

Kent Community Warden Service Review

Consultation document
and questionnaire



Have your say!

We are proposing to make savings by redesigning the Kent Community Warden Service.

Find out more and tell us your views at

kent.gov.uk/communitywardenreview

Consultation open from 12 July to 3 October 2023.



Contents

1. Introduction	2
2. The Community Warden service	2
3. Why are we proposing changes?	5
4. How have we developed our proposals?	5
5. How do we propose to make savings?	6
6. What other options have we considered?	10
7. Equality analysis	12
8. How to have your say	13
9. Glossary	14
10. Questionnaire	15
11. Privacy Notice	35
12. Appendix A - Current area allocations	39

1. Introduction

We are running a consultation on proposed changes to our Community Warden service. We want to share our proposals with you and invite your views.

To help meet the financial challenge Kent County Council (KCC) 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, we will need to redesign the service.

This consultation document provides information on:

- the current Community Warden service, including what it does and how it operates
- why we are proposing to make changes and how we have developed our proposals
- the proposed changes to the service and details of other options that have been considered
- how service users and other interested parties can participate in the consultation and tell us how these changes could impact them.

There is a glossary on page 14 which will give you more information on some the words in this document. These words are highlighted in **bold**.

2. The Community Warden service

Background

The Community Warden service was established in 2002. Today, the service is structured with:

- 70 wardens (including six team leaders)
- two area managers
- one volunteer and apprenticeship scheme manager
- one business coordinator.

The service's £2.4 million budget mostly covers these staffing costs. The remaining £135,000 of this budget is used for uniforms, equipment, training, materials, vehicles, and travel expenses.

What does the service do?

When the Community Warden service was first established, its main aim was to form a key part of the Council's response to its **statutory** responsibilities under the Crime and Disorder Act 1998 (amended by the Police and Justice Act 2006). Under Section 6 of the 1998 Act, we must work with the other responsible authorities, such as Kent Police and Kent Fire and Rescue Service, to tackle local

crime and disorder. Under Section 17 of this Act, we must consider crime and disorder implications for all of our functions and decisions.

The service's remit has evolved and expanded from the initial crime and disorder focus and the service now also contributes to our duties under the **Care Act 2014**. Under Section 1 of this Act, we must promote individual wellbeing, and under Section 2, we must prevent needs for care and support. This means we have to consider:

- what services, facilities and resources are already available in the area (for example local voluntary and community groups), and how these might help local people
- identifying people in the local area who might have care and support needs that are not being met
- identifying carers in the area who might have support needs that are not being met.

Wardens contribute to these duties by having knowledge of the communities they serve and being able to connect residents to what will promote their wellbeing or prevent care and support needs. This could be financial support, housing, information and advice, carers support, social connections, and activities.

Today, the wardens provide a proactive and visible service that helps in a variety of ways to improve residents' quality of life and allow their communities to thrive. The current service remit can be described by its four key objectives:

Objective 1 - Strengthening community resilience to ensure 'Stronger, Safer Communities'. Helping residents feel safer and be resilient at times of challenge.

Objective 2 - Supporting the elderly and vulnerable. Facilitating access to the right support, care and services.

Objective 3 - Fostering community cohesion and wellbeing. Working across communities to help build a sense of community.

Objective 4 - Assisting residents to navigate public services.

The service works closely with district **Community Safety Units (CSUs)** and receives requests from multiple different partners such as Adult Social Care, Kent Police, Trading Standards, district and borough councils, parish and town councils, community groups, schools, health services (e.g. GPs) and Kent Fire and Rescue Service. These requests can be to:

- provide local knowledge or advice
- support community safety and engagement initiatives

- assist partner organisations to engage with hard-to-reach residents
- provide one to one support to the partner organisation's clients where they are limited due to capacity or eligibility
- provide support to clients which only the wardens can provide due to their trusted community position
- provide support during emergency incidents.

Where does the service operate?

Most wardens are based within a particular community. Historically, they have been deployed in rural communities or areas at the very edge of towns serving a population of between 2,500 and 5,000 residents. The areas served were identified by their community safety issues using:

- crime and disorder statistics
- referrals to social services
- unemployment levels
- deprivation statistics.

Decisions were made by KCC with Kent Police in consultation with district, borough, parish and town councils.

In recent years, allocations of warden posts have been reviewed and updated at times of recruitment based on the service's understanding of changes in communities and their needs.

Today, there are six teams covering two districts each. The service operates with most wardens assigned to a particular area but also flexibly responding to needs beyond this, allowing for coverage of most of the county.

The table below shows the current team staffing levels:

District teams	Number of staff
Ashford and Swale	1 team leader, 8 wardens*
Canterbury and Thanet	1 team leader, 11 wardens*
Dartford and Gravesham	1 team leader, 5 wardens*
Dover and Folkestone & Hythe	1 team leader, 11 wardens
Maidstone and Tonbridge & Malling	1 team leader, 13 wardens
Sevenoaks and Tunbridge Wells	1 team leader, 6 wardens*

*There are currently vacancies within these teams which means that the current staffing number is 60.

A full breakdown of current warden allocations can be found in Appendix A from page 39 and on our service webpage: www.kent.gov.uk/communitywardens.

3. Why are we proposing changes?

In February 2023, our **Members** approved the Council's planned budget for 2023-24. The budget takes into account a £182 million rise in the cost of services, fuelled by inflation, market conditions and additional demands on council services from an ageing population with increasing complexity of need. Increased funding from the government and council tax provide £124 million. This leaves a shortfall of £58 million over the next financial year, which will need to be found from spending reductions, increased income and some use of reserves (our savings) to balance the budget. This means that we are having to make savings across a whole range of services, including the Community Warden service. To achieve the level of savings required, we will need to redesign the service.

4. How have we developed our proposals?

We have engaged with key stakeholder organisations, Community Warden service staff, and other services within KCC to help develop the proposals presented in this consultation. We have also used feedback previously received from service users and partners to help inform our thinking.

The majority of staff and partners felt that the service's objectives are right; that the wardens' broad remit, autonomy, and ability to respond flexibly is a strength of the service.

Over 3,000 service users have been surveyed since November 2020. 76% of responses said useful information was provided by the warden and 41% said the warden helped them access services that they had struggled to access on their own. Many respondents said that the visit made them feel happier (94%), safer (80%), less worried (89%) and that the visit will improve their quality of life (76%). These outcomes, along with the reasons given for wardens providing support, span all four of the service's objectives, showing residents both use and value the broad remit of the service.

A large majority of the partners felt that wardens should continue to be based within communities and that there should be a warden presence in all districts. Most staff felt that the service should not move to being solely reactive. There was also agreement that key criteria to use when identifying where a warden should be based are:

- high levels of deprivation
- high elderly populations
- barriers to accessing services
- low life satisfaction
- rural areas.

5. How do we propose to make savings?

Most of the service's £2.4 million budget provides the salaries of community wardens. To reduce the service budget by the required £1 million, staffing reductions are needed.

We know from the feedback we've received that what the wardens do and how they do it is largely viewed as being valuable and effective. **We are therefore proposing to retain:**

- **the service's wide remit**
- **the community-based proactive nature of the service.**

We are also proposing to retain a presence in all 12 districts. However, with fewer wardens, coverage across the county would be reduced.

We are proposing the following changes:

A minimum service level across the county with more warden presence in areas of highest need. The service would continue with six teams, covering two districts each. There would be a minimum of three wardens per team plus a team leader who also provides a uniformed presence and works operationally. Additional wardens (14 under the below proposed reductions) would be placed within teams based on need using the proposed Geographical Allocation Policy (see below).

All wardens will have an area in which they are based but wardens would need to work more flexibly, responding outside of these areas when the need arises. This would allow the wardens to maintain their local knowledge, links with Community Safety Units (CSUs) and community groups, take referrals or respond at times of crisis across all districts. It will also allow districts with greater levels of need to receive a greater level of support.

Reducing the service by 32 warden posts and two management posts.

Proposed structure:

- 38 wardens (including six team leaders)
- one operational manager
- one business coordinator.

This level of staffing would support the proposed operating model, streamline management roles to retain as much frontline staff as possible, and retain sufficient support, supervision, day-to-day organisation and prioritisation of the teams' workload through the team leader posts.

Allocate wardens to wards. It is proposed to allocate wardens to **electoral wards**. There is a lot of data available at ward level that can help identify areas of need. There are 271 wards in Kent with population sizes varying from 2,000 to

12,000. A ratio of 6,000 to 12,000 residents per warden would be manageable. This would mean some smaller wards may need to be grouped.

Introduce a Geographical Allocation Policy (GAP). To identify which wards will have a warden allocated to them (for both the minimum service level, and the additional wardens), we will use a variety of data and information to see where there is the greatest need for the service.

The Community Warden service’s broad remit means there is a wide range of data which could be used. The data we have selected are from KCC, the Police, the Office for National Statistics and the 2021 Census.

We have selected the indicators (types of data) we feel are the most relevant to the service’s objectives. We would use these to rank wards according to need to help identify where wardens should be based.

Proposed indicators
<p>Objective 1 – Community safety and resilience</p> <ul style="list-style-type: none"> • % of lone parent households with dependent children • % of people over 65 living alone • % of people providing 50+ hours of unpaid care per week • Level of domestic abuse • Level of children’s social care referrals progressing to assessment • Level of anti-social behaviour • Level of scams reported to Trading Standards
<p>Objective 2 – Supporting the elderly and vulnerable</p> <ul style="list-style-type: none"> • Indicators of loneliness (widowhood, housing tenure, poor self-reported health and household size) • Level of Homecare clients • % of people over 55 • % of people with a disability or long-term impairment
<p>Objective 3 – Foster community cohesion and wellbeing</p> <ul style="list-style-type: none"> • Indicators of low wellbeing • Low levels of community engagement (sport, hobby, youth club and social club and community organisation membership)
<p>Objective 4 – Assist with navigating public services</p> <ul style="list-style-type: none"> • Index of Multiple Deprivation: Barriers to housing and services domain, 2019 • Distances from nearest GP, urgent care and A&E (accident and emergency)

To arrive at a total score for each ward, so that they can be ranked by need, we would take the following steps:

1. Convert the indicators from their different formats (rates, numbers, percentages) into an index score, which would allow the indicators to be compared and combined.
2. Combine the indicator scores for each objective, giving them equal importance, to arrive at a score for each objective.
3. Combine the scores for each objective, giving each equal importance, to arrive at a score for each ward.

The wards can then be ranked by need within each district (for the minimum service level allocations) as well as across the county as a whole (for the additional allocations).

The Community Warden service has always had a strong emphasis on partnership working. Therefore, alongside this modelling of data, final allocation decisions will take into account:

- changes to public transport and community buildings (which may highlight communities at greater risk of isolation)
- conversations with Adult Social Care (including 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 the Community Warden service
- engagement with district and borough councils and local CSUs
- engagement with Kent Association of Local Councils (KALC).

Under these proposals 32 warden posts would be removed. The minimum number of wardens per team (three) and the additional wardens (14) would be allocated to wards across the county using the GAP. The GAP is part of this consultation and therefore subject to change.

If these proposed changes were to go ahead, it is likely there would be a change in the level of service you or your community receive from the Community Warden service.

The following table shows the current and proposed staffing arrangements:

District teams	Current staffing	Proposed future minimum staffing	Proposed future additional staffing
Ashford and Swale	1 team leader, 8 wardens*	1 team leader, 3 wardens	To be determined**
Canterbury and Thanet	1 team leader, 11 wardens*	1 team leader, 3 wardens	To be determined**
Dartford and Gravesham	1 team leader, 5 wardens*	1 team leader, 3 wardens	To be determined**
Dover and Folkestone & Hythe	1 team leader, 11 wardens*	1 team leader, 3 wardens	To be determined**
Maidstone and Tonbridge & Malling	1 team leader, 13 wardens	1 team leader, 3 wardens	To be determined**
Sevenoaks and Tunbridge Wells	1 team leader, 6 wardens*	1 team leader, 3 wardens	To be determined**
Total	60	24	14

*Teams with vacant posts

**14 wardens to be placed in teams according to need identified by the GAP (some teams will then have more than three wardens).

Legal requirements

The Community Warden service is a **discretionary service**, which means KCC is not legally required to provide it. It is acknowledged that the service contributes to our statutory duties under the Crime and Disorder Act and the Care Act. However, we do not solely rely on the service to prevent and reduce crime and disorder, promote wellbeing, or prevent needs for care and support.

The proposals are designed to enable the reduced Community Warden service to achieve all it can under these duties. For example, retaining the service's remit and community-based approach makes the service particularly effective in contributing to these duties.

Summary of proposed changes

<p>Positives</p> <ul style="list-style-type: none"> • The valued community-based approach would be retained. • The valued wide remit (objectives) of the service would be retained. • There would be a presence in all districts across Kent, placed in the areas of greatest need for each district. • The additional 14 wardens would be placed where need is greatest.
<p>Negatives</p> <ul style="list-style-type: none"> • There would be fewer uniformed wardens (reduced from 70 to 38). • Fewer communities would be allocated a warden. • Many areas currently allocated a warden would lose their warden.

6. What other options have we considered?

Before deciding on our proposals in section 5 we considered and discounted a number of other options to make savings. These were:

1. Making savings by other means than reducing the number of wardens/staff. The £135,000 of the service budget that does not cover staffing is not large enough for the size of savings required. These costs relate to uniform, equipment, training, and materials. There would be some savings in this area due to reduced warden numbers.

2. Narrowing service remit. We considered narrowing the service's broad remit (objectives) so that the existing level of county coverage could be maintained. For example, if wardens were to only support the elderly and vulnerable, and not cover safety, resilience or community wellbeing anymore, they may in theory be able to do this over more areas. However, staff and stakeholder feedback in the pre-consultation engagement valued the range and flexibility of warden support, allowing adaptation to different community needs. They also felt that all of the service's objectives are connected and dependent on each other. Previous surveys of service users and case studies show demand across all the service's objectives.

The recent Positive Wellbeing **social prescribing** project that wardens participated in also highlighted that wardens were particularly effective as social prescribers due to their:

- trusted community presence and relationships, which allow them to identify and engage with potential service users who would benefit
- good local knowledge of what is available to 'prescribe' to.

3. Moving away from being a proactive, community-based service. We considered the possibility of wardens being centrally managed and only responding to referrals and requests. This would in theory allow the service to maintain coverage across the majority of the county as wardens would not be based in particular areas. However, staff and stakeholders in pre-consultation feedback valued the community-based proactive approach as it means wardens have local knowledge, relationships and trust built within those communities, which partners can rely upon.

The Positive Wellbeing social prescribing project also highlighted that wardens were particularly effective as social prescribers due to their integral presence in communities.

4. Simple and equal distribution across teams. Having the same number (or as near to as possible) of wardens in each district has been considered. However, this wouldn't take into account the different levels of need between districts, including criteria such as deprivation and elderly populations.

5. High need ward coverage only. Using only high need criteria such as deprivation, and not ensuring a minimum service level across the county, would result in the majority of the service being focused in east Kent. However, most stakeholders said that there should be wardens in all districts to allow the service to maintain their local knowledge, links with Community Safety Units (CSUs) and community groups, take referrals or respond at times of crisis.

6. Reducing management and support roles. We are proposing a reduction of managers from three to one. There is only one business coordinator post, which we are proposing to retain. Without this post, administrative tasks would fall to operational team leaders and wardens reducing the amount of time they can be out in the community.

Reducing team leader posts is also considered to be undesirable as they are the key point of contact across two districts for CSUs and they provide close supervision and support to wardens who increasingly work with individuals with complex needs. Team leaders will also be expected to be operational, providing additional, visible uniformed presence.

7. Equality analysis

An Equality Impact Assessment (EqIA) has been carried out to assess the potential impacts of the proposals being put forward in this consultation on the protected characteristics. These are: age, disability, sex, gender identity, race, religion/belief or none, sexual orientation, pregnancy and maternity, and marriage and civil partnership. We also examine carers' responsibilities.

The scale of the savings needed are not possible without significantly reducing the number of community wardens. Unfortunately, this means that there would be an adverse impact on some protected groups.

The proposed Geographical Allocation Policy would ensure wardens, though reduced in number, are targeted to where they are most needed. This would result in some communities losing their warden. However, it may also result in some areas which currently don't receive support, doing so in the future. Therefore, there is potential for a positive impact, although not on the same scale as the overall negative impact.

Four groups, older people, females, people with a disability or long-term impairment, and those with carer's responsibilities have been identified as being more impacted by these proposals as they represent the majority of the wardens' current service users. Approximately 80% of the service users are 55 or over and 46% are 75 or over. 63% are female. 30% would describe themselves as disabled. 17% have caring responsibilities.

The feedback from this consultation will be used to review and update the EqIA, which will be considered before any decisions are taken.

The full EqIA is available to view online at kent.gov.uk/communitywardenreview or in hard copy on request.

8. How to have your say

Before any decisions are made, we want to hear your views on:

- how the proposed reductions and approach to allocating the wardens could impact you
- any additional information that you think we need to consider
- any alternative suggestions for how the service could make the saving
- the assumptions we have made in the draft Equality Impact Assessment (EqIA).

Please let us know your views by visiting kent.gov.uk/communitywardenreview and completing the online questionnaire. Alternatively, complete the questionnaire starting on page 15 of this document.

This consultation will run for 12 weeks from 12 July until 3 October 2023.

Contact details

If you would like to request paper copies of the consultation material, or if you have any questions about this consultation, please contact us by:

Speaking to your local warden: If you have a warden you already know.

Email: CommunityWardenReview@kent.gov.uk

Telephone: 03000 42 26 88 (this number goes to an answer machine which is monitored during office hours).

Easy Read and Large Print versions of this document are available from our website or on request.

If you need any of the consultation material in any other format or language, please email alternativeformats@kent.gov.uk or telephone on 03000 42 15 53 (text relay service 18001 03000 42 15 53). This number goes to an answer machine, which is monitored during office hours.

What happens next?

The responses to this consultation will be analysed and presented in a consultation report. This report will be published on the consultation webpage and 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 in Spring 2024.

9. Glossary

Care Act 2014: The law that sets out how Adult Social Care in England should be provided. It requires local authorities to make sure that people who live in their areas receive services that prevent their care needs from becoming more serious or delay the impact of their needs.

Community Safety Partnership (CSP): A multi-agency partnership including the local authority, police, fire and rescue services, health, and probation, which formulate strategies for the reduction of crime.

Community Safety Unit (CSU): An operational group that sits below the Strategic **Community Safety Partnership** for a district or borough. The CSU includes various partners such as: police, district/borough council services, housing associations, community wardens, fire and rescue services, substance misuse services and charities (e.g. Age UK). They undertake multi-agency initiatives and operations throughout the year to tackle community safety related issues.

Discretionary service: A service that the Council chooses to provide but does not legally have to.

Electoral wards: Kent is made up of 271 wards which are small sub-divisions of the county's 12 districts.

Equality Impact Assessment (EqIA): We use EqIAs to capture and evidence our equalities analysis of the impact of our actions on service users, residents and staff with protected characteristics. In this way, completion of an EqIA contributes toward compliance with the **Public Sector Equality Duty**.

Locality model: KCC's Adult Social Care and Health service changed its operating model in the last year to a 'locality operating model' which means having place-based teams aligned to local communities.

Members: KCC's elected politicians/councillors.

Public Sector Equality Duty: Ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all.

Social prescribing: A process of referring and helping individuals to access a variety of activities and local sources of support to address issues such as loneliness and wellbeing.

Statutory: Something that the Council has to do or provide because government regulations say that all Councils must do. For example, KCC as a whole must promote wellbeing when carrying out any of their care and support functions in respect of a person, but we do not have to provide a community warden service.

10. Questionnaire

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

Alternatively, fill in this paper form and return to: **Freepost COMMUNITY WARDENS**. Please make sure that the address is written in capitals and that your response reaches us by the **3 October 2023**.

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

Section 1 – About You

Q1. Are you responding as...?

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

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

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

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

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

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

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

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

Please select **one** option.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Yes

No

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:

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.

- A single occurrence
- More often

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

Please select **one** option.

- At least once a week
- Once a fortnight
- Once a month
- Twice a year
- Less regularly
- Have been supported in the past. Please tell us how long this was for.
- 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: <input data-bbox="659 943 1406 1048" type="text"/>

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.

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- 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.

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- 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.

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- 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.

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- 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:	<input type="text"/>

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

Thank you for taking the time to complete this questionnaire, your feedback is important to us.

All feedback received will be reviewed and considered in the development of our proposals.

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

Consultation Privacy Notice

Last updated: 30 April 2023

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 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 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 Granicus.

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>.

Appendix A - Current area allocations

Team - Ashford and Swale (1 team leader, 8 wardens)

Areas covered	Area type	Allocated?
Aldington, Brabourne, Smeeth, Mersham and Sevington	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Bethersden, High Halden, Hamstreet and Woodchurch	Villages / Civil Parishes	Warden allocated
Charing, Hothfield and Challock	Villages / Civil Parishes	Warden allocated
Faversham and Sittingbourne	Towns	Warden allocated
Iwade and Kemsley	Village / Civil Parishes and Suburbs	Vacancy or routinely covered by neighbouring wardens
Kingsnorth and Stanhope	Villages / Civil Parishes	Warden allocated
Leysdown and Warden	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Minster (Swale)	Towns	Warden allocated
Newington (swale)	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Sheerness	Towns	Warden allocated
Tenterden, Appledore, Wittersham and Stone	Towns / Villages / Civil Parishes	Warden allocated
Wye, Chilham and Godmersham	Towns / Villages / Civil Parishes	Warden allocated

Team - Canterbury and Thanet (1 team leader, 11 wardens)

Areas covered	Area type	Allocated?
Acol, Cliffsend, Pegwell, Manston and St Nicholas at Wade	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Bekesbourne, Littlebourne, Patrixbourne, Barham and Bridge	Villages / Civil Parishes	Warden allocated
Birchington	Villages / Civil Parishes	Warden allocated
Chartham, Waltham and Petham	Villages / Civil Parishes	Warden allocated
Greenhill	Suburb	Warden allocated
Herne and Broomfield	Villages / Civil Parishes	Warden allocated
Margate Taskforce Support Warden	Towns	Warden allocated
Minster (Thanet)	Villages / Civil Parishes	Warden allocated
Newington (Thanet)	Suburb	Warden allocated
Seasalter	Villages / Civil Parishes	Warden allocated
Sturry and Hersden	Villages / Civil Parishes	Warden allocated
Westgate	Towns	Warden allocated

Team - Dartford and Gravesham (1 team leader, 5 wardens)

Areas covered	Area type	Allocated?
Higham, Chalk, Cobham and Sole Street	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Istead Rise	Villages / Civil Parishes	Warden allocated
Longfield, New Barn, Darenth and Bean	Villages / Civil Parishes	Warden allocated
Meopham, Culverstone and Vigo	Villages / Civil Parishes	Warden allocated
Stone	Villages / Civil Parishes	Warden allocated
Swanscombe and Greenhithe	Villages / Civil Parishes	Warden allocated
Temple Hill and Joyce Green	Suburb	Vacancy or routinely covered by neighbouring wardens
Westcourt	Suburb	Vacancy or routinely covered by neighbouring wardens

Team - Dover and Folkestone & Hythe (1 team leader, 11 wardens)

Areas covered	Area type	Allocated?
Ash, Eastry and Sandwich	Towns / Villages / Civil Parishes	Warden allocated
Capel Le Ferne and Hawkinge	Towns / Villages / Civil Parishes	Warden allocated
Cheriton	Suburb	Warden allocated
Dymchurch, Lympe and West Hythe	Villages / Civil Parishes / Hamlet	Warden allocated
Elham, Etchinghill and Lyminge	Villages / Civil Parishes	Warden allocated
Eythorne, Elvington and Shepherdswell	Villages / Civil Parishes	Warden allocated
Folkestone East	Town	Warden allocated
Kingsdown, Ringwould Millhill and Walmer	Towns / Villages / Civil Parishes	Warden allocated
Lydd	Town	Warden allocated
New Romney	Town	Vacancy or routinely covered by neighbouring wardens
St Margarets at Cliffe	Villages / Civil Parishes	Warden allocated
St Radigunds and Tower Hamlets	Suburbs	Warden allocated

Team - Maidstone and Tonbridge & Malling (1 team leader, 13 wardens)

Areas covered	Area type	Allocated?
Aylesford, Burham, Eccles	Villages / Civil Parishes	Warden allocated
Bearsted	Villages / Civil Parishes	Warden allocated
Borough Green and Wrotham	Villages / Civil Parishes	Warden allocated
Boughton Monchelsea, Chart Sutton and Loose	Villages / Civil Parishes	Warden allocated
Coxheath	Villages / Civil Parishes	Warden allocated
Ditton	Villages / Civil Parishes	Warden allocated
East Malling	Villages / Civil Parishes	Warden allocated
East Peckham and Hadlow	Villages / Civil Parishes	Warden allocated
Harrietsham and Lenham	Villages / Civil Parishes	Warden allocated
Headcorn	Villages / Civil Parishes	Warden allocated
Marden and Staplehurst	Towns / Villages / Civil Parishes	Warden allocated
Snodland and Holborough	Towns	Warden allocated

Team - Sevenoaks and Tunbridge Wells (1 team leader,6 wardens)

Areas covered	Area type	Allocated?
Cranbrook, Benenden, Frittenden and Sissinghurst	Towns / Villages / Civil Parishes	Warden allocated
Eynsford, Farningham and Crockenhill	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Goudhurst, Lamberhurst and Hawkhurst	Villages / Civil Parishes	Warden allocated
Paddock Wood	Town	Vacancy or routinely covered by neighbouring wardens
Pembury	Town	Warden allocated
Rusthall and Sherwood	Villages / Civil Parishes	Vacancy or routinely covered by neighbouring wardens
Shoreham and Otford	Villages / Civil Parishes	Warden allocated
Swanley St Mary's and Hextable	Villages / Civil Parishes	Warden allocated
Westerham	Town	Vacancy or routinely covered by neighbouring wardens
West Kingsdown and Hartley	Villages / Civil Parishes	Warden allocated

For queries or to request hard copies of the consultation material, please email **CommunityWardenReview@kent.gov.uk** or phone **03000 422688**. For any alternative formats, email **alternativeformats@kent.gov.uk** or call **03000 421553** (text relay service number **18001 03000 421553**). This number goes to an answering machine, which is monitored during office hours.

