



# KENT COUNTY COUNCIL FAMILY HUB SERVICES CONSULTATION - WRITTEN REPORT

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# BACKGROUND AND METHODOLOGY

## Background

The development of Family Hubs is part of a national programme taking place. Family Hubs bring together different services, so that families and young people can quickly and easily get the support they need. Professionals from different organisations will work together to provide these services, which means that users won't need to share their information more than once or contact lots of different organisations to get the help they need.

The introduction of Family Hubs in Kent will mean changes to some of the existing services Kent County Council, and partners, provide for families and young people. There will be changes to how you access the services currently provided by:

- Children's Centres
- Youth Hubs and community youth provision
- Health Visiting services
- Community-based midwifery care

The government has set out which services as a minimum must be delivered through Family Hubs. These are:

- parent-infant relationships and mental health support for new parents
- infant feeding support
- parenting support
- support with early language development and the home learning environment
- support for children with special educational needs and disabilities (SEND)
- safeguarding

The Family Hubs Services consultation was launched as a way to find out what effect the proposed changes may have and the chance to collect feedback for the development of additional Family Hub services, based on need.

The consultation also sets out proposed changes to youth services that are commissioned by KCC and seeks feedback on these.

## Consultation process

The consultation ran from 19 July to 13 September 2023 and was available on the Council's "[Let's talk Kent](#)" website. There were 22,256 page views made by 8,752 visitors during this time. Two questionnaires were available, aimed at different audiences: residents/service users, and staff/professionals. The former had 908 responses (95 of which were easy read) and the latter had 263 responses. The consultation was actively promoted at children's centres and youth hubs, with paper copies of the consultation materials available at these sites.

Staff were available at a number of activity events during the consultation period (24 events across the county) to engage with participants about the proposals, answer queries and encourage participation.

Young people were engaged directly and had the option of how they participated (for example, questionnaires, group discussions etc).

To raise awareness of the consultation and encourage participation, the following activities were undertaken:

- Promotional material sent to Health Visiting service and community-based midwifery
- Social media via: Open Access district Facebook pages, and KCC's corporate Facebook, X (Twitter), LinkedIn and Nextdoor accounts
- Paid Facebook advertising
- Posters and promotional postcards in Children's Centres, Youth Hubs, Kent Libraries, and Gateways
- Promoted on Kent Library PC welcome screens
- Emails to stakeholder organisations (eg health, district councils, Kent Association of Local Councils, Healthwatch etc)
- Invite to over 9700 people registered on Let's talk Kent who had asked to be kept informed about new consultations
- Articles in KCC's residents' e-newsletter
- Articles on the Kelsi website and e-bulletin for education professionals in Kent
- Article in NHS newsletter
- Media release issued at the launch of the consultation
- Banners/information on Kent.gov.uk homepage
- Articles on KCC's staff intranet and e-newsletters and email to staff groups.
- Social Media was a planned campaign with different / repeated messaging over the consultation period.
- Email to stakeholders 2 weeks before the consultation closed to remind/prompt those who had not yet responded.
- Targeted engagement and prompts via our open access and health visiting colleagues to encourage engagement in particular locations/communities.
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The [consultation website](#) contained a short introduction and all the consultation information (the full document, summary document, Equality Impact Assessment, questionnaires, other background information, and easy read and large print documents. A Word version of the questionnaire was available for those that did not want to complete the online form.

Promotional materials (and the website) included details of how to request alternative formats. Postcard content was translated into 3 languages (Punjabi, Polish and Slovak) for centre staff to use to engage relevant service users where necessary. A telephone number and email address were available for queries and feedback.

## Points to note

- Consultees were invited to comment on each aspect of the consultation and were given the choice of which questions they wanted to answer / provide comments. The number of consultees providing an answer is shown on each chart / table featured in this report.

- Consultees were given a number of opportunities to provide feedback in their own words throughout the questionnaire. This report includes examples of verbatims received (as written by those contributing) but all free text feedback is being reviewed and considered by KCC.
- This report includes feedback provided for the design of Family Hub Services and changes to youth services. Feedback for each element of the consultation has been categorised into sections accordingly.
- This report includes feedback from residents and professionals / organisations and the consultation contained a separate questionnaire for each stakeholder group. Feedback for each stakeholder group has been reported separately.
- Feedback received by the KCC team via email has been reviewed for the purpose of analysis and free text comments have been included where applicable in this report.
- Participation in consultations is self-selecting and this needs to be considered when interpreting responses.
- Response to this consultation does not wholly represent the individuals or stakeholders the consultation sought feedback from and is reliant on awareness and propensity to take part based on the topic and interest.
- KCC was responsible for the design, promotion, and collection of the consultation responses. Lake Market Research was appointed to conduct an independent analysis of feedback.

## Profile of resident consultees responding

908 consultees took part in the consultation questionnaire. The KCC team also received feedback via email / letters. Emails / letters were passed to Lake Market Research to review and include comments in this report accordingly.

The table below shows the profile of consultees responding to the consultation questionnaire only. The proportion who left this question blank or indicated they did not want to disclose this information has been included as applicable.

<b>RESPONDING AS...</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
As a Kent resident	849	94%
On behalf of a friend or relative	24	3%
A resident from somewhere else	14	2%
Other	6	1%
Prefer not to answer / left blank	15	2%

<b>GENDER</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Male	97	11%
Female	597	66%
Prefer not to answer / left blank	214	24%

<b>AGE</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
0-15	14	2%
16-24	28	3%
25-34	198	22%
35-49	315	35%
50-59	62	7%
60-64	23	3%
65-74	23	2%
75-84	15	2%
85 & over	3	0.3%
Prefer not to answer / left blank	227	25%

<b>PRESENCE OF CHILDREN</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
I/we have children	612	67%
I am / we are expecting a child	40	4%
I/we do not have children	54	6%
Prefer not to answer / left blank	202	22%

<b>AGES OF CHILDREN</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
0-1 year old	194	21%
2-5 years old	240	26%
6-10 years olds	196	22%

11-19 years old	238	26%
I/we do not have children	54	6%
Do not have children / prefer not to answer / left blank	255	28%

## Profile of professionals / organisation consultees responding

263 consultees took part in the consultation questionnaire. The KCC team also received feedback via email / letters. All emails / letters / videos received were passed to Lake Market Research to review and include comments in this report accordingly.

The table below shows the profile of consultees responding to the consultation questionnaire only. The proportion who left this question blank or indicated they did not want to disclose this information has been included as applicable.

<b>RESPONDING AS...</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Kent County Council staff	77	29%
Community-based midwifery staff	2	1%
Health Visiting staff	17	6%
Staff from another health-related organisation	11	4%
As a representative of a local community group or residents' association	2	1%
On behalf of an educational establishment, such as a school, college or early years setting	40	15%
On behalf of a Parish / Town / Borough / District Council in an official capacity	15	6%
As a Parish / Town / Borough / District / County Councillor	16	6%
As a Kent business owner or representative	2	1%
On behalf of a charity, voluntary or community sector organisation (VCS)	53	20%
On behalf of a faith group	2	1%
Other	26	20%

# EXECUTIVE SUMMARY

## RESIDENT FEEDBACK - FAMILY HUB SERVICES

- Of the eleven proposed Family Hub services put forward to consultees, the most commonly used are activities for children aged 0-5 (70%) and activities for older children and young people (48%). This is followed by education for parents on child development (35%), information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (31%) and information and signposting to mental health services (children and adults) (31%).
- Of the same eleven proposed Family Hub services, the most common activities likely to use in the future are activities for older children and young people (87%), support for parents / carers of adolescents (teenagers) (73%) and online safety for children and young people (73%).
- Potential interest is also high for information and signposting to mental health services (69%), activities for children aged 0-5 (65%) and information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND) (62%); reflecting an interest in a wider range of services for future use compared to those currently used.
- When asked to indicate what other services should be available for children, families and young people through the Family Hub network, the most common suggestion put forward is a place specifically for teenagers / activities for teenagers / support for teenagers / youth activities (32%).
- Of the three means of potential access to Family Hub services put forward to consultees, face to face is the most popular with 90% of consultees indicating they feel comfortable with this access route. 76% indicated they would be comfortable with accessing information services online. 55% indicated they would be comfortable with access virtual services (e.g. groups, course, live chat). The main reasons put forward for lower comfort levels with virtual access are a preference for face to face / in person approach, anxiety / feeling awkward, limited / no access to internet / equipment and a perception that face to face access is more effective.
- When asked to comment on the concept of Family Coaches, just under half of consultees answering (45%) commented that the concept was a good idea / beneficial to families. However, concerns are also expressed with regards to the training / expertise of these coaches and how this can be managed / ensured.
- When asked to comment on any other considerations for the development of Family Hub services, consultees commented on physical access to such services in terms of travel / public transport / the ability to travel needs to be considered. Face to face contact and retaining current centres / contact is also highlighted.



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## RESIDENT FEEDBACK - YOUTH SERVICE PROPOSALS

- Consultees were invited to comment on the specific activities highlighted in the consultation proposals and describe the difference stopping these activities would make to them.
- Just under a third of consultees answering (31%) stressed the personal need for these activities and 17% indicated that they rely on these services. Just over a quarter (27%) believe it will result in them missing out on socialising / mixing / building confidence in making friends / socialising.
- Other comments highlight that the removal of these activities would be detrimental to children / young people that use them and have a negative impact and affect mental health / wellbeing / anxiety / feelings of isolation.

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## PROFESSIONAL / ORGANISATION FEEDBACK - FAMILY HUB SERVICES

- Consultees were asked to select the access methods they consider suitable for delivering the pre-defined eleven services featured in the resident consultation questionnaire.
- Face to face (in person) contact is considered the most suitable access route across all eleven services with between 82% and 97% selecting this access route for each service.
- Online service (accessing information) and virtual service access is considered more suitable for other services than others, namely:
  - Information and signposting to mental health services (children and adults)
  - Support for parents/carers of adolescents (teenagers)
  - Online safety for children and young people
  - Debt and welfare advice
  - Signposting to information to support separating and separated parents
- Online service (accessing information) and virtual service access is considered less suitable for:
  - Education for parents on child development
  - Activities for children aged 0-5
  - Activities for older children and young people
  - Information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND)
  - Support for young people with substance misuse (alcohol/drugs)
  - Domestic abuse support
- When prompted to comment on additional suggestions for Family Hub services, consultees made reference to the inclusion of youth / adolescent service provision and targeting of where this is

needed to achieve impact, making face to face workshops / drop in sessions / groups available and signposting, support and advisory services.

- When prompted to comment on Family Coaches, some consultees were positive towards the concept and felt it was a good idea / beneficial to families. However, concerns were expressed with regard to the level of training / expertise required and questioned whether the service can be effective with volunteers only. Some also highlighted that there is potential duplication in delivery of these services both currently and historically.
- There is a high level of interest in the support, advice and opportunities presented to consultees. A high proportion would like to see opportunities for organisations to share their knowledge and expertise (80%), opportunities for organisations to deliver their services alongside other Family Hub network partners (79%) and training and development opportunities (78%).
- Finally when asked to provide suggestions for anything else that should be considered in the development of Family Hub services, consultees expressed some concerns with regards to user access in terms of transport, location and distance and stressed the importance of keeping youth / adolescent support services and the resources / organisations / staff required to deliver these effectively.

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## PROFESSIONAL / ORGANISATION FEEDBACK - YOUTH SERVICE PROPOSALS

- Consultees were invited to comment on the specific activities highlighted in the consultation proposals and describe the difference stopping these activities would make to people.
- Consultees expressed concerns that increasing numbers of young people need to access support and stopping services is the opposite to what is needed. In addition consultees reference the potential implications of this in terms of mental health and safety concerns.
- Consultees also expressed concerns that these activities provide much needed services for 'hard to engage' young people / adolescents and they may not interact with other service provisions.

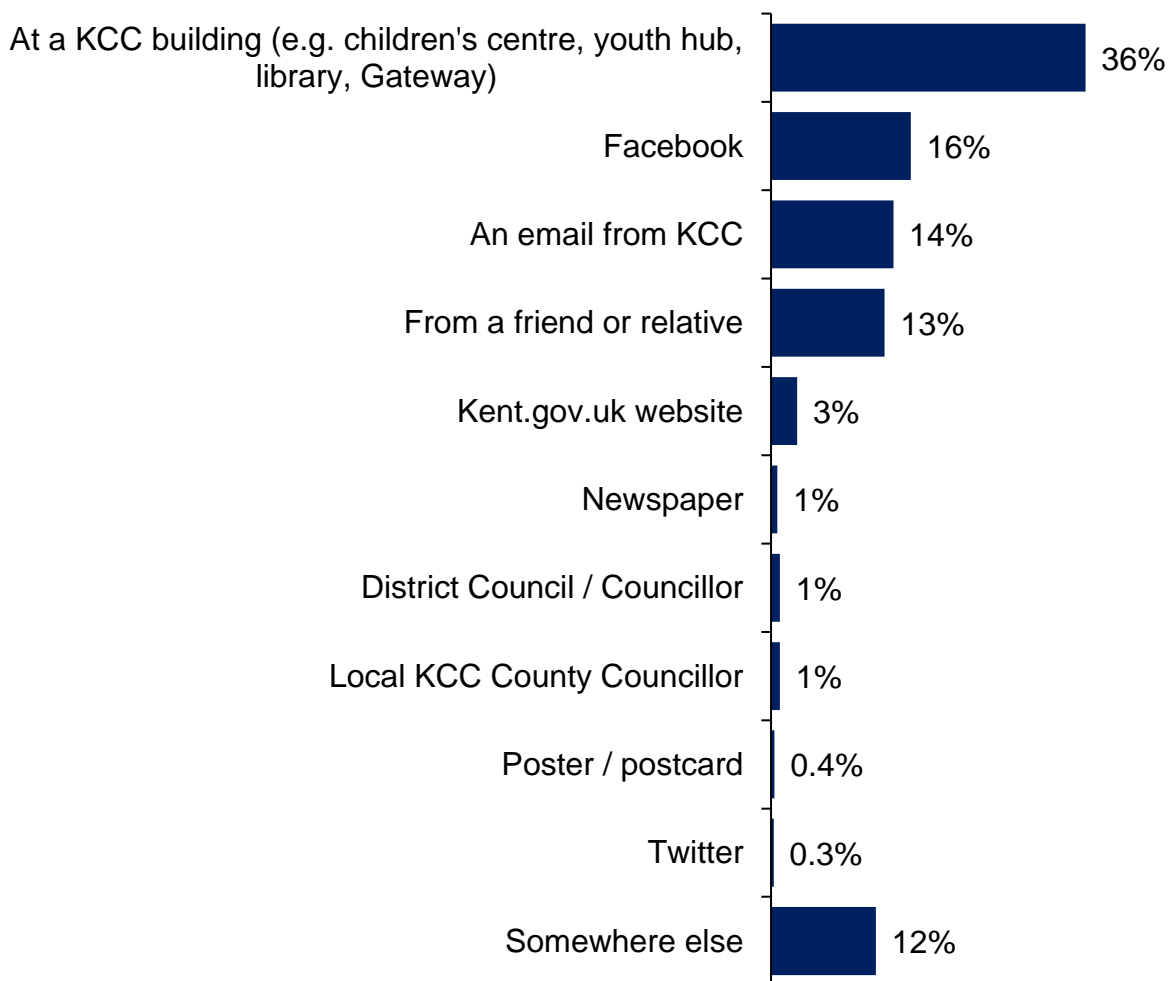
## RESIDENT FEEDBACK

## CONSULTATION AWARENESS

- The most common route to finding out about the consultation is at a KCC building (children's centre, youth hub, library, Gateway) at 36%.
- Other modes of finding out about the consultation include Facebook (16%), an email from KCC (14%) and from a friend or relative (13%).
- 12% indicated they found out about the consultation from an alternative source to the response list provided in the questionnaire. This includes social media networks, schools, midwives, health visitors, children centres and local clubs.

### How did you find out about this consultation?

Base: all answering (899), consultees had the option to select more than one response.



<b>SUPPORTING DATA</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
At a KCC building (e.g. children's centre, youth hub, library or Gateway)	322	36%
Facebook	142	16%
An email from KCC	125	14%
From another organisation	118	13%
From a friend or relative	114	13%
Kent.gov.uk website	31	3%
District Council / Councillor	12	1%
Local KCC County Councillor	10	1%
Newspaper	7	0.8%
Poster / postcard	4	0.4%
Twitter	3	0.3%
Somewhere else (includes social media networks, schools, midwives, health visitors, children centres, local clubs)	103	12%

## RESIDENT FEEDBACK

### FAMILY HUB SERVICES

This section of the report summarises response to the questions posed surrounding the Family Hub Services in the consultation, as reported by consultees.

#### ACTIVITIES CURRENTLY USED AND MAY USE IN THE FUTURE

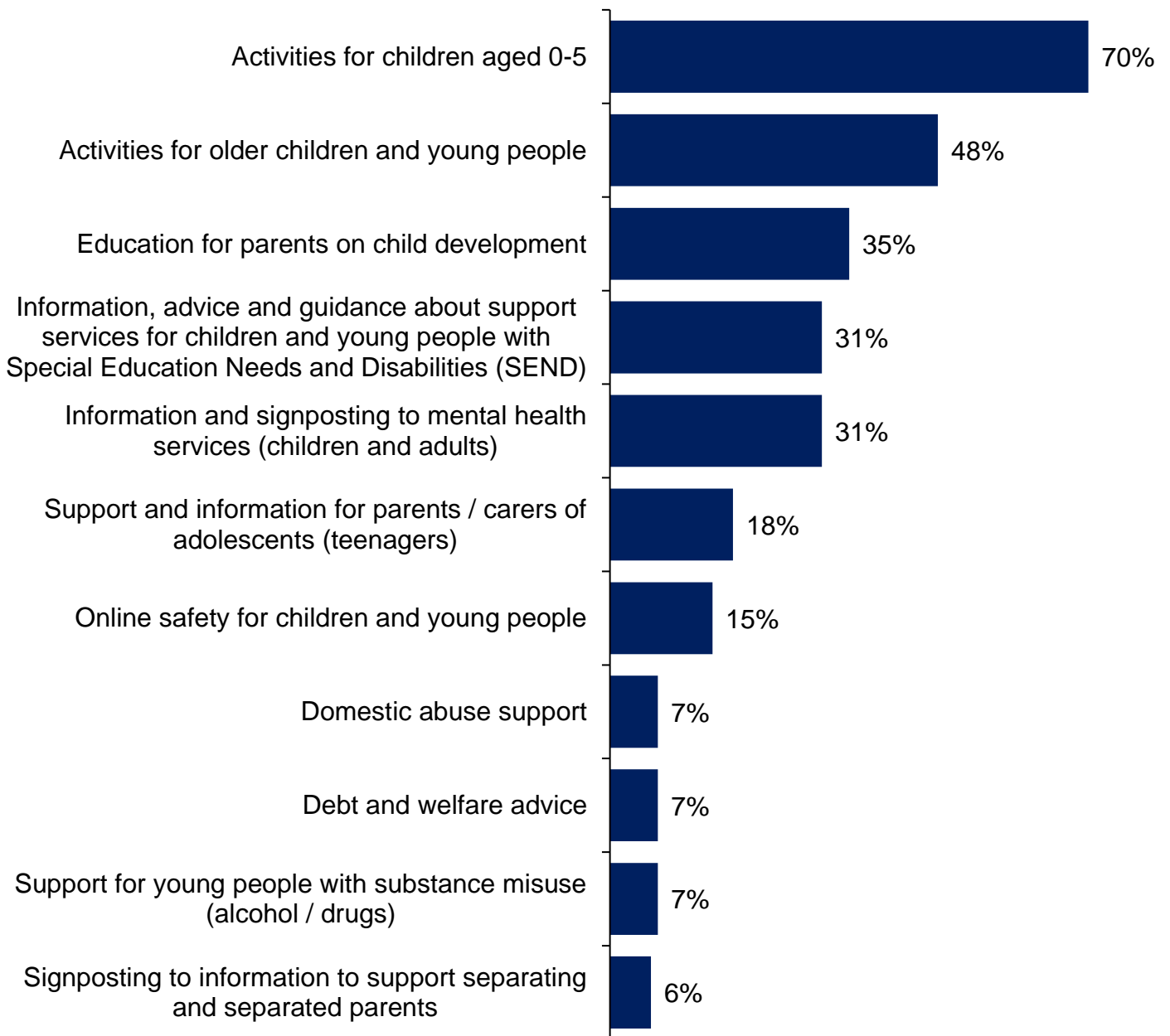
- Consultees were asked to indicate which activities they currently use (either themselves or within the household) from a pre-defined list of eleven.
- 59% of consultees answering indicated they use one or two of the eleven listed activities. 14% indicated they use three, 9% indicated they use four and 5% indicated they use five. 11% indicated they use more than five of the pre-listed activities.
- The most common activity used is activities for children 0-5 at 70% of consultees answering, followed by activities for older children and young people at 48%.
- Around a third of consultees answering indicated they use education for parents on child development (35%), information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND) (31%) and information and signposting to mental health services (children and adults) (31%).
- 18% of consultees answering indicated they use support and information for parents / carers of adolescents (teenagers) and 15% indicated they use online safety for children and young people.

#### Activities currently use

**Please tell us which activities in the list below you or your family currently use or have previously used? You may have access them through Kent County Council or through other organisations in the community**

Base: all answering (843), consultees had the option to select more than one response.

NUMBER OF ACTIVITIES SELECTED	Number of consultees answering	% of consultees answering
One of the eleven listed activities	282	33%
Two of the eleven listed activities	221	26%
Three of the eleven listed activities	122	14%
Four of the eleven listed activities	78	9%
Five of the eleven listed activities	45	5%
More than 5 of the eleven listed activities	95	11%



<b>SUPPORTING DATA</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Activities for children aged 0-5	591	70%
Activities for older children and young people	406	48%
Education for parents on child development	292	35%
Information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND)	263	31%
Information and signposting to mental health services (children and adults)	259	31%
Support and information for parents / carers of adolescents (teenagers)	148	18%
Online safety for children and young people	130	15%

<b>SUPPORTING DATA</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Domestic abuse support	63	7%
Debt and welfare advice	62	7%
Support for young people with substance misuse (alcohol / drugs)	55	7%
Signposting to information to support separating and separating parents	51	6%

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There are significant differences in the current use of activities by demographic:

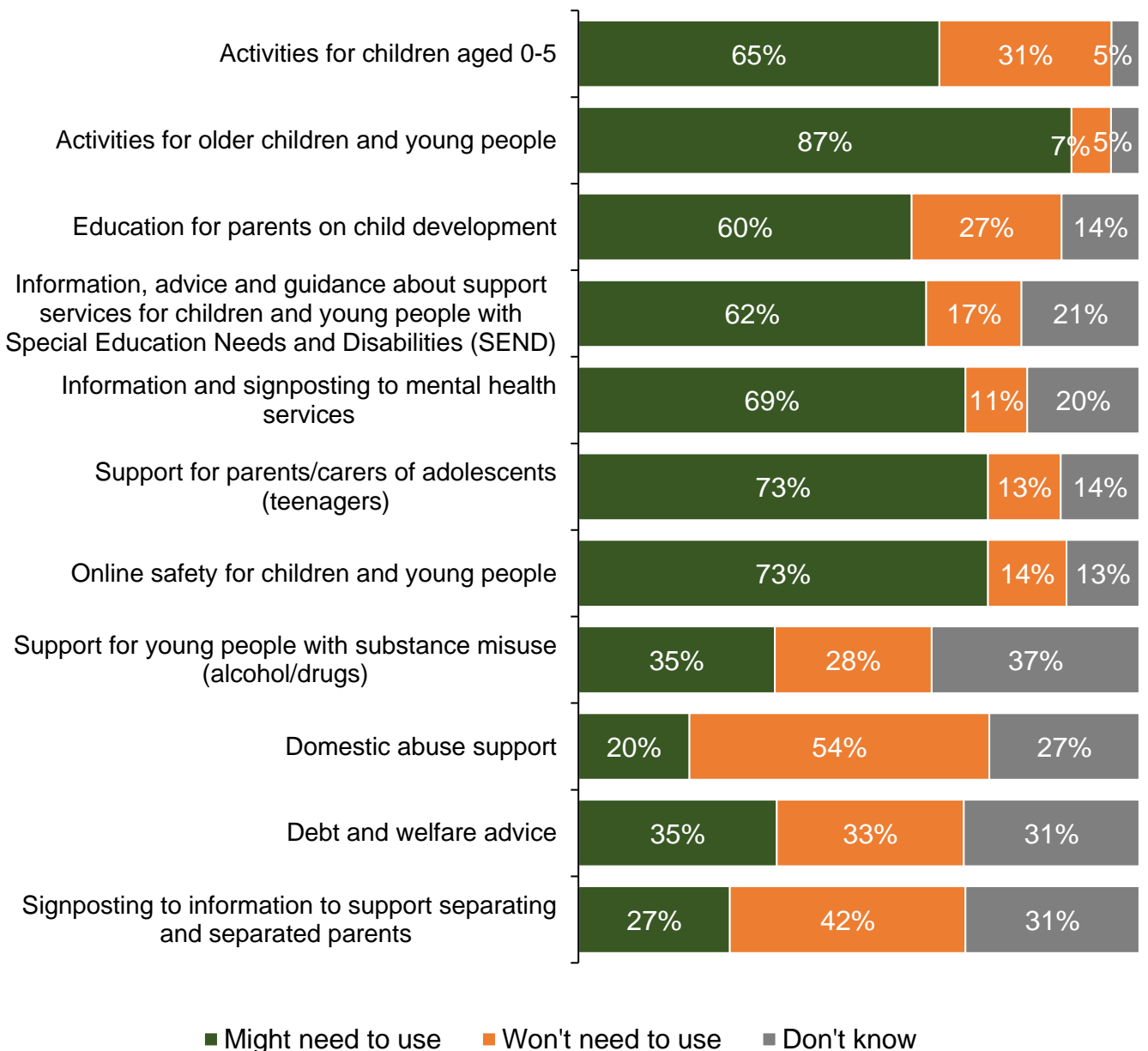
- A higher proportion of consultees aged 25-34 and 35-49 use activities for children aged 0-5 (86% and 79% respectively).
  - A higher proportion of consultees aged 50-64 and 65 & over use activities for older children and young people (67% and 62% respectively), information and signposting to mental health services (children and adults) (45% and 41% respectively), support and information for parents/carers of adolescents (teenagers) (35% and 34% respectively) and online safety for children and young people (21% and 38% respectively).
  - A higher proportion of consultees aged 50-64 use information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND) (54%).
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**Activities might use in the future**

- Consultees were then asked to indicate which of the same list of eleven activities they might use in the future.
- The most common activity likely to be used in the future is activities for older children and young people (87% of consultees answering), support for parents / carers of adolescents (teenagers) at 73% and online safety for children and young people (73%).
- Around two thirds of consultees answering indicated they might use information and signposting to mental health services (69%), activities for children aged 0-5 (65%) and information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND) (62%).
- There is some uncertainty as to whether some of the support and advice services listed might be used; reflecting the types of services they reflect.

**Which of the following do you think you might need to use in the future?**

Base: all answering (727 - 843)





<b>SUPPORTING DATA</b>	<b>% might need to use</b>	<b>% won't need to use</b>	<b>% don't know</b>
Activities for children aged 0-5	65%	31%	5%
Activities for older children and young people	87%	7%	5%
Education for parents on child development	60%	27%	14%
Information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND)	62%	17%	21%
Information and signposting to mental health services	69%	11%	20%
Support for parents/carers of adolescents (teenagers)	73%	13%	14%
Online safety for children and young people	73%	14%	13%
Support for young people with substance misuse (alcohol/drugs)	35%	28%	37%
Domestic abuse support	20%	54%	27%
Debt and welfare service	35%	33%	31%
Signposting for information to support separating and separated parents	27%	42%	31%

Consistent with response patterns observed for activities currently used, there are significant differences in the possible future use of activities by demographic:

- A higher proportion of consultees aged 25-34 and 35-49 indicated they might use education for parents on child development (76% and 62% respectively), activities for children aged 0-5 (89% and 62% respectively).
- A higher proportion of consultees aged 35-49 indicated they might use support and information for parents/carers of adolescents (teenagers) (82%) and online safety for children and young people (80%)
- A higher proportion of consultees aged 50-64 use information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND) (70%) and support for young people with substance misuse (alcohol/drugs) (52%).

## **Activities currently and/or might use in the future - summary**

- The table below combines consultees response to the activities currently used and the activities they might use in the future.
- Combined, the number of services currently used / may be used is higher. 11% of consultees answering indicated they use / might use one or two of the eleven listed activities. 9% indicated they use / might use three, 13% indicated they use / might use four and 13% indicated they use / might use five. 54% indicated they use / might use more than five of the pre-listed activities.
- 87% of consultees answering indicated they use or might use activities for older children and young people and 76% indicated they use or might use activities for children aged 0-5.
- Around two thirds indicated they use or might use support and information for parents / carers of adolescents (teenagers) (69%), online safety for children and young people (68%) and information and signposting to mental health services (children and adults) (65%).

**Please tell us which activities in the list below you or your family currently use or have previously used? / Which of the following do you think you might need to use in the future?**

Base: all answering (883), consultees had the option to select more than one response.

	Number of consultees answering	% of consultees answering
1 of the listed activities	30	3%
2 of the listed activities	68	8%
3 of the listed activities	82	9%
4 of the listed activities	111	13%
5 of the listed activities	112	13%
6 of the listed activities	130	15%
7 of the listed activities	110	12%
More than 7 of the listed activities	240	27%
Activities for older children and young people	767	87%
Activities for children aged 0-5	668	76%
Support and information for parents / carers of adolescents (teenagers)	608	69%
Online safety for children and young people	597	68%
Information and signposting to mental health services (children and adults)	575	65%
Education for parents on child development	545	62%

	Number of consultees answering	% of consultees answering
Information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND)	522	59%
Support for young people with substance misuse (alcohol / drugs)	273	31%
Debt and welfare advice	272	31%
Signposting to information to support separating and separating parents	216	24%
Domestic abuse support	171	19%

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## ADDITIONAL SUGGESTIONS FOR FAMILY HUB NETWORK SERVICES

- Consultees were also given the opportunity to detail what they think should be available for children, families and young people through the Family Hub network in their community, in their own words.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the table below. 52% of consultees answering via the consultation questionnaire provided a comment at this question.
- Just under a third of consultees answering (32%) indicated it should include a place specifically for teenagers / activities for teenagers / support for teenagers / youth activities.
- The other most common mentions include support for parents and carers / parenting advice (13%), a place for special needs support / support for SEND / neurodivergent needs (13%) and activities for younger children / support for younger children (12%).

### What else do you think should be available for children, families and young people through the Family Hub network in your community?

Base: all answering (469)

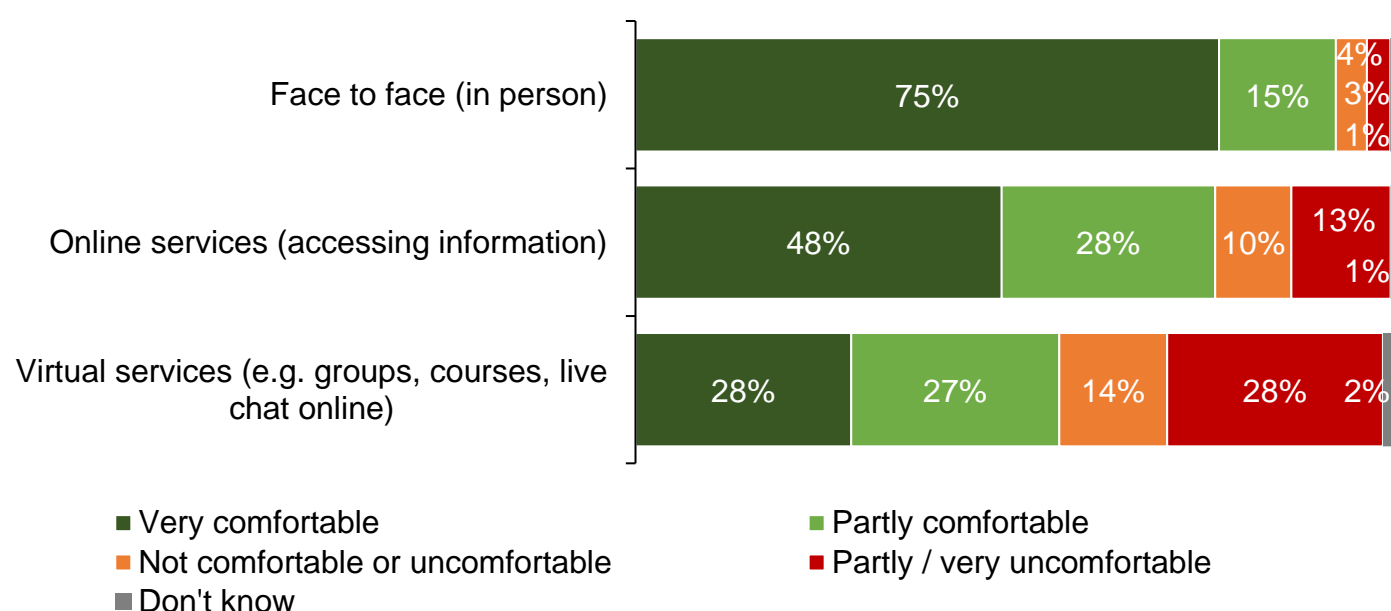
	Number of consultees answering	% of consultees answering
A place specifically for teenagers / activities for teenagers / support for teenagers / youth club / quality youth work	151	32%
Support for parents and carers / parenting advice / young carers	60	13%
Keep the current service / fine as it is / maintain it / remain open / keep funding it / we need it	64	14%
A place for special needs support / support for SEND / neurodivergent	60	13%
Activities for younger children / support for younger children	56	12%
Other groups and courses available in the area that can be included	39	8%
Mental health support	27	6%
Support for families / sibling support	25	5%
Breastfeeding support / weighing / health visitor / midwife	23	5%
Activities for all ages / a place for all / accessible to all	21	4%
Service to connect families to the services they need / more engagement / more information on what is available	20	4%
Baby groups / mother and baby / toddler groups	19	4%
Opportunity to socialise / meet others / social groups	15	3%
Financial support and advice / budgeting / money management / administration	15	3%
Health advice / healthy living / nutrition	14	3%

	Number of consultees answering	% of consultees answering
First aid courses	10	2%
Support for young carers	5	1%
Nothing	5	1%
Don't know	4	1%

## LEVEL OF COMFORT IN ACCESSING SERVICES IN DIFFERENT WAYS

- Consultees were then asked to indicate how comfortable they would be with different ways of accessing services. Please note that specific services were not referenced within this question.
- Of the three means of access put to consultees, face to face access (in person) is the most popular with 90% of consultees answering indicating they would be very or fairly comfortable accessing services in this way. 3% indicated they would be partly or very uncomfortable.
- 76% of consultees answering indicating they would be very or fairly comfortable accessing information services online. 13% indicated they would be partly or very uncomfortable.
- 55% of consultees answering indicating they would be very or fairly comfortable accessing services virtually through groups, courses or live chat online. 28% indicated they would be partly or very uncomfortable.

**Please tell us how comfortable or uncomfortable you would be with different ways of accessing services?** Base: all answering (887 - 893)



- The table below summarises the proportion indicating they felt uncomfortable accessing services virtually by demographic.
- Whilst the proportion indicating they feel uncomfortable accessing services virtually is highest amongst consultees aged 65 & over (34), at least a quarter of all age groups indicated they would feel uncomfortable.

<b>UNCOMFORTABLE WITH VIRTUAL ACCESS - BY DEMOGRAPHIC (number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Male (95)	21	22%
Female (584)	156	27%
Aged 25-34 (195)	46	24%
Aged 35-49 (310)	86	28%
Aged 50-64 (83)	19	23%
Aged 65 & over (38)	13	34%
Live in Ashford (42)	14	33%
Live in Canterbury (70)	18	26%
Live in Dartford (70)	24	34%
Live in Dover (71)	19	27%
Live in Folkestone & Hythe (104)	26	25%
Live in Gravesham (20 – caution low base size)	7	35%
Live in Maidstone (75)	13	17%
Live in Sevenoaks (44)	15	34%
Live in Swale (66)	20	30%
Live in Thanet (177)	45	25%
Live in Tonbridge & Malling (79)	24	30%
Live in Tunbridge Wells (10 – caution low base size)	6	60%

- If consultees indicated they feel partly comfortable or very uncomfortable with each of the three access routes above (face to face, online, virtual), they were also given the opportunity to describe the reasons in their words.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below. The base sizes for each access route varies based on the proportion of consultees who indicated they felt uncomfortable at the previous question.
- 28 consultees indicated they felt uncomfortable with accessing support face to face (in person).
- The reasons provided by these consultees included anxiety, being autistic / having special educational needs / feeling uncomfortable socially and lacking in confidence / don't like meeting new people.

### **Face to face access**

**If you are partly uncomfortable or very uncomfortable accessing support face to face (in person), please tell us why. Please include any specific support services you want to refer to. Base: all answering (28)**

	Number of consultees answering	% of consultees answering
Suffer from anxiety	7	25%
Autistic / SEN / socially uncomfortable	5	18%
Lack of confidence / don't like meeting new people	5	18%
Other	5	18%

Some example verbatims underpinning these themes can be found below:

**“I'm PDA autistic ADHD and find it very difficult to communicate with people that aren't neurodivergent. I also find accessing anything at the times set is nigh on impossible and/or stressful.”**

**“I'm an introvert, so dealing with people face to face is always challenging.”**

**“Being around new unfamiliar people makes me feel anxious.”**

- 98 consultees indicated they felt uncomfortable with accessing support online.
- The most common reasons provided by these consultees included a preference for face to face access, a perception that alternatives to face to face are less effective, perceived difficulty using the internet / websites / lack of confidence, limited / no access to the internet / the right equipment and a perception that face to face access build relationships / trust / more interaction.

### **Online access**

**If you are partly uncomfortable or very uncomfortable accessing support through online information, please tell us why. Please include any specific support services you want to refer to.** Base: all answering (98)

	Number of consultees answering	% of consultees answering
Face-to-face / in person is better / more personal	50	51%
Any other medium than face-to-face is less effective / can't just ask questions / easy to misunderstand / misinterpret	25	26%
Difficult to use internet / websites / not confident / don't know how	24	24%
Limited / no access to internet / right equipment / unreliable internet	19	19%
Face-to-face builds relationships / trust / more interaction	14	14%
Good to mix with other people / socialise	8	8%
Information / services are too generic / not tailored to individuals' needs	8	7%
Just don't like it / wouldn't work / not appropriate	7	7%
Suffer from anxiety	6	6%
Other	7	7%

Some example verbatims underpinning these themes can be found below:

**“Because people need to speak to each other in person and have that human contact and relationship if the work is to be meaningful and purposeful.”**

**“Too much emphasis is now towards online services - it is lazy, not compassionate or effective and does not capture the real person that would be face to face.”**

**“I don't feel that online engagement delivers the best outcomes for those in need. It is a cheap shortcut to delivering services.”**

**“Because they are not specific enough to each individual's needs and they feel like a cop out for providing real support to those in need. There is not easy, real-time way to feedback how useful/not useful they are.”**



- 198 consultees indicated they felt uncomfortable with accessing support virtually.
- The most common reasons provided by these consultees included a preference for face to face access, anxiety / feeling uncomfortable in groups, limited / no access to the internet / the right equipment and a perception that alternatives to face to face are less effective.

### **Virtual access**

**If you are partly uncomfortable or very uncomfortable accessing support through virtual support, please tell us why. Please include any specific support services you want to refer to.** Base: all answering (198)

	Number of consultees answering	% of consultees answering
Face-to-face / in person is better / more personal	81	41%
Suffer from anxiety / uncomfortable / awkward / particularly in groups	45	23%
Limited / no access to internet / right equipment / unreliable internet	29	15%
Any other medium than face-to-face is less effective	27	14%
Good to mix with other people / socialise	24	12%
Don't like this approach / wouldn't use this approach	24	12%
Face-to-face builds relationships / trust / more interactive	22	11%
Privacy / confidentiality concerns	19	10%
Difficult to understand people / can be confusing / not in-depth	19	10%
Difficult to use internet / websites / not confident / don't know how	13	7%
Easily distracted / can't concentrate in a virtual setting	12	6%
Wouldn't work / not appropriate	11	6%
Mental health / well-being / isolation can be affected by lack of face-to-face access	10	5%
Disability / impairment can make it difficult in a non face-to-face setting	8	4%
Can't read body language / read cues in a non-face-to-face setting	7	4%
Planned sessions are restrictive on timings / inflexible	5	3%
Information / services / sessions are too generic / not tailored to individuals' needs	4	2%
Not sure / depends on the subject / topic	3	2%

Some example verbatims underpinning these themes can be found below:

**“At least there is interaction, but anyone who has had a zoom meeting, which is most of us now, know that the quality of interaction is less. People with no or limited computer access, or space for privacy are disadvantaged.”**

**“Groups can be intrusive when you’re an introvert. Live chats can at times make you feel like you’re not engaged with a human.”**

**“It’s so much easier to judge others’ reactions and body language face to face. You can make more of a connection and more likely to feel emotionally supported rather than just advice.”**

**“So impersonal, I get very anxious talking on the phone or via online and would not use virtual services. Also not appropriate at all with small children.”**

**“Myself I find it hard to stay involved in online conversations and find they don’t flow like face to face. My son has a hearing impairment and ASD and cannot concentrate on online especially as he can’t lip read a screen like he can face to face.”**

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## SUGGESTIONS FOR ONLINE SERVICE DELIVERY

- Consultees were also given the opportunity to detail their suggestions for what services could be delivered online and how, in their words.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the table below. 37% of consultees answering via the consultation questionnaire provided a comment at this question.
- The most common responses received focus on a desire for face to face / in person services continuing (17%), a combined offering of digital and face and face access to services (14%) or not wanting digital access over face to face at all (13%).
- Of the service suggestions put forward, a signposting / information service (13%), parenting resources / support / advice (11%) and training / courses / workshops / webinars (11%) are the most common.

**Please tell us your suggestions for what services we could deliver online and how.**

**(For example, group sessions using technology like Zoom.)? Base: all answering (334)**

	Number of consultees answering	% of consultees answering
Prefer face-to-face / in person services must continue	56	17%
Offer a combination of digital & face to face / offer some services digitally / belief that face to face is better	46	14%
Signposting / information service	43	13%
No services should be digital / online / virtual / none / nothing / not interested in / don't like it / want face to face access	42	13%
Suggestions to use Zoom	40	12%
Parenting resources / support / advice	36	11%
Training / courses / workshops / webinars	36	11%
Group sessions - unspecified	29	9%
Services for new parents / pregnancy / breastfeeding / baby & toddler activities	28	8%
Counselling / therapy / mental health support	25	7%
Services for children - development / activities / staying safe online / bullying	24	7%
Services for young people specifically	20	6%
Services for SEN / SEND / ND	20	6%
Digital service delivery is not always appropriate / has its pitfalls	15	4%
Offer practical advice - CAB / financial matters / budgeting / nutrition	14	4%
Services offered through other means - Google Meets / WhatsApp / social media / skype / live chat	14	4%

	Number of consultees answering	% of consultees answering
Guidance / advice / support	13	4%
On demand content / videos / resources available / not just live events	12	4%
Not everyone can access digital services / not able to use Zoom, etc., / could be due to disability	12	4%
One-to-one sessions / not groups	10	3%
Use Microsoft Teams	9	3%
Non face-to-face provision can be less effective / substandard	7	2%
Services for adults specifically	6	2%
Most services / some services are suitable - unspecified	5	1%
Don't know / not sure	8	2%
Other	14	4%

## ACCESSING SUPPORT ONLINE

- Consultees were asked to indicate how they felt about accessing support online from a list of pre-defined statements. Please note that this question was asked generally and not specifically in relation to the activities under consultation.
- 81% of consultees answering indicated they feel confident about doing things online.
- A perception of KCC's digital services and information too difficult to use is a concern for some (12%) as well as the safety of using technology to access services and the security of personal information (9%). 8% indicated they do not feel confident in using technology.
- 6% of consultees answering indicated their internet is too slow and 6% indicated that paying for devices and internet connection is too expensive.

**We would now like to ask you a bit more about accessing support online. Please select from the list below the statements that may apply to you about accessing information or services digitally. Please select all that apply....?**

Base: all answering (885), consultees had the option to select more than one response.

	Number of consultees answering	% of consultees answering
I am confident about doing things online	720	81%
I find KCC's digital services and information too difficult to use	104	12%
I don't think it's safe using technology to access services / concerned about the security of my information	84	9%
I don't feel confident using technology	72	8%
My internet is too slow	55	6%
Paying for devices and internet connection (including mobile data) is too expensive	54	6%
I find it too difficult	41	5%
I don't know how to do it	22	2%
I don't have the internet at home	14	2%
I don't have a device (computer, mobile phone, tablet)	10	1%
Other	57	6%

There are significant differences in confidence by demographic:

- A higher proportion of consultees aged 25-34, 35-49 and 50-64 indicated they are confident about doing things online (88%, 84% and 83% respectively) compared to consultees aged 65 & over (68%).

- A higher proportion of consultees aged 50-64 and 65 & over indicated they don't feel confident using technology (12% and 21% respectively).

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## ANY COMMENTS ON FAMILY COACHES

- Consultees were also given the opportunity to provide comments about Family Coaches in their words.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the table below. 47% of consultees answering via the consultation questionnaire provided a comment at this question.
- Just under half of consultees answering (45%) commented that the concept of Family Coaches was a good idea / beneficial to families.
- 12% of consultees answering indicated that coaches should only be trained and experienced professionals only and that unqualified / untrained volunteers is not appropriate. 9% of consultees answering indicated that a combination of training and experience is essential for it to work properly.
- 7% of consultees answering indicated that being a coach should be a paid position and it is difficult to find / recruit reliable volunteers.

**Please tell us if you have any comments about Family Coaches.** Base: all answering (428)

	Number of consultees answering	% of consultees answering
Good idea / beneficial to families	191	45%
Must be for trained & experienced professionals only / using unqualified / untrained volunteers is inappropriate	51	12%
Training essential / must be trained and have experience for it to work	39	9%
Replacing paid staff with volunteers is a very cheap approach	34	8%
Must be a paid position	31	7%
Difficult to find / recruit volunteers / reliability / continuity concerns	28	7%
Family coaches' experience / knowledge could be beneficial	22	5%
This concept already exists / give existing services extra funding	22	5%
Concerned about inconsistent / incorrect information / lack of knowledge	19	4%
Any additional support is welcome	18	4%
Safeguarding concerns / vetting / checks / safety	18	4%
Confidentiality concerns / trust issues / could know the person	17	4%
Good idea but not sure it will work in reality	16	4%

	Number of consultees answering	% of consultees answering
Questions regarding practicalities of such an approach	16	4%
Would not use this service / this will not work / unnecessary	16	4%
Volunteers must be supported & monitored	15	4%
Cannot rely on volunteers	13	3%
Interested in being a volunteer	13	3%
Beneficial to speak to someone informally who is not a professional / must be matched carefully/correctly	12	3%
Face to face needed / family hub needed	10	2%
Services / support must be accessible / available / ability to make referrals	8	2%
Potentially interested in using this	8	2%
Do not cut other services	7	2%
Nothing to add / don't know / N/A / never heard of this	31	2%
Other	34	7%

There are significant differences in response by demographic:

- A higher proportion of consultees aged 25-34 and 35-49 indicated that family coaches are a good idea / beneficial to families (56% and 52% respectively) compared to consultees aged 50-64 and 65 & over (36 and 33% respectively).
- A higher proportion of consultees aged 50-64 and 65 & over indicated that coaches must be for trained & experienced professionals only / using unqualified / untrained volunteers is inappropriate (19% and 17% respectively).

Some example verbatims underpinning consultees commenting on family coaches being a good idea / beneficial to families can be found below:

**“It sounds positive, especially in a scenario where parents need support and have nowhere else to go.”**

**“May be good for families who feel isolated or need support because of mental health or support with children.”**

**“I think this is a good idea to improve friendships and build confidence.”**

Some example verbatims underpinning consultees commenting surrounding training & experience can be found below:

**“If working with disabled parents or children, the volunteers MUST have experience (e.g. good, fluent BSL skills) or it reinforces the isolation for such people.”**

**“Great if training is sufficient to ensure matters are not made worse by ill-informed people.”**

**“They must complete all the safeguarding checks and be qualified at least to the same level as playgroup supervisors and providers.”**

**“This sounds like a very cheap way of doing Early Help or Social Work to be honest, and while the term ‘family coach’ may sound good it isn’t actually a thing that exists, so there would be no standardisation across the borough and also the country, and therefore little to no accountability. It’s a really bad idea thought up by somebody with no real experience of accessing children’s services. Having said that, despite this consultation, I’m sure it will happen, because it’s volunteer labour and therefore cheap.”**

**“Although there are excellent volunteers available - they do not have the required skills and experience for many of the struggles and difficulties that families have - they are not paid to maintain their qualifications, and a great deal of expectations are placed on the good will of people - if someone leaves - there could be a long delay before another person is found - I think this is KCC's way of cutting cost and relying on the goodwill of a very few individuals - also burn out might happen – it’s not fair on the volunteers.”**

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## CONSIDERATIONS FOR DEVELOPMENT OF FAMILY HUB SERVICES

- Consultees were also given the opportunity to comment if there was anything else that they think should be considered in the development of Family Hub services.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the table below. 37% of consultees answering via the consultation questionnaire provided a comment at this question.
- Just over a quarter of consultees answering (26%) noted that it is important to keep centres open for safety and wellbeing of users / they are concerned about the impact of closures / losing access to vital services.
- 15% of consultees answering indicated that physical access to services in terms of travel / public transport / that some will not be able to travel should be considered.
- 13% of consultees answering indicated a need to consider face to face contact / support should not be online / it will not work / could miss vulnerable people.
- 12% of consultees answering indicated there should be more youth services offered / more activities for young people / not less / separate spaces should be provided for them.

**Please tell us if there is anything else you think we should consider in the development of Family Hub services.** Base: all answering (339)

	Number of consultees answering	% of consultees answering
Important to keep centres open for safety and wellbeing / will cause a negative impact if they close / won't work / a bad idea / lose access to vital services	88	26%
Accessibility in getting there / transport links / costs involved / can't afford to travel / need to be local / could isolate people	50	15%
Support should not be online / it will not work / need face to face contact and support / could miss vulnerable people	43	13%
There should be more youth services offered / more activities for young people / not less / separate space for them	42	12%
Do not cut funding / more funding needed / keep funding / prioritise	37	11%
More support for parents / expectant, new parents / grandparents / young carers / young parents	22	6%
Adequately staffed / trained and experienced volunteers needed / staff not overstretched / consistency	18	5%
More support for SEN and SEND / be mindful of SEND	17	5%
Everyone should have access to help and advice / should be accessible to all / should be inclusive / shouldn't exclude	16	5%

	Number of consultees answering	% of consultees answering
Open more hours / more days / more sessions / more groups / out of hours support line	16	5%
More support for younger children / activities for younger children	13	4%
More support for families / vulnerable families	12	4%
It's a good idea in principle / it could work in essence	12	4%
Advertise / promote more online / social media / within the community to raise awareness / better marketing	11	3%
Mental health support / CAMHS	11	3%
Breast feeding support / weigh ins / baby support	8	2%
Utilise other charities / current providers to offer their services within the hub / link with others	8	2%
Pleased with the service / happy with the support provided / invaluable	7	2%
Use local venues people know in the community	6	2%
Nothing / none / doesn't affect me	12	4%
Don't know / don't know enough about it	4	1%
Other	26	8%

Example verbatims underpinning consultees comments on the importance of keeping centres open for safety and wellbeing / a perceived negative impact if they close can be found below:

**“I think separate services like children's centres and youth centres like we have now is better than one main hub. It allows access to a greater number of people as they are spread out across multiple locations. Combining them all together will make access for lots of people more difficult and will no doubt also increase wait times for support also with the number of people accessing one location.”**

**“If the Family Hubs are implemented by closing all the current venues the familiarity and engagement is lost. We donate cycles to the bike club and to even contemplate the closure is so wrong. The collaboration by young people with role models undertaking a project relevant to their lives is irreplaceable with online.”**

Example verbatims underpinning consultees' accessibility / transport links comments can be found below:

**“How far people have to travel, their means of travel and the cost. How will this be mitigated for those that struggle to access services, they should have equal opportunity to access**

**face to face services as others. What numbers and size catchment area will each hub cover. How has deprivation been factored into provision. A 3 month test is a very short time to trial a model. How will ongoing evaluation take place. This survey does not give people the opportunity to comment on how they would prefer to receive services, except in pre-defined parameters.”**

**“How will these hubs be accessible to families if you are cutting down on building, we are already facing the loss of building in Canterbury and Youth services, how will those with no access to funds or money be able to travel ? If they have no internet how will they access your digital service? The most vulnerable and disabled will be disadvantaged by this decision.”**

Example verbatims underpinning consultees’ online access concerns can be found below:

**“Continue as much contact face to face and through groups as possible this is what families need to avoid mental health difficulties.”**

**“Making sure that face-face opportunities are still available. Parenthood can be isolating and it is important that there are chances for parents to engage with each other and professionals. Sometimes people do not know they need help and therefore if more services are online they require the knowledge and desire to seek these services, rather than being around professionals who might be able to see and sign post.”**

## RESIDENT FEEDBACK

### YOUTH SERVICE PROPOSALS

This section of the report summarises response to the questions about stopping Youth Service activities referenced in the consultation, as reported by consultees.

#### HOW PROPOSAL TO STOP YOUTH SERVICE ACTIVITIES WILL MAKE A DIFFERENCE

- Consultees were asked to select which activity/ies they or someone in their household takes part in and then asked to describe how the proposal to stop that activity/ies would make a difference to them.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the table below. 58% of consultees answering via the consultation questionnaire provided a comment at this question.
- Just under a third of consultees answering (31%) stressed the personal need for these activities / do not wish them to be cut and 17% indicated they rely on these services and they are valued.
- Just over a quarter (27%) believe it will result in them missing out on socialising / mixing / building confidence in making friends / socialising. 21% believe that the removal of these activities will be detrimental to children / young people that use them and have a negative impact. 15% specifically referenced mental health / wellbeing / anxiety / isolation concerns if these activities were stopped.

#### **Please tell us how the proposal to stop these activities would make a difference to you?**

Base: all answering (524)

	Number of consultees answering	% of consultees answering
Need these services / activities / don't cut them	161	31%
Miss out on socialising / mixing / being independent / building confidence / making friends	140	27%
Detrimental to children / young people that use them / have a negative impact	111	21%
Rely on these services / valued / much needed	91	17%
Services / activities provide support / information / will miss out	86	16%
Increase ASB / crime / hanging around streets / undesirable behaviour	85	16%
Affect mental health / wellbeing / cause anxiety / isolation / activities help alleviate these issues	76	15%

	Number of consultees answering	% of consultees answering
Less activities / things to do / facilities	75	14%
Don't use currently but could in the future as children not right age	74	14%
Provide a safe place to go	72	14%
Nothing to do / nowhere to go / no purpose / boredom	62	12%
Miss out on learning new skills / development	52	10%
Detrimentially affect families	49	9%
Wouldn't affect me / my household	46	9%
Loss to communities / lose community feel	45	9%
Affect those on low income / cannot afford paid for activities / need free activities	45	9%
Affect those with SEN / SEND / ND / autism	36	7%
Don't use any of these services	30	6%
Short-sighted / increase demand on other services / financial/resources	22	4%
Need more services / activities for young people not less / increase funding	21	4%
Detrimentially affects the vulnerable / disabled	21	4%
Don't know about / not heard of these / should advertise them	20	4%
Would have to travel further to access alternatives / can't afford travel	16	3%
Services / activities not needed / agree with these cuts	3	1%
N/A / nothing to add / don't know	12	2%
Other	39	7%

The pages overleaf contain a summary of response to the proposed closure of activities in each district including verbatim comments made concerning impact. However, some example verbatims underpinning the key themes identified across all districts can be found below:

**“The activities offered by the cafe have been an absolute lifeline for my family. Our young people suffered the most during the pandemic and these activities have really helped with their mental health and general wellbeing. They offer activities and experiences that are not accessible or achievable otherwise to us. My children are socialising, building relationships, getting active and learning essential life skills from the club. It will be so detrimental to the health and wellbeing of all the families who attend if we were to lose it. Please, please do not cut funding of our youth clubs.”**

**“These services provide a valuable link to vulnerable children and are the first stage of safeguarding, they provide valuable information to statutory services and they keep children safe.”**

**“It would have a massive negative impact on my son. Pyxis have been a total lifeline to him. It's the only youth club he's ever attended where he feels safe, accepted and has made friends. It's the only activity he's able to attend outside of college without a parent being there to support him. Pyxis should be fully funded by KCC - they are the most amazing organisation, the ONLY organisation in the Canterbury area who fully understand the needs of neurodivergent children and young people. Pyxis is the ONLY place my son feels safe - he feels safer and more comfortable there than he does at college. His mental health was at an all-time low until Pyxis came along. If the Pyxis group that my son attends (the 18-25 year old group) is not able to continue, I fear that my son's mental health would take a downward spiral again, and he'd be back to being isolated and anxious like he was before the days of the Pyxis group he attends.”**

**“They would make a difference to me through the impact on the community around me if these activities are stopped. I know many who attend the disabled youth club at the Baptist church in Faversham and the 812 youth club and they express their joy at finding provision where they fit and are able to fully participate. Losing these youth activities will increase isolation and loneliness which will in turn lead to mental health difficulties which in turn will cost more to treat than continuing to fund these projects.”**

**“Pie Factory is a lifeline especially to youth. We have severe youth problems especially in Ramsgate. See the statistics. Removal of these services means more kids on the streets and more anti-social behaviour.”**

**“This service helps my autistic child develop social skills make friends and provide support for me. The free lunch they provide for children in the holidays helps me immensely. The sports and art sessions they provide have help my child learn new skills and gain confidence that he has been able to transfer to things at school.”**

**“My child whom is 10 has recently started attending this Vibe club. She has autism and throughout lockdown has become even more socially awkward, lacking in confidence and high anxiety. This youth club is the first place she looks forward to going. Somewhere she feels safe and is able to be herself whilst mixing with other children of similar age. Losing this club will therefore again put her back to just being stuck at home because she is to anxious to play in parks/walk the streets due to her autism making her less socially accepted and unfortunately prone to being picked on. She has always needed myself with her wherever she goes and this youth club is the first club/activity that she is independently attending, boosting her confidence, increasing her social interactions, feeling safe and enjoying herself. To lose this for her is a massive loss and I am sure when I say she won't be the only child to feel this way or loss such an important part of their life and independence.”**

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## YOUTH SERVICES IMPACT - ASHFORD SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Ashford.

58 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Ashford district. 19 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Ashford district.

**Which of these activities do you or someone in your household take part in? Ashford district - activity provider: The Canterbury Academy Base:** all answering (19), consultees had the option to select more than one response

	Number of consultees answering
Ashford Sk8side - other activities	11
Ashford Sk8side - Girls Skate project	10
Tenterden - Highbury Hall youth sessions	6
Tenterden - Skate Project (Mon)	5
Ashford Stanhope - Girls netball	4
Ashford John Wallis - Boxing	4
Ashford John Wallis - Tennis	4
Ashford John Wallis - Basketball	4
Ashford John Wallis - British Sign Language	4
Detached community work - Bockhanger and McDonalds	4

Some example verbatims put forward can be found below:

**“There is a lot of people here that will suffer if you stop these activities. youths will end up bored and getting into trouble instead.”**

**“It's one thing my vulnerable autistic child has been able to do with no financial burden on us and she's made welcome , taught new skills and socialising with mix of ages . The volunteers and staff are so great and supportive of us and her.”**

**“This would majorly impact on my son’s health and wellbeing he attend clubs after school to help him stay regulated , socialisation and support for us a as parents to have time to do things for our mental health as looking after a young person with disabilities is very stressful and can for us change daily family dynamics if we have our own space to relax.”**

## **Engagement exercises at the Ashford Youth Hub**

- As part of the consultation exercise, engagement discussions took place at Ashford Youth Hub. It is estimated that 24 young people aged 12-16 took part in these discussions.
- Young people commented that they would like to access safe spaces to talk to others / peers / staff, somewhere they can have a break from home / school life, the opportunity to socialise and meet others, the opportunity to learn new things, access outdoor activities as well as food and drink.
- Young people indicated a preference to access services and support face to face in buildings as they prefer the environment it offers, feel more comfortable talking face to face and its away from home.



## YOUTH SERVICES IMPACT - CANTERBURY SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Canterbury.

83 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Canterbury district. 40 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Canterbury district, as follows:

**Which of these activities do you or someone in your household take part in? Canterbury district - activity provider: The Canterbury Academy Base:** all answering (40), consultees had the option to select more than one response

	Number of consultees answering
Pyxis (Sun and Mon)	17
Spring Lane - Youth club (Tues, Wed and Thurs)	13
Riverside - Youth sessions (Wed)	12
Canterbury bike project (not solely funded by KCC, so may not be impacted)	10
Riverside - Neuro diverse group (Thurs)	9
Detached community work - City Centre, Sturry Road, Wincheap, Thannington, Hales place and Westgate (Thurs - rotates around various locations)	9
Riverside - Volunteer group (Tues)	7

The top five themes reported in terms of impact can be found below (reported for response samples over n=30):

	% of consultees answering
Miss out on socialising / mixing / being independent / building confidence / making friends	56%
Need these services / activities / don't cut them	36%
Rely on these services / valued / much needed	39%
Affect mental health / wellbeing / cause anxiety / isolation / activities help alleviate these issues	39%
Affect those with SEN / SEND / neuro divergent / autism	28%

Some example verbatims put forward can be found below:

**“It would make a massive impact on my children’s lives as they really enjoying coming to the centre, making new friends whether it would be via the youth club, cafe, or just simply meeting in the park outside of the centre, they also enjoy coming down for the local bingo and have a fun enjoyable night. I think if the centre was to shut there would be an even higher anti-social rate on the estate as this centre really does keep our children safe and out of trouble. The ladies here are absolutely amazing and we are very grateful the each and every one of them.”**

**“For my son access to this service has been of paramount importance to his emotional wellbeing and at times safety. The staff have supported him during some particular challenging times and have been a consistent place for him. He is currently experiencing significant health problems at the moment and the support works have been amazing and have help bring some ‘normality’ to what is a a very difficult time for my son. Riverside Youth Club is a vital resource for the children in Canterbury- there very few places for young people to spend their time - the alternative being local parks and town centre with exposes these children to risk of harm, exploitation and to be frank at times a nuisance to the public. From my son: “If the youth club closed I would be sad as the worker has supported me loads especially now that that I’m not well. I really like going and it gives me somewhere to go and have fun. There’s nowhere else to go more so for me as I’m in my wheelchair”.”**

**“The activities provided by Pyxis and Shepway Autism Support Group are the highlights of our son’s week. Withdrawal of these services would act to isolate him at home and remove him from his groups of friends. These activities have been key in improving his social interactions and communication. These 2 activities are the only ones in the area that cater for young people aged between 18 and 25 with autism. There is no other provision either from KCC or other providers. It would have to be replaced by KCC themselves, and the trained and skilled individuals currently providing the activities may well have obtained other employment after being let go by the current organisations, and so be unavailable requiring additional time and cost in replacing them.”**

**“Pyxis is the only organisation we have used (and we have tried many services) that actually makes a real difference and lasting impact on the lives on young autistic people. My middle child found it to be the only place that they enjoyed being each week and the only place they could 'be themselves'. Their mental health was seriously deteriorating and attending this youth club not only gave them hope that there were actually people who understood them and listened to them, in a way that school staff, SENCO's and CYPMHS didn't, but it also gave them some time to have fun and meet like-minded people. My youngest child had been fully out of education for 2 years, had refused to see anyone or attend any appointments, and had no social interaction whatsoever. But after getting to know the people at Pyxis, she has regained her interest in life and has been attending their social group every week since. This has also led to her now agreeing to attend school. Pyxis fully 'get' these children and can reach them in a way Early Help, SENCO's, CYPMHS etc can't. They genuinely do make a big, long-lasting impact on autistic young people's lives and enable them to value themselves and become productive members of our local community. The cost of running this organisation is miniscule in comparison to the costs on our local community, longer term, of not running it.”**

**“I have autism and attend SASG in Hythe and Pyxis in Canterbury. I like being with my friends and communicating with them. Seeing them face to face is most important because it means a lot to me and is much better than virtual meetings. If I didn’t have the youth clubs, I would never attend them at all and my life would be much worse. I would be lonely and sad if I could not see my friends.”**

**“I have only attended pyxis for a short time having been on a waiting list. It has given me the chance to socialize with people who are like me and do not judge me. I have ASD and ADHD and have some mental health issues due to being bullied at school. Pyxis is the only place that I feel safe and I can be myself. If I could no longer attend then I would go back to having nothing to look forward to each week and would lose the chance to make friends and feel like for that hour each week I fit in somewhere. People who have no interaction with people with SEN needs are not able to understand the constant struggle for us to feel accepted, to fit in, and to feel safe. We often mask how we are really feeling and keeping that mask on is exhausting. Services like Pyxis give us the chance to be who we really are even just for a short while. Their waiting list length is testimony to how much this service is wanted.”**

**“I really appreciate the guidance and support that I personally receive from the staff at my local centre and the youth club is fantastic so I really hope that it doesn’t close down as they provide such great activities. If my local centre closed down then my 10 year old daughter would no longer have a youth club to go to and I’m not able to send her somewhere else as I can’t afford it. Plus a community centre can help the neighbourhood by simply bringing local people together to mingle social instead of all the local people becoming distant with each other like total strangers.”**

**“It would make a massive impact on my children’s lives as they really enjoying coming to the centre, making new friends whether it would be via the youth club, cafe, or just simply meeting in the park outside of the centre, they also enjoy coming down for the local bingo and have a fun enjoyable night. I think if the centre was to shut there would be an even higher anti-social rate on the estate as this centre really does keep our children safe and out of trouble. The ladies here are absolutely amazing and we are very grateful the each and every one of them.”**

**“My daughter would be bereft. She has built so much confidence and independence from this club. She does not go to any other sessions like it or on her own. Please do not stop it.”**

### **Engagement exercises at the Canterbury Academy Youth Hub / Whitstable Youth Centre / Hersdon Youth Group**

- As part of the consultation exercise, engagement discussions took place at Canterbury Academy Youth Hub / Whitstable Youth Centre / Hersdon Youth Group. It is estimated that 42 young people aged 12 and over took part in these discussions.
- Young people commented that they would like to access safe spaces to talk to others / peers / staff, somewhere they can have a break from home / school life, the opportunity to socialise and meet others, the opportunity to learn new things and access outdoor.

- Young people indicated a preference to access services and support face to face in buildings as they prefer the environment it offers, feel more comfortable talking face to face and its away from home. Some indicated that online access may be preferred by those who suffer with anxiety.

## YOUTH SERVICES IMPACT - DARTFORD SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Dartford, and user feedback received via video.

36 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Dartford district. 10 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Dartford district, as follows:

**Which of these activities do you or someone in your household take part in? Dartford district - activity provider: Play Place Base:** all answering (11), consultees had the option to select more than one response

	Number of consultees answering
Stone Pavilion - Junior and Senior youth club (Fri)	8
Stone Recreation Ground - Juniors (Thurs)	7
Temple Hill - Playground – Mixed age	7
Knockhall - Greenhithe Community Centre - Junior club (Thurs)	6
Stone - Stone Baptist Church - Junior and Seniors youth clubs (Weds)	5
Homework Heroes - Seniors (Weds and Thurs)	5
Bean - Recreation Ground - Juniors (Tues)	3
Darenth - Hillrise Park - Seniors (Tues)	3

Some example verbatims put forward can be found below:

**“Stopping these activities would impact me and my family greatly. The temple hill sessions in particular helped me get out of the house post natally and made a huge positive impact on my mental health and wellbeing as a parent. They helped me and my daughter make new friends and have significantly improved her social skills and development. They remain one of the highlights of our week.”**

**“Taking these services away will have a huge impact to local areas and the youth. They are vital and should not be removed.”**

**“They shouldn't be cut because they are a lifeline and extra support to families.”**

**“I have a teenager and I think to have the youth centres is somewhere safe for them to go, obviously there a lot of trouble outside in parks etc it's good that they can go out, be with their friends without their parents responsibilities.”**

Play Place also conducted a separate survey with parents and young people. The key findings of this survey can be found below (the charts and visuals for this survey can be found in the Appendix of this report):

- 244 out of 245 enjoyed the session they took part in.
- 198 out of 243 have tried a new activity.
- 143 out of 243 have made friends.
- The average rating for whether Play Place activities have improved how they feel emotionally is 8.59 out of 10.
- When asked openly what should be available for young people in the community, 64 mentioned activities.
- 162 indicated they would prefer to access services and support face to face in the community and 39 indicated they would prefer to access services and support face to face in a building. 44 indicated they would prefer to access services and support online. Being easy was the most common reason given for the preference stated.
- When asked openly about how not having youth activities such as those they have used will affect them, 40 indicated they would feel sad.

### **Engagement exercises at Dartford Youth Hub / local outreach sessions**

- As part of the consultation exercise, engagement discussions took place at Dartford Youth Hub / local outreach sessions. It is estimated that 57 young people aged 9 and over took part in these discussions.
- Young people commented that they would like to access activities / sports / music / computer games, the opportunity to socialise and meet others, the opportunity to learn new things, homework support, access to safe places, sign posting to support, food and drink, services for non-verbal autistic people, more quieter areas/zones, workshops on knife crime, stalking, bullying and activities for young children and special needs children.
- Young people indicated a preference to access services and support face to face in a Hub or van as they prefer the environment it offers and feel more comfortable talking face to face. Some suggested they would prefer online access for awareness support, mental health support and job searching.

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## YOUTH SERVICES IMPACT - DOVER SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Dover.

56 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Dover district. 16 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Dover district, as follows:

**Which of these activities do you or someone in your household take part in? Dover district - activity provider: Pie Factory Base:** all answering (16), consultees had the option to select more than one response

	Number of consultees answering
Linwood - Youth Hub session (Thurs)	13
Aylesham - Junior youth club, Senior youth club (Tues)	5
Biggin Hall - Youth session (Wed)	5
Astor School - Youth session (Thurs)	5

Some example verbatims put forward can be found below:

**“It will take away the only accessible hub that my son can reach independently. With a lack of proper rural public transport, kids will end up even more isolated than they already are or will end up joining tribes that don’t necessarily achieve anything good.”**

**“Stopping these activities will leave the young people with no spaces to call their own and will also have the risk of putting hard working youth works out of jobs.”**

**“This is the only safe place for young people to go to. It is a place they can go for advice, safety, meet and see friends and if it was to stop it would have a huge negative impact on the young people in this area. The work they do is so valuable and needed. I fear that there would be such a negative reaction and effect on young people if this was taken away/ activities stopped.”**

### **Engagement exercises at Linwood Youth Hub / local outreach sessions**

- As part of the consultation exercise, engagement discussions took place at Linwood Youth Hub / local outreach sessions. It is estimated that 34 young people aged 11 and over took part in these discussions.
- Young people commented that they would like to access to safe / trusted private places for advisory support / counselling, signposting for other support needs, places where they can be surrounded by peers / not judged / spend time away from home / prevent them being outside, activities / hobbies to keep them occupied such as sports, dance, music and arts and crafts.

## YOUTH SERVICES IMPACT - FOLKESTONE AND HYTHE SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Folkestone and Hythe.

110 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Folkestone & Hythe district. 54 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Folkestone & Hythe district, as follows:

**Which of these activities do you or someone in your household take part in? Folkestone and Hythe district - activity provider** Base: all answering (54), consultees had the option to select more than one response

	Number of consultees answering
D of E (Duke of Edinburgh) Awards	23
Hythe - Youth Centre - Senior club (Weds)	22
Hythe - Youth Centre - Juniors (Mon)	19
Hythe - Shepway Autism Support Group - All age (Fri)	18
Hythe - Youth Centre - Junior club (Fri)	17
Safety in Action - Local Schools - District wide	12
New Romney - Phase 2 - Junior and Senior club (Thurs)	7
Residential Junior and Senior Leaders courses	5

The top five themes reported in terms of impact can be found below (reported for response samples over n=30):

	% of consultees answering
Miss out on socialising / mixing / being independent / building confidence / making friends	50%
Detrimental to children / young people / negative impact	30%
Affect mental health / wellbeing / cause anxiety / isolation / activities help alleviate these issues	30%
Need these services / activities / don't cut them	27%
Rely on these services / valued / much needed	23%



Some example verbatims put forward can be found below:

**“Such a shame other people’s children will not have the same opportunities as mine had.”**

**“Both my children attended and have done since they were 8, they are now 12 Hythe youth centre has been an important part of their education their social learning and their positive development the club they attend is highly popular and attended with over 100 young people attending each week also what about the SEND group who attend your never picking those up What are you putting in its place once you have closed this club and don’t tell me you’re going to deliver street based work as this will never, yes never reach the community and the young people who attend the youth centre you be lucky to reach 5% what happens to the closure of Hythe means a rise in mental health a rise of health issues related to lack of physical activity a rise anti-social behaviour the lack of voice and being listened to the lack of being part of something and belonging the breakdown of a community of which you KCC have created you will not get that back instead you intend to train volunteers to possible support this community and "hope" it works and trying to deal with the aftermath when if it hadn’t been created would not be there you will be dealing with high levels of youth ASB when there was very little or none in the first place using police and agencies at more expense when it was created again in the first place.”**

**“This service is for a very vulnerable group of young people who already have limited options in this area.”**

**“These services are essential for providing young people with a safe and supportive space to learn, grow, and develop. They offer a variety of activities and programs that help young people to stay safe, healthy, and engaged. The closure of these services would have a devastating impact on young people in Hythe. It would leave them with nowhere to go after school or on weekends. It would also make it more difficult for them to stay safe and healthy. In addition, the closure of these services would have a negative impact on the community as a whole. It would make Hythe a less attractive place to live and work. It would also increase the risk of crime and anti-social behaviour.”**

**“This would stop my children from interacting in a safe environment. These clubs have been an essential part of my children going back into safe social environments after their experience of lockdown. My children both suffered high levels of anxiety post lockdown and these clubs have been a lifeline to getting them out and being with people of their own age in a safe environment. If these clubs are removed it will have a detrimental effect on their social & communication skills. It would be shameful to remove the opportunities that these clubs deliver.”**

**“Stopping an autism support group is utterly ridiculous, these children struggle so much, the parents are often isolated and have nowhere to turn to with others that understand the day to day struggle. Utterly ridiculous cutting this service once again people with additional needs and those that care for them are being used to save money.”**

**“Both my teenage daughters currently attend Hythe youth club seniors (Wednesdays) and have loved it. We only moved to Hythe last year and they have made a group of friends there. My eldest daughter (14) was homeschooled for a year and the youth club was the only time she socialised with other children her own age/similar ages. If the youth club was to close I think it would cause more teenage children to have nothing better to do but hang**

around probably causing trouble in some kind of way. The youth centre gives children a safe place to be with plenty of different activities available to keep them entertained.”

“I don't want to lose this place it makes me feel confident and being me. It feels safe.”

“Youth club is a safe space for me. I've learned a lot of life skills here. It's part of my weekly routine and it brings joy to my life.”

### **Engagement exercises in Lydd and local outreach sessions**

- As part of the consultation exercise, engagement discussions took place in Lydd and local outreach sessions. It is estimated that 28 young people aged 10 and over took part in these discussions.
- Young people commented that they would like to access to safe / trusted private places for advisory support / counselling, PHSE support, places where they can be surrounded by peers / not judged by others / spend time away from home, indoor and outdoor sports activities, sensory rooms, music and gaming. They would also like the opportunity to socialise and meet others and the opportunity to learn new things (e.g. cookery, managing money).
- Young people indicated a preference to access services and support face to face in person they prefer the environment it offers and feel more comfortable talking face to face (they feel it's more personal, they can read body language / build relationships). However, some commented that people with anxiety may prefer online support.

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## YOUTH SERVICES IMPACT - GRAVESHAM SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Gravesham.

33 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Gravesham district. 11 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Gravesham district, as follows:

**Which of these activities do you or someone in your household take part in? Gravesham district - activity provider: The Grand Base:** all answering (11), consultees had the option to select more than one response

	Number of consultees answering
Gravesend - GYG Committee (Thurs)	7
Gravesend - GYG Glam (Tues and Wed)	6
Gravesend - Higham Youth Club (Wed)	6
Gravesend - Youth Job Club (Mon)	5
Gravesend - GYG Performers (Wed)	5
Cobham Youth Club (Fri)	5
Gravesend - GYG Gone Wild (Mon)	4
Gravesend - Active Listening Service	4
Gravesend - Mini GYGers (Tues)	3
Gravesend - GYG Creative (Wed)	3

Some example verbatims put forward can be found below:

**“My child loves meeting people his own age. I cannot afford to pay out for expensive days out or clubs. I like to know he is in an environment which is safe where he can meet mates. He's not on the streets getting enticed into a street gang.”**

**“Since taking part in these activities my daughter’s confidence has grown so much. She is now opening up to other possibilities she could do in the further with her school and career. She has made new friends and encouraged her to part in events she wouldn’t normally do. The support from the staff and her peers amazing. She would not have experienced this if it wasn’t for GYG.”**

## **Engagement exercises at the Gravesham Youth event / Northfleet Youth Centre / local sessions**

- As part of the consultation exercise, engagement discussions took place in Gravesham Youth event / Northfleet Youth Centre / local outreach sessions. It is estimated that 56 young people took part in these discussions.
- Young people commented that they would like to access places where they can be surrounded by peers / not judged by others / spend time away from home, access support workshops, indoor and outdoor sports activities, music, gaming and get access to food and drink. They would also like the opportunity to socialise (including SEN and accessibility groups), meet others and the opportunity to learn new things (e.g. cookery, life skills).
- Concerns were raised as to whether young people have been engaged fully with the consultation process and whether any special measures were put in place to ensure their feedback is captured.

## YOUTH SERVICES IMPACT - MAIDSTONE SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Maidstone, and user feedback collected in support group sessions.

69 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Maidstone district. 28 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Maidstone district, as follows:

**Which of these activities do you or someone in your household take part in? Maidstone district - activity provider: Salus Base:** all answering (28), consultees had the option to select more than one response

	Number of consultees answering
Shepway - Youth and Community Centre - Junior club and Senior youth club (Tues)	14
Shepway - Youth and Community Centre - Junior club and Senior club - (Fri)	14
Shepway - Youth and Community Centre - Small group work sessions	12
Parkwood - Youth Centre - Junior club and Senior club (Thurs)	10
Sutton Valence - Village Hall - Junior youth club (Mon)	9
Shepway - Youth and Community Centre - Olympia Boxing (Fri)	6
Shepway - Youth and Community Centre - One to one sessions	6
Signs of Safety - District wide annual activity to focus on transition from Primary to Secondary education	6

Some example verbatims put forward can be found below:

**“These proposals will have a profound impact on my granddaughter who has SEND it is also the only break my daughter gets from looking after her. We need to increase activities and respite for SEND families.”**

**“Me and many others will lose a place where we can do fun activities and have an escape.”**

**“My children would become depressed. I wouldn’t know where they are if no space for them to go with their friends. Crime rates will rise.”**

**“I am concerned that if funding is stopped for current youth services, that the new services by KCC won’t be as good or as frequent.”**

**“A lot of the children and young adults that attend are very dependent on the club for the space to socialise and learn new skills that will help them develop in later life. The**

**possibility of perhaps losing that for them would be significant damage to their development so it's really important that it stays available to the people of the area."**

**"Youth club means so much to me because I have made a lot of friends and it takes all my problems away. When I feel down all the time and it gets me away from everything. However I have built a lot of confidence and it makes me feel more like myself."**

### **Engagement exercises at Shepway Youth Hub**

- As part of the consultation exercise, engagement discussions took place in Lydd and local outreach sessions. It is estimated that 52 young people aged 8 and over took part in these discussions.
- Young people commented that they would like to access to safe / trusted private places for advisory support / counselling, PHSE support, places where they can be surrounded by peers / not judged by others / spend time away from home, indoor and outdoor sports activities, sensory rooms, music and gaming. They would also like the opportunity to socialise and meet others and the opportunity to learn new things (e.g. cookery, managing money).
- Young people indicated a preference to access services and support face to face in person they prefer the environment it offers and feel more comfortable talking face to face (they feel it's more personal, they can read body language / build relationships). However, some commented that people with anxiety may prefer online support.

## YOUTH SERVICES IMPACT - SEVENOAKS SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Sevenoaks.

46 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Sevenoaks district. 15 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Sevenoaks district.

**Which of these activities do you or someone in your household take part in? Sevenoaks district - activity provider: West Kent Extra Base:** all answering (15), consultees had the option to select more than one response

	Number of consultees answering
Sevenoaks - The Hope Church, Youth Group (Tues)	7
Edenbridge - House (Tues, Wed and Fri)	7
Edenbridge - Eden Centre youth group	6
Edenbridge - Olympia Boxing (Thurs)	6
Edenbridge - 8-12s session	5
Swanley - The Junction, St Marys Road Youth Group (Fri)	4
Swanley - The Junction, Nurture group (Tues)	4
Edenbridge - Nurture group (Thurs)	4
Westerham - Youth session (Fri)	4
Westerham - Olympia Boxing (Wed)	3
West Kingsdown - Youth group (Wed)	1
Dunton Green Pavilion - (Mon)	1

Some example verbatims put forward can be found below:

**“They make a difference to our society as a whole. These clubs provide safe spaces and prevent youths from getting into undesirable situations. They are sometimes the only place for them to go when things are bad at home AND school. The clubs keep teens off the streets and away from a life of crime. Parenting services, coaching etc are available everywhere, including programs supplied by schools and doctors.”**

**“The children enjoy these clubs, it gives them a chance to make positive relationships and steer away from peers who could lead them astray, it also gives them a safe space.”**

**“Myself and my very close friends have children accessing these services- it is disgraceful that you are even seriously considering cutting the funds for them. They are vital and safe hubs for our children, it is an investment in their future and the future of the community.”**

**“I think there will be more anti-social behaviours in the community if the youth doesn’t have a safe space to socialise. In these youth groups, it’s a great opportunity for the youth to have positive influence from adults outside their homes. I think it would be a shame to stop.”**



## YOUTH SERVICES IMPACT - SWALE SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Swale, and feedback received via video feedback from service users.

70 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Swale district. 37 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Swale district.

**Which of these activities do you or someone in your household take part in? Swale district - activity provider: Southern Housing** Base: all answering (37), consultees had the option to select more than one response

	Number of consultees answering
Swale – School work (various)	17
Faversham Baptist Church – 812 youth club (Thurs)	13
Sheerness Youth Centre – Youth club (Thurs)	12
Faversham Recreation Ground – Detached (Fri)	9
Faversham Baptist Church - Disability Youth Club (Mon)	8
Newington – Youth club (Tues)	8
Sheerness Healthy Living Centre – Absolute Arts youth club (Mon)	5
Sheerness County Youth Centre – Sheerness Seniors Youth Club (Tues)	5
Rushenden – Youth club (Wed)	4
Teynham – Detached provision (Thurs)	4
Thistle Hill - Detached provision (Wed)	1

The top five themes reported in terms of impact can be found below (reported for response samples over n=30):

	% of consultees answering
Miss out on socialising / mixing / being independent / building confidence / making friends	49%
Need these services / activities / don't cut them	34%
Detrimental to children / young people / negative impact	31%
Rely on these services / valued / much needed	29%
Provide a safe place to go	23%

Some example verbatims put forward can be found below:

**“My children will have nowhere to go with a suitable environment to socialise. The other options are paid clubs (football, tennis, dance etc), all of which are not for socialising. This will inevitably result in my children, and many others choosing other places in the town to hang out (as its not cool to stay at a parents house all day). The impact these clubs have in the local area has clearly been overlooked. I'm so disgusted with these proposals.”**

**“You can't cut these services that are needed for youths and families. they need support and safe places to go. this affects every aspect of life if you cut these services, crime, health, mental health, school and housing it affects everywhere and everyone.”**

**“A lot of people rely heavily on these places some children I know don't go out unless to youth club as the streets are no longer safe the youth clubs here are the only thing left fun for the children to do and for the parents to know the kids are still safe it's not discriminative and all children get along make friends and are happy there also very sad that there lifelines and friendship groups even their routines will be put out of the window, have you thought about the effect on these children? Cutting funding for something so important is just ridiculous and very selfish.”**

**“My son is home schooled and this provides him with a way to socialise with his peers in a natural, safe and free environment. We cannot afford to send him to paid for clubs, so this would take away a big part of socialising.”**

**“My neurodivergent young person would be devastated. Two youth groups which are the highlight of his week. He struggles to socialise & make friends, these two groups have been a lifeline to him. They have provided a safe and welcoming space for my young person to learn and build his socialisation skills, which in turn has helped build his self-esteem. The environment and the staff provide a first class setting for those who struggle with neuro-typical life. As a parent who has searched long and hard for local groups for my son to attend, I will be sad to see the groups disappear and even sadder to watch my son withdraw from society once again.”**

**“Youth clubs are a safe place for children in a world which is filled with poverty,, violence, drug and alcohol abuse. They provide vital childcare for some families especially in the current economic crisis. To take these provisions away puts vulnerable young people at risk. There is very little available to children today, after 12 years children are no longer allowed to hang out in playgrounds, there is nothing for the youth of today and boredom can lead to antisocial behaviour which is rife in the area. We want children to thrive and go on to be the best they can be.”**

**“Playing with my friends. It boosts some people's confidence and it helps you make new friends.”**

**“I don't want youth club to stop because youth club is a place for children to come and be themselves and make friends.”**

**“I don't think youth club should be closing because I believe it's a place where young adults and kids of most ages can come together and relate as a group of people.”**

## **Engagement exercises at Swale Youth Hub / Youth Zone / local outreach sessions**

- As part of the consultation exercise, engagement discussions took place at Swale Youth Hub / Youth Zone / local outreach sessions. It is estimated that 23 young people aged 8 and over took part in these discussions.
- Young people commented that they would like to access to safe / trusted private places for advisory support / counselling, places to eat, activities such as swimming, indoor and outdoor games, arts and crafts, board games and gaming. They would also like the opportunity to socialise and meet others, the opportunity to learn new things (e.g. cookery, practical skills, independent living, self defence, music) and day trips.
- Young people indicated a preference to access services and support face to face in a Hub as they prefer the environment it offers and feel more comfortable talking face to face (they feel it's more personal). They also want to be able to meet with their friends face to face in a social but controlled environment. Some suggested that online support could be provided as an option for counselling support and education plans / revision support.

## YOUTH SERVICES IMPACT - THANET SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Thanet.

148 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Thanet district. 90 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Thanet district, as follows:

**Which of these activities do you or someone in your household take part in? Thanet district - activity provider: Pie Factory Base:** all answering (90), consultees had the option to select more than one response

	Number of consultees answering
The Pavilion Youth & Community Café - Youth café sessions (Tues, Thurs and Fri)	56
Parent and Child group (Wed, all age)	42
Ramsgate Youth Centre - Band Room (Tues)	37
Ramsgate Youth Centre - The Live Room (Mon)	33
Ramsgate Youth Centre - ACT! Youth Volunteer Group (Tues)	32
Ramsgate Youth Centre - Bike Project (Mon)	31
Ramsgate Youth Centre - Junior youth club (Thurs)	29
Ramsgate Youth Centre - Open Arms (Fri)	24
Detached Community work - Streets based in Ramsgate (Fri)	20
Ramsgate Youth Centre - Band Room (Wed)	0

The top five themes reported in terms of impact can be found below (reported for response samples over n=30):

	% of consultees answering
Miss out on socialising / mixing / being independent / building confidence / making friends	40%
Need these services / activities / don't cut them	39%
Detrimental to children / young people / negative impact	33%
Services / activities provide support / information / will miss out on these	33%
Rely on these services / valued / much needed	27%

Some example verbatims put forward can be found below:

**“This would be an absolute shame to cut these services for young people. They are well used and as we know there is a lack of provision for the age groups that utilise these services. There are many families in Broadstairs (despite the view it is a very affluent area) that are unable to afford activities that are provided by these groups! The Pavilion youth group is situated very near a housing estate where many of these lower income families live. There is little available locally for the kids if this place is closed and it also serves as an important hub for families to signpost other services.”**

**“Devastating, and a huge loss to the community. Young people in areas other than Margate will not be able to access the Quarterdeck hub due to transport, finance, volume of people, and lack of open access youth provision at Quarterdeck. There is a huge need for local provision, which has been demonstrated for many years.”**

**“I absolutely love going to this group since I moved to Broadstairs after leaving an abusive relationship with my child. They have helped me so much and so have the other families I’ve met we have a real support between us and we care about each other. Please do not stop this group it keeps me going.”**

**“They provide a safe and nurturing place for my family and I. My children can access fruit here which I can’t afford to buy. They run so many activities for families and children of all ages and is the only support we get for my transgender teen.”**

**“This will significantly impact the progress my daughter has made since attending Pie Factory. There has been a huge increase in her confidence, ability to engage with others, self-belief and esteem. Pie Factory has given her a purpose and a goal to work towards as it has shown her that she could be a youth worker like the people who currently support her. The proposal to stop these activities will remove the option for a safe space to engage in inclusive social circles for young people who are discovering who they are and accepted and encouraged to be themselves. I believe this will result in isolation for these young people and potentially a withdrawal from society because they don’t feel safe to be themselves.”**

**“It would be devastating. I don’t drive and find public transport incredibly stressful and triggers my anxiety. This is the only place I can take my kids and feel relaxed. It’s the only place I’ve ever been able to make other mum friends and the kids have been able to make friends too.”**

**“Our children would be bereft of things that keep them busy and motivate them to stay positive and keeps them out of trouble. They have positive role models here and interact with other kids who are trying to find their way in life in a positive manner. Without these activities I fear they will end up hanging around on the streets and getting into trouble and becoming horrible adults.”**

**“My daughter is 17, autistic, has anxiety and has not attended school for almost a year. During her GCSE year she found The Pavilion Youth and Community Cafe an invaluable escape, as do so many others. Most youth groups charge membership fees, and so many parents are not on a position to fund this. The Pavilion also offers additional qualifications and experiences to young people who would normally be excluded due to lack of funds.”**

**“It would cut the young people I know off from so much support and trusted relationships leaving them adrift with no reliable, known or trusted support workers. I have used these services myself and their specialist offerings helped me discover skills and opportunities I would not have had otherwise.”**

### **Engagement exercises at Quarterdeck Youth Hub / local outreach sessions**

- As part of the consultation exercise, engagement discussions took place at Quarterdeck Youth Hub / local outreach sessions. It is estimated that 98 young people aged 11 and over took part in these discussions.
- Young people commented that they would like to access to safe / trusted private places for advisory support / counselling / educational development / mental health, food support, PHSE support / advice, contraceptive / drug / alcohol advice and employment advice. They would also like the opportunity to socialise and meet others, the opportunity to learn new things (e.g. cookery, sport, gaming, textiles, music) and day trips.
- Young people indicated a preference to access services and support face to face in a Hub as they prefer the environment it offers and feel more comfortable talking face to face (they feel more listened to / can read body language). They also want to be able to meet with their friends face to face in a social but controlled environment. Some also suggested that their parents would not support online access / have safety concerns with accessing content online and that online isn't as engaging as speaking to support staff face to face and can be frustrating to use. Some comment on experiences of having to use online support during the pandemic and that they didn't like this.

### **Engagement exercises at local sessions**

- As part of the consultation exercise, engagement discussions took place via local outreach sessions. It is estimated that 15 young people took part in these discussions. Some example verbatim comments from these young people can be found below:

**“I've been coming to pie factory for 4 years, I remember first feeling like I didn't fit in here, and now every time I come here it's loud and I like it.”**

**“If I hadn't of come here 9 years ago when i first started coming here and spoke to the staff here about what was happening at home I would still be in a toxic and abusive household so here actually got me out of that environment as they flagged to social services which then helped me getting the help I needed. When I came back after the gap and where I was struggling this place gave me the mindset of “if you think you are going to fail and you can't keep going, there are places that can keep your guard up, you gotta keep going on” if it weren't for places like here who's going to provide that.”**

**“I have seen other people in this room, when they first get here they are very down very low, and then as it's come to this point they are more alive and more social than they were before. I think the pie factory has given people a positive influence in their life.”**

**“I don’t think this is right, this is our home you can’t take away from us, most of us need this place in a nice way you can’t just get rid of it. Even if it is a couple of sessions some of us need that you can’t just get rid of it because they don’t want to give you some money, even if it’s not a lot it still helps. “What other space do you have” There isn’t there nothing, we would all just be at home doing nothing, we need to go out and do stuff, I have been able to do stuff I never thought I would here.”**

**“When I first came here I was in the worst place you could be in as a person. But I have met friends who are now my family they are better my family, I have adults who have actually show me that it’s worth living, I don’t want any other young person to miss out on something like this, because I know first hand I’ve got mates I have brought here because of how bad they were and people have helped them out so much.”**

## YOUTH SERVICES IMPACT - TONBRIDGE AND MALLING SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Tonbridge & Malling.

56 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Tonbridge and Malling district. 22 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Tonbridge & Malling district, as follows:

**Which of these activities do you or someone in your household take part in? Tonbridge and Malling district - activity provider: Salus Base:** all answering (22), consultees had the option to select more than one response

	Number of consultees answering
Snodland - Junior youth club and Senior youth club (Wed)	12
East Malling / Larkfield - Junior youth club and Senior youth club (Thurs)	10
Ditton - Junior youth club and Senior youth club (Mon)	7
Signs of Safety - District wide annual activity to focus on transition from Primary to Secondary education	7
Detached sessions in Larkfield – Larkfield skate park and other locations when required	4

Some example verbatims put forward can be found below:

**“Leaves a huge gap for children and young people in the communities. not having youth clubs will be disastrous. Children rely on these support services to gain self-esteem and growth - to support them to be more rounded individuals and gets them off the street when home may not be so available.”**

**“It would be very, very upsetting. My child struggles emotionally and joining clubs like these has helped him to build relations, to make friends and to do something which is fun. The proposal to stop these activities will impact on our children's wellbeing, they already go through challenges and difficulties. It would be very disappointing . The system in general is falling apart, with delays on NHS waiting list, these activities compensate the lack of support children received. So please, KCC, on behalf of all the parents and children who struggle, make an effort and think about us.”**

**“The cessation of youth services would impact enormously, the lure of joining gangs is too strong youngsters need good role models.”**

**“These services can be a lifeline for families. They day trips are great for my teenage children because it gives them a break for a younger child (sibling) that has additional needs. it gives one of my son’s essential communication skills due to being removed from a special school. These services are very important to our family and it would be awful if**



**this service/help to families stopped. I've had support at home and it was so helpful. Parents already feel like they are not listened to so stopping certain services will have a major impact on families.”**

## YOUTH SERVICES IMPACT - TUNBRIDGE WELLS SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Tunbridge Wells.

52 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Tunbridge Wells district. 18 of these consultees noted that they, or someone in their household, takes part in one of the listed activities for the Tunbridge Wells district, as follows:

**Which of these activities do you or someone in your household take part in? Tonbridge and Malling district - activity provider: Salus Base:** all answering (18), consultees had the option to select more than one response

	Number of consultees answering
Safety in Action - annual activity for year 6 students to focus on the transition from primary to secondary school	10
Paddock Wood - Junior youth club and outreach (Mon)	7
Rusthall - Detached sessions (Tues)	7
Sherwood - Detached sessions	7
Langton Green - youth club (Tues)	5
Cranbrook - Junior and Senior mixed youth club and outreach (Thurs)	3

Some example verbatims put forward can be found below:

**“There is a need for youth work in Rusthall and Langton - my understanding was that both the Salus sessions in Rusthall and Langton had ended due to a lack of staff, but I've been talking to them about starting them again, because I know there is nothing for the 9-13 age range to do during school holidays, and as a local councillor when I speak to residents the need for youth work in the village is frequently mentioned.”**

**“Removing youth clubs or the funding for them without a precise and consistent plan or provider in place will remove safe spaces for children and young people to go. It increases the risk of exploitation, antisocial behaviour and crime in our communities.”**

**“Myself and my children would have no affordable places to go for my children to socialise - this is a safe space where I can talk to other people in my area.”**

**“As a parent to two soon to be teenagers, one with ADHD, these services are paramount. Teenagers with safe spaces to go and to be able to safely interact with children of similar ages is important. Mental Health in young adults/teenagers need all the support they can get. Especially with current waiting times in all services especially CAMHS.”**

## **Engagement exercises at Tunbridge Wells summer events / Youth Hub / local outreach sessions**

- As part of the consultation exercise, engagement discussions took place at Tunbridge Wells summer events / Youth Hub / local outreach sessions. It is estimated that 18 young people aged 8 and over took part in these discussions.
- Young people commented that they would like to access to safe / trusted private places for advisory support / counselling, PHSE support, places where they can be surrounded by peers / not judged by others, indoor and outdoor sports activities, sensory rooms, music and gaming. They would also like the opportunity to socialise and meet others and the opportunity to learn new things (e.g. cookery).
- Young people indicated a preference to access services and support face to face in a Hub as they prefer the environment it offers and feel more comfortable talking face to face (they feel it's more personal, they feel supported and its safe). They also want to be able to meet with their friends face to face in a social but controlled environment. Some suggested that online support could be provided as an option for signposting information sources.

## RESIDENT FEEDBACK

### EQUALITY ANALYSIS

- Consultees were asked to comment on the Equality Analysis put forward with the consultation and if there was anything that should be considered relating to equality and diversity in their own words.
- For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the table below. 19% of consultees answering via the consultation questionnaire provided a comment at this question.
- A proportion of consultees indicated that specific populations would be impacted by the proposals / not considered adequately, including:
  - Young people (17%)
  - SEN / SEND / autistic / ND (17%)
  - Deprived / low income (14%)
  - Disabled / impaired / learning disabilities (14%)
  - Children (13%)
  - Families / parents (12%)

**We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity. Please add any comments**

Base: all answering (169)

	Number of consultees answering	% of consultees answering
Young people adversely affected / not considered adequately	29	17%
SEN / SEND / autistic / ND adversely affected / not considered adequately	29	17%
Deprived / low income residents adversely affected / not considered adequately	24	14%
Disabled / impaired / learning disabilities adversely affected / not considered adequately	23	14%
Children adversely affected / not considered adequately	22	13%
Families / parents adversely affected / not considered adequately	21	12%
Criticism of consultation / questions about consultation / suggestions about consultation	17	10%
Services must be accessible / available	16	9%

	Number of consultees answering	% of consultees answering
Services must be inclusive / cater to everyone / everyone treated equally	16	9%
Non-users of technology / lack of access to technology / digital means adversely affected / not considered adequately	14	8%
Access to transport / ability to travel adversely affected / not considered adequately	11	7%
Those with mental health issues adversely affected / not considered adequately	10	6%
LGBTQIA+ adversely affected / not considered adequately	6	4%
Equality analysis seems adequate	6	4%
Equality irrelevant to this	5	3%
Rural residents adversely affected / not considered adequately	3	2%
Vulnerable residents adversely affected / not considered adequately	3	2%
N/A / nothing to add / don't know	18	11%
Comments unrelated to equality analysis	14	8%
Other	16	9%

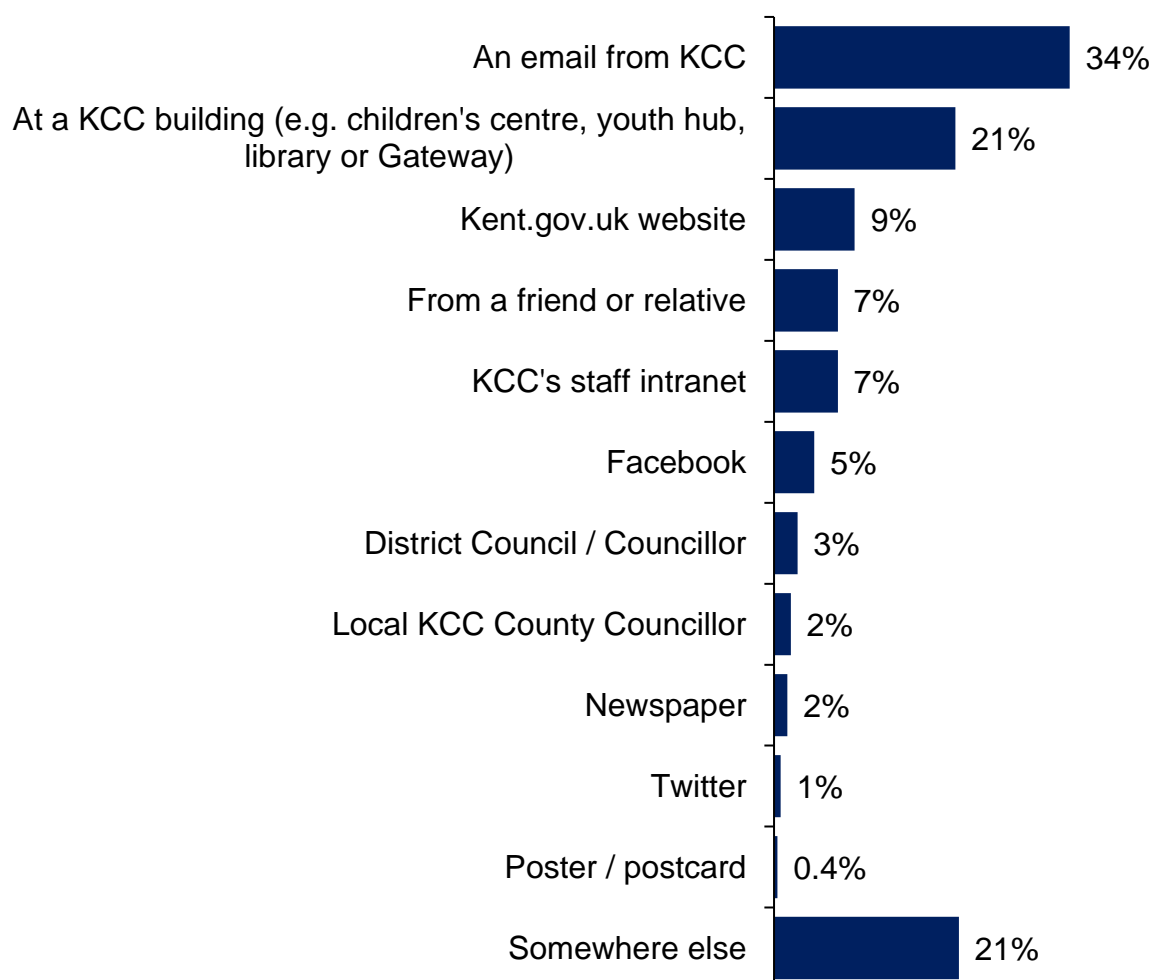
## PROFESSIONALS / ORGANISATION FEEDBACK

### CONSULTATION AWARENESS

- The most common means of finding out about the consultation is via an email from KCC (34%) and at a KCC building (e.g. children's centre, youth hub, library, Gateway) at 21%.
- Other modes of finding out about the consultation include the Kent.gov.uk website (9%), from a friend or relative (7%) and KCC's staff intranet.

#### How did you find out about this consultation?

Base: all answering (260), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
An email from KCC	88	34%
At a KCC building (e.g. children's centre, youth hub, library or Gateway)	54	21%
Kent.gov.uk website	24	9%

<b>SUPPORTING DATA</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
From a friend or relative	19	7%
KCC's staff intranet	19	7%
Facebook	12	5%
District Council / Councillor	7	3%
Local KCC County Councillor	5	2%
Newspaper	4	2%
Twitter	2	1%
Poster / postcard	1	0.4%
Somewhere else	55	21%

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# PROFESSIONALS / ORGANISATION FEEDBACK

## FAMILY HUB SERVICES

This section of the report summarises response to the questions posed surrounding the Family Hub Services in the consultation, as reported by consultees.

### ACCESS METHODS SUITABLE FOR SERVICES

- Consultees were asked to select the access methods they consider suitable for delivering the pre-defined eleven services featured in the resident consultation questionnaire.

**For each service below, please select the access methods you think are suitable. You can select one, two or three options for each service?**

#### Education for parents on child development

- The vast majority of consultees answering (96%) consider face to face (in person) access to be suitable for education for parents on child development.
- Just under two thirds of consultees answering consider online services (68%) and virtual services (69%) suitable for this service.

Base: all answering (257), consultees had the option to select more than one response.



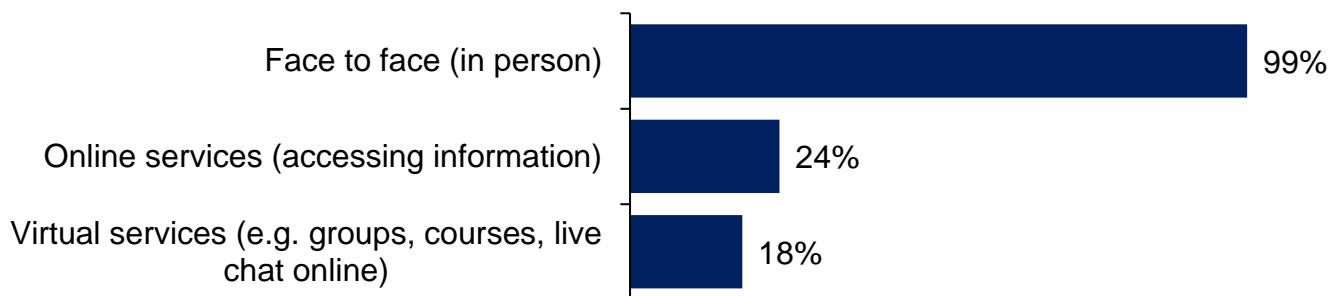
SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	246	96%
Online services (accessing information)	175	68%
Virtual services (e.g. groups, courses, live chat online)	177	69%



### Activities for children aged 0-5

- The vast majority of consultees answering (99%) consider face to face (in person) access to be suitable for activities for children aged 0-5.
- Just under a quarter of consultees answering consider online services (24%) suitable for this service and 18% consider virtual services suitable.

Base: all answering (255), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	253	99%
Online services (accessing information)	61	24%
Virtual services (e.g. groups, courses, live chat online)	47	18%

### Activities for older children and young people

- The vast majority of consultees answering (97%) consider face to face (in person) access to be suitable for activities for older children and young people.
- Around a half of consultees answering consider online services (47%) and virtual services (51%) suitable for this service.

Base: all answering (260), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	253	97%
Online services (accessing information)	122	47%
Virtual services (e.g. groups, courses, live chat online)	132	51%

**Information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND)**

- The vast majority of consultees answering (93%) consider face to face (in person) access to be suitable for information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND).
- Three quarters of consultees answering consider online services (75%) suitable for this service and 67% consider virtual services suitable.

Base: all answering (256), consultees had the option to select more than one response.

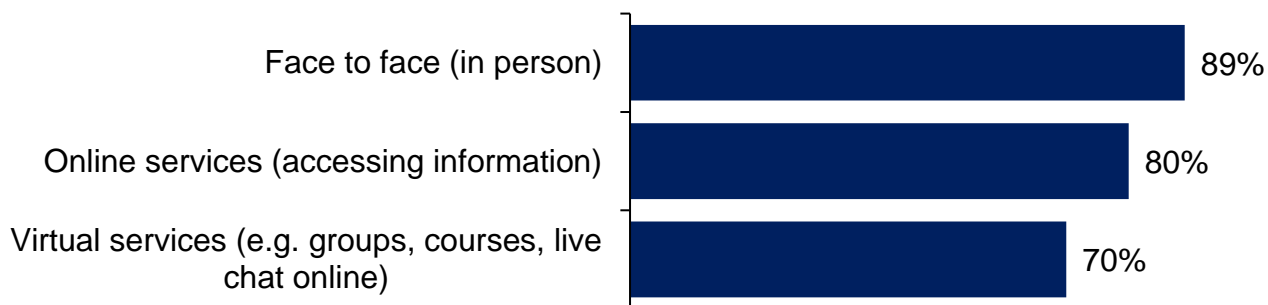


SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	238	93%
Online services (accessing information)	192	75%
Virtual services (e.g. groups, courses, live chat online)	171	67%

### Information and signposting to mental health services (children and adults)

- The majority of consultees answering (89%) consider face to face (in person) access to be suitable for information and signposting to mental health services (children and adults).
- There is less of a distinction in suitability perceptions with 80% of consultees considering online services suitable for this service and 70% considering virtual services suitable.

Base: all answering (257), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	228	89%
Online services (accessing information)	206	80%
Virtual services (e.g. groups, courses, live chat online)	179	70%

### Support for parents/carers of adolescents (teenagers)

- The vast majority of consultees answering (93%) consider face to face (in person) access to be suitable for support for parents / carers of adolescents (teenagers).
- There is less of a distinction in suitability perceptions with 70% of consultees considering online services suitable for this service and 75% considering virtual services suitable.

Base: all answering (257), consultees had the option to select more than one response.

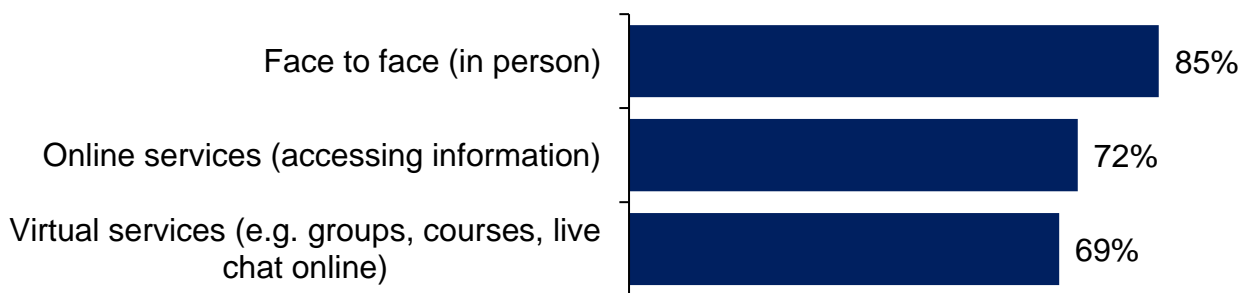


SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	238	93%
Online services (accessing information)	181	70%
Virtual services (e.g. groups, courses, live chat online)	192	75%

### Online safety for children and young people

- The majority of consultees answering (85%) consider face to face (in person) access to be suitable for online safety for children and young people.
- There is less of a distinction in suitability perceptions with 72% of consultees considering online services suitable for this service and 69% considering virtual services suitable.

Base: all answering (254), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	217	85%
Online services (accessing information)	184	72%
Virtual services (e.g. groups, courses, live chat online)	174	69%

## Support for young people with substance misuse (alcohol/drugs)

- The vast majority of consultees answering (98%) consider face to face (in person) access to be suitable for support for young people with substance misuse (alcohol / drugs).
- 59% of consultees answering consider online services suitable for this service and 59% consider virtual services suitable.

Base: all answering (256), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	252	98%
Online services (accessing information)	151	59%
Virtual services (e.g. groups, courses, live chat online)	151	59%

## Domestic abuse support

- The vast majority of consultees answering (98%) consider face to face (in person) access to be suitable for domestic abuse support.
- 70% of consultees answering consider online services suitable for this service and 64% consider virtual services suitable.

Base: all answering (258), consultees had the option to select more than one response.

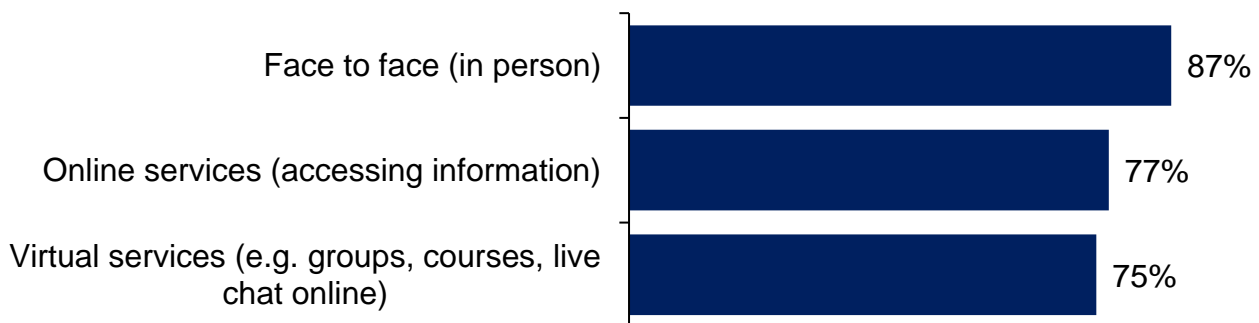


<b>SUPPORTING DATA</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Face to face (in person)	252	98%
Online services (accessing information)	181	70%
Virtual services (e.g. groups, courses, live chat online)	165	64%

### Debt and welfare advice

- The majority of consultees answering (87%) consider face to face (in person) access to be suitable for domestic abuse support.
- There is less of a distinction in suitability perceptions with 77% of consultees considering online services suitable for this service and 75% considering virtual services suitable.

Base: all answering (255), consultees had the option to select more than one response.

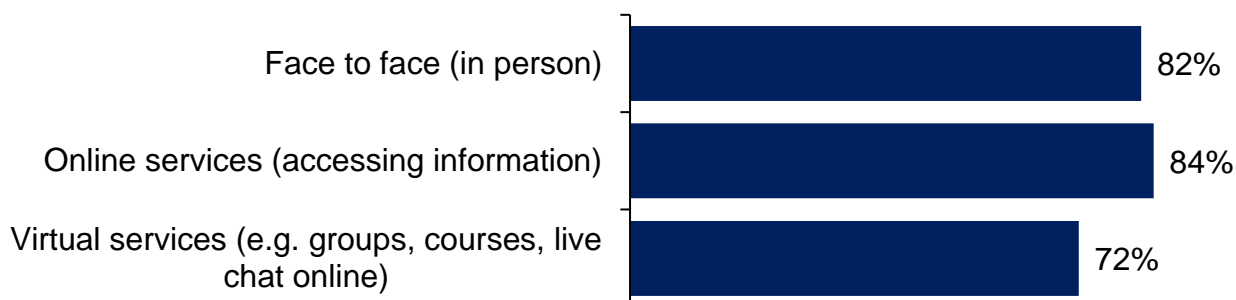


<b>SUPPORTING DATA</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Face to face (in person)	221	87%
Online services (accessing information)	195	77%
Virtual services (e.g. groups, courses, live chat online)	189	75%

## Signposting to information to support separating and separated parents

- Perceptions are broadly similar in the context of signposting to information to support separating and separated parents with 82% considering face to face access suitable, 84% considering online services suitable and 72% considering virtual services suitable.

Base: all answering (255), consultees had the option to select more than one response.



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Face to face (in person)	210	82%
Online services (accessing information)	213	84%
Virtual services (e.g. groups, courses, live chat online)	184	72%

## ADDITIONAL SUGGESTIONS FOR FAMILY HUB NETWORK SERVICES

Consultees were asked to indicate whether there was anything else they thought should be available for children, families and young people through the Family Hub network in Kent. 54% of consultees answered this question and provided a comment.

Example verbatim comments shown below highlight the key themes expressed:

Youth / adolescent service provision and targeting of where this is needed to achieve impact:

**“Youth clubs, face to face interaction on a weekly basis with the young people and struggling families. Face to face classes and delivery of clubs and respite.”**

**“Youth clubs are needed for teenagers to have their own safe non-judgemental space. 10 years ago most youth centres were closed in Kent, youth violence and anti-social behaviour increased thus will happen again if they are not given their own space. I believe that many will not go to a family hub.”**

**“Detached youth services and the targeted use of youth clubs and support work to support vulnerable in children in areas of high need and/or where there is a measurable community impact.”**

**“Street-based youth work in locations of concern linked to Contextual Safeguarding Agenda - this maybe be considered under 'Activities for older children and Young People' but this agenda is far greater than activities and often it can take longer than building based work to build relationships with the young people in these spaces to affect change. It also includes working with non-traditional partners, exploring how to build guardianship capacity and is a really unique and important role in to safeguard communities.”**

**“Youth services are imperative and important for young people’s personal social development to ensure a holistic approach to progression. Youth services shouldn’t be cut, but actually be invested in to bring them up to the 21st century to ensure young people have access to free, engaging and positive activities to support them.”**

**“I think that the new family hub network is neglecting adolescent services and the important role that they have in making a difference with young people. Adolescents are one of the most vulnerable groups and can struggle to find safe spaces to engage in. With the addition of children and families and adult services being combined this could detriment the ability to work effectively with adolescents.”**

**“I think Youth Services should be given the same level of resources, funding and consideration as the children, anti-natal, pre-natal support that is in the Family Hub model.”**

**“Open Access Youth Groups are an integral aspect of the development of young people in the local community. Regardless of a young person’s background, life experiences, or behaviour there should be a safe space for young people to access and receive support. I worry that as a result of the consultation KCC will only deliver small youth groups on a referral basis, this will only help a small percentage of the young people in the community.”**

Making face to face workshops / drop in sessions / groups available:

**“Parenting classes/drop in sessions and face to face toddler groups with guided activities for the children to support parents by seeing how their children interact with the activities and resources. parents need the opportunity to meet other parents in a supported environment. meeting professionals and H. V. at these meetings would support parents to be familiar with and seek support from the professionals if they have a problem.”**

**“Drop in sessions should definitely continue for the parents to have opportunity to discuss their needs. Youth groups should continue as this particular group are often vulnerable and have nowhere else to go.”**

**“Behaviour management workshops built into child development sessions, so parents learn and understand what is 'normal' development and have realistic expectations on what their children should be able to achieve throughout the different stages/milestones of their lives. And information on how to manage each of these stages.”**

**“A variety of groups to help parents with parenting of all ages. Wider range of different groups, small & large, to address particular areas of development. Groups and activities with agencies working together to deliver information & support.”**



Signposting, support and advisory services:

**“Parenting programmes and support for the parent-infant relationship is usually seen as just additional. If you can offer something like Incredible Years Baby or Mellow Parenting and perinatal support which is relationship based then this will be very beneficial for the early start for babies. Croydon’s family hub offer will be including a Parent and Infant Relationship Service (PAIRS) which includes psychotherapy and practical support.”**

**“It is estimated that 1 in 6 adults in UK cannot read. Family hubs could offer signposting and support to local adult literacy groups - there are no such groups in Sevenoaks.”**

**“Information about and signposting to mental health services, activities for older children and young people.”**

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## COMMENTS ON FAMILY COACHES

Consultees were asked to provide any comments on Family Coaches in their own words. 62% of consultees answered this question and provided a comment. 85 consultees made a positive comment towards the concept and 97 consultees referenced a concern with the concept (please note a proportion of consultees made a positive comment and raised a concern).

Example verbatim comments shown below highlight the key themes expressed:

Perceptions of the concept being a good idea / beneficial to families:

**“We believe peer-to-peer support is critical and a community of individuals with lived experience provides a rich and supportive network for families to receive the support they need.”**

**“This could be a very powerful resource if families engage positively. The success of this almost exclusively depends on family engagement.”**

**“To involve families directly is a positive idea. It gives them ownership and a chance to have their say as a parent/carer. Maybe this could be done as a quarterly meet up where they can meet and converse on different topics. Outcomes could be fed back to staff, listening to the parent/carer views and implementing them where possible. This could include some positive training.”**

Concerns expressed for the level of training / expertise required and questioned whether they service can be effective with volunteers only:

**“Family coaches would need to be vetted thoroughly. Coaching into employment would be better than voluntary. The service should be delivered face to face.”**

**“How will you recruit an adequate number of Family Coaches with the requisite skills, knowledge and experience to support children and families?”**

**“This is outrageous. People should be recruited, trained and PAID for these services. We are already struggling with early help provision, let alone professional youth provision. Social workers are stretched beyond belief and we need more reliable support. And you are proposing people do this for free? This is insulting.”**

**“Volunteers are extremely difficult to recruit and hold on to especially in this current climate. Families have to work long hours to cover the cost of living so this will be limited in offering additional hours. These volunteers will also need intensive training which will come at a cost.”**

**“What resources are there to train and mentor these Family Coaches? Will there be supervision available for a Family Coach? Once trained will a commitment be required to volunteer for a certain length of time. We need to ensure there is not just a revolving door of family coaches and the actual family has no consistency. Should we be relying on the voluntary sector to support families in this way?”**

Potential duplication of services / perceptions of similar service being delivered currently / previously:

**“We already deliver this service through our team of volunteers, so this would be a duplication of services. Why can't you use existing services rather than re-invent the wheel. Managing volunteers is very time consuming and takes a lot of dedication from experienced staff, If they are not regularly supervised they will not be committed and ultimately let families down, and possible miss safeguarding issues.”**

**“I feel this is a service similar to what was offered under Sure Start at The Village Children's Centre but they were called Parent Reps and it worked really well, they were part of the Children's Centre team and in return for Volunteering they were offered training in areas of interest. They organised our events and helped support parents. It was a shame when this service was lost although the majority of them went onto work in various roles across KCC as excellent assets to the teams they are in.”**

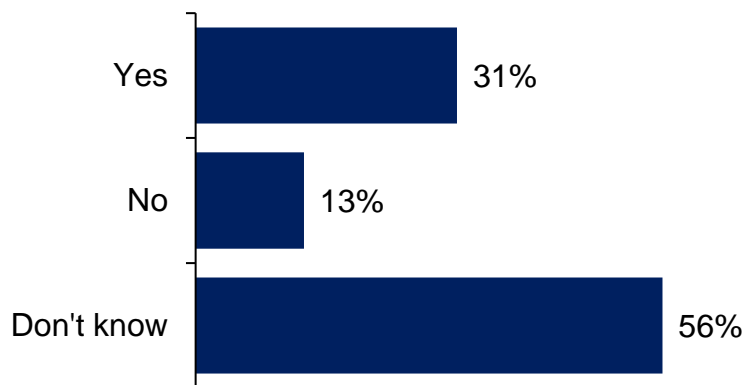
**“The Family Coaches concept appears to be based on a model the charity Home-Start have used for nearly fifty years. This is a successful model and I would suggest KCC liaise with Home-Start UK about this model. This also seems to going back to the Children's Centre Model, when they first opened. Offering support to parents / volunteers to develop their skills. The culture within the service would need to change to see the Family Coaches as valuable members of staff. As a professional it has felt in the past that volunteers have not been as valued. I would be concerned that due to the cost of living crisis, there is a national shortage of volunteers at present. Would the model still work without Family Coaches?”**

## ORGANISATION INTEREST IN SUPPORTING DEVELOPMENT OF FAMILY COACHES AND PEER TO PEER SUPPORT

- Just under a third of consultees answering (31%) indicated they would be interested in supporting the development of Family Coaches and peer to peer support.
- 13% indicated they were not interested and 56% are unsure.

**If you are responding on behalf of an organisation, would your organisation be interested in supporting the development of Family Coaches and peer to peer support?**

Base: all answering (224)



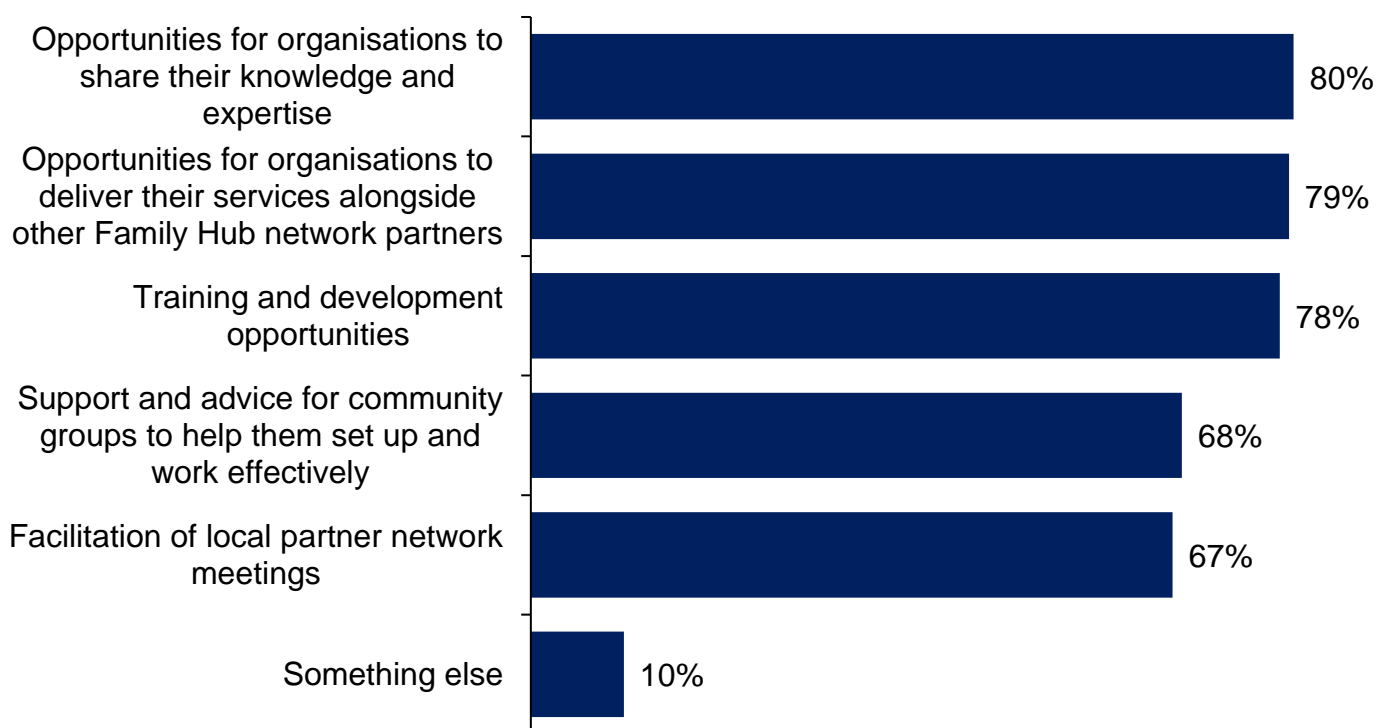
SUPPORTING DATA	Number of consultees answering	% of consultees answering
Yes	70	31%
No	29	13%
Don't know	125	56%

## CONTENT OF SUPPORT, ADVICE AND OPPORTUNITIES NETWORK MEMBERS WOULD LIKE TO SEE

- There is a high level of interest in all the five options posed to consultees, but the most popular are opportunities for organisations to share their knowledge and expertise (80%), opportunities for organisations to deliver their services alongside other Family Hub network partners (79%) and training and development opportunities (78%).
- Around two thirds indicated they would like to see support and advice for community groups to help them set up and work effectively (68%) and facilitation of local partner network meetings (67%).

### If your organisation was to be part of the Family Hubs network, what support, advice or opportunities would you want to see as a member of that network?

Base: all answering (206)



SUPPORTING DATA	Number of consultees answering	% of consultees answering
Opportunities for organisations to share their knowledge and expertise	164	80%
Opportunities for organisations to deliver their services alongside other Family Hub network partners	163	79%
Training and development opportunities	161	78%

SUPPORTING DATA	Number of consultees answering	% of consultees answering
Support and advice for community groups to help them set up and work effectively	140	68%
Facilitation of local partner network meetings	138	67%
Something else	20	10%

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## CONSIDERATIONS FOR DEVELOPMENT OF FAMILY HUB SERVICES

Consultees were asked to provide suggestions on anything else that should be considered in the development of Family Hub services in their own words. 44% of consultees answered this question and provided a comment.

Example verbatim comments shown below highlight the key themes expressed:

Concerns about user access to Family Hubs in terms of transport, location / rurality and distance:

**“It's okay having family hubs, but how are people going to get there when local transport is being cut and the cost of travel and day to day living is increasing. Some families may also feel intimidated by these places. You get better outcomes when speaking to families especially teenagers in their own environment.”**

**“The support needs to be accessible by the most vulnerable, they need to feel that the support is available to them and that they and their children will benefit from it. It needs to be local or accessible by public transport.”**

**“Don't forget the rural areas - bus routes are being reduced which will have an impact on how families can reach services, wither in a building or via outreach services.”**

**“Family Hubs need to be in areas, which families can access by public transport. I am concerned that our proposed hubs will cross health boundaries and that they are difficult and costly to access via public transport.”**

**“Families in areas of deprivation. The location of services, and if virtual and online some families have no access to internet or technology. Making sure that the hubs can be accessed easily and would no cost families money to attend. Have parking accessible as this could impact families attending the hub. Even though there would be more professionals, make it a friendly space to attend, especially if families have anxiety, too many professionals in a formal building could put them off attending and getting the help they need.”**

Importance of keeping youth / adolescent support services, and the resources / organisations / staff required to deliver these effectively, front of mind:

**“The importance of adolescent services and the importance that these roles do not feel/ get neglected. Vulnerable adolescents need a safe space and an area they can come to for support. The family hub concept neglects these values and levels of support that are needed.”**

**“A comprehensive Youth Work offer. The narrative around Family Hub's both in Kent and nationally is very much orientated towards Early Years, despite it supposedly being a 0-25 offer. Young people need to have opportunities to access informal learning in adolescent appropriate spaces in their districts.”**

**“We are concerned that young people (13+) will be excluded as they choose not to engage with more formal all ages venues. Family Hubs may well support the most needy young people that are diagnosed with additional needs or recognised behavioural issues but we believe that the family hubs model will fail to support universal young people and lead to disengagement.”**

**“I'm worried that the specialisms may be lost, early years and youth for example require very different skillsets. I am hoping there are still going to be specialist workers (this may also allow for specialist parenting teams for example) but with a clear connection between teams for the seamless 0-25 age range.”**

Importance of adding to existing services already facilitating support in this area and engagement with these services / support networks / users to optimise service design:

**“The groundwork is already there in the Children's Centres and Youth Hubs, we need to ensure that we build on what is existing and don't try to reinvent the wheel, use the expertise and knowledge of the staff who have been working with partners and families to build the hubs.”**

**“Making good use of links with pre-school, nurseries and primary schools locally.”**

**“In the past supporting families I have found it difficult to encourage families to access Children's Centre's. As they feel that they are "being watched" and its "the road to Social Services". The hubs need to create a welcoming feeling and be open to all and not feel such a "targeted" approach.”**

**“You need to consider what is already available. There are lots of community run groups that lack funding or that parents go to because they get a tea or cake etc. Could we tap into some of those services and then offer advice and guidance and upskill those organisations?”**

**“It is imperative that a range of parents/carers who represent the diverse make up of families are actively involved in the discussions and decision-making processes throughout the development of the Family Hub and on an ongoing basis. Whatever services are being offered through Family Hubs, the importance of having the local knowledge of the needs of the families in that location is paramount in being able to offer meaningful services.”**

**“There are already literal organisations doing this! Support the networks that exist. Stop withdrawing social workers and early help workers to early. I see this every day at work. Please I am begging, do not take funding away from open access youth clubs. It will literally endanger lives. Not to mention the cost involved in looking after young people later on who get incarcerated or injured due to violence and have to use the NHS.”**

#### HOW PROPOSALS TO STOP ACTIVITIES ACROSS KENT WOULD MAKE A DIFFERENCE TO PEOPLE

Consultees were asked to provide comments on how they think the proposal to stop these activities would make a difference to people in their own words. 74% of consultees answered this question and provided a comment.

Example verbatim comments shown below highlight the two themes expressed below:

Concerns that increasing numbers of young people need to access support and stopping services is the opposite to what is needed, particularly in the context of likely mental health and safety concerns:

**“Support is hard to come by at this present time, the waiting lists are growing, the young people and children who need support is increasing, stopping services would be a travesty.”**

**“There will be no local access to youth provision. ASB levels will increase as well as drug and alcohol use. Young people who are school refusers will have nowhere to go and those who have little confidence will have no support in becoming good citizens.”**

**“Taking away the services that have spent years with successions of youths supporting them in their communities to become who they want to be is not the answer to saving money. Taking away all the main youth providers in the county and leaving only a skeletal KCC staff for targeted work with a small number of youth will mean, in both the short and long term, much more money being spent addressing mental health, crime and apathy.”**

**“Stopping these activities across Kent would have a devastating and harmful impact to young people and society at large. You are setting up a system that will result in increased youth crime and teenage pregnancy, anti -social behaviour and serious mental health issues. It is a shameful proposal that will fail young people, their families and the community.”**

**“By losing PCSO's, Community Wardens and now Youth Services there will be limited/no guidance for young people out in those hard to reach areas where you need time to build relationships to make positive change.”**

**“I think it will be horrific, we can see where already there is a lack of resourcing for youth work in parts of Kent - those are the communities struggling with perceptions of the youth, young people engaging in antisocial behaviours and generally young people not being able to access support when they need it. Current services for youth work are a lifeline to young people, please do not axe it. I'm genuinely concerned about the effect it is going to have on the places that I live and the young people I see.”**



Concerns that these activities provide much needed services for 'hard to engage' young people / adolescents and they may not interact with other service provisions:

**“Some externally funded provisions reach our 'hard to reach' young people as they cover more rural areas and meet young people where they are at which can be invaluable. It is also an opportunity to then signpost young people to the main hubs and build a rapport with staff before they get there.”**

**“I believe youth hubs are an integral part of young people finding their feet. It allows them to develop friendships, increase independence and build a level of empowerment.**

**From my experience of working in youth hubs, the young people develop rapport with the staff members, providing them with a safe adult to support them through difficult situations. Youth workers are not only workers who provide activities for the young people, but they offer support to family members, respond to safeguarding and provide a safe space for them to express themselves. Without youth hubs, some of these young people do not have somewhere to base themselves or have a safe adult to express themselves to.”**

**“The most vulnerable young people across Kent are less likely to have positive opportunities to engage with extra-curricular activities. The youth service provision gives them positive outlets and experiences and are key to improving outcomes. Whilst there are some alternatives within the voluntary sector, these do not provide the same availability or close integration with partner agencies as the current KCC provision. Stopping these activities is likely to adverse the outcomes of young people and may lead to increases in ASB and other criminality within the youth cohort.”**

**“I worry that deprived areas will lose out on access to the youth services in those local area. They will lose out on having that familiar face if they need to talk to an adult outside of the family home.”**

**“There is a rise in mental health difficulties as a result of Covid-19 and other social pressures, with school refusals being at record highs. Removal of youth services could have a detrimental impact on the wellbeing of the children currently receiving help or currently in need of it. It will also impact future society and health services, costing more in the long-term.”**

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## YOUTH SERVICES IMPACT - ASHFORD SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Ashford.

27 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Ashford district. 19 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Ashford district - activity provider: The Canterbury Academy** Base: all answering (19), consultees had the option to select more than one response

	Number of consultees answering
Ashford Sk8side - other activities	18
Ashford Sk8side - Girls Skate project	14
Detached community work - Bockhanger and McDonalds	13
Ashford John Wallis - Boxing	10
Ashford John Wallis - Basketball	10
Tenterden - Highbury Hall youth sessions	9
Tenterden - Skate Project (Mon)	9
Ashford Stanhope - Girls netball	8
Ashford John Wallis - Tennis	8
Ashford John Wallis - British Sign Language	7

Some example verbatims put forward can be found below:

**“Some of our extremely vulnerable, volatile students would be lost, Sk8side have given them a purpose, with volunteering, mentoring etc. Concern would be how they would occupy their time if this wasn't available/this service helps to safeguard vulnerable members of the community.”**

**“There is already a lack of resources and safe places for young people to go. Even in their own home (due to the internet) they have a world of unsafety and uncertainty. By removing all of the above we are limiting the young people in Ashford the opportunity to safe spaces. If they are not currently working then they need reimagining to support the ever changing society. There needs to be more support for the vulnerable young people in the community.”**

**“It's a concern that all these activities will be going. I worry the impact these closures will have on some of our vulnerable young people. It appears that these new Family Units will**

not be serving our Adolescents. For many of our young people these activities are a safe haven for them. I think we will see a rise in young people hanging round particular areas/places/spaces that we have spent years trying to make safe.”

“Stopping youth sessions in Tenterden may result in some young people becoming isolated, if they don't have the means or funds to travel beyond their area to access alternative provision. Similarly with Sk8side and detached work - these activities meet young people where they are at, where they feel comfortable to engage and supported. Without these it is possible that there would be a negative effective on the mental wellbeing of these young people but also their behaviour, without activities in place that they can access and are comfortable in accessing, then they may engage more in negative activities and behaviours.”

## YOUTH SERVICES IMPACT - CANTERBURY SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Canterbury.

27 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Canterbury district. 17 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Canterbury district - activity provider: The Canterbury Academy** Base: all answering (17), consultees had the option to select more than one response

	Number of consultees answering
Riverside - Neuro diverse group (Thurs)	11
Riverside - Youth sessions (Wed)	10
Canterbury bike project (not solely funded by KCC, so may not be impacted)	9
Detached community work - City Centre, Sturry Road, Wincheap, Thannington, Hales place and Westgate (Thurs - rotates around various locations)	9
Riverside - Volunteer group (Tues)	8
Spring Lane - Youth club (Tues, Wed and Thurs)	8
Pyxis (Sun and Mon)	7

Some example verbatims put forward can be found below:

**“I have been a youth worker at Riverside Youth Centre for over 20 years. I run the neuro diverse and youth volunteer groups. Removal of funding for our face to face youth sessions would have a devastating effect. This was proved during lockdowns when we had to deliver sessions virtually which led to isolation for many of our club members, who find online meetings difficult and distressing. Some of our neuro diverse and learning disabled members have been attending Riverside for up to 16 years and say it is 'their home'. Some are in supported living and Riverside is their safe space to maintain the friendships they have developed. The face to face work we do has helped young people develop personal and social skills resulting in increased self - confidence, raised self-esteem and helped them gain places at college and work. Many of our vulnerable members have had very difficult experiences of being bullied at school and in social settings and are reliant on Riverside which many say is the only club they feel safe at. We have highly experienced staff, trained in disability/autism/epilepsy/challenging behaviour awareness etc. We are highly concerned about the negative effect particularly on the mental health of our neuro diverse and learning disabled members if our services are defunded.”**

**“Putting a stop to any of these programmes is highly damaging to all in the community. Young people rely on these services as a safe and familiar environment in order to socially develop when they may not be able to do this at home/school. It also offers them a safe**

**alternative to be around each other, rather than hanging around on streets. This is relevant to all young people too - no matter the age or ability. All would be affected by the proposed changes in the Family Hub Services.”**

**“These are preventative services, they prevent issues from escalating within families and reduce the amount of referrals to statutory services which cost the council millions.”**

**“Young people don’t always feel comfortable accessing services and not replacing, keeping or improving on these will have a negative impact on those currently accessing these provisions. The Bike project helps so many of our public priorities, such as wellbeing and healthy lifestyles, not to mention the difference it makes to young people’s lives. Without much needed youth services, young people will be socially isolated, especially in the Canterbury area.”**

## YOUTH SERVICES IMPACT - DARTFORD SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Dartford.

13 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Dartford district. 10 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Dartford district - activity provider: Play Place** Base: all answering (10), consultees had the option to select more than one response

	Number of consultees answering
Bean - Recreation Ground - Juniors (Tues)	7
Darenth - Hillrise Park - Seniors (Tues)	7
Stone - Stone Baptist Church - Junior and Seniors youth clubs (Weds)	9
Homework Heroes - Seniors (Weds and Thurs)	7
Stone Recreation Ground - Juniors (Thurs)	8
Stone Pavilion - Junior and Senior youth club (Fri)	9
Knockhall - Greenhithe Community Centre - Junior club (Thurs)	7
Temple Hill - Playground – Mixed age	9

Some example verbatims put forward can be found below:

**“These areas are part of areas of deprivation this proposal will have a devastating effect upon these communities. Effecting long term health and development and mental health which in the long term will put undue pressure on local services.”**

**“The proposals are that the funding to Play Place in Dartford are withdrawn; this directly affects 8 schemes in the district. They are a provider to the district which has limited other commissioned services of this nature. Dartford district/borough directly borders London Boroughs and we are seeing a significant increase in our population as the borough invests in housing creating a commensurate need for these services. It is concerning that the entire schemes are being withdrawn under the proposals, it is recognised that KCC need to reduce costs in light of financial challenges, however, if achievable, it would be advantageous to balance these reductions with ongoing prioritisation of areas with significant need. Of note are the Temple Hill, Greenhithe and Stone Schemes which are all areas where there is a significant need for such services. As well as providing diversion to a range of age groups the Play Place scheme encourages a cohesive community, key to Dartford, as identified in the recent census data, highlighting the diversity within the borough.”**

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## YOUTH SERVICES IMPACT - DOVER SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Dover.

23 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Dover district. 15 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Dover district - activity provider: Pie Factory Base:** all answering (15), consultees had the option to select more than one response

	Number of consultees answering
Linwood - Youth Hub session (Thurs)	14
Aylesham - Junior youth club, Senior youth club (Tues)	9
Biggin Hall - Youth session (Wed)	9
Astor School - Youth session (Thurs)	9

Some example verbatims put forward can be found below:

**"I feel it's a mistake to stop these youth provisions as the youths will say "there is nothing to do" causing them to be together on the streets. the threat risk and harm for them with rise as it is likely to do so in the community and for community members- the majority of youths are very well behaved but some youths only have to throw a ball for the community to put up a no ball sign and complain - it's great for young people to have a base to be together, meet new people and feel welcome, and have activities to engage in."**

**"There is already so little to do in the Dover area, especially for very little cost or for those who may struggle to access groups/ activities that require financial commitment and costly equipment or clothing. Young people in Dover have nowhere to go and the young people are at risk of being caught up in criminal activity and / or poor mental health. The youth clubs also create happier more tolerant and caring communities."**

**"It would place increased pressure on a small youth hub team to cover a wider geographical area, but the outcomes for the cost is not effective. A different provider may have elicited a different response, but for Dover, losing PFM will make little difference beyond the small numbers of young people accessing."**

## YOUTH SERVICES IMPACT - FOLKESTONE AND HYTHE SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Folkestone and Hythe.

29 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Folkestone and Hythe district. 23 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Folkestone and Hythe district - activity provider** Base: all answering (23), consultees had the option to select more than one response

	Number of consultees answering
Hythe - Shepway Autism Support Group - All age (Fri)	20
Hythe - Youth Centre - Senior club (Weds)	19
Hythe - Youth Centre - Junior club (Fri)	19
Hythe - Youth Centre - Juniors (Mon)	18
New Romney - Phase 2 - Junior and Senior club (Thurs)	16
D of E (Duke of Edinburgh) Awards	14
Safety in Action - Local Schools - District wide	8
Residential Junior and Senior Leaders courses	6

Some example verbatims put forward can be found below:

**“These activities are vital for the youth in these areas, and to stop these would be unfair as there is very little for them to do otherwise, having somewhere to go like these places maybe the only sociable fun thing they get to do each week as you never know what they are going through. It may lead to more unsociable behaviours.”**

**“The provision listed above covers Hythe and the Romney Marsh. Children and families within these areas will have less ready access to alternative service provision and may be geographically isolated. The removal of this provision is likely to have a negative impact on the local community and may lead to increases in ASB and other low-level criminality where the children have no alternative positive outlet. There are a number of specific issues on the district relating to children in secondary education, including a notable trend of accostings and sexual offences. The Safety in Action is a key part of increasing the safety of young people across the district.”**

**“I genuinely feel absolutely gutted that the youth work in this provision may be axed. I previously worked as a youth worker at Hythe Youth Centre and still remain in contact with the youth centre today. I saw firsthand the huge impact Clive Harris and Salus has within the community. Hythe youth centre has a unique take on youth work - having different**



**focused groups which are tailored to the young people. Clive and the team have mentored and helped so many people, and I saw firsthand how Clive mentored these young people - some of which were at risk of joining gangs, drug abuse and not achieving in school. Clive and the team worked with the young people and facilitated their learning. There are so many young people that have succeeded as a result of the work completed by Salus and the youth centre. I sadly do not think that it is possible to match this effort. In addition, the youth workers at Salus are incredibly skilled and holding degrees, qualifications and training - again this is unique to Salus. We also are able to do referrals within our services and outside of services, and I really believe the community (and in particular their perceptions of the youth) will change without Salus' youth work."**

**"I have listened to families with older young people with ASC and they are very worried about losing face to face sessions and have commented that their young person would not cope with online/virtual sessions."**

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## YOUTH SERVICES IMPACT - GRAVESHAM SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Gravesham.

16 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Gravesham district. 10 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Gravesham district - activity provider: The Grand Base:** all answering (10), consultees had the option to select more than one response

	Number of consultees answering
Gravesend - GYG Gone Wild (Mon)	8
Gravesend - Mini GYGers (Tues)	8
Gravesend - GYG Glam (Tues and Wed)	8
Gravesend - GYG Creative (Wed)	8
Gravesend - GYG Committee (Thurs)	8
Cobham Youth Club (Fri)	8
Gravesend - GYG Performers (Wed)	7
Gravesend - Higham Youth Club (Wed)	7
Gravesend - Active Listening Service	7
Gravesend - Youth Job Club (Mon)	6

Some example verbatims put forward can be found below:

**“Teenagers have a lack of activities to participate in already. Youth groups are an extra layer of support for young people outside of the home and school environment. Important in safeguarding.”**

**“The review will mean The Grand will have their funding withdrawn; they are a positive contributor and community asset in Gravesend, getting young people involved in activities and keeping them out of trouble and gangs (with a new Young Street Group having been recently identified). The group work with key public sector stakeholders including the council and the police which helps breakdown barriers and maintain cohesion and good citizenship; examples of this include collaboration with the Violence Reduction Unit to tackle serious violence. The organisation have dedicated a lot of time and effort working within the schools and with young people to tackle hate crime. Without this service, it is foreseeable that children and young people will then become involved in crime and ASB as they have less services to occupy them. This could also create additional pressure on wider services. As a secondary point, considerations around reducing children’s centres**

**create a risk; especially in respect of the centre in Kings Farm; a deprived area of Gravesend. Again, a reduction in service in such a key area could result in additional demand as a consequence and may result on missed interventions and safeguarding opportunities.”**

## YOUTH SERVICES IMPACT - MAIDSTONE SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Maidstone.

19 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Maidstone district. 11 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Maidstone district - activity provider: Salus** Base: all answering (11), consultees had the option to select more than one response

	Number of consultees answering
Shepway - Youth and Community Centre - Junior club and Senior youth club (Tues)	10
Shepway - Youth and Community Centre - Junior club and Senior club - (Fri)	9
Shepway - Youth and Community Centre - Olympia Boxing (Fri)	9
Shepway - Youth and Community Centre - One to one sessions	9
Sutton Valence - Village Hall - Junior youth club (Mon)	8
Shepway - Youth and Community Centre - Small group work sessions	8
Parkwood - Youth Centre - Junior club and Senior club (Thurs)	8
Signs of Safety - District wide annual activity to focus on transition from Primary to Secondary education	6

Some example verbatims put forward can be found below:

**“This work impact the community in a massive way both immediately and long term. A lot of young people they access these services would not be the type if young person that would use a family hub, they are hard to teach, often NEET and can often lead somewhat chaotic lifestyles, I know from first-hand experience SALUS at the Manor provides a service that aimed to meet the young person’s needs. From my experience they would not attend the KCC youth hubs as primarily they would be chaotic for those services to handle.”**

**“Shepway and Parkwood are two areas with a high number of young people that display anti-social behaviour. Families within these areas already struggle and the youth workers in these areas have made long, valuable professional relationships with the young people and their families. If you were to take these youth services away, I can imagine the young people are likely to cause more anti-social behaviour within the area. And with it being so close to town centre, more anti-social behaviour in town due to boredom. Experiencing working with a lot of these young people, who have been to our youth centre, it is clear to see how well they have managed to build these relationships with the young people. This is**

**the same with Sutton Valence, although it is not as “poor” as Parkwood and Shepway, it is isolated, young people will have no access to other support.”**

## YOUTH SERVICES IMPACT - SEVENOAKS SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Sevenoaks.

11 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Sevenoaks district. 7 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Sevenoaks district - activity provider: West Kent Extra Base:** all answering (7), consultees had the option to select more than one response

	Number of consultees answering
Sevenoaks - The Hope Church, Youth Group (Tues)	4
Edenbridge - Eden Centre youth group	4
Edenbridge - 8-12s session	4
Edenbridge - Olympia Boxing (Thurs)	4
Swanley - The Junction, St Marys Road Youth Group (Fri)	3
Swanley - The Junction, Nurture group (Tues)	3
Edenbridge - House (Tues, Wed and Fri)	3
Edenbridge - Nurture group (Thurs)	3
West Kingsdown - Youth group (Wed)	2
Dunton Green Pavilion - (Mon)	2
Westerham - Youth session (Fri)	2
Westerham - Olympia Boxing (Wed)	2

Some example verbatims put forward can be found below:

**“The Hope Church (SAYT) provides a well-attended youth group for the young people who live around Greatness. I believe that the information in your consultation is incomplete. There is an additional service at risk in Sevenoaks. KCC fund a WKHA 'detached' youth worker who spends time working with young people in the community. The police are under-resourced and underfunded. The youth workers from SAYT and WKHA have been essential at managing ongoing ASB problems that are present across Sevenoaks.”**

**“It would be a real pity to lose these services, we are already seeing increases in anti-social behaviour due to the cost of living crisis and the loss of these valuable youth services will only add to this problem. Church activities in particular not only take young people off of the street but encourage these children to adopt desirable values in life so the effect is twofold. Boxing groups generally offer a valuable & safe space (often for those who would**

**otherwise be out on the street with their peers) to learn discipline within a sport and expend huge amounts of boundless energy in a positive way. Far better to do this in the boxing ring rather than out on our streets. Youth clubs also offer opportunities for young people to socialise within a safer space than out on the streets, these services are precious and crucial to the mental wellbeing of our young people and should be a top priority for local councils.”**

## YOUTH SERVICES IMPACT - SWALE SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Swale.

36 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Swale district. 31 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Swale district - activity provider: Southern Housing** Base: all answering (31), consultees had the option to select more than one response

	Number of consultees answering
Swale – School work (various)	22
Newington – Youth club (Tues)	19
Sheerness Youth Centre – Youth club (Thurs)	19
Faversham Recreation Ground – Detached (Fri)	19
Sheerness County Youth Centre – Sheerness Seniors Youth Club (Tues)	18
Rushenden – Youth club (Wed)	18
Faversham Baptist Church – 812 youth club (Thurs)	18
Faversham Baptist Church - Disability Youth Club (Mon)	17
Teynham – Detached provision (Thurs)	16
Thistle Hill - Detached provision (Wed)	15
Sheerness Healthy Living Centre – Absolute Arts youth club (Mon)	13

Some example verbatims put forward can be found below:

**“All of the provision in Swale has grown within the last year. Sheerness youth club (Thurs) are now at 70 members and looking to split in Sept - these are YP from families in need. We feed them every week. 812 club has grown and we are now providing an extra club for the older ones. Rushenden club will face a similar issue next term. These provisions are growing, not shrinking. They are needed by young people and their families. Parents from the disability club drive in from outside of Faversham because there isn't a similar provision anywhere nearby. They appreciate having somewhere their SEN young people can be individual, express themselves and learn to appreciate others uniqueness - in a groups of likeminded people. These activities create a safe place for YP to go, to be in a group (IMPORTANT), to learn together, to become independent away from the family.”**

**“It is outrageous that this is even being discussed. Hundreds of families will be greatly affected. Swale is an area of huge deprivation. Families in Sittingbourne, Faversham and the island rely vastly on these youth provisions for a safe space to disclose safeguarding,**



to have a hot meal, to have respite care or to have a place to form friendships. For some, this is the only space they have where they don't feel judged. They can go along and make positive social connections and have a place where they can be themselves. It is essential that these are kept running. Swale has a mammoth proportion of young pregnancies, the young people that attend the clubs receive signposting and can learn more about how to keep themselves safe. The disability youth groups initiate friendships between those who rarely leave the house. Ridding Swale of these activities with only further isolate the young people who are not wealthy and cannot do some of these activities themselves.”

“The Island in particular, young people have limited access to activities and opportunities for them and feel a disconnect from the rest of the community the other side of the bridge. I'm not sure on numbers of young people engaging with these sessions but there should be investment to support to coproduction of these sessions so that they are what young people want and would benefit from, there is currently no provision for young people at the east end of the Island and cutting these services back even further will mean that more young people will be engaging in unsociable activities.”

“This would see the loss of 9 different types of provision delivered by the Swale Youth Consortium, which are delivered across the whole of the borough. Some recent figures provided by Brogdale CIC who are one of the key providers within the consortium have shown an average of 57 new sign-ups per month (12 month average) with demand almost doubling since 2021. The services that would stop under this proposal are in some of the more rural areas, or areas identified by local partners as higher levels of youth related ASB and crime (such as Faversham and Thistle Hill). Although the proposal has said that outreach work for youth services will be provided by KCC, linked to family hub sites, at this stage it is not clear exactly what this will look like and if it will replace any of the commissioned youth work or not.

Within the consultation earlier in the year on the locations of the family hubs, there would be one per town area for Sittingbourne, Faversham and the Isle of Sheppey. For Sheppey in particular the transport to the proposed location in Queenborough was highlighted as a key concern, making the outreach work all the more important. We wish to highlight that Swale does not have one central town and that each distinct area/town must have access to the same level of service. This we feel is unlikely to be achieved with the current proposal.

Additionally, we know that not all young people will engage at a physical site – as shown by commissioned services in that some are detached based provision, in areas as agreed with local partners. These services must also be responsive to localised issues such as ASB/crime related to young people and it is very important that such a mechanism is in place in the youth model going forward. Currently, KCC do offer outreach/detached work in those areas not covered by the commissioned providers but as already mentioned the proposal is not clear how this KCC led outreach will operate and the scale of this.”

## YOUTH SERVICES IMPACT - THANET SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Thanet.

37 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Thanet district. 28 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Thanet district - activity provider: Pie Factory Base:** all answering (28), consultees had the option to select more than one response

	Number of consultees answering
Ramsgate Youth Centre - Bike Project (Mon)	24
Ramsgate Youth Centre - The Live Room (Mon)	24
Ramsgate Youth Centre - ACT! Youth Volunteer Group (Tues)	24
Ramsgate Youth Centre - Band Room (Tues)	24
Ramsgate Youth Centre - Junior youth club (Thurs)	23
The Pavilion Youth & Community Café - Youth café sessions (Tues, Thurs and Fri)	23
Detached Community work - Streets based in Ramsgate (Fri)	23
Ramsgate Youth Centre - Open Arms (Fri)	22
Parent and Child group (Wed, all age)	20
Ramsgate Youth Centre - Bike Project (Mon)	24

Some example verbatims put forward can be found below:

**“There are not enough affordable, safe places such as youth clubs, in Thanet. The Pie Factory is the only youth centre in Ramsgate and The Pavilion is the only place in Broadstairs. These youth clubs are essential services, providing a safe, positive environment for our young people to learn from brilliant role models. Many of our young people rely on these places to learn social skills and valuable life skills because they may not have the support at home. Funding our youth services is a valuable investment and to remove these essential services risks a rise in anti-social behaviour and societal problems in the future. We need more centres, not fewer! Show these fantastic volunteers they are valued and give them the funding they deserve. The Pavilion Cafe is much loved in our community. Children rely on the nurturing support they receive from Victoria and her team after school and during the holidays. It is a positive place to meet with friends and benefits from its location next to the playing field. Young people can take part in exciting activities, organised trips and can choose to do the Duke of Edinburgh award. KCC needs to support this brilliant place and continue to provide funding.”**

**“The Pavilion Youth & Community Cafe does fantastic work with children and young teens. Opportunities such as theatre trips, sports activities, creative projects, and the Duke of Edinburgh award would not be available elsewhere to many of the children attending this valuable place. It is a safe haven throughout the year, with plenty of open space for the kids to run around and socialise with friends. It provides a welcoming and nurturing environment which many children rely on . If this much needed Youth cafe had to close due to KCC funding cuts, it would have a long lasting, detrimental impact on the well-being of the children and families who rely on the facilities, opportunities and community connections that the Pavilion currently provides.”**

**“As someone who works with young people and is aware of the social and economic issues facing Thanet families, I am sure these cuts will be a severe blow to the wellbeing of our young people. Adolescents in particular need specialised space and provision. It needs to appeal to them. It can't be manufactured in an instant by a Council. It is built with young people, over time, alongside the building of trust in the adults offering them opportunities to create, be safe and be the best version of themselves. The services overseen by Pie Factory are a beacon for young people in Thanet (who have suffered under austerity cuts and COVID disruptions to their education and development). Cutting these services sends a clear message that the council do not care for them and do not listen to them. It is ridiculously short sighted, as any money saved will be spent again many-fold on the young people sent into crisis when they might have been supported by the youth workers they know and trust and have a track record in their community. The difference these cuts will make cannot be overstated - we are talking about services that combat child-abuse, criminalisation of young people, mental health crisis and suicide. Services that build aspiration, empower young people and celebrate what they have to offer the world. I do not believe for a second that the 'Family Hub' will be a satisfactory replacement for what our passionate and hardworking youth service providers have built over many years.”**

**“Stopping these activities in Thanet will make a big difference to young people as there aren't many other places in this area of Ramsgate where they can choose to either spend time hanging out with their mates, rather than wandering the streets or local parks or where they have specific activities where they can learn to fix a bike or find out about/take part in creating and performing music.”**

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## YOUTH SERVICES IMPACT - TONBRIDGE AND MALLING SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Tonbridge & Malling.

10 consultees indicated selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Tonbridge & Malling district. 8 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Tonbridge and Malling district - activity provider: Salus** Base: all answering (8), consultees had the option to select more than one response

	Number of consultees answering
Snodland - Junior youth club and Senior youth club (Wed)	7
Signs of Safety - District wide annual activity to focus on transition from Primary to Secondary education	7
Ditton - Junior youth club and Senior youth club (Mon)	6
East Malling / Larkfield - Junior youth club and Senior youth club (Thurs)	6
Detached sessions in Larkfield – Larkfield skate park and other locations when required	6

Some example verbatims put forward can be found below:

**“Following the previous withdrawal of Children's Centres now to be known as Family Hubs there has been a void in family support around parenting opportunities, this in turn alongside ACES has led to an increase in some areas seeing a big rise in poor youth behaviours and ASB. The groups I have highlighted have had a positive impact within the areas I work at engaging those hard to reach young people and offering them diversionary activities and safety advice. Without them I predict another huge downward spiral and this in turn will add further costings to KCC in other areas to make the situation safe again i.e.: increase in referrals to Childrens Services.”**

**“Projects like SALUS are a god send for so many families. A safe place for the children, someone to listen to them and support when needed. It helps with the safeguarding of children as we only get to see them at school. It helps the community having a hub for children a safe place.”**

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## YOUTH SERVICES IMPACT - TUNBRIDGE WELLS SUMMARY

The detail below summarises impact feedback from consultees about the youth services featured in the consultation document based in Tunbridge Wells.

11 consultees selected on the online form that they wanted to see the list of activities that would be impacted by the proposals for the Tunbridge Wells district. 8 of these consultees made a comment about the activities, as follows:

**Which of these activities do you or someone in your household take part in? Tonbridge and Malling district - activity provider: Salus** Base: all answering (8), consultees had the option to select more than one response

	Number of consultees answering
Cranbrook - Junior and Senior mixed youth club and outreach (Thurs)	7
Safety in Action - annual activity for year 6 students to focus on the transition from primary to secondary school	6
Paddock Wood - Junior youth club and outreach (Mon)	5
Rusthall - Detached sessions (Tues)	4
Langton Green - youth club (Tues)	3
Sherwood - Detached sessions	3

Some example verbatims put forward can be found below:

**“These activities take place in rural areas where there is already not a lot for young people or children to become involved with. Stopping these activities will mean there would be little to nothing available for engagement for these groups without travelling to Maidstone which would impact families financially, and also depend often on public transport being available. It may also detrimentally impact mental health, relationships with community (potential increase of crime and unwanted behaviour) and limit life chances with increased risk of NEET in later life.”**

**“Youth activities are already very scarce and hard for rural families to access. Further cuts would be detrimental to the physical, mental and social well-being of our young people.”**

## NEXT STEPS

Following the assessment of this consultation data two key decision papers The Family Hub programme, and Cessation of Youth Contract, will be published on Monday 13th November, and be discussed at the Children Young People and Education Committee on 21st November, before a decision is taken by Cabinet on 30th November

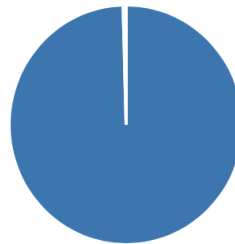
## APPENDIX – PLAY PLACE SURVEY

Separate to the formal consultation conducted by KCC, Play Place designed and undertook a separate survey with parents and young people. Charts and visuals from this survey can be found below:

1. Have you enjoyed the session today?

[More Details](#)

● Yes	244
● No	1

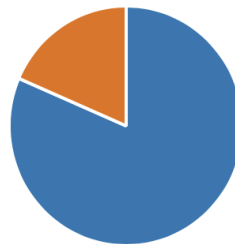


2. Have you tried a new activity?

[More Details](#)

[Insights](#)

● Yes	198
● No	45

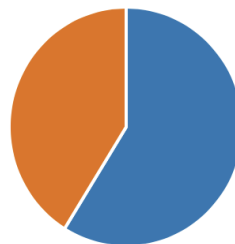


3. Have you made new friends?

[More Details](#)

[Insights](#)

● Yes	143
● No	100

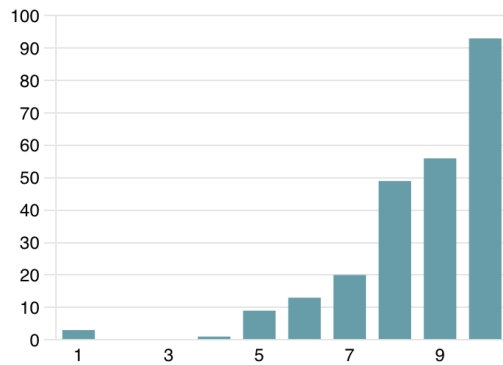


4. Has attending the Play Place activity improved how you feel emotionally? (1=not at all, 10=much happier)

[More Details](#)

[Insights](#)

8.59  
Average Rating



5. What do you think should be available for young people in your community?  
(Some examples might be: · Activities for young people · Information and signposting to mental health services · Online safety awareness · Support with substance misuse (alcohol/drugs) · Domestic abuse support · Debt and welfare advice)

[More Details](#)

[Insights](#)

209  
Responses

Latest Responses

"As above"

"Yes absolutely"



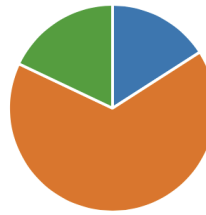


6. How do you prefer to access services and support?

[More Details](#)

[Insights](#)

<span style="color: blue;">●</span> Face to face (in a building)	39
<span style="color: orange;">●</span> Face to face (in the community)	162
<span style="color: green;">●</span> Online	44
<span style="color: red;">●</span> Other - please let us know how	0



7. Why?

[More Details](#)

[Insights](#)

215  
Responses

Latest Responses

"Easier "

"Activities are good for families children and young people"



8. If you didn't have youth activities to go to like this, how would this affect you?

[More Details](#)

[Insights](#)

208  
Responses

Latest Responses

"Fine"

"It would be disappointing "

