

SCRUTINY COMMITTEE

Wednesday, 7th February, 2024

10.00 am

**Council Chamber, Sessions House, County
Hall, Maidstone**





AGENDA

SCRUTINY COMMITTEE

Wednesday, 7th February, 2024, at 10.00 am
Council Chamber, Sessions House, County Hall,
Maidstone

Ask for: **Anna Taylor**
Telephone: **03000 416478**

Membership

Conservative (10): Mr A Booth (Chairman), Mr P V Barrington-King (Vice-Chairman), Mrs R Binks, Mr T Bond, Mr D L Brazier, Mrs L Game, Mrs S Hudson, Mrs S Prendergast, Mr O Richardson and Mr S Webb

Labour (1): Dr L Sullivan

Liberal Democrat (1): Mr A J Hook

Green and Independent (1): Rich Lehmann

Church Representatives (3): Mr J Constanti, Mr M Reidy and Mr Q Roper

Parent Governor (2): Ms R Ainslie-Malik and Ms H Carter

County Councillors who are not Members of the Committee but who wish to ask questions at the meeting are asked to notify the Chairman of their questions in advance.

UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

A - Committee Business

- A1 Introduction/Webcast Announcement
- A2 Apologies and Substitutes
- A3 Declarations of Interests by Members in items on the Agenda for this Meeting

B - Any items called-in

- B1 Call-in of Decision 23/00122 - Kent Community Warden Service Review (Pages 1 - 180)

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Benjamin Watts
General Counsel
03000 416814

Tuesday, 30 January 2024

By: Joel Cook – Democratic Services Manager

To: Scrutiny Committee – 7 February 2024

Subject: Call-in of Decision 23/001222 – Kent Community Warden Service Review

Background

1. The proposed decision was discussed at the **Growth, Economic Development and Communities Cabinet Committee on 18 January, 2024** prior to the key decision being taken by the Cabinet Member on 18 January 2024.
2. Following the decision being taken, the call-in request was submitted by Dr Sullivan and Mr Hook, thus meeting the requirement for any call-in to be requested by two Members from different political Groups.
3. The reasons of the call-in were duly assessed by Democratic Services, including a review of the reasons given by those Members calling in the decision and an investigation into whether any issues raised in the call-in were adequately addressed by the decision paperwork, committee reports, responses to written questions or committee debate. The results of this review were considered by the Democratic Services Manager and the call-in was determined to be valid under the call-in arrangements set out in the Constitution. Call-in reasons must be clear, correct and align to one or more of the following criteria under s17.73 of the Constitution:

Members can call-in a decision for one or more of the following reasons:

- (a) The decision is not in line with the Council's Policy Framework,
 - (b) The decision is not in accordance with the Council's Budget,
 - (c) The decision was not taken in accordance with the principles of decision making set out in 8.5, and/or
 - (d) The decision was not taken in accordance with the arrangements set out in Section 12.
4. The reasons submitted for this call-in are set out in the attached document (a).
 5. The core call-in request element determined as valid is the principle of evidencing Best Value and how the decision integrates or aligns with the New Models of Care Priority highlighted within Securing Kent's Future. The call-in submission details reasonable concerns about the level of consideration given to the preventative aspects of the service and how this contributes or may contribute to reducing spend within the Adults and Social Care Service.

6. In addition to the above policy compliance elements, it is also reasonable for the call-in to query whether the decision is proportionate given the potential implications of reducing preventative services, which are challenging to quantify, and there was limited opportunity to consider this in detail at the Cabinet Committee. It should be noted that the decision documentation did recognise a number of risks related to the above and highlighted that the decision sought to strike a reasonable balance between the financial and service demand pressures.

Process

7. As per the call-in procedure, Democratic Services must consider all call-in requests against the criteria detailed in the constitution, which are themselves based on the legal requirements under the Local Government Act 2000 to have an appropriate mechanism to allow Executive decisions to be scrutinised. In determining the validity of any call-in, no judgement is made by Democratic Services as to whether the decision itself is flawed, inappropriate or invalid. Similarly, where some individual reasons submitted for an overall valid call-in are not assessed as valid, this does not mean they merit no consideration as part of any subsequent call-in meeting. Paragraphs 5 and 6 of this report do not indicate endorsement or agreement with the challenges made in the call-in – this report only confirms that the points set out in the call-in are not all completely addressed through the available documentation and previous debate. In accordance with the call-in arrangements, it is therefore for Members, via the Scrutiny Committee, to determine whether any reconsideration of the decision is necessary.
8. The Cabinet Member and relevant Officers will be attending the Scrutiny Committee meeting to present their response to the call-in and to respond to questions.
9. The Scrutiny Committee should consider the reasons set out by the Members calling-in the decision, the documentation already available and the response from the Executive given at the meeting, giving due regard to the information made available during questioning and discussion on this item.
10. The decision papers remain available online but are republished in the agenda pack as appendices for ease of reference.

Options for the Scrutiny Committee

11. The Scrutiny Committee may:
 - a) make no comments
 - b) express comments but not require reconsideration of the decision
 - c) require implementation of the decision to be postponed pending reconsideration of the matter by the decision-maker in light of the Committee's comments; or

- d) require implementation of the decision to be postponed pending review or scrutiny of the matter by the full Council.

Attached documents

- a) Scrutiny call-in reasons submitted by Dr Sullivan and Mr Hook.
- b) [23/00122 – Decision Report](#)
- c) [23/00122 – Record of Decision](#)
- d) [23/00122 – Consultation Report](#)
- e) [23/00122 – Alternative Funding Explored](#)
- f) [23/00122 – Geographical Allocation Policy](#)
- g) [23/00122 – EqIA](#)

Background Documents

[Growth, Economic Development and Communities Cabinet Committee on 18 January, 2024](#)

Report Author

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Scrutiny Call-in Request: 23/00122 – Kent Community Warden Service Review

Proposer: Lauren Sullivan

Seconder: Antony Hook

Reasons for call-in:

17.67 (a) The decision is not in line with the Council's Policy Framework:

- **Securing Kent's Future – Objective 2 – Delivering savings from identified opportunity areas to set a sustainable 2024/25 budget and MTFP – Service Transformation opportunities.**
- **Framing Kent's Future – New Models of Care – the Council's primary objective to meet is Best Value duties.**

Within the Securing Kent's Future paper agreed at Cabinet in October, and subsequently County Council in November, service transformation was agreed as a renewed focus on finding best value within the council and preventing duplication in service.

The Proposed Record of Decision identifies that this supports this:

'The prioritisation of New Models of Care and Support is also aligned to as Community Wardens will continue to take referrals from ASCH in the designated wards and where capacity and time allow, beyond those areas. The GAP also aligns with the new prioritisations as it utilises indicators of relevance to the significant budget pressure in ASCH care and support spend for older persons, learning disability, mental health and physical disability. Objective 2 of the Securing Kent's Future strategy includes opportunity areas to reduce future costs which are relevant to KCWS work; ASCH social care prevention and hospital discharge pathway. Due to the preventative nature of the service, attaching a monetary value of KCWS for various partners including ASCH is not a simple task but has been rigorously explored over recent years. The Social Care Institute for Excellence (SCIE) discuss prevention in social care, recognising the challenges in providing evidence^[1]. With the Securing Kent's Future focus on adult social care prevention cost savings, strengthening the understanding of the link between KCWS prevention work and savings in care costs will be a priority.'

However, during the discussion the Cabinet Member, although referring to the future, confirmed that she had been pressing for data and believed it existed, to quantify the value that the Community Warden Service provided to the adult social care service, which contradicts that statement.

The Decision report refers to work being undertaken with KCC Service Kent Analytics on monetary impacts of the Community Warden Service but that was not provided with the report findings, and it would appear the Cabinet Member does not have access to this information to make an informed decision.

In relation to transformation, the Head of Service, when asked about duplication in service of the ASC Community Navigator role and the role of the Community Wardens, agreed that the roles appeared to be similar, demonstrating that this may not have been a consideration during the Appendix 2 work and once again is not in line with the Best Value duties outlined and confirmed as a priority for the Council, by failing to explore these alternatives fully.

Aligned to the commitments made within Framing Kent's Future, one of the KCC Commitments within the prioritised New Models of Care and Support is to:

'To reshape our commissioning practice to ensure we build strategic partnerships with our providers, through earlier engagement, more consistent and proactive commissioning practice, and a stronger focus on co-designing services.'

This could negate this commitment due to the lack of co-design exploration. It appears that we are redesigning the service after the event, rather than design and then implement.

17.67 (c) The decision was not taken in accordance with the principles of decision-making set out in 8.5:

- **8.5 (a) Action proportionate to the desired outcome**
(c) Respect for human rights in all its forms
(d) A presumption in the favour of openness
(e) clarity of aims and desired outcomes

Firstly, although Cabinet Committees are advisory, debate was curtailed due to the time limitation of the Chairman and therefore a broad an open discussion was not able to be held during the time allotted.

The Budget Dashboard, created for Members to analyse budget lines but, also to explore the impacts of decisions aligned to the savings, identified that this saving was at the behest of the Corporate centre and to contribute to the wider Securing Kent's Future Strategy. Due to the preventative nature of the service, clearly laid out in the decision covering report, this is unquantifiable and although within the base budget of the service a saving is aligned, future and immediate costs could be transferred to other 'front door' services with unknown consequences and demand.

As demonstrated in section 4.2 of the decision report, the managed decline of the service, via the inevitable reduction in headcount and then standard process of vacancy management within the service, the decision has not been open and staff have sadly left before the inevitable was to happen, making the decision technically confirmed before the Cabinet Member has taken it. This has led to experienced staff, known in their communities, leaving to pursue other careers. Where is the dignity, respect and fairness in this for our valued staff. It could be argued that no other KCC service is having their role as clearly debated in public as this.

Once again KCC has consulted but held no regard to the findings of the consultation. As an example, point 2.3 of the report refers to the trust and rapport that Wardens hold demonstrating that the service and Cabinet Member recognise their value but subsequently signs off the proposal with 'no change to the proposal'.

The recently refreshed Community Safety Agreement agreed at the Crime and Disorder Committee in July 2023 clearly outlines that along with partners, KCC will do as much as possible *'to prevent problems before they arise and a great deal of effort is devoted to supporting and safeguarding vulnerable people, tackling issues of substance misuse, improving road safety, enhancing quality of life and development community resilience.'* Our Wardens contribute to all of this and although defined as a discretionary service, they fulfil certain Community Safety statutory duties. This

reduction in spend places KCC in the bottom quartile nationally for community safety spend.

The Council is a lead local flood authority with a strategic overview role for local flooding in their area under the Flood and Water Management Act 2010, and therefore a Risk Management Authority with one of their requirements to cooperate with other authorities and exchange information. Community Wardens play an active role in this, as well as other critical events, such as the pandemic.

This Decision is therefore not proportionate to the desired outcome due to this intelligence led service being reduced and, could in the long term be detrimental to the 2024/25 budget and MTFP due to the lack of known qualitative and quantitative impacts of the implementation of this decision.

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From: Simon Jones, Corporate Director for Growth, Environment and Transport

To: Clair Bell, KCC Cabinet Member for Community and Regulatory Services

Subject: Review of the Kent Community Warden Service

Key decision 23/00122

Classification: Unrestricted

Electoral Division: All

Summary: As part of the Securing Kent's Future strategy and the Council's commitment to delivering the Medium-Term Financial Plan (MTFP), the Kent Community Warden Service (KCWS) is delivering a planned reduction in base budget of £1m over 2023-24 and 2024-25. A proposed model for the service to achieve the savings, and an Equality Impact Assessment (EqIA) were subject to public consultation from 12 July to 3 October 2023. The responses have been analysed and incorporated into the proposed model to provide recommendations for a key decision. Following any decision, an internal staff consultation will then be required before any new model and associated staff reductions can be implemented to achieve the savings.

Recommendation(s)

The Cabinet Member is asked to:

- (i) AGREE a new Geographical Allocation Policy for the Community Warden's service;
- (ii) AGREE to implement a new model of operation for the Community Warden's service; and
- (iii) DELEGATE authority to the Director Growth and Communities to take any necessary actions including but not limited to entering into contracts or legal agreement as required to implement the decision as shown in Appendix A.

1. Background

- 1.1 On the 9 February 2023, Members of KCC approved the Council's planned budget for 2023-24. In order to achieve a balanced budget the Community Wardens Service budget has been reduced by £1m to be delivered over two years.
- 1.2 A public consultation on the proposed option to achieve these savings was held and responses have been considered.
- 1.3 Securing Kent's Future was approved during the public consultation period and the redesigned service will need to take the updated priorities into account.

- 1.4 The service has achieved the required £500k savings for 2023-24 through various management actions, including the holding of vacancies following several staff departures around the time of the public consultation. The full year effect of the £1m saving cannot be achieved without progressing a new operating model for the KCWS.
- 1.5 KCWS is a countywide service with wardens based in communities to proactively deliver their work in response to community need, but also able to respond to the wider district's need, enabling whole county coverage.
- 1.6 Prior to the planned savings, KCWS was due an update to its geographical allocation policy. This is now even more critical as the planned budget reductions for KCWS will reduce service size, reduce coverage across the county and therefore require the service to become more targeted.
- 1.7 Staff and partner feedback from pre-consultation engagement helped develop a proposed option to take forward for formal public consultation. The proposed option was made up of the following:
- Retain the service's wide remit (variety of ways it supports residents and communities).
 - Retain its community-based proactive approach.
 - Retain a presence in all 12 districts that:
 - Reduces the number of uniformed wardens (70 to 38) and management posts (3 to 1) and retains the Business Coordinator¹.
 - Sets a minimum team size for each of six teams, which will each cover two districts.
 - Enhances team size and thereby district coverage for districts with higher evidenced need, compared to other districts under and within the new model.
 - Allocates wardens to specific wards in each district where they will focus/target their work (i.e. coverage of a whole district will no longer be possible.)
 - Adopt a Geographical Allocation Policy which will use data and indicators of need to identify:
 - Districts with higher need, informing which teams will be enhanced beyond the minimum of 1 Team Leader and 3 wardens.
 - Then, along with partner information, identify wards with highest need in each district to be prioritised for warden allocation.

2. Public Consultation and Feedback

- 2.1 The public consultation ran from 12 July to 3 October 2023, collecting a total of 1,357 completed questionnaires. There were 1,235 main questionnaires completed (831 online and 404 hard copy responses), 122 easy read responses and a small number of emails and letters, and one petition. A full and detailed consultation report is available (Appendix 1).
- 2.2 Summary of the profile of consultees responding:

¹ Retaining the Business Coordinator post allows efficient centralisation of administrative tasks, provides consistency, removes risk of duplication of efforts, and reduces administrative burdens upon operational workers.

- 74% were individuals responding as themselves. (A further 4% on behalf of a service user. 14% were responding on behalf of partner organisations, community groups and local councils.)
- 52% of the individuals/service users responding were female.
- 50% were aged 65 and over.
- 23% had a disability.
- The distribution of responses across the Kent districts ranged from 2% in Tunbridge Wells to 14% in Maidstone.
- 68% had received support from KCWS.

2.3 Summary of findings:

Proposal	Consultation response	Our recommendation
Retaining the range and variety of ways a warden can support an individual or community.	87% agree (76% strongly agree)	The Community Wardens will retain their broad remit, but the service acknowledges that the Securing Kent's Future strategy has been introduced since the proposals were developed and New Models of Care and Support has been prioritised. As such Community Wardens will continue to take referrals from ASCH in the designated wards and where capacity and time allow, beyond those areas. KCWS's broad remit is valued by ASCH partners and the KCWS is effective in responding to ASCH referrals due to the local community knowledge, trust and rapport they have built through their wider role – something that was evident in the 'Build and Test' pilots of the ASCH Locality model. No change to this proposal but assurance that support to ASCH where possible continues.
Retaining the wardens proactive, community-based approach.	93% agree (86% strongly agree)	Similar to the rationale above in relation to the Securing Kent's Future strategy and priority, the proactive community-based approach is something that ASCH leverages when they make referrals into KCWS, but which also means KCWS supports ASCH/KCC to meet duties under the Care Act such as promoting wellbeing and identifying and preventing needs for care (see paragraph 8.2 and 10.2). No change to this proposal.
Retaining six teams covering two districts each, which have a minimum of one team leader, three wardens, and a further 14 wardens distributed across teams according to need.	49% disagree (33% strongly disagree) Reasons given for these views were mainly objections to the reduction in the service, and feeling these team sizes would be insufficient.	Further clarification needed – i.e. that these smaller team sizes will only be expected to cover named wards in the 12 districts. Coverage across the entirety of a district will no longer be possible but Community Wardens will undertake referrals outside the named wards where capacity allows, and distance is not prohibitive. No change to the structure proposal but clarification over the expected coverage.

Reducing the service by 32 warden posts and two management posts.	78% disagree (63% strongly disagree) Reasons given for these views were largely due to consultees not wanting to see the service reduced.	Disagreement centres around not wanting to see the service reduced. Unfortunately, as the budget is predominantly staffing, and no viable alternatives were identified to fully offset the savings this proposal cannot be changed (see section 4 for alternative funding exploration) . Management posts have been reduced to a minimum, thus preserving as much operational capacity as possible.
Wardens being allocated to wards.	A mixed response (35% agree, 32% disagree) Reasons given for these views were that some wards may have higher needs than others, concerns that some wards may be far apart, and that elderly, vulnerable and rural areas will be missed.	Wards were chosen as there is a lot of data available at ward level that can help identify areas of need. The KCWS will be able to prioritise wards for warden allocation as there is data at ward level around needs such as elderly, vulnerable ² and rurality. The GAP will be adjusted to have a greater emphasis on these areas. Ward groupings will need to take distances into consideration.
Allocation of wards whilst seeking a ratio of	50% disagree (32% strongly disagree. 28%	Currently, each warden primarily covers a named area as shown on the service's webpage. The areas include villages, civil parishes, towns and suburbs. Examples include the village of Greenhill in Canterbury with a population around 6000, and

² For the purposes of this work, vulnerable includes people with a disability or long-term impairment, those who are elderly and living alone, being socially and/or digitally isolated, be more at risk of being targeted or becoming victims of scams/rogue traders or experience financial challenges, all of which can negatively impact health and mental wellbeing,

6000-12000 population to one warden.	<p>neither agreed or disagreed, or did not know)</p> <p>Reasons given for these views were feeling that this ratio was unworkable; too much for one warden.</p>	<p>Sheerness on the Isle of Sheppey with a population around 12000. There are also some current areas that have populations both smaller and larger than this range.</p> <p>The above shows the proposed range is manageable. It will also improve consistency for the service. Therefore, this proposal is not changed, however the demand upon wardens will be monitored.</p>
The proposed geographical allocation policy (GAP); data sets, considerations, and steps to take to identify the wards to which wardens would be allocated.	<p>A balanced response (31% agree, 40% neither agree or disagree or don't know, 29% disagree)</p> <p>Reasons given for these views were that: data should be used; needs must be determined (particularly elderly and vulnerable); consideration of rural areas.</p>	<p>The proposed GAP includes indicators around vulnerability and elderly populations. We will adjust the original proposed GAP by giving greater weighting and consideration to those indicators for vulnerability and elderly populations, adjusting the indicator for those 55 and over to 65 and over, and include a rurality scoring (using the Rural Urban classification). The KCWS will then be focussed in specific areas within each district which have greatest need, particularly with regard to elderly and vulnerable. This ensures that the service aligns with the Securing Kent's Future strategy which has identified a significant budget pressure in ASCH care and support spend for older persons, learning disability, mental health and physical disability.</p>

2.4 Summary of other key points made not covered elsewhere:

Theme	Consultation response	Our recommendation
Make savings elsewhere (high earners / management / bonuses) / do not cut the service / cuts will be detrimental	This was a frequent response to have a smaller service/fewer warden in teams. This was reiterated in the additional feedback section.	KCC must operate within its financial means. This saving is one of many savings across the authority as a whole, brought about by unprecedented pressures on local authority funding. The saving itself reduces managers by two posts. Whilst the KCWS delivers against several KCC responsibilities, provision of it is not required by law.
Raise funds from elsewhere (residents pay small charge / offer services charge) / Community Warden service (part time hours, sourcing grants, charge agencies for work conducted)	This was raised by consultees (~50) in the additional feedback section.	Various potential opportunities for alternative funding are being explored. (See section 4.)
Make use of / more engagement / help from volunteers / volunteer groups.	A small number (~30) of responses suggested or queried KCWS's use of volunteers to reduce the impacts of the savings.	It was proposed, and now recommended, that the Team Leader role fosters and develops informal, local volunteering relationships. KCWS will continue to work closely with volunteer groups, but no longer formally recruit and manage volunteers which is resource intensive and under the proposed new model, no longer deliverable.

- 2.5 **Securing Kent's Future** - On 5 October 2023, Cabinet considered 'Securing Kent's Future – Budget Recovery Strategy'³. This report set out the Council's strategy for achieving both in-year and future year savings to assure a more sustainable financial position for the Authority and set out new strategic objectives focused on putting the Council on a financially sustainable footing. Securing Kent's Future represents a fundamental shift in the strategic priorities of the Council since the inception of the review of KCWS to achieve the £1m saving. As set out in the Budget Recovery Plan the financial challenge cannot be understated. Although not considered as part of the consultation, the subsequent publication and adoption by the County Council of Securing Kent's Future (SFK), required cessation of the service to be considered as an option of the Review.
- 2.6 Reducing KCWS's budget to support efforts to meet the financial challenge needs to be balanced with Objective 2 of the Securing Kent's Future strategy which includes opportunity areas to reduce future costs which are relevant to KCWS work. One of these is ASCH social care prevention; KCWS takes referrals from ASCH and is also placed in communities to enable early identification of needs. The second relevant opportunity area identified to help reduce future costs is hospital discharge pathway; KCWS receives referrals to support those recently discharged from hospital. These are predominantly from ASCH and Health services, but other partners also make such referrals. A senior representative of West Kent's Health and Care Partnership recently spoke positively of the work KCWS does which overlaps with their priority areas including falls, frailty, dementia, and social prescribing.
- 2.7 The KCWS undertakes front-line activity focused on both the prevention and hospital discharge aspects of Objective 2 within Securing Kent's Future as well as supporting other council duties (emergencies, severe weather etc) and council services as outlined in section 10. The recommended option therefore seeks to strike a balance between providing savings to the base budget, but continuing the service, albeit on a smaller scale, targeting areas of greatest need in order to reduce future costs relevant to Objective 2 of Securing Kent's Future. This also enables the council to build upon the service with potential income or sponsorship in the future.

3. Alternative funding

- 3.1 At GEDCCC in June 2022, a strong view was made by Members that they would not wish for the service to be reduced. The committee recognised the value of KCWS alongside the financial challenges. It was asked if alternative funding could be found.
- 3.2 Alternative funding for the service has been considered in past years but found to be difficult to secure. This has included Kent Police, and though the Police and Crime Commissioner at that time appreciated the role of KCWS, they did not have available funding.
- 3.3 Various avenues are currently being pursued (see Appendix 2). So far there have been no viable options that would significantly offset the savings required

³ [Securing Kents Future - Budget Recovery Strategy.pdf](#)

within the timescales required. However, work will continue and the new model for the service has been designed to be scalable so that, if resources become available, the council could look again at its provision.

- 3.4 **Evidence of impact and the value of KCWS** – To support current and future discussions on the funding of KCWS, evidencing impact is required. Due to the preventative nature of the service, attaching a monetary value of KCWS for various partners is not a simple task but has been rigorously explored over recent years, including with the University of Kent and the Positive Wellbeing Evaluation undertaken by the University of Essex. The Social Care Institute for Excellence (SCIE) discuss prevention in social care, recognising the challenges in providing evidence⁴.
- 3.5 An aspect of KCWS was evaluated as part of the Interreg funded Connected Communities project which piloted the Positive Wellbeing intervention, a social prescribing ‘plus’ service, delivered by Community Wardens. This was presented to GEDCCC in November 2023⁵ and showed a statistically significant reduction in loneliness and isolation which can negatively impacts health, life expectancy and increase demand on health services and residential care. The project recognised KCWS’s particular success in delivering Positive Wellbeing due to the community knowledge and trust they have built through their broader role.
- 3.6 Savings and cost avoidance (e.g. preventative) that KCWS creates can be inferred. Older people who are socially isolated are 3.5 times more likely to enter local authority funded residential care,⁶ and elderly people “that have been defrauded in their own homes are 2.5 times more likely to die or go into care within a year.”⁷ The average cost to KCC to provide home care for one person is £8,875 per year. The average cost to KCC to look after one person in residential care is £37,403 per year.⁸ Through KCWS’ work tackling loneliness, social isolation, preventing or delaying care needs and supporting residents to prevent and recover being victims to scams, it could be argued that KCWS is saving KCC home care and residential care costs.
- 3.7 Work has been undertaken with KCC Service Kent Analytics to develop further evaluation options in pursuit of defining a monetary impact of KCWS. With the Securing Kent’s Future focus on adult social care prevention cost savings, strengthening the understanding of the link between KCWS prevention work and savings in care costs will be a priority. Focus on this narrow area of the service also allows the evaluation to be manageable, however, this will overlook the broad and interdependent nature of the warden role (variety of ways they support residents and communities) which is difficult to measure.

4. Recommendations summary

⁴ <https://www.scie.org.uk/prevention/social-care#evidence>

⁵ [Positive Wellbeing Pilot Service - Evaluation Report](#)

⁶ Social Finance (2015) Investing to Tackle Loneliness: A Discussion Paper 21

⁷ https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/safe-at-home/rb_oct17_scams_party_conference_paper_nocrops.pdf

⁸ KCC Adult Social Care & Health Performance

- 4.1 **Model** – The KCWS will be reduced from 70 wardens (CW) to 38 (including six operational team leaders (TL)); from three managers to one (an Operational Manager); and retain its one Business Coordinator. Wardens will continue to be community-based and proactive, supporting residents and communities in the variety of ways they currently do, but they will be allocated to specific wards in each district where they will focus their work (i.e. coverage of a whole district will no longer be provided.)
- 4.2 **Team sizes** – There will be six teams, each team will operate in two districts. Each team will have a minimum of one TL and three CWs. (TLs are uniformed, operational and additionally provide a supervisory role.) A further 14 CWs will be allocated to teams where there are districts of higher need. Need will be determined using the indicators from the updated GAP.

Teams	Current staffing Filled positions (total posts)	Recommended future staffing (CW FTE split between districts)
Ashford and Swale	1 TL, 6 CW* (12 CW)	1 Operational TL**, 6 CW (2.5 Ashford, 3.5 Swale)
Canterbury and Thanet	1 TL, 7 CW* (12 CW)	1 Operational TL**, 7 CW (3.5 Canterbury, 3.5 Thanet)
Dartford and Gravesham	1 TL, 3 CW* (8 CW)	1 Operational TL**, 3 CW (1.5 Dartford, 1.5 Gravesham)
Dover and Folkestone & Hythe	1 TL, 10 CW* (12 CW)	1 Operational TL**, 8 CW (4 Dover, 4 Folkestone & Hythe)
Maidstone and Tonbridge & Malling	1 TL, 9 CW* (12 CW)	1 Operational TL**, 5 CW (3.5 Maidstone, 1.5 Tonbridge & Malling)
Sevenoaks and Tunbridge Wells	1 TL, 5 CW* (8 CW)	1 Operational TL**, 3 CW (1.5 Sevenoaks, 1.5 Tunbridge Wells)
Total	46 (70)	38

*Teams with vacant posts at time of this paper

**TLs and wardens are on the same tier within KCC's reporting structure. All 38 will formally report to the new, single Operational Service Manager post, with TLs having delegated duties to enable them to provide support and guidance to these remote teams and be a knowledgeable SPoC (single point of contact) for two districts.

- 4.3 **Adoption of GAP** – The GAP, with its indicators and information to be used to finalise team sizes and ward allocations, has been adjusted based on the public consultation feedback. Greater emphasis is placed on the indicators relating to the vulnerable and elderly, and rurality is now included. This has been utilised to determine the indicative team sizes as shown above. Final ward allocations will need to be developed through partner liaison after a key decision has been taken (see Appendix 3 for the updated GAP and the considerations to be taken due to partnership working following the data modelling). It should be noted that

due to the significant reductions, some wardens will be withdrawn from their current placements within Kent, and the adoption of the GAP will mean some of the remaining wardens will need to move out of existing communities they support and into new ward allocations.

5. Next steps

5.1 To implement the changes to the service and achieve the full savings; a key decision needs to be taken, and a staff consultation held.

5.2 Key timings and milestones:

Activity	Date
Cabinet Member key decision	January 2024
Trade Union briefing on staff consultation	23 Jan '24 -tbc
Staff consultation launched (30-day consultation is recommended by HR. Numbers of staff at risk of redundancy now less than 20.)	End of Jan '24 (assuming no call-in of decision)
Implementation of the new model (new team sizes). (Varying redundancy notice periods.)	March to June 2024
Implementation of the GAP (Ward allocations) A significant period of time in which to allow partner liaison and handover arrangements to be made gradually where KCWS is withdrawing from existing service users.	June – Dec 2024

6. Financial Implications

6.1 The KCWS budget is currently a total of £2.08m (2023/24). The £1m saving was originally agreed as part of the 2023-24 budget in February 2023 and saw the base budget reduced by £500k in 2023/24 and with a further £500k required in 2024-25. The reduced and updated base budget for 2024-25 has been calculated to be £1.58m. The decision being implemented now will result in a service redesign with reduced staffing capacity to meet the reduced budget. Given the Council's financial position, the priority in Securing Kent's Future is to ensure the Council's budget is sustainable going forward.

6.2 In order to achieve the net £1m saving asked of KCWS, a recommended option has been set out (see section 4).

6.3 Under the recommended option, there would be redundancy and potentially pension costs which will need to be considered to ensure the full planned savings target is achieved.

6.4 The recommended option delivers £1.06m of gross savings in a timescale which accounts for consultation and governance requirements. This timescale assumes the gross £1.06m saving will commence at the start of 24/25.

6.5 The £1.06m gross saving from 24/25 will be offset, in the short term, and in part by both pension obligations and varying notice periods for those leaving the service. These are not known at this current time as the staff consultation

process has not yet been undertaken. Due to the age/length of service profile of this staffing cohort, these costs could result in a shortfall of the savings target for 24/25. Such a shortfall would be managed within the directorate as they relate to pension obligations. It is anticipated that redundancy costs will be met centrally by KCC.

7. Legal Implications

7.1 KCWS was set up as part of the County Council's response to the statutory responsibilities under the **Crime and Disorder Act 1998** (amended by the Police and Justice Act 2006). Section 6 of the 1998 Act requires the responsible authorities (commonly referred to collectively as a Community Safety Partnership (CSP)) in a local government area to work together in formulating and implementing strategies to tackle local crime and disorder in the area. Additionally, [Section 17](#) places a duty on local authorities to consider crime and disorder implications for all their functions and decisions. To achieve all that can be reasonably expected with a reduced KCWS we plan to work with policing partners, particularly through consideration of the new Neighbourhood Policing model within the KCWS GAP. This is to support making the best use of our resources and continuous improvement in terms of partnership working.

7.2 Under the **Care Act 2014** KCWS's broader role in communities contributes to delivering KCC's duties under [Section 1 Promoting individual well-being](#) (which places the general duty on a local authority to promote individual well-being), and [Section 2 Preventing needs for care and support](#) which states that a local authority must have regard to;

2 a - the importance of identifying services, facilities and resources already available in the authority's area and the extent to which the authority could involve or make use of them in performing that duty.

2 b – the importance of identifying adults in the authority's area with needs for care and support which are not being met (by the authority or otherwise).

To achieve all that can be reasonably expected with a reduced KCWS we plan to work with KCC partners, particularly through consideration of the new ASCH locality model within the KCWS GAP, and use of indicators relating to the elderly and vulnerable to focus KCWS support where needs for care and support may be higher.

7.3 Legal advice was sought leading up to the public consultation. The consultation document and consultation stage EqlA were also reviewed, and advice raised has been taken into consideration when developing the final recommendation and accompanying EqlA.

8. Equality Implications

8.1 Four groups; the elderly; females; people with a disability or long-term impairment; and those with carer's responsibilities have been identified as being more adversely impacted by these changes as they represent the majority of the wardens' current service users.

- 8.2 Our plans to take into account information from key partners as part of the GAP will contribute to mitigating cumulative adverse impacts.
- 8.3 The equality implications for the proposals taken to public consultation were assessed as moderate to significant due to differing levels of change to current geographical allocations but also significant reductions in staffing. Only 20% of consultees provided comment on the equality impact assessment. Themes from those comments (also reflected elsewhere in consultation responses) were focused on concerns of impact for elderly and vulnerable, those with a disability, with physical or mental health concerns, those in rural areas, areas of deprivation, carers and young people/children. Digital exclusion was also considered; KCWS often work with those that struggle to use online or telephone services. Previous work by Kent Analytics shows digital exclusion correlating with older age and deprivation.
- 8.4 Mitigations are described in the EqIA (Appendix 4). Whilst the service will seek to minimise the adverse impacts of the changes, they cannot be eliminated.

9. Other corporate implications

- 9.1 KCWS proactively supports the work of:
- Trading Standards by engaging with and supporting scam victims on the service's behalf.
 - Adult Social Care and Health through welfare visits, engagement with hard-to-reach residents and supporting residents to live safely and independently.
 - Public Health by delivering the Positive Wellbeing model which addresses wider determinants of health i.e. loneliness and social isolation.
 - Emergency Planning; as part of the Council's response to emergency situations such as flooding and especially during the Covid 19 pandemic.
 - Children, Young People and Education through work with schools, colleges, youth groups and the younger residents in the communities served. Wardens deter anti-social behaviour and provide prosocial modelling for adolescents⁹.

10. Governance

- 10.1 The Director of Growth and Communities will inherit the main delegations via the Officer Scheme of Delegation. This will include the implementation of the decision by reducing the size of the service; establishing the new team sizes; and undertaking the GAP data modelling and partner discussions to determine the areas of Kent with the highest need to be prioritised and targeted for KCWS coverage.

11. Conclusions

⁹ <https://www.scie-socialcareonline.org.uk/transforming-behaviour-pro-social-modelling-in-practice/r/a11G00000017zZ5IAI>

11.1 KCC's financial circumstances have resulted in planned budget reductions to KCWS. These can only be implemented following public and staff consultations on the proposed changes and full equality impact analysis.

11.2 The recommended option based on the proposals taken to public consultation; the financial restraints to work within; the consultation feedback; and the priorities set within the recent Securing Kent's Future strategy, is to:

- Retain the service's wide remit (variety of ways it supports residents and communities).
- Retain its community-based proactive approach.
- Retain a presence in all 12 districts that:
 - Reduces the number of wardens (70 to 38) and management posts (3 to 1) and retains the Business Coordinator.
 - Sets a minimum team size for each of six teams, which will each cover two districts.
 - Enhances team size (within the limit of 38 wardens overall) and thereby district coverage for districts with higher evidenced need, compared to other districts under and within the new model.
 - Allocates wardens to specific wards (ratio of 1 warden to 6000-12000 population) in each district where they will focus/target their work. Coverage of a whole district will no longer be possible.
- Adopt a Geographical Allocation Policy (GAP - see Appendix 3) which will use data and indicators of need to identify:
 - Districts with higher need, informing which teams will be enhanced beyond the minimum of 1 Team Leader and 3 wardens.
 - Then, along with partner information (see Appendix 3), identify wards with highest need in each district to be prioritised for warden allocation.

11.3 The above recommendations require GEDCCC consideration so that a key decision can be taken, and the changes can begin to be implemented.

12. Recommendation(s):

12.1 The Cabinet Member is asked to:

- (i) AGREE a new Geographical Allocation Policy for the Community Warden's service;
- (ii) AGREE to implement a new model of operation for the Community Warden's service; and
- (iii) DELEGATE authority to the Director Growth and Communities to take any necessary actions including but not limited to entering into contracts or legal agreement as required to implement the decision as shown in Appendix A.

13. Appendices

- Appendix A – Record of Decision

- Appendix 1 – Consultation Report
- Appendix 2 – Alternative Funding Explored
- Appendix 3 – Geographical Allocation Policy
- Appendix 4 – Equality Impact Assessment

14. Contact details

Report Author: Shafick Peerbux Head of Community Safety, Community Protection Group 03000 413431 shafick.peerbux@kent.gov.uk	Relevant Director: Stephanie Holt-Castle Director of Growth and Communities 03000 412064 stephanie.holt-castle@kent.gov.uk
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KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TO BE TAKEN BY:

Clair Bell, Cabinet Member for
Community and Regulatory Services

DECISION NO:

23/00122

For publication

Key decision: YES

Subject Matter / Title of Decision: Review of the Kent Community Warden Service

Decision:

As Cabinet Member for Community and Regulatory Services, I agree to:

- (i) AGREE a new Geographical Allocation Policy for the Community Warden's service;
- (ii) AGREE to implement a new model of operation for the Community Warden's service; and
- (iii) DELEGATE authority to the Director Growth and Communities to take any necessary actions including but not limited to entering into contracts or legal agreement as required to implement the decision.

Reason(s) for decision:

As part of the Securing Kent's Future strategy and the Council's commitment to delivering the Medium-Term Financial Plan (MTFP), the Kent Community Warden Service (KCWS) is delivering a planned reduction in base budget of £1m over 2023-24 and 2024-25.

Cabinet Committee recommendations and other consultation:

A proposed model for the service to achieve the savings, and an Equality Impact Assessment (EqIA) were subject to public consultation from 12 July to 3 October 2023.

The proposed decision was discussed by Members of the Growth, Economic Development and Communities Cabinet Committee at their meeting on 18 January 2024.

Following a recorded vote, the recommendations were endorsed by the majority of Members.

Any alternatives considered and rejected:

- (i) **Do nothing** - This would not achieve the required savings and does not support Securing Kent's Future's priority for balancing the budget and reviewing all discretionary services and minimum statutory requirements.
- (ii) **Non-staffing related savings** - majority of budget is staffing costs.
- (iii) **Securing external funding, in part or full** - ongoing work, to date nothing viable has been identified.
- (iv) **Narrowing the service's remit** - not supported by public consultation.
- (v) **Becoming a reactive service** - not supported by public consultation.
- (vi) **Reducing the size of the service and then having the same number of wardens in each district** - does not recognise differing levels of need – public consultation responses confirmed different levels of community need should be considered.
- (vii) **Reducing the size of the service and then allocating wardens based on need only, with no minimum commitment to each district** - public consultation responses showed low agreement from all 12 districts to service reductions, i.e. all districts value and wish to retain the service.

(viii) Cessation of the service – Although not considered as part of the consultation, the subsequent publication and adoption by the County Council of Securing Kent’s Future requires cessation of the service to be considered as an option of the Review. Work building on Universities of Essex and Kent’s impact analysis is to continue, supporting understanding and evidence of KCWS’s contribution to SKF’s New Models of Care. A further public consultation would also be required which would result in not meeting the savings target in 24/25 due to the timescales involved.

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

Clair Bell

18 January 2024

.....
signed

.....
date



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. 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.

RESPONDING AS...	Number of consultees (1,357)	% (1,357)
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%

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

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

SEXUALITY (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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%

AGE (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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%

WORKING STATUS (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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.

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

DISABILITY (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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%

BELONGING TO A PARTICULAR RELIGION / BELIEF (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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%

ETHNICITY (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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%

DISTRICT LIVING IN (individuals / on behalf of individual only / completed Easy Read questionnaire)	Number of consultees (1,071)	% (1,071)
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

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.

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:

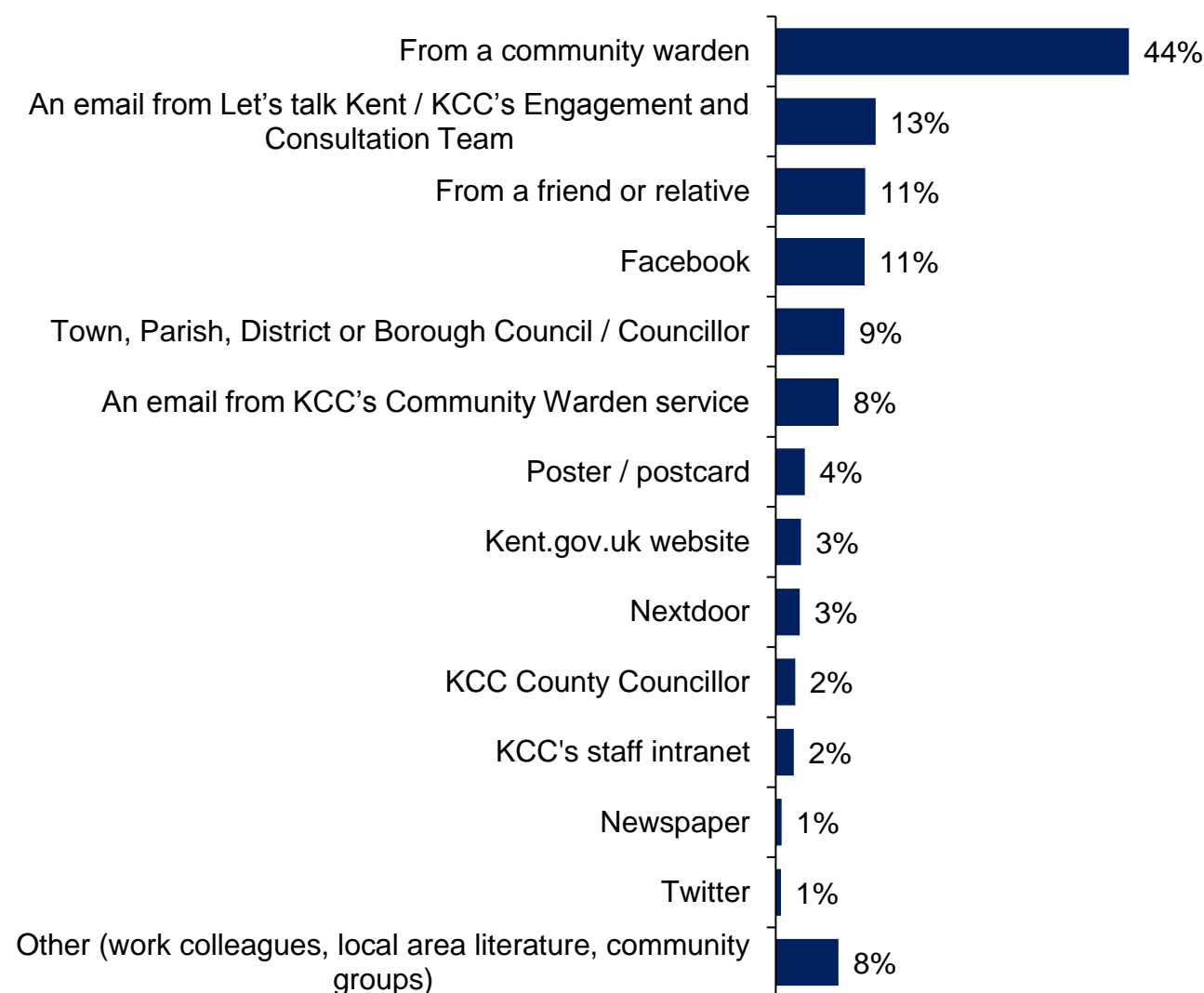
- The viability of the service and the local communities that need / rely on their wardens for personal support, improving community safety and reducing isolation.
- The need for the service to be embedded / continue to part of local communities / develop local community knowledge; allowing access from 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%

SUPPORTING DATA TABLE	Number of consultees answering (1,230)	% answering (1,230)
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.

	Number of consultees answering (119)	% answering (119)
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%

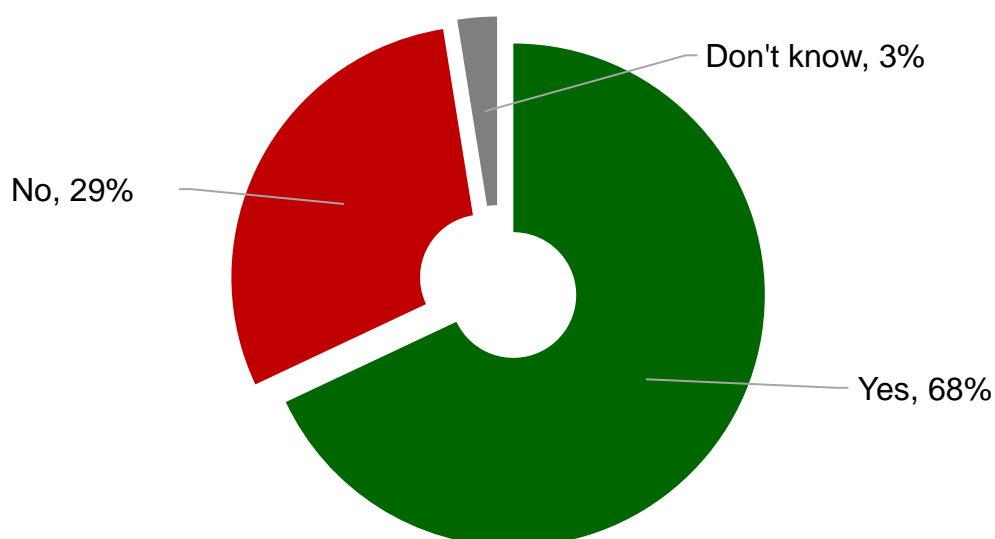
SUPPORT / SERVICE RECEIVED FROM COMMUNITY WARDENS

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).

% YES - BY DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

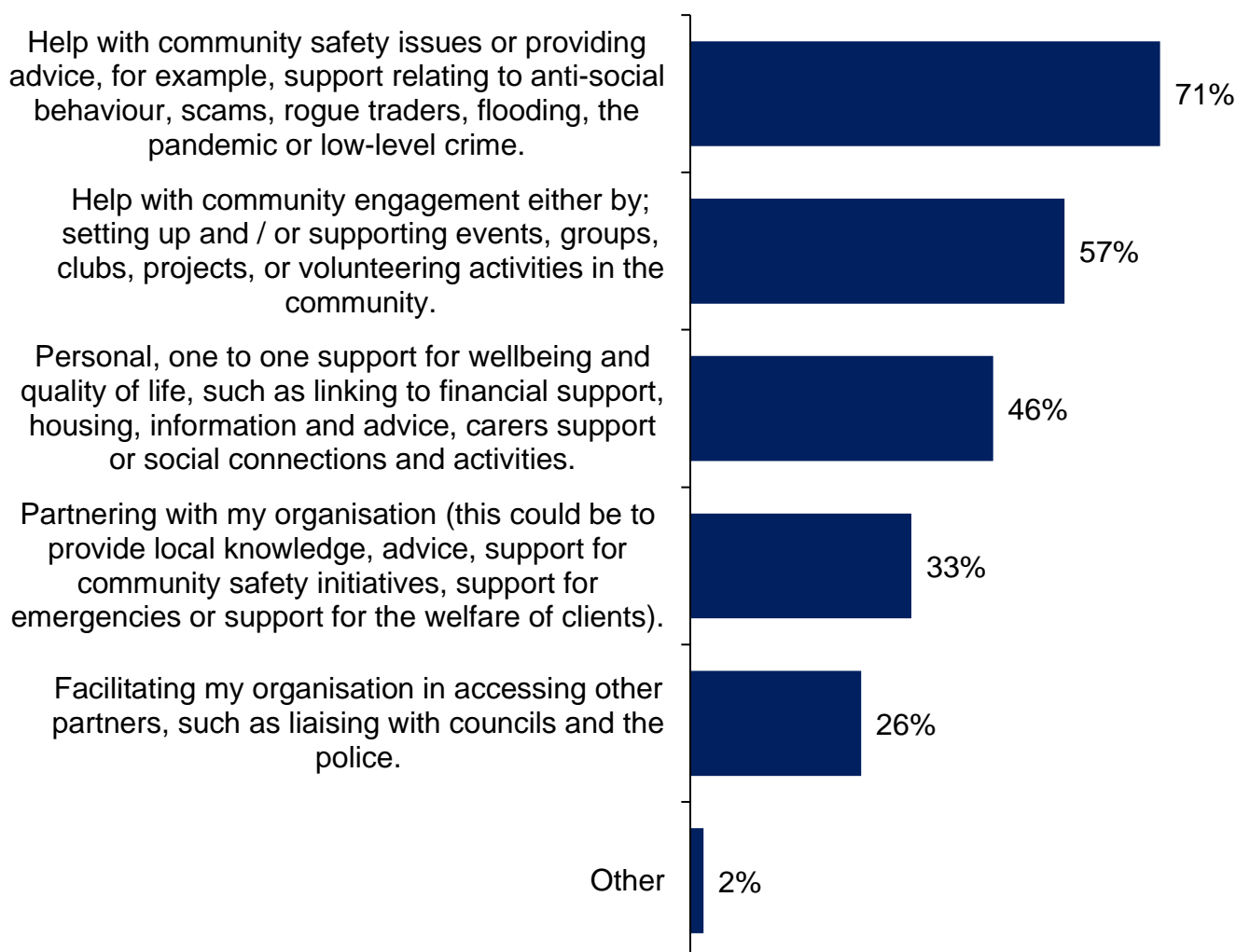
% Demographic breakdown of consultees who used Community Warden service	Number of consultees answering	% of consultees answering
Male	16	18%
Female	68	76%
Aged 30-49	2	2%
Aged 50-59	3	3%
Aged 60-64	3	3%
Aged 65-74	21	23%
Aged 75-84	29	32%
Aged 85 and over	13	14%
Have a disability	36	40%
Do not have a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



SUPPORTING DATA TABLE	Number of consultees answering (843)	% answering (843)
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.

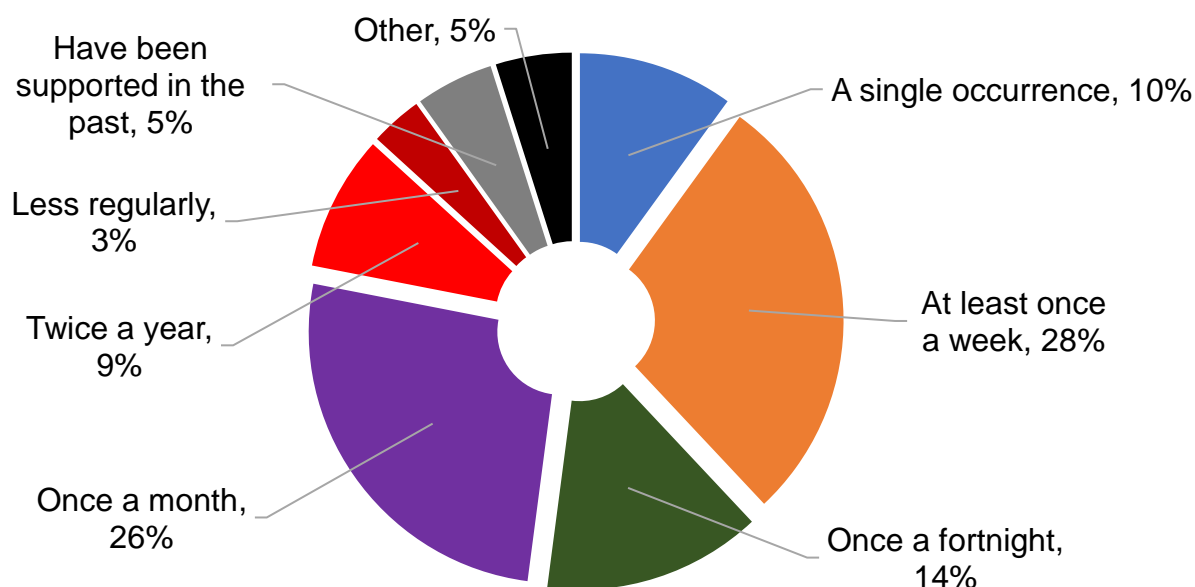
	Number of consultees answering (91)	% answering (91)
Community safety	50	55%
Linking up organisations	46	51%
Personal support for a better quality of life	45	49%
Community engagement	43	47%
Partnering with my organisation	27	30%
Something else	6	7%

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.

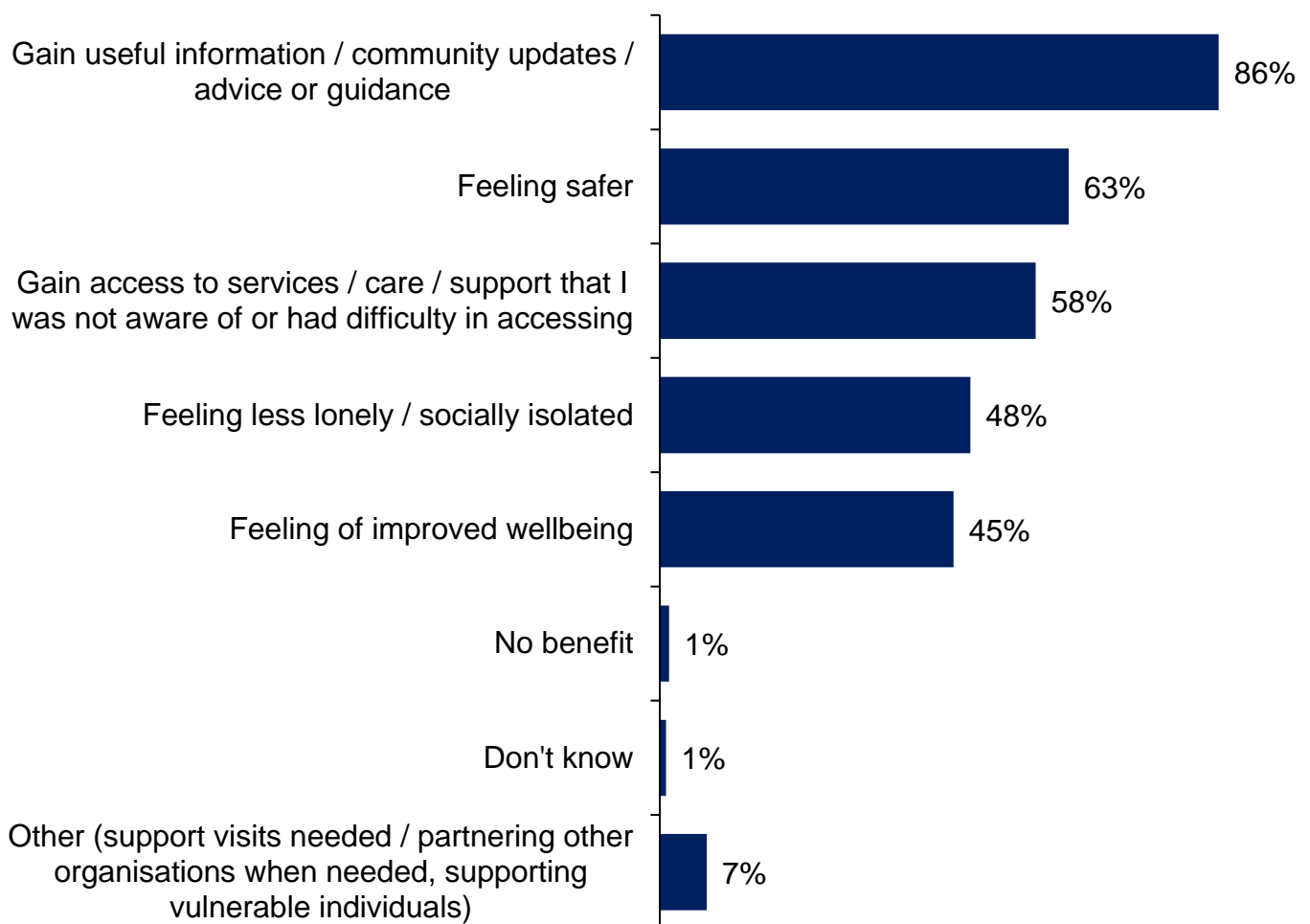
	Number of consultees answering (90)	% answering (90)
A single occurrence	17	19%
At least once a week	18	20%
Once a fortnight	22	24%
Once a month	15	17%
2 times a year	11	12%
Less than 2 times a year	2	2%
I was supported in the past	4	4%
Something else	4	4%

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.



SUPPORTING DATA TABLE	Number of consultees answering (849)	% answering (849)
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.

	Number of consultees answering (100)	% answering (100)
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

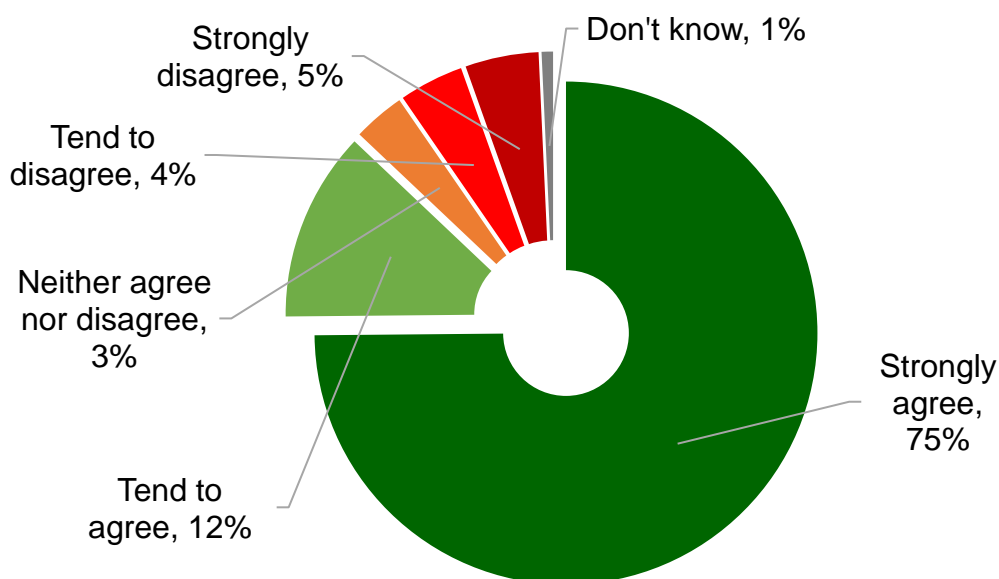
Combined response from main consultation and Easy Read questionnaires

- 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.



SUPPORTING DATA TABLE	Number of consultees answering (1,233)	% answering (1,233)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (120)	% answering (120)
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).

THEMES	Number of consultees answering (1,029)	% answering (1,029)
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).

THEMES	Number of consultees answering (80)	% answering (80)
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

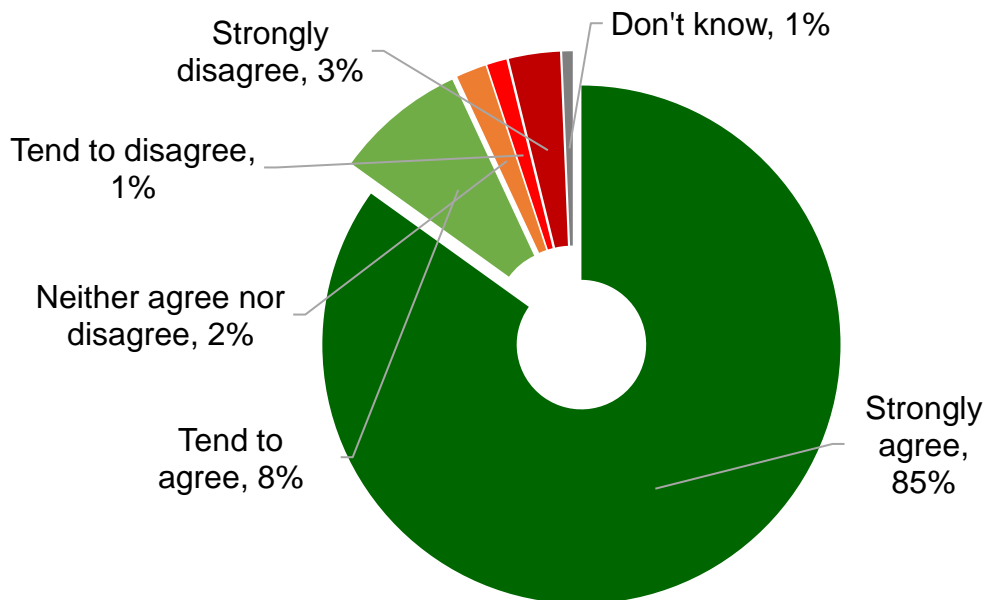
- 93% of consultees answering indicated they agree with the wardens being community based. Strength of agreement is high with 86% strongly agreeing with this element of the proposal.
- 4% of consultees indicated they disagree with the wardens being community based and 2% indicated they neither agree 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.



SUPPORTING DATA TABLE	Number of consultees answering (1,230)	% answering (1,230)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (121)	% answering (121)
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).

THEMES	Number of consultees answering (938)	% answering (938)
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

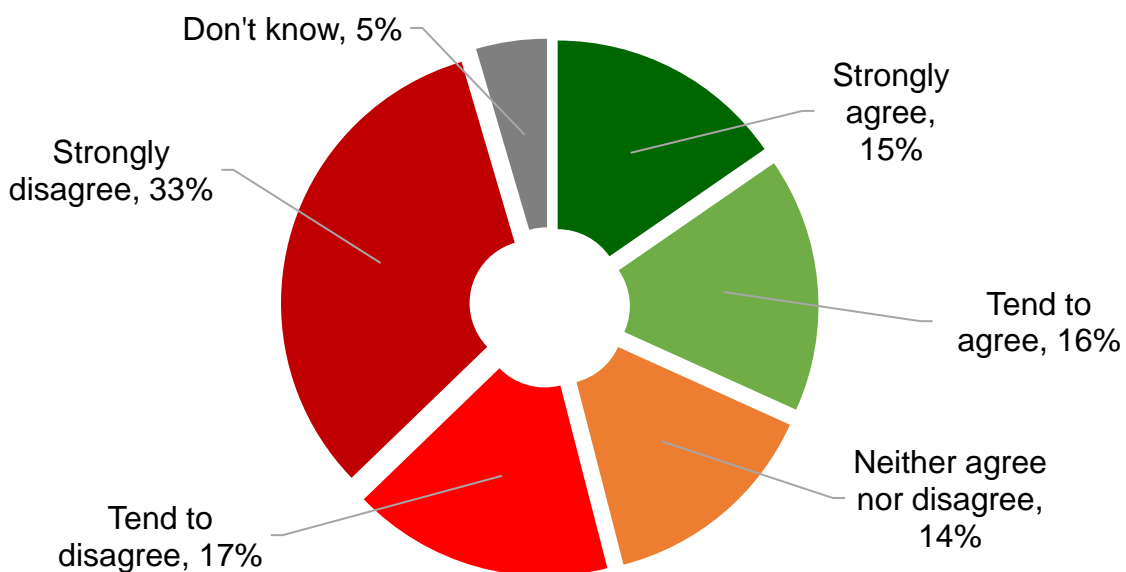
- Agreement is considerably lower with 32% of consultees agreeing with the approach to retain six teams covering two districts each, with a minimum of one team leader and three wardens per team and distributing the further 14 wardens across the teams according to need.
- 49% of consultees answering indicated 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.



SUPPORTING DATA TABLE	Number of consultees answering (1,213)	% answering (1,213)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (118)	% answering (118)
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).

THEMES	Number of consultees answering (984)	% answering (984)
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).

THEMES	Number of consultees answering (72)	% answering (72)
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

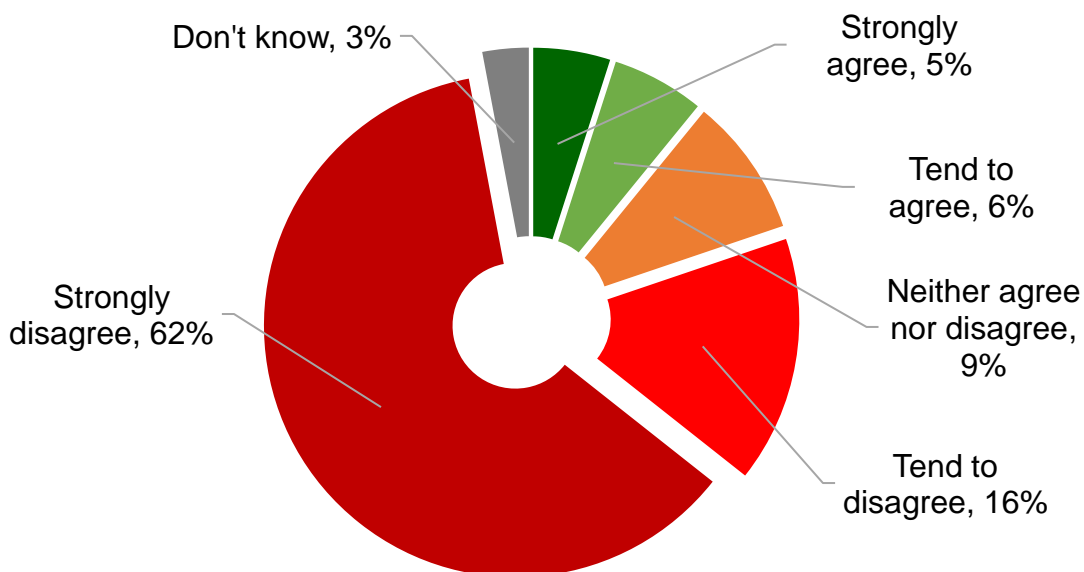
- Agreement is very low with 11% of consultees answering agreeing with the approach to achieve the £1 million saving by reducing the Community Warden service by 32 warden posts and two management posts.
- 78% of consultees disagree with this approach. Strength of disagreement is high with 63% strongly 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.



SUPPORTING DATA TABLE	Number of consultees of total answering (1,220)	% of total answering (1,220)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (120)	% answering (120)
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).

THEMES	Number of consultees answering (963)	% answering (963)
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).

THEMES	Number of consultees answering (80)	% answering (80)
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.

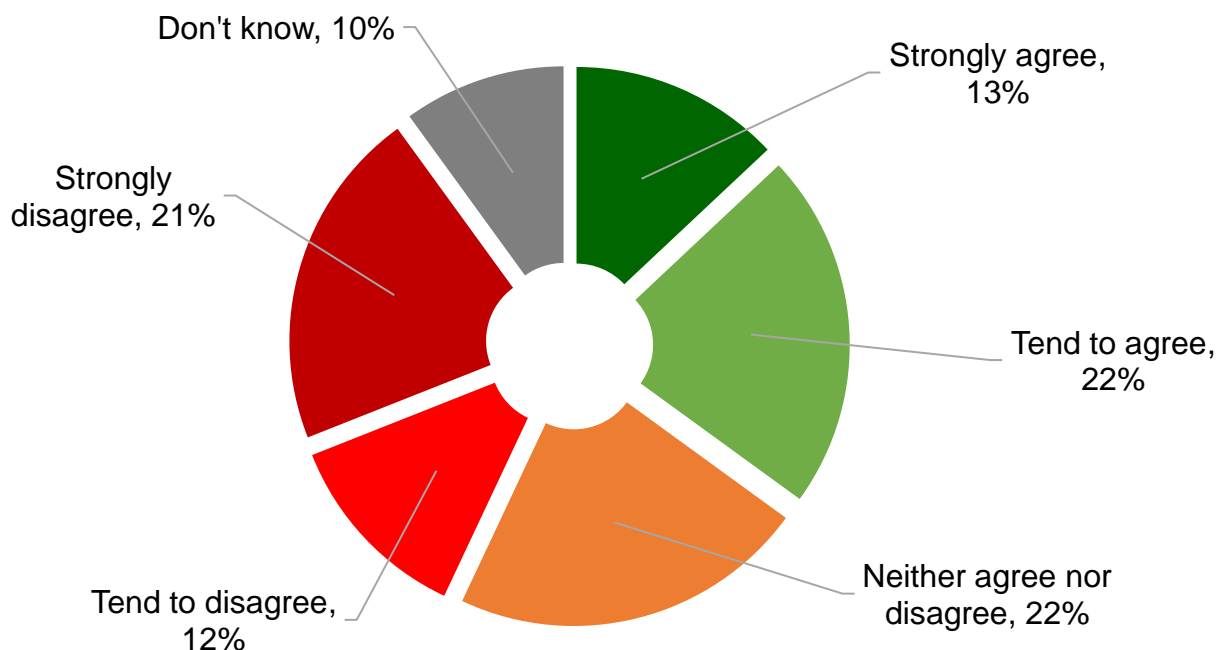
Response from main consultation questionnaires

- 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.



SUPPORTING DATA TABLE	Number of consultees answering (1,165)	% answering (1,165)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (114)	% answering (114)
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.

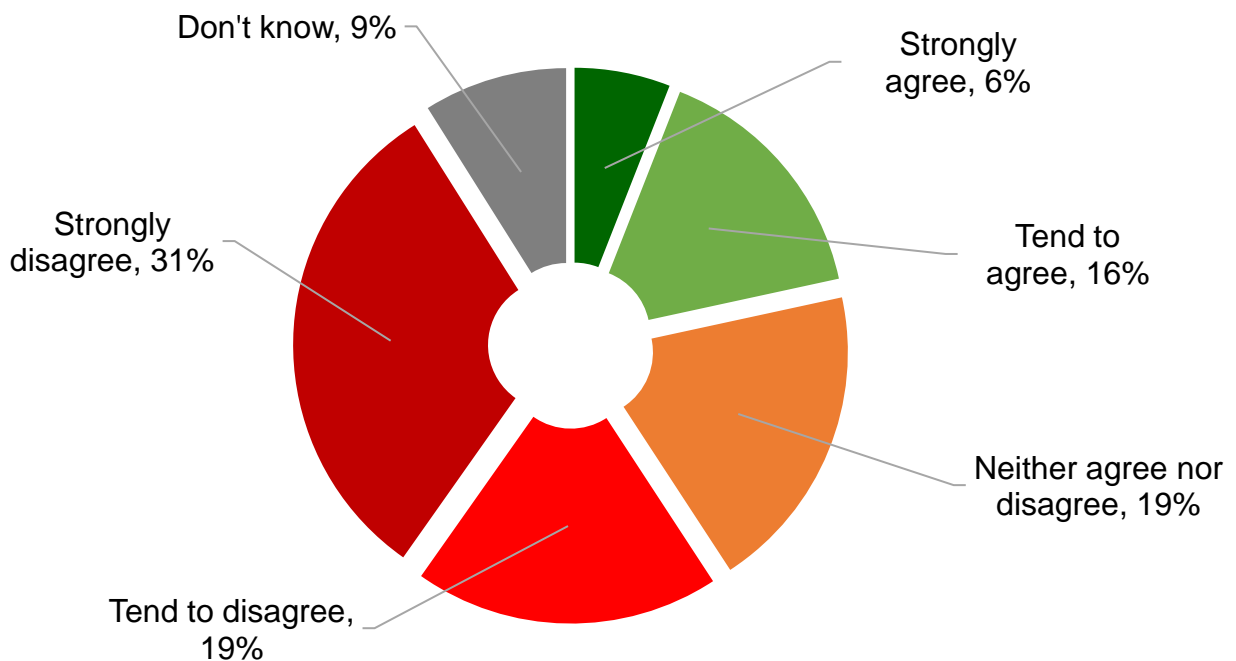
Response from main consultation questionnaires

- 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.



SUPPORTING DATA TABLE	Number of consultees answering (1,077)	% answering (1,077)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (116)	% answering (116)
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)

THEMES	Number of consultees answering (780)	% answering (780)
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)

THEMES	Number of consultees answering (64)	% answering (64)
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

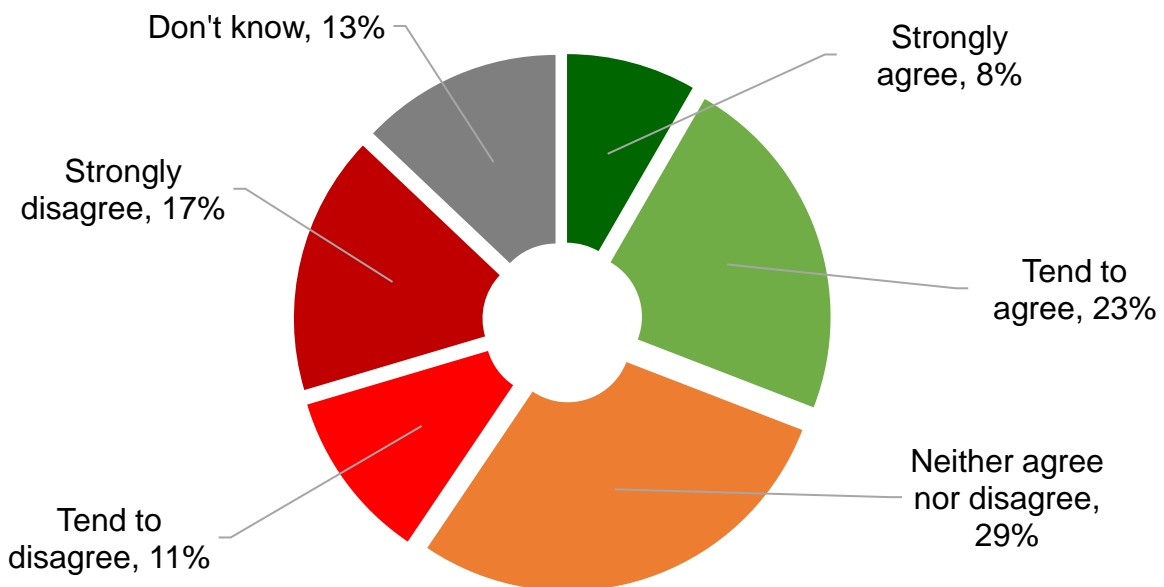
- Perceptions are very mixed with 31% of consultees answering agreeing with the approach to identify wards in which to base all wardens using data and information as described in the Geographical Allocation Policy, and 29% of consultees disagreeing.
- 27% of consultees indicated they neither agree nor 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.



SUPPORTING DATA TABLE	Number of consultees answering (1,176)	% answering (1,176)
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%).

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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%

NET AGREEMENT - BY SERVICE USE / DEMOGRAPHIC (total number of consultees reported in brackets)	Number of consultees answering	% of consultees answering
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.

	Number of consultees answering (110)	% answering (110)
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).

THEMES	Number of consultees answering (544)	% answering (544)
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%

THEMES	Number of consultees answering (544)	% answering (544)
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).

THEMES	Number of consultees answering (49)	% answering (49)
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).

THEMES	Number of consultees answering (932)	% answering (932)
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).

THEMES	Number of consultees answering (66)	% answering (66)
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.”

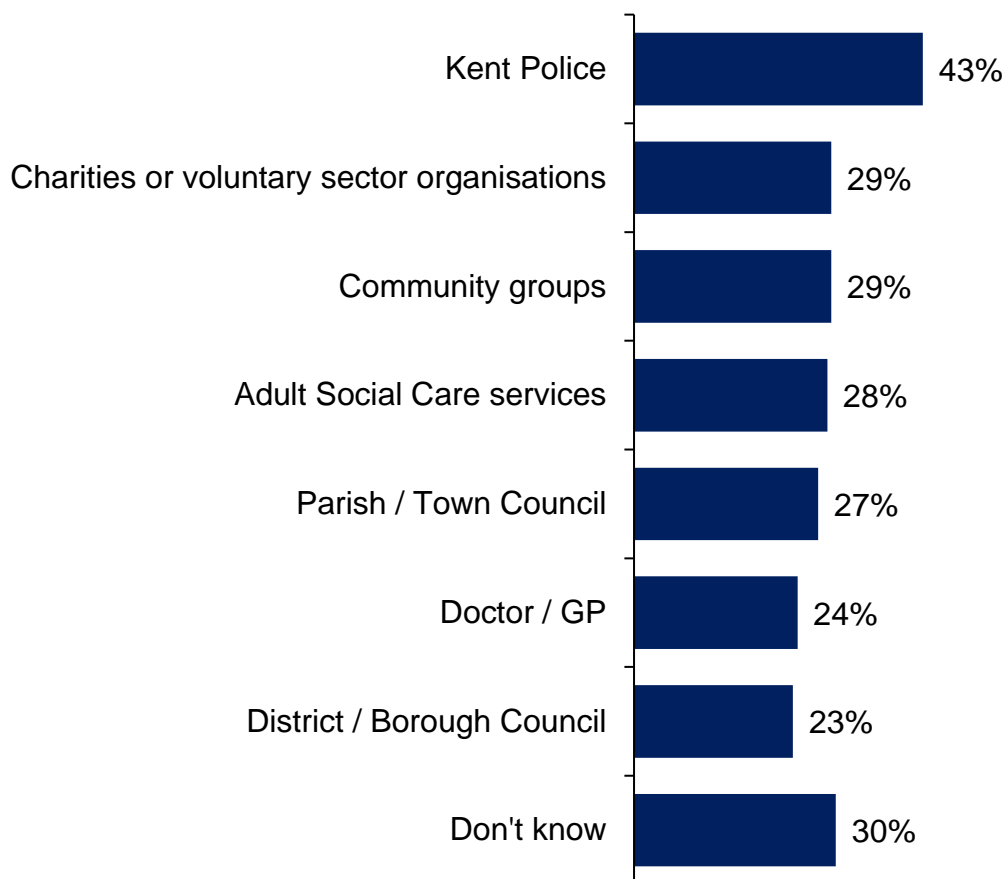
“I need to know who to contact when I need help or information.”

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

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.



SUPPORTING DATA TABLE	Number of consultees answering (1,192)	% answering (1,192)
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.

	Number of consultees answering (808)	% answering (808)
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).

THEMES	Number of consultees answering (36)	% answering (36)
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%

THEMES	Number of consultees answering (337)	% answering (337)
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).

THEMES	Number of consultees answering (42)	% answering (42)
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.

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.

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

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 1331 1536" 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.

<input type="checkbox"/>	Adult Social Care services
<input type="checkbox"/>	Charities or voluntary sector organisations
<input type="checkbox"/>	Community groups
<input type="checkbox"/>	District / Borough council
<input type="checkbox"/>	Doctor / GP
<input type="checkbox"/>	Kent Police
<input type="checkbox"/>	Parish / Town council
<input type="checkbox"/>	Don't know
<input type="checkbox"/>	Other, please tell us: <div style="border: 1px solid black; display: inline-block; width: 470px; height: 35px; vertical-align: middle;"></div>

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 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>Are you filling in this survey for</p>
	<p>Yourself? <input type="checkbox"/></p>
	<p>Someone else who uses the Community Warden Service? <input type="checkbox"/></p>
	<p>Something else? 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>If you are filling in this survey for someone else, give their answers.</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>How did you find out about this survey? 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>Something else. Tell us in the box below. <input style="width: 100%; height: 30px;" type="text"/></p>


Question 4.

	<p>Have you used the Community Warden Service? 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 Question 5 below.</p>
	<p>If you said no, go to Section 2 on page 9.</p>


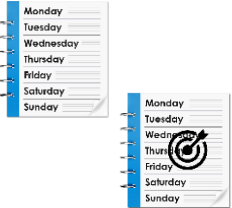




Question 5.

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

Question 6.

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

Question 6a.

	<p>If you said 2 times or more in Question 6, tell us how many times you used the service.</p>
	<p>Tick 1 box only.</p>
	<p>At least once a week <input type="checkbox"/></p>
	<p>Once a fortnight. A fortnight 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>You can use this box to say more about how the Community Warden Service helps you.</p>
	

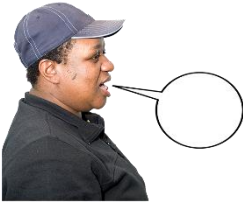

Section 2. Our plans

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







Question 8.

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



Question 8a.

	<p>Tell us more about your answer to Question 8 in the box below.</p> <p>Why did you say that?</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>How much do you agree that wardens should stay in the community?</p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1313 689 1398 768" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1313 819 1398 898" type="checkbox"/></p> <p>I do not mind <input data-bbox="1313 949 1398 1028" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1313 1079 1398 1158" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1313 1209 1398 1288" type="checkbox"/></p> <p>I do not know <input data-bbox="1313 1339 1398 1417" type="checkbox"/></p>



Question 9a.

	<p>Tell us more about your answer to Question 9 in the box below.</p> <p>Why did you say that?</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>How much do you agree with our plans for the teams?</p> <p>Tick 1 box only.</p> <p>I really agree <input data-bbox="1315 909 1402 994" type="checkbox"/></p> <p>I mostly agree <input data-bbox="1315 1032 1402 1117" type="checkbox"/></p> <p>I do not mind <input data-bbox="1315 1151 1402 1236" type="checkbox"/></p> <p>I mostly do not agree <input data-bbox="1315 1270 1402 1355" type="checkbox"/></p> <p>I really do not agree <input data-bbox="1315 1388 1402 1473" type="checkbox"/></p> <p>I do not know <input data-bbox="1315 1507 1402 1592" type="checkbox"/></p>



Question 10a.

	<p>Tell us more about your answer to Question 10 in the box below. Why did you say that?</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>How much do you agree with our plan to save £1 million like this?</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>


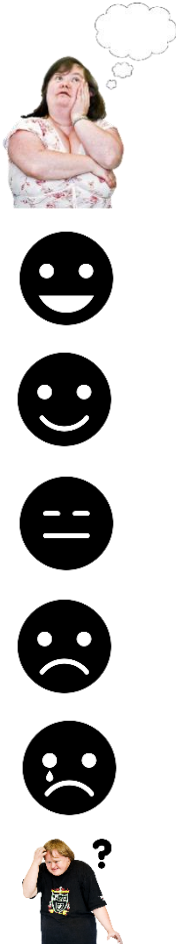
Question 11a.

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



Question 12.

	<p>In our plan, wardens would work in some electoral wards across Kent.</p> <p>An electoral ward 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>How much do you agree with our plans to have wardens in electoral wards?</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>How much do you agree with our plans group smaller electoral wards together?</p> <p>Tick 1 box only.</p> <p>I really agree <input type="checkbox"/></p> <p>I mostly agree <input type="checkbox"/></p> <p>I do not mind <input type="checkbox"/></p> <p>I mostly do not agree <input type="checkbox"/></p> <p>I really do not agree <input type="checkbox"/></p> <p>I do not know <input type="checkbox"/></p>



Question 12b.

	<p>Tell us more about your answer to Questions 12 and 12a in the box below.</p> <p>Why did you say that?</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>How much do you agree with our plan to do this? 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>Tell us more about your answer to Question 13.</p> <p>Do you think we have missed anything important about who needs community wardens most?</p> <p>If yes, please tell us in the box below.</p>
	Empty box for writing

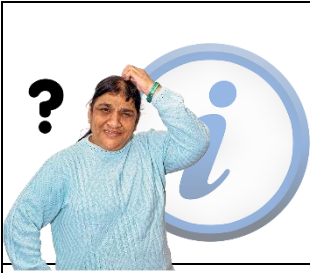
Question 14.

	<p>Tell us how our plans for the Community Warden Service might change things for you below.</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>If this happens, tell us below about anything important we can do for you.</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


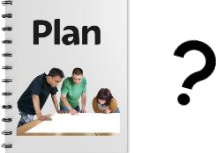




Parish or Town council

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"> • older people • women • disabled people or people who are ill for a long time • people who are carers
	<p>This is because these people use the Community Warden Service the most.</p>
	<p>Is there anyone else we have missed out?</p> <p>Can we do anything else to make sure our plans are fair for everyone?</p> <p>You can tell us in the box below.</p>
	




Question 18.

	<p>Do you want to tell us anything else about our plans for saving money in the Community Warden Service?</p> <p>Can you think of other ways we could save money?</p> <p>You can tell us in the box below.</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>You do not have to answer the next questions if you do not want to.</p>
---	--

Question 19.













	<p>How old are you? Tell us in the box below.</p>
 	<p>Age <input data-bbox="1161 833 1404 967" type="text"/></p> <p>I do not want to say <input data-bbox="1295 1008 1385 1093" type="checkbox"/></p>

Question 20.

	<p>Are you a Carer?</p> <p>A Carer is anyone who cares for someone else and is not paid for it.</p>
  	<p>Yes <input data-bbox="1311 1444 1401 1527" type="checkbox"/></p> <p>No <input data-bbox="1311 1550 1401 1632" type="checkbox"/></p> <p>I do not want to say <input data-bbox="1311 1655 1401 1738" 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.

	Is your gender the same as when you were born? 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"/>




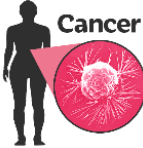



If you have said Other, tell us in the box below.

Question 25.

	<p>Are you disabled?</p> <p>A disability 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

	What is your sexuality?
	Heterosexual or straight <input data-bbox="1316 338 1406 421" type="checkbox"/>
	Bi or bisexual <input data-bbox="1316 465 1406 548" type="checkbox"/>
	Gay man <input data-bbox="1316 577 1406 660" type="checkbox"/>
	Gay woman or lesbian <input data-bbox="1316 696 1406 779" type="checkbox"/>
	I do not want to say <input data-bbox="1316 808 1406 891" type="checkbox"/>
	Other <input data-bbox="1316 920 1406 1003" 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.**

Appendix 2 – Alternative Funding Explored

Various avenues are currently being pursued. So far there have been no viable options that would significantly offset the savings required. Options being looked at include:

- National lottery funding – Cost of Living fund. Statutory bodies including County Councils are not eligible.
- National lottery funding – Reaching Communities fund. Applications from statutory bodies including County Councils can be made. The fund is unable to assist with projects which would be the ‘statutory duty or expected activity’ for the council to provide. (It could be argued that KCWS contribution to Care Act duties makes it an expected activity.) Timescales for the application process are also fairly extended.
- Kent Ambassadors – Information has been provided to the Kent Ambassadors, seeking their support to explore options with their contacts/networks.
- S.106 funding – Only suitable to fund capital/assets, not staffing costs.
- Community Infrastructure Levy (CIL) – A fund received by district councils which KCC may be able to access. Conversations are being pursued on whether this is feasible and a possibility.
- UK Shared Prosperity Fund - A fund received by district councils which KCC may be able to access. Conversations are being pursued.
- A Town Council and a Parish Council have also suggested or offered that they could sponsor/provide funding for some of a warden’s costs.
- An organisation that provides some funding for wardens in another county was identified and met with. Unfortunately, the level of funding was very small.
- ASCH and Public Health – a number of conversations have taken place given wardens direct and indirect support to ASCH, and contribution to wider determinants of health, but given current financial pressures, funding from these areas has not been viable.
- Health and Care Partnership (HCP) funding – Conversations continue, facilitated by ASCH partners who sit on HCPs.
- Corporate sponsorship – requirements are being explored, and there is a draft policy for sponsorship in KCC. There are associated procurement rules and legal complexity, and the draft policy advises that obtaining and maintaining sponsorship is time-consuming.

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Appendix 2 – Recommended Geographical Allocation Policy (GAP)

The recommended indicators / data, available at ward level, to be modelled to identify districts and wards of highest need:

- Obj 1 – Community safety and resilience
 - % of lone parent households with dependent children
 - % of people over 65 living alone
 - % of people providing 50+ hours of unpaid care per week
 - Prevalence of domestic abuse
 - Level of children’s social care referrals progressing to assessment
 - Prevalence of anti-social behaviour
 - Level of scams reported to Trading Standards
 - Obj 2 – Supporting the elderly and vulnerable
 - Indicators of loneliness
 - Level of Homecare clients
 - % of people over 65
 - % of people with a disability or long-term impairment
 - Obj 3 – Foster community cohesion & wellbeing
 - Indicators of low wellbeing
 - Low levels of community engagement (sports, hobby, youth club and social club and community organisation membership)
 - Obj 4 – Assist with navigating public services
 - Deprivation data relating to barriers to housing and services
 - Distances from nearest GP, urgent care and A&E.
- Rurality (using [the Rural Urban classification](#)).

The indicators are in different formats e.g. rates, numbers, percentages and have different data ranges. An index score for each indicator will be calculated. To arrive at an overall score for each objective, the index scores will be combined with equal weighting. The scores for Objectives 1, 3 and 4 will be equally weighted, Objective 2 will have a greater weighting, and a further score for rurality will be included. These five scores will then be used in geographical/data modelling, allowing wards to be ranked by need.

The KCWS has always had a strong emphasis on partnership working, therefore alongside this modelling of data, final allocation decisions will take into account:

- Recent changes to public transport and community buildings (which may highlight areas of greater isolation)
- Conversations with Adult Social Care (inc. impact of new locality model)
- Kent Police’s new neighbourhood policing model
- Areas of high crime for which warden placements are not appropriate
- Areas already well supported by services whose remit overlaps with KCWS
- Conversations with district and borough councils and local CSUs
- Conversations with Kent Association of Local Councils (KALC)

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EQIA Submission – ID Number

Section A

EQIA Title

Kent Community Warden Service recommended service model post public consultation

Responsible Officer

Deborah Kapaj - GT EW

Type of Activity**Service Change**

Service Change

Service Redesign

Service Redesign

Project/Programme

No

Commissioning/Procurement

No

Strategy/Policy

No

Details of other Service Activity

Agreed budget reduction implementation

Accountability and Responsibility**Directorate**

Growth Environment and Transport

Responsible Service

Community Safety/Growth and Communities

Responsible Head of Service

Stephanie Holt-Castle - GT GC

Responsible Director

Stephanie Holt-Castle - GT GC

Aims and Objectives

Due to KCC's significant financial pressures, KCC took a budget decision in February 2023, which included a reduction of the base budget for the Kent Community Warden Service (KCWS), this service budget is to be reduced by £1m by 2024/25.

To achieve the savings, significant reductions to staffing levels will be required with a corresponding review and redesign of the operational service. The service had already been considering a geographical allocation policy to ensure resources are targeted where need and impact will be greatest. Now that the budget has been reduced, this Initial work has been further informed by the public consultation held 12 July to 3 October 2023.

This significant reduction to the budget will reduce resource and capacity to support communities, with negative impacts more significant for the elderly, people with a disability or long-term impairment and carers, most of whom are female and the main service users and are also some of the most vulnerable* residents within our communities.

(* Residents may be additionally vulnerable due to disability or long-term impairment, those who are elderly and living alone, being socially and/or digitally isolated, be more at risk of being targeted or becoming victims of scams/rogue traders or experience financial challenges, all of which can negatively impact health and mental wellbeing, with a higher likelihood of these residents needing additional support from the public or voluntary sector service, including health, social care, police and the district, town or parish councils.)

Service

Wardens currently provide a proactive and visible service within Kent's communities. There are many ways in which they help to improve residents' quality of life and allow communities to thrive. They help residents to feel safe. They support the elderly and vulnerable, and work with communities to foster a sense of cohesion and wellbeing.

Working with partners, they put in place preventative and early intervention measures to deliver solutions to help Kent's residents and communities' flourish.

KCWS currently operates with six teams, each covering two of the 12 Kent districts. The service structure and operations has been based on a workforce of 70 uniformed staff which includes six team leaders (TL) and 64 wardens.

Proposals for change

Staff and partner feedback from pre-consultation engagement helped develop a proposed option to take forward for formal public consultation.

The proposed option was made up of the following:

- Retain the service's wide remit (variety of ways it supports residents and communities).
- Retain its community-based proactive approach.
- Retain a presence in all 12 districts that:
 - o Reduces the number of uniformed wardens (70 to 38) and management posts (3 to 1), and retains the Business Coordinator .
 - o Sets a minimum team size for each of the six teams, that will each cover two districts.
 - o Enhances team size and thereby district coverage for districts with higher evidenced need.
 - o Allocates wardens to specific wards in each district where they will focus/target their work (i.e. coverage of a whole district will no longer be possible.)
- Adopt a Geographical Allocation Policy (GAP - see Appendix 1) which will use data and indicators of need to identify:
 - o Districts with higher need, informing which teams will be enhanced beyond the minimum of 1 Team Leader and 3 wardens.
 - o Then, along with partner information (see Appendix 1), identify wards with highest need in each district to be prioritised for warden allocation.

Indicators proposed for use in the GAP reflect the protected characteristics which will be impacted most significantly using current service user data and public consultation feedback high % of people who: are over 65, over 65 and living alone, have a disability or long term impairment, or provide 50+ hours of unpaid care per week. The various indicators also identify a number of relevant disadvantages, issues, vulnerabilities and barriers. These are outlined in full in the decision paper.

Equality & Diversity aims and objectives

Only 20% of consultees provided comment on the equality impact assessment. Themes from those comments were focused on concerns of impact for elderly and vulnerable, those with a disability, with physical or mental health concerns, those in rural areas, deprived residents, carers and young people/children.

To confirm if the protected characteristics data collected in the public consultation broadly reflects the data

already collected by the service or reflects the Kent demographic (2021 census).

The elderly, people with a disability or long-term impairment and carers, most of whom are female represent the majority of service users. The public consultation data shows these groups were reached and responded.

To confirm the protected characteristics that may be more negatively impacted by a change to the service.

The impact on elderly, people with a disability or long-term impairment and carers, most of whom are female should not be under estimated. All these groups will be impacted by the changes to the service due to reduced staffing levels.

In summary, the impact has been assessed as moderate to severe:

Over 65's – high to severe

Disabled - high

Females – high to severe

Carers – moderate to high

These groups have been prioritised in the selection of needs data being used to develop the Geographic Allocation Policy.

To identify how negative impacts on specific groups can be avoided or mitigated.

The current service provided coverage across Kent, but even now is a relatively small size, and capacity means there is more demand than can be met. Reducing warden numbers by half means the negative impacts cannot be avoided nor mitigated. Instead, the recommended model seeks to direct the resources available to those areas of highest need, which will leave some communities with very minimal or no warden support.

Working alongside other public and voluntary sector organisations the aim will be to work more effectively in partnership to ensure that best value is achieved from the collective resources available.

Working alongside other public and voluntary sector organisations the aim will be to work more effectively in partnership to ensure that best value is achieved from the collective resources available.

To identify any positive impacts that could be achieved from the service change.

No positive impacts identified.

To identify any other data that should be considered within the Geographic Allocation Policy to mitigate negative equality impacts.

It should be noted that Digital Exclusion is considered a form of social inequality and the physical presence of a warden in the community is positive for digitally excluded residents as it enables them to connect in person and access services through the warden. Reducing or removing this physical presence in the community is likely to be an added barrier to accessing support in the future in the areas identified with a lesser need.

Digital exclusion data was considered in discussion with Kent Analytics for inclusion in the model. However,

this data would heavily overlap with indicators for older people and deprivation (barriers to accessing services) already included in the GAP analysis.

CONCLUSION: A negative impact (ranging from moderate to severe) on elderly(over 65's), people with a disability or long-term impairment and carers, the majority of whom are female cannot be avoided nor sufficiently mitigated through a Geographical Allocation Policy (GAP). Any existing support, which cannot be continued by the service will be managed through handovers to other agencies as needed.

Section B – Evidence

Do you have data related to the protected groups of the people impacted by this activity?

Yes

It is possible to get the data in a timely and cost effective way?

Yes

Is there national evidence/data that you can use?

Yes

Have you consulted with stakeholders?

Yes

Who have you involved, consulted and engaged with?

Stakeholder engagement prior to launch of public consultation

27 February 2023 – Service wide meeting with all Kent Community Warden Service staff. Workshop sessions were held with staff to begin gathering views on what the service should look like going forward, and what needs to be considered if any changes are made.

15 Mar 23 – 6 Apr 23 – Staff Hub. A private area on Let's Talk Kent was launched to which all KCWS staff were invited so that they could: respond to a survey; submit questions; and submit feedback. The survey was designed to seek quantitative and qualitative information to help shape proposed options for a public consultation.

5 Apr 23 – 2 May 23 – Partner hub and 1:1 meetings. During this pre-election period a private area on Let's Talk was launched with a limited number of stakeholders invited to respond to a survey regarding the future of KCWS to help shape proposed options to take to public consultation. Those invited included; Chief Executives and Community Safety Leads for the 12 district councils, Kent Police, Kent Fire and Rescue Service (KFRS), Adult Social Care, Trading Standards, Kent Resilience Team and the Kent Association of Local Councils (KALC). One to one meetings were offered to District and Borough Council Chief Executives to discuss and collect views. Meetings were held with; KFRS, KALC and the following districts: Folkestone and Hythe, Sevenoaks, Tunbridge Wells and Tonbridge and Malling.

Public consultation (held between 12 July and 3 October 2023)

The consultation was promoted within KCC and externally via social media, email, press releases and articles.

Promotional material (posters and postcards) were available at KCC libraries and at Gateways to raise awareness and direct public online to find out the details of the changes proposed and how to tell us their views. Contact details for requesting hardcopy and easy read materials were also made available, as well as being able to request alternative formats and languages.

Community warden teams were provided with postcards and posters to use in community venues they have relationships with. They also had hard copy and easy read consultation documents for the service users that wardens work with who may not have access to a computer or require, so that they can also submit their views.

Wardens often work with vulnerable* people and those that are hard to reach. They have also worked with refugees. They were asked to support this consultation by facilitating the groups to be aware of, understand and respond to the consultation.

Efforts were made to engage through KCC staff groups and the voluntary, community and social enterprise sector (VCSEs) etc to target areas of limited data. This did not identify any additional significant impacts

The public consultation received a good level of response, this table shows the breakdown by type of respondent.

RESPONDING AS...

Number of consultees in total (1,357) and %

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%

Has there been a previous Equality Analysis (EQIA) in the last 3 years?

Yes

Do you have evidence that can help you understand the potential impact of your activity?

Yes

Section C – Impact

Who may be impacted by the activity?

Service Users/clients

Service users/clients

Staff

Staff/Volunteers

Residents/Communities/Citizens

Residents/communities/citizens

Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing?

Yes

Details of Positive Impacts

The updated geographical allocation policy would ensure the wardens, albeit fewer in number, are better targeted to areas where they are needed most.

Negative impacts and Mitigating Actions

19.Negative Impacts and Mitigating actions for Age

Are there negative impacts for age?

Yes

Details of negative impacts for Age

66% of KCWS's service users are 65 or over. 46% are 75 or over. 31% of public consultation responses were from those aged 75 or over, this lower percentage is likely due to the wider audience that responded with over 20% of responses from organisations, KCC employees or partner agencies and other local councils.

Although only 1% of young people age 16-24 are identified as service users, the public consultation received no responses from this age group. There were several VSCE organisations that represent children and young people that were targeted to promote and/or respond to the consultation.

A significant reduction in the number of wardens will be a significant reduction in the overall number of residents in Kent that can be supported by the service and the impact on elderly residents cannot be avoided.

The KCC EqIA risk matrix tool estimates risk using the scale of impact, the likelihood and the number of

people affected. In this case, the potential impact is moderate to significant, likely (due to the size of proposed reduction to the service) and would impact a large number of people aged 65 and over, making it a high to severe impact. Confirmed by over 500 consultation responses from people aged over 65.

Older people are identified as one of eight groups more likely to be digitally excluded than others. Mature and older people (age 56+) are a socio-demographic group highlighted as being more at risk of digital exclusion. This represents 147,780 households (21.9%) in the KCC area, with areas in the east of the County more likely to be digitally excluded compared to the west of the County. (Digital Exclusion In Kent June 2021 - Kent Analytics report)

These residents may not like new technology and prefer information by post or in person and are likely to be more significantly impacted by the withdrawal or reduction of the physical presence of the warden service in their community compared to those who prefer to access services and information online. Comments received during the public consultation indicate the value of a presence in the community and at meetings/hubs and knowing alternative ways to contact were needed. It must be noted that some residents, due to age-related hearing loss may be prevented from accessing services by telephone.

A lack of digital access (combined with age and age-related disability), whether due to a lack of technology, skills or confidence, creates a significant barrier to accessing services online, by email or social media, in addition the barriers to using the telephone will leave some residents unable to access services without the assistance of family, friends or other agency staff if these residents lose access to a community warden.

Mitigating Actions for Age

Indicators recommended for use in the geographical allocation policy include identifying areas to allocate a warden based on high % of people who are over 65, the level of Homecare clients and over 65 and living alone. Ensuring the limited resources is targeted toward this group.

Where a warden can no longer continue supporting an existing community / existing service user, strategies will be developed with local partners (parish and district councils, community services) providing a handover and contact details of remaining local services for the resident**.

It is only after the recommended indicators and partner information to consider within the GAP has been agreed, that the processes of finalising the data modelling steps can be done, followed by partner discussions to identify wards with highest need in each district to be prioritised for warden allocation. This can only realistically be progressed after the staff consultation and is expected to take a number of months (i.e. sudden service changes will be avoided). This timeline will allow Team Leaders to manage handovers first of all for the impact of the staff reductions, and then any staff moves to new communities. Team Leader posts will remain constants throughout these changes. Not only will they support the coordination of identifying alternative support (which will vary due to varying assets in each district), but their contact details will be available to those losing their warden support during that time of transition, whilst the alternative support beds in.

The Community Wardens will retain their broad remit, but the service acknowledges that the Securing Kent's Future strategy has been introduced since the proposals were developed and New Models of Care and Support has been prioritised. As such Community Wardens will continue to take referrals from ASCH in the designated wards and where capacity and time allow, beyond those areas.

**This will take into account the needs of the resident such as any disabilities or digital exclusion considerations requiring alternative communication methods, finding appropriate solutions as wardens are accustomed to do.

Responsible Officer for Mitigating Actions – Age

Team Leader

20. Negative impacts and Mitigating actions for Disability

Are there negative impacts for Disability?

Yes

Details of Negative Impacts for Disability

30% of service users surveyed identify as being disabled. 23% of public consultation respondents identified as being disabled with 5% identified as having sensory disability (hearing and/or sight loss), meaning they face additional barriers when communicating, including use of the telephone and/or accessing/understanding written information.

A significant reduction in the number of wardens will be a significant reduction in the overall number of residents in Kent that can be supported by the service and this cannot be avoided.

The KCC EqIA risk matrix tool estimates risk using the scale of impact, the likelihood and the number of people affected. In this case, the potential impact is moderate to significant, likely (due to the size of proposed reduction to the service) and would impact many people (247 consultation responses, although fewer in this group compared to age), making it a high to severe impact.

Disabled people are identified as one of eight groups more likely to be digitally excluded than others and where deafness of speech impairment is relevant, may also be unable to use the telephone to communicate and access support.

Mitigating actions for Disability

Indicators proposed for use in the geographical allocation model include identifying areas to allocate a warden based on a high percentage of people with a disability or long term impairment, high % of people who are over 65, the level of Homecare clients, high % of those over 65 living alone and indicators of low wellbeing.

Where a warden can no longer continue supporting an existing community / existing service user, strategies will be developed with local partners (parish and district councils, community services) providing a handover and contact details of remaining local services for the resident. Where need is identified by the Community Warden, refer to Adult Social Care and Health to assess care needs. Further detail of timescales and arrangements for handovers will be as previously described in the mitigations for age.

The Community Wardens will retain their broad remit, but the service acknowledges that the Securing Kent's Future strategy has been introduced since the proposals were developed and New Models of Care and Support has been prioritised. As such Community Wardens will continue to take referrals from ASCH in the designated wards and where capacity and time allow, beyond those areas.

Comments received during the public consultation indicate the value of a presence in the community and at meetings/hubs and knowing alternative ways to contact were needed. It must be noted that some residents, due to deafness including age-related hearing loss or speech impairment cannot access services by telephone.

Responsible Officer for Disability

Team Leader

21. Negative Impacts and Mitigating actions for Sex

Are there negative impacts for Sex

Yes

Details of negative impacts for Sex

63% of service users surveyed are female. 52% of public consultation respondents of the public consultation were female.

A significant reduction in the number of wardens will be a significant reduction in the overall number of residents in Kent that can be supported by the service and this cannot be avoided.

The KCC EqIA risk matrix tool estimates risk using the scale of impact, the likelihood and the number of people affected. In this case, the potential impact is moderate to significant, and also likely (due to the size of proposed reduction to the service) and would impact a large number of people in this group (326 females responded to the consultation), making it a high to severe impact.

Mitigating actions for Sex

Indicators proposed for use in the geographical allocation model include identifying areas to allocate a warden based on high % of people who are over 65, and over 65 and living alone. Sex has not been given its own indicator but the age and sex profile in Kent shows that as age increases there is a greater ratio of females to males. This suggests the age indicators will reflect the higher proportion of females the wardens currently support and will support in the future due to a focus on supporting the elderly.

Where a warden can no longer continue supporting an existing community / existing service user, strategies will be developed with local partners (parish and district councils, community services) providing a handover and contact details of remaining local services for the resident. Where need is identified by the Community Warden, refer to Adult Social Care and Health to assess care needs. Further detail of timescales and arrangements for handovers will be as previously described in the mitigations for age.

The Community Wardens will retain their broad remit, but the service acknowledges that the Securing Kent's Future strategy has been introduced since the proposals were developed and New Models of Care and Support has been prioritised. As such Community Wardens will continue to take referrals from ASCH in the designated wards and where capacity and time allow, beyond those areas.

footnote 2 https://www.kent.gov.uk/__data/assets/pdf_file/0019/14725/Mid-year-population-estimates-age-and-gender.pdf

Responsible Officer for Sex

Team Leader

22. Negative Impacts and Mitigating actions for Gender identity/transgender

Are there negative impacts for Gender identity/transgender

No

Negative impacts for Gender identity/transgender

Not Applicable

Mitigating actions for Gender identity/transgender

Not Applicable

Responsible Officer for mitigating actions for Gender identity/transgender

Not Applicable

23. Negative impacts and Mitigating actions for Race

Are there negative impacts for Race

No

Negative impacts for Race

Not Applicable

Mitigating actions for Race

Not Applicable

Responsible Officer for mitigating actions for Race

Not Applicable

24. Negative impacts and Mitigating actions for Religion and belief

Are there negative impacts for Religion and belief

No
Negative impacts for Religion and belief
Not Applicable
Mitigating actions for Religion and belief
Not Applicable
Responsible Officer for mitigating actions for Religion and Belief
Not Applicable
25. Negative impacts and Mitigating actions for Sexual Orientation
Are there negative impacts for Sexual Orientation
No
Negative impacts for Sexual Orientation
Not Applicable
Mitigating actions for Sexual Orientation
Not Applicable
Responsible Officer for mitigating actions for Sexual Orientation
Not Applicable
26. Negative impacts and Mitigating actions for Pregnancy and Maternity
Are there negative impacts for Pregnancy and Maternity
No
Negative impacts for Pregnancy and Maternity
Not Applicable
Mitigating actions for Pregnancy and Maternity
Not Applicable
Responsible Officer for mitigating actions for Pregnancy and Maternity
Not Applicable
27. Negative impacts and Mitigating actions for Marriage and Civil Partnerships
Are there negative impacts for Marriage and Civil Partnerships
No
Negative impacts for Marriage and Civil Partnerships
Not Applicable
Mitigating actions for Marriage and Civil Partnerships
Not Applicable
Responsible Officer for Marriage and Civil Partnerships
Not Applicable
28. Negative impacts and Mitigating actions for Carer's responsibilities
Are there negative impacts for Carer's responsibilities
Yes
Negative impacts for Carer's responsibilities
17% of service users surveyed identify as a carer. 16% of the respondents identified as a carers in the public consultation, which corresponds to the service user demographic.
A significant reduction in the number of wardens will be a significant reduction in the overall number of residents in Kent that can be supported by the service and this cannot be avoided.
The KCC EqIA risk matrix tool estimates risk using the scale of impact, the likelihood and the number of people affected. In this case, the potential impact is moderate to significant, and also likely (due to the proposed size of reduction to the service). Although 167 carers responded to the public consultation, the service supports fewer in this group (than age, sex or disability groupings), making it a medium to high impact.
Mitigating actions for Carer's responsibilities
Indicators proposed for use in the geographical allocation model include identifying areas to allocate a

warden based on % of lone parent households with dependent children and % of people providing 50+ hours of unpaid care per week. These indicators will support the targeting of the service toward this group.

Where a warden can no longer continue supporting an existing community / existing service user, strategies will be developed with local partners (parish and district councils, community services) providing a handover and contact details of remaining local services for the resident. Where need is identified by the Community Warden, refer to Adult Social Care and Health to assess the carer's needs. Further detail of timescales and arrangements for handovers will be as previously described in the mitigations for age.

The Community Wardens will retain their broad remit, but the service acknowledges that the Securing Kent's Future strategy has been introduced since the proposals were developed and New Models of Care and Support has been prioritised. As such Community Wardens will continue to take referrals from ASCH in the designated wards and where capacity and time allow, beyond those areas.

Responsible Officer for Carer's responsibilities

Team Leader

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