



# KENT COUNTY COUNCIL COMMUNITY WARDEN SERVICE REVIEW CONSULTATION REPORT

PREPARED BY LAKE MARKET RESEARCH



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# BACKGROUND AND METHODOLOGY

## Background

To help meet the financial challenge the Council is facing, the Community Warden service has been asked to reduce its annual budget by £1 million by 2024-25. To achieve this level of saving, it is envisaged the service will need to be redesigned.

The consultation document provided information on:

- The current Community Warden service, including what it does and how it operates.
- Why changes are being proposed and how proposals have been developed.
- The proposed changes to the service and details of other options that have been considered.

The proposals presented in the consultation were developed with information from service users and input from staff and partners. Most of the service's budget provides the salaries of community wardens. To reduce the service budget by £1 million, staffing reductions would be needed. In summary, the consultation proposes to:

- Redesign the service, ensuring there is a core Community Warden presence across the county, with teams covering two districts.
- Retain the remit and community-based way the service currently works but cover fewer communities.
- Use data and information to identify where to place wardens for most impact.

## Consultation process

On the 12 July 2023 a 12-week consultation was launched and ran until the 3 October 2023. The consultation provided details of proposed changes to the Community Warden service and the opportunity to provide feedback.

Feedback was captured via a questionnaire which was available from the consultation webpage: [kent.gov.uk/communitywardenreview](https://kent.gov.uk/communitywardenreview). Hard copies of the consultation document and questionnaire were available directly from community wardens as well as on request. An Easy Read version was also available from wardens and from the webpage, along with large print and audio versions. Wardens were also able to record collective feedback from the user groups they work with on a short form. All consultation material included details of how people could contact KCC to ask a question, request hard copies or an alternative format. A Word version of the questionnaire was provided on the webpage for people who did not wish to complete the online version.

A consultation stage Equality Impact Assessment (EqIA) was carried out to assess the impact the proposals could have on the protected characteristics. The EqIA was available as one of the accompanying documents for the consultation and the questionnaire invited respondents to comment on the assessment that had been carried out.

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

- Emails to stakeholder list, including district councils, community safety partners, internal KCC partners and voluntary and community sector organisations.
- Community wardens directly emailing their local networks, discussing the consultation with their residents and community groups, displaying posters and providing hard copy material.
- Letter from the Cabinet Member to all KCC Members and the Police and Crime Commissioner.
- Promotion to parish and town councils through the Kent Association of Local Councils (KALC).
- Media release – <https://news.kent.gov.uk/articles/lets-talk-kent-community-wardens-consultation>.
- Posters and postcards displayed in Kent libraries and Gateways.
- Invite to 7,987 [Let's talk Kent](#) registered users who have expressed an interest in being kept informed of consultations regarding community safety, adult social care, public health and wellbeing and general interest.
- Articles in KCC's residents' e-newsletters, Kent Community Safety Team e-bulletin and shared with Adult Social Care's People's Panel and Your Voice network. Articles also included in Healthwatch Kent and Disability Assist's e-newsletters.
- Promoted through KCC's internal staff communication channels.
- Social media via KCC's corporate and Public Protection Facebook, Twitter/X, LinkedIn and Nextdoor accounts.
- Promotional banner on homepage and links to the consultation webpage added to service pages on Kent.gov.uk.

A summary of engagement with the consultation webpage and material can be found below:

- 7,512 visits to the consultation webpage by 6,861 visitors.
- Organic posts had a reach of 41,996 on Facebook. There were 4,302 impressions on LinkedIn and 53,106 on 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 1,626 clicks through to the consultation webpage. (Not all social media platforms report the same statistics.)
- 92 people viewed the Frequently Asked Questions.
- The number of document downloads are show in the table below.

Document name	Downloads / Views
Consultation document and questionnaire (pdf)	1,769
Equality Impact Assessment (pdf)	90
Consultation document - Easy Read (pdf)	15
Consultation document and questionnaire - large print (pdf)	14
Consultation document and questionnaire (Word)	14
Consultation questions - Easy Read (pdf)	10
Consultation document Easy Read (Word)	7
Consultation questions Easy Read (Word)	7
Consultation document and questionnaire - large print (Word)	3
Equality Impact Assessment - Large print (pdf)	1

## Points to note

- Consultees were given the choice of which questions they wanted to answer / provide comments. The number of consultees providing an answer is shown on each chart / table featured in this report.
- Please note that for single choice questions the sum of individual percentages may not sum to 100% due to rounding.
- For all proposal questions, there is a summary box at the beginning of each section that summarises combined responses from the main and Easy Read consultation questionnaires to provide an overall picture of response (broadly similar scales were used).
- Feedback / comments have also been made to KCC directly either through emails, letters or video. Verbatim from these sources have been reviewed alongside consultation questionnaire feedback and examples have been included in this report.
- Participation in consultations is self-selecting and this needs to be considered when interpreting responses.
- Response to this consultation does not wholly represent the local area population and is reliant on awareness and propensity to take part based on the topic and interest.
- KCC was responsible for the design, promotion, and collection of the consultation responses. Lake Market Research was appointed to conduct an independent analysis of feedback.

## Profile of consultees responding

There was an overall total of 1,357 consultees who completed the consultation questionnaire; 824 online, 411 via paper questionnaires. An additional 122 consultees completed the Easy Read questionnaire. Email / letter / video submissions (with personal information removed) were also sent to Lake Market Research for the purpose of analysis.

The tables below show the profile of consultees responding to the main and Easy Read consultation questionnaire. Please note that the demographic questions were only asked of those who indicated they are a resident. The proportion who left these questions blank or indicated they did not want to disclose this information has been included as applicable. Please note that the sum of individual percentages for each question may not sum to 100% due to rounding.

<b>RESPONDING AS...</b>	<b>Number of consultees (1,357)</b>	<b>% (1,357)</b>
Yourself (as an individual)	1,004	74%
On behalf of someone who uses the Community Warden service	52	4%
A partner agency (e.g. Kent Police, Kent Fire and Rescue Service, Health services / provider)	39	3%
A representative of a local community group or residents' association	33	2%
On behalf of a Parish / Town / Borough / District Council in an official capacity	41	3%
A Parish / Town / Borough / District / County Councillor	29	2%
On behalf of a charity or voluntary, community and social enterprise (VCSE)	48	4%
A Kent Community Warden service member of staff	12	1%
A KCC employee	50	4%
An educational establishment, such as a school or college	7	1%
On behalf of a local business	10	1%
Other	24	2%
Prefer not to say / blank	8	1%

<b>SEX (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Male	266	25%
Female	562	52%
Prefer not to say / blank	243	23%

<b>GENDER IDENTITY SAME AS BIRTH (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Yes	794	74%
No	4	0.4%
Prefer not to say / blank	273	25%

<b>SEXUALITY (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Heterosexual or straight	722	67%
Bi or bisexual	6	1%
Gay man	5	0.5%
Gay women or lesbian	5	0.5%
Other	5	0.5%
Prefer not to say / blank	328	31%

<b>AGE (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
0-15	0	0%
16-24	0	0%
25-34	15	1%
35-49	59	6%
50-59	97	9%
60-64	80	7%
65-74	208	19%
75-84	250	23%
85 & over	86	8%
Prefer not to say / blank	276	26%

<b>WORKING STATUS (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Working full time	97	9%
Working part time	62	6%
On a zero-hours or similar casual contract	5	0.5%
Temporarily laid off	0	0%
Freelance / self employed	24	2%
Unemployed	9	1%
Not working due a disability or health condition	45	4%
Carer *	19	2%
Homemaker	7	1%
Retired	536	50%
Student	1	0.1%
Other	2	0.2%
Prefer not to say / blank	242	23%

\* A separate question sought to identify caring responsibilities – please see table below.

<b>CARER (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Yes	167	16%
No	721	67%
Prefer not to say / blank	183	17%

<b>DISABILITY (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Yes	247	23%
Physical disability	153	14%
Sensory disability, like sight or hearing loss	55	5%
A long illness or health problem like cancer or epilepsy	116	11%
Mental health illness	42	4%
Learning disability	25	2%
Other impairment	8	1%
No	535	50%
Prefer not to say / blank	289	27%

<b>BELONGING TO A PARTICULAR RELIGION / BELIEF (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Yes	474	44%
Christian	448	42%
Buddhist	3	0.3%
Hindu	1	0.1%
Jewish	3	0.3%
Muslim	1	0.1%
Sikh	1	0.1%
Other	15	1%
No	263	25%
Prefer not to say / blank	330	31%

<b>ETHNICITY (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
White English	727	68%
White Scottish	13	1%
White Welsh	7	1%
White Irish	8	1%
White Other	3	0.3%
Asian or Asian British Indian	4	0.4%
Asian or Asian British Pakistani	6	1%
Mixed White & Black Caribbean	1	0.1%
Mixed White & Asian	2	0.2%
Mixed White & Black African	1	0.1%
Black or Black British Caribbean	2	0.2%
Other ethnic group	15	1%
Prefer not to say / blank	282	26%

<b>DISTRICT LIVING IN (individuals / on behalf of individual only / completed Easy Read questionnaire)</b>	<b>Number of consultees (1,071)</b>	<b>% (1,071)</b>
Ashford	62	6%
Canterbury	115	11%
Dartford	112	10%
Dover	56	5%
Folkestone & Hythe	31	3%
Gravesham	136	13%
Maidstone	154	14%
Medway	13	1%
Sevenoaks	48	4%
Swale	42	4%
Thanet	102	10%
Tonbridge & Malling	116	11%
Tunbridge Wells	21	2%
Prefer not to say / blank	63	6%

# EXECUTIVE SUMMARY

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## RESPONSE, CONSULTATION AWARENESS AND SERVICE USE

1,357 consultees completed either the main or Easy Read consultation questionnaires; 1,235 consultees completed the main consultation questionnaire and 122 consultees completed the Easy Read consultation questionnaire. Email / letter / video submissions (with personal, identifiable information removed) were also sent to Lake Market Research for the purpose of analysis.

The most common route to finding out about the consultation are via a community warden (44% of consultees answering the main consultation questionnaire), followed by an email from Let's talk Kent / KCC's Engagement and Consultation Team (13%), a friend or relative (11%) or Facebook (11%).

Just over two thirds indicated they have received support or a service from the Community Warden service (68% of consultees answering the main consultation questionnaire). The support provided is wide ranging:

- 71% of these consultees have received help with community safety issues or providing advice.
- 57% have received help with community engagement.
- 46% have received personal, one to one support for wellbeing and quality of life.
- A variety of frequencies were observed for support provided – 10% single occurrence, 28% at least once a week, 14% once a fortnight, 26% once a month, 17% less often.
- 86% of these consultees indicated engaging with the service has allowed them to gain useful information / community updates / advice or guidance. 63% indicated engaging with the service has made them feel safer.
- 58% of these consultees indicated it has enabled them to gain access to services / care / support that they were not aware of or had difficulty in accessing.
- Mental health and wellbeing benefits are evident - 48% of these consultees indicated it had made them feel less lonely / isolated and 45% indicated it had given them a feeling of improved wellbeing.

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## RESPONSE TO CONSULTATION PROPOSALS

Consultees were invited to indicate their level of agreement or disagreement with a number of proposals as follows:

### **The service maintaining its current remit and objectives**

- 87% agree (76% strongly agree), 3% neither agree nor disagree and 9% disagree.

### **The wardens being community based**

- 93% agree (86% strongly agree), 2% neither agree nor disagree and 4% disagree.

**Retain six teams covering two districts each, with a minimum of one team leader and three wardens per team, and to distribute the further 14 wardens across teams according to need**

- 32% agree, 14% neither agree nor disagree and 49% disagree (33% strongly disagree); 5% don't know.

**Reduce Community Warden service by 32 warden posts and two management posts to achieve savings required**

- 11% agree, 8% neither agree nor disagree and 78% disagree (63% strongly disagree); 3% don't know.

**Allocating wardens to electoral wards**

- 35% agree, 21% neither agree nor disagree and 32% disagree; 12% don't know.

**Group wards to reach set population ratios**

- 22% agree, 19% neither agree nor disagree and 50% disagree (32% strongly disagree); 10% don't know.

**Identify wards in which to base all wardens using data and information as described in Geographical Allocation Policy**

- 31% agree, 27% neither agree nor disagree and 29% disagree; 13% don't know.

Throughout the free text feedback collected in the consultation questionnaire, consultees raised concerns for:

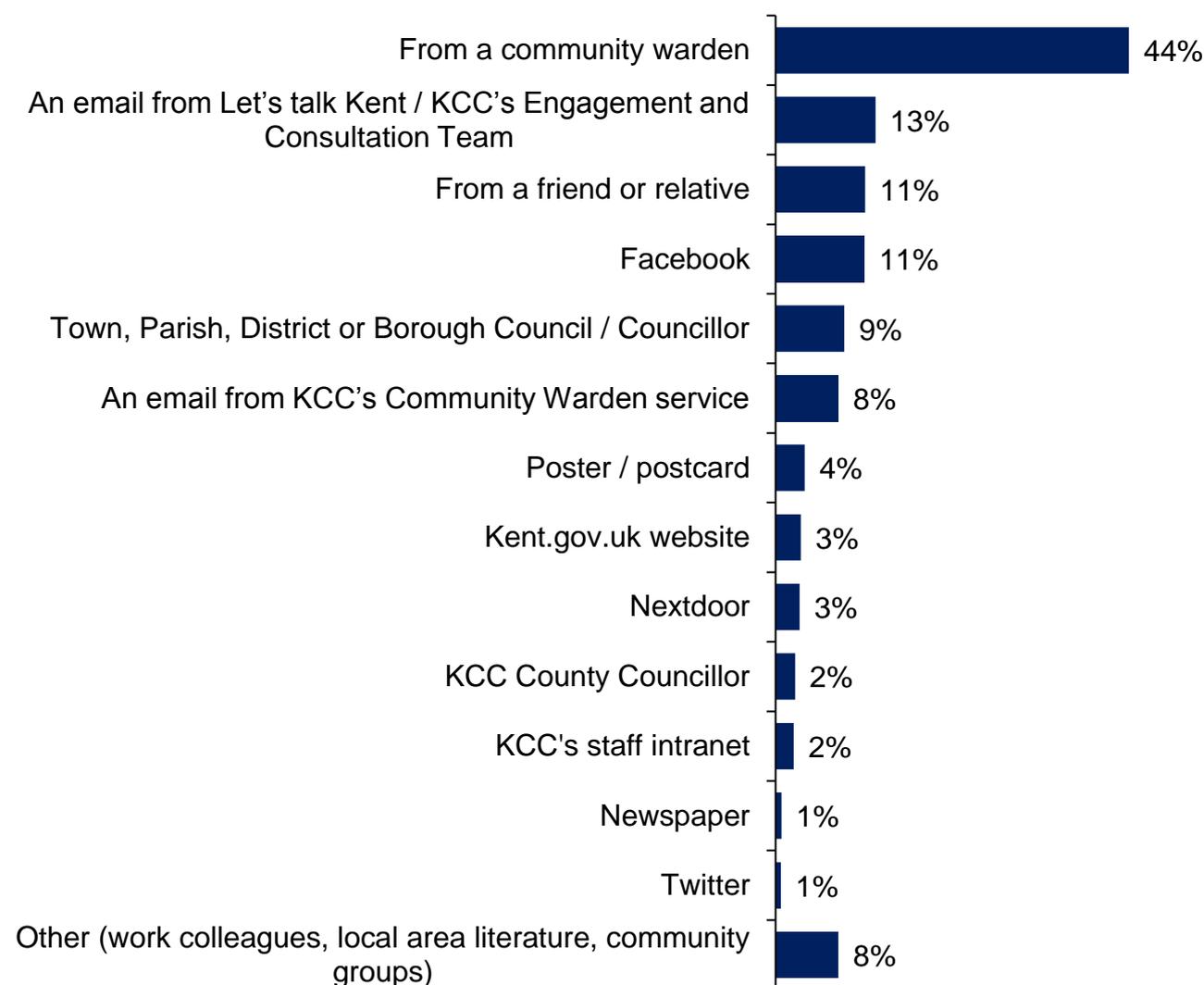
- The viability of the service and the local communities that need / rely on their wardens for personal support, improving community safety and reducing isolation.
- The need for the service to be embedded / continue to part of local communities / develop local community knowledge; allowing access from residents when needed.
- A reduction in community wardens making the overall service less effective / wardens would be spread to thinly / lose local knowledge / be overworked.
- Population ratios to community wardens being too large to maintain service levels.
- The potential impact of proposals on the elderly / vulnerable / rural residents in particular.
- The potential impact of proposals on other services / pressure on other services, e.g. police, NHS, social care.

## CONSULTATION AWARENESS

- The most common route to finding out about the consultation is via a community warden (44% of those answering), followed by an email from Let's talk Kent / KCC's Engagement and Consultation Team (13%), a friend or relative (11%) and Facebook (11%).
- 9% found out about the consultation through their Town, Parish, District of Borough Council / Councillor.

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

Base: all answering (1,230), consultees had the option to select more than one response.



SUPPORTING DATA TABLE	Number of consultees answering (1,230)	% answering (1,230)
From a community warden	546	44%
An email from Let's talk Kent / KCC's Engagement and Consultation team	155	13%
From a friend or relative	139	11%

<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,230)</b>	<b>% answering (1,230)</b>
Facebook	137	11%
Town, Parish, District or Borough Council / Councillor	106	9%
An email from KCC's Community Warden service	98	8%
Poster / postcard	45	4%
Kent.gov.uk website	39	3%
Nextdoor	37	3%
KCC County Councillor	30	2%
KCC's staff intranet	28	2%
Newspaper	9	1%
Twitter	8	1%
Other (e.g. work colleagues, local area literature, community groups)	99	8%

### **Response from Easy Read consultation questionnaires**

- Amongst consultees completing the Easy Read questionnaire, the most common route to finding out about the consultation is also via a community warden (76%).

**How did you find out about this survey?** Base: all providing a response (119), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (119)</b>	<b>% answering (119)</b>
A community warden	90	76%
A friend of family member	18	15%
Facebook	7	6%
Local councillor	7	6%
Poster / postcard	6	5%
Community Warden service email	5	4%
A Kent County Council councillor	3	3%
Newspaper	2	2%
Twitter	1	1%
Other	7	6%

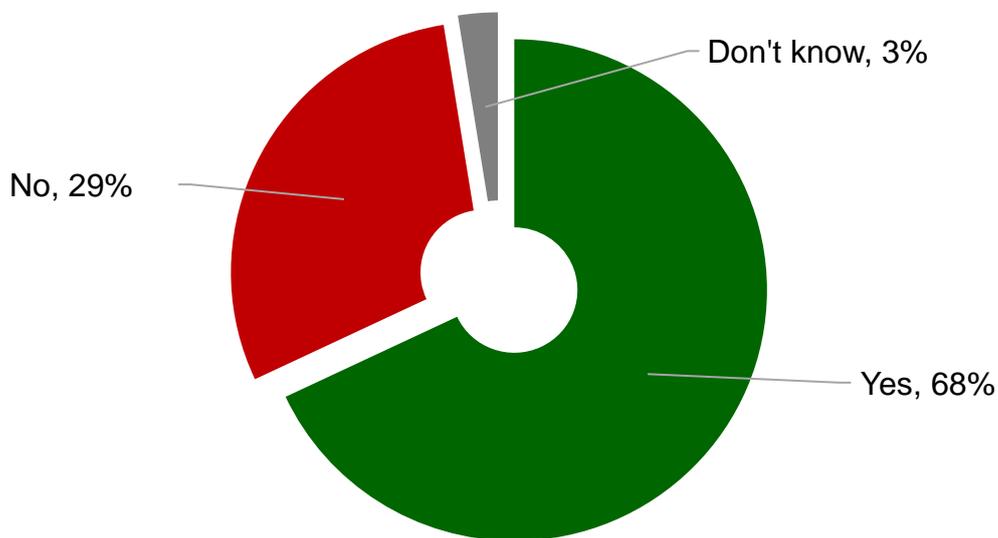
## SUPPORT / SERVICE RECEIVED FROM COMMUNITY WARDENS

Consultees were asked to indicate whether they received support or a service from the Community Warden service and the type of support / service received.

### RECEIVED SUPPORT OR SERVICE FROM THE COMMUNITY WARDENS

- Just over two thirds of consultees indicated they have received support or a service from the Community Warden service (68% of those answering).
- 29% indicated they have not received support or a service and 3% indicated they don't know.

**Have you, or the person / organisation you are responding on behalf of, received support or a service from the Community Wardens?** Base: all providing a response (1,226).



SUPPORTING DATA TABLE	Number of consultees answering (1,226)	% answering (1,226)
Yes	834	68%
No	361	29%
Don't know	31	3%

## Response by demographic

- Over half of the majority of demographic groups taking part in the consultation indicated they have received support or a service from community wardens.
- A significantly higher proportion of specific demographic groups indicated they have received support or a service from community wardens – female consultees (70%), consultees aged 75-84 (73%), consultees aged 85 & over (81%), consultees with a disability (78%).
- A significantly higher proportion of residents answering who live in Gravesham and Maidstone indicated they have received support or a service from community wardens (81% and 70% respectively).

<b>% YES - BY DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Male (239)	144	60%
Female (467)	326	70%
Aged 35-49 (53)	34	64%
Aged 50-59 (92)	57	62%
Aged 60-64 (74)	39	53%
Aged 65-74 (182)	109	60%
Aged 75-84 (211)	153	73%
Aged 85 and over (69)	56	81%
Have a disability (210)	164	78%
Do not have a disability (570)	364	64%
Live in Ashford (62)	42	68%
Live in Canterbury (82)	46	56%
Live in Dartford (104)	75	72%
Live in Dover (55)	38	69%
Live in Folkestone & Hythe (28 – caution low base)	15	54%
Live in Gravesham (105)	85	81%
Live in Maidstone (150)	105	70%
Live in Sevenoaks (45)	30	67%
Live in Swale (41)	18	44%
Live in Thanet (73)	39	53%
Live in Tonbridge & Malling (107)	56	52%
Live in Tunbridge Wells (19 – caution low base size)	7	37%

## **Response from Easy Read consultation questionnaires**

- Amongst consultees completing the Easy Read questionnaire, three quarters indicated they have used the Community Warden service (75%).
- The majority of consultees indicating they have used the service are female (76%) and aged 65 & over (69%). 40% indicated they have a disability.

**Have you used the Community Warden service?** Base: all providing a response (120), the sum of individual percentages may not sum to 100% due to rounding.

	Number of consultees answering (120)	% answering (120)
Yes	90	75%
No	29	24%
I do not know	1	1%

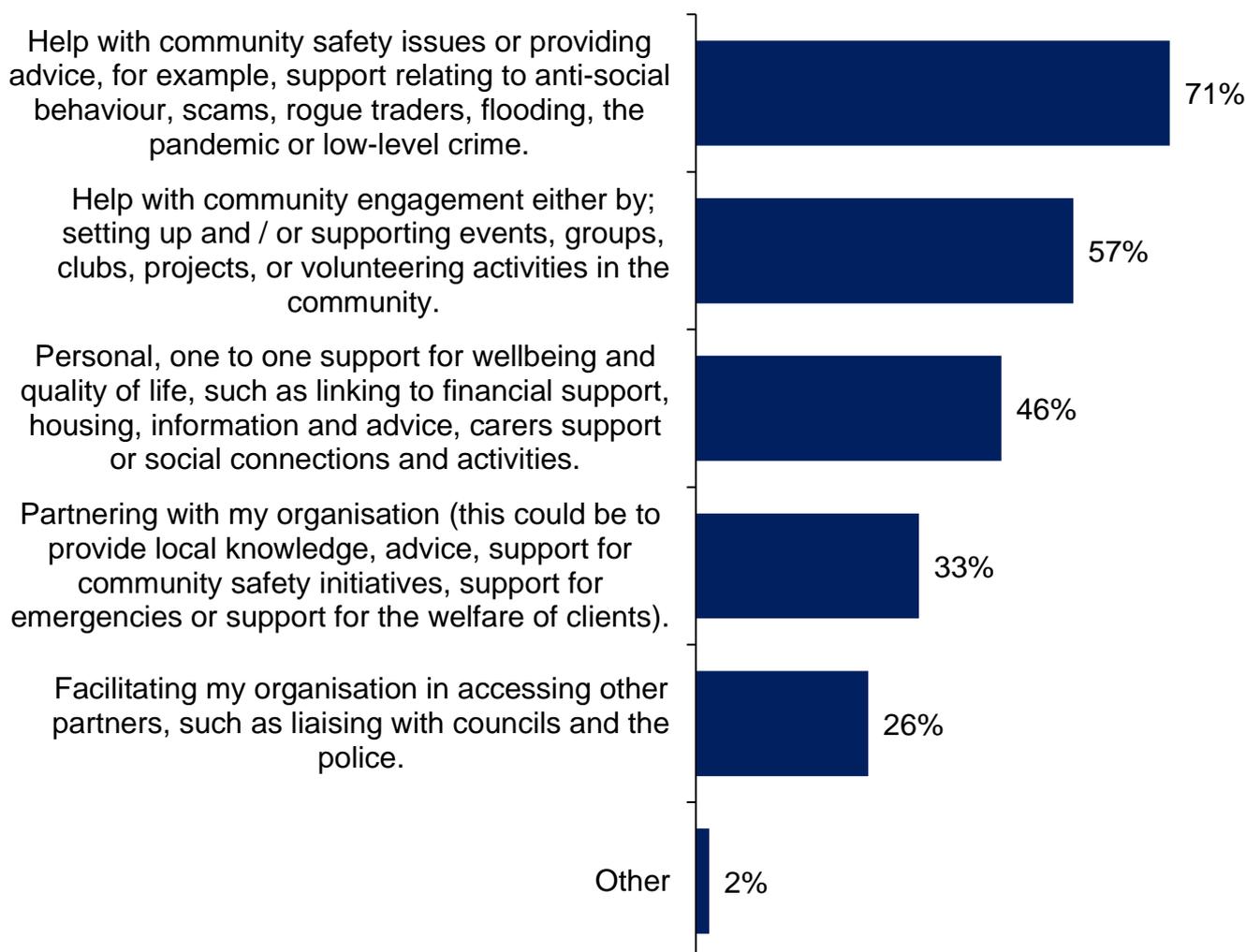
<b>% Demographic breakdown of consultees who used Community Warden service</b>	Number of consultees answering	% of consultees answering
Male	16	18%
Female	68	76%
Aged 30-49	2	2%
Aged 50-59	3	3%
Aged 60-64	3	3%
Aged 65-74	21	23%
Aged 75-84	29	32%
Aged 85 and over	13	14%
Have a disability	36	40%
Do not have a disability	42	47%

## TYPE OF SUPPORT / SERVICE RECEIVED FROM COMMUNITY WARDENS

- A range of support / services are currently provided by community wardens according to consultees. Amongst those who have received support / a service, the most referenced is help with community safety issues or providing advice e.g. support relating to anti-social behaviour, scams, rogue traders, flooding, the pandemic or low-level crime (71% of consultees answering).
- 57% indicated they have had help with community engagement either by setting up / and or supporting evenings, groups, clubs, projects or volunteering activities in the community.
- 46% indicated they have had personal, one to one support for wellbeing and quality of life, such as linking to financial support, housing, information and advice, carers support or social connection and activities.

### What support / service did the Community Wardens provide to you or the person / organisation you are responding on behalf of?

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



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (843)</b>	<b>% answering (843)</b>
Help with community safety issues or providing advice, for example, support relating to anti-social behaviour, scams, rogue traders, flooding, the pandemic or low-level crime.	599	71%
Help with community engagement either by; setting up and / or supporting events, groups, clubs, projects, or volunteering activities in the community.	477	57%
Personal, one to one support for wellbeing and quality of life, such as linking to financial support, housing, information and advice, carers support or social connections and activities.	386	46%
Partnering with my organisation (this could be to provide local knowledge, advice, support for community safety initiatives, support for emergencies or support for the welfare of clients).	282	33%
Facilitating my organisation in accessing other partners, such as liaising with councils and the police.	218	26%
Other	19	2%

### **Response from Easy Read consultation questionnaires**

- Amongst consultees completing the Easy Read questionnaire, the type of help received is less hierarchical, with broadly similar proportions indicating they have received help with community safety (55%), personal support for a better quality of life (49%) and community engagement (47%).

**What help did the wardens give you?** Base: all providing a response (91), the sum of individual percentages may not sum to 100% due to rounding.

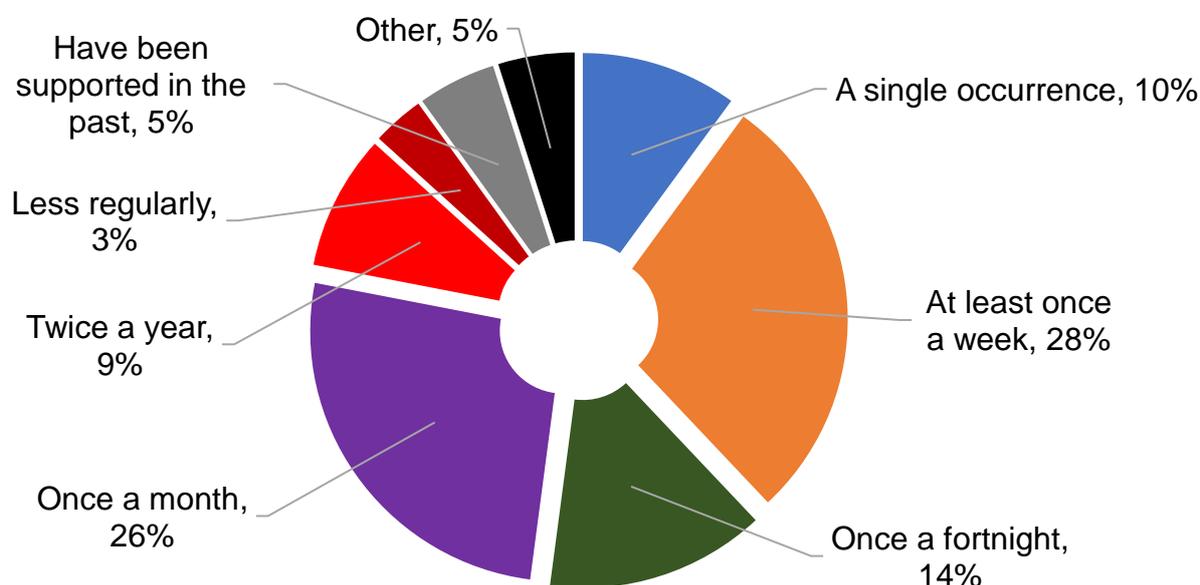
	<b>Number of consultees answering (91)</b>	<b>% answering (91)</b>
Community safety	50	55%
Linking up organisations	46	51%
Personal support for a better quality of life	45	49%
Community engagement	43	47%
Partnering with my organisation	27	30%
Something else	6	7%

## FREQUENCY OF SUPPORT RECEIVED FROM COMMUNITY WARDENS

- The frequency of support received from community wardens varies. 90% of consultees who indicated they have received support / a service noted they have received it on more than one occasion.
- 28% receive support at least once a week, 14% receive it once a fortnight and 26% receive it once a month.

**Please tell us how often you or the person / organisation you are responding on behalf of has been supported by the Community Warden service?**

Base: all providing a response (840).



SUPPORTING DATA TABLE	Number of consultees answering (840)	% answering (840)
A single occurrence	83	10%
At least once a week	236	28%
Once a fortnight	118	14%
Once a month	218	26%
Twice a year	73	9%
Less regularly	28	3%
Have been supported in the past	42	5%
Other (e.g. ongoing but not time defined, when needed)	43	5%

## **Response from Easy Read consultation questionnaires**

- Amongst consultees completing the Easy Read questionnaire, frequency of receiving support varies. 20% of those in receipt of support indicated they receive it at least once a week; 24% receive it once a fortnight and 18% receive it once a month.

**How many times have you used the Community Warden service?** Base: all providing a response (90), the sum of individual percentages may not sum to 100% due to rounding.

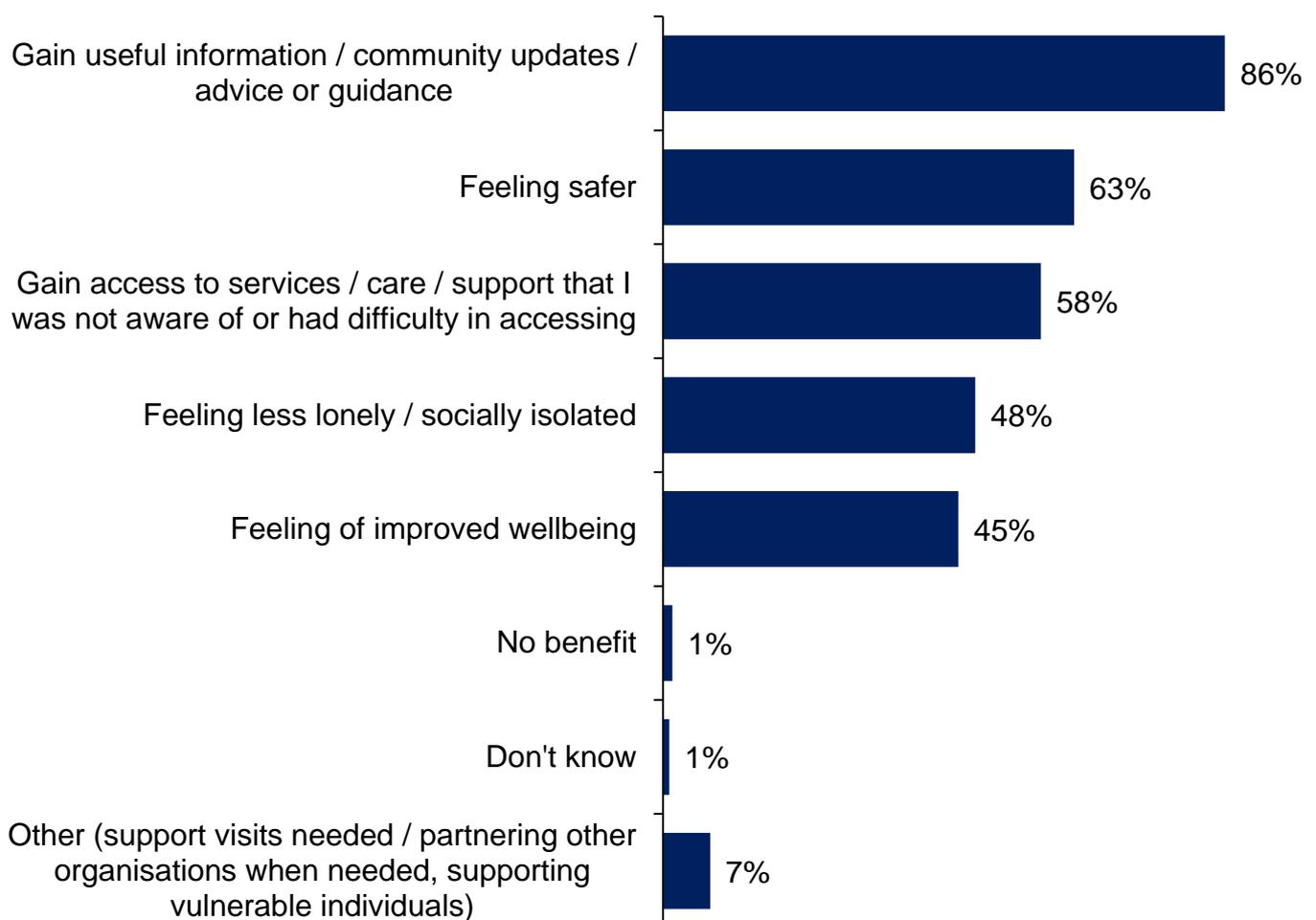
	Number of consultees answering (90)	% answering (90)
A single occurrence	17	19%
At least once a week	18	20%
Once a fortnight	22	24%
Once a month	15	17%
2 times a year	11	12%
Less than 2 times a year	2	2%
I was supported in the past	4	4%
Something else	4	4%

## IMPACT OF SUPPORT OR SERVICE RECEIVED FROM COMMUNITY WARDENS

- The perceived benefits from engaging with / receiving support from the Community Warden service varies. Amongst those who have received support / a service, the most commonly referenced are gaining useful information / community updates / advice or guidance (86% of consultees answering) and feeling safer (63%).
- 58% indicated it has enabled them to gain access to services / care / support that they were not aware of or had difficulty in accessing.
- The impact on mental health and wellbeing is clear - 48% indicated it had made them feel less lonely / socially isolated and 45% indicated it had given them a feeling of improved wellbeing.

### How do you or the person / organisation you are responding on behalf of benefit from engaging with / receiving support from the Community Warden service?

Base: all answering (849), consultees had the option to select more than one response.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (849)</b>	<b>% answering (849)</b>
Gain useful information / community updates / advice or guidance	730	86%
Feeling safer	533	63%
Gain access to services / care / support that I was not aware of or had difficulty in accessing	491	58%
Feeling less lonely / socially isolated	405	48%
Feeling of improved wellbeing	383	45%
No benefit	12	1%
Don't know	8	1%
Other (e.g. support visits needed / partnering other organisations when needed / supporting vulnerable individuals)	63	7%

### **Response from Easy Read consultation questionnaires**

- Amongst consultees completing the Easy Read questionnaire, provision of information, community news or advice and feeling safe are also strong at 80% and 73% of those answering / in receipt of support respectively.

**How does the Community Warden service help you?** Base: all providing a response (100), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (100)</b>	<b>% answering (100)</b>
I get information, community news or advice	80	80%
I feel safer	73	73%
I get help on services, care or support that I did not know about or was hard to get	56	56%
I feel less lonely	39	39%
I feel healthier or happier	36	36%
It does not help me	2	2%
I do not know	2	2%
Something else	4	4%

## RESPONSE TO CONSULTATION PROPOSALS

Consultees were asked to indicate the extent to which they agree or disagree with a series of proposals / approaches put forward in the consultation document.

### SERVICE MAINTAINING CURRENT REMIT AND OBJECTIVES

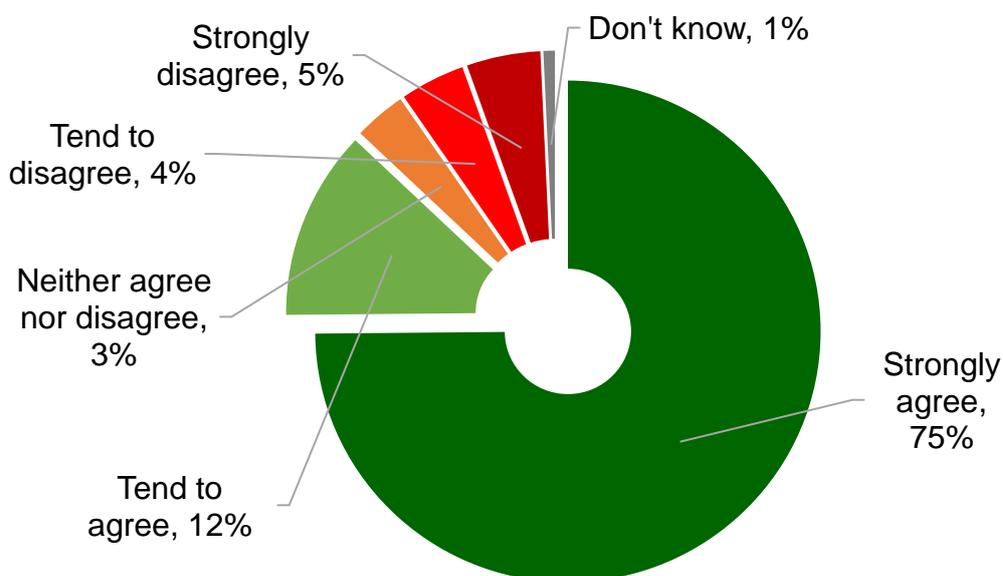
#### Combined response from main consultation and Easy Read questionnaires

- 87% of consultees answering indicated they agree with the service maintaining its current remit and objectives. Strength of agreement is high with 76% strongly agreeing with this element of the proposal.
- 9% of consultees indicated they disagree with the service maintaining its current remit and objectives and 3% indicated they neither agree nor disagree.

#### Response from main consultation questionnaire

- 87% of consultees answering indicated they agree with the service maintaining its current remit and objectives. Strength of agreement is high with 75% strongly agreeing with this element of the proposal.
- 9% of consultees indicated they disagree with the service maintaining its current remit and objectives and 3% indicated they neither agree nor disagree.

**To what extent do you agree or disagree with the service maintaining its current remit and objectives?** Base: all providing a response (1,233), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,233)</b>	<b>% answering (1,233)</b>
Strongly agree	923	75%
Tend to agree	151	12%
Neither agree nor disagree	41	3%
Tend to disagree	51	4%
Strongly disagree	58	5%
Don't know	9	1%

### **Level of agreement by service use and demographic**

- Overall agreement with the service maintaining its current remit and objectives is high across all demographic groups taking part in the consultation.
- A significantly higher proportion of consultees who indicated they have received support / a service from wardens agree (92%). Although it is worth noting that agreement amongst those who haven't received support / a service is also high (76%).
- A significantly higher proportion of specific demographic groups agree – female consultees (91%), consultees aged 75-84 (93%) and consultees aged 85 & over (91%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (832)	762	92%
Not received service / support from warden service (361)	274	76%
Male (240)	195	81%
Female (471)	429	91%
Aged 35-49 (55)	50	91%
Aged 50-59 (92)	71	77%
Aged 60-64 (74)	62	84%
Aged 65-74 (184)	157	85%
Aged 75-84 (211)	197	93%
Aged 85 and over (70)	64	91%
Have a disability (212)	185	87%
Do not have a disability (575)	506	88%
Live in Ashford (62)	55	89%
Live in Canterbury (83)	64	77%
Live in Dartford (104)	93	89%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Dover (56)	47	84%
Live in Folkestone & Hythe (28 – caution low base)	19	68%
Live in Gravesham (104)	94	90%
Live in Maidstone (151)	134	89%
Live in Sevenoaks (45)	36	80%
Live in Swale (41)	35	85%
Live in Thanet (73)	60	82%
Live in Tonbridge & Malling (109)	95	87%
Live in Tunbridge Wells (13 – caution low base size)	16	84%

### **Response from Easy Read consultation questionnaires**

- 91% of consultees answering the Easy Read questionnaire indicated they agree with keeping the main aims of the service. Strength of agreement is high with 87% strongly agreeing.
- 8% of consultees disagreed.

**How much do you agree with keeping the main aims of the service?** Base: all providing a response (120), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (120)</b>	<b>% answering (120)</b>
I really agree	104	87%
I mostly agree	5	4%
I do not mind	1	1%
I mostly do not agree	2	2%
I really do not agree	7	6%
I do not know	1	1%

Consultees were given the opportunity to provide their reasons for views on whether the service should keep its current remit and objectives in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

83% of consultees provided a comment at this question.

39% of consultees answering commented that community wardens provide a much needed / invaluable / wide reaching service. 22% of consultees believe that communities need the service / its invaluable to the community and 16% note that the service supports the elderly / vulnerable / rural communities.

10% of consultees commented that the Community Warden service alleviates pressures on other services / links to other services and 8% commented that community wardens help / assist with crime / anti-social behaviour issues.

**Please tell us the reason for your answer in the box below.** Base: all answering (1,029).

<b>THEMES</b>	<b>Number of consultees answering (1,029)</b>	<b>% answering (1,029)</b>
Community wardens provide much needed / invaluable / wide reaching service / relied upon	400	39%
Communities need the service / invaluable to community	229	22%
Crucial that service / remit / objectives are maintained / leave as is	191	19%
Support elderly / vulnerable / those who live rurally	163	16%
Community wardens alleviate pressure on other services / engage with / link to other services	105	10%
Essential for community wardens to have local knowledge / physical presence	88	9%
Community wardens help / assist with crime / anti-social behaviour issues due to lack of police	80	8%
Less wardens would mean a poorer service / less effective	48	5%
Reduction in community wardens and therefore service will be detrimental to all but particularly vulnerable / elderly / rurally	48	5%
If cutting budget, how can service / remit remain the same / effective	43	4%
Disagree with making cuts to Community Warden service	33	3%
Need more community wardens not less / people and funding	31	3%
Community wardens would be overstretched as a result of cuts	29	3%

THEMES	Number of consultees answering (1,029)	% answering (1,029)
Waste of money / serve no purpose / use money elsewhere	18	2%
Reduced community wardens will put additional pressure on other services (financial and resource)	16	2%
Review effectiveness / remit / objectives / roles / responsibilities	16	2%
Don't have power to do anything / don't add value / ineffective	12	1%
Community Warden service will become reactive not proactive	11	1%
Community wardens should have more power / wider remit	10	1%
Understand money needs to be saved	9	1%
Need more police instead	5	0.5%
Community wardens could be integrated with other services / work with other services	5	0.5%
Know nothing about the warden service / never seen a community warden	40	4%
Other	38	4%

Below are some example verbatim comments concerning the service being a much needed / invaluable / wide reaching service and supporting the elderly / vulnerable / rural communities:

**“The Community Wardens do an amazing job within Swale. They have a very active presence across all members of the community but particularly the elderly, vulnerable and most isolated.”**

**“I strongly agree with keeping our warden. As being part of a support group which is voluntary we depend on him so much for advice and support at a professional level. He is someone we can turn to in any situation which may arise with someone we come in contact with. We are only volunteers so his help is vital in the meaning of support group for our local area.”**

**“A community warden is so important as a way to help people to get help and support they need a friendly face that they know they can talk to.”** (Representative of a local community group or residents' association)

**“It is extremely important that the same level of support help and advice is available. We are a rural community with poor public transport. Many of our members of the village are aging and therefore vulnerable.”** (Representative of a local community group or residents' association)

**“They help people feel safe. They explain how worries can be helped by explaining the help available and who to contact. Being prepared to listen no rush they really do care.”**

**“The loss of the community warden service would be a great loss to many people who need it because they are the disabled, the elderly, the majority of whom do not have their own transport to get about to other places where this might be obtained. The community warden is always willing to deal with problems.”**

Some example verbatim comments concerning the service alleviating pressures on other services / links to other services and helping / assisting with crime / anti-social behaviour issues can be found below:

**“The warden service is a lifeline for many residents. With the reduction in other services; social services, mental health support, social care services, the wardens very much fill the gap. They support the vulnerable and isolated, foster community cohesion and wellbeing, help residents access other public services, and deliver community safety and resilience.”**  
(Parish / Town / Borough / District Council representative)

**“They are indispensable as police presence is much less in our community. The police are stretched anyway. ASB is much worse in our area.”**

**“The community warden is available for any issues in the local area. Is aware of any anti-social behaviour or criminal activity. Also a contact for the lonely or isolated. He works closely with our local police officer and PCSO who cover much larger area.”**

**“I don't know where or who our local community would turn to, if the community warden wasn't on hand to deal with minor issues that the police wouldn't be involved in. The police, the doctors, the citizen advice, all are seriously depleted already and the community warden takes the brunt of these minor but very life scary moments of rogue traders, undiagnosed dementia etc.”**

## **Response from Easy Read consultation questionnaires**

66% of consultees provided a comment at this question.

59% of consultees answering commented that community wardens provide a much needed / invaluable / wide reaching service. 21% of consultees believe it is crucial the service / remit / objectives are maintained and 19% note that it is essential for community wardens to have local knowledge / physical presence.

**Please tell us the reason for your answer in the box below.** Base: all answering (80).

<b>THEMES</b>	<b>Number of consultees answering (80)</b>	<b>% answering (80)</b>
Community wardens provide much needed / invaluable / wide reaching service / relied upon	47	59%
Crucial that service / remit / objectives are maintained / leave as is	17	21%
Essential for community wardens to have local knowledge / physical presence	15	19%
Communities need the service / invaluable to community	13	16%
Support elderly / vulnerable / those who live rurally	8	10%
Community wardens alleviate pressure on other services / engage with / link to other services	4	5%
Disagree with making cuts to Community Warden service	4	5%
Community wardens help / assist with crime / anti-social behaviour issues due to lack of police	4	5%
Less wardens would mean a poorer service / less effective	1	1%
Don't have power to do anything / don't add value / ineffective	1	1%
Know nothing about the warden service / never seen a community warden	1	1%

Below are some example verbatim comments concerning key themes identified:

**“They work well within the current remit. The system is not broke, it does not need fixing.”**

**“We rely on the wardens to get things done. She pops into our church coffee morning and is reassuring. She is invaluable.”**

**“We do not want things to change, as we are rural and vulnerable, helps to know someone is there to help.”**

**“They do an essential job in contact with the community. We all need someone local who is responsible and aware of local area people, problems, services, and recreational activities to sign post and support us the public.”**

## SERVICE BEING COMMUNITY BASED

### Combined response from main consultation and Easy Read questionnaires

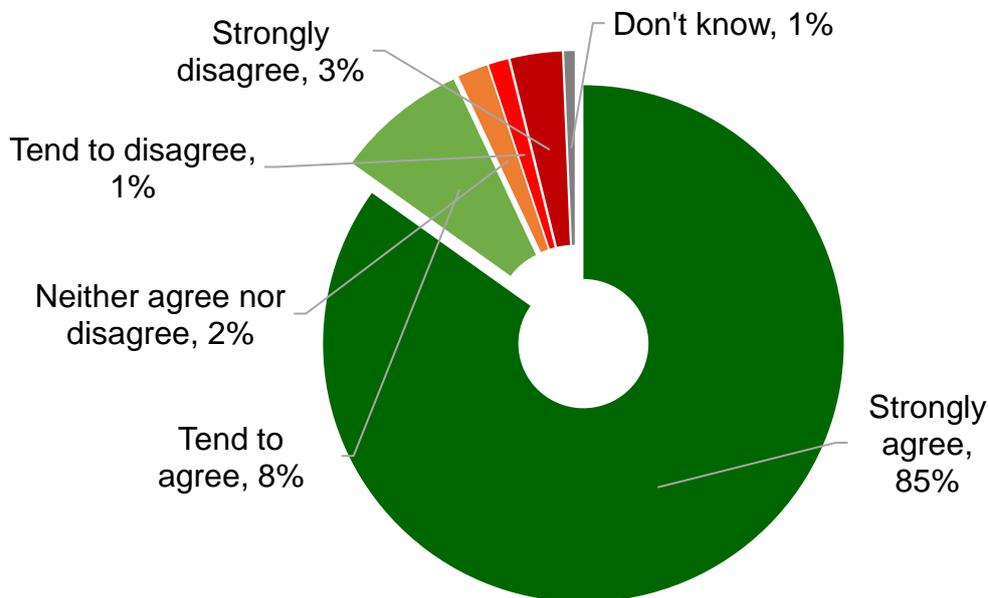
- 93% of consultees answering indicated they agree with the wardens being community based. Strength of agreement is high with 86% strongly agreeing with this element of the proposal.
- 4% of consultees indicated they disagree with the wardens being community based and 2% indicated they neither agree nor disagree.

### Response from main consultation questionnaires

- 93% of consultees answering indicated they agree with the wardens being community based. Strength of agreement is high with 85% strongly agreeing with this element of the proposal.
- 4% of consultees answering indicated they disagree with the wardens being community based and 2% indicated they neither agree nor disagree.

### To what extent do you agree or disagree with wardens being community based?

Base: all providing a response (1,230), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,230)</b>	<b>% answering (1,230)</b>
Strongly agree	1,044	85%
Tend to agree	101	8%
Neither agree nor disagree	23	2%
Tend to disagree	15	1%
Strongly disagree	39	3%
Don't know	8	1%

### **Level of agreement - by service use and demographic**

- Overall agreement with wardens being community based is high across all demographic groups taking part in the consultation.
- A significantly higher proportion of consultees who indicated they have received support / a service from wardens agree (96%). Although it is worth noting that agreement amongst those who haven't received support / a service is also high (86%).
- A significantly higher proportion of female consultees agree (94%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (829)	796	96%
Not received service / support from warden service (361)	310	86%
Male (240)	211	88%
Female (470)	444	94%
Aged 35-49 (55)	53	96%
Aged 50-59 (92)	81	88%
Aged 60-64 (74)	67	91%
Aged 65-74 (184)	167	91%
Aged 75-84 (210)	195	93%
Aged 85 and over (70)	68	97%
Have a disability (212)	197	93%
Do not have a disability (574)	531	93%
Live in Ashford (62)	56	90%
Live in Canterbury (83)	77	93%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Dartford (104)	95	91%
Live in Dover (56)	52	93%
Live in Folkestone & Hythe (28 – caution low base)	21	75%
Live in Gravesham (104)	99	95%
Live in Maidstone (151)	137	91%
Live in Sevenoaks (45)	43	96%
Live in Swale (41)	38	93%
Live in Thanet (72)	65	90%
Live in Tonbridge & Malling (109)	100	92%
Live in Tunbridge Wells (19 – caution low base size)	16	84%

### **Response from Easy Read consultation questionnaires**

- 96% of consultees answering the Easy Read questionnaire indicated they agree that wardens should stay in the community. Strength of agreement is high with 94% strongly agreeing.
- 3% of consultees answering disagree.

**How much do you agree that wardens should stay in the community?** Base: all providing a response (121), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (121)</b>	<b>% answering (121)</b>
I really agree	114	94%
I mostly agree	3	2%
I do not mind	0	0%
I mostly do not agree	4	3%
I really do not agree	0	0%
I do not know	0	0%

Consultees were given the opportunity to provide their reasons for views on whether wardens should be community based in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

76% of consultees provided a comment to this question.

31% of consultees answering indicated that it is essential / community wardens must be community based / are more effective with this approach. 27% of consultees believe community wardens have an important understanding of their local communities / local knowledge / the needs of communities.

17% of consultees commented it is important that community wardens are accessible / reachable / contactable and available locally and 13% stressed the importance of the service being a physical presence / being active in the community / out and about / seen. 16% of consultees highlighted the importance of the community wardens being trusted people that communities can build relationships with.

**Please tell us the reason for your answer in the box below.** Base: all answering (938).

<b>THEMES</b>	<b>Number of consultees answering (938)</b>	<b>% answering (938)</b>
Essential / must be community based / more effective	289	31%
Community wardens have an important understanding of local community / local knowledge / needs of community	250	27%
Community wardens need to be / are accessible / reachable / contactable / available / responsive	157	17%
Importance of being trusted people / community wardens build relationships with people	147	16%
Physical presence / active in community / out and about / seen	124	13%
Community wardens are needed / essential	116	12%
Community wardens support communities	115	12%
Known by residents / familiar face	110	12%
Elderly / vulnerable rely on Community Warden service / supportive	83	9%
Community wardens link / signpost residents to other agencies / provide information	70	7%
Residents feel safe / reassure with community wardens' presence	68	7%
Community wardens monitor community / are proactive	55	6%
Less effective if not community based / will be overstretched	47	5%

THEMES	Number of consultees answering (938)	% answering (938)
Beneficial to rural areas	46	5%
It works just as it is / continuity is important	38	4%
Community wardens help community cohesion / events / unite / enhance	38	4%
Prevent ASB / deterrent to	31	3%
Alleviate pressure on other services	20	2%
Community wardens don't add value / not required / waste of money	17	2%
Know nothing about community wardens	15	2%
Other	51	5%

Below are some example verbatim comments from consultees stressing the importance of community wardens being community focused and the role they have in understanding their local communities / local knowledge / the needs of communities:

**“One of the reasons the wardens are so successful in our area is that they're embedded within the community itself.”** (Local business)

**“Being part of the community is the only way they can understand the problems in that community. They may be completely different to communities around theirs.”**

**“Being community based means the wardens are visible and can link with other organisations. Rural communities are often isolated and have few social resources. During the pandemic community wardens helped with shopping, medication collection and delivering food parcels, which was an invaluable service. With public transport services being cut there are many communities who have no access to community support, having someone come to their home is a lifeline, the impact of which can clearly be seen.”**

**“Rural areas need a constant presence, one knows, understands and an ear to help with those of the less agreeable elements of all communities, particularly anti-social behaviour and the homeless who can cause upset to a more vulnerable or an older generation. Our warden has been a vital link in directing people to various pathways to social help. She has been able to set up various programmes that engage with the younger elements, so reducing anti-social behaviour.”**

**“There is a clue in the name "Community Wardens"! The taglines of "Here to help" and "Trusted friends of the Community" ensures that Wardens support service users by being in the community, for the community and by the community...this is the reason that the KCWS is a successful model of engagement and support. A more remote model would see a reactive rather than a proactive service.”** (Parish / Town / Borough / District Council representative)

Below are some example verbatim comments from consultees stressing the importance of community wardens being accessible / reachable / contactable / a physical presence locally and the importance of trust and building local relationships:

**“It is important for a community warden to understand the community and people they work with. They can build relationships and get to know the vulnerable people within a community and also the hotspots where potential trouble could arise. They can understand the young people of the community and know how to relate to them.”**

**“Wardens are a trusted and respected part of the community they work in. People will stop and speak to them, comfortable in disclosing important intelligence and information, which in turn is disseminated to the relevant agency/partner.”**

**“Some villages are naturally proactive as a they are either affluent or have no major roads running through to “divide” the village. Where I live suffers from a great deal from apathy as well as having a very well used road running right through it which stops the hamlet feeling safe and secure. So to have the services of the community wardens provides a feeling of togetherness.”**

**“They are different from other agencies in that they are community based and proactive. Most organisations rely on people to come to them - CAB, GP surgeries, etc as such they only cater for that proportion of the population that has the confidence level to progress their own problems. The most needy are left behind until their situation becomes critical. Community wardens provide an opportunity for early intervention and as a consequence real cost savings and wellbeing improvements.”** (Charity or voluntary, community and social enterprise (VCSE))

**“They are our eyes and ears. People will go to them for support who will not go elsewhere because they know them, trust them and know they will be discreet.”** (Charity or voluntary, community and social enterprise (VCSE))

## Response from Easy Read questionnaires

65% of consultees provided a comment to this question.

29% of consultees answering commented it is important that community wardens are accessible / reachable / contactable and available locally and 18% stressed the importance of the service being a physical presence / being active in the community / out and about / seen. 15% highlighted residents feel safe / reassured with community wardens' presence.

**Please tell us the reason for your answer in the box below.** Base: all answering (79).

THEMES	Number of consultees answering (79)	% answering (79)
Community wardens need to be / are accessible / reachable / contactable / available / responsive	23	29%
Community wardens are needed / essential	17	22%
Physical presence / active in community / out and about / seen	14	18%
Residents feel safe / reassured with community wardens' presence	12	15%
Community wardens have an important understanding of local community / local knowledge / needs of community	10	13%
Importance of being trusted people / community wardens build relationships with people	9	11%
Essential / must be community based / more effective	7	9%
Community wardens support communities	6	8%
Elderly / vulnerable rely on Community Warden service / supportive	5	6%
Less effective if not community based / will be overstretched	5	6%
Known by residents / familiar face	4	5%
Beneficial to rural areas	3	4%
Community wardens link / signpost residents to other agencies / provide information	2	3%
It works just as it is / continuity is important	2	3%
Community wardens help community cohesion / events / unite / enhance	2	3%
Community wardens monitor community / are proactive	1	1%
Other	2	3%

Below are some example verbatim comments from consultees for the key themes identified:

**“I live in a close community. Our community warden can help with questions. As I live alone and am disabled so the community warden is invaluable.”**

**“It gives people peace of mind and they can speak to a warden if they need to.”**

**“It makes them more accessible and helps them make trusted relationships with residents.”**

**“If the wardens disappear for the community we won't have anyone to turn to for advice.”**

## SERVICE STRUCTURE

### Combined response from main consultation and Easy Read questionnaires

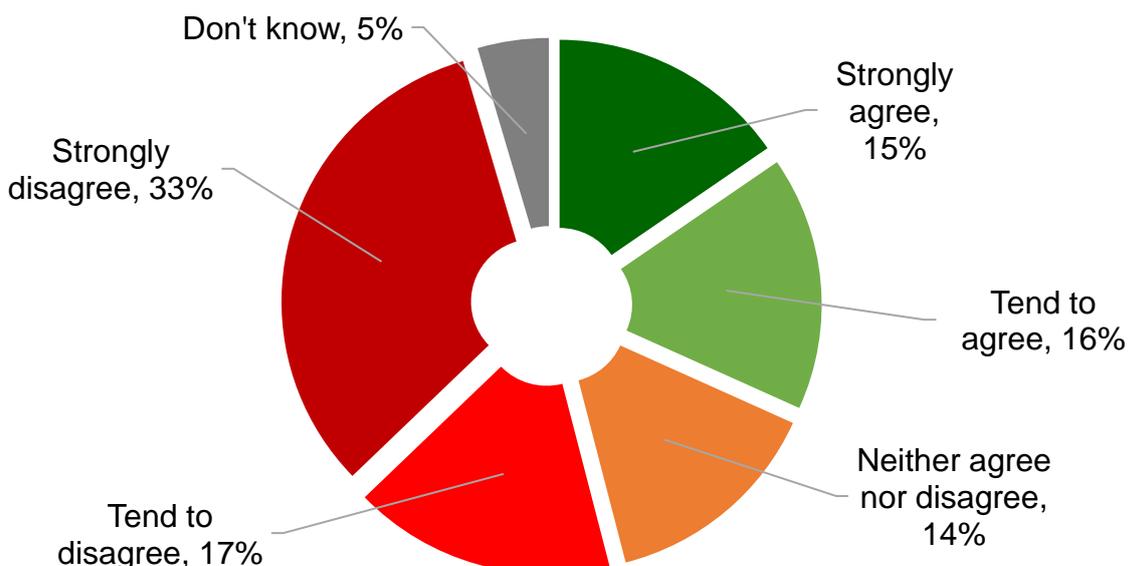
- Agreement is considerably lower with 32% of consultees agreeing with the approach to retain six teams covering two districts each, with a minimum of one team leader and three wardens per team and distributing the further 14 wardens across the teams according to need.
- 49% of consultees answering indicated they disagree with this approach; 33% strongly disagreed. 14% indicated they neither agree nor disagree.

### Response from main consultation questionnaire

- 32% of consultees agree with the approach to retain six teams covering two districts each, with a minimum of one team leader and three wardens per team and distributing the further 14 wardens across the teams according to need.
- 49% of consultees answering indicated they disagree with this approach; 33% strongly disagreed. 14% indicated they neither agree nor disagree.

**We have proposed to retain six teams covering two districts each, with a minimum of one team leader and three wardens per team, and to distribute the further 14 wardens across the teams according to need. To what extent do you agree or disagree with this approach?**

Base: all providing a response (1,213), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,213)</b>	<b>% answering (1,213)</b>
Strongly agree	186	15%
Tend to agree	198	16%
Neither agree nor disagree	174	14%
Tend to disagree	203	17%
Strongly disagree	397	33%
Don't know	55	5%

### **Level of agreement - by service use and demographic**

- Consistent with overall proportions, overall agreement with the approach is considerably lower across all demographic groups taking part in the consultation.
- A significantly lower proportion of consultees who indicated they have received support / a service from wardens agree (28%). Although it is worth noting that agreement amongst those who haven't received support / a service is also low (36%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (817)	232	28%
Not received service / support from warden service (357)	130	36%
Male (234)	80	34%
Female (459)	148	32%
Aged 35-49 (55)	15	27%
Aged 50-59 (92)	30	33%
Aged 60-64 (72)	23	32%
Aged 65-74 (181)	63	35%
Aged 75-84 (201)	65	32%
Aged 85 and over (67)	21	31%
Have a disability (208)	57	27%
Do not have a disability (563)	188	33%
Live in Ashford (59)	21	36%
Live in Canterbury (81)	25	31%
Live in Dartford (102)	40	39%
Live in Dover (55)	11	20%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Folkestone & Hythe (27 – caution low base)	8	30%
Live in Gravesham (102)	38	37%
Live in Maidstone (149)	42	28%
Live in Sevenoaks (45)	16	36%
Live in Swale (41)	12	29%
Live in Thanet (73)	29	40%
Live in Tonbridge & Malling (107)	31	29%
Live in Tunbridge Wells (18 – caution low base size)	8	44%

### **Response from Easy Read consultation questionnaires**

- Perceptions are mixed with 38% of consultees answering the Easy Read questionnaire indicating they agree with plans for the teams.
- 48% of consultees disagree.

**How much do you agree with our plans for the teams?** Base: all providing a response (118), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (118)</b>	<b>% answering (118)</b>
I really agree	26	22%
I mostly agree	19	16%
I do not mind	6	5%
I mostly do not agree	15	13%
I really do not agree	41	35%
I do not know	11	9%

Consultees were given the opportunity to provide their reasons for views on warden structure proposals in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

80% of consultees provided a comment at this question.

21% of consultees answering believe that less community wardens would be detrimental to the service / would result in a less effective service and 9% of consultees noted that community wardens would be overworked / overstretched.

17% of consultees believe the proposed structure would not provide sufficient geographical coverage / there would be too few wardens and 12% of consultees added that community wardens would be spread too thinly / have too large a geographical area to cover. 10% believe that community wardens would potentially lose local knowledge and it is important that they stay local / remain aware of local issues.

**Please tell us the reason for your answer in the box below.** Base: all answering (984).

<b>THEMES</b>	<b>Number of consultees answering (984)</b>	<b>% answering (984)</b>
Less community wardens would be detrimental to service / less effective service	202	21%
Not sufficient geographical coverage / too few wardens	166	17%
Would be spread too thinly / too large an area to cover	122	12%
Potentially lose local knowledge / must be and stay local / awareness of local issues / needs	95	10%
Community wardens would be overworked / overstretched / detrimental to community wardens themselves	89	9%
More wardens are required / not a reduction in numbers	84	9%
Detrimentially affect vulnerable / elderly / receive a lot of community warden support	78	8%
Community wardens are much needed	72	7%
Leave as is / works with current number / structure	71	7%
Seems a good idea	58	6%
Don't know how this compares to current coverage / don't know enough to make a comment	54	5%
Could affect relationships with residents / lose personal aspect	51	5%
How can a reduction in staff provide the same level of service?	47	5%

THEMES	Number of consultees answering (984)	% answering (984)
Must be a presence in all areas	41	4%
Disagree with proposals	36	4%
Rural residents will be detrimentally affected	32	3%
Don't want to lose our community warden	31	3%
Understand need to save money / budgetary constraints	31	3%
Unsure how this would affect the service provided	31	3%
Concerned about accessibility / waiting times / must be accessible / available	29	3%
Some areas will need more community wardens than others	28	3%
Community wardens act as a deterrent / lack of police / anti-social behaviour / crime will increase	27	3%
Seems like community wardens will be where they are most needed	25	3%
Alleviate pressure on other organisations / without community wardens, place more burden other services	25	3%
Better than nothing given financial constraints	22	2%
Community wardens are already very busy	20	2%
Community wardens would lose time travelling between areas / areas too far apart	19	2%
Seems like an adequate number	15	2%
Reduce community warden team managers / would pay more community wardens	15	2%
Provides extra cover when the need arises	14	1%
Could affect community relations / cohesion	13	1%
Would switch to a reactive service rather than proactive	11	1%
Don't know anything about community wardens	10	1%
Community wardens service is not required / waste of money / don't add value	18	2%
Other	64	7%

Below are some example verbatim comments from consultees who believe that less community wardens would be detrimental to the service / would result in a less effective service and community wardens would be overworked / overstretched:

**“The teams and wardens will not be able to provide the focused and quality service they provide at present. The service will be diluted as they will be required to cover larger areas,**

**not allowing them time within communities as they are now and the visible presence they provide will be greatly reduced. Wardens will become reactive not proactive within communities.”** (Charity or voluntary, community and social enterprise (VCSE))

**“I would suggest that you retain all community warden as the need in our town is essential. It could prove detrimental to many within our town if not all towns that rely on this service. by reducing their involvement within the community could only have a negative impact on groups and individuals’ wellbeing. especially when we are in an economic crisis with mental health issues rising along with the time it takes to be seen by a health care professional, the community warden plays a huge part in many individuals lives.”**

**“I think reducing community wardens will mean vulnerable people will get missed and not receive support or safeguarding that they need. It will isolate more people especially the elderly or disabled.”**

**“Firstly, I believe that it would become unworkable to have only 3 Community Wardens covering such large districts. In covering such areas they would not be able to input as full a service as at present due to the possible need to take more on board. Secondly, to have 14 Wardens ready to distribute as and where required will mean less likely that they would know local issues etc and would take time getting up to speed in order to assist existing Community Wardens.”** (Parish / Town / Borough / District / County Councillor)

**“It takes time for any official to build up a rapport with a community. Giving Wardens large areas to cover, many residents will slip through the net. Only the one off emergencies will be dealt with and not the ongoing issues which plague so many residents’ lives month after month.”**

Below are some example verbatim comments from consultees who believe the proposed structure would not provide sufficient geographical coverage, would leave community wardens spread too thinly and lose the local knowledge they have currently:

**“This does not seem to be enough team members to cover the area needed. We do understand budgetary pressures but it is important to also balance this by understanding the amount of hard work the wardens do and the weight they carry in the community.”**  
(Charity or voluntary, community and social enterprise (VCSE))

**“I honestly would worry about the client’s needs as this sounds like doubling up on warden's workload this is bound to have a detrimental effect on clients especially the more vulnerable of them in turn this is going to increase the client's anxiety surely.”**  
(Representative of a local community group or residents’ association)

**“I know the current community wardens are already stretched and often are not able to attend or provide a full and personable service due to an overload of cases and not enough time within their working hours. I know some wardens work outside their working hours or complete paperwork during sick leave or annual leave as they are otherwise not coping with the amount of work.”** (Parish / Town / Borough / District Council representative)

**“Residing in a rural isolated area with no public transport it is not feasible for the role of community warden to be changed and offering a much reduced presence. There is a high level of elderly residents who rely upon the support of the warden.”**

### **Response from Easy Read consultation questionnaires**

59% of consultees provided a comment at this question.

17% of consultees answering believe that less community wardens would be detrimental to the service / would result in a less effective service and 9% of consultees noted the proposed structure would not provide sufficient geographical coverage / there would be too few wardens. 13% of consultees added that community wardens would be spread too thinly / have too large a geographical area to cover.

**Please tell us the reason for your answer in the box below. Base: all answering (72).**

<b>THEMES</b>	<b>Number of consultees answering (72)</b>	<b>% answering (72)</b>
Less community wardens would be detrimental to service / less effective service	12	17%
Not sufficient geographical coverage / too few wardens	10	14%
Would be spread too thinly / too large an area to cover	9	13%
Leave as is / works with current number / structure	9	13%
Community wardens would be overworked / overstretched / detrimental to community wardens themselves	7	10%
Don't know how this compares to current coverage / don't know enough to make a comment	7	10%
Disagree with proposals	6	8%
Community wardens are much needed	5	7%
Don't want to lose our community warden	4	7%
Potentially lose local knowledge / must be and stay local / awareness of local issues / needs	4	6%
Detrimentially affect vulnerable / elderly / receive a lot of community warden support	3	4%
Seems a good idea	3	4%
Concerned about accessibility / waiting times / must be accessible / available	3	4%
Community wardens act as a deterrent / lack of police / anti-social behaviour / crime will increase	3	4%
Must be a presence in all areas	2	3%
Community wardens are already very busy	2	3%

THEMES	Number of consultees answering (72)	% answering (72)
More wardens are required / not a reduction in numbers	1	1%
How can a reduction in staff provide the same level of service?	1	1%
Rural residents will be detrimentally affected	1	1%
Some areas will need more community wardens than others	1	1%
Seems like community wardens will be where they are most needed	1	1%
Would switch to a reactive service rather than proactive	1	1%
Don't know anything about community wardens	1	1%
Other	2	3%

Below are some example verbatim comments from consultees concerning the key themes identified:

**“The area will be too much with less wardens they won't be able to cope.”**

**“The wardens will be spread too thin on the ground and will not be so accessible when needed.”**

**“To cut the staff is not going to give us the quality we are receiving now.”**

**“Don't think the reduction of wardens will help the local community. They will be unable to visit clients when needed in an emergency.”**

## REDUCING COMMUNITY WARDEN AND MANAGEMENT POSTS

### Combined response from main consultation and Easy Read questionnaires

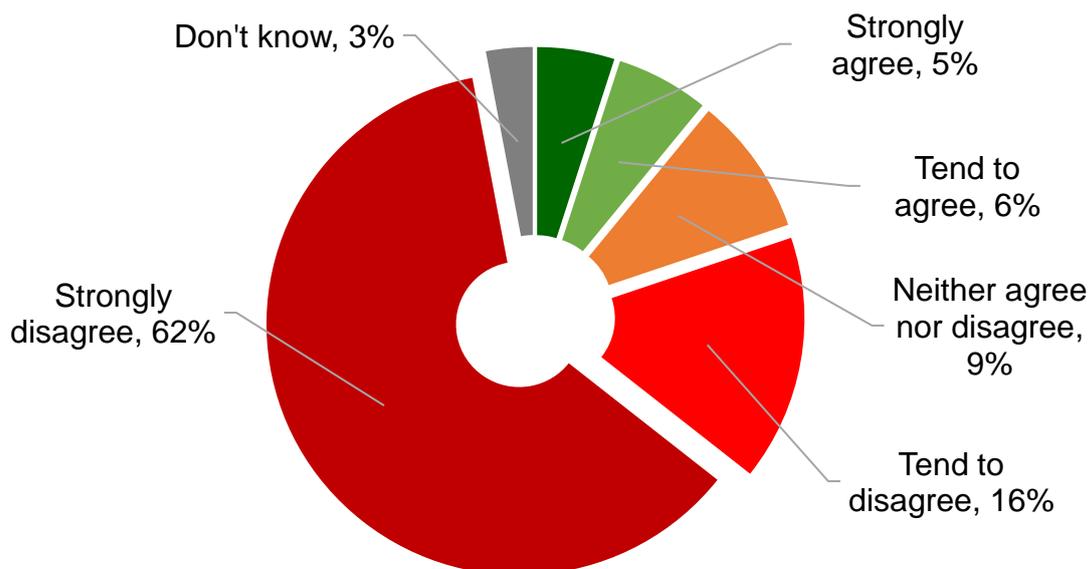
- Agreement is very low with 11% of consultees answering agreeing with the approach to achieve the £1 million saving by reducing the Community Warden service by 32 warden posts and two management posts.
- 78% of consultees disagree with this approach. Strength of disagreement is high with 63% strongly disagreeing with this approach. 8% indicated they neither agree nor disagree.

### Response from main consultation questionnaire

- 11% of consultees answering agree with the approach to achieve the £1 million saving by reducing the Community Warden service by 32 warden posts and two management posts.
- 78% of consultees disagree with this approach. Strength of disagreement is high with 62% strongly disagreeing with this approach to achieve the £1 million saving. 9% indicated they neither agree nor disagree.

**We have proposed to reduce the Community Warden service by 32 warden posts and two management posts to achieve the savings required. To what extent do you agree or disagree with this approach to achieve the £1 million saving?**

Base: all providing a response (1,220), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees of total answering (1,220)</b>	<b>% of total answering (1,220)</b>
Strongly agree	57	5%
Tend to agree	76	6%
Neither agree nor disagree	105	9%
Tend to disagree	189	16%
Strongly disagree	757	62%
Don't know	36	3%

### **Level of agreement - by service use and demographic**

- Consistent with overall proportions, agreement is very low across all demographic groups taking part in the consultation.
- A significantly lower proportion of consultees who indicated they have received support / a service from wardens agree (6%). Although it is worth noting that agreement amongst those who haven't received support / a service is also low (22%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (826)	50	6%
Not received service / support from warden service (355)	77	22%
Male (237)	37	16%
Female (462)	44	10%
Aged 35-49 (55)	5	9%
Aged 50-59 (91)	8	9%
Aged 60-64 (73)	8	11%
Aged 65-74 (184)	27	15%
Aged 75-84 (205)	22	11%
Aged 85 and over (66)	7	11%
Have a disability (208)	15	7%
Do not have a disability (567)	70	12%
Live in Ashford (61)	6	10%
Live in Canterbury (81)	11	14%
Live in Dartford (101)	13	13%
Live in Dover (56)	6	11%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Folkestone & Hythe (28 – caution low base)	7	25%
Live in Gravesham (102)	4	4%
Live in Maidstone (150)	10	7%
Live in Sevenoaks (44)	4	9%
Live in Swale (41)	4	10%
Live in Thanet (73)	15	21%
Live in Tonbridge & Malling (108)	13	12%
Live in Tunbridge Wells (19 – caution low base size)	7	37%

### **Response from Easy Read consultation questionnaires**

- Only 11% of consultees answering the Easy Read questionnaire indicated they agree with the plan outlined to save £1 million.
- 81% of consultees disagree.

**How much do you agree with our plan to save £1 million like this?** Base: all providing a response (120), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (120)</b>	<b>% answering (120)</b>
I really agree	4	3%
I mostly agree	10	8%
I do not mind	0	0%
I mostly do not agree	15	13%
I really do not agree	82	68%
I do not know	9	8%

Consultees were given the opportunity to provide their reasons for views on proposals to reduce the service by 32 warden posts and two management posts in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

78% of consultees provided a comment at this question.

23% of consultees answering stress that local communities need community wardens / they support communities / are much needed. 17% of consultees noted they do not wish for numbers to be reduced / believe the proposed cuts are too drastic.

17% of consultees believe the proposed reduction would significantly impact Community Warden service levels and 13% of consultees believe the reduction will be detrimental to the elderly / vulnerable and rural communities and people who need support will be missed.

Other concerns raised echo previous comments in terms of the proposed reductions putting pressure on other services and wardens becoming more overstretched.

**Please tell us the reason for your answer in the box below.** Base: all answering (963).

<b>THEMES</b>	<b>Number of consultees answering (963)</b>	<b>% answering (963)</b>
Communities need community wardens / support communities / community wardens are much needed	220	23%
Do not reduce numbers / cuts are too drastic	168	17%
Cuts will significantly impact service levels	164	17%
Detrimental to elderly / vulnerable / rural communities / people will be missed / slip through the cracks	128	13%
Make savings elsewhere (high earners / management / cut bonuses) or raise funds (residents pay small charge)	125	13%
Less community wardens will put pressure on other services - financial / resources	116	12%
Community wardens are / will be more overstretched / not enough of them	91	9%
Detrimental to communities / residents will suffer	83	9%
Continuity / continue service as is / no changes	81	8%
Will be an increase in anti-social behaviour / crime / lack of policing	72	7%
Understand proposals are needed to save money	67	7%
Too few community wardens for such a large area	53	6%

THEMES	Number of consultees answering (963)	% answering (963)
More community wardens are needed than the current allocations not less (before any proposed changes)	53	6%
Reduce community warden management posts not actual wardens	52	5%
Switch to a reactive not proactive service	33	3%
No other way / seems sensible	28	3%
Understand need to save money / make cuts / so accept that means a reduced head count	23	2%
All areas need a warden	22	2%
Don't know enough to make a comment / view	22	2%
Community wardens are not required / do not add value	20	2%
Agree provided current level of service / support is maintained	14	1%
Know nothing about community wardens	10	1%
Reduced number of wardens is better than none	6	1%
Other	60	6%

Below are some example verbatim comments from consultees concerned about proposed reductions / who believe the proposed cuts are too drastic:

**“It will render the service useless by removing the local knowledge and time to care aspect that the currently makes the warden such a vital part of the community. No one else is available to pick up the slack. They are vital.”**

**“They are policing our area. We will never see anyone and we need it.”**

**“This is a joke if you expect cover to be maintained. This will downgrade cover substantially and is lip service to providing a cover that will not be effective.”**

**“Cutting the service by half will have a knock on effect as communities will have reduced service, local knowledge will reduce and the potential for communities to withdraw their interaction with the service and other partners and agencies. As a service, we will lose vital intelligence and identifying of vulnerable people and highlighting of safety issues.”** (Parish / Town / Borough / District Council representative)

Below are some example verbatim comments from consultees who believe the proposed reduction would significantly impact Community Warden service levels and be detrimental to the elderly / vulnerable and rural communities and people who need support will be missed:

**“At a time when local policing is practically non-existent The wardens provide an essential deterrent to low level crime which is not picked up elsewhere. If warden numbers are reduced, other areas of council services will need to pick up the shortfall.”**

**“I strongly disagree with this plan of saving money. How will older residents contact clarion or the police if it's not an emergency issue? Most residents don't have access to online as their offices are now closed down in Kingshill.”**

**“The support currently provided by the wardens is stretching their time to support the more vulnerable. By reducing their numbers the support given will diminish to next to nothing.”**

### **Response from Easy Read consultation questionnaires**

66% of consultees provided a comment at this question.

25% of consultees answering stress that local communities need community wardens / they support communities / are much needed. 25% of consultees also noted they do not wish for numbers to be reduced / believe the proposed cuts are too drastic. 14% of consultees believe the reduction will lead to an increase in anti-social behaviour / crime.

**Please tell us the reason for your answer in the box below. Base: all answering (80).**

<b>THEMES</b>	<b>Number of consultees answering (80)</b>	<b>% answering (80)</b>
Communities need community wardens / support communities / community wardens are much needed	20	25%
Do not reduce numbers / cuts are too drastic	20	25%
Make savings elsewhere (high earners / management / cut bonuses) or raise funds (residents pay small charge)	14	18%
Will be an increase in anti-social behaviour / crime / lack of policing	11	14%
Cuts will significantly impact service levels	8	10%
Detrimental to communities / residents will suffer	8	10%
Community wardens are / will be more overstretched / not enough of them	7	9%
Continuity / continue service as is / no changes	5	6%
Detrimental to elderly / vulnerable / rural communities / people will be missed / slip through the cracks	5	6%
Don't know enough to make a comment / view	3	4%
Less community wardens will put pressure on other services - financial / resources	3	3%
Understand proposals are needed to save money	2	3%

THEMES	Number of consultees answering (80)	% answering (80)
Reduce community warden management posts not actual wardens	1	1%
Switch to a reactive not proactive service	1	1%
Community wardens are not required / do not add value	1	1%
Reduced number of wardens is better than none	1	1%
Other	2	3%

Below are some example verbatim comments from consultees concerning the common themes identified:

**"By cutting 32 wardens' jobs how does this help the service and improve things for residents."**

**"Our community needs responsible wardens to do their job. They are already stretched to fulfil their job. If any are cut they will find themselves isolated and be ill equipped to do their job."**

**"By cutting the amount of wardens it's going to put an awful lot of pressure on the wardens left."**

**"No visible policing. The warden's presence does give some sort of security to elderly people."**

## ALLOCATING WARDENS TO ELECTORAL WARDS

### Combined response from main consultation and Easy Read questionnaires

- Perceptions are very mixed with 35% of consultees answering agreeing with proposals to allocate wardens to electoral wards, and 32% of consultees disagreeing.
- 21% of consultees indicated they neither agree nor disagree with proposals and 12% indicated they don't know.

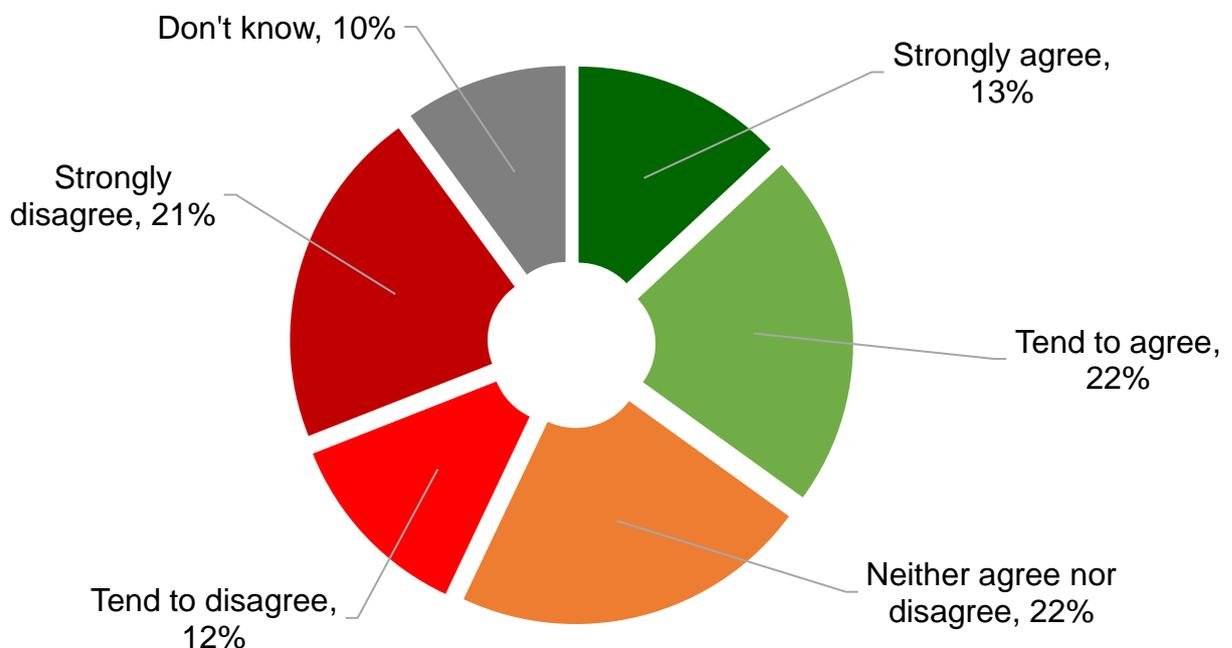
### Response from main consultation questionnaires

- Perceptions are very mixed with 35% of consultees answering agreeing with proposals to allocate wardens to electoral wards, and 33% of consultees disagreeing.
- 22% of consultees indicated they neither agree nor disagree with proposals and 10% indicated they don't know.

### To what extent do you agree or disagree with our proposals to...?

#### Allocate wardens to electoral wards

Base: all providing a response (1,165), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,165)</b>	<b>% answering (1,165)</b>
Strongly agree	151	13%
Tend to agree	260	22%
Neither agree nor disagree	254	22%
Tend to disagree	135	12%
Strongly disagree	246	21%
Don't know	119	10%

### **Level of agreement - by service use and demographic**

- A significantly lower proportion of consultees who indicated they have received support / a service from wardens agree (33%). Although it is worth noting that agreement amongst those who haven't received support / a service also remains under half (40%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (786)	256	33%
Not received service / support from warden service (343)	136	40%
Male (227)	82	36%
Female (430)	132	31%
Aged 35-49 (53)	14	26%
Aged 50-59 (90)	22	24%
Aged 60-64 (73)	24	33%
Aged 65-74 (174)	66	38%
Aged 75-84 (187)	64	34%
Aged 85 and over (57)	17	30%
Have a disability (197)	65	33%
Do not have a disability (539)	187	35%
Live in Ashford (59)	18	31%
Live in Canterbury (81)	30	37%
Live in Dartford (93)	33	35%
Live in Dover (52)	16	31%
Live in Folkestone & Hythe (27 – caution low base)	8	30%
Live in Gravesham (101)	31	31%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Maidstone (141)	43	30%
Live in Sevenoaks (43)	17	40%
Live in Swale (40)	12	30%
Live in Thanet (68)	26	38%
Live in Tonbridge & Malling (100)	30	30%
Live in Tunbridge Wells (19 – caution low base size)	9	47%

### **Response from Easy Read consultation questionnaires**

- Perceptions are mixed with 28% of consultees answering the Easy Read questionnaire indicating they agree with plans to have wardens in electoral wards.
- 29% of consultees indicated they disagree.
- There is considerable uncertainty with 31% of consultees indicating they do not know and 12% indicating they do not mind.

**How much do you agree with our plans to have wardens in electoral wards?** Base: all providing a response (114), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (114)</b>	<b>% answering (114)</b>
I really agree	13	11%
I mostly agree	19	17%
I do not mind	14	12%
I mostly do not agree	8	7%
I really do not agree	25	22%
I do not know	35	31%

## GROUPING WARDS TO REACH SET POPULATION RATIO

### Combined response from main consultation and Easy Read questionnaires

- Agreement is low with 22% of consultees answering agreeing with the proposal to group wards to reach a population ratio of approximately 6,000 to 12,000 residents per warden.
- 50% of consultees indicated they disagree with this proposal; 32% strongly disagree. 18% indicated they neither agree nor disagree and 10% indicated they don't know.

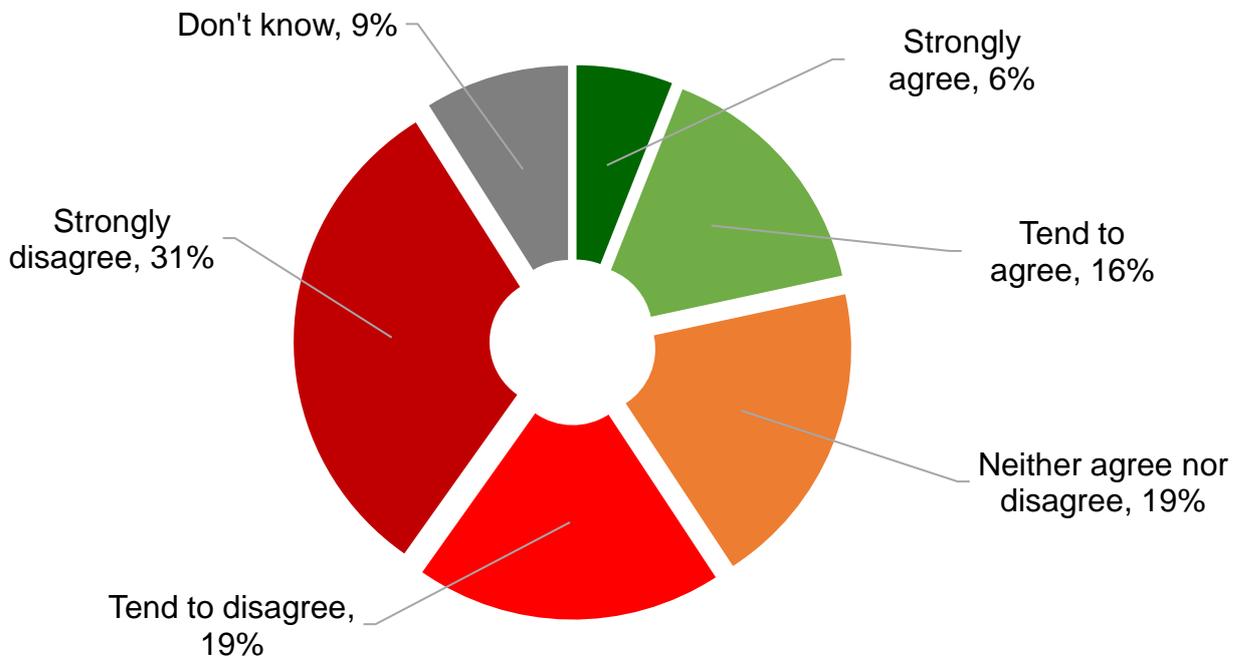
### Response from main consultation questionnaires

- 22% of consultees answering agree with the proposal to group wards to reach a population ratio of approximately 6,000 to 12,000 residents per warden.
- 50% of consultees indicated they disagree with this proposal; 31% strongly disagree. 19% indicated they neither agree nor disagree and 9% indicated they don't know.

### To what extent do you agree or disagree with our proposals to...?

#### Group wards to reach a population ratio of approximately 6,000 to 12,000 residents per warden

Base: all providing a response (1,077), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,077)</b>	<b>% answering (1,077)</b>
Strongly agree	64	6%
Tend to agree	170	16%
Neither agree nor disagree	206	19%
Tend to disagree	205	19%
Strongly disagree	336	31%
Don't know	96	9%

### **Level of agreement - by service use and demographic**

- A significantly lower proportion of consultees who indicated they have received support / a service from wardens agree (17%). Although it is worth noting that agreement amongst those who haven't received support / a service is also fairly low (30%).
- A significantly lower proportion of female consultees indicated they agree (18%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (720)	125	17%
Not received service / support from warden service (326)	99	30%
Male (213)	61	29%
Female (377)	67	18%
Aged 35-49 (49)	4	8%
Aged 50-59 (89)	22	25%
Aged 60-64 (69)	13	19%
Aged 65-74 (164)	36	22%
Aged 75-84 (151)	40	26%
Aged 85 and over (46)	7	15%
Have a disability (173)	31	18%
Do not have a disability (489)	108	22%
Live in Ashford (51)	11	22%
Live in Canterbury (75)	17	23%
Live in Dartford (87)	18	21%
Live in Dover (43)	6	14%
Live in Folkestone & Hythe (24 – caution low base)	6	25%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Gravesham (86)	19	22%
Live in Maidstone (127)	20	16%
Live in Sevenoaks (40)	10	25%
Live in Swale (36)	10	28%
Live in Thanet (64)	21	33%
Live in Tonbridge & Malling (97)	16	16%
Live in Tunbridge Wells (19 – caution low base size)	8	42%

### **Response from Easy Read consultation questionnaires**

- 21% of consultees answering the Easy Read questionnaire indicated they agree with plans to group smaller electoral wards together.
- 52% of consultees answering disagree.

**How much do you agree with our plans to group smaller electoral wards together?** Base: all providing a response (116), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (116)</b>	<b>% answering (116)</b>
I really agree	8	7%
I mostly agree	16	14%
I do not mind	12	10%
I mostly do not agree	12	10%
I really do not agree	49	42%
I do not know	19	16%

Consultees were given the opportunity to provide their reasons for views on proposals to allocate wardens to electoral wards and group wards to reach specified population ratios in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

63% of consultees provided a comment at this question.

33% of consultees answering noted they believe one community warden for 6,000-12,000 residents is inadequate / too much for one warden. Whilst some of the comments made infer that one warden is too many for the total range of 6,000-12,000 residents, some also refer to the likely percentage in need within this quantity and believing this is still too much.

19% of consultees believe the service level will be compromised and 9% comment on community wardens being overstretched / spread too thinly. 11% noted that some wards may have a greater need for community wardens than others.

9% of consultees answering indicate that the proposed reduction plans seem logical / make sense.

**Please tell us the reason for your answer in the box below.** Base: all answering (780)

<b>THEMES</b>	<b>Number of consultees answering (780)</b>	<b>% answering (780)</b>
One community warden for 6000-12000 residents is inadequate / too much for one community warden	261	33%
Service level will be compromised	150	19%
Some wards may have greater need than others	88	11%
Community wardens would be overstretched / spread too thinly	81	10%
Seems logical / makes sense	74	9%
Lack of local knowledge / must remain local / accessible	66	8%
Don't know enough / have enough knowledge to make a comment / view / don't understand it how it would work	48	6%
Cannot solely base this on numbers / other factors to consider	46	6%
Rural areas will be disadvantaged	44	6%
Detrimental to elderly / vulnerable / people will be missed	39	5%
Works well as is / should remain at current ratio	39	5%
Every ward must have a community warden	25	3%
Depends on how far apart the wards are geographically / waste time travelling around	21	3%
More community wardens are required not less	20	3%

THEMES	Number of consultees answering (780)	% answering (780)
What is the current ratio? / difficult to comment without information	20	3%
Disagree / don't like this method	20	3%
Needs to link with policing / Police Community Support Officers / concerned resources are stretched already	18	2%
By ward seems sensible / geographically close	17	2%
Community wardens are much needed / valuable to communities	16	2%
6000-12000 is far too broad a range	15	2%
Allocations should be based on other factors - parish councils / social care teams / villages / towns	13	2%
Disagree with allocating by ward / wards don't mean anything / populations could vary	12	2%
Community wardens are not required / do not add value	11	1%
Acceptable if current level of service / support is maintained	10	1%
Make savings elsewhere	5	1%
Know nothing about community wardens	5	1%
Other	57	7%

Below are some example verbatim comments concerning one community warden for 6,000-12,000 residents being perceived as inadequate / too much for one warden:

**“Community wardens will be stretched and not be able to be active within the community and being the person that vulnerable people rely on. They have no other person to approach and contact in some instances. There are no other services that can help the elderly and vulnerable or lonely people. We are being told to have warm hubs and meeting pop in but this is sometimes impossible without the community. wardens help. So many services have been cut already leaving people isolated which we are being told should not be happening.”** (Parish / Town / Borough / District Council representative)

**“Your maths do not add up. Dover district alone has 115,000 residents so even with a ratio of 12,000 residents per warden that would require 9 wardens. But you are proposing to halve the existing 11 wardens covering both Dover and Shepway districts.”** (Charity or voluntary, community and social enterprise (VCSE))

**“This is absolutely too many residents per warden staff, you will lose the staff you have left due to being overworked and over stretched and you will have angry residents because they will not get the help they need in time.”**

**“I do not see how one warden will be able to affectively support and build rapport with either a whole electoral ward or 6000-12,000 people. This will take away the personal**

**relationships that the wardens have with the residents of their communities.” (KCC employee)**

**“Many of the areas currently covered by Wardens are rural areas, therefore a 'ward' comprising 6,000 - 12,000 residents would cover a very large area geographically. This would result in less visibility in their assigned villages which would, in council's opinion, have a detrimental effect on these smaller rural communities.” (Parish / Town / Borough / District Council representative)**

Below are some example verbatim comments concerning perceptions of service levels being compromised, community wardens being overstretched / spread too thinly and some wards having a greater need for community wardens than others:

**“The amount you propose to change is so drastic. Some of the areas you plan to more than double the population, whilst reducing the amount of wardens. It's too much of a reduction. Wardens will surely we having to cover a greater distance to see less people now. The quality of care they are able to give will be affected through no fault of their own and the communities and their vulnerable individuals will suffer.”**

**“The current operation of a Community Warden covering a Town has proved invaluable. Personally, to move away to a Ward or Wards based structure would be both counterproductive and reduce the level of support currently provided.” (Parish / Town / Borough / District / County Councillor)**

**“I think it's not practical. Some wards will have more elderly living in them, more shops perhaps having anti-social behaviour especially near public transport (train stations etc). So in some cases not a fair distribution of responsibility.”**

**“Allocating by electoral ward may not reflect the need required in each area. Some wards are bigger and have more poverty than others. 6,000 residents in areas of greatest need is a huge number for one warden, whereas 12,000 residents in more affluent areas may be reasonable or easier to manage.” (KCC employee)**

### **Response from Easy Read consultation questionnaires**

52% of consultees provided a comment at this question.

33% of consultees answering noted they believe one community warden for 6,000-12,000 residents is inadequate / too much for one warden. Whilst some of the comments made infer that one warden is too many for the total range of 6,000-12,000 residents, some also refer to the likely percentage in need within this quantity and believing this is still too much.

19% of consultees believe the service level will be compromised and 9% comment on community wardens being overstretched / spread too thinly. 11% noted that some wards may have a greater need for community wardens than others.

9% of consultees answering indicate that the proposed reduction plans seem logical / make sense.

**Please tell us the reason for your answer in the box below. Base: all answering (64)**

<b>THEMES</b>	<b>Number of consultees answering (64)</b>	<b>% answering (64)</b>
Community wardens would be overstretched / spread too thinly	14	22%
One community warden for 6,000-12,000 residents is inadequate / too much for one community warden	10	16%
Seems logical / makes sense	9	14%
Service level will be compromised	8	13%
Works well as is / should remain at current ratio	7	11%
Lack of local knowledge / must remain local / accessible	5	8%
Community wardens are much needed / valuable to communities	4	6%
Detrimental to elderly / vulnerable / people will be missed	3	5%
Disagree / don't like this method	3	5%
Acceptable if current level of service / support is maintained	3	5%
Some wards may have greater need than others	2	3%
Don't know enough / have enough knowledge to make a comment / view / don't understand it how it would work	2	3%
Every ward must have a community warden	1	2%
Depends on how far apart the wards are geographically / waste time travelling around	1	2%
Allocations should be based on other factors - parish councils / social care teams / villages / towns	1	2%
Disagree with allocating by ward / wards don't mean anything / populations could vary	1	2%
Make savings elsewhere	1	2%
Comment unrelated to question	1	2%

Below are some example verbatim comments concerning the common themes identified can be found below:

**“This is too many people to support properly- community wardens will be run ragged.”**

**“For one person to be responsible for between 6,000 and 12,000 its totally unworkable.”**

**“With each warden supporting between 6,000-12,000 people there's very little chance of the service being effective.”**

**“It means fewer people with local knowledge being available almost instantly as is the current condition.”**

## GEOGRAPHICAL ALLOCATION POLICY

### Combined response from main consultation and Easy Read questionnaires

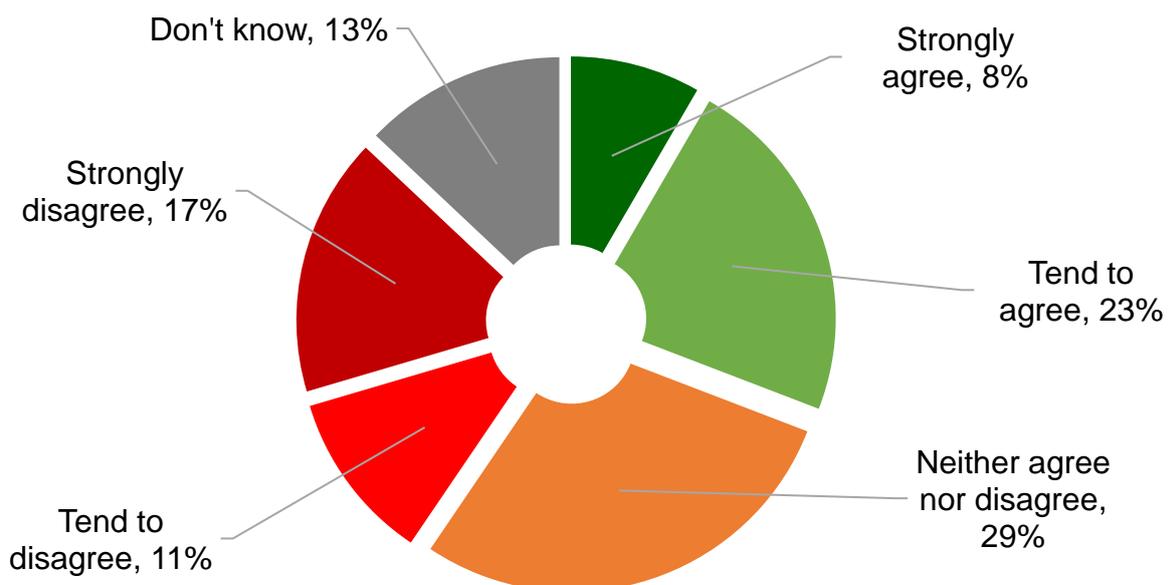
- Perceptions are very mixed with 31% of consultees answering agreeing with the approach to identify wards in which to base all wardens using data and information as described in the Geographical Allocation Policy, and 29% of consultees disagreeing.
- 27% of consultees indicated they neither agree nor disagree with proposals and 13% indicated they don't know.

### Response from main consultation questionnaire

- 31% of consultees answering agree with the approach to identify wards in which to base all wardens using data and information as described in the Geographical Allocation Policy, and 28% of consultees disagreeing.
- 29% of consultees indicated they neither agree nor disagree with proposals and 13% indicated they don't know.

**We have proposed to identify the wards in which to base all wardens using data and information as described in the Geographical Allocation Policy in the consultation document. To what extent do you agree or disagree with this approach?**

Base: all providing a response (1,176), the sum of individual percentages may not sum to 100% due to rounding.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,176)</b>	<b>% answering (1,176)</b>
Strongly agree	98	8%
Tend to agree	265	23%
Neither agree nor disagree	336	29%
Tend to disagree	129	11%
Strongly disagree	196	17%
Don't know	152	13%

### **Level of agreement - by service use and demographic**

- A significantly lower proportion of consultees who indicated they have received support / a service from wardens agree (28%). Although it is worth noting that agreement amongst those who haven't received support / a service is also under half (37%).

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Received service / support from warden service (791)	220	28%
Not received service / support from warden service (347)	129	37%
Male (233)	75	32%
Female (438)	128	29%
Aged 35-49 (55)	15	27%
Aged 50-59 (92)	24	26%
Aged 60-64 (72)	18	25%
Aged 65-74 (178)	65	37%
Aged 75-84 (193)	60	31%
Aged 85 and over (58)	14	24%
Have a disability (203)	61	30%
Do not have a disability (548)	170	31%
Live in Ashford (59)	21	36%
Live in Canterbury (79)	35	44%
Live in Dartford (100)	31	31%
Live in Dover (53)	12	23%
Live in Folkestone & Hythe (27 – caution low base)	5	19%
Live in Gravesham (97)	25	26%

<b>NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)</b>	<b>Number of consultees answering</b>	<b>% of consultees answering</b>
Live in Maidstone (142)	34	24%
Live in Sevenoaks (43)	10	23%
Live in Swale (41)	9	22%
Live in Thanet (69)	26	38%
Live in Tonbridge & Malling (103)	29	28%
Live in Tunbridge Wells (18 – caution low base size)	9	50%

### **Response from Easy Read consultation questionnaires**

- Perceptions are mixed with 37% of consultees answering the Easy Read questionnaire indicating they agree with plans surrounding the Geographical Allocation Policy.
- 43% of consultees indicated they disagree.

**How much do you agree with our plan to do this?** Base: all providing a response (110), the sum of individual percentages may not sum to 100% due to rounding.

	<b>Number of consultees answering (110)</b>	<b>% answering (110)</b>
I really agree	18	16%
I mostly agree	23	21%
I do not mind	5	5%
I mostly do not agree	13	12%
I really do not agree	34	31%
I do not know	17	15%

Consultees were given the opportunity to provide their reasons for their views on proposals as described in the Geographical Allocation Policy in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

44% of consultees provided a comment at this question; significantly fewer than previous free text questions.

18% of consultees answering believe a data based approach makes sense. 15% of consultees expressed the approach should be determined by needs which is difficult to quantify and then make decisions upon. 7% of consultees stressed that decisions should not be made on data only.

Other comments reiterated concerns referenced previously with regards to community wardens being spread too thinly (12%) and a desire to keep the service as it is (10%).

**Please tell us the reason for your answer in the box below.** Base: all answering (544).

<b>THEMES</b>	<b>Number of consultees answering (544)</b>	<b>% answering (544)</b>
Makes sense / agree approach should be based on data	100	18%
Must be determined by needs (difficult to quantify)	84	15%
Community wardens will be spread too thinly / not enough wardens for proposed numbers	64	12%
Keep service as is / no changes / keep existing and areas / do not make cuts	57	10%
Decisions shouldn't be made on data only	39	7%
Don't know enough / not enough information to comment	38	7%
Data not accurate (unreported incidents) / out of date / how often is data reviewed?	37	7%
Not just vulnerable people or certain demographics that need the Community Warden service / wardens for all	33	6%
Must support vulnerable / elderly / detrimentally affected	31	6%
Every area must be covered	29	5%
Essential to be community based / have local knowledge	27	5%
More consideration must be given to rural areas	27	5%
Community wardens are vital / needed	22	4%
Don't understand / too complicated / can't comment	22	4%
Service will be compromised / less effective service	21	4%

<b>THEMES</b>	<b>Number of consultees answering (544)</b>	<b>% answering (544)</b>
Demography not geography	17	3%
Community wardens are not necessary / do not add value	9	2%
Don't know anything about community wardens	3	1%
Clear boundaries for community wardens	2	0%
Other	51	9%

Below are some example verbatim comments from consultees who agree it makes sense / approach should be based on data:

**“I agree that using that data to understand need is the right thing to do but wardens should not be too restricted / tied to those wards.”**

**“Because vulnerable people exist everywhere and you will be missing people by not covering all wards.”**

**“Resourcing according to demand is a sensible approach when you have fewer resources to call upon.”**

Below are some example verbatim comments from consultees who expressed that the approach should be determined by needs / difficult to quantify and that decisions should not be made on data only:

**“I do not believe that geographical information is relevant it should be based on community needs.”**

**“A high or low population does not necessarily mean a high or low need! There are often pockets of needs in different sized areas.”**

**“Different geographical areas probably have different needs but those needs are not really quantifiable.”**

**“Giving parity across the districts for equal number of wardens does not represent the needs in particular districts.”**

## **Response from Easy Read consultation questionnaires**

40% of consultees provided a comment at this question; significantly fewer than previous free text questions.

14% of consultees answering believe a data based approach makes sense. 12% of consultees expressed the approach must support the vulnerable / elderly / detrimentally affected.

**Please tell us the reason for your answer in the box below.** Base: all answering (49).

<b>THEMES</b>	<b>Number of consultees answering (49)</b>	<b>% answering (49)</b>
Keep service as is / no changes / keep existing and areas / do not make cuts	14	29%
Makes sense / agree approach should be based on data	7	14%
Must support vulnerable / elderly / detrimentally affected	6	12%
Essential to be community based / have local knowledge	5	10%
Community wardens are vital / needed	5	10%
Community wardens will be spread too thinly / not enough wardens for proposed numbers	3	6%
Service will be compromised / less effective service	3	6%
Not just vulnerable people or certain demographics that need the Community Warden service / wardens for all	2	4%
Every area must be covered	2	4%
More consideration must be given to rural areas	2	4%
Must be determined by needs (difficult to quantify)	1	2%
Decisions shouldn't be made on data only	1	2%
Don't know enough / not enough information to comment	1	2%
Other	6	12%

Below are some example verbatim comments from consultees concerning the key themes identified:

**“It is important that they retain the wardens in the community they know and can help with their knowledge.”**

**“The voice of the most vulnerable will be lost. It is the local warden who helps recognise need.”**

**“This is a needs led service nothing replaces on the spot in the neighbourhood.”**

## IMPACT OF PROPOSED SERVICE CHANGES

Consultees were given the opportunity to explain how the proposed service changes would affect them or the person / organisation they are responding on behalf of, in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

75% of consultees provided a comment at this question.

19% of consultees answering believe the proposed service changes will be detrimental to the elderly / vulnerable / rural residents. With the proposed changes, 18% of consultees believe the community wardens will be less accessible / available and there will be a lack of support / help possible for communities.

15% indicated they will feel less safe / secure and they will be more crime / anti-social behaviour and the proposed service changes will cause isolation / people will be missed and will affect mental health and wellbeing of communities.

Other comments reiterated concerns referenced previously with regards to community wardens being less physically present / local knowledge reducing (12%) and community wardens being spread to thinly (11%).

**Please tell us how the proposed service changes could affect you or the person / organisation you are responding on behalf of.** Base: all answering (932).

<b>THEMES</b>	<b>Number of consultees answering (932)</b>	<b>% answering (932)</b>
Detrimental to elderly / vulnerable / rural residents	180	19%
Community wardens will be less accessible / available / less contact for communities	164	18%
Will be a lack of support / help for communities	162	17%
Community wardens are essential / relied upon / lifeline / lost without community warden	161	17%
Feel less safe / secure / more crime / anti-social behaviour	144	15%
Cause isolation / people will be missed / fall through the cracks / affect mental health / wellbeing	129	14%
They won't affect me	114	12%
Physical presence in community is essential / lack of local knowledge / lack of continuity	109	12%
Community wardens spread thinly / less time to focus on communities	102	11%

THEMES	Number of consultees answering (932)	% answering (932)
Detrimental to communities / communities / residents will suffer	92	10%
Service / effectiveness compromised	91	10%
Community wardens alleviate pressure on other agencies / link with other agencies	69	7%
Community wardens organise / get involved with community activities / bring communities together / interested in communities	58	6%
All areas must have a warden / don't want to lose my warden	51	5%
Disagree with cuts / reducing number of community wardens / reducing service	41	4%
Don't know anything about / never used the Community Warden service / never see community warden	41	4%
Lack of information / signposting	38	4%
Less responsive / delayed response	37	4%
Lack of police	27	3%
Put more pressure on other services	26	3%
Put pressure on wardens themselves	17	2%
Switch from being proactive to reactive	15	2%
Hopefully I won't see any changes / glad service is continuing	11	1%
Community wardens are not required / do not add value	4	0%
Don't know	9	1%
Other	33	4%

The table below is filtered on consultees who indicated they have received support / a service from a community warden only. It further emphasises the key concerns raised at a total level:

- Detrimental to elderly / vulnerable / rural residents (22%)
- Community wardens will be less accessible / available / there will be less contact for communities (22%)
- Will be a lack of support / help for communities (20%)

**Please tell us how the proposed service changes could affect you or the person / organisation you are responding on behalf of.** Base: all who indicated they have received support / a service from community warden (650).

THEMES	Number of consultees answering (650)	% answering (650)
Detrimental to elderly / vulnerable / rural residents	142	22%
Community wardens will be less accessible / available / less contact for communities	140	22%
Will be a lack of support / help for communities	133	20%
Community wardens are essential / relied upon / lifeline / lost without community warden	125	19%
Cause isolation / people will be missed / fall through the cracks / affect mental health / wellbeing	112	17%
Feel less safe / secure / more crime / anti-social behaviour	103	16%
Physical presence in community is essential / lack of local knowledge / lack of continuity	87	13%
Community wardens spread thinly / less time to focus on communities	82	13%
Detrimental to communities / communities / residents will suffer	70	11%
Service / effectiveness compromised	69	11%
Community wardens alleviate pressure on other agencies / link with other agencies	57	9%
Community wardens organise / get involved with community activities / bring communities together / interested in communities	50	8%
All areas must have a warden / don't want to lose my warden	38	6%
Lack of information / signposting	34	5%
Disagree with cuts / reducing number of community wardens / reducing service	33	5%
Less responsive / delayed response	33	5%
Put more pressure on other services	23	4%

THEMES	Number of consultees answering (650)	% answering (650)
Lack of police	22	3%
Put pressure on wardens themselves	16	2%
Switch from being proactive to reactive	12	2%
Hopefully I won't see any changes / glad service is continuing	6	1%

Below are some example verbatim comments from consultees expressing concern that proposed changes will be detrimental to elderly / vulnerable / rural residents:

**“The partnership we have with many wardens is essential for keeping people living with dementia safe and able to live in their own home. Together we have kept multiple people in their own homes for longer. If community wardens cannot do their vital work more people will require social care more quickly.”** (Charity or voluntary, community and social enterprise (VCSE))

**“Reduction in service will not directly affect me, but having worked with somebody who once was a warden, I know how devastating this will be for the most vulnerable. Also, my organisation has worked in partnership with them, and I’ve seen first-hand how crucial this service is and how they build and make relationships with vulnerable residents and the organisations that can help them.”**

**“I am a disabled woman who has been the victim of crime in my community. A reduction of community safety wardens will only increase this risk going forwards.”**

**“I’m aware of the valuable work the wardens do in the community. While wardens don’t give life-saving treatment, they are a lifeline to many people. Without wardens, elderly people will die, mentally ill patients will commit suicide and those in debt won’t know where to go for support. Without regular checks, people will die and when they do, they will not be found for weeks.”**

Below are some example verbatim comments from consultees expressing concern that community wardens will be less accessible / available / there will be less contact for communities:

**“Many of our elderly or vulnerable clients rely on wardens for all kinds of things including advice, support, help with bringing them food parcels, assistance with gas/electric and many other things.”** (Charity or voluntary, community and social enterprise (VCSE))

**“It will reduce confidence in living a safe and healthy lifestyle not knowing if I can call on the community warden for assistance for myself or a needing neighbour, vulnerable person.”**

**“If the weekly coffee morning is lost, then it would have a very negative affect on social inclusion. This is often the only opportunity single and lonely people have to meet up in our**

**village which does not place any need to belong to a society or group. We no longer have a cafe or post office etc.”**

Below are some example verbatim comments from consultees expressing concern that there will be a lack of support / help for communities:

**“We will be back in the position of having unequal access into most of the services that towns folk can easily access. We won’t have a visible reassuring presence of someone we know we can go to and trust to help us sort things out.”**

**“The Community wardens are an invaluable asset to the community. As a local beat officer, I work closely with the community wardens to support repeat victims and vulnerable people in the community. They are welcomed and liked by the vast majority and facilitate our investigations by being empowering communities and providing support, not only from themselves, but facilitating other partner agencies.”**

**“Vulnerable residents will lose first-hand information regarding local scams and potentially become victims. Local Information will be lost regarding those in poverty and extremely vulnerable. Residents will not be able to engage with a warden who is simply not there. Loose ability to signpost to other agencies. Loss of information sharing with the police. Reassuring presence of local warden big loss to the community.”**

**“The proposed changes could mean that vulnerable people are left with nowhere to turn. As a Parish Council we may be contacted by residents who have nowhere else to turn. We have neither the expertise nor staff or resources to deal with this. Up until now we have signposted on to the KCC Warden service and residents have been contacted / visited quickly. It sounds like this will no longer happen.”** (Parish / Town / Borough / District Council representative)

**"Cutting money, any kind of funding at all from the bottom up for the services that KCC wardens offer is outrageous, utterly outrageous because they are taking on the job of social services, mental health services, carers. I know this is not their role particularly, but the way I see the things that they do, they don't have a role in that sense. They are so open to helping you in regards to your needs. They have been utterly incredible and lifesaving. My community warden has helped me address issues with the home and issues with noise like and social anti-social issues and also anti-social behaviour issues and things not with me personally, with the property I'm living in and the area. I think probably most what he did was he enabled me to safely in a safe space, in a safe way, build my confidence again.”**

## **Response from Easy Read consultation questionnaires**

54% of consultees provided a comment at this question.

With the proposed changes, 38% of consultees believe the community wardens will be less accessible / available and 27% believe there will be a lack of support / help possible for communities. 24% indicated they will feel less safe / secure and they will be more crime / anti-social behaviour.

**Please tell us how the proposed service changes could affect you or the person / organisation you are responding on behalf of.** Base: all answering (66).

<b>THEMES</b>	<b>Number of consultees answering (66)</b>	<b>% answering (66)</b>
Community wardens will be less accessible / available / less contact for communities	25	38%
Will be a lack of support / help for communities	18	27%
Feel less safe / secure / more crime / anti-social behaviour	16	24%
Community wardens are essential / relied upon / lifeline / lost without community warden	7	11%
Physical presence in community is essential / lack of local knowledge / lack of continuity	7	11%
Detrimental to communities / communities / residents will suffer	7	11%
Detrimental to elderly / vulnerable / rural residents	6	9%
Community wardens spread thinly / less time to focus on communities	6	9%
Cause isolation / people will be missed / fall through the cracks / affect mental health / wellbeing	5	8%
All areas must have a warden / don't want to lose my warden	3	5%
Disagree with cuts / reducing number of community wardens / reducing service	3	5%
Lack of information / signposting	3	5%
Less responsive / delayed response	2	3%
Put more pressure on other services	2	3%
Community wardens alleviate pressure on other agencies / link with other agencies	1	2%
Community wardens organise / get involved with community activities / bring communities together / interested in communities	1	2%
Lack of police	1	2%
Hopefully I won't see any changes / glad service is continuing	1	2%

Below are some example verbatim comments from consultees concerning the key themes identified:

**“Isolate us even further. Lose the help and trust of someone we know and can assist when needed.”**

**“Little/no support vulnerable locals lost and not supported. Lack of stability to young people. More need, more crime and more cost.”**

**“We will feel a lot safer with personal contact. It will cut down any trouble and act as a deterrent.”**

**“I would not know who to go to for help + advice especially as I have a learning disability and find phones and internet difficult.”**

## FACTORS CONSULTEES WOULD LIKE TO SEE CONSIDERED / PUT IN PLACE IF WARDENS NEED TO BE WITHDRAWN

Consultees were given the opportunity to describe what they would like to see considered or put in place if wardens need to be withdrawn from an area, in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

75% of consultees provided a comment at this question.

A number of comments made at this question re-emphasised previous requests to keep the Community Warden service as it is (22%), concern that the vulnerable / elderly will be most adversely affected / people will be missed (12%) and stressing that community wardens cannot be replaced / have a significant impact on residents (10%).

Of the areas put forward for consideration, the most common are:

- Increased police presence / Police Community Support Officers (PCSO) / better response / CCTV in community (15%)
- Residents knowing who and how to contact for help report issues / and receive responses to them (12%)
- More of a focus on residents – support / help / wellbeing / prevent isolation / checks / visits residents (9%)
- Community based resources / that are accessible / a visits area (8%)

**What would you like us to ensure is considered or put in place if wardens need to be withdrawn from an area?** Base: all answering (923).

THEMES	Number of consultees answering (923)	% answering (923)
Keep Community Warden service as is / no cuts / reduction in service / keep my warden	199	22%
Increased police presence / PCSO / better response / CCTV in community	134	15%
Vulnerable / elderly / will be most adversely affected / people will be missed / must be provided for	114	12%
Residents knowing who and how to contact for help report issues / and receive responses to them	109	12%
Community wardens cannot be replaced / significant impact on residents / lose personal relationships	95	10%

THEMES	Number of consultees answering (923)	% answering (923)
More of a focus on residents – support / help / wellbeing / prevent isolation / checks / visits residents	81	9%
Community based resources / that are accessible / a place where residents can visit wardens	75	8%
Community wardens are much needed / essential service / do not withdraw service	73	8%
Provision of information about services / advertise / publicise services available	69	7%
A service with same remit / help and support as existing Community Warden service	56	6%
Support from other organisations / liaising with other agencies	51	6%
Group / community / meetings / community hubs	50	5%
A dedicated phone number / helpline / emergency number / staffed not answerphone / email address	49	5%
Communication / information / ability to contact through various different methods (excluding telephone)	43	5%
Consideration of impact on support facilities in rural areas / already lacking	39	4%
Crime rates / anti-social behaviour / expected to rise	36	4%
Make savings elsewhere / find money from elsewhere so service can continue	31	3%
Need more wardens / overstretched	29	3%
Feeling safe / secure / reassured in community	28	3%
Proposals / less community wardens will put pressure on other services - financial / resources	26	3%
Some level of Community Warden service even if reduced	24	3%
A service that is available to all residents	22	2%
The service must be proactive not reactive, but changes will mean it is reactive not proactive / puts pressure on other services	19	2%
Don't know anything about / never used the community warden service / no Community Warden service here	19	2%
Facilities / schools / GPs / public transport	17	2%
More engagement / help from volunteer groups	15	2%
Age / vulnerability / disability of residents	15	2%
Support from NHS / social services	10	1%
Proposal won't work / not feasible	10	1%

THEMES	Number of consultees answering (923)	% answering (923)
Community wardens are not required / do not add value / not needed	7	1%
The degree of affluence / poverty / deprivation / working status of residents before making cuts	6	1%
Areas of high need must receive same level of service	6	1%
Other	50	5%

Below are some example verbatim comments concerning the most common areas for consideration:

**“Our isolation as a rural environment who has no other resources available , limited or unequal access to any other service so we will need a health centre, police officer, bus service, foodbank , social worker of some sort.”**

**“If Community Warden is withdrawn from the area police presence and contactability should be increased accordingly.”**

**“The next step is to allocate more police to the area to respond to issues which you can’t do. No one takes notice of PCSOs because generally people view police in a negative light. Wardens are normal civilians who often work closely with the local community in other ways therefore have more respect.”**

**“Make sure it is very, very well advertised and make the methods of contacting the most local warden as clear and easy as possible.”**

**“That there is a named person to contact at any time, and that they have a visible presence within this community.”**

**“If the warden is withdrawn from our area, I would need to know how KCC are going to bridge this gap - telephone numbers, websites and a named contact, at the very least, should be made available so people know who to turn to when they would have usually asked the warden. Our community does however, value the relationship with the warden, and removing the warden would make the service very impersonal and I am sure people would be put off using alternatives.”**

**“Removal of wardens would mean that many clients would struggle as we rely on co operating with such a provision to enable our clients to access help for complex needs.”**  
(Charity or voluntary, community and social enterprise (VCSE))

**“There are currently many vulnerable residents that are supported by the warden service. If that service were to be withdrawn or drastically reduced it is likely that these residents would be left unsupported, especially as the majority have been unable to engage with other agencies. The fact that there is one point of contact is vital for these residents.”**  
(Parish / Town / Borough / District Council representative)

**“What they currently do is rather unmeasurable and often under the radar. In a sense there is no alternative replacement if a warden is withdrawn. Local people will have to fend for themselves in the world of multiple agencies trying to support the vulnerable when there is less tying them together. Perhaps there should be a "One stop shop" phone line for all social type queries to help direct people appropriately.”** (Charity or voluntary, community and social enterprise (VCSE))

**“The needs of the elderly, disabled and vulnerable should be maintained and alternative ways to bring people together to provide information and support needs to be considered. Local services such as police, healthcare, social services are all at breaking point and the whole system needs to be looked at to ensure money is used in the most efficient way to benefit the whole community and prevent crime, unsocial behaviour and loneliness. We all need to do what we can to help build better communities and learn to respect everyone and their needs. Reducing the presence of a community warden will just cause more social problems.”**

**“Proper visible (on the street) presence, to other intelligence and prevent crime. Yes, the police's job really, but they too neither have the money nor the resource.”**

### **Response from Easy Read consultation questionnaires**

55% of consultees provided a comment at this question.

A number of comments made at this question re-emphasised previous requests to keep the Community Warden service as it is (22%), concern that the vulnerable / elderly will be most adversely affected / people will be missed (12%) and stressing that community wardens cannot be replaced / have a significant impact on residents (10%).

Of the areas put forward for consideration, the most common are:

- Increased police presence / Police Community Support Officers (PCSO) / better response / CCTV in community (15%)
- Residents knowing who and how to contact for help report issues / and receive responses to them (12%)
- More of a focus on residents – support / help / wellbeing / prevent isolation / checks / visits residents (9%)
- Community based resources / that are accessible / a visits area (8%)

**We are thinking about making some big changes to the Community Warden Service. It will probably change how you can use the Community Warden Service. If this happens, tell us below about anything important we can do for you?** Base: all answering (67).

THEMES	Number of consultees answering (67)	% answering (67)
Keep Community Warden service as is / no cuts / reduction in service / keep my warden	29	43%
Residents knowing who and how to contact for help report issues / and receive responses to them	10	15%
Community wardens are much needed / essential service / do not withdraw service	10	15%
More of a focus on residents – support / help / wellbeing / prevent isolation / checks / visits residents	6	9%
Community based resources / that are accessible / a place where residents can visit wardens	4	6%
A dedicated phone number / helpline / emergency number / staffed not answerphone / email address	4	6%
Feeling safe / secure / reassured in community	4	6%
Group / community / meetings / community hubs	3	4%
Increased police presence / PCSO / better response / CCTV in community	2	3%
Vulnerable / elderly / will be most adversely affected / people will be missed / must be provided for	2	3%
Support from other organisations / liaising with other agencies	2	3%
Community wardens cannot be replaced / significant impact on residents / lose personal relationships	1	1%
Communication / information / ability to contact through various different methods (excluding telephone)	1	1%
Consideration of impact on support facilities in rural areas / already lacking	1	1%
Make savings elsewhere / find money from elsewhere so service can continue	1	1%
Some level of Community Warden service even if reduced	1	1%
Proposal won't work / not feasible	1	1%
Other	3	4%

Below are some example verbatim comments concerning the most common areas for consideration:

**“I think it would be sad and people would feel supported as they are with having wardens, which is very important for safety as well or having a person who you can speak to if you have any concerns.”**

**“Providing a regular, easily accessible focus of help.”**

**“I need to know who to contact when I need help or information.”**

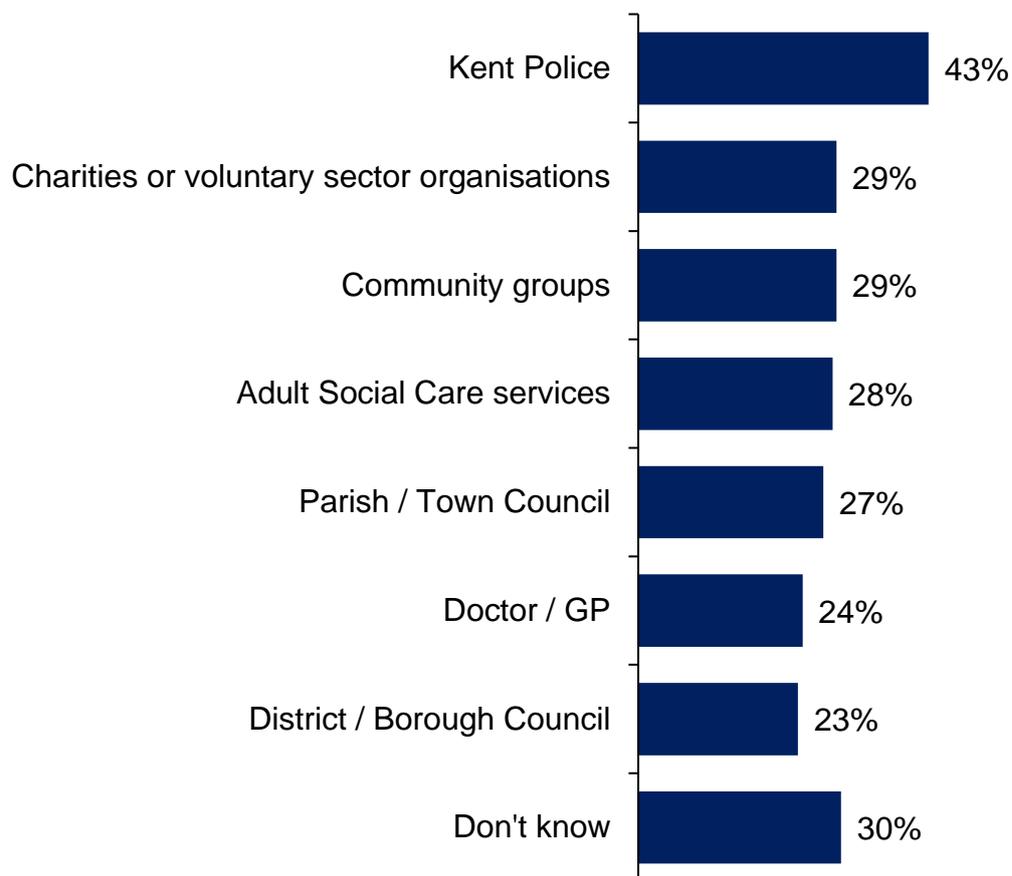
**“Have easily accessible phone lines -details given to parish office for residents to check in for.”**

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## LIKELY ALTERNATIVE SOURCES IF COMMUNITY WARDEN SERVICE IS WITHDRAWN

- 43% of consultees indicated they would turn to Kent Police if the Community Warden service was withdrawn from their area.
- Broadly equal proportions indicated they would turn to charities or voluntary sector organisations (29%), community groups (29%), Adult Social Care services (28%) and their Parish / Town Council (27%).
- Just under a third of consultees (30%) indicated they didn't know who they would turn to.

**If the Community Warden service is withdrawn from your area, what alternative sources do you think you would turn to?** Base: all answering (1,192), consultees had the option to select more than one response.



<b>SUPPORTING DATA TABLE</b>	<b>Number of consultees answering (1,192)</b>	<b>% answering (1,192)</b>
Kent Police	507	43%
Charities or voluntary sector organisations	347	29%
Community groups	347	29%
Adult Social Care services	340	28%
Parish / Town Council	323	27%
Doctor / GP	288	24%
District / Borough Council	280	23%
Don't know	354	30%

The table below is filtered on consultees who indicated they have received support / a service from a community warden only. It outlines broadly consistent proportions with those observed amongst all consultees.

**If the Community Warden service is withdrawn from your area, what alternative sources do you think you would turn to?** Base: all consultees who indicated they have received support / a service from community wardens (808), consultees had the option to select more than one response.

	<b>Number of consultees answering (808)</b>	<b>% answering (808)</b>
Kent Police	333	41%
Charities or voluntary sector organisations	250	31%
Community groups	243	30%
Adult Social Care services	242	30%
Parish / Town Council	226	28%
Doctor / GP	210	26%
District / Borough Council	194	24%
Don't know	256	32%

## **Response from Easy Read consultation questionnaires**

- The most common point of call amongst those completing the Easy Read questionnaire is also Kent Police (40%), followed by charities or voluntary sector organisations and voluntary or community groups.
- 24% indicated they would turn to their doctor / GP.
- 40% indicated they didn't know.

**If the Community Warden service is stopped in your area, where do you think you will go for help?** Base: all consultees who indicated they have received support / a service from community wardens (106), consultees had the option to select more than one response.

	Number of consultees answering (106)	% answering (106)
Kent Police	42	40%
Charities or voluntary sector organisations	26	25%
Voluntary or community groups	25	24%
Adult Social Care services	20	19%
Parish / Town Council	23	22%
Doctor / GP	25	24%
District / Borough Council	15	14%
I do not know	42	40%
Something else	6	6%

## ANY OTHER COMMENTS ON PROPOSALS

At the end of the questionnaire, consultees were given the opportunity to provide any other comments or suggestions on the proposals in their own words. For the purpose of reporting, we have reviewed respondents' comments and have grouped common responses together into themes. These are reported in the tables below.

### **Response from main consultation questionnaires**

36% of consultees provided a comment at this question; significantly lower than other free text questions.

28% of consultees answering requested that savings are made elsewhere (from high earners / management / bonuses) or raise funds to support the Community Warden service.

The majority of others comments re-emphasised previous feedback provided, i.e. do not make cuts to service (24%), community wardens are vital / essential / relied upon (16%), will put additional pressure onto other services / is short-sighted (10%) and will be detrimental to vulnerable groups / rural residents (9%).

**Do you have any additional feedback on our proposals and/or suggestions on how else we could make savings to our Community Warden service budget?** Base: all answering (443).

THEMES	Number of consultees answering (443)	% answering (443)
Make savings elsewhere (high earners / management / bonuses) or raise funds	126	28%
Do not make cuts to Community Warden service / keep as is / keep my warden	107	24%
Community wardens are vital / essential / relied upon	69	16%
Short-sighted proposals / adds extra pressure onto other services / financial / resources	45	10%
Detrimental to vulnerable groups / rural residents	40	9%
Raise funds from elsewhere (residents pay small charge / offer services charge)	37	8%
Criticism of consultation / concern changes will be made anyway irrespective of feedback / consultation length / means of access may have stopped some from participating	27	6%
Reduce community warden management posts but not actual wardens	26	6%
Community Warden service / effectiveness will deteriorate / leading to it being phased out	22	5%
Cuts to numbers / service / budget will be detrimental to communities / residents	21	5%

THEMES	Number of consultees answering (443)	% answering (443)
Suggestions for Community Warden service (alternative ways of working / drop in support / telephone contact / working with other agencies)	18	4%
Make use of volunteers	17	4%
Outsource service / under a different remit / spread duties throughout other agencies	17	4%
Community wardens are not required / do not add value	15	3%
Reevaluate role of community wardens / effectiveness	14	3%
Suggestions for saving money / raising funds for Community Warden service (part time hours, sourcing grants, charge agencies for work conducted)	14	3%
Need more community wardens not less / increase community warden budget	10	2%
Don't know enough about the Community Warden service to comment	9	2%
Community wardens should focus on where they are needed / not all areas will need a warden	4	1%
Other	35	8%

Below are some example verbatim comments from consultees suggesting savings should be made elsewhere or funds should be raised to support the service:

**“Make the savings elsewhere and not from the Community Warden provision. £1 million pounds could be taken out of managing, including County Councillors, rather than from service provision.”**

**“Staffing levels in county hall to be reviewed. Front line services have got to be maintained. It is absolute foolishness to cut anything back that helps people live a better life. People matter.”**

**“The alternative to making savings is to raise money from elsewhere. Rates have been increased recently- maybe the share could be tweaked.”**

**“I would suggest that savings are found from elsewhere because as previously stated they provide a valuable preventative service and if withdrawn or reduced in any way would be very likely to cost more money in the long run so would not achieve the cost cutting target.”**

**“A certain percentage of council tax to be paid to community wardens? It's already paid to police why not community wardens?”**

**“Look to access further government grants and explore funding initiatives from the private sector - advertising in vans for charities and business that help. Tru- call for telephone blocking by scammers.”**

**“Would there be scope for approaching partners to consider a joint funding strategy administered by KCC along the lines of the KIDAS provision for Domestic Abuse.”**

**“Raise additional revenues by levying fees to Parish Councils where services are provided to vulnerable individual residents or where attendance at Community events is necessary. Raise revenue through penalty levies issued for dangerous parking rather than just relying on Police, who don't have resources to even attend regular highway obstruction and safety incidence. In other words raise extra revenues to keep funding the existing service rather than reducing services to meet public funding deficits.”**

**“Have you considered corporate sponsorship to meet the funding gap? Many large companies with Social Responsibility programmes would see strong alignment with the role of CWS and it offers very high visibility. How much is the current CWS worth to the NHS / Ambulance service / Police? Surely they will end up picking up the human consequences of a reduced CWS.”**

Below are some example verbatim comments from consultees suggesting the proposals are short-sighted / add extra pressure onto other services / financial / resources:

**“The Kent Community Warden service was an innovation 20 years ago. Today it remains a very positive service and a visible benefit that KCC provides to many thousands of residents. Please set aside the arbitrary budget target reduction approach and reconsider based on an objective cost benefit analysis of the service. Given the cost of (statutory) residential care how many elderly people does a Warden need to enable to live independently to pay for the Warden's post?”**

**“Should be looked at in a holistic manner in relation to other community services rather than as a standalone service. It is popping up a number of local services which could collapse domino effect.”** (Charity or voluntary, community and social enterprise (VCSE))

**“I feel is very short sighted as many more people are likely to end up in crisis situations that would otherwise have received early intervention via a community warden who knows his area well and would therefore inevitably place greater demands on the services.”** (Parish / Town / Borough / District Council representative)

**“Whilst we appreciate that all organisations are having to look at budget savings, we strongly feel that the impact this small saving (in comparison to total budget), will have a disproportionate impact on vulnerable people when their needs are not met. This short term thinking around saving will end up moving costs into other parts of the system and potentially increase costs elsewhere and lead to some vulnerable people having to access A&E care in crises.”**

**“We are conscious that the people impacted by the proposal have immense knowledge of their communities and reducing their preventative role will have a negative impact of the other services provided by KCC such as Adult Social Care including Safeguarding. Instead**

**savings could potentially be made by collaborating and reviewing any possibilities for joint funding with District Councils. Making savings in one area to increase work in other areas is a false economy.”** (KCC employee)

### **Response from Easy Read consultation questionnaires**

30% of consultees provided a comment at this question; significantly lower than other free text questions.

53% of consultees answering requested that savings are made elsewhere (from high earners / management / bonuses) or raise funds to support the Community Warden service.

The majority of others comments re-emphasised previous feedback provided, i.e. do not make cuts to service (22%) and community wardens are vital / essential / relied upon (11%).

**Do you have any additional feedback on our proposals and/or suggestions on how else we could make savings to our Community Warden service budget? Base: all answering (36).**

<b>THEMES</b>	<b>Number of consultees answering (36)</b>	<b>% answering (36)</b>
Make savings elsewhere (high earners / management / bonuses) or raise funds	19	53%
Do not make cuts to Community Warden service / keep as is / keep my warden	8	22%
Community wardens are vital / essential / relied upon	4	11%
Criticism of consultation / concern changes will be made anyway irrespective of feedback / consultation length / means of access may have stopped some from participating	3	8%
Community Warden service effectiveness will deteriorate leading to it being phased out	3	8%
Short-sighted proposals / adds extra pressure onto other services / financial / resources	1	3%
Raise funds from elsewhere (residents pay small charge / offer services charge)	1	3%
Reduce community warden management posts but not actual wardens	1	3%
Cuts to numbers / service / budget will be detrimental to communities / residents	1	3%
Community wardens are not required / do not add value	1	3%
Other	3	8%

Below are some example verbatim comments from consultees concerning the key themes identified:

**“Less admin and managers more people at the heart of the community supporting local needs.”**

**“Please do not save money by diminishing the presence of an equipped community warden service.”**

**“To review other services that are impacting on other services not the wardens i.e. immigration.”**

## RESPONSE TO EQUALITY IMPACT ASSESSMENT

Consultees were given the opportunity to provide any comments on the draft Equality Impact Assessment in their own words.

### Response from main consultation questionnaires

20% of consultees provided an answer to this question. However, 28% of these consultees indicated they had no comment / nothing to add and 8% of consultees provided a comment that wasn't related to equality analysis. As a result, only 17% of consultees provided an applicable comment at this question.

Of the consultees providing an applicable comment, the most commonly referenced is a perceived effect of the proposals on elderly residents (11%), vulnerable residents (10%), residents who are impaired / disabled / those who have physical / mental health concerns (6%).

**We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below.** Base: all answering (337).

THEMES	Number of consultees answering (337)	% answering (337)
Elderly residents adversely affected / not considered adequately	36	11%
Everyone must be treated equally / everyone is equally important	35	10%
Vulnerable residents adversely affected / not considered adequately	27	8%
Equality irrelevant to this	25	7%
Impaired / disabled / those who have physical / mental health concerns are adversely affected / not considered adequately	21	6%
Equality analysis seems adequate	20	6%
Anyone who relies on the Community Warden service adversely affected / not considered adequately	16	5%
Rural residents adversely affected / not considered adequately	14	4%
Criticism of consultation / questions about consultation	14	4%
Equality in employing Community Wardens / Community Wardens considering equality when working with residents	13	4%
Deprived residents adversely affected / not considered adequately	11	3%
Carers adversely affected / not considered adequately	6	2%
Equality analysis seems inadequate	5	1%

<b>THEMES</b>	<b>Number of consultees answering (337)</b>	<b>% answering (337)</b>
Young people / children adversely affected / not considered adequately	4	1%
Comments unrelated to equality analysis	27	8%
Don't know / nothing to add	94	28%
Other	28	8%

Below are some example verbatim comments from consultees concerning elderly residents, vulnerable residents and residents who are impaired / disabled / those who have physical / mental health concerns:

**“Inadequate, risks will increase for those who are more high risk due to specific vulnerabilities such as age and disability.”**

**“The EqIA shows that the impact of the reductions will be on those most vulnerable and where other services are already difficult to access. Adding to a social segregation and increase in loneliness, leading to mental health concerns.”**

**“Particularly older people will be left far more vulnerable to doorstep criminals if the intel is no longer available from the wardens due to being overworked and stretched and no longer able to form the close relationships they have with Kent’s residents and areas.”**

**“The vast majority of people in our community who benefit from the warden service are elderly and often not online. KCC must not make all references to online material to replace the warden service. The older generation will want to pick up the phone and speak to someone - this option must be made available.”**

**“Consideration should be given to rural areas where it can be extremely difficult to access services and/or knowledge of where to obtain help and advice. Community Wardens in our villages is essential for well-being of all.”**

**“There are many families that would not contact services for cultural reasons but may engage with community wardens who have access to a variety of information which can be shared.”** (KCC employee)

**“The mitigating actions for every group is exactly the same and relies on local partners to agree new systems of handover. Not assured that those partners are actually signed up to doing this work and will be able to support in the same way that the community wardens have done. This will make the support offered to people much more fragmented and will make communication and signposting much more difficult.”** (Partner agency (e.g. Kent Police, Kent Fire and Rescue Service, Health services/provider))

## **Response from Easy Read consultation questionnaires**

34% of consultees provided an answer to this question. However, 38% of consultees answering provided a comment that wasn't related to equality analysis. As a result, only 21% of consultees provided an applicable comment at this question.

Of the consultees providing an applicable comment, the most commonly referenced is a perceived effect of the proposals on vulnerable residents (12%), young people / children (10%), elderly residents (7%) and resident who are impaired / disabled / those who have physical / mental health concerns (5%).

**Is there anyone else we have missed out? Can we do anything else to make sure our plans are fair for everyone?** Base: all answering (42).

<b>THEMES</b>	<b>Number of consultees answering (42)</b>	<b>% answering (42)</b>
Anyone who relies on the Community Warden service adversely affected / not considered adequately	5	12%
Vulnerable residents adversely affected / not considered adequately	5	12%
Everyone must be treated equally / everyone is equally important	4	10%
Young people / children adversely affected / not considered adequately	4	10%
Elderly residents adversely affected / not considered adequately	3	7%
Impaired / disabled / those who have physical / mental health concerns are adversely affected / not considered adequately	2	5%
Equality analysis seems adequate	2	5%
Criticism of consultation / questions about consultation	1	2%
Deprived residents adversely affected / not considered adequately	1	2%
Carers adversely affected / not considered adequately	1	2%
Comments unrelated to equality analysis	16	38%
Other	2	5%

Below are some example verbatim comments from consultees concerning the key themes identified:

**“Equality should mean every living person the warden gives a service to us all.”**

**“It's obvious that vulnerable people will be worse off.”**

**“Older people especially with dementia need more support. especially in an area with a high population.”**

**“Local groups who try to assist the community. They need to be able to discuss issues with someone who listens and acts or at least show some support.”**

## NEXT STEPS

This report will be presented, along with an updated EqIA, to Members of the Growth, Economic Development and Communities Cabinet Committee in January 2024 for their consideration and recommendation.

Following this meeting a decision is expected to be taken by the Cabinet Member for Community and Regulatory Services. We will publish details of the decision on the consultation webpage.

Any changes to warden allocations would most likely take effect from Spring 2024.

# APPENDIX – CONSULTATION QUESTIONNAIRE

## MAIN CONSULTATION QUESTIONNAIRE

### Section 1 – About You

#### Q1. Are you responding as...?

Please select the option from the list below that most closely represents how you will be responding to this consultation. Please select **one** option.

<input type="checkbox"/>	Yourself (as an individual)
<input type="checkbox"/>	On behalf of someone who uses the Community Warden service. Please answer all the questions using their details and not your own.
<input type="checkbox"/>	A partner agency (e.g. Kent Police, Kent Fire and Rescue Service, Health services/provider)
<input type="checkbox"/>	A representative of a local community group or residents' association
<input type="checkbox"/>	On behalf of a Parish / Town / Borough / District Council in an official capacity
<input type="checkbox"/>	A Parish / Town / Borough / District / County Councillor
<input type="checkbox"/>	On behalf of a charity or voluntary, community and social enterprises (VCSE)
<input type="checkbox"/>	A Kent Community Warden service member of staff
<input type="checkbox"/>	A KCC employee
<input type="checkbox"/>	An educational establishment, such as a school or college
<input type="checkbox"/>	On behalf of a business
<input type="checkbox"/>	Other, please tell us: <input type="text"/>

**Q1a. If you are responding on behalf of an organisation (partner agency, community group, council, VCSE, educational establishment or business), please tell us the name of the organisation here:**

**Q2. Please tell us the first five characters of your postcode:**

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

**Q3. How did you find out about this consultation?** Please select **all** that apply.

<input type="checkbox"/>	Facebook
<input type="checkbox"/>	Twitter
<input type="checkbox"/>	Nextdoor
<input type="checkbox"/>	From a friend or relative
<input type="checkbox"/>	From a community warden
<input type="checkbox"/>	An email from KCC's Community Warden service
<input type="checkbox"/>	An email from Let's talk Kent or KCC's Engagement and Consultation team
<input type="checkbox"/>	Kent.gov.uk website
<input type="checkbox"/>	KCC County Councillor
<input type="checkbox"/>	Town, Parish, District or Borough Council / Councillor
<input type="checkbox"/>	Newspaper
<input type="checkbox"/>	Poster / postcard
<input type="checkbox"/>	KCC's staff intranet
<input type="checkbox"/>	Other, please tell us: <input type="text"/>

**Q4. Have you, or the person / organisation you are responding on behalf of, received support or a service from the Community Wardens?**

Please select **one** option.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

If you have answered 'No' or 'Don't know', please go to Section 2, Q8 on page 21.

If you have answered 'Yes', please continue to Q5 on the next page.

If you are responding on behalf of someone else, please remember to answer all of these questions using their details.

**Q5. What support / service did the Community Wardens provide to you or the person / organisation you are responding on behalf of?**

Please select **all** that apply.

<input type="checkbox"/>	Help with community safety issues or providing advice, for example, support relating to anti-social behaviour, scams, rogue traders, flooding, the pandemic or low-level crime.
<input type="checkbox"/>	Personal, one to one support for wellbeing and quality of life, such as linking to financial support, housing, information and advice, carers support or social connections and activities.
<input type="checkbox"/>	Help with community engagement either by; setting up and / or supporting events, groups, clubs, projects, or volunteering activities in the community.
<input type="checkbox"/>	Facilitating my organisation in accessing other partners, such as liaising with councils and the police.
<input type="checkbox"/>	Partnering with my organisation (this could be to provide local knowledge, advice, support for community safety initiatives, support for emergencies or support for the welfare of clients).
<input type="checkbox"/>	Other, please tell us: <input data-bbox="580 1391 1327 1534" type="text"/>

**Q6. Please tell us how often you or the person / organisation you are responding on behalf of has been supported by the Community Warden service?**

Please select **one** option.

<input type="checkbox"/>	A single occurrence
<input type="checkbox"/>	More often

**Q6a. If you have answered 'More often' to Q6, please tell us how often:**

Please select **one** option.

<input type="checkbox"/>	At least once a week	
<input type="checkbox"/>	Once a fortnight	
<input type="checkbox"/>	Once a month	
<input type="checkbox"/>	Twice a year	
<input type="checkbox"/>	Less regularly	
<input type="checkbox"/>	Have been supported in the past. Please tell us how long this was for.	
<input type="checkbox"/>	Other, please tell us:	

**Q7. How do you or the person / organisation you are responding on behalf of benefit from engaging with / receiving support from the Community Warden service?**

Please select **all** that apply.

<input type="checkbox"/>	Gain useful information / community updates / advice or guidance	
<input type="checkbox"/>	Gain access to services / care / support that I was not aware of or had difficulty in accessing	
<input type="checkbox"/>	Feeling safer	
<input type="checkbox"/>	Feeling less lonely / socially isolated	
<input type="checkbox"/>	Feeling of improved wellbeing	
<input type="checkbox"/>	No benefit (please go to Q8)	
<input type="checkbox"/>	Don't know	
<input type="checkbox"/>	Other, please tell us:	

**Q7a. If you would like to tell us more about how you or the person / organisation you are responding on behalf of has benefitted from engaging with / receiving support from the Community Warden service, please use the box below.** Please do not include any personal information that could identify you or anyone else within your response.

## **Section 2 – Our Proposals**

This document provides details of the proposed changes to where and how the Community Warden service operates (see pages 6 to 9).

**We have proposed not to change the service’s current remit and objectives. This means the range and variety of ways wardens can support an individual or community would be the same.**

**Q8. To what extent do you agree or disagree with the service maintaining its current remit and objectives?**

Please select **one** option.

- |                          |                            |
|--------------------------|----------------------------|
| <input type="checkbox"/> | Strongly agree             |
| <input type="checkbox"/> | Tend to agree              |
| <input type="checkbox"/> | Neither agree nor disagree |
| <input type="checkbox"/> | Tend to disagree           |
| <input type="checkbox"/> | Strongly disagree          |
| <input type="checkbox"/> | Don't know                 |

**Q8a. Please tell us the reason for your answer to Q8 in the box below.**

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

**We have proposed for wardens to continue to be community-based, so they can continue to be proactive in the support they provide to communities.**

**Q9. To what extent do you agree or disagree with wardens being community-based?**

Please select **one** option.

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know

**Q9a. Please tell us the reason for your answer to Q9 in the box below.**

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

**We have proposed to retain six teams covering two districts each, with a minimum of one team leader and three wardens per team, and to distribute the further 14 wardens across the teams according to need.**

**Q10. To what extent do you agree or disagree with this approach?**

Please select **one** option.

- |                          |                            |
|--------------------------|----------------------------|
| <input type="checkbox"/> | Strongly agree             |
| <input type="checkbox"/> | Tend to agree              |
| <input type="checkbox"/> | Neither agree nor disagree |
| <input type="checkbox"/> | Tend to disagree           |
| <input type="checkbox"/> | Strongly disagree          |
| <input type="checkbox"/> | Don't know                 |

**Q10a. Please tell us the reason for your answer to Q10 in the box below.**

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

**We have proposed to reduce the Community Warden service by 32 warden posts and two management posts to achieve the savings required.**

**Q11. To what extent do you agree or disagree with this approach to achieve the £1 million saving?**

Please select **one** option.

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know

**Q11a. Please tell us the reason for your answer to Q11 in the box below.**

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

To retain a community-based approach, we have proposed to allocate wardens to electoral wards. Wards may be grouped to reach a population ratio of approximately 6,000 to 12,000 residents per warden.

**Q12. To what extent do you agree or disagree with our proposals to ...?**

Select **one** option per proposal/row.

Proposals	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Allocate wardens to electoral wards						
Group wards to reach a population ratio of approximately 6,000 to 12,000 residents per warden.						

**Q12a. Please tell us the reasons for your answers to Q12 in the box below.**

If your comment relates to a specific proposal in Q12, please make that clear in your answer.

**We have proposed to identify the wards in which to base all wardens using data and information as described in the Geographical Allocation Policy on pages 7 to 9.**

**Q13. To what extent do you agree or disagree with this approach?**

Please select **one** option.

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know

**Q13a. Please tell us the reason for your answer to Q13 in the box below.**

**If you think we have missed out any data, information, or considerations from the proposed Geographical Allocation Policy, please include these in your answer.**

**Q14. Please tell us how the proposed service changes could affect you or the person / organisation you are responding on behalf of.**

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

**Due to the size of the changes being proposed to the Community Warden service (reduction in numbers and changes to allocations) it is quite possible for there to be changes to the level of service you currently receive.**

**Q15. What would you like us to ensure is considered or put in place if wardens need to be withdrawn from an area?**

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

**Q16. If the Community Warden service is withdrawn from your area, what alternative sources do you think you would turn to?**

Please select **all** that apply.

- Adult Social Care services
- Charities or voluntary sector organisations
- Community groups
- District / Borough council
- Doctor / GP
- Kent Police
- Parish / Town council
- Don't know
- Other, please tell us:

**We have completed a consultation stage Equality Impact Assessment (EqIA) on the proposed changes to the Community Warden service.**

An EqIA is a tool to assess the impact any service change, policy or strategy would have on age, sex, gender identity, disability, race, religion / belief or none, sexual orientation, pregnancy or maternity, marriage and civil partnership and carer's responsibilities.

The equality impacts are summarised on page 12. The full EqIA is available online at [kent.gov.uk/communitywardenreview](http://kent.gov.uk/communitywardenreview) or in hard copy on request.

**Q17. We welcome your views on our equality analysis and if you think there is anything else we should consider relating to equality and diversity. Please add any comments below:**

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

**Q18. Do you have any additional feedback on our proposals and/or suggestions on how else we could make savings to our Community Warden service budget?**

### Section 3 – More About You

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we are asking you these questions. We will only use this information to help us make decisions and improve our services.

**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.**

**Q19. Which of the following best describes your working status?** Please select **one** option.

<input type="checkbox"/>	Working full time
<input type="checkbox"/>	Working part time
<input type="checkbox"/>	On a zero-hours or similar casual contract
<input type="checkbox"/>	Temporarily laid off
<input type="checkbox"/>	Freelance / self employed
<input type="checkbox"/>	Unemployed
<input type="checkbox"/>	Not working due to a disability or health condition
<input type="checkbox"/>	Carer
<input type="checkbox"/>	Homemaker
<input type="checkbox"/>	Retired
<input type="checkbox"/>	Student
<input type="checkbox"/>	Other, please tell us: <input type="text"/>

**Q20. Are you...?** Please select **one** option.

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	I prefer not to say

**Q21. Is your gender the same as your birth?** Please select **one** option.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

**Q22. Are you ...?** Please select **one** option.

<input type="checkbox"/>	Heterosexual / Straight
<input type="checkbox"/>	Bi / Bisexual
<input type="checkbox"/>	Gay man
<input type="checkbox"/>	Gay woman / Lesbian
<input type="checkbox"/>	I prefer not to say
<input type="checkbox"/>	Other, please tell us: <input type="text"/>

**Q23. Which of these age groups applies to you?** Please select **one** option.

0-15	<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-49	<input type="checkbox"/>	50-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>	65-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>	85+ over	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>

The Equality Act 2010 describes a person as disabled if they have a long standing physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

**Q24. Do you consider yourself to be disabled as set out in the Equality Act 2010?** Please select **one** option.

- Yes
- No
- I prefer not to say

**Q24a. If you answered 'Yes' to Q24, please tell us the type of impairment that applies to you.**

You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.

- Physical impairment
- Sensory impairment (hearing, sight or both)
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other, please tell us:

**Q25. To which of these ethnic groups do you feel you belong?** Please select **one** option.  
(Source 2011 Census)

White English	<input type="checkbox"/>	Mixed White & Black Caribbean	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Mixed White & Black African	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Mixed White & Asian	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	Mixed Other*	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
White Gypsy/Roma	<input type="checkbox"/>	Black or Black British African	<input type="checkbox"/>
White Irish Traveller	<input type="checkbox"/>	Black or Black British Other*	<input type="checkbox"/>
White Other*	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>
Asian or Asian British Bangladeshi	<input type="checkbox"/>		
Asian or Asian British Other*	<input type="checkbox"/>		

\*Other - If your ethnic group is not specified on the list, please describe it here:

**Q26. Do you regard yourself as belonging to a particular religion or holding a belief?** Please select **one** option.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

**Q26a. If you answered 'Yes' to Q26, which of the following applies to you? Please select *one* option.**

<input type="checkbox"/>	Christian
<input type="checkbox"/>	Buddhist
<input type="checkbox"/>	Hindu
<input type="checkbox"/>	Jewish
<input type="checkbox"/>	Muslim
<input type="checkbox"/>	Sikh
<input type="checkbox"/>	I prefer not to say
<input type="checkbox"/>	Other, please tell us: <input type="text"/>

A Carer is anyone who provides unpaid care for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

**Q27. Are you a Carer?** Please select **one** option.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

**EASY READ QUESTIONNAIRE**

**Section 1. About you**

**Question 1.**

	<p>Tick 1 box only</p> <p><b>Are you filling in this survey for</b></p>
	<p><b>Yourself?</b> <input type="checkbox"/></p>
	<p><b>Someone else who uses the Community Warden Service?</b> <input type="checkbox"/></p>
	<p><b>Something else?</b> Like a community group or business. Tell us the name in the box below.</p> <div data-bbox="448 1346 1382 1464" style="border: 2px solid black; height: 50px; width: 100%;"></div>
	<p><b>If you are filling in this survey for someone else, give their answers.</b></p>

**Question 2.**

**LP1 5PD**

**Write the first 5 letters and numbers of your postcode in the box below**

**LP1 5PD** 

**Do not tell us your whole postcode.**

### Questions 3.

	<p><b>How did you find out about this survey?</b> You can tick more than 1 box.</p>
	<p>Facebook <input type="checkbox"/></p>
	<p>Twitter <input type="checkbox"/></p>
	<p>On the Nextdoor website <input type="checkbox"/></p>
	<p>A friend or family member <input type="checkbox"/></p>
	<p>A community warden <input type="checkbox"/></p>
	<p>Community Warden Service email <input type="checkbox"/></p>
	<p>Email from Let's talk Kent or Engagement and Consultation team <input type="checkbox"/></p>
	<p>Website kent.gov.uk <input type="checkbox"/></p>
	<p>A Kent County Council councillor <input type="checkbox"/></p>
	<p>Local councillor <input type="checkbox"/></p> <p>Newspaper <input type="checkbox"/></p>
	<p>Poster or postcard <input type="checkbox"/></p>
	<p><b>Something else.</b> Tell us in the box below. <input style="width: 100%; height: 30px;" type="text"/></p>

**Question 4.**

	<p><b>Have you used the Community Warden Service?</b> Tick 1 box only.</p>
	<p>Yes <input data-bbox="1310 539 1399 624" type="checkbox"/></p>
	<p>No <input data-bbox="1310 754 1399 840" type="checkbox"/></p>
	<p>I do not know <input data-bbox="1310 952 1399 1037" type="checkbox"/></p>
	<p>If you said yes, go to <b>Question 5</b> below.</p>
	<p>If you said no, go to <b>Section 2 on page 9.</b></p>

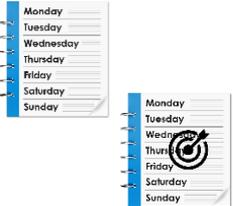
**Question 5.**

	<p><b>What help did the wardens give you?</b> You can tick more than 1 box.</p>
	<p><b>Community safety</b> Like with the Covid pandemic or crime. <input type="checkbox"/></p>
	<p><b>Personal support for a better quality of life</b> Like advice about money or housing. <input type="checkbox"/></p>
	<p><b>Community engagement</b> Like getting to groups or doing volunteer work. <input type="checkbox"/></p>
	<p><b>Linking up organisations</b> Like linking the police or other Council services. <input type="checkbox"/></p>
	<p><b>Partnering with my organisation</b> Like sharing local knowledge. <input type="checkbox"/></p>
	<p><b>Something else.</b> Tell us in the box below. <input type="text"/></p>

**Question 6.**

	<p><b>How many times have you used the Community Warden Service?</b></p>
<p><b>1</b></p>	<p>Tick 1 box only.</p> <p>1 time <input type="checkbox"/></p>
<p><b>2 +</b></p>	<p>2 times or more <input type="checkbox"/></p>

**Question 6a.**

	<p><b>If you said 2 times or more in Question 6, tell us how many times you used the service.</b></p>
	<p>Tick 1 box only.</p>
	<p>At least once a week <input type="checkbox"/></p>
	<p>Once a <b>fortnight</b>. A <b>fortnight</b> is 2 weeks. <input type="checkbox"/></p>
	<p>Once a month <input type="checkbox"/></p>
	<p>2 times a year <input type="checkbox"/></p>
	<p>Less than 2 times a year <input type="checkbox"/></p>
	<p>I was supported in the past. <input type="checkbox"/></p>
	<p>Please tell us how long this was for.</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
	<p><input type="checkbox"/></p>



**Something else.** Tell us in the box below.

**Question 7.**



**How does the Community Warden service help you?** You can tick more than 1 box.



I get information, community news or advice.



I get help on services, care, or support I did not know about or was hard to get.



I feel safer.



I feel less lonely.



I feel healthier or happier.



It does not help me.



I do not know.



**Something else.** Tell us in the box below.

**Question 7a.**

	<p><b>You can use this box to say more about how the Community Warden Service helps you.</b></p>
	

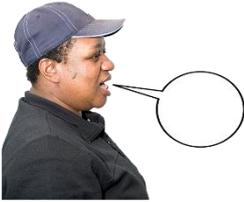
**Section 2. Our plans**

	<p>Page 11 of the consultation booklet tells you about our plans to change the Community Warden Service.</p>
	<p>We think we should <b>not</b> change the aims or how our wardens can help you.</p>

**Question 8.**

	<p><b>How much do you agree with keeping the main aims of the service? Tick 1 box only.</b></p>	
	<p>I really agree</p>	<input type="checkbox"/>
	<p>I mostly agree</p>	<input type="checkbox"/>
	<p>I do not mind</p>	<input type="checkbox"/>
	<p>I mostly do not agree</p>	<input type="checkbox"/>
	<p>I really do not agree</p>	<input type="checkbox"/>
	<p>I do not know</p>	<input type="checkbox"/>

**Question 8a.**

	<p><b>Tell us more about your answer to Question 8 in the box below.</b></p> <p><b>Why did you say that?</b></p>
	

**Question 9.**

	<p>We think wardens should stay based in the community.</p> <p>We think it is easier for them to see when people and communities need help.</p>
      	<p><b>How much do you agree that wardens should stay in the community?</b></p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1310 689 1398 768" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1310 819 1398 898" type="checkbox"/></p> <p>I do not mind <input data-bbox="1310 949 1398 1028" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1310 1079 1398 1158" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1310 1209 1398 1288" type="checkbox"/></p> <p>I do not know <input data-bbox="1310 1339 1398 1417" type="checkbox"/></p>

**Question 9a.**

	<p><b>Tell us more about your answer to Question 9 in the box below.</b></p> <p><b>Why did you say that?</b></p>
	

**Question 10.**

	<p>We think we should have 6 teams of wardens. And each team should support two districts.</p> <p>We think each team should have 1 team leader and 3 wardens.</p> <p>We think the other 14 wardens should work with teams that need the most help.</p>
      	<p><b>How much do you agree with our plans for the teams?</b></p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1315 909 1401 994" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1315 1032 1401 1117" type="checkbox"/></p> <p>I do not mind <input data-bbox="1315 1151 1401 1236" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1315 1270 1401 1355" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1315 1388 1401 1473" type="checkbox"/></p> <p>I do not know <input data-bbox="1315 1507 1401 1592" type="checkbox"/></p>

**Question 10a.**

	<p><b>Tell us more about your answer to Question 10 in the box below. Why did you say that?</b></p>
	

**Question 11.**

	<p>We think we can save the £1 million that we need to save by cutting 32 warden jobs and 2 manager jobs from the Community Warden Service.</p>
      	<p><b>How much do you agree with our plan to save £1 million like this?</b></p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1315 689 1401 770" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1315 808 1401 889" type="checkbox"/></p> <p>I do not mind <input data-bbox="1315 927 1401 1008" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1315 1055 1401 1135" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1315 1173 1401 1254" type="checkbox"/></p> <p>I do not know <input data-bbox="1315 1292 1401 1373" type="checkbox"/></p>

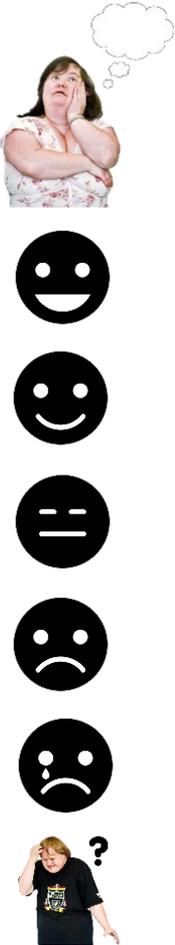
**Question 11a.**

	<p><b>Tell us more about your answer to Question 11 in the box below. Why did you say that?</b></p>
	

Question 12.

	<p>In our plan, wardens would work in some <b>electoral wards</b> across Kent.</p> <p>An <b>electoral ward</b> is an area that has a councillor who speaks up for the people living there.</p> <p>Each county is split into different electoral wards.</p>
      	<p><b>How much do you agree with our plans to have wardens in electoral wards?</b></p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1313 808 1401 891" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1313 947 1401 1030" type="checkbox"/></p> <p>I do not mind <input data-bbox="1313 1088 1401 1171" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1313 1227 1401 1310" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1313 1373 1401 1456" type="checkbox"/></p> <p>I do not know <input data-bbox="1313 1525 1401 1608" type="checkbox"/></p>

**Question 12a.**

	<p>In our plan, each warden would support between 6,000 and 12,000 people in Kent.</p> <p>This means we might group smaller wards together if they do not have many people.</p>
	<p><b>How much do you agree with our plans group smaller electoral wards together?</b></p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1315 703 1402 786" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1315 826 1402 909" type="checkbox"/></p> <p>I do not mind <input data-bbox="1315 949 1402 1032" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1315 1072 1402 1155" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1315 1196 1402 1279" type="checkbox"/></p> <p>I do not know <input data-bbox="1315 1319 1402 1402" type="checkbox"/></p>

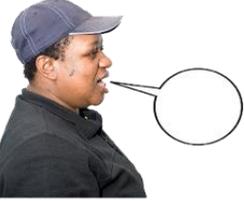
**Question 12b.**

	<p><b>Tell us more about your answer to Questions 12 and 12a in the box below.</b></p> <p><b>Why did you say that?</b></p>
	

**Question 13.**

	<p>We will use information about what communities need to decide where the wardens should work.</p> <p>See page 12 of the consultation booklet for more information on this.</p>
      	<p><b>How much do you agree with our plan to do this?</b> Tick 1 box only.</p> <p>I really agree <input data-bbox="1331 651 1417 730" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1331 775 1417 853" type="checkbox"/></p> <p>I do not mind <input data-bbox="1331 898 1417 976" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1331 1021 1417 1099" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1331 1144 1417 1223" type="checkbox"/></p> <p>I do not know <input data-bbox="1331 1290 1417 1368" type="checkbox"/></p>

**Question 13a.**

	<p><b>Tell us more about your answer to Question 13.</b></p> <p>Do you think we have missed anything important about who needs community wardens most?</p> <p><b>If yes, please tell us in the box below.</b></p>
	

**Question 14.**

	<p><b>Tell us how our plans for the Community Warden Service might change things for you below.</b></p>
	

**Question 15.**

	<p>We are thinking about making some big changes to the Community Warden Service.</p> <p>It will probably change how you can use the Community Warden Service.</p>
	<p>In the future there might not be a warden working in your area.</p>
	<p><b>If this happens, tell us below about anything important we can do for you.</b></p>
	

**Question 16.**



**If the Community Warden service is stopped in your area, where do you think you will go for help?**

You can tick more than 1 box.



**Adult Social Care services** in the council.

This service helps people stay independent, safe and well

Charities or voluntary organisations

District or Borough council

GP or doctor

Kent Police

Parish or Town council

Voluntary or community groups

I do not know

**Something else.** Tell us in the box below.

## Question 17.

	<p>We want people to have the same rights and be treated fairly. This is called equality.</p>
	<p>We thought about if our plans for the Community Warden Service would be worse for some people more than others.</p>
	<p>Our plans will be worse for these 4 groups</p> <ul style="list-style-type: none"> <li>• older people</li> <li>• women</li> <li>• disabled people or people who are ill for a long time</li> <li>• people who are carers</li> </ul>
	<p>This is because these people use the Community Warden Service the most.</p>
	<p><b>Is there anyone else we have missed out?</b></p> <p><b>Can we do anything else to make sure our plans are fair for everyone?</b></p> <p><b>You can tell us in the box below.</b></p>
	

**Question 18.**

	<p><b>Do you want to tell us anything else about our plans for saving money in the Community Warden Service?</b></p> <p><b>Can you think of other ways we could save money?</b></p> <p><b>You can tell us in the box below.</b></p>
	

## Section 3. More about you

	<p>We ask these questions to make sure everyone is treated fairly and equally and to make our services better.</p> <p><b>You do not have to answer the next questions if you do not want to.</b></p>
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### Question 19.

	<p><b>How old are you? Tell us in the box below.</b></p>
 	<p>Age <input data-bbox="1161 835 1406 969" type="text"/></p> <p>I do not want to say <input data-bbox="1299 1010 1386 1095" type="checkbox"/></p>

### Question 20.

	<p><b>Are you a Carer?</b></p> <p>A Carer is anyone who cares for someone else and is not paid for it.</p>
  	<p>Yes <input data-bbox="1315 1444 1402 1529" type="checkbox"/></p> <p>No <input data-bbox="1315 1552 1402 1637" type="checkbox"/></p> <p>I do not want to say <input data-bbox="1315 1659 1402 1744" type="checkbox"/></p>

**Question 21.**

Tick 1 box only. **Are you**

	<p>Working full time</p>	<input type="checkbox"/>
	<p>Working part time</p>	<input type="checkbox"/>
	<p>On a casual or zero-hours contract This means you do not have regular work</p>	<input type="checkbox"/>
	<p>Not working for a short time because employer has not got any work for you</p>	<input type="checkbox"/>
	<p>Not working</p>	<input type="checkbox"/>
	<p>Working for yourself</p>	<input type="checkbox"/>
	<p>Not working because of a disability ill health</p>	<input type="checkbox"/>
	<p>A Carer</p>	<input type="checkbox"/>
	<p>A homemaker. This means someone looks after the family home</p>	<input type="checkbox"/>
	<p>Retired. This means you do not work at all any</p>	<input type="checkbox"/>
	<p>A student</p>	<input type="checkbox"/>
	<p>I do not want to say</p>	<input type="checkbox"/>

Something else. **Tell us in the box below.**

**Question 22.**

How do you describe yourself?

	Female	<input type="checkbox"/>
	Male	<input type="checkbox"/>
	I do not want to say	<input type="checkbox"/>
	Other or I want to use my own words	<input type="checkbox"/>

**If you said Other, tell us in the box below.**

**Question 23.**

	<b>Is your gender the same as when you were born?</b> Tick 1 box only.
	Yes <input type="checkbox"/>
	No <input type="checkbox"/>
	I do not want to say <input type="checkbox"/>

**Question 24.**

**Which ethnic group are you?**



Tick 1 box only.

White English	<input type="checkbox"/>	Asian or Asian British Other	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Mixed White and Black Caribbean	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Mixed White and Black African	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	Mixed White and Asian	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Mixed Other	<input type="checkbox"/>
White Gypsy/Roma	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
White Irish Traveller	<input type="checkbox"/>	Black or Black British African	<input type="checkbox"/>
White Other	<input type="checkbox"/>	Black or Black British Other	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British Bangladeshi	<input type="checkbox"/>	I do not want to say	<input type="checkbox"/>

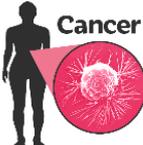
**If you have said Other, tell us in the box below.**

**Question 25.**

	<p><b>Are you disabled?</b></p> <p>A <b>disability</b> is if you have a problem or illness to do with your mind or body that makes doing everyday things harder for you.</p>
 	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>I do not want to say <input type="checkbox"/></p>

**Question 26.**

**If you said yes to Question 25, tell us about your disability.**

	<p>You might have more than one type of disability. You can tick more than 1 box.</p>
     	<p>Physical disability <input type="checkbox"/></p> <p>Sensory disability, like sight or hearing loss <input type="checkbox"/></p> <p>A long illness or health problem cancer or epilepsy <input type="checkbox"/></p> <p>Mental health illness <input type="checkbox"/></p> <p>Learning disability <input type="checkbox"/></p> <p>I do not want to say <input type="checkbox"/></p>

**If your disability is not in the list, tell us in the box below.**

If

	<b>What is your sexuality?</b>
	Heterosexual or straight <input data-bbox="1316 338 1404 421" type="checkbox"/>
	Bi or bisexual <input data-bbox="1316 465 1404 548" type="checkbox"/>
	Gay man <input data-bbox="1316 577 1404 660" type="checkbox"/>
	Gay woman or lesbian <input data-bbox="1316 694 1404 777" type="checkbox"/>
	I do not want to say <input data-bbox="1316 810 1404 893" type="checkbox"/>
	Other <input data-bbox="1316 922 1404 1005" type="checkbox"/>

**you have said Other, tell us in the box below.**

Question 28.

What is your religion? Tick 1 box.

	I do not have a religion	<input type="checkbox"/>
	Christian, any time	<input type="checkbox"/>
	Buddhist	<input type="checkbox"/>
	Hindu	<input type="checkbox"/>
	Jewish	<input type="checkbox"/>
	Muslim	<input type="checkbox"/>
	Sikh	<input type="checkbox"/>
	I do not want to say	<input type="checkbox"/>
	Other	<input type="checkbox"/>

If you have said Other, tell us in the box below.



**Thank you for filling in our survey.  
We will use what you say to plan our  
changes to the Community Warden  
Service.**

