

**CONFIDENTIAL**

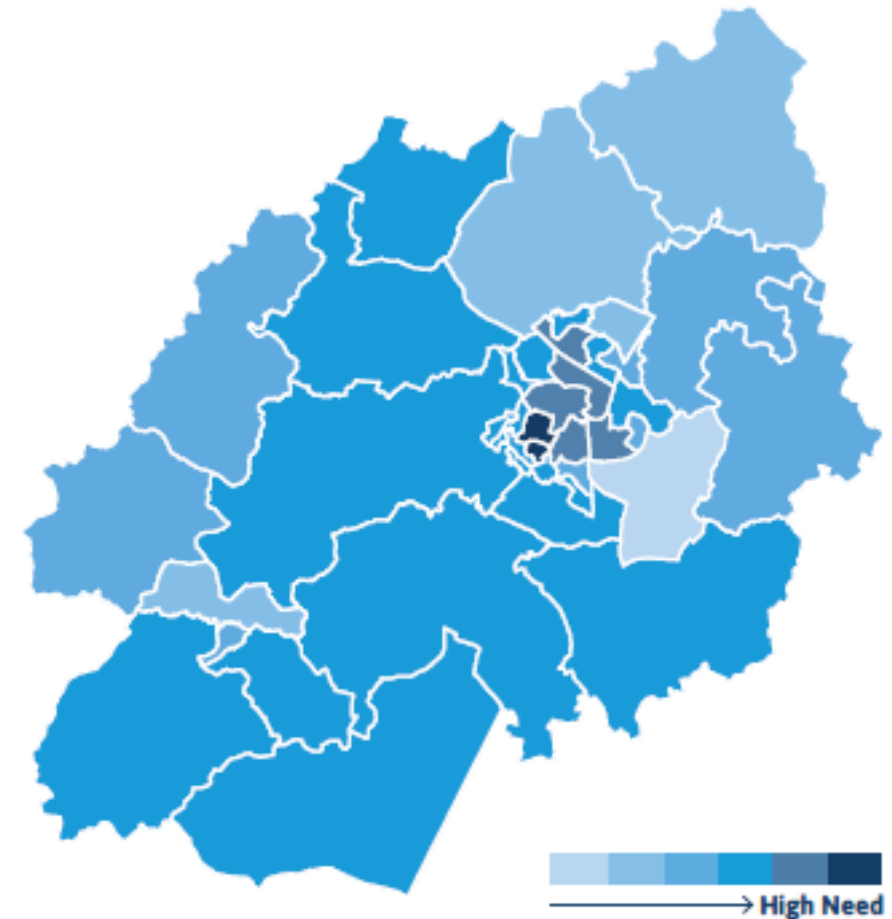
# The Needs Framework



**COMMUNITY**  
Services Consultation

# The Design Method

- Create a needs framework using agreed data sets
- Discuss need and how best to meet it with services
- Agree design principals
- Audit the presence of our buildings in wards with high need
- Discuss and agree opportunities for colocation



# The Process

## Design Framework Layers

**Layer 1** analyses the communities and their strengths and challenges. This is done using a wide range of indicators to detail the demographics of the area and additional factors such as deprivation, education levels and isolation.

**Layer 2** seeks to understand the place factors which impact those living in the area and ultimately how they access services. These include considerations such as internet speed and transport connectivity, as well as population growth and density.

**Layer 3** provides service specific insight and is applied after the other factors have been considered. This varies by service depending on data availability, but may include service user feedback, local plans and income generation data.

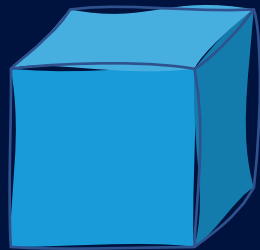
## How we did it...

- Data led exercise, using clear metrics to build our understanding of need in different communities.
- Sense checked our data with the service teams to ensure our interpretation of the data was sound.
- Service input additional metrics to develop the model.
- Iterative process with services and Infrastructure teams to identify a building network model that best meet the needs identified.
- Public consultation to socialise the model and gather feedback on the impacts of the model and the proposed closures on service users, partners and residents.

# Justification of Needs-based approach

- Within our Council Strategy '*Framing Kent's Future*' Kent County Council has committed to understanding and acting on people's needs. This approach will ensure that the Council uses the taxpayer's money in a way that has the maximum impact for communities.
- In designing the proposal we have focused on identifying the areas with the highest need for our services. Our proposals identify how the council would then deliver services to meet the needs of communities identified as 'higher need' and 'lower need'.
- We have focused on the 12 localities within Kent (organised around the existing District Council boundaries). To identify the level of need within a community, specific indicators have been used against each service. These are detailed on the following slides.
- For each service, indicators from layer 1 and 2 of the design framework have been selected which are relevant to identifying the need for the service and assessing the suitability of locations.
- Through discussion with services, the blend of sub-services delivered through physical presence, outreach and digital means have been identified.
- Based on this insight, suggestions have then been made as to where the service could deliver each sub-service, collectively providing the service's design.
- Using this process we have been able to identify the areas of higher and lower need. In discussion with the services we are identifying how best to meet the needs of the various communities, whether the indicators demonstrate that need as higher, or lower.
- Where a service provision is required in a building permanently, we have looked to utilise the buildings already owned by Kent County Council. Wherever possible we have opted to use the building located as close as possible to where the higher need is identified.

# Ward-level data

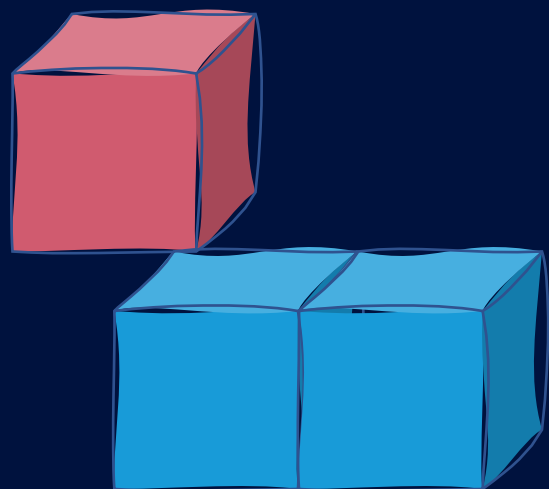


## Indicator

Indicator	Open Access	Public Health	Community Learning and Skills	Community Services for Adults with Learning Disabilities
Deprivation affecting children and older people.	✓	✓	✓	✓
Long term unemployment.	✓	✓	✓	
Ethnic diversity.	✓	✓	✓	
Educational attainment.	✓	✓	✓	
Long term illness and disability.				✓
% of ward population aged 0-15.	✓	✓		
Reception age children who are overweight or obese.	✓	✓		
Deliveries to teenage mothers.	✓	✓		
Low birth weight infants.	✓	✓		
Over 65s living alone.			✓	
Population increase.	✓	✓	✓	✓
Population Density.	✓	✓	✓	✓
Digital Exclusion.	✓	✓	✓	✓
Transport Connectivity.	✓	✓	✓	✓
Broadband Speed.	✓	✓	✓	✓

\*The exception to this is Gateways which were placed last in the design, once we had identified the need for multiple services.

# Ward-level service data



## Indicator

Numbers of adults with learning disabilities in each district.

Forecast population of 0-5 year olds in 2040.

Children whose main language is not English.

Children with Education Health and Care Plan (EHCP).

Children eligible for Free School Meals.

0-19 social care referrals.

Children in care.

Children with Fixed Term Exclusions.

Young people known to the Youth Offending team.

Early help episodes.

Service demand data.

Open Access

Public Health

Community Learning and Skills

Community Services for Adults with Learning Disabilities

Indicator	Open Access	Public Health	Community Learning and Skills	Community Services for Adults with Learning Disabilities
Numbers of adults with learning disabilities in each district.				✓
Forecast population of 0-5 year olds in 2040.	✓	✓		
Children whose main language is not English.	✓	✓		
Children with Education Health and Care Plan (EHCP).	✓	✓		
Children eligible for Free School Meals.	✓	✓		
0-19 social care referrals.	✓	✓		
Children in care.	✓	✓		
Children with Fixed Term Exclusions.	✓	✓		
Young people known to the Youth Offending team.	✓	✓		
Early help episodes.	✓	✓		
Service demand data.	✓	✓	✓	✓