

REGENERATION, CULTURE AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

2 DECEMBER 2021

ATTENDANCE BY THE PORTFOLIO HOLDER FOR RESOURCES

Portfolio Holder: Councillor Gulvin, Portfolio Holder for Resources

Summary

This report sets out progress made within the areas covered by the Portfolio Holder for Resources which fall within the remit of this Committee.

1. Background

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee covered by the Portfolio Holder for Resources are:

- Community Safety Partnership
- CCTV
- Property

Note: The following services fall within the Resources Portfolio, in relation to the Community Safety Partnership:

- Tobacco control, excluding smoking cessation services
- Community safety aspects of alcohol and drug misuse
- Public health aspects of promotion of community safety, violence prevention and response.

1.2 The Community Safety Partnership is made up of the following responsible authorities –

- Medway Council
- Kent Police
- Kent Fire and Rescue Service (KFRS)
- Kent Surrey and Sussex Community Rehabilitation Company KSS CRC)
- Kent and Medway Clinical Commissioning Group (CCG).

1.3 The nature of the work of the Community Safety Partnership means that several areas of work detailed in this report although are all community safety

initiatives, involve a number of different council departments who are the responsibility of a number of Portfolio Holders.

1.4 Achievements for 2020/21 are detailed by services area below.

2. Community Safety Team

2.1 In July 2018 Medway Council created a team of 2 Community Safety Officers (specifically to deal with anti-social behaviour and unauthorised encampments), reporting to the Community Safety Team Leader.

2.2 The remit of the team is to identify on-going, long-term anti-social behaviour issues and act as a hub for Medway Council colleagues and partner agencies. The team have formed close working partnerships with Kent Police and other members of the Community Safety Partnership. They have extended a holistic approach to assist housing providers and other organisations in dealing with anti-social behaviour that affects the wider community.

2.3 The team attend a weekly meeting with Kent Police and the Medway Task Force. The Task Force act as a conduit to other agencies and stakeholders. The meeting allows a partnership approach to community safety and a speedier response to community issues in Medway.

2.4 The Community Safety Team attend the Vulnerability Panel with Medway Task Force. This meeting brings together partner agencies, stakeholders and other agencies to deal with community related issues that affect the wider community and require a multi-agency approach. In the last year the panel has dealt with numerous cases ranging from anti-social behaviour to mental health. The panel brings a holistic approach to problem solving and allows all involved parties to work towards successful outcomes.

2.5 Since its creation, the Community Safety Team (Anti-Social Behaviour Team) has dealt with nearly 677 cases. These have ranged from some simple anti-social behaviour issues, which required a quick fix, to complicated community safety issues which needed a protracted investigation and multi-agency approach led by Community Safety Officers.

2.6 The team use the tools and powers contained within the Anti-Social Behaviour Crime and Policing Act 2014. Since December 2020 they have issued 72 Community Protection Warnings and 25 Community Protection Notices in relation to Anti-Social Behaviour. In addition, they have worked on a number of extensive enquiries that will have a positive impact on Medway's communities and may ultimately bring offenders to prosecution.

2.7 During ASB Week from 19 - 25 of July, the team carried out joint work with Kent Police to all current hot-spots and engaging with any individuals in the area, with colleagues in Kent Police carrying out appropriate enforcement. This work was carried up to 10pm and over weekends. Since then, the team has also supported Kent Police to target other hot spot areas, such as Hoo St Werburgh and Gillingham Town Centre. They also supported their Community

Liaison Officer during a programme of events for Hate Crime Awareness, attending Rochester Cathedral, Asda in Chatham, St Augustine's Church in Gillingham, and Mid Kent College twice, including a particular focus on those with learning disabilities.

- 2.8 The Community Safety Team is also taking part in the Safer Streets initiative to increase understanding amongst vulnerable homeless woman and sex workers about the help and support available to them.

3. Community Payback

- 3.1 Unfortunately, due to COVID-19 the work of Community Payback has been significantly impacted. The Community Safety Team is working with colleagues to commence this work in line with the safe working practices of Community Payback.

4. Medway Task Force

- 4.1 The Safer Streets 1 (Home Office funded) project in Gillingham formally finished at the end of June 2021. Over 1,300 properties were visited by the Medway Task Force during the lifetime of the project – there were 860 successful engagements, with over 600 households receiving property marking kits. These kits were accompanied by signage to place in front windows and more permanent signs fixed to lamp posts informing Members of the public of property marking within the area. Kent Fire Rescue Service received over 100 additional referrals for fire safety visits and through their work identified some vulnerable people requiring further agency support. Referrals were also made to the Department of Work & Pensions and to Medway Council Recycling. Over 51 tonnes of waste were removed over the lifetime of the project with over 402 enforcement and warning notices served including investigations commenced. Graffiti has been removed; planters have been replanted within the project area and further on-street bins installed. An additional CCTV was also installed. A recycling project took place which has seen positive results. A survey was conducted, and this will inform future learning around the best method by which to conduct surveys. Throughout this project the team, including Medway Council has used social media and other media platforms to communicate the good work taking place.
- 4.2 The Medway Task Force has now commenced working in Chatham Central Ward and has already undertaken a multi-agency engagement event led by the KFRS officer within Task Force; further partnership engagement events are planned. Contact is also being made with key stakeholders in the area. A partnership operations meeting is commencing to assist in directing this work.
- 4.3 Medway has recently been successful in a bid application to the Home Office via the PCC's office for Safer Streets 3 funding. This round of funding is focussed on reducing violence against women and girls. The bid for Medway is relatively wide reaching in its content, encompassing both residential and non-residential streets. It includes Rochester and Chatham High Streets covering the night-time economy, some public parks and car parks. There is a

geographical area of focus which includes River Ward and elements of this project will focus on specific areas of need. The project deliverables themselves cover elements such as, additional lighting, improving natural surveillance, street scene improvement – graffiti and waste removal & community initiatives within public spaces; elements associated with the night-time economy (NTE), such as, educational campaigns, supporting those already operating in the NTE and developing safe spaces – all supported with the more traditional target hardening products. Finally, there are deliverables which will operate across Medway, such as bystander training and awareness raising within educational establishments and the wider public.

- 4.4 The Medway Task Force successfully bid to the Kent Violence Reduction Unit for funding to develop four projects – an Advan operation working closely with Crime Stoppers and Fearless educating young people in schools and colleges around knives/drugs; an opportunity for work & mentor placements within a fencing company led by DWP officers within the task force; a community project within Luton/Chatham using original artwork focussed on preventing crime and lastly a project being delivered to Year 9 pupils in Medway schools focussed on three area - healthy relationships, exploitation and positive opportunities in Medway for young people culminating in an Opportunities Fair at Mid Kent College in October. Work is developing on these projects – all of which are in line with Medway Task Force aim and objectives.
- 4.5 Close working continues with the Violence Reduction Unit and support has been given in relation to monitoring buddi-tags.
- 4.6 The Safety in Action (SIA) Project delivered to all primary schools (Year 6) during March 2021 has since been delivered within SEN schools with some excellent artwork produced linked to the main safety themes of water, internet, road, fire and personal safety. This SIA project is a shortlisted finalist for the Children & Young People Now Awards under the safeguarding category – results to be announced in November. Work is also taking place to ensure this project is ready for delivery in 2022 with an updated workbook and an additional pre-recorded video around anti-social behaviour, suitable for delivery to Year 6 pupils. Work will start imminently to publicise this excellent initiative to all schools to increase the number of those schools participating in 2022.
- 4.7 The Medway Task Force works closely with all departments within the Council undertaking joint visits where appropriate in line with objectives; they have undertaken two recent joint operations with Environmental Front Line Services Team focussing on unlawful waste carriers.
- 4.8 The Medway Vulnerability Panel was implemented in July 2020. It is chaired and administered by the Medway Task Force and supports one of their three objectives of reducing vulnerability. Since its inception there have been 66 referrals originating from a wide range of agencies. This Panel meets virtually, every four weeks, and is attended by a number of statutory agencies and commissioned services, including (but not exhaustive), Adult Social Care,

IMAGO & Turning Point. This Panel enables agencies present to consider a partnership approach to support an individual/household. Outside of the Vulnerability Panel, the KFRS Task Force Officer carries her own safeguarding case load working tirelessly to support those most vulnerable in Medway.

5. PACTs

- 5.1 COVID-19 has impacted on PACT's ability to meet in the last year. However, where PACT's have met online the Community Safety Team have joined with these, of which there has been 2 Pacts. Often PACTs disband once their specific concerns have been addressed.

6. Community Engagement

- 6.1 COVID-19 has meant that the programme of community engagements has been significantly impacted. However, since July the team has attended five public events in various parks alongside Environmental Protection, Freshers Fayre at Mid Kent College, personal safety event at University of Creative Arts, Opportunity Fayre at Mid Kent College, and Chatham, Gillingham and Rainham alongside Kent Fire and Rescue Service as part Halloween and Guy Fawkes Night awareness. They have also attended Chatham, Gillingham and Rochester Town Centre Forums.

7. Illegal Tobacco

- 7.1 Kent Police, Medway Public Health and the Trading Standards team have been addressing the presence of illegal tobacco in our community. Op Ignite, led by Kent Police, has seen the following enforcement actions:

- 342,000 cigarette sticks seized
- 80kg hand rolling tobacco (HRT) seized
- £27,545.41 seized under Proceeds of Crime Act
- 7 shop closure orders
- 2 vans seized
- 11 arrests
- 1 immigration related safeguarding concern addressed

- 7.2 In addition to these seizures, the Trading Standards team has been carrying out a rolling programme of trader audits to ensure that the presence of illegal tobacco does not become 'normalised' in our local retailers. Trading Standards have also continued their work to regulate the presence of shisha, niche and oral tobacco in local shops and restaurants.

8. Age Restricted Goods

- 8.1 The Trading Standards team are continuing a rolling programme of inspections to ensure that business are complying with their obligations on age restricted goods. The team has produced a new comprehensive training package for local businesses to ensure they exercise due diligence in preventing the sale of age restricted products to young people. Four hundred and sixty packs have already been supplied.
- 8.2 The team has undertaken a range of test purchasing campaigns covering a broad range of age restricted products and positively all traders heeded advice and refused to sell to the test purchasing volunteers. Seventy-one test purchasing attempts were undertaken.
- 8.3 The team has been recently tasked with implementing the new Botulinum and Cosmetic Filler (Children) Act 2021 which introduced age restricted controls to this trade sector. The team are busy visiting all the local businesses and searching for online traders operating from residential properties.

9. Strategic Community Safety Approach

- 9.1 A strategic approach continues to be adopted to ensure the Community Safety Partnership (CSP) is closely aligned with the ambitions of Medway as a great place to live, work, learn and visit.
- 9.2 The strategic assessment reviewed the CSP's existing priorities and has confirmed that they meet their statutory obligations as a partnership, reflecting the priorities of partner agencies in delivering a safer Medway, and supporting sustainable regeneration.
- 9.3 The annual strategic assessment will this year refresh the Action Plan as part of the 4-year CSP Plan, which the CSP continues to align with the Police and Crime Commissioners Safer in Kent Plan.

10. Public Space Protection Orders (PSPO)

- 10.1 Legislation introduced by the Government in 2014 gave local authorities more freedom and flexibility to control ASB in places to which the public has access. PSPOs replaced the Designated Public Place Order (DPPO), which created 'alcohol control zones' and Dog Control Orders. The change to the law came into effect on 20 October 2017. From this time the DPPOs were treated as provisions of a PSPO.
- 10.2 PSPOs are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.

10.3 The PSPOs in Chatham, Gillingham, Rochester and Strood were all extended as have the dog control PSPOs after a period of consultation. These can be varied or discharged at any time following further consultation.

10.4 We have recently consulted upon extending the boundaries of our existing PSPOs which cover prohibiting the areas, Chatham, Rochester and Strood town centres (also known as 'alcohol control zones'), these are currently going through the Council's due democratic process.

11. Prevent

11.1 The Kent and Medway Prevent Duty Delivery Board (PDDB) is the strategic partnership board responsible for overseeing Prevent and is jointly chaired by Corporate Directors from Medway Council and KCC and has good attendance from a range of partners.

11.2 The Kent and Medway Prevent Partners Plan sets out required activity and was amended to reflect both the Counter Terrorism Local Profile recommendations and themes from the Kent and Medway Counter Terrorist Risk Assessment 2020-21, with agreement from all partners. Progress updates are delivered to the quarterly Kent and Medway PDDB. The Kent and Medway Plan has been identified as national best practice.

11.3 The Medway Prevent Cross-Directorate Group continues to meet and mirrors the equivalent KCC meeting. The Kent and Medway Prevent Coordinator chairs this group and is supported by a number of colleagues across the council to attend. A Medway Council Internal Prevent action plan has been developed and is monitored through this group.

11.4 The Prevent and Channel Strategic Manager, Prevent Coordinator and Prevent Engagement Officer continue to deliver a high level of training to colleagues, partners, and communities. There has been excellent engagement and requests for the whole training offer. The Training offer was updated in September 2021. The training offer now includes InCels Ideology awareness (of people who define themselves as unable to get a romantic or sexual partner despite desiring one). There is a vast amount of training being delivered to partners such as Kent Police, incorporating all teams across the force as well as a training offer to local authority Members across Kent & Medway. An overview of information on MedSpace is currently being worked on for Medway staff.

11.5 The Medway Prevent Education Officer (PEO) continues to have good engagement across Medway schools and with partners. Delivery of training continues with a mixture of virtual and in person delivery to Medway Primary, Secondary and Independent Schools. Medway schools regularly contact the Medway PEO for advice and support where required. The Prevent Education Officer newsletter is produced bi-monthly and disseminated to MedSpace alongside other relevant resources.

- 11.6 Strong links have been made with Medway SEN provisions. The Medway PEO has delivered numerous workshops directly with young people. These workshops focus on online safety from extremism. Further workshops are planned before the end of 2021.
- 11.7 The Medway PEO delivered Prevent training in June to the new Kent Police Schools Officer's. There are currently two dedicated Schools Police Officers for Medway who received this training with more being recruited. The second wave of Prevent training to the Schools' Officer will be scheduled for early 2022.
- 11.8 Prevent content created by the PEO's for inclusion in the PCC commissioned (Amelix) Is it Worth it school's tour (run by Kent Police) was delivered to the first tranche of secondary schools in July which had an updated Prevent delivering included by the PEO's and delivery continues throughout the autumn term. This series of events will be attended by 1000's of year 7,8 and 9 pupils and will consequently significantly increase the reach of a Prevent message about dis-information, misinformation and fake news to secondary age pupils.
- 11.9 The Medway PEO continues to update training, resources, and support to reflect fast changing and emerging risks and issues as well as address gaps in resource provision and knowledge. The Medway Carer's Forum has received their first delivery from the PEO on Zoom. This was received well and other dates are planned, the Parent Information Toolkit was shared alongside this input.
- 11.10 Delivery of the Home Office Funded schools' projects for 2021-22 is underway. The allocated Small Steps session for the Medway Secondary schools was delivered on 12 October 2021. Feedback from staff and students was excellent. As a result of this session whole school staff training is now booked for after half-term. The allocated Equaliteach primary session is still to be confirmed. These sessions have been assigned using several criteria including the local risk profile and Channel Panel referrals and, taking into account emerging local issues that are commonly exploited by extremist groups. This approach gives the PEO's the flexibility to respond to fast moving issues.
- 11.11 The Independent Review of Prevent announced by the Government as part of the Counter Terrorism and Border Security Act 2019 has been led by William Shawcross. It has now been completed. The outcome from the review is due to be shared in December 2021 at the same time the Government response to review will laid before Parliament.

12. Channel Panel

- 12.1 Channel is the early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour. Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people.

- 12.2 'Dovetail' refers to arrangements where a local authority takes on responsibility for the administration and management of Prevent referrals suitable for Channel consideration and adopted Channel cases, which had previously been a police function. The Dovetail arrangements were initially piloted in KCC from September 2016 and have continued beyond the original 12-month pilot. The Home Office provided additional resourcing to the KCC Dovetail team, in order to extend the Dovetail arrangements to Medway. As previously reported the roll-out of Dovetail coverage to Medway commenced on 1 September 2020.
- 12.3 The combined KCC and Medway Panel is co-chaired by the Head of Safeguarding and Quality Assurance from Medway Council Children's Services, and the KCC Prevent and Channel Strategic Manager.
- 12.4 For the year up to 30 September 2021 there has been a 65% increase in Kent and Medway referrals compared to same period in 2020. This may be due to the relaxation of COVID 19 legislation and educational establishments returning to normal.
- 12.5 Significant Prevent activity continues across Kent and Medway, assisted by the funding grants received from the Home Office. Prevent referrals continue to increase and the team are fully involved with the impact of Afghanistan events across Kent & Medway.
13. Serious and Organised Crime Partnership (SOCP)
- 13.1 The SOCP continues to meet with the aim of being instrumental in providing an effective local response to the issue of serious and organised crime and gang related issues in Medway. This is chaired by the Community Safety Unit Inspector and has good attendance from a number of partners as well as Medway Council departments, including Counter Fraud, Environmental Enforcement, Community Safety, Environmental Protection and Housing.
- 13.2 The multi-agency group develops and implements plans using the '4 P' model of Prepare, Pursue, Prevent and Protect to target known gangs, to disrupt and dismantle the criminality, as well as to work with partner agencies to raise awareness of organised crime and its negative impact on individuals, communities and the local economy.
- 13.3 In the last year one Organised Crime Group (OCG) was formally adopted at the SOCP following a scoring process to assess risk, harm and threat. A number of other cases are also discussed at the SOCP, and although not formally adopted, there has also been significant input to target other cases which are raised at the meeting with a partnership response also coordinated. The SOCP also reviews crime series, prison releases into the community and divisional targets.

- 13.4 The SOCP incorporates Modern Day Slavery, Human Trafficking, Missing Persons, Gangs and Human Trafficking and works closely with the MASE (Child Sexual Exploitation).
- 13.5 The SOCP also works with partner agencies to develop techniques to deter people (particularly young people) from being drawn into serious and organised criminality.

14. Blue Light Project

- 14.1 The Blue light project (BLP) continues to facilitate multi-disciplinary support those who face severe and multiple disadvantages. Meetings were held virtually in 2020-21 and were attended by a range of organisations including Police, rough sleeping initiative, housing providers, Public Health, third sector organisations, support services for people who use drugs, mental health, social care, probation and prison health.
- 14.2 Approximately ten people are on the list at any one time for discussion and support to prevent them 'falling between the gaps' in services. Information is shared between partners and actions are allocated which contribute to improved outcomes for the BLP clients. Those referred in to the BLP faced barriers to services and it has been noted by partners that cases are becoming increasingly complex; several of whom have exhausted all avenues of support.
- 14.3 The Medway and Swale Integrated Care Partnership worked with the BLP to pilot joint meetings to enable up to date medical information to be used alongside other social factors. The outcome of these meetings is in the process of being evaluated, but collaborative working between General Practice and the BLP partners has increased.

15. Homelessness

- 15.1 Medway Housing continues to work in multi-agency partnership, and this was key in the pandemic response which resulted in over 100 of the people accommodated under the government's 'everyone in' initiative moved into settled and sustained housing with ongoing support available. A significant input was made by a wide range of voluntary and statutory agencies to keep people safe throughout lockdown and deliver new services, so people did not have to venture out to get help, food etc. The team continue to go out to offer support and advice is offered to vulnerable people, who may be current rough sleepers or those who have had a history of rough sleeping and are drawn back to the street community.
- 15.2 Throughout the pandemic service has been maintained at the same or higher levels. Significant work is done with the Blue Light Project around highly vulnerable individuals. There is a new rough sleeper preventions worker to intervene with people at risk of sleeping rough to our Housing Solutions Service. The Housing team are also taking part in the Safer Streets initiative

to increase understanding amongst vulnerable homeless woman and sex workers about the help and support available to them.

16. Domestic Abuse One Stop Shop (OSS)

- 16.1 Medway's One Stop Shop (OSS) is held every Tuesday morning (9.30am-12pm) at the Sunlight Centre in Gillingham. There is representation and commitment from a number of multi-agency partners, including statutory and voluntary agencies such as Medway Community Health, solicitors, Home Start, Medway Domestic Abuse Service (Oasis), Support2Court (provided by SATEDA), DWP, Turning Point, Kent Police, Clarion, West Kent Housing, NSPCC and Medway Council.
- 16.2 The OSS was closed during the second lockdown and reopened as a Lite model, in line with COVID restrictions at the end of March 2021. Since then, they have supported 92 individuals.
- 16.3 The Lite version of the OSS – offered from the end of March until first week in September - offers immediate support by trained domestic abuse specialists within an environment which adhered to the Government guidelines of the time. During this period, agencies were encouraged to signpost victims to the MDAS Helpline in place of attending the OSS in person, therefore numbers at the OSS reduced significantly since pre-COVID-19. Since COVID restrictions were lifted, the full model of the OSS was re-launched – this allows for more professionals representing more agencies to be available.
- 16.4 The number of visitors to the OSS has not increased back to pre-COVID levels – this is because agencies and victims are directly approaching MDAS via their helpline and in the community – this direct route is the best pathway into support. The OSS continues to offer a multi-agency response which continues to be vital for victims as a first point of contact.

17. Doorstep Fraud

- 17.1 The Trading Standards team are continuing their work challenging doorstep crime in Medway. Working in partnership with Kent Police, local banks, Neighbour Watch and community groups they have intervened in 14 cases this year and directly saved householders from parting with £92,800 to rogue traders.
- 17.2 The team are continuing to encourage residents to declare their properties 'No Cold Call Homes' and have introduced a new pack which includes a facility for vulnerable residents to nominate trusted neighbours to support them if they are cold called. The team have supplied over 4,500 of the new packs and further engagement events are planned in local communities.
- 17.3 The team have a pending investigation against a rogue trader that carried wholly unnecessary work leaving the resident with a leaking roof and a loss of £5,600.

17.4 The team continue to be actively involved with the National Scam Hub project where chronic victims of scams are visited and supported to stop being the target of scam letters and emails. The team have undertaken sixty of these visits this year, sign posting many of the residents to other critical support services.

18. Kent and Medway Serious Youth Crime project

18.1 The Ministry for Housing, Communities and Local Government (MHCLG) established the Supporting Families Against Youth Crime (SFAYC) Fund to support the delivery of the government's Serious Violence Strategy. Kent County Council was successful in securing £1,362,645 in funding from the SFAYC Fund over two years, to deliver and lead a collaborative North Kent and Medway project. The project supports young people under 18 who are or could be involved in serious violence.

18.2 The project's strategic aims are:

- Provide additional capacity to local authorities where gang and youth crime is an issue, to help them respond to their local needs.
- Test and learn from interventions and place-based initiatives.
- Drive improved local, multi-agency partnership working with the VCS.
- Develop children's personal resilience to withstand peer pressure and make positive choices, particularly but not limited to the transition ages between primary and secondary school.
- Reduce gang and youth crime by intervening early to raise awareness of the dangers of gangs, youth violence and knife crime and changing the culture around the acceptability of carrying knives.
- Work with parents/carers and local workforce to understand the dangers and risks surrounding gang crime.

18.3 The programme groups young people into three cohorts:

- Tier 1 will look at children transitioning from year 6 to 7 and schools in areas that are affected by serious violence. Tier one will focus on training the trainer to support young people and be delivered by the schools in those areas.
- Tier 2 will look at those at risk of being involved or who are on the periphery of criminal involvement.
- Tier 3 are young people who have been convicted and either were going in or coming out of custody.

18.4 As at the end of August 2021 there had been 141 young people supported by the project, with approximately 45% of these coming from Medway. The support is delivered by mentors who will support young people for up to 12 months.

18.5 The project has collaborated with the Violence Reduction Unit to commission a service to develop a network of community sports providers across North

Kent and Medway. These providers will offer diversionary activities in communities affected by serious violence. There has also been collaboration on the raising of the awareness of professionals, including schools, of serious violence. This includes the development of training resources, a website and poster campaign, and the hosting of workshops delivered by national experts on serious violence.

- 18.6 The project is working with the Children's Society to provide training on child exploitation to businesses in Medway. The work will support a wider community awareness of the risks of child exploitation and enable greater reporting of concerns to Kent Police or the Local Authority.

19. Unauthorised Encampments

- 19.1 Since December 2020 a total of 4 unauthorised encampments have been dealt with by the Community Safety Team. The process commences with an initial welfare check alongside the due process to remove unlawful encampments using the Criminal Justice and Public Order Act 1994 (CJPO).
- 19.2 These site visits are usually done in tandem with officers from Kent Police. The team have worked very hard in making sure they promptly use the CJPO Act, on day 1 serving notice under section 77 to direct campers to leave; if they fail to comply with the section 77 direction, they then use section 78 of the same act to go to court on day 2 to get an order which allows for their removal. This means that the quickest time to legally removal an unauthorised encampment using the CJPO act is 3 working days. In some instances, Officers have attended on Saturdays as well as attending Court on a Saturday morning to ensure our response is as quick as possible.
- 19.3 A programme of works has been carried out to target harden areas at further risk of unauthorised encampments, in particular at Beechings Green in Gillingham.

20 CCTV

- 20.1 The CCTV estate in our High Streets has undergone a significant amount of investment to improve the coverage. This has involved some cameras being removed (in line with the Surveillance Commissioners Code of Practice) but has also seen several analogue cameras replaced with digital high-definition cameras providing far better coverage and quality of evidence to support any prosecutions.
- 20.2 There remains to be no plans to further reduce the number of town centre community safety CCTV cameras, however mechanisms need to be in place to ensure compliance with the surveillance camera code of conduct.
- 20.3 Each month a report is generated by the CCTV control room that lists activity levels of all town centre CCTV cameras. Part of this report will highlight zero activity cameras. If a camera reports zero activity for a period of 6 months, the cameras placement will be reviewed e.g. Is it in the correct position? Is it

performing a specific function that has changed? Has the environment surrounding the camera changed etc.

- 20.4 If it is found that a camera is serving no specific purpose based on documented evidence, it will be submitted to the Community Safety Partnership Strategic Executive Group (CSP SEG) for decommissioning or re-deployment elsewhere. It is at this point the qualified professionals of the board may intervene with their own service-based intelligence. If it is decided that a camera is to be removed Ward Members will be informed of this decision and the rationale behind it.
- 20.5 If a Ward Member, a Member of the Public or an Officer of the Council feels a location would benefit from a new camera due to anecdotal evidence of increased activity in an area, this may be reported to the Community Safety Team (it's important to note the distinction between the Community Safety Team and the Community Safety Partnership). The Community Safety Team will then investigate whether a Camera is the correct response to the specific issue. If this is the case, the team will then collect evidence and complete a privacy impact assessment and present the suggestion to the CSPSEG for consideration.

21. Environmental Enforcement

- 21.1 The Environmental Enforcement Team continue to work in partnership with Kent Police and neighbouring local authorities. They use Kent Police's custody suite to facilitate the interviewing of suspects in environmental crime investigations. The team successfully prosecuted 14 cases with court awarding fines and costs totalling £14,079. During the past year the team have compiled 2 cases that have been referred to Medway magistrates court, these are all awaiting court dates (delayed due to COVID-19 restrictions).
- 21.2 The team conducted 13 operations alongside Kent Police, this resulted in 46 vehicles being stopped with 11 vehicles being seized.

22. Kent and Medway Violence Reduction Unit (VRU)

- 22.1 The Kent and Medway Violence Reduction Unit is a multi-agency partnership established through funding to the Police and Crime Commissioner by the Home Office. The aim of the unit is to reduce serious violence amongst those aged under 25 through the adoption of a public health approach that focuses on the causes of violence.
- 22.2 The four areas of interest to the VRU are gangs and county lines, knife violence, robbery and violence with injury. Data identifies that there has been a reduction in serious violence across the County since April 2019.
- 22.3 The VRU has supported work in Medway to reduce violence through the sharing of data to better understand the problem, the commissioning of

services to divert individuals from violence and by driving a more effective collaborative approach across agencies.

- 22.4 The Medway CSP and Task Force have been funded to deliver various projects:
- Healthy Choices Healthy Lives workshops for all year 9 students in education to raise awareness of the risks of violence or criminal exploitation and how students can seek help
 - Supported employment
 - Community based awareness campaigns working in the communities supported by the Task Force
- 22.5 Young adults aged 18 – 25 who have been involved in serious violence are supported by the voluntary sector. One scheme is to support resettlement from prison and is delivered by the Forward Trust. Young adults in the community are supported by St Giles Trust. The support to those aged under 18 is provided through the North Kent Serious Youth Violence project with whom the VRU work closely.
- 22.6 Two Medway schools (the Robert Napier School and the Victory Academy) are part of the work with NurtureUK. Education consultants are working with identified schools across the County to support schools to improve their approach to inclusion amongst students and parents. Schools are testing the use of tools to identify the needs of students and are supported to improve their policies and practices that, if successful, will reduce exclusion.
- 22.7 The VRU coordinator for Medway and Swale monitors for incidents of serious violence. Should any such incident occur then a multi-agency response will be driven by the coordinator unless such a response is already in place. The VRU has driven a coordinated response to Gangs and County Lines criminal exploitation through this approach which has supported the reduction in the number of County Lines in Medway.
- 22.8 The VRU have developed a suite of resources for use by professionals in Medway on knife and weapon crime. Work is underway with young people to create a campaign to raise awareness around the risks of knife carrying and to inform young people on where support is available to them.
- 22.9 The Serious Violence Duty is likely to become part of the Crime and Disorder Act and will require all CSPs to use data to inform a serious violence strategy. The VRU, Medway CSPs and the twelve Kent CSPs are collaborating to develop a shared strategic needs assessment and strategy for 2022 – 23.

23. Communications

- 23.1 The corporate Communications team continue to promote the work of Medway Council Front Line Services. Additionally, the Community Safety Partnership has its own Twitter account with tweets being sent on behalf of the partnership with general community safety advice as well as messaging

when and where we are holding community engagement events. The account currently has 1,606 followers.

24. Valuation and Asset Management

24.1 The team resources include a Service Manager, a property records officer and 2.8FTE Senior Valuers, with 1FTE of these being on long- term sick leave.

24.2 General Transactions include some of the following:

24.2.1 Terms have been agreed with the MOJ for a letting of part of Gun Wharf for a new family court. This will keep the court in Medway and will result in income and savings of nearly £346,000pa for the council.

24.2.2 The lease of the Stop Smoking shop in Chatham has been renewed at a reduced rent, decreasing from £25,000pa to £20,000pa.

24.2.3 We have agreed the rent reviews at Kingsley House, 33 High Street, Strood and 48 Canterbury Street, at much lower rents than the Landlords were proposing as shown in the table below:

Property	Old rent	Landlord's proposal /Date	Agreed	Saving pa on Landlord's proposal.
Kingsley House	£40,000pa	£67,250pa 19/03/2020	£54,000pa from 19/03/2020	£13,250pa
33 High Street Strood	£35,000pa	£57,000pa 31/07/2019.	£36,500pa from 31/07/2019.	£20,500pa
48 Canterbury Street	£35,000pa	£41,000 pa 16/08/2018.	£38,000pa from 16/06/21 (nearly 3 years after review date, resulting in extra savings.)	£3,000pa
			Total	£36,750pa

24.2.4 Work has started on the Skills Hub at Britton Farm, so that the council will be able to move out of 48 Canterbury Street when the lease ends in August 2022, saving at least £38,000pa in rent, plus outgoings.

24.2.5 A standard Wayleave agreement has been agreed with City Fibre, which is now being used to grant Wayleaves in respect of Broadband services to council housing.

24.2.6 We have provided advice and options for various Covid 19 related property requirements including, food distribution, Vaccination/testing sites and research sites and we have completed a lease of the Coach Park at Rochester Airport for a test site and a licence at the Pentagon Centre as a Vaccination Centre.

24.2.7 A lease has been completed of the Old Vicarage as part of the outsourcing of the Children's assessment Centre

24.3 Capital receipts

24.3.1 Last financial year, the council received £5.385M in capital receipts from 9 transactions (Including Chatham Waterfront, White Road and Garrison point).

24.3.2 This year (2021/22) the council has already received over £5,364,000 in capital receipts, including phase 4a Rochester Riverside and the re-gear of Gillingham Business Park. It is likely that the council will receive a further £1,000,000 from the transfer of Phase 3 Rochester Riverside, the retention from White Road, the receipt from the Cathedral Car Park and the sale of the freehold of Land at the Broadway Gillingham.

24.4 Development and Regeneration

24.4.1 Works have started on phase 3 of Rochester Riverside and the transfer of phase 3, has now taken place with payment for the phase (£481,000, with £346,000 of this payable to the council) being received later this financial year. Phase 4a transferred on 24 September 21 for £1M.

24.4.2 Works have started on the new Primary School, and we are working with the DFE to complete an agreement for lease/lease of the school and for a funding agreement, whereby the DFE will pay for the 1 Form Entry extension.

24.4.3 We have been assisting the HRA in appropriating and acquiring suitable sites for housing development for council housing.

24.4.4 The Garrison point and Chatham Waterfront sites have transferred to MDC and construction is underway. The affordable development at White Road (20 units for Affordable rent) is complete and has transferred to MHS.

24.4.5 We have arranged for the revaluation of the housing stock, as of 31 March 2021 (185 Beacon valuations) and we have completed all asset valuations for the 31 March 2021 (225 valuations). We have categorised leases for finance,

carried out an impairment review and assisted finance with any audit queries. (225 Valuations in all and the review of over 1000).

24.4.6 Net Income (before borrowing costs) for the 2020/21 financial year totalled £3,528, 901, which can be broken down as follows:

- Pentagon Centre: £1,890,326.
- Council housing shops: £207,663.
- Investment properties: £794,227.
- Commercial properties £628,185.
- Highways Properties £8,500.

24.4.7 The Council's rented properties are achieving a return of circa: 8% for Commercial/non-operational properties, 3.64% for Ground rents and 6.7% for Investments. Long-term voids (at over 6 months) are running at 2.9% In 2020/21, the council generated net rental income of circa £3.5M and the team generated fee income (ignoring SLA income) of circa £193,575.

24.4.8 Amongst other things, in the last year (1/11/20 to 31/10/21) the following transactions (excluding the Pentagon) have been completed:

Leases Granted	37
Leases Taken	1
Rent Reviews	34
Disposals	18 totalling £6,439,175

24.5. The Pentagon Shopping Centre

24.5.1 Strategic management of the Centre is carried out by Ellandi, with Workman, dealing with the day to day management.

Current net operating income (i.e. rent less costs but not borrowing costs) is predicted as £1.8M for 2021/22.

24.5.2 The ground floor of centre is currently almost fully let, with a vacancy rate of only 3% at ground floor (compared to an Ellandi benchmark of 6%). More leases will be completed, before year end, meaning that this vacancy rate will be even lower. Over the past 12 months, we have completed 25 new lettings, renewals and regears of units within the centre.

24.5.3 The coronavirus pandemic has clearly been a challenging time for the retail market and the Pentagon centre, though resilient, has not been immune from the difficulties this sector faces. The Centre and its tenants have experienced a wide range of operational issues throughout this time – most significantly, we have been challenged by the implementation of forced closures and continued to defend against the implications of the enforcement action moratorium, in respect of taking legal action for non- payment of rent and service charge.

24.5.4 The management team on the ground has risen to this challenge admirably and has worked to keep up with the changing demands of our tenants and the legislation coming out of central government. The Pentagon has outperformed the national benchmarks in terms of footfall reductions over this period which can only be attributed to its offer including essential retailers and a loyal catchment area.

24.5.5 The management arrangements for the centre have been audited and there were no recommendations from this audit.
Current rent collection figures are set out in Exempt Appendix 1.

24.5.6 Plans for development of the first floor are progressing with the RIBA stage 2 design, completed, most of the first -floor occupiers have either moved out/or have agreed to move out and negotiations are at an advanced stage with a Public Sector occupier.

24.6 Plans for Mountbatten House

24.6.1 Planning consent has been secured for the development of Mountbatten House, the council has now acquired the building, and enabling works are underway.

24.7 Seabed Units

24.7.1 In 2020/21, the income generated from the council's Seedbed units at Pier Road and Hopewell Drive was as set out below:

	Gross income	Costs	Staff costs	Net income
Hopewell	£91,936.03	£16,919	£8,210	£66,807
Pier Road	£128,627.38	£13,017	£4,230	£113,804

24.7.2 Current occupancy is as set out below:

	No of units	No of units let	% of units let	Lettable space sqft	Amount of space let sqft	% of space let
Hopewell	23	18	78%	11,318	9,222.00	81%
Pier Road	29	26	90%	10,920	10,020.00	92%

24.7.3 Two of the Pier Road units are waiting for improvements by Norse before letting. The other is to be used for a change of unit by an existing tenant.

24.7.4 One of the vacant units at Hopewell is under offer and soon to be occupied. All the remaining vacant units are on the 1st floor which are not as easy to let as ground floor units.

24.8 Complaints

24.8.1 No complaints have been received and the average case load is now 171 cases per FTE.

25. Property

25.1 Achievements for 2020/2021

25.1.1 The Property and Capital Projects Team has moved Directorate from BSD to RCE in the first quarter OF 2021 and continues to deliver against expectations this year. A review and restructure of staff and Medway Councils accounting process were completed in the summer and following staff departures through retirements and new Medway ventures has allowed for the creation of new roles to increase our Teams scope and enable the team to continue and enhance delivery on key projects and adapt to the latest climate and building maintenance as well as new Government compliance legislative requirements, and to review opportunities in scope reviews across RCE. The team continue to mentor within, and to provide career progression and this has helped to retain skills and Medway knowledge within the team.

25.1.2 The Property Team have built on previous successes and are delivering several high-profile projects (examples below) including resolving technical/planning issues, to facilitate the development of several sites.

25.1.3 We currently have over 100 schemes/projects at varying stages on the design process from feasibility, through design, procurement, planning, we follow the RIBA stages with our Client Teams, and continue with our delivery on Site, onto the Defects period. These projects and activities are recorded on our Management information Report (MIR). Schemes vary in scale from some of the largest projects, examples highlighted in this report, as well as small schemes of lower value. In total there are circa over £50million of works on the MIR.

25.1.4 The need for the early development of several new projects has meant we have had a large amount of design works this last year to enable these pipeline projects. We have been adopting the new ICT technologies, taking advantage of new ways of working brought about by Lockdown during the Covid-19 pandemic. For example, client meetings with architect's screen sharing and carrying out live sharing of designs and agreeing technical review and changes during teams' meetings.

25.1.5 Medway Council Capital Projects Team have engaged with the MOJ along with the asset & property services team and we have successfully negotiated the move of family law courts (previously situated at Anchorage House Chatham), to Gun Wharf. This will mean that the Courts remain in Medway and our main portfolio asset the Gun Wharf Corporate Headquarters will be developed and supported further and maintained along with the Law Courts via the lease agreement.

25.1.6 The Capital Projects Team have worked on the Operations Depot on Maidstone Road alongside the new adjacent developments and the site is now proceeding with eco surveys, and site establishment, and design progress with plans, elevations and fly throughs of the development available with this paper, to demonstrate the progress made.

25.2 Leisure:

25.2.1 At the Splashes leisure pool site in Rainham. The team has built on previous surveys and decisions on the reprovision of this popular local amenity. The site has been boarded up and we are at RIBA stage 1. Design is due to commence and is being reviewed regularly with the project board. The selection and instruction of consultants has been made to ensure Medway have a design team who are proven in their ability to deliver sustainable projects.

25.3 Children's Services

25.3.1 The vacant former Old Vicarage children's home has been refurbished to become an assessment centre. This project was in conjunction with Business Change and The Partnership and Commissioning Team. The Sunlight Contact Centre has been refurbished following an Ofsted inspection.

25.4 Brook Theatre

25.4.1 Future high street funding was secured, and a scheme has been designed for refurbishment of the ground floor to enable increased use of the rooms and boost income. Levelling up fund has also just been awarded and this will enable the whole building to be refurbished and the two schemes will now amalgamate.

25.5 Education

25.5.1 The team are taking forward the next phase of Abbey Court school In Strood, the attached images show the latest phase of SEN school ambitions for our Medway provision which is now in place on the previous Temple School site. The site is adjacent to a new housing development, and the previous successful phase, with a continue knowledge of the previous maintained following the successful commission of the new Contractor. Bradfield –This school project has now reached the stage of Pre-Start now on site with an established Contractor. The attached elevation indicates the visual representations of the new block.

25.5.2 Additional large building Schemes at Hundred of Hoo Primary and St Nicholas Primary are also being designed ready for planning to create additional teaching spaces much needed in these areas of Medway.

25.5.3 Smaller scale but just as important we are continuing to deliver and roll out the Maintenance and Condition works on our Medway Schools including a range of schemes such as new rooves and New Road and Swingate Schools,

FRA works like Fire Shutters on Kitchens and high-risk areas, replacement heating and boiler systems at Parkwood school. Our aim is to always be proactive as opposed to reactive however there are always building issues with an ageing stock that need resolving quickly i.e. subsidence issues, drainage works, improved security.

25.6 Housing HRA 2020/21 programme

25.6.1 We continue to support the Housing works this year including for window replacements, pitched, and flat roofs, as well as the FRA fire risk assessment works a rolling programme. Kitchens and bathrooms, and boilers. Environmental improvement through communal spaces. HRA housing internal surveyors are commissioned to cover the minor works condition programme. We continue to be available to assist with Capital schemes, and input into the condition programme as required.

25.7. Heritage

25.7.1 Regular meetings are held with our special Heritage site leads, and conservation officers, alongside the JV Medway Norse to review the requirements of our listed buildings and Heritage portfolio, We share responsibility for delivering the buildings updates with English Heritage/Heritage England, and work to the latest condition programme to maintain the structures The Corn Exchange is an example where following external works being completes, we have implemented internal works, and will continue to support the internal Clients to maintain the plant and décor.

25.7.2 We now survey and review the historic Roman walls around Rochester to ensure they are safe and maintained.

25.8 Corporate Offices

25.8.1 The changes required to the Gun Wharf internal layouts by moving our staff out from Level 2 are underway, with our team delivering new spaces for meeting rooms for a new flexible way of working. The works to waterproof the basement area at the front of Gun Wharf and maintain key service integrity is reaching completion and is due to complete in Q4. We have received compliments on the way this has been achieved without disruption to the staff or public, and on the look of the re-laid walls and pavements.

25.9 FM Facilities Management

25.9.1 Security reviews are being undertaken on our management of various threats and the changing local and world scene. These assessments are currently focusing on revising protocols within our Head Office with MN/H&S/ Emergency planning officers. We will be undertaking an assessment of requirements coming from the Government Building Safety Bill 2021 with the Buildings Safety manager reviewing Medway's portfolio, corporate risk identification and with FM buildings managers, incorporating with the JV partnership MN. Having undertaken review of the Gun Wharf fire emergency

plans and procedures we are installing a new tag system that will improve our safety systems and we will consider this in with the new Phoenix agenda for flexible working and staff input on the provision of staff operations, this will be considered with and approved by our HR and health and safety team.

25.9.2 Medway Norse/Corporate Property & Capital projects have worked together on the delivery of the pandemic response, this continues, in addition the BRMF programme through the Capital projects board ensures we monitor and maintain new operational maintenance works within a governance structure with input from internal Clients and our partners. We have seen an improvement on delivery through prioritised funding and working in with the condition programme, monitored and maintained from five-year surveys implemented to ensure we identify health and safety matters, and the most urgent mission critical building works.

25.9.3 We are also now looking into the medium-term financial plan with the Accounts team to manage BRMF pressures. The SLAs will be reviewed with in house Clients ensuring MN are receiving the benefit of all potential works streams under their remit, to maximise profit share and delivery of services.

25.9.4 The team have continued to work with the One Public Estate (OPE) project with funding being obtained in some key Medway Locations. The following schemes are under development, and in various stages of progress.

- White Road Community Centre (Community /Social residential)
- Clover Street Chatham, Healthy Living Centre and housing with CCG
- Temple Street, Strood – Healthy Living Centre with CCG
- Britton Farm office and residential options – 40 units
- Temple waterfront remediation study – potential residential site
- Gillingham Fire Station – “make ready” site for Southeast Coast Ambulance Service
- Chatham Dockyard old Police Station development

25.10 Medway Development Company (MDC)

25.10.1 Medway Work streams under consideration are reviewed regularly by the Head of Service, the portfolio holder and the MDC Director to ensure that our future developments encompass potential MDC delivery opportunities for new units to maximise space making enhancements to fit in with the master plan objectives. We continue to support this development on a very practical level with budget reviews and assistance through our team with our accountants and finance/payments. The Chatham building developments are now progressing well, and the Head of service is/will be making regular visits to these sites.

25.10.2 Kent Estates Partnerships Board: We continue to lead on the initiatives at the board with progress being made on several fronts. We have just presented our Re:fit initiative having first presented to the Kent Finance Directors, and we were subsequently requested to present to KEPB. Both presentations resulted in follow up requests on how to proceed with a Re: Fit

project, and we will look to assist along with LGP Local Government Partnerships.

25.11 Energy initiatives/Climate Change/NCZ

25.11.1 In addition to the regular condition programme implemented by our JV partners Medway Norse, our team are rolling out Phase 1 of the new Refit initiative (current value circa £12m, with £3m additional Salix funding now applied for).

25.11.2 We are now looking at Phase 2 identification of the next set of opportunities to save energy and carbon and assist with the condition programme pressures with the input of our JV partners and close working in with the Re:Fit framework contractor.

25.11.3 An executive summary of progress can be found below:

25.11.4 Buildings - Total Project cost £3.39m including (maintenance and measurement & verification) £3.14m in energy conservation measures (ECM)

- 11.24GWh,
- 2,345tCO₂
- £768,696.

25.11.5 Delivering:

- 4,932m³ of water
- 2.05GWh (22%)
- 446tCO₂ (20%)
- £258,726 (37%)
- 11.8-year payback.

Scope

Building	Solar PV	Controls	HWS & Heating	LED Lighting	Water Saving	Cooling	AHU	Battery	EV
Chattenden C.C				✓					
Cuxton Library	✓	✓		✓					
Gillingham Library	✓	✓		✓					
Gun Wharf	✓	✓		✓	✓	✓	✓		✓
Lordswood Library	✓		✓						
Medway Crematorium	✓	✓	✓	✓					
Medway Park	✓	✓	✓		✓			✓	
Rochester AEC	✓	✓		✓					
The Brook Theatre		✓	✓	✓	✓				
The Central Theatre	✓	✓	✓	✓	✓				
Wigmore Library		✓	✓	✓					

25.11.6 We will be installing cabling infrastructure for the EV points at Gun Wharf so that more points can be installed later. We plan to install 10 double chargers, as part of the first phase.

25.11.7 The Refit agenda has proved popular within the Council through the invest to save programme with investment payback and has also allowed the corporate team to access funding to carry out special projects.

25.12 Heat Networks

25.12.1 One of the special projects is a new funded Chatham heat network study underway, this initiative will inform the Council of options to connect an energy centre with local stakeholders to a Heat Network (river sourced heat pump), that Medway Property & Capital Projects are currently undertaking via consultants and engaging with public bodies, such as NHS, Universities, and the MOD, to adopt potential new Energy funding initiatives.

25.12.2 There are other potential Heat Network opportunities within Medway and our team, are working with our other in-house teams to ensure a Joint approach, and to provide a joint response to the Governments BEIS Heat Network Zoning Consultation November 2021.

25.13. Climate Emergency - Cop 26

25.13.1 As well as Refit, other major areas under review where we are taking forward the challenge on Climate Change on the Authority's Energy platform are support in the following: solar farms, plug in vehicle infrastructure and the aforementioned district heating schemes, these may also be future phases for the Re:Fit initiative. The team supports the climate change team with energy data reporting, which is required for calculating the council's carbon emissions, and presenting to the Cabinet.

Lead officer contact:

Richard Hicks, Director Place and Deputy Chief Executive
richard.hicks@medway.gov.uk
Tel 01634 332764

Ruth Du-Lieu, Assistant Director, Frontline Services
ruth.dulieu@medway.gov.uk
Tel 01634 333163

Sunny Ee, Assistant Director Regeneration
sunny.ee@medway.gov.uk
Tel 01634 331030

Appendices

A flythrough video of Chatham will be shown at the meeting
Exempt Pentagon Income Details

Background papers

None.