



COMMUNITY

Services Consultation

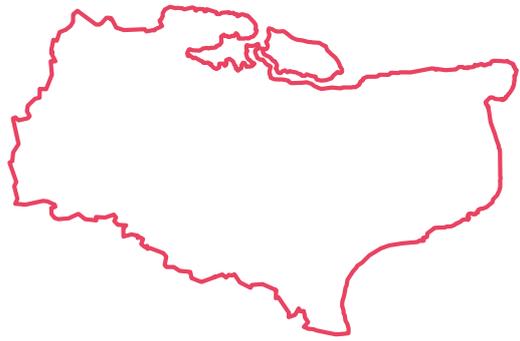
Design Handbook

Dover Locality



COMMUNITY Services Consultation

Design Handbook



Alternative Formats: If you need this document in an alternative format, please 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.

Kent County Council (KCC) is running a consultation to find out what you think about proposals for a new way of accessing community services.

Please read the accompanying full consultation document.

The **services included** in these proposals are:



Community Services for Adults with Learning Disabilities.



Community Learning and Skills
(Adult Education)



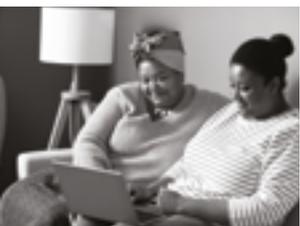
Children's Centres and Youth Hubs
(Open Access services)



Public Health Services including Health Visiting and Counselling for children and young people.



Gateways
(Buildings where multiple services, both Council and partners, are delivered. People can also get help to access other services, i.e. help to complete Blue Badge application forms)



Key to the design handbook

This document tells you about the design process we have used and **what that means at a district level.**



Local Area Overview – gives a snapshot of key needs data and the basis for the proposal.



Data - Full data packs are available as an appendix to the consultation document.



Buildings and Outreach – maps will illustrate the proposed changes. The icons are not site specific but placed within the ward to show how they are spread across the district.

Where and when we deliver outreach is based on need and demand and won't always be in the same places.



Digital - this delivery method is considered universal to ensure Community Services are accessible and gain maximum reach.



Co-location - we are proposing to have more than one service located from our buildings where possible. Nothing has been decided yet and we are still carrying out studies to decide if these would work practically.



Transport - We have used transport data to check our design places community buildings within 30-minutes on public transport from households in Kent.

Ward Maps - Kent is made up of 271 wards which are small sub-divisions of the county's 12 districts and we have used them to map the likelihood of need for our services.





Why are we suggesting change?

We are facing a number of challenges and we are **looking ahead to secure positive outcomes for our residents** in the years to come.



- ✓ **Reduce the high costs** associated with maintaining a large number of buildings.
- ✓ **To find savings** so that we can balance the budget.
- ✓ **To meet the commitments we made** in our Net Zero action plan by 2030.
- ✓ **To provide effective support** to residents in need of our services.

To address these challenges we are proposing to **reduce our estate and to co-locate services**.

The Needs Framework

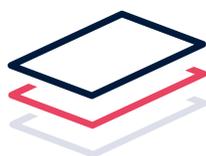
We are committed to providing effective support to residents in need of our services, so this is at the forefront of any proposals for change.

We have considered a range of data to **understand the challenges faced by communities** across the county. We call this the **Needs Framework**.

We then used this as a tool to identify, consider and propose change with services through workshops and regular discussions.



Data



How we have used data

We started by looking at a variety of indicators of need across all the wards in the county. We looked at specific combinations of indicators for each service*.

*The exception to this is Gateways which were placed last in the design, once we had identified the need for multiple services.

Indicator

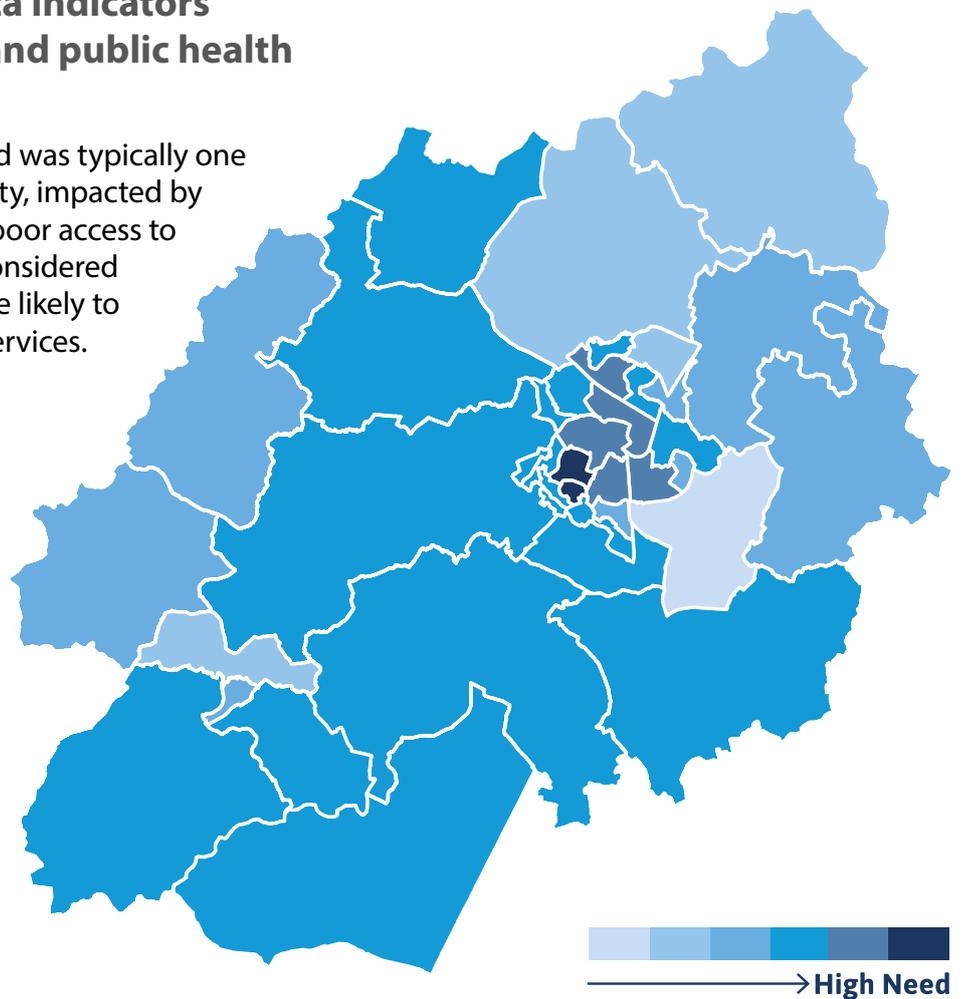
Indicator	Open Access	Public Health	Community Learning and Skills	Community Services for Adults with Learning Disabilities
Deprivation affecting children and older people.	✓	✓	✓	✓
Long term unemployment.	✓	✓	✓	
Ethnic diversity.	✓	✓	✓	
Educational attainment.	✓	✓	✓	
Long term illness and disability.				✓
% of ward population aged 0-15.	✓	✓		
Reception age children who are overweight or obese.	✓	✓		
Deliveries to teenage mothers.	✓	✓		
Low birth weight infants.	✓	✓		
Over 65s living alone.			✓	
Population increase.	✓	✓	✓	✓
Population Density.	✓	✓	✓	✓
Digital Exclusion.	✓	✓	✓	✓
Transport Connectivity.	✓	✓	✓	✓
Broadband Speed.	✓	✓	✓	✓

Data

Service specific consideration of the data
By considering data sets for each service, we can see **where need is highest at a ward level.**

This example uses data indicators for children's services and public health in Ashford.

A ward considered as high need was typically one that had high population density, impacted by high levels of deprivation and poor access to transport or the internet. We considered that in these areas, residents are likely to need more support from our services.





Data



This example shows you what the data tells us about Ashford

We built a view of each of Kent's 12 districts:

Ashford



● **Ashford is a large geographical area** which is urban with significant rural classification, meaning access for some areas can be challenging. **Stanhope has the highest population density. Kingsnorth Village & Bridgefield, Godinton and Repton** wards have all seen high population growth.



● **Broadband speed** in most areas of Ashford is **better than or the same as the UK average.**



● **92.7% of households** in Ashford are currently **within 30 mins of one of our buildings** using public transport.



● **21% of Ashford's population is aged 0-15 years** of age. **Just over 25%** of the population is **aged 60 and over.** **Tenterden North** has the highest proportion of over 60's but the lowest proportion of children.

2.5% of Ashford's 18-65 year old population is estimated to **have a learning disability.**

Ashford has a **population of 132,752** according to the 2021 census with estimations of this **increasing to around 169,000 by 2040.**



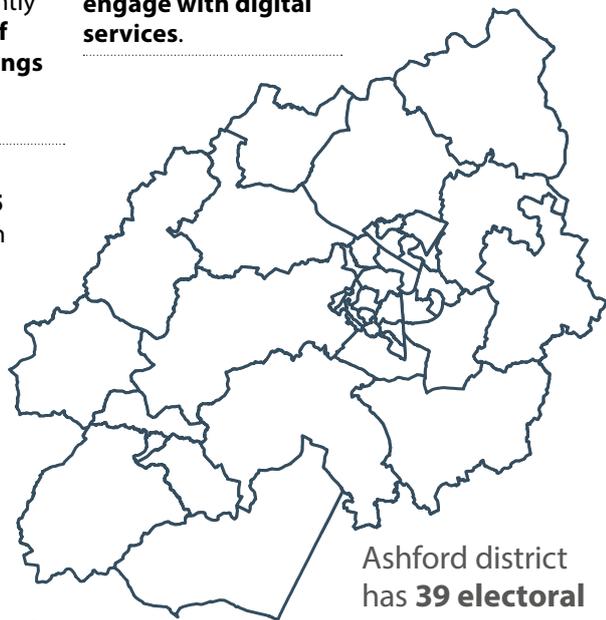
● **Aylesford & East Stour, Beaver, Bockhanger, Stanhope and Upper Weald** wards are all measured as having areas of high deprivation correlating with long term unemployment levels. Ashford is however **under the long-term unemployment national average.**



● **68% of Ashford falls into the high digital user category,** highlighting an appetite for digital and the **ability to engage with digital services.**



● In the 2018/19 Academic year, **66% of Ashford pupils** achieved a standard **pass in Maths and English GCSE,** which is the Kent average.



Ashford district has **39 electoral wards.**



How we have considered the people that use our services

Services added a **final layer of information about the people who already use our services** and how they access them. We identified some of the following indicators:

Indicator	Open Access	Public Health	Community Learning and Skills	Community Services for Adults with Learning Disabilities
Numbers of adults with learning disabilities in each district.				✓
Forecast population of 0-5 year olds in 2040.	✓	✓		
Children whose main language is not English.	✓	✓		
Children with Education Health and Care Plan (EHCP).	✓	✓		
Children eligible for Free School Meals.	✓	✓		
0-19 social care referrals.	✓	✓		
Children in care.	✓	✓		
Children with Fixed Term Exclusions.	✓	✓		
Young people known to the Youth Offending team.	✓	✓		
Early help episodes.	✓	✓		
Service demand data.	✓	✓	✓	✓

Using the framework

The Needs Framework

The Needs Framework was the starting point for the proposals but it does not provide a perfect formula for decision making. The proposals set out in this document are the result of many months of refinement following collaborative workshops and meetings between service teams, the KCC property team and a dedicated project team.

The result of our work was a holistic view of needs which was used as the basis for conversations with service teams about how our existing buildings could meet the identified needs.

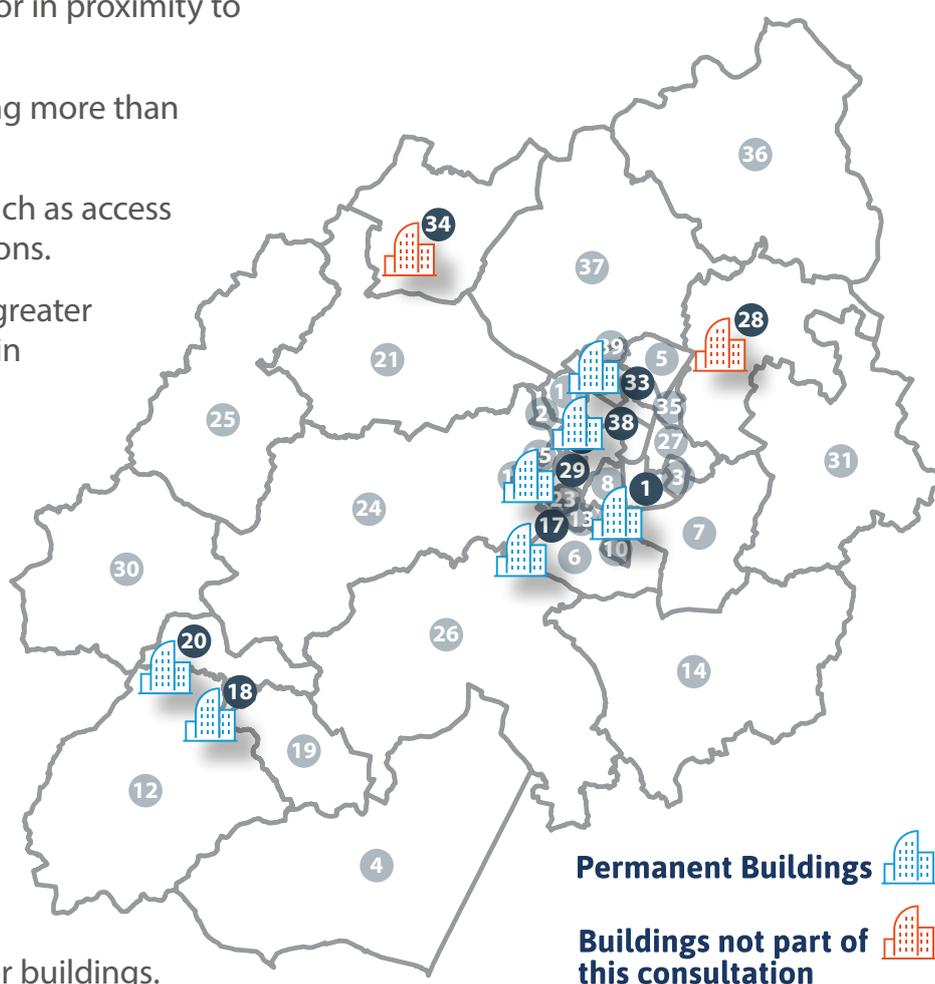


Using the framework

A further key step in the development of our proposals was to look at practical considerations relating to our estate. Through ongoing conversations with both service teams and the KCC property team, we continued to consider whether the proposed network of permanent buildings would meet the identified need.

Factors we considered when reviewing our estate:

- What buildings we currently have in wards with the highest need.
- Whether there is a suitable building in a neighbouring ward.
- Whether a building is in a good location with access by public transport or in proximity to shops or other services.
- The potential for co-locating more than one service.
- Any building constraints such as access issues or required adaptations.
- Maintaining a percentage greater than 85% of residents within 30 minutes travel time on public transport to one of our buildings.
- Whether the number of buildings supports the number of service users we currently have in an area.
- Whether outreach could be a more effective way of meeting the identified need.
- Whether there is capacity to host outreach from other buildings.



Our work so far has led us to propose working from **fewer permanent buildings**, meaning that some of our buildings would close.

We also want to **co-locate more of our services**, meaning that more than one service would be available from the buildings you might visit.

However, we don't just deliver our services from permanent or fixed locations. We have ambitions to **develop our outreach and digital offers**, to enhance our resident experience and and future-proof access to our services.

Now that you've read about the design process we have used, we will show you what that means in your district.



Dover

Locality Design



Dover



● **Dover** is mainly urban classification meaning that there are good access links, however just under a third of wards are based in a rural setting or on the fringe of town. **Tower Hamlets and Buckland wards are areas of high density.**



● **Broadband speed** in most areas of Dover is better than or the same as the UK average.



● **96.7% of households** in Dover are currently within 30 mins of one of our buildings on public transport.



● **31% of Dover's population is aged 60 and over**, with the highest ward proportion in areas such as Alkham & Capel-le-Ferne and Walmer.

The **0-15 age group is 17.6%**. The wards generally have an even proportion of children as percentage total population. **St Radigunds and Tower Hamlet wards** have the highest.

2.4% of Dover's 18-65 year old population is estimated to have a **learning disability**.

Dover has a **population of over 116,400** according to the 2021 census with estimations of this **increasing to over 134,000 by 2040**.



● **Aylesham, Eythorne & Shepherdwell, Buckland, Middle Deal, St Radigunds, Tower Hamlets and Town & Castle wards** are all **areas of high deprivation**. Long term unemployment levels are identified in Tower Hamlets and Town & Castle ward. **Dover is under the long-term unemployment national average.**



● **27% of Dover's residents are classified as 'high digital users'**. However, the digital proposal takes into consideration that some residents don't have the skills or appetite to engage digitally (**22% are classed as 'passive' and 'uncommitted users'**).



● In the 2018/19 Academic year, **62% of Dover pupils achieved a standard pass in Maths and English at GCSE** compared to the 66% Kent average.



Dover district has **17 electoral wards**.

Dover district by ward

Dover district has **17 electoral wards**.

1 Alkham & Capel-le-Ferne

2 Avesham, Eythorne & Shepherdswell

3 Buckland

4 Dover Downs & River

5 Eastry Rural

6 Guston, Kingsdown & St Margaret's-at-Cliffe

7 Little Stour & Ashstone

8 Maxton & Elms Vale

9 Middle Deal

10 Mill Hill

11 North Deal

12 St Radigunds

13 Sandwich

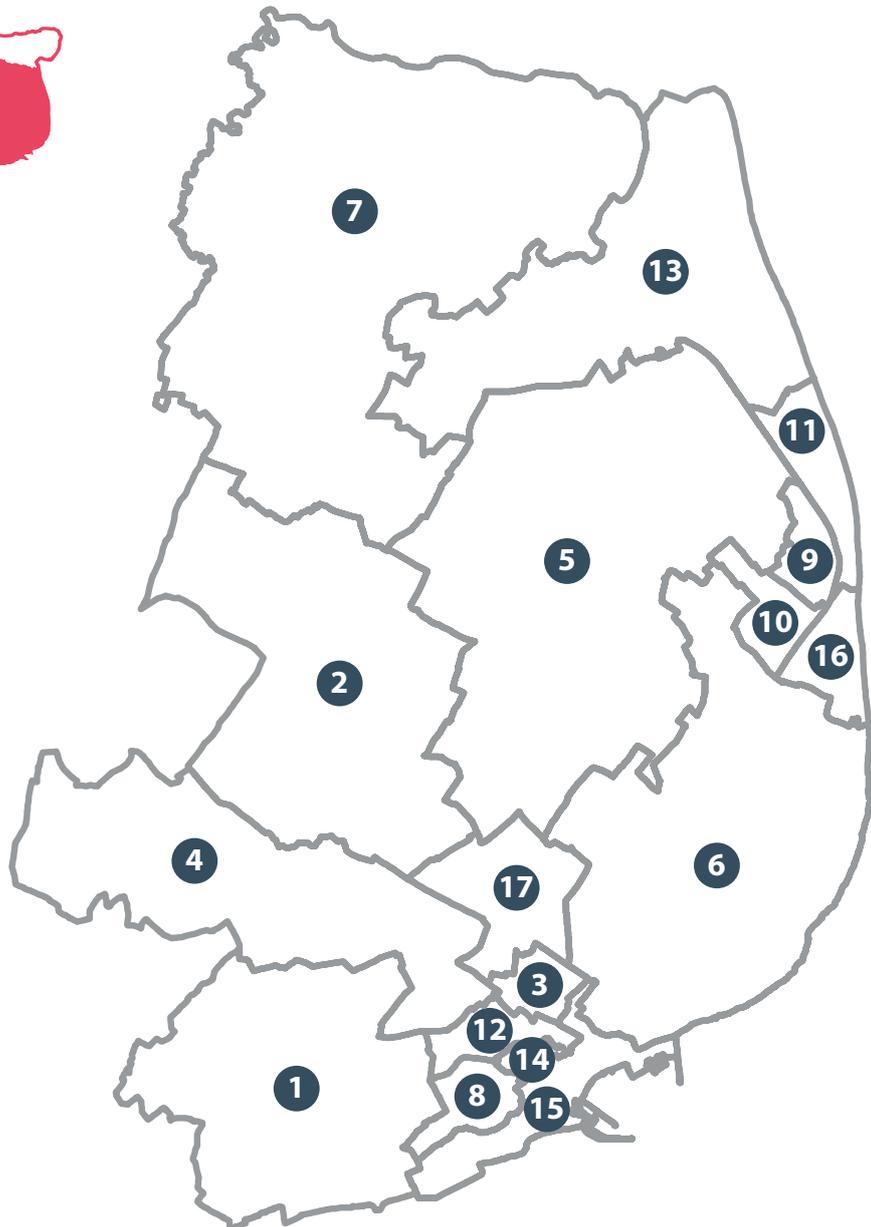
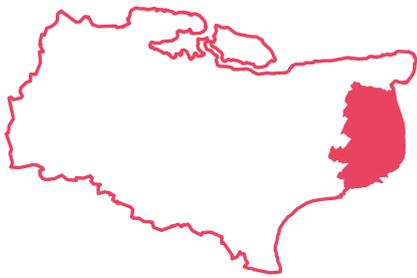
14 Tower Hamlets

15 Town & Castle

16 Walmer

17 Whitfield

Dover



Buildings we are proposing to deliver services from in Dover

Ward.	Building.	Proposed future use.
Proposed Community Hubs		
15 Town & Castle.	Dover Discovery Centre.	Library, Community Learning and Skills, Family Hub, Community Services for Adults with Learning Disabilities and Gateway*.
Family Hubs		
3 Buckland.	Buckland Children's Centre, St Nicholas Church.	
9 Middle Deal.	Deal Youth Hub.	
15 Town & Castle.	Samphire Children's Centre.	
Community, Learning & Skills		
9 Middle Deal.	Deal Adult Education Centre.	
Libraries		
2 Aylesham, Eythorne & Shepherdswell.	Aylesham Library.	
11 North Deal.	Deal Library.	
13 Sandwich.	Sandwich Library.	
6 Guston, Kingsdown & St Margaret's-at-Cliffe.	St Margaret's-at-Cliffe Library.	
7 Little Stour & Ashstone.	Ash Library.	

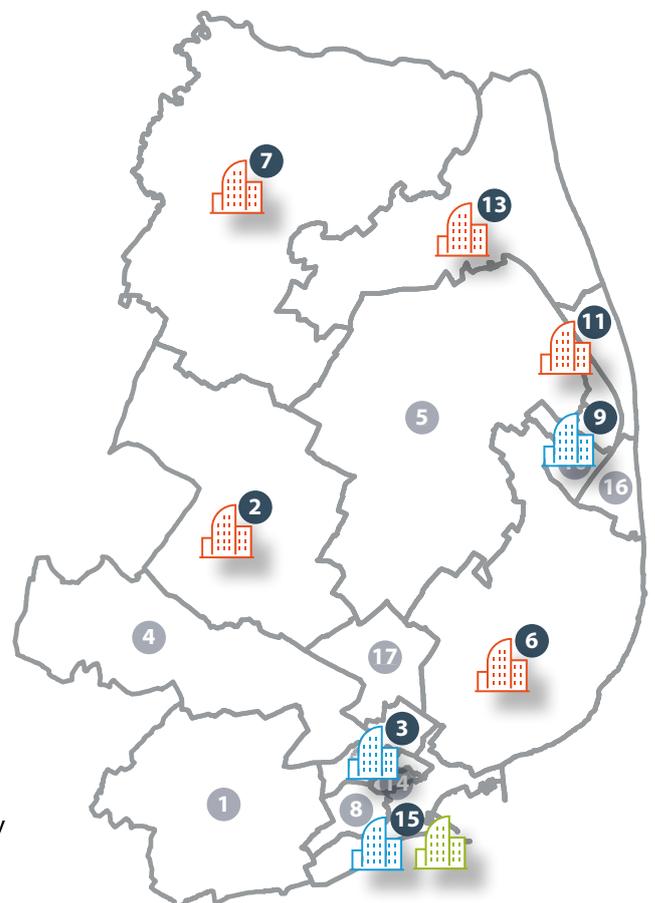
Dover district by ward

Permanent Buildings 

Buildings not part of this consultation 

Relocation due to business as usual activity 

*Business as usual project at Dover Discovery Centre does not currently include Gateway provision. As part of this consultation the Gateway is proposed to co-locate at this site.



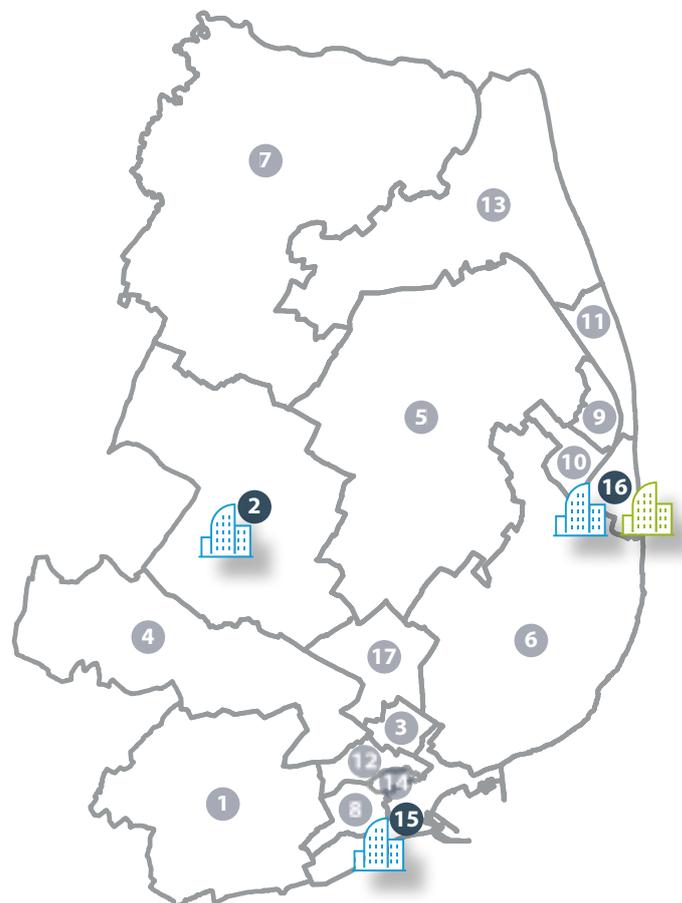
Buildings we are proposing to leave in Dover

Ward.	Building.	Potential Outcome.	Nearest alternative.	Distance Miles.
Childrens Centres and Youth Hubs				
2 Aylesham, Eythorne & Shepherdswell.	The Sunflower Children's Centre.		Buckland Children's Centre.	6.1
			Deal Youth Hub.	6.7
			Dover Discovery Centre.	9.8
16 Walmer.	Blossom Children's Centre.		Deal Youth Hub.	1.3
			Proposed Community Hub at Dover Discovery Centre.	8.2
			Samphire Children's Centre.	9.2
Gateways				
15 Town & Castle.	Dover Gateway.	Service relocation to Dover Discovery Centre.		0.5
Community Services for Adults with Learning Disabilities				
16 Walmer.	Walmer Centre. (leaving as part of business as usual activity).	Service relocation to Dover Discovery Centre.		8.0

Dover district by ward

Permanent Buildings 

Relocation due to business as usual activity 



How need has informed the design in Dover

Our proposals have been based on data and evidence, including service user needs, transport and broadband connectivity.



1 St Radigunds, Aylesham, Eythorne & Shepherdswell have complex needs coupled with population growth and poor transport connectivity. Public health would deliver the **new Start for Life outreach offer** in these areas.



2 Buckland, Town & Castle and Middle Deal are densely populated urban areas with complex need and good transport links. **Permanent buildings would continue to deliver multiple services in these wards.**



3 St Radigunds ward is densely populated and has significant need but excellent transport links. **Multiple services** will be based in the **Dover Discovery Centre including Family Hub services**, which is in the neighbouring ward.



4 Operating a gateway service in **Tower Hamlets** as this area will have multiple services co-located from the **Dover Discovery Centre and good transport links.**



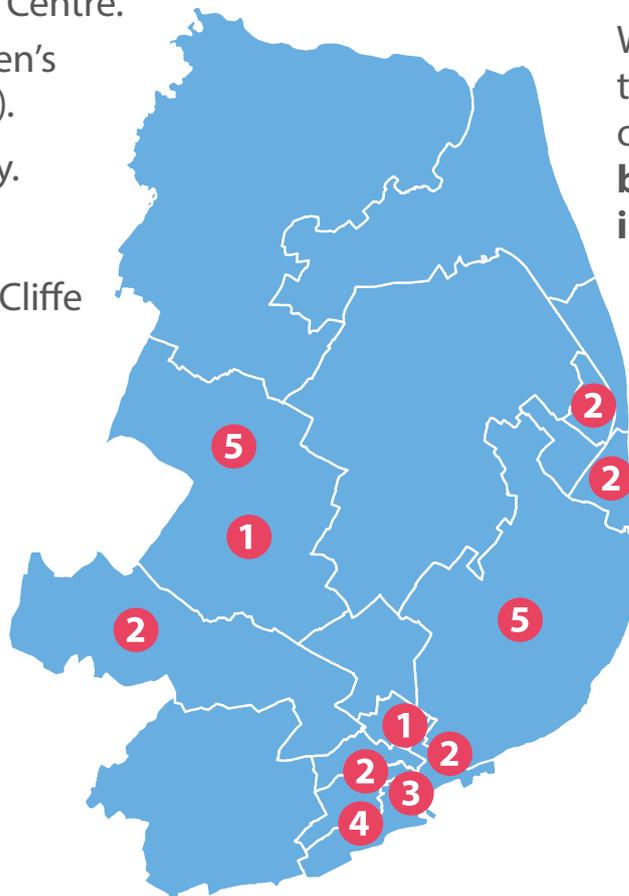
5 In wards with lower levels of need, such as **Guston, Kingsdown and St Margaret's at Cliffe**, digital options will be helpful for the ability to engage with services through digital offers. Those in rural areas such as the surrounding villages (**Aylesham, Eythorne & Shepherdswell**) will also benefit as **digital offers making services more accessible.**





By working better together, services **could deliver outreach** in the following buildings:

- Deal Adult Education Centre.
- Aylesham Library.
- Deal Youth Hub.
- Dover Discovery Centre.
- Samphire Children's Centre (Ayecliffe).
- Sandwich Library.
- Deal Library.
- St Margaret's-at-Cliffe Library.



We are also looking to explore future opportunities to **share buildings with partners including the Voluntary, Community and Social Enterprise sector** who can also support localised need e.g. Foodbanks.

Access to our buildings

Being able to access a community building for support, even if not the specific service they need, will be **key for helping** to connect the most **vulnerable groups in Dover**.



In the future, Dover would have **1 community hub that houses more than one service. As well as: 3 Family Hubs, 4 Libraries, 1 Community Learning and Skills building.**

Dover community hubs

Service.

Library, Community Learning and Skills, Family Hub, Community Services for Adults with Learning Disabilities and Gateway.

Building.

Dover Discovery Centre.

Access to a community building

Total Dover Households.

53,695

% of Dover Households within 30 Minute Public Transport Catchment of a community services building.

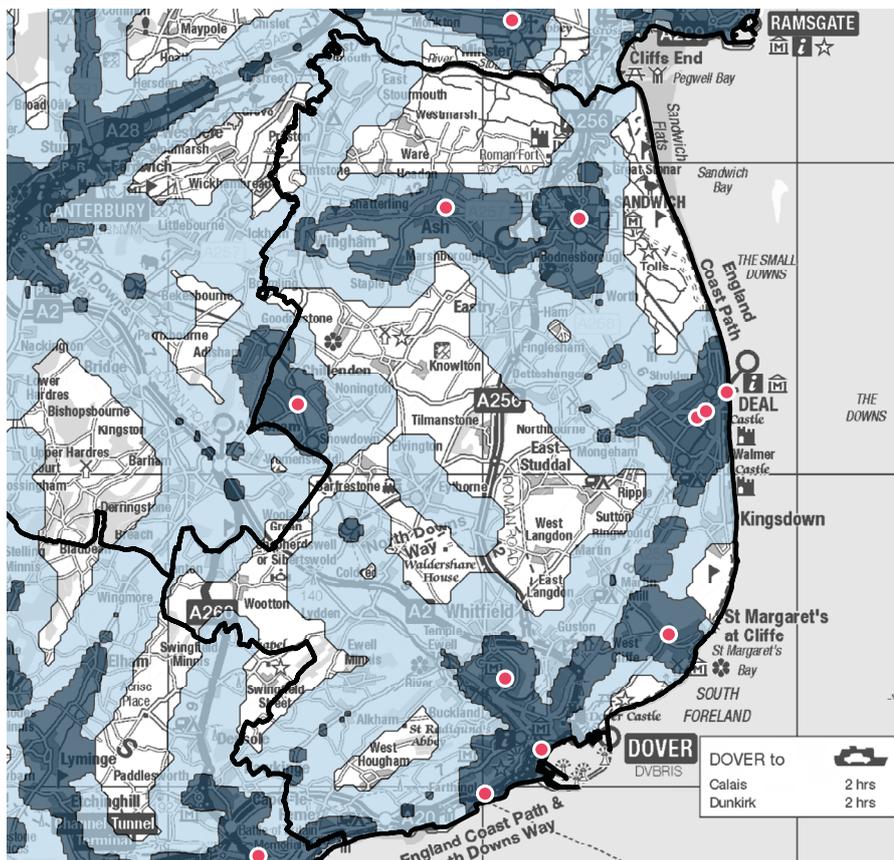
96.7%

Dover Households within 30 Minute Public Transport Catchment of a community services building.

51,903

Dover Households Outside 30 Minute Public Transport Catchment of a community services building.

1,792



Building

0-15 minutes travel on public transport

15-30 minutes travel on public transport

How could services be delivered in Dover?

We want our model to be **flexible to the demands and needs of the community**, making it sustainable for the future.



Examples of current outreach in Dover:

Our **priority groups** for families with young children are delivered in areas where there is a need but no permanent building such as **Tumble Time at Sandwich Leisure Centre**.

We know that **young people** can't always get to a designated youth hub so we organise free activity sessions such as **Clip and Climb at Dover Leisure Centre**.

Public health services use space in Dover town centre and Deal to deliver **Child Health Clinics, Infant Feeding and Developmental checks**.

Community Services for Adults with Learning Disabilities have well over 50 clients in Dover and deliver outreach in **Walmer Castle** providing Gardening Groups, reading groups at **Deal Library**, as well as walking for Health at various locations around **Dover and Deal**.

Community Learning and Skills use 13 outreach locations in areas like River Village Hall for **Fitness courses** and Triangles Community Centre for **Family Programmes**.

// Janet has two young children, lives near Dover town centre and often uses the internet to book services such as events at Buckland Children's Centre. She relies on digital access for convenience as she doesn't drive and has childcare responsibilities. //



Please note outreach points are subject to demand, need and resources, the above is a representation of what could be delivered in Dover.

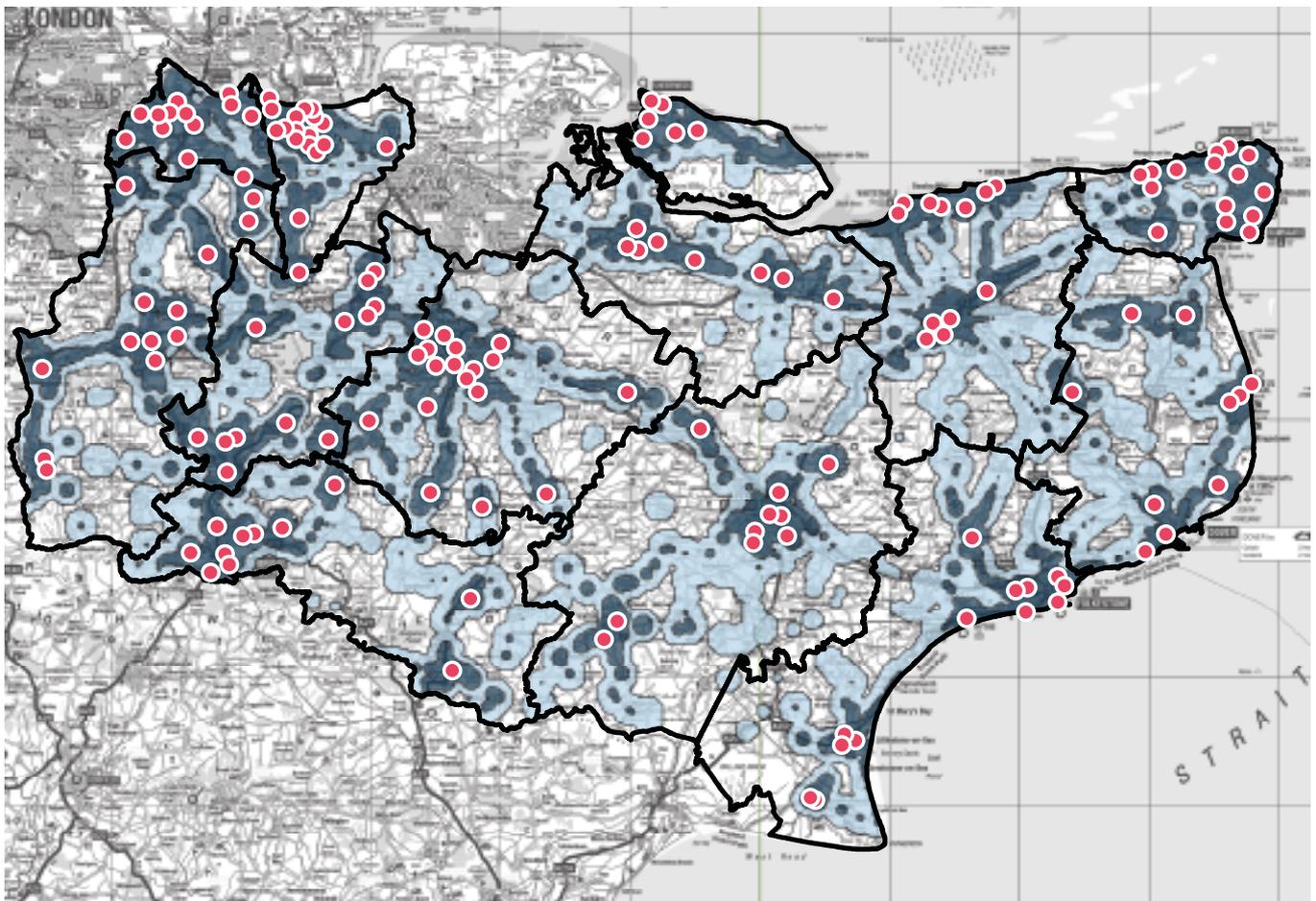
**Kent
wide**



Access to our buildings

Being able to access a community building for support, even if not the specific service they need, will be **key for helping** to connect the most **vulnerable groups across the county**.

97% of Kent households will be within 30 minutes travel time of at least one of our buildings, using public transport.



Building 

0-15 minutes travel on public transport 

15-30 minutes travel on public transport 



COMMUNITY
Services Consultation

Design Handbook

Dover Locality

