To: Estates & Facilities Committee

From Claire Cormack – Swanley Link Manager

Date: 19th July 2023

Subject: Estates & Facilities Update

1. Purpose of report

1.1 To inform the committee of any new projects and bookings**.**

Recommendations

2.1 No decisions made, for information purposes only.

3. Swanley Link background and information

3.1 Swanley Link opened on the 3rd August 2015 and is a joint venture between STC and KCC. The Swanley Link remains open throughout the year. There is a Changing Places on site and a hearing loop on request. Dementia friendly flooring and signs are installed around the building. The Swanley Link is managed on a day-to-day basis by STC staff who provide a Meet and Greet service, services on behalf of STC, LRA and KCC. Staff aim to achieve a holistic approach to customer service.

3.2 Organisations present:

- *Swanley Town Council*; New issue of parking permits, (approximately 2004 issued since April 01.04.23,) ordering and sale of all refuse bags and collection information for Swanley residents. Allotment tenancies (39 out of the 40 available are currently hired), court, sport and pitch bookings. Upkeep of noticeboards. Bus timetable information. Managing correspondence via email and telephone. General STC enquiries. Customer Service information for SDC and KCC enquiries.
- *Library and Registration Services, including Rhyme Time, Knit and Natter and the Larks and U3A Reading Groups, Craft events, Summer Reading Challenge. Digital Support Space, Children's knitting group, class visits from local schools.*
- *KCC – Blue Badge Support and Applications.*
- *KCC Community Warden Last Monday of the month 10am -11am*
- *KCC Community Services*
- *KCC* Kent County Councils, Helping Hands Financial Hardship Programme Team. August and October drop ins.
- The programme has a number of schemes that could support people experiencing financial hardship and we are keen to attend and share when appropriate.

- *Porchlight* - Kent's largest charity for homeless and vulnerable people.
- *West Kent Housing*
- *Post Office*
- *Photo Me Booth*
- *Piccalilly's Café,*
- *Ellenor* – Specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and only children across the London Borough of Bexley. *Bereavement Cafe*
- *News Shopper*- pick up a free copy within the Swanley Link
- *Dementia Friends Sessions* in conjunction with the Alzheimer's Society
- *Sevenoaks District Council – One You*
- *CGL UK – Change Grow Live* - West Kent Drug & Alcohol Wellbeing Service
- *We are with you – Talking Therapy*

3.3 Organisations that have had a recent presence in the Swanley Link:

- Specsavers audio

3.5 Between April – June 2023, there were approximately 65,742 face to face interactions with visitors within the Swanley Link; this number does not include the hundreds of telephone and email exchanges.

3.6 Incidents

All incidents reported to the correct organisation, EG Kent Police, KCC Estates, KCC Insurance. KCC Facilities.

5. Conclusions

5.1 The Swanley Link remained open throughout the pandemic, offering essential services in Swanley. New opportunities to help residents sought and considered by the Swanley Link Manager on an ongoing basis.

Claire Cormack

Swanley Link Manager