

Consultation Questionnaire

We recommend that you read the Community Services consultation document before answering the questions.

To take part in the consultation please go to www.kent.gov.uk/communityservicesconsultation to complete the online questionnaire.

Alternatively, fill in a Word/paper version and return it by email:
communityservicesfeedback@kent.gov.uk

Or you can post it to: **Freepost KENT COMMUNITIES**

Following the end of the consultation we will take all responses into consideration and produce a consultation report. We expect a final decision on the proposals to be made later in the summer of 2023.

If you have any questions, please contact us on communityservicesfeedback@kent.gov.uk or telephone us on 03000 419815. This number goes to an answering machine which is monitored during office hours. You can also meet us at a drop-in event. Details of these events are in the consultation document and on the consultation webpage.

Alternative formats: If you require any of the consultation material in an alternative format or language, please email: alternativeformats@kent.gov.uk or call: 03000 42 15 53 (text relay service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

Privacy: Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the General Data Protection Regulation and Data Protection Act 2018. Read the full Privacy Notice at the end of this document.

Section 1 – About you

Q1. Please tell us in what capacity you are completing this questionnaire:

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

- | | |
|--------------------------|--|
| ☐ | As a Kent resident |
| ☐ | On behalf of a friend or relative (please complete this questionnaire using their information) |
| ☐ | As a resident from somewhere else, such as Medway |
| ☐ | As a representative of a local community group or residents' association |
| ☐ | On behalf of an educational establishment, such as a school or college |
| ☐ | On behalf of a Parish / Town / Borough / District Council in an official capacity |
| ☐ | As a Parish / Town / Borough / District / County Councillor |
| ☐ | As a Kent business owner or representative |
| ☐ | On behalf of a charity, voluntary or community sector organisation (VCS) |
| ☐ | As a KCC employee (Kent resident) |
| ☐ | As a KCC employee (non-Kent resident) |
| ☐ | Other, please specify: |

Q1a. If you are responding on behalf of an organisation, please tell us the name of your organisation. Please write in **below**.

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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 an organisation, please 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.

- | | |
|--------------------------|---|
| ☐ | Facebook |
| ☐ | Twitter |
| ☐ | From a friend or relative |
| ☐ | Kent.gov.uk website |
| ☐ | At a KCC building (e.g. children's centre, youth hub, library, Gateway, Adult Education centre) |
| ☐ | Local KCC County Councillor |
| ☐ | District Council / Councillor |
| ☐ | Newspaper |
| ☐ | Poster / postcard |
| ☐ | An email from KCC |
| ☐ | KCC's staff intranet |
| ☐ | From another organisation |
| ☐ | Other, please specify: |

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Q4. Please tell us how often you use the services listed below.

(There will be another question later in this section where you can tell us which services other people in your household use).

Please select **one** option per row.

Service	At least once a week	Once a fortnight	Once a month	Twice a year	Less regularly	Used it in the past	Never used this service
Children's Centres							
Youth Hubs							
Health Visiting Service (Public Health)							
Children and Young People's Counselling Service (Public Health)							
Community Services for Adults with Learning Disabilities							
Community Learning and Skills (Adult Education)							
Gateways							

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Q4a. Please tell us how you use these services.

Please select **one** option per row.

Service	In person at a building	Online	Both	I don't use this service
Children's Centres				
Youth Hubs				
Health Visiting Service (Public Health)				
Children and Young People's Counselling Service (Public Health)				
Community Services for Adults with Learning Disabilities				
Community Learning and Skills (Adult Education)				
Gateways				

Q5. Please tell us how often other people in your household use the services listed below.

Please select **one** option per row.

Service	At least once a week	Once a fortnight	Once a month	Twice a year	Less regularly	Used it in the past	Never used this service
Children's Centres							
Youth Hubs							
Health Visiting Service (Public Health)							
Children and Young People's Counselling Service (Public Health)							
Community Services for Adults with Learning Disabilities							
Community Learning and Skills (Adult Education)							
Gateways							

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Q5a. Please tell us how other people in your household use these services.

*Please select **one** option per row.*

Service	In person at a building	Online	Both	They don't use this service
Children's Centres				
Youth Hubs				
Health Visiting Service (Public Health)				
Children and Young People's Counselling Service (Public Health)				
Community Services for Adults with Learning Disabilities				
Community Learning and Skills (Adult Education)				
Gateways				

Section 2 – Designing the new way of delivering services

Q6. We have designed the proposals by looking at where people have the highest need for our services. How much do you agree or disagree with this approach?

*Please select **one** option.*

☐	Strongly agree
☐	Tend to agree
☐	Neither agree nor disagree
☐	Tend to disagree
☐	Strongly disagree
☐	Don't know

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We have used a lot of data and information to help us understand where need for our services is highest across Kent. This is shown in the consultation document.

Q7. If you think we have missed out any data that should be used, please tell us what it is below.

We propose to co-locate services from more of our buildings. This means people will be able to access more than one KCC service from some of our buildings. Proposed co-locations are shown in the consultation document.

Q8. How much do you agree or disagree with the proposal to co-locate some of our services, as explained in the consultation document?

*Please select **one** option.*

☐	Strongly agree
☐	Tend to agree
☐	Neither agree nor disagree
☐	Tend to disagree
☐	Strongly disagree
☐	Don't know

Q9. What do you think is important for us to consider when co-locating services?

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'Outreach' is the delivery of a service which does not take place from a dedicated or permanent space. Examples could include using a village hall, community centre or other building on a temporary basis when there is a need for a service. We already deliver some of our services by outreach.

Q10. If you have any comments you would like to make about delivering services through outreach, please tell us below.

Accessing services digitally means using a computer, mobile phone, tablet or other device to look up information about services or to join sessions or activities virtually. We would like to understand if there are any reasons you may not be able to do this.

Q11. Please select from the list below the statements that may apply to you about accessing KCC services digitally. Please select *all that apply*.

- | | |
|--------------------------|---|
| ☐ | I am confident about doing things online |
| ☐ | I don't know how to do it |
| ☐ | I don't feel confident using technology |
| ☐ | I don't think it's safe using technology to access services. I'm concerned about the security of my information |
| ☐ | I find KCC's digital services and information too difficult to use |
| ☐ | I don't have a device (computer, mobile phone, tablet) |
| ☐ | I don't have the internet at home |
| ☐ | My internet is too slow |
| ☐ | Paying for devices and internet connection (including mobile data) is too expensive |
| ☐ | Other, please specify: |

Q12. What is important to you when accessing services online?

Section 3 – Buildings

Our work so far has led us to propose working from fewer permanent buildings, meaning that some of our buildings would close. This is because we need to reduce our costs and reduce our carbon emissions. Using the Needs Framework to design where and how we deliver services means we will be able to meet community needs with fewer permanent buildings.

Q13. How much do you agree or disagree with the proposal to have fewer buildings?

*Please select **one** option.*

☐	Strongly agree
☐	Tend to agree
☐	Neither agree nor disagree
☐	Tend to disagree
☐	Strongly disagree
☐	Don't know

The consultation document provides information on the buildings we propose to no longer use.

We'd like you to tell us which buildings you have comments about and then tell us what impact you think the proposed changes would have on you or someone in your household.

The next questions about buildings are in **four parts**. You can make comments about all the services in this consultation, or just the one(s) that impact you. **Please skip the questions that are not relevant to you.**

Part A

Children's Centres and Youth Hubs (Open Access)

Q14. Please use the box below to write in the name(s) of the building(s) (and district) you would like to tell us about regarding Children's Centres and Youth Hubs (Open Access).

Q14a. Please tell us how you think you or the people in your household will be impacted by the proposal for the building(s) you have identified.

Health Visiting Service (Public Health)

Q14b. Please use the box below to write in the name(s) of the building(s) (and district) you would like to tell us about regarding the Health Visiting Service (Public Health).

Q14c. Please tell us how you think you or the people in your household will be impacted by the proposal for the building(s) you have identified.

Children and Young People's Counselling Service (Public Health)

Q14d. Please use the box below to write in the name(s) of the building(s) (and district) you would like to tell us about regarding the Children and Young People's Counselling Service (Public Health).

Q14e. Please tell us how you think you or the people in your household will be impacted by the proposal for the building(s) you have identified.

The new Family Hubs Model

As explained in the consultation document, we have recently taken a key decision to accept Transformation Status from the Department for Education which means significant investment will be provided by Government to enable the change to the Family Hub model.

In a Family Hub, several different organisations and their services work in partnership together. The Government's guidance on Family Hubs suggests the provision that should be linked together to create the 0–19-year-old offer, or 0-25 for those with special education needs or disabilities (such as children's centre services, youth services and Public Health provision such as Health Visiting). However, our proposals about where to locate Family Hubs, where to provide outreach, and where to co-locate with other KCC services have been informed by the Needs Framework we have developed.

Q15. What do you think is important for us to consider when we transition to the Family Hub model?

Part B

Community Services for Adults with Learning Disabilities

Q16. Please use the box below to write in the name(s) of the building(s) (and district) you would like to tell us about regarding Community Services for Adults with Learning Disabilities.

Q16a. Please tell us how you think you or someone in your household will be impacted by the proposal for the building(s) you have identified.

Part C

Community Learning and Skills (Adult Education)

Q17. Please use the box below to write in the name(s) of the building(s) (and district) you would like to tell us about regarding Community Learning and Skills (Adult Education).

Q17a. Please tell us how you think you or someone in your household will be impacted by the proposal for the building(s) you have identified.

Part D

Gateways

Q18. Please use the box below to write in the name(s) of the building(s) (and district) you would like to tell us about regarding Gateways.

Q18a. Please tell us how you think you or someone in your household will be impacted by the proposal for the building(s) you have identified.

Section 4 – Other options and comments

Q19. Please tell us if there are any other options you think we should consider, or if you have any other comments you wish to make about the proposals in this consultation.

Section 5 – Equality Analysis

To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared a set of Equality Impact Assessments (EqIAs) on the proposals.

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, sex, gender identity, sexual orientation, race, religion or belief, and carer's responsibilities. The EqIAs are available online at www.kent.gov.uk/communityservicesconsultation or on request.

Q20. 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.

Section 6 – 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'll only use the 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.

Q21. Are you...? Please select *one* option.

☐	Male
☐	Female
☐	I prefer not to say

Q22. Is your gender the same as your birth? Please select *one* option.

☐	Yes
☐	No
☐	I prefer not to say

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

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

Q24. Which of the following applies to you? Please select *those that apply*.

☐	I/we have children
☐	I am / we are expecting a child
☐	I/we do not have children
☐	I prefer not to say

Q24a. If you answered 'I/we have children' to Q24, which of the following age groups does your child/children fall into? *Please select **all that apply**.*

- | | |
|--------------------------|---------------------|
| ☐ | 0-1 year old |
| ☐ | 2 to 5 years old |
| ☐ | 6 to 10 years old |
| ☐ | 11 to 19 years old |
| ☐ | I prefer not to say |

Q25. Do you regard yourself as belonging to a particular religion or holding a belief?
*Please select **one** option.*

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

Q25a. If you answered 'Yes' to Q25, which of the following applies to you? *Please select **one** option.*

- | | |
|--------------------------|---------------------|
| ☐ | Christian |
| ☐ | Buddhist |
| ☐ | Hindu |
| ☐ | Jewish |
| ☐ | Muslim |
| ☐ | Sikh |
| ☐ | Other |
| ☐ | I prefer not to say |

If you selected Other, please specify:

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.

Q26. 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 |

Q26a. If you answered 'Yes' to Q26, 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 |

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A Carer is anyone who cares, unpaid, 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.

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

Q28. Are you ...? Please select **one** option.

- | | |
|--------------------------|-----------------------|
| ☐ | Heterosexual/Straight |
| ☐ | Bi/Bisexual |
| ☐ | Gay man |
| ☐ | Gay woman/Lesbian |
| ☐ | I prefer not to say |
| ☐ | Other |

Other, please specify:

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Q29. To which of these ethnic groups do you feel you belong? Please select *one* option.
(Source 2011 Census)

White English	☐	Mixed White & Black Caribbean	☐
White Scottish	☐	Mixed White & Black African	☐
White Welsh	☐	Mixed White & Asian	☐
White Northern Irish	☐	Mixed Other*	☐
White Irish	☐	Black or Black British Caribbean	☐
White Gypsy/Roma	☐	Black or Black British African	☐
White Irish Traveller	☐	Black or Black British Other*	☐
White Other*	☐	Arab	☐
Asian or Asian British Indian	☐	Chinese	☐
Asian or Asian British Pakistani	☐	I prefer not to say	☐
Asian or Asian British Bangladeshi	☐		
Asian or Asian British Other*	☐		

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

Thank you for taking the time to complete this questionnaire; your feedback is important to us.
All feedback received will be reviewed and considered.

Closing date for responses: 26 March 2023

Consultation Privacy Notice

Last updated: 30 December 2021

Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we've created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. We are responsible as 'controller' of that personal information for the purposes of those laws. Our Data Protection Officer is Benjamin Watts.

The personal information we collect and use

Information collected by us

In the course of responding to consultations published by Kent County Council we collect the following personal information when you provide it to us:

- responses to questionnaire / consultation
- equalities data collected through questionnaire response - age, sex, gender identity, ethnicity, religion or belief, sexuality, disability, pregnancy or maternity or if you are a Carer
- employment and education details
- postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode information if you do not want to. KCC is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you do give will be used to see if there are any differences in views for different groups of people, and to check if services are being delivered in a fair and reasonable way.

We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process response data and will not be used in producing reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is

shared with external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

How we use your personal information

We collect and use this information in order to:

- understand your views about a particular topic or KCC activity
- analyse consultation and engagement activity
- inform KCC's future strategy, policy, service design and budget planning
- undertake equality monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

We may use your postcode to carry out a type of profiling to estimate which one of a number of lifestyle groups you are most likely to fall into. We do this using geodemographic segmentation tools. We do not make any decisions about individual service users based solely on automated processing, including profiling.

How long your personal data will be kept

We will hold any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e): 'processing is necessary for the performance of a task carried out in the public interest' and Article 6(1)(c) 'for compliance with a legal obligation to which the controller is subject' as our lawful basis.

We rely on Article 9(2)(g) 'processing is necessary for reasons of substantial public interest' (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained.) It is necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with

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the view to enabling such equality to be promoted or maintained. You can read [KCC's Equality Policy on our website](#) or on request.

Who we share your personal information with

We may share your personal data and feedback with those listed below:

- services within the Council who are responsible for the management of the engagement or consultation activity
- a third-party supplier who has been contracted to independently analyse the consultation responses
- organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
- district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Bang the Table Pty Ltd.

Your rights

Under UK GDPR you have a number of rights which you can access free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways.

We will always seek to comply with your request, however, we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to contact

Please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, at dpo@kent.gov.uk. Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone, Kent, ME14 1XQ.

The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>.