# Relocating Tunbridge Wells Family Hub Services

at Grove Hill Road

## Consultation report



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# Executive summary

Kent County Council (KCC) consulted on a proposal to relocate Tunbridge Wells Family Hub services from 39a Grove Hill Road to The Amelia Scott. The **consultation** ran from **4 August to 15 September 2026.** The proposal would retain Family Hub services in Tunbridge Wells town centre and would not reduce or withdraw the current service Family Hub Service.

The consultation received 42 questionnaire responses. Thirty responses were from residents, parents or carers, and 12 were from professionals or people responding on behalf of organisations. Of the 30 individual responses, 19 were from Tunbridge Wells residents, 10 from parents or carers, and one respondent left the category blank. The 12 professional and organisational responses included professionals, organisational representatives, councillors and KCC employees.

During the consultation period, the webpage recorded **358 visits** from 287 visitors; 84 visitors viewed the questionnaire and nine people registered on the platform. These platform measures describe different forms of engagement and should not be added together or treated as numbers of formal responses.

## Headline findings

- Respondents identified benefits from a central, visible location, good public transport links, larger and more flexible space, and opportunities for closer working with other services.
- The strongest practical concerns related to parking availability and cost, privacy and confidentiality, room suitability, access for disabled and neurodiverse users, and outdoor or play space.
- Some respondents raised concerns about the future of Adult Education provision at The Amelia Scott.
- Professional and organisational respondents generally recognised the potential benefits, while emphasising the operational arrangements needed to protect service quality, confidentiality and safeguarding.
- Informal engagement with young people was reported by staff as generally positive. Young people wanted clarity on how services would operate and for the proposed accommodation to retain a welcoming and homely feel.
- If the proposal is approved through the formal governance process, the proposed mitigations for privacy, safeguarding, room access, travel and parking information, accessibility and sensory needs, service continuity, and outdoor or play activity would be incorporated into detailed implementation planning and monitored through delivery.

The findings have informed proposed measures relating to privacy, safeguarding, accessibility, travel, room suitability and service continuity. The consultation evidence and updated Equality Impact Assessment (EqIA) will now inform the formal decision.

# Introduction

## Purpose of this report

This report explains how the consultation was carried out, who responded, what the respondents said, the equality issues raised, and KCC's proposed response. It will help ensure that all feedback is carefully considered before a final decision is made.

## The proposal

The consultation sought views on the proposal to move Tunbridge Wells Family Hub services from their current location at 39a Grove Hill Road to The Amelia Scott on Mount Pleasant Road. Both buildings are in central Tunbridge Wells. The Amelia Scott is approximately 0.4 miles from Grove Hill Road, which is around a 10-minute walk, so services would remain in a central and accessible town centre location.

When developing this proposal, we considered:

- the needs of children, young people and families,
- the opportunity to improve the Family Hub offer,
- the potential to work more closely with partners, and
- KCC's financial situation and ways to reduce costs across our estate.

## Consultation approach

The six-week public consultation ran from 4 August to 15 September 2026. The consultation was open to anyone with an interest in the proposal. It provided clear information and accessible ways for people to share their views before a final decision is made.

We invited responses from people who use, provide, support or may be affected by Tunbridge Wells Family Hub services. This included current and potential service users, children and young people, parents and carers, local residents, Family Hub staff, KCC services, partner organisations, health and education providers, voluntary and community groups, local councils and elected Members. This helped us gather a range of views from service users, staff, partners and others interested in the future of these services.

The consultation asked for views on the proposed move, its potential benefits and impacts, equality issues and other suggestions.

The consultation was hosted on KCC's engagement website, Let's Talk Kent. The consultation webpage (https://letstalk.kent.gov.uk/relocating-tunbridge-wells-family-hub) included a consultation document, questionnaire and consultation-stage Equality Impact Assessment.

These materials explained the proposal and the reasons for it, compared the current and proposed buildings, set out the potential impacts and other options considered, and explained how people could take part and how their feedback would be used.

An Equality Impact Assessment (EqIA) was carried out to assess the potential effects of the proposal on people with protected characteristics. The consultation-stage EqIA was

published with the consultation documents, and consultees were invited to comment on whether any additional equality impacts should be considered. The feedback received and the themes identified are summarised in the Equality considerations section of this report.

People could complete the questionnaire online through Let's Talk Kent or use a Word or paper version. During the consultation, a shorter service-user questionnaire was produced to encourage feedback. Feedback was also accepted by email, telephone or letter from people who did not wish to complete the questionnaire. Respondents could answer all or selected questions.

Accessible Word and paper materials were available, with alternative formats and language support available on request. Information about how to obtain support or request a different format was included in the consultation materials. This helped to reduce digital, communication and accessibility barriers.

To raise awareness and encourage participation, the consultation was promoted through:

- direct stakeholder emails
- notifications to relevant registered Let's Talk Kent users
- a media release: Consultation opens on proposed move for Tunbridge Wells Family Hub services - News & Features - Kent County Council
- KCC corporate social media channels, including Facebook, X, Instagram, Nextdoor and LinkedIn
- KCC and partner networks
- local schools and SEND networks
- local councils
- staff communications
- posters, postcards and consultation materials in relevant Family Hub, library and community locations
- stakeholders and partner organisations were encouraged to share the consultation through their own networks and service contacts.

Family Hub staff engaged with young people attending the Compass sessions during the consultation period on 8 September 2026 (2 young people aged between 12-14 years) and 15 September 2026 (6 young people aged between 12-17 years), whilst this was noted informally this feedback has been included to help us understand those young people's views.

KCC has reviewed and considered all feedback, including written comments, alongside the updated Equality Impact Assessment and other relevant evidence.

## Consultation awareness

Respondents were asked how they found out about the consultation. The table below shows the total number of times each awareness route was selected by the 29 respondents who answered this question.

The most frequently selected route was an email from Let's Talk Kent or KCC's Engagement and Consultation Team, selected by nine respondents.

| How did you find out about the consultation? (Base: 29 respondents) | Number |
|---|---|
| Email from Let's Talk Kent / KCC Engagement and Consultation Team | 9 |
| Nextdoor | 4 |
| KCC building | 4 |
| Facebook | 3 |
| Email from Tunbridge Wells Family Hub Team | 3 |
| Friend or family member | 2 |
| KCC Councillor | 1 |
| Parish or district Councillor | 1 |
| Another organisation | 1 |
| Other | 4 |

Respondents could select more than one source of awareness, so the total number of selections exceeds the 29 respondents who answered the question.

The results show that awareness was generated through a mix of direct communications, Family Hub and KCC channels, community contacts and social media.

## Consultation reach and participation

The consultation received 42 questionnaire responses (30 online and 12 paper versions).

Out of the 42 questionnaire responses, 30 were completed by individuals (resident, parent or carer). The other 12 were completed by professionals and/or people responding on behalf of an organisation.

| Are you responding as…? | Number |
|---|---|
| Residents, parents and carers | 30 |
| Professionals or on behalf of an organisation | 12 |
| Total | 42 |

A summary of interaction with the consultation webpage and documents can be found below:

- 358 visits to the consultation webpage by 287 visitors.
- 63 downloads of the consultation document.
- 7 downloads of the Word version of the consultation questionnaire.
- 5 downloads of the consultation stage Equality Impact Assessment.
- Organic posts via KCC's corporate channels had a reach of 8,836 on Facebook and Instagram. There were 11,259 impressions on X, LinkedIn, and Nextdoor. Reach refers to the number of people who saw a post at least once and impressions are the number of times the post is displayed on someone's screen. The posts generated 57 clicks through to the consultation webpage. (Not all social media platforms report the same statistics).

  Reach refers to the number of people who saw a post at least once and impressions are the number of times the post is displayed on someone's screen.

## How the responses were analysed

Closed questions are reported using the number of respondents who answered the relevant question. For open questions, comments were reviewed and grouped into themes. A respondent could raise more than one point, so theme totals can exceed the number of respondents answering the question. Selected anonymous quotations are included to illustrate the themes and retain the respondents' original wording.

## Analytical limitations and respondent differences

References in this report to the 'respondent base' mean the number of people who answered the relevant question, which may be fewer than 42 questionnaire responses.

Equality-monitoring information is reported in **Section 3.10** and relates to respondents who completed the individual monitoring questions; professionals and those responding on behalf of organisations were not asked these questions.

Participation was self-selecting, so the findings are not statistically representative of all Tunbridge Wells residents or Family Hub users. This should be considered when interpreting the results.

Disabled respondents and those reporting a long-term health condition more frequently raised concerns that parking and whole-journey accessibility could create barriers.

Respondents who did not currently use Family Hub services more frequently raised concerns about Adult Education.

## Analysis and interpretation

Closed (quantitative) question findings are reported using the number of respondents who answered each question. For open questions, free-text (qualitative) responses were grouped into common themes. A respondent may mention the same theme more than once or comment on several different themes. We therefore report:

- References – the total number of times a theme was mentioned; and
- Respondents commenting – the number of people who mentioned that theme.

A respondent could raise more than one point, so theme totals can exceed the number of respondents answering the question. Selected anonymous quotations are included to illustrate the themes and retain the respondents' original wording.

As one person can make several references, the number of references may be higher than the number of respondents.

# Consultation Findings

The findings below follow the order of the questionnaire. Each section gives the question, the response base, results and quotations from the questionnaire's free-text responses are included to illustrate the themes raised by respondents. These comments are presented anonymously and retain the respondents' original wording.

## 3.1 About respondents

**Q1. Are you responding as…?**

Base: 42 respondents.

| Respondent category | Number |
|---|---|
| Tunbridge Wells resident | 19 |
| Parent or carer | 10 |
| Professional working with children, young people and families at the Family Hub | 3 |
| Charity or VCSE organisation | 1 |
| Councillor | 1 |
| KCC employee | 2 |
| Other professional | 5 |
| Not stated | 1 |
| Total | 42 |

The consultation used one questionnaire with routing for different respondent types. The categories describe how people chose to respond; an individual may also have belonged to another category.

## 3.2 Consultation awareness

**Q2. How did you find out about this consultation?**

Base: 29 respondents. Respondents could select more than one option.

| Source of awareness | Number |
|---|---|
| Email from Let's Talk Kent / KCC Engagement and Consultation Team | 9 |
| Nextdoor | 4 |
| KCC building | 4 |
| Facebook | 3 |
| Email from Tunbridge Wells Family Hub Team | 3 |
| Friend or family member | 2 |
| KCC Councillor | 1 |
| Parish or district Councillor | 1 |
| Another organisation | 1 |
| Other | 4 |

The most frequently selected route was an email from Let's Talk Kent or KCC's Engagement and Consultation Team. The results show that awareness was generated through a mixture of direct, service-based, community and digital routes.

## 3.3 Current use of Tunbridge Wells Family Hub

**Q3. If you are an expectant parent, parent/carer or young person, do you currently access or visit the Tunbridge Wells Family Hub?**

Base: 6 respondents.

| Response | Number |
|---|---|
| I currently access services there as an expectant parent or parent/carer | 1 |
| I have accessed or visited there in the last 12 months as an expectant parent or parent/carer | 2 |
| I have accessed or visited there more than 12 months ago as an expectant parent or parent/carer | 1 |
| I have never accessed or visited the Tunbridge Wells Family Hub | 2 |
| **Total** | **6** |

Of the six respondents who answered this question, three currently accessed the Family Hub or had done so within the previous 12 months. One had accessed or visited it more than 12 months ago, and two had never accessed or visited the Hub.

**Q4. If you are a professional, do you currently access or visit the Tunbridge Wells Family Hub?**

Base: 4 respondents.

| Response | Number |
|---|---|
| I currently visit, work at or refer to the Tunbridge Wells Family Hub as a professional | 3 |
| I have visited, worked at or referred to the Tunbridge Wells Family Hub more than 12 months ago | 1 |
| **Total** | **4** |

Three of the four professional respondents currently visited, worked at or referred to the Tunbridge Wells Family Hub. The remaining respondent had done so more than 12 months ago.

**Q5. If you currently access services at the Tunbridge Wells Family Hub, or have in the last 12 months, how often do you visit?**

Base: 5 respondents.

| Response | Number |
|---|---|
| Once a week | 1 |
| Less than once a month | 2 |
| Not applicable | 2 |
| **Total** | **5** |

Of the five respondents, one visited the Family Hub weekly, two visited less than once a month and two selected “Not applicable”. The responses therefore provide useful indicative feedback from a small number of current or recent users but should not be assumed to reflect the experiences of the wider Family Hub user population.

**Q6. If you currently use or have used the Tunbridge Wells Family Hub in the last 12 months, which services do or did you use?**

Base: 3 respondents. Respondents could select more than one option.

| Response | Number |
|---|---|
| Drop-in groups | 3 |
| One to one support | 0 |
| Food parcels | 0 |
| Information, advice and guidance | 1 |
| Education course | 2 |
| Something else, please tell us | 0 |

All three respondents selected drop-in groups. Education courses were selected twice and information, advice and guidance once.

**Q7. If you currently access services at Tunbridge Wells Family Hub, or have in the last 12 months, how have you travelled to the Hub?**

Base: 9 respondents. Respondents could select more than one option.

| Response | Number |
|---|---|
| Car | 4 |
| Bus | 1 |
| Taxi | 0 |
| Train | 1 |
| Walk | 4 |
| Bicycle | 0 |
| Something else, please tell us | 0 |

Car and walking were the most frequently selected travel methods, with four selections each.

**Q8. Do you have a child or children and/or are you expecting a child?**

Base: 15 respondents. Respondents could select more than one option.

| Response | Number |
|---|---|
| I have a child / children | 10 |
| I am expecting a child | 0 |
| Neither | 5 |
| **Total** | **15** |

Ten respondents reported having a child or children; five selected “Neither”.

**Q8a. If you have a child or children, please tell us their ages(s).**

Base: 10 respondents. Respondents could select more than one age group.

| Age group | Number |
|---|---|
| 0 to 1 year old | 7 |
| 2 to 5 years old | 5 |
| 6 to 10 years old | 3 |

The largest number of selections was for children aged 0 to 1. As respondents could select more than one age group, the selections total more than the response base.

## 3.4 Likelihood of using services at The Amelia Scott

**Q9. As an expectant parent, parent/carer or young person, how likely are you to use the Family Hub services if they move to The Amelia Scott building?**

Base: 5 respondents.

| Response | Number |
|---|---|
| Very likely | 2 |
| Fairly likely | 0 |
| Neither likely nor unlikely | 0 |
| Fairly unlikely | 1 |
| Very unlikely | 0 |
| I'm not sure | 2 |
| **Total** | **5** |

Two respondents said they were very likely to use the relocated services; one was fairly unlikely and two were not sure.

**Q9a. If you answered fairly unlikely, very unlikely or "I'm not sure" to Q9, please tell us why and if we could do anything to encourage you to access services at The Amelia Scott.**

Base: 3 respondents.

The follow-up comments referred to parking and privacy concerns, and one respondent being more likely to use a Family Hub close to their home.

## 3.5 Overall agreement with the proposal

**Q10. How much do you agree or disagree with the proposal to relocate services from Tunbridge Wells Family Hub into The Amelia Scott building?**

Base: 35 respondents.

| Response | Number |
|---|---|
| Strongly agree | 17 |
| Tend to agree | 4 |
| Neither agree nor disagree | 3 |
| Tend to disagree | 4 |
| Strongly disagree | 7 |
| I don't know | 0 |
| **Total** | **35** |

Twenty-one of the 35 respondents strongly agreed or tended to agree with the proposal. Eleven strongly disagreed or tended to disagree, and three neither agreed nor disagreed.

**Q10a. Please tell us the reason for your answer.**

Base: 41 respondents. The Q10a response base is higher than the Q10 base because six respondents provided a written reason without selecting an agreement response at Q10. Their comments were included in the qualitative analysis so that all feedback received was considered.

| Theme | Number of references |
|---|---|
| Positive about central location, accessibility and transport links | 12 |
| Positive about improved facilities, space and flexibility | 10 |
| Concern about parking availability, cost and access by car | 8 |
| Positive about partnership working and access to other services | 7 |
| Concern about privacy and confidentiality | 7 |
| Concern about loss of Adult Education provision at The Amelia Scott | 6 |
| Need for suitable rooms and confidential spaces | 5 |
| Need to maintain access for disabled and neurodiverse users | 4 |
| Need for adequate outdoor and play space | 3 |

These themes present a mixed picture of perceived benefits and practical concerns.

### Illustrative comments

“More central location with better accessibility.”

“Central to town, easy to access. Good transport options. A building used by so many already.”

“Privacy for people using the family hub will be important.”

“There is no free parking.”

## 3.6 Perceived benefits

**Q11. How much do you agree or disagree that moving to The Amelia Scott building would have benefits for the Family Hub service for children, young people and families?**

Base: 40 respondents.

| Response | Number |
|---|---|
| Strongly agree | 17 |
| Tend to agree | 6 |
| Neither agree nor disagree | 4 |
| Tend to disagree | 7 |
| Strongly disagree | 3 |
| I don't know | 3 |
| **Total** | **40** |

Twenty-three of the 40 respondents strongly agreed or tended to agree that the move would have benefits. Ten strongly disagreed or tended to disagree, four neither agreed nor disagreed and three did not know.

**Q11a. Please tell us the reason for your answer.**

Base: 29 respondents.

| Theme | Number of references |
|---|---|
| Central location, visibility and public transport accessibility | 15 |
| Improved facilities, larger spaces and greater flexibility | 11 |
| Access to other services and opportunities for partnership working | 8 |
| Need for privacy, confidentiality and suitable rooms | 7 |
| Parking availability, cost and access by car | 6 |
| Concern about Adult Education provision at The Amelia Scott | 4 |
| Accessibility and the needs of disabled or neurodiverse users | 3 |
| Need for adequate play or outdoor space | 3 |
| Operational arrangements, including room booking, staffing or cost | 3 |

Respondents could raise more than one point, so theme totals exceed the response base.

Respondents identified benefits from the central, visible location, public transport links, larger and more flexible accommodation, improved physical accessibility, and opportunities for closer partnership working and access to other services. Professional and organisational respondents emphasised that suitable confidential rooms, reliable room access and booking arrangements, safeguarding controls, and an environment that works for neurodiverse children and families would be important to realising these benefits.

## 3.7 Potential negative impacts

**Q12. How much do you agree or disagree that moving to The Amelia Scott building would have a negative impact for the Family Hub service for children, young people and families?**

Base: 32 respondents.

| Response | Number |
|---|---|
| Strongly agree | 5 |
| Tend to agree | 1 |
| Neither agree nor disagree | 7 |
| Tend to disagree | 5 |
| Strongly disagree | 9 |
| I don't know | 5 |
| **Total** | **32** |

Six respondents strongly agreed or tended to agree that the move would have a negative impact. Fourteen strongly disagreed or tended to disagree, seven neither agreed nor disagreed and five did not know.

**Q12a. Please tell us the reason for your answer.**

Base: 17 respondents.

| Theme | Number of references |
|---|---|
| Parking availability, cost and access by car | 6 |
| Privacy, confidentiality and discreet access | 5 |
| Suitable rooms for therapeutic, confidential and group work | 4 |
| Whole-journey accessibility and sensory needs | 3 |
| Safeguarding, security and visitor management | 2 |
| Indoor play and outdoor space | 2 |

The main potential negative impacts or concerns raised are summarised in the table above, please section 6 which will help explain the actions and measures proposed.

## 3.8 Alternative options

**Q13. Please tell us if there are any alternative options to our proposal that you think we should consider.**

Base: 16 respondents.

| Theme | Number |
|---|---|
| Consider alternative locations or maintain outreach provision | 3 |

Other suggestions included retaining outreach alongside a central Family Hub model, using partnerships to maximise accommodation, retaining confidential and specialist rooms, and considering alternative locations for particular meetings or activities.

## 3.9 Other comments

**Q14. Do you have any other comments you would like to share on the proposal to relocate Tunbridge Wells Family Hub services into The Amelia Scott?**

Base: 17 respondents.

| Theme | Number of references |
|---|---|
| The Amelia Scott is central and accessible and could improve service access | 9 |
| Concern about parking availability and costs | 8 |
| Concern about privacy, confidentiality and access to support | 7 |
| Concern about loss of Adult Education provision | 6 |
| Larger facilities and more space could improve service delivery | 5 |
| Need for suitable rooms for therapy, support and confidential meetings | 5 |
| Need to maintain access for disabled and neurodiverse users | 4 |
| Need for adequate play and family space | 3 |
| Consider alternatives or maintain outreach provision | 3 |

Six respondents expressed disappointment about the loss of Adult Education provision at The Amelia Scott, particularly creative activities. This issue was outside the direct scope of the Family Hub relocation consultation but influenced how some respondents viewed use of the building.

From Summer 2026, Kent Adult Education creative courses were no longer delivered from The Amelia Scott because of reduced government funding and revised priorities. Adult skills courses remain available at the Quaker Meeting House in Tunbridge Wells; alongside vocational courses delivered through community partnerships and family learning in schools and Family Hubs.

**Q15. We welcome your views on our equality analysis, including suggestions for anything else we should consider relating to equality and diversity.**

Base: 8 respondents. Respondents could raise more than one equality consideration, so theme totals exceed the response base.

| Theme | Number of references |
|---|---|
| Whole-journey accessibility, including travel and parking | 3 |
| Privacy, dignity and confidential access to support | 3 |
| Sensory needs and an environment suitable for neurodiverse users | 2 |
| Support for vulnerable families and continuity during transition | 2 |
| Accessible information and communication | 1 |
| An inclusive and welcoming environment | 2 |
| Equality implications of changes to Adult Education provision | 2 |

The table above summarises the equality themes raised by respondents. Section 5 brings these findings together by showing the relevant consultation evidence and the proposed response to each issue. It should therefore be read alongside the themes above rather than as a separate set of findings.

## 3.10 Equality monitoring questions

**Q16. Which of these age groups applies to you?**

Base: 24 respondents.

| Response | Number |
|---|---|
| 25-34 | 6 |
| 35-49 | 6 |
| 50-59 | 2 |
| 60-64 | 3 |
| 65-74 | 3 |
| 75-84 | 3 |
| 85 or over | 1 |
| **Total** | **24** |

**Q17. What is your religion or belief?**

Base: 24 respondents.

| Response | Number |
|---|---|
| No religion or belief | 11 |
| Atheist | 1 |
| Christian | 10 |
| A different religion or belief | 1 |
| I prefer not to say | 1 |
| **Total** | **24** |

**Q18. Do you have a disability, health condition, physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities?**

Base: 32 respondents.

| Response | Number |
|---|---|
| Yes | 7 |
| No | 23 |
| I prefer not to say | 2 |
| **Total** | **32** |

**Q18a. If you answered "Yes" to Q18, please tell us which disabilities or health conditions apply to you.**

Base: 7 respondents. Respondents could select more than one option.

| Response | Number |
|---|---|
| Physical | 3 |
| Sensory: hearing, sight or both | 2 |
| Longstanding illness or health condition | 2 |
| Mental health condition | 2 |
| Learning disability | 1 |
| Neurodivergent, such as ADHD, autism, dyslexia or dyspraxia | 1 |

Seven respondents answered this question. Respondents could select more than one option, so the selections total more than the response base.

**Q19. Are you a Carer?**

Base: 24 respondents.

| Response | Number |
|---|---|
| Yes | 2 |
| No | 22 |
| **Total** | **24** |

**Q20. What is your ethnic group?**

Base: 24 respondents.

| Response | Number |
|---|---|
| White | 20 |
| Mixed or Multiple ethnic groups | 1 |
| Asian or Asian British | 1 |
| Black, Black British, Caribbean or African | 1 |
| I prefer not to say | 1 |
| **Total** | **24** |

**Q21. What is your sex?**

Base: 31 respondents.

| Response | Number |
|---|---|
| Female | 24 |
| Male | 6 |
| I prefer not to say | 1 |
| **Total** | **31** |

**Q22. Is the gender you identify with the same as your sex registered at birth?**
Base: 24 respondents.

| Response | Number |
|---|---|
| Yes | 22 |
| No | 1 |
| I prefer not to say | 1 |
| **Total** | **24** |

**Q23. Which of the following best describes your sexual orientation?**
Base: 24 respondents.

| Response | Number |
|---|---|
| Heterosexual / Straight | 22 |
| Bisexual | 1 |
| I prefer not to say | 1 |
| **Total** | **24** |

## 3.11 Young people's feedback

Family Hub staff held informal discussions about the proposal with young people attending Compass sessions on 8 and 15 September 2026. The session on 8 September involved two young people aged 12 to 14, while the session on 15 September involved six young people aged 12 to 17. The young people chose to provide their views verbally. Staff reported that the views expressed were generally positive, and no negative views were reported during the discussions. Several young people already accessed The Amelia Scott independently. Young people wanted greater clarity about how the relocated service would operate and emphasised the importance of retaining the welcoming and homely environment of the current Family Hub building.

This feedback is supplementary qualitative evidence and is not included in the 42 questionnaire responses or quantitative analysis. Eight young people took part across the two sessions.

# 4. Summary

Respondents' comments included both support for the proposed move and concerns about how the relocated service would operate. The themes below explain whether comments were positive, negative or conditional, rather than listing only the general subject discussed.

## Positive themes

**Positive about the central location, visibility and transport links**
Respondents said The Amelia Scott was centrally located, well known and easier to reach by public transport. Some felt that moving the Family Hub to a more visible public building could make services easier to find and improve awareness of the support available.

**Positive about the potential for larger and more flexible facilities**
Respondents welcomed the possibility of having more space and facilities that could support

a wider range of activities. Comments referred to the potential for larger rooms, more flexible use of space and improved facilities for children, young people, families and professionals.

**Positive about opportunities for partnership working and access to other services**
Respondents felt that locating the Family Hub alongside other services could support closer partnership working. They said this could make it easier for families to access information, advice and support in one place and could improve referrals between services.

**Positive about the building's physical accessibility**
Some respondents viewed the step-free access and accessible facilities at The Amelia Scott as an improvement.

## Concerns and conditions

**Concern about parking availability, cost and access by car**
Respondents were concerned about the availability and cost of nearby parking, particularly for families with young children, disabled users and people carrying equipment. Some felt that these issues could make the proposed location more difficult to use, even though it was central and well served by public transport.

**Concern about privacy, confidentiality and discreet access to support**
Respondents questioned whether families would be able to access sensitive support privately in a busy public building. Comments referred to reception arrangements, being seen entering or using Family Hub services, soundproofing and the need for confidential rooms.

**Concern about the loss of Adult Education provision at The Amelia Scott**
Some respondents expressed disappointment that Adult Education courses, particularly creative activities, were no longer provided at The Amelia Scott. This issue was outside the scope of the Family Hub relocation consultation but influenced how some respondents viewed the proposed use of the building.

**Concern about whether suitable rooms would be available**
Professionals and other respondents said that rooms would need to be suitable for therapy, confidential discussions, group activities and specialist support. They also raised the importance of reliable room availability, appropriate booking arrangements and sufficient space for equipment.

**Concern about whole-journey accessibility for disabled and neurodiverse users**
Respondents emphasised that accessibility should cover the complete journey, including travel, parking, drop-off arrangements, entry to the building, movement within it and access to suitable facilities. Some also raised concerns about noise, busy shared areas and the need for quiet or low-stimulation spaces.

**Concern about safeguarding, security and visitor management**
Respondents said that clear arrangements would be needed to protect children, young people, families and staff in a shared public building. Comments referred to controlled access, visitor management, safe waiting areas and appropriate safeguarding procedures.

**Concern about providing adequate indoor play and outdoor activity space**
Respondents wanted reassurance that the relocated Family Hub would provide suitable indoor play space and opportunities for outdoor activity. The comments were mainly concerns about whether the space available at The Amelia Scott would meet the needs of children and families.

**Concern about disruption during the move**
Some respondents highlighted the need to maintain continuity of support during any transition. They wanted clear information about the timing of the move and any temporary, alternative or outreach arrangements.

**Importance of retaining a welcoming and homely environment**
Respondents, including young people, valued the informal and welcoming character of the existing Family Hub. They wanted the proposed location to feel identifiable, comfortable and suitable for children, young people and families, rather than feeling like part of a large public building.

## Alternative suggestions

**Suggestion to retain outreach services or use other locations for some activities**
Some respondents suggested retaining outreach provision alongside a central Family Hub. Others proposed using partner buildings or alternative locations for activities requiring specialist rooms, outdoor space or greater privacy.

## Overall interpretation

The comments show that most respondents recognised potential benefits from the central location, improved visibility, additional space and closer partnership working. Support was often conditional on KCC addressing practical concerns about parking, privacy, safeguarding, room suitability, whole-journey accessibility, play space and continuity of services. Concerns about Adult Education were separate from the Family Hub proposal but affected the views of some respondents.

# 5. Equality considerations

The consultation did not identify significant additional equality impacts beyond those considered in the Equality Impact Assessment (EqIA). However, it reinforced the importance of whole-journey accessibility, privacy and dignity, sensory needs, accessible communication, service continuity and support for vulnerable children, young people and families.

The table below summarises feedback and measures proposed, should the proposal go ahead, to reduce any potential barriers. This should be read alongside the equality themes reported in question 15. The EqIA has also been updated to reflect the consultation feedback.

| Topic | Consultation Feedback | Proposed measures |
|---|---|---|
| Disability, mobility and buggies | Step-free access was viewed positively, but parking and the wider journey may create barriers. | Publish detailed access information, test routes and identify reasonable adjustments. |
| Privacy and dignity | Some families may not wish to be seen accessing support. | Provide managed access, suitable reception arrangements, private rooms, acoustic controls and secure storage. |
| Neurodiversity and sensory needs | A busy public building may be difficult for some users. | Provide quiet options, familiarisation visits and clear arrival information. |
| Language, literacy and digital access | Some people may need alternative formats or support. | Continue accessible, translated and non-digital routes. |
| Change and continuity | Transition may unsettle some service users. | Give advance notice and confirm temporary or outreach arrangements. |
| Inclusive service provision | Respondents wanted the service to remain welcoming and accessible. | Involve service users and staff in layout, wayfinding and welcome arrangements. |

# 6. KCC response and proposed mitigations

The table below brings together the main issues raised and KCC's proposed response, should the proposed re-location go ahead. The actions remain subject to approval of the proposal through the formal governance process.

| What respondents said | What this means | KCC's suggested mitigation, if the proposal goes ahead |
|---|---|---|
| Respondents were concerned that families seeking sensitive support could be seen or overheard in a busy public building. | Privacy will depend on how people enter, wait for and receive support, as well as the availability and acoustic quality of confidential rooms. | Confirm sufficient private rooms, appropriate acoustic controls, discreet reception and waiting arrangements, and secure storage before services begin. |
| Respondents said clear safeguarding, security and visitor-management arrangements would be needed in a shared public | The operating model must protect children, young people, families and staff while allowing appropriate access for partners and the | Agree access control, visitor management, safe waiting arrangements, lone-working procedures, incident response and safeguarding protocols before |

| What respondents said | What this means | KCC's suggested mitigation, if the proposal goes ahead |
|---|---|---|
| building. | public. | services begin. |
| Respondents raised concerns about the availability and cost of nearby parking, particularly for disabled users, families with young children and people carrying equipment. | Although the location is central and well served by public transport, parking constraints could make access more difficult for some users and may influence whether they use the service. | Provide clear, accessible information on nearby parking, costs, Blue Badge spaces, public transport, walking routes and drop-off arrangements, and review whether further practical access measures are required. |
| Respondents emphasised that accessibility should cover the whole journey and the experience inside the building, including the needs of disabled and neurodiverse users. | Step-free access alone will not remove all barriers. Travel, arrival, wayfinding, noise, busy shared areas and access to suitable facilities could affect whether people can use services independently and comfortably. | Complete a whole-journey accessibility review and provide clear arrival and access information, reasonable adjustments, quiet or low-stimulation options and familiarisation visits. |
| Professionals and respondents said suitable rooms must be reliably available for therapy, confidential discussions, group activities and specialist support. | The potential benefits of co-location will only be realised if room capacity, size, privacy, equipment and booking arrangements support safe and effective service delivery. | Confirm room sizes, suitability, availability, storage and booking arrangements with Family Hub services and partners before implementation. |
| Families valued suitable indoor play space and opportunities for outdoor activity. | The relocated service will need an environment that supports children's development and the activities currently associated with the Family Hub offer, rather than providing meeting space alone. | Develop and assess options for appropriate indoor play, use of the courtyard and other outdoor activity arrangements as part of the detailed service design. |
| Respondents wanted reassurance that the move would not interrupt access to advice, activities or ongoing support. | Unclear timings or gaps between locations could particularly affect families receiving regular or targeted support and could reduce confidence in the move. | Prepare a transition plan, provide advance notice, communicate service changes clearly and confirm any temporary, outreach or alternative arrangements before relocation. |
| Respondents, including young people, wanted the relocated Family Hub to retain a welcoming, identifiable and homely character. | The physical environment and welcome arrangements will influence whether children, young people and families feel comfortable using the service within a larger public building. | Involve service users, young people, staff and partners in the layout, wayfinding, identity and welcome arrangements for the Family Hub space. |

| What respondents said | What this means | KCC's suggested mitigation, if the proposal goes ahead |
|---|---|---|
| Some respondents expressed disappointment about the loss of Adult Education provision at The Amelia Scott. | This was outside the scope of the Family Hub relocation consultation, but it influenced how some respondents viewed the proposed use of the building. | Acknowledge the concern, explain the scope of this decision and signpost to the separate information in section 3.9 about current Adult Education provision. |

# Conclusion and next steps

The consultation received 42 formal responses, together with supplementary feedback from young people. Respondents identified potential benefits associated with the proposed central location, accessibility, available space and partnership working. They also raised concerns about parking and travel, privacy and confidentiality, safeguarding, room suitability, accessibility for disabled and neurodiverse users, play and outdoor space, and continuity during any transition.

The findings reflect the views of those who chose to respond and are not statistically representative of all residents or Family Hub users. They provide evidence on the potential benefits, impacts and matters requiring consideration. This report, including its detailed response tables and demographic appendices, should accompany the committee report as an appendix or linked background document. The consultation output, updated Equality Impact Assessment and other supporting information will then be considered through the formal governance process, through which the proposal will be considered and a decision made on the way forward.

# Appendix 1

## Consultation Questionnaire

Kent County Council is seeking views on the proposal to move the Tunbridge Wells Family Hub and its partner services from 39a Grove Hill Road to The Amelia Scott building on Mount Pleasant Road.

We will use your feedback to help inform the final decision on our proposal.

**You can respond to all or as many of the sections/questions as you like. If you would rather not provide feedback on a section or question, just move on to the next one.**

This questionnaire can be completed online at www.kent.gov.uk/tunbridgewellsfamilyhub

If you are unable to complete the questionnaire online, please complete this Word/paper form and return to:

**Email:** TWFamilyhub@kent.gov.uk

**Tel:** 03000 418059

**Address:** Tunbridge Wells Family Hub, 39a Grove Hill Road, Tunbridge Wells TN1 1SD.

We also welcome your feedback by email, letter or phone if you don't want to fill out the questionnaire.

**Please ensure your response reaches us by midnight on 15 September 2026**

**What information do you need before completing the questionnaire?**

We recommend that you view the consultation material online at www.kent.gov.uk/tunbridgewellsfamilyhub before responding to this questionnaire.

If you need any help taking part in this consultation or have any questions, please contact us at TWFamilyhub@kent.gov.uk or telephone us on 03000 418059.

**Privacy:** Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the United Kingdom General Data Protection Regulation and Data Protection Act 2018. The full Privacy Notice is available online, or please contact us and we will send it to you.

**Alternative formats:** If you require any of the consultation material in an alternative format or language, please email: alternativeformats@kent.gov.uk or call: 03000 421553 (text relay service number: 18001 03000 421553). This number goes to an answering machine, which is monitored during office hours.

# Section 1 – About you

### Q1. Are you responding as…?

Please select the option from the list below that most closely represents how you are responding to this consultation.

Please select **one** option.

| | |
|---|---|
| ☐ | A Tunbridge Wells resident |
| ☐ | A resident from somewhere else in Kent |
| ☐ | A parent or carer |
| ☐ | An expectant parent |
| ☐ | A young person |
| ☐ | A professional working with children, young people and families at the Tunbridge Wells Family Hub |
| ☐ | A professional working at The Amelia Scott building |
| ☐ | A representative of a local community group or residents' association |
| ☐ | On behalf of a charity or Voluntary, Community or Social Enterprise organisation (VCSE) |
| ☐ | A Tunbridge Wells business owner or representative |
| ☐ | On behalf of a Parish / Town / Borough / District Council in an official capacity |
| ☐ | A Parish / Town / Borough / District / County Councillor |
| ☐ | On behalf of an educational establishment, such as a school or college |
| ☐ | A KCC employee |
| ☐ | Something else, please tell us: |

**Q1a. Please tell us the first five characters of your postcode:**

Please do not reveal your whole postcode. If you are responding on behalf of an organisation, please use your organisation's postcode. If you are responding on behalf of someone else, please use their postcode. We use this to help us to analyse our data. It will not be used to identify who you are.

**Q1b. If you are responding as a professional, what is your role?**

Please write in your response below, please do not include any personal information that could identify you within your response.

**Q1c. If you are responding on behalf of an organisation, please tell us the name of your organisation**

Please write in below.

**Q2. How did you find out about this consultation?** Select **all** that apply.

| | |
|---|---|
| | An email from KCC's Tunbridge Wells Family Hub Team |
| | An email from Let's Talk Kent / KCC's Engagement and Consultation Team |
| | At a KCC building (e.g. Family Hub, Library etc.) |
| | From a KCC Councillor |
| | From a Parish or District Councillor |
| | From a friend or family member |
| | Poster / postcard |
| | Facebook |
| | X (formerly known as Twitter) |
| | Nextdoor |
| | Kent.gov.uk website |
| | KCC's staff internal communications |
| | Newspaper |
| | Something else, please tell us: |

**Q3. If you are an expectant parent, parent/carer or young person, do you currently access or visit the Tunbridge Wells Family Hub?**

Please select **one** option.

| | |
|---|---|
| | I currently access services there as an expectant parent or parent/carer |
| | I currently access services there as a young person |
| | I have accessed / visited there in the last 12 months as an expectant parent or parent/carer |
| | I have accessed / visited there in the last 12 months as a young person |
| | I have accessed / visited there more than 12 months ago as an expectant parent or parent/carer |
| | I have accessed / visited there more than 12 months ago as a young person |
| | I have never accessed / visited the Tunbridge Wells Family Hub |

**Q4. If you are a professional, do you currently access or visit the Tunbridge Wells Family Hub?**

Please select **one** option.

| | |
|---|---|
| | I currently visit / work / refer there as a professional |
| | I have visited / worked in / referred to the Tunbridge Wells Family Hub in the last 12 months |
| | I have visited / worked in / referred to the Tunbridge Wells Family Hub more than 12 months ago |
| | I have never visited / worked in / referred to the Tunbridge Wells Family Hub |

**If you are responding as an expectant parent, parent/carer or young person, please answer the following questions. Otherwise, please move to Q10.**

**Q5. If you are an expectant parent, parent/carer or young person who currently accesses services at the Tunbridge Wells Family Hub, or has in the last 12 months, how often do you visit the Family Hub?**

Please select **one** option.

- [ ] More than once a week
- [ ] Once a week
- [ ] Once every 2 weeks
- [ ] Once a month
- [ ] Less than once a month
- [ ] Not applicable

**Q6. If you are an expectant parent, parent/carer or young person who currently uses / has used the Tunbridge Wells Family Hub in the last 12 months, which services do / did you use?**

Please select **all** that apply.

- [ ] Drop-in groups
- [ ] One to one support
- [ ] Food parcels
- [ ] Information, advice and guidance
- [ ] Education course
- [ ] Something else, please tell us:

**Q7. If you are an expectant parent, parent/carer or young person who currently accesses services at Tunbridge Wells Family Hub, or has in the last 12 months, how have you travelled to the Hub?**

Please select **all** that apply.

- [ ] Car
- [ ] Bus
- [ ] Taxi
- [ ] Train
- [ ] Walk
- [ ] Bicycle
- [ ] Something else, please tell us:

**Q8. Do you have a child / children and/or are you expecting a child?**

Please select **all** that apply.

- [ ] I have a child / children
- [ ] I am expecting a child
- [ ] Neither

**Q8a. If you have a child / children, please tell us their age(s).**

Please select **all** that apply.

- [ ] 0 to 1 year old
- [ ] 2 to 5 years old
- [ ] 6 to 10 years old
- [ ] 11 to 19 years old

**Q9. As an expectant parent, parent/carer or young person, how likely are you to use the Family Hub services if they move to The Amelia Scott building?**
Please select **one** option.

- [ ] Very likely
- [ ] Fairly likely
- [ ] Neither likely nor unlikely
- [ ] Fairly unlikely
- [ ] Very unlikely
- [ ] I'm not sure

**Q9a. If you have answered fairly unlikely, very unlikely or I'm not sure to Q9 above, could you please tell us why and if we could do anything to encourage you to access services at The Amelia Scott?**

Please write in your response below. Please do not include any personal information that could identify you within your response.

## Section 2 – The proposal

Our proposal for the Tunbridge Wells Family Hub is to move it and the partner services delivered from the current site to The Amelia Scott building, Mount Pleasant Road, approximately 0.4 miles, around a 10-minute walk.

You can read an outline of KCC's proposal and the rationale for the proposal on page 3 of the Consultation Document.

**Q10. How much do you agree or disagree with the proposal to relocate services from Tunbridge Wells Family Hub into The Amelia Scott building?**

Please select **one** option.

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ I don't know

**Q10a. Please tell us the reason for your answer.**
Please write in your response below. Please do not include any personal information that could identify you within your response.

In the consultation document, we compared the features of the building and space at Tunbridge Wells Family Hub and The Amelia Scott building. We also looked at the current and potential Family Hub service offer, if the hub moves. You can read more about this on pages 9-11 of the Consultation Document.

**Q11. How much do you agree or disagree that moving to The Amelia Scott building would have benefits for the Family Hub service for children, young people and families?** Please select **one** option

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ I don't know

**Q11a. Please tell us the reason for your answer.**

Please write in your response below. Please do not include any personal information that could identify you within your response.

KCC considered how the proposal would affect people who use our Family Hub services in Tunbridge Wells (children, young people and parents). You can read more about the way we have considered impacts (and how we could reduce them, where possible) on pages 11-14 of the Consultation Document.

**Q12. How much do you agree or disagree that moving to The Amelia Scott building would have a negative impact for the Family Hub service for children, young people and families?** Please select **one** option

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ I don't know

**Q12a. Please tell us the reason for your answer.**

Please write in your response below. Please do not include any personal information that could identify you within your response.

## Section 3 – Other options we have considered

Along with our preferred option to move to The Amelia Scott we considered three other options. These options are presented for comparison in the table on pages 15-17 of the Consultation Document. We looked at the service requirements (whether it met need), the financial aspects (costs and savings), how we deliver our services and environmental aspects.

The other options we considered were:

1. Do nothing – Keep the Tunbridge Wells Family Hub at 39a Grove Hill Road
2. Move to another KCC freehold building
3. Co-locating to another partner building
4. Move to a new leased building

**Q13. Please tell us if there are any alternative options to our proposal that you think we should consider**.

Please write in your response below, please do not include any personal information that could identify you within your response.

**Q14. Do you have any other comments you would like to share on the proposal to relocate Tunbridge Wells Family Hub services into The Amelia Scott?**

Please write in your response below. Please do not include any personal information that could identify you within your response.

## Section 4 – Equality analysis

**To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an Equality Impact Assessment (EqIA) for this proposal.**

An EqIA is a tool to assess the potential impact any proposals could have on the protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. We also include carer's responsibilities. The EqIA is available online at www.kent.gov.uk/tunbridgewellsfamilyhub or in paper copy on request.

**Q15. We welcome your views on our equality analysis, including suggestions for anything else we should consider relating to equality and diversity. Please add your comments below.**

Please do not include any personal information that could identify you within your response.

## Section 5 – Equality monitoring

We are asking these optional questions to help us meet our obligations under the Public Sector Equality Duty. This information really helps us to understand how people with different protected characteristics could be affected by our proposals.

**If you would rather not answer any of these questions, you don't have to.**

**It is not necessary to answer these questions if you are responding on behalf of an organisation.**

If you are responding **on behalf of someone else**, please answer using their details.

### Q16. Which of these age groups applies to you?

Please select **one** option.

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| ☐ | 0-15 | ☐ | 16-24 | ☐ | 25-34 | ☐ | 35-49 | ☐ | 50-59 |
| ☐ | 60-64 | ☐ | 65-74 | ☐ | 75-84 | ☐ | 85 or over | ☐ | I prefer not to say |

### Q17. What is your religion or belief?

Please select **one** option.

- ☐ No religion or belief
- ☐ Atheist
- ☐ Christian
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ A different religion or belief, please tell us: ☐
- ☐ I prefer not to say

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**Q18. Do you have a disability, health condition, physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities?**

Please select **one** option.

- ☐ Yes
- ☐ No
- ☐ I prefer not to say

**Q18a. If you answered 'Yes' to Q18, please tell us if any of the following disabilities or health conditions apply to you.**

You may have more than one, so please select **all** that apply. If none of these applies to you, please select 'A different disability or health condition' and give brief details.

- ☐ Physical
- ☐ Sensory (hearing, sight or both)
- ☐ Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- ☐ Mental health condition
- ☐ Learning disability
- ☐ Neurodivergent, such as ADHD, autism, dyslexia and dyspraxia
- ☐ I prefer not to say
- ☐ A different disability or health condition

| If you have selected 'A different disability or health condition', please tell us: |
| --- |
| |

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A Carer is someone who gives unpaid care or help to anyone because they have a long-term physical or mental health condition or illness, or problem related to old age. Both children and adults can be Carers.

**Q19. Are you a Carer?**

Please select **one** option

- ☐ Yes
- ☐ No
- ☐ I prefer not to say

**Q20. What is your ethnic group?**

Please select **one** option.

**White**

- ☐ English, Scottish, Welsh, Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Roma
- ☐ Any other White background, please tell us: ☐

**Mixed or Multiple ethnic groups**

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed or Multiple background, please tell us: ☐

Please see over the page for more ethnic groups.

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**Asian or Asian British**

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background, please tell us: ☐

**Black, Black British, Caribbean or African**

- ☐ Caribbean
- ☐ African background, write in below
- ☐ Any other Black, Black British, or Caribbean background, please tell us: ☐

**Another ethnic group**

- ☐ Arab
- ☐ Roma
- ☐ Any other ethnic group, please tell us: ☐

**Q21. What is your sex?**

A question about gender identity will follow.

Please select **one** option.

- ☐ Female
- ☐ Male
- ☐ I prefer not to say

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**Q22. Is the gender you identify with the same as your sex registered at birth?**

Please select **one** option.

- ☐ Yes
- ☐ No, please tell us your gender identity: _____
- ☐ I prefer not to say

**Q23. Which of the following best describes your sexual orientation?**

Please select **one** option.

- ☐ Heterosexual / Straight
- ☐ Bisexual
- ☐ Gay or Lesbian
- ☐ I prefer to define my own sexuality, please tell us: _____
- ☐ I prefer not to say

Thank you for taking the time to complete this questionnaire; your feedback is important to us. All feedback received will be reviewed and considered in the development of our proposal to relocate Tunbridge Wells Family Hub services.

We will report back on the feedback we receive, but details of individual responses will remain anonymous, and we will keep your personal details confidential.

**Closing date for responses: 15 September 2026**

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