection legislation.

Article 5, General Data Protection Regulation 2016

1. Personal data shall be:

(a) processed lawfully, fairly and in a transparent manner in relation to the data subject;

(b) collected for specific, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;

(c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

(d) accurate and, where necessary, kept up to date;

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Jane Clarke, Head of Policy and Governance, 29 October 2020

I. Health and Safety

The issues in this report have a low impact on health and safety considerations.

Jane Clarke, Head of Policy and Governance, 29 October 2020

J. Health and Wellbeing

The Council's response to the Coronavirus pandemic has a direct impact on the health and wellbeing of the residents within the Borough, and specific actions have been proposed through the Health impact assessment and action plan.

These actions have been developed in conjunction with the relevant policies of the Council that relate to health and wellbeing, and seek to support the health and wellbeing of all residents through the recovery period and afterwards.

- 1. Areas of deprivation: Will the proposal have an impact (positive or negative) on those living in areas of deprivation within the borough (40% most deprived in the country). These are Sherwood, Southborough and High Brooms, Broadwater and Rusthall.*
- 2. Healthier lifestyle opportunities: Will residents be more or less able to make healthier lifestyle choices such as physical activity (e.g. active travel, access to green spaces or access to leisure facilities), healthy eating (e.g. proximity or access to take away shops, allotments, food stores) and being smoke free.*
- 3. Social and Community networks: Will the proposal make it easier for people to interact with one another e.g. encouraging community engagement*
- 4. Living and Working Conditions: does the proposal improve work or home environments, increase job, education or training opportunities, improve access to health services or housing*
- 5. General Socioeconomic, cultural and environmental conditions: Are there any other factors that may impact the above*

Rebecca Bowers, Healthy Lifestyles Manager, 29 October 2020

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Economy/Business Short Term (6 months) Action Plan

K&M Renewal & Resilience Plan Themes	Economic Development Strategy Themes	Topic	Actions	Accountable Organisation	Lead Name	Delivery Partners	Target Start	Target End	Resource/Capacity Required	Priority (Essential/Important/Desireable)
Communications, Confidence & Trust	All EDS Themes	TWBC Website	Providing up to date information in a format that is accessible for businesses	TWBC	Hilary Smith	TWBC With Partners	23/03/20	Ongoing	ED team/budget	Important
		TWBiz Newsletter	Produce newsletter quarterly with relevant information for businesses, Building on contacts made as a result of Covid-19 grants programmes.	TWBC	Hilary Smith	TWBC With Partners	23/03/20	Ongoing	ED team/budget	Important
		TWBiz Social Media	Signposting to business information and opportunities	TWBC	Hilary Smith	With Partners	23/03/20	Ongoing	ED team/budget	Important
		Covid Business Information	Set up Business Conference Calls	TWBC	Hilary Smith	BID, FSB, KICC	01/10/20	31/03/21	ED team/budget	Important
		Business Recovery Group	Set up the Group to over see Action Plan	TWBC	David Candlin	BID, FSB, KICC	01/09/20	24/09/20	ED team/budget	Essential
		Performance Reporting	Collating and reporting on KPIs to BRG, Covid-19 Panel and other Committees.	TWBC	David Candlin	With Partners	24/09/20	Ongoing	ED team/budget	Essential
Open for Business	Town Centres, Rural Economy, Place Shaping, Visitor Economy	Reopening RTW Town Centre	Ongoing support for reopening Town Centres through exploring options for projects	TWBC	Hilary Smith	BID, Parish Councils, KCC Highways	01/06/20	31/03/21	ED team/budget	Essential
			Development of projects funded through Reopening the High Street Safely Fund.	TWBC	Hilary Smith	BID, KCC Highways	23/09/20	31/03/21	ED team/budget	Essential
			Identify new funding sources for reopening the Town Centre	TWBC	Hilary Smith	BID	01/06/20	Ongoing	ED team/budget	Important
			Installing footfall counters	BID	Ross Feeney	TWBC, town centre businesses	01/11/20	Ongoing	BID team/budget	Important
			Shop in Line not On Line Campaign	BID	Ross Feeney	TWBC, town centre businesses	01/10/20	Ongoing	BID team/budget	Essential
			Bollard covers and banners	BID	Ross Feeney	TWBC, town centre businesses	01/10/20	31/03/21	BID team/budget	Important
			Christmas promotional campaign	BID	Ross Feeney	TWBC, town Centre businesses	01/04/20	31/03/21	BID team/budget	Essential
		Reopening Rural Town Centres	Partnership working with town and parish councils across the borough to support Covid-19 safety measures and marketing e.g. Hawkhurst	Town & Parish councils	Hilary Smith	TWBC, local businesses	01/06/20	31/03/21	ED team/budget	Essential
			Development of projects for other centres funded through Reopening the High Street Safely Fund	TWBC	Hilary Smith	Town & Parish councils	23/09/20	31/03/21	ED team/budget	Essential
			Identify new funding sources for reopening the other town centres	TWBC	Hilary Smith	T&P Councils, local businesses	24/09/20	Ongoing	ED team/budget	Essential
		Evidence Base	Preparation of updated report as part of evidence for Local Plan.	TWBC	Sharon Evans	Local Agents, Town Forum, BID, local residents	01/08/20	31/10/20	ED team/budget	Essential
		WKP Retail Research & Support	Develop collateral highlighting the challenges and issues faced by particularly independent retailers across West Kent in urban and rural location and seek opportunities to attract funding to support them	WKP	Wendy Wood	TWBC, ACRK, local businesses	01/08/20	31/03/21	ED team/budget	Important
		LEADER Rural Programme	Completion and closure of current EU funded programme	WKP Leader ELAG	Wendy Wood	TWBC, local businesses	01/09/20	31/03/21	ED team/budget	Important
			Lobby Government for rural funding in UK Prosperity Fund	WKP	Wendy Wood	Local MPs	01/09/20	Ongoing	ED team/budget	Essential
Explore new options to support rural businesses	WKP		Wendy Wood	TWBC, local businesses	01/09/20	31/03/21	WKP team/budget	Important		

		Support for reopening visitor economy	Tourist Information Service - Emphasis on activities that can be socially distanced, particularly walking and cycling	TWBC	Kate Finch	local businesses, Visit Kent, Explore Kent	11/08/20	31/03/21	ED team/budget	Important
			Vtw website. Emphasis on activities that can be socially distanced, particularly walking and cycling.	TWBC	Emma O'Halloran	local businesses, Visit Kent, Explore Kent	23/03/20	31/03/21	ED team/budget	Essential
		Tales of Tunbridge Wells Heritage Walk.	Fast-tracked launch of self-guided walk around RTW town centre and make available for download	TWBC	Kate Finch & Luke Currell	Amelia Scott, BID, local businesses	01/04/20	01/08/20	ED team/budget & Amelia team/budget	Important
			Promoted for Heritage Open Days (11 – 20 Sep) and ongoing promotion	TWBC	Kate Finch	Amelia Scott, BID, local businesses	01/09/20	20/09/20	ED team/budget & Amelia team/budget	Desirable
		Interreg Experience Programme	Participation in Interreg Experience programme with VK and other Kent Districts, including comprehensive business development programme for at least 10 businesses looking to develop new products	VK	Hilary Smith	TWBC, VK, local businesses	Ongoing	31/03/21	ED team/budget	Important
		Visit Kent's Secret Garden of England	Funding contribution to Visit Kent's Secret Garden of England marketing campaign with the aim of lengthening the visitor season into Autumn. Includes an Instagram story for TW Borough on the Visit Kent profile, a video, social media, newsletter, radio ads on local radio	VK	Emma O'Halloran	TWBC, VK, local businesses	01/09/20	01/11/20	ED team/budget	Important
		Instagram profile for Tourism	Develop and launch new Instagram profile for Tourism – to offer up to date information for events. Covid requires agile approach	TWBC	Kate Finch	TWBC and local businesses	01/08/20	Ongoing	ED team/budget	Desirable
Communications	Articles / advertorials in the local papers: 10 full pages in the printed version of Times of TW; in the printed Courier Newspaper a 10 week run plus 2 online articles	TWBC	Hilary Smith & Anne McCarthy	TWBC, ToTW, Courier, local businesses	01/07/20	31/03/21	ED team/budget	Important		
Supporting Business	Supporting Enterprise	TWBC Business Survey	Explore option of Tunbridge Wells Business Survey to get more detailed data on challenges and opportunities. Consider use of KICC survey and promote	TWBC	Hilary Smith	TWBC	01/10/20	01/12/20	ED team/budget	Important
		Kent & Medway Growth Hub	Continue to support and promote Kent & Medway Growth Hub for business advice	KICC	Hilary Smith	TWBC, All Kent Districts, KCC	01/09/20	31/12/20	ED team/budget	Essential
		West Kent Business Support Programme	New campaign to promote ongoing West Kent Business Support Programme, aimed start-ups and pre start-ups. Currently advice meetings held virtually	WKP	Wendy Wood	TWBC, WKP, Centre for Micro-Business	30/09/20	31/03/21	WKP team/budget	Important
		Financial Support Programmes	Signposting to financial and other support for businesses including grants and loan schemes e.g. Kent & Medway Business Fund, LoCase	TWBC	Hilary Smith	TWBC and partners	31/03/20	Ongoing	ED team/budget	Essential
		WKP Scale Up Programme	Seek opportunities to support potential high growth businesses by delivering a West Kent Scale Up to a second cohort of 12 businesses	WKP	Wendy Wood	KICC, TWBC, WKP	01/12/20	31/03/22	WKP team/budget	Desirable
People	Training & Employability	Kent & Medway Employment Taskforce	Ensure links to Kent & Medway Employment Taskforce via West Kent Skills Sub-Group	WKP	Allan Baillie	WKP, Districts, KCC, FE Colleges	01/07/20	31/03/21	WKP team/budget	Essential
		West Kent Kickstart Programme	Support set up of West Kent Gateway and promote opportunities to local businesses and at TWBC	WKP	Wendy Wood	TWBC, WKP, EAN, DWP/JCP, local businesses	14/09/20	31/12/21	ED team/budget	Essential
		West Kent Enterprise Advisor Network	Deliver a hub-ready EAN by September 21 working with schools to deliver across all 8 Gatsby benchmarks and enhance opportunity and experiences within our schools	WKP	Wendy Wood	TWBC, WKP, local businesses, local schools	31/03/20	Ongoing	WKP team/budget	Essential
		West Kent Virtual Jobs & Training Fair	Virtual Jobs & Training programmed for November 2020 with Jobscentre Plus and KICC	WKP	Wendy Wood	JCP, TWBC, KICC	01/08/20	15/11/20	WKP team/budget	Essential
			Promote opportunity to local businesses	JCP	Mark Lloyd	WKP, KICC	01/08/20	15/11/20	JCP	Essential
			Promote opportunity to jobseekers	JCP	Mark Lloyd	TWBC, WKP, KICC	01/10/20	15/11/20	JCP	Essential

Investment	Place Shaping & Promotion, Accessibility & Connectivity	Tunbridge Wells Local Plan	Preparation of Local Plan	TWBC	Stephen Baughen	KCC	Ongoing	31/03/21	Planning Team	Essential
			Prepare Transport Strategy	TWBC	Hilary Smith	KCC	Ongoing	31/03/21	ED & Planning team/budget	Essential
			Prepare Local Cycling & Walking Infrastructure Plan	TWBC	Hilary Smith	KCC, local residents & businesses	01/03/20	31/10/20	ED & Planning team/budget	Essential
		Creative Economy	Development of Amelia project for completion in 2022 and ongoing programme development	TWBC	David Candlin	KCC	Ongoing	01/02/20	Amelia/Property team/budget	Essential
			Development of Cultural Compact	TWBC	Hilary Smith & John-Jackson Almond	TWBC, KCC	01/07/20	31/03/20	ED & Culture team budget	Essential
		Flexible Workspace	Work with partners to deliver new flexible workspace in the borough e.g. ASK and other projects.	TWBC	David Candlin	TWBC, BID, local businesses, Locate in Kent	Ongoing	Ongoing	Property team/budget	Important
		Emergency Active Travel Schemes	Delivery of tranche 1 schemes - RTW 20mph, A26 Cycle Route, Reynolds Lane, High Street, Commercial Road Paddock Wood	KCC	Nikola Floodgate	TWBC, town & parish councils, BID, RTWTF	01/08/20	18-Sep-20	KCC Schemes team/budget	Essential
			Camden Road	TWBC	Hilary Smith	TWBC, KCC, BID	01/08/20	31/03/21	ED team/Traffic Officer/budget	Important
			Delivery of Forest Road tranche 2 scheme	KCC	Nikola Floodgate	TWBC, town & parish councils, RTWTF	01/10/20	31/03/21	KCC Schemes team/budget	Important
		Transport Funding	Funding bids and negotiation for s106 funding for transport infrastructure.	TWBC	Hilary Smith & Stephen Baughen	KMEP, SELEP, Central Government, KCC, developers	Ongoing	Ongoing	ED & Planning team/budget	Essential
		Public Transport	Public Transport Forum - Partnership working with public transport operators	TWBC	Beth Parsons	KCC, Bus operators, Network Rail, Southeastern, town & parish councils	Ongoing	Ongoing	ED & Planning team/budget	Important
			Quality Bus Partnership - Partnership working with public transport operators. Consider West Kent QBP	KCC	Beth Parsons	TWBC, Bus operators	Ongoing	Ongoing	ED team/budget	Important
		Broadband infrastructure	Identify 'cold spots' of broadband connectivity in the borough.	KCC	Beth Parsons	KCC, TWBC	Ongoing	31/03/21	ED team/budget	Essential
			Rural Gigabit Connectivity Programme - promotion in the Business e-newsletter, local newspapers, TWBC Local Magazine and via the TWBC website.	TWBC	Beth Parsons	Central Government, town & parish councils	01/07/19	31/03/21	ED team/budget	Essential
			Community Fibre Partnerships - Working in partnership with local parishes to set up several community partnerships	TWBC	Beth Parsons	KCC, town & parish councils, BT	Ongoing	31/03/21	ED team/budget	Essential
			BT Openreach commercial programme to roll out fibre broadband e.g. RTW town centre.	BT	Beth Parsons	BT, TWBC, KCC	Ongoing	Ongoing	ED team/budget	Essential

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Draft Tunbridge Wells Economic Recovery Plan

Forward

This Economic Recovery Plan forms an addendum to the current Economic Development Strategy 2018 – 2021. The Economic Development Strategy will be reviewed fully in 2021.

Since lockdown in March 2020, the Council has mobilised its resources to support businesses and communities in the borough through this difficult time. Specifically in relation to businesses the Council has:

- Distributed the Retail, Leisure & Hospitality, Small Business and Discretionary Grants schemes, with approximately £28 million sent on to borough businesses;
- Contributed to the funding for the Kent & Medway Growth Hub Covid-19 support website and phone line, with over 850 contacts from Tunbridge Wells businesses between March and September (4th highest demand for the service across the county);
- Held conference calls for local businesses with representatives from the Council, local business organisations and Greg Clark MP in March, April and October 2020;
- Supported the reopening of the borough's town centres in June 2020; and
- Supported the reopening of the hospitality sector and the wider visitor economy across the borough in July 2020.

Throughout the pandemic the Council and partners have played a critical role in supporting business and the economy. As we have moved into recovery, that role has transitioned with a need to effectively plan and ensure delivery of services for the longer term.

In preparing this plan, we recognise the uncertainty surrounding the impact of Brexit on our businesses from January 2021. The Council will need to keep a watching brief over the next six months and, working with partners, seek to support our businesses as they address the challenges and embrace opportunities as these arise.

1. Impact of Covid-19 on the local economy

This section of the recovery plan provides some information about the impact of the pandemic on the local economy to date. The statistics presented have been collated from a number of data sources including the Kent County Council Economic Recovery Dashboard.

Figure 1 below shows the percentage of the working age population that are unemployed in Tunbridge Wells borough (claiming either Jobseekers Allowance or Universal Credit principally for the reason of being unemployed) and compared to that of Kent & Medway and Great Britain.

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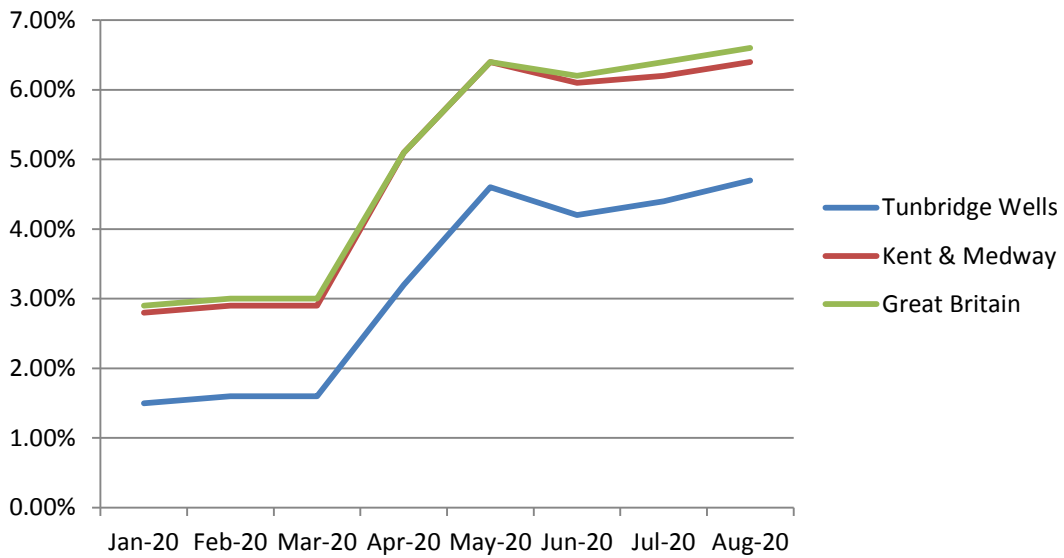


Figure 2 below shows the number of people unemployed in the borough (based on claiming either Jobseekers Allowance or Universal Credit principally for the reason of being unemployed).

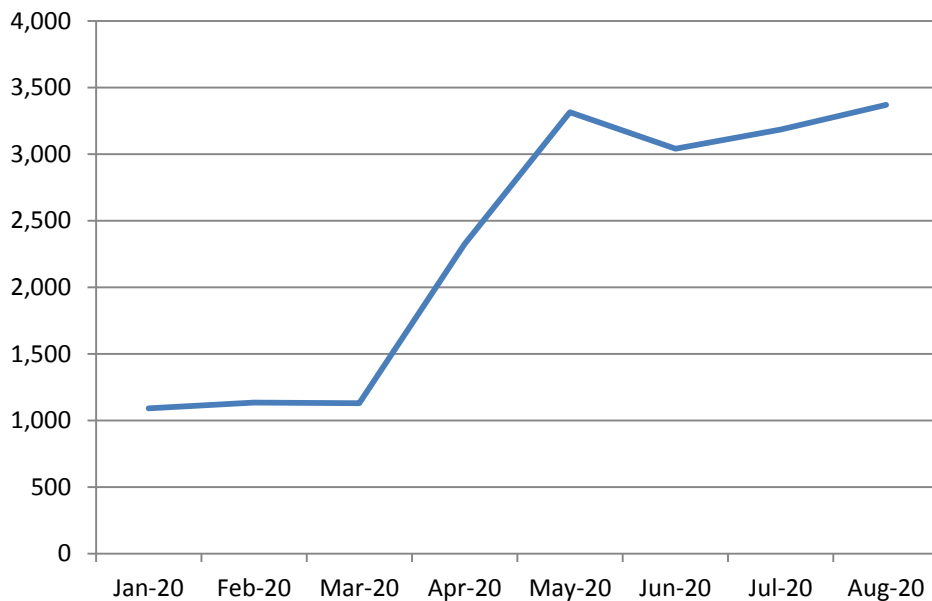


Figure 3 below shows the percentage of unemployed people in Tunbridge Wells borough across the different age groups (based on those claiming either Jobseekers Allowance or Universal Credit principally for the reason of being unemployed).

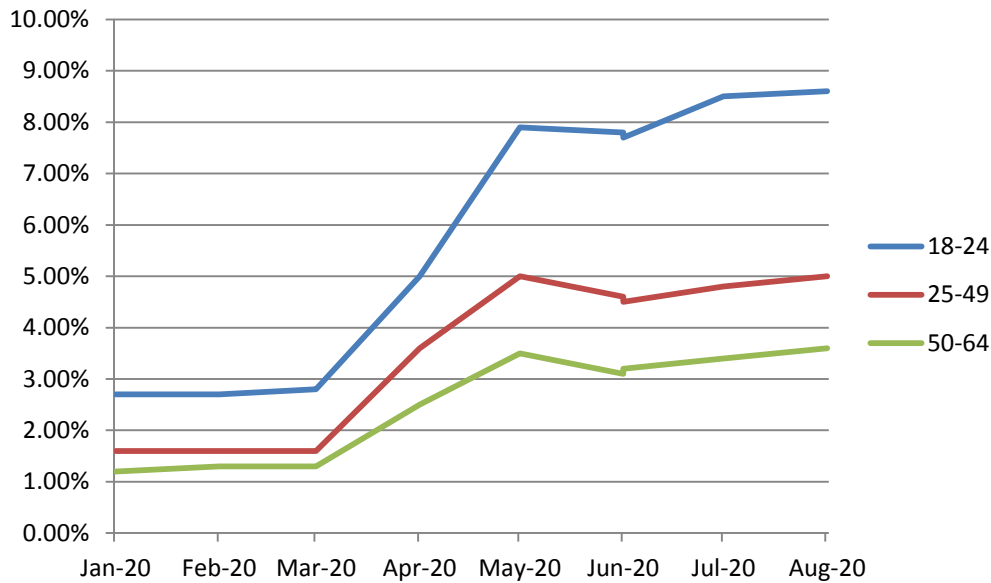


Figure 4 provides a breakdown of the percentage of unemployment across the various wards within the borough, comparing March with August 2020.

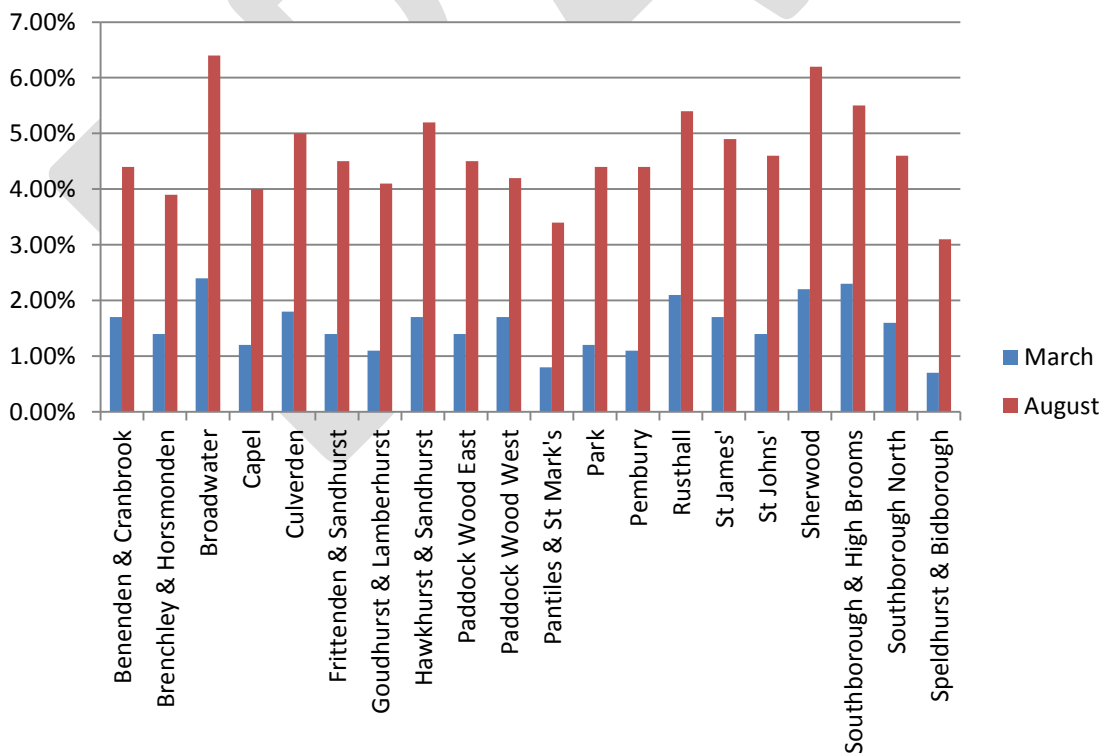


Figure 5 below provides a breakdown of the numbers of people unemployed in the borough by ward, comparing March with August 2020.

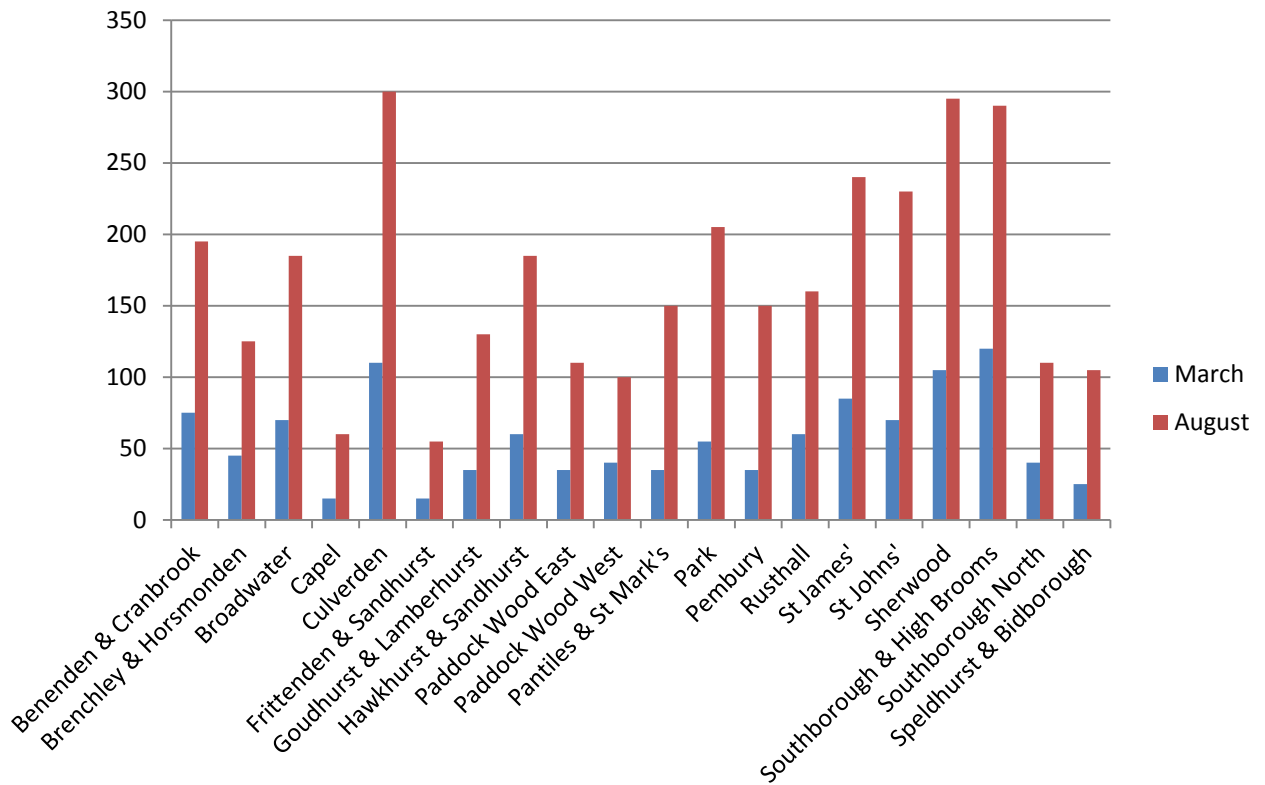


Figure 6 shows the number of people claiming Universal Credit in Tunbridge Wells borough (both in and not in work).

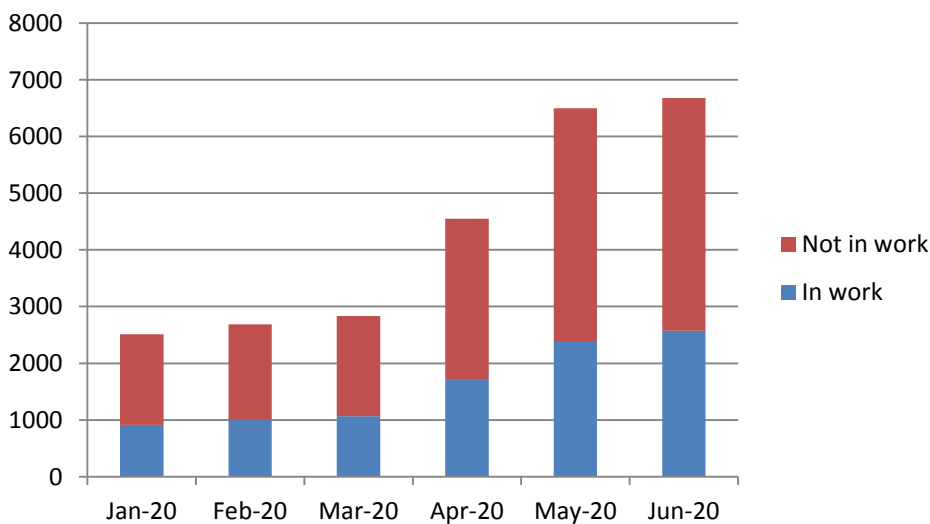
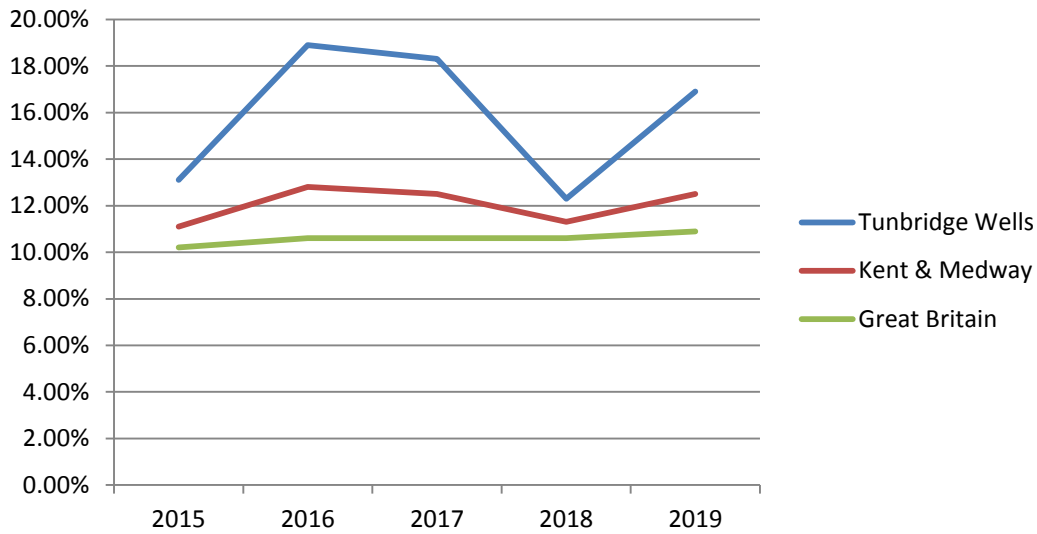


Figure 7 shows the percentage of people that are self employed in the borough (as a proportion of the working age population). The data compares Tunbridge Wells residents to Kent & Medway and Great Britain.



The following information is taken from the KCC Economic Dashboard, derived from responses to the Government's Business Impact of Coronavirus Survey and then applied to the number of enterprises within each of the individual Kent local authorities. The data therefore gives an indication of the position that businesses find themselves in across Tunbridge Wells. The data is a snapshot for August 2020.

Figure 8: Has your business received funds from any of the schemes?

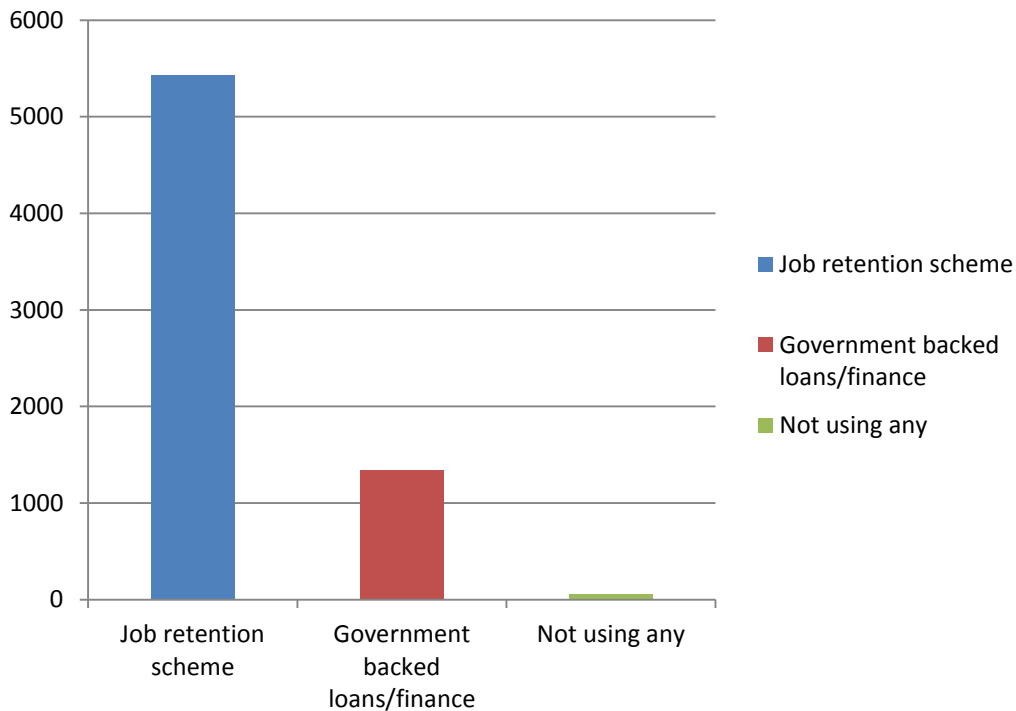


Figure 9 Is your business currently using any of the following initiatives?

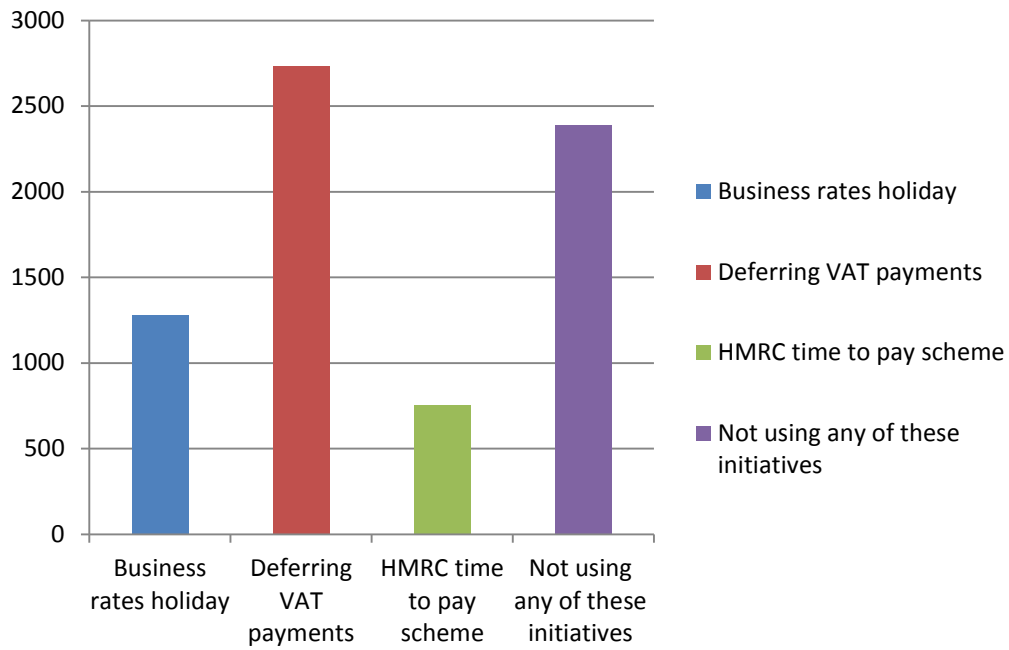


Figure 10: How long do you think your cash reserves will last?

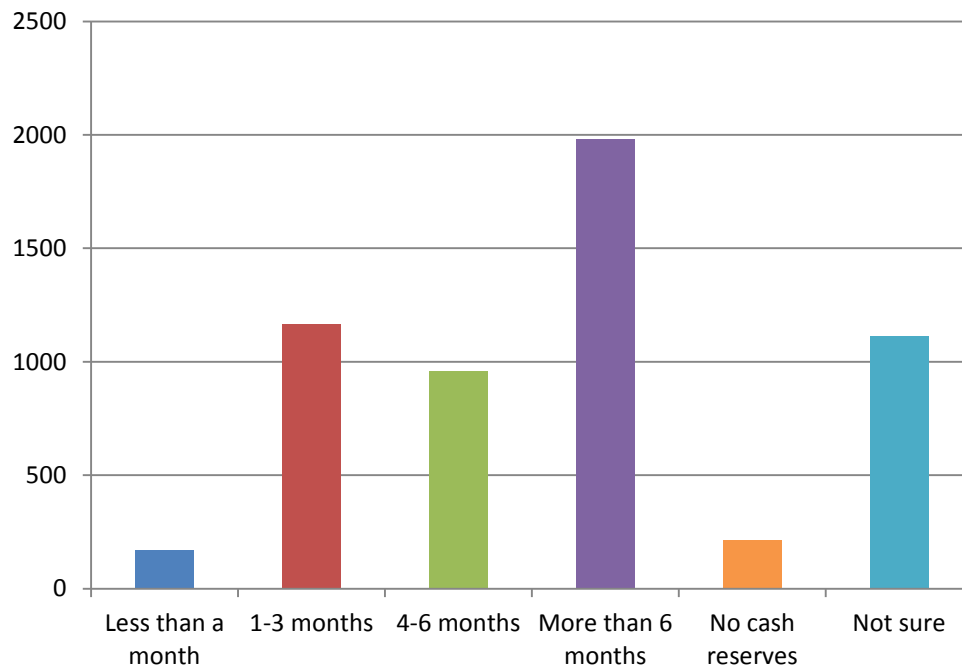
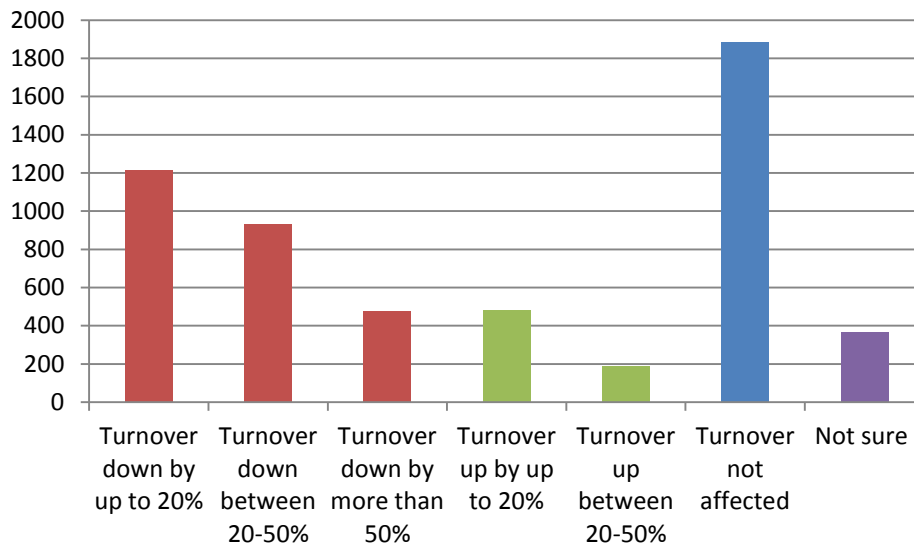


Figure 11: In the last two weeks, how has the coronavirus pandemic affected your business's turnover, compared to what is normally expected for this time of year?



Information about the impact of the pandemic on sectors in Kent & Medway is shown in Appendix A, with tourism and hospitality severely impacted.

The Council runs a Tourism Information Service (including the Tourist Information Centre in the Pantiles and the [visittunbridgewells](http://visittunbridgewells.com) website), in order to support our businesses and employees in the local visitor economy. The impact on the sector has been clear in the borough. Visits to the [visittunbridgewells](http://visittunbridgewells.com) website have fallen significantly as follows:

- April 2020 down 72% on previous year
- May 2020 down 59% on previous year
- August 2020 down 21% on previous year

The Tourist Information Centre was closed in March and reopened on 11 August. Since reopening our visitor figures have been steadily rising.

- August saw a footfall of 10-15 visitors a day, 10 phone calls and 10 emails.
- September footfall rose to 30 visitors a day with up to 10-15 phone calls and 10-15 emails.
- September has seen 3 coach parties visiting the Pantiles, with a peak to date of 52 visitors on Friday 11 September.

The key attractions in the Borough are mostly now open, with limited hours/service and many with a pre-book only policy. All the hotels Royal Tunbridge Wells have now reopened with limited capacity. The new Premier Inn opened on 21 August offering 65 or their 120 rooms.

Visitors returning to date are almost exclusively from the UK with many in the age group 50 plus. They have often replaced European/International travel with a tour of the South East (Kent & Sussex), with a strong interest in camping and caravanning.

2. Policy Context & Partnership working

Tunbridge Wells Borough Council works with a wide range of partners on economic development matters and we have continued this partnership working throughout the Covid-19 emergency. A number of our partner organisations have or are preparing their own Recovery Plans and these are summarised below:

South East Local Enterprise Partnership

The South East Local Enterprise Partnership (SELEP) is one of 38 LEPs, established to provide the clear vision and strategic leadership to drive sustainable private sector-led growth and job creation in their area. LEPs were set up by the government to be the key body determining strategic economic priorities while making investments and delivering activities to drive growth and create jobs. LEPs are responsible for preparing Local Industrial Strategies (LIS). SELEP's final production of this document is currently on hold as a result of Covid-19. However, SELEP has identified a number of Recovery & Renewal priorities as follows:

- Support trade & growth post Covid-19 and Brexit
- Support businesses to adapt
- Secure investment and accelerate planned growth
- Re-skill workforce and support people to (re)enter work
- Drive innovation and Research & Development
- Enable a clean recovery
- Improve digital infrastructure and skills

Kent & Medway Economic Partnership

The Kent and Medway Economic Partnership (KMEP) is the economic partnership for Kent and Medway which aims to drive forward economic growth and prosperity throughout the region. It was set up in 2013. KMEP is governed by a Board and chaired by the private sector, with membership drawn from business, local government, further and higher education. KMEP published its Renewal & Resilience Plan in August 2020. The Plan sets out 5 'channels' of activity, as follows:

- **Communications, Confidence and Trust** – providing better intelligence to inform our actions and ensuring collaboration and partnership to drive our activity

- **Open for Business** – taking action to build confidence and demonstrate that the Borough is open and accessible
- **Supporting Business** – supporting resilient and innovative businesses to drive future growth
- **People** – enabling people to access work and skills and reach their potential
- **Investment** – planning and investing now for a sustainable future.

These are also underpinned by three key principles

- cleaner and greener;
- productive and open and better opportunities
- fairer chances.

A Kent & Medway Employment Task Force is to be set up. This will be temporary, task-oriented and focused on the central challenge of rising unemployment and what partners collectively need to do to limit and reverse it. It will exist in the context of the Government's proposed interventions, and will identify how these can be best supported, and where they can be supplemented by additional local action.

West Kent Partnership

The West Kent Partnership is the strategic economic partnership covering the local authority areas of Sevenoaks, Tunbridge Wells and Tonbridge & Malling. The WKP seeks to address economic, transport and infrastructure issues to create a stronger West Kent economy and conditions for businesses to thrive. In 2018 the WKP prepared the West Kent Economic Priorities for Growth Strategy (WKPEG). An addendum to this strategy has been prepared in response to Covid-19. The addendum proposes some potential short term measures to deliver more resilience in recovery in West Kent. An Action Plan has been developed to serve as a bridge between these shorter term priorities and the medium term aspirations of the WKPEG.

The Action Plan has an increased emphasis on the importance of skills to support sector needs moving into growth from recovery. The WKP will support the work of the Kent & Medway Employment Task Force.

Young people are particularly at risk of disadvantage by the fall-out from Covid-19 impacting on future career opportunities. In West Kent unemployment for 18-24 year olds has risen from under 2% and 480 young people in August 2019 to around 8.5% and 1920 young people in August 2020 (Nomis). It is significantly higher now than for the West Kent population aged 25-64 which stands at 4.5%. With this priority in mind the West Kent Partnership has registered as a Kickstart Gateway and aims to

be facilitating placements for young people with West Kent businesses in the first tranche of the scheme.

TWBC Plans & Strategies

Tunbridge Wells Borough Council Five Year Plan 2017 – 2022: The Five Year Plan is the Council's corporate strategy and focuses on what we want to achieve for our borough and for the services provided. It has an overarching vision of what we want the borough and our council to look like in the next five years, and the priorities that we believe will achieve this vision. The vision in the current Five Year Plan is *'to encourage investment and sustainable growth, and to enhance quality of life for all'*. The Five Year Plan is currently being reviewed.

Emerging Tunbridge Wells Local Plan: The Local Plan sets out the strategy for growth in the borough, both housing and business uses. The Draft Plan (Regulation 19) will be published for consultation in Spring 2021.

Economic Development Strategy 2018 – 2021: The Tunbridge Wells Economic Development Strategy was published in 2018 with the overall aim: *to seek to create the best possible conditions for business investment and sustainable growth in the borough*. Further details of the Strategy objectives are set out in Section 3 of this Plan.

Cultural Strategy 2014 – 2024: The Borough's Cultural Strategy sets out the aim *'To grow our role as the cultural centre of the Kent & Sussex High Weald, so that by 2024 the Borough of Tunbridge Wells is nationally recognised for its vibrant cultural provision'*. TWBC is part of an Arts Council England pilot to set up a Cultural Compact. This is a new model of governance, setting up a locally determined strategic partnership *to create 'whole place leadership' for culture. It is designed to create a sustainable local framework to replicate the impact of a major cultural programme. It will significantly raise levels of ambition and align investment and resources towards shared priorities'....'Compact partners will work together to create and deliver a plan to maximise social and economic benefits from a thriving cultural ecosystem.'*

3. Key Issues & Objectives

The 2018 Tunbridge Wells Economic Development Strategy sets out the following objectives:

Objective 1: Place Shaping and Promotion – Enhance the attractiveness of Royal Tunbridge Wells and the other town centres in the borough as thriving cultural places to visit, shop, work and do business.

Objective 2: Accessibility & Connectivity – Develop efficient transport & digital communication networks to support the vitality and competitiveness of the borough's local economy.

Objective 3: Skills & Employability – Develop a workforce equipped with appropriate skills to capitalise on local employment opportunities.

Objective 4: Rural Economy – Develop a strong, diverse rural economy to sustain local communities.

Objective 5: Supporting Enterprise – Encourage the continued development of a wide range of enterprises in the borough, including through the provision of new workspace.

The Council considers that these objectives remain valid in the medium term, however, the Covid-19 pandemic and the challenges and opportunities relating to Brexit, necessitate some re-emphasis and additions or amendments to actions in the short term. In the short term the issues that need further focus include:

Business Support & Engagement – Ensuring suitable provision and signposting of appropriate support, advice and financial assistance through government and other loans and grants as a consequence of the economic impact of Covid-19 and potential impact of Brexit

Visitor and Hospitality Sector Reopening – To understand and support the visitor and hospitality sector issues as restrictions are lifted. To understand and plan for impact associated with an emerging local outbreak plan.

Employment – Identify businesses requiring support to maintain employment and growth in the borough. To understand and plan for impact associated with an emerging local outbreak plan.

Training & Skills – Ensure provision and signposting to provision of skills and training for businesses and individuals to re-skill and seek new employment.

Local Plan – Co-ordinate with the local plan for the repurposing of town centres and employment space demand in response to Covid-19 and Brexit.

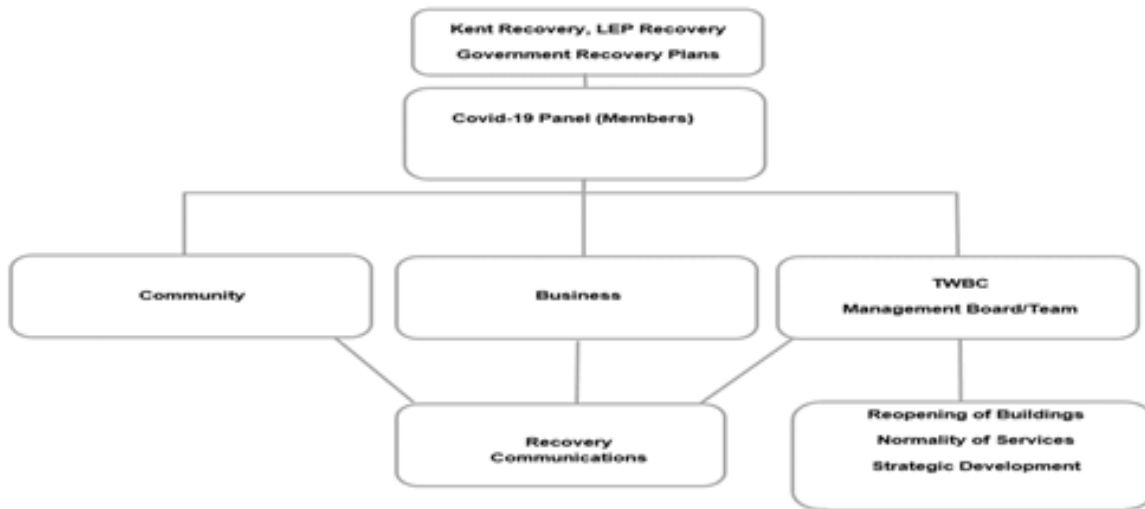
Transport & Infrastructure – Ensuring the approach to infrastructure meets wider requirements and builds on social and policy changes.

An updated set of actions are presented in the attached Business Recovery Action Plan.

4. Delivery of the Action Plan

The recently convened Tunbridge Wells Business Recovery Group (BRG) will oversee delivery of this Recovery Action Plan. Members include Tunbridge Wells Borough Council, Royal Tunbridge Wells Together Business Improvement District, the Federation of Small Businesses and Kent Invicta Chamber of Commerce. The

BRG will work with other recovery groups within and external from TWBC as shown in the Figure 12 below:



The purpose of the Business Recovery Group (BRG) is to provide liaison and support to the business community, understand the impact of Covid-19 on businesses and the economy and assist in recovery, particularly where protections are lifted and further to monitor, understand and respond to the impact of Brexit.

The Action Plan has been prepared recognising that the levers for local economic intervention are limited in relation to the significant impact of Covid-19. However, actions in the plan include those that involve:

- lobbying central government to ensure that any new support packages address the issues faced by our businesses;
- applying/bidding for new government funding as it becomes available; and
- targeted supplementary programmes aimed at filling gaps provision with the resources available to the Council and its partners.

Appendix A: Impact of Covid-19 on sectors from Kent & Medway Renewal & Resilience Plan

Table 2-1: Summary of sectoral impacts

Sector	Summary impacts
Hospitality and tourism	Severely impacted, with most of the sector closed during the lockdown phase and social distancing continuing to affect how businesses are able to operate. An increase in domestic tourism demand could lead to additional activity, although there is still likely to be a substantial fall in output this year, and risks to businesses as Government support measures come to an end.
Creative and cultural	Severely impacted: the crisis is likely to be protracted for the sector, with the prospect of live events and cultural activities limited for the rest of the year, and significant vulnerabilities associated with freelance employment
Retail	Retail spend has 'bounced back' after a sharp slump – but much of it is online. There has now been a return to mostly 'normal' trading, but the crisis will likely compound longer-term structural challenges facing the sector.
Food production	Generally resilient in terms of demand, but there is a risk of labour supply problems, given reliance on seasonal, and often migrant, workforces
Manufacturing	Manufacturing has been an important driver of the small return to growth. While parts of the sector are experiencing severe difficulties at present (such as aerospace and aviation), Kent and Medway's exposure to these is relatively limited. However, most manufacturers nationally are operating below capacity
Construction	There has been sharp growth in construction activity nationally, largely driven by the residential market. Sustaining this will be important to Kent and Medway, given the relative size of the sector
Transport	Freight volumes have risen again since the depths of the pandemic, and the sector in Kent is nationally vital for imports and exports. But the local demand-driven public transport sector has already faced a collapse in demand, and recovery is likely to be very slow
Education	Higher education faces significant, potentially structural, challenges, as international students are slow to return and other sources of income are more challenging to access
Community & voluntary	While public services will be resilient (in employment terms) in the short term, the crisis has impacted on Kent's substantial – and diverse - voluntary and community sector (for example, through reductions in fundraising events and volunteer capacity).
Life sciences	A small sector in employment terms but strategically important – and likely to see rising demand for accelerated medicines development and digital health

Appendix B: Links to Background documents

SELEP Covid-19 Economic Response Statement

https://www.southeastlep.com/app/uploads/2020/08/SELEP_Economic_Response_statement- PDF_EC2.pdf

Kent & Medway Renewal & Resilience Plan

https://www.kent.gov.uk/_data/assets/pdf_file/0014/112280/Economic-Renewal-and-Resilience-Plan-Backing-Jobs-and-Businesses-Plan.pdf

Council's Five Year Plan

<https://www.tunbridgewells.gov.uk/council/strategies-plans-and-policies/the-five-year-plan>

Draft Local Plan

https://www.tunbridgewells.gov.uk/_data/assets/pdf_file/0008/343718/Consultation-Draft-Local-Plan.pdf

Economic Development Strategy

https://tunbridgewells.gov.uk/_data/assets/pdf_file/0009/357075/6E87D29952340414E0531401A8C0B054_FINAL_Economic_Development_Strategy_2018-21_TW1623.compressed.pdf

Cultural Strategy

https://www.tunbridgewells.gov.uk/_data/assets/pdf_file/0011/366086/cultural-strategy-June-2016-low-res.pdf

Community Theme Action Plan

Timescale	Action	Action to Mitigate or Opportunity	Accountable organisation	Lead Name	Target Start	Target End	Resource/Capacity required	Priority Essential Important Desirable
Page 75	Continue to provide emergency housing for rough sleepers	Mitigate	Housing Team	Jane Lang/Chris White	26.3.20	31.3.21	Funding of £253.54 per week per person; £8873.90 per week based on current numbers. MHCLG bid below includes request for funding	Essential
	Continue to provide a support package for rough sleepers, to address mental and physical health problems plus drug and alcohol issues	Opportunity	Housing Team/Porchlight/NHS	Jane Lang/Chris White	26.3.20	31.3.21	Outreach work funded through existing Rough Sleeper Initiative budget	Essential
	Submit bid to MHCLG for housing rough sleepers. Bid will include: Funding to renovate empty TWBC owned homes to create 6 bedspaces for rough sleepers; funding for 3 bedspaces for ex offenders in supported housing in Maidstone; funding for emergency housing and rent deposits; tenancy sustainment support	Opportunity	Housing Team	Jane Lang/Chris White	1.8.20	20.8.20	Officer time - 2 full time members of Housing team, Property and Estates Team	Essential
	Contact landlords of tenants who have been given Notice to try to prevent tenancies ending	Mitigate	Housing Team	Wendy Hogg/Sophie Valentine	1.9.20	31.10.20	Officer time - to run reports to identify affected tenants and to contact the landlords	Important

Short Term
within 6 mths

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Target Discretionary Housing Payments to people who are adversely affected financially by Covid 19 and are facing homelessness	Mitigate	Housing Team/Benefits Team	Wendy Hogg/Sophie Valentine	1.9.20	28.2.21	Officer time - to identify people who would benefit from a DHP and to help them complete the application	Important
Progress TWBC acting as a Rent Guarantor	Opportunity	Housing Team	Jane Lang/Shawn Gilbert	1.9.20	31.1.21	Officer time - to write report to obtain internal/political sign off for TWBC to act as a Guarantor and to get the scheme in place	Important
Explore option of voluntary sector supporting tenants facing eviction at Court; potentially representing them at Hearings	Mitigate	Housing Team	Liz DeVilliers	30.9.20	31.12.20	CAB's officer time to explore this and make arrangements for Court representation	Important
Explore referrals route for debt advice and family mediation to give priority to residents facing homelessness	Mitigate	Citizens Advice Bureau	Liz DeVilliers	30.9.2020	31.12.20	CAB's officer time to explore this and to share referral routes	Important
Planning for a local lockdown; provision of emergency housing	Mitigate	Housing Team	Jane Lang	1.9.20	31.10.20	Officer time to spe	Essential

Appendix C

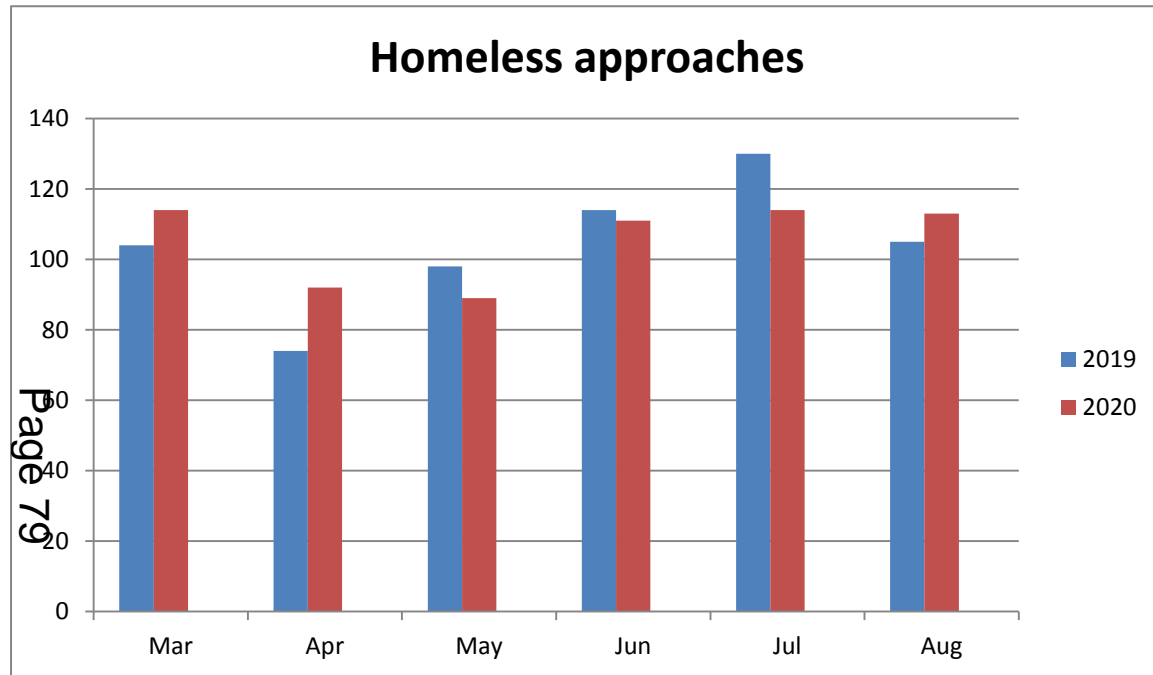
<p>TWBC to decide if an Affordable Housing Company should be set up, in order to develop more affordable housing for residents who cannot afford private rent or home ownership</p>	<p>Opportunity</p>	<p>Housing Team</p>	<p>Jane Lang</p>	<p>1.10.20</p>	<p>31.3.21</p>	<p>Officer time to organise and develop this project; Member time to consider proposals. Costs of carrying out a detailed options appraisal</p>	<p>Important</p>
<p>TWBC to progress long term private rentals funded through investment company; TWBC has nomination rights and covers void costs, then becomes owner of property after 25 years</p>	<p>Opportunity</p>	<p>Housing Team</p>	<p>Jane Lang</p>	<p>1.10.20</p>	<p>31.3.21</p>	<p>Officer time to research and present proposals to Members; Members' time to consider information and decide if TWBC should go ahead</p>	<p>Important</p>
<p>Making contact with private landlords via the Benefits system</p>	<p>Opportunity</p>	<p>Benefits & Housing teams</p>	<p>Nick Saunders/Jane Lang</p>	<p>1.10.20</p>	<p>30.4.21</p>	<p>Officer time in both Benefits and Housing teams</p>	<p>Important</p>

<p>Revisiting the Empty Property list to identify potential properties for people in housing need</p>	<p>Opportunity</p>	<p>Private Sector Housing Team/Housing Needs Team</p>	<p>James Cox/Jane Lang</p>	<p>1.12.20</p>	<p>31.3.21</p>	<p>Officer time for going through the list and contacting potential landlords, explaining what would be involved in them letting their empty homes, explaining the grants they could apply for, managing the grant process and advising on the legal/safety requirements for the properties</p>	<p>Important</p>

Long Term later than 12

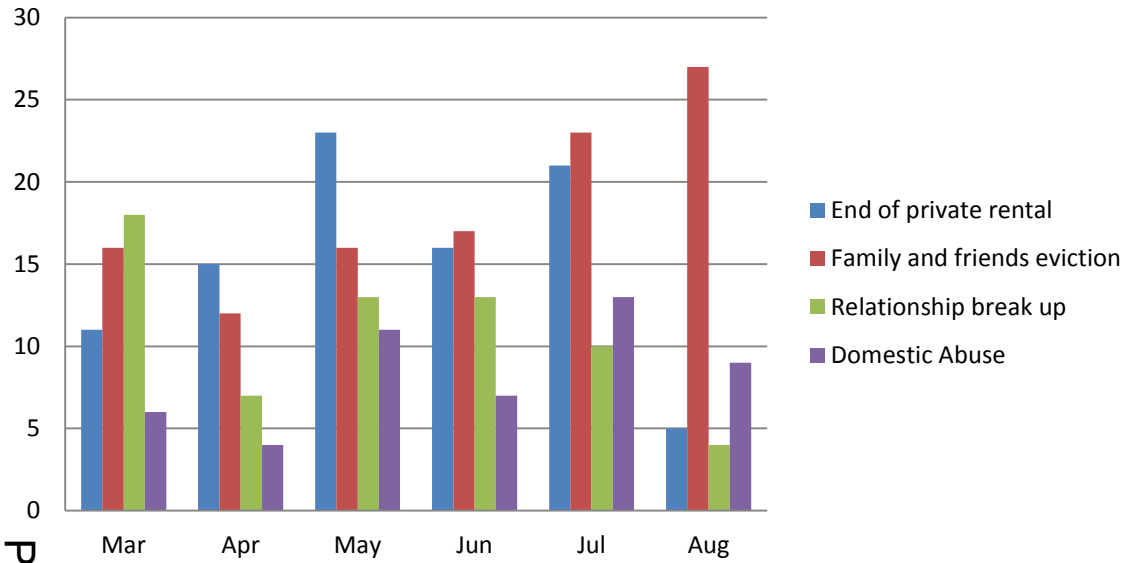
Community Theme - Impact Assessment - Housing

The following graphs provide a comparison between Mar-Aug 2019 and 2020. Firstly, the number of people approaching the Council because they are homeless, or threatened with homelessness.

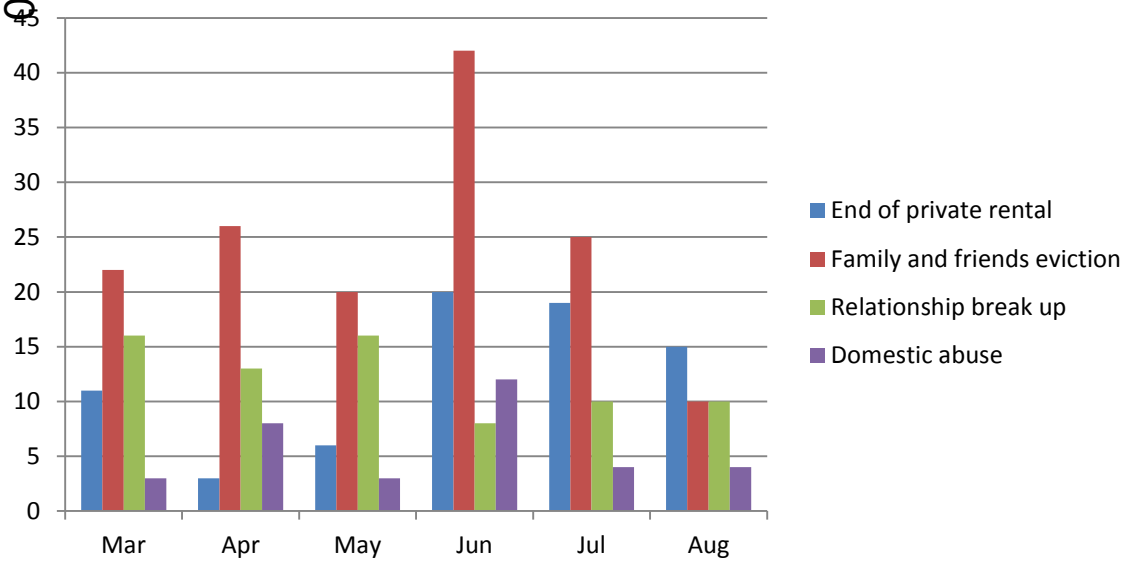


The following two graphs show the main reasons for homelessness between March and August 2019 and 2020.

Reasons for homelessness 2019



Reasons for homelessness 2020



What does the data identify in terms of impact? Are there any gaps in the data?

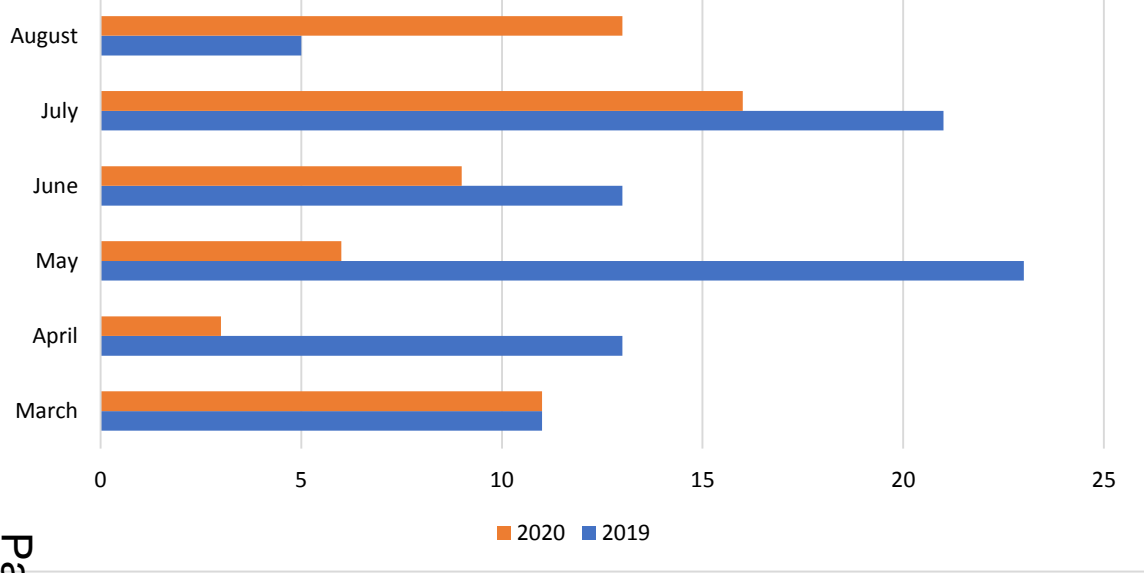
The data reflects that we have a higher than usual number of placements in emergency housing. Pre Covid 19, we would have around 25 households in emergency housing. Most of those would be families with children.

As of 31 August, we have 51 households in emergency accommodation. Most of these (36) are single people or couples who are not in priority need under the homelessness legislation, who would not usually be entitled to emergency accommodation. Currently we have 36 single people, one couple and fourteen families with children.

What local knowledge do we have on the impact which is not reflected in the data?

We are anticipating a spike in family homelessness post lock down, due to family/friends no longer being able to accommodate people and also an increase in tenants approaching for help because their landlord has served them with a Notice. The eviction ban was due to be lifted on 23 August but has been extended until 20 September. On 21 August, Communities Secretary Robert Jenrick stated that landlords are required to serve six month Notice periods for the majority of tenants (exceptions including tenants causing anti social behaviour and domestic abuse perpetrators.)

People approaching due to Notice from private landlord



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Overall, what do you think are the biggest risks/consequences of the impact?

Moving homeless applicants on from emergency housing, which is challenging due to the lack of availability of private rentals for people on a low income/benefits. As of 31 August 2020, we have 36 single people being housed in emergency housing who have been accommodated due to Covid 19. This puts additional pressure on the Housing Service's staffing resources and rent deposit scheme.

We are also likely to experience difficulties finding alternative accommodation for families where we can't prevent their evictions from private rentals. Letting agents have advised that the rental market is very competitive since moving house has been permitted again. This means that our customers, who are often in receipt of benefits or on a low income, are likely to find it more difficult to secure a private rental.

Whilst the Housing Service has not as yet seen an increase in approaches from owner occupiers, we are predicting in

the forthcoming months once furlough arrangements end, more people contacting us because of problems paying their mortgage.

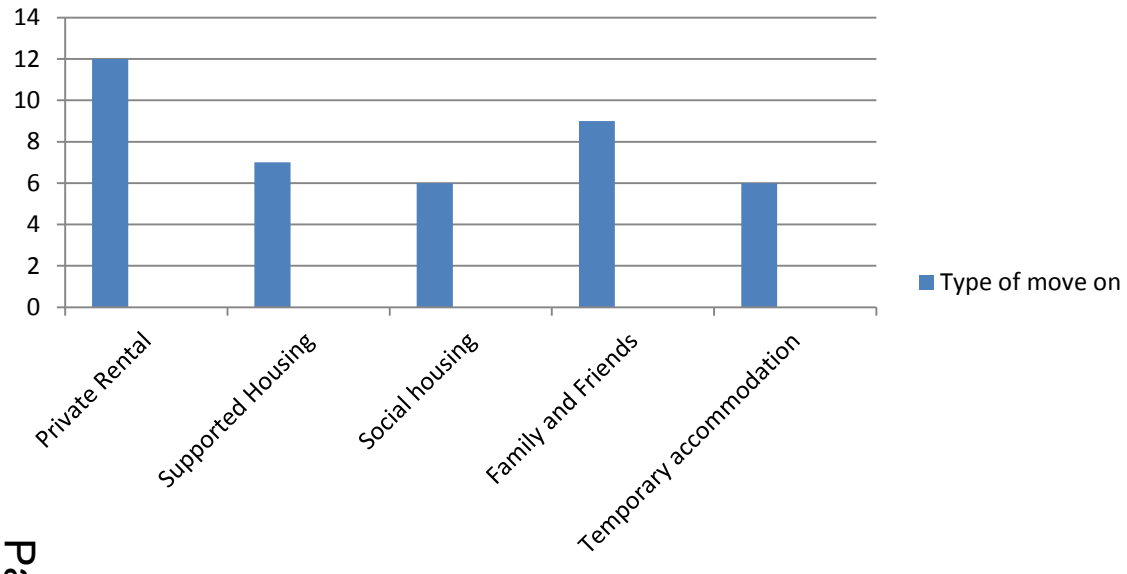
Overall, what do think are the biggest opportunities?

Ending rough sleeping

The Government asked all local authorities to get 'Everyone in' by 27 March. This meant TWBC provided emergency accommodation to single people who were sleeping rough, or were at risk of sleeping rough. We have kept these bookings going, and will continue to do so until 31 March 2020. The Government have launched the Next Steps Accommodation Programme, which provides £105m revenue funding and £161m capital funding for local authorities to bid for, in order to fund longer term homes for rough sleepers.

The fact that most of our rough sleepers are now off the streets in emergency housing means that we have a better opportunity to end rough sleeping for good. We have moved on 40 rough sleepers already since the 'Everyone in' initiative started.

Move ons after 'Everyone in'



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As of 31 August 2020, we have 36 rough sleepers in emergency housing. TWBC has applied to the Next Steps Accommodation Programme to request a mixture of Revenue and Capital funding. We have requested funding for the following:

- Further emergency accommodation
- To fund rent deposits for privately rented accommodation
- Funding for two support workers to help sustain the private tenancies we want to set up
- Capital funding to renovate three empty TWBC owned houses into 6 one bedroom flats for rough sleepers
- Funding to provide support staff for the rough sleepers who move into the flats

Are there any quick wins?

The Housing team intend to contact the customers we are already aware of who have been served with a Notice pre and during Covid-19, to try and save their tenancies.

The increase to the Local Housing Allowance (LHA) rates has made renting privately a more realistic option for many people in a homeless situation.

Using Discretionary Housing Payments (DHP) to prevent homelessness for people who have been affected financially by Covid-19 is another quick win.

Is there anything we should stop doing now to aid recovery?

- Providing a 'gold standard' service in terms of timescales for contacting customers. We have set up an automatic email that customers receive when they complete an online referral form for housing advice/homelessness help. This manages customers' expectations more effectively- it explains that we will respond within 5 working days. Previously we were usually contacting customers the following working day.

Are there any media/communications issues or requirements that need to be flagged as a result?

We may want to consider doing a piece for the paper on how to keep a private rental and how to contact us if someone has been given a Notice or is struggling to pay their rent etc.

The Communications Team are putting some wording in the next Local which will explain about our rough sleeper work and asks for private landlords to contact us if they have a property to rent.

Does the impact have a disproportionate impact on those with protected characteristics?

It is reasonable to anticipate that more vulnerable residents may be disproportionately affected by Covid-19, including those with underlying health conditions such as mental health issues, and those experiencing financial challenges. Also, as contracting Covid-19 is considered more serious for those over 70 years old, older people may not have been able to obtain face to face advice and help with their housing issues, and could therefore be more at risk of eviction.

Relevant protected characteristics: Disability and Age

Community Theme Action Plan - Financial Inclusion

Timescale	Action	Action to Mitigate or Opportunity	Accountable organisation	Lead Name	Target Start	Target End	Resource/Capacity required	Priority Essential Important Desirable
Short Term within 6 mths	Identify and promote availability of free internet access for those needing to apply for benefit. Public access PC's not generally available at the moment - to be revised at Gateway	Mitigate	TWBC	Revs and Bens Inclusion Group/Nicky Carter		31.10.2020		Important
	Promote the availability of emergency assistance through KSAS and local food banks	Mitigate	TWBC	Communications/Gateway		31.10.2020		
	Promote the availability of local advice agencies for welfare/debt advice support	Mitigate	CAB	CAB (Liz De Villiers)				
	Progress 'Pathways' project to formalise referral process for welfare/debt and health	Opportunity	CAB	CAB (Liz De Villiers)				
	Progress benefit take up campaign to maximise household incomes (DHP, Pension Credit, Severe Disability Premium)	Opportunity	TWBC	Revs and Bens Inclusion Group		30.11.2020		
	Explore opportunity to introduce a moratorium on court costs for low income households falling into Ctax arrears - plan to be drafted for dealing with CTS cases.	Mitigate	TWBC	Sheila Coburn/Stephen Smith		15.11.2020		Essential
	Review Ctax recovery process to increase engagement and limit the number of cases progressing to court action - plan to be drafted for dealing with CTS cases	Mitigate	TWBC	Sheila Coburn/Stephen Smith		15.11.2020		Essential
	Review Ctax Hardship Policy and action a targeted take up campaign for households at risk	Mitigate	TWBC	Sheila Coburn/Jo Denny/Liz Norris		30.11.2020		Important
	Review DHP Policy and action a targeted take up for households at risk	Mitigate	TWBC	Sheila Coburn/Liz Norris/Jo Denny		30.11.2020		Important
	Simplify CTRS claims process to encourage take up from households receiving UC	Opportunity	TWBC	Sheila Coburn /Jo Denny				
	Work with Utility companies to promote low cost tariffs and hardship schemes for vulnerable households	Opportunity	CAB	CAB (Liz De Villiers)/Sheila Coburn				

Short Term 0-6 mths	Award CTRS Hardship Payments in line with Govt Guidance - ongoing throughout the year	Mitigate	TWBC	Sheila Coburn/Jo Denny/Liz Norris		Completed/on-going		Essential
	Review CTRS/HB awards for self employed households to reflect reduced incomes and maximise awards. Comms - promote. Look at those self employed following 2nd tranche of SEISS.	Opportunity	TWBC	Sheila Coburn /Jo Denny/Communications		15.11.2020		
	Adopt the CAB Ctax recovery protocol	Opportunity	TWBC/CAB	Sheila Coburn/Liz De Villiers		15.11.2020		
	Review safeguarding training and links to households in poverty	Mitigate	TWBC	Revs and Bens Inclusion Group		30.11.2020		
Medium Term 6-12 mths	Explore opportunities to increase home internet access to those households that are digitally excluded due to low income	Opportunity	TWBC	CAB (Liz De Villiers)				
	Introduce system to identify and track outcomes for households at risk as part of County Financial Inclusion Group	Mitigate	TWBC	Revs and Bens Inclusion Group		31.12.2020		
	Adopt a multi agency approach to identify and support households in financial crisis	Opportunity	TWBC/CAB	Revs and Bens Inclusion Group/Liz De Villiers		15.11.2020		
	Implement revised CTRS and address any new vulnerabilities created	Mitigate	TWBC	Sheila Coburn /Jo Denny	01.10.2020	01.04.2021		
Long Term later than 12	Support vulnerable households with the migration to Universal Credit	Mitigate	TWBC/CAB	Revs and Bens Inclusion Group /Liz De Villiers		On-going		
	Support households where they are adversely affected by being either under or over accommodated	Mitigate	TWBC	Revs and Bens Inclusion Group/Jane Lang		31.12.2020		

Community Theme - Impact Assessment

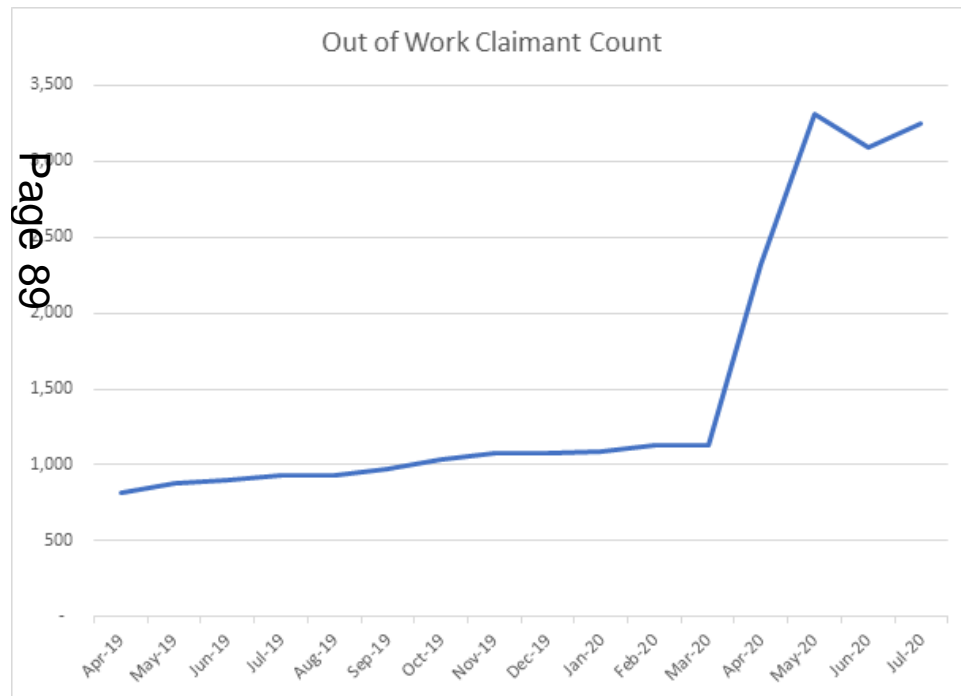
Financial Inclusion

Data:

Employment (out of work benefits)

The number of claimants significantly increased in May and has continued to stay high for June and July. The data shows that the impact is being felt most by younger age groups, the 18-24- and 25-29-year-old age groups, which have increased by 215 percent and 270 percent respectively. The over 65 age group has increased by 500 percent, but this was from a very low start base.

There continues to be a higher number of male claimants than female claimants for Tunbridge Wells, however the expectation nationally is that the economic impact will be felt more significantly by females, who are over-represented in the industries most affected.



Many young people are employed in the hospitality industry, which was largely shut down from 23 March. The retail sector, another source of jobs for younger people, has also been hard hit by the lockdown. Nationally, a fifth of all of those claiming out-of-work benefits, 514,770, are aged between 18 and 24. The number of young new claimants who have signed on between March and June is 276,000 - more than doubling over three months.

Nationally, between March and June 2020, the number of employees on payrolls has decreased by 649,000.

Source: Office for National Statistics (ONS)

The job vacancies in Tunbridge Wells borough at 31 May 2020 have decreased by 72% since 15 March 2020.

Source: Institute for Employment Studies

Self employed

The Self-Employed Income Support Scheme (SEISS) provides support for self-employed individuals whose business has been adversely affected by Covid-19. From 13 May eligible self-employed individuals could claim a grant worth 80% of their average monthly trading profits, paid out in a single instalment covering three months' worth of profits, capped at £7,500 in total. The second stage of the Self Employment Income Support Scheme (SEISS) opened for applications 17 August 2020. Those eligible will now be able to receive a second and final grant worth 70% of their average monthly trading profits, paid out in a single instalment covering 3 months' worth of profits, and capped at £6,570 in total.

The following shows the potential numbers eligible for the (SEISS) at 31 July against the number of claims made for Tunbridge Wells.

	Total potentially eligible	Total no. of claims made to 30/6/2020	Total value of claims made to 30/6/202 (£)	Take-Up Rate
Tunbridge Wells	6,900	5,100	15,700,000	74%

Source: HMRC

Council Tax Support

March-June the number of Council Tax Support applications increased and this is expected to peak again when companies come out of furlough.

Council Tax Support applications received	
March - June 2020	955
March - June 2019	404

The number of self-employed claimants in receipt of Council Tax support in Tunbridge Wells is 45.

Universal Credit (UC)

DWP stats:

Period	01/03/2020 - 14/05/2020	
Authority	% Increase in mean contracts	% Increase in mean claimants
Tunbridge Wells	546%	599%

Since 16 March 2020, when social distancing measures were first advised just before the lockdown, DWP has seen 3 million individual applications nationwide for Universal Credit.

Between March 2020 and June 2020, Tonbridge Job Centre (covering Tunbridge Wells, Sevenoaks and Tonbridge) received 5,000 new claims for UC.

Of these, 2,000 were self-employed and 300 had been furloughed.

The number of Tunbridge Wells UC claimants in and out of work are:

In work – 2,375

Out of work – 4,121

UC helps to encourage full-time work through incentives to increase hours, a general expectation that lone parents and partners should work (unless caring for young children or a disabled person). The Government implemented a £20 per week increase to the standard allowance of Universal Credit and basic element of Working Tax Credit. For Tunbridge Wells this affected 1,400 claimants.

Universal Credit includes a 'Minimum Income Floor' (MIF) if someone is self-employed, and their business has been running for more than 12 months. The MIF is an assumed level of earnings. This is based on what we would expect an employed person to receive in similar circumstances. For COVID19, the minimum income floor used to calculate UC entitlement for the self-employed has been suspended.

Government action

The Coronavirus Job Retention Scheme (CJRS) has protected approximately 8.9 million jobs nationally and made a substantial impact in preventing families from being swept into poverty.

12,400 households have been furloughed in Tunbridge Wells through the Govt support scheme with a potential reduction in income. Reduced incomes and financial insecurity will result in increasing debt issues.

Source: Social Mobility Commission June 2020

Discretionary Housing Payments (DHP)

The government committed an extra £40 million in Discretionary Housing Payments for 2020-21 to help those facing affordability challenges in the private rented sector.

Tunbridge Wells has had a low take up so far this year 2020-21 compared to last year.

DWP applications	Applications received	Applications approved	Applications refused
April - June 2020	78	46	32
April - June 2019	71	44	27

Source: TWBC Revenues and Benefits

Benefit changes

Local Housing Allowance (LHA)

LHA rates are used to calculate housing benefit for tenants renting from private landlords. From 1 April 2020, the amounts increased. This means more households benefitted from having a higher rent for their Housing Benefit to be calculated on, making housing more affordable.

Number of households affected in Tunbridge Wells 995

The two-child limit will continue to have an impact. Poorer families with children are especially sensitive to these benefit changes because benefits make up a larger share of their household income. The two-child limit will also cause significant losses in household income for homes with three or more

children. In 2018/19, 44% of children living in poverty were in households with three or more children; indicating that the two-child limit will negatively affect almost half of children currently living in poverty.

Source: *Social Mobility Commission June 2020*

The number of households affected in Tunbridge Wells 1,593

The Benefit cap maximises the amount in state benefits that an individual household can claim per year. Nationally, 93% of households who are limited by the benefit cap are families with children, losing on average £52 per week; 72% of capped households are single parents, including many with very young children, despite the benefit rules not requiring them to look for work.

For Tunbridge Wells, the number of households affected by the benefit cap are 40

Low income families

Parents with children who were in poverty pre-crisis are around 50% more likely to have lost their jobs than those with children but not in poverty. Families where at least one parent has become unemployed have lost around £50 per week – equivalent to an average single-parent family's entire weekly food spend.

Source: *Social Mobility Commission June 2020*

Absolute low income

Absolute low-income is defined as a family whose household income is below 60 per cent of the 2010/11 median income adjusted for inflation. Gross income measure is Before Housing Costs (BHC) and includes contributions from earnings, state support and pensions.

Tunbridge Wells is showing as the lowest affected in Kent. 2019-20 figures not due until Spring 2021.

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Tunbridge Wells	2,569	2,485	2,590	2,677	2,708

Childcare

The government has spent around £3.5 billion in entitlement offers, such as the 15-hour and 30-hour childcare offers for certain ages and groups. It has provided further detail on tax-free childcare provisions and reimbursement of 85% of childcare costs for those on Universal Credit

Single parents earning £7,000 (£14,000 for couples) are eligible for the 30-hour entitlement. 26% of mothers worked more due to the entitlement. This increased to 56% of mothers on low incomes. (Pre-COVID as of February 2020 there were record numbers in work, employment was up in every region of the UK, and the jobless rate remained the lowest in over 40 years).

Source: *Monitoring social mobility June 2020*

Debt

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Many families have fallen into debt with an estimated 60% taking out some sort of loan including credit cards and pay day loans and around 51% being behind on Council Tax, rent or other bills.

The Tunbridge Wells CAB has during the lockdown period seen a reduction in residents contacting them for Debt advice. This could be because most lenders have allowed for a payment holiday/break on repayments. However, they are starting to see a rise in these contacts as holidays/breaks end. Also, as the CAB were unable to arrange face-to-face visits with clients during lockdown, this could have impacted generally on their overall contacts.

Around 65% of families with children claiming Universal Credit and Child Tax Credit have had their mental health impacted by concerns about money since the start of the crisis.

Source: Monitoring social mobility June 2020

Reduction in Council Tax collection

Month	2019-20	2020-21	Reduction
APRIL	10.74%	10.14%	0.60%
MAY	20.12%	19.09%	1.03%
JUNE	29.30%	27.88%	1.42%
JULY	38.52%	37.40%	1.12%

A reduction in 1.12% equates to £1 million. Tunbridge Wells Borough Council will only pick up around 10% of that amount.

Budgeting

It is estimated around 7 in 10 families with children claiming Universal Credit or Child Tax Credit are having to cut back on essentials including food, utilities, nappies and activities for children such as books and toys, with around 50% cutting back on food.

Source: Monitoring social mobility June 2020

Free school meals

Nationally 1.5 million children should be getting free school meals.

Source: gov.uk

Poverty

Nationally, the risk of poverty is amplified for single parents – of whom 43% were living in poverty in 2017/18. It is estimated 8.4 million working age adults live in relative poverty; an increase of 500,000 since 2011/12.

Source: Monitoring social mobility June 2020

Estimates indicate UC will reduce the number of people in poverty in working families by 300,000 but will put 200,000 out of work families into poverty. The DWP monitors poverty, including child poverty, annually through the Households Below Average Income (HBAI) publication (most recent March 2020). 72% of children living in poverty live in households where at least one adult is in work. The Institute for Fiscal Studies predicted an increase in absolute child poverty of around 4% between 2015/16 and 2021/22, linked to planned welfare changes. These changes included a continuation of the

benefit freeze, removing the family allowance, and the two-child limit of UC and tax credits.

Source: Monitoring social mobility June 2020

Housing

Property options are limited for low-income households, with roughly 70% of private rental properties still inaccessible for Local Housing Allowance (LHA) recipients, even after recent uplifts.

Source: Monitoring social mobility June 2020

What does the data identify in terms of impact? Are there any gaps in the data?

An increasing number of households requiring financial support through the welfare system as a consequence of economic impact of Covid-19 with increasing number of Universal Credit, Statutory Sick Pay, DHP, Housing Benefit or CTRS applications.

The DWP monitors poverty, which reflects growing employment, but it also demonstrates that employment does not provide a guaranteed route out of poverty.

UC helps to encourage full-time work through incentives to increase hours, a general expectation that lone parents and partners should work (unless caring for young children or a disabled person).

Some families might normally be able to escape the benefit cap by moving to a cheaper property or raising their income through work – two options that are particularly difficult during this health and economic crisis. The high costs associated with moving property and added complications of social distancing hamper the abilities of families to move home during the pandemic.

Furloughing, job losses and reduced hours have been much more common experiences for lower-earning employees, creating hardship for many families and children. Around one-third of lower-paid employees have lost jobs or been furloughed, compared to less than one tenth of top earners.

Families on low incomes have to manage extremely tight budgets with careful planning and resourcefulness, but COVID19 has meant many parents are struggling to put food on the table, let alone find the resources to support play and learning at home.

With families stuck at home, they have incurred extra costs for heating, electricity and water. Access to adequate heating, electricity and water is imperative for families with children, particularly those living with an illness or disability. For those living with respiratory conditions, warmth provides an important safeguard in terms of managing symptoms – essential during the COVID-19 crisis.

The use of a pre-pay utility meter costs users up to £300 more than the cheapest monthly tariff. This is a feature of life for many low-income households who are unable to access monthly contracts. There is no room for manoeuvre with a pre-pay meter: when the money runs out, families cannot switch on the lights, heat the room, boil the kettle or keep food fresh in the fridge.

Polls suggest that those who say they are coping with additional costs are doing so by cutting back on essential items such as food, utilities, internet or items for children.

Source: Monitoring social mobility June 2020

Early in the pandemic, the Government implemented the Coronavirus Job Retention Scheme (CJRS) and Self-Employment Income Support Scheme

(SEISS). Whilst the Coronavirus Job Retention Scheme (CJRS) and Self-Employment Income Support Scheme (SEISS) were positive, some families have still fallen through the cracks.

Persons clinically vulnerable received letters from the NHS to isolate.

The £20 increase to each household for UC/Child Tax Credit was the same for everyone and did not allow for the additional costs faced by families who have children – those who are most vulnerable to economic shocks. For instance, a couple with two children receive the same amount as a single person despite having more mouths to feed and higher household costs - they would need around 2.4 times the increase in income than a single adult to experience the same uplift in their living standards.

7 out of 10 families with children claiming Universal Credit or Child Tax Credit has shown that the crisis has caused these families to cut back on essentials, 6 in 10 to borrow money and over 5 in 10 to be behind on rent or other essential bills.

In the months ahead, many job losses are likely, and it will take time for prospects to pick up.

Uplift in the child element of Universal Credit and Child Tax Credit will provide families with much needed support so that parents can purchase the essentials their children cannot go without. However, parents with three or more children who need support from the social security system due to the crisis may find they are unable to claim it for their youngest child or children as a result of the two-child limit.

Council Tax arrears - uncertainty with future earnings

10 Council Tax Support cases - not being currently chased for Council Tax payment but will receive an amended Council Tax bill with less months to profile instalments over.

15 helps to encourage full-time work through incentives to increase hours, a general expectation that lone parents and partners should work (unless caring for young children or a disabled person).

What local knowledge do we have on the impact which is not reflected in the data?

Before COVID19 parents were more likely to be in poverty than working-age adults without children. It is likely that 10 children out of an average classroom of 30 were already experiencing poverty before the pandemic.

The CAB has been collecting information on those contacting them with the most enquiries at present around people worried about losing their jobs. Currently debt is not one of the main queries.

Interrogation of our Benefit system may provide local knowledge on those with protected characteristics/vulnerable.

Local information is available from DWP on the following link <https://stat-xplore.dwp.gov.uk/webapi/jsf/dataCatalogueExplorer.xhtml>

Overall, what do you think are the biggest risks/consequences of the impact?

Any DWP rate increases are not felt by the families that are often struggling the most. Nationally, as of February 2020, 79,000 families were subject to the benefit cap, with Child Poverty Action Group predicting a 50% increase as a result of COVID-19. We need to be able to identify those families in Tunbridge Wells.

Nationally, over 12,500 families are predicted to be capped as a result of the standard allowance increase alone, with others affected by increases to Local Housing Allowance. The nine-month grace period that exempts people from the benefit cap if they have recently lost their job does not always protect families: it relies on people having a consistent work history over the past year, which not all families have – for example, due to single parents taking time out to care for their children. People must also have earned at least £604 in each of the previous 12 months, meaning many with insecure or fluctuating work hours may not be covered. We need to be able to identify those families in Tunbridge Wells.

Many families on Universal Credit or Child Tax Credit are not eligible for Free School Meals, but for those who do normally receive this support, feeding children these additional meals have been an extra financial hurdle whilst in lockdown. Many families have been unable to access or spend their vouchers, due to technical difficulties and limitations in where the vouchers can be spent. The Revenues and Benefits team will be promoting Free School Meals and contacting those families we believe are eligible.

Debt – reduced incomes and lifting of temporary support such as mortgage holidays increasing the risk that more families will increase debt or be unable to manage existing debt.

Increasing reliance on the welfare system – many for the first time, issues around awareness and access to available support. Many of these will be families who encountered the social security system and Universal Credit for the first time as a result of the crisis. One in 5 parents on Universal Credit had not previously claimed an income-related benefit. These families are likely to have higher outgoings (for example, higher rents and other fixed costs) than the current social security entitlements can meet.

Child poverty and safeguarding issues

Impact on health

Loss of finances, uncertainty of future.

Rising unemployment.

Reduced hours – many residents on zero hours contracts will see a reduction in hours, prompting a need for change and increased support in UC, Tax Credits, Housing Benefit and CTRS..

Council Tax - other priorities rather than paying Council Tax bill - not seen as the most important debt to customers. This could see residents enter a cycle of arrears where the cost of court action and enforcement fees prevents council tax being paid in the year its due and then immediately building arrears and repeating the recovery cycle in subsequent years.

Spiralling rents and benefit caps pushing some of the poorest groups into the hands of rogue landlords or even into homelessness.

Overall, what do think are the biggest opportunities?

DHP - Work to be done with Housing team and Housing Associations, as well as CAB and Debt Advice agencies to be able to support

Interrogate our system for any vulnerable or those behind on rent – campaign to maximise income through benefit take up

Accessibility to CTRS through changes to the claim process

Ensure all those that should be claiming Council Tax Support are claiming

Review and adapt the Council's own approach to debt recovery

Sign up to the CAB Council Tax Protocol

Getting the message out in the communities of where assistance is available

Maximising the income of low-income households through a targeted benefit take up campaign. Eg Free School Meals and Pension Credit

Are there any quick wins?

DHP - work closer with Housing, housing associations and Debt Advice agencies.

Interrogate our system for any vulnerable or those behind on rent – campaign to maximise income through benefit take up

Accessibility to CTRS through changes to the claim process

Review and adapt the Council's own approach to debt recovery

Contacting those we believe are entitled to Free School Meals.

Contacting those who we believe should be on Pension Credit to receive a free TV licence.

Is there anything we should stop doing now to aid recovery?

Are there any media/communications issues or requirements that need to be flagged as a result?

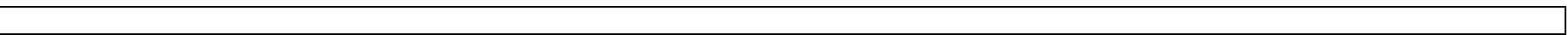
Raising awareness of the help available and benefits of early contact.

Signposting to UC, DHP, Council Tax Support, Debt Advice Agencies/CAB

Does the impact have a disproportionate impact on those with protected characteristics?

Financial inequalities will be amplified as a result of the pandemic. People that had poor finances before the virus are those that will be worst affected.

Deprivation indices on ONS website will break this down across the borough.



Community Theme Action Plan

Timescale	Action	Action to Mitigate or Opportunity	Accountable organisation	Lead Name	Target Start	Target End	Resource/Capacity required	Priority Essential Important Desirable
Short Term within 6 mths	Promotion of One You Kent service to increase number of people making lifestyle changes. This will be complimented through the promotion of the Better Health PHE campaign. This will be both through the new online delivery method as well as with an aim to return to face to face delivery.	Action to Mitigate	TWBC	Rebecca Bowers	15/06/2020	Ongoing	OY team	Essential
	Return to face to face delivery in community venues	Action to Mitigate	TWBC	Rebecca Bowers	01/10/2020	Ongoing	OY team	Essential
	Address the widening gap in health inequalities through targeted work with hard to reach clients groups that may have been disproportionately affected by Covid. Includes BAME, areas of deprivation, males and learning disabilities (in line with OYK target groups)	Action to Mitigate	TWBC	Rebecca Bowers	01/09/2020	Ongoing	OY team	Essential
	Restart Health Walks across the borough to create more free physical activities alongside the social element that Health Walks offer	Opportunity	TWBC	Rebecca Bowers	27/07/2020	01/12/2020	OY team	Essential
	Set up a 1:1 walk buddy programme supporting people that do no physical activity to get more active.	Opportunity	TWBC	Rebecca Bowers	01/09/2020	Ongoing	OY team	Desirable
	Promote outdoor gyms by putting on a schedule of events with personal trainer at outdoor gyms across the borough	Opportunity	TWBC	Rebecca Bowers	15/09/2020	Ongoing	OY team	Desirable
	Health Team to receive Mental Health First Aid training	Action to Mitigate	TWBC	Rebecca Bowers	01/08/2020	30/09/2020	OY team	Important
	TWBC staff to receive Psychological First Aid Training - sent to teams in June/July - to review numbers that completed this training and any other departments that would benefit	Action to Mitigate	TWBC	Rebecca Bowers	01/06/2020	Ongoing	OY team	Important
	DfT Emergency Transport fund - KCC will be delivering the following schemes in Tranche 1: <ul style="list-style-type: none"> -One way in High Street, RTW (to allow for wider pavements for pedestrians) -Bus gate scheme on Commercial Road in Paddock Wood to facilitate more walking and cycling -Access only scheme for Reynolds Lane in Southborough to facilitate more walking and cycling -20mph scheme for RTW town centre -Light segregation on A26 cycle route between RTW town centre and Southborough 	Opportunity	TWBC	Hilary Smith	01/08/2020	Ongoing	Economic Development Manager	Important
Improved communications with GPs on the health prevention services available within West Kent. Communication coordinated by the Self Care & Prevention Group, linked with Involve and Kent Sport	Opportunity	Self-care and Prevention Group	Tony Jones	15/08/2020	15/09/2020	Health Improvement Team Leader	Important	

Develop a West Kent local offer and recommendations on how we might begin to address the widening inequalities gap.	Action to Mitigate	Self-care and Prevention Group	Tony Jones	01/09/2020	Ongoing	Health Improvement Team Leader	Important
Restart Active Signposting initiative which was suspended over the Covid period	Action to Mitigate	Self-care and Prevention Group	Yvonne Wilson	01/09/2020	01/10/2020	Health Improvement Team Leader	Essential
Physical Activity Clinical Champion to restart the delivery of training to Health Care teams across Tunbridge Wells. This will be delivered digitally from the Autumn aiming to increase awareness of health benefits of physical activity. This will be supported by the One You Team to provide local information on the support available for patients.	Opportunity	PHE	Sally Retallick	01/10/2020	Ongoing	OY team	Desirable
Kent Sport developing Everyday Active website which has database of physical activity opportunities across Kent. Accessible for clients with personalised search options and abilities to set goals	Opportunity	Kent Sport	Mike Potter	01/08/2020	30/09/2020	Everyday Active Champion	Important
Training available across West Kent for organisations due to the impact of covid on mental health - Suicide Prevention and Awareness - Mental Health First Aid Training	Action to Mitigate	West Kent Mind	Stevie Rice	01/09/2020	01/10/2020	N/A	Important
Development of anxiety and stress awareness workshops/tasters and video snippets to support the community experiencing these signs	Action to Mitigate	West Kent Mind	Stevie Rice	01/09/2020	01/10/2020	N/A	Important
Digital Befriending scheme to support those with mental health issues who need some support to get online and access services, social groups and to connect with friends and family	Action to Mitigate	West Kent Mind	Stevie Rice	01/09/2020	01/10/2020	N/A	Important
Kent and Medway Healthy Workplaces Programme and award scheme is launching in October 2020. This aims to support businesses of all sizes and sectors across Kent and Medway with findings ways to support staff health and wellbeing.	Opportunity	Medway Council	N/A	15/10/2020	Ongoing	N/A	Important
Social Prescribing Link Workers to return to face to face delivery in GP Surgeries	Action to Mitigate	Involve Kent	Lizzie Low	12/01/2020	Ongoing	N/A	Important
Making Every Contact Count Training to front facing department in TWBC to increase brief advice given to residents to make lifestyle changes 1. Online training module 2. BB online training offer	Opportunity	TWBC	Rebecca Bowers	01/01/2021	31/03/2021	Health Improvement Team Leader + staff time from various departments	Important
Development of Exercise on Referral Scheme to improve accessibility due to long waiting list in Fusion Sports Centres.	Opportunity	TWBC	Rebecca Bowers	01/01/2021	31/03/2021	OY team	Important
Establish links between the primary care MH team and OYK service. Partnership working with the recruitment of their Physical Health Nurses to improve referrals into OYK service - recruitment dates TBC	Opportunity	TWBC	Rebecca Bowers	01/01/2021	Ongoing	OY team	Desirable

Medium Term 6 - 12 mths	Link with local community groups across the borough, many of which have been established or strengthened due to Covid. This will help the team to work at a community level to promote key health messages especially in those areas of deprivation.	Opportunity	TWBC	Rebecca Bowers	01/09/2020	Ongoing	OY team	Desirable
	New outdoor gym in Cranbrook to provide free physical activity opportunities in the area	Opportunity	TWBC	Mark Lawrence	01/08/2020	31/03/2021	Everyday Active Champion	Desirable
	Sports Partnership in The Weald (Cranbrook focus) to increase access to physical activity opportunities. Shared best practice and opportunities across these groups to create more cohesive approach	Opportunity	TWBC	Mark Lawrence	01/09/2020	31/03/2021	Everyday Active Champion	Desirable
	Promotion of Cycling Prescription scheme with GP Surgeries as part of national Obesity Strategy - dates TBC	Opportunity	TWBC	Rebecca Bowers	01/01/2021	31/03/2021	OY team	Important
	2015 Cycling Strategy is being updated to form a Local Cycling & Walking Infrastructure Plan (or LCWIP). Includes design of Low Traffic Neighbourhoods for RTW and PW and also inter-urban routes between RTW-PW-Tonbridge-RTW	Opportunity	TWBC	Hilary Smith	01/10/2020	31/03/2021	Economic Development Manager	Important
	Work in partnership with West Kent Mind on their project for a "Web of Wellbeing" using a community centred approach to improve poor mental health and maintain good mental health. Tunbridge Wells will be the pilot area for this project subject to successful Comic Relief Funding application. This will work in partnership with the OY Team as well as other services in the borough. This will focus on a rural area of the borough, or an area of deprivation (TBC)	Opportunity	West Kent Mind	Stevie Rice	01/04/2021	Ongoing	OY team support role	Desirable
Community engagement drive specifically to understand the emerging communities of need in response to Covid-19 and where our services are now needed most	Opportunity	West Kent Mind	Stevie Rice	01/04/2021	Ongoing	N/A	Desirable	
Long Term later than 12	Increased partnership working across council departments through Health in All Policies	Opportunity	TWBC	Rebecca Bowers	01/04/2021	31/03/2022	Health Improvement Team Leader	Important
	Increased volunteering opportunities at a community level for mental health services	Opportunity	West Kent Mind	Stevie Rice	01/04/2021	31/03/2022	N/A	Desirable
	Continue work on West Kent Mind project for a "Web of Wellbeing". Once piloted, replicating this in other areas across Tunbridge Wells and West Kent.	Opportunity	West Kent Mind	Stevie Rice	01/04/2021	31/03/2022	N/A	Desirable

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Community Theme - Impact Assessment

Data

Tunbridge Wells Coronavirus Cases

490 cases as of 03/08/2020¹

81 deaths as of 24/07/2020² (deaths that occurred up to 24th July 2020 but were registered up to 1st August 2020)

Health Promotion

Monthly Referrals into OYK service (2020)

Month	Jan	Feb	March	April	May	June	July	August
Referrals	62	37	23	2	1	11	24	15

Monthly Referrals into OYK service (2019/20 and 2020/21)

Page	Q1	Q2	Q3	Q4
2019/20	101	117	112	122
2020/21	14			

Mental Health and Wellbeing

According to a recent survey by MIND, 46% children and young people and 36% adults describe their mental health as currently poor or very poor³. The 2017 Health and Wellbeing JSNA showed the estimated prevalence of mental health disorders for adults over 16 years was 13.9% in Tunbridge Wells⁴

Release the Pressure Call Data

	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
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¹ <https://coronavirus.data.gov.uk/>

² <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/causesofdeath/datasets/deathregistrationsandoccurrencesbylocalauthorityandhealthboard>

³ https://www.mind.org.uk/media-a/5889/return-to-play-mental-health-guidance.pdf?utm_source=Scheme+coordinators+Autumn+2017&utm_campaign=360052aa46-EMAIL_CAMPAIGN_2018_03_20_COPY_01&utm_medium=email&utm_term=0_bd65075e71-360052aa46-422121273

⁴ <https://fingertips.phe.org.uk/profile-group/mental-health/profile/mh-jsna/data#page/0/gid/1938132922/pat/6/par/E12000008/ati/201/are/E07000116/cid/4/page-options/ovw-do-0>

2019/20	44	54	39	47	43	28	23	43	29	24	27	21
2020/21	54	51	59	76								

Notes:

1. Unknown location calls from mobiles cannot be included in location data for Kent and Medway therefore this will be an underestimate of the true number.
2. Call volumes for March and April were affected by operational difficulties in home working
3. The campaign was boosted in Tunbridge Wells in early 2020 due to local car park incidents therefore this may have caused a boost in calls.

Samaritans

During the period of Covid to date (March-July 2020), Samaritans nationally have received in excess of 500,000 calls. There is demand 24 hours a day, 7 days per week. Due to confidentiality, callers are not asked to give a location and this information is not tracked therefore local Tunbridge Wells data is not available.

Wellbeing call data analysis

Wellbeing calls were conducted by the Health Team from the end of March until the end of July. As part of the Social Isolation Group Evaluation Project, residents were asked to rate their wellbeing on scale of 1-10 (1 being low, 10 being high):

Sample: 23 out of 87 residents therefore 26%

	Before Lockdown	In the first few weeks	During (May-June)
Average Score	5.86	4.04	5.24

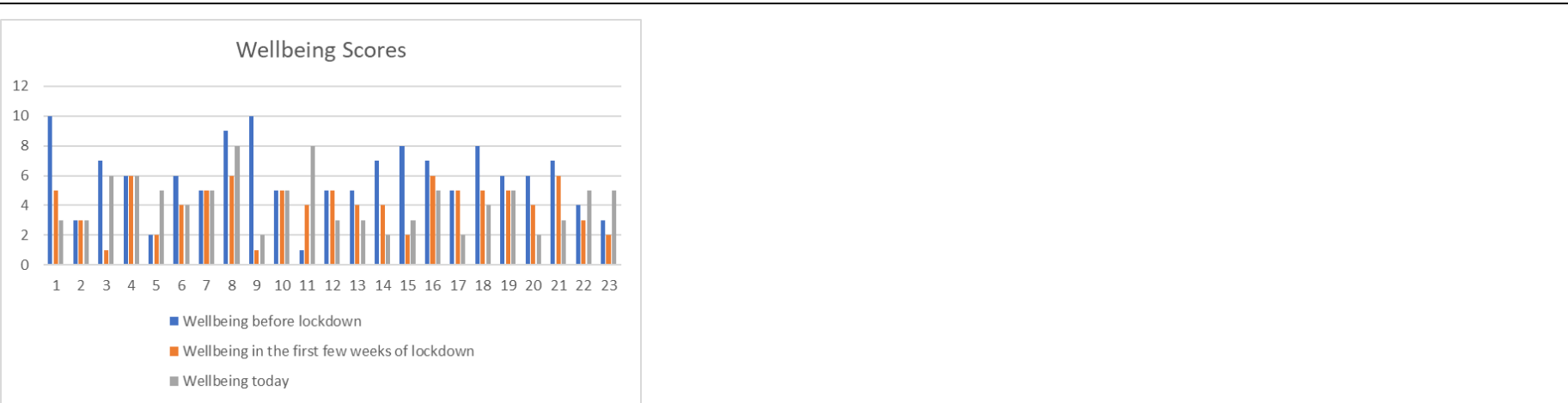


Table 1 shows the detailed scores of the cohort of 23 prior, in the first few weeks and on the first wellbeing call

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What does the data identify in terms of impact? Are there any gaps in the data?

Data available

There are a number of limitations in the data that is available. This is due to delays in obtaining this data from various sources. A key source for data is hospital admissions which currently has a 3-month delay therefore data available at present is April data at the beginning of the pandemic. We are working with Kent Public Health Observatory to obtain and analyse trends in the data, and this will be available at a later date. This includes number of admissions for:

- Myocardial infarction (heart attack)
- Alcohol related harm
- Intentional self-harm

Mental Health Provision

It is thought that the pandemic has contributed to increased poor mental health, however it is unknown by how much specifically. This therefore causes issues in knowing whether there is sufficient mental health provision to keep up with the increased demand. The last 'Mental Health Needs Assessment for Adults in Kent: West Kent CCG' was carried out in 2014 therefore is a few years old and pre-Covid, however it states:

“West Kent’s large population can be a challenge in delivering accessible mental health services. It has an aging population and understanding further the mental health needs of older people will be important. West Kent has a long history of health inequalities and this is well documented. Health

inequalities and short life expectancies are a well-known outcome of psycho-social stress, particularly stigmatising when living in an affluent area. In the long-term, this has a corrosive impact on the body and lowers immune systems, leading to physical illness. If untreated (and compounded by life events) this can lead to mental illness. Therefore, people who have the greatest risk of poor outcomes should be proactively sought out by services rather than hoping that they will stumble upon the right provider.

Most people with a mental illness in West Kent have a common mental illness; a large proportion of those with more than one condition. Data is poor: it is almost impossible to assess whether there are enough of the right services available. Data that is available points to a high degree of unmet needs. Due to pressure on resources it will be vital public health and social care services align with NHS services.”⁵

Physical Activity

We have also been unable to obtain local physical activity data for Tunbridge Wells as Kent Sport do not have data at a local level for this time period and this will not be available from PHE until later date. A national survey conducted by Sport England provides useful insights into physical activity levels in England. Findings include⁶:

- A third of adults are doing 30 minutes of more of physical activity on five or more days a week
- As was the case before the virus, certain demographic groups and audiences are still finding it harder to be active (women, people from lower socio-economic groups, older adults, people with long term health condition, illness or disability, and people from some BAME communities)
- Increased levels of activity as a family
- During the latest survey wave (19th – 22nd June) it was found that physical activity levels fall as society starts to reopen. The wider public health, social and economic impact of coronavirus is likely to have a greater negative impact on the capability, opportunity and motivation to be physically active for some groups over others. Overall, activity levels held up relatively well throughout – with a third of adults doing 30 minutes or more of physical activity (at a level that raised their breathing rate) on five or more days a week.
- There are positive signs of an appetite to return – 69% of adults say they're looking forward to resuming a sport, exercise or physical activity they have not been able to do during lockdown once the restrictions are lifted. Gym work and swimming were most mentioned (reflecting the large numbers of the population who normally enjoy taking part in these activities).

Longer Term Impact

There is also expected to be a longer-term impact on health as a result of COVID-19. Groups already experiencing health inequalities will be most affected by the impact of the virus, such as areas of deprivation, BAME and those with long term health conditions.

⁵ https://www.kpho.org.uk/_data/assets/pdf_file/0008/43928/MHNAWestKentCCG2014.compressed.pdf

⁶ <https://indd.adobe.com/view/793b48d5-bbcd-4de3-a50f-11d241a506b3>

What local knowledge do we have on the impact which is not reflected in the data?

The number of people accessing face to face GP appointments reduced during the pandemic. We have good engagement from GPs in Tunbridge Wells therefore if this continues it may have an impact on the number of people accessing services such as OYK. We continue to work with Social Prescribers who are conducting telephone consultations with clients.

Overall, what do you think are the biggest risks/consequences of the impact?

1. Access

- Services have moved online to provide digital access in a time that they can't be face to face with clients. This puts those who are not digitally enabled at a disadvantage – they may not be aware of the organisations that can support or be unable to access the full-service offer. It is important to note that telephone consultations is an alternative method used by services.
- During the pandemic less people are accessing healthcare for referrals and signposting into available organisations.
- Closures of gyms and sports clubs due to government guidelines may mean people have not been as physically active during this time. As these reopen from the 25th July there is likely to be limitations put on numbers that can access services.
- The temporary closure free physical activity opportunities such as Health Walks and Outdoor Gyms.
- Financial difficulties due to job loss or decrease in pay may impact access to opportunities that could improve both mental and physical health

2. Increase in unhealthy behaviours

- Whilst the One You Kent service has continued to operate online during the pandemic, there has been a reduction in availability and referrals into the service therefore less people are using public services to address unhealthy behaviours
- These access issues may impact on a reduction in physical activity
- Unhealthy eating habits developing
- Increased alcohol consumption

3. Decline in mental health and the impact on service provision

- There is a suggested negative impact on mental health due to lockdown increasing feelings of social isolation, stress, anxiety, and low mood. Access to local mental health services has been disrupted as these were unable to offer face to face or community activities.
- This impact on mental health means that there is likely to be an increase in demand on Mental Health Services however the increased demand

cannot be evidenced. We are talking to Mental Health services such as West Kent Mind to establish this impact.

- Possibility that those without history of mental health may have suffered for the first time during this pandemic.
- Shielded population health vulnerabilities may cause anxiety after coming out of lockdown

4. Widening already existing Health Inequalities

- Already existing health inequalities will be amplified as a result of the pandemic. People that had poor outcomes before the virus are those that have been worst affected by the virus. This includes areas of deprivation, BAME and those living with long term health conditions.

Overall, what do think are the biggest opportunities?

Promoting healthy lifestyles

- There has been government recognition to reduce obesity due to this being a risk factor for COVID-19.
- Making Every Contact Count (MECC) training could take place for public facing departments in TWBC to enable them to have brief health conversations with residents. These short conversations can promote healthy lifestyles and referrals into the OYK service. There is the opportunity for this training to be implemented at low cost and in a short timeframe subject to Management Board approval.
- Coronavirus has brought the importance of adopting healthy behaviours to the forefront which for example physical activity. This is also important in promoting prevention of developing long term healthy conditions. Therefore, there is an opportunity to use this as a motivational tool.
- People found new opportunities in physical activity during the virus for example more people walking during lockdown using their 1 hour of exercise. People saw the benefits of the exercise and it would be good to draw on this.
- The 2015 Cycling Strategy is being updated to form a Local Cycling & Walking Infrastructure Plan (or LCWIP).

Community groups

- As things begin to reopen, we are now able to reach out to those communities that are not online such as through using local community venues.
- Community support groups formed as a response to the Coronavirus pandemic such as Paddock Wood Community Support therefore there is an opportunity to link it with these groups to reach people at a local level.
- Linking in with BAME groups

Digitally enabled services

- Services have now adopted online services in replacement of face to face during the pandemic. Many of these services would not have moved to this delivery method otherwise. This may be a positive development, if it helps to improve accessibility for those that are digitally enabled such as those living in rural areas of the borough or with work/childcare commitments. There is an opportunity to continue this way of working as part of a mixed service offer alongside face to face in the future, but we need to be mindful that for some this will highlight digital inequalities.

Are there any quick wins?

Physical activity opportunities

The cost of physical activity has previously been a barrier to access which can be addressed through measures such as:

- Promotion of Outdoor Gyms: This is underway at the moment with the Health Team looking to promote these in partnership with Parks
- Health Walks: Ramblers have given permission for Health Walks to go ahead in groups of 6 so the Health Team are currently exploring these opportunities
- One You Kent exercise opportunities
- TW Social signposting to free physical activity opportunities
- Linking in with the Culture Team who are in the early stages of a project on “50 Things” for families to stay busy during the summer holidays. This will incorporate being outdoors and being active.

Cycling Strategy

Emergency Transport Fund. In Tranche 1 of this funding KCC will deliver the schemes:

- One way in High Street, RTW (to allow for wider pavements for pedestrians)
- Bus gate scheme on Commercial Road in Paddock Wood to facilitate more walking and cycling
- Access only scheme for Reynolds Lane in Southborough to facilitate more walking and cycling
- 20mph scheme for RTW town centre
- Light segregation on A26 cycle route between RTW town centre and Southborough

TWBC is also working on a one-way scheme for Camden Road – this will allow for wider pavements for pedestrians also.

The team will be putting forward more schemes for Tranche 2 of this funding – these are likely to include the below but are not finalised yet.

- Route across the Commons – Langton Green/Rusthall to RTW town centre
- Further improvements to the A26
- Possibly converting some of the tranche 1 schemes to permanent.

Health Professionals/Networking Opportunities

- Working with GP Partners including Kent & Medway CCG and Tunbridge Wells PCN to promote key health messages. This includes Social Prescribers
- Health Professionals and organisations joint working
- Self-care and Prevention Group Meeting partnership group work focusing on physical activity opportunities across West Kent

One You Kent Service

The digital One You Kent service is available to those looking to improve health behaviours. This service is well linked in with other organisations and can signpost and refer clients as needed, this include identifying the need for referral to mental health services or housing support.

Everyday Active Campaign

The campaign by Kent Sport has been developed over the past couple of years aiming to provide better information on how people in Kent can become more active in their everyday lives, with a focus on the least active group. The website is in the testing phase currently with the aim of launching it to the public in September.

- Offering funding to support clubs and organisations to encourage people to be more active
- Offering funding to support those effected by COVID to return to action
- Kent Sport Launching and testing Everyday Active website

Development of Community

- Better awareness and greater engagement with local community groups and the potential to link-in with these e.g. Paddock Wood Community Support / Tunbridge Wells Social Isolation
- This will open a direct line of contact with those that are harder to reach.

Mental Health

There are a range of support services already available therefore the continued promotion and partnership working is important:

- KCC release the pressure campaign
- West Kent Mind “Community Contact Line” working in July
- Health Team will receive West Kent Mind Mental Health First Aid Training funded by KCC to support One You Kent clients
- Psychological First Aid Training has been shared across TWBC – it is unknown what the uptake of this has been to date.

Is there anything we should stop doing now to aid recovery?

Community support has been provided throughout the pandemic and this is drawing to a close at the end of July. This will be a positive step to aiding recovery as the teams providing this emergency support are now signposting to longer term support. This will therefore no longer be an emergency response but a more sustainable approach. It is hoped that by linking people into local services it will in turn create a link with their community.

Other changes are relating to government guidance therefore not within our control.

Are there any media/communications issues or requirements that need to be flagged as a result?

- Reaching people that do not have digital access and therefore will not use online communication channels such as email or social media.
- Town & Country Housing have shared a signposting directory. This will help to create a more joined up way of working when referring to local organisations.

Does the impact have a disproportionate impact on those with protected characteristics?

Already existing health inequalities will be amplified as a result of the pandemic. People that had poor outcomes before the virus are those that have been worst affected. This includes:

Areas of deprivation

Areas of deprivation (in the 40% most deprived areas of the country) by Lower Super Output Area (LSOA) are:

E01024831 – Rusthall 4th

E01024841 – Sherwood 4th

E01024842 – Sherwood 4th

E01024843 – Southborough and High Brooms 4th

E01024841 – Broadwater 3rd

E01024840 – Sherwood 2nd

These areas are most likely to be disproportionately impacted both throughout the pandemic and afterwards. This could include access to services, financial and job challenges, and poorer health outcomes. Alongside these small pockets of deprivation, 70% of the boroughs LSOAs are in the top half, with a significant number in the 9th and 10th deciles. This means that these small areas of deprivation are surrounded by significant areas of wealth. Basic services such as housing, transport and childcare are therefore much more expensive than they would otherwise be, which increases the pressures on our more deprived areas.

The Office of National Statistics data⁷ shows that these areas of deprivation in Tunbridge Wells did not have a higher number of COVID-19 related deaths. This is in contradiction with national data.

⁷ <https://www.ons.gov.uk/releases/deathsinvolvingcovid19bylocalareaandsocioeconomicdeprivationmay2020>

Black, Asian and minority ethnic (BAME) backgrounds

BAME has been shown as a risk factor in susceptibility to COVID-19 as well as a factor in community recovery:

- More likely to have co-morbidities
- More likely of being frontline workers which may impact on job loss/redundancies
- More likely to live in poorer area, live in overcrowded housing and inter-generational housing.⁸

Long Term Health Conditions

Those with long term health conditions (LTHC) have been affected as these are a risk factor of COVID-19. This is also the case for those with a high BMI and diabetes. This population group was therefore most likely to be shielded, or those that are clinically extremely vulnerable. This shielding may have had an impact on mental and physical wellbeing.

Older Adults

As with LTHC this is a risk factor of COVID-19 with this group being classed as vulnerable and more likely to have been shielding. Therefore, this shielding may have had an impact on mental wellbeing through ways such as social isolation and limitations in digital access. In addition to this impact on physical health through lower activity levels during shielding therefore muscle weakness and an increased risk of falls.

Young People

Additional research shows that “young people who reported that their well-being was being affected were much more likely than either those aged 30 to 59 years or those aged 60 years and over to report being bored (76%) and lonely (51%); they were also much more likely to say the lockdown was making their mental health worse (42%)”⁹

Learning Disabilities

Accessibility is an important consideration in the community recovery. As many services have moved online in place of face to face support it has removed accessibility of community services during the pandemic.

⁸ <https://www.kingsfund.org.uk/blog/2020/04/ethnic-minority-deaths-covid-19>

⁹ <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/ageing/articles/coronavirusandthesocialimpactsonyoungpeopleingreatbritain/3aprilto10may2020>

Community Theme Action Plan

Timescale	Action	Action to Mitigate or Opportunity	Accountable Organisation	Lead Name	Target Start	Target End	Resource/Capacity required	Priority: Essential Important Desirable
Short Term 6 Months	Increased resources due to demand: 3 New Managers 2 New Administrators (Temporary Covid Posts for 6 Months)	Mitigate	DAVSS	Henu Cummins	Jul-20	Aug-20		Essential
	Applied for Emergency Covid Funding from different organisations (Kent Community Foundation and Police and Crime Commissioners/MOJ - circa £80K) for additional staff resources	Mitigate	DAVSS	Henu Cummins	May-20	Jul-20		Essential
	Lottery Fund: Secured £30K from National Lottery to increase support in the Helpline and support for volunteers	Mitigate	DAVSS	Henu Cummins	Aug-20	Feb-20		Essential
	Immediate training from West Kent MIND on suicidal awareness (National MIND funding to provide assistance to DAVSS Clients and Staff). Immediate counselling services made available to DAVSS clients via WKM	Opportunity	DAVSS	Henu Cummins	Aug-20	Feb-20		Essential
	Youth Engagement: Multi-Agency District Contextual Safeguarding Meetings - TWBC to attend and to respond as appropriate as a needs arise	Opportunity	TWBC	CSU	Aug-20	Mar-20		Important
	Youth Engagement: Out Reach Workers - At key locations such as Calverley Park, St Johns Park, Cadogan, Paddock Wood and Southborough) - Key ASB hot spots with youths	Opportunity	TWBC	CSU	Jul-20	Aug-20		Important
	CCTV to build partnership working with British Transport Police to help tackle graffiti and criminal damage in the town	Opportunity	TWBC	CCTV	Jul-20	Sep-20		Important
	Noise and nuisance Complaints: No specific action required to maintain current service delivery. Although if current summer peak in service demand does not drop as usual projects and service development not possible. Potential to look at replicating some or all of automated system used by MBC to triage cases and enable complainants to upload video and audio files for screening assessment. Would ease burden primarily on admin team but needs to be further explored.	Opportunity	TWBC	EH	Aug-20	Sep-20		Important

Short Term
6 Months
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Medium Term 6 - 12 mths	Training programme for 13 new recruited Volunteer Advisors	Mitigate	DAVSS	Henu Cummins	Apr-20	Sep-20		Essential
	Recruitment of 10 New Advisors	Mitigate	DAVSS	Henu Cummins	Aug-20	Aug-21		Essential
	Support to court coordinator in post to manage high demand for prohibitive injunctions and court support	Mitigate	DAVSS	Henu Cummins	Jul-20	Jul-21		Essential
Long Term 13 - 18 Months 14	Review allocation of TWBC funding towards DAVSS to review additional funding in line with the increase demand on the service. (£18K currently). To review a longer term agreement that provides for 'guaranteed' funding for longer than the current 1 year and to draw up a SLA	Mitigate	TWBC	Denise Haylett	Sep-20	Apr-21		Essential
	To review the accommodation needs for voluntary sector partners including DAVSS	Mitigate	TWBC	Denise Haylett	Sep-20			Essential
	Domestic Abuse Court Hearings - Explore the opportunity with the Court Service for hearings to be held locally (Currently travelling to Medway/Hastings/Canterbury and Maidstone). Medway court due to close.	Mitigate	DAVSS TWBC	Henu Cummins Denise Haylett	Sep-20			Essential
	Explore opportunities to continue Remote Court Hearings which have proved to be beneficial during lockdown	Mitigate	DAVSS	Henu Cummins	Sep-20			Essential
	New in house course facilitator currently being recruited to deliver ACE (Adverse Childhood Experience)/RTK (Recovery Toolkit)/Freedom for adults and children to help manage long lasting implications of DA/Covid and aid recovery	Mitigate	DAVSS	Henu Cummins	Aug-20	Aug-21		Essential

Community Theme - Impact Assessment

Present data in visual format where possible:

	Indicator	Data Source	Apr-20	May-20	Jun-20	Apr-19	May-19	Jun-19
Community Safety	Domestic Violence Calls to Police	Community Safety Team	172	224	213	193	215	166
	DAVSS - Calls received to Helpline	Community Safety Team	255	507	511	301		
	DAVSS – High Need Domestic Violence Referrals	Community Safety Team	11	12	16	Not recorded pre-COVID		
	Noise Complaints	Community Safety Team	14			9		
	Neighbour Disputes	Community Safety Team	201			63		
	Other ASB incidents	Community Safety Team	662			337		
	Hate Crime	Community Safety Team	96			105		
Environmental Health	TWBC – Noise Complaints	Environmental Health	275			131		
	TWBC – Bonfire complaints	Environmental Health	148			23		
	TWBC – other nuisance/pests/drainage etc.	Environmental Health	102			62		

What does the data identify in terms of impact? Are there any gaps in the data?

Domestic Violence Calls to Police:

An increase of **nine** and **47** domestic abuse calls to Kent Police in May and June over the preceding year.

Impact: A clear increase in June but the impact is unclear without understanding the nature of the calls and any further work that may have been picked up by Victim Support or other support agencies.

Gaps: The nature and severity of the incidents. The number of calls that were repeat victims or repeat perpetrators.

DAVSS - Calls received to Helpline:

An increase of **972** calls to DAVSS helpline during the quarter.

Impact: A significant increase in helpline calls will have an adverse effect on the service provider and strongly indicates a high level of need for advice exacerbated/caused by the lockdown. Unfortunately, DAVSS cannot provide a breakdown of victims as their new call management software has not yet been implemented

Gaps: The reason for the call.

DAVSS – High Need Domestic Violence Referrals:

Modest month-on-month increase over the three-month period.

Impact: High need referrals have a greater impact on the service in terms of length and severity of initial call and the emotional effect on the call taker.

Gaps: Data not recorded prior to January 2020.

	Referrals (Total)	Referrals (Female)	Referrals (Male)	Std/Med Risk	High Risk
Apr	14	14	0	6	8
May	21	21	0	18	3
June	30	30	0	22	8
July	17	15	2	14	2

Hate Crime:

A total of 96 CAD calls were received for Q1. Each of these are then reviewed by the Police of which 60 were then identified as Hate Crime and were allocated to Police Officers to investigate.

	Racial	Disability	Transgender	Sexual Orientation	Religious Belief	Disability & Religious Belief	Racial & Disability	Racial & Religious	Religious Belief & Sex Orientation
April 2020	10	3	1	2					
May 2020	15	1			1	1			
June 2020	19	3			1		1	2	
July 2020	6	3		2	1				

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Noise Complaints (Kent Police):

No real impact here

Noise and Nuisance Complaints (TWBC):

Data shows a dramatic increase (over double) in the levels of service demand for Environmental Health in respect of matters with a community or neighbourhood impact for the three months selected. This has been managed due to volume and early restrictions on officer visits by re-engineering some processes to encourage residents to assist in gathering evidence and adopting more use of ASB powers as opposed to traditional nuisance legislation where applicable. Both the EH admin team and the EP Officers have responded fantastically to this challenge. The success of these measures means that some are likely to be adopted in the long term. Please note these figures are only for reactive/complaint service requests and do not capture planning or licensing consultations or any of the more proactive work undertaken by the team such as with air quality. The majority of these cases relate to residential to residential cases, however July and August have seen an increase in complaints

about commercial premises.

Impact: It is likely there has been some slippage in the response times to cases and to the response to planning applications and other proactive work which will affect both TWBC and MBC. Projects aimed at income generation have also been delayed or not progressed.

Neighbour Disputes (Kent Police):

An increase of **138** neighbour dispute calls to Kent Police during the quarter.

Impact: Kent Police Force Control Room will have been severely impacted by all manner of calls during lockdown. An increase in this 'crime type' was to be expected and will likely tail off over time. Of the **201** calls, **93** were tagged as 'COVID-19' indicating social distancing/regulation breaches were a factor in the call.

Gaps: Without a clear understanding of the nature and severity, housing tenure and outcome of the calls it is difficult to understand what long-term or ongoing impact the increase will have.

Other ASB incidents (Kent Police):

An increase of **325** anti-social behaviour calls to Kent Police during the quarter.

CCTV work with partners to monitor and respond to ASB within our town centres to help reduce the fear of crime. To help deter crime, help detect crime and provide evidential material for court proceedings.

To provide assistance in the overall management of public health and safety. Help to enhance community safety, assist in developing the economic wellbeing in Tunbridge Wells Borough and to encourage greater use of the town centres, shopping areas, car parks, and similar locations within our area

Impact: There are a number of sub-categories under ASB. By far the biggest increase was in "Rowdy or nuisance gathering in public / impeding public access" with **281** more incidents over the preceding year – **271** of these were tagged as 'COVID-19' indicating social distancing/regulation breaches were a factor in the call.

Gaps: As with other data provided by Kent Police, without a deeper understanding of the nature of the call, the severity, the discrete location and the response it is difficult to know what impact this increase has had on a family, a road, a community or a ward/parish.

(AWAIT GRAPH FROM DEBRA LARKIN)

What local knowledge do we have on the impact which is not reflected in the data?

We know that DAVSS have been swamped with additional calls to their helpline (which they increased from three to six hours a day, five days a week) and the high need calls have had an impact on the volunteers. DAVSS are looking to increase their volunteer numbers and are recruiting more office-based staff to manage the increase in workload.

Overall, what do you think are the biggest risks/consequences of the impact?

ASB calls increased by 468 over the same period last year. Of the 877 total calls, 412 were tagged 'COVID-19'. We could reasonably expect that ASB, noise and nuisance neighbour/dispute calls will flatten out and return to some form of normal over time. Discussions are regularly being held with DA advisors.

Families may have been strengthened or weakened during this time.

Financial hardship and mental health issues may impact the family unit, young people in particular.

For domestic abuse there may be increased risks to victims over the longer term if the lockdown period has had a financial impact on the household, particularly for children within the families. The risks of not being able to meet the needs of an increased number of victims may also have an impact. Other earlier changes, such as the closure of local courts, will also further impact victims and their children.

Overall, what do think are the biggest opportunities?

A key question that will likely be discussed with DA professionals at the West Kent DA Forum, the Quarterly DA Commissioners meeting and the Kent DA Chairs forum.

The pandemic offers support services a good opportunity to have deeper discussions with young people about home life, mental health, general wellbeing and schooling. Outreach workers should take this opportunity to have more meaningful conversations with the hard-to-reach cohort.

Are there any quick wins?

Not necessarily a quick win but the CSU will be leading on two youth engagement 'all out' events in July and August to reach young people in public spaces. We will also be adding 'contextual safeguarding' to our bi-weekly Youth Diversion Forum meeting to better understand the open spaces young people use and the risks associated with these spaces (such as car parks, hidden areas within parks, abandoned/derelict premises, train stations. As mentioned above the opportunity to start conversations and make them meaningful should not be underestimated.

Is there anything we should stop doing now to aid recovery?

No

Are there any media/communications issues or requirements that need to be flagged as a result?

Page 2
Link posting to relevant support services will be included in the community safety section of the revamped TWBC website. The Council's Community Safety Team will encourage service providers, particularly those who provide support for young people and victims (and perpetrators) of domestic abuse, to promote their services widely. We will reinforce relevant message amongst our social media followers as appropriate.

Does the impact have a disproportionate impact on those with protected characteristics?

Much of the data provided in the main doesn't provide a breakdown to protect those of protected characteristics. Limited data in respect to hate crime, but Tunbridge Wells in comparison with other Kent authorities is low.

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Community Theme - Impact Assessment

Present data in visual format where possible

Public, Community & Voluntary Sector – Supporting the community and voluntary sector and town and parish councils and increased number of volunteers in recognition of the key role they have played during the pandemic; important role they provide alongside other statutory services during recovery and important insight they provide into community issues. To identify and lobby for external funding to support the local community needs identified through Covid-19.

What does the data identify in terms of impact? Are there any gaps in the data?

Voluntary Sector National Data

The Institute for Fundraising, NCVO, and Charity Finance Group produced a report in July to assess the impact of the pandemic on the voluntary sector (**appendix A**). It draws on findings from a survey carried out between April and May this year nationwide, and notes that respondents were more likely to be national charities, so the findings are not necessarily extrapolated for smaller charities. Whilst this does not give us an accurate picture of circumstances locally, the data can be used to make assumptions about the impacts on local charities and the voluntary sector.

The findings were:

- On average charities received 29% less funding during the period than what they had budgeted for.
 - Income trading was 79% lower.
 - Voluntary giving was 14% lower.
 - Government income was 51% higher.

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However, 15% of charities reported an increase in funding during the period.

On average, forecasted income was expected to be 24% lower for the year.

However, 6% of charities expected it to be higher, and 2% expected no change.

69% of charities had used the Job Retention Scheme.

- On average 50% of staff had been furloughed.
- 61% said they would not be able to bring back all furloughed staff into existing roles.
- 59% said they expected to make redundancies, and 65% said they would move staff to fewer hours.
- 54% said they would not be able to continue to provide all of their services.
- However, 24% reported a *significant* increase in demand, and 23% reported an increase in demand.
- 34% of charities said they could continue to operate but with hugely reduced services. 43% said they would continue to operate with some reduced services. 5% said they would need to close. 11% said they could operate as normal. 5% said they would increase their services.

A sentiment analysis was completed by Pro Bono Economics in August 2020 (**appendix B**), which highlights that funding challenges were the main area of concern for charities. Interestingly, 'rethinking strategy and offerings' has not featured as a significant theme over the reference period. This is perhaps because it is difficult for charities to rethink strategy and offerings when their core purpose remains the same, and during a time of increasing need for that support.

Voluntary Sector Local Data

In-depth interviews were undertaken in September with 11 local charities and voluntary organisations (16 were invited) to understand their current viability and funding issues, and what issues may occur with service delivery over the coming months. The organisations that

What local knowledge do we have on the impact which is not reflected in the data?

Voluntary Sector

The spreadsheet attached at appendix C provides in-depth knowledge of the local voluntary organisations within the TW area. A great deal of informal support to individuals has been provided through local church groups, but this information is not well reflected in the data that we have available.

Local Councils

Local Councils have been in regular contact with the Borough Council throughout the response and recovery period, with weekly, and then fortnightly meetings held between Chairmen and the Chief Executive. This was arranged through KALC. Through these meetings Local Councils have been able to report and discuss any issues and share best practice. Through these meetings Local Councils have been able to report on any viability issues, but at this time, all Local Councils within the area are doing well, and have been able to cope with the impact so far. There was of course an impact initially on events that may have raised money during the lockdown period, but since the restrictions have been lifted, there has been local reporting of much higher than normal attendance at any events that have been delivered.

Overall, what do you think are the biggest risks/consequences of the impact?

Voluntary Sector

Without funding, one community interest company (the Forum) may cease to exist all together resulting in a range of specific types of support being unavailable. As the service delivery model centres around the benefits received from cultural and music activities, it may be difficult for this provision to be accessed elsewhere resulting in some clients missing out on opportunities.

Other organisations have funding secured in the short term. However if the funding situation remains uncertain, this may result in several voluntary organisations experiencing severe financial difficulties at the same time. The cumulative effect of this would be likely to restrict the Borough Council's ability to provide help/assistance if the need is too widespread.

The voluntary organisations have reported an increase in need and are expecting levels to continue to increase over the winter period, however some have reported difficulties with providing enough volunteers to deliver the service. Where the need is unmet, this may result in an escalation of the issues being faced, which will ultimately impact on the number of people needing critical services and support provided by government agencies and public authorities. This will be on top of the normal increase we are likely to see as a result of the economic downturn and potential new restrictions being imposed due to rising cases.

Local Councils

Local Councils are in a relatively healthy position following the immediate impacts of the crisis. However, the Parish Enabling Reserve has now been spent, which means that this emergency funding can no longer be called upon. Should another emergency occur (such as widespread winter flooding) additional funding will not be available from the Borough Council.

Local Councils are able to raise their precept uncapped however, and the support provided to residents during the crisis was mainly through volunteer groups that appear to be well established and able to restart should the need arise. One volunteer group in Hawkhurst raised the possibility that they may run out of funding in October (however emergency funding has recently been provided by the Council which should help alleviate the situation).

Should it be the case that local community groups run out of funding, those that have been helped would need to find alternative provision (which is likely to be through the borough or county council).

Overall, what do you think are the biggest opportunities?

Many voluntary organisations raised the issue that provision of services is disparate within the Borough, and that there is a lack of a strong local network. Voluntary organisations have discussed the potential of a 'community hub' model, with infrastructure being provided by the Borough Council. This will provide a 'Single Point of Access' for those seeking support from the organisations and will be able to signpost to the most appropriate service.

Are there any quick wins?

The Borough Council can, through its communication channels and through Councillors, raise the issues discussed by local voluntary organisations, and promote their fundraising activities.

Raising the profile of local organisations and providing lobbying support to government can help the organisations to secure funding. Communication of fundraising activities to local people can help to improve the effectiveness of this. Spotlights on local voluntary sector organisations in Local, through social media and on our website could help to raise awareness.

Is there anything we should stop doing now to aid recovery?

Nothing identified.

Are there any media/communications issues or requirements that need to be flagged as a result?

See above under quick wins.

Does the impact have a disproportionate impact on those with protected characteristics?

Yes. The potential impacts on the voluntary sector may result in less (or no) services being provided for their clients. For the voluntary sector organisations that have been surveyed, a high proportion of their client base has the protected characteristic of sex, age, disability and/or gender.

Sex: largely female clients for DAVSS and Protection Against Stalking

Age: largely younger clients for the Forum and Fegans. Older clients for Paddock Wood Community Support, Compaid, Age UK.

Disability: clients suffering mental health issues for the Forum, the Counselling Centre, Mental Health Resource and Crossways.

Gender: the Forum have noted that pastoral care is provided to the LGBTQ+ community.

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Community Theme Action Plan - Voluntary & Local Councils Sectors

Timescale	Action	Action to Mitigate or Opportunity	Accountable Organisation	Lead Name	Target Start	Target End	Resource/Capacity required	Priority: Essential Important Desirable
Short Term 6 Months	Continue to attend 2 wklly meetings with KALC/CEx, with recurring Covid-19 item on the agenda to discuss	Opp	TWBC/KALC	William Benson	Ongoing	May-21	1x Cex, 1x HoS Bi-weekly 1hr meetings	Important
	Explore the provision of a 'community hub' between voluntary sector and TWBC - space and infrastructure	Opp	TWBC/IMAGO	Jane Clarke	Nov-20	None	Exploring what is possible will involve time of 1x HoS. Delivery of any agreed outcomes will be more resource intensive and is unknown at this stage.	Important
	Community Hub' - networking							
	Community Hub' - social prescribing							
	Risk assess the voluntary groups that have responded and understand actions for those in priority need							
	Understand what preparations Local Councils have in place to cope with rising winter infection levels, local lock downs and emergency events such as flooding/snow	Mitigate	Winter Preparedness	Denise Haylett				
	Support Local Councils with PPE provision/access?	Mitigate						
	Guide to support to be made public where possible	Opp	TCHG					
	Consider providing private space in TH for access to services	Mitigate	TWBC					
	Fundraising support - Julie Stones (funding bid support) and Lotto							
	Digital support - kit, skills (for voluntary sector and volunteers)							
	Explore whether TWBC can promote volunteering both internally (staff) and externally (residents) - those searching for employment may be available temporarily							
	Consider what technological support Local Councils might need							
	Understand what the local churches are providing and the current viability of provision							
Communication from TWBC - themed comms to support particular projects								
Medium Term 6 - 12 mths	Discuss with Local Councils if the Emergency Reserve needs to be re-established, and how this will be filled	Mitigate	TWBC	Lee Colyer				

Long Term 12 Months Longer	Promote commitment of the business community to VCS so that they (businesses) understand their (VCS) social value (capitalise on the generous community mood of some businesses)	Opp						

Covid-19 Organisational Recovery Strategy:

This Report sits alongside the impact assessments and action plans for the Council's other two strands of activity to promote a local recovery (business and community)

Background and introduction

As we have emphasised in the various reports to Cabinet, none of us have ever faced a public health challenge of the scale presented by the Covid-19 pandemic in our lifetime. The crisis has, is and will continue to impact on residents and businesses in the Borough as well as having a dramatic impact on the Council – its services, staff, budgets, capacity and priorities.

Our main initial focus was on our response to the crisis; we then turned our attention to the recovery and responding to the various 'unlocking' measures and doing all we could to support local businesses and residents. More recently, with numbers ticking up, our focus is increasingly on supporting Public Health England and KCC in preventing the spread of the virus and enforcing the various restrictions that have been re-imposed and on preparing to support residents, businesses and the voluntary and community sector if further additional restrictions are put in place and if support is required for shielded, isolated or vulnerable individuals.

In managing its response to the Coronavirus Pandemic, the Council has put together impact assessments and action plans for activity to support business and residents through the recovery. This Strategy sets out the impact on the Council's services and how we propose to plan for the recovery.

The Council's move from response to recovery

Details of the Council's initial response to the Covid-19 Pandemic are set out in a report to Cabinet on 25 June.

Since that date, a number of further changes have taken place in response to the changes to government guidance.

The Council's Services

The vast majority of the Council's services have now been restored since the report was considered by Cabinet including garden waste collections, the Council's leisure centres all town centre car parks and planning committee. The Assembly Hall Theatre successfully reopened in mid-October with a significantly reduced capacity and new safety arrangements in place and this reopening was bolstered with the announcement of a successful bid for £500k from Arts Council England. The way in which services are delivered has changed considerably with many services being delivered virtually and with restrictions placed on face-to-face meetings to ensure the safety of staff and members of the public.

Staff and councillors

The Council developed a three-stage approach to access to the Town Hall. The first stage (in line with government advice) saw only essential staff working in the Town Hall enabling it to be used as the Borough's Emergency Centre if so required. The second stage saw a limited range of staff who were either unable to work from home or who needed to be in the Town Hall. The third stage saw a greater number of staff able to return if they wanted to work from the Town Hall (up to a number that was assessed to be Covid-secure).

Since the Cabinet report was drafted, the vast majority of Committee meetings have been reinstated. Whilst Committee meetings continue to be held through Skype, Teams or Zoom, the Council has permitted a limited number of councillors to (virtually) attend meetings at the Town Hall where there is a need to do so – for example inadequate broadband in a rural area.

The Council continues to engage heavily with staff, councillors and partners with fortnightly all-staff briefings presented by the Chief Executive and weekly all-councillor briefings. The Council has also successfully held a virtual alternative to its staff awards ceremony 'Celebrate'. Externally, the Council continues to engage actively with parish and town councils, voluntary and community sector organisations, businesses and resident associations.

The Council's Finances

The Council's ability to deliver services has been significantly impacted by the strain on its finances (both increased costs and loss of income). Details of the financial consequences of the pandemic are set out elsewhere on this agenda.

Setting a Course for the Future

Whilst it is clearly important for the Council to chart a course for the future, it is very difficult to do this when things are so uncertain in terms of the context in which we will be operating, the evolution of the Covid-19 Pandemic, the impact on the local economy and society and our financial position. As ever, there will be some things that we can control, some things we can influence and some things that we will simply have to accept.

This Organisational Recovery Strategy considers what the Council should be doing and thinking about in terms of its plans and priorities, its services, its staff, structures, premises and how it works. It looks at three phases: the 'now', the 'next' and the 'new normal'.

We need to accept that this is not going to be a normal strategy. We can't write it, consult on it, amend it and implement it. We will be operating in a fast-moving, dynamic environment – one in which we will have to respond to external events, decisions and situations. The Strategy will change and adapt to these events and circumstances

Context

Normally, a Council strategy would set out the context in which it has been developed and in which it will be delivered. With the uncertainty surrounding the country and the local area's public health and economic situation, it is almost impossible to predict with any accuracy what will happen. Nationally, the UK is clearly in the midst of a 'second wave' of the Covid-19 pandemic with numbers of cases, hospitalisations and deaths all increasing. Whilst numbers are significantly higher in the North East, North West and Midlands, there have been increases across the country (including Tunbridge Wells) and some surrounding areas have seen sharp upticks which have led to increased restrictions being imposed under the Government's new 'three tier' model. We look set to have a difficult Autumn and Winter ahead of us with some further restrictions on residents and businesses seeming inevitable. It also seems inevitable that these restrictions will have a longer-term impact on residents and businesses with higher levels of unemployment, debt, mental health conditions and other issues (set out in the various Covid-19 impact assessments that the Council has produced). The local economy also looks likely to be affected with some businesses already closed and the restrictions on social interaction likely to take a particularly heavy toll on leisure and hospitality businesses. As a destination town and key employment centre this will have a significant impact on Royal Tunbridge Wells and the Borough more generally. Set against this, businesses have worked very hard to adapt to new models of service delivery and to meet the needs of local residents and more residents are working locally and showing loyalty to businesses that supported them so successfully in the early days of the pandemic.

Looking to the Future: External Issues

Customer Demand

For the Council, we are likely to face both further reductions in income and peaks in demand. The financial consequences of this are set out elsewhere on this agenda but we are likely to see significant pressure on our Revenues and Benefits service, our Housing service, Environmental Health service, Economic Development service, Gateway and a number of 'support' services including Finance, Communications and Digital. Our experience has also been that funding has changed from planned, predictable allocations to short-term, targeted interventions that often require either complex application or administration processes with frequent changes to guidance. Based on our experience on the previous 'lockdown', other services are likely to be affected including Waste and potentially Leisure Centres and the Theatre. The Council has already stood its Community Hub back up in anticipation of increased demand (relocated from the Assembly Hall to the Gateway) and is in frequent communication with voluntary and community sector organisations and parish and town councils.

Policies

The Council will also need to keep its various policies and procedures under review. The Council has already made a number of short-term changes to its policies (for

example so as to facilitate changes of operation for businesses who have moved to collection or delivery services or to allow for outside seating) but more fundamental changes will be required. The Council had intended to undertake a comprehensive engagement exercise to inform the drafting of a new Five-Year Plan but, with restrictions on social interaction, capacity focused elsewhere and a highly uncertain operating environment, we have replaced this with an interim Strategic Plan (set out elsewhere on the agenda). Given the impact of the pandemic on the High Street, the Council has also commissioned some further work on this as part of the process of developing its Local Plan and whilst the Council has already recognised the need to update its Cultural Strategy, the impact of the pandemic on the cultural and leisure sectors will accentuate the need for this to be reviewed and revisited. On the issue of transport, the Council published a paper entitled 'Transport Strategy – Context and Review' as part of its Regulation 18 consultation. It was always our intention to turn this into a more comprehensive Transport Strategy and we will ensure that the Strategy takes account of the current and likely future changes that will arise because of the Pandemic. Other plans and strategies may also need to be reviewed and updated.

Performance metrics

Clearly with such a significant and rapidly evolving challenge as Covid-19 we need to keep a close eye on performance indicators to help us understand how the pandemic and associated restrictions are impacting on residents and businesses and how the Council is performing. In addition to the Council's normal suite of performance indicators, we have pulled together a suite of performance information that helps us understand the impact of the pandemic. We report these indicators to the Covid-19 Panel on a regular basis.

Communication and engagement

The Council has worked hard to ensure that it has communicated widely and effectively throughout the pandemic. Full details were given in the June update to Cabinet and, since then, the Council has continued to communicate both internally and externally including further business briefing sessions, regular meetings with parish chairmen, the BID and councillors. The Council has also refreshed and relaunched its website which has seen demand grow significantly throughout the pandemic and is using its 'Local' magazine as a backstop to ensure that residents who are unable or unwilling to access the website are kept informed. The Council will continue to engage and inform residents using all its communication channels.

Looking to the Future: Internal Issues

Background

As noted in the June Cabinet report, it is worth noting that we were well positioned to cope with the changes to working practices that were required as a result of the pandemic – we had moved a long way to promote flexible working (in terms of both HR policies, ICT equipment and organisational culture), we had an enterprise-wide

digital telephony solution and we were in the process of introducing webcasting for Committee meetings. Most importantly, the Council has incredibly dedicated and flexible staff who have been extraordinary in coping with and responding to the challenges posed by the pandemic.

Accommodation and Facilities

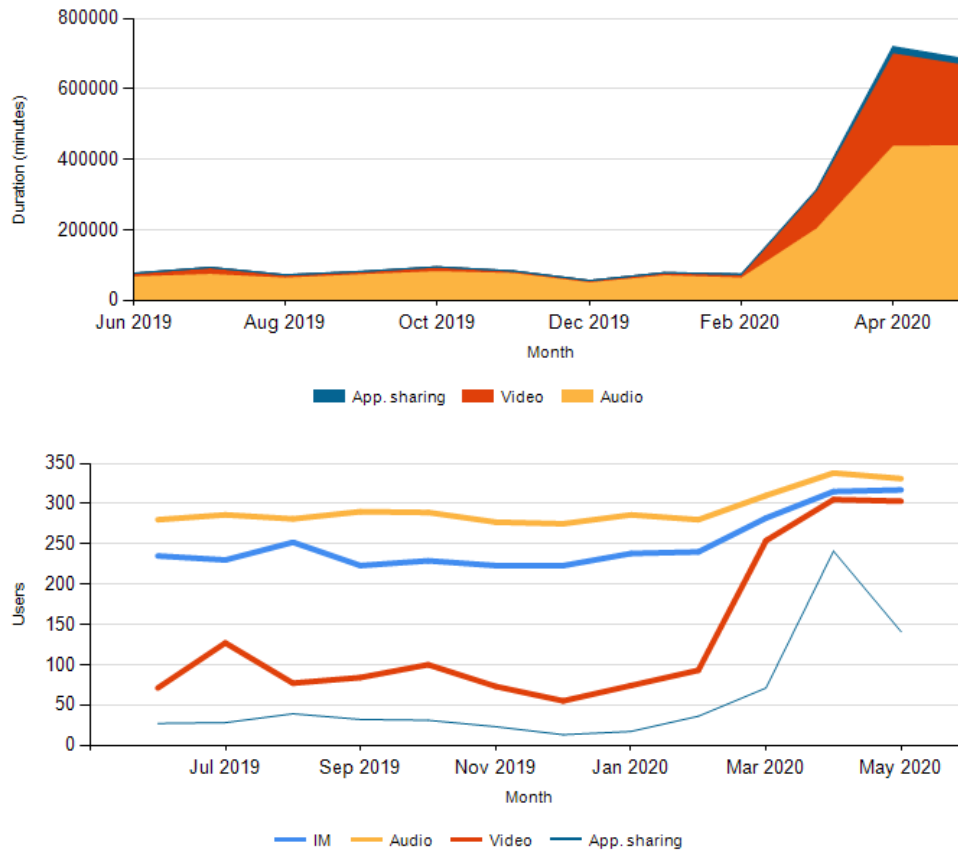
Throughout the pandemic, the Council has been adhering to government advice. It has adopted a three-stage approach which saw only a skeleton staff retained within the building during the initial phase of the lockdown followed by a move to allow staff who struggled to work from home or who needed access to Town Hall facilities to return followed to a more general return (up to numbers that could be maintained in a Covid-secure way). The Council will continue to follow government advice in this area. It seems likely that the majority of staff will be working from home or largely from home for the next six months.

More generally, the Council has been looking at the issue of staff accommodation for some time given the fact that the Town Hall is too large for our needs and expensive to run and maintain. Following the decision not to proceed with new accommodation as part of the Calverley Square scheme, a cross-party group of councillors was looking into this issue. A brief for consultants had been prepared and was due to be taken to Cabinet in June but, following the 'lockdown' in March 2020, meetings were suspended and have only just been reintroduced.

The pandemic has hugely accelerated pre-existing trends for organisations (including the Council) to move to more flexible patterns of working. In a recent survey of staff, the proportion of staff who saw themselves as being solely office based had decreased from 35 per cent to five per cent and the proportion who saw themselves as working flexibly increase from 17 to 40 per cent and the proportion who wanted to work mainly from home increased from six to 29 per cent. It is clear that the Pandemic has accelerated changes to working patterns by some years. We need to take this opportunity to redefine the Council's accommodation requirements in light of the increased demand for flexible and home working and the successful way in which the Council has adapted to new ways of working throughout the Pandemic.

ICT

As noted in the June report to Cabinet, the Council was well prepared for the switch to homeworking and, in the main, its systems have performed well. The charts below show the significant increase in the use of audio and video conferencing with a 500 per cent increase in audio calls and instant messaging, a 3,147 per cent increase in video and a 2,651 per cent increase in screen sharing. The Council shares its ICT services with Maidstone and Swale councils and we have only recently adopted an ICT Strategy which placed users and flexible working at its core. Working with Mid Kent Services partners, we will need to keep our Strategy, systems and performance under review and align them with any future changes to accommodation or working practices.



Staffing-related issues

As mentioned above and as set out in the June report, the Council has, in the main, adapted well to homeworking. Regular pulse surveys have shown that the majority of staff are coping well and have the right technology and equipment to work. However, as the length of time spent away from the Town Hall has increased, many staff are increasingly missing the social dimension of work and the physical interaction that has been a large contributory factor to the Council’s successful culture of collaboration and innovation. Some staff are also struggling with homeworking because of a lack of space, broadband connectivity or (during lockdown) because of childcare responsibilities.

The changes have also had a big impact on the Council’s environmental footprint. Extrapolating the changes we have seen across the course of the year means that we will have saved £84,360 in travel expenses and 48.75 tonnes of CO² over the course of the year. Other specific changes include: a massive reduction in printing, a switch to remote meetings and briefings, a large increase in online transactions and a reduction in cash payments.

Looking to the future, the Council was already working on a raft of changes to the way in which the Council operates under a ‘Modern Ways of Working’ programme put in place to support the move to new, smaller, more flexible office accommodation as part of the Calverley Square project. The programme had a number of principles, namely:

- Management by outcomes

- Empowered by technology
- Digital by default
- Paperless
- 'Flexibility first'
- Work takes place at the most effective locations and times
- Culture – trust-based relationships

The programme had initially been paused in the aftermath of the decision no longer to proceed with Calverley Square given the absence of firm plans and requirements for office accommodation but the Council's senior management team have since agreed to continue work on a number of the principles of the programme and work is under way to re-assess what the Council might need in terms of office accommodation in light of our experience over the past six months and a greater desire on the part of staff to work more flexibly. It also seems highly likely that a combination of financial pressures and political imperatives will lead to decision to re-appraise the Council's occupation of the Town Hall.

Looking forward, the Council will continue to engage with staff (see below) and, in particular, explore ways in which it can respond to concerns about wellbeing. It will also explore how learning and development can be delivered as effectively as possible in a remote environment and will consider what policies need changing or introducing in response to new ways of working (both now and into the future).

Communication and engagement

The Council has performed pretty well at communicating throughout the crisis. The regular 'pulse' staff survey demonstrates the importance of talking to staff and the fact that staff believe we have done this well (managers scored very highly with their efforts to engage staff). Clearly we will need to keep this under review going forward.

Conclusion and Recommendations

As noted above, this report is the third 'pillar' of the Council's recovery strategy (the other pillars focusing on business and the community). It also needs to be read alongside the Council's Strategic Plan and Budget Strategy and the regular updates to our financial position. With our operating environment being so uncertain, it is difficult to set precise objectives or plans in place but the above narrative coupled with the attached action plan sets out the key priorities for the Council in navigating our way through and beyond the pandemic.

Council Recovery Strategy Action Plan

Action	Lead	Completed
Assess and prepare for increased demand on the Council's services including assessing staff who might be redeployed to support work needed on the Community Hub and in disbursing grants to businesses.		
Review and update the Council's Strategic Plan	JC	✓
Review and update the Council's Cultural Strategy	NC	
Ensure that the emerging Local Plan and Transport Strategy take account of changes likely to be brought about as a result of the Covid-19 Pandemic	SB/HS	In progress
Continue to engage and communicate with residents, businesses and councillors. Promote key messages through Local and the Council's website and other communication channels	WB/IH	
Continue to survey staff through 'pulse surveys' and more detailed working preference surveys	NC	In progress
Survey councillors on future meeting preferences	JC	
Support councillors in assessing the Council's future accommodation requirements and considering the future of the Town Hall	DC	In progress
Keep the ICT Strategy and ICT hardware/software/support under review to ensure that it continues to meet the needs of the organisation	CW	In progress
Continue to take forward the Council's Modern Ways of Working Programme	PT	In progress
Continue to engage staff through regular all-staff briefing sessions, pulse surveys and other mechanisms	WB/IH	In progress

Draft Budget 2021/2022

For Cabinet on 3 December 2020

Summary

Lead Member: Councillor Tom Dawlings, Finance and Governance Portfolio Holder

Lead Director: Lee Colyer, Director of Finance, Policy and Development

Head of Service: Jane Fineman, Head of Finance and Procurement

Report Author: Lee Colyer, Director of Finance, Policy and Development

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	18 November 2020
Portfolio Holder	23 November 2020
Finance & Governance Cabinet Advisory Board	10 November 2020 (Verbal Update)
Cabinet	3 December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet comments on the draft budget and identifies any areas that they believe need to be strengthened or where there are omissions; and
2. That, subject to the above recommendation, Cabinet agrees the draft budget for public consultation.

1. Purpose of Report and Executive Summary

- 1.1 This report outlines the assumptions that have been built into the draft budget for 2021/22.
- 1.2 The draft budget assumes that there are no adverse consequences from either the Local Government Settlement or the Spending Review. Clearly the country is still under the grip of the Covid-19 pandemic with a further national lockdown put in place from 5 November 2020 to 2 December 2020. This will have far reaching consequences for the Council's services and financial resources which is difficult to forecast whilst the situation remains fluid.
- 1.3 The Government cancelled the Autumn Budget and have not provided the usual technical consultation ahead of the Provisional Local Government Settlement which is now likely to be published after the delayed Spending Review.
- 1.4 The Council currently has a draft budget gap of £3,000,000 which it is proposed to balance through the reallocation of reserves until such time as the Government provides a recurring and reliable financial settlement for Local Government. This only provides a short-term solution, and a fundamental review is needed on what services the Government expects Local Government to provide and how these are to be funded.
- 1.5 The Gross Cost of New Capital Schemes is £2,729,600. The funding of the Capital Programme further depletes the Council's reserves which is caused largely by the Council's property assets. The revenue and capital cost of the council's property assets is unsustainable in the medium-term and a rationalisation of these assets is required to ensure they are providing value for money.
- 1.6 For 2021/22 Revenue Support Grant for this Council is expected to remain at zero and at the time of writing there are no firm details of government financial support. The Council will again, need to be financially self-sufficient and deploy its own financial reserves to ensure the continued delivery of essential local services.
- 1.7 The longer the economic restrictions and health issues persist the more fundamental the impact will be on residents, businesses, and visitors to the borough.
- 1.8 The draft budget is a projection and following approval it will be published on the Council's website for consultation.

2. Introduction and Background

- 2.1 Cabinet received the first report leading to the setting of the 2021/22 budget at the meeting on 10 September 2020 entitled Budget Projection and Strategy which had also been considered by the Overview and Scrutiny Committee. This was followed by the Budget Update report on 19 November 2020 which had also been considered at the Finance & Governance Committee on 10 November 2020.

Government Funding Settlement

- 2.2 The Government's four-year funding settlement ended in 2019/20 and a one year 'roll over' occurred for 2020/21 which again required the Council to be financially self-sufficient. Since 2010 when cuts to funding of Local Government commenced, the ability to fund local services continues to be dependent on growing the local economy and sharing in the proceeds of business rates growth.
- 2.3 It is assumed that the Settlement Funding Assessment (SFA) will be increased by 0.4 per cent for Local Authorities however, as this Council receives zero Revenue Support Grant (RSG) then it follows that again no additional funding will be received. It will again be necessary to robustly see-off any further attempts to introduce negative Revenue Support Grant which would require this Council's income being paid back to the Treasury to help subsidise other councils' expenditure.

Spending Review (SR20)

- 2.4 The Chancellor has decided to now conduct a one-year Spending Review (not a Comprehensive Spending Review as previously announced) on 25 November 2020 in order to prioritise the response to Covid-19 and to focus on supporting jobs. The review will set the departmental resource and capital budgets for 2021/22.
- 2.5 The Spending Review will focus on three main areas;
- providing departments with the certainty they need to tackle Covid-19 and deliver our Plan for Jobs to support employment
 - giving our vital public services enhanced support to continue to fight against the virus alongside delivering first class frontline services
 - investing in infrastructure to deliver our ambitious plans to unite and level up the country, drive our economic recovery and Build Back Better
- 2.6 The Departmental Expenditure Limit (DEL) allocated to the Ministry of Housing Communities and Local Government (MHCLG) will determine how much if any funding is to be allocated to Local Government. Individual councils' allocations are usually set out within the Provisional Local Government Finance Settlement which should be published in early December. It is looking more likely that there will another single year 'roll over' rather than the multi-year settlement needed for effective financial planning.

Agenda Item 9

- 2.7 Until the SR20 is approved the Government is not able to set out the financial package of support for councils beyond that which has already been announced for 2021/22 as this would require a fiscal policy decision.
- 2.8 An update to the economic and fiscal forecasts will be published by the Office for Budget Responsibility (OBR) in November 2020 alongside the SR20.
- 2.9 In advance of the SR20 the Institute for Fiscal Studies (IFS) has published a useful analysis of the impact of Covid-19 on council finances (IFS Report R179). The Local Government Association (LGA) as part of their submission to SR20 says that Local Government in England needs £10.1bn annually to plug funding gaps and improve services.

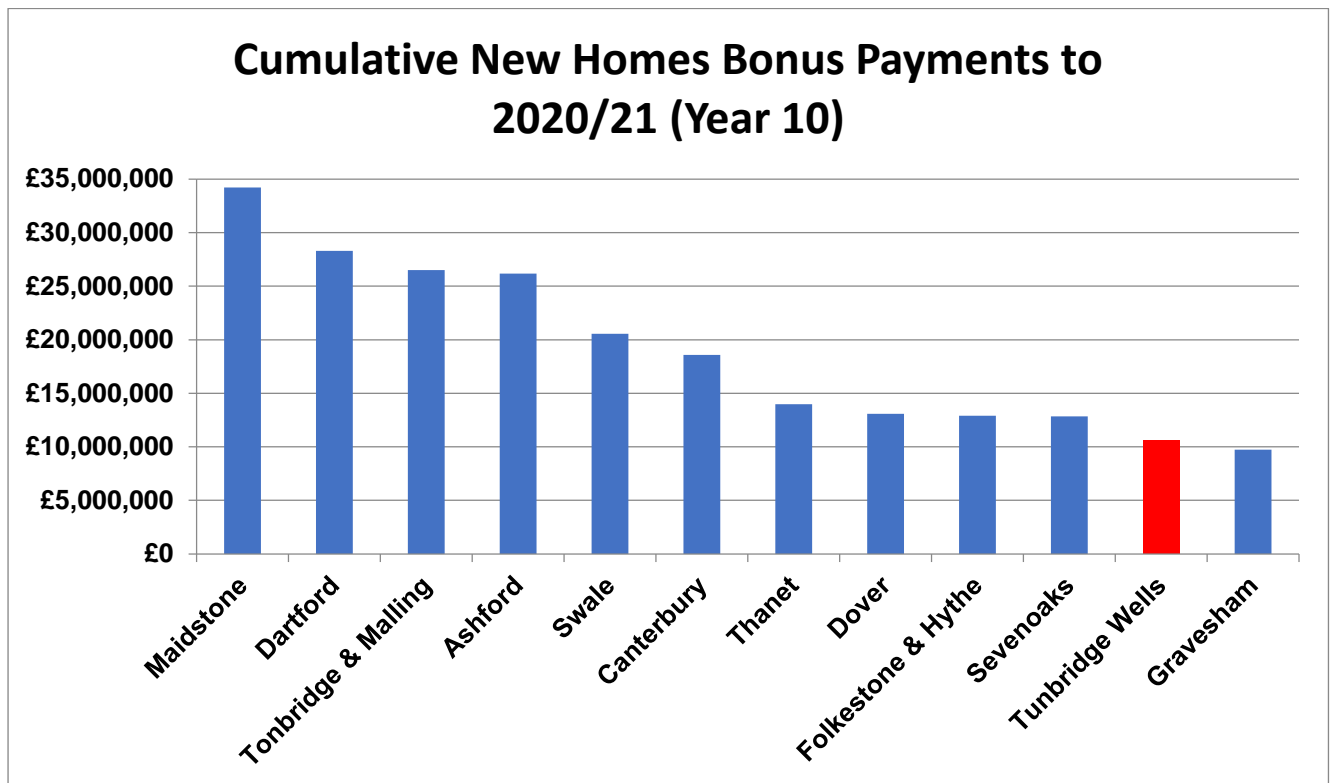
New Homes Bonus (NHB)

- 2.10 The NHB scheme was introduced by the Government in 2011 as a “powerful, predictable, permanent incentive to reward the delivery of housing growth”, funded by a £900 million top-slice of Revenue Support Grant.
- 2.11 Since 2011 various amendments have been made to dilute the financial incentive and in advance of consulting on changes the Government announced last year that in effect the current scheme will be phased out. It has been confirmed that the future direction of the incentive will now be considered as part of the SR20 process. If there is no new award of NHB for housing growth delivered in 2020/21 then the Council will just receive the remaining legacy payments of £406,000 in 2021/22 and £222,000 in 2022/23. The Council has prudently not included NHB within the base budget and transfers any receipts into reserves. The impact of Covid-19 now necessitates a change in approach and any receipts will be used to help close the revenue budget gap. This is illustrated below:

	16/17	17/18	18/19	19/20	20/21	21/22	22/23
	£000s	£000s	£000s	£000s	£000s	£000s	£000s
Year 11 - Net						TBC	
Year 10 - Net					571		
Year 9 - Net				222	222	222	222
Year 8 - Net			184	184	184	184	
Year 7 - Net		183	183	183	183		
Year 6	554	554	554	554			
Year 5	135	135	135				
Year 4	96	96					
Year 3	390	390					
Year 2	339						
Year 1	259						
NHB Allocation	1,773	1,358	1,056	1,143	1,160	406	222
NHB in Budget	1,773	1,358	1,056	921		406	
NHB to Reserves	0	0	0	222	1,160		222

Total	1,773	1,358	1,056	1,143	1,160	0	222
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2.12 Since the creation of NHB this Council has received tens of millions of pounds less funding from NHB than neighbouring councils who have delivered far greater levels of house building which is shown below:



Retained Business Rates

- 2.13 In July 2020 HM Treasury undertook a call for evidence on the fundamental review of the business rates system. The planned revaluation of business rates has been postponed until April 2023 and is to be based on the property market on 1 April 2021 so will reflect the impact of the Covid-19 pandemic on the commercial rental market.
- 2.14 It was expected that the reset of the business rates baseline that determines the Settlement Funding Assessment for local authorities would take place in the autumn. However, councils have been invited to make submissions for business rates pools for 2021/22 which implies that the reset will not occur.
- 2.15 The continuation of business rate pooling using the existing baseline will enable this Council to continue to retain a share in the proceeds of business rates growth for a further year. The previous additional retained business rate growth received by this Council is shown below:

Year	Type of Business Rate Retention	Local Growth Share	TWBC Share of Growth
			£000s
2015/16	Kent Pool	50%	64
2016/17	Kent Pool	50%	595
2017/18	Kent Pool	50%	1,700
2018/19	Kent & Medway Pilot	100%	5,000
2019/20	Kent Pool	50%	806
2020/21	TBC	50%	
2021/22 System Reset (details TBC)		50%	
			8,165

Type of Authority	Local Business Rate Growth Share
Districts	40%
Kent County Council	9%
Kent Fire & Rescue Service	1%
Total	50%
Government	50%

2.16 The Council has prudently not included the proceeds of business rates growth within the base budget and transfers any receipts into reserves. The impact of Covid-19 now necessitates a change in approach and any receipts will be used to help close the revenue budget gap.

Financial Strategy – Covid-19 Pandemic

2.17 The Covid-19 Pandemic is a health and financial emergency and unlike other events there is no historical data on which to make reliable forecasts. The crisis is having immediate effects on councils' budgets across the sector as a result of increases in expenditure and reductions in income from sales, fees and charges (SFCs) along with commercial activities.

2.18 Reductions in council tax and business rates collected this year will feed through to budgets over the medium-term. The Government is likely to compel billing authorities to spread the deficit in the Collection Fund over three years to reduce the impact on revenue budget in 2021/22.

2.19 From the outset of the crisis the s151 Officer formulated a financial strategy to reflect the fluid nature of the situation and to be used to update projections monthly with Cabinet retaining the ability to revise the budget on a quarterly basis reflecting:

- Actual monthly outturn of income and expenditure compared to budget forecasts,
- Economic data including unemployment, collection rates, businesses activity and local footfall; and
- Government support packages and other announcements.

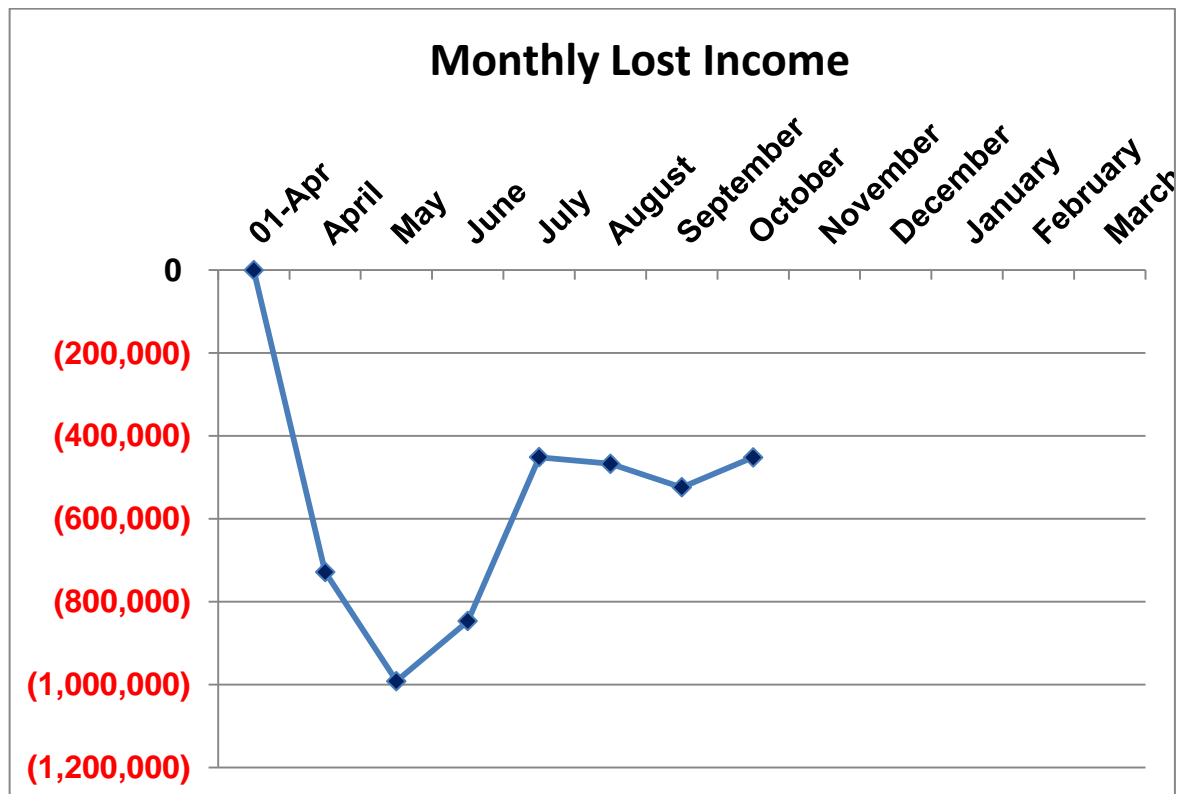
- 2.20 This approach still holds true and accords with the Government's advice that councils should not make drastic budgetary decisions due to the pandemic and should use their reserves as the government will provide councils with the funds needed.

National Economic Forecasts

- 2.21 The country is experiencing the deepest recession in over a hundred years and forecasters are having difficulty in modelling the severity and longevity of the economic impact caused by the pandemic.
- 2.22 The UK suffered its biggest slump on record between April and June 2020 as coronavirus lockdown measures pushed the country officially into recession. The Office for National Statistics (ONS) said that the economy bounced back in June 2020 as government restrictions on movement started to ease. However, the economic recovery is not being felt by all sectors and different parts of the country are now under further economic and social restrictions.
- 2.23 The Bank of England's (BoE) Monetary Policy Report and the Financial Sustainability Report for August 2020 said that interest rates will be kept low (currently 0.10 per cent) and that the BoE remain ready to act to help households and businesses cope with cash-flow pressures.
- 2.24 The BoE had originally forecast a 'v' shaped recovery with the economy returning quickly to pre-covid levels. However in August 2020 the BoE tempered its previous optimism over the UK's recovery from the coronavirus crisis, with new forecasts showing that output will not recover to pre-covid 19 levels until the end of 2021. The recent resurgence of coronavirus cast doubt on this forecast and will further threaten the rate of recovery.

Local Economic Forecasts

- 2.25 The impact of coronavirus varies depending on the type of business and location of operation. The borough has been very resilient during previous recessions with the impact being less severe and the rate of recovery quicker than the national situation. However, this recession is like no other and the borough remains exposed to the change in peoples working lives and the impact on the local economy.
- 2.26 The actual reduction to major income streams is shown below and provides an indication of the local economic recovery which appears to be more accurate than national attempts to call the shape of the economic recovery.



2.27 The major influence over the size of the budget deficit for 2021/22 will be determined by the point at which the monthly reduction in income appears to level off. Current projections are that by March 2021 the monthly loss of income will be £250,000 per month and whilst the rate of recovery will not be linear this would indicate a total loss of income of £3 million over the original budgeted levels for the financial year 2020/21. The situation remains fluid and projections will continue to be updated in accordance with the budget strategy.

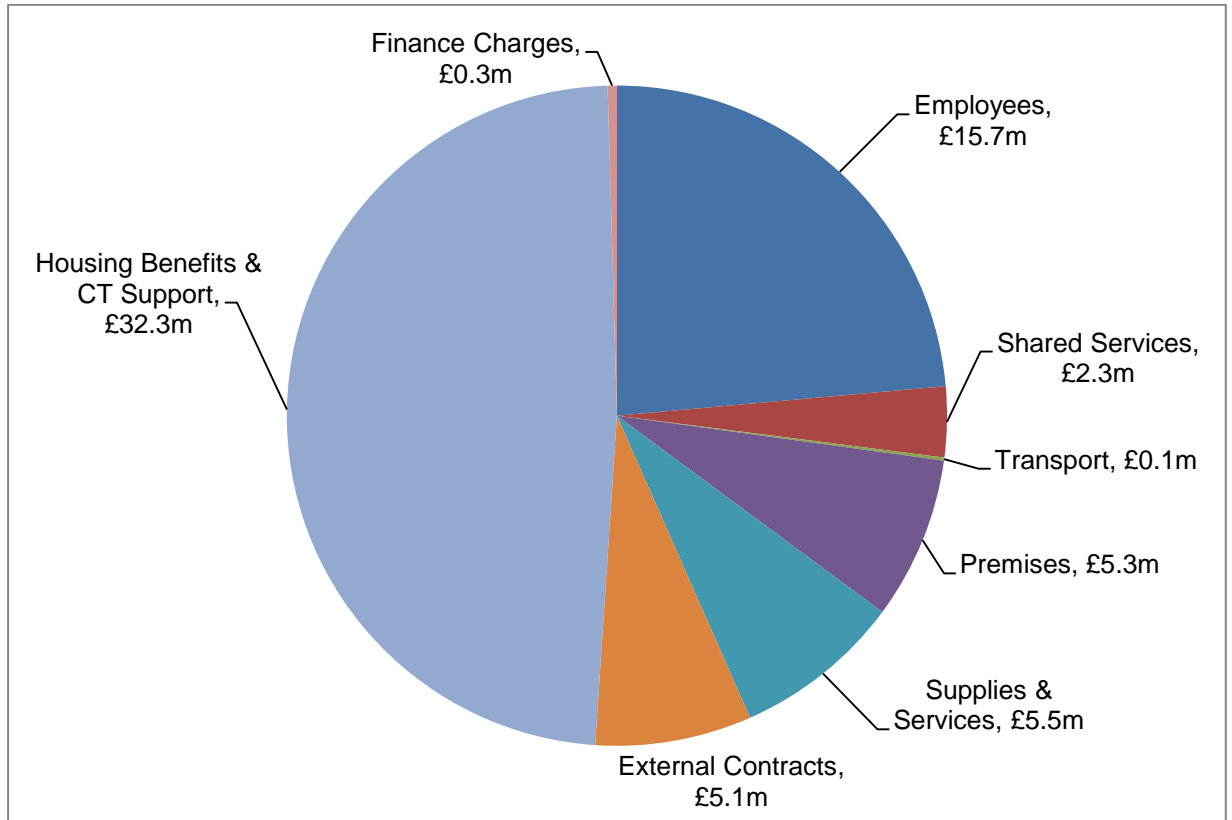
2.28 A summary of local economic data is shown below:

- Unemployment Rate for October 2020 for the borough is 4.4 per cent (3,140 claimants) and the 3rd lowest in Kent where the average is 6.0 per cent.
- Council Tax collection rates to October 2020 are down 1.0 per cent - The Furlough scheme is now set to continue until March 2021.
- Business Rates collection rates to October 2020 are up 0.5 per cent - The government support scheme means that half of all businesses are not required to pay business rates this year – The quarterly rentals due in January 2021 will be crucial along with the Christmas trading period.
- Empty business properties were 342 in October 2020 compared to 314 properties pre-covid.

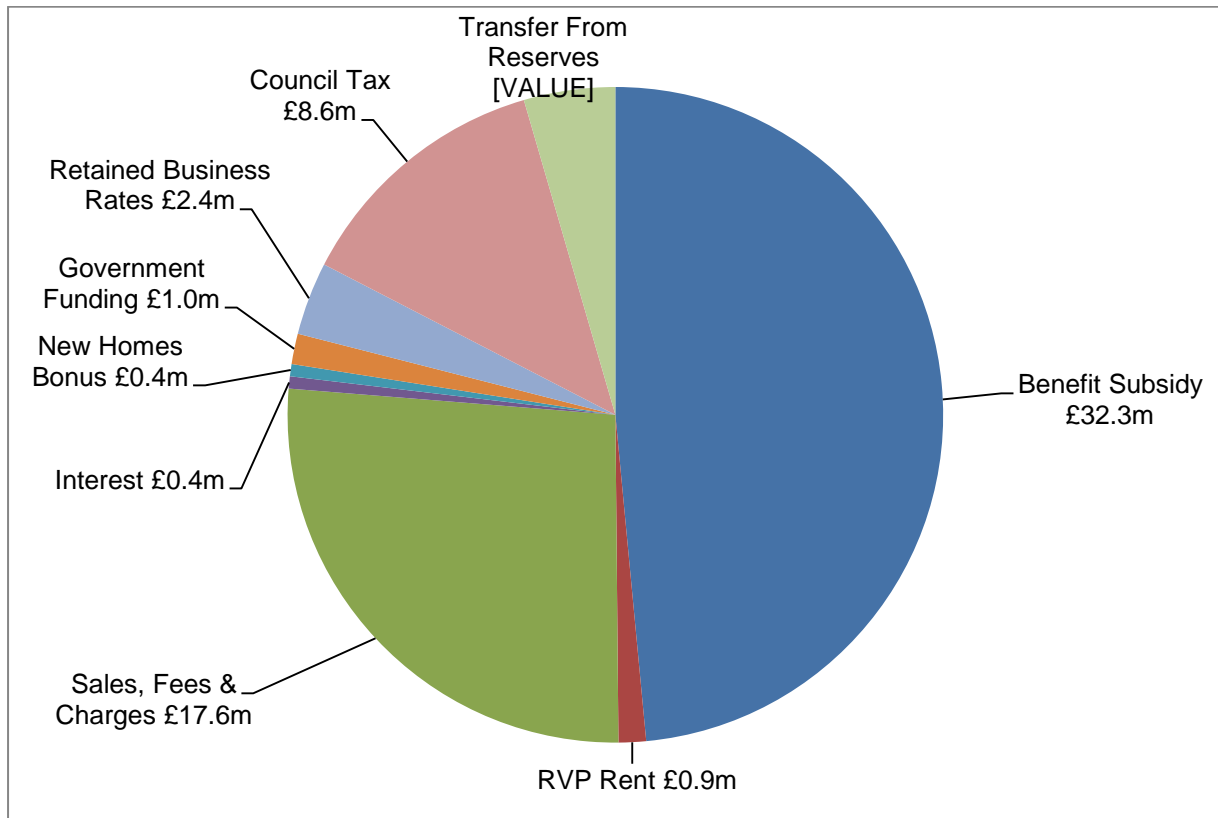
Draft Budget Breakdown

2.29 The Council provides a diverse range of services across the Borough which is estimated to cost £66.6 million. The services are provided either by contractors, through partnership with other councils or by directly employing staff. The draft budget is based on an approved establishment of 316.50 Full Time Equivalents (FTEs). The following pie charts show the draft revenue expenditure and how this is to be funded.

Pie Chart of 2021/22 Revenue Expenditure



Pie Chart of 2021/22 Revenue Income



2.30 A breakdown of the draft budget by service is provided in Appendix B. A subjective breakdown of the current budget per cost centre is available on the Council's website.

Latest Budget Projection 2021/22

2.31 The current year's budget forms the base budget upon which projections are made for the next five years to reflect the Council's Five-Year Plan and other strategies. The projection model has been updated to reflect expected changes at this time and is summarised in Appendix A.

2.32 The key variances over the current budget are shown below:

Draft Budget December 2020		£000s
Employment Costs		312
Transport		(4)
Premises		
Additional business rates		85
Additional planned maintenance & responsive repairs		90
Additional grounds maintenance costs		120
Supplies & Services		
Additional waste and recycling costs		104
Reduction in photocopying and printing costs		(24)
Income		
Additional Council Tax Income (Net)		(60)
Additional Garden Waste income		(96)
Reduction in interest		333
Reduction in planning income		240
Reduction in parking income		1,900
Funding Gap to be met from reserves		3,000

Budget Strategy

2.33 There remains a deficit forecast for 2021/22 of £3,000,000 which, if left unmanaged, would need to be funded from reserves. In normal times the use of general reserves is unsustainable over the longer-term which led Cabinet in 2012 to set a definition of a balanced budget as follows:

“Where ongoing expenditure is met from fees, charges, government grant and council tax with only the use of earmarked reserves being used to meet one-off priority expenditure.”

2.34 These are not normal times, and the Council will need to continue to meet as a priority; the impact of the ongoing national emergency, the Council’s responsibilities under the Civil Contingencies Act 2004 and the provision of statutory services.

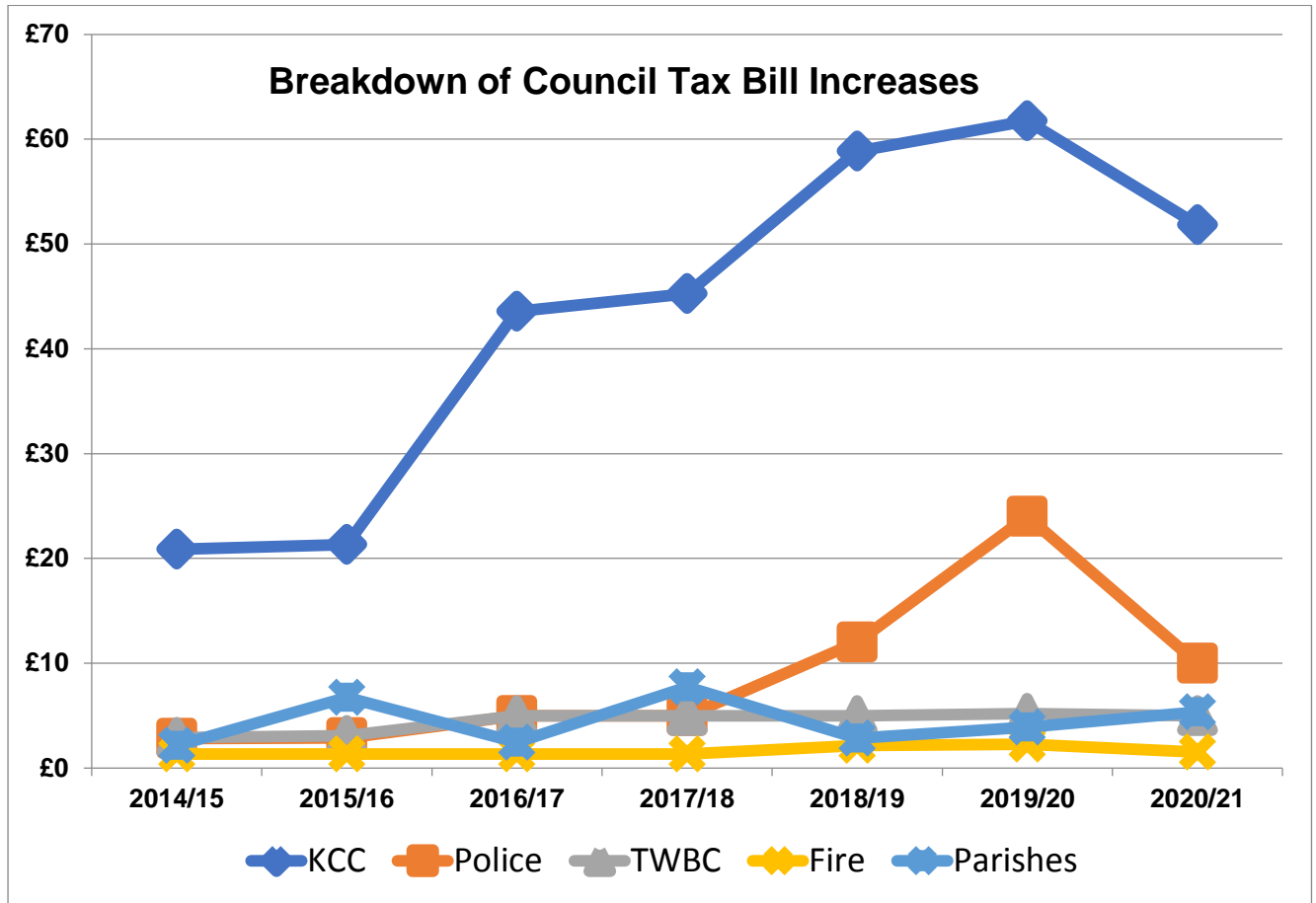
Council Tax Strategy

2.35 One source of funding for the provision of local services is council tax. This Council has historically had a policy of very low council tax levels and the strategy is for council tax to increase up to the threshold (the ‘cap’) for triggering a referendum.

2.36 In previous years, the most efficient authorities such as this Council have been able to increase council tax up to £5.00 a year rather than the cap of 2 per cent. Confirmation is expected to be set out in the Provisional Local Government Settlement 2021/22 sometime in December. The Government assumes this Council will increase council tax by the maximum permitted in their assessment of this Council’s available financial resources.

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2.37 The Government has set different 'caps' for the various authorities who make up the council tax charge appearing on the bills for this borough, this is shown below:



2.38 The MTFs assumes that Council Tax will increase by £5 annually. It will be for Full Council in February 2021 to decide the level of council tax.

Fees and Charges

2.39 For the fees and charges which are not imposed by central government a report has been approved by Cabinet on 19 November 2020.

Car Parking Charges

2.40 There are no plans to increase pay and display car parking charges.

Staff Savings and Efficiencies

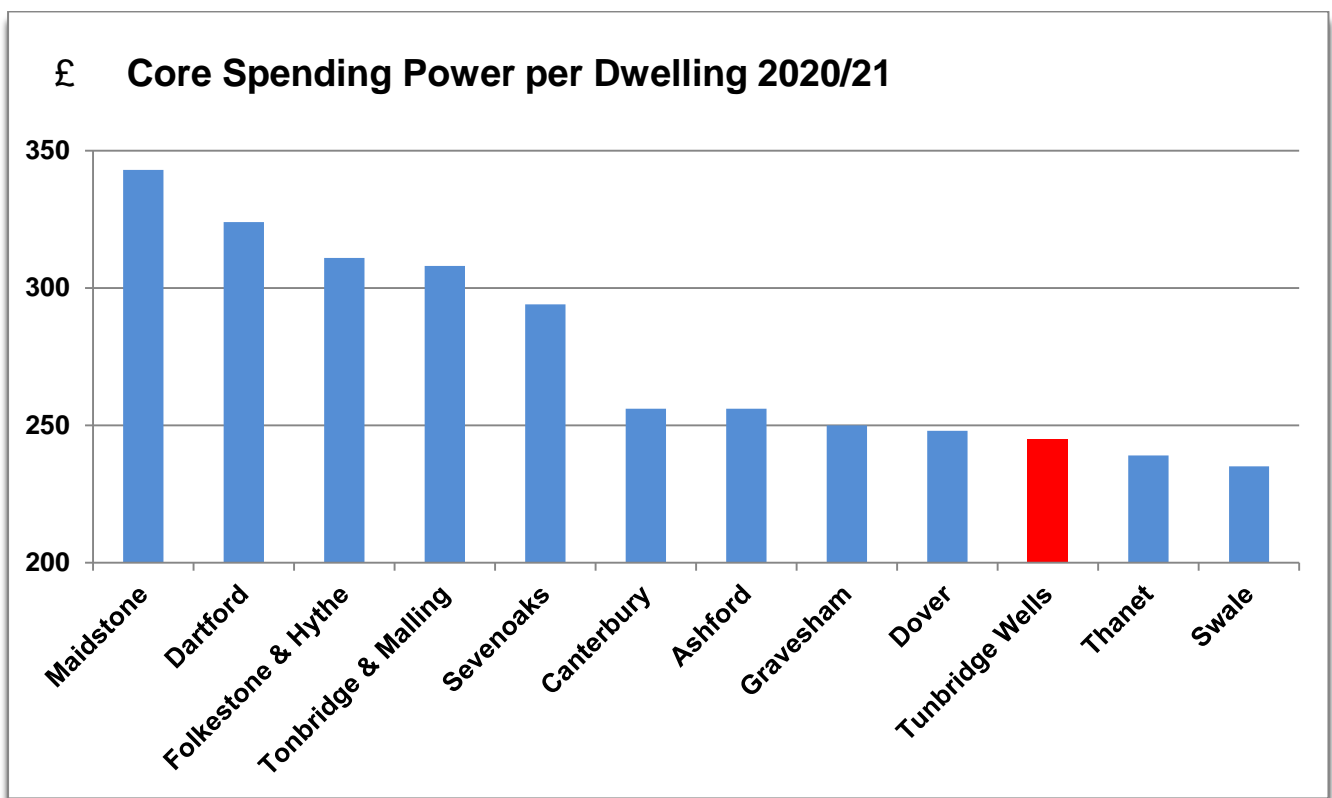
2.41 Directors/Heads of Services and Portfolio Holders have been busy trying to identify further efficiency options to reduce the cost of their services and to increase income. These discussions continue and need refining before they can be submitted for inclusion in the budget or in the case of staffing changes to the General Purposes Committee.

Digital Transformation

2.42 It is not possible to keep working harder and faster with fewer resources and still provide safe, effective services. The Council will need to find new ways of working smarter and deliver services in a more digitally efficient form which meets with the way the public now interact with service providers. The Council has a Digital Services and Transformation Team in place to improve operational delivery and transform the way that services are provided. Details of these projects are reported quarterly to Cabinet and the resulting efficiencies will be incorporated into the budget-setting process.

Spending Power

2.43 The Government has developed a universal benchmarking indicator called 'Spending Power' to enable comparisons between councils of the income they receive from national and local taxpayers. This indicator appears to be the best available for identifying how much each council receives per household to provide local services. The graph below shows that using the Government's own calculation TWBC has the third lowest spending power in Kent at just £245 per household (£239 in 2019/20).



Capital and Revenue Reserves

2.44 The Medium-Term Financial Strategy maintains the following as an adequate level of reserves:

	Minimum
General Reserves (Revenue)	£3.0 million
Capital Receipts	£1.0 million

2.45 The reserves and balances are currently forecast to meet the above levels although maintaining this position relies on delivering not just a balanced budget in 2021/22 but a sustainable budget for the future.

Capital Programme

2.46 At the Full Council meeting on 26 February 2020 the capital programme for 2020/21 to 2023/24 was approved.

2.47 Over the course of the past year the Council has made significant efforts to dispose of surplus land and property identified in the Asset Management Plan (AMP) with a view both to deliver capital receipts and to reduce operational running costs. The AMP provides a framework for further such work over the coming year and this work will be funded from a proportion of the capital receipts received (subject to the necessary approval).

2.48 The four-year capital programme will be rolled forward for another year. Any subsequent additions will be considered using the formal application approval process throughout the year.

New Schemes	Total Gross Project Cost £	Earmarked Reserve Funding £	Cap & Rev Initiatives Res. Funding £	External Funding inc. S106 £
A LIST - Health & Safety, essential priority or externally funded.				
Crescent Road Properties	410,000	0	0	(410,000)
Dunorlan Park Play Area	18,730	0	0	(18,730)
North Farm Depot CCTV	20,000	0	(20,000)	0
Southwood Road Field Drainage	17,440	0	0	(17,440)
Financial Management System Upgrade	47,000	0	(47,000)	0
Cinderhill Additional Plot	26,500	0	0	(26,500)
Cinderhill Water Meters	20,130	(20,130)	0	0
Great Hall Car Park Lift	50,000	0	(50,000)	0
Great Hall Car Park Ventilation	35,000	0	(35,000)	0
Hawkenbury Pitch Lighting	15,000	(15,000)	0	0
North Farm Depot Lighting	27,000	(27,000)	0	0
North Farm Lane Resurfacing	38,500	0	(38,500)	0
Warwick Road Car Park	50,000	0	(50,000)	0
TOTAL	775,300	(62,130)	(240,500)	(472,670)

B LIST

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Assembly Hall Works:				
Assembly Hall Lighting Infrastructure	115,000	0	(115,000)	0
Assembly Hall (Windows)	110,000	0	(110,000)	0
Assembly Hall Bar Ventilation	20,000	0	(20,000)	0
Car Parks Works:				
Great Hall Car Park Lighting	50,000	0	(50,000)	0
Meadow Road Car Park	530,000	0	(530,000)	0
Sports Centre Works:				
TW Sports Centre Building Management System	220,000	0	(220,000)	0
TW Sports Centre CCTV	50,000	0	(50,000)	0
TW Sports Centre Gas Heater	90,000	0	(90,000)	0
TW Sports Centre Stair Lift	16,000	0	(16,000)	0
Weald Sports Centre Air Conditioning	15,000	0	(15,000)	0
Others:				
Town Hall (Windows)	505,000	0	(505,000)	0
Cranbrook Museum	27,800	0	(27,800)	0
Crematorium Wall and Paving	205,500	0	(205,500)	0
TOTAL	1,954,300	0	(1,954,300)	0
GRAND TOTAL		2,729,600	(2,194,800)	

- 2.49 The significant recurring cost of; planned maintenance, responsive repairs and the above capital investment in the Council's Civic Buildings, Car Parks and Leisure Centres is not financially sustainable over the medium-term and a solution that provides value for money needs to be determined.
- 2.50 The Council has no external debt but with reserves largely allocated it will be necessary to commence borrowing to fund additional capital schemes. The Council does have the potential for using new capital receipts, building up usable reserves and access to internal and external borrowing. The determination as to which source of funding is most appropriate is a technical judgement that will be made by the s151 Officer.
- 2.51 Above is a summary of new applications to the capital programme which will require Full Council to agree in principle the additional total gross project funding of £2,729,600. The decision to procure each scheme and the source of funding will be determined by the s151 Officer.
- 2.52 In addition to the revenue and capital budgets, the Council has earmarked reserves which form part of the Budget and Policy Framework and are available to fund the specific purpose of the reserve in accordance with the virement procedure rules. The projected balances of these reserves are shown below and assume that the revenue budget is balanced from 2022/23 without further utilisation of reserves.

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	Includes both A List and B List for Capital 2021/22					
	31-Mar-20	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24	31-Mar-25
	Actual	Forecast	Forecast	Forecast	Forecast	Forecast
	£000's	£000's	£000's	£000's	£000's	£000's
General Fund	4,090	4,090	4,090	4,090	4,090	4,090
Earmarked Reserves	11,261	10,561	7,578	7,103	6,628	6,128
2020/21 Budget Deficit	0	(2,216)	(2,216)	(2,216)	(2,216)	(2,216)
2021/22 Budget Deficit	0	0	(3,000)	(3,000)	(3,000)	(3,000)
Capital Grants & Contributions	1,802	1,802	1,802	1,802	1,802	1,802
Capital Receipts Reserve	1,000	2,570	1,000	1,000	1,000	1,000
Amelia Scott Capital Receipt	3,076	6,131	6,131	6,131	6,131	6,131
Amelia Scott Capital Spend	0	(6,131)	(6,131)	(6,131)	(6,131)	(6,131)
Total Reserves	21,229	16,807	9,254	8,779	8,304	7,804
Outstanding Financing						
33 Monson Road	(1,567)	(1,496)	(1,425)	(1,354)	(1,282)	(1,211)
Dowding House	(2,049)	(1,960)	(1,870)	(1,781)	(1,692)	(1,603)
The Lodge, Calverley Park	(511)	(489)	(468)	(447)	(426)	(404)
Royal Victoria Place	(1,007)	(966)	(924)	(882)	(840)	(798)
Waste Bins & Caddies	(665)	(598)	(532)	(465)	(399)	(333)
Civic Site Essential Works	0	(1,442)	(1,866)	(1,789)	(1,712)	(1,635)
Amelia Scott (additional funding)	0	0	(2,000)	(1,920)	(1,840)	(1,760)
Total Outstanding Financing	(5,799)	(6,951)	(9,085)	(8,638)	(8,191)	(7,744)

Note: Schemes not funded from reserves need to be charged to revenue and this repayment is reflected in the reduction in financing over the life of the asset.

- 2.53 The Council does not have any external debt but with borrowing costs reducing to record low levels the s151 Officer has the flexibility to take advantage of this situation and borrow as an alternative to utilising capital receipts.

Budget Calculations and Adequacy of Reserves

- 2.54 When the budget is set in February the Council's Section 151 Officer must give his view on the robustness of the estimates and adequacy of reserves.
- 2.55 The Council's Medium-Term Financial Strategy 2017/18 to 2021/22 (MTFS) was agreed by Full Council on 22 February 2018 and projected the financial impact of the Council's current and proposed policies in the short and medium-term. This report and the projections in Appendix A will form part of the MTFS Update for 2021/22.
- 2.56 It is important to recognise that there are many factors that can affect some budgets and where variances could be significant requiring closer budget management and action; these areas include:

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Risk Area	Management
Covid-19 Pandemic	The pandemic is a health emergency which has resulted in the greatest recession in a century. Further economic and health restrictions will continue to have significant and fundamental budgetary implications.
Climate Emergency	In July 2019 Full Council declared a climate emergency. A climate cross-party task force has been established and a dedicated report is due with actions to make the Borough carbon neutral by 2030. No financial requirements have been identified or provided for within the Medium-Term Financial Strategy. The cross-party group agreed to lobby central government to provide additional resources and to grant the necessary freedoms to deliver the above ambition.
Brexit	The decision of the UK to Leave the European Union is classed by the Government as a planned event. Implications continue to be monitored and are incorporated within Risk Scenario 6: Service Interruption on the Council's Strategic Risk Register. The latest information is maintained by the Kent Resilience Forum: https://www.kentprepared.org.uk
Growth	The Government is clear that local authorities have a responsibility to grow their local economies through new housing and businesses. The private sector is very selective in identifying those areas in which to invest and there is tough competition between destination towns. The borough needs to be viewed as 'open for business' and receptive to growth if it is to retain and attract residents and businesses and to deliver wider economic benefits. It is important to avoid a lack of confidence by the private sector to invest in the borough.
Market Failure	The Council is required to procure services and is reliant on a free and competitive market to obtain best value. In some circumstances the contractors may be unwilling or unable to take on the risk of providing services without significant cost increases in existing or new contracts.
Property Assets	The cost of maintaining property assets is currently around 10 per cent of the Net Revenue Budget and consumes around £1m- £3 million in capital expenditure. Despite this some property assets have reached the end of their useful life and are at risk of further responsive costs to keep them operational.
Planning Inquiry Costs	Whilst the primacy of planning is paramount, decisions taken by the Planning Committee can lead to formal planning inquiries which have the potential for substantial costs to arise which are not budgeted for.
Business Rates Retention Scheme	Part of the Council's funding is now linked to the amount of business rates due in the Borough. However, the Government has also transferred the liability for business rate appeals already in the system. To help mitigate the impact of appeals the Council maintains a Grant Volatility Reserve and is part of a Kent Business Rate Pool.

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Economic Conditions	<p>The majority of the Council's income is derived from sources which are subject to the prevailing economic conditions.</p> <p>Economic conditions can also alter the demand for council services and those provided by partners and the voluntary sector.</p>
Employee Costs	<p>The move to local pay offers some protection but a watching brief is still required especially regarding the vacancy factor. Changes to pensions, National Insurance and the introduction of an apprentice levy have been included where known but such further changes can have a significant cost.</p> <p>Demand for some professionals exceeds supply and this is exacerbated by the higher salaries available in London and parts of the private sector.</p>
Parking Income	Dependant on usage and the economic environment.
Planning and Licensing Income	Dependant on the economy and the impact of legislative changes which limit the full recovery of the cost of providing these services.
Crematorium Income	Dependant on mortality rates and competition.
Contracts	Dependant on inflation indices and a competitive market.
Utilities	Global supply and demand plus above inflation price rises.
Land Charges	The Infrastructure Bill was approved, paving the way for Local Land Charges to be centralised into a single computer system. No details of timeframe or how the Land Registry will provide the service have been released.
Investment Returns	<p>New cash deposits are dependent on interest rates and levels of balances.</p> <p>Property investments are dependent on the type of asset and rental demands.</p>
Targeted Options to Reduce Net Expenditure	Assumes that savings identified are delivered and there are no unintended consequences.
Capital Receipts	Capital is tied up in non-operational assets which if released will help to reduce the use of cash reserves to fund the capital programme.

Government Policy and Announcements by Ministers	There has been a significant increase in the volume of legislation and announcements which can undermine strategic planning and compromise budget assumptions.
Capital Programme	<p>Major capital schemes carry a significant risk which is managed through the Council's Strategic Risk Register.</p> <p>The funding of capital can also have a significant impact on the revenue budget where external borrowing is required.</p>

National Policy and Legislative Changes

2.57 The above forecasts are subject to changes from the following government activities:

- The health and financial measures required for the Covid-19 Pandemic
- The implications of the UK leaving the European Union
- The Spending Review 2020
- The Provisional Local Government Finance Settlement 2021/22; and
- The White Paper on Local Government Reorganisation.

3. Options Considered

3.1 The budget-setting process is well rehearsed and has largely been successful in delivering a balanced budget and engaging with the public. There may be other alternatives but ultimately the Council must produce a budget which meets its statutory responsibilities.

4. Preferred Option and Reason

4.1 This report is the third in the formal budget-setting process which will be informed through consultation and research. Decisions on priorities and services will be communicated on a regular basis.

5. Consultation on Options

- 5.1 Early public engagement is essential to arrive at suitable feedback which can be developed in time to be incorporated within the budget. Information will be placed on the Council's website along with articles in Local which allows members of the public, staff and businesses to provide their ideas for how to reduce spending and optimise income while protecting the quality of public services.
- 5.2 The Cabinet Advisory Boards and the Overview and Scrutiny Committee will continue to provide a good source of challenge in developing the budget and to the level of service provided.

- 5.3 The above will form an overall picture of prioritisation. Cabinet draft budget proposals will then be tested through a budget survey which will be publicised and available both on the council's website and in printed form on request. The closing date for the budget survey will be 4 January 2021.

6. Implementation

- 6.1 This report sets out the mechanism by which Cabinet will deliver its service and budget strategy. The draft budget proposals will be considered by Overview and Scrutiny Committee in January 2021. Final proposals for the budget will be agreed by Cabinet in February and proposed for approval by Full Council in February 2021.

7. Appendices and Background Documents

Appendices:

- Appendix A: Five Year Budget Projections
- Appendix B: Draft Budget by Service

Background Papers:

- None

8. Cross Cutting Issues

Issue	Implications	Sign-off
Legal including Human Rights Act	The Five-Year Plan and budget form part of the Council's Policy Framework.	Director of Finance, Policy and Development, 20 November 2020
Finance and other resources	This report forms part of the Council's Budget and Policy Framework.	Director of Finance, Policy and Development, 20 November 2020
Staffing establishment	Where savings proposals impact on staff then this will be managed in accordance with Human Resources policies.	Director of Finance, Policy and Development,

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		20 November 2020
Risk management	An assessment of the risk factors underpinning the budget will accompany the final budget report. The Strategic Risk Register also includes a risk on funding streams which is being monitored by Cabinet and the Audit and Governance Committee.	Director of Finance, Policy and Development, 20 November 2020
Environment and sustainability	The budget has regard to the environmental sustainability priorities within the Five-Year Plan.	Director of Finance, Policy and Development, 20 November 2020
Community safety	The budget has regard to the community safety priorities within the Five-Year Plan.	Director of Finance, Policy and Development, 20 November 2020
Health and Safety	The budget has regard to the Health and Safety obligations and priorities within the Five-Year Plan.	Director of Finance, Policy and Development, 20 November 2020
Health and wellbeing	The budget has regard to the health and wellbeing priorities within the Five-Year Plan.	Director of Finance, Policy and Development, 20 November 2020
Equalities	Changes to service delivery may impact on equalities; however, heads of service will ensure that an equality assessment is in place where this has been identified.	Director of Finance, Policy and Development, 20 November 2020

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5 YEAR BUDGET PROJECTIONS

Year	Annual (Surplus) / Deficit	Explanation	
	£000s		
0	2021/22	3,000	Temporary use of reserves
1	2022/23	4,091	Impact of the pandemic and residual pressures
2	2023/24	4,771	Economic recovery and establishment pressures
3	2024/25	5,141	Inflation and actuarial review
4	2025/26	5,748	Inflation and demand pressures
5	2026/27	6,334	Inflation and demand pressures
NET 5 YEAR DEFICIT		29,084	FUNDING GAP IF LEFT UNMANAGED

Major Assumptions

- 1 These projections assume Council Tax increases by £5 per year.
- 2 The taxbase will remain unchanged.
- 3 Sales, Fees and Charges income is reduced by £3m then from 2022/23 increases by 3 per cent.
- 4 No year on year increase in car parking income.
- 5 Employment costs increase by 2.5 per cent each year.
- 6 Inflationary pressures on contracts of 4 per cent each year.
- 7 The Spending Review is fiscally neutral.
- 8 Additional £300,000 for each market review of pay.
- 9 Additional £100,000 for each triennial pension revaluation.

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DRAFT BUDGET PER SERVICE

Budget Code	Description	2020/21 Budget 1	2021/22 Budget 1	Variance
		£	£	£
5001	Chief Executive	181,910	181,820	(90)
5002	Director of Finance, Policy & Development	150,620	149,660	(960)
5003	Director of Change & Communities	132,840	132,740	(100)
5010	Head of Finance & Procurement	(1,689,120)	1,053,930	2,743,050
5011	Mid Kent Client Services	1,759,540	1,958,270	198,730
5012	Head of HR, Customer Service & Culture	1,845,810	1,995,630	149,820
5013	Head of Housing, Health & Environment	4,671,110	4,908,490	237,380
5018	Head of Economic Development & Property	335,720	424,330	88,610
5020	Head of Planning	984,840	1,191,910	207,070
5024	Head of Policy & Governance	1,308,350	1,306,780	(1,570)
5025	Head of Facilities & Community Hubs	1,187,040	1,218,210	31,170
5026	Head of Digital Services & Communications	785,090	818,850	33,760
Budget sub-total per Service		11,653,750	15,340,620	3,686,870
5032	Capital Adjustments	291,570	290,040	(1,530)
5035-7	Net Investment Income	(783,610)	(450,420)	333,190
5046/9	Transfer (from) to reserves	1,727,730	(3,000,000)	(4,727,730)
Net Budget Requirement		12,889,440	12,180,240	(709,200)
5040	Retained Business Rates & Government Grants	(4,353,110)	(3,615,950)	737,160
5042	Council Tax	(8,503,880)	(8,564,290)	(60,410)
5043	Collection Fund (Surplus)/Deficit	(32,450)	0	32,450
Revenue Budget		0	0	0

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Council Tax Reduction Scheme

For Cabinet on 3 December 2020

Summary

Lead Member: Tom Dawlings, Portfolio Holder for Governance & Finance

Lead Director: Stephen McGinnes, Director Mid Kent Services

Head of Service: Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership

Report Author: Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Portfolio Holder	4 November 2020
Finance & Governance CAB	10 November 2020
Cabinet	3 December 2020
Council	16 December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet notes the outcome of the public consultation.
2. That Cabinet makes a recommendation to Full Council to implement the 2021-2022 Council Tax Reduction Scheme.
3. That Cabinet notes the impacts highlighted in the Policy in Practice analysis, and EqIA and delegates authority to the Head of Revenues and Benefits to consider mitigations to those impacts and make any changes deemed necessary within the Exceptional Hardship Policy in consultation with the Portfolio Holder for Finance and Governance.

1. Introduction and Background

- 1.1 The purpose of this report is to advise on the outcome of the public consultation on proposed changes to the Council Tax Reduction Scheme and make recommendation on the 2021-22 scheme.
- 1.2 In amending the scheme for 2021-22 the intention is to mitigate the impact of Universal Credit (UC) on the administration of the Council Tax Reduction Scheme (CTRS), together with the billing and collection of Council Tax.
- 1.3 Council Tax Reduction (CTR) was introduced by the Department for Communities and Local Government (DCLG) in April 2013 as a replacement for the Council Tax Benefit (CTB) scheme administered on behalf of the Department for Work and Pensions (DWP).
- 1.4 As part of its introduction, Central Government set out a number of key elements:
 - The duty to create a local scheme for working age applicants was placed with billing authorities;
 - Funding was initially reduced by the equivalent of 10% from the levels paid through benefit subsidy to authorities under the previous CTB scheme; and
 - Persons of Pension Age, although allowed to apply for CTR, would be 'protected' from any reduction in support through regulations prescribed by Central Government.
- 1.5 Since its introduction in April 2013, our local scheme has been 'refreshed' annually and further changes introduced to ensure that the scheme remains affordable whilst providing support for those most in need.
- 1.6 Each year the scheme must be approved by Full Council.
- 1.7 Across Kent, a common 'platform' approach was adopted for the design of local schemes, with the new schemes broadly replicating the former CTB scheme but with a basic reduction in entitlement for working age claimants. In Tunbridge Wells, working age claimants must pay at least 20% of the Council Tax liability.
- 1.8 Universal Credit has introduced fundamental changes to how the welfare system operates and replaces a number of existing benefits including Income Support, Job Seekers Allowance, Employment Support Allowance, Working Tax Credits, Child Tax Credits and Housing Benefit.

1.9 CTR is administered as a local discount, putting it outside of the welfare system and scope of UC.

1.10 CTR provides financial assistance in the form of a rebate on the Council Tax bill and this cost of award has generally reduced over recent years.

2016/2017	£6,400,401
2017/2018	£5,923,117
2018/2019	£5,909,165
2019/2020	£5,975,191
2020/2021	£5,763,565 (estimated)

1.11 There are frequent changes in UC entitlement to mirror earnings which provide a benefit to the recipient. However, this represents a challenge for the administration of the CTRS due to the increase in reported changes through UC and DWP.

1.12 CTR is calculated as a means tested benefit taking into account the claimant's income and wider circumstances. Earnings are averaged at the start of the claim and reviewed periodically, with the claimant under a duty to report material changes such as an increase in working hours, someone moving in or out of the property. On average, customers report between 2-4 changes per year.

1.13 The changes reported to the Council through UC and DWP are significantly higher, reflecting the link between monthly earnings and benefit payments, with many changes reported per customer annually. Changes can occur each month.

1.14 Given the link between the calculation of CTR and collection of Council Tax, this means some customers receive a new Council Tax bill every month due to what could be minor variations in their earnings and UC award.

1.15 Such a situation provides confusion for customers, limits the effectiveness of the Council in recovering unpaid Council Tax and add further costs to the administration of the CTRS.

1.16 When the 2020-21 CTRS was being considered in September 2019, the Cabinet report explained that the current Council Tax Reduction Scheme had become out of date.

1.17 At its meeting on 6 August 2020, Cabinet was advised that many authorities have moved to income banded schemes and these have been successfully in operation in authorities in Kent and across the country for a few years now.

1.18 Cabinet was advised on 6 August 2020 that an analysis had been carried out and

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an income banded scheme was the fairest and simplest to administer and explain to customers.

- 1.19 A simpler income banded scheme includes wide earnings bands. The only changes that would be necessary were if the claimant moved into a different earnings band.
- 1.20 When determining income for the purpose of the income banded scheme, any benefits the claimant is in receipt of are not taken into account (disregarded). Only employment earnings are used in the calculation.
- 1.21 So for any claimant who is in receipt of a benefit such as Income Support, Job Seekers Allowance, Employment Support Allowance, Working Tax Credits, disability allowances/premiums and child tax credits, these will not be included as income for the income banded scheme.
- 1.22 3 income banded scheme models have been considered.
- 1.23 Model 1 is a simple scheme made up of five income bands with maximum CTR award of 80% as under the current scheme.
- Net monthly earnings are made up of net employment earnings
 - Working-age households with earnings above their respective thresholds, or with savings above £10,000, are not eligible for support
 - Band D cap retained
 - Cost of award £5.38 million per annum in line with current scheme (current scheme estimated £5.38 million per annum had it been carried forward into 2021-22).
 - Introduction of lower-rate and higher-rate non-dependant deductions (these are deducted from CT liability):
 - Lower non-dependant deductions of £5/week
 - Higher non-dependant deductions of £10/week
 - Average weekly support for working-age households £17.49 per week in line with the current scheme if it were retained into 2021/22.
 - Households in receipt of Universal Credit see an increase of £0.70/week on average compared to current levels of support.
 - Households in receipt of legacy benefits (e.g. Income Support, Job Seekers Allowance) see their level of support decrease by £0.53 per week on average, but still retain slightly higher support levels at £17.72 per week compared to £17.18 per week for households in receipt of Universal Credit. (Those households will continue to receive maximum 80% CTR).
 - 13 households will no longer eligible for support due to their non-benefit income being higher than the upper earnings threshold. The majority of these households already receive low levels of support.
 - The monthly earning bands and maximum award are:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/max	Passported/max	Passported/	80%

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	UC	UC	max UC	
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 4	£632-£947.99	£775-£1,162.99	£883-£1,324.99	25%
Band 5	£948-£1,263.99	£1,163-£1,550.99	£1,325-£1,766.99	10%

- 1.24 Model 2 is the same as Model 1 except for an additional 5% uplift to Council Tax Support for households in receipt of disability or illness benefits in respect of the claimant or their partner (subject to a maximum level of support of 80%).
- 5% uplift for bands 2-5 for households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of claimant, partner or child). (Households in band 2+ are households that fall into band 2 (maximum award 65%) but receive an uplift of 5% taking them up to 70%).
 - This model is estimated to cost £5.39 million per annum so slightly more than the current scheme is estimated to have cost
 - Average weekly support for working-age households under this model is £17.54/week. This similar to Model 1 and under the current scheme retained into 2021/22 (both £17.49).
 - Households in receipt of Universal Credit see an increase of £0.74/week.
 - Households in receipt of legacy benefits see a decrease of £0.47/week compared to support levels under the current scheme in 2021/22. However, as under Model 1, households in receipt of legacy benefits still retain slightly higher support levels at £17.78/week compared to £17.22/week for households in receipt of Universal Credit.
 - The monthly earning bands and maximum award are:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 2+				70%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 3+				55%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 4+				30%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%
Band 5+				15%

- 1.25 Model 3 is a further model but with maximum support of 70%, except for households in receipt of disability or illness benefits which will have support

uplifted by 10% to 80% in band 1.

- This model will cost £5.30 million per annum, so less than the current scheme would be estimated to cost
- The impact of this is 10% higher Council Tax to pay for residents in Band 1 who make up the majority of claimants
- Average weekly support for working-age households under this model is £16.91/week.
- This is less previous models, which all had average awards of approximately £17.50/week.

Band		Household size and earnings threshold			Maximum Award
		No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	70%	
Band 1++				80%	
Band 2	Less than £316	Less than £387	Less than £441	65%	
Band 2+				70%	
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%	
Band 3+				55%	
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%	
Band 4+				30%	
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%	
Band 5+				15%	

- 1.26 There will be gainers and losers as with any new scheme. The income banded scheme makes it a fairer scheme for all claimants, but to mitigate any significant impacts an Exceptional Hardship Scheme will be in place.
- 1.27 Although full migration to Universal Credit is not expected until 2024, more and more people are being moved onto UC. With the Exceptional Hardship Policy in place, this will protect those who might otherwise experience severe financial hardship, especially with the change to a new Council Tax Reduction Scheme.
- 1.28 A public consultation is mandatory where changes are proposed to the CTR scheme and Cabinet resolved that delegated authority would be given to the Head of Revenues and Benefits to commence consultation on the 3 models proposed.
- 1.29 Decision makers are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups.

- 1.30 An equality impact report covering the implications of amending the current scheme and introducing a revised scheme from 1 April 2021 is detailed in Appendix B.

2. Consultation outcome

- 2.1 The survey was open between 20 August 2020 and 2 October 2020 and was promoted online through the Council's website and social media channels. In addition, CTR claimants were either emailed directly (2,131 claimants) and notified of the consultation or where we did not hold an email address were sent a postal survey and details of the proposals (3,452 claimants).
- 2.2 Background information provided as part of the consultation explained the impacts of each of the proposed models and the rationale behind why each model was being considered.
- 2.3 The survey was promoted on the Council's website, social media and in the local press. Paper copies were available on request in addition to the paper copies circulated to CTR claimants.
- 2.4 The survey was open to all Tunbridge Wells borough residents aged 18 years and over.
- 2.5 There was a total of 492 responses to the survey which represented an 8% response rate.
- 2.6 Respondents were asked to rank the three models in order of preference. Where 1 was their favourite model and 3 was their least favourite model. 278 respondents answered this question.
- 2.7 Models that were ranked as 1st (favourite model) were allocated a weighting of 3, the second favourite models were allocated a weighting of 2 and the least favourite models (ranked 3rd) were allocated a weighting of 1. This allowed a weighted average to be calculated.
- 2.8 The greatest mean score indicates Model 2 was ranked the preferred model as highest at 2.37, closely followed by Model 1 (2.16). Model 3 was the lowest rated model (1.59).

3. Options Considered

- 3.1 Having completed the consultation the Council can decide:
- 3.2 Option 1 - do nothing and continue with the current CTR Scheme. This would mean any changes reported to us would be actioned each time and a new

Council Tax bill will be generated each time a change is made. This would potentially mean that a customer could receive 12 Council Tax bills each year with the Council Tax payments changing each time a revised bill is issued. This would be confusing for the customer as they would be constantly changing the amount they have to pay. The option of 'do nothing' will be administratively time consuming, with an inevitable increase in printing and postage. Cabinet took the decision on 6 August 2020 to introduce a new simplified income banded scheme and carry out a public consultation with the 3 models shown in Appendix A.

- 3.3 Option 2 - Implement Model 1. This would be the most straightforward model to implement and administer, and the simplest to explain to customers. Those in receipt of disabled and illness benefits are protected as these benefits which can make up a significant amount of household income are not taken into account when calculating CTR. This was the favoured model by non-disabled responders.
- 3.4 Option 3 - Implement Model 2. This was the favoured model by disabled responders. In addition to the protection received under Model 1, an additional 5% uplift in support is given to those in receipt of disability and sickness benefits. Those benefits received are not taken into account as income. However, the software company has advised it will not be able to implement Model 2 in time for April 2021, which would mean a manual process to award the 5% uplift award. This would need to be taken into account when calculating the administration cost of this model.
- 3.5 Option 4 - Implement Model 3. This was the least favourite model. For the claimants that are not in receipt of disabled/sickness benefits the maximum award would be 70% rather than 80%. Those in receipt of disability/sickness benefits would receive maximum award of 80%.

4 Preferred Option and Reason

- 4.1 Option 2 - To implement Model 1 is the preferred option the reasons being:
- It is the most straightforward model
 - It is the simplest model for customers to understand
 - It is the simplest model to explain and administer
 - In the weighting score it was very close between Model 1 and Model 2
 - Whilst respondents with a disability did not place model 1 first, those in receipt of disability or sickness benefits will not have those benefits taken into account as income and are protected under Model 1
 - Benefits make up a larger share of household income. Only employment earnings are taken into account so any benefits received are disregarded for the purpose of calculating the household income. An example of 2 cases is shown in Appendix D
 - With the uncertainty of the effect of COVID on Council Tax Reduction applications which would increase the cost of awards, it may be better in

Year 1 not to commit to any further increase by awarding an additional percentage in support

- As this will be the first time an Income Banded Scheme will be implemented, using the most straightforward model may be preferable
- Given the software company would not be able to implement another model in time for April 2021, considering another model could be deferred for one year.

5. Implementation

- 5.1 A decision on the final scheme to be implemented is required by a meeting of Full Council on recommendation by Cabinet.
- 5.2 That decision will be publicised through the local media with those residents directly affected by the changes notified in writing of planned changes.
- 5.3 The revised CTRS will take effect from 1 April 2021 and be reflected in the annual Council Tax bills to be sent in March 2021.

6. Appendices and Background Documents

Appendices:

- Appendix A: Consultation Results
- Appendix B: Full Banded Scheme Report
- Appendix C: Banded Schemes 1,2 and 3
- Appendix D: Model 1 Case scenarios
- Appendix E: Exceptional Hardship policy
- Appendix F: EQIA

7. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Section 13A of the Local Government Finance Act 1992 requires the Council to adopt a Council Tax Reduction Scheme. Schedule 1A of the Act requires the Council to consider each financial year whether to revise or replace its scheme.

The Act contains a statutory duty to consult on a proposed scheme, with guiding principles for fair consultation set out in case law. As there are changes proposed for the 2021-2022 scheme further consultation is necessary.

Consideration must be given to the finding of the consultation and equality impact assessment in reaching a decision. At this stage there are no direct consequences arising from the recommendation that adversely affect individual's rights and freedoms as set out in the Human Rights Act 1998. Potentially consequences could arise in the future implementation of the Plan that would need to be evaluated at the time.

Keith Trowell, Team Leader (Corporate Governance), MKLS 16.10.2020

B. Finance and Other Resources

The cost of the CTRS impacts on the Council Tax base and thereby the Council Tax yield. If the cost (amount of CTR awarded to claimants) of awards were to increase, this would mean the Council Tax base and overall Council Tax income would reduce. Any change in the cost of the scheme is shared through the collection fund between the Council and preceptors.

It is intended that the change to a banded scheme as described in this report would be cost-neutral when compared to the existing scheme had it been carried forward to 2021-22.

Jane Fineman, Head of Finance, Procurement and Parking 30.10.2020

C. Staffing

No impact

Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership 13.10.2020

D. Risk Management

No impact

Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership 13.10.2020

E. Environment and Sustainability

No impact

Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership 13.10.2020

F. Community Safety

No impact

Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership 13.10.2020

G. Equalities

This equality impact assessment has identified that more work is required to understand the impact on carer households and female claimants, from the introduction of the Banded Income Scheme under model one. Further work will be carried out to analyse these impacts by the Head of Revenues and Benefits and any mitigations deemed appropriate will be considered prior to introduction of the scheme, in consultation with the Portfolio Holder.

This equality impact assessment has identified that disabled households are unlikely to be disproportionately affected by the introduction of the Banded Income Scheme under model one, when compared with non-disabled households. Disabled households will continue to be treated more favourably by maintaining a range of additional allowances and income disregards.

Whilst this assessment indicates that the impacts may differ by age group, calculation of council tax reduction is not related to a person's age so it is not feasible to mitigate any potential adverse impacts on the basis of age alone. Any differences in entitlement are likely to be as a result of other factors e.g. whether the claimant has a disability, is a carer or has children in the household.

The Exceptional Hardship Policy has been reviewed to ensure it is fit for purpose and will remain in place to provide short-term help to allow people to adjust to unforeseen circumstances.

Data is not collected for religion/belief, sexual orientation, pregnancy/maternity, marital or civil partnership status and gender reassignment as it is not relevant to the calculation of

council tax reductions. We have no evidence to indicate that working age claimants would be affected differently based on these protected characteristics to claimants overall.

Sarah Lavallie, Corporate Governance Officer 30.10.2020

H. Data protection

It is recognised the recommendations will impact on what information the Council holds on its residents. Data will be held and processed in accordance with the data protection principles contained in the Data Protection Act 2018.

Data Protection Team

I. Health and Safety

No impact

Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership 16.10.2020

J. Health and Wellbeing

No impact

Sheila Coburn, Head of Mid Kent Revenues and Benefits Partnership 16.10.2020

Tunbridge Wells Borough Council

Council Tax Reduction Scheme Consultation

2020

Produced by: Policy & Information Team, Maidstone
Borough Council
October 2020

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Methodology

The survey was open between 20 August and 2 October 2020. It was promoted online through the Council's website and social media channels. In addition, CTRS claimants were either emailed directly and notified of the consultation or were sent a survey and details of the proposals by post.

Background information, that explained the impacts of each of the proposed models for the Council Tax Reduction Scheme and the rationale behind why each option was being considered was provided as part of the consultation.

There was a total of 492 responses to the survey. However, of the 492 responses to the survey, 214 people did not answer survey question that ranked the models in order of preference. Because of this, the results outlined in this report were limited to those who answered the ranking question (278). Comments from all respondents are included in the comments section regardless of whether the ranking question was answered. This report discusses the actual responses with no weighting applied.

Where reference has been made in the report to a 'significant difference' in response between difference groups, the proportional data has been z-tested and means have been t-tested. These tests determines if the difference between subgroups is large enough, taking into account the population size, to be statistically significant (meaning that if we were to run the same survey 100 times, at least 90 times out of 100 the same result would be seen) or whether the difference is likely to have occurred by chance.

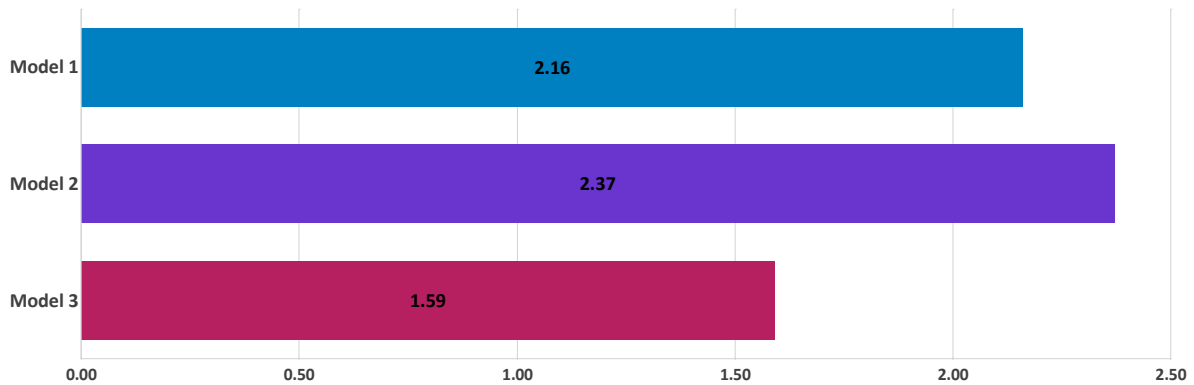
Please note that not every respondent answered every question, therefore the total number of respondents refers to the number of respondents for the question being discussed, not to the survey overall.

Overall Results

Survey respondents were asked to rank the three models in order of preference.

Models that were ranked as 1st (favourite model) were allocated a weighting of 3, the second favourite models were allocated a weighting of 2 and the least favourite models (ranked 3rd) were allocated a weighting of 1. This allowed a weighted average (score) to be calculated the results of which are shown below. The greatest score indicates the preferred model.

There were 278 responses to this question. It should be noted that not all respondents ranked all options hence the disparity in votes.



Model 2 was ranked the highest at 2.37, followed by model 1 and model 3 was the lowest rated model.

Results by Demographic Grouping

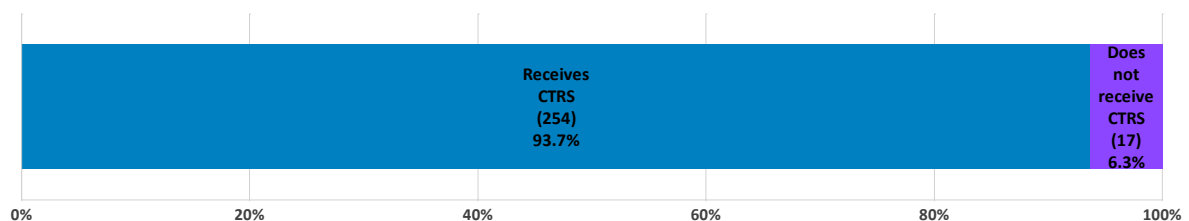
The charts below show the rating awards to the models by the different demographic groups.

Respondents in receipt of support under the existing scheme

Survey respondents were asked if they were currently in receipt of support through the Council Tax Reduction Scheme. More than nine in ten respondents said they were in receipt of support.

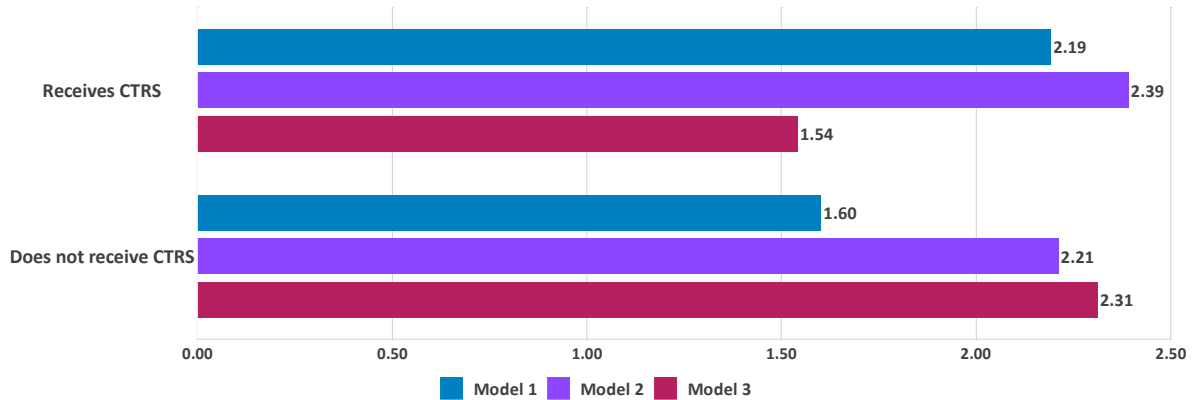
Please note that respondents who said they were in receipt of Council Tax support will be referenced in the report as 'CTRS respondents' and those who were not will be referenced as 'Non CTRS Respondents'.

Generally, CTRS respondents are over-represented when compared to the population of Tunbridge Wells overall, however as these proposals have the greatest impact on CTRS recipients it is not unexpected that this group would be more interested in responding to the proposals.



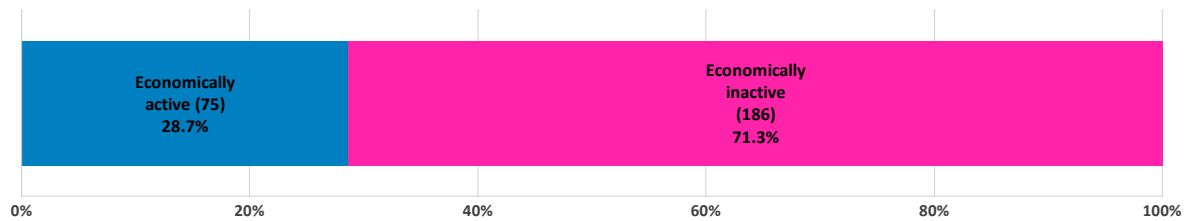
Overall, the respondents that said they receive CTRS 35.1% (84) stated they are permanently sick or disabled and unable to work and 28.5% (68) said they were wholly retired from work.

Due to the small number of non-CRTS recipients the difference between these groups has not been tested for significance.



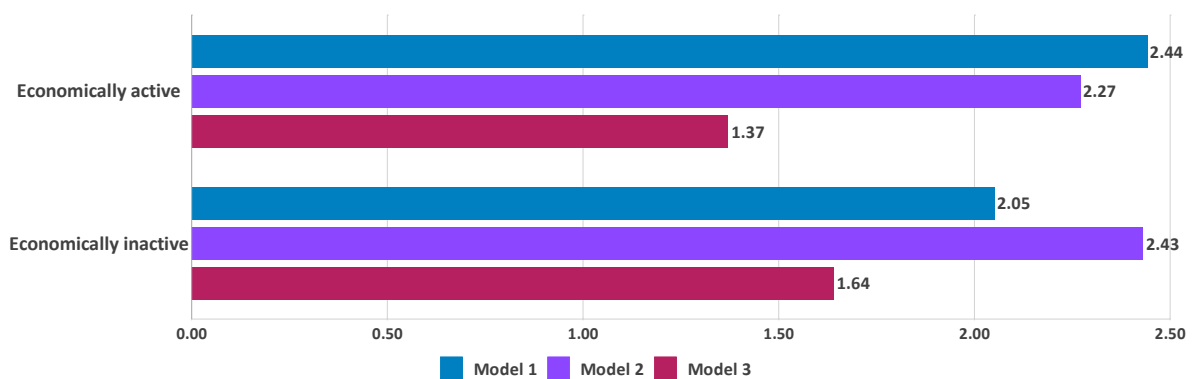
Economic Activity

Survey respondents were asked to select from a list of activities that best described what they are doing at present as a means of identifying economic activity.



Overall, 28.7% of respondents indicated that they were economically active. This is lower than the overall proportion for the borough where 73.1%¹ of residents are classified as economically active.

The chart below shows how economically active and economically inactive respondents ranked the three models.



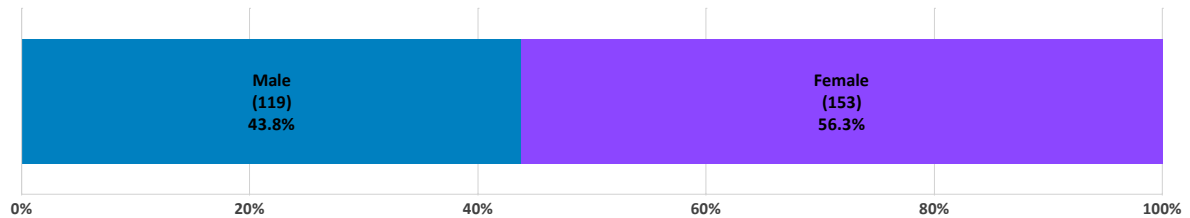
There were significant differences in the way economically active and economically inactive respondents have ranked the models. The preferred model for economically active respondents was model 1 and the preferred model for economically inactive respondents was model 2.

Overall, there were no significant differences between these groups when scoring model 2.

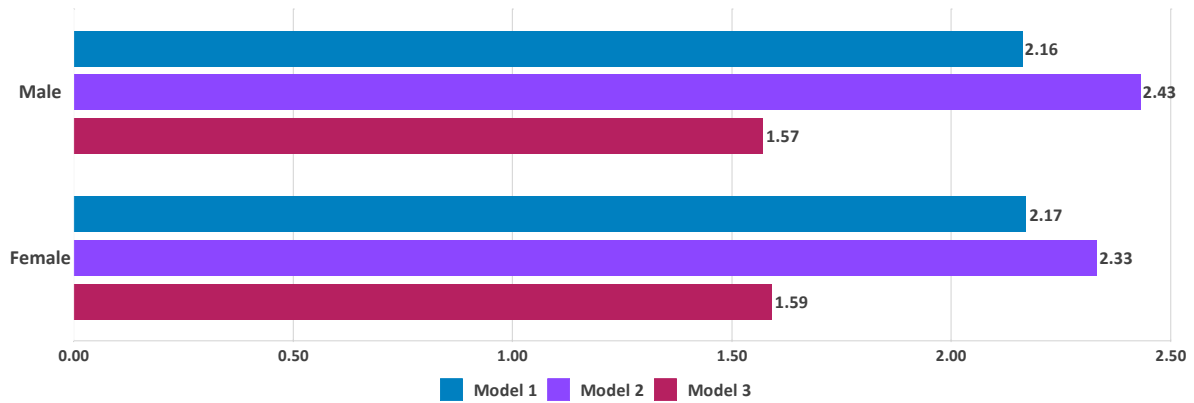
¹ 2011 Census

Gender

Survey respondents were asked to select their gender. The chart below shows the proportion of respondents answering male and female (filtered for respondents that answered the ranking question).



The chart below shows the how male and female respondents ranked the models.

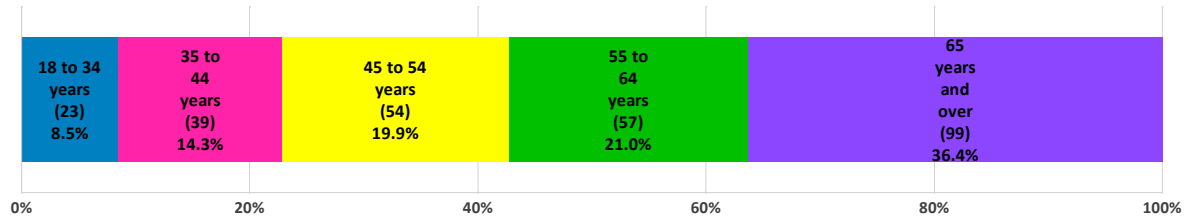


Male and female respondents ranked the models in the same order, with model 2 receiving the highest score.

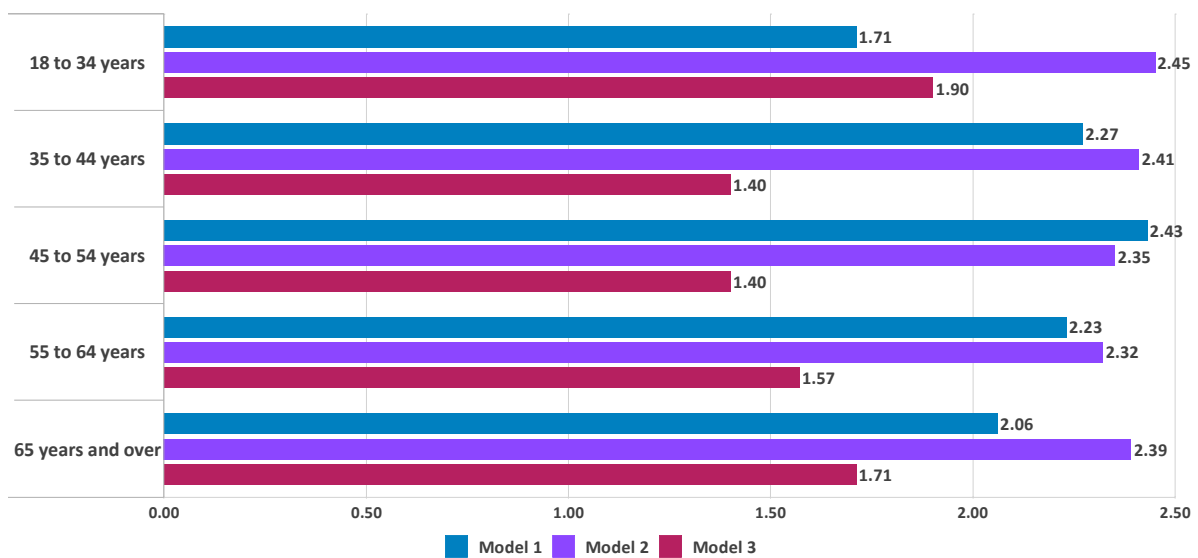
Further assessment of the data did not show any significant difference between the way male and female respondents ranked the models.

Age

The chart below shows the proportion of respondents across the different age groups. Respondents aged 18 to 34 are under-represented when compared to the population of Tunbridge Wells.



The chart below shows the how the different age groups ranked the models.



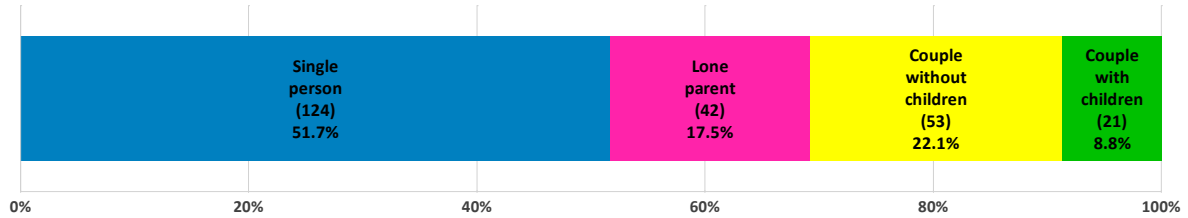
Model 2 was the preferred option for all age groups except for those aged 45 to 54 years where model 1 was the highest ranked.

While there were significant differences in the scores between age groups for models 1 and 3, the scores for model 2 were statistically similar.

- The 18 to 34 years group had the greatest proportion ranking model 1 as third at 52.4%. This was significantly higher than the proportion responding the same for the age groups up to 64 years.
- Respondents aged 35 to 44 years and 45 to 54 years were less likely to rank model 3 highly compared to the other age groups, with over 70% of these groups placing model 3 last.

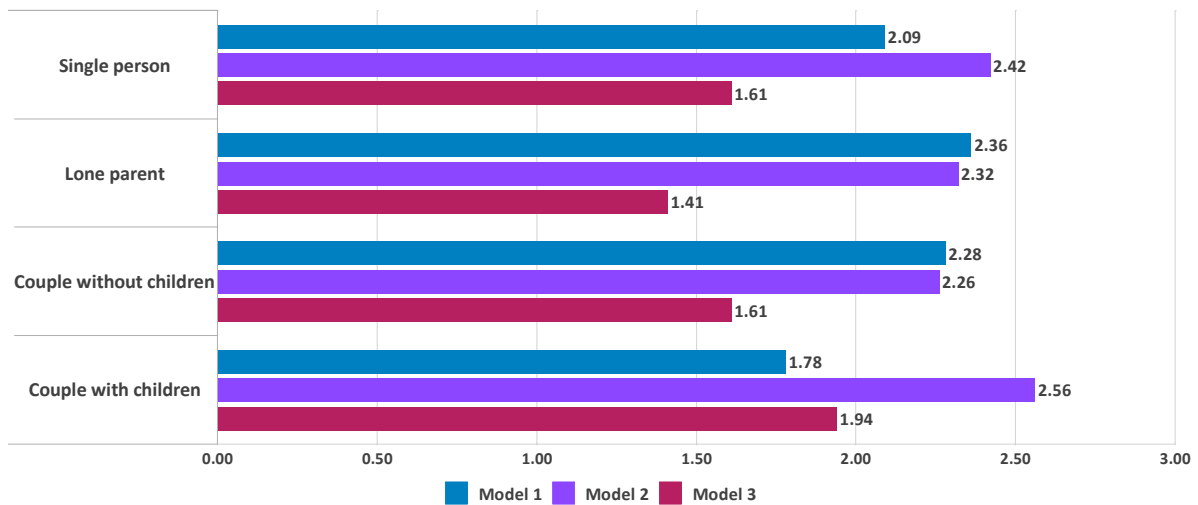
Household Make-up

Survey respondents were asked to select the type of household they lived in. The proportions of each different household type are shown below.



Compared to the population, single person households are over-represented with 51.7% of survey respondents in this group compared to 29.0%² in Tunbridge Wells overall. Lone parents were also over-represented in the respondent profile with 17.5%³ in the local population compared to 8.25% of survey respondents.

The chart below shows that model 1 was the highest rated model for lone parents and couples without children and model 2 was the highest rated model for single persons and couples with children. Respondents with children that do not live at home have been categorised as either single or couple without children.



Whilst there were significant differences in the scores between groups for models 1 and 3, the scores for model 2 are statistically similar.

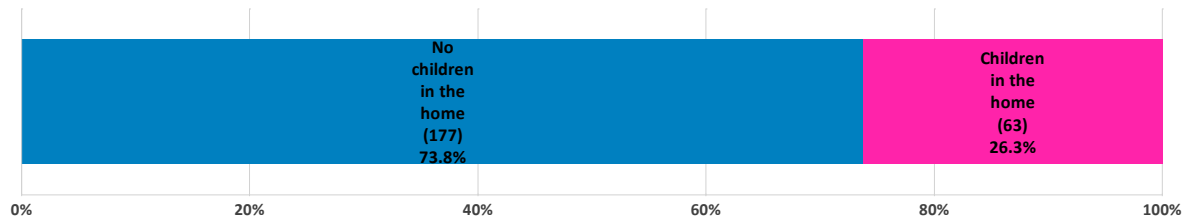
- The score for model 3 for couples with children was significantly higher than that for lone parents. Couples with children had the lowest proportion placing model 1 first.

² 2011 Census

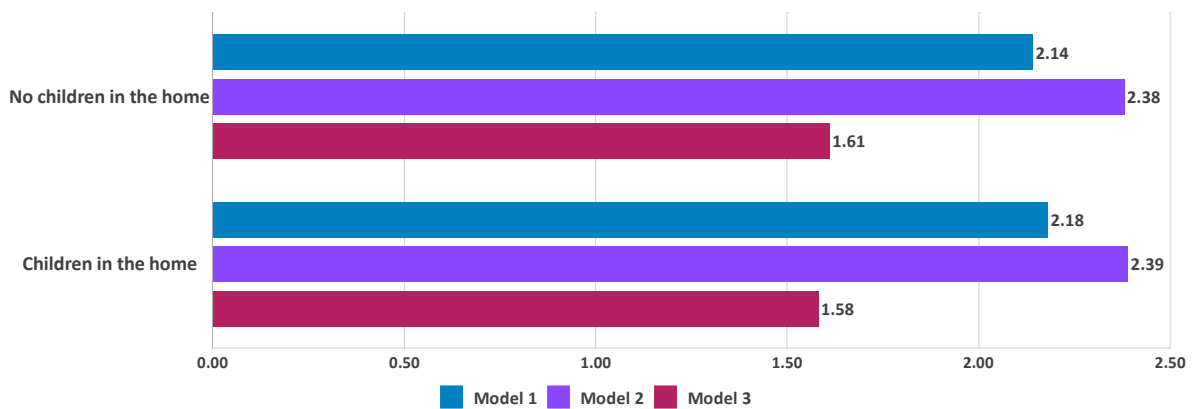
³ 2011 Census

Households with children

The household type question has been used to identify which survey respondents have dependent children at home. The proportion of respondents with dependent children in the home is greater than that of the Tunbridge Wells population overall where this household type account for 28.3%⁴ of the population.



The chart below shows the scores for households with children in the home and those without children in the home.

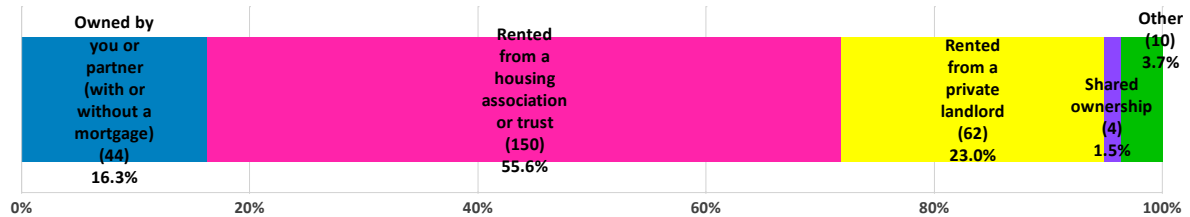


Both groups ranked the models in the same order, preferring Model 2 overall. There were no significant differences in the overall scores between these two groups. There were also no significant differences in the proportions selecting each ranking between these groups.

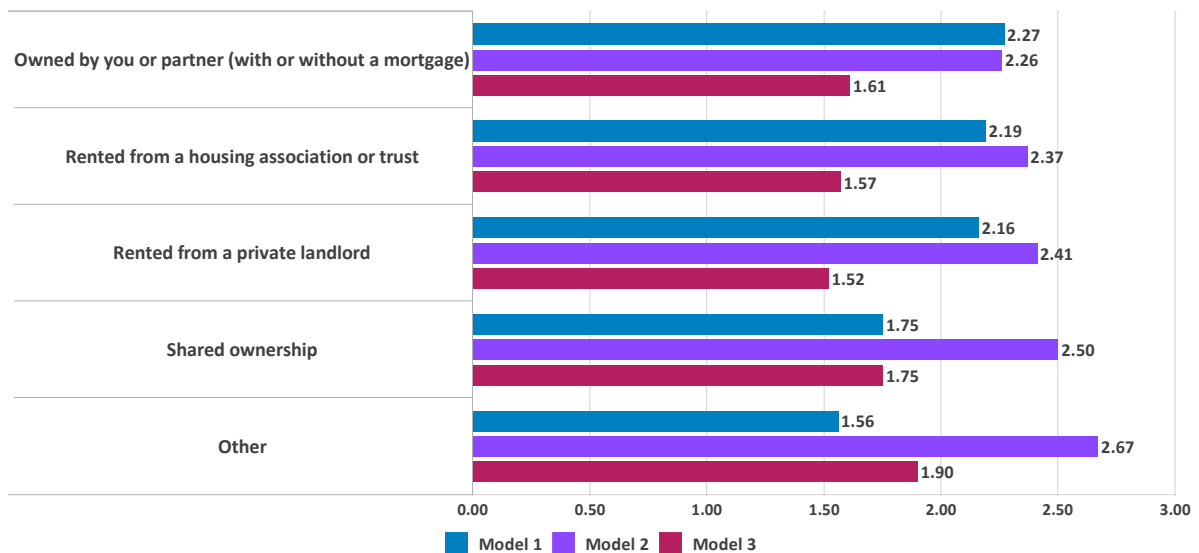
⁴ 2011 Census

Housing tenure

Survey respondents were asked to select their housing tenure. The proportions of each different household type are shown below.



The chart below shows the scores from respondents by housing tenure type. Please note 'Other and 'Shared ownership results cannot be assessed for significance due the small number of respondents in these groups.

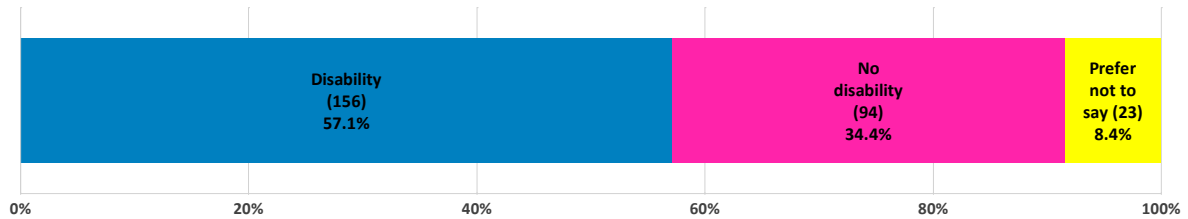


For the three categories that can be assessed, model 2 was the preferred option for respondents that rent either socially or privately. Respondents that owned their own property slightly preferred model 1 over model 2, however, error rates mean that there is no material difference in these scores.

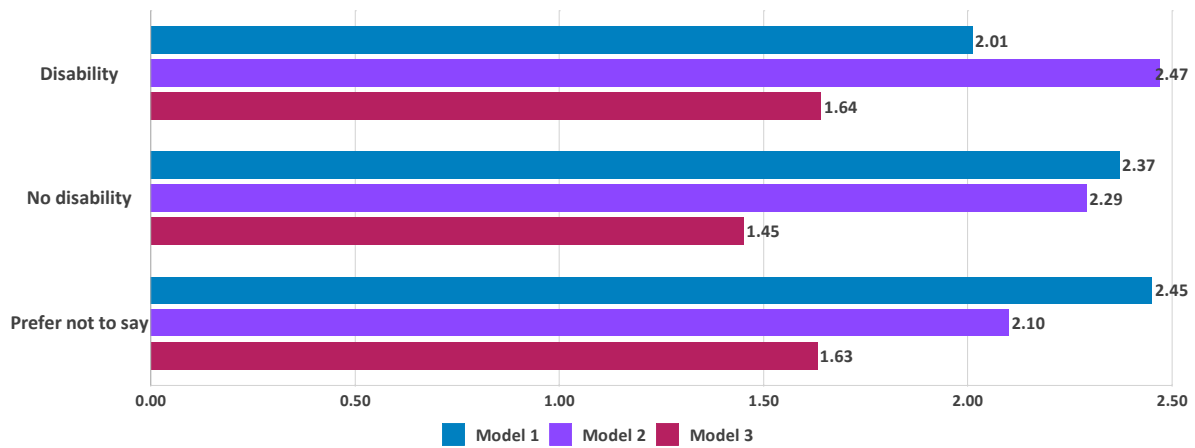
Overall, there were no significant differences in overall scores between these groups. There were also no significant differences in the proportions selecting each ranking between these groups.

Disability

Survey respondents were asked to if they have a disability or a long-term illness. The proportions of responses are shown below.



Respondents with a disability are over-represented in the results when compared to the Tunbridge Wells population where 13.5%⁵ of residents are reported to have a long-term health problem or disability.



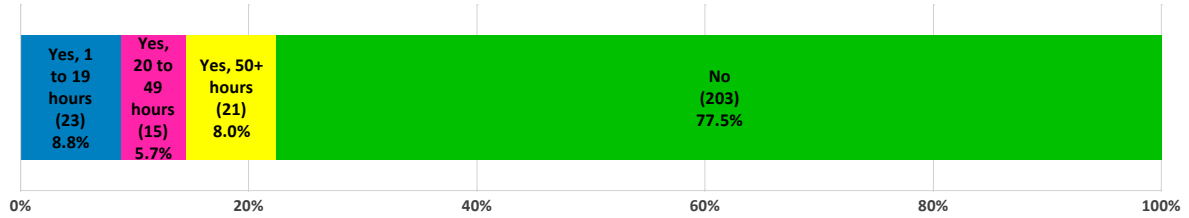
The preferred model for respondents with a disability was model 2, and the preferred model for respondents without a disability was model 1. The differences in scores for model 1 are significant.

- A significantly greater proportion of respondents without a disability placed model 1 first with 54.0% responding this way compared to 35.5% of non-disabled respondents.
- Whilst there was no significant difference between these groups in the scores for model 3, 69.9% of respondents without a disability rated this model as third compared to 56.9% of respondents with a disability.

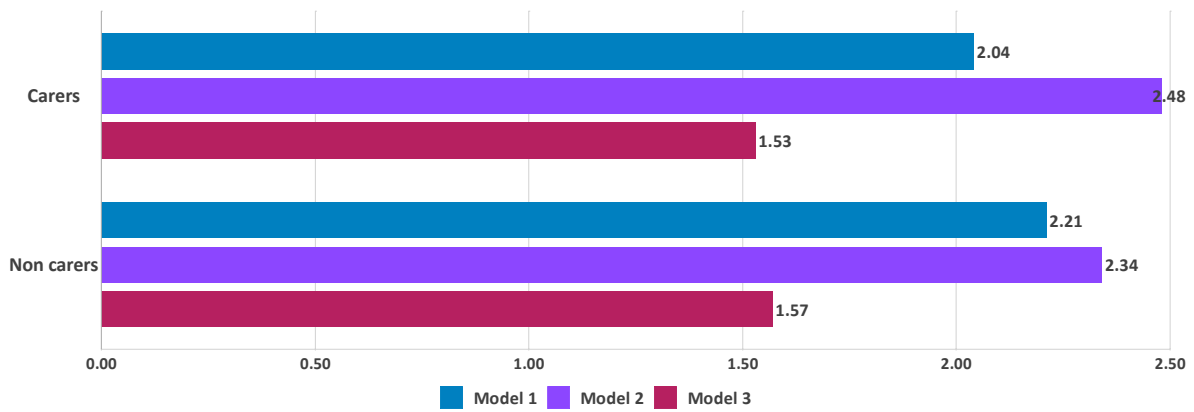
⁵ 2011 Census

Carers

Survey respondents were asked if they provided any unpaid care. The proportions of responses are shown below.



Compared to the population of Tunbridge Wells, carers are over-represented in the responses to the survey with 9.3%⁶ reported as providing unpaid care in Tunbridge Wells compared with 22.5% of survey respondents.

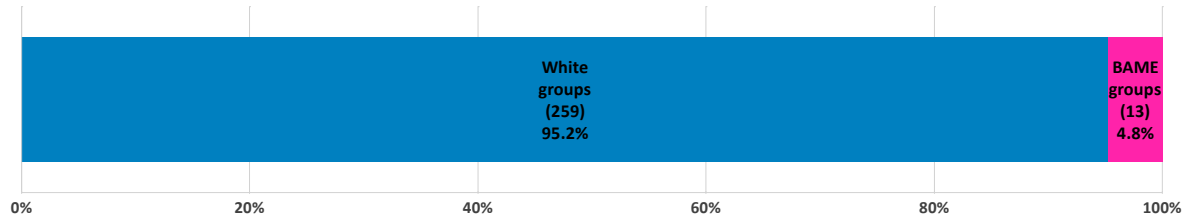


There was no significant difference in the way carers and non-carers answered this question – both groups favoured model 2.

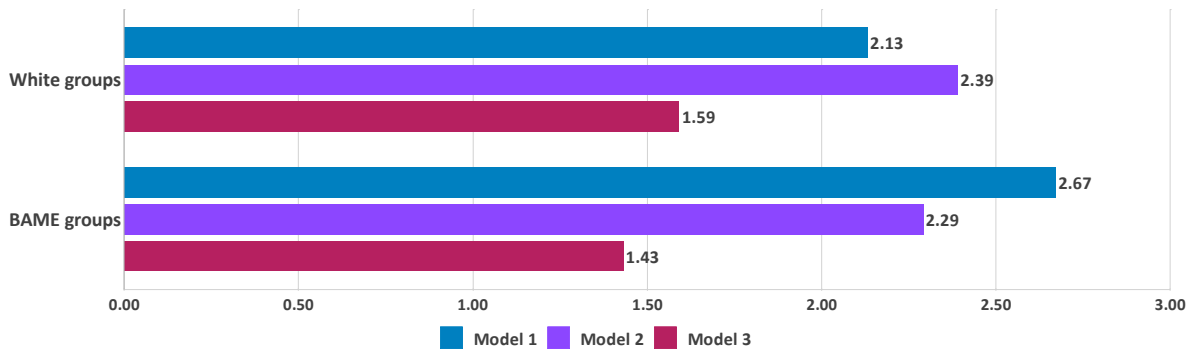
⁶ Census 2011

Ethnicity

Survey respondents were asked about their ethnicity. The proportions of responses are shown below.



Respondents from BAME groups are slightly under-represented compared to the local population where they make up 5.1% of the population.



Due to the small number of BAME respondents the difference between these groups has not been tested for significance.

Comments

Model 1 Comments

There were 118 comments submitted in the box for comments relating to measure 1.

Of these, 80 comments contained details of a respondent's personal circumstances. These mentioned benefits or support that people were receiving or in some cases details of an illness or details about their home situation.

There were thirteen comments that expressed confusion about the proposals stating that they did not understand or that it was too complicated. One specifically stated that the tables were confusing.

There were eleven comments in favour of model 1. Respondents stated that this model appeared fair, that it was their first choice and that it was easy to understand.

There were four comments that were negative about model 1 with respondents stating that this was their least favourite option. One commenter stated that this model did not provide support for people who are very ill.

Five comments raised concerns about how the proposals applied to people with disabilities. Four of these suggested that disabled people should get 100% Council Tax benefit and did not see the need for an uplift for disability when an income-based methodology (as proposed) was used.

Five comments have been classified as 'other' and highlighted the following concerns:

- How the scheme would apply to the self employed
- Clarification on whether the earnings quoted were a monthly figure
- That model 1 would only marginally reduce the amount they paid
- That the level of support between bands 1 and 2 seemed large to them when considering people in band 2 have lower incomes

The final comment said, "the simpler the better".

Model 2 Comments

There were 87 comments submitted in the box for comments relating to model 2.

Of these 46 comments contained details of respondent's personal circumstances. As with model 1 these mentioned benefits or support that they or their household were receiving or in some cases details of an illness or home situation.

There were 21 comments that were positive about model 2, with respondents stating that it seemed fair, that they agreed with model 2, that it was the best model and that it was inclusive.

There were six comments that were negative about model 2, stating that they were not sure about it, that there was little difference to model 1 and that the award for people with disabilities under model 2 is derisory.

Two respondents mentioned disability in more detail with one stating that this model did not take disability in the household into account and the other stating that this model appeared to support those with disabilities – but that the old scheme was more generous.

Six respondents expressed confusion or a lack of understanding about the proposals.

There were five comments classified as 'other':

- Two said that model 2 was their second favourite option
- One queried how self-employed earnings would be calculated
- One stated the survey was a waste of time
- One asserted that the model was attempting to "give everyone a chance while taking off the rich and increasing a little bit more".

Model 3 Comments

There were 63 comments submitted in the box for comments relating to model 3.

As with the previous two models, 32 comments contained details of respondent's personal circumstances, mentioning benefits or support that they or their household were receiving or in some cases details of an illness or details of their home situation.

Nine respondents made comments that expressed confusion or a lack of understanding about the proposals.

There were seven comments that were positive about model 3, with respondents stated that this model was the fairest, that it was best or their favourite option.

There were seven comments that were negative about model 3 with respondents stating that this model was their least favourite option, that it was unfair, or unacceptable. There was also one commenter that stated that support for disabled people should be 100%.

Seven comments have been classified as 'other' and included the following:

- A repeated query about the calculation of self-employed earnings
- A query about how the scheme will be funded
- A comment confirming that the models seemed fair
- Confirmation that model 3 was their second choice
- A reflection that model 3 fell between model 1 and model 2 (though gave no indication of their preferred model in the comment)
- An observation that model 3 was tougher on lower income bands and did not take into account the long-term sick.

Other comments

Survey respondents were given the opportunity to provide additional comments at the end of survey. A total of 96 comments were submitted.

The most common theme identified in these comments was understanding and confusion. 39 respondents concluded that they did not understand the proposals or why they have been asked to participate in the survey.

21 comments contained detail of respondent's personal circumstances. As with those in the previous comment sections these mentioned benefits or support that they or their household were receiving or in some cases details of an illness or home situation. A further seven respondents queried how the proposals would apply to their circumstances.

Five respondents made generally positive comments about changing the scheme, with one stating that it was good to align with universal credit and automate the system. Another two responders said to keep the current scheme.

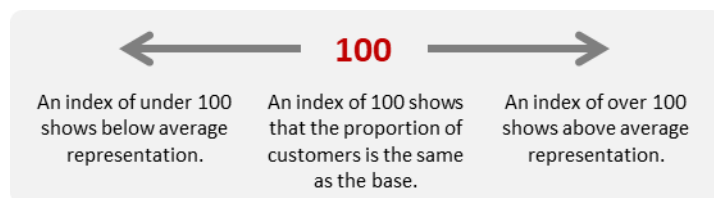
Three respondents made comments in favour of model 1, four made comments in favour of model 2 and one made a comment in favour of model 3.

Acorn Analysis

The Acorn Profile provides a summary of the demographic, social and lifestyle attributes of the profile set and is derived using the recognised behaviours of Acorn Types across the whole of the UK. It is therefore an estimate of the likely characteristics that you might expect to find, based on the relative proportions of the individual Acorn Types found within the profile set.







The Acorn profile report helps you understand the underlying demographics and lifestyle attributes of your customers by comparing their Acorn profile to a base (e.g. UK population, specific area or other customer groups).

INDEX



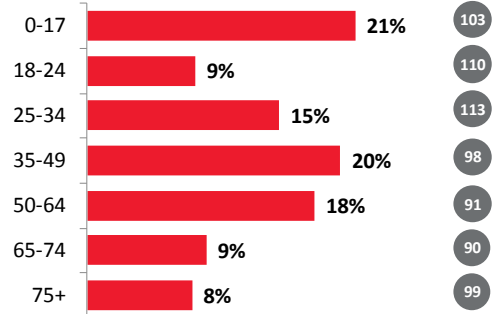
A profile has been run comparing respondent households (where the ranking question was completed) to Tunbridge Wells households overall.

- The profile shows that respondents that are unemployed are over-represented in the respondent profile.
- Lone parents and single person households are over-represented in the respondent profile.
- A greater proportion of respondents have low incomes (less than £20k) compared to Tunbridge Wells households in general. They are also slightly less likely to have savings and more likely to have been refused credit in the past.
- Respondents are more likely than the average Tunbridge Wells household to live in a terraced property or flat that is socially rented.

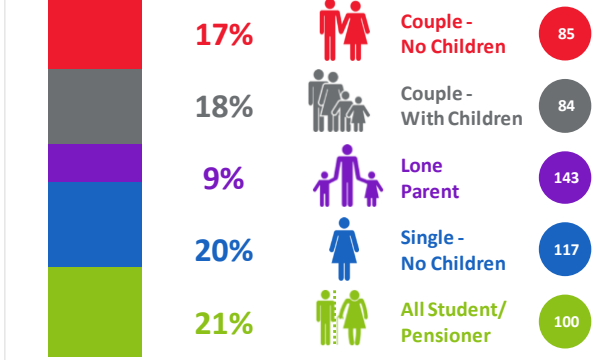
 Age	25-34	 Social Grade	C1	 Children At Home	3+
 House Tenure	Social Rented	 Household Income	£33k	 Social Media Usage	Medium

DEMOGRAPHICS

AGE



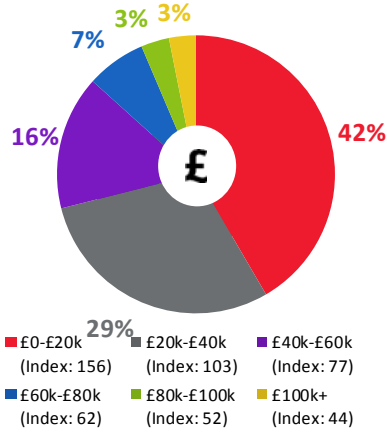
FAMILY



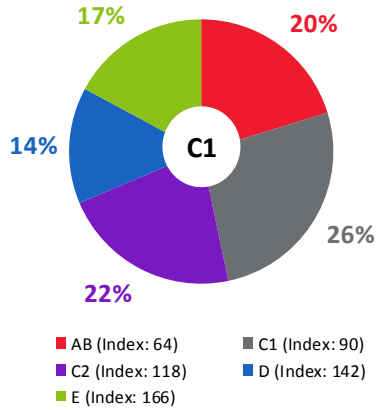
KEY INSIGHTS

- The average age of the population in the profiled households is slightly younger when compared to the base.
- Households containing lone parents occur more in this profile than in the base.
- 41.6% of the profile live in households with an income less than £20k.
- The dominant Social Grade is C1 and the most over-represented is E.
- There is a higher proportion of people in this profile who are unemployed than in the base.

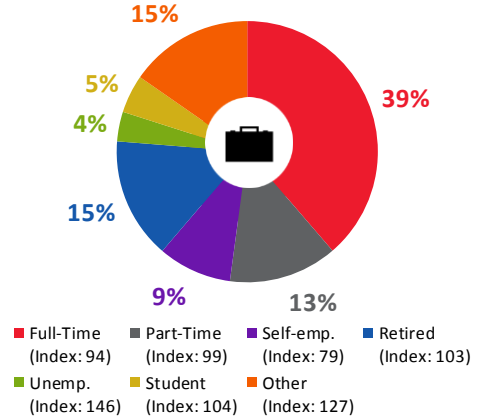
INCOME



SOCIAL GRADE

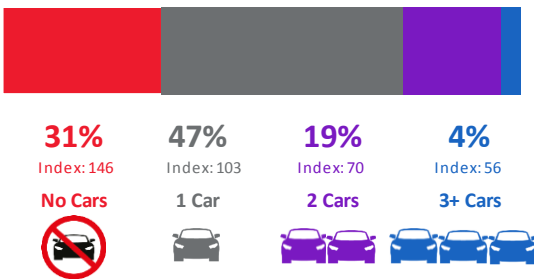


EMPLOYMENT

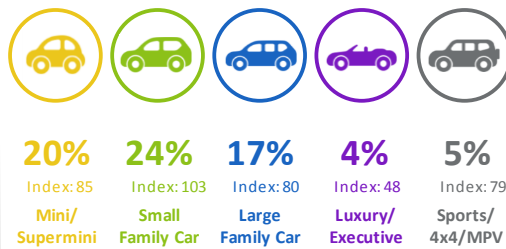


MOTOR & HOME

CARS



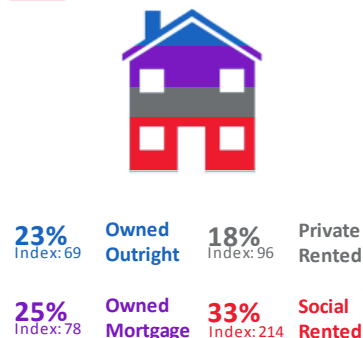
CAR TYPE



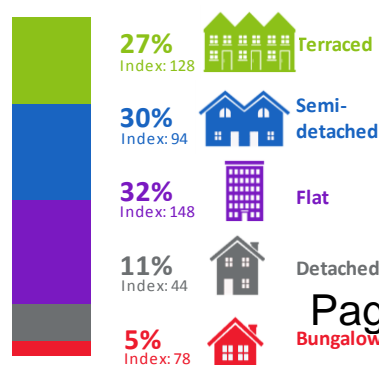
KEY INSIGHTS

- Most households will have access to a small family car.
- A higher proportion, in comparison to the base, are likely to have a small family car.
- Flats are 48.4% more likely than in the base.
- 33.4% of the households in the profile are likely to be social rented.
- About 14% of households will have 1 bedroom.
- The prevailing size is 2 people but households with 1 person appear more than in the base.

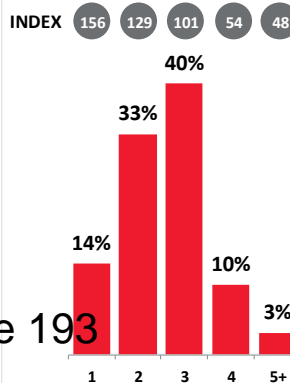
TENURE



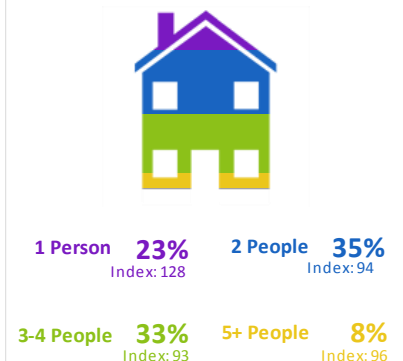
TYPE



BEDROOMS



SIZE



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Tunbridge Wells Borough Council

Localised Council Tax Support



June 2020

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EXECUTIVE SUMMARY

Tunbridge Wells Borough Council has commissioned Policy in Practice to model three income-banded council tax support schemes. Model 1 is a simple scheme made up of five income bands with maximum support of 80%. Model 2 is the same as Model 1 except for an additional 5% uplift to council tax support for households in receipt of disability or illness benefits in respect of the claimant, their partner or their child (subject to a maximum level of support of 80%).

Model 3 differs to Models 1 and 2 in that maximum support is reduced to 70% for all except households in receipt of disability or illness benefits (in respect of the claimant, their partner or their child). For the households that meet the disability criteria, maximum support remains at 80% due to a 10% uplift for households in band 1.

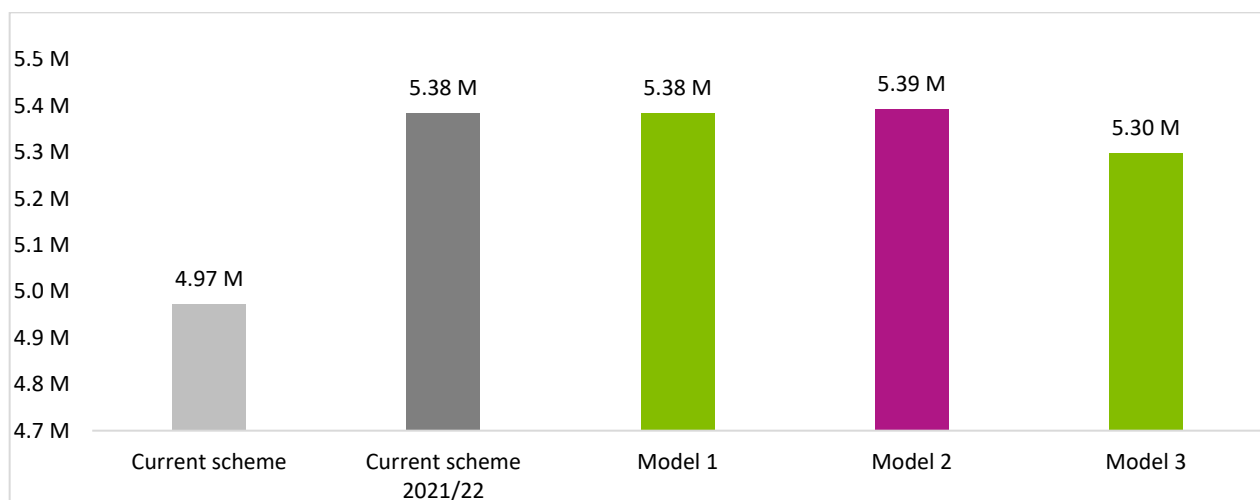
This report presents the findings that result from modelling all council tax support schemes for 2021/22 on behalf of Tunbridge Wells Borough Council.

In addition to the three main Models, the Council wants to capture the:

- Cost impact (savings) from the introduction of non-dependant deduction of £5/week under Model 1
- Cost impact (increased costs) from the introduction of childcare disregards under Model 1
- Loss in support for specific groups based on gender, disabled households, carer households and by age group under all models

The figures below show the annual cost of the current scheme, the cost of retention of the current scheme into 2021/22, and the three models agreed with Tunbridge Wells Borough Council.

Cost of schemes and models



Cost of current scheme, current scheme retained into 2021/22 and Models 1- 3, £M/annum

Income-banded schemes

Income-banded schemes award different levels of discount based on set bands of income and help to contain administration costs against increased council tax support assessments under Universal Credit. This is because reassessment of cases will only be required if income crosses one of the income-band thresholds.

The exact impact on reassessments will depend on the interaction between changes in household income and the size of the income bands; determining whether income fluctuations will trigger a reassessment. For example, in 2019 Policy in Practice analysed data from a Welsh Council to consider how introducing a £5/week de-minimis threshold would reduce reassessments. The analysis showed that 21% of households in receipt of Universal Credit and 5% of households in receipt of legacy benefits experienced a change in income over a 12-month period, and that introducing a £5/week de-minimis threshold would prevent reassessment for 8% and 15% among these households respectively.

Income-banded schemes are simpler to understand than the current scheme. An income-banded scheme therefore allows the council to convey a relatively simple eligibility message to residents.

Findings:

The findings of the impact assessments and modelling are given in two tables within this executive summary:

- **The Key Findings** table (below) shows the cost and the main social and distributional impacts of the three models.
- **The Comparison of Weekly Support (£/week)** table (below) shows the level of weekly council tax support for different types of household currently, if the current scheme was retained into 2021/22, and for the three models.

Key Findings

	Model 1	Model 2	Model 3
Cost	<p>This model costs £5.38M.</p> <p>The model costs £410,000 more than the current scheme (2019/20) and is similar to costs if the current scheme were to be retained into 2021/22.</p>	<p>This model costs £5.39M.</p> <p>Similarly to Model 1, Model 2 costs £420,000 more than the current scheme (2019/20) and £7,700 more than if the current scheme were to be retained into 2021/22.</p>	<p>This Model costs £5.30M.</p> <p>The model costs £330,000 more than the current scheme (2019/20) and costs £86,000 less than if the current scheme were to be retained into 2021/22.</p>
Administration	<p>Administrative savings are expected compared to retention of current scheme into 2021/22. This is due to a reduction in the number of re-assessments as assessment is only required if income crosses an income-band threshold.</p>	<p>Administrative savings are expected compared to retention of current scheme into 2021/22. This is due to a reduction in the number of re-assessments as assessment is only required if income crosses an income-band threshold.</p>	<p>Administrative savings are expected compared to retention of current scheme into 2021/22. This is due to a reduction in the number of re-assessments as assessment is only required if income crosses an income-band threshold.</p>
Claim numbers	<p>13 households will lose all support. This is 0.5% of the current working-age caseload.</p> <p>78.4% of working-age households are placed in the highest band where their CTS is based on 80% of their liability.</p>	<p>Like Model 1, 13 households will lose all support (0.5% of the current working-age caseload).</p> <p>Again, 78.4% of working-age households are placed in the highest band where their CTS is based on 80% of their liability.</p> <p>Overall, 103 households benefit from the 5% uplift to liability used to calculate CTS. 61% of these fall into the higher bands 2-3 so their CTS is based on 70% and 55% of liability respectively.</p>	<p>As with Models 1 and 2, 13 households will lose all support (0.5% of the current working-age caseload).</p> <p>Compared to models 1 and 2, a smaller proportion of working-age households (52.2%) are placed in the highest band where CTS is based on 80% of liability. This represents 1,497 households that would otherwise have support based on 70% of liability.</p> <p>103 households benefit from the 5% uplift to liability used to calculate CTS. 61% of these fall into the higher bands 2-3 so their CTS is based on 70% and 55% of liability respectively.</p>
Political and social impact	<p>132 households will see their support reduce by over £5/week – this is 4.6% of all working-age claimants.</p> <p>189 households will gain more than £5/week. This is</p>	<p>Slightly fewer households will see support reduce – while slightly more households will see support increase – by over £5/week in Model 2 compared to Model 1.</p>	<p>The same households that see support reduce by over £5/week in Model 2, also see support reduce by over £5/week in Model 3. However, fewer households will see support increase by</p>

	<p>6.6% of working-age households. Lone parents are especially likely to gain support.</p> <p>Both losers and gainers tend to be larger households which are employed or self-employed. However, legacy households are more likely to lose compared to their Universal Credit counterparts. This is due to the impact of earnings disregards that apply under the current scheme but not under Model 1.</p>	<p>121 households will see their support reduce by over £5/week – this is 4.2% of all working-age claimants.</p> <p>193 households gain more than £5/week. This is 6.7% of the working-age cohort. Lone parents are especially likely to gain support.</p> <p>As with Model 1, both losers and gainers tend to be larger households which are employed or self-employed but legacy households are more likely to lose compared to their Universal Credit counterparts.</p>	<p>over £5/week compared to Model 2.</p> <p>121 households will see their support reduce by over £5/week – this is 4.2% of all working-age claimants.</p> <p>173 households gain more than £5/week, slightly fewer than under Model 2. This is 6.0% of the working-age cohort. Lone parents in receipt of Universal Credit do not see increases in support compared to Model 2, due to them being over-represented in the non-disabled out-of-work group.</p> <p>As with Model 1, both losers and gainers tend to be larger households which are employed or self-employed but legacy households are more likely to lose compared to their Universal Credit counterparts.</p>
<p>Distributional Impacts</p>	<p>This model re-distributes support primarily from households in receipt of legacy benefits to households in receipt of Universal Credit. This redistribution reduces the existing gap between awards.</p> <p>Even so, those in receipt of legacy benefits still receive slightly higher awards on average.</p> <p>Change to weekly CTR varies across groups. The following groups will typically see an increase to their average weekly CTR:</p> <ul style="list-style-type: none"> - Employed or self-employed households in receipt of UC (26.6% and 19.9% respectively) - Lone parents in receipt of UC (15.2%) or lone parents with a child below 5 and in receipt of UC (11.6%) 	<p>Similar to Model 1, this Model 2 re-distributes support primarily from households in receipt of legacy benefits to households in receipt of Universal Credit. This redistribution reduces the existing gap between awards.</p> <p>Even so, those in receipt of legacy benefits still receive slightly higher awards on average (noting that disabled households are more likely to receive legacy benefits).</p> <p>Model 2 extends the effects seen under Model 1 in terms of those that gain support compared to retention of the current scheme. The groups affected include:</p> <ul style="list-style-type: none"> - Employed or self-employed households in receipt of UC (28.0% and 23.2% average 	<p>As with Model 2, Model 3 re-distributes support primarily from households in receipt of legacy benefits to households in receipt of Universal Credit and reduces the existing gap between awards.</p> <p>Even so, those in receipt of legacy benefits receive slightly higher awards on average (noting that disabled households are more likely to receive legacy benefits).</p> <p>Groups are affected similarly under Model 3 to under Model 2, but the direction is less positive (smaller increases and larger reductions). The groups that typically gain include:</p> <ul style="list-style-type: none"> - Employed or self-employed households in receipt of UC (24.5% and 17.5% average increase

	<ul style="list-style-type: none"> - Couples with children in receipt of UC (10.0%) <p>Groups that will typically see a decrease in weekly CTR include:</p> <ul style="list-style-type: none"> - Employed or self-employed households in receipt of legacy benefits (-19.3 % and -28.4% percentage reduction to weekly CTR, respectively) - Couples with children in receipt of legacy benefits (-12.6%) 	<p>increase to weekly CTR, respectively)</p> <ul style="list-style-type: none"> - Lone parents in receipt of UC (15.4%) or lone parents with a child below 5 and in receipt of UC (11.6%). - Couples with children in receipt of UC (10.9%) <p>Households will typically see a less pronounced reduction in weekly CTR compared to Model 1. Groups that see a decrease compared to retention of the current scheme include:</p> <ul style="list-style-type: none"> - Employed or self-employed households in receipt of legacy benefits (-16.8 % and -26.1% respectively) - Couples with children in receipt of legacy benefits (-11.6%) 	<p>to weekly CTR, respectively)</p> <p>In contrast to Model 2, lone parents and couples with children in receipt of UC tend to only gain slightly – typically seeing support remain stable.</p> <p>Households will typically see a more pronounced reduction in weekly CTR compared to Model 2. Groups that see a decrease compared to retention of the current scheme include:</p> <ul style="list-style-type: none"> - Employed or self-employed households in receipt of legacy benefits (-17.3 % and -26.1% respectively) - Couples with children in receipt of legacy benefits (-12.6%) <p>Lone parents with a child aged below 5 that are in receipt of legacy benefits (9.4%)</p>
<p>Focus group impact</p>	<p>Of the 13 households that lose support:</p> <ul style="list-style-type: none"> - 3 are single female households - 5 are households in receipt of disability benefits for adults (4) or children (1) - 1 is a household in receipt of carer's allowance - The most common age groups are 25-34 and 55-65 <p>Of the 132 households that lose more than £5/week of support* (disproportionately affected groups in bold):</p> <ul style="list-style-type: none"> - 62 receive disability benefits for adults (51) or children (11) - 29 are female lone parents 	<p>The same as under Model 1, of the 13 households that lose support under models 2 and 3:</p> <ul style="list-style-type: none"> - 3 are single female households - 5 are households in receipt of disability benefits for adults (4) or children (1) - 1 is a household in receipt of carer's allowance - The most common age groups are 25-34 and 55-65 <p>For models 2 and 3, of the 121 households that lose more than £5/week of support* (disproportionately affected groups in bold):</p> <ul style="list-style-type: none"> - 51 receive disability benefits for adults (44) or children (7) - 24 are female lone parents - 17 are female single households - 13 are carer households - 38 are in the 35-44 age group <p>Of the groups above, female and carer households are more likely to be worse off than the comparison group – 2.89% of female lone parents (compared to only 2.2% of male lone parents), and 2.5% of female single households (compared to only 0.78% of male single households).</p>	

	<ul style="list-style-type: none"> - 18 are female single households - 16 are carer households - 43 are in the 35-44 age group <p>Of the groups above, female and carer households are more likely to be worse off than the comparison group – 3.5% of female lone parents (compared to only 2.2% of male lone parents) and 2.6% of female single households (compared to only 1% of male single households).</p> <p>5.9% of carer households are worse off compared to 4.5% among non-carers, and are more likely to also be female households.</p> <p>The reverse is true for disabled households – these tend to be under-represented in the losing group (3.9% compared to 5.6% among non-disabled).</p> <p><i>* Note: categories may overlap. For example, 5 of the lone parents that lose more than £5/week are also disabled and female.</i></p>	<p>The proportion of carer households expected to be worse off is closer to that of the comparison group in Model 2 compared to Model 1 – 4.8% of carer households are worse off compared to 4.1% of non-carers. This is due to the indirect impact of the 5% uplift.</p> <p>The reverse is true for disabled households – these tend to be under-represented in the losing group (3.2% compared to 5.6% among non-disabled), and to a greater extent compared to Model 1.</p> <p><i>* Note: categories may overlap. For example, 3 of the female lone parents that lose more than £5/week are also disabled.</i></p>
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Comparison of models

Comparison of weekly support (£/week)

Comparison of council tax support (£/week)					
	Current scheme in 2019/20	Current scheme in 2021/22	Model 1	Model 2	Model 3
All working age	£16.33	£17.49	£17.49	£17.54	£16.91
Legacy benefits	£16.92	£18.25	£17.72	£17.78	£17.39
Universal Credit	£14.69	£16.48	£17.18	£17.22	£16.27
CT band					
A	£13.45	£14.59	£14.64	£14.66	£14.07
B	£15.39	£16.66	£16.77	£16.79	£16.23
C	£17.15	£18.53	£18.45	£18.53	£17.84
D	£19.01	£19.55	£19.53	£19.62	£18.92
EFGH	£19.56	£19.74	£19.55	£19.66	£19.20
Tenure type					
Private tenant	£15.02	£16.08	£16.17	£16.22	£15.62
No HB	£16.09	£17.20	£17.51	£17.54	£16.41
Supported housing	£15.05	£16.29	£16.60	£16.60	£16.23
HA tenant	£16.80	£18.00	£17.88	£17.94	£17.44
Temporary accommodation	£14.35	£15.72	£15.89	£15.89	£15.14
Tenure Unknown	£14.40	£15.70	£16.24	£16.37	£14.96
Household type					
Single	£15.91	£17.21	£16.90	£16.92	£16.48
Lone Parent	£15.19	£16.34	£17.43	£17.47	£16.39
Couple no children	£21.10	£22.49	£21.10	£21.18	£20.91
Couple with children	£18.33	£18.80	£18.11	£18.30	£17.83

Continued overleaf

Economic status					
Employed	£10.72	£11.22	£11.55	£11.77	£11.55
Out-of-work benefits	£18.15	£19.52	£19.48	£19.48	£18.72
Self-employed	£8.83	£9.14	£7.32	£7.54	£7.45
Barriers to work					
DLA or Similar	£17.62	£18.90	£18.64	£18.74	£18.74
ESA or similar	£18.22	£19.51	£19.24	£19.28	£19.28
LP child under 5	£16.17	£17.38	£18.29	£18.31	£16.62
Carer	£21.21	£22.36	£22.59	£22.73	£22.19

Comparison of weekly support (£/week)

INTRODUCTION

Background and Objectives

This report presents an impact assessment of the current scheme and retaining the current scheme into 2021/22, and modelling of the three models in 2021/22.

In commissioning this report, the council has the following objectives:

- Maintain the maximum basis of award of 80% of liability and protect disabled households
- Simplify assessments and reassessments
- Maintain costs in line with the current scheme in 2021/22
- To understand the differential impact on specific groups based on gender, disability and age

The models that are under consideration are described below:

Model 1 is an income-banded model in which discounts are awarded based on household size and net monthly earnings. The bands are as follows:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%

Net monthly earnings are made up of net employment earnings using the minimum income floor for legacy and UC households that are self-employed. Childcare costs are disregarded from the earnings of eligible households. Working-age households with savings above £10,000 are not eligible for support.

The model also has the following characteristics:

- No tariff income
- Band D cap retained
- Introduction of lower-rate and higher-rate non-dependant deductions:
 - Lower non-dependant deductions of £5/week
 - Higher non-dep deductions of £10/week

Currently, Tunbridge Wells Borough Council has non-dependant deductions of £10/week that apply to all working-age households (except exempt groups). With the introduction of non-dependant deductions of £5/week some households that were previously exempt

(notably those with non-dependant on out-of-work benefits) will be subject to a non-dependant deduction for the first time.

Model 2 is another income-banded scheme. It is the same as Model 1 except for an additional 5% uplift to the maximum award of households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of claimant or partner). The bands are as follows:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 2+				70%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 3+				55%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 4+				30%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%
Band 5+				15%

Note: bands suffixed with a '+' relate to households subject to the 5% uplift due to disability or illness (in receipt of DLA/PIP or ESA in respect of claimant or partner).

As with Model 1, under Model 2 net monthly earnings are made up of net employment earnings using the minimum income floor for legacy and UC households that are self-employed. Childcare costs are disregarded from the earnings of eligible households. Working-age households with savings over £10,000 are not eligible for any support.

The model also has the following characteristics:

- No tariff income
- Band D cap retained
- Introduction of lower-rate and higher-rate non-dependant deductions:
 - Lower non-dependant deductions of £5/week
 - Higher non-dep deductions of £10/week
- A 5% uplift to maximum award for bands 2-5 for households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of the claimant or partner).
 - For example, households in band 2+ are households that fall into band 2 (maximum award 65%) but receive an uplift of 5% (taking them up to 70%).

Model 3 is also an income-banded scheme. It differs from Model 2 in that the maximum award is 70% for most households, or 80% for disabled households (where the claimant, partner or child is in receipt of DLA/PIP or ESA). The 5% uplift from Model 2 also applies under Model 3. The bands are as follows (overleaf):

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	70%
Band 1++				80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 2+				70%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 3+				55%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 4+				30%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%
Band 5+				15%

Note: bands suffixed with a '+' relate to households subject to the 5% (+) or 10% (++) uplift due to disability or illness (in receipt of DLA/PIP or ESA in respect of claimant or partner).

As with previous models, under Model 3 net monthly earnings are made up of net employment earnings using the minimum income floor for legacy and UC households that are self-employed. Childcare costs are disregarded from the earnings of eligible households. Working-age households with savings over £10,000 are not eligible for support.

The model also has the following characteristics:

- No tariff income
- Band D cap retained
- Introduction of lower-rate and higher-rate non-dependant deductions:
 - Lower non-dependant deductions of £5/week
 - Higher non-dep deductions of £10/week
- A 5% uplift to maximum award for bands 2-5 for households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of the claimant or partner).
 - For example, households in band 2+ are households that fall into band 2 (maximum award 65%) but receive an uplift of 5% (taking them up to 70%).
- A 10% uplift to maximum award for band 1 households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of claimant, partner or child).

METHODOLOGY & APPROACH

Modelling is at household level. Household data on current claimants has been supplied to Policy in Practice in the form of the CTS extract with personal data excluded. Policy in Practice converts this data to a format that can be used by their software, the Benefits and Budgeting Calculator (BBC). The calculation engine enables global changes in benefit formulations, and modelled changes to be applied to each household within the dataset. These are then summed up to arrive at the aggregate cost and Impacts of each scheme.

To enable comparison of modelled schemes against the current scheme in 2021/22, an agreed annual increase in council tax has been included. The rate of council tax increase used is 4% for both 2020/21 and 2021/22.

An agreed level of migration to Universal Credit is also included. Modelling will include an expected migration of 22.5% of claimants to Universal Credit by 2021/22. This migration level has been agreed with the council and is in line with the council's knowledge of migration rates for different types of household.

For each model, the following Impacts are shown:

- Social impact compares support to current levels in order to inform monetary loss and gain of support.
- Distributional impact provides a comparison to retention of the current scheme in the year that is being modelled. This informs an understanding of those groups that would gain or lose support if the model were to be adopted. This takes account of changes in the National Living Wage and personal tax allowances, Council Tax increases and Universal Credit migration.
- Households that will be worse off, considering particular groups of interest according to:
 - gender
 - being a carer
 - being in receipt of disability benefits in respect of the main claimant, partner or a child
 - age group.
- Tunbridge Wells Borough Council has asked Policy in Practice to consider the following working-age groups (overleaf):

Group of interest	Comparison group
Female lone parent households	Male lone parent households
Female single households	Male single households
Disabled (DLA/PIP or ESA for adult or child)	Non-disabled
Carer (carer allowance)	Non-carer
Age groups (inclusive): <ul style="list-style-type: none"> • 18-24 • 25-34 • 35-44 • 45-54 • 55-65 	Overall working-age cohort

Initial data analysis of the current scheme and the current scheme in 2021/22 have been undertaken for comparative purposes.

CURRENT SCHEME

Currently, Tunbridge Wells Borough Council provides council tax support based on the default scheme.

However, the current scheme differs from the default scheme in the following ways (for working-age claimants):

- The maximum award is based is 80% of CT liability.
- Introduction of a cap at band D
- Fixed-rate non-dependant deductions of £10/week for working-age claimants (subject to exemptions)
- The minimum income floor applies to claimants in receipt of UC and claimants in receipt of legacy benefits

In 2019/20, 5,076 households received council tax support in Tunbridge Wells. Of the total 5,076, changes in council tax support will affect the 2,869 households that are working-age. The 2,207 pension-age households will continue to be provided with maximum protection offered by the default council tax support scheme.

Cost of current scheme by age group			
Age group	Number of households	CTR (£/annum)	CTR (£/week)
All working age	2,869	£2,435,537	£16.33
Pension age	2,207	£2,536,120	£22.10
Total	5,076	£4,971,657	£18.84

Current council tax support cost and level of weekly support

The average council tax support for working-age households in 2019/20 was £16/week. Pension-age households receive a higher average award of £19/week.

Average Weekly CTR		
Age group	Number of households	CTR (£/week)
All working age	2,869	£16.33
<i>UC households</i>	766	£14.69
<i>non-UC households</i>	2,103	£16.92
Pension age	2,207	£22.10
Total	5,076	£18.84

Level of weekly support: UC and non-UC households

Working-age households in receipt of Universal Credit receive lower weekly support (£15/week) than households in receipt of legacy benefits (£17/week). This is due to the higher retention of earned income under Universal Credit and underlying demographics: the proportion of in-work households on Universal Credit is greater than the proportion of in-work households in receipt of legacy benefits. In addition, the current UC scheme is less generous for large households, since the 'applicable amounts' used in the CTS calculation do not include additional amounts for children. There are also no earnings disregards for households assessed in receipt of Universal Credit.

MAINTAINING CURRENT SCHEME INTO 2021/22

Maintaining the current scheme into 2021/22 would increase costs from £4.97M in 2019/20 to £5.38M in 2021/22. This is an increase in cost of £0.41M (£413,000) or 8.31%.

Annual CTS in current scheme retained into 2021/22, compared to current scheme			
Group	£/annum	Change (£/annum)	Change (%)
All working age	£2,608,863	£173,326	7.12%
Pension age	£2,775,775	£239,655	9.45%
Total	£5,384,638	£412,981	8.31%

Maintaining current system into 2021/22: Annual cost

Costs would increase by 7.12% for working-age households compared to 9.45% for pension-age households. The lower increase for working-age households is due to the planned increases in the national minimum wage and personal tax allowance, as well as the end to the benefits freeze, by 2021/22. These changes will increase earnings and so reduce council tax support awards for working-age claimants. In addition, claimants receive low levels of council tax support as they migrate to Universal Credit, reflecting the higher retention of earned income.

Average weekly CTS awarded in current scheme retained into 2021/22, compared to current scheme			
Group	Upated current scheme (£/week)	Change (£/week)	Change (%)
All working age	£17.49	£1.16	7.12%
UC	£16.48	£0.80	5.13%
Legacy benefits	£18.25	£1.43	8.52%
Pension age	£24.19	£2.09	9.45%
Total	£20.40	£1.56	8.31%

Maintaining current system into 2021/22: weekly support levels.

*Changes in Universal Credit average awards compares to the average awards of those who migrate prior to doing so. This means it is not a simple comparison between the Universal Credit claimants of 2019/20 to 2021/22, which would be influenced by demographic changes.

Average weekly support for working-age households in 2021/22 is £1.16/week more than 2019/20 levels.

Households in receipt of legacy benefits see an 8.52% rise in support (£1.43/week). By comparison, households in receipt of Universal Credit see a 5.13% rise (£0.80/week). This difference is due to the higher retention of earnings under Universal Credit and the increase in Universal Credit caseload due to natural migration; households who migrate to Universal Credit will often have more of their award reduced by the taper rate more than households in receipt of legacy benefits.

Social and political Impacts of maintaining the current scheme into 2021/22

If the current scheme were maintained into 2021/22, working-age households would see a slight increase in support of 7.12%. This takes account of the expected council tax increase in 2020/21 and 2021/22 (4% each year; 8.16% over the two years) and so represents a small real reduction in average support. In general, a reduction in support is expected due to the increase in the minimum wage and personal tax allowances, which will increase earnings by 2021/22. In addition, as claimants move to Universal Credit, those with earnings retain more of their benefit award and so receive reduced council tax support.

Breaking down the Impacts of maintaining the current scheme into 2021/22, there are notable differences between groups.

Differences in impact by economic status

Working households would see an average increase in support of 4.61%. This overall increase is made up of a slight decrease (-5.69% or £0.58/week) for households in receipt of Universal Credit, compared to a larger increase for households in receipt of legacy benefits (15.32% or £1.68/week). This is due to the higher retention of earnings under Universal Credit.

Self-employed households in receipt of Universal Credit is a small group made up of 14 households. These see a decrease in support of 15.12%, or £1.30/week because income from Universal Credit is low due to the application of the Minimum Income Floor by DWP. Self-employed households in receipt of legacy benefits instead see an increase in support of 8.51%, or £0.76/week, which is in line with CT increases. Employed households see a larger increase of 16.29% (£1.85/week). The larger increase among the employed compared to self-employed in receipt of legacy benefits is due to higher average earnings (and a tighter earnings distribution) among self-employed households, inclusive of MIF.

Households in receipt of out-of-work benefits, whether in receipt of legacy benefits or Universal Credit, see increases in support roughly in line with CT increases.

% Change in Council Tax Support - current scheme in 2021/22			
	Universal Credit	Legacy benefits	Average - all employed
All working			4.61%
Employed	-5.37%	16.29%	
Self-employed	-15.12%	8.51%	
Out of work	7.68%	7.51%	

Percentage change in council tax support from current to 2021/22, by economic status

Differences by household composition

Households in employment see the greatest loss of support as they move to Universal Credit. Households with children are more likely to be in-work than households without children: 39% of working-age households with children are in work while only 13% of working

age households without children are in work. Therefore, couples with children in receipt of Universal Credit see a slight reduction in support of (-4.33%, or -£0.79). For many of these households, their relatively low CTS award will be offset by higher income from Universal Credit.

% Change in Council Tax Support - current scheme in 2021/22			
	Universal Credit	Legacy benefits	Average - all employed
All Working Age			7.12%
Single	8.15%	8.17%	
Lone parent	4.40%	10.27%	
Couple no children	6.05%	6.87%	
Couple with children	-4.33%	7.62%	

Percentage change in council tax support from current to 2021/22, by household type

Differences in impact by disability status

By 2021/22, most households in which a person is classed as too ill to work and to prepare for work will, on average, see a slight increase to their current level of support. However, this increase is below the 8.16% increase to council tax over the same period. The increase in support also varies across groups, with households in work and in receipt of PIP/DLA seeing lower average increases in support. This is because under the current UC scheme, these households will not have any disability premiums included in their assessment for council tax support. They will also retain more income from work under Universal Credit, and so have more income tapered away during the CTS calculation. These households see support increase by 2.83% on average. It is worth noting that there are a very small number of households in this group (18), some of whom (5) we have migrated from legacy benefits to UC between 2019/20 and 2021/22, so this figure may be skewed.

The average change for all working-age households in receipt of Universal Credit in which a person is too ill to work, or is in receipt of disability benefit, will be an increase of 5.95%. This is below the working-age average (7.12%). It should also be noted that since January 2019, no households in receipt of a severe disability premium within their legacy benefits has been able to make a claim for Universal Credit until transitional protection is available and will remain in receipt of legacy benefits, so that the Council is unlikely to see very many of these cases.

% Change in Council Tax Support - current scheme in 2021/22, households receiving UC	
All disabled working-age	5.95%
Out of work: DLA and ESA	7.71%
Out of work: ESA only	6.98%
Working: DLA only	2.83%

Percentage change in council tax support from current to 2021/22, by disability status

MODEL 1: INCOME-BANDED

Model 1 is an income-banded model in which discounts are awarded based on household income.

The bands are as follows:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%

Net monthly earnings are made up of net employment earnings using the minimum income floor for legacy and UC households that are self-employed. Childcare costs are disregarded from the earnings of eligible households.

Working-age households with earnings above their respective thresholds, or with savings above £10,000, are not eligible for support.

The model also has the following characteristics:

- No tariff income
- Band D cap retained
- Introduction of lower-rate and higher-rate non-dependant deductions (these are deducted from CT liability):
 - Lower non-dependant deductions of £5/week
 - Higher non-dep deductions of £10/week

Model 1: cost

Annual Cost

Group	Model 1 cost	Comparison to cost of current scheme		Comparison to current scheme retained into 2021/22	
	£/annum	Change (£/annum)	Change (%)	Change (£/annum)	Change (%)
All working age	£2,608,708	£173,171	7.11%	-£155	-0.01%
UC	£1,105,119	£519,960	51.56%	£44,936	4.24%
Legacy benefits	£1,503,589	-£346,790	-24.30%	-£45,091	-2.91%
Pension age	£2,775,775	£239,655	9.45%	£0	0.00%
Total	£5,384,483	£412,826	8.30%	-£155	0.00%

Model 1: Total cost of model (£/annum)

This model would cost £5.38M per annum. This is £0.41M more than costs in 2019/20 and similar to the current scheme retained into 2021/22.

Model 1 makes savings due to the new non-dependant deductions of £5/week. Without the new non-dependant deductions, Model 1 would cost £5.41M per annum – a difference of £0.03M (around £30,000). The introduction of childcare disregards for eligible households does not affect overall costs due to the small number of households affected (11); the increase to annual scheme costs due to childcare disregards is around £2,000.

Weekly council tax support

Average weekly support for working-age households under this model is £17.49/week. This is the same as if the current scheme were retained into 2021/22.

Households in receipt of Universal Credit see an increase of £0.70/week on average compared to current levels of support. In contrast, households in receipt of legacy benefits would see their level of support decrease by £0.53/week on average. Even with this redistribution of support towards households in receipt of Universal Credit, households in receipt of legacy benefits retain slightly higher support levels at £17.72/week compared to £17.18/week for households in receipt of Universal Credit.

Group	Average household support	Comparison to cost of current scheme		Comparison to current scheme retained into 2021/22	
	£/week	Change (£/week)	Change (%)	Change (£/week)	Change (%)
All working age	£17.49	£1.16	7.11%	-£0.00	-0.01%
UC	£17.18	£1.50	9.59%	£0.70	4.24%
Legacy benefits	£17.72	£0.90	5.36%	-£0.53	-2.91%
Pension age	£24.19	£2.09	9.45%	£0.00	0.00%
Total	£20.40	£1.56	8.30%	-£0.00	0.00%

Model 1: Average weekly council tax support £/week

Impact analysis

Claim numbers

Band	Household type								Maximum Award
	No children		1-2 children		3+ children		All		
	Count	%*	Count	%*	Count	%*	Count	%*	
Band 1	1,446	50%	616	21%	186	6%	2,248	78%	80%
Band 2	22	1%	21	1%	9	0%	52	2%	65%
Band 3	102	4%	156	5%	57	2%	315	11%	50%
Band 4	39	1%	79	3%	36	1%	154	5%	25%
Band 5	33	1%	31	1%	9	0%	73	3%	10%

Model 1: Number and percentage of households in each income band.

* All percentages are expressed relative to total working-age cohort.

78% of households eligible for support under Model 1 are in receipt of out-of-work benefits. These households receive support based on 80% of their CT liability. Only 2% have non-benefit income below the specified thresholds (£316/week, £387/week or £441/week depending on the number of children present in the household) and receive support based on 65% of their CT liability.

Only 8% of households fall into the lowest two bands which receive support based on 25% or 10% of their CT liability.

Under this model, 13 households are no longer eligible for support. This is 1% of the current working-age caseload. These households no longer qualify for support due to their non-benefit income being higher than the upper earnings threshold (£1263.99/week, £1550.99/week or £1766.99/week depending on the number of children present in the

household). The majority of these households already receive low levels of support – 8 households (61.5%) receive less than £5/week under the current scheme.

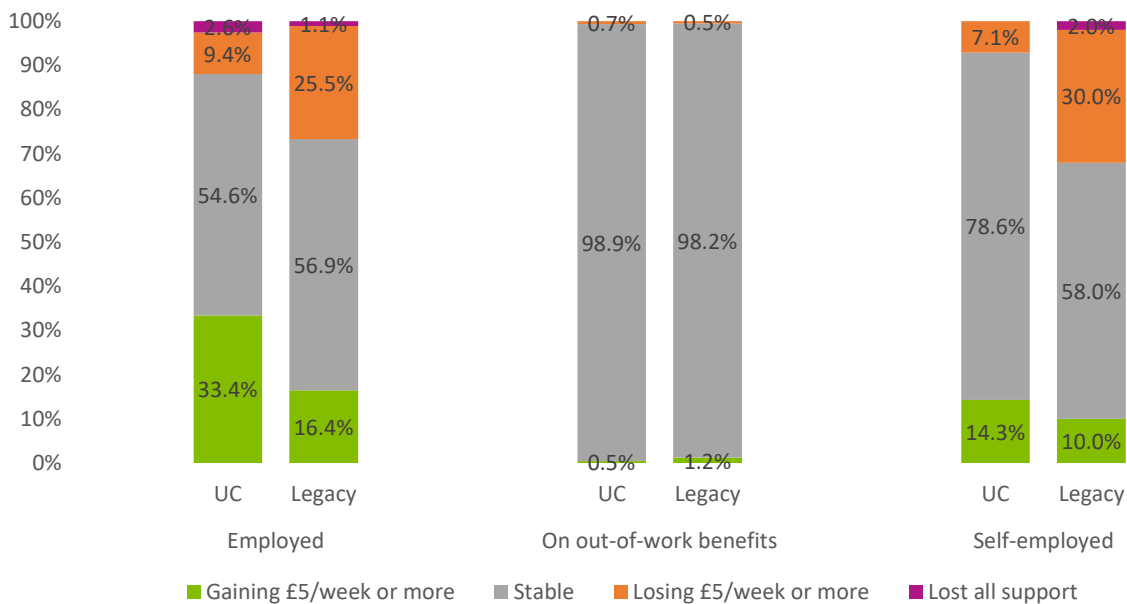
Characteristics of households gaining and losing more than £5/week

132 households see support reduce by more than £5/week compared to current awards. This is 4.6% of the working-age caseload. At the same time, 189 households see support increase by more than £5/week. This is 6.59% of the current working-age caseload.

This model generally redistributes support from households in receipt of legacy benefits to households in receipt of Universal Credit. Therefore, employed households in receipt of legacy benefits are more likely to lose support than similar households in receipt of Universal Credit. Legacy self-employed households that lose tend to lose slightly more than their employed counterparts but it is important to note that the self-employed group is comparatively small (it is made up of 64 households, compared to a total of 624 employed households). Legacy self-employed households tend to lose more than their employed counterparts because they have higher earnings on average. These households are more likely to be placed in bands 4 and 5 while legacy employed households tend to be placed in bands 1-3.

Some employed and self-employed households also gain more than £5/week. These tend to be higher earning households, for whom the discount provided by this model (the lowest being 10%) will be higher than the award based on tapering away support as income increases, as happens under the current scheme.

Households in receipt of out-of-work benefits see little change because these households all fall into the first band and receive support based on 80% of their CT liability. For many of these, their award under Model 1 will be similar to the current scheme in 2021/22 (where their award is based on 80% of their CT liability). The minority of households on out-of-work benefits (13 in total) that lose support do so as a result of having 2 or more non-dependants in the household and being subject to the lower non-dependant deduction of £5/week.

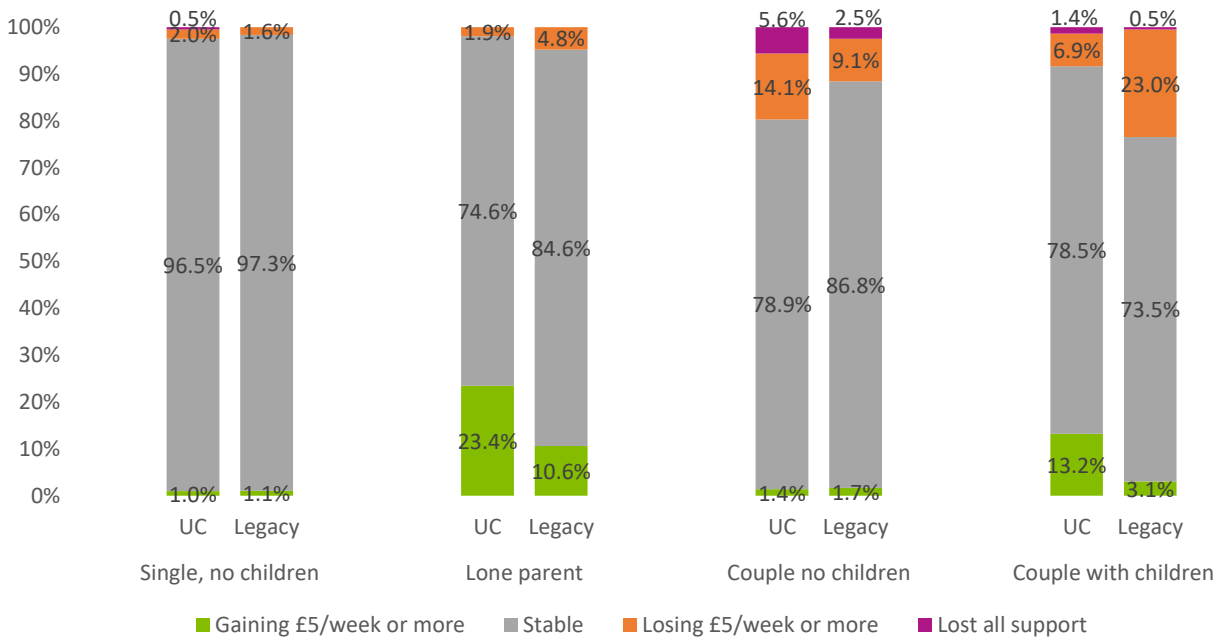


Model 1: households losing and gaining more than £5/week by economic status

Larger households are most likely to lose more than £5/week. This is due to a couple of reasons. Firstly, households with children are more likely to be in work (39% of households with children are in work, compared to 13% for households without children); secondly, the removal of a 'needs' element from assessment when moving from the current scheme to an income-banded scheme will affect larger households to a greater extent – in particular, couple households without children.

For the same reason, lone parents in general, and especially lone parents in receipt of Universal Credit, are likely to gain support by more the £5/week. This is because the presence of children means their applicable earnings threshold will be higher than if they were single or a couple without children. Lone parents are also the least likely to be affected by the lower non-dependant deductions of £5/week.

Couples with children are the most likely to lose more than £5/week due to their greater likelihood of having higher levels of earned income. This means they are more likely to be concentrated in the bands with lower levels of support (around one third are in bands 4, 5 or outside the earnings threshold altogether, compared to 14% for couples without children). Differences between legacy and Universal Credit are discussed in the next section.



Model 1: households losing and gaining more than £5/week, by household composition

Distributional impact

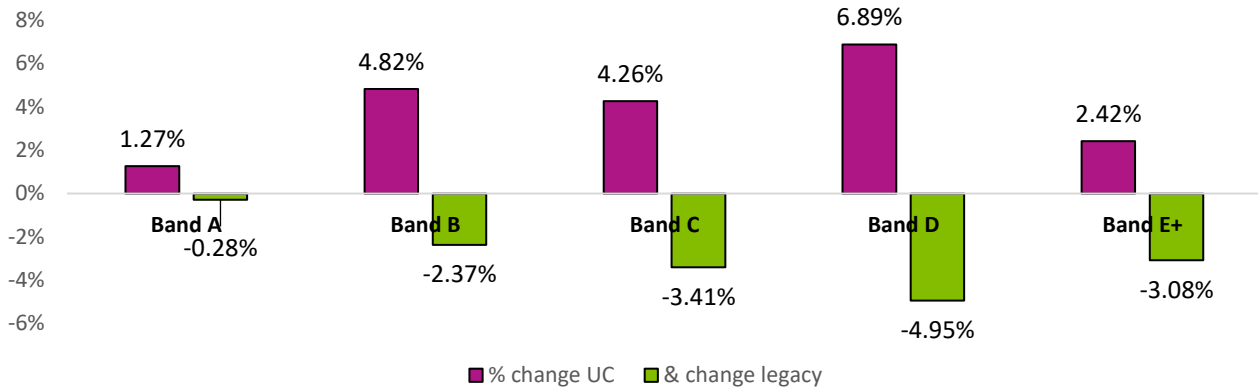
This section examines the groups that would be better or worse off **compared to retaining the current system into 2021/22**.

Council tax band

There are no significant trends across CT bands and households see small changes to weekly support on average. Universal Credit households see increases that range between 1.27% and 6.89% (equivalent to £0.18/week - £1.27/week) while those in receipt of legacy benefits see a maximum decrease of 4.95% (equivalent to £1.01/week). This reflects the fact there has been no change in the treatment of claims on the basis of CT liability – the cap at band D in the current scheme is retained in Model 1.

The main effect that can be seen across CT bands is the difference between households in receipt of legacy benefits and households in receipt of Universal Credit. This is due to the comparison with retention of the current scheme into 2021/22. By 2021/22, households in receipt of Universal Credit have lower levels of support than households in receipt of legacy benefits if the current scheme were to be retained. This is due to the higher retention of earnings under Universal Credit.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by council tax band

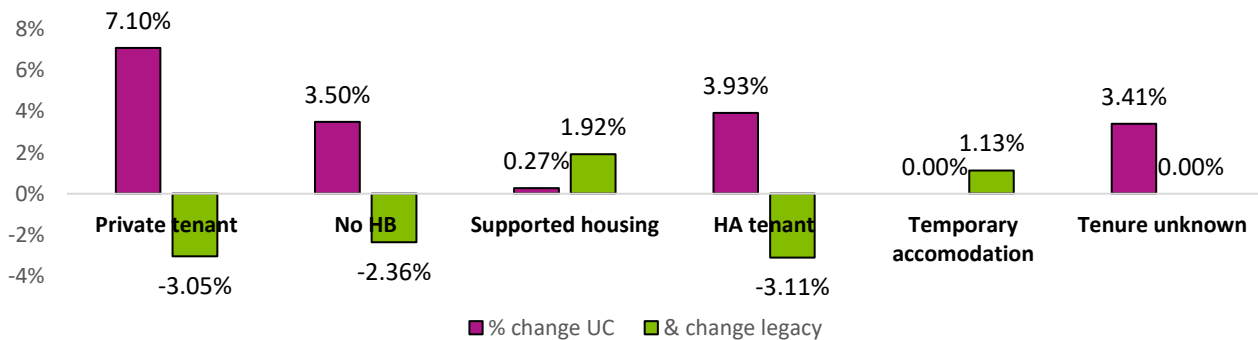


Model 1: Percentage change in support compared to retention of the current scheme into 2021/22, by CT band.

Tenure

As with CT bands, there are no significant trends across tenure types. Households in receipt of Universal Credit see an increase in support of up to 7.10% (£1.08/week) among private tenants, whereas households in receipt of legacy benefits see either very small increases in support, or decreases in support.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by tenure type



Model 1: Percentage change in support compared to retention of the current scheme into 2021/22, by tenure.

Household composition

The greatest distributional impact is amongst lone parents in receipt of Universal Credit, who see the largest average increase in support across groups, of 15.23% (£2.34/week). In contrast, couples without children see a reduction ranging from 7.55% (Universal Credit) to 5.55% (legacy benefits). This is due to the definition of household size under Model 1, which protects some households with children by increasing the earnings thresholds according to the number of children. This means that a couple without children where both members

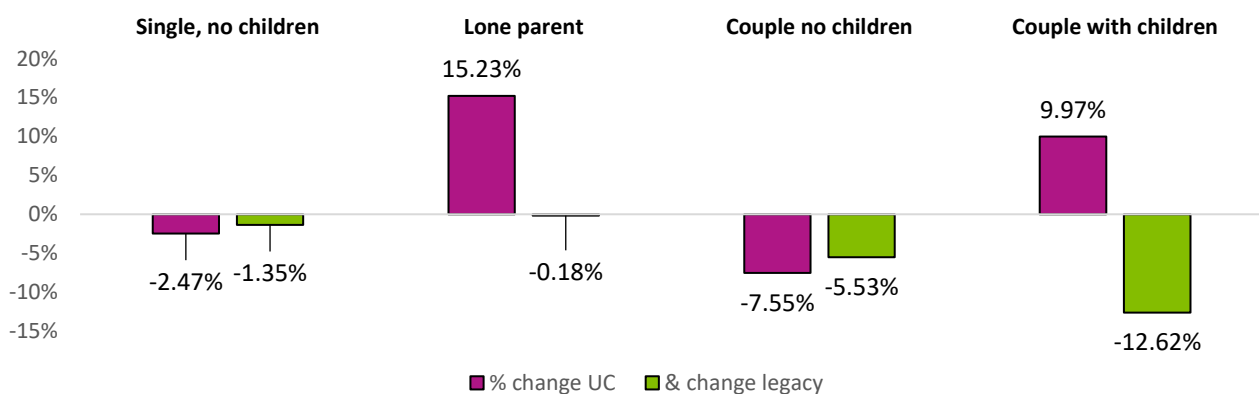
receive employment earnings will be more likely to fall in the higher bands, compared to a similar household with children.

Couples with children in receipt of legacy benefits see the largest average decrease of 12.62% (£2.49/week), whereas couples with children in receipt of Universal Credit see support increase by 9.97% on average. This reflects the group's higher tendency to be in work (thereby exhibiting the distributional effect from legacy benefits to Universal Credit mentioned earlier in this report). This model therefore supports families as they move to Universal Credit and redistributes support back to those that would lose out if the current scheme were retained into 2021/22.

Support among single adult households is similar to under the current scheme retained into 2021/22.

Across all demographic groups, the impact among legacy households is a reduction. This is due to earnings disregards for in-work households under the current scheme which no longer apply under Model 1. Couples with children see the greatest reduction in support. This is due to their higher average earnings which are no longer balanced by higher premiums, as under the current scheme.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by household type



Model 1: Percentage change in support compared to retention of the current scheme into 2021/22, by household composition.

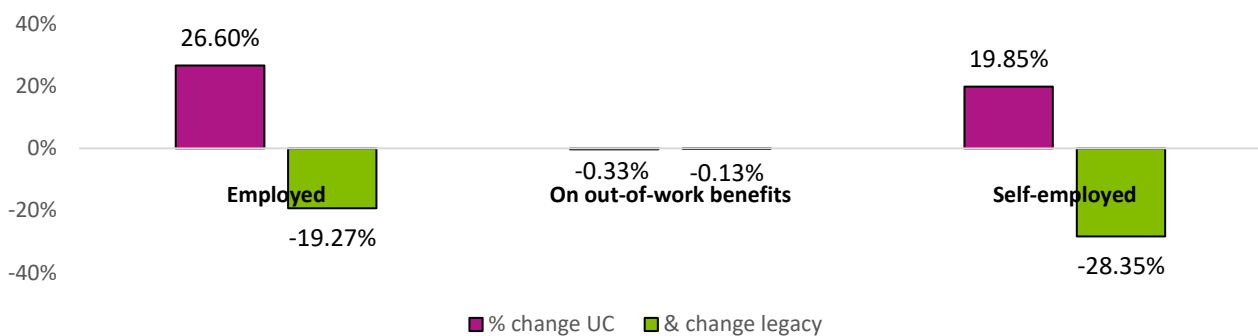
Economic status

The largest differences in support is seen across groups by economic status. Compared to retaining the current scheme into 2021/22, employed households in receipt of Universal Credit see an increase of 26.60% (£2.57/week). This is partly because these households lose support if the current scheme is retained. In comparison, employed households in receipt of legacy benefits see a reduction in support of 28.35% (£2.54/week). This model therefore

redistributes support from working households in receipt of legacy benefits to those in receipt of Universal Credit.

Out-of-work households in receipt of Universal Credit do not see a change to their level of support, on average. This is because their support is based on 80% of their CT liability and is reduced only when there are non-dependants present in the household.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by economic status

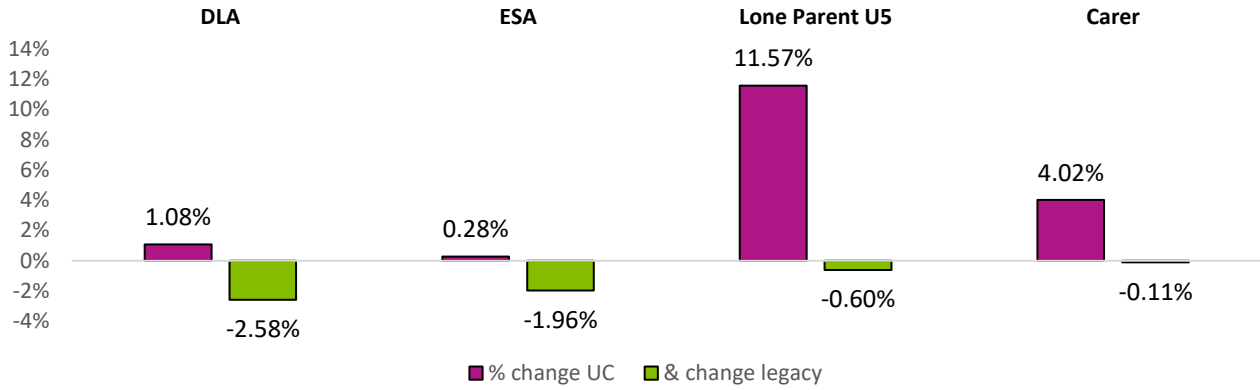


Model 1: Percentage change in support compared to retention of the current scheme into 2021/22, by economic status.

Barriers to work

Lone parents of a child under 5 that are in receipt of Universal Credit will see the most substantial increase, while other groups with barriers to work will see smaller changes, compared to the current scheme in 2021/22. This is due to reasons mentioned earlier: 93% of lone parent households are placed in the more generous bands (1, 2 and 3) and the majority are not subject to the lower-rate non-dependant deductions. For households in receipt of Universal Credit, who receive lower support under the current scheme than their legacy claiming counterparts, this represents a significant increase in support. Households in receipt of legacy benefits and disability benefits (DLA or ESA) see small decreases in support of up to 2.58% compared to the current scheme in 2021/22. This is due to the effect of earnings disregards under the current scheme for disabled households on legacy benefits that are in work.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by barriers to work



Model 1: Percentage change in support compared to retention of the current scheme into 2021/22, by household types with barriers to work. DLA relates to households where the claimant or partner are in receipt of DLA.

Households that are worse off: age, gender, disabled and carers

This section examines the groups that would be worse off **compared to retaining the current system into 2021/22**. Specifically it considers whether particular groups of interest will be over-represented among those that are worse off or those that lose all support.

Households that lose all support

Of the 13 households that lose all support:

- 3 are female single households
- 5 are households in receipt of disability benefits for adults (4 households) or children (1 household)
- 1 is a household in receipt of carer's allowance
- The most common age groups are 25-35 (5 households) and 55-65 (5 households)

These households lose their support due to falling outside of their applicable earnings threshold.

Households losing more than £5/week

Female and carer households are more likely to be over-represented in the worse off group.

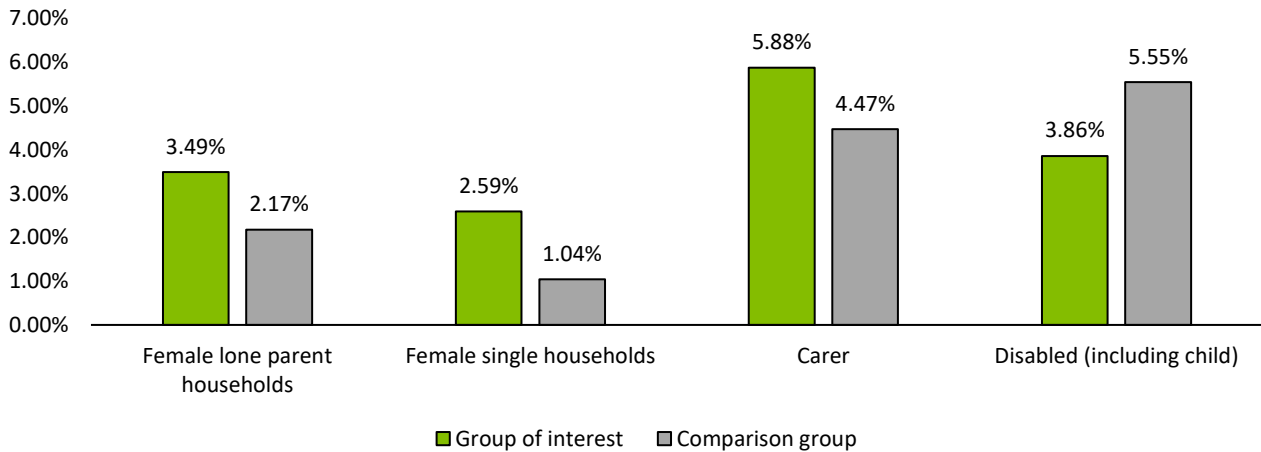
Of the 132 households that are lose more than £5/week or more, 29 are female lone parent households and 18 are female single households. Proportionally, 3.49% of female lone parent households and 2.59% of female single households will lose more than £5/week, which contrasts with 2.17% of male lone parents and 1% of male single households respectively. For these households, the average reduction is £6.8/week and the maximum reduction is £12.6/week. Similarly, carer households are over-represented in the losing group – 5.9% lose more than £5/week compared to non-carer households (4.5%).

Households aged 35-44 are the only age group to be disproportionately likely to lose more than £5/week – 6.7% compared to the overall working-age cohort (4.6%). This is because a greater proportion of this group is placed in the bands 4-5 (or lose all support) due to their level of earnings.

This is the reverse for households in receipt of disability benefits for adults or children. Such households are less likely to lose more than £5/week compared to their non-disabled counterparts (3.9% compared to 5.6%).

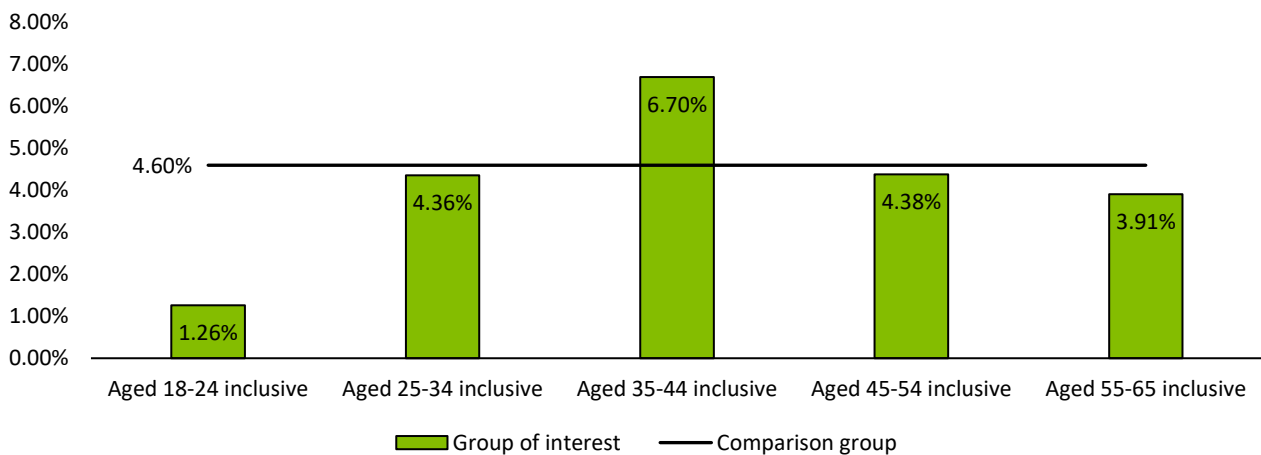
Households aged 18-24 are the least likely to lose more than £5/week. This is due to being more likely to fall in bands 1-3 as a result of lower earnings or being on out-of-work-benefits.

Percentage of households that lose more than £5/week for groups of interest: gender, carer and disability



Model 1: Percentage of households that lose more than £5/week for groups of interest: gender, carer and disability

Percentage of households that lose more than £5/week for groups of interest: age group



Model 1: Percentage of households that lose more than £5/week for groups of interest: by age group. Comparison group is calculated over the entire working-age cohort.

MODEL 2: INCOME-BANDED

Model 2 is an income-banded model in which discounts are awarded based on household income, with an uplift for households in bands 2-5 that are in receipt of disability or illness benefits in respect of the main claimant, their partner or their child.

The bands are as follows:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 2+				70%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 3+				55%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 4+				30%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%
Band 5+				15%

Note: bands suffixed with a '+' relate to households subject to the 5% uplift due to disability or illness (claimant, partner or child is in receipt of DLA/PIP or ESA).

As with Model 1, under Model 2 net monthly earnings are made up of net employment earnings using the minimum income floor for legacy and UC households that are self-employed. Childcare costs are disregarded from the earnings of eligible households.

Working-age households with earnings above their respective thresholds, or with savings above £10,000, are not eligible for support.

The model also has the following characteristics:

- No tariff income
- Band D cap retained
- Introduction of lower-rate and higher-rate non-dependant deductions:
 - Lower non-dependant deductions of £5/week
 - Higher non-dep deductions of £10/week
- A 5% uplift to maximum award for bands 2-5 for households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of claimant, partner or child).
 - For example, households in band 2+ are households that fall into band 2 (maximum award 65%) but receive an uplift of 5% (taking them up to 70%).

Model 2: cost

Annual Cost

Group	Model 2 cost	Comparison to cost of current scheme		Comparison to current scheme retained into 2021/22	
	£/annum	Change (£/annum)	Change (%)	Change (£/annum)	Change (%)
All working age	£2,616,575	£181,038	7.43%	£7,712	0.32%
UC	£1,107,829	£522,671	89.32%	£47,646	4.49%
Legacy benefits	£1,508,746	-£341,633	-18.46%	-£39,934	-2.58%
Pension age	£2,775,775	£239,655	9.45%	£0	0.00%
Total	£5,392,350	£420,693	8.46%	£7,712	0.14%

Model 2: Total cost of model (£/annum)

This model will cost £5.39M per annum. This is £0.42M more than the current scheme in 2019/20, and £7,700 more than if the current scheme were retained into 2021/22.

Weekly council tax support

Average weekly support for working-age households under this model is £17.54/week. This is similar to Model 1 and under the current scheme retained into 2021/22 (both £17.49).

Compared to the current scheme there is an increase for both Universal Credit and legacy benefit households although this is larger for the former group (9.85% and 5.72% respectively).

Compared to levels of support into 2021/22, households in receipt of Universal Credit see an increase of £0.74/week (4.49%). In contrast, households in receipt of legacy benefits see a decrease of £0.47/week (2.58%) compared to support levels under the current scheme in 2021/22. However, as under Model 1, households in receipt of legacy benefits still retain slightly higher support levels at £17.78/week compared to £17.22/week for households in receipt of Universal Credit.

Group	Average household support	Comparison to cost of current scheme		Comparison to current scheme retained into 2021/22	
	£/week	Change (£/week)	Change (%)	Change (£/week)	Change (%)
All working age	£17.54	£1.21	7.43%	£0.05	0.30%
UC	£17.22	£1.54	9.85%	£0.74	4.49%
Legacy benefits	£17.78	£0.96	5.72%	-£0.47	-2.58%
Pension age	£24.19	£2.09	9.45%	£0.00	0.00%
Total	£20.43	£1.59	8.46%	£0.03	0.14%

Model 2: Average weekly council tax support £/week

IMPACT ANALYSIS

Claim numbers

Band	Household type								Maximum Award
	No children		1-2 children		3+ children		Total		
	Count	%	Count	%	Count	%	Count	%	
Band 1	1,446	50.4%	616	21.5%	186	6.5%	2,248	78.4%	80%
Band 2	19	0.7%	13	0.5%	7	0.2%	39	1.4%	65%
Band 2+	3	0.1%	8	0.3%	2	0.1%	13	0.5%	70%
Band 3	86	3.0%	135	4.7%	44	1.5%	265	9.2%	50%
Band 3+	16	0.6%	21	0.7%	13	0.5%	50	1.7%	55%
Band 4	31	1.1%	67	2.3%	29	1.0%	127	4.4%	25%
Band 4+	8	0.3%	12	0.4%	7	0.2%	27	0.9%	30%
Band 5	24	0.8%	28	1.0%	8	0.3%	60	2.1%	10%
Band 5+	9	0.3%	3	0.1%	1	0.0%	13	0.5%	15%

Model 2: Number and percentage of households in each income band

The characteristics that sort households into bands are the same in Model 2 as in Model 1 except for a 5% uplift awarded to households in receipt of illness or disability benefits (DLA/PIP or ESA in respect of the claimant or partner, or DLA for child). The uplift applies to bands 2-5.

As with Model 1, 78% of households are in receipt of out-of-work benefits. These households receive support equal to 80% of their liability. These households will receive the same support under Model 2 as under Model 1.

3.6% of total working-age households fall into bands that are subject to the 5% uplift (103 households). These households receive more support under Model 2 compared to Model 1. The majority (61%) fall into bands 2+ or 3+, which means they get support based on 70% or 55% of their council tax liability. The majority (67%) are also in receipt of legacy benefits, rather than Universal Credit.

Like under Model 1, 13 households are no longer eligible for support. This is 0.5% of the current working-age caseload. These households no longer qualify for support due to their non-benefit income being higher than the upper threshold (£1263.99/week, £1550.99/week or £1766.99/week depending on the number of children present in the household). The majority of these households already receive low levels of support – 8 households (61.5%) receive less than £5/week under the current scheme.

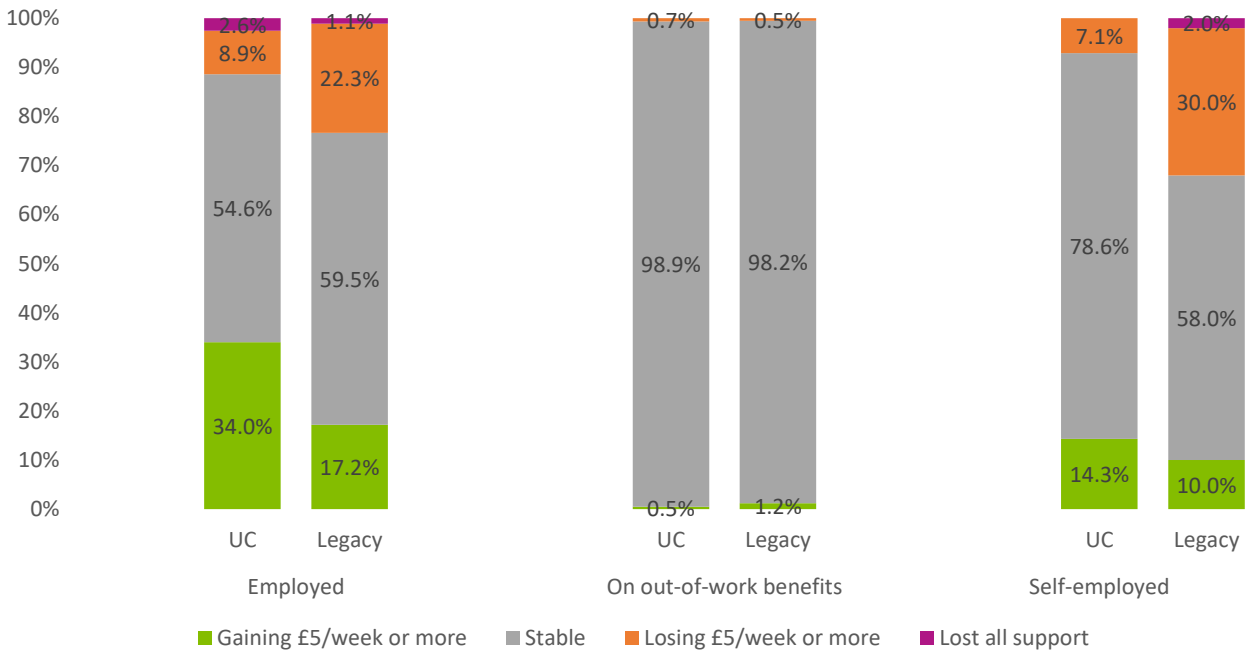
Characteristics of households losing and gaining more than £5/week

121 households see support reduce by more than £5/week compared to current awards. This is 4.2% of the working-age caseload, and is lower than the 132 households that lose more than £/week under Model 1. This is because households in receipt of disability or illness benefits that lose more than £5/week in support under Model 1 are protected by the 5% uplift under Model 2. A small number of disabled households continue to lose under Model 2 because they have two or more out-of-work non-dependants, which means these households are newly affected by the lower-rate non-dependant deductions of £5/week.

193 households see support increase by more than £5/week compared to current awards. This is 6.7% of the working-age caseload, and is higher than the 189 households that gain more than £/week under Model 1. As with households that lose support, this is because of the effect of the 5% uplift.

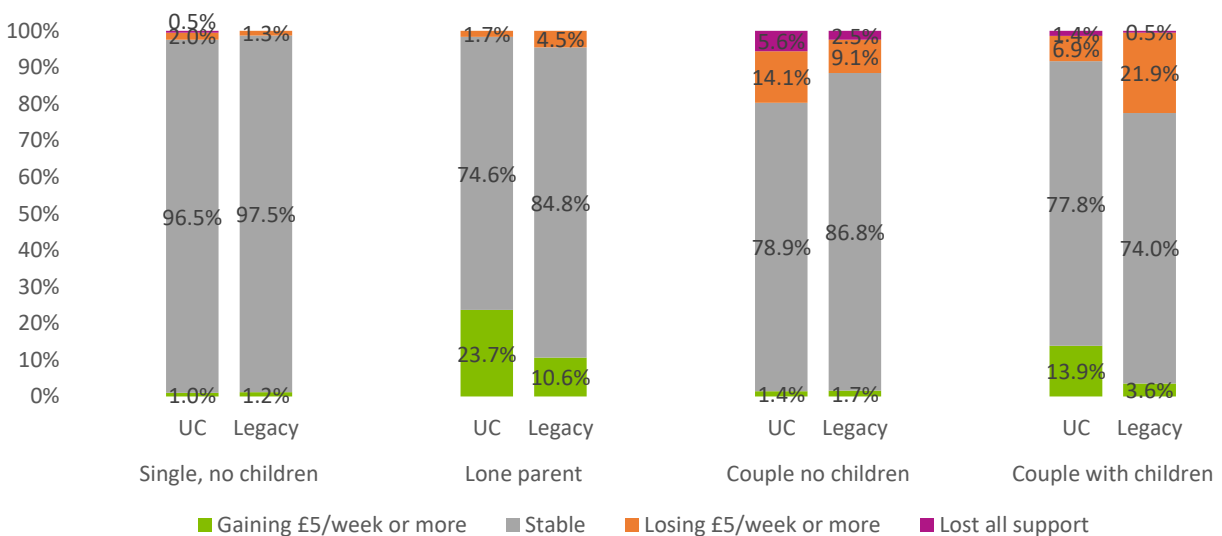
As this model awards maximum support in the same way as Model 1 except for the uplift, the effects across groups are similar to those seen under Model 1. However the distributional effect from legacy households to Universal Credit households is less pronounced than under Model 1.

As with Model 1, in-work households in receipt of Universal Credit are the most likely to see an increase of £5/week or more, while in-work households in receipt of legacy benefits are more likely to lose by £5/week or more. Model 2 continues to re-distribute support from households in receipt of legacy benefits to households in receipt of Universal Credit, but to a slightly lesser extent than Model 1. This is because households in receipt of disability benefits are more likely to be in receipt of legacy benefits and receive the 5% uplift.



Model 2: households losing and gaining more than £5/week by economic status

Similarly, under Model 2 lone parents continue to be the group most likely to see an increase to support of £5/week or more while larger households are more likely to see a reduction of £5/week or more, especially couples with children in receipt of legacy benefits. As with Model 1 this is because these households are more likely to be in work compared to those without children and because of the removal of a 'needs' element from assessment.



Model 2: households losing and gaining more than £5/week, by household composition

Distributional impact

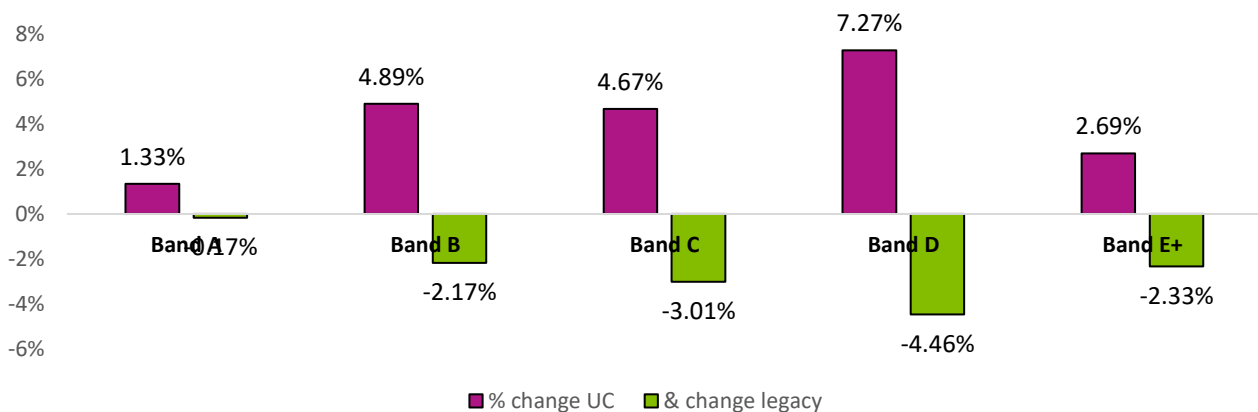
This section examines the groups that would be better or worse off **compared to retaining the current system into 2021/22**.

Council tax band

As under Model 1, there is no distinct pattern across CT bands under Model 2. The main effect is that of a redistribution from households in receipt of legacy benefits to households on Universal Credit: the largest average changes relate to band D and range from an average increase of 7.27% (or £1.34/week) among households on Universal Credit and decrease of 4.46% (£0.91/week) among households in receipt of legacy benefits.

As with Model 1, the difference in the pattern of change between households in receipt of legacy benefits and Universal Credit is due to comparison with the retention of the current scheme into 2021/22. By 2021/22 households in receipt of Universal Credit would expect to see lower support than those in receipt of legacy benefits. Therefore, in comparison, households in receipt of Universal Credit gain support under these income-banded models.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by council tax band

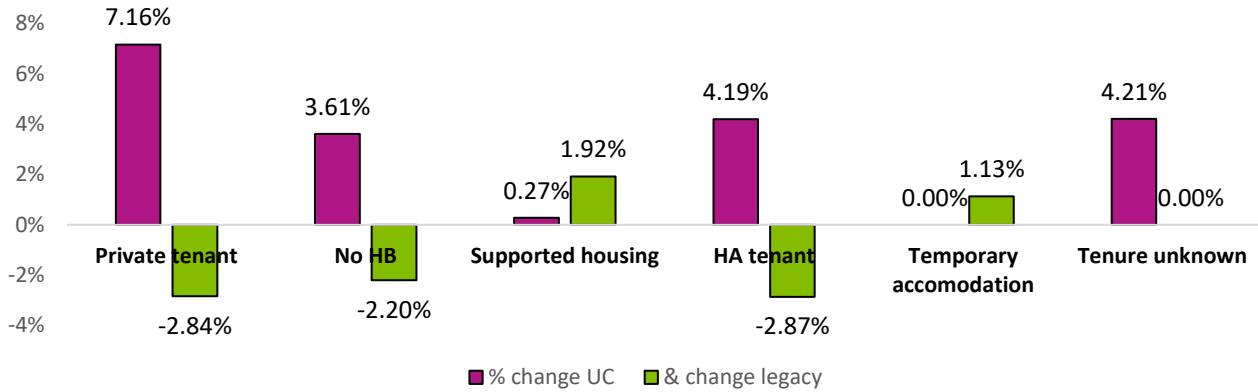


Model 2: Percentage change in support compared to retention of the current scheme into 2021/22, by CT band.

Tenure

Again, there is no discernible trend across tenure types. Households in receipt of Universal Credit see an increase in support of up to 7.16% (£1.08/week) among private tenants while households in receipt of legacy benefits see little change to average awards, as seen under Model 1.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by tenure type



Model 2: Percentage change in support compared to retention of the current scheme into 2021/22, by tenure.

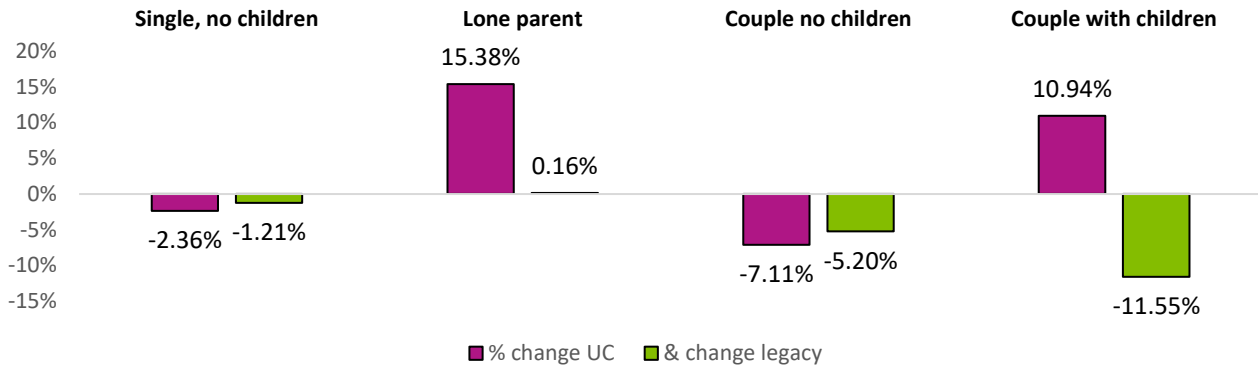
Household composition

As with Model 1, lone parents in receipt of Universal Credit see the largest average increase in support. The increase in support for couples with children is also slightly greater than under Model 1 (15.38% compared to 9.97%, £2.36/week compared to £1.75/week), reflecting that some of these households now benefit from the 5% uplift. Again, couples without children will on average see reductions in support similar to Model 1.

Although the general pattern of redistribution from legacy households to Universal Credit households remains, the reduction among households in receipt of legacy benefits is generally smaller. The largest average reduction is 11.55% (£2.28/week) among couples with children in receipt of legacy benefits. As with Model 1 this is due to the higher tendency for this group to be in work.

Households with children in receipt of legacy benefits are the least likely to gain support. This is because under the current scheme, their applicable amount included elements for their children, whereas under this model, a household with children receives no more support than a similar household without children.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by household type



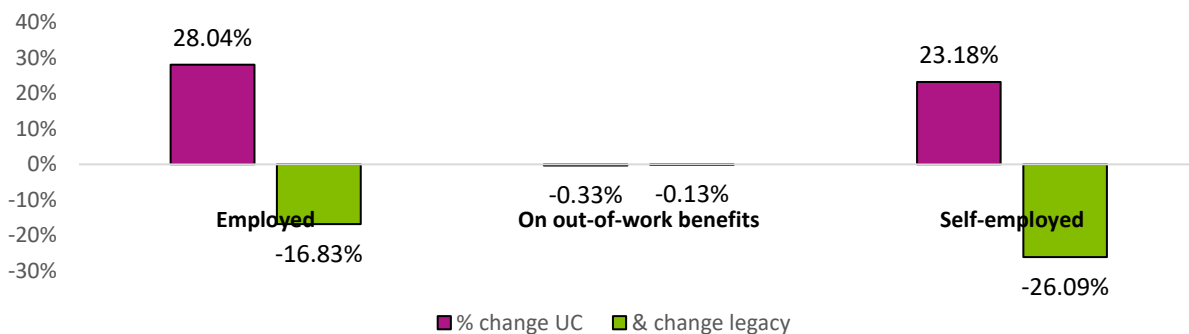
Model 2: Percentage change in support compared to retention of the current scheme into 2021/22, by household composition.

Economic status

Patterns among economic groups are in the same direction as Model 1 but they tend to be slightly more positive; there are smaller reductions among in-work households in receipt of legacy benefits and larger average increases among in-work households in receipt of Universal Credit. Average reduction reaches 26.09% among self-employed households and 16.83% among employed households in receipt of legacy benefits, a slight reduction to Model 1 (28.35% and 19.27% respectively).

Similarly, in-work households on Universal Credit have slightly higher increases to average support compared to Model 1. This is again partly due to comparison to the current scheme in 2021/22 in which average support for Universal Credit reduces. There is no discernible effect on out-of-work households.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by economic status

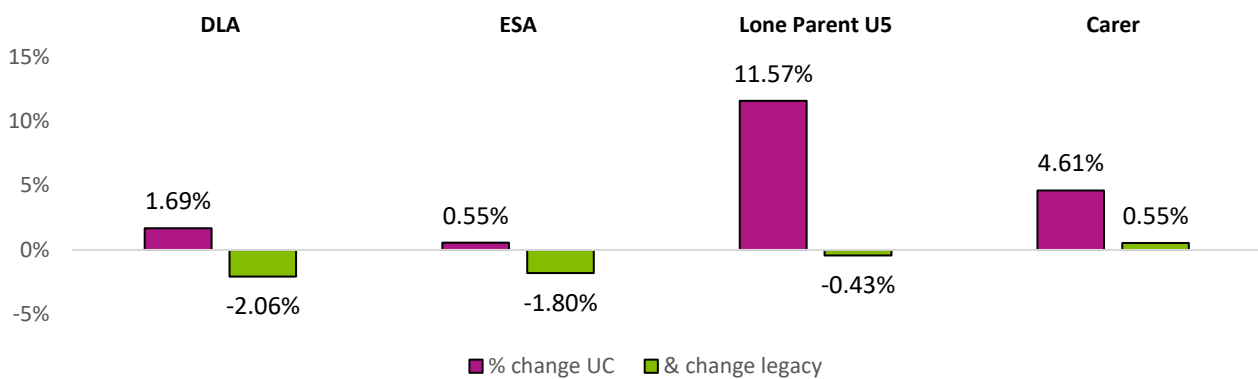


Model 2: Percentage change in support compared to retention of the current scheme into 2021/22, by economic status.

Barriers to work

Redistribution among households with barriers to work is similar to Model 1, but with groups seeing a more positive change, in particular those in receipt of DLA (in respect of claimant or partner), ESA and carer households. Lone parents with a child under 5 that are in receipt of Universal Credit remain the group that see support increase by the largest proportion (the same as under Model 1).

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by barriers to work



Model 2: Percentage change in support compared to retention of the current scheme into 2021/22, by household types with barriers to work. DLA relates to households where the claimant or partner are in receipt of DLA.

Households that are worse off: age, gender, disabled and carers

This section examines the groups that would be worse off **compared to retaining the current system into 2021/22**. Specifically it considers whether particular groups of interest will be over-represented among those that are worse off or those that lose all support.

Households that lose all support

The same as Model 1, of the 13 households that lose all support:

- 3 are female single households
- 5 are households in receipt of disability benefits for adults (4 households) or children (1 household)
- 1 is a household in receipt of carer's allowance
- The most common age groups are 25-35 (5 households) and 55-65 (5 households)

These households lose their support due to falling outside of their applicable earnings threshold.

Households losing more than £5/week

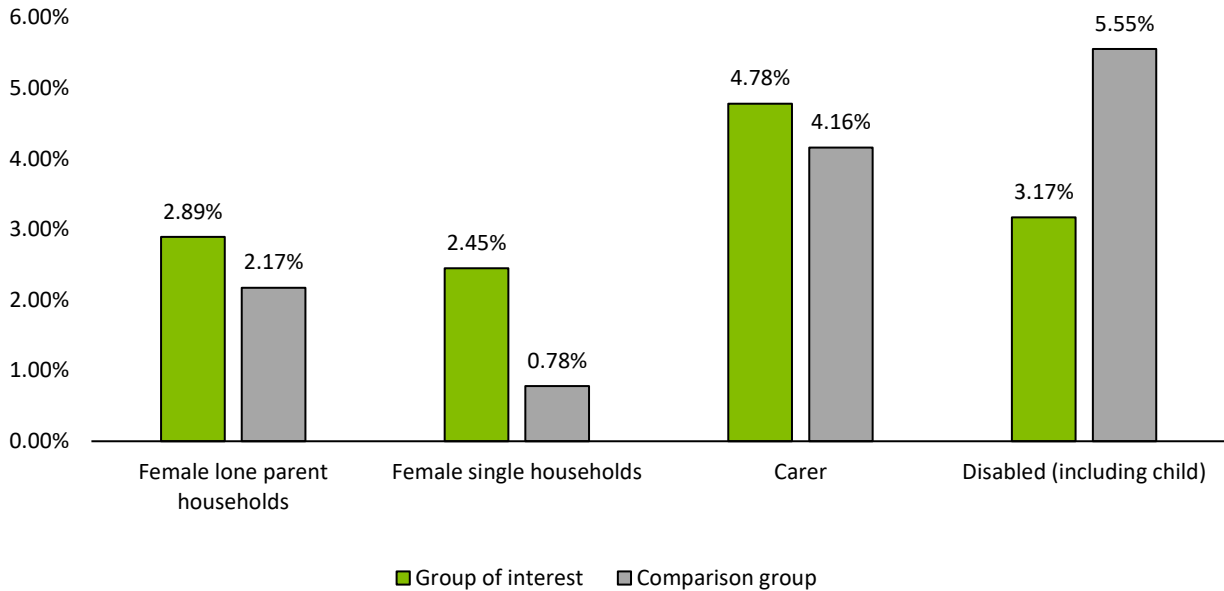
Female households and carer households are more likely to be over-represented in the worse off group. This is similar to under Model 1 but is less pronounced due to the 5% uplift under Model 2. The 5% uplift indirectly affects carer households (also more likely to be female households).

Of the 121 households that are lose more than £5/week or more, 24 are female lone parent households and 17 are female single households. The 24 lone parent households represent 2.89% of the overall female lone parent cohort and the 17 single female households represent 2.45% of the overall single female cohort, and contrast with the incidence for male households (2.17% and 0.78% respectively). For these households, the average reduction is £6.2/week and the maximum reduction is £9.3/week; lower compared to Model 1.

As with Model 1, households aged 35-44 are the only age group to be disproportionately likely to lose more than £5/week – 5.9% compared to the overall working-age cohort (4.2%). This is because a greater proportion of this group is placed in the bands 4-5 (or lose all support) due to their level of earnings.

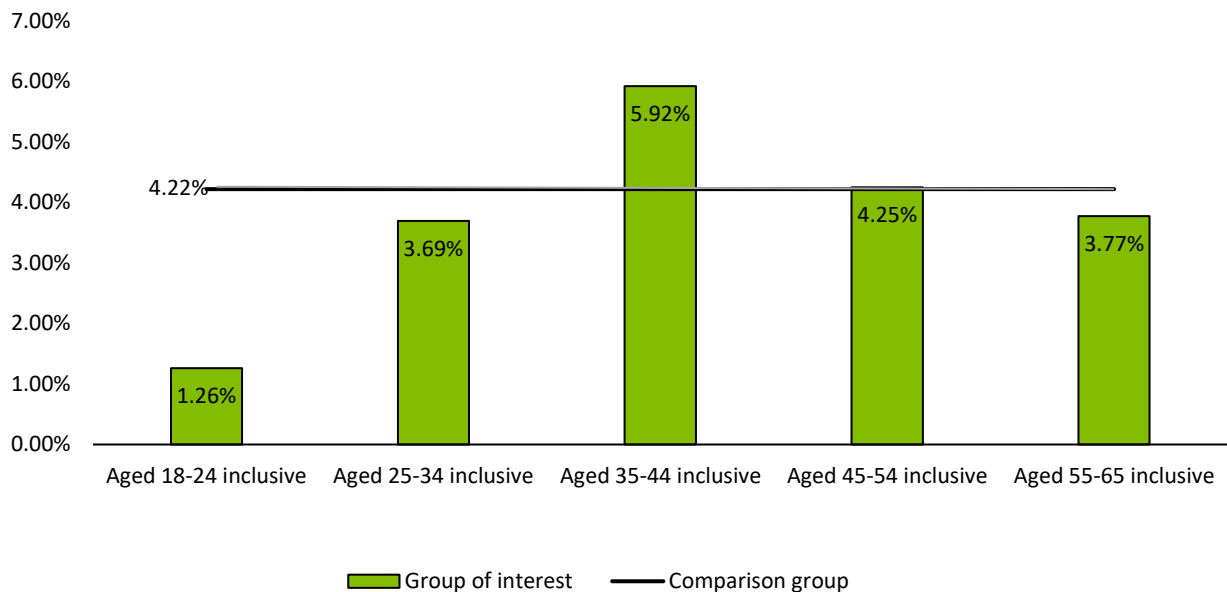
Again, this is the reverse for disabled households and age group 18-24. 3.2% of disabled households are likely to lose more than £5/week compared to 5.6% for the non-disabled cohort. This effect is more pronounced in Model 2 than under Model 1 due to the 5% uplift for households in receipt of disability benefits for adults or children.

Percentage of households that lose more than £5/week for groups of interest: gender, carer and disability



Model 2: Percentage of households that lose more than £5/week for groups of interest: gender carer and disability

Percentage of households that lose more than £5/week for groups of interest: age group



Model 2: Percentage of households that lose more than £5/week for groups of interest: by age group. Comparison group is calculated over the entire working-age cohort.

MODEL 3: INCOME-BANDED

Model 3 is an income-banded model in which discounts are awarded based on household income, with an uplift for households in bands 1-5 that are in receipt of disability or illness benefits in respect of the main claimant, their partner or their child.

The bands are as follows:

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	70%
Band 1++				80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 2+				70%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 3+				55%
Band 4	£632-£947.99	£775-£1162.99	£883-£1324.99	25%
Band 4+				30%
Band 5	£948-£1263.99	£1163-£1550.99	£1325-£1766.99	10%
Band 5+				15%

Note: bands suffixed with a '+' relate to households subject to the 5% (+) or 10% (++) uplift due to disability or illness (claimant, partner or child is in receipt of DLA/PIP or ESA).

As with previous models, under Model 3 net monthly earnings are made up of net employment earnings using the minimum income floor for legacy and UC households that are self-employed. Childcare costs are disregarded from the earnings of eligible households.

Working-age households with earnings above their respective thresholds, or with savings above £10,000, are not eligible for support.

The model also has the following characteristics:

- No tariff income
- Band D cap retained
- Introduction of lower-rate and higher-rate non-dependant deductions:
 - Lower non-dependant deductions of £5/week
 - Higher non-dep deductions of £10/week
- A 5% uplift to maximum award for bands 2-5 for households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of claimant, partner or child).
 - For example, households in band 2+ are households that fall into band 2 (maximum award 65%) but receive an uplift of 5% (taking them up to 70%).
- A 10% uplift to maximum award for band 1 households in receipt of disability or illness benefits (DLA/PIP or ESA in respect of claimant, partner or child).

Model 3: cost

Annual Cost

Group	Model 3 cost	Comparison to cost of current scheme		Comparison to current scheme retained into 2021/22	
	£/annum	Change (£/annum)	Change (%)	Change (£/annum)	Change (%)
All working age	£2,522,730	£87,193	3.58%	-£86,133	-3.54%
UC	£1,046,554	£461,395	78.85%	-£13,629	-1.29%
Legacy benefits	£1,476,177	-£374,202	-20.22%	-£72,503	-4.68%
Pension age	£2,775,775	£239,655	9.45%	£0	0.00%
Total	£5,298,505	£326,848	6.57%	-£86,133	-1.60%

Model 3: Total cost of model (£/annum)

This model will cost £5.30M per annum. This is £0.33M more than the current scheme in 2019/20, and £86,000 less than if the current scheme were retained into 2021/22.

Weekly council tax support

Average weekly support for working-age households under this model is £16.91/week. This is slightly less than under the current scheme retained into 2021/22, as well as less than under previous models, which all had average awards of approximately £17.50/week.

Compared to the current scheme there is a similar increase for both Universal Credit and legacy benefit households (3.78% and 3.44% respectively).

Compared to levels of support into 2021/22, both households in receipt of Universal Credit and households in receipt of legacy benefits see a decrease, on average. However, this reduction is greater for households on legacy benefits (£0.85, or 4.68%) than for households on Universal Credit (£0.21, or 1.29%). Like earlier models, households in receipt of legacy benefits retain higher support levels at £17.39/week compared to £16.27/week for households in receipt of Universal Credit.

Group	Average household support	Comparison to cost of current scheme		Comparison to current scheme retained into 2021/22	
	£/week	Change (£/week)	Change (%)	Change (£/week)	Change (%)
All working age	£16.91	£0.58	3.58%	-£0.58	-3.30%
UC	£16.27	£0.59	3.78%	-£0.21	-1.29%
Legacy benefits	£17.39	£0.58	3.44%	-£0.85	-4.68%
Pension age	£24.19	£2.09	9.45%	£0.00	0.00%
Total	£20.07	£1.24	6.57%	-£0.33	-1.60%

Model 3: Average weekly council tax support £/week

IMPACT ANALYSIS

Claim numbers

Band	Household type								Maximum Award
	No children		1-2 children		3+ children		Total		
	Count	%	Count	%	Count	%	Count	%	
Band 1	315	11.0%	339	11.8%	97	3.4%	751	26.2%	70%
Band 1++	1,131	39.4%	277	9.7%	89	3.1%	1,497	52.2%	80%
Band 2	19	0.7%	13	0.5%	7	0.2%	39	1.4%	65%
Band 2+	3	0.1%	8	0.3%	2	0.1%	13	0.5%	70%
Band 3	86	3.0%	135	4.7%	44	1.5%	265	9.2%	50%
Band 3+	16	0.6%	21	0.7%	13	0.5%	50	1.7%	55%
Band 4	31	1.1%	67	2.3%	29	1.0%	127	4.4%	25%
Band 4+	8	0.3%	12	0.4%	7	0.2%	27	0.9%	30%
Band 5	24	0.8%	28	1.0%	8	0.3%	60	2.1%	10%
Band 5+	9	0.3%	3	0.1%	1	0.0%	13	0.5%	15%

Model 3: Number and percentage (of total working-age cohort) of households in each income band.

The characteristics that sort households into uplifted bands are the same in Model 3 (in receipt of DLA/PIP or ESA in respect of the claimant, their partner, or child). However, an uplift of 10% is awarded to households that would otherwise be placed in band 1.

52% of households in the working-age cohort are in receipt of out-of-work benefits and meet the criteria for the 10% uplift. These households receive support equal to 80% of their liability and will receive the same support under Model 3 as under previous models. However, 751 households placed in band 1 do not receive an uplift and have support calculated on 70% of their liability. This represents 26% of the working-age cohort.

As with Model 2, 3.6% of total working-age households fall into bands that are subject to the 5% uplift (103 households) and receive more support under Model 3 compared to Model 1. Again, the majority (61%) fall into bands 2+ or 3+, which means they get support based on 70% or 55% of their council tax liability. The majority (67%) are also in receipt of legacy benefits, rather than Universal Credit.

As with earlier models, 13 households are no longer eligible for support. This is 0.5% of the current working-age caseload. These households no longer qualify for support due to their non-benefit income being higher than the upper threshold (£1263.99/week, £1550.99/week or £1766.99/week depending on the number of children present in the household). The majority of these households already receive low levels of support – 8 households (61.5%) receive less than £5/week under the current scheme.

Characteristics of households losing and gaining more than £5/week

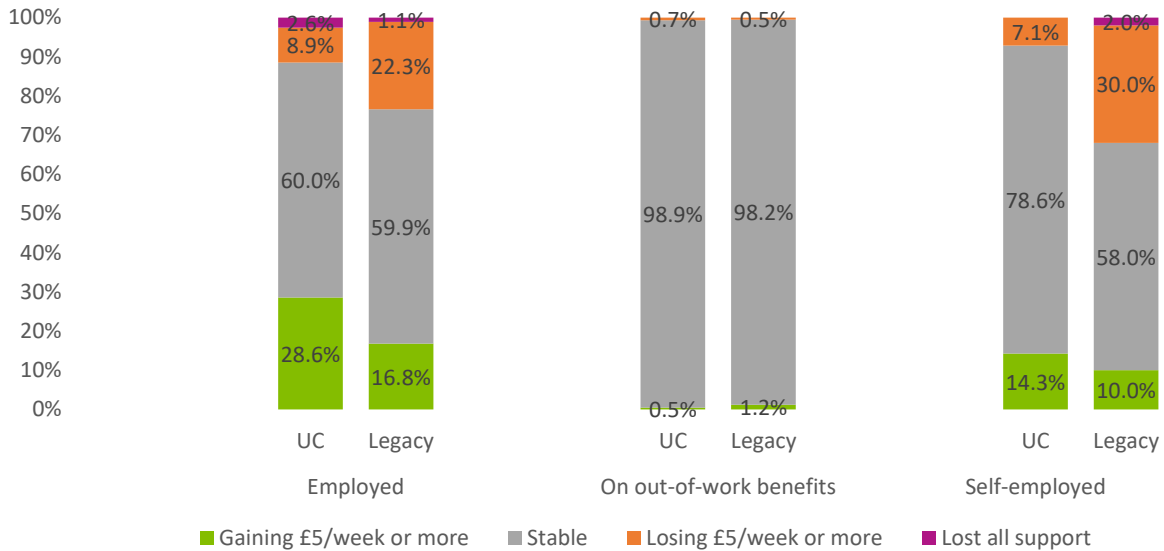
121 households see support reduce by more than £5/week compared to current awards. These are the same households that lose support under Model 2 and represents 4.2% of the working-age caseload. Again, as with Model 2, a small number of disabled households continue to lose under Model 3 because they are affected by new non-dependant deductions.

173 households see support increase by more than £5/week compared to current awards. This represents 6% of the working-age caseload, and is lower than the number of households that gain under previous models (189 and 193 under models 1 and 2 respectively). This is because support for some households in band 1 is based on 70% of their liability.

The effects across groups are very similar to Model 2. Overall, the number of households that lose remain similar to Model 2 while the number of households that gain reduces. This is partly because a relatively small number of households are in band 1 and do not receive the 10% uplift and partly because these households see small reductions in support (less than £5/week), meaning they fall into the stable group.

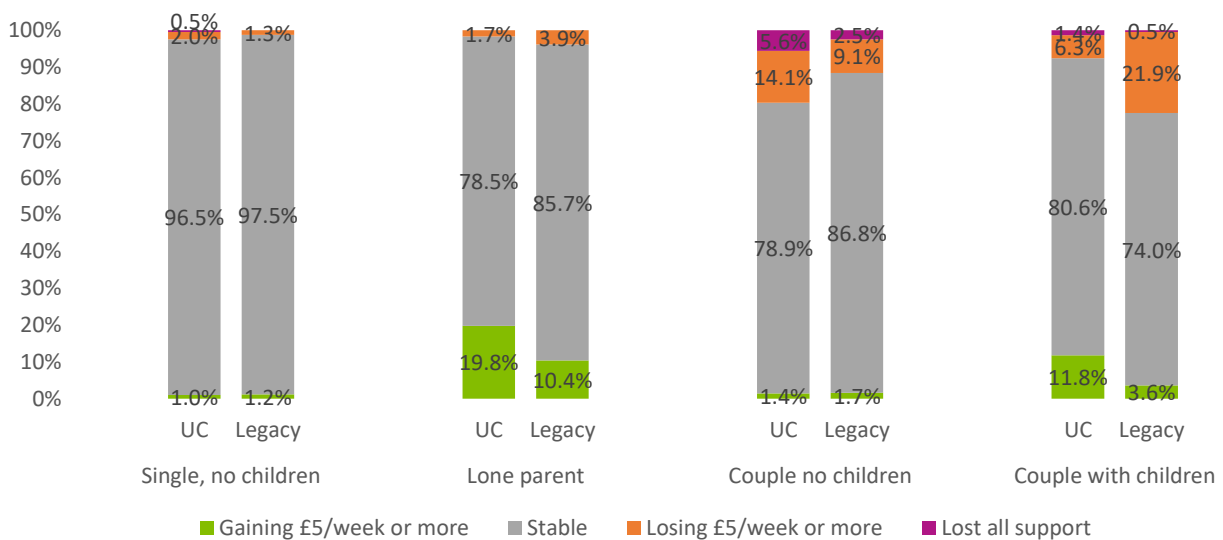
As with Model 2, in-work households in receipt of Universal Credit are the most likely to see an increase of £5/week or more, while in-work households in receipt of legacy benefits are more likely to lose by £5/week or more. Model 3 continues to re-distribute support from households in receipt of legacy benefits to households in receipt of Universal Credit, but to a slightly lesser extent than previous models. This is because households in receipt of

disability benefits are more likely to be in receipt of legacy benefits and therefore receive an uplift of 5% or 10%.



Model 3: households losing and gaining more than £5/week by economic status

Similarly, under Model 3 lone parents continue to be the group most likely to see an increase to support of £5/week or more while larger households are more likely to see a reduction of £5/week or more, especially couples with children in receipt of legacy benefits. Again, this is because these households are more likely to be in work compared to those without children and because of the removal of a 'needs' element from assessment.



Model 3: households losing and gaining more than £5/week, by household composition

Distributional impact

This section examines the groups that would be better or worse off **compared to retaining the current system into 2021/22**.

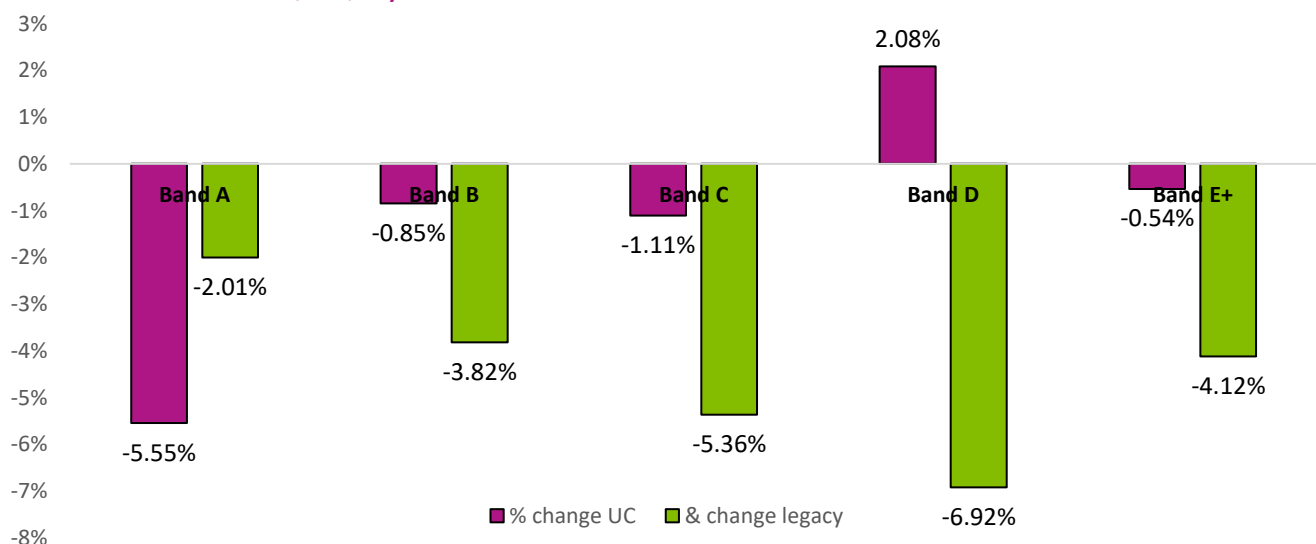
Council tax band

In contrast to Model 2, Universal Credit households in council tax bands A-C see small reductions to weekly support, but this does not exceed 5.55% (£0.80/week, tax band A) and remains stable overall. This is because the distribution of households that are placed in income band 1 is not uniform across council tax bands – over 85% of households placed in income band 1 are in council tax bands A-C.

The average reduction among households in receipt of legacy benefits is slightly higher than under Model 2, reaching 6.92% (£1.42/week) among households in council tax band D.

In addition, reductions in support among Universal Credit households are smaller than that for households in receipt of legacy benefits because, as with previous models, the comparison is made to retaining the current scheme into 2021/22. By 2021/22 households in receipt of Universal Credit would expect to see lower support than those in receipt of legacy benefits. Therefore, in comparison, households in receipt of Universal Credit lose less support under Model 3 than households in receipt of legacy benefits.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by council tax band

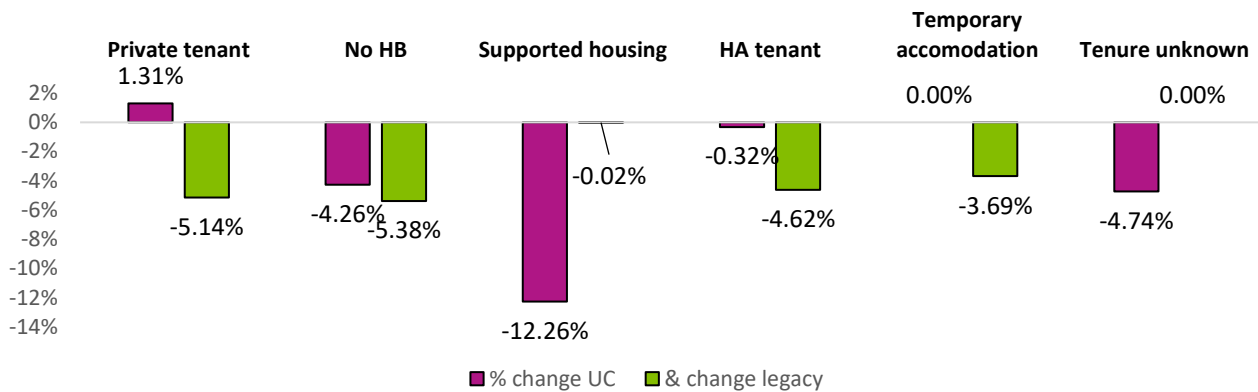


Model 3: Percentage change in support compared to retention of the current scheme into 2021/22, by CT band.

Tenure

As with Model 2, there is no discernible trend across tenure types. There is a decrease in support of 12.26% (£1.83/week) among supported accommodation but this is based on one household that is placed in band 1.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by tenure type



Model 3: Percentage change in support compared to retention of the current scheme into 2021/22, by tenure.

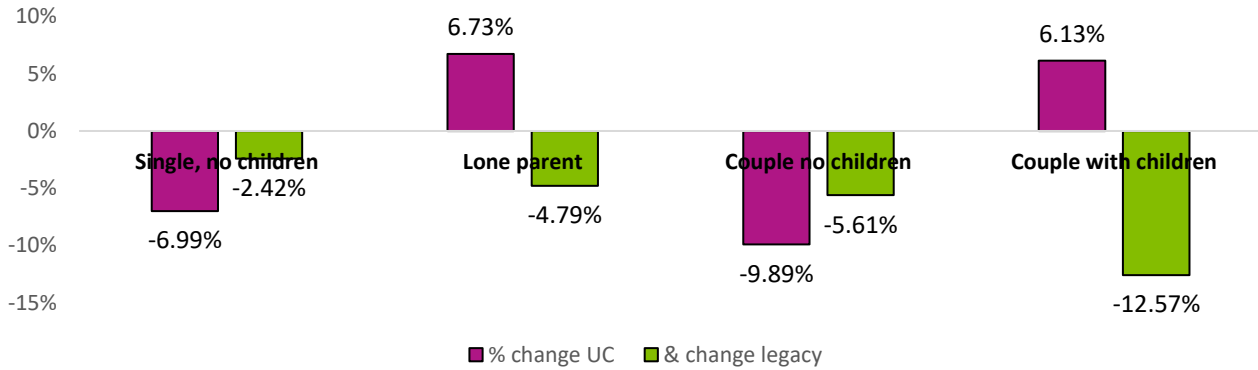
Household composition

The impact across household groups is similar to Model 2 – couples and particularly couples with children in receipt of legacy benefits see the largest average reduction to weekly support of 12.57% (£2.48), a slight increase compared to Model 2. This is because under the current scheme, their applicable amount included elements for their children, whereas under this model, a household with children receives no more support than a similar household without children.

In contrast, the impact of Model 3 on lone parents is less substantial than that under Model 2. This is because lone parents are the group most likely to be in receipt of out-of-work benefits and not be subject to an uplift due to disability (the latter being more common with single households). As a result, compared to Model 2, lone parents in receipt of Universal Credit see a less substantial increase – 6.73% (£1.03/week) – while lone parents in receipt of legacy benefits see a small decrease of 4.79% (£0.82/week).

The general pattern of redistribution from legacy households to Universal Credit households remains under Model 3.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by household type



Model 3: Percentage change in support compared to retention of the current scheme into 2021/22, by household composition.

Economic status

Patterns among economic groups are again in the same direction to Model 2 but reflect that some households see reductions in support due to being placed in band 1, resulting in smaller increases among in-work households in receipt of Universal Credit. The average increase reaches 24.51% (£2.37/week) among employed households and 17.48% (£1.28/week) among self-employed households in receipt of Universal Credit, a slight reduction to Model 2 (27.65% and 23.18% respectively).

For in-work households in receipt of legacy benefits, the average reduction is similar to Model 2 and reaches 26.09% among self-employed households and 17.31% among employed households.

Out-of-work households in receipt of Universal Credit see average support remain stable, with an average reduction of 6.56% (£1.27/week) among those in receipt of Universal Credit.

As with previous models, the increase in support among Universal Credit households is partly due to the comparison to the current scheme in 2021/22, in which average support for Universal Credit reduces.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by economic status



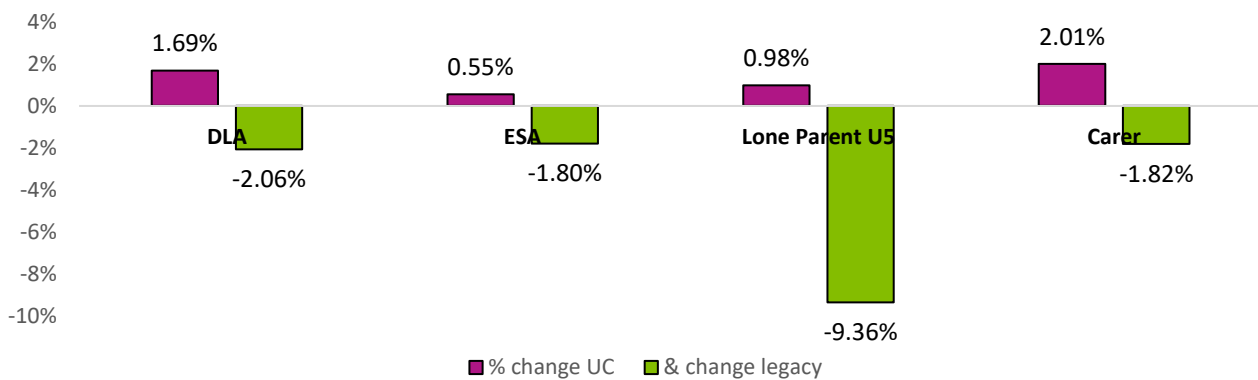
Model 3: Percentage change in support compared to retention of the current scheme into 2021/22, by economic status.

Barriers to work

Lone parents with a young child that are in receipt of legacy benefits see the largest reduction to weekly support, of 9.36% (£1.73/week). This contrasts with Model 2, under which the average change for this group is close to zero. This is because lone parents – and especially lone parents with a child aged below 5 – are more likely to be in receipt of out-of-work benefits and not receive the 10% uplift due to disability.

Patterns for households in receipt of DLA, ESA or Carers Allowance remain similar to Model 2.

Percentage change in weekly CTR compared to current scheme retained into 2020/21, by barriers to work



Model 3: Percentage change in support compared to retention of the current scheme into 2021/22, by household types with barriers to work. DLA relates to households where the claimant or partner are in receipt of DLA.

Households that are worse off: age, gender, disabled and carers

The same households that lose more than £5/week (or lose all support) under Model 3 **compared to retaining the current system into 2021/22**, do so under Model 2.

To consider whether groups of interest will be over-represented among those that are worse off or those that lose all support under Model 3, refer to the corresponding sections for Model 2.

DO THESE MODELS MEET THE COUNCIL'S OBJECTIVES?

Tunbridge Wells Borough Council provided scheme objectives for impact assessment and any future council tax support scheme. The council's objectives, together with an evaluation of how the models meet these objectives, is given below.

Objective: To maintain maximum level of protection and protect disabled households

Models 1 and 2 maintain the maximum level of support in line with the current scheme by making sure that support is based on 80% of CT liability for households in receipt of out-of-work benefits. Model 2 protects households living with an illness or disability in bands 2-5 by uplifting the basis of support by an additional 5% for households in which the claimant or partner receives DLA/PIP or ESA.

Model 3 maintains the maximum level of support at 80% of liability for households affected by a disability (claimant, partner or child in receipt of DLA/PIP or ESA). Households that do not meet the criteria for the 10% uplift, however, have support based on 70% of CT liability.

Objective: To simplify assessments and reassessments

All models will simplify assessments as they both require only basic household information to calculate the initial award compared to a more in-depth needs assessment. The 5% uplift under Model 2 increases support for households in receipt of disability benefits by means of a simple increase to maximum support.

All models also imply simplified re-assessments. This is because income-banded schemes only require reassessments when income crosses income-band thresholds. This report has not sought to capture the exact impact on reassessments, which will depend on the interaction between changes in household income and the size of the income bands. However, analysis undertaken in 2019 on behalf of a Welsh Council found that introducing a £5/week de-minimis scheme would reduce reassessments for 8% of households on Universal Credit and 15% of households in receipt of legacy benefits that experienced a change in income. The council may wish to consider these findings in their evaluation of their chosen model, noting that models in this report require more substantial income changes to trigger a reassessments.

Objective: To maintain costs in line with the current scheme into 2021/22

Model 1 keeps costs very much in line with the cost of the current scheme in 2021/22 (just £155 less per annum). Model 2 costs are also similar; this time incurring an annual cost of £5.39M (£7,700 more than the current scheme in 2021/22 – an increase of 0.1%). Model 3 results in savings of £86,000 compared to the current scheme retained into 2021/22.

Objective: To understand the impact on specific groups (age, gender, disabled and carers)

Any negative impact on particular groups of interest is slightly more pronounced in Model 1 compared to Model 2 and, by extension, Model 3 (since the same households are affected in Model 3).

Female and carer households tend to be over-represented among the worse-off compared to male households and non-carer households, respectively, across models. However it is slightly less pronounced under models 2 and 3 – in particular for carers that benefit from the 5% uplift indirectly. Age group 35-44 is also more likely to lose compared to the overall working-age cohort across both models.

Disabled households and households aged 18-24 are under-represented in the worse-off group across models. This is because of the 5% uplift for disabled households and due to underlying demographics of households aged 18-24 (who have low earnings or are in receipt of out-of-work benefits). For disabled households this effect is stronger under Model 2 than under Model 1.

CONTACT

This report was produced by Policy in Practice for Tunbridge Wells Borough Council.

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Policy in Practice believes the welfare system can work better.

We were founded to help people towards financial independence. We're a policy led software and analytics business and we've built three core services to make the welfare system simple to navigate and understand.

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Appendix A - Council Tax Reduction Scheme 2021-22

1. Income Banded Schemes

Income banded schemes award different levels of support based on set bands of income.

Three models have been considered when looking at an income-banded scheme.

Model 1 is a simple scheme made up of five income bands with maximum support of 80% as under the current scheme.

Model 2 is the same as Model 1 except for an additional 5% uplift to Council Tax Support for households in receipt of disability or illness benefits in respect of the claimant or their partner (subject to a maximum level of support of 80%).

The following objectives were considered:

- Maintain the maximum basis of award of 80% of Council Tax liability
- Protect disabled households
- Simplify assessments and reassessments
- Maintain costs (amount awarded to claimants) in line with the current scheme in 2021-22
- Understand the impact on specific groups based on gender, disability and age

Model 3 is a further model but with maximum support of 70%, except for households in receipt of disability or illness benefits which have support uplifted by 10% to 80% in Band 1 and uplifted by 5% in Bands 2 - 5.

2. Models 1, 2 and 3 v current scheme 2021-22

	Current scheme	Model 1	Model 2	Model 3
Cost	£5.38 million	£5.38 million	£5.39 million	£5.3 million
Claim numbers	2,869	78.4% of households fall into Band 1 maximum award of 80%	78.4% of households fall into Band 1 maximum award of 80%	52.2% of households fall into Band 1 maximum award of 80% (uplift of 10%)
		13 households are no longer eligible due to their income being higher than the upper earnings	13 households are no longer eligible due to their income being higher than the upper earnings	13 households are no longer eligible due to their income being higher than the upper earnings

Appendix C

		<p>threshold. 132 households will see their support reduce by more than £5/week including households in receipt of disability or illness benefits.</p> <p>189 households will gain more than £5 per week.</p> <p>Both losers and gainers tend to be larger households which are employed or self-employed.</p> <p>This model re-distributes support primarily from households in receipt of legacy benefits to households in receipt of Universal Credit. This redistribution reduces the existing gap between awards.</p>	<p>threshold. 125 households will see their support reduce by more than £5/week. Those in receipt of disability or illness benefits will have an uplift of 5%.</p> <p>193 households will gain more than £5 per week.</p> <p>Both losers and gainers tend to be larger households which are employed or self-employed.</p> <p>This model re-distributes support primarily from households in receipt of legacy benefits to households in receipt of Universal Credit. This redistribution reduces the existing gap between awards.</p>	<p>threshold. 121 households see support reduce by more than £5/week. Those in receipt of disability or illness benefits will have an uplift of 5% (10% in Band 1)</p> <p>173 households will gain more than £5 per week. This is less than Models 1 and 2 because support for some households in Band 1 is based on 70% of their liability.</p> <p>Both losers and gainers tend to be larger households which are employed or self-employed.</p> <p>This model re-distributes support from households in receipt of legacy benefits to households in receipt of Universal Credit, but to a slightly lesser extent than previous models. This is because households in receipt of disability benefits are more likely to be in receipt of legacy benefits</p>
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Appendix C

		Employed or self-employed households in receipt of UC will see the largest average increase. Lone parents in receipt of Universal Credit will see an increase in support.	Employed or self-employed households in receipt of UC will see the largest average increase. Lone parents in receipt of Universal Credit will see an increase in support.	and therefore receive an uplift of 5% or 10%. Employed or self-employed households in receipt of UC will see the largest average increase. Lone parents in receipt of Universal Credit will see an increase in support.
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3. Earnings breakdown and maximum award under Models 1, 2 and 3

Band	No children	1-2 children	3+ children
Band 1	Passported/max UC	Passported/max UC	Passported/max UC
Band 2	Less than £316	Less than £387	Less than £441
Band 3	£316- less than £632	£387 - less than £775	£441 - less than £883
Band 4	£632 - less than £948	£775 - less than £1,163	£883 - less than £1,325
Band 5	£948 - less than £1,264	£1,163 - less than £1,551	£1,325 - less than £1,767

4. Numbers of awards per household for Models 1, 2 and 3

	Band 1		Band 2		Band 3		Band 4		Band 5		Total
	Max Award	No.	Max Award	No.	Max Award	No.	Max Award	No.	Max Award	No.	
Model 1	80%	2,248	65%	52	50%	315	25%	154	10%	73	2,842
Model 2	80%	2,248	65% 70%	44 8	50% 55%	281 34	25% 30%	136 18	10% 15%	60 13)2,842)
Model	70%	751	65%	39	50%	265	25%	127	10%	60)2,842

3	80%	1,497	70%	13	55%	50	30%	27	15%	13)
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5. Comparison of weekly support for Models 1, 2 and 3 to current scheme

Comparison of council tax support (£/week)				
	Current scheme in 2021/22	Model 1	Model 2	Model 3
All working age	£18.57	£18.51	£18.56	£17.68
Legacy benefits	£19.13	£18.38	£18.42	£17.84
Universal Credit	£17.80	£18.70	£18.74	£17.47
CT band				
A	£14.97	£15.00	£15.02	£14.38
B	£17.28	£17.51	£17.53	£16.66
C	£19.14	£19.20	£19.25	£18.34
D	£21.04	£20.62	£20.70	£19.69
EFGH	£27.96	£25.98	£26.08	£25.02
Tenure type				
Private tenant	£17.41	£16.97	£17.03	£16.35
No HB	£19.09	£19.61	£19.65	£18.12
Supported housing	£18.10	£17.82	£17.87	£17.67
HA tenant	£18.74	£18.61	£18.65	£17.93
Temporary accommodation	£18.95	£18.10	£18.14	£17.30
Tenure Unknown	£16.66	£18.83	£18.83	£17.01
Household type				
Single	£17.93	£17.57	£17.59	£17.08
Lone Parent	£17.45	£18.53	£18.54	£17.11
Couple no children	£23.67	£21.70	£21.82	£21.46
Couple with children	£21.23	£19.90	£20.06	£19.37
Economic status				
Employed	£11.22	£11.55	£11.77	£11.55
Out-of-work benefits	£19.52	£19.48	£19.48	£18.72
Self-employed	£9.14	£7.32	£7.54	£7.45
Barriers to work				
DLA or	£18.90	£18.64	£18.74	£18.74

Appendix C

Similar				
ESA or similar	£19.51	£19.24	£19.28	£19.28
LP child under 5	£17.38	£18.29	£18.31	£16.62
Carer	£22.36	£22.59	£22.73	£22.19

6. How these models meet the Council's objectives

6.1 Maintain maximum level of protection

Models 1 and 2 maintain the maximum level of support in line with the current scheme of 80%.

Model 3 maintains the maximum level of support for households with an illness or disability benefit only of 80%.

6.2 Protect disabled households

Model 1 protects disabled households as disability and illness benefits are not taken into account (disregarded) as income for the purposes of the calculation of CTR.

Model 2 further benefits households living with an illness or additional support of 5% for households in which the claimant or partner receives DLA/PIP or ESA.

Model 3 further benefits households living with an illness or disability in all bands 1-5.

6.3 Simplify assessments and reassessments

Models 1, 2 and 3 only require basic household information to calculate the initial award. All models only require reassessments when income crosses income-band thresholds. This will help reduce administration costs such as printing and postage.

6.4 Maintain costs of award in line with the current scheme into 2021/22

Models 1 keep costs (award of support) in line with the cost of the current scheme in 2021/22 (£5.38 million).

Model 2 costs are £5.39 million.

Model 3 costs are £5.30 million.

6.5 Understand the impact on specific groups (age, gender and disability)

Female households are over-represented compared to male households.

Disabled households and households aged 18-24 are under-represented in the worse-off group across models. This is because of the 5% uplift for disabled households.

Households aged 18-24 (who have low earnings or are in receipt of out-of-work benefits) are under-represented.

Under all models, households aged 35-44 are disproportionately affected in the households that lose more than £5 per week.

Although the impacts may differ by age group, calculation of Council Tax reduction is not related to a person's age.

Model 1

Case A

Receives £923 per month in earnings, has no children and is not disabled. On the earnings of £923 would receive a CTRS award of 25%.

Case B

Receives £923 per month in earnings, has no children and is disabled. In addition to their earnings, they receive disability payments on top of their earned income which are Disability Living Allowance Higher Care Component of £386.32 and Disability Mobility Component of £269.75 bringing their total monthly income to £1,579.07.

As the Disability Living Allowance is not included in determining income for the Income Banded Scheme and therefore is protected, the income used is only the earnings of £923. This means that they too will receive an award of CTRS of 25%.

Band	Household size and earnings threshold			Maximum Award
	No children	1-2 children	3+ children	
Band 1	Passported/ max UC	Passported/ max UC	Passported/ max UC	80%
Band 2	Less than £316	Less than £387	Less than £441	65%
Band 3	£316-£631.99	£387-£774.99	£441-£882.99	50%
Band 4	£632-£947.99	£775-£1,162.99	£883-£1,324.99	25%
Band 5	£948-£1,263.99	£1,163-£1,550.99	£1,325-£1,766.99	10%

The amounts shown below are the benefits paid to someone to help with some of the extra costs if they have a long term ill-health or disability.

Personal Independence Payment

Living Component

	Weekly	Monthly
Standard	£59.70	£258.70
Enhanced	£89.15	£386.32

Mobility component

	Weekly	Monthly
Standard	£23.60	£102.27
Enhanced	£62.25	£269.75

Disability Living Allowance

Care Component

	Weekly	Monthly
Higher	£89.15	£386.32
Middle	£59.70	£258.70

Lower	£23.60	£102.27
Mobility Component		
	Weekly	Monthly
Higher	£62.25	£269.75
Lower	£23.60	£102.27



**Council Tax Reduction
Exceptional Hardship
Policy**

01 April 2021 to 31

March 2022

1. Background

1.1 An Exceptional Hardship Policy has been created by Tunbridge Wells Borough Council to assist residents who have applied for Council Tax reduction and who are facing 'exceptional hardship'. This is to provide further assistance where the level of support being provided by the Council does not meet their full Council Tax liability.

1.2 The main features on the policy are as follows:

- The operation of the policy will be at the total discretion of the Council;
- The policy will be applied by the Head of Revenues and Benefits on behalf of the Council;
- Exceptional hardship falls within s13(A)(1a) of the Local Government Finance Act 1992 and forms part of the Council Tax Reduction Scheme;
- Exceptional Hardship awards will only be available for a Council Tax liability from 1 April 2021 onwards and will not be available for any debt other than outstanding Council Tax;
- A pre-requisite to receive an award is that an application for Council Tax Reduction has been made;
- Where an Exceptional Hardship award is requested for a previous period, exceptional hardship must have been proven to have existed throughout the whole of the period requested and will only be backdated to the start of the financial year in which the claim is made;
- Exceptional Hardship awards are designed as short-term help to the applicant only; and
- All applicants will be expected to engage with the Council and undertake the full application process. Failure to do so may mean that no payment will be made.

2. Exceptional Hardship and Equalities

2.1 The creation of an Exceptional Hardship Policy facility meets the Council's obligations under the Equality Act 2010.

2.2 The Council recognises the impact changes to our Council Tax Reduction Scheme will have on our most vulnerable residents and therefore the importance this policy has in protecting those applicants most in need from exceptional hardship. It should be noted that an Exceptional Hardship Policy is intended to help in cases of extreme financial hardship and not support a lifestyle or lifestyle choices.

3. Purpose of this Policy

3.1 The purpose of this policy is to specify how Tunbridge Wells Borough Council will operate the scheme, to detail the application process and indicate a number of the factors which will be considered when deciding if an Exceptional Hardship payment can be made.

3.2 All applicants will be treated fairly, but applications from single women with dependents, lone female households, and carer households may be looked on more favourably to mitigate the disproportionate negative impact the income banded scheme changes has had on these groups.

4. The Exceptional Hardship Process

Appendix E

4.1 As part of the process of applying for an Exceptional Hardship payment, all applicants must be willing to undertake all of the following:

- Make a separate application for assistance
- Provide full details of their income and expenditure, together with last 3 months bank statements
- Where a person is self employed or a director of a private limited company, provide details of the business including the supply of business accounts
- Accept assistance from either the Council or third parties (such as the Citizens Advice Bureau and Money Advice Service) to enable them to manage their finances more effectively – including the termination of non essential expenditure and seeking additional paid employment where possible
- Identify potential changes in payment methods and arrangements to assist them;
- Assist the Council to minimise liability by ensuring that all discounts, exemptions and reductions are properly granted
- Maximise income through the application for other welfare benefits, cancellation of non essential contracts and outgoings and by identifying the most economical tariffs for the supply of utilities and services

4.2 Through the operation of this policy the Council will look to:

- Allow a short period of time for someone to adjust to unforeseen short term circumstances and to enable them to “bridge the gap” during the time, whilst the applicant seeks alternative solutions
- Help applicants through personal crises and difficult events that affect their finances
- Help those applicants who are trying to help themselves financially
- Encourage applicants to contact the Job Centre Plus to obtain and sustain employment

4.3 An Exceptional Hardship award will not be considered in the following circumstances:

- Where the full Council Tax liability is being met by Council Tax Reduction
- For any reason other than to reduce Council Tax liability
- Where the Council considers that there are unnecessary expenses/debts etc. and that the applicant has not taken all reasonable steps to reduce them
- To pay for any arrears of Council Tax caused through a failure of the applicant to notify changes in circumstances in a timely manner or where the applicant has failed to act correctly or honestly
- To cover previous years' Council Tax arrears

5. Exceptional Hardship Award

- 5.1 The Council will decide whether or not to make an Exceptional Hardship award, and how much any award might be.
- 5.2 When making this decision the Council will consider:
- The shortfall between Council Tax Reduction and Council Tax liability
 - Whether the applicant has engaged with the Exceptional Hardship process
 - The personal circumstances, age and medical circumstances (including ill health and disabilities) of the applicant, their partner, dependants and any other occupants of the applicant's home
 - The difficulty experienced by the applicant, which prohibits them from being able to meet their Council Tax liability and the length of time this difficulty will exist
 - The income and expenditure of the applicant, their partner and any dependants or other occupants of the applicant's home
 - All income received by the applicant, their partner and any member of their household irrespective of whether the income may have been disregarded under the Council Tax Reduction scheme
 - Any savings, capital or investments that might be held or available to the applicant, their partner or any member of the household irrespective of whether the capital may have been disregarded under the Council Tax Reduction scheme
 - Other debts outstanding for the applicant and their partner
 - The exceptional nature of the applicant and/or their family circumstances that impact on finances
 - The length of time they have lived in the property
 - Whether or not the applicant is a single female with dependent children, a lone female, or a carer, as these groups are shown to have been disproportionately negatively affected by the introduction of the income banded scheme.
- 5.3 The above list is not exhaustive and other relevant factors and special circumstances may be considered.
- 5.4 An award of Exceptional Hardship does not guarantee that a further award will be made at a later date, even if the applicant's circumstances have not changed.
- 5.5 An Exceptional Hardship award may be less than the difference between the Council Tax liability and the amount of Council Tax Reduction paid if it is deemed that the applicant could meet part of the remaining liability from their own resources.
- 5.6 The application may be refused if the Council feels that, in its opinion, the applicant is not suffering 'exceptional hardship' or where the applicant has failed to comply with the requirements of the Exceptional Hardship policy.

6. Publicity

- 6.1 The Council will promote the availability of the scheme through:
- Website
 - Social media
 - Signposting within Council Tax/Council Tax Reduction correspondence

- Local advice agencies

7. Claiming an Exceptional Hardship Award

- 7.1 An application must be made using the form approved by the Council. The application form can be obtained by emailing the Council or printing a copy from the website.
- 7.2 Applicants can get assistance with the completion of the form from the Revenues and Benefits Service, Customer Services at the Council or advice agencies.
- 7.3 The application form must be fully completed and supporting information and evidence provided, as reasonably requested by the Council.
- 7.4 The claim should be made by the person claiming the Council Tax Reduction. However, a claim can be accepted from someone acting on another's behalf, such as an appointee, if it is considered reasonable.

8. Changes in circumstances

- 8.1 The Council may revise an award of Exceptional Hardship where the applicant's circumstances have changed which either increases or reduces their Council Tax Reduction entitlement.

9. Duties of the applicant and the applicant's household

- 9.1 A person claiming an Exceptional Hardship payment is required to:
- Provide the Council with such information as it may require to make a decision
 - Tell the Council of any changes in circumstances (such as changes in income, moving from the property) that may be relevant to their ongoing claim within 21 days of the change

10. The award and duration of an Exceptional Hardship award

- 10.1 Both the amount and the duration of the award are determined at the discretion of the Council and will be done so on the basis of the evidence supplied and the circumstances of the claim.
- 10.2 The maximum length of the award will be limited to the financial year in which the claim is received.

11. Payment

- 11.1 Any Exceptional Hardship award will be made direct onto the taxpayer's Council Tax account, thereby reducing the amount of Council Tax payable.

12. Overpaid Exceptional Hardship Payments

- 12.1 Should the claimant notify a change of circumstances or the Council receives new

information that reduces the need for the exceptional hardship payment an overpayment will be raised.

- 12.2 Any amounts to be recovered will be added back on to the applicant's Council Tax account, thus increasing the amount of Council Tax due. An amended bill will be issued.

13. Notification of an award

- 13.1 The Council will notify the applicant of the outcome of their application for an Exceptional Hardship award in writing/email, setting out the period and amount of award or reasons for refusal.

14. Appeals

- 14.1 Exceptional Hardship awards are granted under S13A (1a) of the Local Government Finance Act 1992 as part of the Council Tax Reduction scheme. As such the appeals process follows the same route. An appeal can be made at any time. The initial appeal should be made directly to the Council who will review their decision. If agreement cannot be reached the applicant will have a right of further appeal to the Valuation Tribunal.

15. Fraud

- 15.1 The Council is committed to protecting public funds by ensuring awards are only made to applicants who are rightfully eligible to them.
- 15.2 An applicant who tries to fraudulently claim an Exceptional Hardship payment by falsely declaring their circumstances, providing a false statement or evidence in support of their application, may have committed an offence under the Fraud Act 2006.
- 15.3 Where the Council suspects that such a fraud may have been committed, the matter will be investigated and where appropriate criminal proceedings instigated.

16. Complaints

- 16.1 The Council's complaint's procedure will be applied in the event of any complaint received about the application of this policy. However, it will not deal with a complaint about the decision itself as there is a separate appeals process for this.

17. Policy Review

- 17.1 This policy will be reviewed on an annual basis and updated as appropriate to ensure it remains fit for purpose. However, a review may take place sooner should there be any significant change in legislation.

Equality Impact Assessment

Council Tax Reduction Scheme 2021-22

The proposal is to amend the current Council Tax Reduction Scheme to introduce a Banded Income Scheme.

Background

Since 1 April 2013, the Council has maintained a local Council Tax Reduction Scheme. The Council has the ability to determine the level of reduction given to working age applicants only. The scheme for pension age applicants is determined by Central Government.

The current scheme for working age claimants is means-tested and based on the following:

- claimants may receive up to a maximum of 80 per cent discount on their Council Tax;
- restricting the maximum level to the equivalent of a Band D charge;
- fixed-rate non-dependant deductions of £10 per week for working-age claimants; and
- the minimum income floor applies to claimants in receipt of Universal Credit and claimants in receipt of legacy benefits.

Scope of this equality impact assessment

This equality impact assessment considers the impact of introducing a Banded Income Scheme from 2021-22. In developing the scheme, three models were considered.

Model one – allowing for a maximum of 80 per cent discount to Council Tax.

Model two – allowing for a maximum of 80 per cent discount to Council Tax but also included a 5 per cent uplift in support for those households in receipt of a disability or illness benefit.

Appendix F

Model three – allowing for a maximum of 80 per cent discount to Council Tax where a household was in receipt of a disability or sickness benefit only. All other households would receive a maximum of up to 70 per cent discount on their Council Tax.

The proposal for the Banded Income Scheme will include elements of the current scheme which were subject to an equality impact assessment at the time they were introduced. These will not be revisited within this assessment.

Following a public consultation, model one has been identified as the preferred option for introducing a Banded Income Scheme and is being presented to Full Council for approval. This assessment considers the impact of the preferred option.

Models one and two are based on a maximum Council Tax discount of 80 per cent under the current scheme, which was subject to an equality impact assessment in 2016. That equality impact assessment concluded that a maximum Council Tax discount of 80 per cent would see a reduction in the amount of discount received across all working age claimants but people with disabilities and carers would continue to be treated more favourably. It was also noted that female claimants would be more likely to experience negative impacts as there were high proportions of females within the caseload overall. In addition, as the government has protected pensioners from any changes to their Council Tax discount, it was noted that the impact will fall on working age groups. To mitigate any potential impacts an Exceptional Hardship Policy was introduced in 2017.

Data and information

Policy and Practice were commissioned to model the three Banded Income Schemes and a report was presented to Cabinet prior to the public consultation. The report is available at:

<https://democracy.tunbridgewells.gov.uk/meetings/ieListDocuments.aspx?CId=118&MId=4649&Ver=4>

The findings of the public consultation are being reported to Cabinet and Full council as part of the report recommending the introduction of a Banded Income Scheme.

Relevance to the Public Sector Equality Duty

The need to ensure that the scheme is not unlawfully discriminatory is relevant to the first aim of the duty to eliminate discrimination, harassment and victimisation.

The need to consider how we can take steps to meet the needs of people with protected characteristics and whether people with disabilities may need to be treated more favourably, in how the scheme is designed, is relevant to the second aim of the duty to advance equality of opportunity.

The proposed service changes could also be relevant to fostering good relations with regard to maintaining confidence and trust in the local authority by people with protected characteristics who may use our services.

Protected Characteristics

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
Disability	<p>The report by Policy in Practice indicates that households in receipt of disability benefits would not be disproportionately affected compared to households who are not in receipt of disability benefits, under model one when compared to retaining the current scheme.</p> <p>The findings from the public consultation showed that a significantly greater proportion of respondents without a disability placed model one first with 54 per cent responding this way compared to 35.5 per cent of non-disabled respondents.</p>	<p>Where claimants would lose support this is because their earnings fall outside of the earnings threshold.</p> <p>Model one treats claimants with disabilities more favourably by maintaining a range of additional allowances and income disregards.</p> <p>A case study has been produced which illustrates that a disabled claimant's income banding would not be negatively affected by any disability payments they may receive on top of their earned income.</p>	<p>An Exceptional Hardship Policy remains in place for those who might experience severe financial hardship. This has been reviewed to ensure it is fit for purpose. It is recommended that:</p> <ul style="list-style-type: none"> a) A standard approach for identifying eligible claimants and notifying them of the Policy is put in place by the Head of Revenues and Benefits. b) Rates and circumstances of successful and unsuccessful applications are monitored by the Benefit Manager and the data is reviewed annually by the Head of Revenues and Benefits.

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
Carers	<p>The report by Policy in Practice indicates that carer households would be disproportionately affected compared to non-carer households, under model one when compared to retaining the current scheme. The report also notes that carer households are more likely to be female households.</p> <p>The findings from the public consultation did not show any significant difference between how carers and non-carers ranked the models.</p>	<p>Where claimants would lose support this is because their earnings fall outside of the earnings threshold.</p> <p>At the time of writing this assessment, more work is required to understand the impact on carer households.</p>	<p>An Exceptional Hardship Policy remains in place for those who might experience severe financial hardship. This has been reviewed to ensure it is fit for purpose. It is recommended that:</p> <ul style="list-style-type: none"> a) A standard approach for identifying eligible claimants and notifying them of the Policy is put in place by the Head of Revenues and Benefits. b) Rates and circumstances of successful and unsuccessful applications are monitored by the Benefit Manager and the data is reviewed annually by the Head of Revenues and Benefits. <p>The Head of Revenues and Benefits will analyse the impact on carer households further and will, in consultation with the</p>

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
			Portfolio Holder, consider any mitigations deemed appropriate for the scheme. These may include amendments to the Exceptional Hardship Policy or signposting claimants to other support and advice.

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	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
Race	<p>The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.</p> <p>Respondents from Black and Minority Ethnic Groups were slightly under-represented in the public consultation and it was not possible to test the responses for significance based on ethnicity.</p>	<p>We have no evidence to indicate that there would be a differential impact on claimants with this protected characteristic.</p>	<p>Not required.</p>
Sex	<p>The report by Policy in Practice indicates that female lone parents and single female households would be disproportionately affected compared to male lone parents and single male households, under model one when compared to retaining the current scheme.</p> <p>The findings from the public consultation did not show any significant difference between the way male and female respondents ranked the models.</p>	<p>Where claimants would lose support this is because their earnings fall outside of the earnings threshold.</p> <p>At the time of writing this assessment, more work is required to understand the impact on female households.</p>	<p>An Exceptional Hardship Policy remains in place for those who might experience severe financial hardship. This has been reviewed to ensure it is fit for purpose. It is recommended that:</p> <p>a) A standard approach for identifying eligible claimants and notifying them of the Policy is put in place by the Head of Revenues and Benefits.</p>

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
			<p>b) Rates and circumstances of successful and unsuccessful applications are monitored by the Benefit Manager and the data is reviewed annually by the Head of Revenues and Benefits.</p> <p>The Head of Revenues and Benefits will analyse the impact on female households further and will, in consultation with the Portfolio Holder, consider any mitigations deemed appropriate prior to the introduction of the scheme. These may include amendments to the Exceptional Hardship Policy or signposting claimants to other support and advice.</p>

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
Age	<p>The report by Policy in Practice indicates that households aged 35-44 would be disproportionately affected compared to the overall working-age cohort, under model one when compared to retaining the current scheme.</p> <p>The findings from the public consultation showed that while there were significant differences in the scores between age groups for models one and three, the scores for model two were statistically similar.</p> <p>Those aged 18-34 had the greatest proportion ranking model one as third at 52.4 per cent. This was significantly higher than the proportion responding in the same way for the age groups up to 64 years.</p> <p>Respondents aged 35 to 44 years and 45 to 54 years were less likely to rank model three highly compared to the other age groups, with over 70 per cent of these groups placing model three last.</p>	<p>As the government has protected pensioners from changes to their Council Tax discount, the impact will fall on working age groups.</p> <p>Whilst those aged 35-44 may receive less support under model one this is because they are earning more and fall into income bands 4-5.</p> <p>Although the impacts may differ by age group, calculation of council tax reduction is not related to a person's age so it is not feasible to mitigate any potential adverse impacts on the basis of age alone. Any differences in entitlement are likely to be as a result of other factors e.g. whether the claimant has a disability, is a carer or has children in the household.</p>	<p>An Exceptional Hardship Policy remains in place for those who might experience severe financial hardship. This has been reviewed to ensure it is fit for purpose. It is recommended that:</p> <ol style="list-style-type: none"> a) A standard approach for identifying eligible claimants and notifying them of the Policy is put in place by the Head of Revenues and Benefits. b) Rates and circumstances of successful and unsuccessful applications are monitored by the Benefit Manager and the data is reviewed annually by the Head of Revenues and Benefits.

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
Religion/ Belief	The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.	We have no evidence to indicate that there would be a differential impact on claimants with this protected characteristic.	Not required.
Sexual orientation	The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.	We have no evidence to indicate that there would be a differential impact on claimants with this protected characteristic.	Not required.
Pregnancy/ maternity	The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.	We have no evidence to indicate that there would be a differential impact on claimants with this protected characteristic.	Not required.
Marital or civil partnership status	The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.	We have no evidence to indicate that there would be a differential impact on claimants with this protected characteristic.	Not required.

	Summary of available data, statistics or consultation findings.	How will the proposal impact on people?	What action will be taken to reduce or mitigate any potential negative impacts?
Gender reassignment	The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.	We have no evidence to indicate that there would be a differential impact on claimants with this protected characteristic.	Not required.
Armed forces community	The Council does not collect information about this protected characteristic from claimants as it is not relevant to the calculation of council tax reductions.	Council Tax Relief is provided by the Ministry of Defence. Disablement pensions will continue to be disregarded when determining income for the Banded Income Scheme.	Not required.

Conclusions

This equality impact assessment has identified that more work is required to understand the impact on carer households and female claimants, from the introduction of the Income Banded Scheme. Further work will be carried out to analyse these impacts by the Head of Revenues and Benefits and consider any mitigations deemed appropriate for the scheme in consultation with the Portfolio Holder.

This equality impact assessment has identified that disabled households are unlikely to be disproportionately affected by the introduction of the Income Banded Scheme under model one, when compared with non-disabled households. Disabled households will continue to be treated more favourably by maintaining a range of additional allowances and income disregards.

Whilst this assessment indicates that the impacts may differ by age group, calculation of Council Tax reduction is not related to a person's age so it is not feasible to mitigate any potential adverse impacts on the basis of age alone. Any differences in entitlement are likely to be as a result of other factors e.g. whether the claimant has a disability, is a carer or has children in the household.

The Exceptional Hardship Policy has been reviewed to ensure it is fit for purpose and will remain in place to provide short-term help to allow people to adjust to unforeseen circumstances.

Data is not collected for religion/belief, sexual orientation, pregnancy/maternity, marital or civil partnership status and gender reassignment as it is not relevant to the calculation of council tax reductions. We have no evidence to indicate that working age claimants would be affected differently based on these protected characteristics to claimants overall.

Outcome: Adjust the policy.

When will you review this equality impact assessment: As and when any further reviews of the Council Tax Reduction Scheme are carried out, which must be approved by Full Council each year.

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Cabinet

3 December 2020

Calculation of Council Tax Base

To Follow:

The calculation of the Council Tax base relates directly to the number of chargeable dwellings in the Borough, a process which by statute cannot be undertaken until 1 December each year.

The associated report is expected to be published on Tuesday 1 December 2020 and distributed in a supplementary pack to the agenda.

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Draft Asset Management Plan 2021/22

For Cabinet on 03 December 2020

Summary

Lead Member: Councillor Tom Dawlings – Portfolio Holder for Finance and Governance

Lead Director: Lee Colyer Director of Finance, Policy & Development (S151 Officer)

Head of Service: David Candlin, Head of Economic Development and Property

Report Author: John Antoniadis, Estates Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	21 October 2020
Portfolio Holder	22 October 2020
Finance & Governance	10 November 2020
Cabinet	03 December 2020

This report relates to the following corporate priorities:

The Council’s Five Year Plan sets out the Council’s overall priorities and objectives for the years 2017 - 22. All assets are managed in accordance with the Five Year Plan and the property portfolio is managed and maintained having regard to the objectives within the framework of legislation and the state of the current property market. The Asset Management Plan is a fundamental contributor to core business resource planning and to empowering wellbeing within the Borough, as set out in the Council’s corporate priorities within the Five Year Plan. It also recognises the importance of the declaration of a Climate Emergency by Full Council in July 2019, with the Asset Management Plan being critical to support a reduction in carbon emissions from its own estate.

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet approves the Draft Asset Management Plan 2021/22 for consultation to strengthen local democratic engagement that facilitates adoption of the AMP by due process, assists the authority to improve its efficiency and focus on its delivery of objectives by aiding the decision making process.

2. Adoption of the Asset Management Plan will help the authority to improve its efficiency and focus on delivering its objectives, aiding the decision-making process. The Asset Management Plan is a requirement of the Constitution and of local government statute.

1. Introduction and Background

- 1.1 The Asset Management Plan for the period 2021/22 provides a management strategy for the Council's property assets. It details the principles, procedures and mechanisms to be adopted that effectively and efficiently manage the Property Asset Portfolio. It summarises the value and composition of the current portfolio and evaluates specific actions for the previous financial year relating to the Council's property estate, and identifies the main portfolio ambitions for 2021/22. The draft has been produced in November 2020 part way through the financial year and therefore figures and details will change as the year progresses. Some figures are subject to updating as the year progresses and will be added to this report as the report is finalised.
- 1.2 The portfolio is currently valued at £104.69M (31/03/2020).
- 1.3 So far this financial year the Council has negotiated lease renewals, new lettings and rent reviews to an increased value of approximately £46,600 (25/11/2020) annually on Council property, excluding transfers to the new property company. Property and Estates Services have established and will support the activities of Tunbridge Wells Property Holdings Ltd.
- 1.4 In addition, all property rentals that are subject to an annual rental increase at the RPI were increased over this financial year to date, resulting in a rental increase of £3,900 (25/11/2020) per annum. These reviews are usually based on the previous year's RPI figure which was 1.53% for April 2019/20.
- 1.5 Vacant space on the portfolio has been reduced by letting or licensing space to reduce occupation liabilities and to achieve rental income. Property and Estates continues with the disposal of surplus land held by the Council from the review that was commenced a few years ago, continuing to identify and dispose of specific sites for development for affordable housing, for private residential development or other regenerative purposes.
- 1.6 The Planned Maintenance Programme for the financial year 2020/21 will have completed works to the value of £600K to ensure compliance with statutory requirements and to carry out priority repairs and upgrades to maintain assets and as indicated in the 10 year PMP additional planned maintenance expenditure will be required to maintain assets and prevent dilapidation.
- 1.7 Capital projects to the value of £2.35 million have been progressed or completed 2020/21.
- 1.8 Capital receipts to the value of £3.126 million (expected by year end) have been received from the disposal of surplus land and assets.

- 1.9 No property assets have been acquired during this period.
- 1.10 The Draft Asset Management Plan outlines the forward projection and management strategy for the Property Asset Portfolio in 2021/22. It identifies the aims and objectives for next year.
- 1.11 Following the declaration of global climate and biodiversity emergencies by the Council in July 2019 the Climate Emergency Advisory Panel contracted Laser to produce a Carbon Audit and a Carbon Reduction Plan. The initial results of this work in respect of the Councils estate are set out under sustainability in the cross-cutting considerations of this covering report. Recommendations arising from this work have been included in the revised draft AMP 2021/22. The AMP will be critical in identifying, planning, and delivering on energy saving and carbon reduction interventions.

2. Options Considered

- 2.1 **Option 1:** That the Cabinet approves the Draft Asset Management Plan 2021/22 for consultation. There has to be 6 weeks of consultation after the call in period for the Cabinet decision ends. The call in period for the Cabinet decision ends 5 clear days from the date the Cabinet decision is published.
- 2.1 **Option 2:** To not consult but proceed to a decision.

3. Preferred Option and Reason

- 3.1 **Option 1:** that Cabinet approves the Draft Asset Management Plan 2021/22 for consultation to strengthen local democratic engagement that facilitates adoption of the AMP by due process, assists the authority to improve its efficiency and focus on its delivery of objectives by aiding the decision making process.
- 3.2 Adoption of the Asset Management Plan will help the authority to improve its efficiency and focus on delivering its objectives, aiding the decision-making process. The Asset Management Plan is a requirement of the Constitution and of local government statute.

4. Consultation on Options

- 4.1 The Draft AMP is going through the due process in accordance with the Constitution.
- 4.2 Option 1 set out above provides for further consultation to enable the public to take part in this process.

Recommendation from Cabinet Advisory Board

4.3 The F & G Cabinet Advisory Board were consulted on 10 November 2020 and agreed the following:

Resolved-That the recommendation to Cabinet set out in the Report be supported.

5. Implementation

5.1 If Cabinet approves the Draft Asset Management Plan 2021/22 for public consultation there has to be 6 weeks of consultation after the call in period for the Cabinet decision ends. The call in period for the Cabinet decision ends 5 clear days from the date the Cabinet decision is published.

5.1 The Council will then consider any responses received before proceeding in accordance with the Constitution towards adoption of the draft AMP in the new year.

6. Appendices and Background Documents

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

- Appendix A: Plan Document
- Appendix B: Ten Year Maintenance Plan
- Appendix C: Copy of 10 Year PMP
- Appendix D: Asset Register (Investment)
- Appendix E: Asset Register (Operational)
- Appendix F: Asset Register (Non-Operational)

7. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Section 151 of the Local Government Act 1972 requires councils to put in place proper processes for the management of their finances, including their assets. The Asset Management Plan demonstrates the Council's commitment to fulfilling its duties under the Act.

The Local Government Act 1972, section 111(1) empowers a local authority to do any thing (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions. This enables the Council as part of its

asset management strategy to acquire and/or dispose of assets meeting relevant statutory requirements.

In particular, section 120(1)(2) of the 1972 Act enables the Council to acquire land to be used for the benefit, improvement or development of their area; or for the purpose of discharging the Council's functions.

Section 123(2) of the 1972 Act enables the Council to dispose of land or property for the best consideration reasonably obtainable, otherwise the consent of the Secretary of State will be required subject to certain conditions.

Acting on the recommendations is within the Council's powers as set out in the above statutory provisions.

Human Rights Act

There are no consequences arising from the recommendation that adversely affect or interfere with individuals' rights and freedoms as set out in the Human Rights Act 1998.

Claudette Valmond, Principal Solicitor - Commercial

B. Finance and Other Resources

Ensuring that assets are properly managed and accounted for will impact on maintenance expenditure, revenue income and capital receipts.

Jane Fineman, Head of Finance and Procurement

C. Staffing

Work will be prioritised to be undertaken by permanent staff, but specialist consultants will be appointed when necessary, subject to approval, in order to deliver the aims and objectives of the AMP.

Nicky Carter, Head of HR, Customer Service and Culture

D. Risk Management

Strong asset management should ensure that risks are quickly identified and that there are procedures in place to remedy them.

John Antoniadis, Estates Manager

E. Environment and Sustainability

The Council passed a notice of motion of a Climate Emergency in July 2019, by agreeing an ambition to make the Council's operations carbon neutral by 2030. A carbon audit completed August 2020 to identify the Council's carbon footprint shows that its buildings account for

68% of its total carbon emissions. Therefore, reducing emissions from buildings owned or for which the Council is responsible for, will be essential if the Council is to meet its ambition of being carbon neutral by 2030.

To achieve this ambition the following actions are recommended: -

- Recognise the scale of emission reduction required to achieve the objective.
- Provide clear policy direction relating to the property portfolio, estate rationalisation and long-term use of buildings.
- Develop a clear pathway in terms of the property portfolio to achieve the Council's ambition on being carbon neutral by 2030
- An assessment of each project including maintenance schemes to identify the impacts on carbon emission, cost effectiveness of retrofits, energy reduction measures etc. to make an informed decision on meeting the ambition of being carbon neutral by 2030. Including the long-term financial implications and reputational risks of not meeting this goal.

Karin Grey, Sustainability Manager

F. Community Safety

There are no consequences of concern arising from this report.

Terry Hughes, Community Safety Manager

G. Equalities

Decision-makers are reminded of the requirement under the Public Sector Equality Duty (s149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups.

The Draft Asset Management plan includes proposals and projects which have the potential to support the aims of the duty to advance equality of opportunity and foster good relations with regard to:

- Seeking viable opportunities to work with local community groups to improve community facilities and encourage localism.
- Property and projects – maintenance programmes that could impact on access for protected characteristics
- Delivering the Amelia Scott project
- Working with the Parish and Town Councils to progress community facility projects in Cranbrook and Paddock Wood
- The progression of acquisition of land for recreational use

- Supporting regeneration initiatives in Royal Tunbridge Wells, Cranbrook and Paddock Wood central areas

One of the aims of the Property Management Strategy is to ensure that the portfolio is managed in accordance with the Council's Equalities Policy, with Equalities Impact Assessments being undertaken as and when appropriate. An EQIA has already been completed on the Council's five year plan and the Amelia Scott project which is referred to in the draft Asset Management Plan.

Ingrid Weatherup, Corporate Governance Officer

H. Data Protection

No specific issues.

John Antoniadis, Estates Manager

I. Health and Safety

No specific issues.

Mike Catling, Corporate Health and Safety Advisor

J. Health and Wellbeing

No specific issues.

John Antoniadis, Estates Manager

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Draft Asset Management Plan 2021/22

Contents

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2. The Council's Property Asset Portfolio
3. Summary of Property Portfolio Asset Management for 2020/21
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Appendices

1. Property Management Strategy
2. Mechanisms for Achieving the Aims and Objectives of the AMP
3. External and Internal Influences
4. Asset Disposal Programme
5. Ten Year Property Maintenance Plan (attached to this agenda at Appendix B)
6. Carbon Emissions for the Council's top ten sites
7. Asset Register (attached to this agenda as follows):

Appendix C – Asset Register – Investment

Appendix D – Asset Register – Operational

Appendix E – Asset Register – Non-Operational Tunbridge Wells Borough Council Asset Management Plan

1 Introduction – Function of the Asset Management Plan

The Asset Management Plan (AMP) defines how the Council managed, maintained, acquired and disposed of the Council's property assets over the past financial year and identifies the objectives for the next financial year.

Aims and Objectives

The aims and objectives of the Asset Management Plan are to:

- Manage the asset portfolio in accordance with the Council's Corporate Priorities and the Five Year Plan; Medium Term Financial Strategy; and the Cultural Strategy;
- Raise awareness of property as a valuable and workable asset contributing to the Council's revenue and capital receipts;
- Manage the asset portfolio to deliver the needs of the Council's services;
- Maximise asset value and asset use through strategic maintenance and operational planning;
- To identify, plan and deliver energy saving and carbon reduction interventions in line with the Council's Climate Emergency declaration and Five-Year Plan;
- Manage the asset portfolio flexibly to ensure optimum financial performance and service delivery to demonstrate continuous service improvement, to deliver the Five Year Plan and to support the Capital Programme.

The Asset Management Strategy is summarised at Appendix 1 with the mechanisms for achieving the aims and objectives of the AMP set out at Appendix 2 including the consultation processes for adoption of the AMP.

The Asset Management Strategy is formulated and carried out to support the Council's corporate priorities. The property assets are managed both individually and as an entire portfolio to maximise operation, income generation and capital values at all times in accordance with the requirement to achieve best consideration.

The AMP is subject to external and internal influences which are summarised at Appendix 3.

The Property and Estate Team, through the Estates Manager, Property Development Manager, Building and Property Manager, the Corporate Property Manager, the Head of Economic Development & Property and the Director of Finance, Policy and Development (S151 Officer), work closely with the Portfolio Holder for Finance and Governance to deliver maximum returns from the Council's existing and varied property asset portfolio, whilst complying with the requirements for commercial sensitivity, economic viability, best consideration and probity. The team is delivering a proactive property management service which meets the changing demands of the 21st Century within the current uncertain economic and political climate.

The AMP will support the Council in the delivery of its corporate priorities through ensuring that the portfolio is dynamically managed with focus directed towards priority areas of urgent major repair to relevant assets, investment, disposal of surplus assets, repurposing,

redeveloping and refurbishing of existing assets with potential. The AMP will develop a clear pathway for its portfolio to achieve the Council's ambition on being carbon neutral by 2030. It will ensure that asset performance is in support of the Five Year Plan and identified corporate priorities. This is evidenced by a rationalisation review that has been undertaken of the larger non-operational land assets over the past 7 years, which has successfully disposed of non-performing surplus land assets to generate capital income. Maintenance costs will be kept to a sustainable level and strategic decisions will be based on delivering services, ensuring best consideration and optimising financial return.

2 The Council's Property Asset Portfolio

The current asset portfolio was valued at £104.69 million at 31 March 2020, with an annual rental income of £1.92 million (which includes all income from rents, other rents and wayleaves) and had an annual maintenance budget of £959,450 (2020/21). The income to capital value ratio reflects the nature of the portfolio and the fact that it is held in the majority as an operational portfolio to enable the Council to deliver its key priorities.

The portfolio comprises a full range of property uses including commercial, residential, light industrial and retail properties, woodland and community land, and footpaths and pieces of ancillary land. The assets form operational, non-operational, and investment assets and are held under both freehold and leasehold title. The Asset Register defines the property portfolio within these categories. The Council also holds a separate investment portfolio in which 33 Monson Road is held (the ASK restaurant). In addition, the Council holds a number of leases with Tunbridge Wells Property Holdings Limited which are let for residential uses through the holding company. In relation to Royal Victoria Place (RVP), the Council has worked with the new head lessee, British Land, to facilitate a refresh of the centre, the Council paying a contribution to the total cost in accordance with the lease covenants.

Maintenance across the portfolio is divided between Planned and Responsive currently at an approximate 60/40 split respectively. In addition to the planned and responsive maintenance works is the regular servicing of plant and equipment. The works and servicing requirement is prioritised to ensure that all legislative compliance needs are met followed by maintaining a fitness for purpose and the asset value. The AMP identifies the anticipated maintenance budget requirement over the next ten-year period for the property portfolio. This is used to assist in financial planning and to indicate ongoing costs related to the individual assets to inform strategic decisions on their future. A copy of the ten-year maintenance plan is contained in Appendix 5.

The Council's Property Asset Portfolio is summarised in the Asset Register at Appendix 7. The current Property Asset Portfolio comprises 67 commercial investments, 150 operational assets of which 13 are allotment sites, 2 assets to be under development to deliver The Amelia Scott and 279 non-operational assets. The commercial investment assets comprise those assets that are let to third parties on commercial terms and are therefore subject to the clauses within their leases for opportunities to maximise income or exploit potential development opportunities.

With regards to the 2020 carbon audit of the Councils own estate and operations, the buildings contributed 68% of the total carbon emissions. With the Tunbridge Wells Sports

Centre and the Town Hall contributing 31% and 24% respectively of the total building's emissions. Appendix 6 details the emissions for the Councils top ten sites.

3 Summary of Property Portfolio Asset Management 2020/21

Over the past financial year, the Council has negotiated lease renewals, new lettings and rent reviews to an increased value of approximately £46,600 (25/11/2020) annually on Council property, excluding transfers to the property company. The Council will continue to support the activities of Tunbridge Wells Property Holdings Ltd.

All property rentals that are subject to an annual rental increase at the RPI were increased over this financial year, resulting in a rental increase of approximately £3,900 (2/11/2020) per annum. These reviews are usually based on the previous year's RPI figure which was 1.53 per cent for April 2019/20.

Over the past 12 months, the Council has received a final tranche payment from the sale of Holly Farm of £4.625 million on 04/05/2020.

Vacant space on the portfolio has been reduced by letting or licensing space to reduce occupation liabilities and to achieve rental income. However, the retail portfolio element has been impacted by the general decline in the retail market. Notwithstanding the decline the vacant unit at 69 St John's Road was let in July 2020. 33 Monson Road (the ASK restaurant) has gone into administration. The Council has appointed a local agent who is now actively marketing the unit. The Council is also undertaking some essential repairs that have been identified. The tenant of 65/67 St John's Road trading as Ripples has gone into liquidation. The Council will, when the process of liquidation is completed, be seeking a new tenant for that unit also.

The Council is continuing with the disposal of surplus land held by the Council, continuing to identify and dispose of specific sites for development for residential development. In this financial year the Council has disposed of land realising a total capital receipt of £3.126 million (expected by year end).

As part of the partnership with KCC, the Council acquired the former Museum and Library building and former Adult Education buildings which commenced the development of The Amelia Scott in January 2020.

The Planned Maintenance Programme for the financial year 2020/21 completed works to the value of £600,000 to ensure compliance with statutory requirements and to carry out priority repairs and upgrades to maintain assets and prevent dilapidation. Reactive Maintenance was undertaken to the value of approximately £359,000.

Capital projects to the value of £2.35 million have been progressed or completed in this financial year.

The Council can demonstrate significant contributions to its priorities through property asset management over the last financial year (2020/21). The Council has:

Estate Management

- Increased rental income from Council property assets by approximately £46,600 (25/11/2020) per annum.
- Raised the profile of the property assets and worked them to achieve maximum return financially or by delivery for Corporate Priorities. The Council has worked with partners to accommodate business or community needs.
- Structured proactive management of the Royal Victoria Place lease including Meadow Road Car Park and continued to work with British Land to maximise the capital and revenue value of this asset through a refresh scheme.
- Continued to maximise the rental income from the property portfolio by proactively managing rent reviews and exploiting viable opportunities for rental and capital income.
- Provided professional support to Tunbridge Wells Property Holdings Limited in reviewing and updating assured shorthold tenancies (ASTs).

Strategic Asset Management

- a) Over the past 12 months, the Council has received a final tranche payment from the sale of Holly Farm of £4.625 million on 04/05/2020.
 - b) Negotiated a further capital receipt from the disposal of surplus land assets at Hornbeam Avenue, Tunbridge Wells, Land at Sychem Lane, Five Oak Green and Land at Speldhurst Road, Southborough producing the sum of £3.12 million (expected by year end) during 2020/21.
 - c) Successfully worked with Kent County Council to progress the development of The Amelia Scott (formerly known as the Tunbridge Wells Cultural and Learning Hub).
- Provided ongoing support for regeneration of Royal Tunbridge Wells, Cranbrook, Southborough and Paddock Wood Town Centres and worked with land owners and Town and Parish Councils to progress potential opportunities including the provision of new community facilities for Cranbrook and Paddock Wood.
 - Continued to monitor changes in compliance legislation relevant to the property portfolio and maintain and manage accordingly to ensure statutory compliance.
 - Continued to update the compliance information and continued to review and where necessary update the asset compliance risk assessments, management plans and registers and carry out any necessary remedial work identified and plan for future corrective measures to improve health and safety compliance to be in line with current regulations. This has been prioritised to cover Fire Risk, Asbestos, Legionella control and Electrical Safety but will broadly cover all levels of building compliance requirements for all assets.
 - Continued the review of published data to meet the Government's transparency objectives on property targets.

Property and Projects

- Continued progress on the delivery of The Amelia Scott (Cultural and Learning Hub).

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- Continued with a programme of R22 refrigerant gas phase-out on the Council's air conditioning plant.
- Completed the procurement of the building services contracts and entered into new contracts for building services, mechanical services maintenance, electrical services maintenance, lift maintenance and alarms and security maintenance.
- Progressed and or completed the capital projects to various assets within the portfolio.
- Continued progress on the undertaking of a full condition survey of all built assets.
- Commenced the procurement process for a property consultancy arrangement for professional services.
- Procured, via a government framework, and commenced data transfer and implementation of a Property Asset Management System.
- Carried out £959,450 focussed planned, cyclical and reactive maintenance prioritising Health & Safety, Statutory Compliance, and structural issues.
- Delivered Projects from the Capital Programme as amended post COVID-19, where some projects were held back due to funding constraints.
- Oversaw the British Land improvements to Royal Victoria Place Shopping Centre.
- Facilitated safe and compliant building shutdowns, ongoing compliance and reopening arising from the ever changing COVID-19 situation.
- Delivered a temporary COVID-19 Testing Centre at TWSC and facilitated a further mobile testing centre at Knights Park with NHS and private sector parties.
- Delivered the Packs in the Woods refurbishment.

Development

- Managed the Development Programme budget to provide specialist professional advice to undertake initial works facilitating redevelopment and delivery of Council priority projects. The overall budget is £12.27 million (inclusive of the £10.8m expended costs on Calverley Square project).
- Continued to work in partnership with Kent County Council to facilitate the delivery of the Southborough Hub.
- Continued to work in partnership with Kent County Council to deliver The Amelia Scott.
- Provided professional support and advice for Funding Applications to Housing for Crescent Rd property refurbishment.
- Continued to work with PWTC and Cranbrook to deliver their hubs.

4 Forward Projection and Management Strategy for the Property Asset Portfolio 2021/22

The Council will build on these achievements during 2021/22 in the following areas:

Estate Management

- Review all rents and licence fees due to be reviewed in 2021/22 to optimise the increase in income due for that financial year.
- Manage all existing leases and grant new leases to optimise the return from rental income and to ensure that proper care, maintenance and use is made of the property assets.
- Identify targets and performance indicators to demonstrate the efficient and effective management of the property asset portfolio to ensure maximum capital and operational benefit and to present these to Management Board and Cabinet where appropriate as part of the Property Transaction Reports.
- Develop a clear pathway of carbon reduction for its portfolio to support in delivering on the Council's ambition on being carbon neutral by 2030.
- Seek viable opportunities to work with local community groups to improve community facilities and encourage localism.

Strategic Asset Management

- Continue to explore and secure new property investment opportunities within the Borough for expansion of the property investment portfolio and explore any potential benefits of expanding/varying the investment criteria taking into account market changes as they unfold.
- Review the tenure, existing use, obsolescence and strategy of all operational property assets to identify opportunities for increased income, operational use or asset disposal.
- Continue to work with Tunbridge Wells Target Shooting Club to relocate them to the Kevin Lynes site or to an alternative site to enable the disposal of the shooting club site.
- Review the disposal options for the surplus Gateway building as services are relocated into The Amelia Scott.
- Manage assets to support the delivery of the corporate priorities, the Five Year Plan and the recently declared Climate Emergency ambition to make the Council's operations carbon neutral by 2030.
- Continue to review the asset base of non-performing land and property assets identifying assets for disposal to realise capital return and finalise disposal of outstanding identified sites. (See Appendix 4 for approach).
- Continue to dispose of surplus land identified including Land at Blackthorn Avenue, Tunbridge Wells and Land at Benhall Mill Lane, Tunbridge Wells.
- Explore the impact of obsolescence on the Council's operational portfolio and acquire, dispose of and develop the asset portfolio to reflect this.
- Continue to identify refurbishment and development opportunities within the Council's asset portfolio and act on these to achieve the Council's objectives.
- Continue to look to acquire assets to assist in the delivery of the Council's objectives.
- Review and revise the asset management plan in accordance with the results of the Property Performance Indicators.

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- Assess the development potential for assets including the Town Hall, Assembly Hall Theatre, 9/10 Calverley Terrace, 30-36 Crescent Road and the Great Hall and Mount Pleasant Avenue car parks and sites identified in the local plan.
- Support the implementation of the Sports and Active Recreation Strategy 2016-2021 and continue to explore the acquisition and disposal of sites to deliver the sports strategy.
- Continue to work with British Land to increase the capital and revenue value of the Royal Victoria Place shopping centre.
- Continue to work with other developers to deliver place shaping and regeneration to the borough.

Property and Projects

- Review the 10-year planned maintenance programme in consultation with the respective heads of service and management team, to provide an immediate, medium and long-term maintenance strategy for the Council's assets, coordinating with the Estates team to ensure effective and efficient portfolio management.
- Continue to work with the contractors to deliver an efficient and cost-effective service across both planned and responsive maintenance requirements having regard to the future potential obsolescence of identified property assets on the estate.
- Continue to onboard and develop the Property Asset Management System and integrate with requirements of the Estates, Facilities, GIS, Housing, Finance and Theatre Teams.
- Utilise Property Asset Management System for improved Statutory Compliance, and to provide better management information for Strategic Asset Management, Planned Maintenance Programme etc.
- Continue to operate and manage the property maintenance and servicing term contracts commenced January 2020 to deliver, best value and statutory compliance ensuring the best use of available budgets to meet current and future portfolio maintenance needs.
- Continue to monitor changes in legislation and put in place the most appropriate action to ensure compliance across the property portfolio in particular the 2015 R22 refrigerant gas phase-out and the 2018 EPC changes.
- Continue to develop the proposal to replace the life-expired buildings on the Benhall Mill Road Depot site and maximise the development potential of that site.
- Continue the significant capital programme of backlog maintenance repairs to the Town Hall, Assembly Hall Theatre and 9-10 Calverley Terrace.
- Review the condition of Great Hall car park and programme the necessary works to maintain the integrity of this asset.
- Deliver improvements to Torrington Car Park.
- Undertake a detailed carbon assessment for each project to identify costs and savings including the financial and the trajectory pathway impacts of not meeting the climate emergency ambition.
- Continue to successfully progress the reduction of carbon emissions from local authority operations and managing its property assets to achieve the targets set out in the Carbon Management Plan over the next four years including rolling out the

Appendix A

delivery of LED lighting in TWBC multi-storey car parks, having regards to the requirements to emerge from the declaration of a Climate Emergency ambition to make the Council's operations carbon neutral by 2030.

- Ensure that the property strategy and maintenance programmes support the Council's commitment to sustainability with budgetary constraints identified and clearly set out.
- Work alongside Parking colleagues to develop future maintenance strategy for Royal Victoria Place and Meadow Road car parks, currently managed by British Land.
- Provide speedy professional and cost-effective response to changes in the COVID-19 situation.
- Onboard The Amelia Scott building and relevant car parking areas at Union House into the Planned Maintenance programme.
- Seek appropriate external funding to help deliver a refurbishment of 3 of the Crescent Road units to provide accommodation for rough sleepers.

Development

- Review the current maintenance requirements and future development options for the Mount Pleasant Avenue car park, Great Hall car park, Town Hall, Assembly Hall Theatre and 9/10 Calverley Terrace (and car park) assets.
- Deliver The Amelia Scott project working with Kent County Council.
- Progress the potential development of various property assets in the portfolio.
- All developments, land acquisitions and management of green spaces will include an assessment for carbon reduction and opportunities for meeting the Councils carbon neutral ambition.
- Continue to work with Kent County Council and Southborough Town Council to progress the Southborough Hub.
- Work with the Parish and Town Councils to progress community facility projects in:
 - Cranbrook
 - Paddock Wood
- Progress with the acquisition of designated land for recreation use including use of statutory powers if required.
- Review the future development options for the Mount Pleasant Avenue car park, Great Hall car park, Town Hall, Assembly Hall Theatre and 9/10 Calverley Terrace (and car park) assets.
- Work with public and private sector organisations on a number of sites including continuing to build on successful relationships with KCC, Nevill Estate, British Land, Targetfollow and AXA PPP to secure objectives within corporate priorities of the borough.
- Support development initiatives in Royal Tunbridge Wells, Cranbrook and Paddock Wood central areas.

Appendix 1 - Property Management Strategy

Asset Management is significant throughout the public sector, as a means of optimising financial and social returns from property assets whilst, at the same time, creating a leaner estate in a modern environment.

The Council manages the portfolio in accordance with the following principles:

- Ensuring reporting arrangements are in place to enable members to fulfil legal, strategic and service duties;
- Maintaining an up-to-date asset register with complete records;
- Ensuring future property needs are regularly assessed to meet the Council's service requirements and priorities;
- Ensuring that the shape of the asset portfolio is reviewed at least annually; that the shape of its structure and the contribution of its component assets are challenged and that disposal and acquisition strategies are identified and recommended;
- Ensuring that assets that are surplus to requirements are identified as such and disposed of as appropriate;
- Ensuring that assets that would assist in the delivery of the Council's objectives are identified and acquired where appropriate and where funds are available;
- Ensuring opportunities to share property with other bodies are explored;
- Ensuring that opportunities to develop and enhance property assets, including opportunities in partnership with other public and private sector owners are identified, examined and progressed;
- Ensuring office accommodation is reviewed to meet organisation and service needs;
- Ensuring an appropriate maintenance programme based on condition surveys, is developed and implemented, carrying out quinquennial condition and maintenance surveys in a rolling programme;
- Formulating a ten-year maintenance budget projection based on the maintenance of assets for current use and at required standards to inform the Five Year Plan;
- Undertaking option appraisals to ensure optimum use of all assets;
- Ensuring Property Services focus upon both customers and commercial opportunities;
- Ensuring measurable targets are set and property performance monitored including risk versus reward;
- Optimising income from property having regard to economic, social and environmental policies and property market conditions;
- Ensuring best practice in procurement and project management;
- Ensuring investment and disposal decisions are based on full option appraisals and whole-life, costing including carbon accounting;
- Ensuring all property assets are managed at operational level to provide accommodation, community and wellbeing facilities;
- Ensuring investments maximise returns from individual properties and from the whole portfolio;

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- Ensuring the Council considers the impact of sustainability on the value of its property portfolio, including political, economic, social and technological issues in producing its property management strategy;
- Ensuring that decisions for strategic management of Council owned assets are made on a case-by-case based on comprehensive options analysis:
 - Is the property required for the Council's core business?
 - Is there a robust community need for the property?
 - Are there strategic reasons for retaining/acquiring the property?
 - Is retention/disposal/acquisition of the property likely to have a beneficial effect on a likely future development or investment initiative of the Council?
 - Does the property generate a sustainable good rate of return and if so, is this likely to continue for the next ten years in the light of any future costs that may be applicable to the premises?
- Ensuring that Property and Estates Service reports to Management Board on portfolio performance as to:
 - rental income, asset value and maintenance liability;
 - vacant property and vacancy timescale;
 - service need and space occupation;
 - service needs and maintenance liability;
 - progress on achieving carbon neutral ambition;
 - performance of tenants and compliance with lease obligations.
- Maintaining in an appropriate state of repair, based upon a priority hierarchy system focusing on Statutory & Health and Safety Compliance within the financial constraints;
- Ensuring that the assets are fit for purpose (including accessibility, suitability, statutory compliance, space utilisation); to be efficient and environmentally sustainable (including running costs and CO2 emissions). Our approach will support sustainable improvements, especially in maintenance and new buildings. The Carbon Management Plan will demonstrate our leadership in carbon reduction ensuring long term, the Council meets its ambition to be carbon neutral by 2030;
- Working the portfolio to deliver the Council's objectives and the Five-Year plan using appropriate legislative powers including compulsory purchase powers if necessary;
- Ensuring that the portfolio is managed in accordance with the Council's Equalities Policy, with Equalities Impact Assessments being undertaken as and when appropriate.

Appendix 2 – Mechanisms for Achieving the Aims and Objectives of the AMP

Property & Estates Team

The Property & Estates Team comprises estates and property surveyors and officers providing the professional and support expertise to manage, maintain and maximise the Council's property asset portfolio.

Development Project Team

The Development Project Team comprises a specialist team to deliver projects in line with the Council's stated objectives. The team's output is closely monitored and reported upon to ensure openness and transparency.

Management Board

The Management Board is attended by the Director of Finance, Policy and Development (Section 151 Officer) and includes representatives of the Property and Estates Service for property, estates and development items as and when required, which demonstrates the commitment of the whole Council to the management of its assets.

Development Programme Structures

Programme Management Board

The Programme Management Board (PMB) manages and monitors the effective prioritisation of the Civic, Development and Transformation Programmes within budgetary and resource constraints in order to optimise Programme delivery.

The PMB will receive information via four main areas Development Programme, Civic Programme, Community and Transformation programmes. Community and Transformation while requiring significant support from the Property and Estates team and others in the Directorate of Finance, Policy and Development (S151 Officer) are structured under the Directorate of Change and Communities.

Development Programme

Development Programme Officers Group (DOG)

Officers in attendance: Director of Finance, Policy and Development (S151 Officer), Head of Economic Development & Property, the Corporate Property Manager, the Estates Manager and representatives from BDU, Finance and Legal.

The Development Programme Officers Group (DOG) is the primary officers meeting to oversee the delivery of the development and disposals programmes. Scheduled on a monthly cycle this meeting will oversee the programme receiving progress reports on specific projects, oversee the budget, risks, legal aspects and ensure approvals in place. For the purposes of this the DOG will cover the full Development Programme budget which includes Hubs, Sports Facilities and significant asset development and disposal.

Attendance by other Property & Estates officers and internal services including Communications will be as appropriate and consultants may also be invited as appropriate.

The Amelia Scott Steering Board (internal)

Officers in attendance: Chief Executive, Director of Finance, Policy and Governance (S 151 Officer), Director of Change and Communities, Head of Human Resources, Customer Services and Culture and the Corporate Property Manager, and Amelia Project Manager. The Steering Board will meet regularly to review project programme, budget, design and delivery and make critical project decisions.

The project is governed by the joint KCC/TWBC Project Board.

The Amelia Scott Capital Works Group (internal)

This internal Capital Works Group reports to the internal Steering Board.

Officers in attendance: Director of Change and Communities, Head of Human Resources, Customer Services and Culture, Finance Manager, Corporate Property Manager, and Amelia Project Manager.

The internal Capital Works Group meets regularly to review the project, to report into the Steering Board.

The Amelia Scott Member Oversight Panel (internal)

The Amelia Scott Member Oversight Panel (ASMOP) comprises representatives from each of the political groups and is a working group of Cabinet. ASMOP will seek to ensure that all political groups remain appraised of progress and the key issues associated with the project. Members will receive monthly Project Reports that are reported to the Board and will receive feedback from the Board as well as informing future Board decisions. It has no delegated decision-making powers and its advice and recommendations will be reported to the relevant decision maker(s).

Development Advisory Panel

The Development Advisory Panel is an informal working group established by and chaired by the Leader of the Council to:

- Oversee the Council's programme regenerating the borough and advising on development of key sites in accordance with the Asset Management Plan;
- To receive updates on key sites and recommend the appropriate next steps for the sites;
- To receive updates on the progress of the land asset disposal programme.

The DAP is an informal working group established by Cabinet on 22 May 2013. It has no delegated decision-making powers and its advice and recommendations will be reported to the relevant decision maker (Leader and Portfolio Holder). The Leader of the Council will report back to Cabinet at Cabinet/ Management Board meetings on a regular basis. The constitutional position regarding asset disposal will remain unaltered.

The DAP will have 4 meetings a year scheduled, on-going schedule to be established. Other meetings can be arranged on an ad hoc basis when required. All meetings will be held in private session in view of the informal status of the group with materials available to all Members of the Council on request and on a confidential basis. Visiting Members will be able to attend at the discretion of the Chairman. The request should be made in advance of the meeting.

Estates/Finance Review Meetings

Senior Finance, Property and Estates officers meet regularly and not less than quarterly to review projected income against actual income received, and to review a remedial strategy for arrears.

Royal Victoria Place Officer Group

Senior Finance, Legal, Property and Estates officers meet on a quarterly basis to cover financial, maintenance and property issues relating to the RVP lease.

RVP Maintenance Group

The Building and Property Manager supported by Property Services and Estate surveyors, Parking Officers and representatives of British Land meet monthly to discuss the operational management and maintenance of the RVP and the Meadow Road and RVP car parks.

Compliance Management Group

This group, chaired by the Head of Economic Development and Property and attended by representatives of the Services, Property and Estates Service and the Corporate Health and Safety Advisor meets quarterly to review, update and improve the Compliance processes and policies of the Council, making recommendations to Health and Safety Committee and Management Board.

Land Asset Strategy Group

Chaired by the Corporate Property Manager, this group meets monthly to review the land asset disposal programme and reports into the Development Officers Group.

Affordable Housing Group

This group has been established to replace the Empty and Difficult Property Group to reflect the changing priorities of the Housing service.

This group will meet when needed but not less than quarterly and will comprise of the representatives of the Housing team and the Corporate Property Manager.

Data Management

The data management approach is informed by the principles of the Council's Data Quality Policy. The Council has purchased and is currently implementing the introduction of a new Property Asset Management System (PAMS). Data is held as part of the IDOX Uniform Estates Management System, which is linked to the GIS system. The Council continues to review the use and content of its Estate data system to ensure that it is used to its full potential. In 2021-22 this will continue to be migrated to the new PAMS as will dates in respect of ongoing maintenance on Council land and buildings which is held on an Access Database System and monitored by Property & Estates. Each building is surveyed on a regular five yearly cycle and the building elements are individually assessed for condition to enable the Ten Year Planned Maintenance Programme to be determined. Post 2021-22 financial year the PAMS will be the main management tool.

Income due and received in respect of Rent and Licence Fees are monitored and collected through the Financial Management System. The Estates Manager is responsible for any arrears and will monitor accordingly. By working closely with Finance and Legal teams, Property and Estates assures that rental, service charge and maintenance provisions in leases and licences are observed. Control is maintained on income streams and expenditure in this way.

It is intended to consolidate the systems that hold property and asset related data into one combined system that overcomes gaps or mismatches in the supply of full and accurate information.

The central database held by the UK Government is known as the Electronic Property Information Mapping Service (e-PIMS). The Council's maps are held on the Geographical Information System (GIS) and on e-PIMS, which means the Council is compliant with the annual governance report 2015. By featuring on e-PIMS, the Council's portfolio complies with the Government's One Public Estate initiative.

All data is collected, stored and managed in accordance with GDPR.

Consultation Process

The Asset Management Plan is considered annually by:

- The Portfolio Holder for Finance and Governance
- The Management Board
- The Finance and Governance Cabinet Advisory Board (CAB)
- Cabinet
- Council

It is also subject to internal and external consultation.

Statutory Powers

The Council will investigate and look to use all statutory powers including Compulsory Purchase Orders (CPO) to achieve the delivery of the corporate objectives and key priority projects.

Appendix 3 - External and Internal Influences

National Context

This statement is produced against the backdrop of what continues to be an extremely challenging time for local government with a combination of demand pressures and reduced resources placing significant pressure on the revenue and capital budgets of local authorities. Most local authorities are seeking to leverage property assets to reduce costs and deliver capital receipts. The Government has established the 'One Public Estate programme' in partnership by the Local Government Association and the Office of Government Property (OGP) within the Cabinet Office with a view to helping in this endeavour. TWBC contributes actively to the programme and has sought funding to assist in a number of its property-related priorities.

The property market has, over the course of the past year, been impacted by the political uncertainty surrounding Brexit, changes to the high street and a slowing down of the global economy and this has resulted in an increase in vacant property, a general reduction in asking rents, an increase in tenant defaults, softening of yields and increased construction costs and uncertainty in the construction sector.

The UK was officially in a recession following two consecutive quarters of negative growth in 2020 Q1 and Q2.

As global coronavirus (COVID-19) cases rose, social distancing measures were imposed in the UK, forcing the closure of shops, businesses and schools from the end of March until the beginning of July. The overall effect of the virus on the UK economy was to erase around a quarter of GDP in 2020 Q2.

There is still significant uncertainty over the pace and path of the recovery, especially in light of the growing number of cases which have led to another round of limited national restrictions, as well as the behaviour of the virus in the winter, degree of economic scarring and the outcome of the UK-EU trade negotiations.

COVID-19 has necessitated a rise in remote working, where this is possible, but the challenges to its broader adoption remain. Many companies are now reviewing the space they occupy both in terms of location and quantity. The extent of the changes this will produce and the economical affects both nationally and regionally have yet to be established. The shift to remote working has significantly affected the Council's car park revenue income from Royal Victoria Place (RVP) and other car parks owned by the Council.

The Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020 (July 2020) takes effect from 1 September 2020. The new regulations revoke Use Classes A, B1 and D and introduce three new overarching Use Classes: Class E (Commercial, Business and Services), Class F1 (Learning and Non-Residential Institutions) and Class F2 (Local Community). Several former uses also now fall outside of these new Use Classes and are

now deemed Sui Generis. The purpose of these changes are to give more flexibility in movements between uses and is in response to changing market challenges faced by owners and occupiers.

Regional/County

Kent local authorities work together through a number of forums to discuss and prioritise property-related issues. This includes Kent Leaders and Joint Kent Chief Executive meetings but also includes the Kent Estates Partnership. The Kent Estates Partnership seeks to promote a collaborative approach to estate management across the County and to support a more integrated, flexible and affordable public estate.

The property market in the borough generally reflects the national position.

MKS

The Mid Kent Services Partnership (MKS) between Maidstone Borough Council, Swale Borough Council and Tunbridge Wells Borough Council was set up in 2008 to:

- Improve the quality of service to communities;
- Improve the resilience of service delivery;
- Deliver efficiency savings in the procurement, management and delivery of services;
- Explore opportunities for trading in the medium to long term; and
- Share best practice.

MKS sees staff working from a range of offices across the partnership area and, in time, should lead to the potential to rationalise accommodation. The Council is working proactively with partners and partnership services such as ICT both to facilitate flexible and mobile working and to help in the longer-term objectives of reducing the cost of our operational estate.

Partnership Working

The Council works with a range of partners in delivering its priorities and services including Town and Country Housing (TCH) Kent Police and Kent County Council. Through these and other partnerships, the Council will continue to explore, develop and exploit opportunities for collaborative working with public and quasi-public bodies by amalgamating asset knowledge to help promote economies of scale, sustainable levels of occupation and better working practices.

Legislation

Localism

The Localism Act 2011 meant to offer more opportunity for smaller groups and local governments' lowest tiers to exercise powers locally. The legislation is wide ranging and deals with multiple community issues. One particular change was the introduction of a 'Community Right to Bid' which enables community groups to apply for local buildings or land to be put on a register. Once on the register of Community Assets, an asset cannot be sold without first allowing a community group a period of up to 6 weeks to decide whether to make an offer and if they decide to make an offer a further period of 6 months to raise funds to make an offer based upon its market value.

Local Context

The Asset Management Plan should be read in conjunction with the Council's Five-Year Plan 2017-2022 and associated plans and strategies. These documents can be read on the Council website, whose mission is as follows:

"To encourage investment and sustainable growth and to enhance quality of life for all"

The Council's Five-Year Plan 2017-2022 accounts for issues identified through the community planning process and through regular consultation and surveys with residents. In property terms the Asset Management Plan is a strategy that delivers improvements in all areas and services for the purpose of meeting local community needs.

The main aim of the AMP is for Council assets to be recognised as a principal resource, thereby ensuring continuous strengthening in the organisational arrangements set out above.

Sustainability

The Council provides a leading role on sustainability by addressing its own asset base. Legislation and a number of sustainability initiatives, especially energy and carbon reduction, have been put in place in the past few years.

Following the declaration of a Climate and Biodiversity Emergency in July 2019 the Council agreed an ambition to make the Council's operations carbon neutral by 2030. The future assessment and maintenance of the Council's assets will therefore be critical to enable the delivery of the best possible environmentally sustainable buildings, include energy efficiency, exploring use of renewables, and keeping the use of re-sources such as water to a minimum.

Projects, including maintenance schemes that flow from the AMP, will need to include a sustainability assessment to ensure that the impact of projects are fully understood and that mitigation measures are put in place and support a continued reduction in the carbon emissions. Thereby, ensuring long term, the Council meets its ambition to be carbon neutral by 2030. With the added benefit of corporate energy bills being minimised and resources used as sustainably as practicable.

Economic Position

Instability in the global economy, where major adjustments continue, is in marked contrast with the local property market. The local effect of global instability converts mainly into a corset upon the growth in property rents and capital values. The national context is of historically low interest rates with weak banks, a gradual removal of quantitative easing, and record investment in the FTSE 250. Uncertainty over the UK's future relationship with the EU is generally seen as being likely to accentuate a general pattern of low growth and is likely to apply for the whole period of the AMP 2021/22. Furthermore the significant adverse affects of COVID-19 are affecting all sectors of the economy and it is likely that this will still be the case in 2021.

The strength and weakness of the UK property market will impact upon the policies and processes that the Council needs for managing its asset portfolio for optimising efficiency and effectiveness.

For surplus property assets with development potential, market conditions will be assessed in deciding the future of each asset. Market shifts will require the Council to maintain a flexible approach in managing the portfolio.

Market impact is anticipated in the following areas:

- Property vacancies (more anticipated);
- Emphasis upon maintenance;
- Obsolescence in building fabric and services;
- Rebalancing of tenants in contractual default;
- Softening of yields
- Lowering of asking rents and/increased incentives
- Avoidance of defaulting contractors; and
- Increasing demand upon the supply chain of contractors and consultants.

The Property and Estates Team will review all assets held by the Council to ensure that every opportunity for return is exploited to achieve its wellbeing or financial objectives. This will include:

- A full review of land and assets held and use made of them;
- Short, medium and long term strategic requirement;
- Maximisation through partnership working; and
- Maximisation of easements, licences and rights granted and benefits received.

To work its property assets harder, both financially and in the provision of facilities, the Council will continue to consider and exercise both disposal of surplus assets and acquisition for investment purposes to secure future income streams and to assist the local economy.

Performance Management and Monitoring

The following performance indicators are reported to Cabinet:

- Total rental income for the financial year;

Appendix A

- Capital income from property asset disposal for financial year;
- 6 monthly property transactions reports completed under delegated authority.

Additional performance indicators are monitored by the Head of Economic Development and Property and Management Board as and where appropriate.

Transparency

The Local Government Transparency Code 2015 provides guidance on the expected minimum level of information made available to the public. This includes how local authorities publish details of all land and assets held by them. The base position is publishing a list of all land and property annually, including a unique property reference number, unique asset identity, name, address and map reference.

The Electronic Property Information Management Scheme (e-PIMS) has been populated with data complying with the One Public Estate initiative. Property officers are in contact with counterparts in Kent County Council and with departments of central government to assist in promoting this initiative.

The Council currently publishes the Asset Register within the Asset Management Plan on an annual basis. In addition, the Council has identified all its assets geographically within My Neighbourhood on its Website, which is a live system.

Appendix 4 – Asset Disposal Programme

The Council reviewed and disposed of various assets listed in previous AMPs during 2014/15, 2015/16 and 2016/17. The Council has completed these reviews of the non-performing land and property assets identified in previous Asset Management Plans. In 2021/22 the Council will process outstanding actions from those reviews and continue to review all assets towards a leaner and more productive estate.

2021/22 Sites to be Reviewed

The Council will identify sites appropriate for disposal.

Feasibility studies will be undertaken of the assets. Subject to full analysis including the potential for planning permission, a recommendation for lease or sale will be made to the Finance & Governance Cabinet Advisory Board, or the Section 151 Officer in consultation with the Portfolio Holder for Finance and Governance.

The feasibility studies will be undertaken in two stages:

Stage 1 - Feasibility:

- Detailed analysis of the land title;
- Detailed analysis of the physical site;
- Detailed analysis of the planning status and likely grant of planning permission;
- Marketing and disposal if planning permission is not recommended.

Stage 2 - Feasibility:

- Production of development scheme;
- Valuation of land;
- Application for planning permission (if appropriate);
- Marketing and disposal of site.

All disposals will be in accordance with the Constitution and local government legislation. Ward Members, parish and town councils will be informed of the intention to lease or dispose of these assets.

Asset Disposals in 2020/21

The following asset disposals were completed in 2020/21:

Appendix A

Address	Status
Land at Hornbeam Avenue, Tunbridge Wells	Sold
Land at Sychem Lane, Five Oak Green	Sold
Land at Speldhurst Road, Southborough	Sold

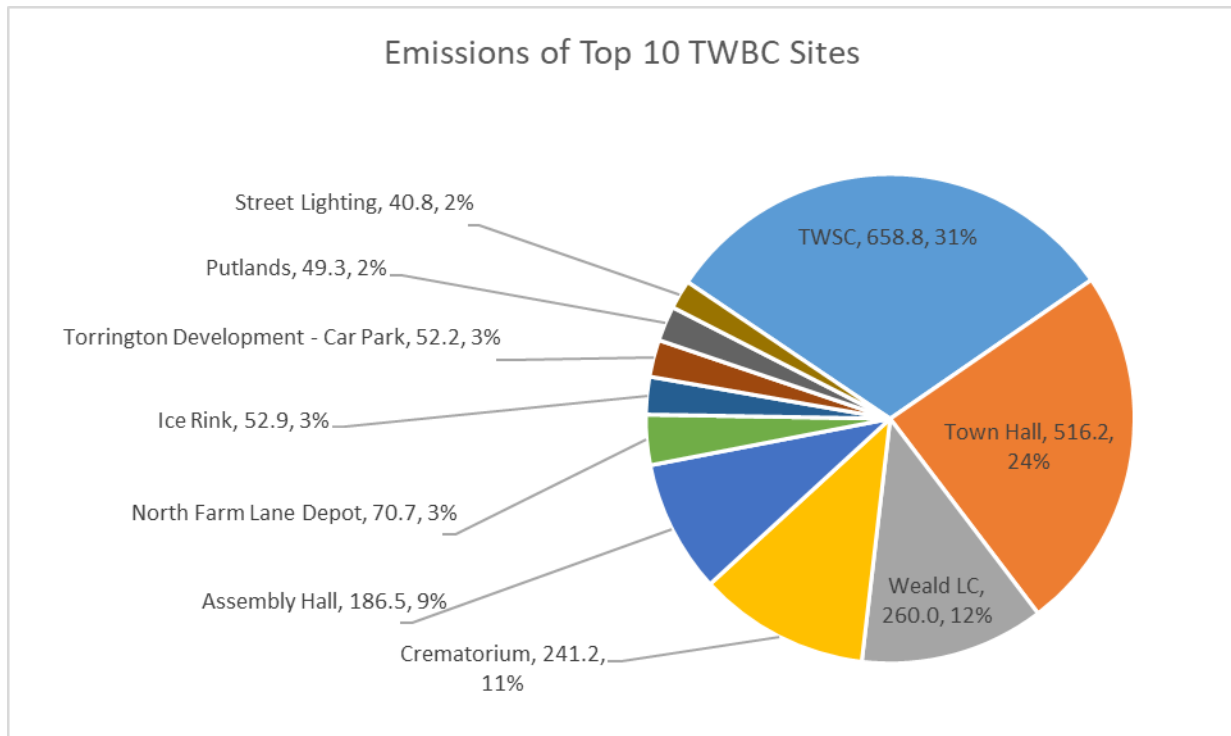
Appendix 5 – Ten Year Property Maintenance Plan

The Ten-Year Maintenance Plan as detailed in the following pages is the result of the rolling programme of quinquennial surveys which produce a projection of the anticipated maintenance cost liability for the individual property asset. It very much represents an 'ideal' programme of maintenance to keep the respective buildings in good condition, for their expected lifetime and maintaining their current use. Some of the works anticipated and included in the schedule can potentially be funded by the capital expenditure programme as the works will bring an enhancement to the asset value.

Periodically the Council undertakes elemental surveys of the entire portfolio. This process was last completed in 2019/20. A future programme of surveys will include a 5 year cycle of elemental condition surveys, alongside detailed surveys of building elements whose priority is indicated by elemental surveys and statutory obligation.

The maintenance for Royal Victoria Place (RVP) and Meadow Road car parks comes under a service charge cost due to the long leasehold interest terms.

Appendix 6 - Carbon Emissions for the Councils top ten sites:



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Appendix B

Planned Maintenance Programme – 2021-2031

Background

Planned maintenance programmes for the last few years have been made in the context of the Council's Approved 5 Year Plan – including the Calverley Project. The recent maintenance strategy for a number of key properties in the Corporate Estate, (Town Hall, Assembly Halls, 9/10 Calverley amongst others), has therefore been to retain the value of the property in readiness for disposal and to ensure compliance with statutory obligations.

The condition of the TWBC estate has deteriorated over several years where the optimum required investment has not been possible due to budgetary pressures on Council funding. The emphasis has as a consequence changed from planned preventative maintenance to reactive response maintenance as building elements fail.

The Calverley Project decision at the end of 2019 and historic funding issues has resulted in a maintenance backlog and a high reactive spend approaching 40%. The strategy of this Asset Management Plan is in place to address this and endeavour to meet the Audit Commission's benchmark of 70% planned, 30% reactive and reduce backlog subject to funding.

As an example: the historic condition surveys for the Town Hall alone from 2014 indicated an average required annual planned maintenance spend of £180,000 per annum from 2014-2020, totalling £900,000. The actual spend of c£400,000 total over this period has resulted in a backlog of maintenance issues, as well as some secondary damage as a result of the building element failures.

Current 2020-21 budgets are:	£
Planned Maintenance	600,000
Responsive Repairs	177,750
Maintenance/ Servicing Plant	111,940
Fire & Security	69,760

Total	£959,450

Recent Activity

A number of Capital Applications have been applied for, for 2020-21 and 2021-22, to improve several properties including the Town Hall, Assembly Halls and others. The impact of the Covid-19 pandemic is that some of the approved Capital Plans have been deferred until future years.

In 2020 Aecom, a major built environment consultancy appointed via the SCAPE Framework, completed portfolio wide elemental condition surveys with indicative costings and this provides a focus for future Planned Maintenance works. The data will be entered on the new Property Asset Management System(PAMS) referred to in the next paragraph and will be augmented by detailed surveys of priority areas – informed by the Aecom surveys, known issues and element failures.

Separately the Council has procured, in October 2020 via the government GCloud Framework, a Property Asset Management System (TF Cloud supplied by Technology Forge) that will be used to manage Property Management Information.

Current Activity

The process of migrating data into TF cloud and integrating with other Council systems including GIS, Housing, Finance, Facilities etc. has commenced and the system will be brought into use in phases during 2021-22.

The data from the Elemental Condition Surveys will be checked, augmented and updated by detailed Survey as Capital, Planned & Reactive works are organised. In line with best practice a 5 year cyclical programme of Condition Surveys will be introduced through the PAMS system.

Full Asbestos Management Surveys for the whole portfolio are being completed in 2020-21.

Full structural surveys of Council managed car parks have been undertaken in 2021. A further programme to continue these will be put in place using the PAMS.

Future Activity

The information collated from the foregoing will be reviewed alongside the rest of the Asset Management Plan, including any indications of continued building occupation arising from further political decisions. With the migration of data from and linkages to several other Council systems into the PAMS still taking place the attached Planned Maintenance Programme is predominantly based upon historic spend and the elemental condition surveys.

Available funds will limit the extent of Planned Maintenance able to be completed and therefore increase both reactive and backlog maintenance. Actual maintenance spend will be based on a Risk Management approach and in practice will likely be restricted to items 1-3 below.

Appendix B

Risks associated with maintenance will be managed within in the following order of priority:-

1. Maintenance in respect of health and safety issues;
2. Statutory maintenance requirements; security, fire, gas, electrical and access systems, listed building requirements;
3. Structural maintenance for all Council owned property assets;
4. Building fabric maintenance for all Council owned building assets (except 5 below);
5. Maintenance of unoccupied assets, assets identified for disposal and ancillary assets.

The maintenance of the Councils property assets should also be directed towards:

- meeting department service delivery needs which are reflected in the standards to which assets are to be maintained;
- priorities based on the impact of condition on service delivery and risk;
- ensuring the most effective use of maintenance resources to at least meet the Audit Commission's benchmark of 70% planned, 30% reactive spend; and
- ensuring appropriate information exists at department and Council levels.

The key outcomes to be achieved from undertaking maintenance are:

- functional and operational requirements of the working environment are met;
- the physical condition and efficient operation of assets is kept to a standard appropriate to their service function and value to the community; and
- all statutory and technical requirements to ensure health, safety, security and reliability are met.

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Planned Maintenance Programme 2021-2031

Site	Total Planned 10 year spend	Condition D - action required 2021-22	Condition C - anticipated failure 2022-26	Condition B - anticipated failure 2026-31	Notes
Total	£ 58,257,013.47	£ 3,236,362.59	£ 34,567,004.43	£ 20,453,646.45	
Gateway - 8 Grosvenor Road	£ 15,600.00	£ 15,600.00	£ -	£ -	assumes disposal 2021 - add £640k if retained
Crescent Road Car Park	£ 152,367.65	£ 15,806.00	£ 50,934.46	£ 85,627.19	
Royal Victoria Place Car Park	£ 3,199,494.01	£ 355,646.10	£ 1,265,617.42	£ 1,578,230.49	
C002 Car Park Meadow Road	£ 3,213,859.83	£ 245,646.10	£ 2,589,983.24	£ 378,230.49	
C006 Multi-Storey Car Park, Linden Park Rd	£ 100,807.63	£ 25,000.00	£ 72,932.04	£ 2,875.59	
C008 & C024 Car Park The Tanyard	£ 152,418.68	£ 1,800.00	£ -	£ 150,618.68	
C010 Surface Car Park - Beech Street	£ 56,159.50	£ 1,800.00	£ 3,400.00	£ 50,959.50	
C011 02 Car Park Between 24 And 28 Stone Street	£ 29,524.88	£ 1,800.00	£ 4,110.00	£ 23,614.88	
C011 Car Park Adjacent 23 Stone Street	£ 12,301.13	£ 1,800.00	£ 5,519.50	£ 4,981.63	
C012 Surface Car Park - Camden Road	£ 81,098.00	£ 1,800.00	£ 2,800.00	£ 76,498.00	
Surface Car Park - Little Mount Sion	£ 21,950.00	£ 1,800.00	£ 600.00	£ 19,550.00	
C015 01 & 03 WC and Surface Car Park - Brenchley	£ 82,911.95	£ 1,800.00	£ 17,583.35	£ 63,528.60	
C016 01 Surface Car Park, Balcombe Hill	£ 2,000.00	£ 2,000.00	£ -	£ -	
C019 Surface Car Park, Regal Car Park	£ 248,106.00	£ 2,300.00	£ 1,500.00	£ 244,306.00	
C020 Surface Car Park, Northgrove Road	£ 39,214.00	£ 2,000.00	£ -	£ 37,214.00	
C021 01, 02 & C022 Surface Car Park - Paddock Wood East & West and WC	£ 192,599.84	£ 5,000.00	£ 73,898.93	£ 113,700.91	excludes capital bid
C029 Coach Park - West Station	£ 89,784.00	£ 2,000.00	£ 2,500.00	£ 85,284.00	excludes capital bid
E001-01-10 Nos 9 -19 Colebrook Industrial Estate	£ 35,708.61	£ 17,250.00	£ 18,458.61	£ -	
E002 - E006, H002 & H003. 30 - 36 Crescent Road (ex34)	£ 1,005,395.26	£ 159,252.70	£ 770,272.72	£ 75,869.84	
E007 & E007 02 The Wesley Centre & Offices	£ 102,701.73	£ 8,154.27	£ 13,186.10	£ 81,361.36	
29-31 Monson Road	£ 174,388.32	£ 1,359.30	£ 91,108.66	£ 81,920.36	
E014 03 - 3A Rowan Tree Road	£ 113,384.45	£ 1,000.00	£ 87,384.45	£ 25,000.00	
E014 04 - 4A Rowan Tree Road	£ 88,378.24	£ 1,000.00	£ 72,378.24	£ 15,000.00	
E014 Rowan Tree Surgery	£ 208,310.44	£ 1,982.72	£ 120,172.72	£ 86,155.00	
E017 Community Centre, Showfields Rd	£ 220,432.42	£ 24,735.98	£ 180,148.01	£ 15,548.43	
E020 Chalybeate Spring	£ 20,665.29	£ 345.95	£ 18,319.34	£ 2,000.00	
E021 Council Depot, North Farm Lane	£ 2,223,234.13	£ 62,132.20	£ 1,800,440.93	£ 360,661.00	
E022 TN2 (former YMCA)	£ 1,138,370.94	£ 18,202.46	£ 895,168.48	£ 225,000.00	
H001 - 40 Church Road	£ 7,981.73	£ 1,824.67	£ 895.30	£ 5,261.76	
H014 02,03 - 2 & 2A Southfield Road	£ 165,874.73	£ 1,800.00	£ 86,694.45	£ 77,380.28	
H017 & H017 02 Cinder Hill Wood Gypsy Caravan Site	£ 277,637.90	£ 13,425.87	£ 42,085.09	£ 222,126.94	excludes capital bid
H045 Dowding House	£ 967,048.66	£ 48,000.00	£ 563,730.75	£ 355,317.91	
L001 01,02,03 Kent & Sussex Crematorium	£ 730,587.29	£ 20,438.57	£ 543,111.22	£ 167,037.50	
L001 and L002 Tunbridge Wells Borough Council Cemetery And Crematorium	£ 1,039,279.71	£ 115,530.00	£ 471,099.70	£ 452,650.01	excludes capital bid
L004 01,03,04,06 WC, Cafe & Stores Calverley Grounds	£ 118,834.67	£ 19,584.73	£ 50,146.76	£ 49,103.18	
L007 01,02,04 The Nevil Cricket Ground and Buildings	£ 2,352,556.80	£ 46,154.23	£ 1,953,004.34	£ 353,398.23	
L008-01 Changing Rooms - Bayham Road Recreation Ground	£ 130,845.58	£ 5,454.77	£ 83,001.32	£ 42,389.49	
L011, 01 - 06 Hawkenbury Recreation Ground and Buildings	£ 1,637,105.05	£ 17,701.48	£ 368,951.96	£ 1,250,451.61	
L012 01 Changing Room, Hilbert Recreation Ground	£ 53,040.92	£ 722.74	£ 48,704.47	£ 3,613.71	
L016 01,02 Gardeners Cottage & Old Laundry	£ 73,161.35	£ 12,193.56	£ 60,967.79	£ -	
L026 The Museum, Cranbrook	£ 286,211.10	£ 20,828.43	£ 124,387.21	£ 140,995.46	
LE005 Dunorlan Park, Boat Store, Kiosk, Cafe, WC, Groundkeeper, Car Park	£ 149,232.59	£ 8,750.00	£ 66,259.71	£ 74,222.88	
T001 WC, Crane Lane	£ 32,093.89	£ 4,515.65	£ 22,578.24	£ 5,000.00	
T007 WC - The Green	£ 31,201.91	£ 2,134.00	£ 24,067.91	£ 5,000.00	
T010 WC, The Street, Sissinghurst	£ 19,732.36	£ 2,100.00	£ 7,107.40	£ 10,524.96	
Z028 Tourist Information Centre	£ 21,948.41	£ 2,764.80	£ 5,359.61	£ 13,824.00	
C013 Surface Car Park - Warwick Road	£ 24,542.00	£ 24,542.00	£ 300.00	£ -	
E016 01 Camden Centre	£ 1,485,102.69	£ 167,152.93	£ 1,307,292.49	£ 10,657.27	
E018 The Garden Hall Club	£ 523,851.36	£ 34,646.99	£ 405,497.94	£ 83,706.43	
H013 01-05 - 58 A,B,C,D London Road	£ 99,733.42	£ 1,800.00	£ 62,933.42	£ 35,000.00	
L006 01, 02 & 05 Pavilion Grosvenor Recreation Ground inc buildings	£ 44,029.43	£ 1,388.28	£ 35,699.73	£ 6,941.42	
L009 01 & 02 WC, & Pavilion Cadogen Recreation Ground	£ 85,311.52	£ 980.00	£ 62,031.52	£ 22,300.00	
T012 WC, Wellington Rocks	£ 77,591.55	£ 1,340.22	£ 30,715.74	£ 45,535.59	
Town Hall Yard Car Park	£ 3,108,475.09	£ 401,104.48	£ 2,701,848.21	£ 5,522.40	excludes capital bid
L030 Putlands Sports & Leisure Centre	£ 3,485,207.90	£ 120,138.85	£ 884,063.44	£ 2,481,005.61	
A001 02 Surface Car Park, 9 & 10 Calverley Terrace	£ 6,441.95	£ 800.00	£ 3,141.95	£ 2,500.00	
A001 9 & 10 Calverley Terrace	£ 1,076,491.85	£ 281,494.12	£ 394,187.73	£ 400,810.00	excludes capital bid
C004 Great Hall Car Park	£ 1,714,662.42	£ 227,410.45	£ 544,667.26	£ 942,584.71	excludes capital bid
C028 Car Park Mount Pleasant Avenue	£ 35,158.60	£ 1,951.40	£ 12,226.80	£ 20,980.40	
H006 19 Rankine Road	£ 150,097.55	£ 1,000.00	£ 19,686.79	£ 129,410.76	
H010 57, The Pantiles, 10 Sussex Mews (ex 57A)	£ 329,119.70	£ 2,486.08	£ 71,273.78	£ 255,359.84	
H011 59A The Pantiles, 11 Sussex Mews (ex 59)	£ 212,774.40	£ 3,977.03	£ 27,078.18	£ 181,719.19	
H012 61, 61A, 61B The Pantiles, 12 Sussex Mews	£ 364,462.35	£ 3,262.44	£ 38,245.25	£ 322,954.66	
L002 06,07,08,09 Cemetery Depot - Garages, Stores, Storage Building & Workshops	£ 772,766.80	£ 146,576.33	£ 106,660.39	£ 519,530.08	
L013 01 Rusthall Pavilion	£ 262,436.57	£ 980.00	£ 19,024.35	£ 242,432.22	
L014 St Johns Recreation Ground inc Pavillion & WC	£ 334,970.57	£ 4,048.12	£ 159,668.07	£ 171,254.38	
L028 Tunbridge Wells Sports Centre	£ 9,096,337.44	£ 151,537.96	£ 7,230,458.14	£ 1,714,341.34	
L031 Weald Sports Centre	£ 3,966,021.69	£ 72,000.00	£ 2,541,715.01	£ 1,352,306.68	
Torrington Car Park	£ 7,355,297.93	£ 75,184.96	£ 3,252,793.56	£ 4,027,319.41	
A003 Tunbridge Wells Borough Council, Town Hall inc Assembly Halls	£ 2,530,587.12	£ 187,922.67	£ 1,975,224.26	£ 367,440.19	excludes capital bid

Notes:

Amelia Centre maintenance excluded
Housing properties list increase excluded
Figures from 2019-20 condition surveys
Future of several buildings undecided
No Carbon reduction works included
Approved Capital Programme works excluded
Deferred Capital Programme works excluded
Unapproved Capital Programme applications for 2021-22 excluded

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Tunbridge Wells Borough Council

Asset Register - Investment

Report Generated: 25-11-2020

Asset Grouping								
Investment Commercial	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	1 Apartment 23 Grove Hill House 21 - 27 Grove Hill Road Tunbridge Wells Kent TN1 1SA	19/00470/ASSET		LLH	Residential apartment within former office block converted to residential. Leased to TWPH Limited. Sub-let on an AST.	010000067157	558548	139166
	2 19 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/545	E001	F	Industrial unit	100062554398	560361	142091
	3 11 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/537	E001	F	Industrial unit	010008663649	560383	142127
	4 9 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/535	E001 01	F	Industrial unit	100062554340	560372	142122
	5 10 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/536	E001 02	F	Industrial unit	010008663649	560383	142127
	6 12 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/538	E001 03	F	Industrial Unit	100062554341	560391	142107
	7 13 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/539	E001 04	F	Industrial unit.	100062554342	560388	142104
	8 14 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/540	E001 05	F	Industrial unit	100062554343	560384	142101
	9 15 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/541	E001 06	F	Industrial unit	010000065603	560379	142100

Investment Commercial	10	17 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/543	E001 07	F	Industrial unit	0100000 65604	560373	142098
	11	16 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/542	E001 07	F	Industrial unit	0100000 69146	560375	142100
	12	18 Colebrook Industrial Estate Tunbridge Wells Kent TN2 3DG	EM/544	E001 08	F	Industrial unit	1000625 54408	560367	142092
	13	30 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/277	E002	F	Retail. End of terrace. Victorian building. Vacant.	1000625 42698	558723	139461
	14	31 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/278	E003	F	Retail. Mid terrace victorian shop. Vacant.	1000625 42699	558726	139464
	15	33 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/280	E004	F	Retail. End of terrace. Victorian building. Vacant.	1000625 42700	558734	139470
	16	35 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/282	E005	F	Retail. Mid terrace. Victorian building.	1000612 00263	558741	139477
	17	36 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/283	E006	F	Retail. End of terrace. Victorian building. Vacant.	1000612 00264	558744	139479
	18	The Wesley Centre Commercial Road Paddock Wood Tonbridge Kent TN12 6DS	EM/731	E007	F	Community. Single storey Community hall and offices.	0100086 64390	566957	144946
	19	29-31 Monson Road Tunbridge Wells Kent TN1 1LS	EM/234	E011/E01 2	F	Offices. End of terrace.	0100086 69927	558592	139526
	20	Rowan Tree Surgery Rowan Tree Road Tunbridge Wells Kent TN2 5PX	EM/339	E014 01	F	Doctors surgery. Single storey. End of terrace building.	0100000 70905	557459	138229
	21	3A Rowan Tree Road Tunbridge Wells Kent TN2 5PX	EM/336	E014 03	F	Residential. Mid terrace. 1st and 2nd floor maisonette. Leased to housing association. Let on AST.	1000612 11622	557478	138225
22	4A Rowan Tree Road Tunbridge Wells Kent TN2 5PX	EM/338	E014 04	F	Residential. End of terrace. 1st and 2nd floor maisonette. Leased to housing association. Let on AST.	1000612 11623	557471	138227	

**Investment
Commercial**

23	Shopping Centre Car Park Market Square Ely Court And Common Areas Royal Victoria Place Tunbridge Wells Kent TN1 2SS	EM/224	E015	F	Major retail shopping centre including acquisition of some adjoining freehold interests incorporated into head lease for additional rental payment. Sold on long lease. Various sub-leases.	0100000 68616	558625	139781
24	The Garden Hall Club Wood Street Tunbridge Wells Kent TN1 2QS	EM/229	E018	F	Community. Single storey structure.	1000625 43376	558896	139856
25	The Forum The Common Tunbridge Wells Kent TN4 8YU	EM/306	E024	F	Recreation. 1930's detached building.	0100086 60484	558126	138850
26	65 St Johns Road Tunbridge Wells Kent TN4 9TT	17/00433/ASSET	E027	F	Retail unit. Single storey.	0100241 39326	558186	140440
27	67 St Johns Road Tunbridge Wells Kent TN4 9TT	17/00434/ASSET	E028	F	Retail unit. Single storey.	0100241 39327	558187	140439
28	ASK 33 Monson Road Tunbridge Wells Kent TN1 1LS	17/00442/ASSET	E030	F	Restaurant. Single storey unit with conservatory frontage. Held on balance sheet as Investment Property.	1000625 42205	558587	139550
29	69 St Johns Road Tunbridge Wells Kent TN4 9TT	17/00435/ASSET	E030	F	Retail unit. Single storey.	0100241 39328	558186	140444
30	Apartment 10 Grove Hill House 21 - 27 Grove Hill Road Tunbridge Wells Kent TN1 1SA	18/00461/ASSET	H0018 01	LLH	Residential apartment within former office block converted to residential. Leased to TWPH Limited. Sub-let on an AST.	0100000 67144	558548	139166
31	Apartment 18 Grove Hill House 21 - 27 Grove Hill Road Tunbridge Wells Kent TN1 1SA	18/00462/ASSET	H0018 02	LLH	Residential apartment within former office block converted to residential. Leased to TWPH Limited. Sub-let on an AST.	0100000 67152	558548	139166
32	Apartment 13 Grove Hill House 21 - 27 Grove Hill Road Tunbridge Wells Kent TN1 1SA	18/00463/ASSET	H0018 03	LLH	Residential apartment within former office block converted to residential. Leased to TWPH Limited. Sub-let on an AST.	0100000 67147	558544	139127
33	32 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/279	H002	F	Residential. Mid Terrace Victorian Building. Leased to TWPH Limited. Sub-let on an AST.	0100086 61029	558730	139467

Investment Commercial	34	25 Monson Road Tunbridge Wells Kent TN1 1LS	EM/232	H004	F	Residential. Mid terrace house. Leased to TWPH Limited. Sub-let on an AST.	1000612 08358	558601	139533
	35	North Farm House Dowding Way Tunbridge Wells Kent TN2 3UY	EM/552	H005	F	Residential. Detached house formerly known as Nightstop.	1000625 54309	559653	141740
	36	Packs In The Wood Hilbert Road Tunbridge Wells Kent TN2 3SE	EM/105	H008	F	Residential. Detached house with garden.	0100086 63213		
	37	59, 59B & 59C St Johns Road Tunbridge Wells Kent TN4 9TT	12/00301/ASSET	H009	F	Retail and residential. Shop and flats.	0100086 61742	558191	140412
	38	59 St Johns Road Tunbridge Wells Kent TN4 9TT	EM/140	H009 01	F	Retail. End of terrace. Lock up shop. Return frontage. Shop sold on long lease. TWBC retain freehold.	0100086 61675	558190	140418
	39	59B St Johns Road Tunbridge Wells Kent TN4 9TT	EM/141	H009 02	F	Residential. First floor Flat. Flat sold on long lease. TWBC retain freehold.	0100086 61604	558191	140412
	40	59C St Johns Road Tunbridge Wells Kent TN4 9TT	EM/142	H009 03	F	Residential. Second floor flat. Flat sold on long lease. TWBC retain freehold.	0100000 65874	558191	140412
	41	57A The Pantiles Tunbridge Wells Kent TN2 5TE	EM/311	H010 02	F	Residential. Ground floor flat. Leased to TWPH Limited. Sub-let on an AST.	0100000 66978	558076	138675
	42	10 Sussex Mews Tunbridge Wells Kent TN2 5QJ	EM/312	H010 03	F	Residential. Lower ground floor flat. Property sold on long lease. TWBC retain freehold.	1000612 15150	558082	138670
	43	Land And Buildings Including 57-61 The Pantil Tunbridge Wells Kent TN2 5TE	12/00302/ASSET	H010 H011 H012	F	Residential. Properties in the Pantiles including Corn Exchange.	1000625 55056	558076	138675
44	59 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/313	H011 01	F	Residential. Occupies first and second floor maisonette. Leased to TWPH Limited. Sub-let on an AST.	1000612 15743	558072	138668	
45	59A The Pantiles Tunbridge Wells Kent TN2 5TE	EM/314	H011 02	F	Residential. Ground floor flat. Flat sold on long lease.	0100086 71534	558072	138668	

Investment Commercial	46	11 Sussex Mews Tunbridge Wells Kent TN2 5QJ	EM/547	H011 03	F	Residential. Lower ground floor flat. Property sold on long lease. TWBC retain the freehold.	1000612 15151	558069	138663
	47	61 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/315	H012	F	Retail. Ground floor rooms Let to Art Society.	1000625 55097	558064	138664
	48	61A The Pantiles Tunbridge Wells Kent TN2 5TE	EM/316	H012 01	F	Residential. First floor flat. Flat sold on long lease. TWBC retain the freehold.	0100000 66979	558064	138664
	49	12 Sussex Mews Tunbridge Wells Kent TN2 5QJ	EM/548	H012 03	F	Residential. Lower ground floor flat. Property sold on long lease. TWBC retain the freehold.	1000612 15152	558065	138660
	50	8 Dudley Road Tunbridge Wells Kent TN1 1LF	EM/219	H016	F	Residential. End of terrace house divided into 4 flats. Leased to TWPH Limited. Each flat sub-let on an AST.	0100086 61285	558419	139613
	51	2 John Street Tunbridge Wells Kent TN4 9RU	17/00436/ASSET	H044	F	Residential. Common parts. Leased to TWPH Limited.	0100241 39383	558183	140438
	52	Apartment 1 2 John Street Tunbridge Wells Kent TN4 9RU	17/00437/ASSET	H044 01	F	Residential apartment. Leased to TWPH Limited. Sub-let on an AST.	0100241 39384	558186	140444
	53	Apartment 2 2 John Street Tunbridge Wells Kent TN4 9RU	17/00438/ASSET	H044 02	F	Residential apartment. Leased to TWPH Limited. Sub-let on an AST.	0100241 39385	558191	140435
	54	Apartment 3 2 John Street Tunbridge Wells Kent TN4 9RU	17/00439/ASSET	H044 03	F	Residential apartment. Leased to TWPH Limited. Sub-let on an AST.	0100241 39386	558186	140443
	55	Apartment 4 2 John Street Tunbridge Wells Kent TN4 9RU	17/00440/ASSET	H044 04	F	Residential apartment. Leased to TWPH Limited. Sub-let on an AST.	0100241 39387	558188	140434
	56	Apartment 5 2 John Street Tunbridge Wells Kent TN4 9RU	17/00441/ASSET	H044 05	F	Residential apartment. Leased to TWPH Limited. Sub-let on an AST.	0100241 39388	558185	140438
	57	Crematorium Lodge Benhall Mill Road Tunbridge Wells Kent TN2 5JH	EM/369	L001	F	Residential. Semi detached house. Leased to TWPH Limited. Sub-let on an AST.	1000611 96363		
	58	Cemetery Lodge Benhall Mill Road Tunbridge Wells Kent TN2 5JH	EM/370	L002 02	F	Residential. Detached gothic style building. Leased to TWPH Limited. Sub-let on an AST.	1000611 96362	559279	137801

Investment Commercial	59	Calverley Park Cafe Mount Pleasant Avenue Tunbridge Wells Kent TN1 2SH	EM/288	L004 01	F	Cafe. Single storey detached building.	0100086 69931	558655	139294
	60	Bowling Pavilion & Green Calverley Grounds Mount Pleasant Avenue Tunbridge Wells Kent TN1 1QY	EM/290	L004 02	F	Single storey detached building.	0100086 69932	558778	139197
	61	I Smile Dental Practice The Lodge Mount Pleasant Avenue Tunbridge Wells Kent TN1 1QY	18/00464/ASSET	L004 09	F	Dentist surgery. Single storey brick building with tiled pitched roof.	1000625 41987	558544	139268
	62	Dunorlan Park Cafe Pembury Road Tunbridge Wells Kent TN2 3QN	EM/245	L005 01	F	Cafe. 1/2 Storey structure. Part on stilts.	1000625 54212	559891	139593
	63	Boat Kiosk Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QN	04/00016/EM	L005 02	F	Recreation. A purpose built single storey kiosk and pontoon having a steel frame and timber cladding under a flat pitched profile steel covered roof.	0100000 65901	560020	139544
	64	Boat Store Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QN	04/00015/EM	L005 03	F	Recreation. A purpose built single storey boat store of stone construction under a flat pitched profile steel covered roof.	0100000 67979	560106	139393
	65	Refreshment Kiosk Grosvenor Recreation Ground Auckland Road Tunbridge Wells Kent TN1 2JB	07/00002/EM	L006 05	F	Cafe. Refreshment kiosk.	0100000 67189	559147	140706
	66	Culverden Stadium Culverden Down Tunbridge Wells Kent TN4 9SG	EM/93	L022	F	Recreation. Football ground with stands and buildings.	0100000 65904	557542	140747
67	Rifle Club Warwick Park Tunbridge Wells Kent TN2 5TA	04/00906/EM	L040	F	Recreation. Shooting range land. Lease to Tunbridge Wells □ St. Peters Shooting Club EM/906/LSE	0100086 71507	559051	138199	

Tunbridge Wells Borough Council

Asset Register - **Non Operational**

Report Generated: 25-11-2020

Asset Grouping								
Non-Operational Land	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	1 Land At Corner Of Liptraps Lane And Apple Tree Lane Tunbridge Wells Kent TN2	EM/70	B006	F	Land. Piece of land within fence.	0100000 64545	559740	141117
	2 Land To Rear Of Capel Scrap Yard Sychem Lane Five Oak Green Tonbridge Kent TN12 6TT	EM/485	B010	F	Land. Area of land accessed by dirt track. Declared Surplus.	0100000 66160	564116	144381
	3 Land On Corner Of Chestnut Lane And Birch Close Matfield Tonbridge Kent TN12 7JL	EM/483	B015	F	Land. Area of land on corner of Chestnut Lane and Birch Close.	1000625 45794	565972	142189
	4 Land Adjacent To 1 Brendon Close Tunbridge Wells Kent TN2 3NP	14/00376/ASSET	B019 05	F	Land. Area of land adjacent to car port of 1 Brendon Close.	0100000 64362	559758	140143
	5 Road Salomons Road Rusthall Tunbridge Wells Kent TN4 8PG	EM/210	B071	F	Land. Piece of waste land adjacent to number 11. Road is adopted highway.Waste land transferred to Rusthall Parish Council 13.08.2015.	0100000 64303	556357	139754
	6 Footpath Fremlin Close Rusthall Tunbridge Wells Kent TN4	EM/204	B075	F	Footpath to Bowen Road.	0100900 55090	555828	139936
	7 Land Adjacent To 15 Parsonage Road Rusthall Tunbridge Wells Kent TN4 8TA	14/00387/ASSET	B122	F	Land. Grass and path.	0100086 69385	555968	140061
	8 Pumping Station Cleeve Avenue Tunbridge Wells Kent TN2 4TY	14/00401/ASSET	B127	F	Land. Pumping station.	0100241 37196	560007	138797

Non-Operational Land

9	Land Adjacent To Tunbridge Wells Boys Grammar School St Johns Road Tunbridge Wells Kent TN4 9XB	14/00403/ASSET	B129	F	Land adjacent to TW Boys Grammar School	0100086 62060	558237	141497
10	Land To Rear Of St Stephens Court Stanley Road Tunbridge Wells Kent	15/00415/ASSET	B132	F	Small parcel of land to the rear of St Stephens Court and St Barnaby's Church	0100086 61401	558844	140201
11	Land Along Langton Road Langton Green Tunbridge Wells Kent	15/00417/ASSET	B134	F	Two small pieces of land. One at Rusthall Common the second on the corner of Langton Road and Tea Garden Lane.	0100086 68385	554747	139163
12	Kevin Lynes Site North Farm Lane Tunbridge Wells Kent TN2 3EE	14/00366/ASSET	B136	F	Land. Former travellers site.	0100086 63648	560264	142609
13	Road At Wickham Gardens Rusthall Tunbridge Wells Kent	EM/672	C025	F	Road. Maintainable at public expense.	0100086 68840	556545	140042
14	Footpath Between 31and 48 Oakfield Road Matfield Tonbridge Kent TN12 7LB	EM/498	F006	F	Footpath. Track used as vehicle access to houses plus an area of land that is landlocked by the adjoining owners and farmer. Road is adopted highway maintainable by Kent Highway Services.	1000611 93650	565998	141535
15	Grass And Paved Areas At Showfields Showfields Road Tunbridge Wells Kent TN2 5PR	EM/340	F013	F	Land. Large amenity area, grass/concrete slabs.	0100241 35465	557440	138210
16	Footpath Between 21 And 23 Bowen Road Tunbridge Wells Kent TN4 8SU	14/00358/ASSET	F036	F	Footpath. Footpath between 21 and 23 Bowen Road and Fremlin Close	0100086 70132	555837	140064
17	Footpath Buckingham Road Tunbridge Wells Kent TN1 1TQ	14/00393/ASSET	F038	F	Footpath. Part of the footpath adjacent to The Grove.	0100000 64397	558601	138907
18	Footpath Adjacent To Orchard Lodge Dorothy Avenue Cranbrook Kent TN17	14/00396/ASSET	F039	F	Footpath. Footath adjacent to and to the rear of Orchard Lodge leading to Kirby Close.	0100000 64014	578057	135754
19	Land At North Farm Road Tunbridge Wells Kent TN2	14/00398/ASSET	F040	F	Road. Part of road and paths.	0100086 68110	559449	141538

Non-Operational Land

20	Land Lying To The East Henwood Green Road Pembury Tunbridge Wells Kent TN2	14/00399/ASSET	F041	F	Land. Two pieces of land between Henwood Green Road and Beagles Wood Road.	0100086 68239	563120	140647
21	Land At Barnetts Way Southborough Tunbridge Wells Kent	15/00406/ASSET	F042	F	Part of grass verge and road	0100086 68821	559213	141939
22	Footpath To Rear Of 25 Kirkdale Road Tunbridge Wells Kent TN1 2SB	14/00420/ASSET	F044	F	Footpath to rear of 25 Kirkdale Road	1000612 06515	558780	139919
23	Cinder Hill Wood Five Wents Matfield Tonbridge Kent TN12 7EF	EM/481	H017	F	Woodland. Large area of woodland.	0100000 71767	565361	142511
24	Parking Area Fronting 1-6 Cinder Hill Wood Five Wents Matfield Tonbridge Kent TN12 7ED	EM/484	H017 03	F	Land. Rough parking area with trees/grass.	0100000 65153	565431	142450
25	Cinder Hill Lane Five Wents Matfield Tonbridge Kent TN17	08/00345/ASSET	H017 05	F	Road. Lane leading to Caravan Site and Woodland.	0100000 65153	565431	142450
26	27 Wood Street Tunbridge Wells Kent TN1 2QS	14/00364/ASSET	H033	F	Land	1000612 17568	558928	139874
27	Land Adjacent To Clifton Cottages Clifton Road Tunbridge Wells Kent TN2 3AS	14/00357/ASSET	L010 03	F	Land. Land adjacent to Clifton Cottages and North Farm Lane. Part of Colebrook Recreation Ground but under separate Title.	0100086 63277	559540	141582
28	Land At 44 Hunters Way Tunbridge Wells Kent TN2 5QF	EM/350	L035 01	F	Car park. Concrete/tarmac car park.	1000612 06131		
29	Grass Area Rear Of 42 -60 Hawkenbury Road Tunbridge Wells Kent TN2 5BW	EM/360	L038	F	Land. Tarmac parking, grass area with swings.	1000612 04757	559757	138388
30	Recreation Ground Forest Road Tunbridge Wells Kent TN2 5DP	EM/357	L042	F	Recreation. Public recreation ground.	0100000 64334	558349	137600
31	Julian Hewitt Recreation Ground Cavendish Drive Tunbridge Wells Kent TN2	EM/321	L043	F	Residential. Grass recreation area with play equipment.	0100000 68615	558995	138566
32	Play Area To Rear Of 37 Huntleys Park Culverden Down Tunbridge Wells Kent TN4 9TD	EM/755	L047	F	Recreation. Recreation area.	1000612 00556	557665	140497

Non-Operational Land

33	Land On West Side Of Hilbert Road Tunbridge Wells Kent TN1	12/00336/ASSET	M010 01	F	Land. Land between allotments and Hilbert Road registered as a separate title to K925824.	0100086 68393	559426	140333
34	Land To Rear Of Grange Road Rusthall Tunbridge Wells Kent TN4	EM/129	M015	F	Land. Large overgrown area of uncultivated woodland to the rear of Grange Road.	0100000 64304	556759	139937
35	Land At 5-10 Southfields Speldhurst Tunbridge Wells Kent TN3 OPD	10/00033/EM	R019	F	Road. Part of road and footpaths from 5-10 Southfields. Road is adopted highway.	0100086 59463	555066	141442
36	Vale Avenue Tunbridge Wells Kent	EM/269	R038	F	Road. Tarmac road. Adopted highway. Maintained by KCC.	0100000 63929	558299	139196
37	Road And Footpath Kirby Close Cranbrook Kent TN17 3DE	14/00397/ASSET	R047	F	Footpath. Road and part of the footpath/parking area of Kirby Close.	0100000 63945	577859	135598
38	Barnetts Close Southborough Tunbridge Wells Kent	15/00423/ASSET	R051	F	Road and parking areas	0100086 68061	559254	142047
39	Land Adjacent To Public Conveniences Crane Lane Cranbrook Kent TN17 3DG	14/00362/ASSET	T001 01	F	Land. Strip of land adjacent to the public conveniences in Cranbrook.	0100086 67858	577601	135977
40	Land At Snipe Wood Romford Road Pembury Tunbridge Wells Kent TN2 4BA	EM/462	W001 01	F	Woodland. Area of woodland.	0100000 72227	564091	141628
41	Part Of Snipe Wood Romford Road Pembury Tunbridge Wells Kent TN2 4BA	EM/460	W001 02	F	Woodland. Isolated area of woodland.	0100000 72227	564091	141628
42	Land At Snipe Wood Romford Road Pembury Tunbridge Wells Kent TN2 4BA	EM/461	W001 03	F	Woodland. Isolated area of woodland.	0100000 72227	564091	141628
43	Land - Part Of High Wood High Woods Lane Tunbridge Wells Kent TN3 9AA	EM/445	W003	F	Woodland. Area of woodland.	0100000 66401	560579	138595
44	Barnetts Wood Blackthorn Avenue Southborough Tunbridge Wells Kent TN4 9YG	EM/66	W004	F	Woodland. Area of woodland. Part licenced for Grazing.	0100086 69808	559615	142180

Non-Operational Land	45	Land To Rear Of Juniper Close Southborough Tunbridge Wells Kent TN4 9XS	14/00381/ASSET	W004 01	F	Land. Area of land between Juniper Close and Barnetts Wood. Separate Title to the woodland. Buffer zone between the houses and nature reserve.	0100086 68053	559648	142209
	46	Land Between Bracken Road And Gorse Road Pembury Road Tunbridge Wells Kent TN2	EM/201	W005 01	F	Land. Band of wooded area on fringe of estate.	0100086 68951	559423	139564
	47	Land To Rear Of 8 Squirrel Way Pembury Road Tunbridge Wells Kent TN2	EM/202	W005 02	F	Land. Large wooded area on fringe of estate between rear of 8 Squirrel Way and 41 Bracken Road.	0100086 68951	559423	139564
	48	Land Adjacent To Sycamore House Pembury Road Tunbridge Wells Kent TN2 3QB	EM/257	W005 04	F	Land. Wooded area on fringe of estate.	0100000 66016	560024	139935
	49	Marshleyharbour Wood Tonbridge Road Pembury Tunbridge Wells Kent TN2 4QL	EM/446	W007	F	Woodland. Area of woodland.	0100086 70026		

Non-Operational De Minimus Land	329									
	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY		
	50	Grass Area On Corner Of Queens Road And All Saints Road Hawkhurst Cranbrook Kent TN18	EM/388	B002 01	F	Land. Grass amenity area. Triangle of land with flower beds. Road is adopted highway.	0100000 63979	576273	130387	
	51	Roads And Footpaths Around All Saints Road Hawkhurst Cranbrook Kent TN18	10/00081/EM	B002 02	F	Road. Roads and footpaths. Road forms part of adopted highway.	0100000 63979	576273	130387	
	52	Grass Adjacent To Oakland All Saints Road Hawkhurst Cranbrook Kent TN18 4HT	EM/387	B002 03	F	Land. Grass verge running from Oakland to the corner of All Saints Road and Queens Road.	1000611 87214	576345	130437	
	53	Grass Areas At Newton Gardens Paddock Wood Tonbridge Kent TN12 6AJ	EM/512	B004 01	F	Land. 2 grass areas, trees, telephone Pole.	0100086 68565	566629	145095	
54	Footpath At 20 Newton Gardens Paddock Wood Tonbridge Kent TN12 6AJ	EM/511	B004 02	F	Footpath. Footpath and road. Footpath between 24 and 26 Newton Gardens was transferred to TCHG. Road is adopted highway.	1000611 93457	566703	145070		

Non-Operational De Minimus Land

55	Footpath At Newton Gardens Paddock Wood Tonbridge Kent TN12	EM/509	B004 03	F	Footpath. Tarmac footpath.	0100086 68565	566629	145095
56	Land Between 16 And 17 St Georges Park Tunbridge Wells Kent TN2 5NT	EM/366	B007	F	Land. Garden area of Land. Now forms part of the adopted highway system, maintainable at public expense by Kent Highway Services.	0100086 59813	557931	137572
57	Access Road Between 24 And 25 Sychem Place Five Oak Green Tonbridge Kent TN12 6TR	12/00335/ASSET	B010 01	F	Road. Land to rear of sub station between 24 and 25 Sychem Place. Declared Surplus.	1000625 45386	564285	144969
58	Land Adjacent To The Boundary Of 39 Maidstone Road Pembury Tunbridge Wells Kent TN2 4DB	10/00007/EM	B011	F	Land. Area of land adjacent to boundary of 39 Maidstone Road.	1000612 07714	563040	141937
59	Parking And Turning Area Belfield Road Pembury Tunbridge Wells Kent TN2	10/00009/EM	B012	F	Road. Parking/turning area at the end of the road.	0100086 68230	562866	140742
60	Land Rear Of Car Park Adjacent To 76 Blackthorn Avenue Southborough Tunbridge Wells Kent TN4 9YG	12/00309/ASSET	B013	F	Land. Small area of shrubs to rear of car park adjacent to the footpath.	1000611 96866	559568	142079
61	Land Between 17 And 27 Blackthorn Avenue Southborough Tunbridge Wells Kent TN4 9YA	EM/698	B013 01	F	Land. Proposed sale area declared surplus. Part sold by auction.	0100086 68058	559397	142068
62	Grass Area Adjacent 32 Blackthorn Avenue Southborough Tunbridge Wells Kent TN4 9YG	EM/697	B013 02	F	Land. Grass Area with footpath. Proposed sale area declared surplus.	0100086 68058	559397	142068
63	Car Park Area Between 45-47 Blackthorn Avenue Southborough Tunbridge Wells Kent TN4 9YD	EM/700	B013 04	F	Car Park. Small residential car park.	1000611 96838	559477	142078
64	Land Adjacent 37-43 Bright Ridge Southborough Tunbridge Wells Kent TN4 0JN	EM/45	B018 01	F	Land. Area paved with concrete slabs. Declared Surplus.	1000611 97345	557285	141739
65	Footpath To Rear Of 37-61 Bright Ridge Southborough Tunbridge Wells Kent TN4 0JN	EM/44	B018 02	F	Footpath. Tarmac footpath serving rear exits.	0100000 64105	557341	141767
66	Footpath To Rear Of 67-81 Bright Ridge Southborough Tunbridge Wells Kent TN4 0JN	EM/52	B018 03	F	Footpath. Tarmac footpath serving rear exits.	1000611 97383	557292	141895

Non-Operational De Minimus Land

67	Land Adjacent To 6 Keel Gardens Southborough Tunbridge Wells Kent TN4 0JQ	EM/42	B018 06	F	Land. Grass recreation area adjacent to 6 Keel Gardens and parking/garage area.	0100000 64106	557368	141917
68	Grass Area Adjacent To 8 Grampian Close Tunbridge Wells Kent TN2 3NR	EM/177	B019	F	Land. Bank with bushes/trees.	1000612 03414	559829	140152
69	Grass Area To Rear Of 54 Pennine Walk Tunbridge Wells Kent TN2 3NW	EM/178	B019 01	F	Land. Part of grass verge/footpath.	1000612 09920	559837	140111
70	Grass Area At End Of Grampian Close Tunbridge Wells Kent TN2 3NR	EM/180	B019 02	F	Land. Grass verge.	0100000 64363	559840	140131
71	Grass Area To Rear Of 50 Pennine Walk Tunbridge Wells Kent TN2 3NW	EM/179	B019 03	F	Land. Part of grass verge/footpath.	1000612 09918	559835	140101
72	Grass Area Adjacent To 12 Grampian Close Tunbridge Wells Kent TN2 3NR	EM/176	B019 04	F	Land. Grass verge on corner of Grampian Close and Sandhurst Road. Adopted highway maintainable by Kent Highway Services.	1000612 03418	559877	140182
73	Land At Bramley Drive Cranbrook Kent TN17 3BE	10/00059/EM	B020	F	Footpath. Part of footpath and road. Road is adopted highway.	0100000 63937	577675	135714
74	Land Adjacent 7 Mendip Walk Tunbridge Wells Kent TN2 3NL	EM/187	B022 01	F	Land. Bed with bushes/trees.	1000612 08092	559647	140042
75	Grass Area Fronting 1-13 Mendip Walk Tunbridge Wells Kent TN2 3NL	EM/186	B022 02	F	Land. Grass area with trees/bushes.	0100000 64359	559578	140038
76	Grass Area Opposite The Lodge Calverley Park Gardens Tunbridge Wells Kent TN1 2JN	EM/237	B023	F	Land. Flower bed with bushes and trees.	0100086 59129	559062	139519
77	Doorstep Green Open Space Oak Road Tunbridge Wells Kent TN12 6TA	EM/71	B028 02	F	Land. Grass amenity area.	0100000 65309	559566	141424
78	Site Of Cherryfields Benenden Cranbrook Kent TN17 4DH	10/00055/EM	B029	F	Road. Road and footpaths.	0100086 68871	580675	132943

Non-Operational De Minimus Land

79	Roadway Fronting Court Royal Eridge Road Tunbridge Wells Kent TN4 8HT	12/00333/ASSET	B031	F	Road. Strip of pavement fronting Court Royal. Adopted highway maintainable by Kent Highway Services.	1000612 01933	557166	137741
80	Grass Areas Opposite Summervale Cottage Eridge Road Tunbridge Wells Kent TN4 8HN	EM/331	B031	F	Land. Grass amenity area with path.	0100086 59862	557366	138298
81	Grass Area Adjacent To Sub Station Eridge Road Tunbridge Wells Kent TN4 8HJ	EM/349	B031	F	Land. Footpath and grass area.	1000612 01907	557719	138511
82	Grass Area Eridge Road Tunbridge Wells Kent TN4 8LX	EM/330	B031 01	F	Land. Large area of grass with trees.	0100000 68550	557297	137956
83	Grass Area Rear Of 2-24 Summervale Road Tunbridge Wells Kent TN4 8JB	EM/329	B031 02	F	Land. Grass amenity area with trees.	1000612 14975	557330	138162
84	Grass Area Fronting 120-128 Speldhurst Road Southborough Tunbridge Wells Kent TN4 0JE	EM/50	B032 01	F	Land. Large grass amenity area with trees.	1000612 13640	557454	141683
85	Grass Area Fronting 102-108 Speldhurst Road Southborough Tunbridge Wells Kent TN4 0JD	EM/54	B032 02	F	Land. Large grass amenity area with trees.	1000612 13631	557583	141729
86	Grass Area Fronting 128-142 Speldhurst Road Southborough Tunbridge Wells Kent TN4 0JE	EM/48	B032 03	F	Land. Grass amenity area with trees.	1000612 13644	557424	141684
87	Grass Area Fronting 128-142 Speldhurst Road Southborough Tunbridge Wells Kent TN4 0JE	EM/49	B032 04	F	Land. Large grass amenity area, trees/lay-by.	1000612 13644	557424	141684
88	Grass Area Fronting 118 Speldhurst Road Southborough Tunbridge Wells Kent TN4 0JD	EM/55	B032 06	F	Land. Grass amenity area.	1000612 13639	557519	141705
89	Grass Area Corner Speldhurst Road Fronting 102 Speldhurst Road Southborough Tunbridge Wells Kent TN4 0JD	EM/56	B032 07	F	Land. Grass amenity area.	1000612 13631	557583	141729
90	Milkhouse Cottages Sissinghurst Cranbrook Kent TN17 2JT	10/00038/EM	B034	F	Road. Road is adopted highway.	0100000 64307	579170	137649

Non-Operational De Minimus Land

91	Land At Pullington Cottages Benenden Cranbrook Kent TN17 4EG	EM/682	B035	F	Land. Grass area with road and parking. Part of the road has been adopted and is maintained by Kent Highway Services.	0100000 64912	581318	132699
92	Town Meadow Frythe Way Cranbrook Kent TN17 3AU	EM/684	B036	F	Land. Grass area.	0100086 66167	577834	135711
93	Grass Area Fronting 9-15 St Dunstons Walk Cranbrook Kent TN17	EM/677	B037	F	Land. Grass area. Adopted highway maintainable by Kent Highway Services.	0100000 63943	577616	135748
94	Road, Footpath And Parking Area Adjacent 6 Cleavers Sissinghurst Cranbrook Kent TN17 2JU	10/00053/EM	B039	F	Road, part of parking area and footpath adjacent to 6 Cleavers Close. Part adopted highway.	1000611 87738	579148	137707
95	Grass Area Between 1 And 15 Boundary Road Tunbridge Wells Kent TN2 5BH	EM/703	B040 01	F	Road. Grass area and road. Road is adopted highway.	0100086 62510	559554	138461
96	Footpath Between 14 And 16 Hawkenbury Road Tunbridge Wells Kent TN2 5BJ	10/00061/EM	B040 02	F	Footpath. Footpath between numbers 14 and 16.	1000612 04743	559613	138512
97	Footpath Between 105 And 107 Forest Road Tunbridge Wells Kent TN2 5BG	10/00062/EM	B040 03	F	Footpath. Footpath between 105 and 107 and front drive between 101 and 103 Forest Road.	1000612 02534	559557	138510
98	Land On Corner Of Calverley Road And 5 Decimus Place, Calverley Park Gardens Tunbridge Wells Kent TN1 2JX	EM/294	B042	F	Land. Grass area.	0100000 63179	558878	139500
99	Land Adjacent To 11 Hilbert Road Tunbridge Wells Kent TN2 3SA	EM/670	B043	F	Land. Woodland area currently maintained by the local Bee keepers.	0100000 69565	559406	140268
100	Land Adjacent 10 Aspen Way Southborough Tunbridge Wells Kent TN4 9YB	EM/695	B044	F	Land. Grass and parking area.	1000611 95644	559482	142116
101	Grass Area Adjacent To 14-18 Beagles Wood Road Pembury Tunbridge Wells Kent TN2 4HX	EM/688	B045	F	Land. Grass area.	1000611 96063	563157	141238
102	Land At 176 Sandhurst Road Tunbridge Wells Kent TN2 3TQ	EM/687	B046	F	Land. Grass area fronting 172, 174 and 176 Sandhurst Road.	1000612 12085	559528	141155

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103	Grass Area To Rear Of Recycling Point Regal Car Park High Street Cranbrook Kent TN17 3DN	EM/397	B047	F	Car Park. Grass area bounded by fence/stream. Responsibility transferred to Cranbrook Parish Council under lease.	0100000 68590	577530	135903
104	Grass Area Adjacent To 1 Chiltern Walk Tunbridge Wells Kent TN2 3NJ	EM/240	B048 01	F	Land. Grass area with trees/bushes.	1000611 99205	559606	139961
105	Grass Area Adjacent To 12 Chiltern Walk Tunbridge Wells Kent TN2 3NJ	EM/238	B048 02	F	Land. Large grass bank with trees.	1000611 99216	559600	139989
106	Land By Garages Adjacent To 15 Chiltern Walk Tunbridge Wells Kent TN2 3NJ	EM/188	B048 03	F	Land. Small area of land adjacent to garages.	1000611 99218	559567	139955
107	Grass Area Fronting 23-27 Cleveland Tunbridge Wells Kent TN2 3NG	EM/239	B052 01	F	Land. Grass bank with bushes/trees.	1000611 99542	559658	140007
108	Grass Area Fronting 43 Cleveland Tunbridge Wells Kent TN2 3NH	EM/183	B052 02	F	Land. Triangle of grass.	1000611 99562	559638	140149
109	Grass Area Adjacent To 2 Cleveland Tunbridge Wells Kent TN2 3NF	EM/242	B052 03	F	Land. Steep grass bank with bushes/trees.	1000611 99518	559662	139882
110	Land Between Garages And 40 Cleveland Tunbridge Wells Kent TN2 3NG	EM/195	B052 04	F	Land. Footpath, bed with bushes.	0100000 64357	559636	139936
111	Grass Area Adjacent To 11B Cleveland Tunbridge Wells Kent TN2 3NF	EM/241	B052 05	F	Land. Grass area with trees, footpath.	1000611 99528	559604	139922
112	Grass Area Adjacent To 42 Cleveland Tunbridge Wells Kent TN2 3NG	EM/192	B052 06	F	Land. Part of footpath/grass verge.	1000611 99561	559718	139984
113	Grass Area Adjacent 74 Cleveland Tunbridge Wells Kent TN2 3NH	EM/181	B052 07	F	Land. Grass bank with trees/bushes on corner of Cleveland and Ferndale.	1000611 99578	559698	140134
114	Grass Area Fronting 60 Cleveland Tunbridge Wells Kent TN2 3NH	EM/182	B052 08	F	Land. Grass bank with small trees/retaining wall.	1000611 99571	559663	140112
115	Grass Area Fronting 35 Cleveland Tunbridge Wells Kent TN2 3NH	EM/185	B052 09	F	Land. Grass verge/walled bed with tree.	1000611 99554	559611	140110

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116	Grass Area Adjacent To 40 Cleveland Tunbridge Wells Kent TN2 3NG	EM/194	B052 10	F	Land. Part of grass verge with lamp post.	1000611 99559	559728	139978
117	Grass Area Adjacent To 46 Cleveland Tunbridge Wells Kent TN2 3NG	EM/190	B052 11	F	Land. Part of grass verge.	1000611 99564	559700	139994
118	Grass Area Fronting 39 Cleveland Tunbridge Wells Kent TN2 3NH	EM/184	B052 12	F	Land. Grass verge with tree and lamp post.	1000611 99558	559618	140138
119	Grass Area Adjacent To 44 Cleveland Tunbridge Wells Kent TN2 3NG	EM/191	B052 13	F	Land. Part of grass verge.	1000611 99563	559708	139988
120	Land Fronting 18 Pennine Walk Tunbridge Wells Kent TN2 3NN	EM/196	B052 14	F	Land. Tarmac triangle fronting 18 Pennine Walk.	0100000 64360	559751	140095
121	Land At Lampington Row Langton Green Tunbridge Wells Kent TN3 0JG	10/00015/EM	B054	F	Land. Road and triangle of grass with footpath. The road is adopted highway and maintainable by Kent Highway Services at public expense.	0100086 70156	554264	139511
122	Grass Verge Fronting Greenend Lampington Row Langton Green Tunbridge Wells Kent TN3 0JG	10/00031/EM	B054 01	F	Land. Verge adjoining property 'Greenend'.	0100086 70156	554264	139511
123	Tunbridge Wells Borough Council Land To Rear Of 48 Clifton Road Tunbridge Wells Kent TN2 3AT	10/00025/EM	B055 01	F	Footpath. Path between 48-50 Clifton Road and land to rear of properties.	0100241 35199	559477	141358
124	Verge Fronting 4-8 Twysden Cottages Bodiam Road Sandhurst Cranbrook Kent TN18 5LF	10/00083/EM	B057 02	F	Footpath. Verge fronting 4-8.	0100086 66624	579221	127888
125	Land At Front Of 175 Hastings Road Pembury Tunbridge Wells Kent TN2 4JY	10/00005/EM	B058	F	Road. Area of land between the front garden and pavement.	1000612 04657	563446	140430
126	Verge Fronting 8 Brampton Bank Five Oak Green Road Tudeley Tonbridge Kent TN11 0PN	10/00024/EM	B059	F	Land. Verge fronting no. 8.	0100086 64000	563165	144876
127	Land Between Front Gardens Of 9 And 10 Spring Lane Bidborough Tunbridge Wells Kent TN3 0UE	10/00012/EM	B061	F	Land. Small plot of land between the front gardens of nos. 9 and 10 adjacent to roadway.	1000612 13663	556689	143113

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128	Land Adjacent To 65 South View Road Tunbridge Wells Kent TN4 9BU	EM/77	B068	F	Land. Open grass area between South View Road and Montgomery Road.	0100241 35762	558999	141403
129	Roads And Footpaths Around Bankfield Way Goudhurst Cranbrook Kent TN17 1EG	10/00073/EM	B069	F	Footpath. Roads and footpaths. Road and footpath adopted.	0100086 68076	572017	137435
130	Grass Verge Angley Road Cranbrook Kent TN17	10/00063/EM	B070	F	Land. Verge adjacent to service road off Angley Road. Adopted highway maintainable by Kent Highway Services.	0100086 68483	576924	136111
131	Angley Road Cranbrook Kent TN17	10/00064/EM	B070	F	Road. Part verge and road. Adopted highway maintainable by Kent Highway Services.	0100086 68483	576924	136111
132	Grass Area Fronting Grounds Of Angley School Angley Road Cranbrook Kent TN17 2PJ	EM/419	B070 01	F	Land. Part of grass bank.	0100000 72817	577594	136686
133	Grass Area Fronting St Annes To Brooklands Angley Road Cranbrook Kent TN17 2PG	EM/420	B070 02	F	Footpath. Tarmac/grass verge.	1000611 87264	576959	136126
134	Grass Area Ransom Strip To Rear Of 15 Broadcloth Cranbrook Kent TN17 3RG	EM/659	B072	F	Land. Ransom strip at end of road off Wilsons Land.	1000611 87533	577646	135431
135	Footpath Between 37-41Turner Avenue Cranbrook Kent TN17 3BX	EM/411	B079	F	Land. Small ransom strip adjoining open land off Wilsons land.	1000611 90480	577718	135431
136	Land Adjoining 8 The Limes The Street Frittenden Cranbrook Kent TN17 2DL TN17 2DL	10/00043/EM	B081	F	Land. Grass strip/verge.	0100086 67025	581444	140967
137	Frythe Way Cranbrook Kent TN17	10/00048/EM	B082	F	Road. Roads and footpaths. Part of the highway is adopted.	0100000 63933	577804	135680
138	Road And Parking Area Lurkins Rise Goudhurst Cranbrook Kent TN17	10/00075/EM	B083	F	Road. Road with parking area. Adopted highway maintainable at public expense by Kent Highway Services.	0100086 68075	571905	137473
139	Part Road, Footpath And Verge Lurkins Rise Goudhurst Cranbrook Kent TN17	10/00076/EM	B083	F	Road. Road, footpath and verge. Road is adopted highway.	0100086 68075	571905	137473

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140	Land Adjoining Lilac Cottage Hartley Road Cranbrook Kent TN17 3QP	10/00044/EM	B085	F	Land. Verge fronting Lilac Cottage.	1000611 88468	576211	135123
141	Strip Of Land Adjacent To 51 Dorking Road Tunbridge Wells Kent TN1 2LN	EM/174	B086	F	Land. Piece of waste ground.	1000612 01117	559295	140424
142	Land At Mount Pleasant Paddock Wood Tonbridge Kent TN12	EM/514	B090 02	F	Land. Part road, part garden, part footpath. Adopted highway maintainable by Kent Highway Services.	0100086 68564	566782	145047
143	Henwoods Crescent Pembury Tunbridge Wells Kent TN2	10/00001/EM	B091	F	Road. Part road with verge. Majority adopted highway.	0100086 68240	562940	140699
144	Road And Verge Adjoining 19 Campion Crescent Cranbrook Kent TN17 3QJ	10/00056/EM	B091	F	Road. Part of road and verge adjoining no. 19. Part of the road is adopted highway.	1000611 87598	576076	134915
145	Grass Areas At Bulls Place Pembury Tunbridge Wells Kent TN2 4HJ	EM/689	B092 01	F	Land. Various grass areas.	0100086 68229	562863	140924
146	Land At Grange Road Rusthall Tunbridge Wells Kent TN4	10/00027/EM	B099	F	Road. Road, footpaths, circular verge and parking. The road and footpaths form part of the adopted highway. The circular verge is owned by TWBC.	0100000 64304	556759	139937
147	Land Adjacent To 39 Albert Street Tunbridge Wells Kent TN1 2QH	10/00002/EM	B100	F	Land. Verge adjacent to 39 Albert Street and four small pieces of land.	1000611 95034	558746	139887
148	Land Adjacent To 39 Albert Street Tunbridge Wells Kent TN1 2QH	11/00300/ASSET	B100	F	Land. Grass strip of land adjacent to 39 Albert Street.	1000611 95034	558746	139887
149	Strip Of Land Adjacent To The Firs Langton Road Langton Green Tunbridge Wells Kent TN3 0BA	12/00325/ASSET	B104 04	F	Land. Strip of land along Langton Road between The Firs and Dornden.	1000612 06784	555715	139214
150	Land Opposite 49 Birling Road Tunbridge Wells Kent TN2	12/00332/ASSET	B105	F	Land. Triangle of land maintainable as verge by TWBC.	0100086 68189	558344	137795
151	Land At 1 Brook Cottages Town Hill Lamberhurst Tunbridge Wells Kent TN3 8EN	10/00057/EM	B106	F	Land. Triangle of land fronting number 1 Brook Cottages.	0100000 69097	567423	136073

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152	Land To Rear Of 18 Redleaf Close Tunbridge Wells Kent TN2 3UD	10/00092/EM	B107	F	Land. Large area of land with trees and culvert.	1000612 11092	559658	140737
153	Grass Area At Herons Way Pembury Tunbridge Wells Kent	EM/458	B108	F	Grass Verge With Tree Stump. Adopted highway maintainable by Kent Highway Services.	0100086 68411	563142	141762
154	Grass Area Fronting 41 Herons Way Pembury Tunbridge Wells Kent TN2 4DW	EM/456	B108 01	F	Land. Grass area with trees, divided by drives. Adopted highway, maintainable by Kent Highway Services.	1000612 05116	563186	141819
155	Grass Area Fronting 51 Herons Way Pembury Tunbridge Wells Kent TN2 4DW	EM/457	B108 02	F	Land. Grass area with trees, divided by drives. Adopted highway, maintainable by Kent Highway Services.	1000612 05125	563196	141779
156	Area Of Land Fronting 10-12 Banner Farm Road Tunbridge Wells Kent TN2 5EA	EM/320	B109	F	Part highway/footpath/grass verge. Land is adopted highway. Maintainable by Kent Highway Services.	1000611 95800	558973	138720
157	Land At 98 Queens Road Tunbridge Wells Kent TN4 9JU	14/00359/ASSET	B118	F	Land. Verge fronting 98 Queens Road.	0100086 68701	558733	140646
158	Land On South Side Of Upper Grosvenor Road Tunbridge Wells Kent TN1	14/00385/ASSET	B120	F	Land. Triangle of land on corner of Upper Grosvenor Road and Grosvenor Bridge	0100241 35306	559207	140914
159	Corner Of Garden 35 Mount Pleasant Paddock Wood Tonbridge Kent TN12 6AH	14/00361/ASSET	B124	F	Land. Corner of garden. Pavement fronting 35 Mount Pleasant.	0100086 68564	566782	145047
160	1 & 2 Hope Cottages St Johns Road Tunbridge Wells Kent TN4 9TS	15/00402/ASSET	B128	F	Land to rear of 1 and 2 Hope Cottages. The land has a benefit of a right of way where tinted brown on the title plan.	0100000 65593	558173	140372
161	Road And Parking At Common View Tunbridge Wells Kent	15/00412/ASSET	B131	F	Roadway and parking spaces. Majority of title is adopted highway and maintainable at public expense.	0100086 68223	556141	139575
162	Land To Rear Of St Stephens Cottages Stanley Road Tunbridge Wells Kent	15/00416/ASSET	B133	F	Land to rear of St Stephens Cottage adjacent to garages.	0100086 61397	558908	140186

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163	Land At St Barnabas Church Stanley Road Tunbridge Wells Kent	15/00429/ASSET	B135	F	Small strip of land.	0100000 64138	558824	140171
164	Road Fronting Balcombe Cottages Balcombes Hill Goudhurst Cranbrook Kent TN12 1AZ	10/00071/EM	C016	F	Road. Road fronting Balcombe Cottages. Adopted highway. maintainable by Kent Highway Services.	0100086 69013	572249	137591
165	Land Opposite Carolyn Balcombes Hill Goudhurst Cranbrook Kent TN17 1AT	10/00072/EM	C016	F	Road. Part of footpath opposite 'Carolyn'. Land is adopted highway and maintainable by Kent Highway Services.	1000611 87319	572138	137560
166	Road, Footpaths And Parking Areas Leybourne Dell Benenden Cranbrook Kent TN17	10/00045/EM	C026	F	Road, footpaths and parking areas. The road and footpaths are adopted highway, maintainable by Kent Highway Services.	0100086 68132	581232	132811
167	Land Fronting Colebrook Industrial Estate Longfield Road Tunbridge Wells Kent TN2	EM/450	E001	F	Land. Grass verge adjoining road.	0100000 64679	560053	141956
168	Colebrook Industrial Estate Access Road, Parking And Land To Rear Of Units 11-19 Tunbridge Wells Kent TN2 3DG	EM/546	E001	F	Road. Road, gravel parking and grass bank. Part of land transferred to Knights Developments Ltd and has been removed from the plan.	0100000 65605	560336	142131
169	Footpath To The Rear Of 25 - 31 Monson Road Tunbridge Wells Kent TN1 1LS	13/00355/ASSET	E010 11 12	F	Footpath. Footpath including wall to rear of the row of terrace houses. Footpath to the rear of the terrace houses.	0100000 68180	558613	139523
170	Public Open Space Five Ways Mount Pleasant Road Tunbridge Wells Kent TN1	EM/217	E023	F	Road. Paved area with Millennium clocktower. Paved area is adopted highway.	0100086 70377	558464	139681
171	285 St Johns Road Tunbridge Wells Kent TN4 9XE	05/00002/EM	E025	L	Monitoring station. Air value monitor managed by Environmental Services TWBC own the structure but this is not TWBC owned land that the substation resides on.	0100086 62177	558234	141596
172	Footpath/Driveway Rear Of 15-25 Salisbury Road Southborough Tunbridge Wells Kent TN4 9DJ	EM/64	F001	F	Footpath. Concrete driveway to garages.	0100086 63359	559095	141819

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173	Footpath To Rear Of 1-5 Silverden Cottages Silverden Lane Sandhurst Cranbrook Kent TN18 5LU	10/00087/EM	F002	F	Footpath. Footpath to rear of 1-5 and verge on corner fronting no. 1.	0100086 66433	578753	127708
174	Footpath Leading To The Ridings Paddock Wood Tonbridge Kent TN12	10/00070/EM	F003	F	Footpath. Footpath with grass verges. Footpath runs from the car park at the end of The Ridings to the rear of the houses in Le Temple Road.	0100086 69144	567383	145117
175	Hawkenbury Close Tunbridge Wells Kent TN2 5BL	10/00047/EM	F005	F	Roads, footpaths with areas of verge fronting Hawkenbury Road and large amenity area. Road is adopted highway.	0100000 64313	559674	138531
176	Road And Footpath Basden Cottages Hawkhurst Cranbrook Kent TN18 4EB	10/00079/EM	F008	F	Footpath. Road and footpath with steps. Road and layby form part of the adopted highway and are maintainable by Kent Highway Services.	0100000 65096	576256	130931
177	Grass Area Adjacent 41 George Street Tunbridge Wells Kent TN2 4SR	EM/300	F009	F	Land. Paved/grass area with seats and footpath.	1000612 03166	559207	139215
178	Footpath From The Hill To Doctor Hopes Road Cranbrook Kent TN17	EM/401	F010	F	Footpath. Footpath/track part tarmac/gravel.	0100000 63941	577790	135833
179	Grass Area And Footpath At Down Avenue Lamberhurst Tunbridge Wells Kent TN3	EM/492	F011	F	Footpath. Grass footpath/verge with trees. Road is adopted highway.	0100000 64319	567410	135488
180	Road And Footpath Queens Road Hawkhurst Cranbrook Kent TN18	10/00082/EM	F015	F	Road. Road and footpaths opposite Hammonds. Road is adopted highway.	0100000 63978	576241	130687
181	Grass Area At The Corner Of 94 Mount Pleasant Paddock Wood Tonbridge Kent TN12 6AQ	EM/510	F018	F	Land. Small piece of land, footpath.	1000611 93429	566619	145047
182	Footpath From Southfield Road To Culverden Down Tunbridge Wells Kent TN4	EM/96	F020	F	Footpath. Tarmac Footpath, Poor Condition. Adopted highway and public right of way maintainable at public expense.	0100086 68734	557588	140392
183	Tanyard Lane Off Holden Road Adjacent Holden House Holden Road Southborough Royal Tunbridge Wells Kent	EM/16	F021	F	Footpath. Tarmac footpath (poor surface). Public right of way No. 0234/WS23/1. Maintainable by KCC Public Rights of Way office.	0100000 65325	557641	142295

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184	Tarmac Footpath Adjacent To Rammell Playing Field Bakers Cross Cranbrook Kent TN17	EM/402	F022	F	Footpath. Tarmac footpath and bank adjacent to road. Part of footpath is adopted highway.	0100000 69350	577961	135767
185	Footpath In Front Of 17-26 Porters Wood Petteridge Lane Matfield Tonbridge Kent TN12 7LR	EM/501	F023	F	Tarmac footpath. KCC adopted highway, maintained by Kent Highway Services.	0100086 64262	566488	140996
186	Land Opposite 35-39 Calverley Street Tunbridge Wells Kent TN1 2XD	EM/230	F024	F	Footpath. Tarmac footpath with trees. Adopted highway maintainable by Kent Highway Services.	1000611 98290	558787	139672
187	Footpath Wellington Cottages Hawkhurst Cranbrook Kent TN18 5EL	10/00086/EM	F025	F	Footpath. Footpath to rear of Wellington Cottages.	1000611 90588	575427	131801
188	Wellington Cottages Hawkhurst Cranbrook Kent TN18 5EL	10/00085/EM	F025 01	F	Road. Road with verges and footpath. Road is adopted highway.	0100000 64670	575488	131839
189	Footpath To Rear Of 66 Victoria Road Tunbridge Wells Kent TN1 2PW	12/00308/ASSET	F027	F	Footpath. Footpath to rear of number 66 Victoria Road only.	1000612 16620	558633	139822
190	Footpath To Rear Of 20 Wiltshire Way Tunbridge Wells Kent TN2 3DD	10/00040/EM	F029	F	Footpath. Footpath to the rear of 20 Wiltshire Way.	1000612 17417	559827	141372
191	Land At Weald View Pearsons Green Road Brenchley Tonbridge Kent TN12 7DA	10/00035/EM	F030	F	Footpath. Footpath fronting numbers 2-4 Weald View.	0100086 65230	569122	142419
192	Footpath Fronting 1-12 The Beeches Horns Road Hawkhurst Cranbrook Kent TN18 4QJ	10/00080/EM	F031	F	Footpath. Footpath fronting 1-12.	0100086 65787	575281	129504
193	Land Fronting 70-78 Rusthall High Street Rusthall Tunbridge Wells Kent TN4 8SG	10/00028/EM	F032	F	Land. Strip of land fronting 70-78 Rusthall High Street. Part of land adopted highway.	0100086 59399	555927	139793
194	Footpath At Sandhurst Park Tunbridge Wells Kent TN2	10/00030/EM	F033	F	Footpath. Footpath between 39 and 41 Sandhurst Park. Part of a public right of way. Maintainable at public expense by KCC PROW office.	0100086 68148	559562	140891

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195	Land At Chestnut Close Frittenden Cranbrook Kent TN17 2DE	10/00054/EM	F034	F	Footpath. Footpath and layby fronting Chestnut Close. Part now adopted highway. Land fronting no. 1 does not form part of adopted highway.	0100000 63998	581260	140857
196	Church Road And Old Kent Road Paddock Wood Tonbridge Kent TN12	10/00090/EM	F035	F	Footpath. Alleyway and footpath between Church Road and Old Kent Road. The footpath is a public right of way but regular cleaning and litter clearing is carried out by TWBC client services.	0100086 68578	567250	145100
197	Footpath To Rear Of 70-72 Victoria Road Tunbridge Wells Kent TN1 2PW	14/00389/ASSET	F037	F	Footpath. Footpath to the rear of 2 houses at 70 and 72 Victoria Road.	0100000 64164	558630	139813
198	Footpath To Rear Of 50 Norman Road Tunbridge Wells Kent TN1 2RT	15/00419/ASSET	F043	F	Footpath to rear garden of 50 Norman Road	1000612 09146	558825	140044
199	Land Fronting 59 St Johns Road Tunbridge Wells Kent TN4 9TT	15/00428/ASSET	F045	F	Footpath fronting property.	0100086 61742	558191	140412
200	Land Lying To The South Of Mount Pleasant Paddock Wood Tonbridge Kent	14/00430/ASSET	F046	F	4 small pieces of footpath	0100086 68564	566782	145047
201	Land Adjacent Hopping Hooden Horse Church Road Paddock Wood Tonbridge Kent TN12 6HB	EM/522	H001	F	Footpath. Part of tarmac footpath.	0100086 70776		
202	Parking Area Hunters Way Tunbridge Wells Kent TN2	13/00354/ASSET	L035	F	Car Park. Parking area adjacent to 44 Hunters Way and fronting recreation ground	0100086 68434	557559	138167
203	16 Napier Road Tunbridge Wells Kent TN2 5AT	12/00307/ASSET	L041	F	Land. Land at rear licensed as garden land.	1000612 08702	559665	138620
204	14 Napier Road Tunbridge Wells Kent TN2 5AT	EM/327	L041	F	Land. Area Of Land Licensed As Garden Extension.	1000612 08700	559660	138619
205	20 Napier Road Tunbridge Wells Kent TN2 5AT	EM/553	L041	F	Land. Area of land licensed as garden extension.	1000612 08706	559675	138624

Non-Operational De Minimus Land	206	24 Napier Road Tunbridge Wells Kent TN2 5AT	EM/554	L041	F	Land. Area of land licensed as garden extension.	1000612 08710	559683	138627
	207	26 Napier Road Tunbridge Wells Kent TN2 5AT	EM/555	L041	F	Land. Area of land licensed as garden extension.	1000612 08712	559687	138628
	208	28 Napier Road Tunbridge Wells Kent TN2 5AT	EM/556	L041	F	Land. Area of land licensed as garden extension.	1000612 08714	559694	138629
	209	30 Napier Road Tunbridge Wells Kent TN2 5AT	EM/557	L041	F	Land. Area of land licensed as garden extension.	1000612 08716	559698	138630
	210	34 Napier Road Tunbridge Wells Kent TN2 5AT	EM/558	L041	F	Land. Area of land licensed as garden extension.	1000612 08720	559707	138632
	211	32 Napier Road Tunbridge Wells Kent TN2 5AT	EM/722	L041	F	Land. Area of land licensed as garden extension.	1000612 08718	559703	138632
	212	Land Adjacent To Grange Road Allotments Wickham Gardens Rusthall Tunbridge Wells Kent TN4 8TD	EM/128	M004	F	Land. Land adjacent to allotments. Cultivated allotments fenced with gate transferred to Rusthall Parish Council.	0100086 68839	556575	140046
	213	Grass Verges At Sandhurst Avenue Pembury Tunbridge Wells Kent TN2 4JZ	EM/685	R001 03	F	Land. Grass verges and road. Road and verges form part of the adopted highway and are maintained by Kent Highway Services.	0100086 68237	563424	140484
	214	Lomas Lane Sandhurst Cranbrook Kent TN18	EM/426	R002	F	Road. Concrete road with speed hump.	0100086 68102	581641	128245
	215	Road Winstone Scott Avenue Langton Green Tunbridge Wells Kent TN3 0JJ	10/00016/EM	R003	F	Road. Road and footpath. Part adopted highway.	0100086 70157	554351	139579
216	Access Road Northfields Speldhurst Tunbridge Wells Kent TN3	10/00014/EM	R005	F	Road. Access road.	0100086 68511	555202	141579	
217	Road And Footpath At Sandhurst Road And Blakeway Tunbridge Wells Kent TN2	10/00026/EM	R007	F	Road. Roadway and a triangle of land with footpath fronting 168-176 Sandhurst Road. Road is adopted highway.	0100086 68114	559567	141168	

Non-Operational De Minimus Land	218	Part Of Road Causton Road Cranbrook Kent TN17 3ES	10/00049/EM	R008	F	Road. Part of the road and footpaths. Road is a Public Right of Way.	0100000 64016	577354	136066
	219	Part Of Road And Footpath At Henwoods Crescent Pembury Tunbridge Wells Kent TN2	10/00010/EM	R010	F	Road. Part of road and footpath. Adopted highway maintainable at public expense by Kent Highway Services.	0100086 68240	562940	140699
	220	Land At The Glebe Bidborough Tunbridge Wells Kent TN3 0UR	10/00011/EM	R011	F	Road. Adopted highway maintainable at public expense by Kent Highway Services.	0100086 68965	556503	143431
	221	Land Fronting 6-16 Sychem Place Five Oak Green Tonbridge Kent TN12 6TR	10/00017/EM	R012	F	Footpath. Footpath verge fronting numbers 6-16.	1000625 45392	564280	144823
	222	Road Sychem Place Five Oak Green Tonbridge Kent TN12	10/00018/EM	R012	F	Road. Cul de sac road. Adopted highway maintainable at public expense by Kent Highway Services.	0100086 69194	564233	145039
	223	Land Fronting 1-6 Sychem Place Five Oak Green Tonbridge Kent TN12 6TR	10/00019/EM	R012	F	Land. Verge/path fronting numbers 1-6.	0100086 64055	564250	144790
	224	Bowls Place Paddock Wood Tonbridge Kent TN12 6HX	10/00065/EM	R013	F	Road. Road and footpaths.	0100086 68775	567187	145078
	225	Land At Elmhurst Avenue Pembury Tunbridge Wells Kent TN2 4DA	10/00004/EM	R014	F	Road. Road and footpath. Road is adopted highway and footpath is a Public Right of Way.	0100086 68407	562951	142052
	226	Henwoods Mount Pembury Tunbridge Wells Kent TN2 4BH	10/00003/EM	R015	F	Land. Road and land/verge. Road is part adopted highway.	0100086 68402	563351	140585
	227	Grass Area At Larkfield Five Oak Green Tonbridge Kent TN12 6TG	EM/486	R016	F	Land. Grass amenity area.	0100086 69191	564443	145306
228	Grass Area At Larkfield Five Oak Green Tonbridge Kent TN12 6TG	EM/487	R016 01	F	Land. Small grass amenity area.	0100086 69191	564443	145306	
229	Grass Area At Larkfield Five Oak Green Tonbridge Kent TN12 6TG	EM/488	R016 02	F	Land. Grass amenity area.	0100086 69191	564443	145306	

Non-Operational De Minimus Land

230	Grass Area Fronting 13 Larkfield Five Oak Green Tonbridge Kent TN12 6TG	EM/489	R016 03	F	Land. Grass amenity area.	1000625 45438	564441	145271
231	Land At Larkfield Five Oak Green Tonbridge Kent TN12 6TG	10/00021/EM	R016 04	F	Road. Path and verges fronting Five Oak Green Road at junctions of Larkfield. Road is adopted highway.	0100086 69191	564443	145306
232	Footpath At Great Footway And Gibbetts Langton Green Tunbridge Wells Kent TN3	10/00013/EM	R017	F	Road. Roads, footpaths and verges the majority of which now forms part of the adopted highway system.	0100086 68755	554994	139396
233	Land At Gipps Cross Lane Langton Green Tunbridge Wells Kent TN3 0DH	10/00020/EM	R018	F	Road. Road and footpaths/verges, the majority of which are adopted highway.	0100086 68756	554945	139292
234	Land Fronting Houses At The End Of Gipps Cross Lane Langton Green Tunbridge Wells Kent TN3 0DH	12/00326/ASSET	R018	F	Road. Land used as driveway for the two houses at the end of the road.	0100086 68756	554945	139292
235	Land Fronting Half Acre Southfields Speldhurst Tunbridge Wells Kent TN3 0PD	10/00032/EM	R019	F	Land. Triangle of land fronting property ' Half Acre'.	0100086 59350	554996	141317
236	Footpaths And Road At Falmouth Place Five Oak Green Tonbridge Kent TN12 6RD	10/00022/EM	R021	F	Road. Road, footpaths and layby. Road adopted highway.	0100086 68862	565015	145266
237	Access Road And Car Park Fronting The Co-op High Street Cranbrook Kent TN17 3DQ	10/00029/EM	R022	F	Road. Access road, car park fronting the Co-op.	0100086 67634	577404	135880
238	Right Of Way From Hastings Road Pembury Through Chalket Lane Pembury Tunbridge Wells Kent TN2 4AA	EM/453	R025	ROW	Footpath. Vehicle access. Over A21/path through fields. Right of way only.	0100086 68165	562386	139979
239	Courthope Paddock Wood Tonbridge Kent TN12	13/00340/ASSET	R026	F	Road. Part of road adjacent to MacDonald Court. Remainder of road is adopted highway.	0100086 68579	567164	144846
240	Site Of Swifts View, Quaker Drive And Angley Walk Cranbrook Kent TN17	10/00036/EM	R027	F	Road. Roads and footpath with steps. Majority of title is adopted highway.	0100000 64003	577860	136774
241	Sandhurst Close Sandhurst Cranbrook Kent TN18	10/00084/EM	R029	F	Road. Adopted highway maintainable by Kent Highway Services.	0100000 66340	579128	127831

Non-Operational De Minimus Land

242	Caley Road Tunbridge Wells Kent TN2	10/00039/EM	R031	F	Road. Part of Caley Road adjoining Liptraps Lane. Adopted highway maintainable by Kent Highway Services.	0100000 64324	559701	141512
243	Wiltshire Way Tunbridge Wells Kent TN2	10/00041/EM	R032	F	Road. Part of the road at Wiltshire Way. Adopted highway maintainable by Kent Highway Services.	0100086 68113	559796	141351
244	STREET RECORD Liptraps Lane Tunbridge Wells Kent	10/00042/EM	R033	F	Road. Rectangular piece of land fronting the access to 46-48 Liptraps Lane. Adopted highway maintainable by Kent Highway Services.	0100000 64545	559740	141117
245	Land At Broadwater Lane Tunbridge Wells Kent TN2	10/00058/EM	R034	F	Road. Part road and footpath fronting Cobbetts Ride and footpath to the rear of number 31. Adopted highway maintainable at public expense.	0100086 68441	557661	138306
246	Street Record Orchard Close Horsmonden Tonbridge Kent TN12 8LU	10/00088/EM	R035	F	Road. Adopted highway maintainable by Kent Highway Services.	0100086 68290	569824	140654
247	Site Of Wise Acre Lamberhurst Tunbridge Wells Kent TN3 8HL	10/00034/EM	R036	F	Road. Adopted highway maintainable by Kent Highway Services.	0100000 64317	567252	135119
248	Site Of Oakfields Benenden Cranbrook Kent TN17 4HD	10/00037/EM	R037	F	Road. Access road. Adopted highway maintainable by Kent Highway Services.	0100000 65117	580521	131773
249	Mount Pleasant Avenue Tunbridge Wells Kent TN1	EM/268	R039	F	Road. Private tarmac road.	0100000 64392	558495	139404
250	Orchard Crescent Horsmonden Tonbridge Kent TN12	10/00077/EM	R040	F	Road. Road is part of the adopted highway system.	0100086 69039	570325	140681
251	Access Road Clavadel Road Paddock Wood Tonbridge Kent TN12 6EW	12/00330/ASSET	R041	F	Road. Access road for car park and rear of shops and flats.	0100086 68577	567052	145040
252	Clavadel Road Paddock Wood Tonbridge Kent TN12 6EW	13/00339/ASSET	R041 01	F	Road. Part of road to rear of 13-17 Commercial Road	0100086 68577	567052	145040

Non-Operational De Minimus Land

253	Land Fronting Priplan House 11 - 12 Crescent Road Tunbridge Wells Kent TN1 2LU	10/00051/EM	R042	F	Footpath. Area of footpath and road fronting Priplan House. Adopted highway maintainable by Kent Highway Services.	0100086 70056	558617	139430
254	Land On North East Side Of London Road Tunbridge Wells Kent TN1	14/00383/ASSET	R043	F	Land. Small piece of land adjacent to Vale Avenue and fronting Tunbridge Wells and Counties Club. Land is adopted highway and maintainable at public expense by Kent Highway Services.	0100000 64566	558142	138820
255	Land On The East Side Of Lansdowne Road Tunbridge Wells Kent TN1	14/00384/ASSET	R044	F	Land. Strip of land crossing either side of Lansdowne Square. Adopted highway maintainable at public expense by Kent Highway Services.	0100000 64205	558853	139647
256	Land On Corner Of Broadwater Lane Tunbridge Wells Kent TN2 5RT	15/00388/ASSET	R045	F	Land. Strip of land adjacent to 1-6 Eridge Court. Adopted highway maintainable at public expense by Kent Highway Services.	0100086 68441	557661	138306
257	Road And Footpath At Granary Paddock Wood Tonbridge Kent TN12 6HJ	14/00390/ASSET	R046	F	Road. Road and part of the footpath. The road is adopted highway and maintenance for the road lies with Kent Highways Services at KCC,	0100086 68581	567535	144800
258	Land On South East Side Of Camden Road And Garden Street Tunbridge Wells Kent	15/00414/ASSET	R048	F	Land. Part of road and pavement for Camden Road and Garden Street. This is adopted highway and maintainable by Kent Highway Services at public expense.	0100086 68930	558771	139618
259	Strip Of Land Fronting Tunbridge Wells Fire Station Grove Hill Road Tunbridge Wells Kent TN1 1SD	15/00418/ASSET	R049	F	Strip of land fronting the fire station. Land is adopted highway and maintainable by Kent Highway Services at public expense.	0100241 35167	558727	139112
260	Road And Land Greenfield Close Rusthall Tunbridge Wells Kent	15/00427/ASSET	R054	F	Road and land adjacent to site. Road is adopted highway, maintainable at public expense.	0100086 68847	556172	140158

Non-Operational De Minimus Land

261	Grass Verge Opposite Church Of King Charles The Martyr London Road Tunbridge Wells Kent TN1 1YX	EM/307	S011	F	Land. Part of grass bank including cold bath. Land is common land and maintainable by the Commons Conservators.	1000625 42280	558201	138816
262	Grass Area At Corner Of London Road And Lime Hill Road Tunbridge Wells Kent TN1	EM/221	V002 01	F	Land. Area of grass verge, illuminated sign.	0100000 64566	558142	138820
263	Grass Area At Corner Of London Road Fronting Russell Hotel 80 London Road Tunbridge Wells Kent TN1 1DZ	EM/220	V002 02	F	Land. Area of grass verge, illuminated Sign.	0100086 60788	558250	139636
264	Grass Verges At Gunlands Horsmonden Tonbridge Kent TN12 8NG	EM/692	V003	F	Land. Grass verge area and part road. Part of the road is adopted highway.	0100000 63969	570236	140839
265	Land Adjacent 37 Cobbetts Ride Tunbridge Wells Kent TN2 5QG	EM/674	V004	F	Land. Grass verge area. Part adopted highway.	1000611 99722	557672	138167
266	Grass Verge 1 Ramslye Road Tunbridge Wells Kent TN4 8LT	EM/363	V006	F	Land. Grass verge with tree.	1000612 10860	557129	137909
267	Grass Areas Sweeps Hill Close Pembury Tunbridge Wells Kent TN2 4LT	EM/471	V007	F	Land. Grass verges. Road adopted highway.	0100086 68166	562951	141063
268	Grass Area Fronting Beechwood Cottage Halls Hole Road Tunbridge Wells Kent TN2	EM/259	V008	F	Land. Large grass verge.	0100000 71700	560318	139820
269	Part Of Grass Verge And Grass Bank 106 Forest Road Tunbridge Wells Kent TN2 5BE	EM/323	V009	F	Land. Part of grass verge and grass bank.	1000612 02535	559520	138524
270	Footpath From 149 Forest Road To Benhall Mill Road Tunbridge Wells Kent TN2 5EX	EM/358	V009	F	Footpath. Public dirt track. Public right of way.	1000612 02562	559217	138137
271	Verges At Gibbet Lane Horsmonden Tonbridge Kent TN12 8NA	10/00074/EM	V012	F	Footpath. Verges fronting nos. 1, 3, 5, and 7 Gibbet Lane.	0100000 63968	569934	140776
272	Land Adjacent The Old Coach House Manor Close Tunbridge Wells Kent TN4 8YB	EM/216	V013	F	Part of tarmac footpath. Adopted highway maintained by Kent Highway Services.	1000621 10514	557464	139500

Non-Operational De Minimus Land	273	Land At End Of Alder Close Southborough Tunbridge Wells Kent TN4 9YE	12/00321/ASSET	V11	F	Land. Small piece of land with trees and shrubs.	010008668060	559511	142122
	274	Land Adjacent To Snipe Wood Romford Road Pembury Tunbridge Wells Kent TN2 4BB	10/00008/EM	W001 04	F	Land. Large triangle of land adjacent to road and Snipe Wood.	100061211483	564365	141565
	275	Land Adjacent To The Lodge Pembury Road Tunbridge Wells Kent TN2 3QG	EM/200	W005 03	F	Land. Small wooded triangle of land.	100062111198	560265	140157
	276	Land Oppsite 283 Upper Grosvenor Road Tunbridge Wells Kent TN4 9EX	EM/85	W011	F	Land. Wooded bank between road and railway.	100062586049	559193	141125

Non-operational	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	277 Footpath Adjacent To Tunbridge Wells Adult Education Centre Monson Way Tunbridge Wells Kent TN1 1LS	15/00408/ASSET	A003 01	F	Footpath along side and rear of building situation in Monson Way	100062542278	558521	139557
	278 Footpath To Rear Of 38 Goods Station Road Tunbridge Wells Kent TN1 2DB	14/00407/ASSET	B077	F	Footpath at rear of 38 Goods Station Road only. TWBC has a right of way over the rest of the footpath.	100061203298	558649	139862
	279 STREET RECORD Frythe Close Cranbrook Kent	15/00426/ASSET	R053	F	Road, footpath and verge. Part adopted by Kent Highway Services.	010000063934	577895	135673

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Tunbridge Wells Borough Council

Asset Register - Operational

Report Generated: 25-11-2020

Asset Grouping								
Operational Allotments	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	1 Allotments Sandhurst Road Tunbridge Wells Kent TN2	EM/89	M001	F	Allotments. Functional Allotments	0100000 68636	559690	141023
	2 Allotments Southwood Road Rusthall Tunbridge Wells Kent TN4	EM/124	M003	F	Allotments. Cultivated Allotment Gardens. Transferred to Rusthall Parish Council.	0100000 68637	555802	140204
	3 Ferrars Allotments Cornford Lane Tunbridge Wells Kent TN2	EM/258	M006	F	Allotments. Functional Allotments	0100000 68638	560498	139884
	4 Allotments Eridge Road Tunbridge Wells Kent TN4	EM/364	M007	F	Allotments. Functional Allotments.	0100000 68631	557235	137820
	5 Hawkenbury Allotments Halls Hole Road Tunbridge Wells Kent TN2 4TU	EM/302	M008	F	Allotments. Functional Allotments	0100000 65217	560029	139009
	6 Allotments Hilbert Road Tunbridge Wells Kent TN1	EM/107	M010	F	Allotments. Functional Allotments	0100000 68641	559521	140318
	7 Charity Farm Allotments King George V Hill Tunbridge Wells Kent	EM/171	M011	F	Allotments. Functional Allotments	0100000 68634	559335	140333
	8 Allotments Hilbert Road Tunbridge Wells Kent TN1	EM/175	M012	F	Allotments. Functional Allotments	0100000 68641	559521	140318
	9 Allotments Reynolds Lane Tunbridge Wells Kent TN4	EM/94	M013	F	Allotments. Functional allotments	0100000 68635	557881	140697

Operational Allotments	10	Land At Allotments Between And To The Rear Of 174-178 Upper Grosvenor Road Tunbridge Wells Kent TN1	EM/641	M014	F	Allotments. Not Functional.	1000625 42842	559040	140801
	11	Allotments Cunningham Road Tunbridge Wells Kent TN4	EM/529	M016	F	Allotments. Functional Allotments	0100000 68630	558714	141393
	12	Allotments Merrion Way Tunbridge Wells Kent TN4 9JL	EM/79	M017	F	Allotments. Functional Allotments.	0100086 68696	558812	141148
	13	Barnetts Wood Allotments Andrew Road Southborough Tunbridge Wells Kent TN4 9DN	14/00386/ASSET	M018	F	Allotments. Functional Allotments.	0100000 68629	559168	141736

Operational Car Parks	Property		Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	14	Car Park 9 - 10 Calverley Terrace Crescent Road Tunbridge Wells Kent TN1 2LU	EM/276	A001 02	F	Car Park. Private Car Park, Barrier Controlled. Part leased to Kent Police.	1000625 42960	558594	139466
	15	Crescent Road Multi Story Car Park Crescent Road Tunbridge Wells Kent TN1 2LU	EM/235	C001 01	F	Car Park. Multi Storey Car Park	0100086 68493	558647	139480
	16	Car Park Meadow Road Tunbridge Wells Kent TN1 2YG	EM/218	C002	F	Car Park. Pay And Display Car Park, Multi Storey. Subject to lease with British Land.	0100000 72902	558469	139843
	17	Town Hall Yard Car Park Monson Way Tunbridge Wells Kent TN1 1LS	EM/657	C003	F	Car Park. Private Car Park. Multi Storey. Top floor leased to Town & Country Housing Group.	0100000 65329	558589	139496
	18	Great Hall Car Park Mount Pleasant Road Tunbridge Wells Kent TN1 1QQ	EM/285	C004	F	Car Park. Public Car Park. Pay And Display.	0100000 68613	558545	139216
	19	Torrington Car Park Vale Road Tunbridge Wells Kent TN1 1BT	EM/272	C005	F	Car Park. Public Car Park. Multi Storey.	0100000 65824	558382	139206
	20	Car Park Linden Park Road Tunbridge Wells Kent TN2	EM/318	C006	F	Car Park. Part Underground. Pay And Display Car Park.	0100000 68090	558112	138634
	21	Car Park John Street Tunbridge Wells Kent TN4 9RU	EM/131	C007	F	Car Park. Pay and Display.	0100000 68089	558154	140424

Operational Car Parks									
22	Car Park The Tanyard Cranbrook Kent TN17 3HU	EM/400	C008	F	Car Park. Free Public Car Park. Leased to Cranbrook and Sissinghurst Parish Council.	0100086 67859	577766	135968	
23	Car Park Beech Street Tunbridge Wells Kent TN1 2RU	EM/169	C010	F	Car Park. Tarmac Pay And Display Car Park	0100000 68611	558843	140008	
24	Car Park Adjacent 23 Stone Street Tunbridge Wells Kent TN1 2QU	EM/655	C011	F	Car Park. Permit Holders only.	0100000 68617	558924	139943	
25	Car Park Between 24 And 28 Stone Street Tunbridge Wells Kent TN1 2QT	EM/227	C011 02	F	Car Park. Permit Holders only.	0100000 68618	558940	139901	
26	Car Park Camden Road Tunbridge Wells Kent TN1 2QZ	EM/170	C012	F	Car Park. Tarmac. Short Stay Pay And Display Car Park.	0100000 68614	558933	139992	
27	Car Park Warwick Road Tunbridge Wells Kent TN1 1YL	EM/308	C013	F	Car Park. Permit Holders only.	0100086 70495	558386	138926	
28	Car Park Little Mount Sion Tunbridge Wells Kent TN1	04/00007/EM	C014	F	Car Park. Pay and display car park.	0100000 66513	558375	138885	
29	Car Park Warwick Road Tunbridge Wells Kent TN1 1YL	EM/309	C014	F	Car Park. Pay And Display Public Car Park.	0100086 70495	558386	138926	
30	Car Park Adjacent To White House High Street Brenchley Tonbridge Kent TN12 7NQ	EM/723	C015	F	Car Park. Free Car Park.	0100086 69397	567894	141764	
31	Public Car Park Adjacent 47 High Brooms Road Southborough Tunbridge Wells Kent TN4	EM/63	C017	F	Car Park. Permit Holders only.	0100000 67848	559064	141583	
32	Car Park Yew Tree Road Southborough Tunbridge Wells Kent TN4 0BA	EM/57	C018	F	Car Park. Pay and Display Car Park.	0100000 64850	558204	141963	
33	Regal Car Park High Street Cranbrook Kent TN17 3DN	EM/661	C019	F	Car Park. Free Public Car Park. Leased to Cranbrook and Sissinghurst Parish Council.	0100000 68625	577464	135867	
34	Part Of Regal Car Park High Street Cranbrook Kent TN17 3DN	11/00003/TEN	C019	L	Car Park. Part of Regal Car Park. Leased to TWBC from Co-op.	0100000 68625	577464	135867	

**Operational
Car Parks**

35	Car Park Northgrove Road Hawkhurst Cranbrook Kent TN18	EM/379	C020	F	Car Park. Free Public Car Park	0100000 68092	575967	130646
36	Car Park East Commercial Road Paddock Wood Tonbridge Kent TN12 6EN	EM/517	C021 01	F	Car Park. Public Pay And Display Car Park	0100000 68628	567035	145035
37	Car Park West Commercial Road Paddock Wood Tonbridge Kent TN12 6EL	EM/515	C022	F	Car Park. Public Pay & Display Car Park	0100086 69746	566969	145094
38	Part Of The Car Park The Tanyard Cranbrook Kent TN17 3HU	EM/399	C024	F	Car Park. Free Public Car Park. Leased to Cranbrook and Sissinghurst Parish Council.	0100086 67859	577766	135968
39	Car Park Mount Pleasant Avenue Tunbridge Wells Kent TN1 1QY	EM/284	C028	F	Car Park. Leased Car Park To PPP. Pay and Display Parking For the Public during weekends.	0100000 68091	558516	139311
40	West Station Coach Park Linden Park Road Tunbridge Wells Kent TN2 5QL	EM/662	C029	F	Car Park. Pay and Display Public Car Park.	0100000 63853	558045	138446
41	Car Parking Area Carriers Road Cranbrook Kent TN17 3JX	EM/416	C035	F	Car Park. Free Car Park. Declared Surplus.	0100000 64005	577597	136281
42	Car Park Royal Victoria Place Tunbridge Wells Kent TN1 2SS	EM/726	E015 01	F	Car Park. Pay and Display Public Car Park.	0100000 68616	558625	139781
43	Car Park Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QN	EM/248	L005	F	Car Park. Free Tarmac Car Park For Visitors	0100000 64442	560054	139648
44	Car Park Carriers Road Cranbrook Kent TN17 3JX	EM/417	L035 01	F	Car Park. Small unofficial parking area in Carriers Road, Cranbrook. Declared Surplus.	1000625 52324	577619	136181
45	Car Park Union House Eridge Road Tunbridge Wells Kent TN4 8HF	95/00001/EM	T004	L	Car Park. An open, surface level public car park. There are 55 spaces	0100000 68620	557943	138601
46	Basement Car Park Union House Eridge Road Tunbridge Wells Kent TN4 8HF	EM/654	T004	L	Car Park. Underground Pay And Display Car Park	0100000 68620	557943	138601

Operational Cemeteries	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	47 Tunbridge Wells Borough Cemetery Benhall Mill Road Tunbridge Wells Kent TN2 5JJ	EM/371	L001	F	Cemetery and Crematorium. Maintained Burial Ground	0100000 69543	559272	137695
	48 Kent & Sussex Crematorium Benhall Mill Road Tunbridge Wells Kent TN2 5JJ	EM/368	L001	F	Cemetery and Crematorium. Crematorium Complex	1000625 54872	559059	137643
	49 Crematorium Offices And Garages Kent & Sussex Crematorium Benhall Mill Road Tunbridge Wells Kent TN2 5JJ	04/00014/EM	L001 02	F	Cemetery and Crematorium. Offices and Garages forming part of the complex	1000625 54872	559059	137643
	50 Tunbridge Wells Borough Cemetery And Crematorium Benhall Mill Road Tunbridge Wells Kent TN2 5JH	11/00002/ASSET	L001 AND L002	F	Cemetery and Crematorium. Tunbridge Wells Borough Cemetery Crematorium and Memorial Gardens	0100000 69543	559272	137695
	51 Tunbridge Wells Borough Council Benhall Mill Depot Benhall Mill Road Tunbridge Wells Kent TN2 5JH	EM/374	L002	F	Land. Yard Area.	0100241 35478	559339	137744
	52 Chapel Tunbridge Wells Borough Cemetery Benhall Mill Road Tunbridge Wells Kent TN2 5JJ	EM/372	L002 01	F	Cemetery and Crematorium. Chapel. Detached Gothic Style Building	0100000 69544	559197	137663
	53 Woodbury Park Cemetery Woodbury Park Road Tunbridge Wells Kent TN4 9NH	EM/148	L017	F	Cemetery. (Not Used)	0100000 68646	558540	140158

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Operational Commercial	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	54 Land At Royal Victoria Place Tunbridge Wells Kent TN1	14/00400/ASSET	E015 03	F	Land. Rear of building 7-11 Grosenor Road. Forms part of RVP Shopping Centre.	0100086 69140	558617	139729
	55 Tourist Information Centre 1 The Corn Exchange The Pantiles Tunbridge Wells Kent TN2 5TE	14/00425/TEN	Z028	L	Sub-Lease of Unit 1 to TWBC for Tourist Information Centre.	0100000 65702	558108	138706

Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
56 Former Tunbridge Wells Adult Education Centre Monson Road Royal Tunbridge Wells Kent TN1 1LS	19/00477/ASSET		F	Former Adult Education Centre. The freehold of this building has now been transferred to Tunbridge Wells Borough Council from Kent County Council. This will now become the Amelia Scott.	1000625 42278	558521	139557
57 Mount Ephraim Tunbridge Wells Kent TN4	10/00089/EM		F	Panorama.	0100086 68815	557826	139338
58 Day Centre Dowding House Commercial Road Paddock Wood Tonbridge Kent TN12 6DP	EM/508	E008	F	Community. Single Storey Detached Structure	0100086 69659	566852	144927
59 Camden Centre 2 Market Square Royal Victoria Place Tunbridge Wells Kent TN1 2SW	EM/905	E016 01	F	Community. Community Centre	0100086 70063	558743	139800
60 Calverley Church 1 Market Square Royal Victoria Place Tunbridge Wells Kent TN1 2SW	05/00001/EM	E016 02	F	Church. Church building	0100086 61124	558743	139800
61 Community Centre Showfields Road Tunbridge Wells Kent TN2 5PR	EM/351	E017	F	Community. Single storey detached building.	1000625 55289	557497	138187
62 TN2 Greggs Wood Road Tunbridge Wells Kent TN2 3LZ	06/00004/EM	E022	L	Community. YMCA Community Building	0100000 68390	560088	140946
63 Mary Caley Recreation Ground Ashley Gardens Rusthall Tunbridge Wells Kent TN4	EM/127	L018	F	Recreation. Formal Playground Area With Swings Etc	0100000 67772	556099	140064
64 Recreation Ground Allandale Road Tunbridge Wells Kent TN2 3TY	EM/109	L019	F	Recreation. Grass Area With Play Equipment	0100000 68440	559942	140975
65 The Museum Carriers Road Cranbrook Kent TN17 3JX	EM/413	L026	F	Museum. Part of Large Detached Tudor Building.	1000625 52471	577537	136189
66 Access Road Leading To The Museum Carriers Road Cranbrook Kent TN17 3JX	12/00337/ASSET	L026 02	F	Road. Access road from Carriers Road to the museum.	0100000 64005	577597	136281

Operational Community	67	Assembly Hall Theatre Crescent Road Tunbridge Wells Kent TN1 2LU	EM/273	L027	F	Theatre. Part of Civic Building Complex.	1000625 43196	558536	139472
	68	Former Tunbridge Wells Library/Museum Monson Way Tunbridge Wells Kent TN1 1JN	EM/121	L029	F	Former Museum and Library. The freehold of this building has now been transferred to Tunbridge Wells Borough Council from Kent County Council. This will now become the Amelia Scott.	1000625 41601	558495	139551

Operational Housing	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	69 40 Church Road Paddock Wood Tonbridge Kent TN12 6HB	EM/21	H001	F	Residential. Mid Terrace House	1000611 91590	567252	145011
	70 34 Crescent Road Tunbridge Wells Kent TN1 2LZ	EM/281	H003	F	Residential. End Terrace House. Vacant.	1000612 00262	558737	139474
	71 19 Rankine Road Tunbridge Wells Kent TN2 3BJ	EM/2	H006	F	Residential. Semi Detached House	1000612 10944	559718	141448
	72 172 Sandhurst Road Tunbridge Wells Kent TN2 3TQ	EM/4	H007	F	Residential. Mid Terrace House	1000612 12082	559528	141146
	73 57 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/310	H010 01	F	Residential. First And Second Floor Maisonette. Let on Regulated Tenancy.	1000625 55056	558076	138675
	74 59 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/530	H011	F	Residential. Storage Cupboard In Basement	1000612 15743	558072	138668
	75 59 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/532	H011	F	Residential. Storage Cupboard In Basement	1000612 15743	558072	138668
	76 59 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/531	H011	F	Residential. Storage Cupboard In Basement	1000612 15743	558072	138668
	77 59 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/533	H011 01	F	Residential. Storage cupboard in basement.	1000612 15743	558072	138668
	78 59 The Pantiles Tunbridge Wells Kent TN2 5TE	EM/534	H011 01	F	Residential. Storage Cupboard In Basement	1000612 15743	558072	138668

Operational Housing	79	61B The Pantiles Tunbridge Wells Kent TN2 5TE	EM/317	H012 02	F	Residential. Second Floor Flat. Let on Regulated Tenancy.	0100000 69610	558064	138664
	80	58A London Road Southborough Tunbridge Wells Kent TN4 0PR	EM/22	H013 02	F	Residential. Victorian Conversion Flat	1000612 07220	558109	142233
	81	58B London Road Southborough Tunbridge Wells Kent TN4 0PR	EM/23	H013 03	F	Residential. Victorian Conversion Flat	1000612 07221	558109	142233
	82	58C London Road Southborough Tunbridge Wells Kent TN4 0PR	EM/24	H013 04	F	Residential. Victorian Conversion Flat	1000612 07222	558109	142233
	83	58D London Road Southborough Tunbridge Wells Kent TN4 0PR	EM/25	H013 05	F	Residential. Victorian Conversion Flat	1000612 07223	558109	142233
	84	2 Southfield Road Tunbridge Wells Kent TN4 9UL	EM/97	H014	F	Residential. End Terrace House	1000612 13333	558161	140800
	85	2A Southfield Road Tunbridge Wells Kent TN4 9UL	EM/97.1	H014 03	F	Residential. Flat in end terrace house	1000612 13332	558161	140800
	86	1 Pennyfields Cranbrook Kent TN17 3BZ	EM/20	H015	F	Residential. End Terrace House	1000611 89555	577830	135564
	87	Cinder Hill Wood Gypsy Caravan Site Five Wents Matfield Tonbridge Kent TN12 7EF	EM/550	H017	F	Residential. 4 Plots With Amenity Blocks.	0100086 64185	565306	142453
	88	59 Dudley Road Tunbridge Wells Kent TN1 1LE	12/00316/TEN	H022	L	Residential. Property leased from Town and Country Housing Group	1000612 01361	558263	139586
	89	65 Greggs Wood Road Tunbridge Wells Kent TN2 3JQ	12/00314/TEN	H023	L	Residential. Property leased from Town and Country Housing Group	1000612 04001	560030	140926
90	41 Hornbeam Avenue Southborough Tunbridge Wells Kent TN4 9XT	12/00313/TEN	H027	L	Residential. Property leased from Town and Country Housing Group	1000612 06038	559683	142034	
91	35 Greggs Wood Road Tunbridge Wells Kent TN2 3JJ	12/00315/TEN	H028	L	Residential. Property leased from Town and Country Housing Group	1000612 03971	559971	140798	

Operational Housing	92 7 Marconi Place Exchange Mews Culverden Park Road Tunbridge Wells Kent TN4 9TW	14/00375/TEN	H042	L	Residential. Property leased from TCHG	0100000 69026	558269	140214
	93 Dowding House Commercial Road Paddock Wood Tonbridge Kent	17/00443/ASSET	H045	F	Residential building	0100086 64382	566852	144927
	94 Gardeners Cottage Dunorlan Pembury Road Tunbridge Wells Kent TN2 3QB	EM/250	L016 01	F	Residential. Detached House. Let on Regulated Tenancy.	1000621 11187	559989	139831
	95 29 Willow Tree Road Tunbridge Wells Kent TN2 5PU	14/00373/TEN	XX	L	Residential. Property leased from TCHG	1000612 17272	557470	138366
	96 Flat 5 3 Molyneux Park Road Tunbridge Wells Kent TN4 8DG	14/00374/TEN	XX	L	Residential. Property leased from TCHG	0100086 59885	557896	139557

Operational Offices	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	97 9 - 10 Calverley Terrace Crescent Road Tunbridge Wells Kent TN1 2LU	04/00008/EM	A001	F	Offices. Detached structure with basement and 3 upper floors.	1000625 42960	558594	139466
	98 Tunbridge Wells Borough Council Town Hall Mount Pleasant Road Tunbridge Wells Kent TN1 1RS	EM/265	A003	F	Civic Building. Part Of Town Hall Civic Building Complex	0100086 60629	558497	139473
	99 8 Grosvenor Road Tunbridge Wells Kent TN1 2AB	07/00001/EM	A004	F	Offices. Gateway - One stop shop providing Council and other public and voluntary sector services. Declared surplus.	1000625 43130	558494	139727
	100 Tunbridge Wells Borough Council Council Depot North Farm Lane Tunbridge Wells Kent TN2 3EE	12/00331/ASSET	E021	F	Depot. Council depot, offices and access road.	0100000 65729	560333	142668

Operational Parks	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	101 Reynolds Lane Wildlife Site Reynolds Lane Tunbridge Wells Kent TN4	14/00380/ASSET	B123	F	Land. Leisure/Woodland open space	0100086 68748	557734	141101
	102 The Grove Buckingham Road Tunbridge Wells Kent TN1 1TQ	EM/319	L003	F	Recreation. Public Recreation Ground	0100086 70463	558573	138946

Operational Parks								
103	Calverley Grounds Mount Pleasant Avenue Tunbridge Wells Kent TN1 1QY	EM/286	L004	F	Recreation. Public Park With Tennis/Bowling Facils.	0100086 69930	558684	139253
104	Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QN	EM/244	L005	F	Recreation. Public Park With Lake, Cafe Etc.	0100000 64442	560054	139648
105	Boating Lake Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QA	EM/247	L005	F	Recreation. Boating Lake	0100000 66574	559987	139842
106	Grecian Temple Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QN	07/00003/EM	L005 05	F	Statue. The temple is an ornate summer house built in a Grecian Style in the late 19th Century	0100000 64442	560054	139648
107	Grosvenor Recreation Ground Upper Grosvenor Road Tunbridge Wells Kent TN1 2JB	EM/99	L006	F	Recreation. Public Recreation Ground	0100000 69403	559215	141094
108	Pavilion Grosvenor Recreation Ground Upper Grosvenor Road Tunbridge Wells Kent TN1 2JB	EM/102	L006 01	F	Recreation. Single Storey Detached Structure	0100000 69403	559215	141094
109	Land Adjacent To Electricity Sub Station Rochdale Road Tunbridge Wells Kent TN1 2JB	14/00367/ASSET	L006 07	F	Recreation. Land adjacent to 65 Rochdale Road and forming part of Grosvenor Recreation Ground	0100241 36898	559094	140566
110	Colebrook Recreation Grounds Apple Tree Lane Tunbridge Wells Kent TN2 3BT	10/00091/EM	L010	F	Recreation. Land with footpath, parking area and highway. This Land Registry title includes Colebrook Recreation Ground and Pavilion. These are logged and mapped separately under EM/71 and 04/00003/EM.	0100000 68649	559727	141608
111	Hawkenbury Recreation Ground And Land Hawkenbury Road Tunbridge Wells Kent TN2 5AP	13/00341/ASSET	L011 11	F	Recreation. Recreation land and land at High Woods Lane	0100000 67122	559781	138571
112	Hilbert Recreation Ground Hilbert Road Tunbridge Wells Kent TN1	EM/108	L012	F	Recreation. Public Recreation Ground, Football Pitches.	0100000 67728	559310	140785
113	Land Lying To South Side Of Addison Road Tunbridge Wells Kent TN2 3GG	14/00368/ASSET	L012 04	F	Recreation. Amenity land adjacent to Hilbert Recreation Ground	0100241 35279	559312	140939

Operational Parks	114	St Johns Recreation Ground Beltring Road Tunbridge Wells Kent TN4 9RG	EM/95	L014/00/01/02/03/04/05/06	F	Recreation. Public Recreation Grnd, with bowls club and Sports Facilities.Road fronting recreation ground is adopted highway and footpath either side of rec is Public Right of Way WBX5.Kiosk subject to lease.	010000067727	557926	140722
	115	St Marks Recreation Ground Frant Road Tunbridge Wells Kent TN2 5LS	EM/444	L015	F	Recreation. Recreation Ground With Rugby Pitches	010000064461	558370	137448
	116	The Hunters Play Area (Showfields) Hunters Way Tunbridge Wells Kent TN2 5QD	EM/721	L035 02	F	Recreation. Land To Be Used As Public Open Space	010000068657	557600	138061

Operational Public Conveniences	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY	
	117	Public Conveniences Crescent Road Multi Story Car Park Crescent Road Tunbridge Wells Kent TN1 2UL	04/00006/EM	C001	F	Public Convenience. Single storey purpose built toilet block	010000069609	558655	139523
	118	Public Conveniences High Street Brenchley Tonbridge Kent TN12 7NQ	EM/633	C015 03	F	Public Convenience. Single Storey Detached Building	010008669396	567892	141777
	119	Tunbridge Wells Borough Council Public Conveniences Car Park East Commercial Road Paddock Wood Tonbridge Kent TN12 6EN	EM/632	C021	F	Public Convenience. Single Storey Detached Building	010000069611	567020	145056
	120	Public Conveniences Tunbridge Wells Borough Cemetery Benhall Mill Road Tunbridge Wells Kent TN2 5JJ	EM/628	L002 03	F	Public Convenience. Single Storey Building Attached To Crem.	010000067971	559198	137630
	121	Public Conveniences Tunbridge Wells Borough Cemetery Benhall Mill Road Tunbridge Wells Kent TN2 5JJ	EM/373	L002 03	F	Public Convenience. Detached Single Storey Structure	010000067971	559198	137630
	122	Public Conveniences Calverley Grounds Mount Pleasant Avenue Tunbridge Wells Kent TN1 1QY	EM/292	L004 06	F	Public Convenience. Single Storey Detached Structure	010000069601	558551	139273
	123	Public Conveniences Dunorlan Park Pembury Road Tunbridge Wells Kent TN2 3QN	EM/246	L005 04	F	Public Convenience. Single Storey Detached Structure	010000067169	559925	139660

Operational Public Conveniences	124	Public Conveniences Grosvenor Recreation Ground Auckland Road Tunbridge Wells Kent TN1 2JB	EM/626	L006 02	F	Public Convenience. Part Of Single Storey Pavillion	0100000 69605	559070	140606
	125	Public Conveniences Hawkenbury Recreation Ground Hawkenbury Road Tunbridge Wells Kent TN2 5AP	EM/325	L011 05	F	Public Convenience. Single Storey Detached Structure	0100000 67123	559869	138478
	126	Public Conveniences St Johns Recreation Ground Beltring Road Tunbridge Wells Kent TN4 9RG	EM/627	L014 02	F	Public Convenience. Single Storey Detached Structure	0100000 69608	558017	140659
	127	Public Conveniences Crane Lane Cranbrook Kent TN17 3DG	EM/637	T001	F	Public Convenience. Single Storey Detached Building	0100086 67858	577601	135977
	128	Public Conveniences London Road Southborough Tunbridge Wells Kent TN4 ONA	EM/41	T005	F	Public Convenience. Single Storey Detached Building. Building demolished. Site under development for Southborough Hub. Previously known as Bat and Ball.	0100000 66621	558147	142051
	129	Public Conveniences Maidstone Road Matfield Tonbridge Kent TN12 7LW	EM/480	T007	F	Public Convenience. Single Storey Detached Structure	0100086 69395	565771	141644
	130	Public Conveniences Sissinghurst Road Sissinghurst Cranbrook Kent TN17 2JA	EM/432	T010	L	Public Convenience. Single Storey Detached Building(Leased to TWBC by Parish Council)	0100000 67168	579225	137519
	131	Public Conveniences The Common Tunbridge Wells Kent TN4 8AH	EM/625	T012	F	Public Convenience. Single Storey Detached Structure	0100000 67170	557760	139211

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Operational Sports Facility	Property	Est Ref	File Ref	Council Tenure	Description	UPRN	Map Ref GEOX	Map Ref GEOY
	132 Land Forming Access To Cadogan Playing Fields St Johns Road Tunbridge Wells Kent TN4 9PH	EM/903	B021	F	Land. Small strip of land giving part access to playing field	0100000 68648	558384	141242
	133 Pavilion Grosvenor Recreation Ground Upper Grosvenor Road Tunbridge Wells Kent TN1 2JB	EM/101	L006 06	F	Recreation. Semi Derelict Corrugated Metal Shed	0100000 69403	559215	141094
	134 Pavilion Nevill Ground Nevill Gate Tunbridge Wells Kent TN2 5ES	EM/354	L007	F	Recreation. Detached Pavillion	0100086 69845	558844	138336

Operational Sports Facility	135	Blue Mantle Stand Nevill Cricket & Athletic Ground Nevill Gate Tunbridge Wells Kent TN2 5ES	04/00013/EM	L007 02	F	Recreation. New spectator's stand	0100086 69845	558844	138336
	136	Nevill Ground Nevill Gate Tunbridge Wells Kent TN2 5ES	EM/353	L007 05/06	F	Recreation. Public Recreation Ground With Hockey Pitch and Grandstand	0100086 69845	558844	138336
	137	Recreation Ground Bayham Road Tunbridge Wells Kent TN2 5HX	04/00017/EM	L008 01	F	Recreation. Changing Room/Shed at Recreation Ground	0100000 65263	559120	137458
	138	Cadogan Playing Fields St Johns Road Tunbridge Wells Kent TN4 9PH	EM/74	L009	F	Recreation. Playing Field Marked As Football Pitch with toilets	0100000 68648	558384	141242
	139	Pavilion Cadogan Playing Fields St Johns Road Tunbridge Wells Kent TN4 9UY	EM/902	L009 01	F	Recreation. Sports pavilion	0100000 69596	558407	141169
	140	Colebrook Pavilion Apple Tree Lane Tunbridge Wells Kent TN2 3BT	04/00003/EM	L010	F	Recreation. Single storey pavilion	0100000 67719	559851	141571
	141	Hawkenbury Pavilion And Car Park Hawkenbury Recreation Ground Hawkenbury Road Tunbridge Wells Kent TN2 5BW	04/00010/EM	L011 01	F	Recreation. Single storey pavilion	0100241 35237	560065	138439
	142	Hawkenbury Recreation Ground Hawkenbury Road Tunbridge Wells Kent TN2 5AP	EM/324	L011 06	F	Recreation. Public Park, Football/Bowling Facilities	0100000 67122	559781	138571
	143	Changing Rooms Hilbert Recreation Ground Hilbert Road Tunbridge Wells Kent TN1	EM/106	L012 01	F	Recreation. Detached Single Storey Building	0100000 67728	559310	140785
	144	Rusthall Pavilion Southwood Road Rusthall Tunbridge Wells Kent TN4	EM/125	L013 01	F	Recreation. Detached Single Storey Structure	0100000 67549	555867	140264
	145	Recreation Ground Southwood Road Rusthall Tunbridge Wells Kent TN4	EM/126	L013 05	F	Recreation. Formal Recreation Ground, Grassed	0100000 69600	555815	140367
	146	Tunbridge Wells Sports Centre St Johns Road Tunbridge Wells Kent TN4 9TX	EM/73	L028	F	Sports Centre. Sports Centre/Swimming Pool	0100086 62216	558128	141357
	147	Putlands Sports & Leisure Centre Mascalls Court Road Paddock Wood Tonbridge Kent TN12 6NZ	04/00009/EM	L030	L	Sports Centre. Purpose built sports centre	1000625 45644	567067	144157

Operational Sports Facility	148	Weald Sports Centre Angley Road Cranbrook Kent TN17 2PJ	EM/901	L031	F	Recreation. Sports centre	0100086 66393	577284	136585
	149	Play Area St Marks C Of E Primary School Ramslye Road Tunbridge Wells Kent	15/00409/TEN	L048	L	Lease of part of the recreation area	0100000 68655	556996	138122
	150	Tunbridge Wells Lawn Tennis Club Nevill Gate Tunbridge Wells Kent TN2 5ES	EM/355	L07/07	F	Recreation. Tennis Courts And Pavilion	0100000 66152	558764	138416

Revenue Management: Quarter 2 (to 30 September 2020)

For Cabinet on 3 December 2020

Summary

Lead Member: Councillor Tom Dawlings, Portfolio Holder for Finance & Governance

Lead Director: Lee Colyer, Director of Finance, Policy & Development

Head of Service: Jane Fineman, Head of Finance, Procurement & Parking

Report Author: Clare Hazard, Accountancy Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	21 October 2020 (Verbal Update)
Portfolio Holder	
Finance & Governance Cabinet Advisory Board	10 November 2020
Cabinet	3 December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet note that the Quarter 2 net expenditure on services year to date was £11,685,000, £2,608,000 more than budget.
2. That Cabinet note that by year end the Council anticipates net expenditure of £18,760,000 on services. This forecast is £6,343,000 over budget and a further £537,000 since Quarter 1.
3. That Cabinet note that by year end the Council anticipates receiving an increase in funding of £4,127,000, a further £177,000 since Quarter 1. This reduces the deficit to £2,216,000 over budget.

Agenda Item 13

4. That Cabinet approve write offs as set out in Paragraph 2.27 and detailed in Appendix J.

1. Introduction and Background

- 1.1 This report shows the actual expenditure on services compared to the revised budget for the period ended 30 September 2020, and the forecast outturn position, highlighting significant variances from the revised annual budget.
- 1.2 The net expenditure on services for the year is forecast to be £18,760,000 which is an overspend against budget of £6,343,000.
- 1.3 The net funding the Council expects to receive has increased by £4,127,000 (see note 2.5 below) which reduces the overall deficit for the year to £2,216,000.

2. Revenue Management to 30 September 2020

Financial Approach to Covid-19 Pandemic

- 2.1 The impact to 30 September 2020 is set out within this report and builds on the Financial Update Covid-19 report to Cabinet on 25 June 2020 and the Quarter 1 Revenue Management Report to Cabinet on 10 September 2020.
- 2.2 On a quarterly basis Cabinet have the ability to revise the in-year budget as part of the scheduled quarterly financial management reports. In addition to efficiency savings, the main options available to Cabinet include:
 - Reallocation of Reserves – identify re-deployable earmarked reserves;
 - Capital Programme – defer schemes within the Capital Programme; and
 - Borrowing - keep open the option of borrowing internally and externally.
- 2.3 This approach continues to hold true and accords with Government advice that Councils should not make drastic decisions to bring their budgets back into balance. The Government has committed to provide Councils with the financial resources they require to deliver essential local services.

Summary Outturn – Appendix A

- 2.4 Appendix A shows the overall income and expenditure on services forecast outturn position as at 30 September 2020. Total income and expenditure on services can be seen in greater detail within Appendix B, which provides information per service area. The approved budget was set by Full Council on 26 February 2020 and does not change. The revised budget is used to record virements amongst service areas and from reserves, whilst the forecast outturn

is used to record the reporting of savings, overspends and allocations from reserves.

- 2.5 The forecast outturn for expenditure on services is £18,760,000 which is £6,343,000 over budget, an increase of £537,000 compared to Quarter 1. The increase is mainly the subsidy required to re-open the Council's sports centres (see note 2.14). The various movements to forecast can be seen in Appendix C. It can also be seen that the net funding for the year has increased by £4,127,000, comprising £5,224,000 of additional funding from Government, less £272,000 in investment income and £825,000 forecast underachievement in Council Tax recovery. This reduces the budget deficit to £2,216,000.
- 2.6 Investment interest is forecast to be £187,000 under budget for the year. The forecast has fallen due to the cut in interest rates and is based on an overall interest rate of 1.04% and average funds of £43 million. The PWLB loan of £1 million, was repaid in July and the interest for the year will be a total cost of £7,000. The remaining £85,000 shortfall in the investment income is due to the tenant of 33 Monson Road (Azzurri Ltd) going into administration following the period of lockdown.
- 2.7 It is forecast that the Council will receive net additional Covid-19 funding of £5,224,000 during the year from the Government. The Council has already received grants of £1,499,000 to address immediate coronavirus pressures. The Government will also compensate the Council for income losses from fees and charges due to the pandemic. The Council will need to absorb the first 5% of the budgeted income for these losses, with the Government compensating for 75p in every £1 of any further loss. An estimate of £3,725,000 has been made as to the amount that the Council should be compensated due to its income losses, an increase of £177,000 this quarter.
- 2.8 The implications of Covid-19 on costs and income are frequently changing and it is likely that there will be changes following the publication of this report and these will be updated verbally at the meeting. Since the preparation of the figures the Assembly Hall Theatre has been awarded a grant of £500,000 from the Government's Culture Recovery Grant Fund and an additional £100,000 of Government funding has been allocated to the Council, to address coronavirus pressures. The effects of these changes will be included in the Quarter 3 report.

Usable Reserves – Appendix D

- 2.9 Appendix D shows all usable reserves including the earmarked reserves. Usable reserves are those that the Council can use to provide services, subject to the need to maintain an overall prudent level of reserves. Earmarked reserves are amounts set aside to meet identified, and sometimes committed, future liabilities.
- 2.10 As shown in Appendix D the Council had £21,229,000 of usable reserves as at 1 April 2020, including £11,261,000 of earmarked reserves. The earmarked reserves have been analysed to determine how much could be made available to

be redeployed to meet the budget pressures resulting from Covid-19 and £6,658,000 has been identified.

- 2.11 The capital programme is funded from the Capital and Revenue Initiatives Reserve as well as from other specific earmarked reserves and this totals £1,622,000 for 2020/21. A number of capital schemes have been deferred from 2020/21 to 2021/22 to ease the pressure on reserves. The Council also has the option to borrow for capital schemes rather than funding them from earmarked reserves, leaving the reserves available for revenue pressures.
- 2.12 The projected closing position on the reserves for the year is £16,807,000.

Financial Performance of Major Expenditure Accounts – Appendix E

- 2.13 The Assembly Hall Theatre will reopen in October although there will be reduced capacity to ensure Covid-19 safety measures are followed in line with Government guidance. At Quarter 1 it had been expected that the theatre would remain closed until at least December 2020 and show related costs were forecast to be underspent as a result. Therefore, some of this reduction has been forecast back into the budget this quarter. The total of this forecast is £233,000, of which £137,000 is shown within Appendix E and £96,000 is shown within Appendix F, Employee Related Costs.
- 2.14 A forecast of an additional cost of £382,000 is included within External Contract Payments this quarter. At its meeting of 10 September 2020 (CAB20/20) Cabinet agreed interim financial support, up to a maximum of £420,000, for Fusion Lifestyle, to facilitate the opening of the Council's three sports centres. Cabinet also agreed not to recover income for the management fee due for 2020/21. The budget for the management fee is made up of income of £289,000 less a payment due of £38,000. Therefore, a forecast for the reduction of the cost of £38,000 is included within External Contract Payments.

Employee Related Costs – Appendix F and G

- 2.15 Staff costs, including salaries, casual hours, national insurance and pensions, are now forecast to be £377,000 under budget, a further reduction since Quarter 1 of £106,000. The main projected changes within this quarter are a saving of £55,000 for Environmental Health staff vacancies, £50,000 for Parking staff vacancies and £34,000 for Property staff vacancies.
- 2.16 The vacancy factor is the saving created whilst a budgeted post is vacant and usually there is a requirement for Services to allocate their staff savings to this target. This requirement has been removed this year as each department will need to allocate any savings against income shortfalls or Covid-19 cost pressures. £180,000 has therefore been projected as a shortfall in the vacancy factor target.

Income Streams– Appendix H

- 2.17 Covid-19 has severely affected the Council's revenue streams and continues to do so. The impact of the loss of income from fees and charges, as shown in Appendix H, has been in the region of £850,000 per month for the first quarter and £500,000 per month for the second quarter. The full loss for the year is difficult to accurately forecast as much is dependent upon lockdown restrictions and the rate of the economic recovery. The assumption has been made that whilst losses will continue for the rest of the year, they will continue to decrease over Quarters 3 and 4.
- 2.18 The forecast for income at the Assembly Hall Theatre has been increased by £249,000 this quarter. £16,000 of this is for a grant that the Council has received under the Job Retention Scheme, for staff who continued to be furloughed in September. The remaining £233,000 is a reversal of the loss of income included in the Quarter 1 forecast. This has been possible now that the theatre will reopen in October and is matched by a reversal of the expected reduction in costs, as explained in Paragraph 2.13.
- 2.19 The forecast for Planning income has been reduced by a further £25,000 this quarter, which is due to a continued reduction in pre-applications received.
- 2.20 Other income is forecast to be a further £369,000 underachieved this quarter. As explained in Paragraph 2.14 Cabinet agreed not to recover the management fee due from Fusion Lifestyle of £289,000 for the Council's three sports centres, and this is now included within the forecast. The remaining £80,000 is from charges for Council Tax and NNDR summonses and liability orders. Costs have not been able to be raised as court hearings have not taken place since the start of the pandemic. It is expected that hearings will be able to start again from December, but it is unlikely that the Council will make up all the income foregone to date within this year.

Variances by Portfolio Holder– Appendix I

- 2.21 The table in Appendix I shows variances by Cabinet Portfolio Holder.

Council Tax and Business Rates

- 2.22 The Council is a billing authority for Council Tax, which is collected on behalf of precepting bodies including Kent County Council, Kent Police and the Kent and Medway Fire & Rescue Services along with Town and Parish Councils. The total due for 2020/21 is £86.7 million of which £8.54 million is due to this Council.
- 2.23 The Council has forecast a potential loss of £825,000 for the collection of Council Tax. This is difficult to forecast accurately, but with the country in recession it is deemed prudent to forecast that it will take time for the payment rate to recover.

- 2.24 The Council is also the billing authority for Business Rates which are collected on behalf of the Government, TWBC, Kent County Council and the Kent and Medway Fire & Rescue Services. The total due for 2020/21 is £56.6 million of which £2.4 million is due to this Council.
- 2.25 The Government provides a business rates retail discount which, following the national lockdown on 23 March 2020, was extended to include retail, leisure and hospitality properties that had to close as a result of the restriction measures. The increase in the relief was in the region of £27.9 million, leaving £28.7m to be collected for 2020/21. The relief will be compensated monthly through a Section 31 business rates relief grant.
- 2.26 The table below shows the Quarter 2 recovery rate for Council Tax to be 1.30% below target and 1.35% below collection rates at this time last year. The Quarter 2 recovery rate for Business Rates was below target by 1.26% and 2.65% below collection rates at this time last year.

Revenue Billing Stream	2020/21 Collection as at 30/09/2020	2020/21 Target as at 30/09/2020	2019/20 Collection as at 30/09/2020
Council Tax	55.80%	57.10%	57.15%
Business Rates	55.94%	57.20%	58.59%

Write Off/Excusal of Debts – Appendix J

- 2.27 Under Financial Procedure Rule (FPR) 6.2 excusal of debts due to the Council can be granted by Cabinet, upon the recommendation of the Section 151 Officer, and therefore the following debts are asked to be written off:
- 8 debts totalling £20,848.15 in respect of Housing Loans in accordance with FPR 6.2.2 (c) being debts of £1,500 or over outstanding for more than 2 years.
- 2.28 Financial Procedure Rule (FPR) 6.5 requires a summary of debts written off by the Section 151 Officer to be reported to Cabinet on a regular basis and therefore a summary of the total write offs for 2020/21 will be provided to Cabinet in the Quarter 4 report.

3. Options Considered

- 3.1 This report is essentially for information.
- 3.2 The Council could make significant cost savings through reductions to service provisions to avoid using earmarked reserves to fund the revenue budget in 2020/21. This would be against Government advice that Councils should not make drastic decisions to bring their budgets back into balance.

3.3 Cabinet can decide to approve the Write Offs requested or refuse.

4. Preferred Option and Reason

4.1 That Members acknowledge the forecast outturn position for the year and the variances to the revised budget and forecast outturn as at Quarter 2.

4.2 That the £6,658,000 of reserves, that Members agreed would be available to close the budget deficit, with the final allocation between specific reserves being made once the actual budget position is known at year end, is used to meet the additional budget gap identified this quarter.

4.3 The write offs are approved to enable a clean audit at year end that appropriately reflects the Council's financial position.

5. Consultation on Options

5.1 The budget was approved by Full Council on 26 February 2020. Finance Officers have liaised with Heads of Service and where appropriate Cost Centre managers, to ensure that the information provided is robust.

Recommendation from Cabinet Advisory Board

5.2 The Finance & Governance Cabinet Advisory Board were consulted on 10 November 2020 and agreed the following:

That the recommendations to Cabinet as set out in the report be supported..

6. Implementation

6.1 The decision will be published on the Council's website.

7. Appendices and Background Documents

Appendices:

- Appendix A: Overall Income and Expenditure in Services
- Appendix B: Net Expenditure on Services
- Appendix C: Key Variances
- Appendix D: Usable Reserves

Agenda Item 13

- Appendix E: Financial Performance of Major Expenditure Accounts
- Appendix F: Employee Related Costs
- Appendix G: Headcount by Service
- Appendix H: Income Streams
- Appendix I: Variance by Portfolio
- Appendix J: Debt Write Offs

Background Papers:

- Budget 2020/21 and Medium Term Financial Strategy Update – CAB 126/19
https://democracy.tunbridgewells.gov.uk/meetings/documents/s46665/Budget%202020_21.pdf
- Revenue Management: Quarter 1 (to 30 June 2020) – CAB 24/20
<https://democracy.tunbridgewells.gov.uk/meetings/documents/s49644/13%20Revenue%20Management%20Q1.pdf>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Under section 151 of the local government act (LGA 1972), the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including advising on the corporate financial position and providing financial information.

Patricia Narebor, Head of Legal Partnership

B. Finance and Other Resources

The report updates on the Authority's forecast outturn net revenue position compared to revised budget.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

The report monitors the establishment to the post occupied.

Jane Fineman, Head of Finance, Procurement & Parking

D. Risk Management

To ensure that the unaudited outturn net revenue remains within the Council's Medium Term Financial Strategy.

Jane Fineman, Head of Finance, Procurement & Parking

E. Environment and Sustainability

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

F. Community Safety

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

G. Equalities

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

H. Data Protection

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

I. Health and Safety

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

J. Health and Wellbeing

There are no specific implications that arise from the process of Revenue Management over the fact that the budget supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

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Appendix A

Appendix A - Overall Revenue and Net Expenditure on Services Financial Year 2020/21

	Revised to 30/09/20	Forecast to 30/09/20	Actuals to 30/09/20	Revised Variance to 30/09/20	Forecast Variance to 30/09/20	Full Year Revised Budget	Full Year Forecast Outturn as at Q2	Full Year Variance to Revised Budget
	£000's	£000's	£000's	Increase/ (Decrease) £000's	Increase/ (Decrease) £000's	£000's	£000's	Increase/ (Decrease) £000's
NET EXPENDITURE ON SERVICES-ORIGINAL BUDGET						11,654	11,654	0
Forecast Outturn Increase funded from Reserves						552	6,358	5,806
NET EXPENDITURE ON SERVICES-QTR 1						12,206	18,012	5,806
Forecast Outturn Increase funded from Reserves						211	748	537
NET EXPENDITURE ON SERVICES-QTR 2						12,417	18,760	6,343
Comprised of:								
Chief Executive	91	91	89	(2)	(2)	183	183	0
D Of Finance, Policy & Development	79	79	91	12	12	152	152	0
Finance, Procurement & Parking	(495)	1,525	1,155	1,650	(370)	(1,649)	1,678	3,327
Mid Kent Services Client	4,184	4,327	4,453	269	126	1,773	2,078	305
Economic Development & Property	3	13	(28)	(31)	(41)	674	685	11
Planning	466	585	616	150	31	1,037	1,297	260
Policy & Governance	673	578	551	(122)	(27)	1,317	1,204	(113)
D Of Change & Communities	68	68	67	(1)	(1)	134	134	0
HR, Cust Service & Culture	1,042	1,442	1,299	257	(143)	1,940	2,827	887
Housing, Health & Environment	2,664	2,958	2,934	270	(24)	4,946	6,072	1,126
Facilities & Community Hubs	39	112	85	46	(27)	1,299	1,643	344
Digital Services & Communications	353	363	373	20	10	791	807	16
Vacancy Factor	(90)	0	0	90	0	(180)	0	180
TOTAL	9,077	12,141	11,685	2,608	(456)	12,417	18,760	6,343
Funded by:								
Net Interest & Investment Income						(784)	(512)	272
Parish Precepts & Levies						2,695	2,695	0
NNDR, RSG and Central Grants						(4,086)	(9,310)	(5,224)
Council Tax Precepts						(11,231)	(10,406)	825
Capital Expenditure from Revenue						1,621	1,621	0
Minimum Revenue Provision						292	292	0
Non Govt Grants						(225)	(225)	0
Transfer to & From Earmarked Reserves						(699)	(2,915)	(2,216)
Transfer to & From General Fund						0	0	0
TOTAL FUNDING						(12,417)	(18,760)	(6,343)
(SURPLUS)/DEFICIT						0	0	0

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Net Direct Expenditure on Services

Appendix B

Chief Executive

HEAD OF SERVICE	Revised YTD Budget £	Forecast YTD Budget £	Actual £	Revised YTD Budget Variance £	Forecast YTD Budget Variance £	Full Year Revised Budget £	Full Year Budget Projection £	Variance Full Yr Bud £
Direct Expenditure	91,050	91,050	88,932	(2,118)	(2,118)	183,340	183,340	0
Direct Income	0	0	0	0	0	0	0	0
CHIEF EXECUTIVE	91,050	91,050	88,932	(2,118)	(2,118)	183,340	183,340	0
Director Total:	91,050	91,050	88,932	(2,118)	(2,118)	183,340	183,340	0

Finance, Policy & Development

HEAD OF SERVICE	Revised YTD Budget £	Forecast YTD Budget £	Actual £	Revised YTD Budget Variance £	Forecast YTD Budget Variance £	Full Year Revised Budget £	Full Year Budget Projection £	Variance Full Yr Bud £
Direct Expenditure	78,700	78,700	90,961	12,261	12,261	151,710	151,710	0
Direct Income	0	0	0	0	0	0	0	0
D OF FINANCE, POLICY & DEVELOP	78,700	78,700	90,961	12,261	12,261	151,710	151,710	0
Direct Expenditure	3,042,370	3,076,370	2,867,135	(175,235)	(209,235)	5,503,660	5,540,660	37,000
Direct Income	(3,627,260)	(1,551,260)	(1,711,628)	1,915,632	(160,368)	(7,332,860)	(3,862,860)	3,470,000
FINANCE, PROCUREMENT & PARKING	(584,890)	1,525,110	1,155,507	1,740,397	(369,603)	(1,829,200)	1,677,800	3,507,000
Direct Expenditure	15,312,470	15,312,470	15,340,380	27,910	27,910	35,054,650	35,054,650	0
Direct Income	(11,128,920)	(10,985,920)	(10,887,772)	241,148	98,148	(33,282,150)	(32,977,150)	305,000
MID KENT CLIENT SERVICES	4,183,550	4,326,550	4,452,608	269,058	126,058	1,772,500	2,077,500	305,000
Direct Expenditure	873,630	863,630	837,627	(36,003)	(26,003)	2,084,280	2,040,280	(44,000)
Direct Income	(870,748)	(850,748)	(865,536)	5,212	(14,788)	(1,410,760)	(1,355,760)	55,000
ECONOMIC DEV & PROPERTY	2,882	12,882	(27,909)	(30,791)	(40,791)	673,520	684,520	11,000
Direct Expenditure	1,284,280	1,203,280	1,201,392	(82,888)	(1,888)	2,613,060	2,498,060	(115,000)
Direct Income	(818,070)	(618,070)	(585,809)	232,261	32,261	(1,575,750)	(1,200,750)	375,000
PLANNING	466,210	585,210	615,583	149,373	30,373	1,037,310	1,297,310	260,000
Direct Expenditure	691,760	596,760	576,143	(115,617)	(20,617)	1,336,690	1,223,690	(113,000)
Direct Income	(18,290)	(18,290)	(25,329)	(7,039)	(7,039)	(19,420)	(19,420)	0
POLICY & GOVERNANCE	673,470	578,470	550,815	(122,655)	(27,655)	1,317,270	1,204,270	(113,000)
Director Total:	4,819,922	7,106,922	6,837,565	2,017,643	(269,357)	3,123,110	7,093,110	3,970,000

Change & Communities

HEAD OF SERVICE	Revised YTD Budget £	Forecast YTD Budget £	Actual £	Revised YTD Budget Variance £	Forecast YTD Budget Variance £	Full Year Revised Budget £	Full Year Budget Projection £	Variance Full Yr Bud £
Direct Expenditure	67,530	67,530	67,044	(486)	(486)	133,930	133,930	0
Direct Income	0	0	0	0	0	0	0	0
D OF CHANGE & COMMUNITIES	67,530	67,530	67,044	(486)	(486)	133,930	133,930	0
Direct Expenditure	2,438,835	1,660,835	1,490,715	(948,120)	(170,120)	5,136,310	3,974,310	(1,162,000)
Direct Income	(1,396,320)	(218,320)	(192,203)	1,204,117	26,117	(3,196,140)	(1,147,140)	2,049,000
HR, CUSTOMER SERVICE & CULTURE	1,042,515	1,442,515	1,298,512	255,997	(144,003)	1,940,170	2,827,170	887,000
Direct Expenditure	5,383,330	5,437,330	5,274,979	(108,351)	(162,351)	11,516,210	11,975,210	459,000
Direct Income	(2,719,610)	(2,479,610)	(2,340,659)	378,951	138,951	(6,570,390)	(5,903,390)	667,000
HOUSING, HEALTH & ENVIRONMENT	2,663,720	2,957,720	2,934,319	270,599	(23,401)	4,945,820	6,071,820	1,126,000
Direct Expenditure	28,979,570	29,046,570	29,020,404	40,834	(26,166)	30,375,010	30,711,010	336,000
Direct Income	(28,940,510)	(28,934,510)	(28,935,367)	5,143	(857)	(29,075,780)	(29,067,780)	8,000
FACILITIES & COMMUNITY HUBS	39,060	112,060	85,037	45,977	(27,023)	1,299,230	1,643,230	344,000
Direct Expenditure	493,010	493,010	479,506	(13,504)	(13,504)	1,039,600	1,039,600	0
Direct Income	(140,140)	(130,140)	(106,049)	34,091	24,091	(248,400)	(232,400)	16,000
DIGITAL SERVICES & COMMUNICATIONS	352,870	362,870	373,457	20,587	10,587	791,200	807,200	16,000
Director Total:	4,165,695	4,942,695	4,758,370	592,675	(184,325)	9,110,350	11,483,350	2,373,000
Grand Total:	9,076,667	12,140,667	11,684,867	2,608,200	(455,800)	12,416,800	18,759,800	6,343,000

Note: There may be small rounding differences compared to the Core Paper.

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Key Variances

Details	Quarter 1 £000's	Quarter 2 £000's
Quarter 1 – Reported Overspend/ Decline in income		
Reduction in income - Off Street Parking	2,807	
Reduction in income - Assembly Hall Theatre	2,237	
Reduction in income - On Street Parking	663	
Reduction in income - Planning	350	
Additional Covid-19 costs - Community Hub and homelessness	336	
Reduction in income - Green waste income	240	
Vacancy Factor - remove requirement for Services	180	
Reduction in income - Land Charges	115	
Reduction in income - Debt Recovery Service	110	
Additional premises costs - Grounds maintenance	110	
Reduction in income - Parks and Grounds	98	
Reduction in income - Community Centres	69	
Reduction in income - Rental income	55	
Additional staff cost - Contracts Management	42	
Reduction in income - Sales of wheeled bins	40	
Reduction in income - Street naming and numbering	16	
	7,468	
Quarter 1 – Reported Saving/Increase in income		
Saving in costs - Assembly Hall Theatre	(1,320)	
Saving in staff costs - Planning vacancies	(115)	
Saving in costs - Borough Election	(77)	
Saving in supplies & services - Cash collection	(36)	
Saving in staff costs - Finance vacancies	(36)	
Saving in staff costs - Executive Directorate vacancies	(36)	
Saving in staff costs - Food & Safety vacancies	(20)	
Saving in costs - Cricket week	(12)	
Saving in staff costs - Property vacancies	(10)	
	(1,662)	
Net Deficit/(Surplus) on Services for Quarter 1	5,806	
Quarter 1 – Reported Funding Changes		
Additional income - Covid-19 Compensation for loss of income estimate	(3,548)	
Additional income - Covid-19 Support Grant	(1,329)	
Additional income - New burdens grant	(170)	
Reduction in income - Investment income	85	
Reduction in income - Investment and bank interest	187	
Reduction in income - Non collection Council Tax and rents	825	
	(3,950)	
Net Deficit/(Surplus) reported for Quarter 1	1,856	1,856

Quarter 2 – Reported Saving/Increase in income

Additional income - Assembly Hall Theatre	(249)
Additional income - Covid-19 Compensation for loss of income (Fusion)	(177)
Saving in staff costs - Food & Safety vacancies	(55)
Saving in staff costs - Parking vacancies	(50)
Saving in staff costs - Assembly Hall vacancies	(40)
Saving in costs - Fusion Leisure Centre Management Fee	(38)
Saving in staff costs - Property vacancies	(34)
Saving in staff costs - Gateway	(23)
Saving in costs - Car park business rates	(21)
	<hr/>
	(687)

Quarter 2 – Reported Overspend/ Decline in income

Additional costs - Fusion Leisure Centre financial support	420
Reduction in income - Fusion Leisure Centre Management Fee	289
Additional costs - Assembly Hall Theatre	233
Reduction in income - Court cost income	80
Reduction in income - Planning	25
	<hr/>
	1,047

Net Deficit/(Surplus) reported for Quarter 2	<hr/> 2,216
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Appendix D

Usable Reserves	Balance			Balance
	01/04/20	Receipts	Payments	31/03/21
	£000's	£000's	£000's	£000's
General Fund	4,090	0	0	4,090
Capital Grants & Contributions	1,802	0	0	1,802
Capital Receipts	4,076	5,151	(6,657)	2,570
Earmarked Reserves				
Capital and Revenue Initiatives	2,666	43	(1,353)	1,356
Torrington Car Park	102	0	0	102
On Street Parking	733	0	0	733
Local Plan	509	0	(29)	480
Section 106 Interest	36	0	0	36
Maintenance of Garden of Remembrance	2	0	0	2
Strategic Plan	1,319	0	(20)	1,299
Royal Victoria Place Car Park Maintenance	1,118	0	(275)	843
Government Grants	708	0	(246)	462
Invest to Save	737	0	(71)	666
Cultural	141	0	0	141
Pension Settlement	0	225	0	225
Housing Renewal	195	0	(133)	62
Insurance	291	25	0	316
Grant Volatility	1,342	1,160	0	2,502
ICT MKIP Partnership	278	30	(140)	168
Establishment	364	0	0	364
Parish Enabling	35	0	(35)	0
Ice Rink	219	0	0	219
Digital Transformation	46	0	(26)	20
Traveller Protocol	15	0	0	15
Land Charges Transition after loss of income	60	0	0	60
Lottery Income	32	0	0	32
Rent Advance and Deposit	313	115	0	428
Waste Bin Replacement	0	30	0	30
Quarter 1 & 2 Deficit - to be allocated to specific reserves	0	0	(2,216)	(2,216)
Earmarked Reserves	11,261	1,628	(4,544)	8,345
TOTAL USABLE RESERVES	21,229	6,779	(11,201)	16,807

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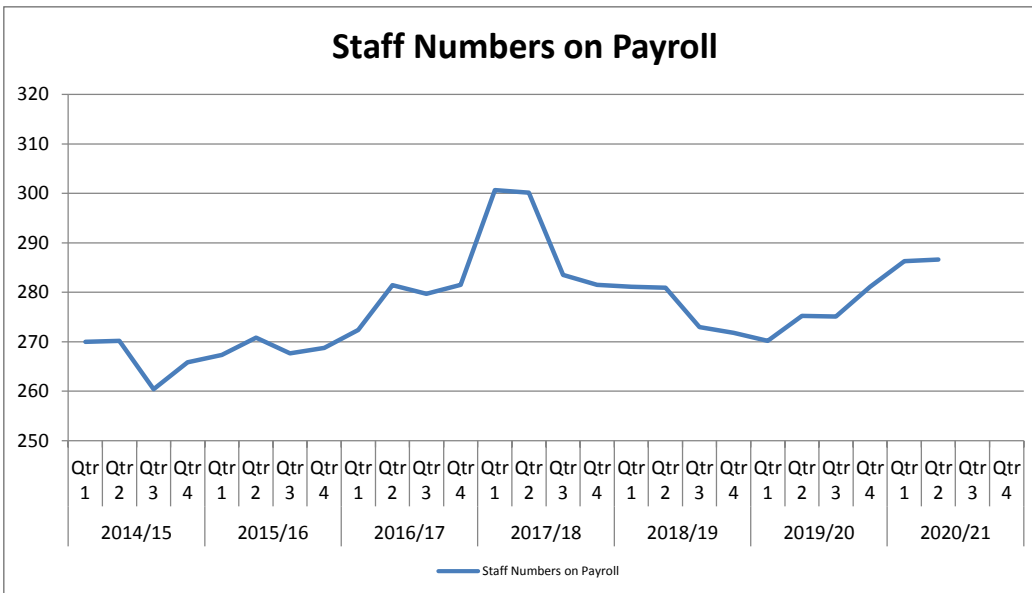
Financial Performance of Major Expenditure Accounts

	Revised to 30/09/20	Forecast to 30/09/20	Actuals to 30/09/20	Revised Variance to 30/09/20 Increase/ (Decrease)	Forecast Variance to 30/09/20 Increase/ (Decrease)	Full Year Revised Budget	Full Year Forecast Outturn as at Q2	Full Year Variance to Revised Budget Increase/ (Decrease)
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Building Maintenance/Repairs	489	489	468	(21)	(21)	1,163	1,163	0
Grounds Maintenance	537	587	549	12	(38)	1,244	1,354	110
Business Rates/Council Tax	1,480	1,480	1,453	(27)	(27)	1,480	1,459	(21)
Utility Bills	217	200	175	(42)	(25)	571	571	0
Other Premises Costs	908	882	939	31	57	1,814	1,806	(8)
Transport	70	70	39	(31)	(31)	151	151	0
External Contract Payments	1,557	1,537	1,514	(43)	(23)	3,976	4,322	346
IT & Communications	710	657	668	(42)	11	1,107	1,095	(12)
Grants	343	343	326	(17)	(17)	439	439	0
Consultants/Legal Fees	296	296	272	(24)	(24)	984	984	0
Other Fees	718	156	114	(604)	(42)	1,485	489	(996)
Members Allowances	192	192	177	(15)	(15)	385	385	0
Other Supplies & Services	809	792	710	(99)	(82)	1,781	2,005	224
Net Benefits Income	3,781	3,781	3,781	0	0	0	0	0
TOTAL	12,107	11,462	11,185	(922)	(277)	16,580	16,223	(357)
BEIS Business Support	27,998	27,998	27,998	0	0	28,681	28,681	0
TOTAL OTHER COSTS	40,105	39,460	39,183	(922)	(277)	45,261	44,904	(357)

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Employee Related Costs

	Revised to 30/09/20	Forecast to 30/09/20	Actuals to 30/09/20	Revised Variance to 30/09/20	Forecast Variance to 30/09/20	Full Year Revised Budget	Full Year Forecast Outturn as at Q2	Full Year Variance to Revised Budget
	£000's	£000's	£000's	Increase/ (Decrease) £000's	Increase/ (Decrease) £000's	£000's	£000's	Increase/ (Decrease) £000's
Salaries & Casual Hours	5,388	5,217	4,998	(390)	(219)	10,979	10,674	(305)
National Insurance	552	541	500	(52)	(41)	1,108	1,083	(25)
Pension Costs	1,289	1,265	1,223	(66)	(42)	2,734	2,687	(47)
Severance Costs	3	3	3	0	0	3	3	0
Training	80	80	42	(38)	(38)	207	207	0
Other Employee Costs	772	724	749	(23)	25	2,736	2,688	(48)
Vacancy Factor	(90)	0	0	90	0	(180)	0	180
TOTAL EMPLOYEE COSTS	7,994	7,830	7,515	(479)	(315)	17,587	17,342	(245)



The 2017/18 Quarter 1 figure onwards include the MKS Environmental Health Service Partnership where staff from Maidstone and Swale transferred to Tunbridge Wells. The 2017/18 Quarter 3 figure onwards take into account the transfer of Revenues and Benefits partnership staff to Maidstone.

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Appendix G

FULL TIME EQUIVALENTS IN POST AS AT 30 SEPTEMBER 2020

Appendix G

Service	Budget FTE's as at 1 Apr 2020	FTE's in Post as at 30 Sep 2020	Key Variances
Chief Executive	1.00	1.00	- No variance
Chief Executive	1.00	1.00	
Director of Finance, Policy & Dev	1.00	1.00	- No variance
Finance & Procurement	52.85	46.53	- Parking Administration Officer (0.68 FTE more) - Civil Enforcement Officer (5.00 FTE less) - Systems Analyst (1.00 FTE less) - Finance Systems Officer (1.00 FTE less)
Economic Dev & Property	20.18	16.18	- Property Manager (1.00 FTE less) - Development Surveyor (2.00 FTE less) - Development Admin Support (1.00 FTE less)
Planning	51.20	46.47	- Technical Assistant (1.00 FTE less) - Scanning Assistant (1.14 FTE less) - Planning Officer (1.59 FTE less) - Policy Manager (1.00 FTE less)
Policy & Governance	16.58	15.58	- PA Office Supervisor (1.00 FTE less)
Finance, Policy & Development	141.81	125.76	
Director of Change & Comm	1.00	1.00	- No variance
HR, Customer Service & Culture	51.32	47.83	- Camden Centre Assistant (0.49 FTE less) - Sales & Marketing Director (1.00 FTE less) - Marketing Assistant (1.00 FTE less) - Customer Service Advisor (1.00 FTE less)
Housing, Health & Environment	85.95	81.01	- Borough Engineering Officer (0.42 FTE less) - Senior Environmental Health Officer (1.00 FTE less) - Environmental Health Apprentice (1.00 FTE more) - Senior Environmental Health Officer (0.43 FTE less) - Environmental Health Officer (2.00 FTE less) - Food & Safety Officer (0.50 FTE less) - Waste & Street Scene Administrator (1.00 less) - Waste Contract Data & Systems Officer (1.00 more) - Bereavement Services Assistant (1.00 less) - Crematorium Technician (1.00 FTE less) - Everyday Active Champion (0.41 FTE more)
Facilities & Community Hubs	11.38	11.38	- No variance
Digital Services & Commun	19.11	18.61	- Communications Officer (0.50 less) - Business Analyst (1.00 less)
Change & Communities	168.76	159.83	
Total	311.57	286.59	
Variance		(24.98)	

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Appendix H

Income Streams

	Revised to 30/09/20	Forecast to 30/09/20	Actuals to 30/09/20	Revised Variance to 30/09/20	Forecast Variance to 30/09/20	Full Year Revised Budget	Full Year Forecast Outturn	Full Year Variance to Revised Budget
				Increase/ (Decrease)	Increase/ (Decrease)		as at Q2	Increase/ (Decrease)
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Off Street Parking	(2,768)	(1,097)	(1,217)	1,551	(120)	(5,609)	(2,802)	2,807
On Street Parking	(764)	(405)	(456)	308	(51)	(1,541)	(960)	581
Assembly Hall	(1,236)	(99)	(78)	1,158	21	(2,444)	(456)	1,988
Grants	(271)	(271)	(291)	(20)	(20)	(487)	(487)	0
Rents	(1,286)	(1,266)	(1,297)	(11)	(31)	(2,099)	(2,044)	55
Crematorium Income	(992)	(992)	(976)	16	16	(2,063)	(2,063)	0
Revenue Contribution	(657)	(587)	(551)	106	36	(1,899)	(1,789)	110
Planning Income	(810)	(610)	(578)	232	32	(1,560)	(1,185)	375
Land Charges	(147)	(74)	(111)	36	(37)	(293)	(178)	115
Waste Collection	(572)	(392)	(395)	177	(3)	(1,769)	(1,489)	280
Other Income	(838)	(675)	(382)	456	293	(1,986)	(1,352)	634
TOTAL	(10,341)	(6,468)	(6,332)	4,009	136	(21,750)	(14,805)	6,945
BEIS Business Support	(28,681)	(28,681)	(28,681)	0	0	(28,681)	(28,681)	0
TOTAL INCOME	(39,022)	(35,149)	(35,013)	4,009	136	(50,431)	(43,486)	6,945

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Appendix I

Variances by Portfolio Holder

	Revised to 30/09/20	Forecast to 30/09/20	Actuals to 30/09/20	Revised Variance to 30/09/20	Forecast Variance to 30/09/20	Full Year Revised Budget	Full Year Forecast Outturn as at Q2	Full Year Variance to Revised Budget
	£000's	£000's	£000's	Increase/ (Decrease) £000's	Increase/ (Decrease) £000's	£000's	£000's	Increase/ (Decrease) £000's
Leader	(1,224)	1,024	685	1,909	(339)	(3,035)	703	3,738
Finance & Governance	6,878	6,837	6,896	18	59	7,845	7,917	72
Sustainability	1,306	1,557	1,459	153	(98)	3,746	4,329	583
Communities & Well-Being	1,139	1,186	1,181	42	(5)	2,039	2,108	69
Culture, Leisure & Econom Dev	1,068	1,537	1,464	396	(73)	2,002	3,703	1,701
Vacancy Factor	(90)	0	0	90	0	(180)	0	180
TOTAL	9,077	12,141	11,685	2,608	(456)	12,417	18,760	6,343

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Housing Loans Write Offs 2020/21
Over £1,500 and more than 2 years old

Address	Account Number	Financial Year	Total to be written off	Comment
Flat 7, Craig House, Wilson Avenue, Rochester	756163	2014/15	£1,559.88	Loan included in bankruptcy (Jan 2019)
70 Ladys Gift Road, Southborough	758272	2018/19	£1,600.00	Unable to contact. No longer living in Tunbridge Wells Borough
60 Grange Road, Tunbridge Wells	756202	2014/15	£1,985.96	Unable to contact. No longer living in Tunbridge Wells Borough
17 Kings Court, Mill Lane, Crowborough	758216	2017/18	£2,008.00	Loan included in bankruptcy (May 2019)
The Bungalow, Dunstan Road, Tunbridge Wells	758212	2017/18	£2,051.18	Unable to contact. No longer living in Tunbridge Wells Borough
50 Ringden Avenue, Paddock Wood	756419	2012/13	£2,067.93	Unable to contact. No longer living in Tunbridge Wells Borough
41 Kent Close, Paddock Wood	754343	2012/13	£3,151.20	Unable to contact. No longer living in Tunbridge Wells Borough
Flat 3, Dudley Road, Tunbridge Wells	758211	2017/18	£6,424.00	Unable to contact. No longer living in Tunbridge Wells Borough
Total	8		£20,848.15	

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Quarter 2 – Capital Management to 30 September 2020

For Cabinet on 3 December 2020

Summary

Lead Member: Councillor Tom Dawlings, Portfolio Holder for Finance & Governance

Lead Director: Lee Colyer, Director of Finance, Policy & Development

Head of Service: Jane Fineman, Head of Finance, Procurement & Parking

Report Author: Zoe Jagniaszek, Service Accountant

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	23 October 2020 (Verbal update)
Portfolio Holder	
Finance & Governance Cabinet Advisory Board	10 November 2020
Cabinet	3 December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet note the actual gross and net expenditure for the year and the sources of finance, as shown in Appendices B to D.
2. That Cabinet approve the proposed variations to the Capital programme, set out in note 4.3 to 4.7.
3. That Cabinet approve the proposed movement between years set out in note 4.8.

1. Introduction and Background

- 1.1 This report summarises the actual and forecast outturn expenditure on capital schemes as at the 30 September 2020. The total capital expenditure is forecast to be £19,652,000, a net increase of £1,690,000 from the previously approved budgets. This consists of a net decrease of £146,000 in spending rescheduled to and from 2021/22 and a net increase in the forecast projected spend of £1,836,000. An increase of £921,000 is also forecast for 2021/22.

2. Capital Management to 30 September 2020

- 2.1 At their meeting on 12 March 2020, Cabinet approved schemes to be met from the Capital Programme for the years 2020/21 to 2022/23.
- 2.2 The figures approved by Cabinet were on the basis of the net cost after specific funding to be met by the Council, either from reserves or from the sale of existing assets. The total approved spending was £23,652,000 during that period, of which £19,479,000 was to be spent during 2020/21.
- 2.3 As shown in Appendix A, the approved programme for 2020/21 moved to £18,397,000 by the end of the 2019/20 financial year, accounting for new schemes, deletions and deferrals into future years and was approved by Cabinet on 25 June 2020.
- 2.4 As the Capital Programme is a 4 year rolling plan an additional £854,000 has been included for approval for 2023/24. This consists of Disabled Facilities Grants and Housing Renewal advances.
- 2.5 New movements for 2020/21 are now forecasting an outturn of £19,652,000.
- 2.6 Appendices B and C set out in gross and net terms the actual spend and amounts approved against the forecast outturn to 31 March 2021, while Appendix D summarises the movement in approvals and in sources of finance for the year.
- 2.7 Approval is sought for a net increase in the capital programme of £1,690,000 for 2020/21 and £921,000 for 2021/22 (see notes 4.3 to 4.8).
- 2.8 There may be small differences in the figures within the report and appendices due to rounding.

3. Options Considered

- 3.1 Retain the approved rolling capital programme as at the end of Quarter 1 2020/21. This would not reflect delays, advancements, underspends or new schemes and therefore provide an inaccurate forecast to the end of the financial year.
- 3.2 Amend the rolling capital programme to reflect changes since the end of Quarter 1 2020/21. These projections help to manage the public finances effectively which support the objectives and priorities of the Council.

4. Preferred Option and Reason

New Budget Approvals

- 4.1 Appendix A shows how the approved capital expenditure has evolved since the programme was first agreed (CAB 140/19). The amounts approved for schemes at the June and September Cabinet meeting have been added to the figure then reported as total approvals as at Quarter 1.

Projected capital expenditure and funding for 2020/21

- 4.2 Appendices B and C set out the actual expenditure and income to date and the projection for the year for gross and net capital expenditure. Depending upon the progress of the capital programme throughout the year it can be seen that £8,279,000 will be required from earmarked reserves, Usable Capital Receipts Reserve, Sale of Fixed Assets, or further borrowed funds to deliver the complete capital programme of £19,652,000.

Variations requiring approval

- 4.3 A total budget of £28,000 is required for the Public Realm Improvements (TGH). £7,000 of this relates to an outstanding payment in completing the second phase of improvements within the current financial year. The remaining £21,000 is for public realm works which could not be completed until construction traffic finishes on The Amelia Scott project, which is likely to take place in 2021/22 and will be funded by Kent County Council.
- 4.4 Further budget of £3,175,000 is required in for The Amelia Scott (THP) as approved by Cabinet at their meeting on 10 September 2020. Funding for this additional budget consists of £275,000 from the National Lottery Heritage Fund, £900,000 from Kent County Council and £2,000,000 from Council borrowing.

- 4.5 The Video Conferencing Equipment (TJL) has been fully installed and a final payment made of £1,000 has now been settled. This is to be funded by the Digital Transformation Reserve.
- 4.6 £46,000 for the purchasing of Christmas Lights (TKG) is no longer required as these will now be bought by the Tunbridge Wells Business Improvement District. The remaining budget of £20,000 will be used to fund Christmas lighting at the Town Hall.
- 4.7 The budget of £400,000 for the Paddock Wood Hub (TKK) contribution is no longer required. Paddock Wood Town Council refused the new Head of Terms for the Day Centre at their meeting on the 21 September which was to be agreed if they were to receive the contribution.

Schemes deferred to future years

- 4.8 There are three projects where implementation has been rescheduled, and Cabinet approval is requested to defer these budgets to and from future years (see Appendix B):
- There has been a delay in the electrical testing of the Street Lighting Columns (TDD) and therefore a budget of £90,000 has been moved to 2021/22 when the works on replacing these columns will take place.
 - A budget of £236,000 for the IT Strategy (TIF) has been rolled forward to 2021/22 due to a delay in planned works.
 - The works to the roof of the Assembly Hall Theatre (TKO) have been brought forward to 2020/21 in order to achieve efficiencies by carrying these out at the same time as the Town Hall. Consequently, the budget of £180,000 has been moved from 2021/22 into the current financial year.

Capital Disposals

- 4.9 During quarter 1 a capital disposal of £526,000 was completed, for Land at Hornbeam Avenue. This amount was transferred to the capital receipts reserve and used to finance some of the capital projects, as can be seen in Appendix D
- 4.10 Holly Farm, Hawkenbury was sold in May 2017. During quarter 1 the final tranche of £4,625,000 was received in respect of this sale. This amount will be transferred to the Usable Capital Receipts Reserve and used to finance capital projects (mainly the Amelia Scott project).
- 4.11 There have been no new capital disposals in Quarter 2.

Housing renewal Advances

- 4.12 Housing Renewal Advances (TAD) are discretionary loans given to vulnerable householders, owners of empty properties and accredited landlords to help improve the living conditions in the Borough. £2,300 has been distributed this year specifically for the Energy Efficiency scheme, while £28,400 has been received year to date from repayments of previous loans
- 4.13 As approved by Cabinet in September 2012, a Housing Renewal Reserve was set up to capture all loan repayments. It was intended that in the future Cabinet would use these sums to fund new loans, reducing or removing the necessity to draw from other Council reserves for funding. From 2016/17 we have utilised this reserve and will for all future advances. Appendix E gives a summary of expenditure and receipts over the last 6 years.

Section 106 Developer Funding

- 4.14 Section 106 of the Town and Country Planning Act 1990 allows a Local Planning Authority (LPA) to enter into a legally-binding agreement or planning obligation with a developer in association with the granting of planning permission. Total Section 106 monies unspent and available as at 30 September 2020 is £5,091,000. Of this sum, £906,000 has been approved and allocated by Cabinet for various capital projects.
- 4.15 It should be noted that a number of these agreements are required to be repaid should the Council not find appropriate projects upon which the monies can be spent within the agreed time period. Appendix F summarises the allocation of Section 106 money and also analyses the dates on which these agreements expire.
- 4.16 The expired contribution of £47,000 from 2019/20 relates to transport improvements in the vicinity of Fountains Retail Park. The Council has sought the developers' approval to undertake an alteration or addendum to the S106 agreement to use this funding for a similar purpose at a later date and is currently awaiting a response.
- 4.17 The amount of £51,000, expiring in 2020/21, has been committed to an Affordable Housing capital scheme and is included in note 4.14 as approved and allocated by Cabinet.

5. Consultation on Options

- 5.1 All capital adjustments have been discussed with the appropriate Officers responsible for each scheme. Management Board have also reviewed these proposals and consider them appropriate.

Recommendation from Cabinet Advisory Board

5.2 The Finance & Governance Cabinet Advisory Board were consulted on 10 November 2020 and agreed the following:

That the recommendations to Cabinet as set out in the report be supported.

6. Implementation

6.1 The decision will be published on the Council's website.

7. Appendices and Background Documents

Appendices:

- Appendix A: Gross capital expenditure previously approved
- Appendix B: Gross capital budgets and actual expenditure for Quarter 2 2020/21
- Appendix C: Net capital budgets and payments for Quarter 2 2020/21
- Appendix D: Summary of expenditure and funding for the 4 years to 2023/24
- Appendix E: Housing Renewal Grants – Summary of loans issued and repaid
- Appendix F: Funding from Section 106 Agreements

Background Papers:

- Quarter 4 2019/20 Capital Management to 31 March 2020 – CAB 179/19
<https://democracy.tunbridgewells.gov.uk/meetings/documents/s48599/17%20Capital%20Q4%20Cabinet%20report%20201920.pdf>
- Quarter 1 2020/21 Capital Management to 30 June 2020 – CAB 25/20
<https://democracy.tunbridgewells.gov.uk/meetings/documents/s49654/14%20Capital%20Management%20Q1.pdf>
- Budget 2020/21 and Medium Term Financial Strategy – CAB 126/19
<https://democracy.tunbridgewells.gov.uk/meetings/documents/s48599/17%20Capital%20Q4%20Cabinet%20report%20201920.pdf>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Under section 151 of the local government act (LGA 1972), the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including advising on the corporate financial position and providing financial information.

Patricia Narebor, Head of Legal Partnership

B. Finance and Other Resources

The report updates on the Authority's capital programme and sets out whether capital expenditure is incurred within approvals by Cabinet.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

None

Jane Fineman, Head of Finance, Procurement & Parking

D. Risk Management

To ensure that spending on the capital programme is in line the Council's Medium Term Financial Strategy.

Jane Fineman, Head of Finance, Procurement & Parking

E. Environment and Sustainability

No implications

Jane Fineman, Head of Finance, Procurement & Parking

F. Community Safety

No implications

Jane Fineman, Head of Finance, Procurement & Parking

G. Equalities

No implications

Jane Fineman, Head of Finance, Procurement & Parking

H. Data Protection

No implications

Jane Fineman, Head of Finance, Procurement & Parking

I. Health and Safety

No implications

Jane Fineman, Head of Finance, Procurement & Parking

J. Health and Wellbeing

No implications

Jane Fineman, Head of Finance, Procurement & Parking

Appendix A

Appendix A: Schemes Approved and Awaiting Approval

	2020/21	2021/22	2022/23	2023/24	Total	
	£000	£000	£000	£000	£000	
Original Gross Approvals	19,479	3,319	854	-	23,652	CAB140/19
Re-scheduled To/From 2019/20	1,396				1,396	CAB179/19
TIL Crescent Road Extension	(2,962)				(2,962)	CAB179/19
TKA ESTORE Upgrade	50				50	CAB179/19
TKJ Bayham Drainage	35				35	CAB179/19
TKK Paddock Wood Hub	400				400	CAB146/19
Various	(1)				(1)	CAB179/19
Total Approvals as at 1st April 2020	18,397	3,319	854	-	22,570	
TAC Disabled Facilities Grants	779			824	1,603	CAB25/20
TAD Housing Renewal Advances				30	30	CAB25/20
TJL Video Conferencing Equipment	(5)				(5)	CAB25/20
TIT Enforcement Vehicle	(4)				(4)	CAB25/20
TJH Benhall Mill Depot	29				29	CAB25/20
Various	1				1	CAB25/20
THS Affordable Housing Grant		51			51	CAB25/20
TKL Town Hall	626				626	CAB25/20
TKM Town Hall Access Control System	56				56	CAB25/20
TKN Great Hall Car Park	580	270			850	CAB25/20
TKO Assembly Hall Theatre			180		180	CAB25/20
TKP 9/10 Calverley Terrace			212		212	CAB25/20
TGQ Single Customer Account	(89)	89			-	CAB25/20
THX Hilbert Football Pitch Drainage	(47)	47			-	CAB25/20
THY Torrington Car Park LED Lighting	(102)	102			-	CAB25/20
TIN West Station Coach Park	(44)	44			-	CAB25/20
TJH Benhall Mill Depot	(637)	637			-	CAB25/20
TJI Power Supply Ice Rink	(176)	176			-	CAB25/20
TJN Calverley Grounds Tennis & Gym	(23)	23			-	CAB25/20
TJR Acquisition Sites Sports Strategy	(1,083)	1,083			-	CAB25/20
TJX Car Parks CCTV	(80)	80			-	CAB25/20
TKB Theatre Sound Desk	(55)	55			-	CAB25/20
TKC Crematorium Woodland Walk	(19)	19			-	CAB25/20
TKH Bayham Changing Facilities	(75)	75			-	CAB25/20
TKI Camden Centre Changing Places	(67)	67			-	CAB25/20
Total Approvals at Quarter 1	(435)	3,209	-	854	3,629	
TGH Public Realm Improvements	7	21			28	
THP The Amelia Scott	2,274	900			3,174	
TJL Video Conferencing Equipment	1				1	
TKG Christmas Lights	(46)				(46)	
TKK Paddock Wood Hub	(400)				(400)	
Total approvals at Quarter 2	1,836	921	-	-	2,757	
Movements between years in Quarter 2 report						
TDD Street Lighting Columns	(90)	90			-	
TIF IT Strategy	(236)	236			-	
TKO Assembly Hall Theatre	180	(180)			-	
Total Approvals	19,652	7,596	854	854	28,956	

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Appendix B: CAPITAL MONITORING - Gross capital budgets and payments for 2020/21

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2021/22 £000	New Schemes £000	Over/Under Budget £000
Leader - Councillor Alan McDermott											
TGX	CAR PARKS PAYMENT SYSTEM	O	-	38	38	5	38	-			-
THY	TORRINGTON CAR PARK LED LIGHTING	O	-	-	-	-	-	-			-
TIL	CRESCENT ROAD EXTENSION	C	2,962	(2,962)	-	-	-	-			-
TIM	CRESCENT ROAD CAR PARK LIFTS	O	-	75	75	-	75	-			-
TIN	WEST STATION COACH PARK	O	44	(44)	-	-	-	-			-
TIS	PARKING VIRTUAL PAYMENT SYSTEM	C	-	1	1	1	1	-			-
TJW	RVP CAR PARK REFURBISHMENT	O	270	5	275	-	275	-			-
TJX	CAR PARKS CCTV	O	-	-	-	-	-	-			-
TKN	GREAT HALL CAR PARK	O	-	580	580	-	580	-			-
Leader Total			3,276	(2,308)	968	6	968	-	-	-	-
Finance and Governance - Councillor Tom Dawlings											
TFV	MOBILE RESPONSIVE WEBSITE	O	-	10	10	2	10	-			-
TGQ	SINGLE CUSTOMER ACCOUNT	O	79	(77)	2	2	2	-			-
THF	CARD PAYMENT SOFTWARE	O	-	7	7	-	7	-			-
TIF	IT STRATEGY	O	272	104	376	87	140	(236)	(236)		-
TJH	BENHALL MILL DEPOT	O	588	(560)	29	-	29	-			-
TJJ	PACKS IN THE WOOD REFURBISHMENT	O	-	149	149	-	149	-			-
TJK	TOWN HALL FIRE ALARM	O	-	38	38	25	38	-			-
TJL	VIDEO CONFERENCING EQUIPMENT	C	-	6	6	7	7	1			1
TJQ	ASSET MANAGEMENT SOFTWARE	O	-	40	40	-	40	-			-
TJU	RVP REFURBISHMENT - PHASE 1	O	769	-	769	-	769	-			-
TKA	ESTORE UPGRADE	O	-	50	50	-	50	-			-
TKF	DIGITAL COMMUNICATIONS	O	20	-	20	-	20	-			-
TKL	TOWN HALL	O	-	626	626	-	626	-			-
TKM	TOWN HALL ACCESS CONTROL SYSTEM	O	-	56	56	24	56	-			-
Finance and Governance Total			1,728	449	2,177	145	1,942	(235)	(236)	-	-
Communities and Wellbeing - Councillor Carol Mackonochie											
TAC	DISABLED FACILITIES GRANTS	O	1,128	695	1,822	148	1,822	-			-
TAD	HOUSING RENEWAL ADVANCES	O	30	195	225	2	225	-			-
THP	THE AMELIA SCOTT	O	11,423	356	11,779	2,950	14,053	2,274			2,274
TKD	CINDERHILL SEWERAGE SYSTEM	O	33	-	33	-	33	-			-
TKE	CINDERHILL ADDITIONAL PLOT	O	26	-	26	2	26	-			-
TKI	CAMDEN CENTRE CHANGING PLACES	O	67	(67)	-	-	-	-			-
TKK	PADDOCK WOOD HUB	C	-	400	400	-	-	(400)			(400)
Communities and Wellbeing Total			12,705	1,579	14,284	3,102	16,159	1,874	-	-	1,874

Appendix B: CAPITAL MONITORING - Gross capital budgets and payments for 2020/21

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2021/22 £000	New Schemes £000	Over/Under Budget £000
Sustainability - Councillor Matthew Bailey											
TDC	QUALITY BUS PARTNERSHIP	C	-	10	10	10	10	-			-
TDD	STREET LIGHTING COLUMNS	O	102	18	120	-	30	(90)	(90)		-
TGH	PUBLIC REALM IMPROVEMENTS	O	-	-	-	7	7	7			7
TIT	ENFORCEMENT VEHICLE	C	-	18	18	18	18	-			-
Sustainability Total			102	46	149	35	65	(83)	(90)	-	7
Culture, Leisure and Economic Development - Councillor Jane March											
TCX	GOUDHURST PAVILION	O	-	6	6	-	6	-			-
THX	HILBERT FOOTBALL PITCH DRAINAGE	O	-	-	-	-	-	-			-
TJA	21ST CENTURY WAY CYCLE ROUTE	O	-	56	56	-	56	-			-
TJE	ASSEMBLY HALL MEANS OF ESCAPE	O	170	50	220	3	220	-			-
TJI	POWER SUPPLY ICE RINK	O	176	(176)	-	-	-	-			-
TJN	CALVERLEY GROUNDS TENNIS & GYM	O	23	(23)	-	-	-	-			-
TJR	ACQUISITION SITES SPORTS STRATEGY	O	1,083	(1,083)	-	-	-	-			-
TKB	THEATRE SOUND DESK	O	55	(55)	-	-	-	-			-
TKC	CREMATORIUM WOODLAND WALK	O	19	(19)	-	-	-	-			-
TKG	CHRISTMAS LIGHTS	O	66	-	66	-	20	(46)			(46)
TKH	BAYHAM CHANGING FACILITIES	O	76	(76)	-	-	-	-			-
TKJ	BAYHAM DRAINAGE	O	-	35	35	-	35	-			-
TKO	ASSEMBLY HALL THEATRE	O	-	-	-	-	180	180	180		-
Culture, Leisure and Economic Development Total			1,667	(1,284)	384	3	517	134	180	-	(46)
Total Projects			19,479	(1,517)	17,962	3,291	19,652	1,690	(146)	-	1,834

Appendix C: CAPITAL MONITORING - Net capital budgets and payments for 2020/21

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2021/22 £000	New Schemes £000	Over/Under Budget £000
Leader - Councillor Alan McDermott											
TGX	CAR PARKS PAYMENT SYSTEM	O	-	38	38	5	38	-	-	-	-
THY	TORRINGTON CAR PARK LED LIGHTING	O	-	-	-	-	-	-	-	-	-
TIL	CRESCENT ROAD EXTENSION	C	2,962	(2,962)	-	-	-	-	-	-	-
TIM	CRESCENT ROAD CAR PARK LIFTS	O	-	75	75	-	75	-	-	-	-
TIN	WEST STATION COACH PARK	O	44	(44)	-	-	-	-	-	-	-
TIS	PARKING VIRTUAL PAYMENT SYSTEM	C	-	1	1	1	1	-	-	-	-
TJW	RVP CAR PARK REFURBISHMENT	O	270	5	275	-	275	-	-	-	-
TJX	CAR PARKS CCTV	O	-	-	-	-	-	-	-	-	-
TKN	GREAT HALL CAR PARK	O	-	-	-	-	-	-	-	-	-
Leader Total			3,276	(2,888)	388	6	388	-	-	-	-
Finance and Governance - Councillor Tom Dawlings											
TFV	MOBILE RESPONSIVE WEBSITE	O	-	10	10	2	10	-	-	-	-
TGQ	SINGLE CUSTOMER ACCOUNT	O	79	(77)	2	2	2	-	-	-	-
THF	CARD PAYMENT SOFTWARE	O	-	7	7	-	7	-	-	-	-
TIF	IT STRATEGY	O	272	104	376	87	140	(236)	(236)	-	-
TJH	BENHALL MILL DEPOT	O	588	(560)	29	-	29	-	-	-	-
TJJ	BACKS IN THE WOOD REFURBISHMENT	O	-	149	149	-	149	-	-	-	-
TJK	TOWN HALL FIRE ALARM	O	-	38	38	25	38	-	-	-	-
TJL	VIDEO CONFERENCING EQUIPMENT	C	-	6	6	7	7	1	-	-	-
TJQ	ASSET MANAGEMENT SOFTWARE	O	-	40	40	-	40	-	-	-	-
TJU	RVP REFURBISHMENT - PHASE 1	O	769	-	769	-	769	-	-	-	-
TKA	ESTORE UPGRADE	O	-	50	50	-	50	-	-	-	-
TKF	DIGITAL COMMUNICATIONS	O	20	-	20	-	20	-	-	-	-
TKL	TOWN HALL	O	-	-	-	-	-	-	-	-	-
TKM	TOWN HALL ACCESS CONTROL SYSTEM	O	-	-	-	-	-	-	-	-	-
Finance and Governance Total			1,728	(233)	1,495	121	1,260	(235)	(236)	-	-
Communities and Wellbeing - Councillor Carol Mackonochie											
TAC	DISABLED FACILITIES GRANTS	O	-	-	-	-	-	-	-	-	-
TAD	HOUSING RENEWAL ADVANCES	O	30	103	133	-	133	-	-	-	-
THP	THE AMELIA SCOTT	O	5,658	473	6,131	2,591	6,131	-	-	-	-
TKD	CINDERHILL SEWERAGE SYSTEM	O	33	-	33	-	33	-	-	-	-
TKE	CINDERHILL ADDITIONAL PLOT	O	26	-	26	2	26	-	-	-	-
TKI	CAMDEN CENTRE CHANGING PLACES	O	67	(67)	-	-	-	-	-	-	-
TKK	PADDOCK WOOD HUB	C	-	400	400	-	-	(400)	-	-	(400)
Communities and Wellbeing Total			5,813	909	6,722	2,593	6,322	(400)	-	-	(400)

Appendix C: CAPITAL MONITORING - Net capital budgets and payments for 2020/21

Code	Scheme	Open/ Closed	FY Original Budget £000	Amendments to budget £000	FY Revised Budget £000	Actual £000	Forecast £000	Difference £000	Re-scheduled To/From 2021/22 £000	New Schemes £000	Over/Under Budget £000
Sustainability - Councillor Matthew Bailey											
TDC	QUALITY BUS PARTNERSHIP	C	-	10	10	10	10	-	-	-	-
TDD	STREET LIGHTING COLUMNS	O	102	18	120	-	30	(90)	(90)	-	-
TGH	PUBLIC REALM IMPROVEMENTS	O	-	-	-	7	7	7	-	-	7
TIT	ENFORCEMENT VEHICLE	C	-	18	18	18	18	-	-	-	-
Sustainability Total			102	46	149	35	65	(83)	(90)	-	7
Culture, Leisure and Economic Development - Councillor Jane March											
TCX	GOUDHURST PAVILION	O	-	3	3	-	3	-	-	-	-
THX	HILBERT FOOTBALL PITCH DRAINAGE	O	-	-	-	-	-	-	-	-	-
TJA	21ST CENTURY WAY CYCLE ROUTE	O	-	-	-	-	-	-	-	-	-
TJE	ASSEMBLY HALL MEANS OF ESCAPE	O	170	50	220	3	220	-	-	-	-
TJI	POWER SUPPLY ICE RINK	O	176	(176)	-	-	-	-	-	-	-
TJN	CALVERLEY GROUNDS TENNIS & GYM	O	-	-	-	-	-	-	-	-	-
TJR	ACQUISITION SITES SPORTS STRATEGY	O	429	(429)	-	-	-	-	-	-	-
TKB	THEATRE SOUND DESK	O	55	(55)	-	-	-	-	-	-	-
TKC	CREMATORIUM WOODLAND WALK	O	19	(19)	-	-	-	-	-	-	-
TKG	CHRISTMAS LIGHTS	O	41	-	41	-	20	(21)	-	-	(21)
TKH	BAYHAM CHANGING FACILITIES	O	-	-	-	-	-	-	-	-	-
TKJ	BAYHAM DRAINAGE	O	-	-	-	-	-	-	-	-	-
TKO	ASSEMBLY HALL THEATRE	O	-	-	-	-	-	-	-	-	-
Culture, Leisure and Economic Development Total			889	(626)	264	3	242	(21)	-	-	(21)
Total Projects			11,809	(2,790)	9,018	2,759	8,279	(740)	(326)	-	(412)

Appendix D

Summary of Expenditure and funding for the 4 years programme to 2022/23

	Original £000	Extra Items						
		Approved	Approved	Approved	Approved	Proposed	Proposed	Projected
		Q1 £000	Q2 £000	Q3 £000	Q4 £000	Adjustmts Q2 £000	Movements between Yrs Q2 £000	Outturn Q2 £000
All years								
2019/20	19,479	(1,082)	(435)			1,836	(146)	19,652
2020/21	3,319	-	3,209			921	146	7,596
2021/22	854	-	-			-	-	854
2022/23	-	-	854			-	-	854
Gross Expenditure	23,652	(1,082)	3,629	-	-	2,757	-	28,956
Government Grants	2,776	(85)	1,603			-	-	4,294
HLF Lottery grant	4,086	(117)	-			275	-	4,244
Section 106 contributions	1,146	103	51			(1)	-	1,298
Other external Contributions	3,111	92	-			896	-	4,100
Public Works Loan Board Loan	-	-	1,924			2,000	-	3,924
Sale of Fixed Assets	-	-	526			-	-	526
Usable Capital Receipts Reserve	5,658	473	-			-	-	6,131
Torrington Rev Maint reserve	-	102	-			-	-	102
RVP Car Park Maintenance Reserve	825	5	-			-	-	830
On Street Parking Reserve	-	80	-			-	-	80
Strategic Plan Reserve	41	-	-			(21)	-	20
Invest to Save Reserve	33	39	(0)			-	-	71
ICT MKIP Partnership Reserve	332	104	-			-	-	436
Housing Renewal Reserve	90	103	30			-	-	223
Ice Rink Reserve	176	-	-			-	-	176
Digital Transformation Reserve	20	10	(5)			1	-	27
Capital and Rev Initiatives Reserve	5,359	(1,991)	(500)			(393)	-	2,475
Total Funding	23,652	(1,082)	3,629	-	-	2,757	-	28,956

Appendix D

Summary of Expenditure and funding for 2020/21

	Original £000	Extra Items						Year End Projected
		Approved	Approved	Approved	Approved	Proposed	Proposed	Outturn Q2 £000
		Q1 £000	Q2 £000	Q3 £000	Q4 £000	Adjustmts Q2 £000	Movements between Yrs Q2 £000	
Gross expenditure	19,479	(1,082)	(435)			1,836	(146)	19,652
Government Grants	1,128	(85)	779			-	-	1,822
HLF Lottery grant	3,486	(117)	-			275	-	3,644
Section 106 contributions	1,146	103	(760)			(1)	-	487
Other external Contributions	1,911	92	-			(25)	-	1,978
Public Works Loan Board Loan	-	-	1,262			2,000	180	3,442
Sale of Fixed Assets	-	-	526			-	-	526
Usable Capital Receipts Reserve	5,658	473	-			-	-	6,131
Torrington Rev Maint reserve	-	102	(102)			-	-	-
RVP Car Park Maintenance Reserve	270	5	-			-	-	275
On Street Parking Reserve	-	80	(80)			-	-	-
Strategic Plan Reserve	41	-	-			(21)	-	20
Invest to Save Reserve	33	39	(0)			-	-	71
ICT MKIP Partnership Reserve	272	104	-			-	(236)	140
Housing Renewal Reserve	30	103	-			-	-	133
Ice Rink Reserve	176	-	(176)			-	-	-
Digital Transformation Reserve	20	10	(5)			1	-	27
Capital and Rev Initiatives Reserve	5,309	(1,991)	(1,878)			(393)	(90)	956
Total Funding	19,479	(1,082)	(435)	-	-	1,836	(146)	19,652

Appendix E: Quarter 2 - Capital Management to 30 September 2020

Housing Renewal Grants - summary of loans issued and repaid

	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15
Advances made during the year	-	61,853.71	45,050.44	9,591.35	516.00	33,090.84	28,759.76
Energy Efficiency Advances	2,337.24	7,843.94					
Repayment of loans received	(28,369.21)	(15,267.32)	(70,502.21)	(95,445.95)	(50,738.69)	(69,327.39)	(44,900.58)
Other contributions	(6,700.00)	100,000.00		100,000.00			(5,043.55)
Transferred to/(from) the reserve	32,731.97	(154,430.33)	25,451.77	(14,145.40)	50,222.69	69,327.39	49,944.13
Net position	-	-	-	-	-	33,090.84	28,759.76
Housing Renewal Reserve	(120,203.71)	(87,471.74)	(241,902.07)	(216,450.30)	(230,595.70)	(180,373.01)	(111,045.62)

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Quarter 2 - Capital Management to 30 September 2020

S106 as at 31 March 2021

Allocated to schemes in capital programme:	£000's	£000's
Goudhurst	3	
21st Century Way Cycle Path	56	
Calverley Tennis Court scheme	23	
Hilbert Football Pitch Drainage	43	
Acquisition Sites Sports Strategy	620	
Bayham Drainage	35	
Bayham Changing Facilities	75	
Affordable Housing Grant	51	
		906
Reserved for purposes set out in Section 106 agreements:		
Youth and Adult recreation	426	
Childrens Playspace	153	
Cycleways/Highways & Transport	439	
Car Parking	83	
Air Quality & Renewable Energy	45	
Reptile & Ecology	7	
Public Art	30	
Affordable Housing	3,002	
Community Centre Memorial Park	0	
		4,185
Total Section 106 contributions in hand as at 31 March 2021		<u><u>5,091</u></u>
These contributions expire in the following years:		
2019/20		47
2020/21		51
2021/22		26
2022/23		0
2023/24		33
2024/25		232
2025/26		753
2026/27		0
2027/28		2
2028/29		127
2029/30		2,739
2030/31		83
Contributions without expiry dates		998
Total Section 106 contributions in hand as at 31 March 2021		<u><u>5,091</u></u>

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Treasury and Prudential Indicator Management: Quarter 2 (to 30 September 2020)

For Cabinet on 3 December 2020

Summary

Lead Member: Councillor Tom Dawlings, Portfolio Holder for Finance & Governance

Lead Director: Lee Colyer, Director of Finance, Policy & Development

Head of Service: Jane Fineman, Head of Finance, Procurement & Parking

Report Author: Clare Hazard, Accountancy Manager

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	21 October 2020 (Verbal Update)
Portfolio Holder	
Finance & Governance Cabinet Advisory Board	10 November 2020
Cabinet	3 December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Cabinet note the Treasury Management and Prudential Indicator position.
2. That Cabinet note the forecast for investment and bank interest is £446,000, a decrease of £187,000 from the approved budget of £633,000, the same as Quarter 1.

1. Introduction and Background

- 1.1 This report monitors compliance with the Treasury Management Policy & Strategy 2020/21 for the period 1 April 2020 to 30 September 2020.
- 1.2 The report updates Members on investments held by the Council and informs that interest from investments and bank interest for 2020/21 is forecast to be £446,000, a decrease of £187,000 on the approved budget of £633,000.
- 1.3 The report also updates Members on the borrowed funds held by the Council. The cost of the interest on the PWLB loan for 2020/21 will be £7,000, with the final repayment of £1 million having now been made.

2. Treasury Management and Prudential Indicator Management

- 2.1 Under its Financial Procedure Rules, the Council delegates responsibility for the implementation and monitoring of its treasury management policies and practices to Cabinet.
- 2.2 This report monitors, for the period 1 April 2020 to 30 September 2020, compliance with the Treasury Management Policy and Strategy 2020/21 recommended by Cabinet at its meeting 6 February 2020 (CAB125/19) and approved by Full Council at its meeting of 26 February 2020 (FC91/19).

Current Investments

- 2.3 The 2020/21 approved limits on the amount of money and the time period the Council can invest with any given counterparty is shown in **Appendix A**.
- 2.4 As at 30 September 2020 the Council had £39.4 million of investments and bank account money. The institution categories and the maturity profile of these are shown in **Appendix B**.

Interest Rate Forecast

- 2.5 The bank interest rate was cut to 0.10% in March 2020, when it became clear that the coronavirus outbreak would pose a huge threat to the economy and has remained at that rate to date.

- 2.6 Link Asset Services, who are the Council's treasury advisors, regularly review interest rates and produce a forecast of the rate over future years. They forecast that the rate is unlikely to rise for the next two years and with so much uncertainty over the recovery of the economy, and on the Brexit deal, their forecasts are currently only for two years ahead.

Cash Flow Management

- 2.7 The Council continues to prioritise its cash flow management in response to the coronavirus crisis, as cash flows are likely to be on a downward trend for the short to medium term, and there is uncertainty over the amount and timing of these cash flows.
- 2.8 The Council was allocated £1.37 million of Government funding to help in its response to the Covid-19 pandemic. The Government paid the Council £2.2 million of business rates reliefs relating to 2020/21 early, at the end of March 2020, where payment would ordinarily have been spread throughout the course of the year. Also, the Government deferred monthly instalments of £4.5 million of business rates for the first three months of the year.
- 2.9 These measures have alleviated the short term pressure on cash flow but the position continues to be carefully monitored. Monies are being kept short term, or in the Council's current account, as there is little benefit in investing longer term. This enables the Council to have funds available should cash flow not meet current projections or worsen in the future.

Cash Balances

- 2.10 The 2020/21 budget was set based on average funds expected to be available for investments during the year of £35 million.
- 2.11 The opening investment position was much higher than forecast at budget setting due to a number of cash flows unrelated to the Covid-19 pandemic. These included capital projects due to take place in 2019/20 being rescheduled or removed from the capital programme, a surplus held on the Collection Fund as at 31 March 2020 of £2.5 million, a number of large S106 amounts being held on the balance sheet and £842,000 of budget surplus being transferred to the General Fund for 2019/20.
- 2.12 As explained in Note 2.8, a number of measures taken by the Government in response to the pandemic have improved the cash flow position, particularly during the first quarter of the year, which has compensated for the loss of income from various fees and charges. A number of capital schemes have been deferred until at least April 2021 to alleviate pressure on reserves, which will also increase cash available during this year.
- 2.13 Overall, despite the negative effects of the Covid-19 pandemic on income and therefore cash received, the amount the Council forecasts it will have to invest is

now £43 million, higher than forecast when setting the budget. This is unchanged from Quarter 1.

Investment and Bank Interest

- 2.14 The target interest rate to be earned from funds was set at 1.81%. Applying this to the funds available resulted in an interest budget of £633,000. This was made up of £594,000 of investment income and £39,000 of bank interest, which is earned when short term balances are kept in the Council's bank account.
- 2.15 The amount of interest to be received from investments and bank balances is forecast to be £446,000, a decrease of £187,000 on the approved budget of £633,000. The decrease is due to the cut in interest rates and the need to keep cash short term. As explained in Note 2.20 the interest from the Property Fund is also forecast to be less than budgeted, reducing the overall interest amount forecast. This is unchanged from Quarter 1.
- 2.16 A summary of the forecast position is shown below. As can be seen the average interest rate expected for the year has decreased from 1.81% to 1.04%.

	Budget 2020/21	Quarter 1	Quarter 2
Equated Investments	£35,000,000	£43,000,000	£43,000,000
Average Interest Rate	1.81%	1.04%	1.04%
Investment Interest	£594,000	£446,000	£436,000
Bank Interest	£39,000	£0	£10,000
Total Interest	£633,000	£446,000	£446,000

Treasury Management Strategy Prudential Indicators and Targets

- 2.17 Details of the Prudential Indicators and Treasury Management Targets compared to the position as at 30 September 2020 are set out in **Appendix C**.
- 2.18 None of the Prudential Indicators were breached during the quarter. As explained in Note 2.16 the interest for the year will not meet target this year.

Local Authorities Property Fund

- 2.19 The Council purchased £9 million worth of units in The Local Authorities' Property Fund between 2013 and 2014. The Fund pays a dividend to the Council on a quarterly basis. The dividend paid for April to September 2020 was 5.33% although a management fee of 0.69% was paid back to the Fund resulting in a

net interest rate of 4.64%. The budget assumed an average return of 4.86% from the Property Fund for the year and therefore this reduction has been reflected in the interest forecast explained in Note 2.15.

- 2.20 The value of the investment is calculated at year end to be included in the Council's Financial Statements at its fair value or market price. The value of the Council's £9 million investment was £10,487,878 as at 31 March 2020. The value of the £9 million invested as at 30 September 2020 is £10,051,326, a reduction of £436,552.
- 2.21 The difference in value at year end is held in an unusable reserve, set up specifically for this purpose, called the Financial Instrument Revaluation Reserve. This reserve will hold the £1,051,326 cumulative gain from the investment. The reduction during 2020/21 to date therefore has no impact on the overall cost of services.

Other Interest and Investment Income Received

- 2.22 The Council includes a budget for interest and investment income in addition to investment interest from a variety of sources as shown below:

	Budget 2020/21
Mortgages	£3,470
Other Loans	£2,500
Investment Property Income	£85,250
Total	£91,220

- 2.23 The Council purchased a commercial property in 2016/17, held on the balance sheet as an investment property, for which a budget of £85,250, as shown above, was included for 2020/21. The property was occupied by a restaurant which following closure for the period of lockdown has gone into administration. Their invoices had been paid in full to the end of the 2019/20 financial year but a reduction of £85,250 in investment income has been included within the Revenue Management report for 2020/21.
- 2.24 The Council has provided a loan to Fusion Lifestyle, who manage the Council's sports centres, to fund sports centre improvements. The interest earned on this loan each year has been transferred to the Strategic Plan Reserve to fund corporate priorities and is not therefore included within the budget in the table above.
- 2.25 The sports centres were closed following the Prime Minister's announcement on 20 March 2020 telling leisure providers to close their facilities. At this point £20,000 of interest charged for 2019/20, along with two quarters of the loan repayments, remained unpaid. At its meeting of 10 September 2020 (CAB20/20)

Cabinet agreed interim financial support, up to a maximum of £420,000, for Fusion Lifestyle, to facilitate the opening of the Council's three sports centres, and also agreed not to recover income for their management fee due for 2020/21. As a condition of this package of support the outstanding interest invoices, as well as loan repayments for 2020/21 will be paid by Fusion in March 2021. The interest charged for 2020/21 is due to be £26,000.

Current Borrowing

- 2.26 The Council had £1 million borrowed from the Public Works Loans Board (PWLB) as at 31 March 2020, at a rate of 2.38%. This loan was repaid in July 2020.
- 2.27 The cost of interest on this borrowing for 2020/21 will be £7,000.

3. Options Considered

- 3.1 This report is essentially for information.

4. Preferred Option and Reason

- 4.1 That Members acknowledge the 2020/21 Treasury Management and Prudential Indicator position and note that investment and bank interest is forecast to be £466,000, a decrease of £187,000 on the approved budget, the same as Quarter 1.

5. Consultation on Options

- 5.1 The Council takes advice from Link Asset Services on all treasury management activities. The decision will be published on the Council's website.

Recommendation from Cabinet Advisory Board

- 5.2 The Finance & Governance Cabinet Advisory Board were consulted on 10 November 2020 and agreed the following:

That the recommendations to Cabinet as set out in the report be supported..

6. Implementation

- 6.1 The investment income and borrowing costs are also included within the Quarter 2 Revenue Management report which is an accompanying report on this agenda.

7. Appendices and Background Documents

Appendices:

- Appendix A: Treasury Management Investment Limits
- Appendix B: Current Investments
- Appendix C: Prudential Indicators and Treasury Management Targets

Background Papers:

- Treasury Management Policy and Strategy 2020/21 – CAB125/19
<https://democracy.tunbridgewells.gov.uk/meetings/documents/s46663/Treasury%20Strategy%20202021%20FG%20CAB.pdf>
- Treasury and Prudential Management: Quarter 1 (to 30 June 2020) – CAB26/20
<https://democracy.tunbridgewells.gov.uk/meetings/documents/s49661/15%20Treasury%20Management%20Q1.pdf>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Under Section 151 of the Local Government Act 1972 (LGA 1972) the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including securing effective arrangements for treasury management.

Patricia Narebor, Head of Legal Partnership

B. Finance and Other Resources

The net investment interest is an important source of income for the Council's revenue budget.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

D. Risk Management

The Treasury Management Policy and Strategy sets out how the Council aims to control the risks associated with treasury management. The security of the Council's investments is the top priority when making investments and is always considered before yield

Jane Fineman, Head of Finance, Procurement & Parking

E. Environment and Sustainability

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

F. Community Safety

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

G. Equalities

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

H. Data Protection

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

I. Health and Safety

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

J. Health and Wellbeing

There are no specific implications that arise from the process of Treasury Management over the fact that the income is part of the budget which supports the Council's priorities.

Jane Fineman, Head of Finance, Procurement & Parking

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APPENDIX A: Treasury Management Investments Limits**Banks/Building Societies**

	Fitch Rating (minimum)		Maximum Investment per Institution/ Group	Maximum Duration
	LT	ST		
1st tier institutions	AA+ AA AA-	F1+	£20 million	5 years
2nd tier institutions	A+ A A-	F1	£10 million	3 years

Nationalised/Part Nationalised Banks

	Fitch Rating (minimum)		Maximum Investment per Institution/ Group	Maximum Duration
	LT	ST		
1st tier institutions	AA+ AA AA-	F1+	£20 million	5 years
2nd tier institutions	A+ A A-	F1	£10 million	3 years

Lloyds Banking Group

	Maximum Investment	Maximum Duration
Lloyds Banking Group	£20 million	5 years

Local Authorities/Debt Management Office

	Maximum Investment	Maximum Duration
Unitary Councils	£5 million	5 years
County Councils	£5 million	5 years
Police Authorities	£5 million	5 years
Other Local Authorities	£5 million	5 years
Government's Debt Management Office	£30 million	5 years

Money Market Funds

	Maximum Investment	Maximum Duration
Money Market Funds	£5 million	5 years

Collective Investments Schemes (Pooled Funds)

	Maximum Investment	Maximum Duration
Collective Investments Schemes (Pooled Funds)	£10 million	-

Organisations for the purposes of improving Council's Assets

	Maximum Investment	Maximum Duration
Organisations for the purposes of improving Council's Assets	£5 million	5 years

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APPENDIX B: Current Investments

	Investments
Banks/Building Societies	18,400,000
Lloyds Banking Group	12,000,000
Debt Management Office	0
Other Local Authorities	0
Collective Investment Schemes	9,000,000
Total	39,400,000

	Investments
On Call	18,400,000
0 - 3 months	3,000,000
4 - 6 months	9,000,000
7 - 9 months	0
10 - 12 months	0
12 months +	9,000,000
Total	39,400,000

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APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2020/21	Forecast/ Actual Quarter 1	Forecast/ Actual Quarter 2
Prudential Indicators			
1 Capital Expenditure			
This indicator is a summary of The Council's capital expenditure plans.			
2020/21 Estimate	£14,046,000	£17,962,000 projected	£19,652,000 projected
2 The Council's Borrowing Need			
This indicator is the Council's Capital Financing Requirement (CFR) which is the historic outstanding capital expenditure which has not yet been paid for either from revenue or capital resources. It is essentially a measure of the Council's indebtedness and so is its underlying borrowing need.			
Property Investment	£1,567,000		
Dowding House	£2,049,000		
Strategic Land Acquisition	£1,007,000		
Calverley Square Property Purchase	£511,000		
Waste Bins	£665,000		
2019/20 Actual	£5,799,000		
		£1,496,000	£1,496,000
Dowding House		£1,960,000	£1,960,000
Strategic Land Acquisition		£966,000	£966,000
Calverley Square Property Purchase		£489,000	£489,000
Waste Bins		£598,000	£1,442,000
Civic Site Essential Works		£0	£598,000
2020/21 Estimate		£5,509,000 projected	£6,951,000 projected
3 Core Funds and Expected Investment Balances			
The application of resources to either finance capital expenditure or other budget decisions to support the revenue budget will have an ongoing impact on investments unless resources are supplemented each year from new sources.			
2019/20 Closing Investments Amount	£35,090,000		
2020/21 Estimate Closing Investments Amount		£20,000,000 projected (Year to date £46,500,000)	£20,000,000 projected (Year to date £39,400,000)

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2020/21	Forecast/ Actual Quarter 1	Forecast/ Actual Quarter 2
<p>4 Ratio of Financing Costs to Net Revenue Streams This indicator identifies trends in the cost of capital, borrowing and long term obligation costs of net investment income, against net revenue stream.</p> <p>Net Cost of Services Estimate £11,654,000 Borrowing Costs Estimate £7,000 Percentage 0.06%</p>		£18,012,000 £7,000 0.04% projected	£18,760,000 £7,000 0.04% projected
Treasury Indicators			
<p>1 Authorised Limit for External Debt The Council is expected to set a maximum authorised limit for external debt. This limit should not be exceeded and is therefore calculated on the basis of the worst case scenario for cash flow requirements in the short term.</p> <p>Authorised limit for external debt £92,000,000 Other long term liabilities £5,000,000 Total £97,000,000</p>		£1,000,000 £4,301,000 actual	£0 £4,230,000 actual
<p>2 Operational boundary for external debt The Council is required to set an operational boundary for external debt. This indicates the most likely maximum level of external debt for cash flow requirements in the short term. This indicator may be breached temporarily for operational reasons.</p> <p>Operational boundary for external debt £92,000,000 Other long term liabilities £5,000,000 Total £97,000,000</p>		£1,000,000 £4,301,000 actual	£0 £4,230,000 actual

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2020/21	Forecast/ Actual Quarter 1	Forecast/ Actual Quarter 2
Treasury Management Targets			
1 Target Investment Interest Rate Base Rate 0.10% from 19 March 2020 onwards Investment Income 2.28% Bank Interest 0.65% Average 1.81%		1.04% projected	1.04% projected
2 Longer term investment decisions Made in the context of a minimum investment rate of	0.75%	No long term Investments made	No long term Investments made
3 Cash flow Overall cash flow to be managed to achieve a nil borrowing requirement although borrowing will be considered an option where it is prudent to do so	Nil	Nil	Nil

APPENDIX C: Prudential Indicators and Treasury Management Targets

	Budget/ Year End Position 2020/21	Forecast/ Actual Quarter 1	Forecast/ Actual Quarter 2
Other Key Data			
1 Estimated average equated sums for investment 2020/21 Total	£35,000,000	£43,000,000 projected	£43,000,000 projected
2 Investment Income Investment Income Bank Interest Total	£594,000 £39,000 £633,000	£446,000 projected (Year to date £146,000)	£446,000 projected (Year to date £264,000)
3 Interest Paid on PWLB Loan	£7,000	£7,000 projected (Year to date £6,000)	£7,000 projected (Year to date £7,000)
4 Actual Investments at end of quarter Total Investments		£46.5 million	£39.4 million

Performance Summary Q2 2020/21

For Cabinet on 3 December 2020

Summary

Lead Member: Cllr Tom Dawlings, Portfolio Holder for Finance and Governance

Lead Director: Lee Colyer, Director for Finance, Policy and Development

Head of Service: Jane Clarke, Head of Policy and Governance

Report Author: Jane Clarke, Head of Policy and Governance

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	21 st October 2020
Portfolio Holder	23 rd October 2020
Finance and Governance CAB	10 th November 2020
Cabinet	3 rd December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That the Cabinet notes the summary of project performance over quarter two, 2020/21, at appendix A.
2. That the Cabinet notes the summary of service performance over quarter two, 2020/21, at appendix B.
3. That the Cabinet notes the Recovery Plans for quarter two, 2020/21, at appendix C-F.

1. Introduction and Background

- 1.1 This report summarises the performance of the Council's projects and services over quarter two, 2020/21. Where projects are reported as 'amber' or 'red' status, appendix A provides details of actions to be taken to bring the project back on track. Where service under-performance is identified, Recovery Plans are included at appendix C to give details of actions to bring service performance back on track.
- 1.2 The performance management framework is part of the overall governance framework of the Council, which seeks to ensure that risks are managed whilst results are delivered. Quarterly performance reporting helps the Council to improve services and deliver better results for residents, and Cabinet Committee oversight ensures that the framework is robust, and that performance is open to challenge from those with political responsibility for the delivery of projects and services. A public report helps other Councillors, residents and stakeholders to engage with the work of the Council, and to provide further challenge where it is appropriate and effective to do so.
- 1.3 The summary report is divided into two main sections:
 - Project performance (appendix A).
 - Service performance (appendices B and C-F).
- 1.4 Delivery of projects is monitored on a weekly basis by the Project Management Office and is reviewed every month by the Programme Management Board, which consists of the Chief Executive and Directors. Progress is also monitored with Portfolio Holders at monthly meetings.
- 1.5 Service performance is monitored daily by line managers, reported to Heads of Service monthly, and Management Board (Chief Executive and Directors) on a quarterly basis.

2. Project Performance

- 2.1 Following decisions made in 2019, three projects within the Five Year Plan are no longer proceeding (a new theatre, new offices and additional off-street parking). The Public Realm Stage Two project is completed.
- 2.2 Therefore, four projects remain active (counted as six to provide individual updates for the Hubs), and their performance is as follows:

Date	Red Status	Amber Status	Green Status
2020/21 Q1	0	3	3
2020/21 Q2	0	2	4

- 2.3 Project performance has slightly improved since the last quarter. Detailed updated on the projects are available at appendix A.

3. Service Performance

- 3.1 Due to Covid-19 performance indicators for the Assembly Hall Theatre are not being collected.
- 3.2 Historic museum indicators, which were put on hold whilst plans for the Amelia were developed, have now been deleted from the performance management framework as they are no longer relevant. When new services enter the building and are functional, new performance information will be discussed and proposed.
- 3.3 One historic property indicator, an indicator on domestic violence, and an indicator on street cleansing have been deleted for this year as collection of this information is no longer possible.
- 3.4 The indicator for Housing Acceptances no longer has a target as it will be retired from next year.
- 3.4 As such, the Council is collecting performance information on 32 indicators for this year, 23 of which have targets.
- 3.5 Of the 23 that have targets, 13 are performing, seven are not performing, and three are missing at the time of reporting. This is a slightly better position than the previous quarter.

Date	Performing	Not Performing	Unavailable
2020/21 Q1	12	8	3
2020/21 Q2	13	7	3

Under-performing Indicators

- 3.6 There are seven indicators which are underperforming.
- Visitors to the TIC
 - Remote advice from the TIC
 - Processing Major Applications
 - Processing Minor Applications
 - Processing Other Applications
 - Council Tax Collection (no recovery plan, see notes).
 - NNDR Collection (no recovery plan, see notes).

- 3.7 Recovery Plans for five of these indicators are attached at appendices C-F (the indicators for the TIC share a recovery plan at appendix C), and give more details about the reasons for underperformance, and the actions the service will take to bring performance back to target.

4. Options Considered

- 4.1 This report is for noting only, with no decisions being made as a result of the recommendations. As such there are no options available to Cabinet.

5. Preferred Option and Reason

- 5.1 Performance management is an important tool to use for organisations and businesses to assess their progress on desired aims and outcomes. To promote transparency and increase trust in how the Council spends public funds, performance information is published quarterly to allow for greater scrutiny of the Council's long-term ambitions and its day-to-day activities.
- 5.2 The recommendations are to note the factual information within this report. Any actions Cabinet committee may choose to take as a result of the information will be brought forwards in separate reports which will include options appraisals and decisions.

6. Consultation on Options

- 6.1 The information in this report is factual information and there are no direct decisions arising from the recommendations. As such, no public consultation has taken place.

Recommendation from Cabinet Advisory Board

- 2.1 The Finance and Governance Cabinet Advisory Board were consulted on 10 November 2020 and agreed the following:

That the report be noted.

7. Implementation

- 7.1 There are no decisions arising from this report and so no implementation period is necessary.

8. Appendices and Background Documents

Appendices:

- Appendix A: Project Summary
- Appendix B: Performance Indicator Outturn
- Appendix C-F: Under-performing Indicator Recovery Plans

9. Cross Cutting Issues

A. Legal (including the Human Rights Act)

There is no statutory duty to report regularly to Cabinet on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness.

One of the purposes of the Council's Corporate Priorities is to provide clear strategic direction in order to facilitate the improvement of the economy, efficiency and effectiveness of Council Services. Regular reports on the Council's performance assist in demonstrating best value and compliance with the statutory duty.

There are no consequences arising from the recommendation that adversely affect or interfere with individuals' rights and freedoms as set out in the Human Rights Act 1998.

Jayne Bolas, Legal Team Leader, 28 October 2020

B. Finance and Other Resources

A number of these performance indicators and projects have financial implications and where appropriate these are covered in the Capital, Revenue and Treasury Monitoring Reports that accompany this report.

Jane Fineman, Head of Finance, Parking and Procurement, 28 October 2020

C. Staffing

This report demonstrates the vast proportion of work being undertaken by the Council's staff to provide services for the Borough and meet the projects within the Five Year Plan. Performance is monitored on a monthly basis by Heads of Service and is assessed against current staffing trends and issues to ensure staff resources are aligned with the Council's priorities.

Nicky Carter, Head of HR, Customers and Communities, 28 October 2020

D. Risk Management

All risks associated with this report are within the Council's current risk appetite and managed in accordance with its risk management strategy.

Jane Clarke, Head of Policy and Governance, 28 October 2020

E. Environment and Sustainability

This report and the action plans will have considered this aspect to ensure that the service areas and projects deliver the desired outcomes for Environment and Sustainability.

Section 40, National Environment and Rural Communities Act 2006

40(1) Every public authority must, in exercising its functions have regard so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity.

Section 85, Countryside and Rights of Way Act 2000

85(1) In exercising or performing any functions in relation to, or so as to affect, land in an area of outstanding natural beauty, a relevant authority shall have regard to the purpose of conserving and enhancing the natural beauty of the area of outstanding natural beauty.

Gary Stevenson, Head of Environment, Housing and Health, 28 October 2020

F. Community Safety

There are no consequences arising from the recommendation that adversely affect community safety.

Section 17, Crime and Disorder Act 1998

17(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Terry Hughes, Community Safety Manager, 28 October 2020

G. Equalities

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.

Section 149, Equality Act 2010

149(1) A public authority must, in the exercise of its functions, have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

Jane Clarke, Head of Policy and Governance, 28 October 2020

H. Data Protection

There are no data protection issues which need to be considered as a part of this report.

Article 5, General Data Protection Regulation 2016

- 1. Personal data shall be:*
 - (a) processed lawfully, fairly and in a transparent manner in relation to the data subject;*
 - (b) collected for specific, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;*
 - (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;*
 - (d) accurate and, where necessary, kept up to date;*
 - (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;*
 - (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.*

Jane Clarke, Head of Policy and Governance, 28 October 2020

I. Health and Safety

There are no health and safety issues to consider as a part of this report and recommendations.

Mike Catling, Corporate Health and Safety Manager, 28 October 2020

J. Health and Wellbeing

There are no health and wellbeing issues to consider as a part of this report and recommendations.

- 1. Areas of deprivation: Will the proposal have an impact (positive or negative) on those living in areas of deprivation within the borough (40% most deprived in the country). These are Sherwood, Southborough and High Brooms, Broadwater and Rusthall.*
- 2. Healthier lifestyle opportunities: Will residents be more or less able to make healthier lifestyle choices such as physical activity (e.g. active travel, access to green spaces or access to leisure facilities), healthy eating (e.g. proximity or access to take away shops, allotments, food stores) and being smokefree*
- 3. Social and Community networks: Will the proposal make it easier for people to interact with one another e.g. encouraging community engagement*
- 4. Living and Working Conditions: does the proposal improve work or home environments, increase job, education or training opportunities, improve access to health services or housing*
- 5. General Socioeconomic, cultural and environmental conditions: Are there any other factors that may impact the above*

Tracey Beattie, Environmental Health Manager, 28 October 2020

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Project Summary – Five Year Plan Projects

Q2 2020/21

1. Project

Provide a new Cultural and Learning Hub in Royal Tunbridge Wells (the Amelia Scot Centre).

Status

GREEN

Update

An audit of the status of each of the non-construction workstreams continues to establish their current position, identify gaps, develop detailed sub-programmes with key actions/milestones through to the Amelia Scott opening.

Willmott Dixon Interiors (WDI) continue construction activities on site and are still reporting a May 2021 completion date in line with their original contract; works during the period include cleaning/masonry repairs to the external facades of the AEC building together with services first fix containment and wall/ceiling plaster repairs. Within the Museum/Library spaces, repair works to windows together with timber studwork wall linings on the first floor and mechanical and electrical first fix services. The concrete frame and upper floors to the new infill building is progressing well. Also, the rainwater harvesting tank has been delivered and installed below ground.

Appendix A

Fortnightly meetings continue to take place between TWBC and Betteridge-Milsom to monitor progress of their Notice to Rectify in respect to firming up construction costs. Within the next period, the Listed Building Consent covering the modifications to the AEC basement is due to be determined. The Team continue to submit information to discharge Planning/Building Control conditions and the Building Control Office visits site to inspect works.

Design Team continue to respond to technical site queries. Exhibition Fit-out Team have completed preparing the scheme to RIBA Stage 4 level of design information and Focus QS have commenced preparing the RIBA Stage 4 Cost Plan together with tender documentation/prequalification information. WDI have submitted their costs/proposals for undertaking the Exhibition fit-out based on RIBA Stage 3 information as a potential extension to their contract which is currently being reviewed. Held NLHF Project Review Meeting and issued Progress Report and Grant Payment Request; issued draft grant uplift application form together with supporting information for review/comments by Grants Officer/Monitor.

The delivery of the Activity Plan continues subject to Covid-19 related restrictions. Artscore Commissions that were approved by the Project Board are being finalised for issue in the next reporting period. Continuing reviewing coordination with the Base Build works. Hub Business Manager has completed the review the original Business Plan and is continuing to develop options.

2. Project

Create a new Local Plan for the Borough.

Status

GREEN

Update

The Local Plan is progressing in line with the revised timetable in the Local Development Scheme (2020). Subject to Full Council agreement in February 2021, Regulation 19 consultation is due to start on the Local Plan in March 2021 and Submission in mid-2021.

3. Project

Create new Sports Facilities Strategy: Hawkenbury Hub

Status

GREEN

Update

Surveys/Pre Planning Application - Delays have been encountered appointing the consultants. However the Ecology and Noise surveys, Lighting and Traffic surveys have been, or are about to be completed. An early pre application to TWBC and KCC prior to all the surveys being completed will be submitted. The full submission target is mid-November.

Business Case - It has now been agreed that the Business Case be deferred until the results of the pre application are known. Once underway the revised Business Case will cover the capital projections including forward funding options and costs. On-going income will be modelled using different operational scenarios. The costs for phasing the development will also be included.

Planning Consent - Planning consent needs to be renewed. Changes introduced by Government due to coronavirus means that the existing Hawkenbury and Rusthall consents will now automatically extend to 1 April 2021, but we are still proceeding with submission for applications.

Landowner Negotiations - An email has been sent to the landowner agents to restart the conversations now the Local Plan is progressing.

4. Project

Support the development of community centres in the borough: Cranbrook

Status

GREEN

Update

The VAT report is being updated to see how the GP surgery might be accommodated as there is a potential for the inclusion to create a significant VAT cost as part of the build. The report will provide advice and implications for CSPC to consider. Should the NHS put in up-front S106 capital funds this will abate the rent and lead to issues with the business case. The Parish Council has set up regular project group meetings

Appendix A

including GPs and NHS WKCCG to ensure momentum is progressed. Lloyds Pharmacy have confirmed that they will not be coming into the hub as tenants and will remain in their own property. CSPC are drafting the latest Parish Cake to update on progress. Project documentation is being drafted; risk register is live, draft business case being done, governance documentation all awaiting sign off at November meeting. EQUIA is complete. An issue has arisen in relation to the registration of the title as a result of some inaccuracies in the transfer plan and that a variation is now required. All parties have agreed changes and they are now liaising with the Co-Operative.

5. Project

Support the development of community centres in the borough: Paddock Wood

Status

AMBER

Update

Baxall have been appointed as the main contractor for a two-stage design and build contract and this has been signed off by the Town Council. Revised designs have been drawn up and these have been placed on PWTC website. Both PWTC Board and Project Team meetings are continuing to take place and make good progress. Plans require value engineering in order to bring costs back in line with budget. A pre-meeting with officers and Baxall has been set up to discuss the pre-application prior submitting to pre-application advice to Planning.

6. Project

Support the development of community centres in the borough: Southborough

Status

AMBER

Update

Progress is going well on site with the completion date expected to be early February 2021. Various minor amendments are being sought by STC which include doors, storage, windows and public realm. 'Initial operations Group' have been set up and a meeting has been held which was positive however Facilities Management of the building is still outstanding. Operations will depend on Covid-19 restrictions with short term uses being explored before community use can start again. Tax advice still being discussed. Rationalising of the FF&E work is ongoing with regard to FF&E that is currently over budget.

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Tunbridge Wells Borough Council

Performance Report

Council Service Performance

Published October 2020

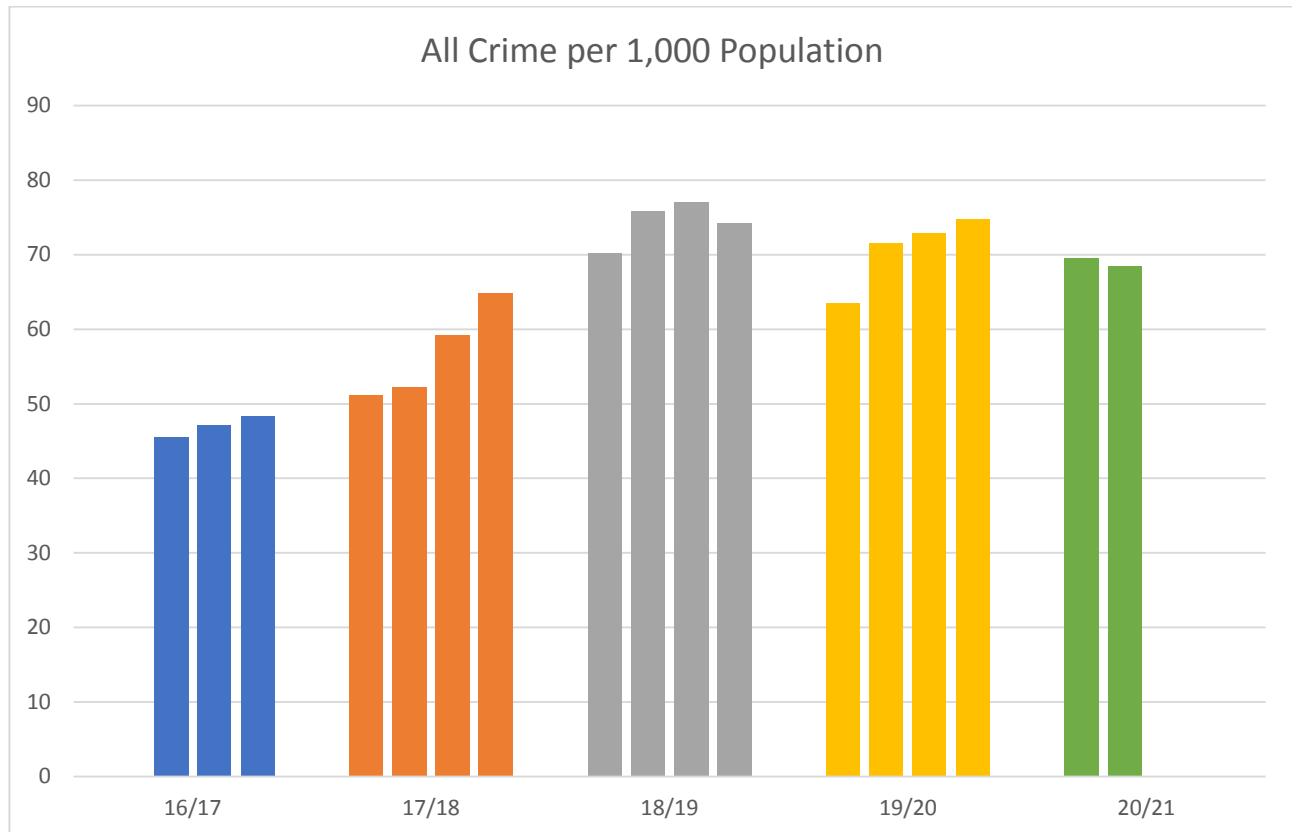
Finance and Governance CAB 10th November 2020



Indicator Results

Community Safety Unit

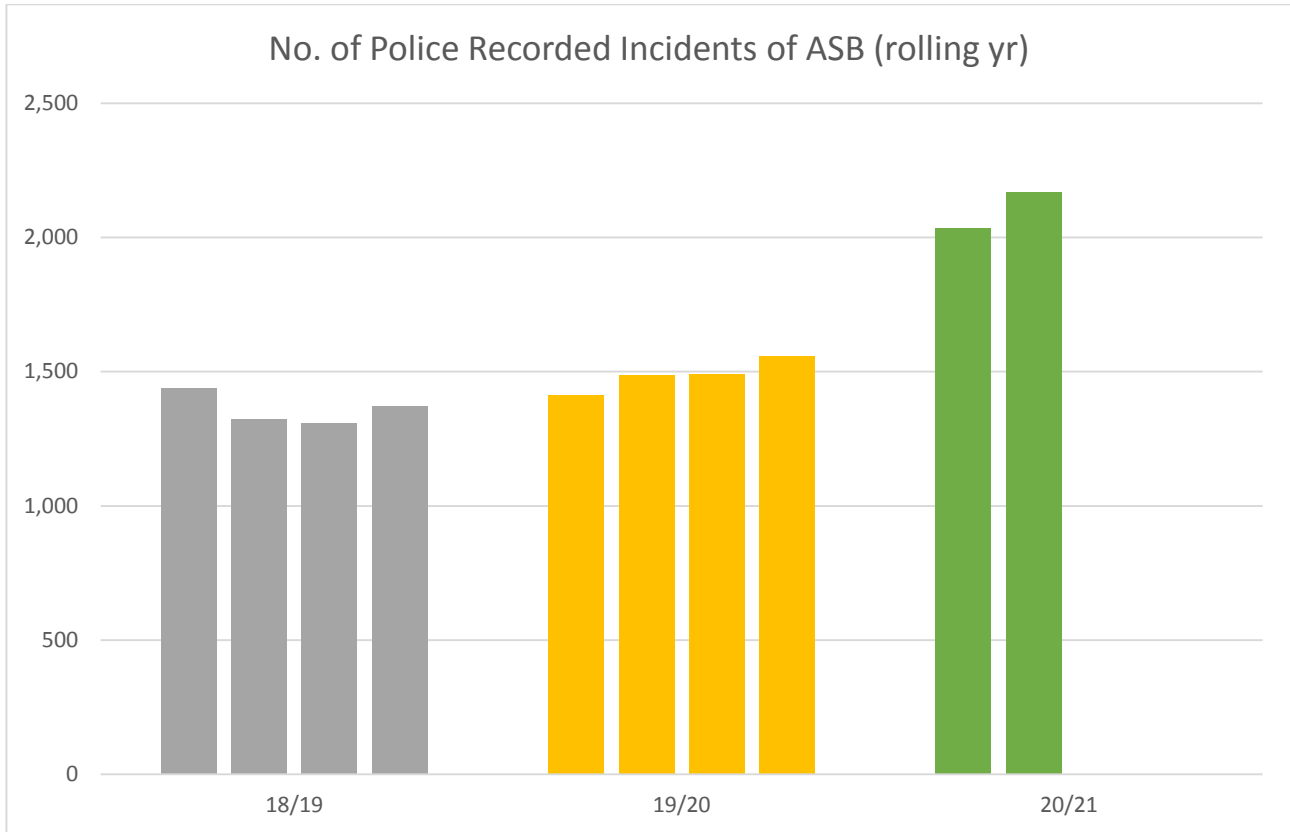
The outturn for this indicator is 68.5 for quarter 2. This is a slight improvement over the previous quarter, which was 69.5.



Performing or Underperforming Target

This performance indicator does not have a target.

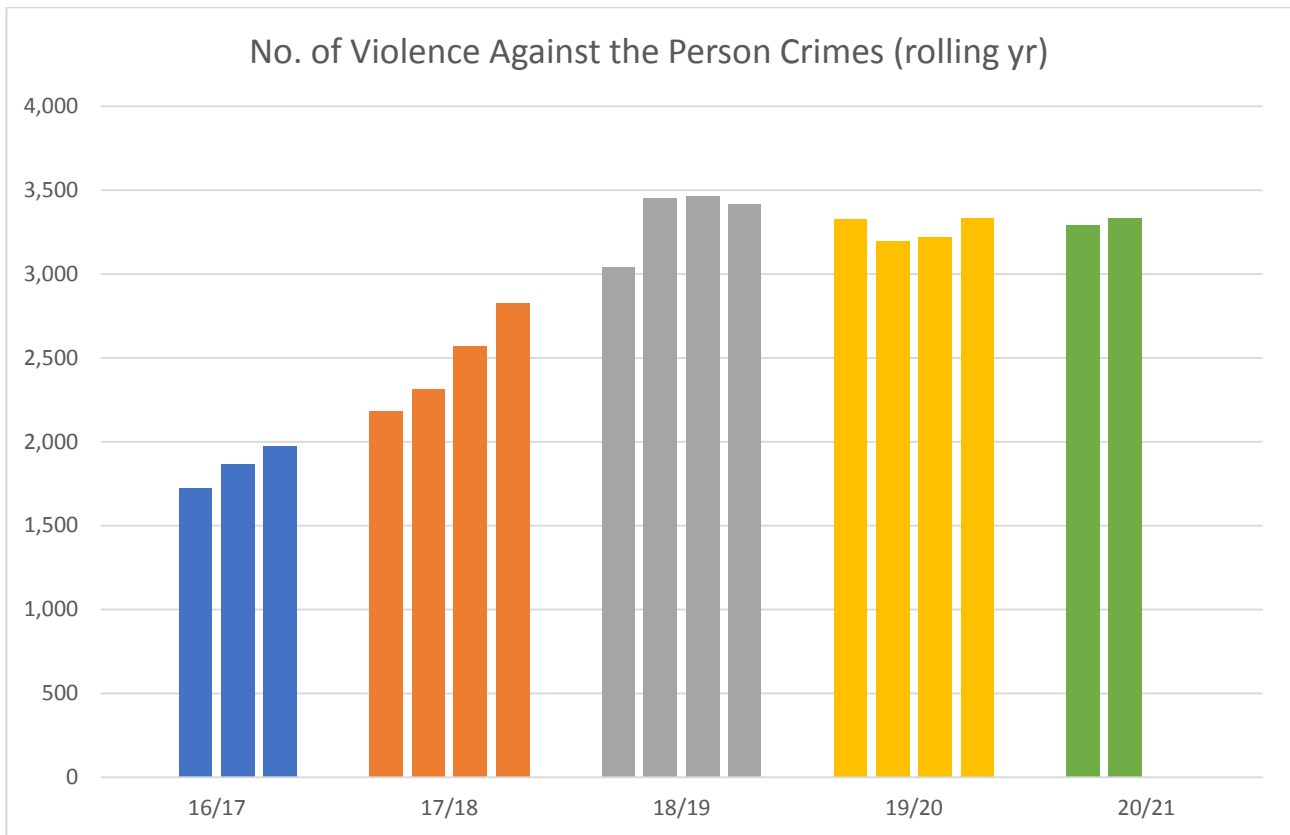
The outturn for this indicator is 2,169 for quarter two. This is a slight increase over the previous quarter, and a significant increase compared with previous years.



Performing or Underperforming Target

This performance indicator does not have a target.

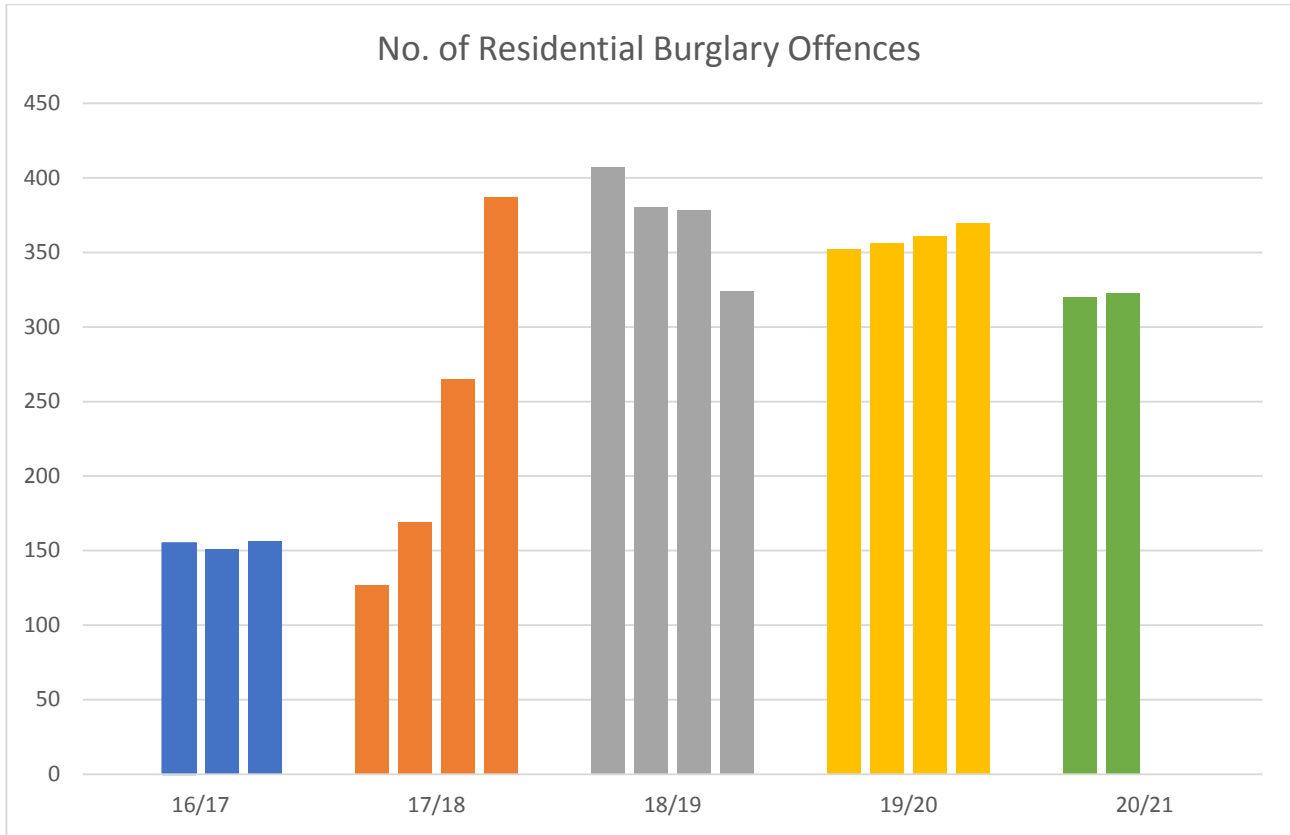
The outturn for this indicator is 3,331 for quarter two. This is a slight increase over quarter one, which was 3,290, but comparable with previous years.



Performing or Underperforming Target

This performance indicator does not have a target.

The outturn for this indicator is 323 for quarter two, which is very similar to the outturn for the previous quarter, but lower than in previous years.

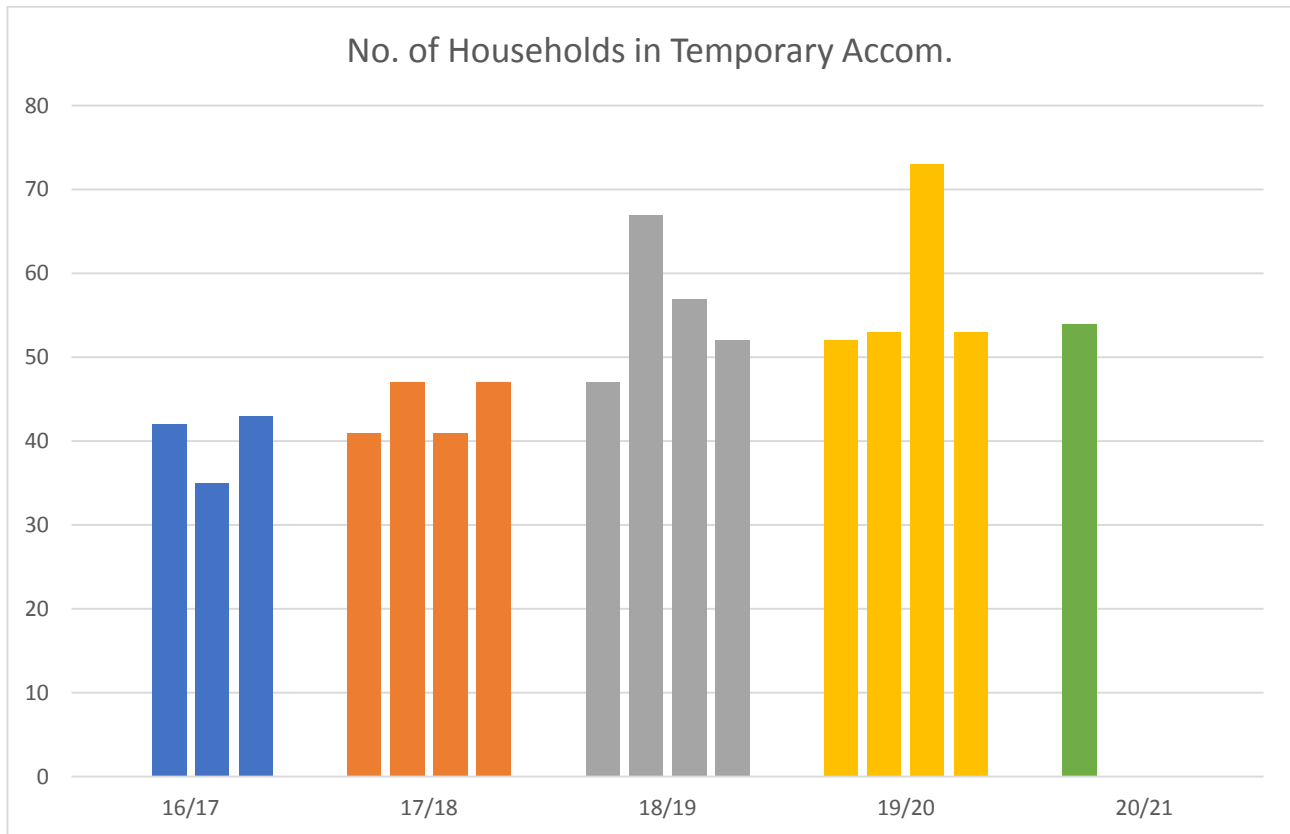


Performing or Underperforming Target

This performance indicator does not have a target.

Housing

Data is currently missing for this performance indicator.

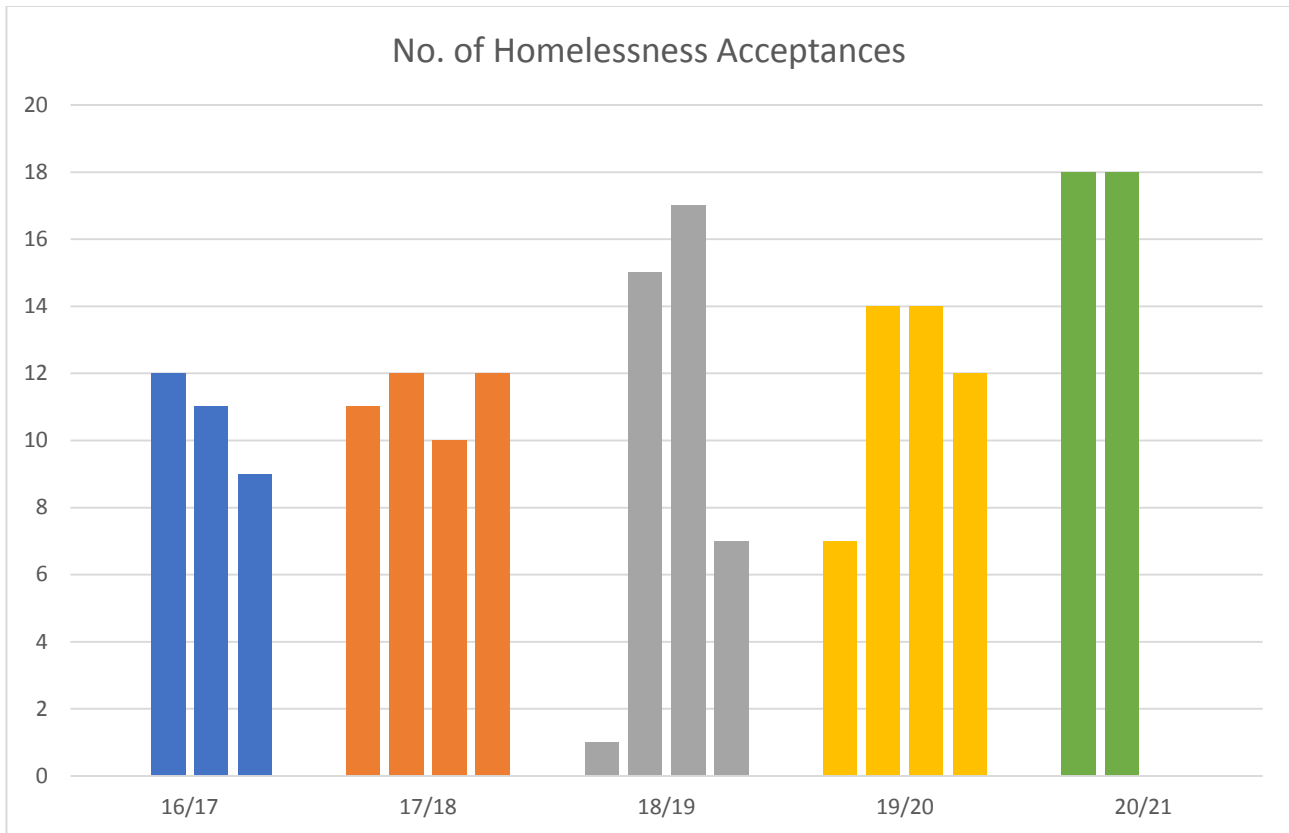


Performing or Underperforming Target

The target for this performance indicator is 70 or below, which means the indicator is:

|
Data missing

The outturn for this indicator is 18 homelessness acceptances over quarter 2. This has stayed the same compared with quarter one, but is an increase compared with the same quarter last year.

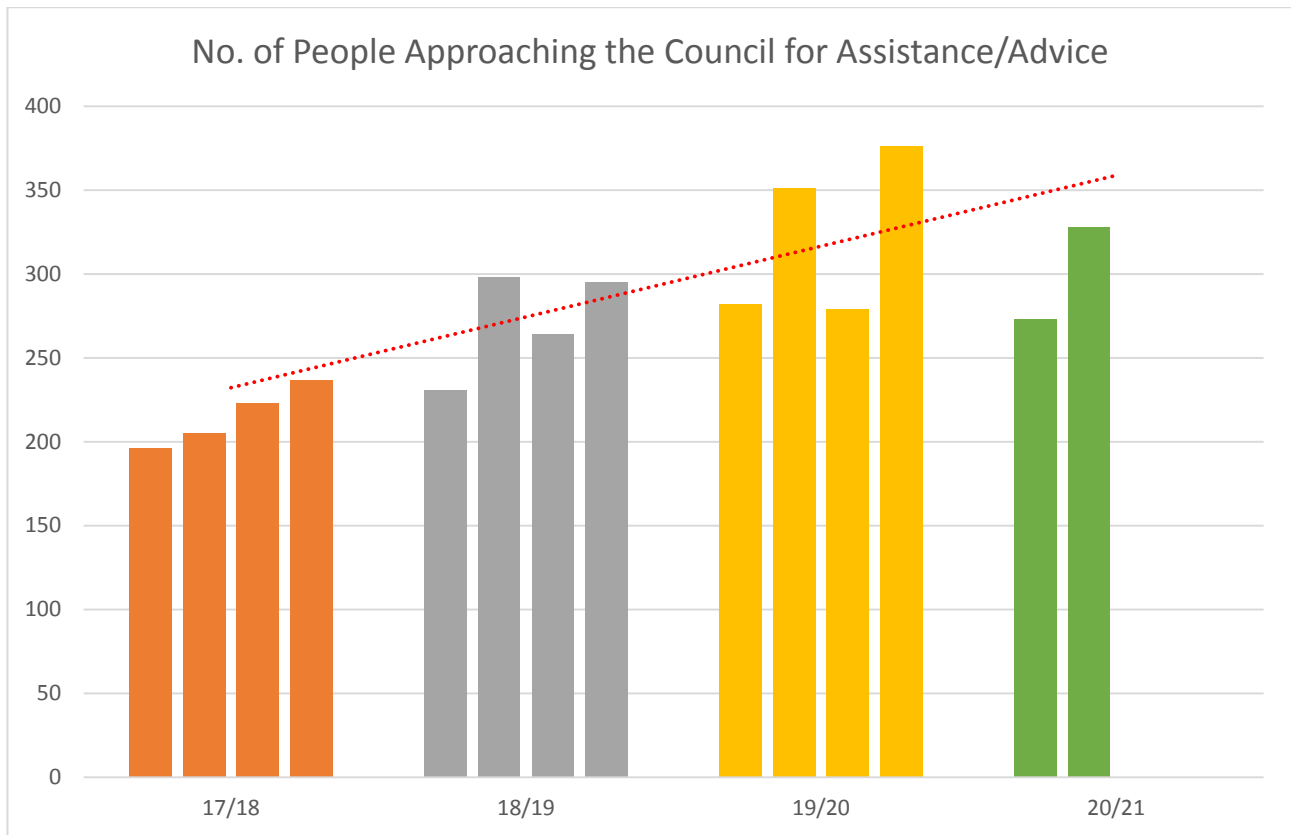


Performing or Underperforming Target

The target for this performance indicator is 18 or below, which means the indicator is:

| Performing

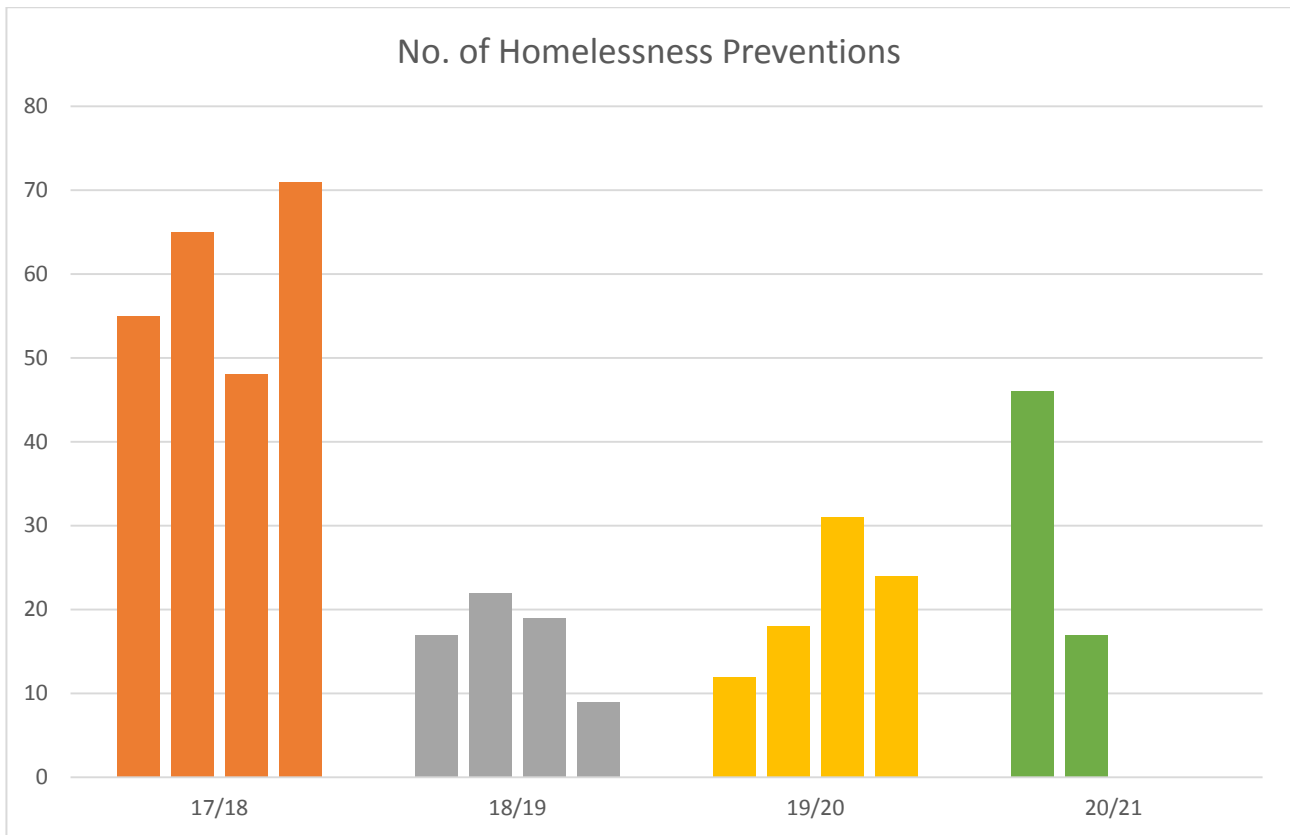
The outturn for this indicator is 328 people approaching the Council for housing assistance or advice in quarter two. This is an increase of 55 over the previous quarter.



Performing or Underperforming Target

This performance indicator does not have a target.

The outturn for this indicator is 17 homelessness preventions over quarter two. This is a decrease of 29 from the previous quarter.

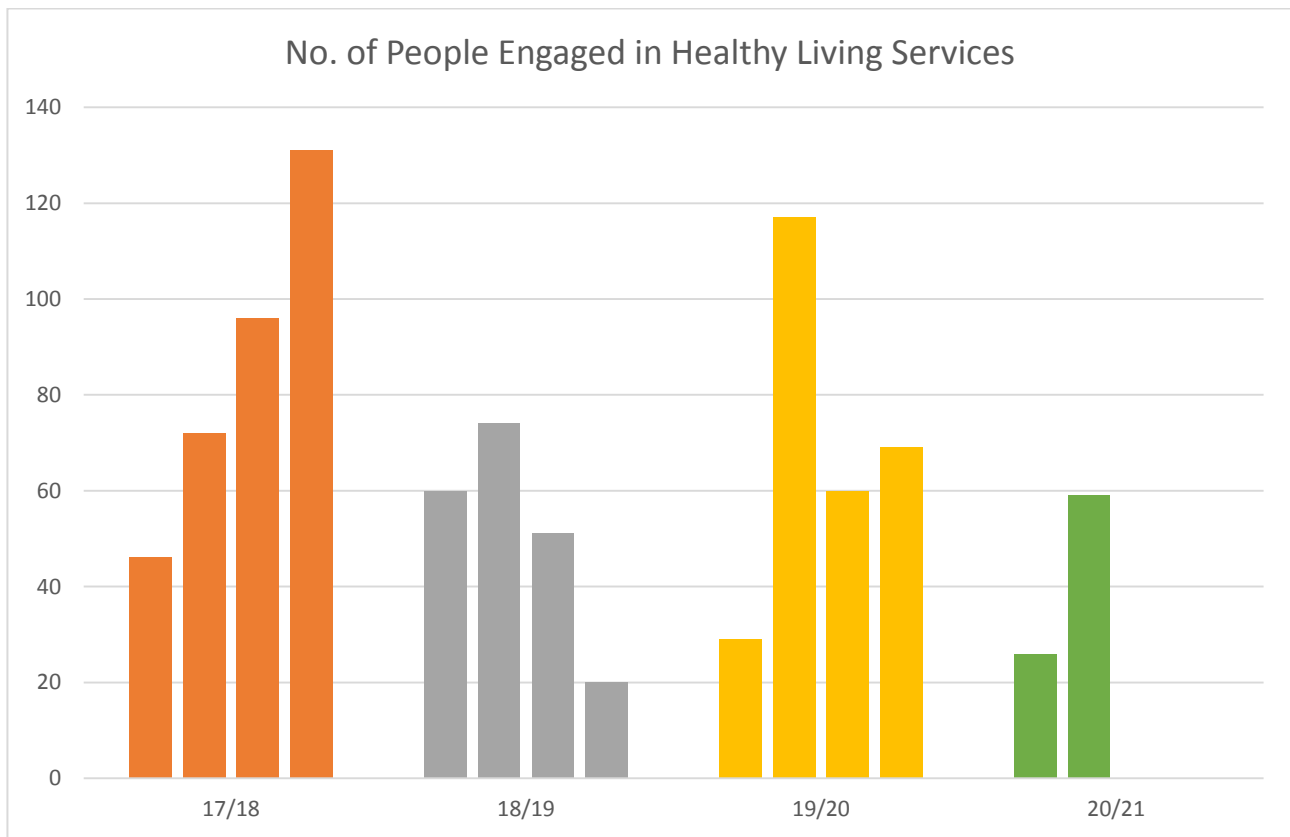


Performing or Underperforming Target

This performance indicator does not have a target.

Health

The outturn for this indicator is 59 people who have been engaged in healthy living services for quarter two. This is an increase of 33 over the previous quarter.



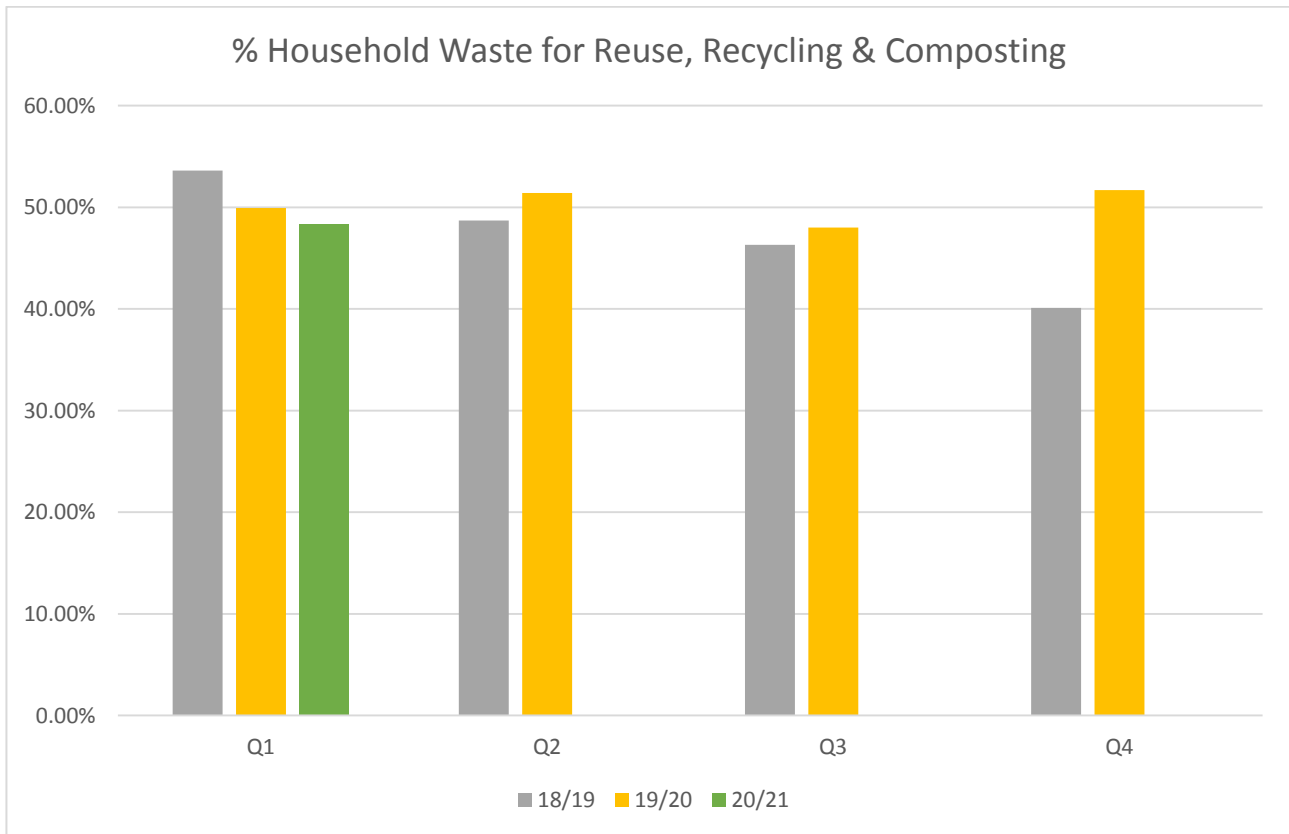
Performing or Underperforming Target

The target for this performance indicator is 52.5 or above, which means the indicator is:

█ *Performing*

Environment

Data is currently missing for this performance indicator.

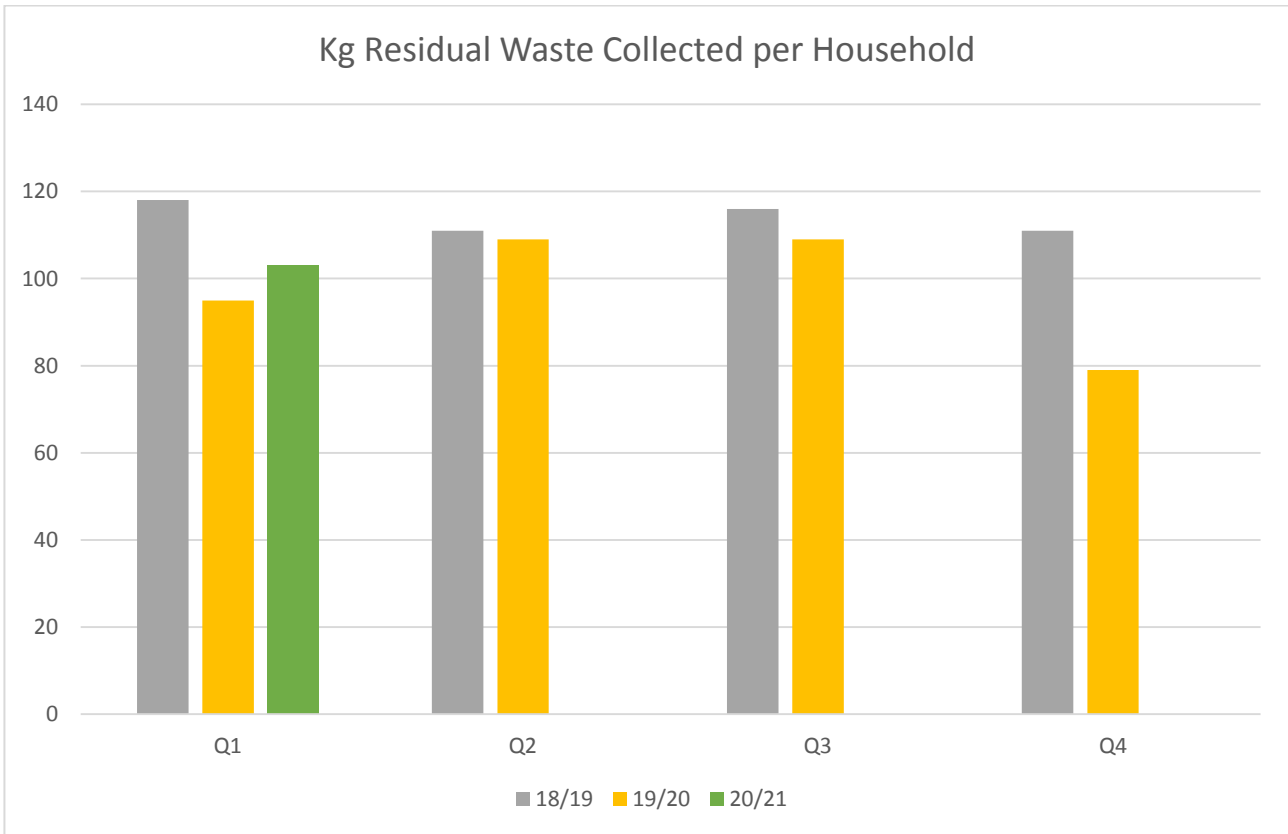


Performing or Underperforming Target

The target for this performance indicator is 48% or above, which means the indicator is:

| *Data missing*

Data is currently missing for this performance indicator.



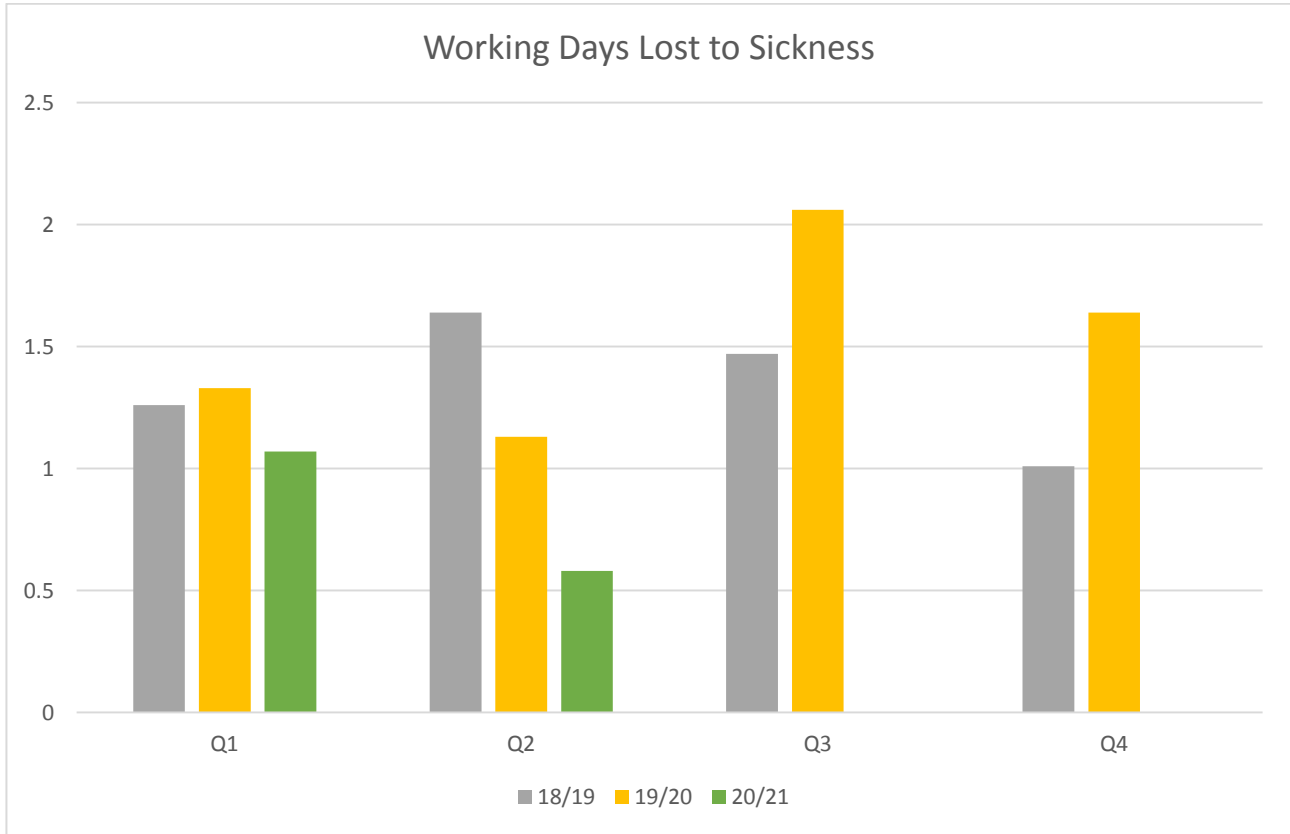
Performing or Underperforming Target

The target for this performance indicator is 127 or below, which means the indicator is:

| *Data missing*

HR

The outturn for this indicator is 0.58 days lost to sickness over quarter two.



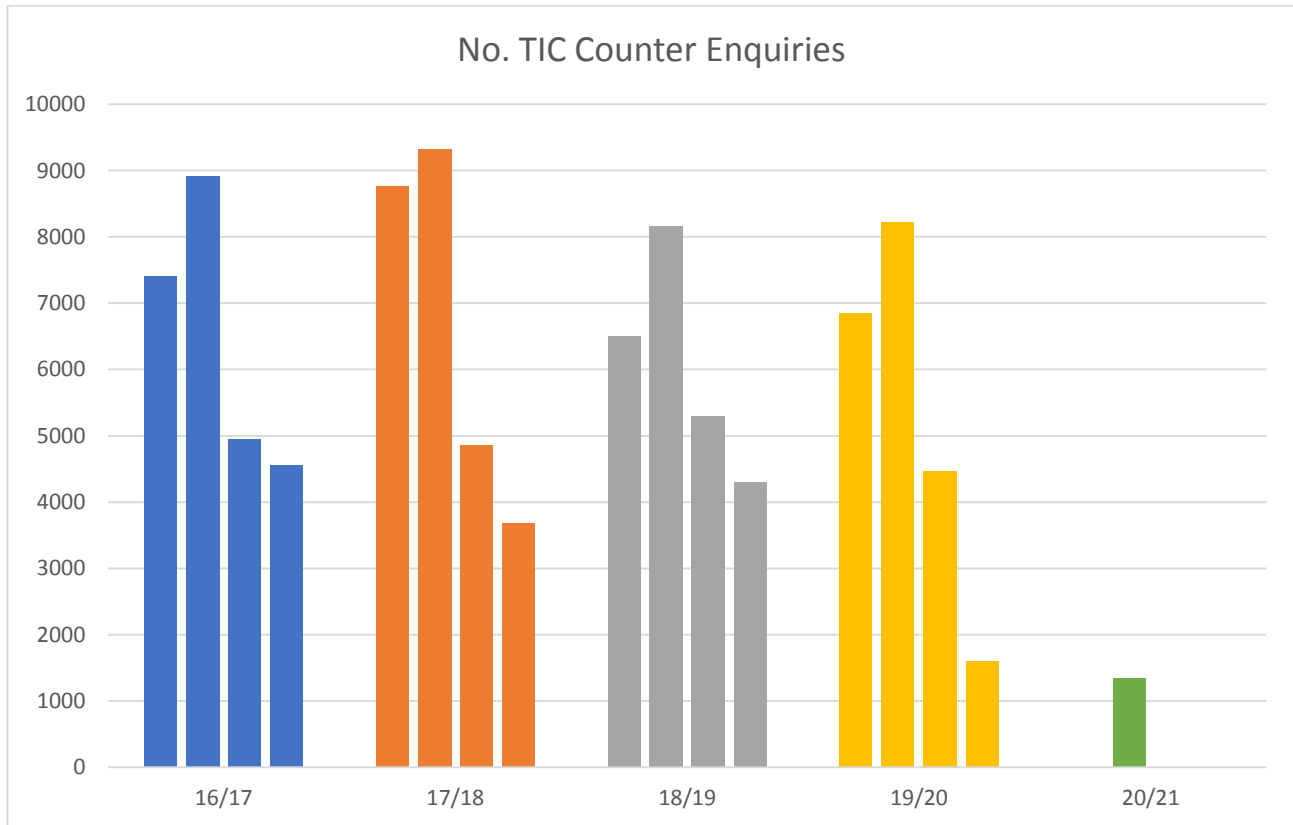
Performing or Underperforming Target

The target for this performance indicator is 1.375 or below, which means the indicator is:

| Performing

Economic Development

The outturn for this indicator is 827 TIC counter enquiries for the quarter. This is an increase from zero in the previous quarter (when the TIC was shut).



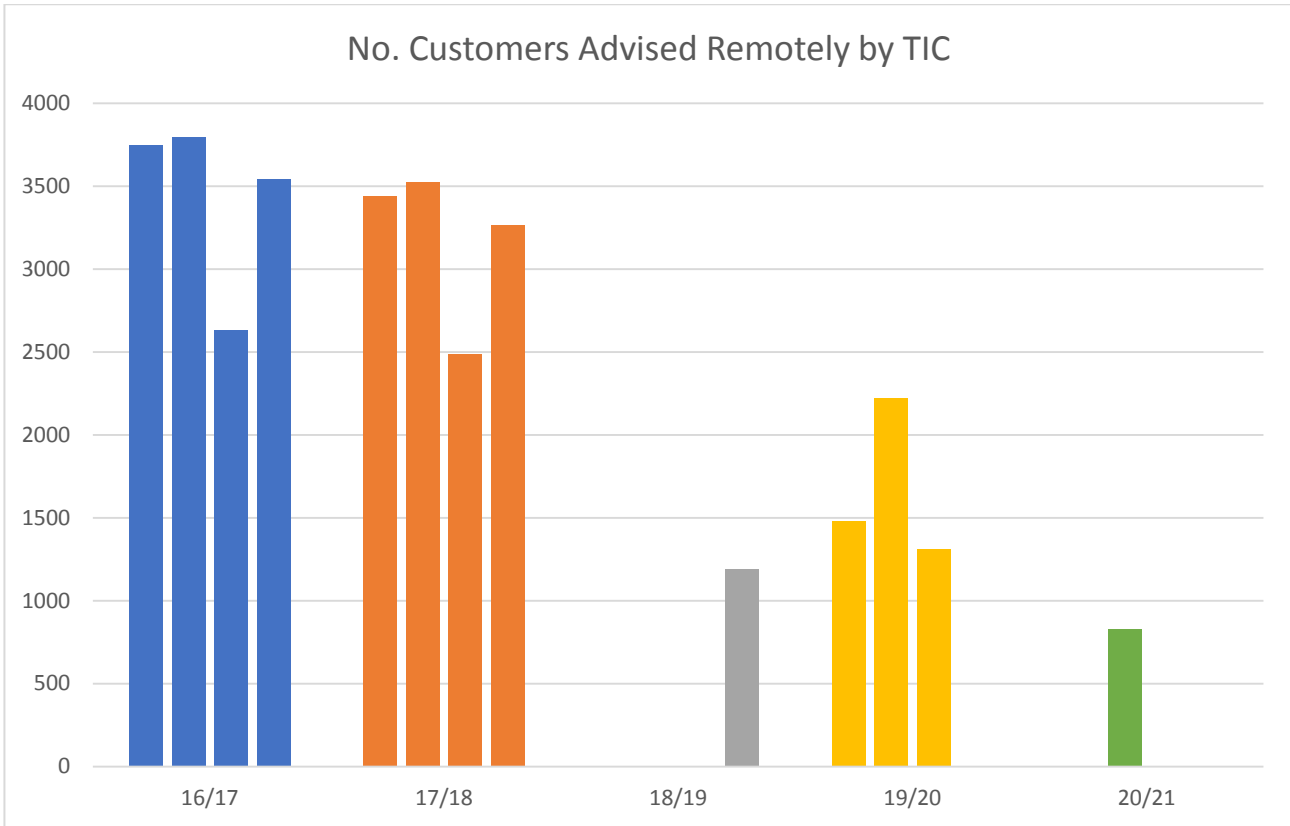
Performing or Underperforming Target

The target for this performance indicator is 6,500 or above, which means the indicator is:

Underperforming

NOTE: The TIC was closed to visitors for the whole of July and reopened on 11th August. It remains open but on reduced hours at present (Tues-Fri).

The outturn for this indicator is 1,347 customers advised remotely by TIC in quarter two. This is an increase from zero in the previous quarter (when the TIC was shut).



Performing or Underperforming Target

The target for this performance indicator is 3,300 or above, which means the indicator is:

Underperforming

NOTE: A remote service (calls and emails) was operating throughout this quarter (Mon-Fri).

The outturn for this indicator is 370 businesses who have contacted the ED team for advice in quarter two. This is significantly less than the previous quarter, but still far higher than what we would normally expect the service to do.



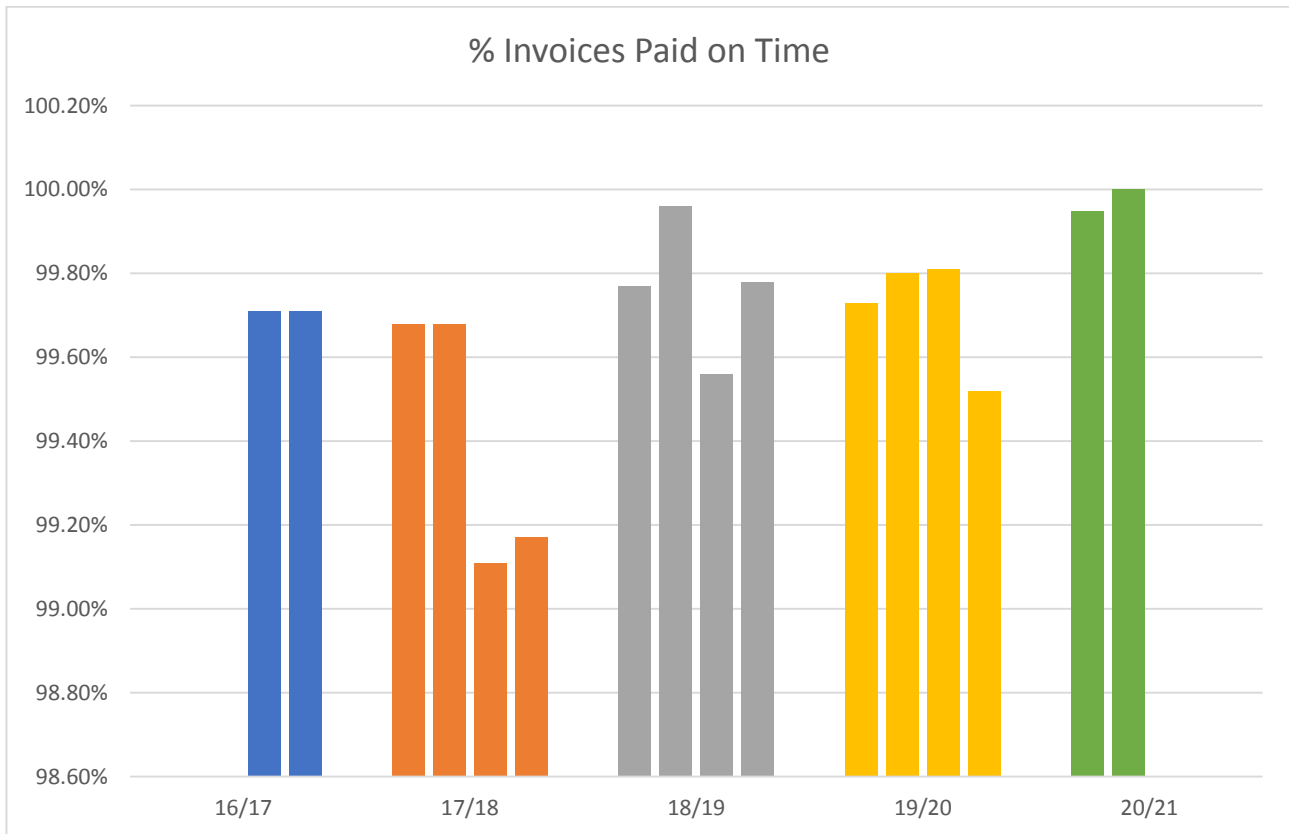
Performing or Underperforming Target

The target for this performance indicator is 30 or above, which means the indicator is:

| *Performing*

Finance

The outturn for this indicator is 100% of invoiced paid on time in quarter two.

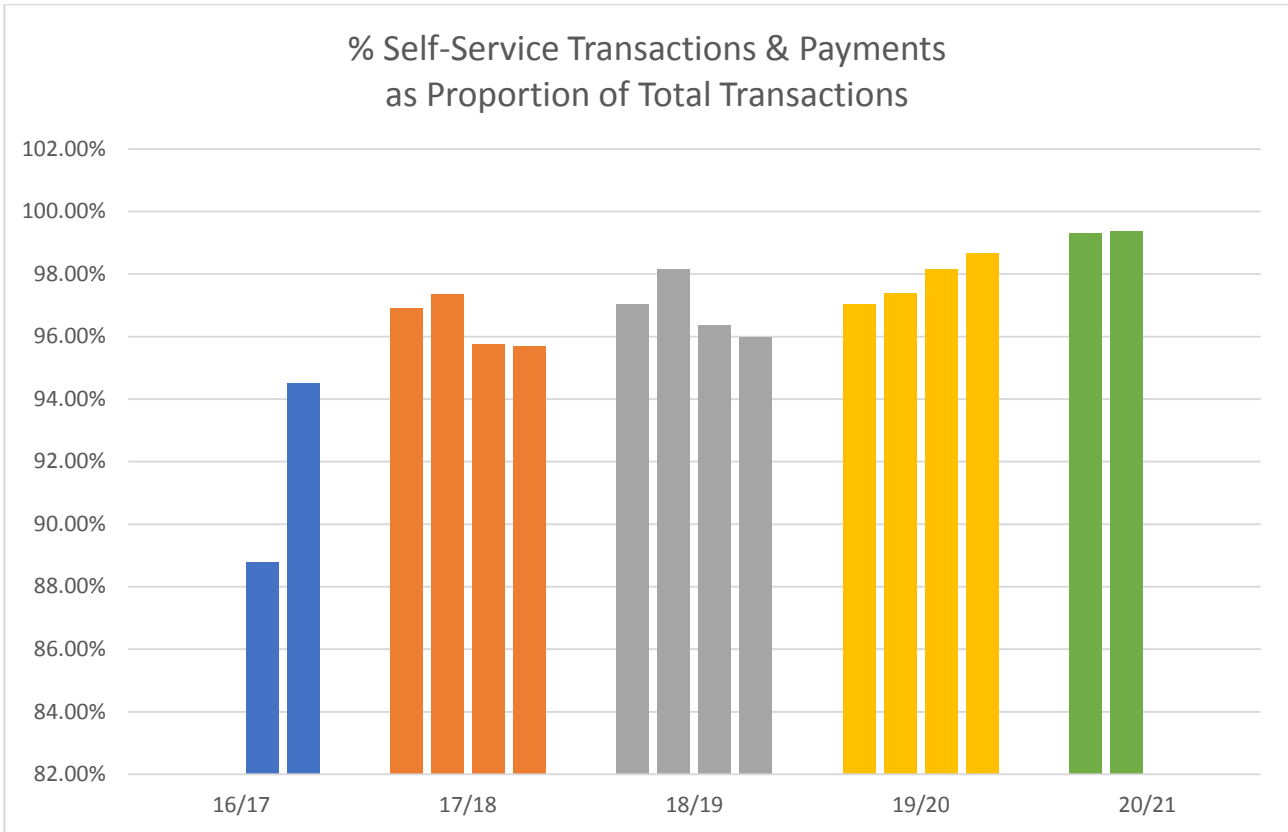


Performing or Underperforming Target

The target for this performance indicator is 99.8% or above, which means the indicator is:

| *Performing*

The outturn for this indicator is 99.36% of transactions and payments were self-service transactions over quarter two.



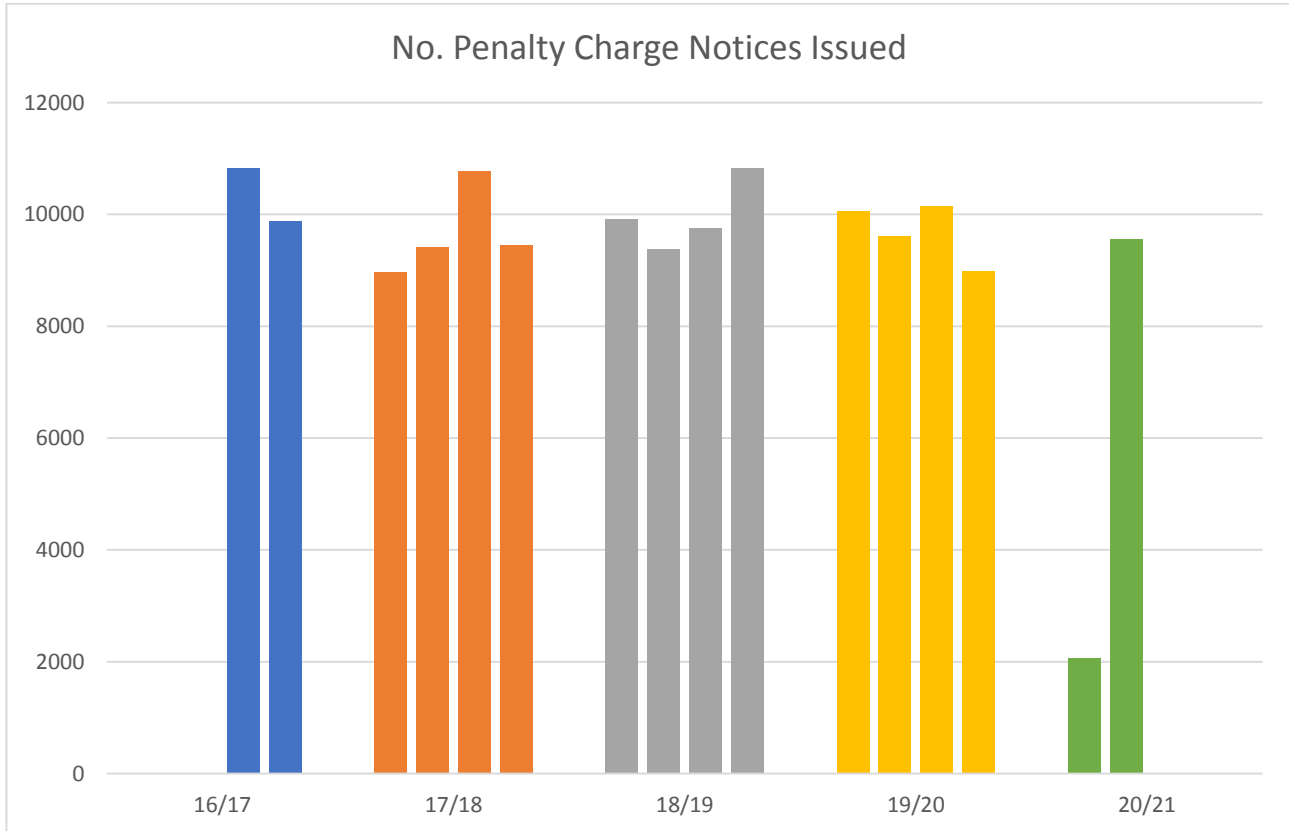
Performing or Underperforming Target

The target for this performance indicator is 94% or above, which means the indicator is:

Performing

Parking

The outturn for this indicator is 9,958 Penalty Charge Notices were issued over quarter two.

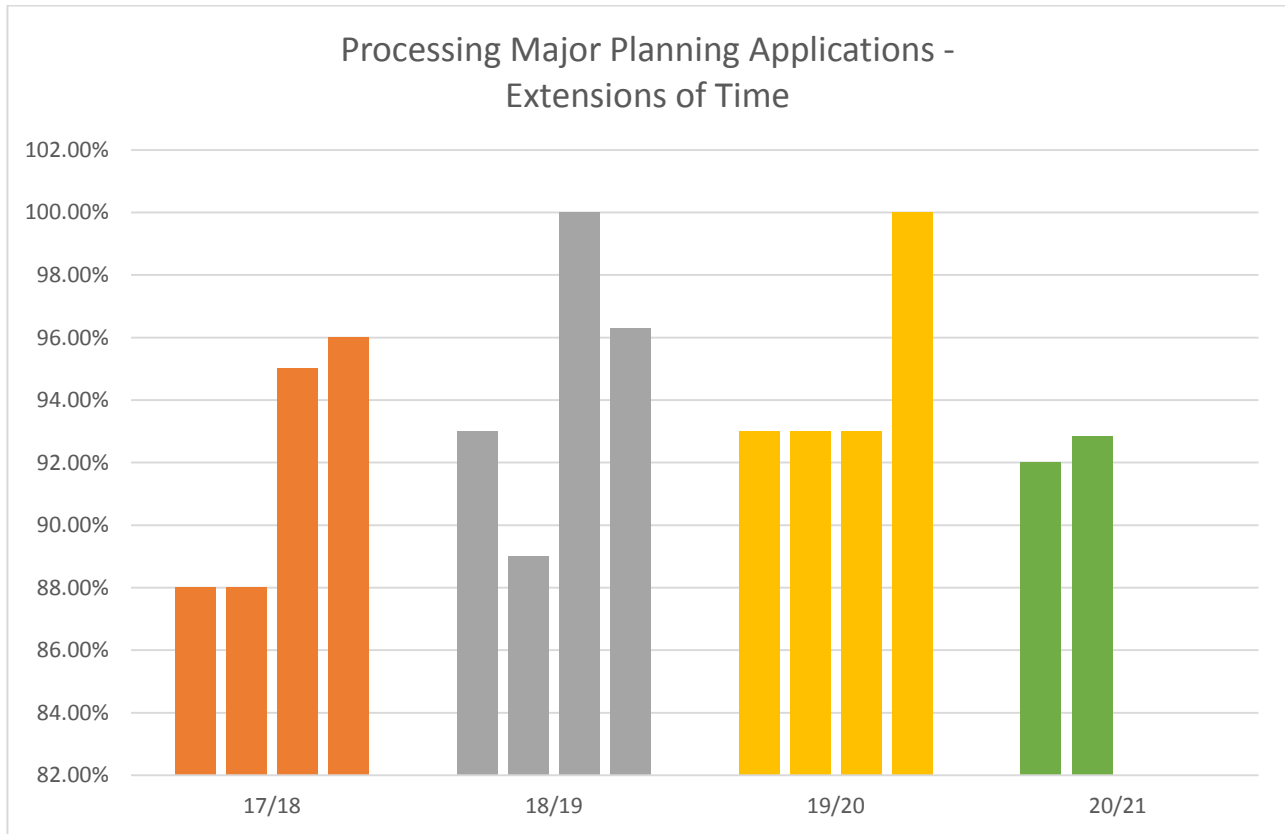


Performing or Underperforming Target

This performance indicator does not have a target.

Planning

The outturn for this indicator is 92.85% of major planning applications processed in time (with agreed extensions of time) in quarter two.

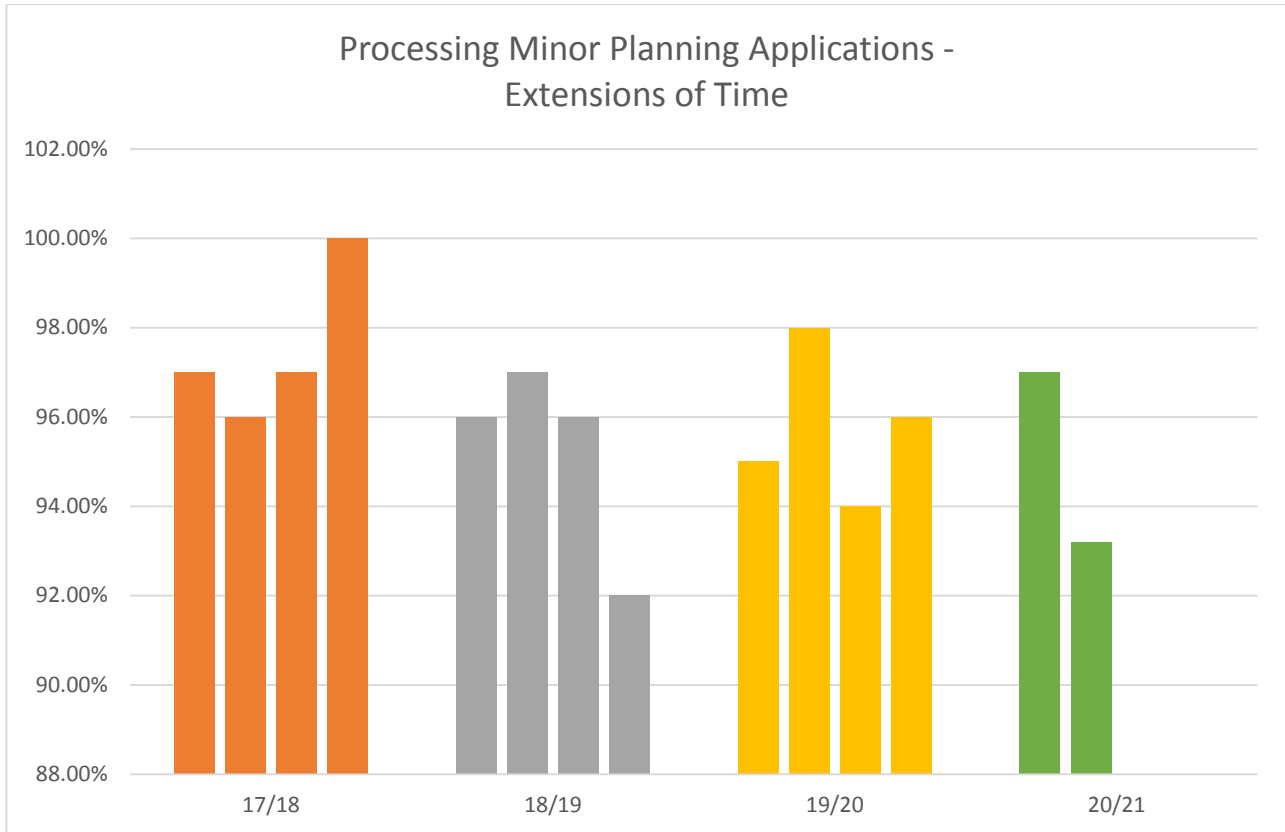


Performing or Underperforming Target

The target for this performance indicator is 80% or above, which means the indicator is:

Performing

The outturn for this indicator is 93.20% of minor applications processed in time (with extensions of time) in quarter two.

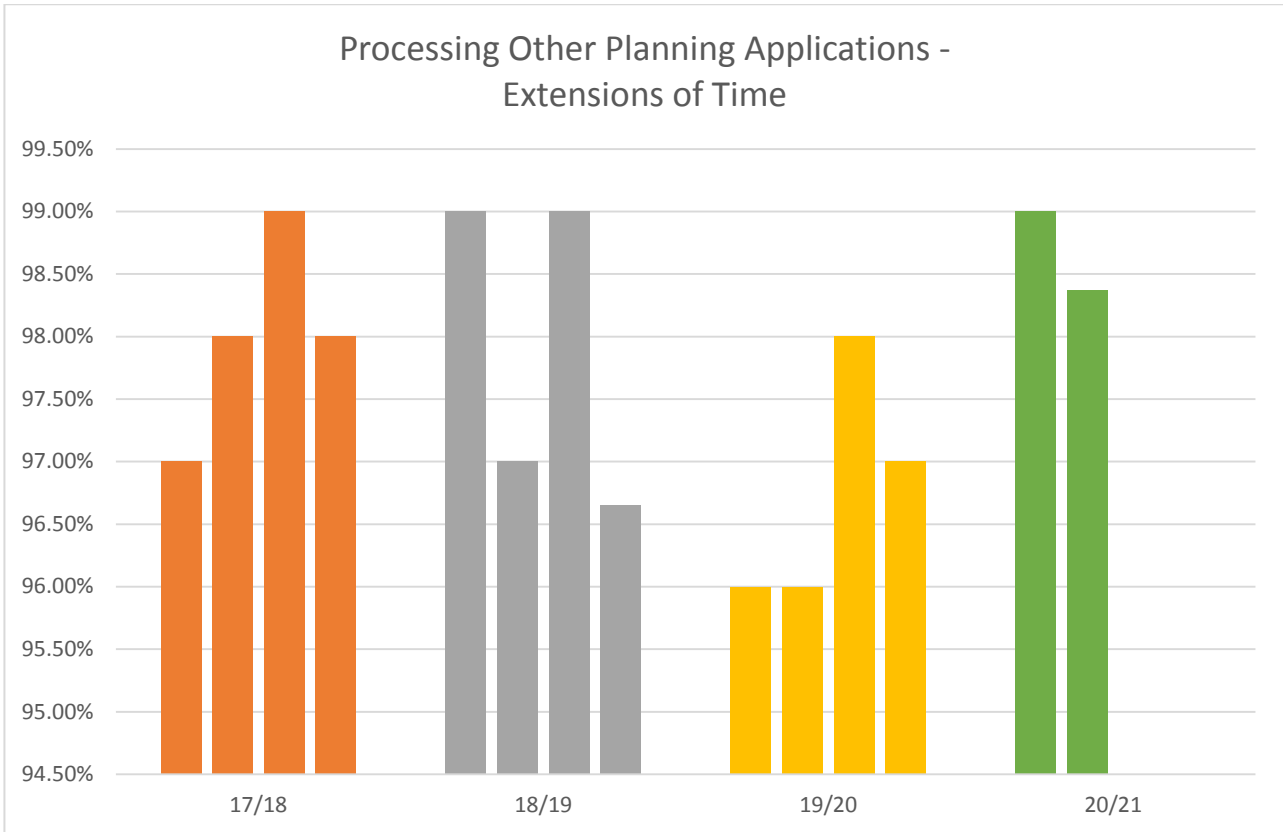


Performing or Underperforming Target

The target for this performance indicator is 85% or above, which means the indicator is:

Performing

The outturn for this indicator is 98.37% of other planning applications processed in time (with extensions of time) in quarter two.

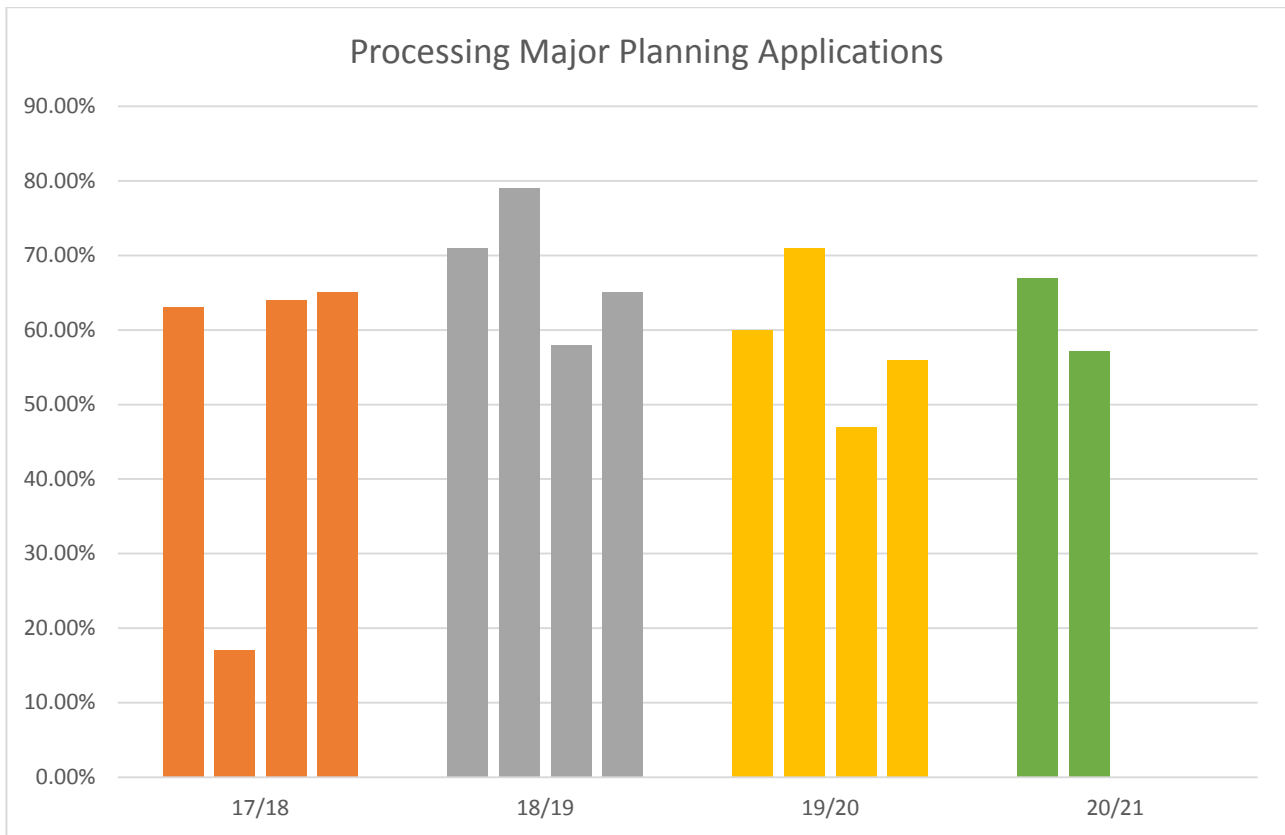


Performing or Underperforming Target

The target for this performance indicator is 93% or above, which means the indicator is:

Performing

The outturn for this indicator is 57.14% of major applications processed within time in quarter two.



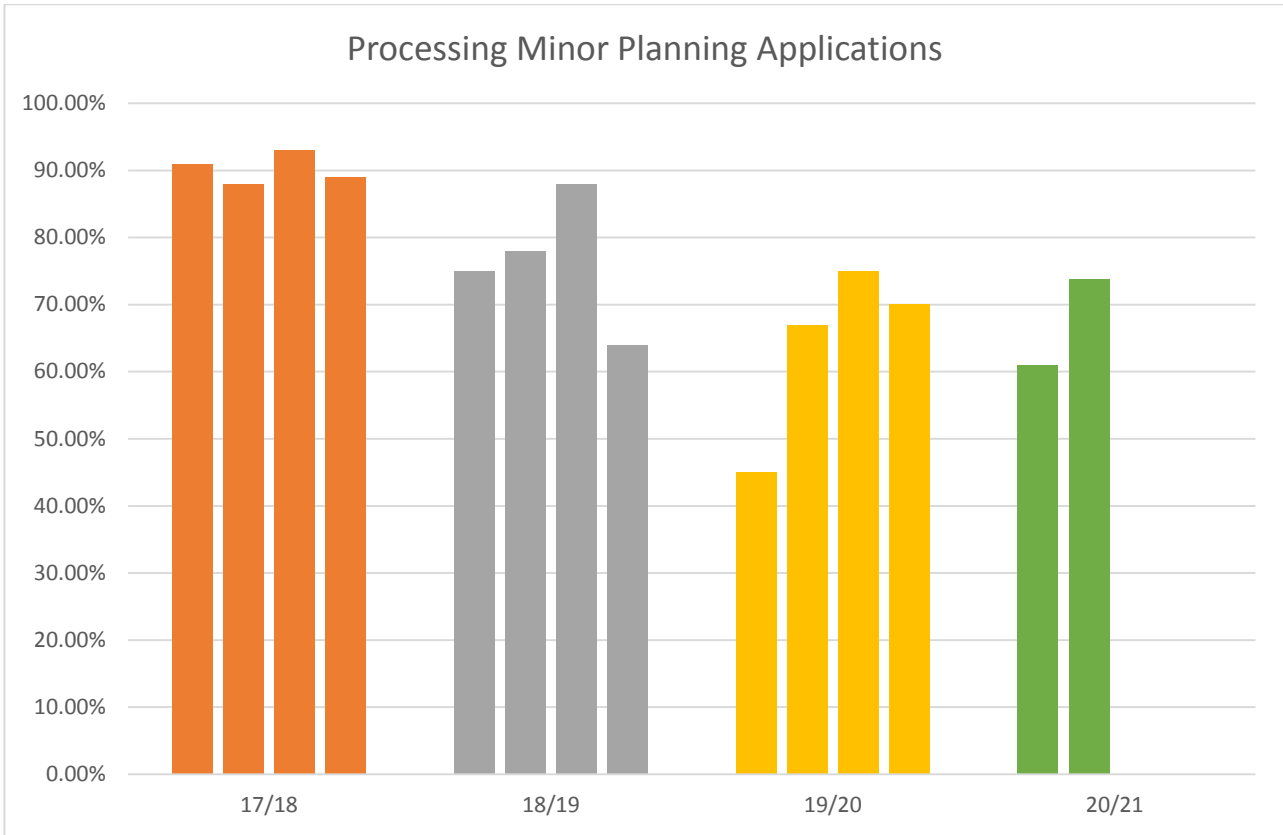
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Underperforming

NOTE: Several issues have impacted the performance of this indicator, but it is not seen as an indicative trend. An underperforming indicator recovery plan has been produced.

The outturn for this indicator is 73.78% of minor applications processed within time in quarter two.



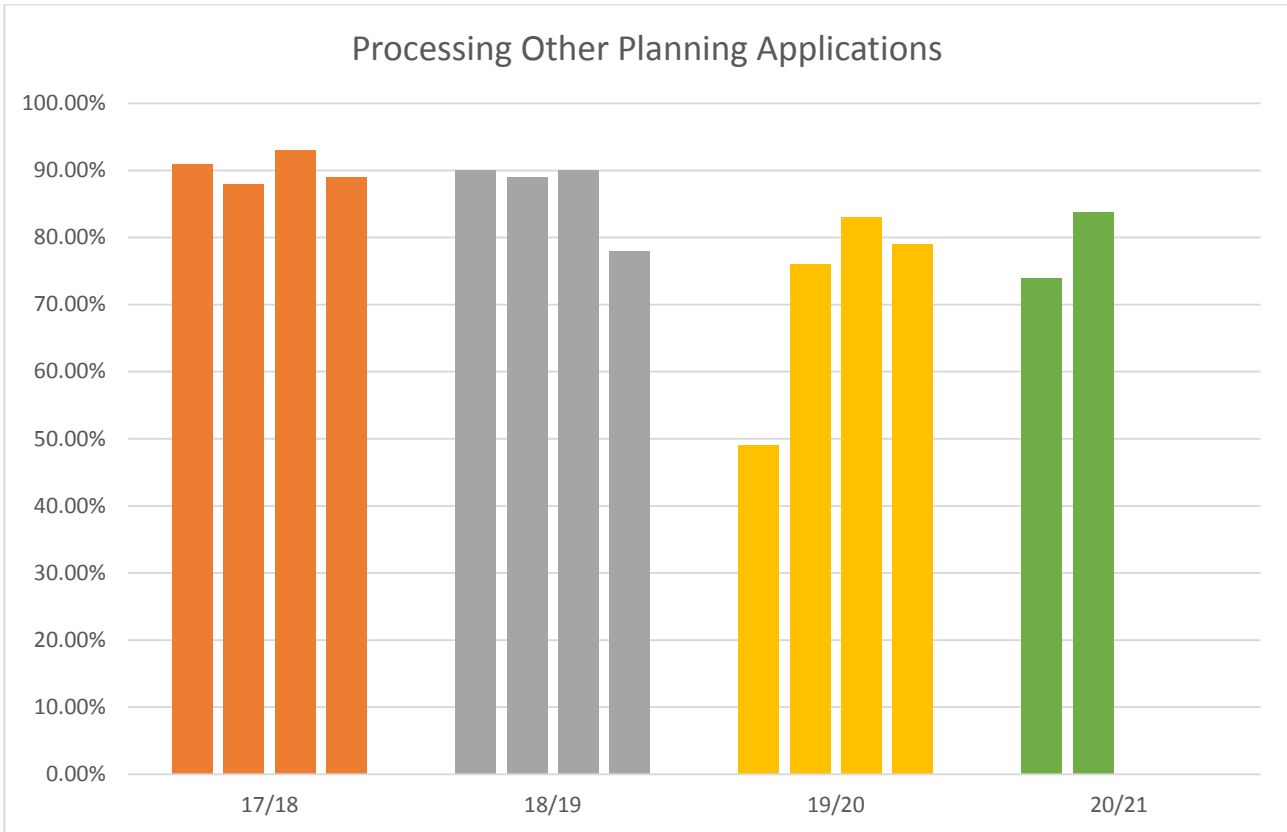
Performing or Underperforming Target

The target for this performance indicator is 75% or above, which means the indicator is:

Underperforming

NOTE: Remote working and limited access to the Town Hall is having an impact on performance. An underperforming indicator recovery plan has been produced.

The outturn for this indicator is 83.74% of other planning applications processed within time in quarter two.



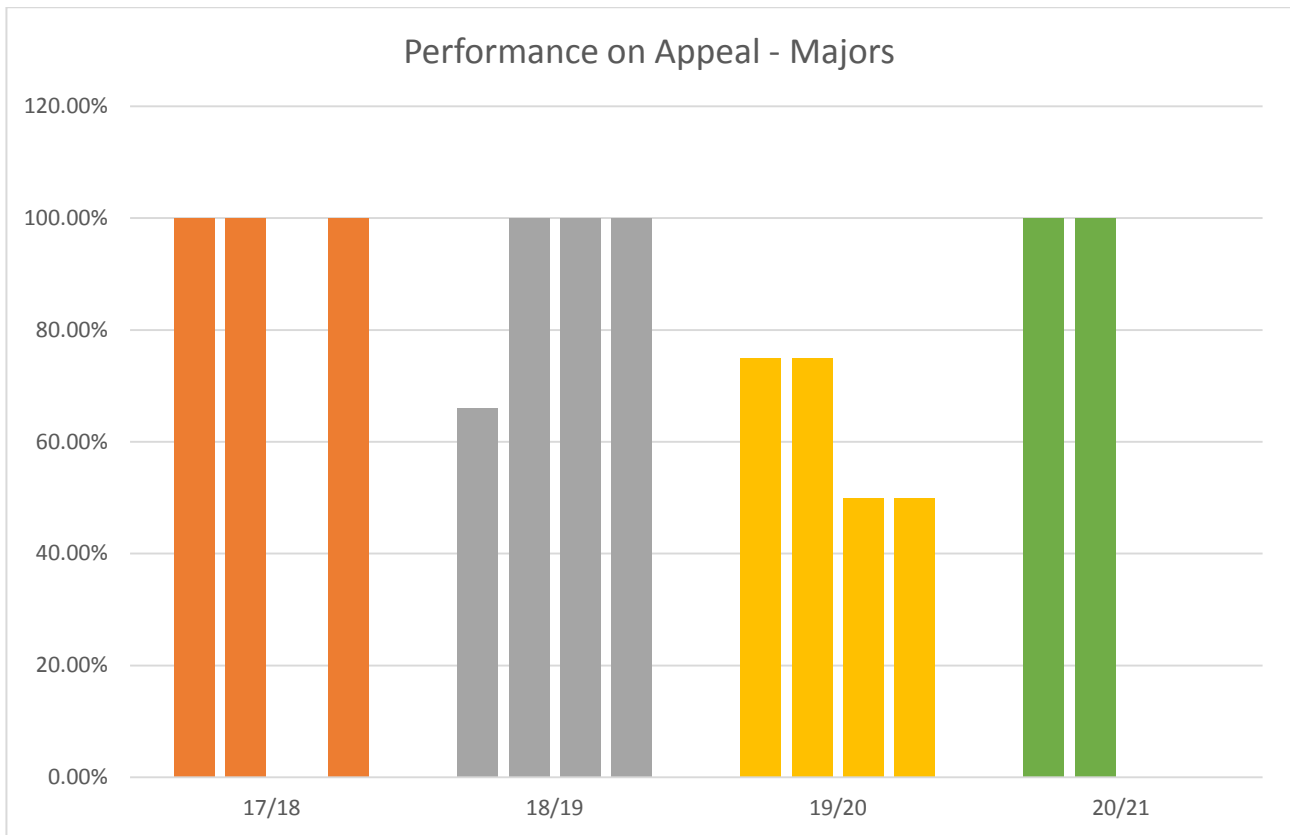
Performing or Underperforming Target

The target for this performance indicator is 88% or above, which means the indicator is:

| Underperforming

NOTE: Remote working and limited access to the Town Hall is having an impact on performance. An underperforming indicator recovery plan has been produced.

The outturn for this indicator is 100% successful performance on major appeals in quarter two (there have been no major appeals submitted for the period).

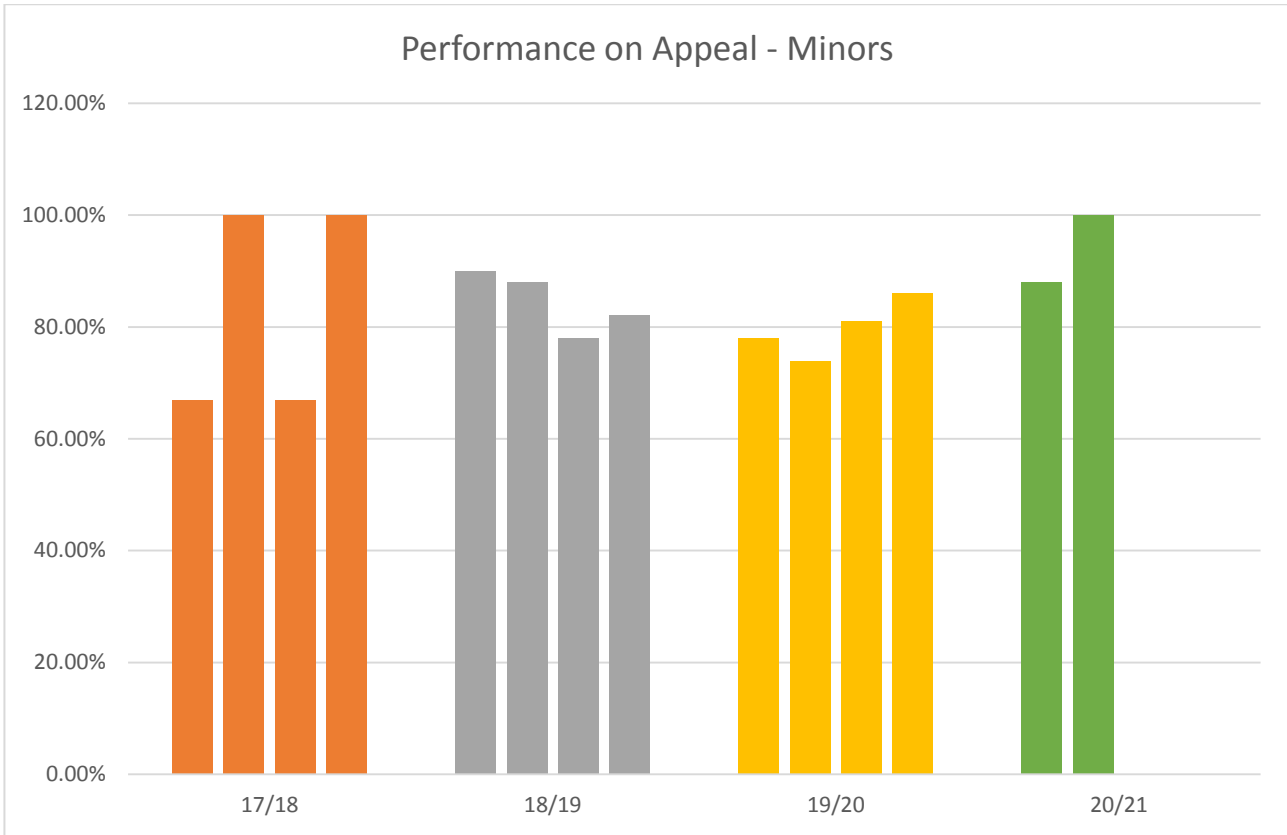


Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

The outturn for this indicator is 100% successful performance on minor appeals in quarter two.

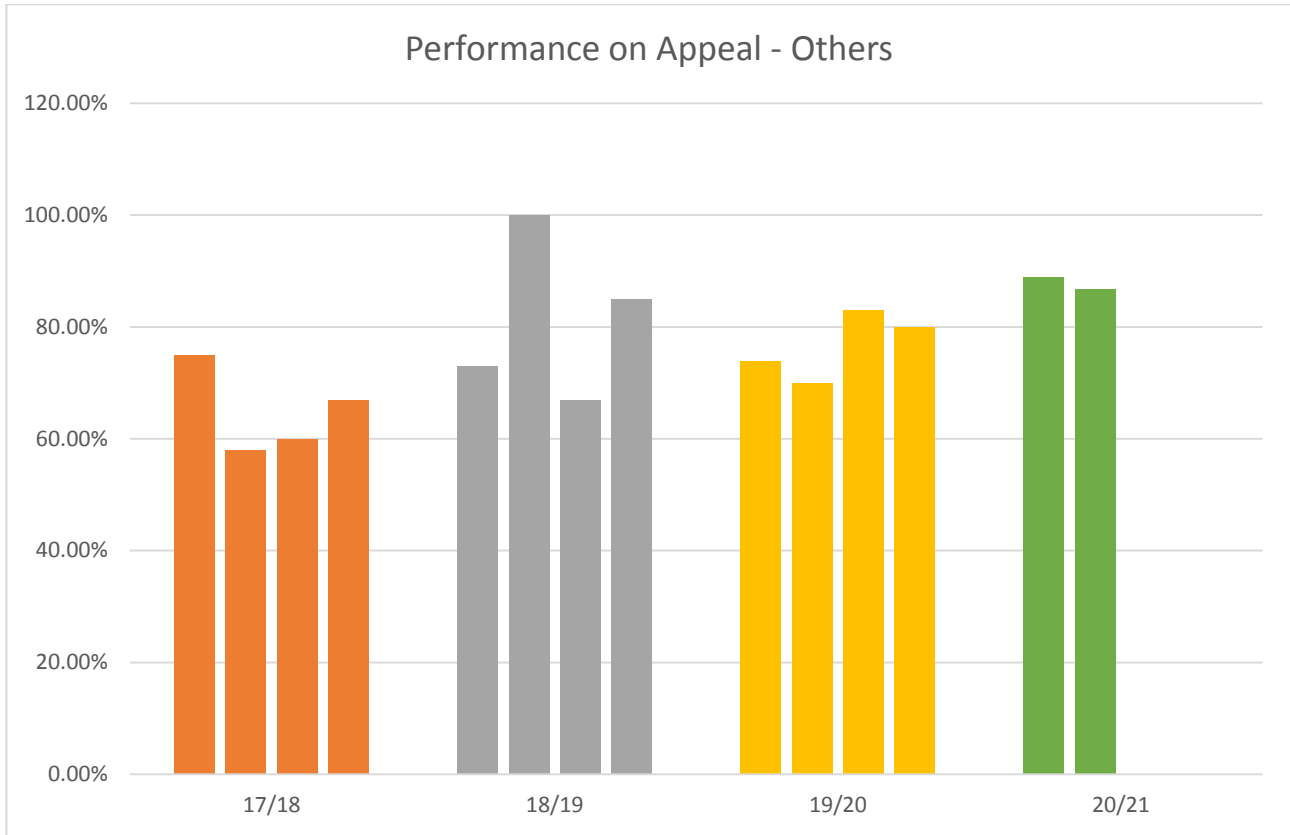


Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

The outturn for this indicator is 86.66% successful performance on other appeals in quarter two.



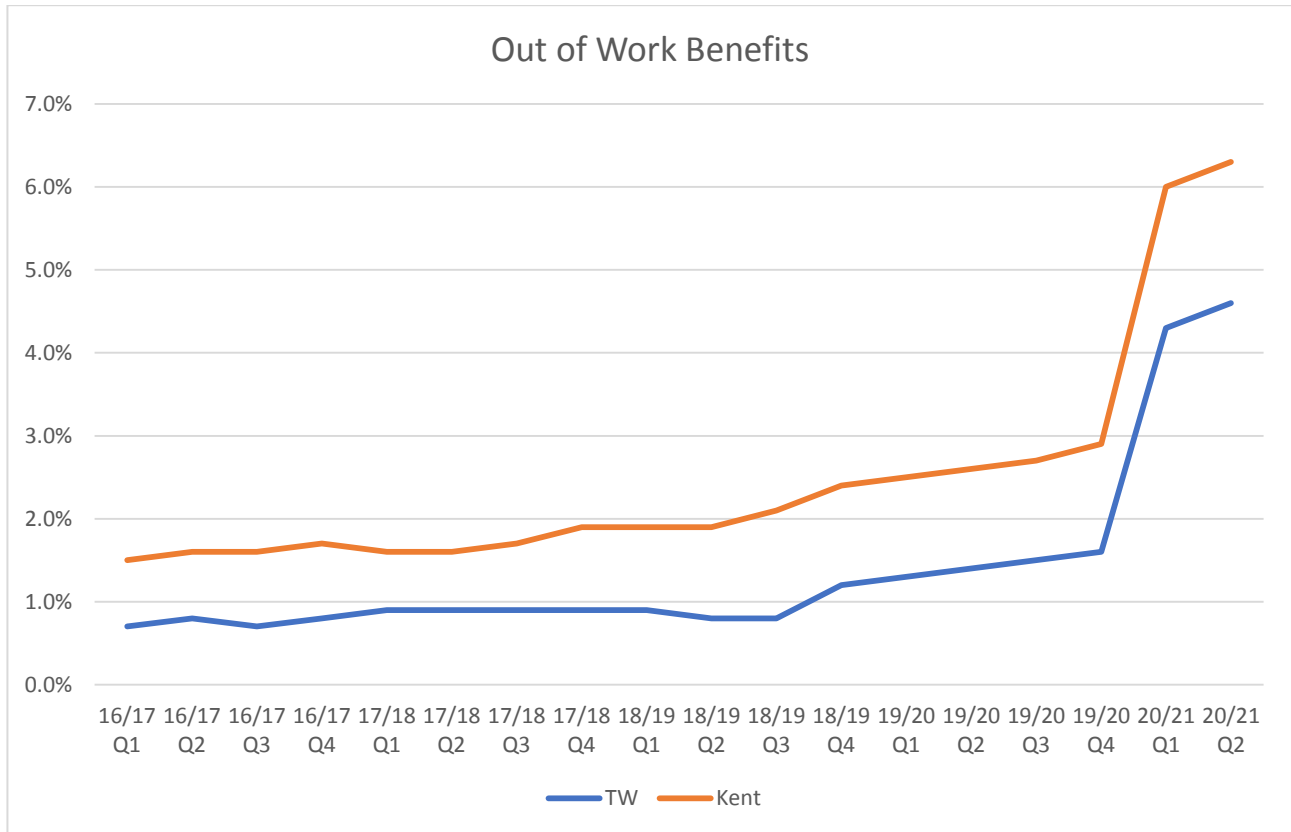
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

Policy

The outturn for this indicator is 4.6% of the resident population (aged 16-64) who are in receipt of out of work benefits. This includes universal credit claimants, so not all of these residents will be unemployed. This is a rise of 0.3% on the previous quarter.

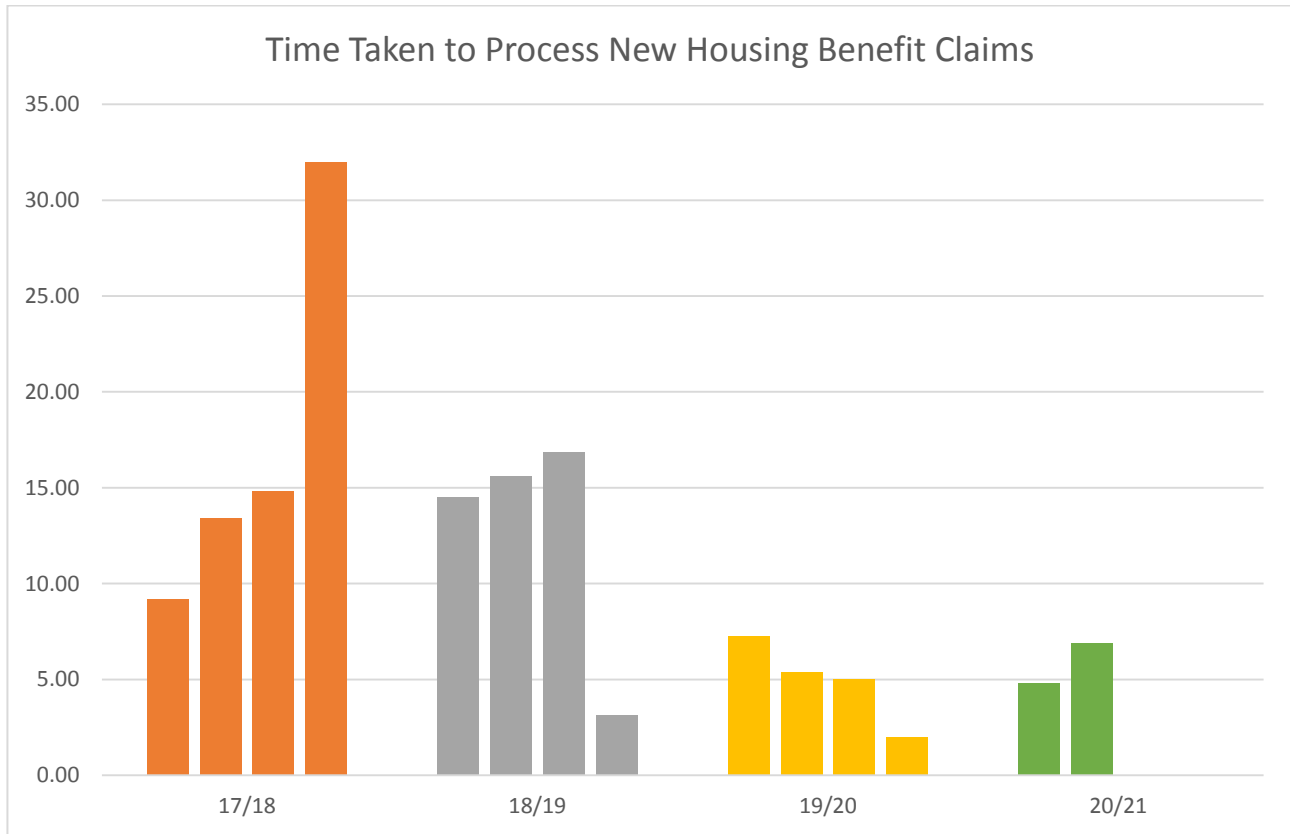


Performing or Underperforming Target

This performance indicator does not have a target.

Revenues and Benefits

The outturn for this indicator is 6.87 average days taken to process new housing benefit claims in quarter two.

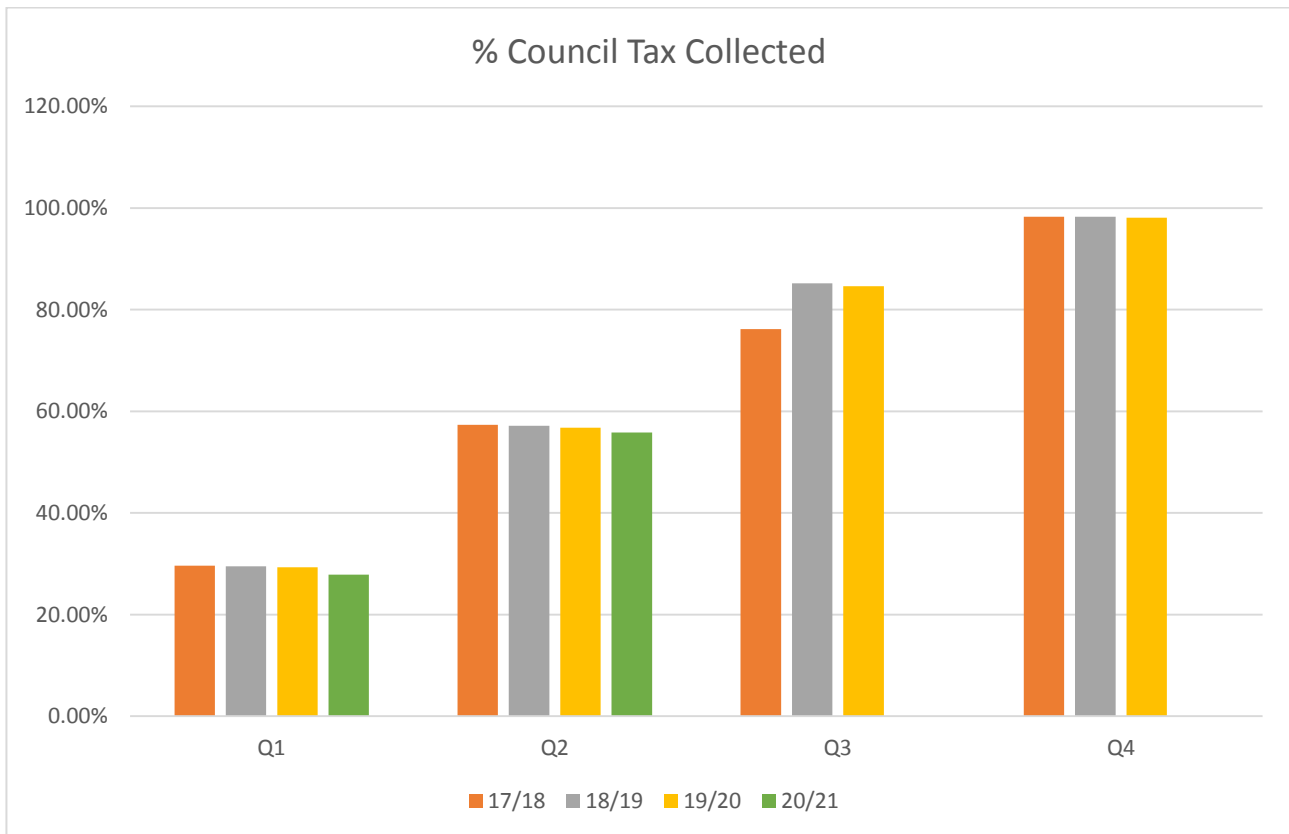


Performing or Underperforming Target

The target for this performance indicator is 10 or under, which means the indicator is:

Performing

The outturn for this indicator is 55.80% of council tax collected in quarter two.



Performing or Underperforming Target

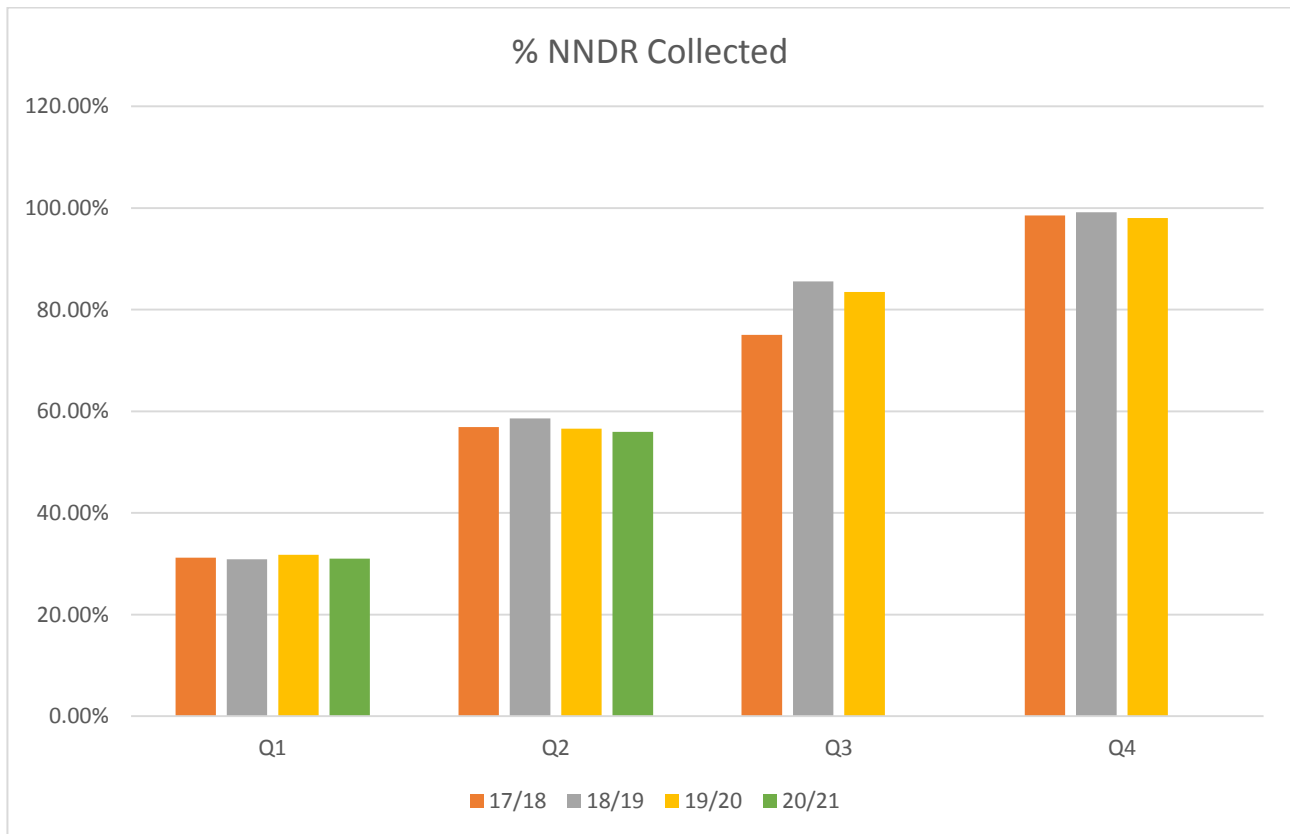
The target for this performance indicator is 57.10% or above, which means the indicator is:

Underperforming

NOTE: This indicator is continuing to be impacted by the Covid-19 pandemic, and the target represents what would have been expected this year if the pandemic had not occurred. The outturn is 1% down compared with the same quarter last year, which is an improvement on the previous quarter (1.62% down).

An underperforming indicator recovery plan has not been submitted for this indicator as it is underperforming as a direct result of Covid-19.

The outturn for this indicator is 55.94% of NNDR collected in quarter two.



Performing or Underperforming Target

The target for this performance indicator is 57.20% or above, which means the indicator is:

Underperforming

NOTE: This indicator is continuing to be impacted by the Covid-19 pandemic, and the target represents what would have been expected this year if the pandemic had not occurred. The outturn is 1.26% below target and 0.6% down compared with the same quarter last year.

An underperforming indicator recovery plan has not been submitted for this indicator as it is underperforming as a direct result of Covid-19.

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Ec Dev01-SI - M	Number of Tourist Information Centre counter enquiries
Ec Dev02-SI - M	Number of customers advised remotely by Tourist Information Centre

INDICATOR NAME**CURRENT PERFORMANCE**

Outturn	827	1347
Target	6500 (Visits to TIC)	3300 (Remote contacts)

HISTORIC PERFORMANCE

	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Outturn				
Target				

REASONS FOR CURRENT UNDERPERFORMANCE

The Tourist Information Centre was closed to visitors from 23 March 2020 and reopened on 11 August 2020 due to the Covid-19 pandemic.

The Tourist Information Service was operating a remote service via phone and email during this quarter but the hospitality sector only started reopening gradually from 4 July 2020.

The TIC has altered its opening hours during the pandemic and is open 10am – 3pm Tuesdays – Fridays. This is one day less than usual. The remote service is available for the same hours but on Mondays also.

It is not anticipated that numbers will pick up to normal any time soon, particularly as we are now entering the winter season. New Covid-19 restrictions and the weather are already having an impact in terms of contacts to the service.

The Team is continuing to keep the website up to date with new information.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

No specific actions are proposed but we will continue to review the emerging situation and plan for next year when it is hoped that restrictions will be lifted.

We will continue to provide a service for those visitors that are looking for information.

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Plan12 – Processing of planning applications: Major applications
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INDICATOR NAMECURRENT PERFORMANCE

Outturn	57%
Target	65%

HISTORIC PERFORMANCE

	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Outturn	71%	47%	56%	67%
Target	65%	65%	65%	65%

REASONS FOR CURRENT UNDERPERFORMANCE

This fell below the target due to the significant number (comparatively) of Section 106 agreements completed and permissions issued as well as some longstanding applications that needed to go to Planning Committee compared to those major applications dealt with under delegated powers.

This is considered to be part of the natural variation of major application timescales and not indicative of a particular trend.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

No action required as natural variation of major application timescales.

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Processing of planning applications: Minor applications

INDICATOR NAMECURRENT PERFORMANCE

Outturn	73%
Target	75%

HISTORIC PERFORMANCE

	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Outturn	67%	75%	56%	61%
Target	75%	75%	75%	75%

REASONS FOR CURRENT UNDERPERFORMANCE

The failure to make the target for Q2 on minor applications was due to the impact of the pandemic.

As indicated at the end of Q1, the remote working and limited access to the Town Hall is having an impact on performance and this detrimental impact is the reason that the target has not been achieved for Q2, although there was a 12% improvement from Q1.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

None possible at the current time.

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Processing of planning applications: Other applications

INDICATOR NAME**CURRENT PERFORMANCE**

Outturn	84%
Target	88%

HISTORIC PERFORMANCE

	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Outturn	76%	83%	79%	74%
Target	88%	88%	88%	88%

REASONS FOR CURRENT UNDERPERFORMANCE

The failure to make the target for Q2 on other applications was due to the impact of the pandemic.

As indicated at the end of Q1, the remote working and limited access to the Town Hall is having an impact on performance and this detrimental impact is the reason that the target has not been achieved for Q2, although there was a 10% improvement from Q1.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

None possible at the current time.



Complaints Summary: Period 1 20/21 (1st April – 30th September 2020)

For Cabinet on 3 December 2020

Summary

Lead Member: Councillor Tom Dawlings, Portfolio Holder for Finance and Governance

Lead Director: Lee Colyer, Director of Finance, Policy and Development

Head of Service: Jane Clarke, Head of Policy and Governance

Report Author: Abigayle Sankey, Corporate Governance Officer

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	21 October 2020
Portfolio Holder	29 October 2020
Finance and Governance CAB	10 November 2020
Cabinet	3 December 2020

1. Introduction and Background

- 1.1 This report provides an overview of complaints received by Tunbridge Wells Borough Council under the Council's Complaints Procedure during quarters 1 and 2 (which is reporting period 1 from 1 April to 30 September 2020).
- 1.2 The report examines how complaints are received, and looks at any learning, feedback or trends that can be gained from the information presented.
- 1.3 Tunbridge Wells Borough Council operates a two stage corporate Complaints Procedure and logs these complaints through a centralised complaints management system.
- 1.4 At the first stage, the complaint is responded to by the relevant Head of Service within 15 working days of receipt of the complaint. At the second stage, the complaint is responded to by the Chief Executive, or one of his Directors, within 20 working days. Once the corporate complaints procedure has been completed, if the complainant remains unhappy they are able to escalate their complaint to the Local Government Ombudsman (LGO).
- 1.5 Complaints performance is reported to Cabinet on a six monthly basis, in two reporting periods. Reporting period 1 runs from 1 April to 30 September, and reporting period 2 runs from 1 October to 31 March in a given financial year.

2. Complaints Overview

Number of Complaints

- 2.1 The Council recorded a total of 378 complaints during reporting period 1 of 2020/21. This figure is an increase in the number of complaints recorded for the previous reporting period in 2019/20 (331 complaints) and an increase for the equivalent reporting period in 2019/20 (166 complaints). This would be the next paragraph.

Quarters	Total complaints
20/21 (period 1)	378
19/20 (period 2)	331
19/20 (period 1)	166

- 2.2 Of those complaints recorded in period 1 for this year, 372 were recorded at stage one of the Complaints Procedure and 6 were recorded at stage two of the procedure. There has been a decrease in the number of complaints progressing to stage two.

Quarters	Stage one	Stage two	% progressed to stage 2
20/21 (period 1)	372	6	2%
19/20 (period 2)	317	14	4%
19/20 (period 1)	151	15	9%

Responding to Complaints in time

- 2.3 Responding to complaints within a reasonable time is a key performance target for the Council, and is a feature of a well performing complaints handling system that adheres to best practice. Performance indicators are used to monitor the speed of the Council's response to complaints dealt with through the procedure.
- 2.4 Complaints dealt with at stage one should be responded to within 15 working days, and complaints dealt with at stage two should be responded to within 20 working days. The Council has set a target of responding to 90% of all complaints within these timescales.
- 2.5 For period 1 of 2020/21, the Council did not meet its target for responding to 90 per cent of complaints within time across both stages. The response time for Stage 2 complaints has improved compared to the response time in the previous two reporting periods. The Covid-19 pandemic has had an impact on the response times for many services. It was necessary to redeploy a number of staff to ensure that essential services could continue to run. The complaints facility was suspended for all complaints relating to refuse and recycling collections between April and June, this decision was taken to ensure delivery of essential frontline services.
- 2.6 During Quarter 1 a review of open outstanding complaints for waste and Street Scene was started and this led to responses being issued to 292 complaints and a total of 318 for this period.

Quarters	% stage one in time	% stage two in time	Target
2020/21 (period 1)	11%	83%	90%
2019/20 (period 2)	22%	64%	90%
2019/20 (period 1)	58%	80%	90%

How Complaints are received

- 2.7 The Council records the channel through which complaints are received, which helps us to understand customer preferences and how these might change over time. It also helps to ensure that we operate a complaints handling system that is accessible and free of barriers.
- 2.8 During reporting period 1 for 2020/21, the majority of complaints received were made through electronic means. The online form was the most popular method of complaining.
- 2.9 Whilst the preference for digital contact (online form and email) has remained largely the same overall compared with the last year, the number of complaints submitted using the online form has decreased during reporting period 1 for 2020/21. The number of complaints received by telephone has increased during reporting period 1 compared to the previous two reporting periods. This is likely to be linked to the increase in demand as the result of the issues related to the waste collection service and the impact of the Covid-19 pandemic.

Quarters	Online	Email	Tele- phone	Letter/ paper form	Visit
2020/21 (period 1)	69%	8%	22%	1%	0%
2019/20 (period 2)	73%	10%	16%	1%	0%
2019/20 (period 1)	62%	26%	8%	4%	0%

Reasons for Complaints

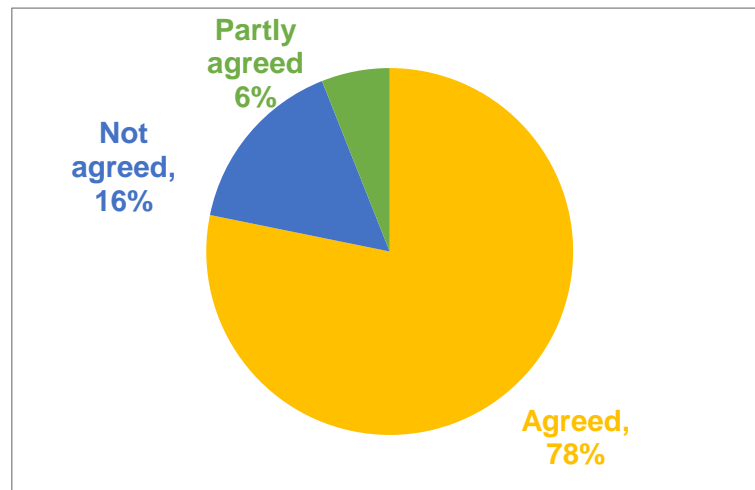
- 2.10 The Council records the reasons why a complaint has been made, in line with a list of categories that have been developed over time and in accordance with guidance from the Ombudsman.
- 2.11 For reporting period 1 of 2020/21, the majority of complaints were recorded as the service not being delivered to expected standards, which can cover a wide range of different issues around how the service was delivered to the customer. The next highest reason for complaining was because of council or government policy. The Council also received a number of complaints relating to issues concerning Tunbridge Wells Borough Council or Government policy.

2.12

Reason	Number
Service not delivered to expected standard	356
Council/Government policy	8
Outside of council services	5
Staff conduct	4
Administrative error	0
Incorrect or misleading information	0
Other	0
Delay	1
Failure to act	0
Not recorded	1
Failure to provide a service	1
Cost of delivering a service	0
Discrimination	1
System or technical error	1

Council Decisions

- 2.13 The Council also records its decisions on complaints, and this is done in three ways: 'agreed', where the Council agrees with the complaint made by the complainant; 'partly agreed', where the Council agrees with some aspects of the complaint that has been made, but not with the entire complaint; and 'not agreed', where the Council does not agree with the complainant about the complaint that has been made.
- 2.14 For those complaints that received a decision in period 1 for 2020/21, the Council agreed with the complainant in 78 per cent of complaints and did not agree with 16 per cent of complaints. The Council partly agreed with the complainant in 6 per cent of complaints. The number of complaints where the Council has agreed with the complainant has decreased slightly from 82 per cent in the previous reporting period.



- 2.15 The Council expects to see a fairly even distribution in the number of complaints agreed with and the number of complaints not agreed with over time. If a high proportion of complaints are agreed with in a reporting period, this can indicate that problems or issues are not being picked up and dealt with effectively at service level. If a high proportion of complaints are not agreed with in a reporting period, this can indicate a lack of understanding and willingness to accept feedback on service improvements by the Council. In this case, the high number of complaints agreed with is due to residents experiencing repeated issues below satisfactory levels in relation to the Recycling and Waste contract.

Complaints by Service

- 2.16 The Council records the number of complaints, broken down by service areas, as a way of monitoring service levels and standards, and to act as an early warning sign for significant service failure or disruption.
- 2.17 Whilst this can be done by comparing reporting periods within each service, it is difficult to compare across services, given the diverse nature of business across the Council. Some services, such as waste collection and planning services, will always feature towards the top of the list, due to the high levels of customer contact they receive, and this needs to be taken into account when analysing complaints received by service.

2.18

Service	Number
Waste and Streetscene	318
Planning Development Management	16
Parking	13
Housing - Homelessness	8
Revenues	6
Digital Services	3
Finance	3
Benefits	2
Building Control	2
Gateway	2
Assembly Hall Theatre	1
Housing – Private Sector	1
HR	1
Legal	1
Policy and Performance	1

- 2.19 For period 1 of 2020/21, Waste and Street Scene received the highest number of complaints (318). This is a 23 per cent increase in this reporting period compared with the previous reporting period 2 of 2019/20 (258). Overall the proportion of complaints for Waste and Street Scene equates to 0.6 percent of the number of households receiving refuse collection services within the borough (approximately 49,000).
- 2.20 The next highest service receiving complaints for this reporting period was Planning Development Management (16). This is a decrease in this reporting period compared with the previous reporting period 2 of 2019/20 (34) but falls within expected fluctuations.
- 2.21 Parking services received 13 complaints in this reporting period, which is a decrease in the number of complaints received in the previous reporting period (16). Housing - Homeless received 8 complaints in this reporting period compared with 3 complaints in the previous reporting period.
- 2.22 Overall, with the exception of Waste and Street Scene, the number of complaints received by service is broadly consistent with previous reporting periods, and therefore falls within expectations.

Compensation Paid

- 2.23 The level of compensation paid by the Council during this reporting period was £150. This was £100 for a complaint for Digital Services, relating to the time and trouble incurred by the complainant for progressing the complaint with the service. £50 for Waste and Street Scene, relating to the time and trouble incurred by the complainant for the level of service received in relation to their complaint.

Ombudsman Decisions

- 2.24 The Council received one decision on an Ombudsman complaint in this reporting period, which was closed after initial enquiries with no further action.

Service	Complaint summary	Ombudsman decision
Planning	Complaint about the Council's decision to approve a planning application.	The Ombudsman will not investigate this complaint. They have not seen any evidence of fault in the way the Council came to the decision to approve the planning application.

Learning from Complaints

- 2.25 The services receiving the highest number of complaints for this reporting period were Waste and Street Scene, Planning Development Management and Parking services.
- 2.26 For Waste and Street Scene, the increase in complaints occurred between April and June. During Quarter 1 a review of open outstanding complaints for waste and Street Scene was started and this led to responses being issued to 292 complaints. This is reflected in the increase in the number of complaints in Quarter 1. The Council monitors the number of missed bins closely as part of its contract management and is working with the contractor to address any issues raised within complaints so that we can provide the best service for our residents. The number of complaints decreased between July and September to 26.
- 2.27 For Planning Development Management, there were no clear trends emerging from the complaints, which were as a result of single issues.
- 2.28 For Parking services, half of the complaints were related to parking permit issues, such as the parking permit not being refunded or extended when requested.

3. Options Considered

- 3.1 As this reporting is for noting only, and no decisions will be made, there are no available options to Cabinet.

4. Preferred Option and Reason

- 4.1 That Cabinet notes the Council's performance on complaints handling for reporting period 1 of 2020/21 (1 April to 30 September).

5. Consultation on Options

- 5.1 This report does not require public consultation as the recommendation is for noting only.

Recommendation from Cabinet Advisory Board

- 5.2 The Report was noted.

6. Implementation

- 6.1 This report enables Cabinet to understand the Council's current performance around complaints handling and performance and to receive an overview of the types of complaints the Council is receiving. Those that are escalated to the Ombudsman could result in a significant detrimental impact on the Council if it is found to be at fault through maladministration or negligence and so it is important that Cabinet and the public can be satisfied that the Council is running a well-managed and effective complaints system.
- 6.2 To ensure transparency, the report is published on the Cabinet agenda and it available on the Council's website through the committee reports pages.

7. Appendices and Background Documents

Appendices:

- None.

Background Papers:

- None.

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

This report provides a review of complaints received and an update on the Council's complaint handling. If any complaint raises issues that may have legal implications or consequences, the Head of Legal Partnership should be consulted.

There is no statutory duty to report regularly to Cabinet on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Regular reports on the Council's performance in responding to complaints assist in demonstrating best value and compliance with the statutory duty.

There are no consequences arising from the recommendation that adversely affect or interfere with individuals' rights and freedoms as set out in the Human Rights Act 1998.

Keith Trowel, Corporate Team Leader (Legal), 26 October 2020

B. Finance and Other Resources

Whilst the amounts of compensation are relatively small it is important to review the cause of the complaint and to identify prevention processes, as the cost of administering a complaint and the correction of any mistakes is often significant.

Jane Fineman, Head of Finance, Parking and Procurement, 26 October 2020

C. Staffing

There are no implications for staffing within this report.

Nicky Carter, Head of HR, Customers and Communities, 26 October 2020

D. Risk Management

Complaints about services can indicate instances where identified operational risks have materialised. This should be monitored through individual departmental risk registers. Learning from complaints can help to mitigate the same risks occurring in the future.

Jane Clarke, Head of Policy and Governance, 26 October 2020

E. Environment and Sustainability

There are no environment and sustainability issues raised within this report.

Jane Clarke, Head of Policy and Governance, 26 October 2020

F. Community Safety

There are no consequences arising from the recommendation that adversely affect community safety.

Jane Clarke, Head of Policy and Governance, 26 October 2020

G. Equalities

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.

Jane Clarke, Head of Policy and Governance, 26 October 2020

H. Data Protection

Whilst the complaints management system processes personal and at times sensitive data about complainants as part of the complaint investigation, this is managed through the Council's normal data protection procedures and policies. The complaints summary is aggregated and anonymised data regarding complaints handling performance, and therefore does not impact on the personal data of complaints.

Jane Clarke, Head of Policy and Governance, 26 October 2020

I. Health and Safety

The health and safety of both complainants and officers of the Council needs to be considered through the complaints handling process. If a complaint raises health and safety concerns this will be picked up by the investigating officer, and appropriate advice and action taken during the complaint investigation.

In order to protect the health and safety of staff, the Council has a lone working policy, which applies to officers going on-site to investigate complaints, and an Unreasonable and Vexatious Complaints policy, which helps to protect staff wellbeing when dealing with particularly difficult or contentious complaints.

Mike Catling, Corporate Health and Safety Manager, 26 October 2020

J. Health and Wellbeing

There are no health and wellbeing implications identified in the report.

Jane Clarke, Head of Policy and Governance, 26 October 2020



Private Sector Housing Enforcement Policy 2020 - 2025

For Cabinet on 3 December 2020

Summary

Lead Member: Cllr Carol Mackonochie

Lead Director: Paul Taylor, Director of Change and Communities

Head of Service: Gary Stevenson, Head of Housing, Health and Environment

Report Author: Sue Oliver, Environmental Health Officer

Classification: Public document (non-exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	21 October 2020
Portfolio Holder	08 October 2020
Cabinet Advisory Board	11 November 2020
Cabinet	03 December 2020

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That the Private Sector Housing Enforcement Policy is adopted by Cabinet.
2. Following the annual review of the Policy, if there have been any changes in legislation or Government guidance, then power to amend the policy as necessary is delegated to the Head of Housing, Health and Environment.

1. Introduction and Background

- 1.1. Local authorities are required by the Government's Regulators' Code to publish clear service standards, setting out what can be expected by those that are regulated. This includes an enforcement policy, explaining how non-compliance with private sector housing legislation will be responded to.
- 1.2. The current Private Sector Housing Enforcement Policy is out of date as the range of powers available to local authorities to improve housing has significantly increased in recent years. This updated Enforcement Policy sets out the full range of enforcement options contained in legislation and ensures consistency of approach in line with the Regulators' Code, so that businesses know what to expect.

2. Role of Private Sector Housing Team

- 2.1 The role of the Private Sector Housing team is to maintain and improve housing conditions in all property tenures in particular the private sector, by ensuring compliance with the legislative framework. This Enforcement Policy will apply to those responsible for property in all tenures, particularly the private rented sector. In 2016, 17% of housing in the borough was privately rented.
- 2.2 The collective term "businesses" is used throughout the policy, and includes landlords, owners, leaseholders, freeholders, managing and letting agents, property licence holders, and registered social landlords. The policy also applies to owner-occupiers, although enforcement action would only be taken in very rare circumstances where there is an imminent risk of serious harm.
- 2.3 The Private Sector Housing team actively works with businesses to advise on and assist with compliance. In most cases, businesses comply with advice and recommendations, and often approach the Council for advice and information, which is welcomed. However, there is a minority of businesses where it is necessary to take enforcement action, and the detail on what action the Council can take, and when it will be taken is set out in the Enforcement Policy.

3. Content of the Policy

- 3.1. The Policy sets out how the Council will undertake enforcement action as follows:

- a) Targeted - at properties and businesses that pose the greatest risk, including businesses that evade regulation, and where properties cause risks to people's health and safety.
- b) Proportionate - reflecting the nature, scale, and seriousness of any breach.
- c) Fair and objective - based on the individual circumstances of the case.
- d) Consistent - based on transparent policy.
- e) Accountable - undertaken in a responsible manner in accordance with legislation and Government guidance.

General principles about proportionality of action will be followed, for example where appropriate advice and information will be given, before resorting to enforcement action.

3.2 The range of enforcement options is contained in legislation, and the types of action that can be considered are summarised on page nine of the Policy, and the detail on each type of action is set out in the pages that follow. As well as the service of statutory notices, work in default, prosecution, and licensing of houses in multiple occupation, we now have additional powers which include:

- a) civil penalty notices – used as an alternative to prosecution with a financial penalty of up to £30,000, where there has been a failure to comply with an improvement notice, or offences in relation to houses in multiple occupation.
- b) monetary penalty (penalty charge) – this relates to two specific breaches, firstly the requirement for a managing /letting agent to belong to a Redress Scheme (a body that looks into complaints made by a tenant) with a charge of up to £5,000 for non-compliance, and secondly the requirement for smoke and carbon monoxide alarms in privately rented properties with a charge of up to £5,000 for non-compliance.
- c) financial penalty – can be applied for various offences relating to the need for businesses to have the electrical installations in their properties inspected and tested every five years with a penalty of up to £30,000.
- d) financial penalty – can be applied for various breaches under the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 which relate to letting or continuing to let properties with a low (F or G) rating on an Energy Performance Certificate. The maximum amounts for the financial penalties range from £1,000 to £4,000.
- e) banning orders – an application may be made to the First-tier Tribunal to request that a landlord or property agent is banned from letting housing and/or property management where they have been convicted of certain Housing Act and criminal offences.

3.3 The financial penalty in section 3.2 c) is applied under the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020. This is new legislation, and the Council is required to have a policy to set out how the appropriate level of a financial penalty will be determined, if this is necessary. Government guidance is clear that local authorities may wish to consider the policy previously developed for civil penalties under the Housing and Planning

Act 2016 and associated guidance. To ensure consistency of approach and clarity for landlords, the same principles and framework set out in the Council's Civil Penalty Policy 2019 for determining the amount of a financial penalty have been incorporated in the Electrical Safety Standards Policy.

- 3.4 The Private Sector Housing team has built good relationships with businesses and we have confidence that they will usually act quickly to resolve matters without the need for enforcement action. The ability to charge for the service of a notice has assisted this approach. However, in some circumstances there is a need to consider enforcement action in line with the Private Sector Housing Enforcement Policy to ensure the health and safety of tenants and occupants, and to improve standards in the private sector.

4. Options Considered

- 4.1 Option 1 – agree to adopt the updated Private Sector Housing Enforcement policy attached at Appendix A. This will ensure that the Policy includes all private sector housing enforcement options contained in legislation and that it complies with the requirements of the Government's Regulators' Code, enabling the Private Sector Housing team to take enforcement action to ensure the health and safety of tenants and occupants, and improve standards in the private sector.
- 4.2 Option 2 – do nothing. Not adopting the Policy would mean that the Council would not be complying with the requirements of the Regulators' Code. In addition, should enforcement action not included in the existing policy be taken, and/or where that action results in a court hearing, the Council would be liable to challenge from the business and their legal representatives for acting outside of the powers in the Enforcement Policy. This could result in the court not finding in the Council's favour, reputational damage, and with the potential for costs being awarded against the Council.

5. Preferred Option and Reason

- 5.1 Option 1 – adopt the updated Private Sector Housing Enforcement Policy.
- 5.2 Having an up to date Policy enables the Council to be able to consider the full range of enforcement options when looking to ensure the health and safety of residents, together with compliance with the Government Code

6. Consultation on Options

- 6.1 Consultation on the Policy has been open during the month of September on the Council's website, and relevant businesses were advised by email of the link to the website. No responses have been received from local businesses.

- 6.2 The Policy was sent to the National Residential Landlords' Association to obtain comments from a landlords' perspective. No response has been received.
- 6.3 The Policy was sent to the Tunbridge Wells Citizens Advice Bureau to obtain comments from an organisation that is contacted by tenants with housing issues. Feedback has been received from the Chief Executive who found the Policy to be clearly stated, presented well and laid out with clear meaning, and open and transparent.

Recommendation from Cabinet Advisory Board

- 6.4 The Communities and Economic Development Cabinet Advisory Board was consulted on 11 November 2020 and agreed the following:
- That the Cabinet Advisory Board supports the recommendations in the report.

7. Implementation

- 7.1 Should the proposed Private Sector Housing Enforcement Policy be adopted by Cabinet as recommended, it will be added to the Council's website. Businesses (as defined in paragraph 2.2 of this report) will be advised.

8. Appendices and Background Documents

Appendices:

- Appendix A: Draft Private Sector Housing Enforcement Policy 2020 - 2025

Background Papers:

- None

9. Cross Cutting Issues

A. Legal (including the Human Rights Act)

The recommendations provide a comprehensive enforcement policy in respect of private sector housing enforcement.

The legal implications are set out in the body of the report and in particular on pages four and five of the draft policy, the policy scope, the Regulators' Code, and references to relevant legislation throughout. The draft policy has been prepared in accordance with legislation and relevant statutory guidance.

Approval of the policy is an executive key decision required by the Council's Constitution to be taken by Cabinet.

[Jayne Bolas, Principal Lawyer Corporate Governance and Contentious 08/10/2020]

B. Finance and Other Resources

No significant implications relating to Finance have been identified. There may be some income when a charge is made for the service of a notice, or income from a civil penalty notice, but there can be no certainty as to how often these powers are used so it is not anticipated that there will be a regular stream of income.

[Jane Fineman, Head of Finance and Procurement 20/10/2020]

C. Staffing

No staffing implications have been identified.

[Anita Lynch, HR Manager 19/10/2020]

D. Risk Management

No risk management implications have been identified.

[Sue Oliver, Environmental Health Officer 12/10/2020]

E. Environment and Sustainability

No environment and sustainability implications have been identified.

[Sue Oliver, Environmental Health Officer 12/10/2020]

F. Community Safety

The powers in the Policy will enable the Council to improve housing standards and this can have a positive impact on the local environment.

The powers include bringing empty homes back into use, as empty properties can have a negative effect on a local area.

The licensing of houses in multiple occupation ensures that these properties have adequate amenities, fire safety precautions and that rooms are of an adequate size for their occupants.

[Terry Hughes, Community Safety Manager 05/10/2020]

G. Equalities

The impact of the Policy has been analysed and does not vary between groups of people, as the enforcement action taken relates to the conditions at the property.

[Sue Oliver, Environmental Health Officer 12/10/2020]

H. Data Protection

There are no data protection implications.

[Sue Oliver, Environmental Health Officer 12/10/2020]

I. Health and Safety

The range of enforcement options available to the Council will ensure the health and safety of tenants and occupants in their homes.

[Sue Oliver, Environmental Health Officer 12/10/2020]

J. Health and Wellbeing

Good quality housing positively impacts on mental and physical health, wellbeing and life expectancy, whereas poor quality housing has detrimental effects on education and health. Good quality housing can also positively impact on connections with the local community through creating a secure home environment. Energy efficiency and fuel poverty remain key challenges across all tenures, and particularly impact lower income households.

Agenda Item 18

By improving housing across all tenures, and working to remove hazards in properties, the health and wellbeing of occupants can be improved. The powers contained within the Policy provide enforcement options to improve poor living conditions, in particular for tenants in the private rented sector.

[Rebecca Bowers, Health Improvement Team Leader 08/10/2020]

Appendix A

Private Sector Housing Enforcement Policy 2020 - 2025

This document contains the Private Sector Housing Enforcement Policy and explains when and how we will use our enforcement powers.



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Introduction

Local authorities are required by the Regulators' Code to publish a clear set of service standards, including their enforcement policy, explaining how they respond to non-compliance. This document contains the Council's Private Sector Housing Enforcement Policy, approved by Cabinet in December 2020 for a five year period. Our Service Standards can be found by following this link [private-sector-housing/service-standards](#)

The role of the Private Sector Housing team is to maintain and improve housing conditions in all property tenures and in particular the private rented sector. This is done by ensuring compliance with the legislative framework. Generally, we provide advice and support to those seeking to comply with legislation and standards, and various enforcement powers are available where businesses do not comply. The detail on what action we can take and when we will take it is set out in this policy.

This policy links into the West Kent Housing and Homelessness Strategy 2016 – 2021 in particular Ambition 3 Improving the Standard of Housing. To deliver this objective, we will:

- continue to work with businesses to improve the quality of rented housing in the private sector, delivering accreditation and licensing schemes;
- take enforcement action where necessary to respond to complaints, ensure mandatory standards are met and remove category 1 hazards in the private sector, where there is a serious and immediate risk to a person's health and safety.

Covid-19 and other outbreaks

Our duties and powers still exist during the Covid-19 outbreak and will do so in the event of other future outbreaks, as they are important to protect tenants. Inspections will take place in line with relevant government guidance on the enforcement of standards in rented properties (or similar) and in line with our risk assessments.

Objectives

The Private Sector Housing team is responsible for enforcing a wide range of statutory provisions relating to housing and environmental conditions affecting the health and safety of occupants. Enforcement action includes any action taken by officers aimed at ensuring that individuals or businesses comply with the law.

Our objectives are to:

- assess local housing conditions and keep them under review;
- reduce the number of properties with serious risks to health and safety;
- reduce the number of vulnerable households living in non-decent homes;
- improve standards in private rented sector accommodation;

- improve standards in houses in multiple occupation (HMOs), including HMOs that require licensing;
- improve energy efficiency and help reduce fuel poverty;
- ensure caravan sites comply with the site licence conditions;
- provide an excellent service accessible to everyone.

Our enforcement activity will be:

- **targeted:** at properties and businesses* that pose the greatest risk, including businesses that evade regulation and those whose properties put people's health and safety at risk.
- **proportionate:** reflecting the nature, scale and seriousness of any breach or non-compliance.
- **fair and objective:** based on the individual circumstances of the case, taking all available facts into account.
- **consistent:** based on a transparent policy to ensure consistency in the interpretation and enforcement of legislation.
- **accountable:** undertaken in a responsible manner in accordance with legislation and Government guidance.

* the term "business" includes landlords, property agents, managing agents and letting agents unless otherwise specified.

Policy scope

We will adhere to all relevant legislation whilst carrying out all enforcement and investigation work, including:

- Police and Criminal Evidence Act 1984.
- Criminal Procedure and Investigation Act 1996.
- Human Rights Act 1998.
- Regulation of Investigatory Powers Act 2000.
- Criminal Justice and Police Act 2001.
- Criminal Justice Act 2003.
- Legislative and Regulatory Reform Act 2006.
- Regulatory Enforcement and Sanctions Act 2008.
- Equality Act 2010.
- Data Protection Act 2018.

In addition, we will consider the following guidance:

- European Convention on Human Rights.
- The Enforcement Concordat (1998).
- Housing, Health and Safety Rating System - Enforcement Guidance (2006).
- Local Better Regulation's Priority Regulatory Outcomes (2011).
- The Crown Prosecution Service Code for Crown Prosecutors (2018).

We will comply with any statutory requirement placed upon us and align our procedures with best practice.

Regulators' Code

The Regulators' Code was produced by the Government and sets out the requirements that regulators such as the Council must have regard to when developing policies and operational procedures that guide regulatory activities.

The key provisions of the Code are that regulators such as the Council should:

1. carry out activities in a way that supports those they regulate to comply and grow.
2. provide simple and straightforward ways to engage with those they regulate and hear their views.
3. base regulatory activities on risk.
4. share information about compliance and risk.
5. ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
6. ensure that their approach to regulatory activity is transparent.

The Regulators' Code can be found by following this link [regulators-code](#)

General principles

We actively work with businesses and the public to advise on and assist with compliance. Where we consider that enforcement action is necessary, each case will be considered on its own merits. However, there are general principles that apply to the way each case will be approached.

The Council's Responsibility for Functions and Scheme of Delegations can be found by following this link [Scheme](#) and officers authorised to act under relevant legislation will do so in accordance with the Scheme and this policy. Only officers who are competent by training, qualification and/or experience will be authorised to undertake enforcement action.

Cases involving regulatory action can involve businesses or individuals and they will be treated in the same way.

General principles about proportionality of action will be followed, for example where appropriate providing advice and information before resorting to enforcement action.

Enforcement decisions will be fair, independent and objective and will not be influenced by issues such as ethnicity or national origin, gender or gender identity, religion or belief, political views, disability, age or the sexual orientation of the suspect, victim, witness or offender. Such decisions will not be affected by improper or undue pressure from any source. Where applicable, we will consider the views of any injured party or relevant person to establish the nature and extent of any harm or loss and its significance, in making the decision whether to take enforcement action.

It is our expectation that businesses are aware of the statutory obligations placed upon them given that they provide and manage accommodation and so have responsibility for the health, safety, and welfare of occupants.

Tenure

In considering the most appropriate course of action, we will have regard to the extent of control that an occupier has over works required to the dwelling. In normal circumstances, this will mean taking the most appropriate course of action against a business (including a registered social landlord) and in most cases this will involve requiring works to be carried out.

With regard to owner occupiers, in most cases they will not be required to carry out works to their own home and the requirement to take the most appropriate course of action will be satisfied by the service of a hazard awareness notice. However, in certain circumstances we may require works to be carried out or use emergency remedial action or serve an emergency prohibition order (see Appendix 1). This is likely to be where there is an imminent risk of serious harm to the occupiers themselves or to others outside the household, or where the condition of the dwelling is such that it may adversely affect the health and safety of others outside the household. This may be because of a serious and/or dangerous deficiency at the property.

Risk based enforcement

We will ensure that our resources are targeted where they will be most effective and that intelligence and risk assessment inform all aspects of our approach to regulatory activity, including:

- data collection and other information requirements.
- inspection programmes.
- advice and support programmes.
- enforcement activity and sanctions.

We will focus our efforts on property where intelligence and risk assessment show a higher likelihood of non-compliance, or which pose a more serious risk.

Advice and guidance

We will provide general information, advice, and guidance to make it easier for businesses to understand and meet their obligations. This will be provided promptly, in clear and concise language, using a range of appropriate formats and media.

We will arrange translation and interpretation services if necessary where English is not the first language, to assist a person to access advice, guidance, information, and legislation.

When offering advice, we will clearly distinguish between statutory requirements and advice or guidance aimed at improvements above minimum legal standards.

Information requirements

We do not routinely require information and when determining any data we may require, we will consider the costs and benefits to businesses and:

- limit the data that we request to that which is either appropriate or required by statute for example HMO licensing applications and associated documentation.
- minimise the frequency of collection and seek the information from other sources where relevant and possible.

Liaison with other regulatory bodies and enforcement agencies

Where we and other regulators have a shared interest in a property, we will work together to co-ordinate our activities to minimise any burdens for the business, providing this is of benefit and does not harm the standard of enforcement for either regulator. This will be done in accordance with any joint protocols that may be in place.

We will place significant weight on advice provided by other regulators and enforcement agencies. Where a matter involves enforcement by one or more regulator and/or enforcement agency, where appropriate they will be informed as soon as possible.

Relevant intelligence relating to regulatory matters will be shared with other regulatory bodies and enforcement agencies, for example government agencies, the police, the fire authority, other statutory bodies, and local authorities.

Housing, Health and Safety Rating System

The Housing Health and Safety Rating System (HHSRS) is set out in Part 1 of the Housing Act 2004 and it assesses 29 housing hazards, the effect that each may have on the health and safety of current or future occupants and the best way of dealing with them. Enforcement decisions are made using a three-stage process:

- a. the hazard rating determined under HHSRS following government operating guidance and worked examples.
- b. whether the Council has a duty or power to act, determined by the presence of a hazard above or below certain thresholds. If a hazard is a serious and immediate risk to a person's health and safety, it is a category 1 hazard and if it is less serious or urgent, it is a category 2 hazard.
- c. the Council's judgement as to the most appropriate course of action to deal with the hazard, having regard to the options in statutory enforcement guidance.

Further detail about the HHSRS can be found in Appendix 1.

Powers of entry

In certain circumstances, powers of entry into a property are provided to authorised officers and in general these allow an officer at any reasonable time to:

- enter a property to carry out an inspection and gather evidence.
- take someone with them.
- take equipment or materials with them.
- take measurements, photographs or make recordings.
- take samples of articles or substances; and
- in some cases, to carry out works.

In most cases prior notice must be given to owners and to occupiers, in accordance with the legislation being enforced, ranging from immediately to seven days. The notice will normally be in writing but in some circumstances can be given verbally, depending on the relevant statutory provision.

Powers of entry can be enforced with a warrant obtained from a Magistrates' Court, although this option is a last resort. The Police will accompany officers where that is appropriate. It is an offence to obstruct an officer in the course of their duty. Officers exercising their power of entry will carry identification which includes the details of their authorisation.

Enforcement action

In accordance with good practice, we will:

- consult businesses in relation to the policies and guidance that we produce to ensure that it meets their needs.
- publish our Enforcement Policy.
- follow up enforcement actions where appropriate.
- be transparent in the way in which we enforce requirements and apply and determine penalties (when such powers are available).

When considering what action should be taken, we will look to:

- be proportionate to the nature of the offence and the harm caused.
- change the behaviour of the offender.
- eliminate any financial gain or benefit from non-compliance.
- address the harm caused by regulatory non-compliance, where appropriate.
- deter future non-compliance.
- be responsive and consider what is appropriate for the offender and the regulatory issue.

When considering enforcement action, we will, when appropriate, discuss the circumstances with those suspected of a breach. We will take any comments made into account when

deciding on the best approach, unless immediate action is required to prevent or respond to a serious breach, or when to do so would be likely to defeat the purpose of the proposed enforcement action.

We will ensure that clear reasons for any enforcement action are given at the time the action is taken and confirmed in writing at the earliest opportunity. Complaints and relevant appeals procedures will be explained at the same time.

Deciding what enforcement action is appropriate

In assessing what enforcement action is necessary and proportionate, consideration will be given to:

- the seriousness of the failure to comply.
- past performance of the business and current practice for example the commission of similar offences.
- in the case of new businesses, an assessment of the willingness to undertake the work required.
- where evidence suggests there was premeditation in the committing of an offence.
- the risks that non-compliance poses to the safety, health, and welfare of the public or individuals.
- legal, official, or professional guidance.
- acting in the interests of public health.
- any other relevant matters.

There is a range of potential enforcement options, from no action through to proceedings in court. The main types of action that can be considered (provided they are specifically permitted by legislation) are listed below:

- a. no action.
- b. advice and information.
- c. civil penalty notices.
- d. variable monetary penalty (penalty charge).
- e. financial penalty.
- f. simple caution.
- g. statutory notices.
- h. works in default.
- i. prosecution.
- j. rent repayment orders.
- k. management and licensing of houses in multiple occupation.
- l. management orders.
- m. empty dwelling management orders.
- n. banning orders.
- o. caravan site licensing.
- p. injunctive actions.
- q. enforced sales.

a. No action

There will be circumstances where a contravention does not warrant action, or it may be inappropriate.

b. Advice and information

For certain minor breaches of the law we will give advice on how to put them right, including a deadline by which this must be done. The time allowed will be reasonable and will consider the seriousness of the contravention and the implications of the non-compliance.

This includes:

- providing advice.
- giving verbal and written warnings.
- negotiating agreements between complainants and businesses.
- negotiating specific conditions regarding licences.

It is generally considered appropriate to take this approach in one or more of the following circumstances:

- the act or omission is not serious enough to warrant enforcement action.
- from the past history of the business, it can be reasonably expected that this approach will achieve compliance with the law.
- the consequences of non-compliance will not pose a significant risk.

Failure to comply will usually result in an escalation of enforcement action.

c. Civil penalty notices

Civil penalty notices (CPNs) are used as an alternative to the prosecution of offences under section 249A of the Housing Act 2004 and section 23 of the Housing and Planning Act 2016 and allow financial penalties up to a maximum of £30,000. The offences are as follows:

- failure to comply with an improvement notice (section 30 of the Housing Act)
- offences in relation to the licensing of houses in multiple occupation (section 72 of the Housing Act)
- offences in relation to licensing of houses under Part 3 of the Act (section 95 of the Housing Act)
- offences in relation to contravening an overcrowding notice (section 139 of the Housing Act)
- failure to comply with Management Regulations in respect of houses in multiple occupation (section 234 of the Housing Act)
- breach of a banning order (section 21 of the Housing & Planning Act 2016)

The Council is required to have a policy in place to determine when to prosecute and issue a civil penalty. Our Civil Penalty Policy 2019 can be found by following link [civil-penalty-policy-for-landlords](#)

d. Variable monetary penalty

The Council has powers to issue a variable monetary penalty (also known as a penalty charge) for breaches of two specific areas of legislation. These are the Smoke and Carbon Monoxide Alarm (England) Regulations 2015, and the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014.

We are required to and we have published a [Statement-of-principles](#) for the Smoke and Carbon Monoxide Regulations. We can impose a penalty charge of up to £5,000 where we are satisfied that an offence has occurred. The Government's guidance is that a £5,000 fine should be considered the norm and that a lower fine should only be imposed if we are satisfied that there are extenuating circumstances.

Our [Redress-schemes-procedure](#) enables us to impose a fine of up to £5,000 where a letting agent or property manager who should have joined a scheme has not done so. Our approach to the amount of the fine is consistent with the Statement of Principles for the Smoke and Carbon Monoxide Regulations.

e. Financial penalty

We have the ability to impose financial penalties under certain Regulations. Currently these are:

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

These regulations require landlords to have the electrical installations in their properties inspected and tested by a qualified and competent person at least every five years, obtain reports, supply copies of the report to tenants and the local authority, and complete investigative and remedial work. For non-compliance, the Regulations provide powers for the imposition of a financial penalty of up to £30,000.

The Government's Guide for Landlords can be found by following this link [guide-for-landlords-electrical-safety-standards-in-the-private-rented-sector](#)

We are required to have our own policy to set out how we will determine the appropriate level of a financial penalty. The Government guidance is clear that local authorities may wish to consider the policy previously developed for civil penalties under the Housing and Planning Act 2016 and associated guidance. To ensure consistency of approach and clarity for landlords, the same principles and framework set out in our Civil Penalty Policy 2019 for determining the amount of a financial penalty have been incorporated into our Electrical Safety Standards Policy 2020 (*link to be inserted when Policy is on website*). The Policy also includes full details of the requirements placed on landlords and our powers and responsibilities.

Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

There are four breaches under the Regulations where a financial penalty can be imposed, and these relate to letting or continuing to let properties with a low (F or G rating) on an Energy Performance Certificate, registering false information on the Exemptions Register or failing to provide information. Each of these breaches have statutory maximum amounts for financial penalties, ranging from £1,000 to £4,000. Our policy for imposing financial and publication penalties can be found here (*link to be inserted when Policy is on website*) and also includes full details of the requirements placed on landlords and our powers and responsibilities.

f. Simple caution

Where the public interest justifies it, we will consider offering a simple caution (also known as a formal caution), taking into account the Home Office guidelines in relation to the cautioning of offenders and the Code for Crown Prosecutors.

A caution requires an admission of guilt by the offender, however there is no sentence and there is no recorded conviction. A caution will remain on record and may be cited in court should a further offence be committed and prosecuted. Where a simple caution is offered and declined, we will consider prosecution or a civil penalty notice.

g. Statutory notices

Housing and relevant legislation contains provisions for the use of statutory notices. These may be served to require the execution of works, the removal of statutory nuisances or the protection of public health and/or safety.

Notices will normally be served where:

- providing advice and information has not achieved the desired effect.
- there is a reason to believe that the business will not respond to the provision of advice and information.
- there is a history of non-compliance.
- standards are generally poor with little management awareness of statutory requirements.
- the consequences of non-compliance could be potentially serious to the health and safety of the occupants or their neighbours.
- there is an imminent risk to health.

Realistic time limits will be attached to notices and wherever possible these will be agreed with the business in advance. In some circumstances, requests for extension of time can be made in writing to the officer issuing the notice, prior to the expiry date, explaining the reason for the request.

All notices issued will contain the details of any appeals process available to the recipient.

A charge will apply to the issue of a statutory notice where the law allows. Charges will be levied on the person upon whom the notice is served and will be made at a level fixed within our agreed charges, having regard to a written record assessing the costs reasonably incurred.

Where a notice is not complied with by the expiry date and no extension has been agreed, other enforcement options including prosecution will be considered.

Statutory notices may be served in conjunction with prosecutions and failure to comply with a statutory notice can be a criminal offence.

h. Works in default

In some circumstances, failure to comply with a notice may result in the Council arranging for the necessary works to comply with the notice to be carried out, known as works in default.

Works in default or emergency remedial action may be carried out if:

- there is no prospect of the business carrying out the work for example the person responsible is absent or obstructive.
- there is an imminent risk to the health, safety or welfare of the occupants or neighbours.
- a prosecution is not appropriate.
- a prosecution has been brought and works have still not been carried out.

The cost to the business will usually be more than if the business carries out the works, because we will seek to recover all costs incurred, including the cost of the works, officer time, and our administrative costs. Until cleared the debt will be registered on the local land charges register as a financial charge and once registered, the charge will accrue compound interest.

i. Prosecution

Where the law has not been complied with, there is a range of enforcement options available to seek compliance. In normal circumstances, a process of escalation will be used until either compliance is reached or there is no option other than to commence proceedings. However, prosecution may be considered for more serious offences, with the aim being to provide a sanction for the offence to avoid a recurrence, and act as a deterrent to others.

The following factors will be considered in deciding whether to prosecute:

- the social, physical, economic, environmental, or personal health and safety impact of the offence.
- failure to comply with the requirements of an improvement, enforcement, or prohibition notice.
- failure to supply information without reasonable excuse or knowingly or recklessly supplying false or misleading information.
- excessive or persistent breaches of regulatory requirements.

- foreseeability of the offence and the circumstances leading to it.
- intent of the offender, individually and/or of a corporate body.
- history of offending.
- attitude of the offender.
- deterrent effect of a prosecution on the offender and others.
- culpability of the offender.
- a history of similar offences.
- carrying out operations without a relevant licence.
- failure to comply or to comply adequately with remedial requirements.
- obstruction of an authorised officer.

The factors are not exhaustive and those that apply will depend on the circumstances of each case.

Once an officer has completed his/her enquiries, the next step will be to submit a case report to the Head of Housing, Health and Environment. This officer is independent of the investigation and will approve the commencement of legal proceedings, subject to advice from the Council's Legal Services.

Legal Services will then take into consideration the requirements of the Code for Crown Prosecutors 2018 and other relevant codes, before deciding whether to authorise the commencement of legal proceedings. The full code test must be applied which has two stages, the evidential stage, and the public interest stage.

Evidential stage

There must be sufficient evidence to provide a realistic prospect of conviction against each suspect on each charge and consideration must be given to the defence case and how it is likely to affect the prospects of conviction. A case which does not pass the evidential stage must not proceed, no matter how serious or sensitive it may be.

When deciding whether there is sufficient evidence to prosecute, prosecutors should ask themselves the following:

- can the evidence be used in court?
- is the evidence reliable?
- is the evidence credible?
- is there any other material that might affect the sufficiency of evidence?

If the evidential test has been satisfied, the public interest test will be considered.

Public interest stage

In every case where there is sufficient evidence to justify a prosecution, the officer will then consider whether a prosecution is required in the public interest. It has never been the rule that a prosecution will automatically take place once the evidential stage is met, but it will usually take place unless the prosecutor is satisfied that there are public interest factors against prosecution which outweigh those in favour.

When deciding the public interest, prosecutors should consider each of the questions set out below:

- how serious is the offence committed? (the more serious, the more likely that prosecution is required)
- what is the level of culpability of the suspect? (the greater the level, the more likely that a prosecution is required)
- what are the circumstances of, and the harm caused to the victim?
- what was the suspect's age and maturity at the time of the offence?
- what is the impact on the community?
- is prosecution a proportionate response?
- do sources of information require protecting?

The questions are not exhaustive and not all may be relevant in every case. The weight attached to each of the questions and the factors identified will vary according to the facts and merits of each case.

j. Rent repayment orders

A rent repayment order is made by the First-tier Tribunal to require a business to repay a specified amount of rent. The Housing Act 2004 introduced rent repayment orders and they have been extended through the Housing and Planning Act 2016 to cover a wider range of offences, which are listed below:

- failure to obtain an HMO licence for a property that is required to be licensed (section of the Housing Act 2004)
- failure to comply with an improvement notice (section 30 of the Housing Act 2004)
- failure to comply with a prohibition order (section 32 of the Housing Act 2004)
- breach of a banning order (made under section 21 of the Housing and Planning Act 2016)
- using violence to secure entry to a property (section 6 of the Criminal Law Act 1977)
- illegal eviction or harassment of the occupiers of a property (section 1 of the Protection from Eviction Act 1977).

Rent repayment orders can be granted to either the tenant or the Council. If the tenant pays rent, then the rent must be repaid to them. If rent was paid through housing benefit or through the housing element of universal credit, then the rent must be repaid to the Council. If the rent was paid partially by the tenant with the remainder paid through housing benefit or universal credit, then the rent should be repaid on an equivalent basis.

A rent repayment order can be made against a business which has received a civil penalty notice in respect of an offence, but only at a time when there is no prospect of the business appealing against that penalty.

If a landlord has been convicted of any of the offences set out above and the offence was committed in the Tunbridge Wells Borough Council area, we must consider applying for a rent repayment order.

k. Management and licensing of houses in multiple occupation

We have powers to ensure that adequate standards in houses in multiple occupation (HMOs) are met and maintained. The Housing Act 2004 introduced a mandatory scheme to licence HMOs, and this was extended in 2018 to include an HMO occupied by five or more people, comprising two or more households. The requirement for there to be three storeys no longer exists.

HMO licensing covers:

- procedures to assess the fitness of a person to be a licence holder.
- the potential management arrangements for the property.
- the suitability of the property for the number of occupants, including the provision of relevant and adequate facilities.

It is a criminal offence for a person controlling or managing an HMO not to have the required licence. Breaking any condition of a licence is also an offence. The Housing Act 2004 addresses the management of unlicensed or problem HMOs, with a view to protecting occupiers and those in the vicinity, and having properties licensed and properly managed.

Management Regulations made under the Housing Act 2004 impose duties on landlords and managers of HMOs, whether or not they are subject to licensing (occupiers also have duties). There are no notice serving provisions where there are contraventions, enabling the Council to prosecute straight away for a breach, or to issue a civil penalty notice.

In a licensed HMO, overcrowding is dealt with by enforcing the licence conditions, as the licence states the number of occupants for the HMO. For HMOs that are not required to be licensed, an overcrowding notice can be served (see statutory notices) which will prohibit new residents or limit the number of people sleeping in the HMO.

l. Management orders

The Housing Act 2004 enables the Council to take over the management of an HMO, where there is no fit and proper person available to manage it. Management orders are used where an HMO must be licensed but where a licence cannot be issued because the property does not meet the right criteria. The Council takes on all responsibility for the property such as management, repairs and collecting rents, but the business retains ownership.

Management orders must be made where:

- there is no reasonable prospect of an HMO being licensed in the near future; and
- it is necessary to protect the health and safety or welfare of persons occupying it or having an estate or interest in any premises in the vicinity.

An interim management order (IMO) that lasts for 12 months can be made to ensure that:

- immediate steps are taken to protect the health, safety and welfare of occupiers and adjoining occupiers/owners; and
- any other steps are taken to ensure the proper management of the house pending further action.

On expiry of the IMO and where the HMO is required to be licensed but officers consider that they are unable to grant a licence, a final management order (FMO) will be made, which would be in place for up to five years.

m. Empty dwelling management orders

Empty dwelling management orders (EDMOs) enable councils to take control of and manage an empty residential property. The key points are:

- the dwelling has been unoccupied for at least two years.
- there is no prospect of the dwelling becoming occupied in the near future.
- all attempts to contact the owner or negotiations to bring the property back into use have failed.

There are two stages, an interim EDMO, and a final EDMO.

Further information can be found by following this link to the Government's website [empty-dwelling-management-orders-guidance](#)

n. Banning orders

Under the Housing and Planning Act 2016, the Council may apply to a First-tier Tribunal to request that a landlord or property agent (letting agents and property managers) are banned from one or more of the following:

- letting housing in England.
- engaging in letting agency work in England.
- engaging in property management work in England.

Breach of a banning order is a criminal offence.

o. Caravan site licensing

The use of land as a caravan site usually requires a licence under the Caravan Sites and Control of Development Act 1960 and the Mobile Homes Act 2013. We may impose site licence conditions and take enforcement action should a site be operating without a licence or where site licence conditions are not being met.

p. Injunctive actions

In some circumstances we may seek a direction from the court (an order or an injunction) that a breach is rectified and/or prevented from recurring. The court may also direct that specified activities be suspended until the breach has been rectified and/or safeguards have been put in place to prevent future breaches.

q. Enforced sales

If a charge has been recorded in the local land charges register, we may opt to recover the charged debt by way of an enforced sale of the property. The criteria for this course of action are:

- the total debt on the property should normally exceed £500.
- the property is vacant and has been empty for more than one year.
- the necessary enforcement notices and documents have been served.

If the first two criteria are not met, then a compulsory purchase order or an empty dwelling management order may be considered. However, if an empty property is derelict and causing a major problem but does not meet the above criteria, the owner is missing or refusing to co-operate, the use of an enforced sale would still be considered providing there was justification for doing so.

Upon disposal of the property we will recover all debts and costs from the sale proceeds. The balance will be held by the Council until it is claimed by the owner.

Review of Policy

This policy will be reviewed annually and updated if necessary, to take into account any legislative and policy changes.

Please contact us if you have any queries:

Private Sector Housing team

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Kent

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Appendix 1 - Housing Health and Safety Rating System Hazards and Enforcement Framework

Hazards

The Housing Health and Safety Rating System (HHSRS) assesses 29 housing hazards and the effect they may have on the health and safety of current or future occupants. The 29 hazards are as follows:

1. damp and mould growth
2. excess cold
3. excess heat
4. asbestos and MMF
5. biocides
6. carbon monoxide and fuel combustion products
7. lead
8. radiation
9. un-combusted fuel gas
10. volatile organic compounds
11. crowding and space
12. entry by intruders
13. lighting
14. noise
15. domestic hygiene, pests, and refuse
16. food safety
17. personal hygiene, sanitation, and drainage
18. water supply
19. falls associated with baths
20. falls on level surfaces
21. falls associated with steps and stairs
22. falls between levels
23. electrical hazards
24. fire
25. flames, hot surfaces, and materials
26. collision and entrapment
27. explosions
28. ergonomics
29. structural collapse and falling elements

Enforcement framework

We have a duty to act when category 1 hazards (Band A, B and C) are found where there is a serious and immediate risk to a person's health and safety. We have a discretionary power to act in respect of a category 2 hazards (Band D onwards) where the hazard is less serious or urgent.

The types of action available for category 1 and category 2 hazards are:

- an improvement notice requiring remedial works.
- a prohibition order, which prohibits the use of the whole or part of a dwelling, or restricts the number or class of permitted occupants, or restricts its use.
- suspension of either of the above, until a date or time specified.
- a hazard awareness notice.

The following actions can also be taken only where there is a category 1 hazard:

- emergency remedial action.
- an emergency prohibition order.
- a demolition order.
- declaring a clearance area.

The action we take will be the most appropriate course of action in relation to the hazard. Each of the notices and orders are declared on local land charges with the exception of a hazard awareness notice, and notices that have not been complied with may affect the sale or value of a property.

Most appropriate course of action

The "Housing, Health and Safety Rating System: Enforcement Guidance" is statutory guidance which provides advice on how councils decide on the appropriate enforcement action, as well as how they should use their discretionary powers. In deciding the most appropriate course of action, the guidance states that there should be regard to a number of factors. We must give a formal statement of reasons for the action we intend to take.

For the purposes of assessing the hazard, it is assumed that the dwelling is occupied by the most vulnerable household (irrespective of what household is in occupation or if it is empty). However, for the purposes of deciding the most appropriate course of action, the actual household in occupation is considered.

We have to take account of several factors including:

- extent, severity, and location of hazard.
- proportionality – cost and practicability of remedial works.
- multiple hazards.
- the extent of control an occupier has over works to the dwelling.
- vulnerability of current occupiers.

- if there are any social exclusion issues to consider.
- the views of the current occupiers.
- the history of compliance.

In some cases, we are required to consult with other bodies when taking enforcement action, for example where we take action to improve fire safety and consult with the Kent Fire and Rescue.

Category 2 Hazards

In addition to the duty to take action where a category 1 hazard exists, we will generally exercise discretion to take the most appropriate course of action where a category 2 hazard exists in the following situations:

- Band D hazards - there will be a general presumption that where a Band D hazard exists, officers will consider action under the Housing Act 2004 unless that would not be the most appropriate course of action.
- multiple hazards - where a number of hazards at Band D or below considered together appear to create a more serious situation, or where a property appears to be in a dilapidated condition, the officer will decide upon the most appropriate course of action to be taken.
- exceptional circumstances - in exceptional circumstances where the above two points are not applicable, the Private Sector Housing Manager may authorise the most appropriate course of action to be taken.

Level to which hazards are to be improved

The Housing Act 2004 requires that the works specified reduce a category 1 hazard (Bands A, B and C) to a category 2 hazard. We will generally seek to specify works which, whilst not necessarily achieving the ideal, will achieve a significant reduction in the hazard level and in particular will be to a standard that should ensure that no further intervention should be required for a minimum period of 12 months given normal levels of maintenance and repair.

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Renovation of three properties in Crescent Road for affordable housing

For Cabinet on 3 December 2020

Summary

Lead Member: Cllr Carol MacKonochie, Portfolio Holder for Communities and Wellbeing

Lead Director: Paul Taylor, Director of Change and Communities

Head of Service: Gary Stevenson, Head of Housing, Health and Environment

Report Author: Jane Lang, Housing Services Manager

Classification: Public document (non-exempt)

Wards Affected: Park

Approval Timetable	Date
Cabinet	3.12.20

Recommendations

Officer recommendations as supported by the Portfolio Holder:

1. That Cabinet approve the renovation of three empty properties owned by Tunbridge Wells Borough Council in Crescent Road, Tunbridge Wells, in order to provide six self contained flats for people recovering from rough sleeping.
2. That Cabinet approves a Capital budget of £515,000, funded through Homes England grant funding of £205,000 and the use of £310,000 s106 commuted sums for the purpose of providing affordable housing in the Borough.
3. That Cabinet approve the release of £310,000 of the s106 commuted sums that were received by the Council from the Homeopathic Hospital Site (Planning Reference17/01848.)

4. That the Head of Housing, Health and Environment and the Head of Economic Development and Property in consultation with the Director of Change and Communities, the Portfolio Holder for Communities and Wellbeing and the Portfolio Holder for Finance and Governance be authorised to submit a full planning application and any other associated planning/ building applications required, invite competitive tenders for the refurbishment works, accept a tender and oversee the works to completion and to enter into such deeds and agreements arising from or ancillary to the legal formalities referred to in this recommendation;
5. To approve the surrender of the lease from the Council to Tunbridge Wells Property Holdings Limited for 32 Crescent Road and all necessary negotiations, legal processes and legal documentation to complete these refurbishment works and subsequent leasing of the refurbished units. To be dealt with under delegated authority to the Head of Economic Development and Property in consultation with the s151 Officer, the Monitoring Officer and the Portfolio Holder for Finance and Governance.
6. That the Head of Mid Kent Legal Services is authorised to negotiate and complete all necessary deeds and agreements arising from or ancillary to the funding agreement with Homes England, application for planning permission, tenders, refurbishment and other legal formalities referred to in these recommendations and the occupation of the six units on terms agreed by the Head of Housing, Health and Environment and the Head of Economic Development and Property.

CALL IN AND URGENCY

The report is urgent in accordance with Section 100B(4) of the Local Government Act 1972 for the reason that delay in progressing the renovation of the properties in Crescent Road would seriously prejudice the Council's ability to retain the Next Steps Accommodation Programme grant funding and could jeopardise the scheme.

As such the call-in procedure will not apply as the provisions in part 4, paragraph 14.1 and 14.2 of the Council Constitution have been met.

1. Introduction and Background

1.1 The Government's Drive to End Rough Sleeping

The Government is committed to ending rough sleeping. Its Rough Sleeping Strategy, issued in 2018, has the ambition to halve rough sleeping by 2022 and to end it by 2027. More recently, the Government have stated that they want to end rough sleeping by the end of this Parliament – so, by 2024. The Strategy states: *'We cannot underestimate just how vital having your own front door is to someone's sense of security, hope and recovery'* (Rough Sleeping Strategy August 2018, p5, Ministerial Foreword)

In March this year, when the Covid 19 lock down started, the Government asked local authorities to get 'Everyone in', so that no one was left sleeping rough.

1.2 Tunbridge Wells Borough Council's homelessness work

The Housing Service worked hard to provide emergency housing to all rough sleepers, under the 'Everyone In' initiative. We have helped over 80 individual people or couples since the end of March – local residents who were either found sleeping rough in the Borough by our Outreach team, or who contacted us to say they were homeless and that they had nowhere to stay that night. Since March the Housing team have secured long term homes for over 50 of these people. However, we still have around 30 people in emergency housing who are in need of a longer term home.

The Housing team are continuing to see high numbers of people approaching the Council because they are at risk of homelessness, or because they are homeless. This year has seen a marked increase in approaches from single people. The reasons for homelessness are varied, but include strained relationships with family and friends that results in the person being asked to leave, ending of rentals where someone is lodging with a live in landlord (these lets are not covered by the Eviction Ban) and relationship break ups.

The average cost to the Council of providing nightly paid accommodation for a single person, after housing benefit has been paid, is £150 per week. The number of emergency accommodation placements is almost 50% higher than the same time last year.

1.3 The Next Steps Accommodation Programme

The Government announced further funding to help local authorities end rough sleeping in May and June this year. The Ministry of Housing, Communities and Local Government's (MHCLG) Next Steps Accommodation Programme (NSAP) brings these funding streams together. Please see Appendix A of this report, which is the Prospectus for the NSAP fund.

For the financial year 2020/21 there was a total of £105 m revenue funding for short term, immediate support to rough sleepers and £161m capital funding for

longer term accommodation. The latter is made up of £130m capital funding and £31m associated revenue funding. The purpose of the capital part of the fund is to provide long term homes for people who have been homeless. The Guidance for the funding states:

'While there is a need for short-term interventions to help address immediate need, our ambition for the element of the fund that is for long-term accommodation (the £161m), is for this funding to deliver long-term, national assets in the form of supported move-on homes for people recovering from rough sleeping, procured and owned, rather than short term leases.' (NSAP Prospectus, July 2020, p6)

The NSAP programme is currently in place for three financial years, so TWBC will also be able to bid for funding for the next two years, should it wish to do so. The total capital funding is £433 million, and the Government's ambition is that 3,300 longer term, move on homes, will be created by local authorities for people recovering from rough sleeping.

1.4 The Council's NSAP bid

The Council's Housing Service submitted bids for both the Revenue and Capital funding streams. The bids were considered by the MHCLG, and the Capital bid was then passed to Homes England - who are the funding body for Registered Providers of affordable housing in England - to be assessed under a due diligence process.

On 17 September we were told our bid for £153,396 Revenue funding had been successful. This will provide TWBC with £82,146 to fund emergency housing, £19,000 for rent deposits, £41,000 in staffing costs for supported lettings workers to help with tenancy sustainment and £11,250 for three bed spaces at Pathways to Independence in Maidstone, which provides supported housing for ex offenders.

On 17 November we were told that our Capital bid for £205,000 had also been approved, subject to contract. This funding will contribute to the cost of renovating three currently empty houses owned by the Council in Crescent Road, Tunbridge Wells, so they can be converted into six 1 bedroom self contained flats for former rough sleepers, as well as an office at one of the properties for support staff.

Once the properties are occupied, the Council will also receive funding from the related Revenue part of this fund to fund support to the residents of the flats.

For the original bid, we calculated that the overall cost of the renovation would be £410,00. Having carried out further analysis of the works needed on the three properties, the Property and Estates team has advised that the overall costs of the works are estimated at £515,000.

1.5 The Proposed Renovation Project

TWBC owns seven houses in Crescent Road, Tunbridge Wells, TN1 2LZ. They are a mixture of three and four bedroom houses. Five of the properties are currently empty, as in the past TWBC had intended to extend Crescent Road car park and to therefore redevelop that part of Crescent Road. Most of the buildings have previously been used as shops. One of the houses is currently being used by the Housing Service as temporary accommodation and the other one is being leased by a local business.

The properties are in fairly poor condition. The Property and Estates team have carried out a survey of three of the houses (see Appendix B). The estimated total cost of renovating all three houses, which includes making provision for appropriate energy efficiency and carbon reduction measures, is £515,000.

The MHCLG stated it was unlikely that capital bids to the NSAP fund would have been approved if the local authority applying was expecting their capital scheme to be 100% funded by this fund. Therefore, TWBC's bid requested that a proportion of the renovation costs be covered from the NSAP fund, and proposed that s106 Commuted sums that have previously been paid to the Council for the provision of affordable housing were used to fund the remainder of the costs.

1.6 The Council's Commuted Sums for Affordable Housing

In recent years, TWBC has received £3,002,478 in s106 commuted sums for affordable housing. The funding has been provided by developers where affordable housing could not be delivered onsite. The funding is to be used to provide affordable housing in the Borough.

The high cost of land in the Borough makes it difficult for our Registered Provider partners to acquire land for building new affordable housing themselves. To make the most cost effective use of commuted sums we therefore have to subsidise new developments that could not proceed without some assistance. For example, in 2018, the Council worked with the YMCA to subsidise the delivery of nine new supported housing flats for young people facing homelessness, using commuted sums of £250,000.

Supporting this proposal through the use of s106 commuted sums is an appropriate use of the funding, particularly as this type of supported housing would not otherwise be delivered by our RP partners.

By using S106 contributions to top up the government grant, the Council will not be required to take out loan finance, which means that that the housing will provide revenue funding for TWBC from the date of occupation.

As TWBC is a non stock holding Council, being able to develop our own affordable housing is not something we have been able to do previously, other

than the purchase and renovation of Dowding House, Paddock Wood, which has been a very successful scheme. This property now provides 25 temporary accommodation flats for homeless households.

The Housing Service believe that developing six self contained one bedroom flats in the town centre to use as affordable housing would be a very good use of some of the Council's commuted sums for affordable housing. This is because the flats will be affordable homes for people in housing need, and will remain available for the long term. The MHCLG have stipulated in the NSAP prospectus that: *'For acquisitions or refurbishment schemes, units should be made available for 30 years for those rough sleeping or at risk of rough sleeping and homelessness'* (NSAP Prospectus, July 2020, p11)

The s106 commuted sum that has been identified for this housing scheme is the payment that was made for the Homeopathic Hospital site in Tunbridge Wells. The Planning Reference for this payment is 17/01848. The total amount paid was £674,269.91. The s106 Planning Agreement states that this funding can be used *'Towards the provision of affordable housing in the councils administrative area'*. The Housing Service would like to propose using £310,000 of this funding for the Crescent Road renovation

1.7 How the Flats Will Be Used

The flats will be let at a social rent or affordable rent, to ensure they remain affordable. The average rent is currently estimated at £140 per week inclusive of service charges for the residents, creating an annual anticipated income without deductions for voids and repairs of £7,280 per flat.

In order to ensure that there is move on from the flats, so other people in need can benefit from the accommodation over the 30 year period, the MHCLG have stated:

'We appreciate that local authorities who wish to manage their own stock may find it difficult to provide a 2 or 3-year tenancy. In this circumstance, and given the fundamental need to create more accommodation to move people away from rough sleeping, you may consider developing additional units to be let under non-secure tenancies to homeless people who would not otherwise qualify for a temporary accommodation duty'. (NSAP Prospectus, July 2020, p11)

Letting the flats on non secure tenancies will enable the Council to help more than six former rough sleepers over the 30 years – people will be able to live in the flat while they receive support to sustain their tenancy, and will then be helped into a permanent home. Providing non secure tenancies will allow this crucial move on to happen.

Consideration has been given to Right to Buy, which can be applied for by a tenant who has a secure tenancy with a Council. Whilst Right to Buy is a good option for many Council tenants, this housing scheme is being set up to provide support to as many people as possible over the 30 year period, which is another reason why the residents assisted under this scheme will be provided with non secure tenancies.

2. Legal implications

- 2.1 In order for TWBC to receive funding from Homes England, the Council has to register for Registered Provider (RP) status. This is straightforward to put in place. The only legal implication this has for TWBC is the responsibility to provide an annual return to Homes England on affordable housing the Council owns/has delivered.
- 2.2 The Council will also be applying for Investment Partner status, which is required to access the funds granted by Homes England. This includes the Council to providing financial and management accounts alongside a 'Statement of Good Standing'.
- 2.3 The Council will be required to enter into a contract with Homes England. One of the conditions of the Homes England funding is that the properties remain available for former rough sleepers for 30 years. If the Council had to change the use of the flats in the future, it would need to find alternative housing for the residents or may be required to repay the funding to Homes England.
- 2.4 The Local Government Act 1972, section 111 grants a local authority the power to do any thing (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions. The recommendations in this report are functions that can be discharged by the Council.

3. Options Considered

Option 1: If Cabinet approves the recommendations in the Summary of this Report, the Council will use £310k in commuted sums alongside the Homes England funding of £205k to renovate three TWBC owned properties in Crescent Road to create six flats for people in housing need.

Option 2: The Council could decide to fund the renovation of the properties in Crescent Road through its reserves or other funding sources, to bring them back into use for a different purpose – for example, to rent on the open market.

Option 3: Do nothing – the properties at Crescent Road remain empty and the Housing Service would need to find alternative housing for people recovering from rough sleeping.

4. Preferred Option and Reason

- 4.1 Option 1 is the preferred option. It will enable TWBC to provide six long term homes that can be used for former rough sleepers, and to bring three currently empty TWBC owned homes back into use, using funding provided by Homes England and through s106 funding for affordable housing.
- 4.2 Providing these homes will help the Council meet our commitment to end rough sleeping in this Borough. It would also be a sensible use of the commuted sums previously paid to TWBC by developers – six affordable flats let to local residents in housing need. Let on a social rent, the flats would generate an annual income to the Council of £39,312.
- 4.3 As a non stock holding Council, having six flats that are available to people recovering from rough sleeping would be a valuable resource, to supplement the housing association properties that are allocated to local residents in housing need, via the Council's housing register.
- 4.4 Having these flats would enable TWBC to provide a home for a former rough sleeper, with support in place, to help them build up a good tenancy history for rehousing through the housing register in the future.
- 4.5 Taking up Option 2 would be likely to generate a higher return in rental income to TWBC. However, to pursue Option 2, the Council would need to fund the £515,000k renovation works from its own reserves, as flats let on the open rental market would not qualify for funding through the NSAP fund and commuted sums for affordable housing could not be used.
- 4.6 If Option 3 (Do nothing) was chosen, the Housing Service would need to find six homes elsewhere for the former rough sleepers we are currently providing emergency housing for. This would be possible to do, through finding more privately rented homes, supported housing or social housing through the housing register. However, it is already difficult to secure private rentals for former rough sleepers.
- 4.7 The private rental market in Tunbridge Wells is competitive, and it is more challenging to secure a tenancy for a person on a low income or in receipt of benefit who don't have someone who can act as a guarantor for them. Supported housing spaces are also in demand, and obtaining a housing association property through the housing register is also more difficult for former rough sleepers, for the reasons outlined above.

Conclusion

Option 1 is recommended, because it would provide much needed affordable housing and support for people who have been homeless, and can be funded through the NSAP capital fund and s106 commuted sums.

5. Consultation on Options

- 5.1 Information about the proposed NSAP bid, including the creation of homes for rough sleepers at Crescent Road was shared with the Housing Advisory Panel on 11 August 2020. Members were supportive of the bid being submitted.
- 5.2 In agreement with the Portfolio Holder for Communities and Wellbeing Ward Members and then all Members were notified of the successful provisional outcome of the bid on 30 October 2020. A further update was provided on 20 November following confirmation that the due diligence on the bid had been completed that progress was now subject to final contract.

6. Implementation

- 6.1 If the recommendations in this report are agreed, a planning application will be submitted for the renovation project by the Property and Estates team. A tender specification will be drawn up for the building works and a tender process will commence.
- 6.2 The MHCLG stated when the fund was launched that housing projects receiving capital funding during this financial year need to be ready for people to move into by 31 March 2021. As the approval for the grant was only confirmed on 17 November, and the planning application will not be heard until March 2021, this is no longer a realistic timescale. This issue is being discussed with Homes England and an update will be provided at the meeting.

7. Appendices and Background Documents

Appendices:

- Appendix A: Next Steps Accommodation Programme (NSAP) Prospectus
- Appendix B: TWBC's bid to NSAP
- Appendix C, D, E: Break downs of estimated cost of works to three Crescent Road properties
- Appendix F: Report on potential uses for Council owned properties in Crescent Road

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

The legal authority for this report is Patricia Narebor, Head of Legal Partnership.

Conversion of the properties for accommodation to be used by rough sleepers will generally meet the requirements of applying the funds for the purpose of affordable housing. The terms of each S106 agreement should be reviewed to ensure that the proposed use accords with the terms detailed in the specific S106 agreements under which the commuted sums were paid.

The Council should consider the interest of the Property Holding Company if it has an interest in any of the properties and any property interest which may be acquired by the occupiers of the properties following conversion. This may have implications on Homes England funding conditions, specifically that the properties remain available for former rough sleepers for 30 years.

Patricia Narebor, Head of Legal Partnership, 23 November 2020

B. Finance and Other Resources

The funding for the renovation of these three properties in Crescent Road will be provided through Capital funding via the Homes England NSAP grant and via s106 commuted sums which are already held by TWBC, to be used for the purpose of providing affordable housing in the Borough.

Acceptance of the Homes England grant will impact on the ability of the Council to dispose of these assets (the three properties in Crescent Road) for 30 years.

The Property and Estates Service have been consulted about the project and have confirmed they will be able to assist fully.

This project doesn't require additional ICT support.

Lee Colyer, Director of Finance, Property and Development (s151 Officer), 25 November 2020

C. Staffing

This is an additional project for Property and Estates and Housing teams, but it will be worked on by existing members of staff.

Once the flats are ready to let, the support to the residents will be funded through revenue funding which was also provided through the NSAP Capital funding award. The support will be delivered by an external organisation.

Anita Lynch, HR Manager, 25 November 2020

D. Risk Management

This project does not currently feature on the Strategic Risk Register. A risk assessment has been carried out as part of the NSAP bid (see Appendix B.)

Patricia Narebor, Head of Legal Partnership

E. Environment and Sustainability

In July 2019 Full Council declared a “climate emergency” agreeing an ambition to make the Council’s operations carbon neutral by 2030 (FC29/19). It is important therefore, for the Council to address this at every opportunity.

The long life expectancy of these properties gives the Council the chance to address the carbon efficiency and thus the sustainability of the end product and additionally to publicise the efforts being made to reach the net zero carbon goal.

To achieve the desired goals the Council have 3 options, delay undertaking energy efficiency works until closer to the 2030 target date, offsetting the Carbon, bearing in mind the rapid rise in offsetting costs, or address the energy efficiency today at a marginal cost increase on the current tender costs.

I note that the initial budget allocation and scope of works has been increased to address appropriate energy efficiency and carbon reduction measures. The exact details of the works to be specified need to in keeping with the Council’s net zero carbon ambition.

The renovation work now proposed should incorporate sufficient energy efficiency measures to ensure these affordable homes, are not only low maintenance but achieve a net zero carbon homes standard.

If the Council do not undertake the works now, they will be locked into additional carbon emissions, resulting in additional retrofit works at a later stage, which is likely to not only be more expensive but also disruptive to the residents.

In addition to standard insulation to meet part L requirements the assessment should specify appropriate solid wall insulation, improved floor and roof insulation to meet net zero standards for renovated properties to support the Council’s net zero ambition.

It is important to also address the decarbonisation of the heat agenda. Whilst it may be most cost effective and practical to fit gas central heating at this stage, the future use of gas and fossil fuels is being phased out. If the Council addresses the insulation of the property, consideration can be given to other forms of heating such as heat pumps, or other appropriate low carbon heating suitable for these properties. Decarbonising the heat agenda is a critical aspect of the Council’s developing carbon descent plan.

To ignore these sustainability issues will result in a long-term legacy of renovated properties requiring further works, possibly before 2030, to meet the relevant emission standards at greater cost. It is recommended that a detailed energy efficiency and carbon reduction assessment be undertaken prior to commencement of this development. This will set out in detail the works required to achieve the Council's goals and should provide an assessment of both the immediate and long-term cost implications to the Council.

Adopting this approach also has the benefit of demonstrating the Council's commitment to meeting its ambition of net zero by 2030.

Section 40, National Environment and Rural Communities Act 2006

40(1) Every public authority must, in exercising its functions have regard so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity.

Section 85, Countryside and Rights of Way Act 2000

85(1) In exercising or performing any functions in relation to, or so as to affect, land in an area of outstanding natural beauty, a relevant authority shall have regard to the purpose of conserving and enhancing the natural beauty of the area of outstanding natural beauty.

Karin Grey, Sustainability Manager, 24 November 2020

F. Community Safety

Support will be provided to the residents of the flats and any anti social behaviour or criminal activity will be addressed immediately.

Providing homes for people who would otherwise potentially be sleeping on the streets or in local car parks, could lead to prevention of crime.

Section 17, Crime and Disorder Act 1998

17(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Terry Hughes, Community Safety Manager, 23 November 2020

G. Equalities

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.

Section 149, Equality Act 2010

149(1) A public authority must, in the exercise of its functions, have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

Corporate Governance team, 23 November 2020

H. Data Protection

There are no data protection implications for TWBC staff, residents or customers.

Article 5, General Data Protection Regulation 2016

- 1. Personal data shall be:*
 - (a) processed lawfully, fairly and in a transparent manner in relation to the data subject;*
 - (b) collected for specific, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;*
 - (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;*
 - (d) accurate and, where necessary, kept up to date;*
 - (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;*
 - (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.*

Data Protection team, 23 November 2020

I. Health and Safety

The renovation of the properties will involve members of the Property and Estates team and building contractors working on empty home which are currently in need of repair. The correct health and safety procedures will be followed at all times, including the use of PPE during site visits.

Mike Catling, Health and Safety Advisor, 20 November 2020

J. Health and Wellbeing

Providing six homes for people recovering from rough sleeping should be beneficial to the health of the people who are helped under this initiative. As mentioned in Section 1 of this report, rough sleepers have an average life expectancy of 47 while sleeping on the streets.

Having a stable home with support will provide former rough sleepers with the opportunity to get into work or further education, which should improve their socioeconomic prospects.

- 1. Areas of deprivation: Will the proposal have an impact (positive or negative) on those living in areas of deprivation within the borough (40% most deprived in the country). These are Sherwood, Southborough and High Brooms, Broadwater and Rusthall.*
- 2. Healthier lifestyle opportunities: Will residents be more or less able to make healthier lifestyle choices such as physical activity (e.g. active travel, access to green spaces or access to leisure facilities), healthy eating (e.g. proximity or access to take away shops, allotments, food stores) and being smokefree*
- 3. Social and Community networks: Will the proposal make it easier for people to interact with one another e.g. encouraging community engagement*
- 4. Living and Working Conditions: does to proposal improve work or home environments, increase job, education or training opportunities, improve access to health services or housing*
- 5. General Socioeconomic, cultural and environmental conditions: Are there any other factors that may impact the above*

Rebecca Bowers, Health Improvement Team Leader, 24 November 2020



Ministry of Housing,
Communities &
Local Government

Next Steps Accommodation Programme:

Guidance



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Introduction

1. The Ministry of Housing, Communities and Local Government (MHCLG) invites local authorities, registered providers, and their local partners to engage with the next stage of our COVID-19 Rough Sleeping response.
2. We have seen approximately 15,000 vulnerable people housed in hotels and other forms of emergency accommodation, since the start of the COVID-19 pandemic. This includes people coming in directly from the streets, people previously housed in shared night shelters and people who have become vulnerable to rough sleeping during the pandemic. This is a truly remarkable achievement, and one which is the result of the hard work of local government, the NHS, other health partners, agencies and charities across the country, who have helped to get people off the street and into safe accommodation, protecting the most vulnerable in society and ultimately saving lives.
3. We are at a critical stage in our continued support for rough sleepers, and those at risk, and our attention must now shift to ensure that as few individuals as possible return to the streets following this initial period of accommodation. We must also use this opportunity to take steps to end rough sleeping for good.
4. This means ensuring that the current provision that has been set up to safeguard people who were taken safely from the streets is able to continue for an appropriate length of time, with a planned transition to more sustainable interim accommodation options until vital longer-term move-on accommodation can be put in place.
5. The Next Steps Accommodation Programme makes available the financial resources needed to support local authorities and their partners to do this work. It includes capital for property costs and an attached long-term revenue stream to ensure people are supported in their new tenancies. Additional revenue funding is also available to support a range of initiatives, like moves into the private rented sector, interim accommodation and reconnection with friends and families.
6. Alongside this funding we are also making available the expertise from MHCLG's Rough Sleeping Initiative (RSI) and Homelessness Advice and Support (HAST) Adviser Teams to help coproduce accommodation provision and related support services, under the oversight of the Dame Louise Casey led COVID-19 Rough Sleeping Taskforce.
7. The MHCLG adviser teams will work hand in hand with local authorities to develop Next Steps Accommodation Programme proposals aided where appropriate both by experts on capital development schemes from Homes England's Affordable Housing Growth Team and the Greater London Authority (GLA).
8. Any queries relating to this guidance or the overall funding process should be directed to NSAP@communities.gov.uk

Programme overview

9. There are two different aspects to this fund. One aspect is for long-term accommodation and support for rough sleepers and the remainder is for interim accommodation and support for the 15,000 vulnerable people accommodated during the pandemic. Outside of London, both these aspects of funding are administered through a single process. Inside Greater London, applications for long-term accommodation and support will be administered by the GLA, while the funding for immediate and interim support will be administered by MHCLG. MHCLG will make the final decision on allocating funding.

Shorter-term/interim accommodation and immediate support

10. On 24 June, the Secretary of State announced £105 million to be used for immediate support for local authorities. The funding can cover a range of interventions, from moves into the private rented sector, to extending or procuring interim accommodation such as hotels or student accommodation and supporting individuals to reconnect with friends or family. Organisations wishing to bid for the £105 million must clearly demonstrate in their proposal how the funding will be used to rapidly support those in COVID-19 emergency accommodation. The £105 million is revenue only and to be utilised in 20/21.

Longer-term Move-on Accommodation

11. On 24 May, the Secretary of State announced £161 million for 20/21 (as part of an overall £433 million for the lifetime of this parliament) to deliver 3,300 units of longer-term, move-on accommodation. Organisations wishing to bid for the £161 million must clearly demonstrate in their proposal how the funding will be used to bring forward long-term, move-on accommodation. The £161 million for this financial year is split into £130 million capital funding and £31 million revenue funding.
12. The Next Steps Accommodation Programme comprises both the £105 million and the £161 million for 20/21 although different considerations will apply to the assessment of each.

Further funding

13. MHCLG and DHSC have also announced a total of £23 million for 20/21 for drug and alcohol treatment services. Whilst linked, this does not form part of the Next Steps Accommodation Programme and will be administered separately by Public Health England. The £23 million is from the £262 million announced at Spring Budget 2020. The aim of the drug and alcohol funding is to ensure that the engagement that people have had with drug and alcohol treatment services whilst in emergency accommodation is maintained as they move into longer-term move-on accommodation and to support those who have not previously engaged with treatment services. For this first year, PHE are targeting this funding at priority areas – the areas with the highest number of rough sleepers brought into accommodation with significant intervention likely required.

What are we seeking to fund?

14. The overall objectives of the Next Steps Accommodation Programme are to reduce rough sleeping and to seek to ensure rough sleepers brought into emergency accommodation in response to COVID-19, do not return to sleeping rough. As COVID-19 remains a risk, it is also essential that people, particularly those who are at increased risk of severe illness, are kept safe.
15. Local authorities are asked to make appropriate and suitable offers for all who have been accommodated, but to have particular focus on the successful resettlement and recovery of those who have a long and/or repeat history of rough sleeping. In London CHAIN data may be used to help identify this cohort. Funding proposals will need to identify the number of their cohort within this group and set out how delivery plans will meet their needs.
16. The Next Steps Accommodation Programme, comprised of the two distinct funding streams described above, aims to bring together a range of solutions, including both short-term/interim accommodation and longer-term move-on options, and the support linked to this accommodation.
17. While there is a need for short-term interventions to help address immediate need, our ambition for the element of the fund that is for long-term accommodation (the £161m), is for this funding to deliver long-term, national assets in the form of supported move-on homes for people recovering from rough sleeping, procured and owned, rather than short term leases.
18. There is a recognition that some of the best developments are designed using a degree of innovation, employed in response to the local area or the needs of specific client groups.
19. Local areas are encouraged to consider recent publications and research to develop new ideas and concepts, and to build on appropriate good practice to develop schemes that are innovative in terms of design, delivery, management, tenure and location. The coproduction process will enable ideas to be generated and ensure that they align with funding programme.

Assessment of health, circumstances and needs and support

20. Next Steps Accommodation Programme plans and funding proposals must be informed by an assessment of the health circumstances, care and support needs of people accommodated due to COVID-19, as well as long-term rough sleepers who have still to be assisted to access accommodation.
21. When developing personalised housing plans, local authorities and partners should seek to meet individuals' needs and ensure recovery is sustainable.
22. To ensure safeguarding needs are well met local authorities will need to work collaboratively with relevant health, care and support commissioners and providers, including in the receiving local authority area in situations where people are accommodated out of borough.

23. In particular, proposals to develop services for people with identified mental ill-health and/or substance misuse, or other social care needs will require collaboration with partners with responsibility for commissioning and delivering the relevant treatment, care and support services that will be essential to effective sustainment.
24. Next Steps Accommodation Programme plans must take account of individuals' risk of severe illness from COVID-19, the health gains they have made whilst in emergency accommodation, and the need for continuity of care for those whose needs are already being met.
25. In relation to health and wellbeing whilst COVID-19 remains a risk, it is desirable to work with NHS primary care commissioners and GPs to identify:
 - People who are at a higher risk of COVID-19 making them seriously ill i.e., are they [clinically or extremely clinically vulnerable](#) and do they require accommodation that will enable shielding i.e., self-contained.
 - People whose ill-health and/or health condition might make their adherence to guidance to keep them and others safe from COVID-19 challenging in the future e.g., mental ill-health, a substance misuse problem, a learning disability. Accommodation and support will need to keep them and others safe.
 - Following the revision of priority need categories, housing authorities should carefully consider the vulnerability of applicants from COVID-19.
26. For all those identified as having a substance misuse need, consideration should be given to their current engagement with, or position in, a treatment/recovery journey, whether there is a need for detoxification and/or residential rehabilitation before placement into longer-term accommodation, or if they need long-term residential care. This assessment will need to be made in conjunction with drug and alcohol providers and commissioners.
27. For people who have ill-health/long-term conditions (including mental ill-health) and require social care and support, accommodation requirements should be informed by an assessment under the Care Act 2014, working with local authority adult social care and NHS commissioners and services.
28. For accommodation, care and support planning purposes (including reconnections), local authorities are asked to consider how the people they are targeting for funding under the Next Steps Accommodation Programme fit across four broad categories:
 - High/complex/multiple needs: long-term rough sleepers, and those requiring extensive support through Housing First or supported housing with high-level management and support.
 - Medium/high needs: people who have a significant or repeat history of rough sleeping and/or have health, care and support needs best met through supported housing or housing-led placement with sufficient floating support.
 - Low/no support needs: people who are newly homeless and/or have less significant health or support needs and can be assisted through low support accommodation options, or access to housing and short-term floating support or reconnections to friends and family if deemed appropriate.
 - People whose access to statutory housing assistance and welfare is limited due to their immigration status, e.g. those with a No Recourse to Public Funds condition or EEA nationals not exercising a qualifying right, who require alternative assistance to resolve their homelessness including through reconnection or access to employment.

29. Local areas are expected to identify how support services proposed in the proposals are necessary beyond what is currently in place.

Shorter-term/interim accommodation and immediate support

30. The Next Steps Accommodation Programme includes £105 million to be used for immediate support for local authorities. The funding will cover a range of interventions, from moves into the private rented sector, to extending or procuring interim accommodation such as hotels or student accommodation and supporting individuals to reconnect with friends or family. Organisations wishing to bid for the £105 million must clearly demonstrate in their proposal how the funding will be used to rapidly support those in COVID-19 emergency accommodation. The £105 million is revenue only and to be utilised in 20/21. All local authorities across the country should send their bids for this funding to MHCLG. More information on how to make a bid can be found below.
31. The following types of short-term accommodation will be considered eligible for funding under the programme. Funding can be used for both the provision of new accommodation, and the extension of existing accommodation:
- **Accommodation owned by a university, RP or private landlord and available for interim use.**
 - **PRS Access.** This includes guaranteed rent or deposit schemes, mediation support and training, or landlord incentives.
 - **Supported Housing.** Additional support can be offered to enable access to supported accommodation or social housing.
 - **Modular housing units** where these can be made available with necessary facilities, including power and waste connections. These can usually be placed with temporary planning permission.
 - **Hotels.** This includes funding to extend contracts, where this is the only or best solution to keep people in safe accommodation.
 - **Other forms of short-term accommodation** to ensure that no one returns to the streets. Bidders are encouraged to be creative in their proposed response to reflect the expressed needs of individual rough sleepers.
 - **Employment support and training** either to access work directly or to improve individuals' employability.
 - **Reconnections with friends and family**, including local, national and international reconnections.
 - **Other forms of immediate support** including tenancy sustainment support and immigration advice.
32. The list below sets out the considerations for short-term and interim proposals:
- Funding is available for use until 31 March 2021 and therefore schemes and projects must be delivered rapidly.
 - Any short-term accommodation secured through this fund should be demonstrably good value for money. This could be achieved through negotiation of rate of placements, alignment with existing contracting and maximisation of rental income.

- Local areas should be satisfied that properties used for short-term and interim accommodation are safe, and that accommodation is suitable for those housed.
 - Whilst there may be a continued need, the overall number of interim placements required is expected to reduce over time.
 - Where appropriate local areas should consider using this funding to provide up to 12 weeks of accommodation and support for eligible EEA national rough sleepers under the suspension of the derogation to Article 24(2) of the Free Movement Directive. EEA nationals who have been rough sleeping and are jobseekers or in their first three months of residence in the UK will be eligible for this support. This is a short-term measure until 31 December when the new immigration rules will apply – you may wish to refer to guidance provided by the Rough Sleeping and Housing Minister on 24 June:
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/896650/24-6-20 - Letter to All LAs with annexes.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/896650/24-6-20_-_Letter_to_All_LAs_with_annexes.pdf)
33. There is a small amount of emergency funding available on request for areas to manage accommodation and support pressures which are essential to keeping people off the street, before bids for the Next Steps Accommodation Programme are considered. Please notify your rough sleeping or HAST adviser if you wish to bid for this. This funding will be for costs incurred from 1 July onwards, and will be considered an advance on future bids received for the area to be deducted from amounts allocated through the Next Steps Accommodation Programme bidding process. This funding has been pre-determined by formula from a set amount, using monitoring information on the number of people accommodated in emergency accommodation.
34. For some people a voluntary return to their country of origin may be the best outcome for them, especially if it means avoiding a return to the streets.
- a. Where an individual wants to return home, local authorities can seek funding to support them to do so – in some cases this could include providing ancillary accommodation and support in order to facilitate a return.
 - b. Local authorities should support non-EEA nationals seeking to return home to contact the Home Office Voluntary Returns Service, who can offer practical support to return where appropriate: <https://www.gov.uk/return-home-voluntarily>.
 - c. Revenue funding is available to cover the costs of voluntary returns for EEA nationals only. This must be clearly filled on the proposal template.
35. Finally, we urge local authorities to consider additional pressures during the coming winter months as part of proposals.

Longer-term Move-on Accommodation

(Organisations within Greater London should refer to the [GLA's prospectus and guidance](#) for the Mayor's Off the Street Programme.)

36. We recognise the importance of sustainable move-on accommodation and personal support for recovery from rough sleeping, therefore the Next Steps and Accommodation Programme also includes the first tranche of the £433 million for move-on accommodation and support, with £161 million available in the first year of the programme. This includes funding for capital and revenue based longer-term accommodation schemes as well as provision for the support individuals need to recover from rough sleeping. All local authorities outside of Greater London should send their bids (including annexes for each capital scheme) for this funding

to MHCLG. More information on how to make a bid can be found below. Inside of Greater London, local authorities and RPs should refer to the GLA's prospectus and guidance.

37. New units, whether supported by capital or revenue, need to be delivered by the 31 March 2021. There will be a further opportunity to bid for the Next Steps Accommodation Programme which will be announced in due course. Revenue funding can be bid for over a 4-year period (inclusive of 2020/21) where it is for support relating to the creation of additional move-on units.
38. While there is a need for short-term interventions to help address immediate need, our ambition is to deliver long-term, national assets maintained in perpetuity in the form of supported move-on homes for people recovering from rough sleeping, procured and owned, rather than short term leases.
39. There is no set level of capital funding per unit, reflecting the understanding that different forms of specialist housing and levels of care, support or intensive housing management may require different levels of government funding. However, local areas will be expected to demonstrate that they have maximised their other sources of funding, for example as a result of joint working with local partners, use of capital receipts and borrowing to lessen reliance on central government funding. Some examples can be seen in Appendix 1.
40. The following types of accommodation will be eligible under the programme for longer-term move-on units of accommodation:
 - **Purchase and repair of properties, either as freehold or on a long lease**, where repairs may be required to bring the properties up to good standard to be let.
 - **Refurbishment and repurposing of existing stock**. This includes purchasing white goods and furnishings for ready to use units. This could include schemes such as conversion of a former sheltered housing scheme into supported or move-on accommodation.
 - **Private Sector Leasing**. i.e. where the bidder enters into a contract with a Private Sector Landlord agreeing to rent units over multiple years.
 - **Development of new build properties**. Bidders should take account of the potential use of modular housing. In some instances, this can be commissioned and built faster than traditional house building, especially where units are ordered in bulk. Many types of units can be moved between sites depending on demand, and using temporary planning permission, or used as regular housing stock.
 - **Contribution towards social investment programmes that deliver the aims of the Next Steps Accommodation Programme**. This applies only to local authorities who should consider blending grant with their own sources of funding for onwards investment to deliver housing. For example, there are a variety of property funds and initiatives that have the expertise to help deliver the programme's objectives while providing a revenue return on investment. These may include one or more of the types of accommodation listed above. Local authorities should explore this approach with their adviser before continuing.
41. While we realise that private sector leasing models (with a minimum 3-year lease) may need to be part of a local solution, our ambition from this part of the fund is to secure a long-term national asset, maintained in perpetuity as supported move-on homes for people recovering from rough sleeping. Priority will therefore be given to schemes that match our ambition and that offer models of long-term stock acquisition.
42. Furthermore, while we recommend that local areas consider the full breadth of opportunities in the social housing sector, significant preference will be given to schemes that provide

additional social and supported homes, thereby growing the sector. Our strong preference is that no more than approximately 10% of housing units brought forward under the NSAP should come from existing social housing stock that is currently in use.

43. The list below sets out considerations for longer-term move-on accommodation proposals:

- Capital grant will be paid out on the following conditions:
 - Each unit of property must be available for rough sleepers, those at risk of rough sleeping or those at risk of homelessness. This is also applicable for re-lets and therefore bidders must outline how properties will be allocated accordingly.
 - Partners must seek permission from MHCLG when they want to use any property that has received capital grant funding under NSAP for a different purpose, and either recycle it into another property for the same use as the original purpose or repay the capital grant funding received.
 - For acquisitions or refurbishment schemes, units should be made available for 30 years for those rough sleeping or at risk of rough sleeping and homelessness
 - For new build, units should be made available for 60 years for those rough sleeping or at risk of tough sleeping and homelessness
 - Any investment made using the grant and subsequent reinvestment of the principal repaid from the grant must be used to deliver investments that provide accommodation available for rough sleepers, those at risk of rough sleeping and those at risk of homelessness for a minimum of 30 years.
- Rent must be set at affordable or social rent levels where social housing is the output.
- Homes for Affordable Rent are made available at a rent level of up to 80% of gross market rents including service charge. There are some circumstances however, where the target rent may exceed 80% of market rent or will be for supported accommodation units. In these circumstances the rationale for rent at this level must be made clear and the method for tenants to cover the costs be built into the project description. Where provision will be classed as temporary accommodation, the rent setting policy of such schemes will be scrutinised as part of the assessment process.
- Where revenue funding is to be used for low level repairs, units must remain available for at least the length of the programme- a minimum of 4 years.
- Where private sector leasing models are utilised, we expect them to be secured for a minimum of 3 years.
- Tenancies under this scheme should be for a maximum of two years, where appropriate – to ensure a continuing flow of this type of accommodation and support for those who need it. There will be exceptions when, as part of the regular needs assessment it is agreed that the length of tenancy can be extended. Similarly, there will be circumstances where it is agreed at the commencement of the tenancy that longer-term housing with intensive support is needed, in keeping with the Housing First model. In all circumstances the initial tenancy should not exceed 3 years.
- We appreciate that local authorities who wish to manage their own stock may find it difficult to provide a 2 or 3-year tenancy. In this circumstance, and given the fundamental need to create more accommodation to move people away from rough sleeping, you may consider developing additional units to be let under non-secure tenancies to homeless people who would not otherwise qualify for a temporary accommodation duty.
- For capital funded projects, proposals should be delivered within the local areas unless there is explicit agreement from the receiving area.
- Proposals need to match the needs of your local cohort and therefore proposals should look to meet aspirations of self-contained accommodation and options to allow pets in the premises etc.

Appendix A

- Where shared or supported accommodation is being considered local areas need to consider affordability for under 35s and HMO standards set out when developing proposals.
 - Support funding only bids can be made, but the bidder must make clear that the investment would bring into use a unit/s that would otherwise be unused.
 - Where a proposal does not include a request for revenue funding for support, applicants must make it clear how support for individuals is to be provided.
 - There is a recognition that some of the best developments are designed using a degree of innovation, employed in response to the local area or the needs of specific client groups. Bidders are encouraged to consider recent publications and research, to develop new ideas and concepts, and to build on appropriate good practice to develop schemes that are innovative in terms of design, delivery, management, tenure and location. This may include reference to nationally described space standards and guidelines for delivery and licencing of HMO.
 - We encourage local areas to consider options that will bring forward rapid delivery such as modular construction, temporary Planning Permissions and air-space development.
 - **Applicants should be mindful that this is an ambitious programme to deliver sustainable, supported move-on accommodation at pace, and schemes that can deliver quickly will be prioritised.**
44. We encourage organisations with particularly innovative ideas to discuss with MHCLG and/or Homes England, in advance of submitting a full proposal.

How the fund works

Who can bid?

43. We are seeking proposals that represent engagement and collaboration at a local level.
44. Proposals from outside of Greater London can be submitted by Local Housing Authorities (and combined authorities). We would encourage joint bids from areas.
45. London Boroughs can submit proposals for funding for shorter-term/interim accommodation and immediate support using the London-only proposal template attached separately.
46. Outside of Greater London registered providers can form part of a local area proposal through the delivery of schemes of accommodation. These will require close involvement and agreement from relevant local authorities for inclusion into the local proposal. Within London bids will be accepted directly from registered providers or councils that are also registered providers of housing. Organisations should refer to the GLA prospectus (and associated guidance) for the Mayor's Off the Street Programme.
47. The initial proposal form can only be submitted via a local authority and following initial sift the relevant registered providers and capital schemes will follow processes in accordance to Homes England or the GLA for formal bid.
48. Other types of organisations should contact their local authority in order contribute to the delivery of a local approach, these include:
 - faith, charity, and community groups
 - social enterprises
 - private sector developers
49. It will be the responsibility of local authorities to establish that they have performed due diligence to satisfy themselves of the standing of partners to their proposal. It is a statutory requirement that, where capital grant funding is paid under section 19 of the Housing and Regeneration Act 2008 to provide low cost rental accommodation, a registered provider is the landlord of the accommodation when it is made available for rent. Under this act, delivery structures involving unregistered providers in the provision of low-cost rental accommodation can be considered, where accommodation is transferred to an identified registered provider for first letting. Homes England and GLA reserve the right to make additional due diligence checks and may request further information ahead of making any grant payments.

Coproduction process and the role of expert advisers

50. Coproduction, as adopted for the Rough Sleeping Initiative, has been well-received by local authorities across the country to develop robust plans that are locally focused on ending rough sleeping. In 2019, the plans produced as a result of coproduction, together with the tireless work of local authorities and partners, drove a net 32% reduction in rough sleeping in areas funded by the Rough Sleeping Initiative, compared to the number it would have been had the funding not been in place.

51. To deliver the Next Steps Accommodation programme, the support available for co-production has been extended. Areas can expect the following support, which will vary depending on geographical location and the scale of need in a local area:
- MHCLG Homelessness Advice and Support Team (HAST) Advisers and Rough Sleeping Initiative Advisers will collaborate with respective local authorities to ensure the development of next steps plan reflects local need and give confidence that the programme objectives can be achieved.
 - Homes England's Affordable Homes Growth Team will bring expertise in capital projects outside of London. This support will be focussed on proposals for long-term move-on accommodation and on areas where pressures are the most acute outside of London. MHCLG Advisers will also be supporting local authorities develop proposals for long-term move-on accommodation in all areas.
 - The GLA has responsibility for housing and land in London and is our delivery partner in London for this fund. Therefore, it will be essential for London boroughs to collaborate with the GLA in the coproduction of proposals for capital funding.
52. The coproduction process can help mitigate key risks inherent in a closed bidding process by allowing local authorities to rapidly develop plans appropriate to local conditions, whilst allowing MHCLG, Homes England (outside of London) and the GLA (inside of London) to retain an advisory and coordinating role.
53. As well as MHCLG, Homes England and the GLA, coproduction should be carried out in collaboration with relevant stakeholders and partners, including service users, support providers, health and social care commissioners, local voluntary organisations, probation services, registered providers and landlords.
54. Local authorities will need to engage across departments and with partners to consider the development or regeneration options in the social, supported and private sector in order to explore options for acquiring, refurbishing, leasing and building of property.
55. Local authorities should first work to identify stakeholders in these sectors and engage them in the coproduction process including with the adviser teams as necessary.

How to submit a Proposal

56. Proposals must be drawn up via a coproduction process and will take place over a 5-week period starting 18 July.
57. Proposals must be submitted by **Thursday 20 August at 23:59**. Downloadable versions of the proposal forms are available at <https://www.gov.uk/government/publications/next-steps-accommodation-programme-guidance-and-proposal-templates>. If you have queries about the proposal process please your MHCLG adviser or email NSAP@communities.gov.uk. Proposals will be assessed quickly as possible, with allocations announced as soon as possible afterwards.
58. Proposals must be submitted by a local authority on behalf of the stakeholders who have coproduced the local plan. For local authorities outside of Greater London, the proposal

template is attached separately. Inside London, potential providers should submit their proposals for shorter-term/interim accommodation and immediate support using the London-only proposal template, also attached separately. They should submit their bids for longer-term move-on accommodation in accordance with the [GLA prospectus and associated guidance](#).

59. Registered providers of housing must complete information about their capital schemes within the proposal using Annex A of the proposal form. A scheme is a proposed acquisition or development of a unit of housing or multiple units of housing that would be considered under a single planning application. An annex is required for *each* capital scheme named within a local proposal submission, and therefore a proposal may include multiple annexes.
60. Data to determine need will be taken from the Emergency Accommodation Survey Data from local authority DELTA returns. **Therefore, it is a requirement of the application process to have submitted up-to-date data through this portal.**

Assessment Considerations

61. Below are the elements we will take into consideration when assessing proposals:
 - a. **Impact:** the extent to which proposals will contribute to delivering a sustained reduction in rough sleeping.
 - b. **Evidence of local need:** scale and nature, and how this has been understood.
 - c. **Leadership & deliverability:** A credible but ambitious timetable to bring forward units of supported move-on accommodation, and a clear project management plan. We will also consider evidence of effective and on-going leadership in local systems, and a commitment to continuing to lead wider transformative change, learning, and service improvement.
 - d. **Value for money:** A demonstration of maximised delivery and outcomes for the level of investment, including investment leveraged from other sources.
 - e. **Fit with the strategic priorities:** and aims for the funding, set out in this guidance
 - f. **Sustainability:** A description of the duration of the provision (including support), and strategies to maintain the provision for the intended cohort as part of our goal in establishing a “national asset” for people rough sleeping, at risk of rough sleeping or acute homelessness. Our ambition is to deliver long-term, national assets in the form of supported move-on homes for people recovering from rough sleeping, procured and owned, rather than short term leases.
 - g. **Evidence of collaboration and partnership working:** Whole-system coproduction of the proposal including the on-going support.
 - h. **Quality of support:** Appropriate support to people with low, moderate, and high levels of need, including access to specialist support.
 - i. **Quality of design:** showing consideration of how the built environment can support / promote recovery.
 - j. **Commitment to innovation:** learning, and sharing data, findings, and experience to encourage system learning locally and nationally. Compliance with data protection legislation and a named data contact.

Payment mechanism and schedule

Shorter-term/interim accommodation and immediate support

62. For revenue only bids, payments will be made under Section 31 of the Local Government Act 2003. Revenue payment will be made in instalments to a timetable to be shared at the point at which successful bids are announced. We appreciate the need to design a schedule that facilitates rapid delivery.

Longer-term Move-on Accommodation

63. The GLA will administer payments for longer-term move-on accommodation in London. Details can be found in the [GLA's prospectus & guidance](#) for the Mayor's Off the Streets Fund.
64. For schemes outside of London, all capital payments to registered providers will be made under Section 19 of the Housing and Regeneration Act 2008. These payments will be issued by Homes England. Capital payments will be made in three instalments: 45% paid on acquisition; a further 50% paid on start on site (95% accumulatively); and a final 5% paid on practical completion (100%). For revenue-only bids, payments will be made under Section 31 of the Local Government Act 2003. Revenue payments, including those linked to capital bids, will be made in instalments to a timetable to be agreed at the point at which successful bids are announced.
65. For bids requesting both capital and revenue funding for long-term accommodation, these payments will be made under the Section 19 of the Housing and Regeneration Act 2008. These payments will be issued by Homes England. Capital and revenue payments will follow the above specifications.
66. To receive grant payments, partners will be required to enter into a standard grant agreement where they commit to engage with monitoring and evaluation activities. This will include regular reporting of management information.

General funding principles

67. We want to encourage bidders to consider the long-term effects of the additional funding on delivering a reduction in rough sleeping with a focus on sustainability. This means focusing on how your bid will contribute to a system change and the lasting positive impact to which the funding will have after the lifetime of the fund.
68. It is important to consider the wider implications for the respective area/s and the role various stakeholders will have in delivering capital and/or revenue. Therefore, as part of the coproduction process, we are encouraging organisations to work collaboratively.
69. Bidders should ensure that they comply with the public sector equalities duty and they have due regard to those with protected characteristics (as defined in the Equality Act 2010) when filling the proposal template.

70. Proposals should clearly demonstrate a value for money case and should only cover costs that cannot be met through rental income or local authority owned capital options.
71. MHCLG, Homes England and the GLA will oversee the delivery of successful proposals. For outside London this will be between MHCLG and Homes England. For inside London, this will be MHCLG and the GLA. MHCLG will make the final decision on allocating funding.
72. The issuing of grant payments will be based on an agreement that recipients agree to engage with monitoring and evaluation activities. This will include regular reporting of management information.
73. Local authorities in receipt of NSAP funding will be expected to publish a full delivery plan which describes the outcomes they expect the funding to deliver and the timings to which these outcomes will be delivered. This plan will form the key performance indicators against which delivery progress and performance, and value for money will be assessed. Prior to the distribution of funding, local authorities will be asked to report the number and type of 'move-on' they expect to deliver through this funding via DELTA. This information will be used to monitor the delivery of the outcomes described in bidding proposals, alongside information set out delivery plans. All plans will be subject to peer review.
74. If you are successful in applying to the fund you will be expected to supply data for, and participate in, an evaluation of the overall programme which will be conducted by MHCLG. Data will also be used to monitor the location and use of accommodation brought forward under this scheme to ensure the principle of a "national asset" of supported, affordable housing is maintained.

Appendix 1

Capital Funding

- Given the current economic circumstances and the need for rapid deployment, local authorities and registered providers are advised to discuss options regarding wider local funding options to meet part of the capital costs with expert advisers as part of the coproduction process.
- Local authorities should also consider any existing capital funding streams available across the authority including:
 - Capital Receipts:
 - **Section 106 commuted sum receipts.** A commuted sum can be a financial payment by a housing developer to a local authority broadly equivalent in value in lieu of delivering affordable housing on a specific development and subsequently to be used to deliver affordable housing on an alternative site. We would encourage homeless lead officers to discuss with local authority planning and development colleagues whether commuted sums held by that authority are available for use on delivering permanent affordable housing options for rough sleepers.
 - **Right to Buy (RTB) receipts.** It is not permissible to use RTB receipts in combination with Next Steps Accommodation Programme (NSAP) funding in line with the current rules relating to combining RTB receipts and capital grant funding.
 - **2002 Regulatory Reform Order (Housing Assistance).** This gives local housing authorities discretionary powers to provide financial assistance, directly or indirectly to acquire, adapt, repair, improve, demolish or construct private housing accommodation. The key condition is that housing authorities set out the scope of the interventions that can be made in their local Private Sector Housing Assistance Policy. Disabled Facilities Grant (DFG) can potentially be used for this purpose. DFGs are a mandatory means-tested grant designed to help create an accessible living environment for disabled people through the provision of major home adaptations. A high number of rough sleepers will be physically disabled or other have other life affecting conditions. DFG could therefore represent a significant funding stream to deliver housing options for rough sleepers.
 - Borrowing Capital:
 - **Public Works Loans Board.**
 - LAs can borrow from government at favourable rates
 - 1.8% above government borrowing rate for GF investment
 - 0.8% above government borrowing rate for HRA related investment
 - Other Capital Funding generated at a Local Level

Next Steps Accommodation Programme (NSAP): Proposal template for all areas outside of Greater London

July 2020

Important: Local authorities are asked to make appropriate and suitable offers for all who have been accommodated as part of the Covid-19 emergency response, but to have particular focus on the successful resettlement and recovery of those who have a long and/or repeat history of rough sleeping. Funding proposals will need to identify the number of their cohort within this group and set out how delivery plans will meet their needs.

1. Organisational Background(s)

1.1 Local authority:
Tunbridge Wells Borough Council
1.2 Lead contact for lead organisation: (Name, Job title, address & contact details including e-mail and telephone)
<p>Jane Lang Housing Services Manager Town Hall, Tunbridge Wells, TN1 1RS</p> <p>01892 554157 Jane.lang@tunbridgewells.gov.uk</p>
1.3 Other organisations that will be involved in directly delivering the project: <i>Please specify role, proposed funding they will receive, and nature of relationship with local authority (e.g. contract, MoU, PbR etc)</i>
<p>Look Ahead Care and Support</p> <p>During 2020/21, Look Ahead will be providing:</p> <p>Two full time Supported Lettings workers for Tunbridge Wells to support people we are moving on from emergency accommodation into the PRS. These posts will work alongside the two existing Supported Lettings workers who work across TWBC, Tonbridge and Malling BC and Sevenoaks DC (joint Rough Sleeper Initiative project led by Tonbridge & Malling BC.) These workers have full caseloads and are at capacity.</p> <p>Required funding: £41k (pro-rata Oct 2020-Mar 2021 inclusive) – via grant and service level agreement</p> <p>Pathways to Independence</p> <p>Will be providing 3 bedspaces with support for ex offenders as part of an existing scheme in Maidstone.</p>

Required funding £11,250 (£5k per bedspace per annum – pro-rata for Sep 2020-June 2021 inclusive - £3,750 per bedspace) – via grant and service level agreement

1.4 Lead contact(s) for other delivery organisation(s):
(Names, Job titles, addresses & contact details including e-mail and telephone)

Look Ahead Care & Support
Sarah McNaughton
Contracts Manager
83 Colebrook Road, Tunbridge Wells, TN4 9DP

01892 525888
SarahMcNaughton@lookahead.org.uk

Pathways to Independence:

Helen Campbell-Wroe - Chief Executive Officer
25 Victoria Street,
Rochester,
ME1 1XJ
<mailto:Helen.Campbell-Wroe@pathwaysltd.org.uk>
01634 819 649

1.5 Organisations that will not be involved in direct delivery, but will work with the project (e.g. via referral) and that have been involved in coproducing these proposals:

- Tunbridge Wells Borough Council Property and Estates Team
- Porchlight

2. Local need, challenges and long-term plan

Rough Sleeping Initiative	
2.1 Have you been allocated Rough Sleeping Initiative (RSI) funding for 2020/21?	YES
2.2 If YES, how much have you been allocated?	£260,680
2.3 Are you considering repurposing some of your RSI funding for 2020/21 in the light of Covid-19?	YES
2.4 If YES, have you discussed your RSI plans with your MHCLG adviser?	YES

2.5 What are the challenges you face as part of your efforts to find supported move-on accommodation for those in C-19 emergency provision, or on the street? (Max 350 words)

- Lack of access to direct access supported accommodation – especially for ex offenders. There are 13 spaces at Colebrook Road hostel in our area (managed by Look Ahead under Kent County Council contract) but this service is invariably full.
- We have regular discussions with Look Ahead to identify people who are ready to move on through the housing register or via a private rental, but getting successful move ons is still an issue.
- One of the factors affecting move on from supported housing is the affordability policy applied by housing associations; a single person on basic Universal Credit is likely to fail our main housing provider -Town and Country Housing Group's – policy. We challenge cases that are turned down through providing evidence that individual residents in supported housing can manage their finances/pay bills etc, but this is another barrier that takes time to overcome
- The lower need supported housing (for example, the Bridge Trust charity) don't have the capacity to take on people with a significant history of anti social/offending behaviour
- Difficulty securing private rentals - the Tunbridge Wells rental market is very competitive; even more so since the lock down measures have eased and people have been able to move again. It's normal for a letting agent or landlord to insist that a prospective tenant either has a guarantor who earns 30 times the monthly rent of the property, or that six months' rent in advance is paid. Landlords are often reluctant to accept someone on benefits or someone who has slept rough.
- Over-subscribed support services, such as the Rough Sleeper Initiative funded Supported Lettings workers who cover the West Kent area and the KCC funded tenancy sustainment team. Having to wait to receive support means that people we are moving from emergency housing into private rentals are not receiving sufficient help at the crucial first stages of their move to a longer term home, so are not having sufficient support with claiming UC housing element, setting up their bills payments and getting furniture, which makes their new tenancies more at risk of failure.

2.6 Please summarise how your plans will achieve our shared objectives of protecting those currently in Covid-19 emergency accommodation from future homelessness, and achieving a sustained reduction in rough sleeping overall?

TWBC's application to the Next Steps Accommodation Programme includes:

Capital bid:

- To help us renovate three current empty houses owned by TWBC into six 1 bedroom flats for rough sleepers

Revenue bid:

- To fund continued emergency housing for the 35 people we are currently accommodating (we have moved 40 people on already since 'Everyone In' started at the end of March)
- Funding to supplement our existing rent deposit funding provided through TWBC's own rent deposit budget and our 2020/21 Rough Sleeper Initiative funding for rent deposits
- Two support workers to focus on tenancy sustainment for people we have assisted into private rentals
- Funding of three bedspaces at Pathways to Independence supported housing in Maidstone, to address the gap in provision for ex offenders

Protecting those currently in Covid-19 emergency accommodation from future homelessness

We currently have 35 single people in emergency housing who are being accommodated due to Covid 19. Since 'Everyone In' started in March, we have moved 40 people on from emergency accommodation, with the following outcomes:

13 people have moved into a private rental using our rent deposit scheme
7 have gone into supported housing
6 have obtained social housing with our support
7 have gone to stay with family/friends
2 people were able to return to their previous home (which had been unsuitable in the short term)
5 have been accepted as homeless and have moved into temporary accommodation

Despite an increase in homelessness approaches (on average 25% more people approaching us compared to this time last year) we have two members of the Housing team focussing on move on work for rough sleepers. We want to keep the momentum going to get the remaining people into accommodation.

Obtaining this funding would mean that alongside our successful move ons into private rentals, supported housing and our Housing First scheme, we will also be able to provide long term homes for rough sleepers. As a non stock holding Council, this is really significant, as we will not be reliant on a housing association

or other housing provider to enable us to get rough sleepers housed.

Out of the **35** people we are currently accommodating in emergency housing:

17 have a low to medium need; we believe they could successfully rent privately, with support. Having the two support workers will mean they are helped to sustain their tenancies, and are safeguarded from future homelessness

12 have a medium to high need – they would benefit from our Rough Sleeper flats, or the three ex offender beds we would like to fund through Pathways to Independence. This cohort would also be suitable for existing supported housing such as Colebrook Road hostel. For our proposed rough sleeper flats, once up and running, we have discussed a support package with Look Ahead, which would involve support for 40 hours per week, plus a roaming concierge.

6 are high need - we intend to assist them as much as possible through our existing Housing First scheme

Rough sleepers not currently in emergency housing

There are currently two people sleeping rough in our area. Both were previously accommodated in emergency housing, and were evicted. We are continuing to work with both these rough sleepers, as is our Rough Sleeper Outreach Worker and the two RSI funded Navigators (West Kent joint project led by Tonbridge and Malling BC.) We believe these rough sleepers would benefit from our existing Housing First scheme, which we are expanding this year by a further 4 flats.

Achieving a sustained reduction in rough sleeping overall

- The proposed renovation of the properties at Crescent Road, Tunbridge Wells into 6x self contained properties will mean that six of our current cohort currently in emergency housing will have a long term home with onsite support. We will help people move on from the flats through the housing register when they are ready to do so, so the properties can be used for new rough sleepers.
- Nine of our current cohort are ex offenders, although we don't consider all to be medium or high need. The three Pathways bedspaces will help us provide accommodation for the ex offenders who have the highest support needs.
- The requested funding for rent deposits will enable our low to medium need rough sleepers obtain a longer term home. The funding for two additional tenancy sustainment workers will help this cohort keep their accommodation.

2.7 What proportion of your cohort are long-term or repeat rough sleepers? Please describe your approach to identifying, assessing and supporting the needs of this group?

Longer term/repeat rough sleepers

- Out of the 37 people mentioned above (35 in emergency housing and 2 rough sleeping), we have identified that 10 are longer term rough sleepers, or people who we know to be 'repeat' rough sleepers. We will be providing either Housing First to these rough sleepers, and if successful in our funding bid, we will be able to widen the options to a space at the Rough Sleeper flats for a lower need rough sleeper, or a Pathways to Independence bed space for ex offenders.
- We identify rough sleepers through our Porchlight Rough Sleeper Outreach Worker and our shared Navigators, who are also employed by Porchlight. The Housing team also identify rough sleepers through homeless approaches and through going to speak to new rough sleepers we see in Tunbridge Wells town (almost all of rough sleeping in this Borough happens around Tunbridge Wells town centre.)
- The needs of rough sleepers are assessed by the Porchlight workers mentioned above, and by the housing options advisers who produce personalised housing plans as part of the Relief duty to rough sleepers.
- We have Rough Sleeper meetings every 3 weeks where all our homelessness partners discuss individual rough sleepers and identify the next actions that need to be taken to best help them. The partners who attend the meeting include: our local Street Teams (Faith based group), Look Ahead, the Bridge Trust, Porchlight, colleagues from the Police and our Community Safety Unit and the Citizens' Advice Bureau.
- Since Covid, another key partner who identifies additional needs of rough sleepers is the manager of the local hotel we have been using to provide emergency housing during and since the lock down. We have regular update meetings each week, and on several occasions he has informed us of concerns about some of the people staying – for example, if someone's mental health is suffering. This has been very useful, and has filled a gap, particularly when lock down first started and almost everyone was working from home.
- Rough sleepers' physical health needs are also identified by a nurse who is shared across West Kent and Maidstone (Maidstone BC RSI funded project.) She visits rough sleepers at their emergency housing and helps them progress getting medical treatment via their GP. A nurse who will providing similar mental health support is currently being recruited.

3. Headline summary of proposal

Please provide a summary of the project strands contained within this proposal

3A Short-term & intermediate steps

Appendix B

3.1 How many total units of supported interim accommodation will your proposals secure?	58
3.2 How many of these (3.1) will be units of extended emergency accommodation?	35
3.3 How many of these (3.1) will be new units of supported interim accommodation (e.g. PRS access units)	23 (20 PRS, 3 supported)
3.4 How many reconnections / voluntary returns abroad do you anticipate delivering in 2020/21?	0
3.5 Total net request to NSAP funds for short-term & intermediate solutions	£148,396
3B Supported move-on accommodation	
3.6 How many units of supported move-on (e.g. acquisition & refurb, PSL etc but <i>not</i> PRS access) accommodation will your proposal bring forward in 2020/21?	6
3.7 How many scheme(s) in total will provide these units?	1
3.8 Total net request to NSAP funds for proposed move-on scheme(s)	Capital £205,000 Revenue £0 (as flats won't be ready to let till 31.3.21)
3.9 Are you proposing investing capital grant into a social investment-backed programmes for the purposes of bringing forward supported move-on accommodation?	NO
3.10 If YES, what is the total value of the investment from NSAP capital grant you are proposing?	N/A
3.11 How many units of supported accommodation will this investment enable you to deliver in total?	N/A
3.12 How many of these units will be delivered by 31 March 2021?	N/A
3C Revenue-only proposals	
3.13 How many units of supported PSL accommodation do you anticipate bringing forward in 2020/21?	0
3.14 How many additional units will be made through the provision of support funding?	0
3.15 Total net request to NSAP funds for proposed revenue-only scheme(s)	£0

3D Grand totals 2020/21	
Please total all green boxes from other sections for 2020/21	
Total costs	£563,396
Total match / income / re-purposed funding identified	£210,000
Total capital funding requested from Next Steps Accommodation Fund 2020/21	£205,000
Total revenue funding requested from Next Steps Accommodation Fund 2020/21	£148,396

4. Plans to meet short-term and intermediate needs

4.1 Describe the current emergency accommodation you are providing as part of your "Everyone In" efforts. Please include:
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- What accommodation you have in place
- What support arrangements you have in place for people accommodated
- Risks & challenges
- Key dates, especially contract / arrangement end dates

Accommodation we have in place

We are using a mix of one commercial hotel in central Tunbridge Wells and nightly paid accommodation out of Borough (out of our current cohort of 35, 11 people are in the hotel and 24 are in the nightly paid.) The nightly paid accommodation is a mixture of HMO rooms in a shared house and self contained studio and one bedroom flats.

Support arrangements we have in place for people accommodated

We are providing a combination of visits from outreach staff and our shared complex care nurse, plus over-the-phone support from outreach staff. The housing options team are also providing phone support, with a focus on discussions about move on options.

Risks and Challenges:

For the commercial hotel, the number of vulnerable/challenging people in one place is a potential risk. We manage this risk through having regular meetings with the hotel manager, and addressing anti social behaviour promptly. We had an issue with associates of some of our rough sleepers turning up to the hotel trying to gain access during lock down when the hotel was closed to the public, which the Police and our Community Safety team helped us address robustly.

Another risk is the hotel no longer accepting bookings from TWBC. If this was to happen, we would need to move the rough sleepers being accommodated into the nightly paid accommodation in other areas of Kent. We have also funded replacement carpet and for specialist cleaners to clean two of the rooms, after two of our rough sleepers caused damage to their rooms. Taking prompt action to address this issue has helped maintain a good relationship with the hotel.

For those placed out of area, it is harder to maintain contact with these rough sleepers. We do this through regular phone calls from our housing options team to the people we have placed; we have also sent letters regarding move on options to emphasise the importance of rough sleepers keeping in contact with their housing options adviser.

Other risks include increased risk of Covid-19 due to lack of awareness of social distancing rules. This has been tackled effectively at the commercial hotel with every new resident being made aware of the rules of the hotel at check in and during their stay. The hotel manager provided face coverings for every guest and ensures hand sanitiser is used on entry and inside the hotel.

Key dates

We are not tied into any key dates as such. We continue to work on moving rough sleepers on from their nightly paid accommodation as proactively as possible. So far we have moved 40 people on. We are averaging 2 move ons per week currently.

4.2 What short-term accommodation **and** support will be needed for those you have accommodated (including non-UK nationals and those with no recourse to public funds) before long-term solutions (move-on accommodation, reconnections) can be put in place? Options might include:

- Extending current emergency provision where these exist
- PRS access schemes
- Support / mediation schemes for people to return to previous home
- Reconnections & voluntary returns abroad

How much additional funding will be required? Please quantify the impact you expect this additional funding to have (number of successful supported short-term accommodation outcomes you expect to have).

Accommodation:

We currently have 35 people in accommodation in response to Covid-19. We estimate that continuation of current emergency accommodation provision will cost £82,146 (based on £55 per night average cost with a decrease of 2 cases in emergency accommodation each week.)

We are paying a higher nightly rate for the commercial hotel, where 11 of our rough sleepers are being accommodated than the nightly paid accommodation. We have negotiated the best possible rate with the hotel.

This is for 18 weeks and is with HB reclaim already included as well as use of £5,000 repurposed Rough Sleeper Initiative funding which had originally been intended to be used to assist with our winter shelter provision. We have reached the figure of 2 service users moving out of emergency accommodation each week based on our current achievements with moving on Covid placements.

Having assessed the 35 people we are currently accommodating, we have identified that the vast majority of this cohort (approx. 17) are those with low to medium support needs who will ideally be moved on into the private rented sector with support. We are therefore requesting £19,000 in revenue funding to top-up our Rough Sleeper Initiative funding budget for rent in advance and deposits.

Support:

There are also two Supported Lettings workers whom we have shared access to alongside Tonbridge and Malling Borough Council and Sevenoaks District Council. They currently have a caseload of 15 cases, and are working to capacity, meaning there is a need for additional Supported Lettings workers to assist with sustaining tenancies for those that are moved out of emergency accommodation.

We have therefore requested funding of £41,000 (pro-rata for Oct 2020 – Mar 2021) for two further supported lettings workers to work with the 17 people we intend to assist into with managing their tenancies and properties once they are moved on from emergency accommodation. They will be able to assist a further 15 clients between them and we will ask our Tenancy Officers who are part of the Housing Team at TWBC to support the remaining two people.

These Supported Lettings workers will be employed by Look Ahead Care and Support. As they already employ the West Kent Supported Lettings Workers and recruited successfully to those posts during 2019, we have confidence that they will be able to recruit to two further posts quickly. Look Ahead will also be able to draw on the experience of helping people sustain private rentals in the TWBC area/local contacts made to help the two new members of staff work as effectively as possible.

4.3 Financial profile for short-term & intermediate projects	
Total costs for short-term & intermediate projects	£153,396
Total match / income / re-purposed funding identified	£5,000.00
Total net funding requested for short-term & intermediate projects 2020/21	£148,396
Total revenue funding requested from Next Steps Accommodation Fund 2020/21 (9.1 – 9.5)	£148,396

5. Plans to bring forward capital-funded supported move-on accommodation

5A Supported move-on accommodation plans – overview from LA	
<p>Important: please complete the table in Annex A for each scheme you are proposing as part of your move-on accommodation plans. Schemes are defined as proposed developments or acquisitions that would be considered under a single planning application.</p>	
5.1 Please describe your approach to identifying and securing supported move-on (12 months+) accommodation (300 words max)	
<p>We have identified three empty four bedroom properties owned by TWBC which are well located in Tunbridge Wells Town. We intend to use capital funding of £205,000 alongside 50% match funding from commuted sums to refurbish these properties in order to provide 6 self contained properties for supported accommodation for rough sleepers with on site support 7 days a week.</p> <p>The support will be provided in the form of 2.4 full time support workers on-site Monday-Friday and a roaming concierge service available overnight and on weekends. These roles will be employed by Look Ahead Care and Support.</p> <p>Due to the timescales required for the renovation of the properties we will not be bidding for Revenue funding for the support worker posts in 2020/21. We will however require this from 1 April 2021 onwards. As the properties are already owned by TWBC and not currently in use, we can quickly begin with the refurbishment process. Our Property and Estates team have surveyed the properties and assessed the timescales for the works. They have confirmed that a delivery date of 31/03/2021 is achievable.</p>	
5.2 In total, how many <u>schemes</u> have you identified to bring forward units of supported move-on accommodation in 2020/21?	1
5.3 Please list the schemes that form the total in 5.2 and add hyperlink (or embed document) for the completed Annex A that describes each scheme.	

Renovation of properties at Crescent Road, Tunbridge Wells with 24 hour onsite support/management (2 full time members of staff; 1 part time)

5.4 How many <u>units</u> of accommodation do these schemes (5.2) represent?	6
5.5 How many of these schemes (5.2) require MHCLG funding?	1
5.6 Please describe how properties secured under this funding will be allocated, and how you will ensure that those nominated now and in future are only people recovering from rough sleeping initially, then homeless households and those at risk of rough sleeping in future.	
<p>Allocations to this accommodation will be made by TWBC, in collaboration with our key homelessness partners. We will organise a panel to agree the most appropriate person for vacancies as they arise. This is something we have recently been doing for our Housing First vacancies and it has been working well.</p> <p>We will ensure the properties are only allocated to people recovering from rough sleeping initially, then homeless households and those at risk of rough sleeping in future through obtaining agreement on this through TWBC's Cabinet.</p>	

5.7 Financial profile for capital-funded supported move-on accommodation

Total costs for capital-funded supported move-on accommodation	£410,000	
Total match / income / re-purposed funding identified for capital-funded supported move-on accommodation	£205,000	
Total net capital funding requested for capital-funded supported move-on accommodation (premises)	£205,000	
Support costs	2020/21	<i>Annual net cost 2021/22 – 2023/24</i>
Total net revenue funding requested for capital-funded supported move-on accommodation (support linked to premises)	£0	£0

5B Investment in social investment-backed programmes – Only complete this section if you are a Local Authority and have plans to invest grant alongside your own sources of funding into a social investment-backed scheme, and you have discussed your plans with your adviser. You do not need to complete Annex A for this project.

5.11 Organisation(s) that will be making the proposed investments within the Local Authority area	
5.12 Lead contact for the investing making organisations(s) <i>(Name, job role, contact details)</i>	
5.13 Name(s) and contacts of any	

Appendix B

investment partners identified (i.e. social investment intermediaries)	
5.14 Sum of proposed investment from MHCLG grant 20/21	£
5.15 Sum of funds from investing organisation(s) to be invested 20/21	£
5.16 Total revenue grant requested for tenant support	£
5.17 Please describe your approach to providing support to tenants <i>(Name / contact details of support provider(s), type of support, support hours per week per tenant etc)</i>	
5.18 No. of units that will be delivered in 2020/21	
5.19 No. of units that will be delivered 2021/22 - 2023/24	
5.20 Please describe any engagement you have had with the social investment sector to determine the role that social investment can play in addressing your rough sleeping needs	
5.21 Please describe why and how this approach will assist you in securing settled, supported move-on accommodation, and in delivering the wider objectives of this funding programme	
5.22 Please confirm support from Sec. 151 officer (LAs) and outline broader political / Board support where relevant	
5.23 Please describe your due diligence process to identify and invest through an appropriate social investment intermediary	
5.24 Please describe how properties secured under this funding will be allocated, and how you will ensure that those nominated now and in future are only people recovering from rough sleeping initially, then homeless households and those at risk of rough sleeping in future.	

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5.25 Financial profile for social investment-backed property funds (if applicable)		
Total costs for social investment-backed property funds	£	
Total match / income / re-purposed funding identified for social investment-backed property funds	£	
Total net capital funding requested for social investment-backed property funds (delivering premises)	£	
Support costs	2020/21	<i>Annual net cost 2021/22 – 2023/24</i>
Total indicative net revenue funding requested to support accommodation delivered by social investment-backed property funds, and any additional legal and professional costs	£	£

5C Revenue-only funding for provision of supported move-on accommodation and / or schemes to promote recovery from rough sleeping		
<p>5.26 Please describe any revenue-only (that is, not part of a capital scheme) projects you are proposing that will:</p> <ul style="list-style-type: none"> Unlock additional supported move-on units (e.g. Private Sector Leasing schemes; schemes that are having capital investment from elsewhere, but would benefit from grant for increased tenancy support etc. PRS access does not apply here.) Support people to transition from the street into longer-term supported move-on living (e.g. furnishing funds, rent deposits etc) Support and promote recovery (access to employment, training, volunteering etc) alongside longer-term, supported move-on provision <p>Please include the names and key contacts of any organisations that will be delivering on these programmes. Add more lines as necessary.</p>		
Revenue Programme	Net cost for 2020/21	<i>Annual net cost 2021/22 – 2023/24</i>
	£0	£0
	£0	£0
	£0	£0
	£0	£0

5.27 Financial profile for revenue-only interventions		
Total costs for set-up of PSL scheme(s)	£	
Total match / income / re-purposed funding identified for set-up of PSL scheme(s)	£	
Total net funding requested from NSAP for set-up of PSL scheme(s) 2020/21	£	
	2020/21	<i>Annual net</i>

Appendix B

Support costs for PSL		cost 2021/22 – 2023/24
Total costs to deliver support to people in PSL scheme(s)	£	£
Total match / income / re-purposed funding identified for delivery of support to people in PSL scheme(s)	£	£
Total net revenue funding requested to support accommodation delivered by PSL scheme(s)	£	£
Total costs to deliver other revenue-only project scheme(s)	£	
Total match / income / re-purposed funding identified for other revenue-only scheme(s)	£0.00	
Total net revenue funding requested for other revenue-only scheme(s) 2020/21		
Total net revenue funding requested	2020/21	<i>Annual net cost</i> 2021/22 – 2023/24
	£0	£0

6. Evaluation & learning

6.1 Please describe your approach to evaluation and learning. How will you measure the impact of your interventions, capture learning, and disseminate lessons learned across the wider local system? (250 words max)

Having had our Housing First scheme in place for 2-3 years now, we have recognised the importance of evaluating progress and quickly making changes when issues are identified.

For example, we started our Housing First project with several two bedroom flats, but have found that self contained studio or one bedroom flats are more successful for higher need rough sleepers.

Another example of learning from our previous work is that we now have regular Partnership Meetings with our Rough Sleeper Initiative partner organisations, to address problems that have arisen promptly.

We will continue to hold these regular meetings to discuss progress, best practice and address any issues in delivery.

We will continue to capture and monitor data around number of placements, successful move-ons, any cases where former rough sleepers return to the streets etc.

7. Risk assessment

7.1 What are the risks associated with delivering your proposals detailed above and what are your proposed mitigations? Key risk categories: delivery, resourcing, funding, quality of accommodation and support, other.

Risk Category	Description	Mitigation	Risk Owner	Date mitigation will be
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Appendix B

				completed by
Delivery	Refurbishment of Crescent Road properties over budget	Internal survey carried out to provide accurate assessment of costs	TWBC	20/08/2020
Resourcing	Difficulty in recruiting to support worker roles	Competitive salary Ensuring job is shared with all relevant homelessness partners.	TWBC/Look Ahead	31/03/2020
Quality of accommodation and support	Level of support provided to service users not suitable	SLA agreed and signed with support provider prior to service starting Regular steering group meetings to monitor progress	TWBC	31/03/2020
Other	Anti social behaviour from residents of Crescent Road and those in private rentals	Prompt and assertive management of issues by support workers and TWBC. ASB issues regular agenda item on steering group meetings Close working with our Community Safety Unit and the Police	TWBC/Look Ahead	Ongoing
Quality of accommodation and support	Time required for refurbishment of properties and knock-on affect on bid for Revenue funding for support workers	Internal surveys conducted by TWBC Property Team to set realistic timescales for completion of works. TWBC to bid for support workers for 2021/22 revenue funding for support workers	TWBC	Ongoing

8. Draft delivery schedule

Use the below template to detail milestones and deliverables, costs and timescales for your funding proposal. Please ensure that your key/prospective partners are bought into your proposals and agree that they are deliverable. Delivery dates should be based on the assumption that allocations will be confirmed in August 2020 and that delivery needs to be complete by 31 March 2021. The below examples are purely illustrative, we expect more detail to be included than below. Please expand the tables as necessary.

NSAP Draft Schedule					
LEAD LOCAL AUTHORITY: Tunbridge Wells Borough Council					
		NSAP Costs (not applicable to all outputs)			
Project Strand	Outputs (Please detail expected milestones and deliverables required to make each element operational. Total bed spaces to be delivered and FTE or support hours delivered should be included,)	Total net revenue requested (e.g. training, staffing) 2020/21	Total net capital (e.g. housing acquisition costs, refurb costs etc) 2020/21	Delivery Date (not applicable to all outputs)	Comments (as appropriate)
Crescent Road renovation of 3 three bedroom houses	Planning permission for change of use obtained			31/10/2020	
	Tender for renovation works carried out and contractor appointed			30/11/2020	
	Renovation works completed		£205,000	31/03/2021	
	Furnishing properties			31/03/2021	
Total			£205,000		
3x bedspaces for ex-offenders with Pathways to Independence	Bedspaces purchased and nominations made	£11,250		01/09/2020	
Total		£11,250			

Funding for continuation of nightly paid accommodation	Ongoing bookings for homeless cases as required	£82,146		31/01/2021	
Total		£82,146	£		

Funding for rent deposits for PRS access for rough sleepers	Rent deposit money used as required	£19,000		31/03/2021	
Total		£19,000	£		

Funding for 2x supported lettings workers	Recruitment of staff	£41,000		01/10/2020	
Total		£41,000	£		

Total		£	£		

Total		£	£		

9. Supporting information

Please include any additional information in support of your proposal. This might include statements of support from other local commissioners or stakeholders, feedback from people with lived experience of rough sleeping and homelessness, or detail that you could not include within the proposal template. *(Max 500 words)*

For over 40 years the churches in Tunbridge Wells have been ministering to the Homeless and Rough Sleepers through soup kitchens and various outreaches. In the more recent years Tunbridge Wells Borough Council Housing Department has been very active in providing housing for these people and in the last few years, with the support of Government funding, has been extremely successful in not only housing a significant proportion of the local rough sleepers but has also put in place support workers to help these people make the difficult transition from the pavement to settled life.

They have been so successful that the churches now have to reassess their support role and move from a 'handout to a hand-up' approach by adopting a much more 'befriending' role. This will be most obvious early next year when a Resource Centre is opened to bring together soup kitchen activity and other agency support such as addiction counselling, health support, cooking and IT skills. If Tunbridge Wells Council's current bid for funding to develop supported housing is successful this will be a great assistance to the aim of eradicating rough sleeping as it is not sufficient to just pick a homeless person up and stick them in a room, they need significant support to adjust to a new way of life: working in conjunction with the Resource Centre this project would be the missing piece of the puzzle to provide a holistic approach to integrate rough sleepers into our community. – **Peter Querstret, TWBC Street Teams/Soup Bowls Team Leader**

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Appendix C

Estimate

30 Crescent Road,
Tunbridge Wells

Description of Project: 2 storey end of terrace with GF shop and derelict rooms above.
Change of use required for conversion to two self-contained one bedroom flats and a ground floor office with W.C.

General internal works		Quantity	Rate £	Cost £
Clearance etc	Strip out existing mechanical & electrical installations	1 item	500.00	500.00
	Remove existing staircase from GF to First Floor	1 item	200.00	200.00
Ceilings	Remove existing lath & plaster ceilings and renew with plasterboard	85m2	38.00	3,230.00
Internal walls	Remove existing lath & plaster and renew with plasterboard	200 m2	25.00	5,000.00
	Create stud & plaster partition on GF to create bedroom and hallway	14m2	60.00	840.00
Staircase	Install new pine staircase and balustrade from GF to First Floor	1 item	1,000.00	1,000.00
Floors	Take up GF suspended timber floor, install concrete oversite and renew all flooring and joists	47m2	58.00	2,726.00
	Replace damaged joists and floor boards on first floor	37m2	50.00	1,850.00
	Renew floor coverings throughout	85m2	40.00	3,400.00
Internal fire doors	Provide new solid core firecheck doors with closers	3 items	750.00	2,250.00
Internal doors	Provide 8 internal doors	8 items	80.00	640.00
Joinery & fittings	Repairs to stairs and balustrade from First Floor	1 item	500.00	500.00
Fireplace	Clean flues & board and vent fireplace openings	1 item	500.00	500.00
Thermal insulation	Thermal insulation to roof and external walls to comply with building regs	100m2	20.00	2,000.00
	Part L compliance - SAP Calculation & EPC	1 item	450.00	450.00
Sound insulation	Allowance for sound insulation between adjoining properties	1 item	1,000.00	1,000.00
	Part E compliance - street sound & structural airbourne tests	1 item	900.00	900.00
Ventilation	Supply & fit extractor fans to W.C, kitchens and bathrooms	5 items	375.00	1,875.00

General external works				
External walls	Repairs to front render and repointing of rear brickwork	1 item	950.00	950.00
Windows	Fit new double glazed windows	17m2	500.00	8,500.00
External doors	Replace external doors to front and rear	2 items	1,000.00	2,000.00
Rainwater goods	Overhaul rainwater goods as required	1 item	400.00	400.00
Drainage	Alter, adapt & extend drainage as required	1 item	500.00	500.00
Clearance	Strip out and dispose of covered area to the rear	1 item	1,000.00	1,000.00
Fascias and soffits	Replace all fascias and soffits	35 items	25.28	884.80
Flashings	Ensure all flashings are sound and replace where necessary	1 item	1,000.00	1,000.00

Kitchen Refurbishment	Renew all kitchen fittings including wall & base units, worktops, etc. Renew tiled splashbacks	2 items	5,000.00	10,000.00
Bathroom Refurbishment	Fit new basin, W.C and shower. Retile and refloor	2 items	6,000.00	12,000.00
Office W.C	Create studwork partition	1 item	500.00	500.00
	Fit new wash hand basin and W.C	1 item	800.00	800.00
Gas installation	New gas connection	1 item	2,000.00	2,000.00
	Distribution pipework to boiler	1 item	1,000.00	1,000.00
	Builders work	1 item	250.00	250.00
Electric installation	New installation including switches, socket outlets, concealed cabling & light fittings. Renew RCD protection.	1 item	5,000.00	5,000.00
Plumbing installation	Distribution pipework	1 item	1,000.00	1,000.00
	Builders work	1 item	500.00	500.00
	Part G - water consumption calculation	1 item	150.00	150.00
Heating & hot water	Fit new combi-boiler, radiators (with TRVs) and pipework	2 items	4,000.00	8,000.00

Appendix C

Fire precaution works	Linked mains operated smoke & heat detectors	4 items	250.00	1,000.00
	Ensure cavity barriers in place for fire protection	1 item	500.00	500.00
Decorations internal	Full internal decoration to all parts	1 item	4,500.00	4,500.00
Decorations external	Redecorate external parts including front render, rear painted brickwork, timber eaves etc	1 item	1,500.00	1,500.00
				92,795.80
Contingency	Contingency sum	10%		9,279.58
				102,075.38
Preliminaries	Access equipment etc	6%		6,124.52
Fees	Allowance for professional fees, including measured survey, planning and building regulations, CDM Coordination, project monitoring, payment certification, and final account settlement with contractor	1 item	4,000.00	4,000.00
				112,199.90
VAT		20%		22,439.98
Cost of Building Works				£134,639.88

Exclusions

Fixtures and fittings Cooker, fridge, curtains etc
 Furnishing

Appendix D

Estimate

31 Crescent Road,
Tunbridge Wells

Description of Project: 3 storey mid-terrace with GF shop and derelict rooms above.
Change of use required for conversion to two self-contained one bedroom flats.

General internal works		Quantity	Rate £	Cost £
Clearance etc	Strip out existing mechanical & electrical installations	1 item	500.00	500.00
	Remove existing staircase from GF to First Floor	1 item	200.00	200.00
Ceilings	Remove existing lath & plaster ceilings and renew with plasterboard	102m2	38.00	3,876.00
Internal walls	Remove existing lath & plaster and renew with plasterboard	200 m2	25.00	5,000.00
	Create stud & plaster partition on GF to create bedroom and hallway	14m2	60.00	840.00
	Remove wall between existing kitchen and W.C & make good	1 item	800.00	800.00
Staircase	Install new pine staircase and ballustrade from GF to First Floor	1 item	1,000.00	1,000.00
Floors	Take up GF suspended timber floor, install concrete oversite and renew all flooring and joists	47m2	58.00	2,726.00
	Replace damaged joists and floor boards on first and second floor	54m2	50.00	2,700.00
	Renew floor coverings throughout	105m2	40.00	4,200.00
Internal fire doors	Provide new solid core firecheck doors with closers throughout	2 items	750.00	1,500.00
Internal doors	Provide 7 internal doors	7 items	80.00	560.00
Joinery & fittings	Repairs to stairs and balustrade	1 item	750.00	750.00
Fireplace	Clean flues & board and vent fireplace openings	1 item	500.00	500.00
Thermal insulation	Thermal insulation to roof and external walls to comply with building regs	120m2	20.00	2,400.00
	Part L compliance - SAP Calculation & EPC	1 item	450.00	450.00
Sound insulation	Allowance for sound insulation between adjoining properties	1 item	1,000.00	1,000.00
	Part E compliance - street sound & structural airbourne tests	1 item	900.00	900.00
Ventilation	Supply & fit extractor fans to kitchen and bathroom	4 items	375.00	1,500.00

General external works				
External walls	Repairs to front render and repointing of rear brickwork	1 item	950.00	950.00
Windows	Fit new double glazed windows	17m2	700.00	11,900.00
External doors	Replace external doors to front and rear	2 items	1,000.00	2,000.00
	Block up existing kitchen door	1 item	500.00	500.00
	Create doorway in place of dining room window	1 item	500.00	500.00
Rainwater goods	Overhaul rainwater goods as required	1 item	400.00	400.00
Drainage	Alter, adapt & extend drainage as required	1 item	500.00	500.00
Clearance	Clear area to rear of property	1 item	1,000.00	1,000.00
Fascias and soffits	Replace all fascias and soffits	35 items	25.28	884.80
Flashings	Ensure all flashings are sound and replace where necessary	1 item	1,000.00	1,000.00

Kitchen Refurbishment	Renew all kitchen fittings including wall & base units, worktops, etc. Renew tiled splashbacks	2 items	5,000.00	10,000.00
Bathroom Refurbishment	Fit new, basin, W.C and shower. Retile and refloor	2 items	6,000.00	12,000.00
Gas installation	New gas connection	1 item	2,000.00	2,000.00
	Distribution pipework to boiler	1 item	1,000.00	1,000.00
	Builders work	1 item	250.00	250.00
Electric installation	New installation including switches, socket outlets, concealed cabling & light fittings. Renew RCD protection.	1 item	5,000.00	5,000.00
Plumbing installation	Distribution pipework	1 item	1,000.00	1,000.00
	Builders work	1 item	500.00	500.00
	Part G - water consumption calculation	1 item	150.00	150.00

Appendix D

Heating & hot water	Fit new combi-boiler, radiators (with TRVs) and pipework	2 items	4,000.00	8,000.00
Fire precaution works	Linked mains operated smoke & heat detectors	4 items	250.00	1,000.00
	Ensure cavity barriers in place for fire protection	1 item	500.00	500.00
Decorations internal	Full internal decoration to all parts	1 item	4,500.00	4,500.00
Decorations external	Redecorate external parts including front render, rear painted brickwork, timber eaves etc	1 item	1,500.00	1,500.00
				98,436.80
Contingency	Contingency sum		10%	9,843.68
				108,280.48
Preliminaries	Access equipment etc		6%	6,496.83
Fees	Allowance for professional fees, including measured survey, planning and building regulations, CDM Coordination, project monitoring, payment certification, and final account settlement with contractor	1 item	4,000.00	4,000.00
				118,777.31
VAT			20%	23,755.46
Cost of Building Works				£142,532.77

Exclusions

Fixtures and fittings Cooker, fridge, curtains etc
 Furnishing

Appendix E

Estimate

32 Crescent Road,
Tunbridge Wells

Description of Project: 3 storey mid terrace. Change of use required for conversion to 2 self-contained 1 bedroom flats.

General internal works		Quantity	Rate £	Cost £
Clearance etc	Strip out existing mechanical & electrical installations	1 item	500.00	500.00
Ceilings	Remove existing lath & plaster ceilings and renew with plasterboard	102m2	38.00	3,876.00
Internal walls	Remove existing lath & plaster and renew with plasterboard	200 m2	25.00	5,000.00
	Create stud & plaster partition on GF to create bedroom and hallway	14m2	60.00	840.00
	Remove wall between existing kitchen and W.C & make good	1 item	800.00	800.00
Staircase	Install new pine staircase and ballustrade from GF to First Floor	1 item	1,000.00	1,000.00
Floors	Take up GF suspended timber floor, install concrete oversite and renew all flooring and joists	47m2	58.00	2,726.00
	Replace damaged joists and floor boards on first and second floor	54m2	50.00	2,700.00
	Renew floor coverings throughout	105m2	40.00	4,200.00
Internal doors	Provide new solid core firecheck doors with closers throughout	9 items	750.00	6,750.00
Joinery & fittings	Repairs to stairs and balustrade	1 item	750.00	750.00
Fireplace	Clean flues & board and vent fireplace openings	1 item	500.00	500.00
Thermal insulation	Thermal insulation to roof and external walls to comply with building regs	120m2	20.00	2,400.00
	Part L compliance - SAP Calculation & EPC	1 item	450.00	450.00
Sound insulation	Allowance for sound insulation between adjoining properties	1 item	1,000.00	1,000.00
	Part E compliance - street sound & structural airbourne tests	1 item	900.00	900.00
Ventilation	Supply & fit extractor fans to kitchen and bathroom	2 items	375.00	750.00

General external works				
External walls	Repairs to front render and repointing of rear brickwork	1 item	950.00	950.00
Windows	Fit new double glazed windows	17m2	700.00	11,900.00
External doors	Replace external doors to front and rear	2 items	1,000.00	2,000.00
Rainwater goods	Overhaul rainwater goods as required	1 item	400.00	400.00
Drainage	Alter, adapt & extend drainage as required	1 item	500.00	500.00
Clearance	Clear area to rear of property	1 item	1,000.00	1,000.00
Fascias and soffits	Replace all fascias and soffits	35 items	25.28	884.80
Flashings	Ensure all flashings are sound and replace where necessary	1 item	1,000.00	1,000.00

Kitchen Refurbishment	Renew all kitchen fittings including wall & base units, worktops, etc. Renew tiled splashbacks	2 items	5,000.00	10,000.00
Bathroom Refurbishment	Fit new, basin, W.C and shower. Retile and refloor	2 items	6,000.00	12,000.00
Gas installation	New gas connection	1 item	2,000.00	2,000.00
	Distribution pipework to boiler	1 item	1,000.00	1,000.00
	Builders work	1 item	250.00	250.00
Electric installation	New installation including switches, socket outlets, concealed cabling & light fittings. Renew RCD protection.	1 item	5,000.00	5,000.00
Plumbing installation	Distribution pipework	1 item	1,000.00	1,000.00
	Builders work	1 item	500.00	500.00
	Part G - water consumption calculation	1 item	150.00	150.00
Heating & hot water	Fit new combi-boiler, radiators (with TRVs) and pipework	1 item	6,000.00	6,000.00

Appendix E

Fire precaution works	Linked mains operated smoke & heat detectors	7 items	250.00	1,750.00
	Ensure staircase from GF to SF is fire protected to 30 mins	1 item	1,500.00	1,500.00
	Ensure cavity barriers in place for fire protection	1 item	500.00	500.00
	Emergency lighting in stairwell	1 item	1,500.00	1,500.00
Decorations internal	Full internal decoration to all parts	1 item	4,500.00	4,500.00
Decorations external	Redecorate external parts including front render, rear painted brickwork, timber eaves etc	1 item	1,500.00	1,500.00
				102,926.80
Contingency	Contingency sum	10%		10,292.68
				113,219.48
Preliminaries	Access equipment etc	6%		6,793.17
Fees	Allowance for professional fees, including measured survey, asbestos survey, scheme design, planning and building regulations, budget estimate, building survey, schedule of work, CDM Coordination, project monitoring, site meetings, interim valuations, payment certification, and final account settlement with contractor	1 item	4,000.00	4,000.00
				124,012.65
VAT		20%		24,802.53
Cost of Building Works				£148,815.18

Exclusions

Fixtures and fittings Cooker, fridge, curtains etc
 Furnishing

Analysis of potential options for properties owned by the Council in Crescent Road, Tunbridge Wells

Report produced by Katie Exon, Corporate Property Officer, Property and Estates

Refurbishment for retail use

The effective demand for retail space in this location has been severely affected by:

The general shift from high street shopping to online shopping

The general economic downturn which has led to lower retail spending

The Covid-19 pandemic lockdowns that have forced many businesses to close for extended periods with resultant loss of trade

All of the above has resulted in a record number of both primary and secondary retail units becoming vacant in the town. In such circumstances it would not be prudent to even consider spending the significant sums required to refurbish the Crescent Road units for retail use until such time as the market improves, as there would be a significant risk of the units remaining vacant even if the refurbishment works were completed.

Refurbishment for office use

The effective demand for office space in this location has been severely affected by:

The general economic downturn which has led to lower effective demand for office space

The Covid-19 pandemic lockdowns that have forced many businesses to close for extended periods and further accelerated the move towards home working

The uncertainty of how the above will affect office demand in the future once the Covid-19 pandemic passes

The Council has a tenant who specialise in temporary office space. They have indicated that until they can ascertain how the Covid-19 pandemic has affected their business model, they are not able to progress any discussions on lease renewal. This is as we would expect and as such it would not be prudent at this moment in time to even consider spending the significant sums required to refurbish the Crescent Road units for office space until such time as the market improves.

Refurbishment for residential use

The effective demand for residential space has remained fairly constant notwithstanding all the facts set out above. Although it is now more a question of retaining existing tenants as opposed to looking for rental growth within your portfolio. The scheme proposed for refurbishing the three units is particularly attractive as a significant part of the expenditure required to refurbish the units is coming from non-council funds.

This gives the opportunity for three vacant units to be refurbished and to be put to beneficial use serving the local community. In addition, once these units are refurbished it would be useful at that point to further consider the future of the remaining vacant units. If further

grants were available this may enable all the vacant units to be brought into beneficial use for the local community.

Do nothing approach

We would not recommend this approach as it would produce no income. We have an opportunity now to bring into beneficial use three units with the use of external grant monies, which is clearly a better approach.

Cabinet

3 December 2020

Urgent Business

Procedural Item:

To consider any other items which the Chairman decides are urgent, for the reasons to be stated, in accordance with Section 100B(4) of the Local Government Act 1972.

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Cabinet

3 December 2020

Date of Next Meeting

Procedural Item:

To note that the date of the next scheduled meeting is Thursday 21 January 2021 at 12:00pm.

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