

Kent County Council Redesign of Community Warden Service

Interim findings of Public Consultation

Prepared by Lake Market Research

21st November 2014

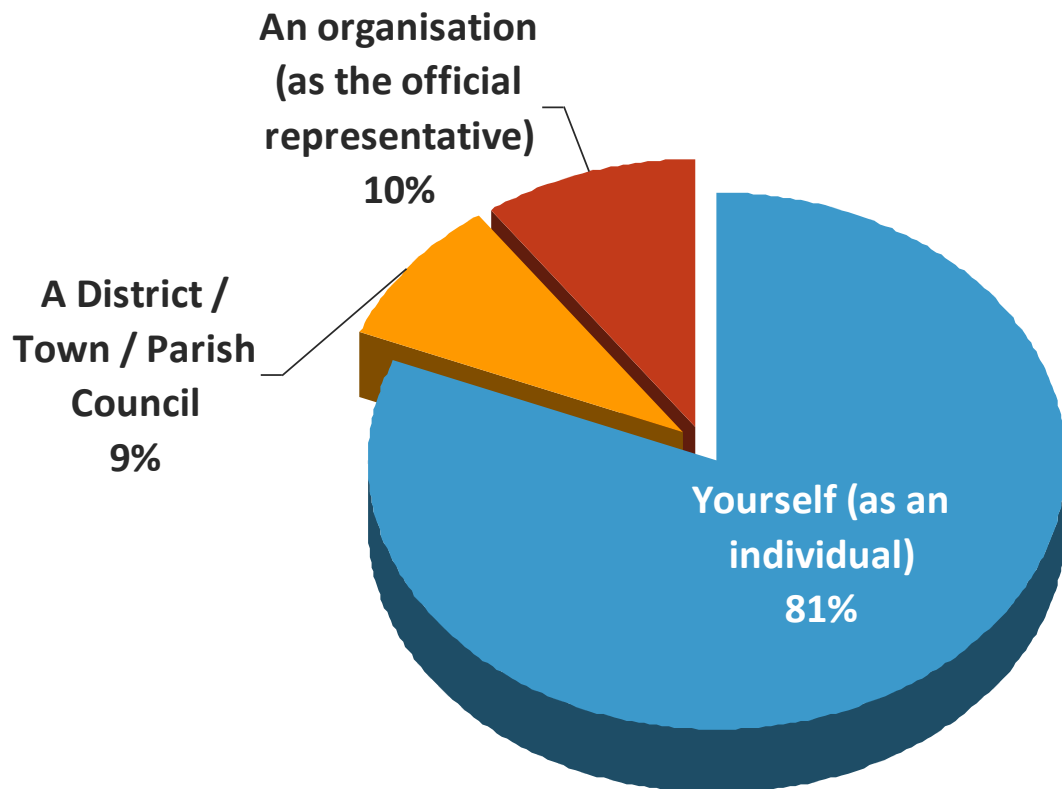
*This report complies with ISO:20252 standards
and other relevant forms of conduct*

Research Background & Methodology

- Kent County Council's Community Safety Service launched a public consultation on the re-design of the Community Warden Service on the 29th September.
- Consultees were invited to submit their views on the proposals via each of the following channels:
 - An online questionnaire featured on the kent.gov website
 - In paper form via the community wardens themselves.
- The consultation period ran for a period of 6 weeks from 29th September to 9th November 2014.
- The consultation questionnaire was designed by Kent County Council and featured a number of open ended questions. These questions have been reviewed and coded into themes to provide quantitative analysis alongside qualitative comments.

1,184 responses have been recorded across individuals, Councils and organisations.

Are you completing this questionnaire on behalf of...?



Number of completions per sample group:

| | |
|--|-----|
| Yourself (as an individual) | 960 |
| A District / Town / Parish Council | 101 |
| An organisation (as the official representative) | 123 |

Base: All answering (1,184)

Profile of the Individuals responding...

| Gender | |
|----------------------------------|-----|
| Male | 36% |
| Female | 54% |
| Prefer not to say / not answered | 10% |

| Age | |
|----------------------------------|-----|
| 34 and under | 5% |
| 35 – 44 | 11% |
| 45 – 54 | 13% |
| 55 – 64 | 14% |
| 65 – 74 | 21% |
| 75 and over | 16% |
| Prefer not to say / not answered | 20% |

| Disabled as set out in Equality Act 2010 | |
|--|-----|
| Yes | 13% |
| No | 70% |
| Prefer not to say / not answered | 17% |

| Type of impairment applies for those answering yes | |
|--|-----|
| Physical impairment | 51% |
| Sensory impairment | 24% |
| Long standing illness or health condition | 34% |
| Mental health condition | 8% |
| Learning disability | 5% |
| Other | 17% |
| Prefer not to say / not answered | 6% |

Details of District/Town/Parish Councils responding...

- Appledore Parish Council
- Ash Parish Council
- Ashford Borough Council x 2
- Aylesford Parish Council
- Bekesbourne with Patricbourne PC
- Birchington Parish Council x 2
- Bobbing Parish Council
- Borden Parish Council
- Brabourne & Smeeth Parish Council
- Burham Parish Council
- Capel le Ferne Parish Council
- Chart Sutton Parish Council
- Chartham Parish Council
- Children's Centre
- Cliffsend Parish Council
- Collier Street Parish Council
- Crockenhill Parish Council
- Dartford Borough Council
- District councillor for Otford and Shoreham
- Ditton Parish Council
- Dover District Council, Eythorne & Shepherdswell
- Dover Town Council
- Dymchurch Parish Council
- East Malling and Larkfield Parish Council x 2
- East Peckham Parish Council
- East Sutton Parish Council
- Eastchurch Parish Council
- Eastry Parish Council
- Egerton Parish Council
- Elham Parish Council
- Eynsford Parish Council
- Eythorne Parish Council
- Farningham Parish Council
- Fawkham Parish Council
- Frittenden Parish Council
- Gravesham Borough Council csu
- Hadlow Parish Council
- Hartley Parish Council
- Hawkinge Town Council
- Headcorn Parish Council
- Herne and Broomfield Parish Council
- High Halden Parish Council
- Higham Parish Council
- Hollingbourne Parish Council
- Independent councillor of East Malling and Larkfield Parish Council
- Maidstone Borough Council – Loose Ward
- Ashford Borough Council – Oxney Ward
- Iwade Parish Council
- Kingsnorth Parish Council
- Kingswood Broomfield Parish council
- Langdon Parish Council
- Lenham Parish Council
- Littlebourne Parish Council
- Longfield and New Barn Parish Council
- Loose Parish Council
- Lower Halstow
- Lydd Town Council
- Lympne Parish Council
- Maidstone Borough Council
- Marden Parish Council
- Meopham Parish Council
- Mereworth Parish Council
- Minster on Sea Parish Council
- Molash Parish Council
- New Romney Town Council
- Nonington PC
- Otford Parish Council
- Pembury Parish Council
- Plaxtol Parish Council
- Shepherdswell with Coldred Parish Council
- Shepway and Folkestone Town Councils
- Shoreham Parish Council
- Shorne Parish Council
- Snodland Town Council
- St Margaret's at Cliffe Parish Council
- St Nicholas at Wade and Sarre Parish Council
- St. Mary in the Marsh Parish Council
- Sturry parish council
- Sutton Valence Parish Council
- Swanscombe and Greenhithe town council
- Swingfield Parish Council
- Tenterden Town Council
- Teynham Parish Council
- Tunstall Parish Council
- Vigo Parish Council
- Vigo Village
- Walmer Parish Council
- Weald South Ward of Ashford Borough Council
- West Kent Neighbourhood watch Association
- West Kingsdown Parish Council
- Westerham Town Council
- Wilmington Parish Council
- Wingham Parish Council
- Wouldham Parish Council
- Wrotham Parish Council
- Wye with Hinxhill Parish Council
- Yalding Parish Council
- UKIP Borough Councillor



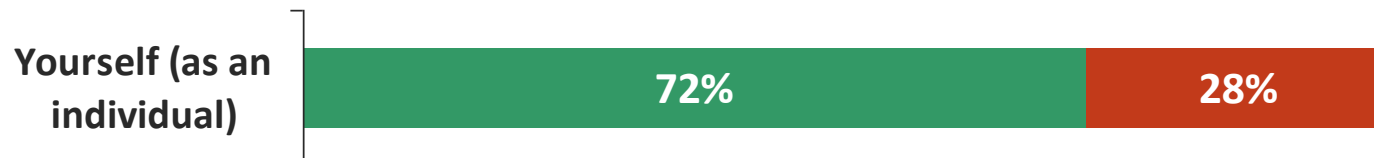
Details of Organisations responding...

- Age UK Maidstone & North West Kent
- Amicus Horizon Limited
- Ashford Borough Council, ward member
- Ashford District Partnership Group
- Bean Residents Association
- Bramley Court residents
- Brampton Field Residents' Association
- BRFM Bridge Radio
- Canterbury & District Neighbourhood Watch Association
- Canterbury 4 The Environment C4E
- Capel-le-Ferne village hall
- CARM meeting point at Tenterden
- Centra Care and Support
- Chartham over 60's club, Primary School, Youth Club
- Chinnery Court Sheltered Housing
- Churches of Eynesford, Farningham and Lullingston
- Churchill C of E Primary School, Westerham
- Citizens Rights for Older People
- Cognatum Limited
- Community hub afternoon tea club (CHAT)
- Creteway Estate Residents Association
- Crockenhill Baptist Church
- Culverstone Neighbourhood Watch
- Ditton Church pre school
- Dover & District Neighbourhood Watch Association
- Dover Community Safety Partnership
- Dover District Council Labour Group
- Dr R F Cullen and partners
- East Kent Housing (Independent Living Team)
- Eastry Neighbourhood Watch Chairman
- Farmers Market Chartham
- Folkestone Harbour Wards Residents Association
- Greenhill Community Cafe
- Greenhill Pact Group
- Greenhill Residents association
- Harrietsham Fish Scheme
- Hartley afternoon W I
- Hartley Bay & Toddler Group
- Headcorn Eldercare
- Herne Speedwatch
- Hersden Community Centre
- Higham Age Concern Luncheon Club
- Higham Neighbourhood Forum
- Home Instead Senior care Tunbridge Wells, Sevenoaks and Edenbridge
- Homewood School & sixth form Tenterden
- Hothfield Educational Foundation
- Ireland's Bakery
- Bubblestone Road neighbourhood watch
- KCC Adult Social Care Strategic Commissioning
- KCC home support network, ILS service, support SU's with LD & physical disability
- KCC Romney Marsh County Councillor
- Kent Association of locals- Gravesham branch
- Kent County Council Trading Standards Service
- Kent Office of Police and Crime Commissioner (OPCC) on behalf of the Police and Crime Commissioner (PCC)
- Kent Peoples Trust
- Kent Police
- KFRS (Herne Bay)
- Larkfield Neighbourhood Watch / North Larkfield Group for the protection of the Environment
- Lifesaver Emergency Response
- Longfield country market
- Lydd Meeting Point
- Lympne CEP School, School PTFA
- Maidstone Youth Project
- Minster gathouse museum
- Minster Surgery
- Monkton (Thanet) social group for retired or semi retired
- Neighbourhood Watch x 6
- New Romney meeting point
- Over Sixties Club
- Pastoral Team, Birchington CE Primary school
- Pilgrims Hospice shop, New Romney
- Royal British Legion Eastry, Birchington branches
- Rusthall Medical Centre
- Sandyhurst Lane Residents' Association (Ashford)
- Sevenoaks District Councillor
- Shepherdswell Pre-school
- Shepway & East Folkestone neighbourhood watch co-ordinator
- Shorncliffe Nursery
- South Street Baptist Church, Meopham
- St John's Church, Higham
- St Michaels Village Community Group
- St Saviours Community Centre and Horn Street Speed Watch
- St. Bartholomew's Church, Otford
- St. Michaels Preschool
- Staplehurst Interest Group
- Stephen P Gay Funeral Service Ltd
- Stone (Dartford) Scout Group
- Strange Cargo
- Temple Hill Trust
- Tenterden & District Day Centre
- Tenterden Community Emergency Plan Steering Group
- Thanet Community Networks
- The Ark Christian Centre and Happy Feet Preschool Dover Kent
- The Ark Dover
- The Bayle Residents' Association
- The Bradstone Association (residents' group)
- The Farningham Tea & Chat Group
- The Illegal Money Lending Team
- The Shoreham Society
- Thursday Fellowship which meets St Peter's church Hextable weekly 2-4 pm for older people
- Tonbridge & Malling Community Safety Partnership
- Tonbridge and Malling safer towns
- Vigo pop in club for the over sixties
- Ward Councillor - Maidstone Borough Council
- Weald Club for the disabled
- Well-Being at Home Befriending service
- West Kingsdown Baptist Church
- White Cliffs Primary College
- Wood Avenue Park View & Kitchener Square community Association
- Young at Heart, 60 plus club, age UK Hub



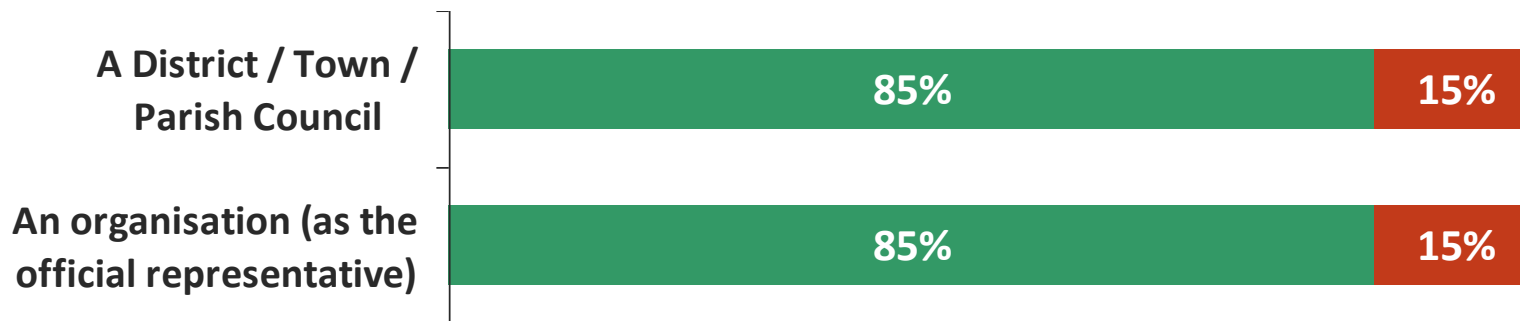
The majority responding have received a service from the Wardens or are actively involved with the service.

Do you / have you received a service from Kent County Council Community Wardens?



% **Yes** - Aged 34 and under: 57%, Aged 35-44: 79%, Aged 45-54: 73%, Aged 55-64: 70%, Aged 65-74: 71%, Aged 75 and over: 82%

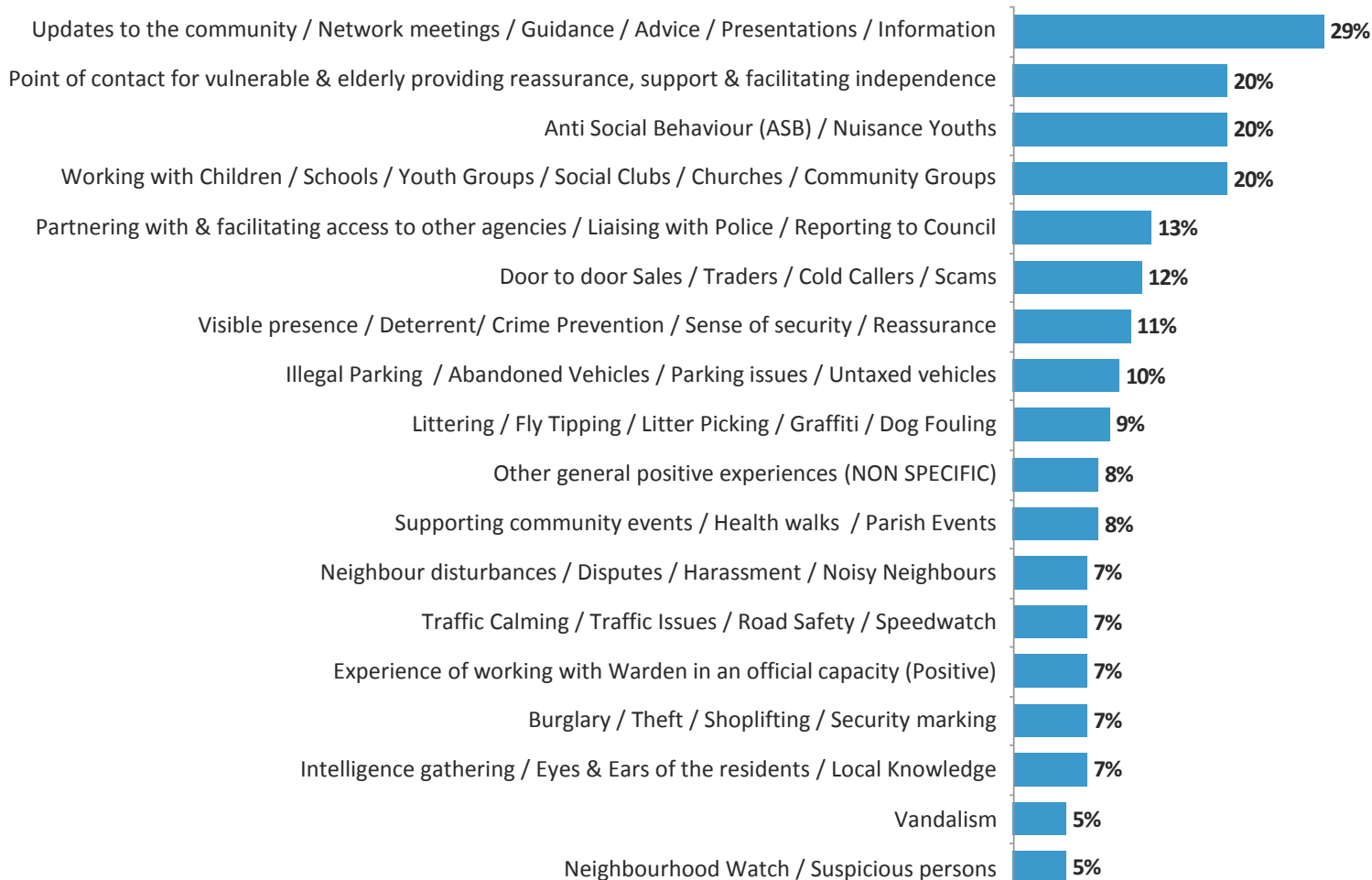
Is your organisation actively involved with the Community Warden Service?



Base: All answering (1,151), Individuals (933), District/
Town/ Parish Councils (100), Organisations (118)

The service received covers a wide range of areas, but notably concerning the elderly and the young.

Details of the service received from Kent County Council Community Wardens

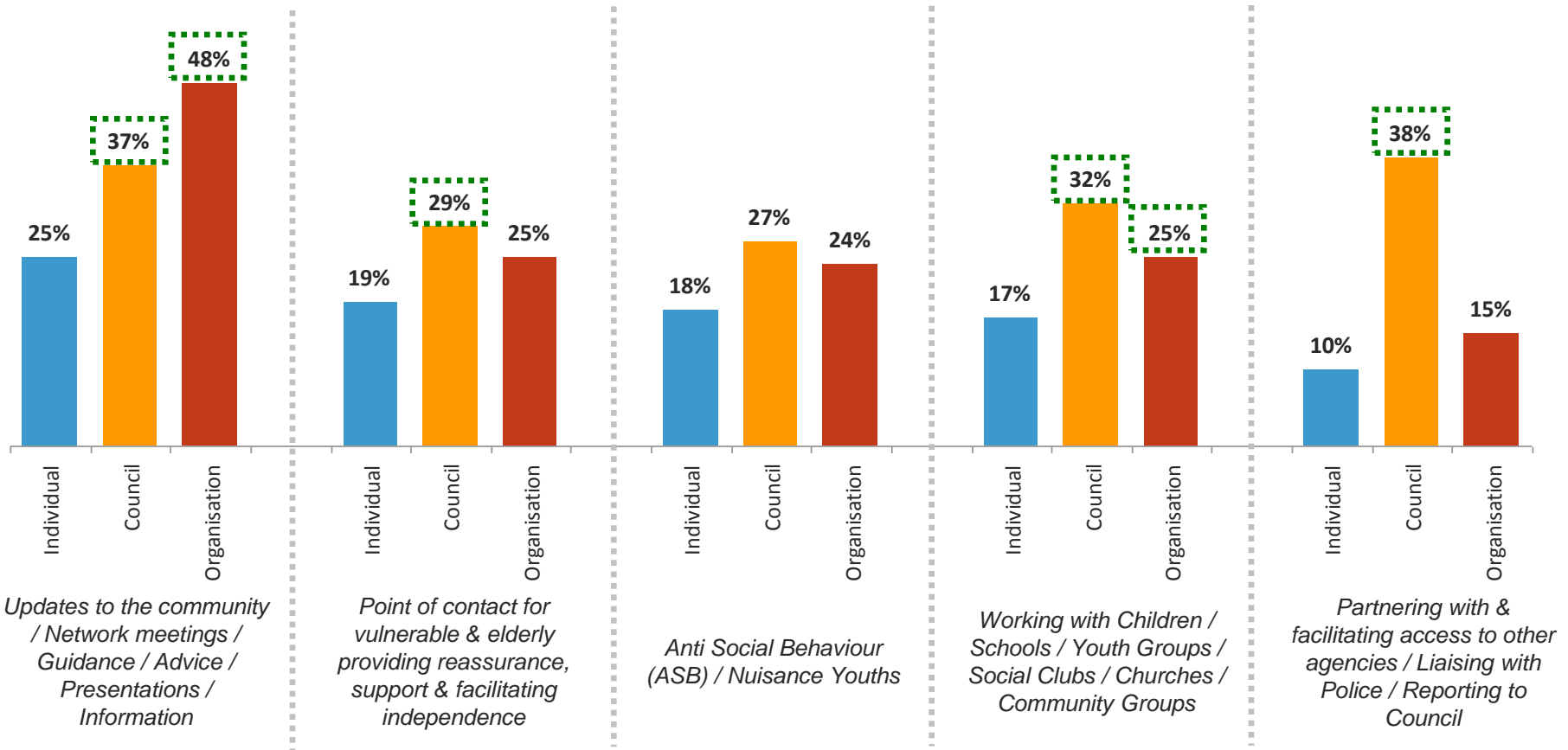


Base: All answering (845)

Community updates / liaison and partnerships are particularly referenced by Councils / Organisations.

Details of the service received from Kent County Council Community Wardens

Top 5 details by group

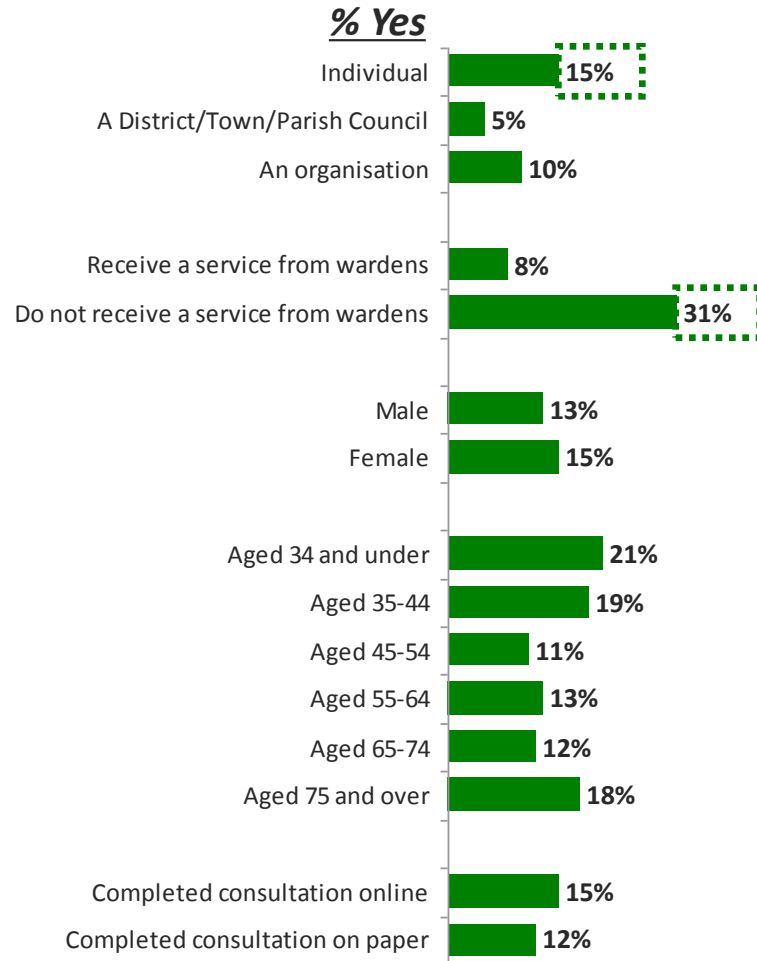
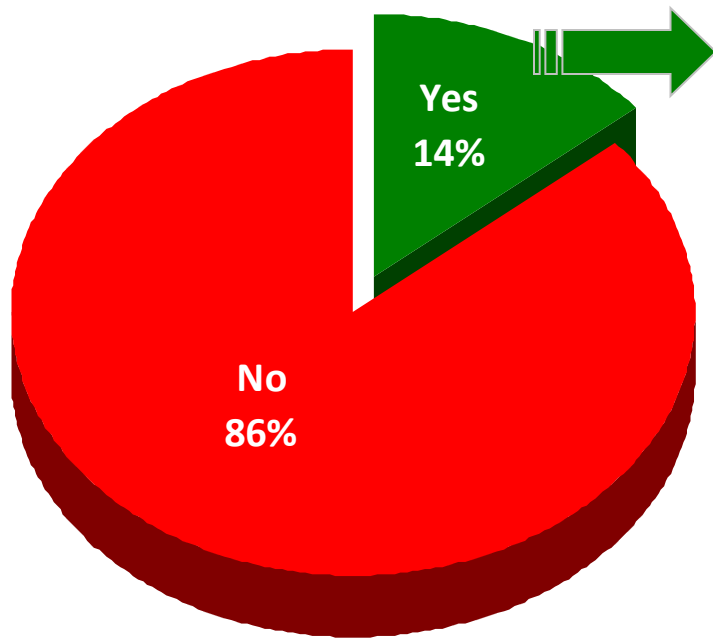


Base: All answering (958)

Significantly higher at 95% confidence level to other groups

14% support the Consultation proposal. As expected this proportion falls to 8% amongst those who receive a service.

Do you support the proposal as set out in the Consultation Document?

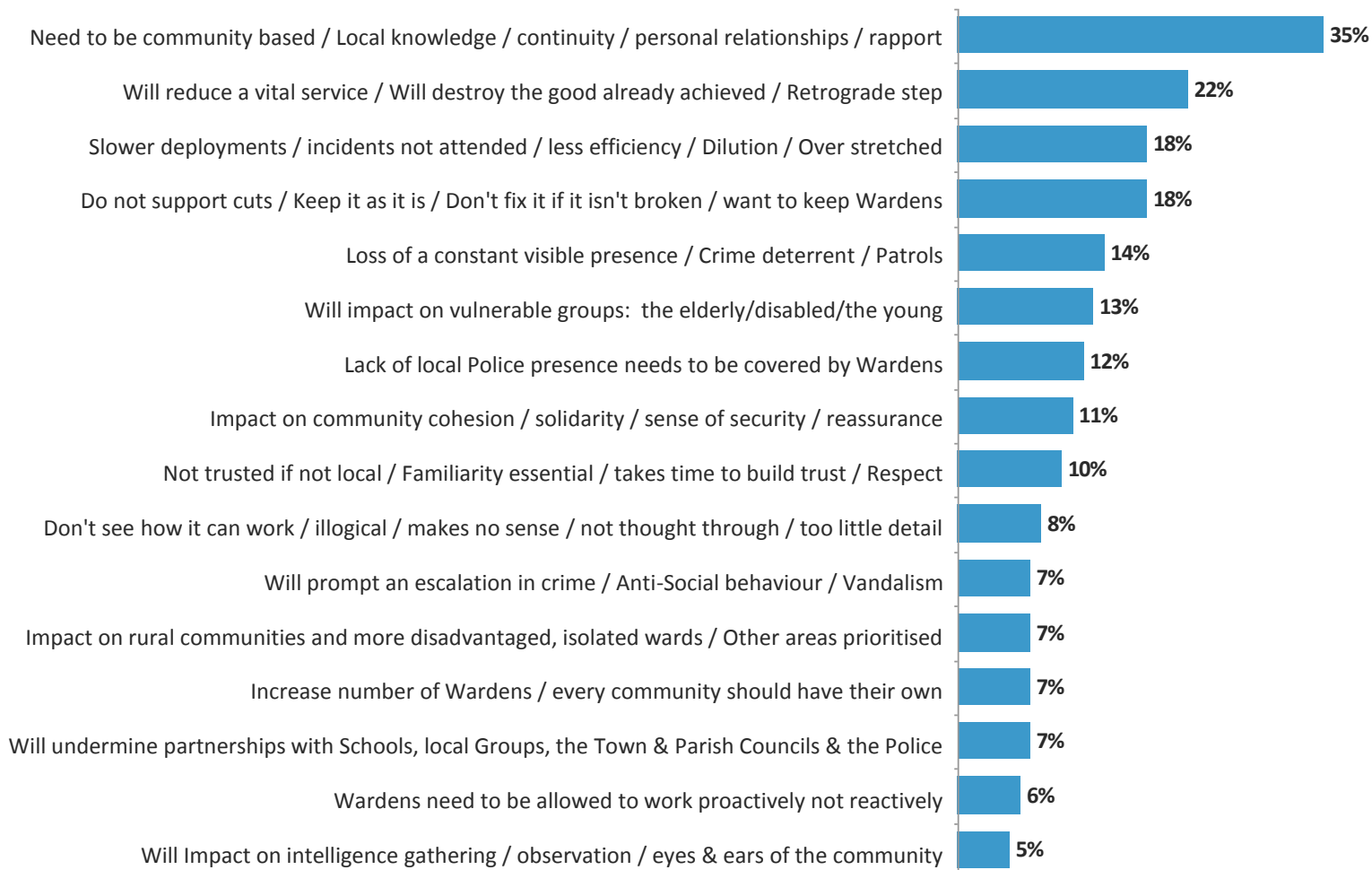


Base: All answering (1,149)

Significantly higher at 95% confidence level to other groups

Consultees believe wardens should be community based and continuity is important.

Reasons for not supporting proposal as set out in Consultation document (coded)



Base: All answering (958)

Some examples of Consultees specific comments...

Reasons for not supporting proposal as set out in Consultation document (comments)

“Our community warden is an expert on local matters, he knows all the residents and where all the troubled families live, in a way a non community warden would not, the clue is in the term community warden, he puts himself out to help us”

“I think that the wardens should be geographically based so that they can continue to be very familiar with a locality and therefore provide a much better service because of their local knowledge and relationship with the local community. If this is lost then their performance will be considerably impaired”

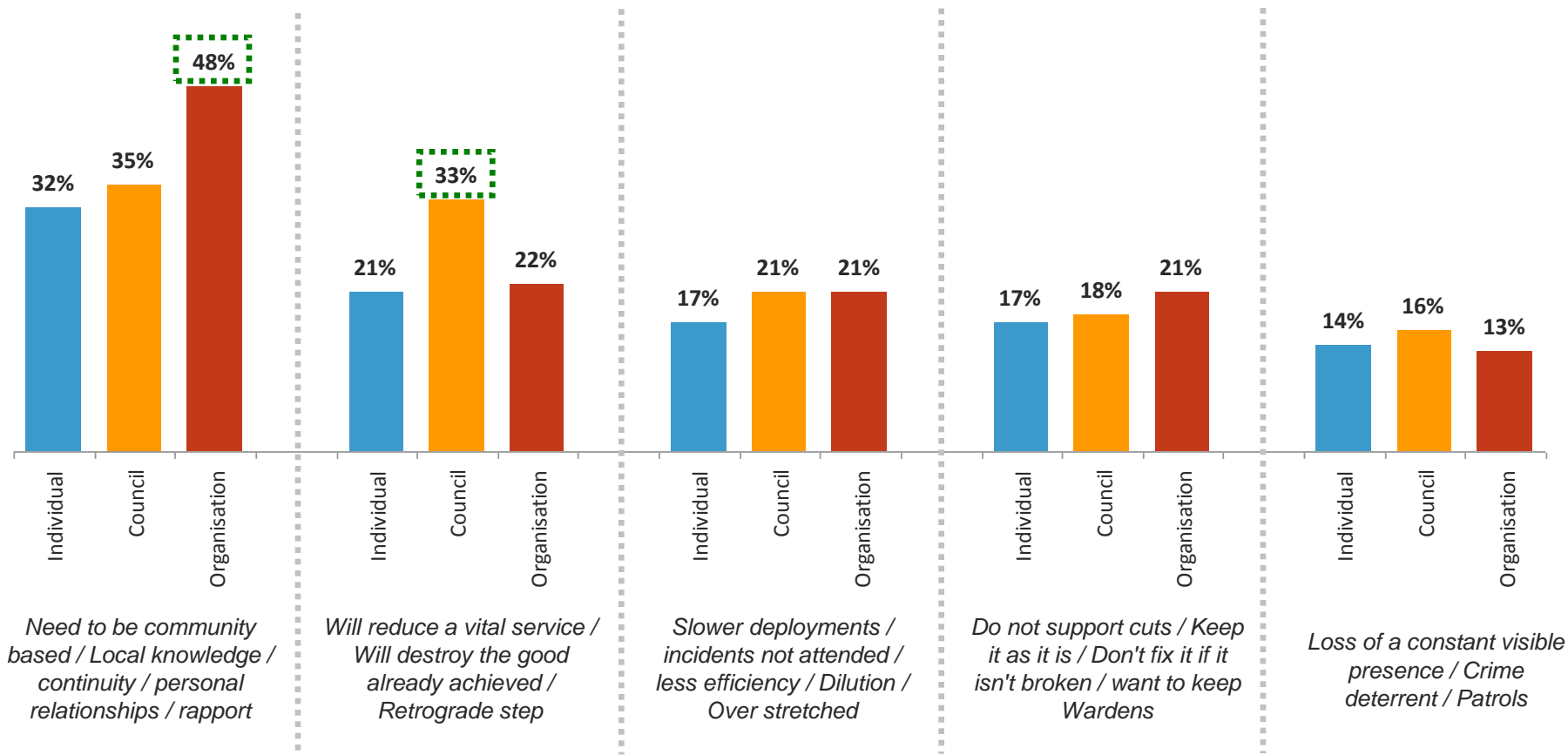
“It is very clear that we as Maidstone Borough Council and our residents and stakeholders value the community wardens as a key community resource. They have been successful in addressing residents’ fear of crime and provide a core service within the communities in Maidstone as detailed in Question 2. Reducing the number of ‘ground workers by nearly 50% will impact on the residents who currently receive a service but also impact the support given to the statutory agencies such as district councils, Kent Police and Kent Fire and Rescue Service.”

“From page 10 of the Consultation Document: What this means for your local community If this proposal is agreed then in the future you may not see as many community wardens on the streets of Kent. Response: But this is what the community wants! However, the proposed new structure means we will be able to serve more communities than we do currently. Response: Inefficiently because spread too thinly. On top of this we will be better placed to respond quickly and easily to issues as they arise. Response: A lot of time wasted driving around with an overall success rate reduced by at least 50%”

Community based wardens are particularly important to the organisations responding.

Reasons for not supporting proposal as set out in Consultation document

Top 5 reasons by group

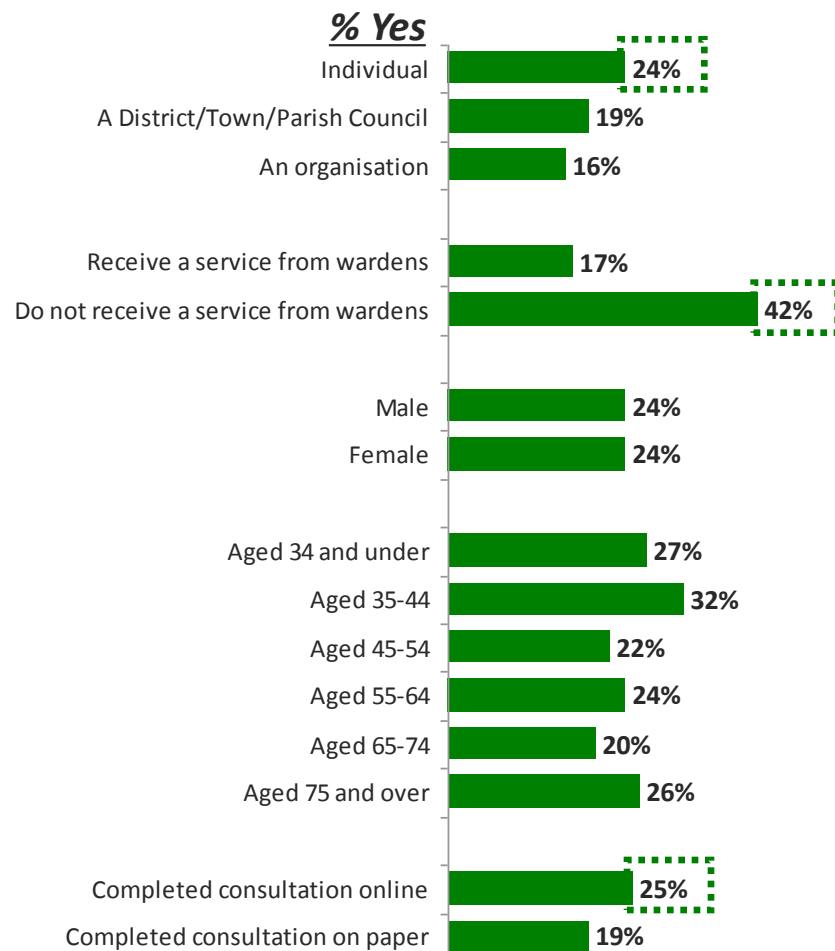
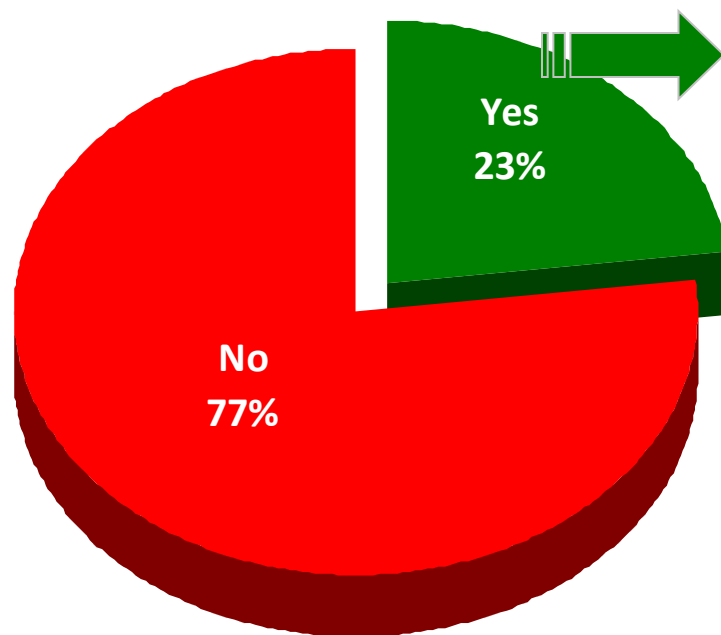


Base: All answering (958)

Significantly higher at 95% confidence level to other groups

23% support the proposal for less focus on geographic boundaries. This proportion falls to 17% amongst those who receive a service.

Do you support the proposal for less focus on geographic boundaries, so that Wardens can be quickly and easily deployed to where they're needed most?



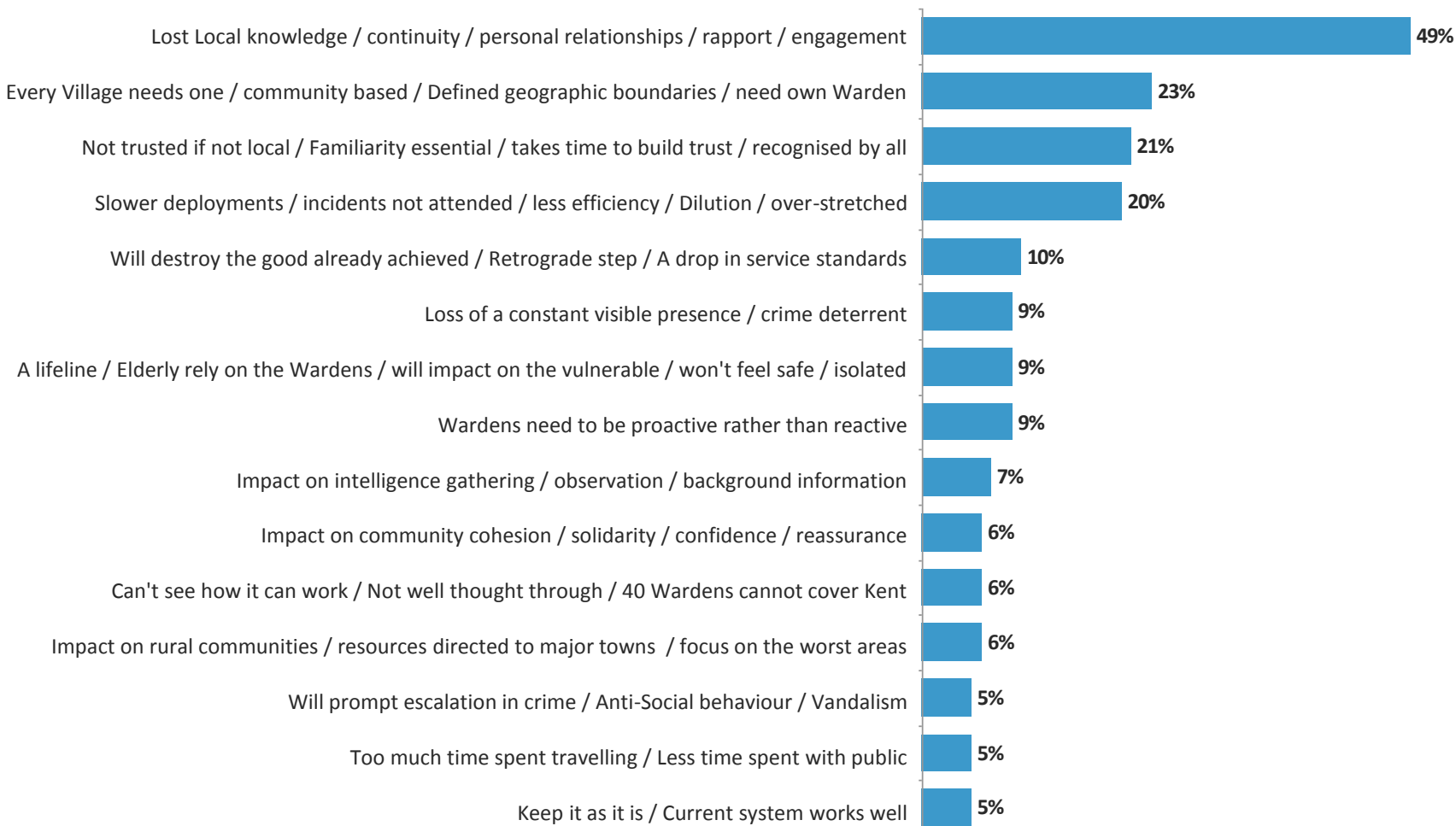
Base: All answering (1,153)

Significantly higher at 95% confidence level to other groups



The loss of relevant local knowledge and relationships worry a significant majority.

Reasons for not supporting proposal for less focus on geographic boundaries (coded)

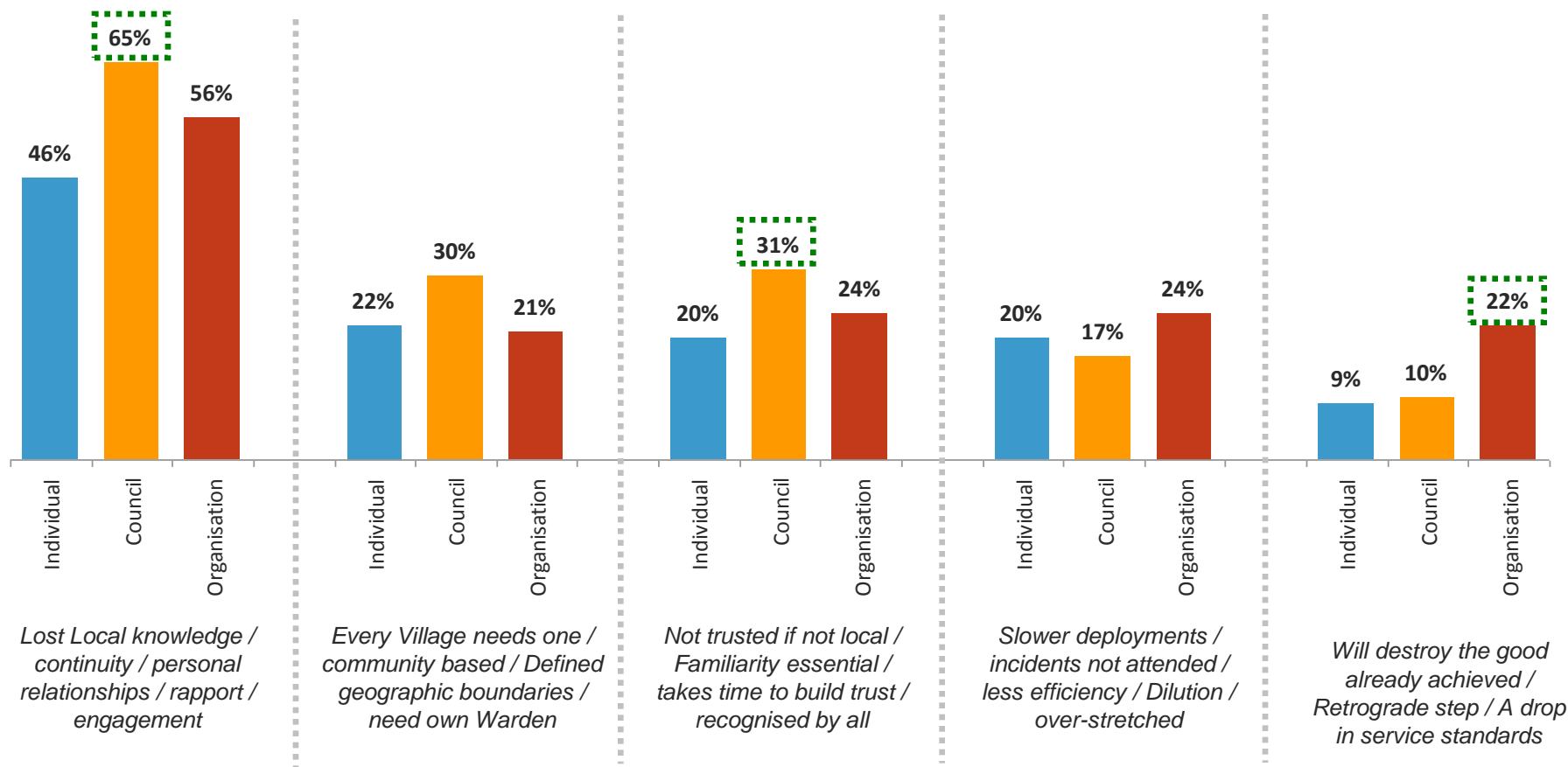


Base: All answering (869)

The loss of local knowledge and the subsequent impact on trust are a particular concern to Councils responding.

Reasons for not supporting proposal for less focus on geographic boundaries

Top 5 reasons by group

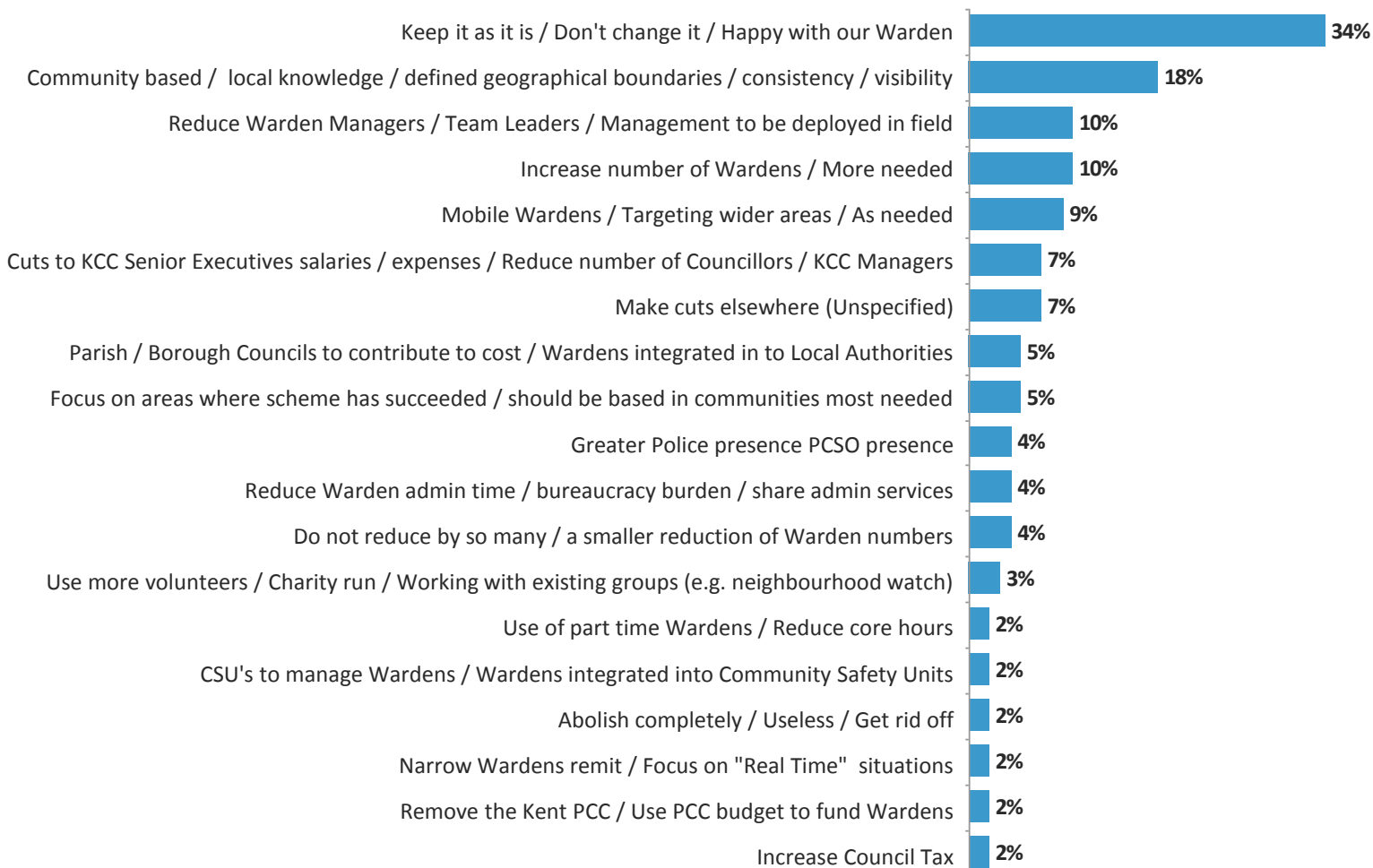


Base: All answering (958)

Significantly higher at 95% confidence level to other groups

Few suggested additional options for consideration. Some agreement with regard to leader / manager reductions.

Any other options that they would like to be considered (coded)



Base: All answering (597)

Some examples of Consultees specific comments...

Any other options that they would like to be considered (comments)

“Yes a cut in management before cuts to the wardens. They have been running with two area managers for over a year so if the wardens are reduced why do they still need two area managers. one are manager and three team leaders is all that is needed.”

“Instead of the proposals to increase the mobility of the wardens, they should be given distinct locations even if their time in each is to be reduced i.e. 2 or 3 days in each. The value of the wardens is that they know in depth their areas of work. PCSOs come & go and never learn much about the areas that they cover. We need men & women that can be trusted to serve their communities.”

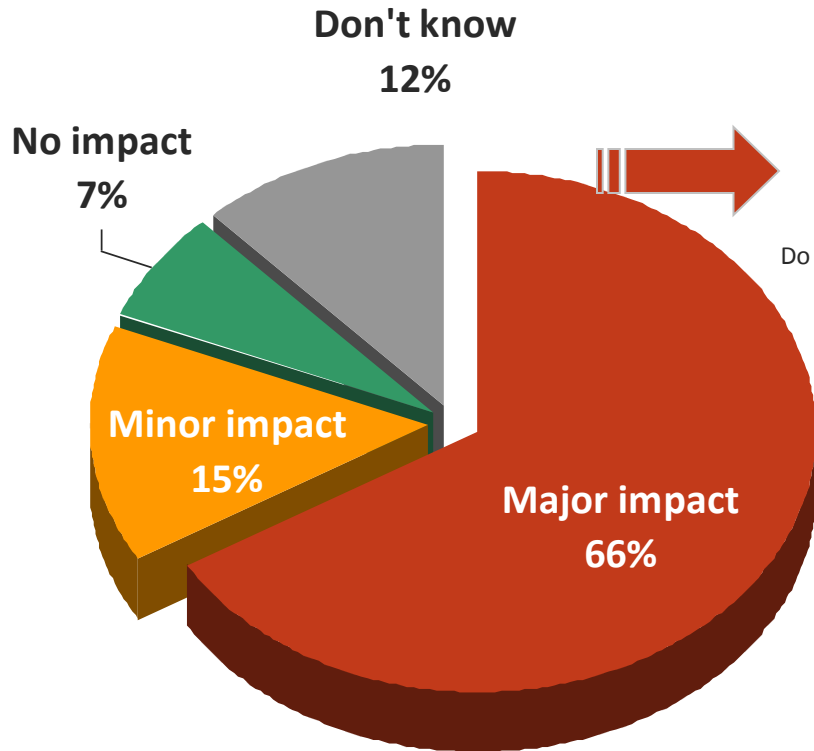
“Admin posts to 2 at least (one East Kent, one West Kent) supervisors to 8 at least, wardens to 60 or 65 at least, increase warden area coverage, but keep as much geographical link as possible to maintain local contacts/ knowledge”

“The cuts to the Community Safety and Community Wardens budget are in the region of 30% which will have a massive impact on the service being delivered. However, this is a miniscule part of KCC's budget (0.14%) and the proposed savings are insignificant in the big picture. It is unrealistic of you to ask us to propose other options. Given unrestricted access to your finances the Council is sure it could find other areas to make savings. For example KCC spent £4.5m on consultants in 2012. If this spending is being maintained at this level now then that is a prime area to address.”

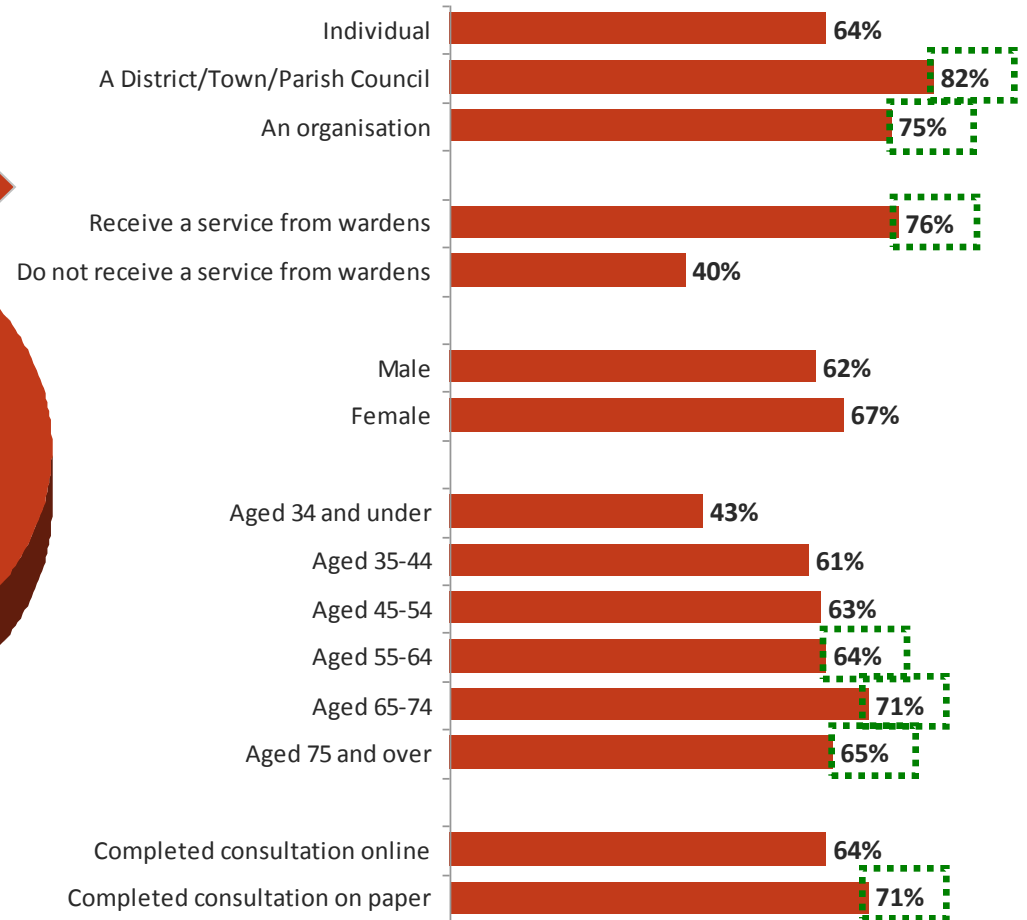
“Has a reduction of the core-hours been considered. The current and proposed range of 7:30 to 22:00, must require overlapping shifts and almost matches the current core-hours of even Kent Police PCSOs. By reducing the core hours and the shift overlap, a significant number of hours could be saved. Along with a positive part-time recruitment campaign this could save money but retain the number of Wardens, retaining that all important local knowledge and trust. Along with the planned proactive deployment and the reactive deployment, has consideration been given to a dedicated, guaranteed amount of time, by a named Warden, in each of the areas that is currently served by a Warden. Again, this would serve to underpin that local bond.”

Two thirds believe the proposals would have a major impact on them.

If proposals were implemented what could be the impact upon you/your organisation?



% Major impact

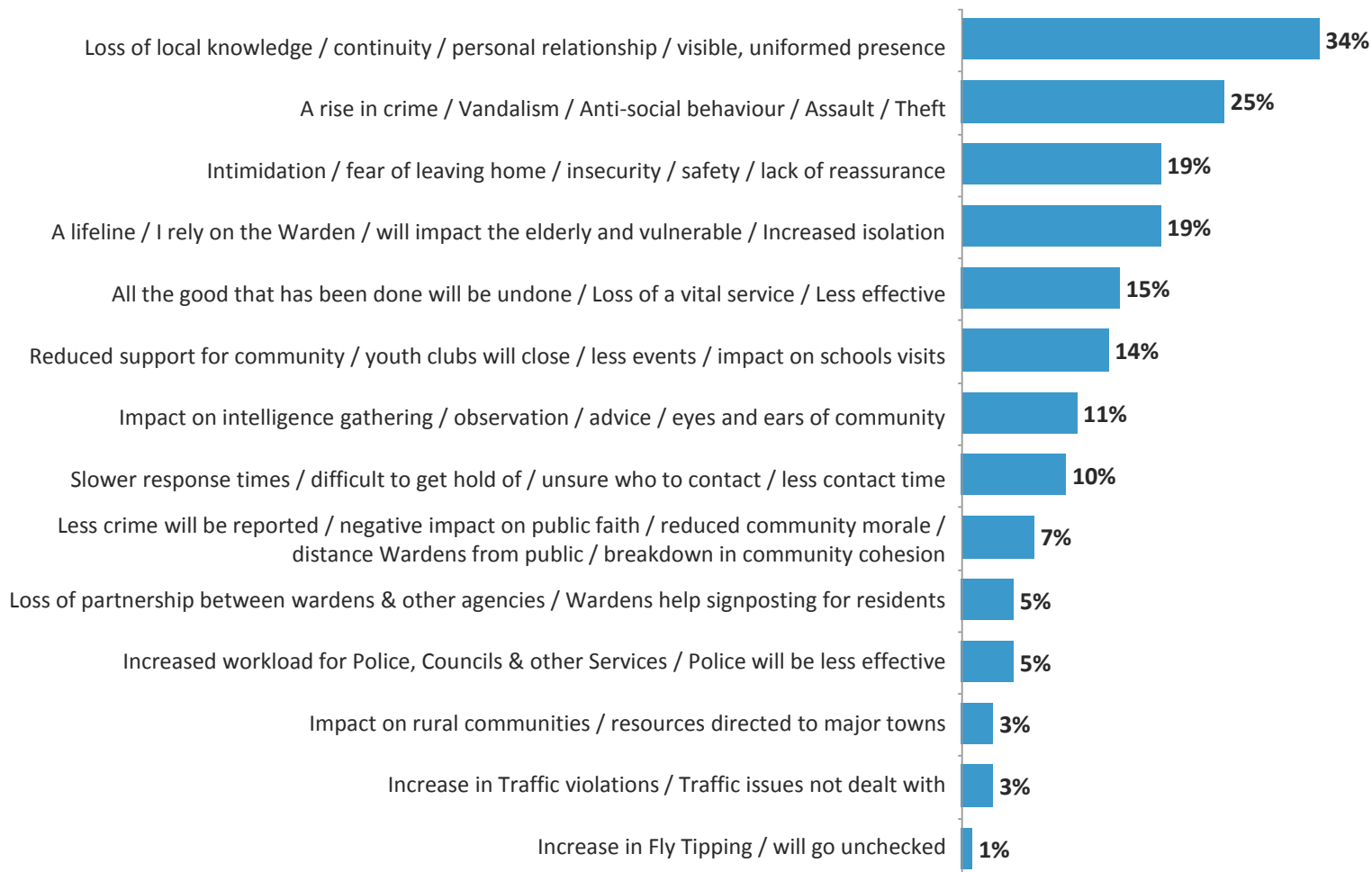


Base: All answering (1,153)

Significantly higher at 95% confidence level to other groups

Responses to perceived impact echoes local knowledge / relationship and safety concerns.

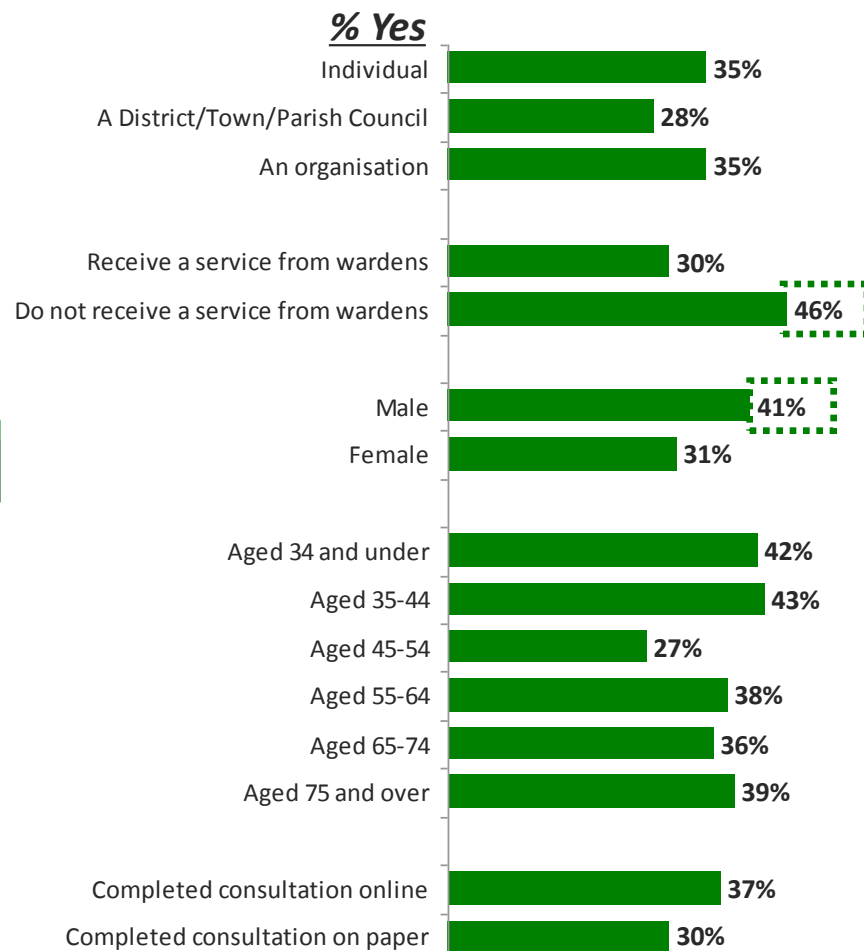
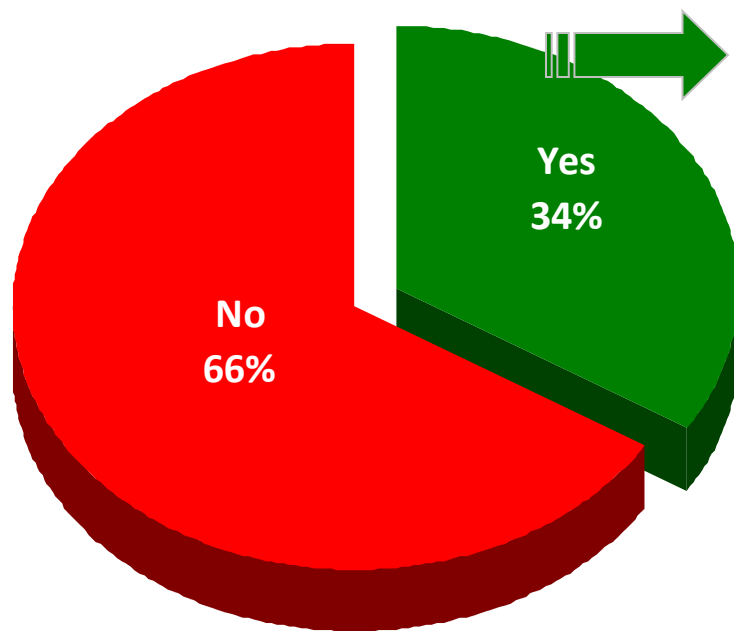
Details of the major or minor impact upon you / your organisation (coded)



Base: All answering (597)

34% believe volunteers could be used to supplement the service in the future.

In the future, do you think volunteers could be used to supplement the Community Warden service (a service similar to Special Constables)?



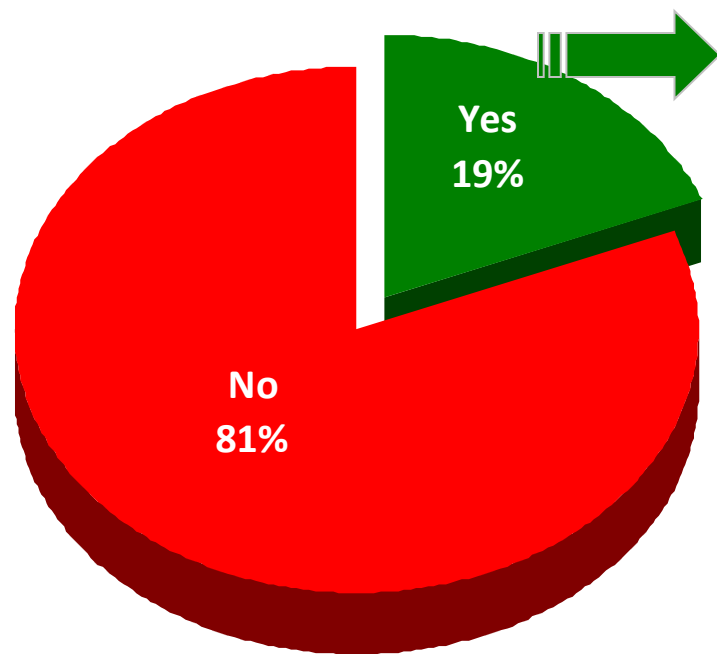
Base: All answering (1,087)

Significantly higher at 95% confidence level to other groups

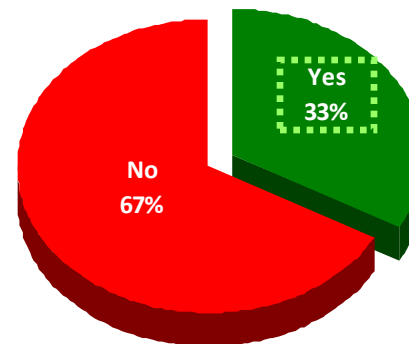
A significantly higher proportion of Councils would consider the option of funding compared to Organisations.

Would your organisation, either individually or collectively with others, consider the option of funding a dedicated Community Warden for your area?

Overall



District/Town/Parish Council



Organisation



Base: All answering (190)

Significantly higher at 95% confidence level to other groups

