

APPENDIX

By: Nick Chard, Cabinet Member, Environment, Highways & Waste

To: EHW Policy Overview and Scrutiny Committee

Date: 14 September 2010

Subject: Connecting with Communities – Appendices to annual report on EHW engagement activities

Classification: Unrestricted

Summary: This set of appendices provides further information about engagement and consultation activities in within Environment Highways and Waste directorate from 1st April 2009 – 31 March 2010.

Appendices pack.

**KENT COUNTY COUNCIL
ENVIRONMENT & WASTE
KENT COUNTRY PARKS
Young People
Focus Group Report
April 2009**

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Environment & Waste

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Kent Country Parks
Young People Focus Groups Report
April 2009

Main conclusions:

- Discussion Point 1: The majority of participants did not visit country parks.
- Discussion Point 1 and 2: All participants had not heard about KCC country parks.
- Discussion Point 3: When asked “What would encourage you to visit country parks?” participants suggested a broad range of activities, some of which currently take place such as Geocaching, Halloween events and food and drink being available etc.. This suggests that:
 - KCC country parks are offering some of the things young people want
 - if participants are made aware of what is available at country parks it may encourage them to visit.
- Discussion Point 4: The majority of participants preferred to receive communication/messages via text messaging
- ‘Post It’ exercise: 63% of participants said that, they would consider/might now visit a country park (now that they have been made aware of them). This suggests that:
 - more young people would visit country parks if they knew about them
 - improved marketing of the KCC country parks’ service to young people would result in more young visitors.

Recommendations and Actions:

- Target/communicate with young people via their preferred methods – **A: Janet Denne to attend KCC course on the use of social networking sites, September 2009**
- Use Mosaic to segment lifestyle groups so that communication can be based on preferred communication channels for each group – **A: presentation on MOSAIC to be given to Country Parks Management Team**
- Include young people in the development of the events programme – **A: Manor Park Junior Rangers feedback to include a question asking ‘Is there anything you would like to see included in next year’s programme?’**

- Include young people in the development of the country park service – **A: This focus group have said they would like to see Geocaching at the parks. Geocaching is currently being rolled out across some parks.**
- Target and include young people in the country park surveys to measure and analyse ongoing visit satisfaction and dissatisfaction levels, and the reasons for these – **A: The results of this year's (2009) customer surveys to be looked at to determine how many young people were included.**
- These Recommendations be incorporated in Kent Country Parks' Marketing and Communication Plan – **A: Recommendations to be included in 2009 Marketing and Communication Plan**

Other related Actions:

Discussion Point 3, 'What would encourage you to visit country parks?' (Page 6):

- Have explored the development of climbing walls, ice skating, bungee trampoline and Disc Golf
- Developed outside theatre productions at Shorne Woods
- Currently exploring canoeing at Grove Ferry
- Food and ice creams are now available at Teston Bridge and Manor Park Country Parks
- Have piloted Bush Craft at Parkwood Wildlife Site
- Introducing Halloween event at Manor Park Country Park

Discussion Point 4, 'How do you prefer to receive messages and find out about things to do?' (Page 6):

- Twitter is now used as a communication tool
- Improved Kent Country Park's website

KCC Country Parks Young People Focus Groups Report

April 2009

Objective:

to find out:

- if young people visit country parks;
- if they don't, why not?
- What would encourage them to do so?

Focus Group:

The focus group took place at the Riverside Youth Centre 21 April 2009 at 7pm for one hour.

The focus group attendees were members of the Riverside Youth Centre at Canterbury. They took time out of their youth club activities to participate in this discussion.

At the end of the session there was a 'Post It' exercise where, on leaving, the group posted their responses to a set of questions (see below).

The group was (up to) 8 young people, three male and 5 female, between the ages of 14 years to 17 years; all were from East Kent.

Topic Guide:

The group was given a ten minute presentation on KCC country parks. This presentation included an explanation on the difference between an urban and a country park.

The session was then very interactive asking group members:

1. Have you heard of/have you been to a park?
2. Why haven't you visited a park?
3. What would encourage you to visit country parks?
4. How do you prefer to receive messages and find out about things to do?
5. Post it exercise

Findings:

Discussion point 1: Have you heard of/have you been to a country park?

Two have visited Canterbury Environmental Education Centre

"I've been out and about and visited something, but I didn't know it was a park"
"I'd go to a park if I knew where they were and there was travel facilities"
Discussion point 2: Why haven't you visited a country park?
All 6 participants did not know about KCC Country Parks
"I didn't know they were there"
"People think of them as schools – like CEEC"
"I didn't know about events at parks. I haven't seen any advertised"
Discussion point 3: What would encourage you to visit country parks?
"Petting zoo"
"Horse rides"
"Basic camping being available"
"Wireless tape tours with history of the area and habitats"
"Boat rides and punting"
"Cycle hire"
"Music festivals with local bands (battle of the bands)"
"Ice creams and food being available"
"Zip wires"
"Natural spa"
"Huge tyre swings"
"Outside theatre"
"Sensory garden – we could do one as a project"
"Canoeing/kayaking"
"Geocaching"
"A water maze"

“Disc golf”
“I’d pay to go on some of these things”
“Courses such as photography, painting, sculpting, weaving fences and bush craft. It would be good if they could have an accredited outcome or record of achievement”
“Link ups with other youth clubs like ‘Street Runner””
“Events like Ghost Walks and Halloween Fright Nights”
Discussion point 4:How do you prefer to receive messages and find out about things to do?
“Social networking sites”
“Invicta FM – young people do the voice over”
“We don’t read leaflets”
“I’d look at a country park website if there was one – it would be good if it had information especially for young people and interactive games where you could find out about the parks”
“Why don’t you advertise on cups like McDonalds?”
“Email (x3)”
“Texts (x5)”
Post It exercise
Yes, I would consider going to a country park in the next 12 months – 2 responses
No way would I go to a country park – 1 response
I might go – 5 responses

Kent County Council
Country Parks Exit Survey 2009

Summary

234 interviews were carried out at Brockhill, Teston and Shorne Woods Country Parks during August and early September 2009

Profile of Visitors

The majority of the visitors to the Parks are female and a large proportion is aged 60+.

Most visitors are in full-time employment and are accompanied by a partner and/or children.

Most visitors describe themselves as 'White' with 4% belonging to an ethnic minority.

10% of visitors have a disability that limits their daily activities and facilities for those that are disabled are generally described as good.

The majority of visitors the Parks (84%) are from Kent and approximately one in six are from other parts of the country. Consequently, three quarters of visitors live within 30 minutes distance from the Park. However, virtually all visitors use a car to travel to the Parks.

Characteristics of Visit

Four out of five visitors have been to the Park on a previous occasion and around one in six visit the Parks at least once a week.

The highest proportion of visitors spends between one and two hours at the Parks. Around one in six spend more than four hours at the Parks and in contrast, only one in ten stays for less than an hour.

The most popular activities for visitors are walking, relaxing, taking the children and/or family on an outing and getting some fresh air.

Visitor Satisfaction

98% of visitors are satisfied with their visit and the majority state that nothing would improve their visit. It is therefore not surprising that 94% would recommend the Parks to a friend.

The Parks are rated very highly for being easy to find and for cleanliness. Of those visitors who expressed an opinion, all agreed that the friendliness of staff, management of the Parks for nature and wildlife and the play areas were fair or good. The majority of people thought that catering facilities, where applicable, were fair or good, 15% of visitors to Shorne Woods described these as being poor.

Kent Country Parks

Four out of five people had been to a Kent Country Park within the previous 12 months only 15 % had never visited a Country Park at some point in the past. Excluding the Parks within the study, the most popular alternative Country Parks are Trosley, Lullingstone and Manor Park.

Events

Over half of all visitors are aware of an events and activities programme, although only one in three of these have actually participated in one of these. However, of those that have participated, virtually all were in agreement that they were satisfied with the experience.

When asked what activities might be of interest, there was most interest in organised children's craft or activity days, children's holiday clubs and evening events. Interestingly, there was more interest in these activities being charged for than if they were free of charge.

The highest proportion of visitors would use the internet to find out more information about Kent Country Parks with newspapers and posters also being important sources of information. The websites that people would use to find out more would be Google as well as the Kent Country Parks and Kent County Council sites.

Gender of Respondents

70% of respondents to the Kent Country Parks survey were female. This rose to 75% at Brockhill.

	Total		Teston Country Park		Shorne Woods Country Park		Brockhill Country Park	
	No.	%	No.	%	No.	%	No.	%
Male	70	30	29	35	24	29	17	25
Female	161	70	53	65	58	71	50	75
Base	231	100	82	100	82	100	67	100

Age of Respondents

More than one in four respondents was aged 60+

11% were under 30 years

	Total		Teston Country Park		Shorne Woods Country Park		Brockhill Country Park	
	No.	%	No.	%	No.	%	No.	%
17-19	2	1	0	0	1	1	1	1

20-29	24	10	4	5	13	16	7	10
30-39	58	25	18	22	16	19	24	35
40-49	56	24	18	22	22	27	16	24
50-59	35	15	15	18	15	18	5	7
60-74	46	20	21	25	10	12	15	22
75+	13	6	7	8	6	7	0	0
Base	234	100	83	100	83	100	68	100

NB: numbers may not sum due to rounding

Work Status

48% are employed full time

41% are employed part-time

1% permanent disabled

20% retired

13% looking after home

Group/Party Profile

Half of all respondents overall were accompanied by their partner. 44 % of respondents were visiting the Parks with children (54 % at Brockhill) and almost a third stated that they were with 'other family members'. Male respondents were more likely to be accompanied by their partner (71 %) compared with only 42 % of females. Females were more likely to be accompanied by children, other family or friends.

Overall, 29% of visitors were visiting the Parks with friends, although at Shorne Woods this rose to 43%.

Few visitors were unaccompanied - only 6% overall.

74% of those aged under 40 were with children. 56% of those aged 60+ were accompanied by their partners.

Ethnicity

3% of the population of Kent are from non-white groups (2001 census)

The figure for the parks is 2%, whilst at Shorne Woods, it is 5%

100% of visitors to Brockhill are White British

Residence

The main source of visitors is from Kent (84%) with a further 14% coming from other parts of the UK, particularly London, Surrey and West Sussex. Overseas visitors accounted for only 2 % of the total.

Only Shorne Woods had overseas visitors, 6% of total

Only 5% of visitors to Brockhill came from outside Kent.

Disability

Almost 10% of visitors overall stated that they have a disability that limits their daily activities. This is fewer than the 16% of Kent residents that consider themselves to have a limiting long-term illness.

Of those respondents who stated that they did have a disability, almost 70% stated that they consider the facilities at Kent Country Parks to be good or very good.

How would you rate provision of facilities (those with disabilities)?

	Total		Teston Country Park		Shorne Woods Country Park		Brockhill Country Park	
	No	%	No.	%	No	%	No	%
	
Very good	7	30.4	-	-	4	66.7	3	42.9
Good	9	39.1	5	50.0	2	33.3	2	28.6
Fair	6	26.1	4	40.0	-	-	2	28.6
Poor	1	4.3	1	10.0	-	-	-	-
Base	23	100	10	100	6	100	7	100

Only one respondent described the facilities as being poor (at Teston Country Park) and the reason given for this was that there was not enough seating for people to rest.

No-one described facilities as being “very poor”.

Social Class

The highest proportion of visitors to Kent Country Parks belongs to the C1 social classification (53.8%). There is an equal share of 18.8 % each among the C2 and DE groups.

Social Class by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park

AB	3.6	12.0	10.3
C1	66.3	42.2	52.9
C2	18.1	15.7	23.5
DE	12.0	30.1	13.2
Base: all	83	83	68

62.4% of visitors to Kent Country Parks were from the ABC1 social classification with almost 70% of visitors to Teston Country Park belonging to this group.

Shorne Woods had the highest percentage of DE category visitors

Method of Transport

The highest proportion of visitors to the Parks had arrived by car (94%) and a further 3% had arrived by bus/minibus. Only 2% were visiting the Parks on foot (a total of four respondents, two at Teston Country Park and two at Brockhill Country Park.

Two respondents had arrived at Shorne Woods Country Park by bicycle.

Time taken for journey to Parks (%)

	Total	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Less than 5 minutes	2	1	2	3
5 - 15 minutes	32	34	18	49
16 - 30 minutes	41	31	57	34
31 - 45 minutes	15	12	18	13
46 - 60 minutes	4	6	4	1
More than 60 minutes	6	16	1	0
Base: all	234	83	83	68

The average time taken to travel to Parks overall is 26 minutes.

For Teston the average journey time is 32 minutes, Shorne Woods is 25 minutes and Brockhill is 18 minutes.

Characteristics of Visit

- One in five people are first-time visitors
- 15% visit the Parks at least once a week
- One in four of those aged 60+ visit at least weekly
- 41% spend 1-2 hours at the Parks
- Walking, relaxing, taking the children and/or family on an outing and getting some fresh air are the main reasons people visit
- Most people would prefer to find out more information about the Park from a site map

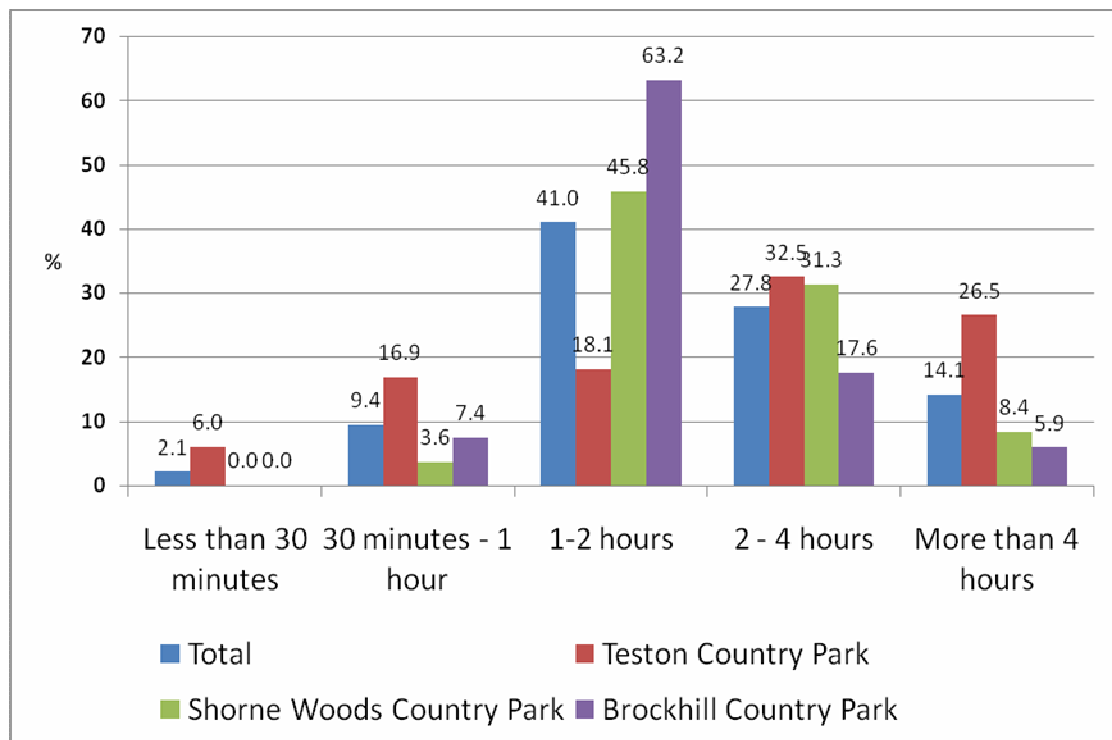
Frequency of Visit

For more than one in five visitors (21%), this was their first visit to that particular Park. A further 11% visited less than once a year and 14% visited once a year. However, 54% are more frequent visitors with 15% visiting at least once a week.

The mean number of visits overall was 18 per year; this was highest at Shorne Woods (28) and lowest at Teston Country Park (11). 5% of respondents at Shorne Woods visited daily in comparison to Teston (1%) and none at Brockhill.

Only 13% of respondents at Brockhill claimed that this was their first visit compared with approximately one in four at both Teston and Shorne Woods.

Time spent at parks



Base: all

Activities undertaken during visit (%)

	Total	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Go for a walk	50.0	56.6	42.2	51.5
Relax or think	33.8	38.6	26.5	36.8
Children / family outing	31.2	27.7	32.5	33.8
Get some fresh air	30.8	36.1	32.5	22.1
To eat / drink	27.4	8.4	36.1	39.7
Meet friends	23.5	21.7	36.1	10.3
Picnic/ barbecue	20.9	36.1	19.3	4.4
Enjoy peace and quiet	20.5	14.5	31.3	14.7
Visit the play area	18.4	20.5	20.5	13.2
Walk the dog	17.5	12.0	31.3	7.4
Enjoy the beauty of the surroundings	17.1	13.3	26.5	10.3
Enjoy flowers / trees	12.8	-	24.1	14.7
Use toilets	11.5	4.8	27.7	-
See birds and wildlife	10.3	8.4	14.5	7.4
Attend events	10.3	27.7	1.2	-
To keep fit	8.5	2.4	16.9	5.9
Ride a bike	5.6	4.8	10.8	-
Feed the birds / ducks	4.7	6.0	3.6	4.4
To improve my health	4.3	1.2	7.2	4.4
Play sports / games	3.8	8.4	1.2	1.5
Watch sports / games	1.7	4.8	-	-
Take a shortcut	1.3	1.2	2.4	-
Go fishing	1.3	3.6	-	-

Look at the river/be by the river	0.9	2.4	-	-
Base; multiple response allowed	234	83	83	68

Information about Park

For the majority of visitors (54%), the preferred method of finding out more information about the Park whilst visiting was from a site map. Almost a third (32%) would use a site leaflet, whilst notice boards (22%) and information panels throughout the site (17%) were also popular options.

Visitor Satisfaction

- 98% of visitors are satisfied with their visit
- More than half say that nothing would have improved their visit
- 94% of visitors would recommend the Parks
- 93% of visitors say that it is easy to find the Parks
- 93% rate cleanliness as good
- 4 in 5 visitors find that signage is good
- All visitors who expressed an opinion say that the friendliness of staff, management of the Parks and play areas are either fair or good
- 94% of visitors to Brockhill and 75% of visitors to Shorne Woods describe the catering facilities as fair or good

Satisfaction with Visits by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park	Overall Country Parks
Very satisfied	71.1	65.9	77.6	71.1
Satisfied	26.5	30.5	22.4	26.7
Neither satisfied nor dissatisfied	2.4	3.7	-	2.2
Dissatisfied	-	-	-	-
Very dissatisfied	-	-	-	-
Don't know	-	-	-	-
Base	83	82	67	232

Of those who were neither satisfied nor dissatisfied, comments for improvements included the following:

Teston

- better access to the water for paddling; and
- catering facilities

Shorne Woods

- a cleaner dog pond; and
- it's becoming too commercialised

Areas for Improvement

Respondents were asked what would have improved their experience. 51% said don't know/nothing and a further 9.8% were happy with the parks as they are. The responses below are from the remaining 39%.

What would have improved visit (main responses by Park)

Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Better toilet facilities	Quicker service in cafe/Less queuing	Short term parking/Charge for 2 hours rather than all day
Catering facilities/A tea shop or café	Cheaper food/drink	Cheaper parking
Bigger toilets/More space in toilets	Cleaner tables/Clear tables more often	More seating near children's play areas
More play equipment/facilities for small children/toddlers	More facilities for disposing of dog mess	Cleaner toilets
More toilet facilities	More seating in the cafe	More activities for children
Free parking	More tables/picnic tables	More parking/More spaces
Need more seats/more places to rest	Bigger toilets/More space in toilets	Should not charge more for weekend parking
Other comments on general facilities	More toilet facilities	Better toilet facilities
Dogs should stay on leads	Less litter	More bins/litter bins

Whilst caution should be exercised in view of the small numbers involved, there are some potential themes arising such as more play equipment and catering facilities at Teston, the cost of parking at Brockhill, and cleanliness and catering issues at Shorne Woods.

What would encourage more frequent or longer visits (main responses by Park)?

Respondents were also asked what would encourage them to visit more often or to stay longer. The responses are summarised below.

The majority of respondents (62%) stated that they didn't know what would encourage them to visit more and 7% said that they like the Parks as they are.

Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Catering facilities/A tea shop or café	Cheaper food/drink	More for younger children (7-9 years)
Free parking	More evening activities/events	Clean the lake/pond/water
Cheaper parking	Longer opening hours for cafe/cafe should be open later	Need more seats/more places to rest
Need more seats/more places to rest	Cheaper parking	More for older children (10-12 years)
More tables/picnic tables		
More events		
More kite festivals		

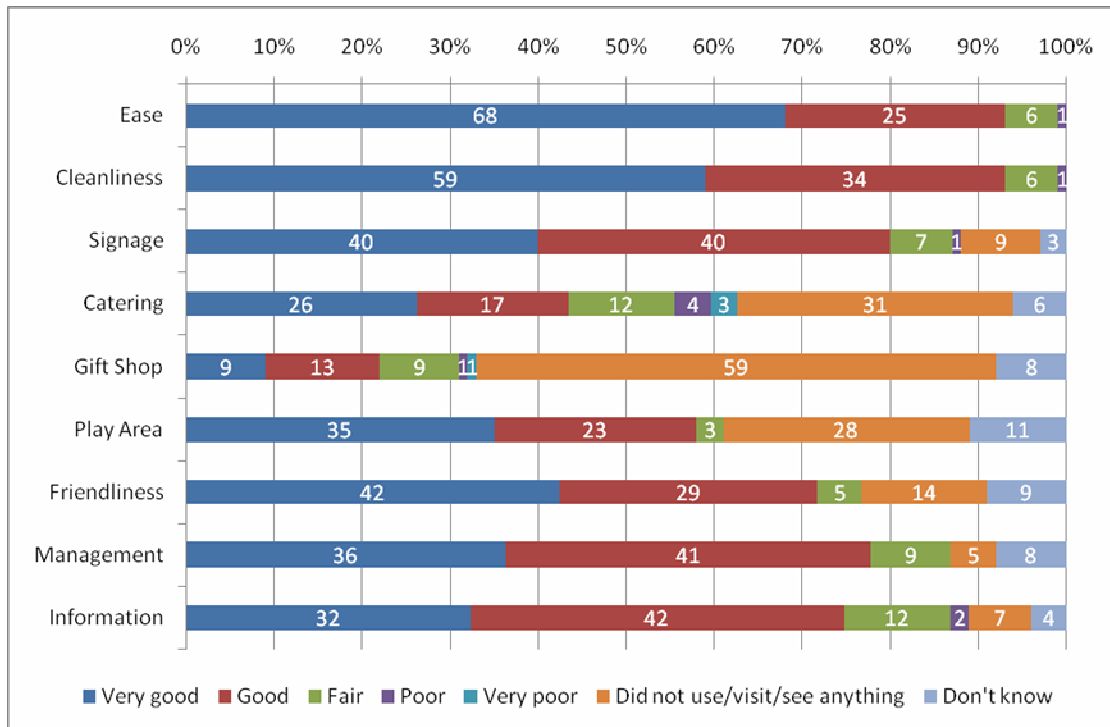
At Teston Country Park, the issue of seating and picnic facilities was raised by a number of people as well as more kite festivals and more events in general. However, almost one in ten (8%) said that they would be encouraged to visit by the presence of a teashop or cafe. The issue of free or cheaper parking was also raised a number of times.

At Shorne Woods, cheaper food and drink and longer opening hours were mentioned in relation to catering, and again parking and more events were also raised.

At Brockhill, a very small number of respondents mentioned facilities for children, seating and cleanliness of the water.

[Views on the facilities](#)

Figure 1: Summary of Respondent Views (%)



In total, 93% of visitors found that the ease of finding the Parks was either good or very good, with only 1% (2 respondents) rating it as poor.

Cleanliness and maintenance of the Park also scored equally well with 93% rating this as good or very good. Again, only 1% (2 respondents) thought that this was not the case.

31% of visitors did not use catering and 59% did not use a Gift Shop and these features are explored in more detail below by Park as they are not relevant to all of the Parks.

Of those who expressed a view, no-one found the play areas to be poor and there was a similar response to the issues of friendliness and management of the Parks.

76% of visitors found that information provided in the Parks about features of interest was good or very good with only 2% stating that this was poor.

Recommendations

Overall, 94% of visitors would recommend the Parks, and in particular Teston Country Park where 99% would recommend it.

Events and Visits to Kent Country Parks

Key Points

- Four out of five visitors had been to a Kent Country Park within the previous 12 months
- 85% have visited a Kent Country Park at some point in the past
- 68% of those who had never visited a Kent Country Park were from within the County.
- Other than the three Parks in the study, Trosley, Lullingstone and Manor Park are the most popular alternative destinations
- 58% are aware that there is an events and activities programme
- Of those that know there is an events and activities programme, 31% have taken part and virtually all were satisfied with the experience
- Of the potential activities that might be arranged, most interest is for children's craft or activity days, children's holiday clubs and evening events
- Most people would use the internet, newspapers and posters if they needed to find out information about Kent Country Parks
- The most popular websites for obtaining information are Google, Kent Country Parks and Kent County Council.

Events

Of those that had taken part in an event or activity, 98% were either satisfied or very satisfied. At Shorne Woods and Brockhill, the equivalent figure was 100 % although this is based on 7 respondents each. At Teston, where there were 28 respondents, 98 % were satisfied/very satisfied and only one respondent was neutral

Events that would interest respondents if charged by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park
Survival skills	8.4	1.2	11.8
Guided walks	14.5	8.4	17.6
Talks	3.6	2.4	5.9
Climbing walls	2.4	9.6	19.1
Carousel	1.2	2.4	11.8
Geocaching	4.8	15.7	20.6
Childrens' holiday clubs	25.3	8.4	25.0
Evening events	16.9	30.1	10.3
Halloween events	13.3	15.7	19.1
Childrens' craft/activity days	28.9	15.7	32.4
Trails	8.4	6.0	23.5

Archaeology	8.4	18.1	13.2
Ice-skating	7.2	18.1	13.2
DK/None of these	47.0	39.8	44.1
Base	83	83	68
Multiple responses allowed			

Interestingly, there is less interest in free children's club and craft/activity days than if there was a charge.

Where Visitors look for Information about Kent Country Parks by Park (%)

	Teston Country Park	Shorne Woods Country Park	Brockhill Country Park	All Kent Country Parks
Internet	62.7	65.1	30.9	54.3
Newspapers	26.5	13.3	38.2	25.2
Word of mouth	16.9	34.9	19.1	23.9
Leaflets	22.9	16.9	26.5	21.8
Posters	12.0	9.6	20.6	13.7
Tourist Information Centre	4.8	15.7	-	7.3
Library	3.6	9.6	5.9	6.4
Don't look/Would not need information	-	2.4	8.8	3.4
Telephone the Council	-	-	1.5	0.4
Age concern notices	-	1.2	-	0.4
Base:	83	83	68	234
Multiple responses allowed				

Conclusion

Teston Bridge, Shorne Woods and Brockhill Country Parks appear to be clean, well-run, well-managed and popular Parks that deliver an extremely satisfying experience to their visitors. The Parks are popular destinations for couples and families although there appear to be fewer visitors aged under 30. The majority of visitors clearly enjoy the natural surroundings for walking, relaxing and enjoying outings.

The survey findings show that it is difficult to generalise across the Parks - each has its own unique profile of visitors, assets and challenges. Consequently, the recommendations below have been separated into overall recommendations and then by Park in order to ensure that any areas for improvement and adjustments to delivery of services can be targeted.

Recommendations

Overall Recommendations

No.	Recommendation
1.	There are few visitors from black and minority ethnic backgrounds and more efforts should be made to engage with these sections of the community.
2.	Further research should be undertaken amongst residents to investigate the awareness of Kent Country Parks and to understand the reasons why people may not visit the Parks.
3.	Although facilities for people with disabilities appear to be good, research should be undertaken among Kent residents with disabilities and with disability groups to ensure that facilities at the Parks meet their needs.
4.	More work needs to be done to attract visitors on foot or who travel by bike.
5.	Site maps should be used to provide information about the Parks
6.	The desirability of cheaper and/or free parking should be reviewed.
7.	Participation in the events and activities programme needs to be increased, particularly at Shorne Woods and Brockhill.
8.	Consideration needs to be given to the provision of children's craft/activity days, holiday clubs, evening events and Halloween events. The pricing of these and other attractions needs to be considered carefully given that some visitors, particularly at Teston and Brockhill, prefer to pay for specific events.

Recommendations for Teston Country Park

No.	Recommendation
1.	More efforts should be made to attract younger visitors (those aged under 30).
2.	Consideration should be given to the provision of catering facilities.
3.	Better/more toilet facilities should be provided.
4.	Consideration should be given to the provision of guided walks.

Recommendations for Shorne Woods Country Park

No.	Recommendation
1.	Site leaflets, notice boards and information panels should be considered for the provision of information.
2.	The pricing of food and speed of service needs to be reviewed to ensure it is meeting customer needs.
3.	Further work needs to be undertaken to understand the reasons why visitors to the Park have not visited other Kent Country Parks.
4.	Consideration should be given to the provision of archaeology, ice-skating and geocaching.

Recommendations for Brockhill Country Park

No.	Recommendation
1.	Efforts should be made to promote the Park to black and minority ethnic groups.
2.	Site leaflets should be considered for the provision of information.
3.	Consideration needs to be given to improving the signposting to the Park.
4.	Other Kent Country Parks should be promoted to visitors to this Park.
5.	Consideration should be given to the provision of trails, climbing walls, guided walks and geocaching.

Sheppey Cycle Routes Project Consultation Summary

In total **39** consultation returns were received during the consultation period held during February and March 2010. Overall **83%** supported the Sheerness route with **88%** supporting the Leysdown route. A clear demand for further improvements for development of a route between Minster and Leysdown was also demonstrated.

The following results were received for the two routes;

The following results were received for the two routes; Q1 Sheerness Route		
I support the proposal	I do not support the proposal	No opinion
34	1	4
Q3 Leysdown Route		
I support the proposal	I do not support the proposal	No opinion
36	1	2

Question 5 invited the respondents to make comments on other improvements to cycle routes that they would like to see.

The top three requested routes were, in order of requests;

1. Leysdown to Minster
2. Minster, Halfway Road to Queenborough, using the old railway line
3. Lowstead Corner roundabout to Leysdown

Other responses

41 other responses were received including 2 supporting the routes and 2 objections. A large element (33) of these "other" responses came from Richmond Primary School requesting improved safety to their routes to schools. The pupil and teachers requests were as follows;

- Improved lighting on the alley between Richmond St & Jefferson Road
- Improved lighting between Richmond Primary School and Nursery Close
- Parking restrictions by the entrance to alleys in Richmond St and Jefferson Road
- Safer crossing facilities from Richmond St to Coronation Road

By: Caroline Bruce, Interim Director, Kent Highway Services.

To: Environment, Highways & Waste Policy Overview & Scrutiny Committee

Subject: **Results from the Highway Tracker Survey 2009**

Classification: Unrestricted

Summary: Inform Members of the key results of the 2009 Resident, County Member, District Member and Parish/Town Council Highway Tracker Survey. The full survey report is over 200 pages long and available on the KCC website

Introduction

1. Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2009 survey was carried out in November and December and included seeking views from residents, County Members, Parish/Town Councils and for the second time, District Members.
2. The survey is conducted by an independent market research company called BMG and a summary of the results are presented in this report. This information will be used by the Director and Senior Management team to identify actions to help improve service delivery.
3. A total of 1,209 face to face interviews were carried out on a representative sample of Kent residents with approximately 100 interviews in each of the twelve Districts, reflecting the age, gender and economic status,. This sample size gives a +/- 2.78% accuracy for results at a County level and +/- 10% accuracy at a District level.
4. In addition to residents views the same survey questions were asked of all County and District Members and Parish/Town Councils. A total of 60 County Members responded (a response rate of 71%), 178 District Members replied (a response rate of 30%) whilst for Parish/Town Councils a total of 147 completed the survey (a response rate of 48%)
5. The questionnaire comprised over 40 questions, ranging from satisfaction with the condition of roads, pavements, streetlights and local bus and train service, the most important and most in need of improvement to the services KHS provides, through to views on congestion, accessibility to local services and vulnerability when using the highway
6. Results are reported by 'Net-Satisfaction'. This is a figure calculated by taking the % of people who are dis-satisfied with the service from the % who are satisfied. This gives a true reflection of the service and a balance between those happy, those unhappy and those who are not sure.

The 2009 survey results

7. The key headline from the survey is the continuing improvement in the public's perception of pavements and streetlights with a slight dip in roads caused primarily by dissatisfaction with the condition of country lanes and residential roads. However for the fourth successive year there are more residents satisfied than dissatisfied and the last two years results are shown in Table 1 below (see all years results in Appendix 1)

Table 1

	% of residents who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	54%	53%	21%	16%	25%	32%	+29%	+21%
Condition of pavements	51%	53%	21%	18%	28%	27%	+23%	+26%
Streetlights	63%	67%	19%	15%	18%	16%	+45%	+51%

8. The other key headline is the difference in perception between residents and County Members, District Members and Parish/Town Councils. There are still more elected members dissatisfied with the condition of roads and pavements but there has been a very significant and positive improvement in County Member and Parish/Town Council satisfaction (over 20% improvement in net satisfaction) and in particular with streetlights, where for the first time, both groups are more satisfied than dissatisfied with this service. District Members appear the least satisfied with little change in last years results again with the exception of streetlights. These results are set out in Tables 2, 3 and 4 in Appendix 2.
9. There has been some very positive improvements in County Member and Parish/Town Council perception of the service provided to them by the Community Liaison teams with 8 in 10 Members registering satisfaction and 6 in 10 Parish/Town Councils.
10. Overall 79% of residents were aware of Kent Highway Services prior to the interview. Whilst 26% were aware of the single 08458 247 800 number to call KHS only 7% have contacted KHS to report a problem or seek information (down from 14% last year).
11. Of those who had contacted KHS 67% were satisfied with the response with 28% dissatisfied.

12. Residents rate road repairs and reducing congestion as the top most important KHS services whilst County Members, Parish/Town Councils and District Members all rate road repairs and cleaning drains/stopping flooding as the most important.
13. Residents state that the KHS services that most need improving are repairing roads and pavements whilst County Members Parish/Town Councils and District Members all feel it is repairing roads, pavements and cleaning drains.
14. In terms of congestion 31% of residents feel they are affected by peak time congestion on a daily basis which is slightly lower than the 2008 survey.
15. Responses to ways of alleviating congestion, as in previous surveys, centred around greater restrictions on roadworks and staggering school opening times.
16. In all 60% of residents use a car to travel to work with 48% using one on a daily basis. It was recognised by 46% of respondents that KHS encourages residents and businesses to adopt green forms of travel. Cheaper fares and more accessible public transport fares were the two strategies most likely to change people's use of the car to travel to work.
17. In all, 53% of the public have used local bus services in the past with 80% of users satisfied with the service overall. Cost, cleanliness and comfort were reasons for dissatisfaction.
18. There were 59% of residents who have used the train with 79% satisfied with the overall service provided. Cost, cleanliness, punctuality and frequency were the main reasons for dissatisfaction

Further Information

19. The tracker survey report is very large and contains much more detailed information along with an executive summary of key issues by BMG. A full copy of the report is available on the KCC website.

Conclusion

20. The annual tracker survey provides a wide range of information to help shape and improve highway service delivery. Members are asked to:
 - Note the progress being made in public perception of the highway service.

- Work closely with officers to continue to improve the service as seen through the eyes of Members and Parish/Town Councils

Background Documents: None

Other Useful Information: None.

Author Contact Details

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Results from the Highway Tracker Survey 2009

Table 1 - Residents - Satisfaction with the condition of roads in Kent – year-on-year comparison

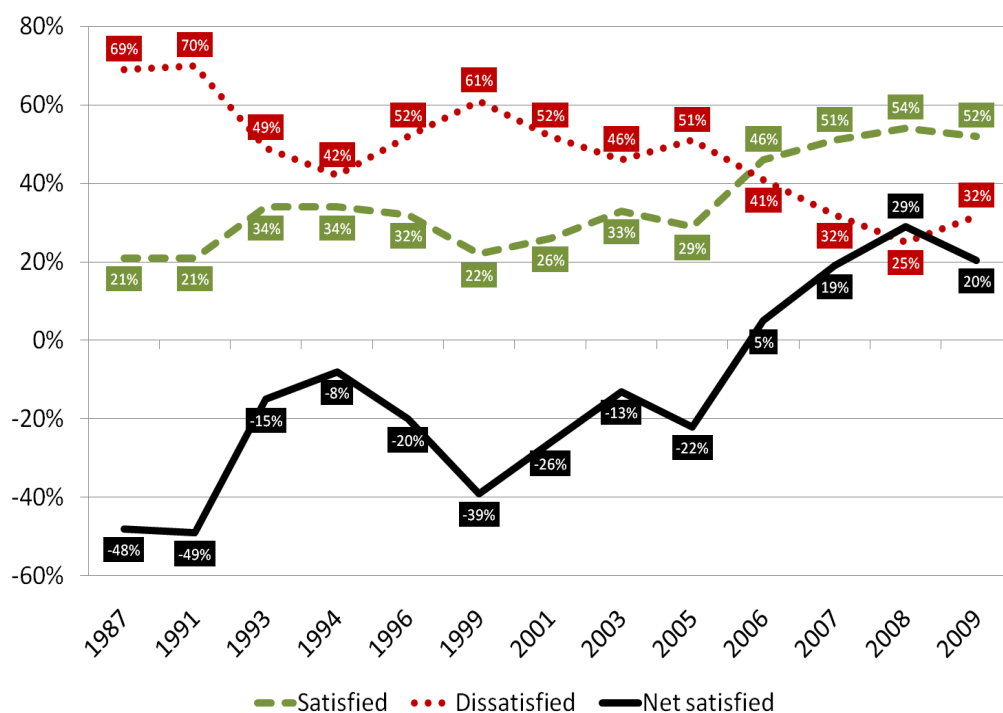


Table 2 - Residents - Satisfaction with the condition of pavements in Kent – year-on-year comparison

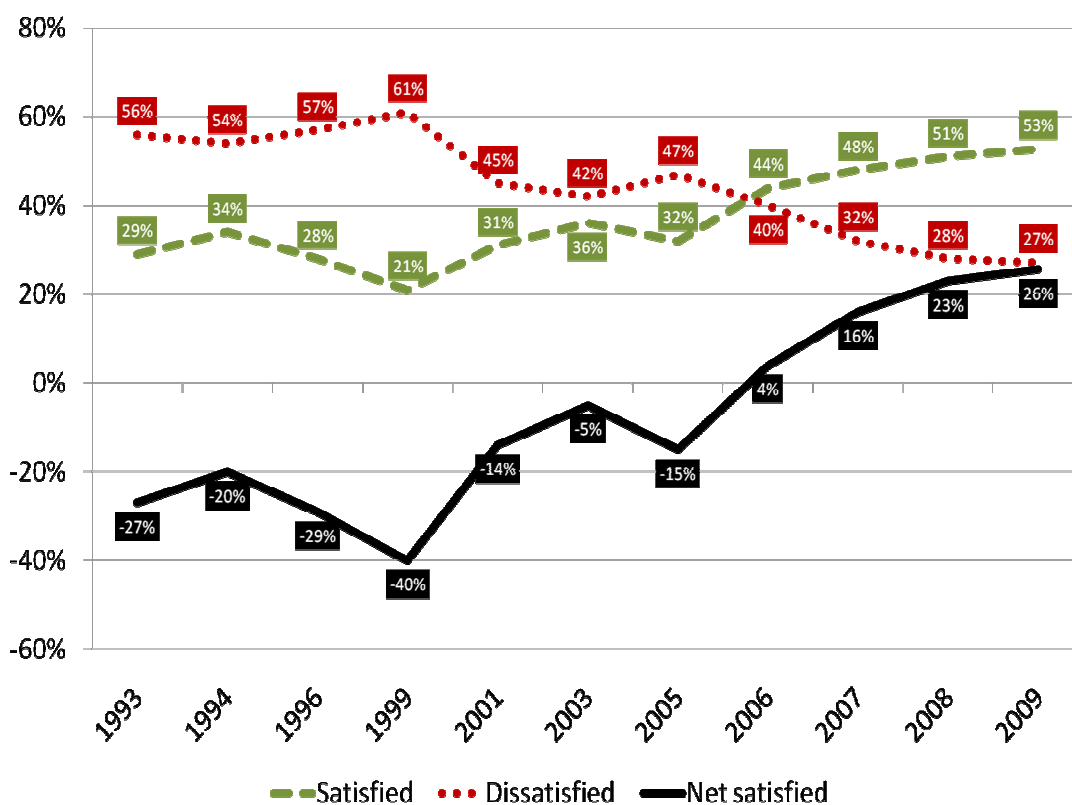
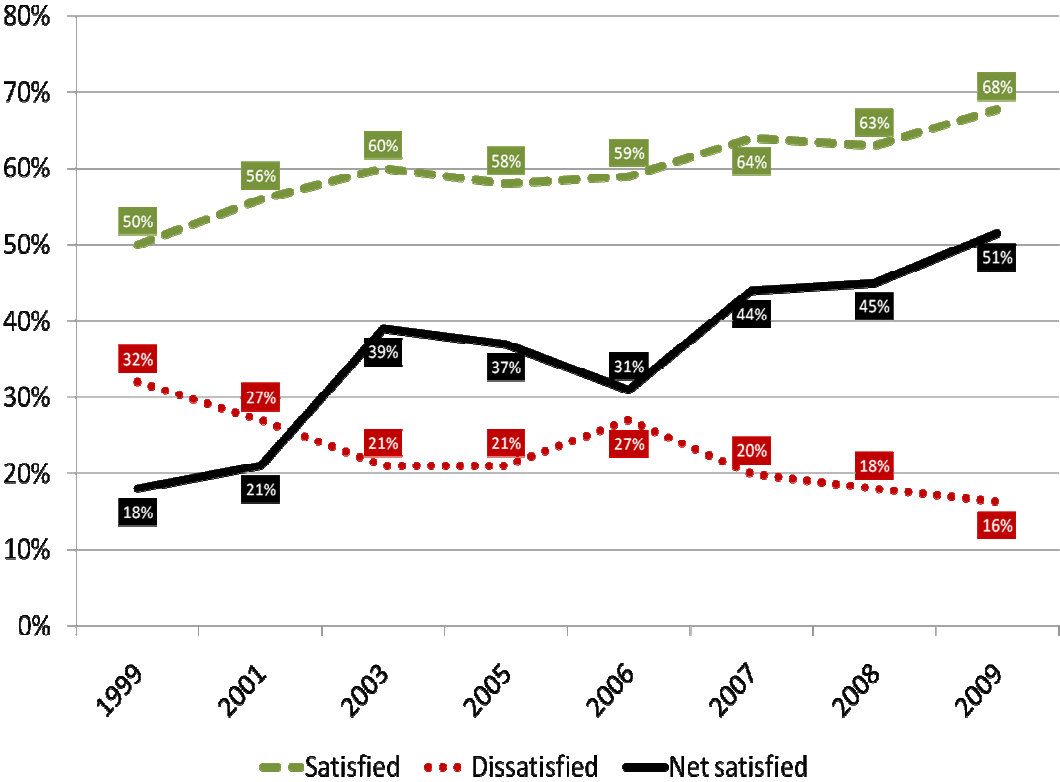


Table 3 - Residents - overall satisfaction with the condition of street lighting in Kent – year-on-year comparison



Results from the Highway Tracker Survey 2009

County Member satisfaction with roads, pavement and streetlights

	% of County Members who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	13%	22%	19%	23%	68%	55%	-55%	-33%
Condition of pavements	16%	28%	21%	24%	63%	48%	-47%	-29%
Streetlights	33%	73%	29%	12%	38%	15%	-5%	+58%

Table 2

Parish/Town Councils satisfaction with roads, pavement and streetlights

	% of Parish/Town Councils who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	8%	28%	12%	1%	80%	71%	-72%	-43%
Condition of pavements	11%	20%	37%	38%	52%	42%	-41%	-22%
Streetlights	27%	46%	55%	42%	18%	12%	+9%	+34%

Table 3

District Members satisfaction with roads, pavement and streetlights

	% of District Council Members who are . . .							
	Satisfied		Neither satisfied or dissatisfied		Dissatisfied		Net satisfaction	
	2008	2009	2008	2009	2008	2009	2008	2009
Condition of roads	11%	12%	16%	18%	73%	70%	-62%	-58%
Condition of pavements	8%	8%	19%	23%	73%	69%	-65%	-61%
Streetlights	27%	36%	34%	40%	39%	24%	-12%	+12%

Table 4

KENT HIGHWAY SERVICES

COUNTYWIDE IMPROVEMENTS

09-10 Resurfacing

1.0 Introduction

Countywide Improvements Resurfacing Team is responsible for the delivery of approximately £15m of planned structural maintenance projects to both carriageway and footway. These projects include resurfacing and reconstruction works as well as preventative maintenance such as surface dressing.

The schemes that form the annual programme are identified either by being proposed by operational maintenance teams or as part of routine condition surveys.

2.0 Maintenance Scheme Consultation

Prior consultation in respect of maintenance schemes is currently primarily limited to the advance notification of works. This is undertaken through a standard letter advising affected residents and businesses as well as council members of the purpose, nature, timing and potential impact of the works.

Standard practice is to deliver the standard letters 2 weeks in advance of the start date for the works.

In addition to informing the local community in respect of the project, the letter also seeks to identify residents who may have special requirements in term of access so that arrangements can be made to mitigate the effect of the works. Details of such measures are communicated to those affected.

Costs of this notification/consultation include staff time and copying costs.

Consultation with the community in respect of the composition of the annual programme for the period under consideration has been managed through operational maintenance teams via their routine contact with members of the public and parish councils. Requests have been assessed and promoted for planned maintenance works within the annual schedule of sites for consideration provided to Countywide Improvements during April.

The annual programme is communicated to the operational maintenance teams who then provide feedback to community groups.

There are no costs associated with this consultation over and above that incurred through normal operations.

3.0 Completed Highway Projects

What we want to find out

The data was collected as a requirement in the Countywide Service Plan and Business Unit Level Plan. A mechanism to record this information from residents, Members and Parishes was developed and during 09/10 the results were passed to the Business Improvement Team on a monthly basis.

This data was used 'not only to determine client satisfaction levels but to provide an important source of feedbackin the development and improvements of the services provided'. (Service Plan, page 17; Business Plan page 10)

The requirement to obtain resident (customer) feedback on completed schemes was driven by the 09-10 KPI CI01 – Resident and Member Satisfaction, this KPI has been carried over into 10-11. Data was provided to the Business Improvement Team on a monthly basis.

▪ **Methodology of Data Collection**

All three elements of after scheme surveys (resident, member, parish) used single sided A5 Survey Cards sent direct to the stakeholders. The format of the cards contained minor variations depending on the stakeholder it was intended for, but call survey cards asked the same 3 questions and the same 5 grading items. The scheme name was manually entered on the cards.

Questions asked were

- How satisfied were you with the information provided with the scheme?
- How satisfied were you that the roadwork's were carried out as quickly as possible?
- How satisfied are you with the completed works?

Questions were graded as either 'Very Satisfied', 'Satisfied', 'No Opinion', 'Fairly Dissatisfied' or 'Very Dissatisfied'. Comments could also be added at the bottom of the card.

The number of resident cards sent out was left to the discretion of the engineer. This information was not recorded.

Improvements for 10-11

For members and parishes, this system of survey cards is no longer used. Data is now collected electronically using My Kent Highways Online. Members and Parishes are able to provide data in the same format above using the 'Rate My Scheme' webpage. This webpage is updated with new completed schemes once per month.

Survey cards are still sent direct to residents and the numbers sent out are recorded as well as returns.

▪ **Summary of Results**

A total of 15 schemes received feedback for resurfacing with 6 in East Kent and 9 in West Kent. The total list of schemes to have been surveyed for 09-10 was 19 (9 in East, 10 in West). This was in part due to some cards not being returned on schemes with very small population centres.

A total of 589 survey cards were returned by residents across all resurfacing schemes.

The average satisfaction rate was high at 89%. Where residents were dissatisfied with an element of scheme it was more often due to the quality of information that went out to them, although there were also examples of residents unhappy with the timescales and quality of work.

From 10/11, records of individual comments will also be collected and shared with teams.

▪ **How was the data used?**

The numerical data and % of stakeholders satisfied with our schemes was provided to the Business Improvement Team on a monthly basis as required.

Countywide Improvements made some use of this data, particularly the commentary returned. Scheme comments were emailed back to the engineers in charge and managers were made aware of any issues that arose, or negative comments relating to schemes (e.g. night work). It was intended that engineers, and Ringway, would be made aware of major points returned in the feedback, both positive and negative.

Improvements for 10-11

The Balanced Scorecard now provides a framework for this data to be used more effectively. All Balance Scorecard meetings are held with the Director on a monthly basis. The format of the scorecard shows the Resurfacing Team score for all stakeholders for that month and YTD. The comments sent back with the survey cards are collated and the issues displayed in categories of positive, negative and suggested improvements. An Operational & Balanced Scorecard pre-meet is held monthly for the Resurfacing manager and team leaders to be made aware of the results and to justify performance and suggest improvements to the Head of Service before doing the same with the Director. All Resurfacing team members are made aware of the results and issues when the presentation is distributed immediately after the Balanced Scorecard meeting.

Feedback was not made directly to the stakeholders who took part, however, the half year results were published in KHS News.

The cost of preparing the cards for post and the collection and evaluation of data for returned resident's cards was done by KHS staff with no direct cost involved. The cards were distributed by Ringway however this was done on an existing service order for the distribution of notifications and no separate order was required.

Material costs for the cards were just short of £400

From March 2010, Member and Parish cards are no longer used and feedback is provided electronically. This represents a minor cost saving.

East Kent Access

Groups who visited the Community Archaeology Excavation Site

The following groups visited the Community Excavation Site which ran from the 17th May until 4th June. Activity - Introduction to the road scheme, (IN), Induction (I), Tour of site (T), Looking at artefacts from the excavations (A), Finds Processing (FP), Excavating (E).

Date	Group Name	Numbers	Activity
17th May	Great Oaks Small School, Minster	18 pupils and 2 adults	I, T, A, FP
18th May	St Saviour's CofE Junior School,	14 pupils and 2 adults	I, T, A, FP
19th May	Minster Primary School, Minster	40 pupils with 8 adults	I, T, A
20th May	St Anthony's School (special), Margate	8 pupils and 2 adults	I, T, A
20th May	Ursuline College, Westgate-on sea	15 pupils with 2 adults	I, T, A, FP
21st May	East Kent Mencap, Margate	12 adults with 2 support staff	I, T, A
21st May	Eastry Local Interest Group, Eastry	16 adults	I, T, A, FP
22nd May	Rotary Club of Ramsgate	12 adults	I, T, A
22nd May	Town Mayor and Mayoress of Margate	3 in the group	I, T, A
22nd May	Young Archaeology Club (Canterbury), Canterbury	37 in the group	I, T, A, E
24th May	Rotary Club of Thanet	25 adults	I, T, A
25th May	Bromstone Primary School, Broadstairs	15 pupils with 3 adults	I, T, A, FP
25th May	Rotary Club of Sandwich	35 adults	I, T, A
26th May	St Lawrences College, Junior School, Broadstairs	30 pupils with 4 adults	I, T, A, FP
27th May	VIP group	48 adults approx.	IN, I, T, A

27th May	Birchington CofE Primary School, Brichington	22 pupils with 3 adults	I, T, A, FP
1st June	Stepahead Support Community Impact, Margate	8 in the group	I, T, A
3rd June	Marlowe Academy, Connexions group, Broadstairs	9 pupils and 2 adults	I, T, A
	18 groups visited the site	Approximate total of 397	

In addition to the above there were also a number of tours given to casual visitors by Oxford-Wessex Archaeology staff.

The Community Excavation

Project Officer: Vix Hughes

Venue: Zone 22/23 - Adjacent to the Minster Service Station

Total number of applications received was 112. Of this total 91 actually worked at least one day as a volunteer.

Female: 49 (53%) Male 44 (47%)

How did you hear about the Community Excavation?

The number of places where people heard about the Community Excavation includes all the places indicated on their form.

Table 1 - To show how the volunteers heard about the Community Excavation

How did people hear?	Comments	Number	%
Exhibition	*See below	19	16%
Personal contact	-	18	15%

Local paper	-	47	39%
Web site	-	28	23%
Not disclosed	-	5	4%
Posters	-	3	2%
Total		120	100%

*** Exhibition**

Venue	Number	%
Holiday Inn	5	26%
Margate Library	2	10%
Not known	4	21%
Ramsgate Library	3	16%
Westwood Cross Shopping Centre	5	26%
	19	100%

What past archaeological experience do you have?

On the application form we asked if volunteers had any past archaeological experience. 91 (82%) said that they had not but 17 (18%) said they that had. One person was a member of three archaeological groups (CAT, IOTAS .. plus Dover Archaeological Group.

Table 2 - To show the membership of other archaeological groups of volunteers

Group name	Number of volunteers	Group name	Number of volunteers
Canterbury Archaeological Trust	5	Canterbury Young Archaeology Club	3
Dover Archaeological Group	1	Experience in Israel	1

Experience in USA	1	Ex-professional archaeologist	1
IOTAS	6	Kent underground and research group	1
Lenham Archaeological Society	1	OU course in archaeology	1
Unspecified	1		

How many volunteers worked each day?

The working day for volunteers was from 9.30 - 3.30 with two 30 minute breaks at 11am and 1pm. The total number of person days was 282 days

At 5 hours per day this totalled 1,410hours of volunteering. At the Community Excavation volunteers had the choice of excavating or finds processing.

Table 3 - To show the number of volunteers who worked each day

Date	10	11	12	13	14	15	16	17	18	19	20	21	22
Female	6	5	6	4	4	x	x	4	2	5	5	6	3
Male	5	3	3	3	4	x	x	12	9	11	13	7	8
Total	11	7	9	7	8	x	x	16	11	16	18	13	11

Date	23	24	25	26	27	28	29	30	31	1	2	3	4
Female	4	4	8	7	7	8	x	x	x	8	6	10	11
Male	4	9	7	9	7	8	x	x	x	12	9	9	9
Total	8	13	15	16	14	16	x	x	x	20	15	19	20

2. What was the gender and age range?

The Community Excavation lasted one month. Three of those weeks were from Monday to Friday. There was one weekend community excavation opportunity and one week (1st - 4th June) during the school half-term. Both these opportunities proved access for families

to get involved. The weekend also allowed those that worked to take part without giving up their holiday.

The youngest volunteers were one male and two females all aged 8 years and the oldest volunteers were one male aged 72 years and one female aged 80 years.

Table 4 - To show the ages of the volunteers

Gender		Ages						
		Under 16	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 +
Female	Numbers	6	0	2	9	12	15	5
Male	Numbers	10	0	3	4	9	10	6
Total		26	0	5	13	21	25	11
%		26%	0%	5%	13%	21%	25%	11%

4. Where did the volunteers come from?

Using the Post Office post code system volunteers came from form a range of postal areas as seen in **Table 5** below. The **BOLD** figures are of the Isle of Thanet and make up 91% of all volunteers.

Table 5 - To show where the volunteers lived

Postal district	Post code	Number of volunteers	% of total
Chestfield	CT5	1	1%
Herne Bay	CT6	1	1%
Birchington	CT7	4	4%
Westgate-on-sea	CT8	8	9%
Margate	CT9	12	13%

Broadstairs	CT10	16	18%
Ramsgate	CT11	21	24%
Manston - Minster	CT12	18	20%
Sandwich	CT13	3	3%
Deal - Northbourne	CT14	2	2%
Ospringe	ME8	1	1%
Ashford	TN23	2	2%
St Neots, Cambs	PE19	2	2%
	Total	91	100%

5. How long did they attend the Community Excavation?

Most of the volunteers came for just one or two days (64%) with 5% staying 10 or more days.

Table 6 - To show how many days volunteers worked on the Community Excavation

Number of days worked by volunteers													
1	2	3	4	5	6	7	8	9	10	13	15	17	18
37	22	12	3	5	2	1	2	2	1	1	1	1	1
40%	24%	13%	3%	5%	2%	1%	2%	2%	1%	1%	1%	1%	1%

Appendices - The following information is recorded as a series of Appendices

6 What did the volunteers say on their review sheet?

After the Community Excavation, volunteers were sent a letter of thanks, and review sheet with SAE. The following data gives (correct at 24th June 2010) an idea of what the volunteers thought about the whole volunteering experience. This excludes the various blogs that some volunteers have sent in and which have already been posted on the project website.

So far of the 91 reviews sheets sent out 40 have been returned and processed.

Table 7 - To show what the volunteer thought about the Community Excavation

Activities	Please tick the appropriate box - thank you					
	1 (Great)	2	3	4	5	6 (Poor)
Organisation up to the day you started	29	9				
Induction talk	34	4				
Excavation & training	32	1				
Finds processing and training	16	2				
Other teaching sessions	21	1				
Overall experience	37	1				

Would you like to be involved in another archaeology project like this in future?	Yes	39	No	0
If 'Yes' why?	<p>1. It is good 'hands on' learning.</p> <p>10 - it was good to be involved in local archaeology.</p> <p>11 - Because I learnt a lot and would like to learn more and help</p> <p>18 - Interest.</p> <p>19 - Fantastic experience. Learnt so much. Great to be around people who were passionate about their work; preserve our history for future generations.</p> <p>20 - Because I have learnt a lot from the team of archaeologists.</p> <p>22/23 - Enjoyed the learning experience.</p> <p>25 - Enjoyed the whole experience.</p> <p>27 - We did the lot! Fantastic experience. You find it. You dig it!</p> <p>28 - Because I love it. I have always been interested in history so archaeology was for me a great chance to explore further the way the dig was run, suited myself. It was structured and methodical. I'm a laid back</p>			

person so had no problem with this concept.

29 - I enjoyed it very much.

34 - I have more time now and am still active and a lot was learnt in the period with you.

35 - Am interested in history, especially local stuff and archaeology allows a hands on, great.

47 - Really enjoyed the day and wish I had volunteered for more days.

51 - 1st opportunity to get involved. The professionals were so friendly & knowledgeable and instructive. The other volunteers were a great group of people.

53 - Because it was so interesting and involving.

56 - Really enjoyed doing something different finding things an added bonus.

63 - My first try at archaeology, something I have always wanted to do and at last an opportunity.

66 - Learnt so much. Have become very interested in joining local groups and taking experiences back to school to encourage children (a teacher)

67 - Great overall experience, all aspects were very well organised. learnt a great deal while having fun.

70 - I like the work. I have all the skills now.

71 - Fascinating work.

72 - Want to work in archaeology.

73 - I watch most /all Time Team programmes and find it most exciting when something is found. To be part of a dig team was incredible, not knowing when something will be unearthed. Very exciting experience.

74 - I like to watch 'Time Team' and any other programme about archaeology. To be part of a team and making new friends with the same interest. Having found something on the 'dig' was great and everyone else is so pleased for you.

76 - It was a great experience and very enjoyable.

77 - As it was fun and very interesting.

83 - I just loved looking for things that were so old and want to see them preserved.

84 This was an amazing chance to do something I have always had an interest in and be part of history.

	<p>85 - Really enjoyed the experience.</p> <p>86 - Realised an ambition, fascination of handling finds and talking to experts.</p> <p>96 - I had an interesting and enjoyable day.</p> <p>98 - Fab! Exhausting! Hot! Like to keep my hand in, as have a bit of excavation experience behind me.</p> <p>102 - The chance to learn more about local history and to be some help to somebody!</p> <p>107 - Continuing interest and fascination with archaeology (have history degree - medieval / early modern)</p> <p>112 - I found it very fun to do.</p>
If 'No' why?	No comments received

Can we pass your address details to two local groups. The Trust for Thanet Archaeology and the Isle of Thanet Archaeological Society	Yes	36	No	3
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Two of the three 'No' replies are from volunteers who live in Cambridgeshire.

<p>Any other comments/observations that you would like to make about the time you spent with us? Please continue on the back of this sheet if need be. Thank you for your time.</p>
<p>10 - Staff were great at involving all and teaching us as well.</p> <p>11 - Vix Hughes and her team were excellent and was helpful.</p> <p>19. I was expecting to just labour, it was a very pleasant surprise to be taught so much. I would have liked to have carried on and done more.</p> <p>20 It was great to meeting all the team and volunteering. Better than being at home as it was just like being with the Time Team on the TV.</p> <p>22 & 23 - Very professional organisation. Friendly, inclusive - keen to share knowledge with volunteers. Site facilities were excellent.</p> <p>25 - It was really great how professionals got so involved with us - teaching, answering hundreds of our questions and remaining so patient!</p>

It was lovely meeting so many nice people along the way, both professional and from the local community. Have a much clearer understanding of what's involved. Had no idea before this opportunity - its not like just digging a hole! had a marvellous time and would like to thank you for allowing me to have the experience. I will always remember it and feel lucky to have been a part of it.

27 - Just wish I could have done it for longer.

28 - I found all the guys on site had a lot of time for the trainees and were always willing to discuss anything. On the whole a cracking week. I actually found the whole experience very uplifting. I thought the team of archaeologists at the dig was brilliant, always willing to chat and not talk at us .. would recommend any person to do it.

29 - Never done it before, but it was good. Better if I had done it 20 years ago.

35 - I would like to say how professional and helpful all concerned were. An enjoyable time. Thank you.

47 - Very interesting and enjoyable day. I found the team really friendly and helpful. A great opportunity to get involved in a local excavation only wish I had done more days. Thanks to all involved.

51 - I was impressed by the organisation and level of involvement for the volunteers. great to see school children visiting the site and being 'hands on'. Also heard David talking to 10 year olds in a Primary school - he was excellent - the children became so involved. For me it was really a 'first in a lifetime' as I celebrated my 80th birthday this year - Vix said I was the oldest volunteer!

53 - The 'team' were so welcoming and trained and supported us all without making one feel uneasy or silly. The information they gave was always suited to the audience. Thanks.

63 - It was a wonderful experience and all the team were very friendly and helpful. Thank you

66 - Very grateful for the whole experience. Staff were more than friendly and considerate to our limitations whilst at the same time treating us as one of them whenever they felt we were able.

67 - Thank you for this great opportunity. I enjoyed working alongside the professional archaeologists, Vix and her team were always welcoming, friendly, enthusiastic and willing to involve us in the excavations, etc.. With their help and guidance I feel that I have learnt a great deal about archaeology in general while increasing my local historical knowledge.

It was great to meet like-minded people and to share in the excitement of local residents new to the exciting archaeological experience.

I have been a member of Thanet Archaeological Society fore three years, being involved in the EKAR excavation has expanded my knowledge and practical skills which I intend to put to good use in the future. I am sure the numbers of our society will expand following this hands on experience. It was dirty and hard work but great fun and like most volunteers involved I would be only too happy to do it all over again.

70 - All the archaeologists on site worked hard to teach /show and made a great effort to treat us as part of the team.

71 - Very friendly team! Excellent organisation from all areas. The team were encouraging, informative and I would have liked to have continued.

72 - Too short.

74 - We were made to feel very welcome and part of the team. The staff were great and very helpful and (took) time to answer our questions.

77 - This was a unique and great experience. The archaeologists on site were very friendly and were more than happy to pass on their knowledge to you. It was just sad that I could not give more time.

83 - The team were so helpful in explaining what I found and why finds processing needed to be so thorough. Loved it.

84 - I had a really fantastic time. It was well put together and I met loads of interesting people and was looked after very well by your staff. It was wonderful. Thank you.

85 - Had a great time. Everyone really nice and friendly

86 - A wonderful idea to involve the community including children. Brings the past alive.

98 - Enthusiastic, organised, friendly folk (typical archaeologists in other words) not so keen on the mattock.

107 - Wonderful opportunity to have hands on experience and would like to volunteer for any other opportunities for further experience.

112 - Very interesting and I learnt a lot from this and will be continuing to participate in other digs around Thanet.

KENT REFERENCE PANEL

TERMS OF REFERENCE

Purpose

The purpose of the group is to provide strategic consultation and expertise to Kent Highway Services (KHS) to enable the creation of a highway network that is accessible for all. In addition, the group will ensure that there is consultation between the County's Access Groups and KHS.

The Role of the Panel

To show due regard to the Disability Discrimination Act (1995/2005) and Disability Equality Duty (2006) and the need to:

- Assist in eliminating discrimination that is unlawful under the DDA
- Assist in the elimination of harassment of disabled people that is related to their disabilities
- Promote equality of opportunity between disabled persons and other persons
- Take steps to take account of disabled persons' disabilities, even when that involves treating disabled persons more favourably than other persons
- Promote positive attitudes toward disabled people.
- Encourage equal participation by disabled persons in public life

In addition:

- Develop a system of consultation that allows Kent County Council (KCC) to comply with its obligations under the DDA and DED's. Specifically the goal of Equality of Opportunity for disabled persons with regard to matters relating to the public realm.
- Work with key stakeholders to develop a transportation network that is accessible to all.

Membership and Structure

The Reference Panel is a pan-disability group whose members are experts by experience, who represent a Kent Access Group and are members of RADAR. In addition, members who provide professional advice, such as access audit work, are also required to have an appropriate professional qualification and indemnity cover.

Membership of the group will be:

Nick Chard – KCC, Cabinet Member for Environment, Highways and Waste (EHW) – (Chair)

Linda Bell – Mobility Management Project Officer (Secretary)

David Joyner – KCC, Sustainable Transport Manager

Simon Allum – KCC, Mobility Management Team Leader

Michael Coggles – Tunbridge Wells Access Group

Francois Montford – Independence and Access Matters

Allan Jones – Wheelchair Users Group/CiLK

Vicci Chittenden – MS Society/CiLK

Phil Shoebridge – Tonbridge & Malling Access Group

Ann Dawson – Sevenoaks Access Group

Meeting Schedule

The Panel will meet four times per year.

Quorum:

As a minimum the panel will consist of the following: Chair, Secretary, a representative from KHS and a minimum of four Access representatives.

Members Roles and Responsibilities

The members of the Kent Reference Panel (KRP) agree to:

- Work strategically and co-operatively to help achieve the objectives of the Panel, as outlined above.
- Support the work of the KRP, raising any concerns firstly through the Panel itself.
- Provide expertise and advice on highway issues to support the objectives of the Panel.

KHS, as the host agency agrees to provide and/or carry out:

- Appropriate human resource/personnel to support KRP
- Appropriate facilities and equipment to support KRP meetings.
- Ensure that all information is in a suitable format to enable equal participation by all members.
- Act on the recommendations of the Panel.
- Collate appropriate monitoring and evaluation information to support the objectives and reporting requirements of the Panel.
- KHS statutory responsibilities

Reporting

A set of minutes will be produced and distributed within 3 weeks of each Kent Reference Panel Meeting and will be circulated to Access Groups and key organisations.

The Panel will collate an annual report to be presented to KHS, Policy and Overview Committee. The report will be published on the Kent County Council website and will be circulated to key stakeholders.

Review

These terms of reference will be reviewed on an annual basis.

Contact Officer

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