



COMMUNITY

Services Consultation

Design Handbook

Sevenoaks 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)



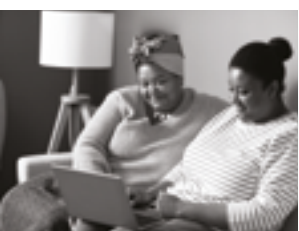
Children's Centres and Youth Hubs
(Open Access services)



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.



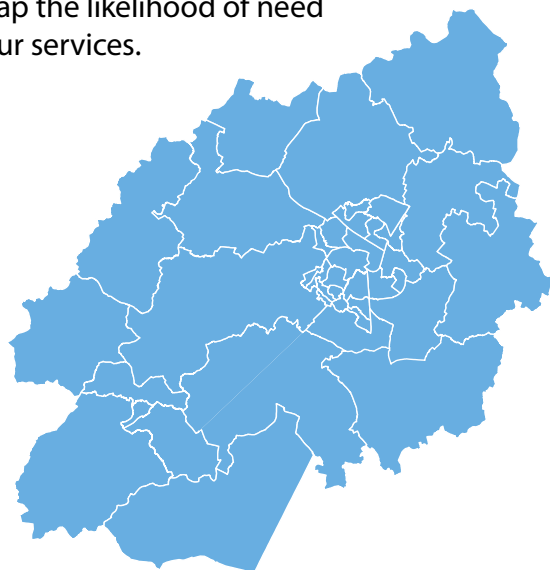
Data - Full data packs are available as an appendix to the consultation document.



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.

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.



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.



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.





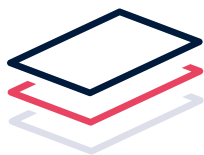
How we have used data

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 | 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

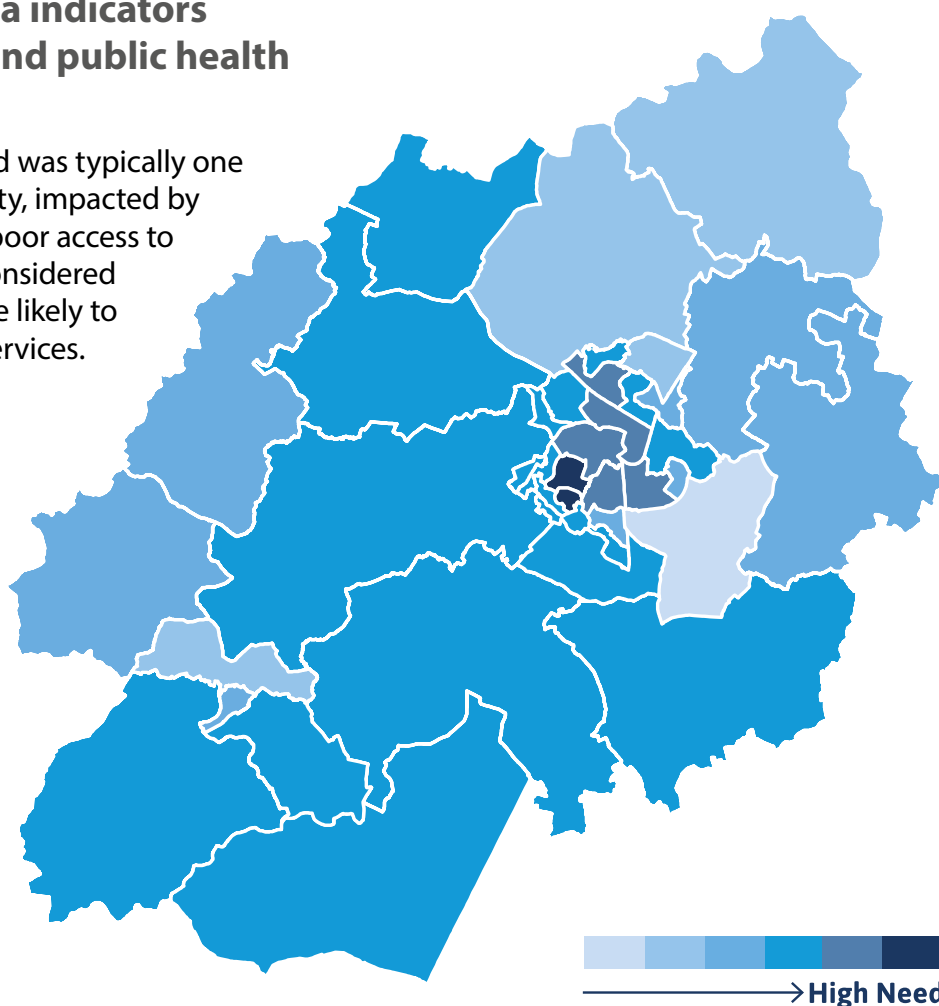


Service specific consideration of the data

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

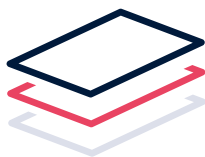
This example uses data indicators for children's services and public health in Ashford.

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.**

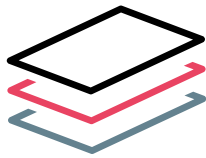


● In the 2018/19 Academic year, **66% of Ashford pupils** achieved a standard **pass in Maths and English GCSE,** which is the Kent average.



Ashford district has **39 electoral wards.**

Data



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

| 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.

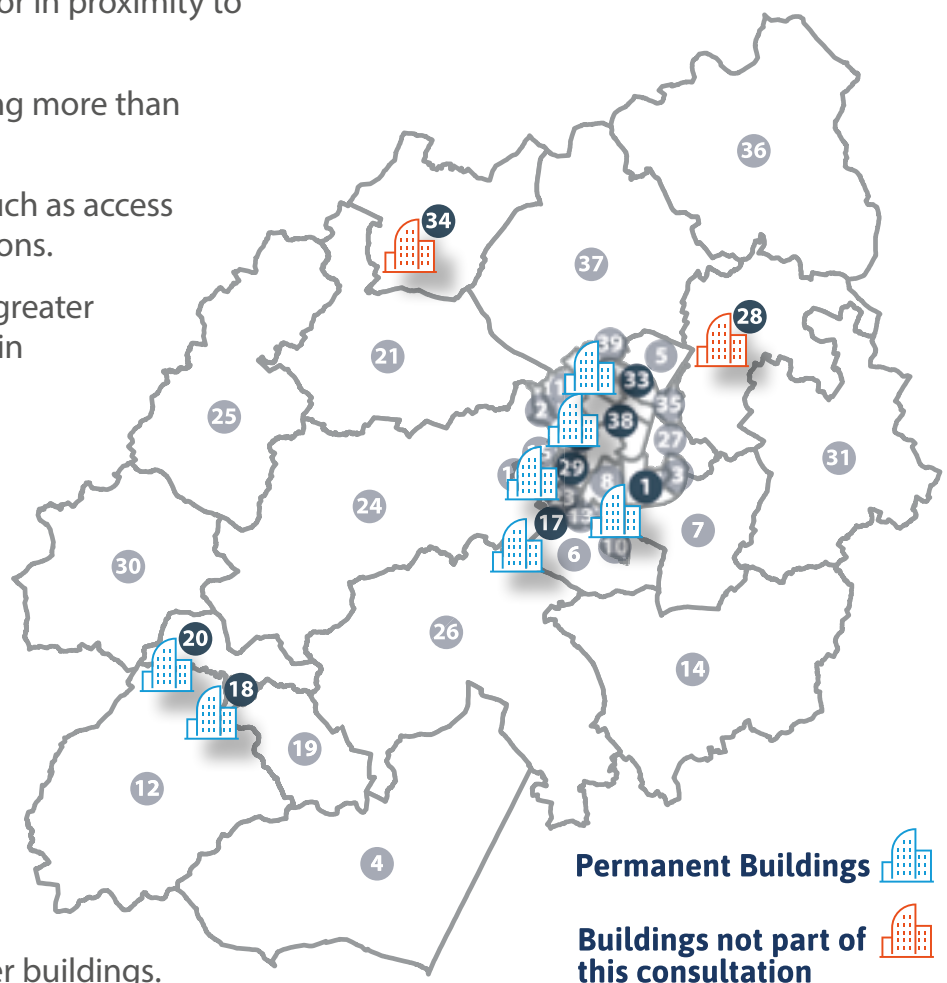


Using the framework

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.

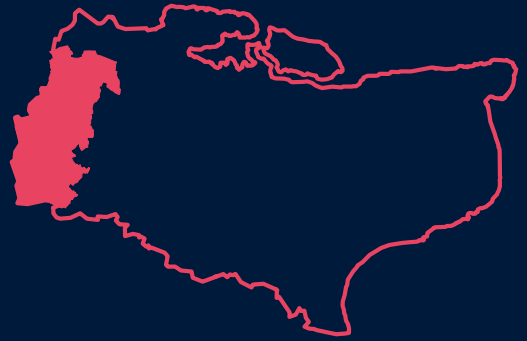
However, we don't just deliver our services from permanent or fixed locations. We have ambitions to **develop our outreach and digital offers**, to enhance our resident experience and and future-proof access to our services.

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



Sevenoaks

Locality Design



Sevenoaks



● **Sevenoaks** has an even split between rural and urban classification meaning that transport links are varied across the district. **Swanley St Mary's, Sevenoaks Eastern and Swanley White Oak wards are areas of high density. Dunton Green & Riverhead, Leigh & Chiddingstone Causeway, Sevenoaks Kippington, Sevenoaks Town & St John's and Swanley Christchurch & Swanley Village wards** have seen the highest population growth for the District.



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



● **93% of households** in Sevenoaks are currently **within 30 mins of one of our buildings** on public transport.



● **28% of the Sevenoaks population is aged 60 and over**, with the highest ward proportion in areas such as Eynsford, Fawkhams & West Kingsdown and Hartley & Hodsoll Street wards. **The 0-15 age group in comparison is 20%.** The wards generally have an even proportion of children as percentage total population. Sevenoaks Northern and Dunton Green & Riverhead wards have the highest. **2.4% of Sevenoaks's 18-65 year old population is estimated to have a learning disability.**

Sevenoaks has a **population of 120,519** according to the 2021 census with estimations of this **increasing to around 150,000 by 2040.**



● **Swanley St Mary's ward is an area of high deprivation.** Leigh and Chiddingstone Causeway ward has a high long-term unemployment level with **Sevenoaks District below the long-term unemployment national average.**



● **Sevenoaks has high/very high digital use (79.7%),** with a low digital exclusion. This suggests residents are confident and **able to access things online.**



● In the 2018/19 Academic year, **74% of Sevenoaks pupils** achieved a standard **pass in Maths and English at GCSE** compared to 66% in Kent.

Sevenoaks district has **26 electoral wards.**



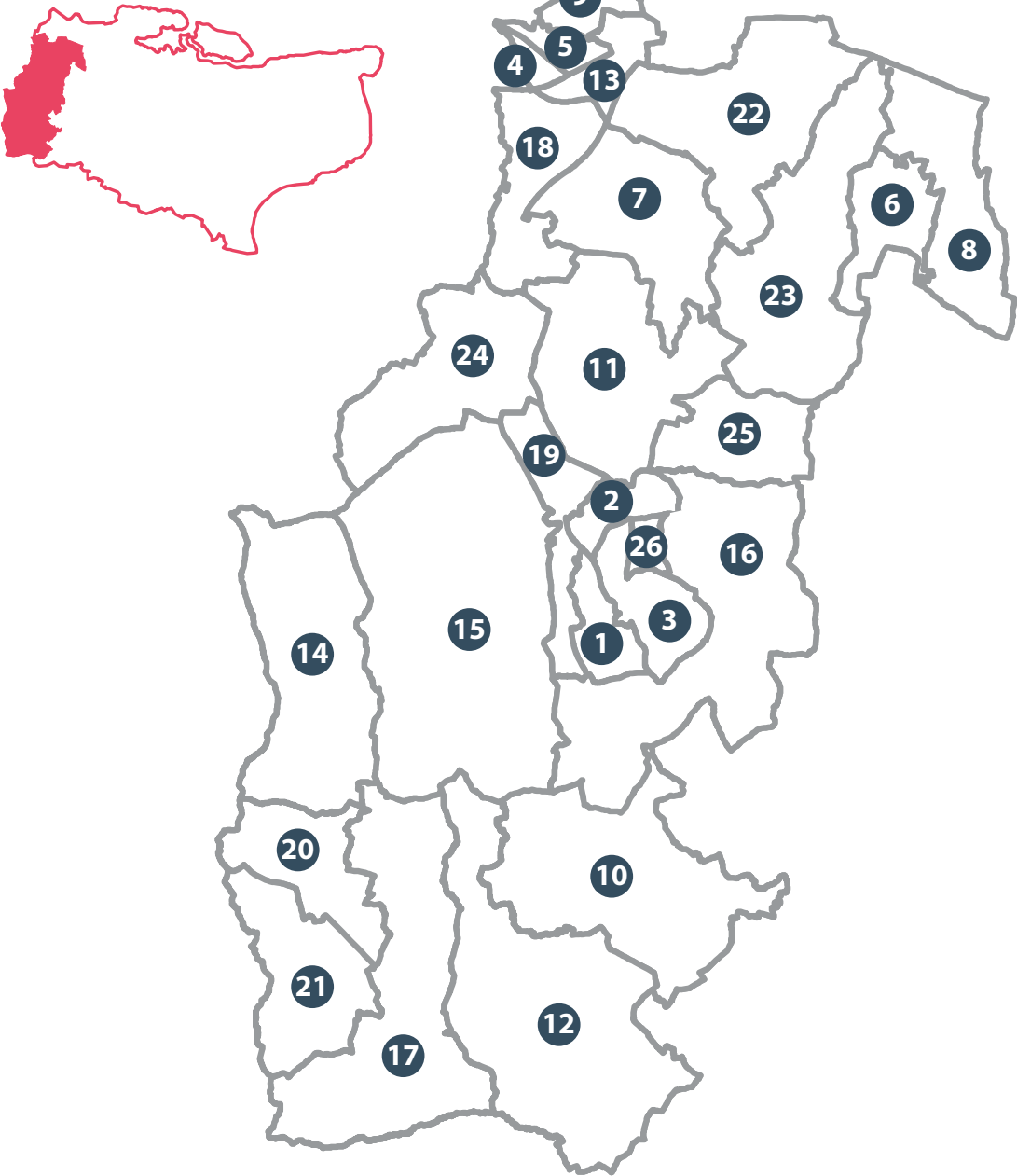
Sevenoaks district

by ward

Sevenoaks district has **26 electoral wards**.

| | |
|--|--|
| 1 Sevenoaks Kippington | 14 Westerham and Crockham Hill |
| 2 Sevenoaks Northern | 15 Brasted, Chevening and Sundridge |
| 3 Sevenoaks Town and St John's | 16 Seal and Weald |
| 4 Swanley St Mary's | 17 Cowden and Hever |
| 5 Swanley White Oak | 18 Crockenhill and Well Hill |
| 6 Ash and New Ash Green | 19 Duntan Green and Riverhead |
| 7 Eynsford | 20 Edenbridge North and East |
| 8 Hartley and Hodsoll Street | 21 Edenbridge South and West |
| 9 Hextable | 22 Farningham, Horton Kirby and South Darenth |
| 10 Leigh and Chiddingstone Causeway | 23 Fawkham and West Kingsdown |
| 11 Otford and Shoreham | 24 Halstead, Knockholt and Badgers Mount |
| 12 Penshurst, Fordcombe and Chiddingstone | 25 Kemsing |
| 13 Swanley Christchurch and Swanley Village | 26 Sevenoaks Eastern |

Sevenoaks



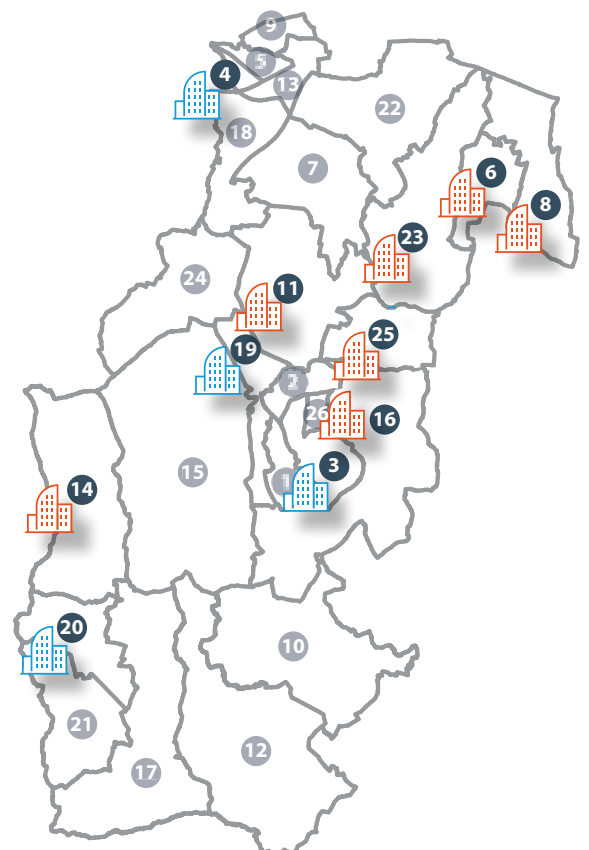
Buildings we are proposing to deliver services from in Sevenoaks

| Ward. | Building. | Proposed future use. |
|---|---|--|
| Proposed and existing Community Hubs | | |
| 3 Sevenoaks Town and St John. | Sevenoaks Library / Kaleidoscope. | Library and Community Services for Adults with Learning Disabilities. |
| 4 Swanley St Mary's. | Swanley Link. | Library, Gateway and Community Services for Adults with Learning Disabilities. |
| 20 Edenbridge North and East. | The Eden Centre. | Library, Gateway and Community Services for Adults with Learning Disabilities. |
| Family Hubs | | |
| 4 Swanley St Mary's. | Swanley Youth & Community Centre. | |
| 20 Edenbridge North and East. | Edenbridge Children's Centre. | |
| Community, Learning and Skills | | |
| 3 Sevenoaks Town and St John. | Sevenoaks Adult Education, Centre-Hatton House. | |
| Libraries | | |
| 6 Ash and New Ash Green. | New Ash Green Library. | |
| 8 Hartley and Hodsoll Street. | Hartley Library. | |
| 11 Otford and Shoreham. | Otford Library. | |
| 14 Westerham and Crockham Hill. | Westerham Library. | |
| 16 Seal and Weald. | Seal Library. | |
| 19 Dunton Green and Riverhead. | Riverhead Library. | |
| 23 Fawkham and West Kingsdown. | West Kingsdown Library. | |
| 25 Kemsing. | Kemsing Library. | |

Sevenoaks district by ward

Permanent Buildings 

Buildings not part of this consultation 

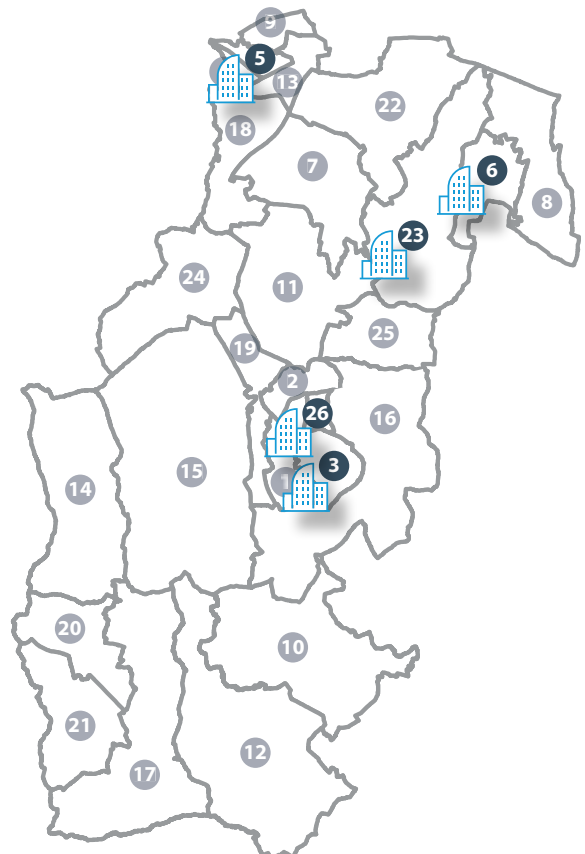


Buildings we are proposing to leave in Sevenoaks

| Ward. | Building. | Potential Outcome. | Nearest alternative. | Distance Miles. |
|---|---|--|---|-----------------|
| Children's Centres and Youth Hubs | | | | |
| 5 Swanley White Oak. | Swanley Children's Centre. | Relocation to Swanley Youth & Community Centre. | | 0.5 |
| 6 Ash and New Ash Green. | New Ash Green Children's Centre. | | Next Steps Children's Centre, Gravesham. | 8.3 |
| 23 Fawkham and West Kingsdown. | West Kingsdown Church of England Primary Children's Centre. | | Swanley Youth & Community Centre. | 6.8 |
| 26 Sevenoaks Eastern. | Spring House Children's Centre. | Family Hubs will provide outreach from Sevenoaks Library. Public Health will continue to deliver services from Spring House. | Sevenoaks Library. Edenbridge Children's Centre. | 1.2 9.9 |
| Community Services for Adults with Learning Disabilities | | | | |
| 3 Sevenoaks Town and St John. | Sevenoaks Leisure Centre. | Relocation to Sevenoaks Library. | | 0.1 |

Sevenoaks
district
by ward

Permanent Buildings 



How need has informed the design in Sevenoaks

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



- 1** A Gateway supporting the colocation of **multiple services** in areas with good transport connectivity (**Swanley St Marys and Edenbridge North and East**).



- 2** **Public health** providing outreach across the district in wards with highest need such as **Crockenhill & Well Hill and Fawkham & West Kingsdown**.



- 3** **Swanley St Marys and Edenbridge** are areas with a high population of **children impacted by deprivation. Family Hubs** will retain permanent buildings here as well as provide health visiting outreach to areas with a high proportion of children such as **Sevenoaks Eastern**.



- 4** The Eden Centre will continue to host **multiple services** as well as **space for outreach** in an area experiencing **significant population growth**.



- 5** Eynsford has a **high population of over 65s**. The area has **excellent Broadband speed** and will benefit from **digital services** but for those residents needing help using the internet, **digital access courses** could be delivered via outreach in this area.





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

- Sevenoaks Library / Kaleidoscope.
- Swanley Gateway.
- The Eden Centre.
- Edenbridge Children's Centre.
- New Ash Green Library.
- Otford Library.
- Swanley Youth and Community Centre.
- Seal Library.
- Kemsing Library.
- Riverhead Library.
- West Kingsdown Library.
- Hartley Library.
- Westerham 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 Sevenoaks**.



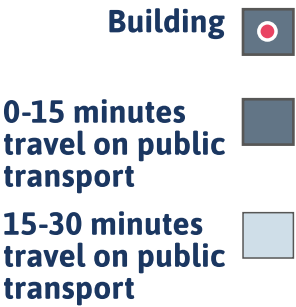
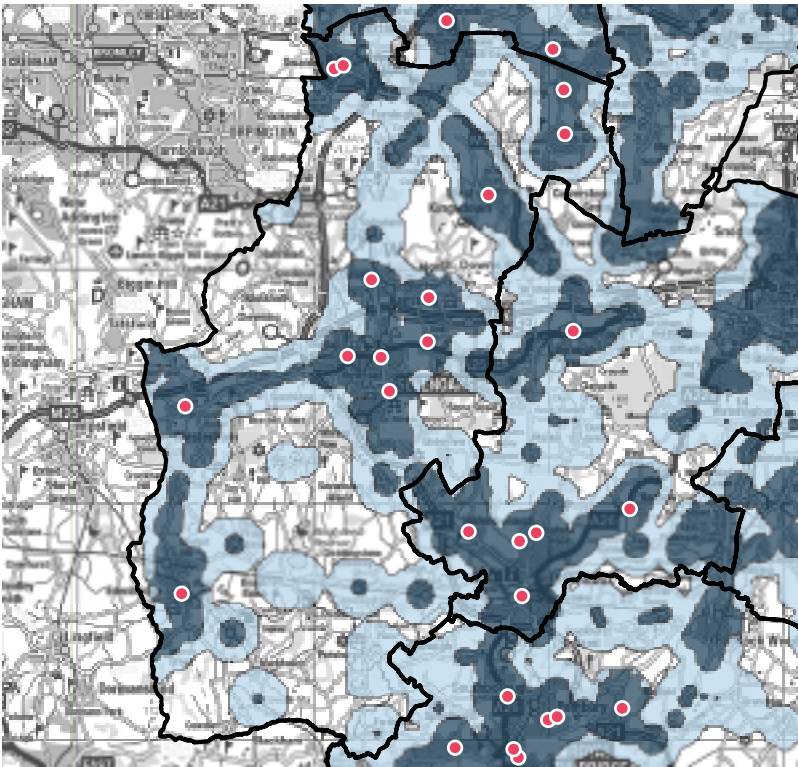
In the future, Sevenoaks would have **3 community hubs that house more than one service. As well as: 2 Family Hubs, 8 Libraries, 1 Community Learning and Skills building.**

Sevenoaks community hubs

| Service. | Building. |
|--|-----------------------------------|
| Library and Community Services for Adults with Learning Disabilities. | Sevenoaks Library / Kaleidoscope. |
| Library and Gateway. | Swanley Gateway. |
| Library, Gateway and Community Services for Adults with Learning Disabilities. | The Eden Centre. |

Access to a community building

| Total Sevenoaks Households. | 51,338 |
|---|--------|
| % of Sevenoaks Households within 30 Minute Public Transport Catchment of a community services building. | 93% |
| Sevenoaks Households within 30 Minute Public Transport Catchment of a community services building. | 47,720 |
| Sevenoaks Households Outside 30 Minute Public Transport Catchment of a community services building. | 3,618 |



How could services be delivered in Sevenoaks?

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 Sevenoaks:

Children's services create **unique play opportunities** for nurseries across the district by offering resources such as topic boxes and toy libraries.

Working with charities such as West Kent Mind, we deliver **programmes of support for families**.

In partnership with Sevenoaks District Council, we run **free family fun days** in places such as **Swanley Park**.

We know that **young people** can't always get to a designated youth hub in the evenings so we offer **detached youth work** in those areas where young people live.

Public health services use space in Sevenoaks to deliver Health Visiting Services, these include **Infant Feeding, Healthy Child Clinics and Developmental Checks**.

Community Learning and Skills use different locations across the District, which include Edenbridge Primary School to deliver **Family Programmes**.

Community Services for Adults with Learning Disabilities have over 30 clients in Sevenoaks and offer activities from **Sevenoaks Library** for Knit and Natter sessions, Sevenoaks Aquafit and Swanley Bowls Club.

Jonathan is a retired cab driver living in Edenbridge. He enjoys using the internet for lots of services, both for leisure (funny videos) and lifestyle (online banking). He can browse courses offered by Community Learning and Skills to indulge his hobbies and meet new people.



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

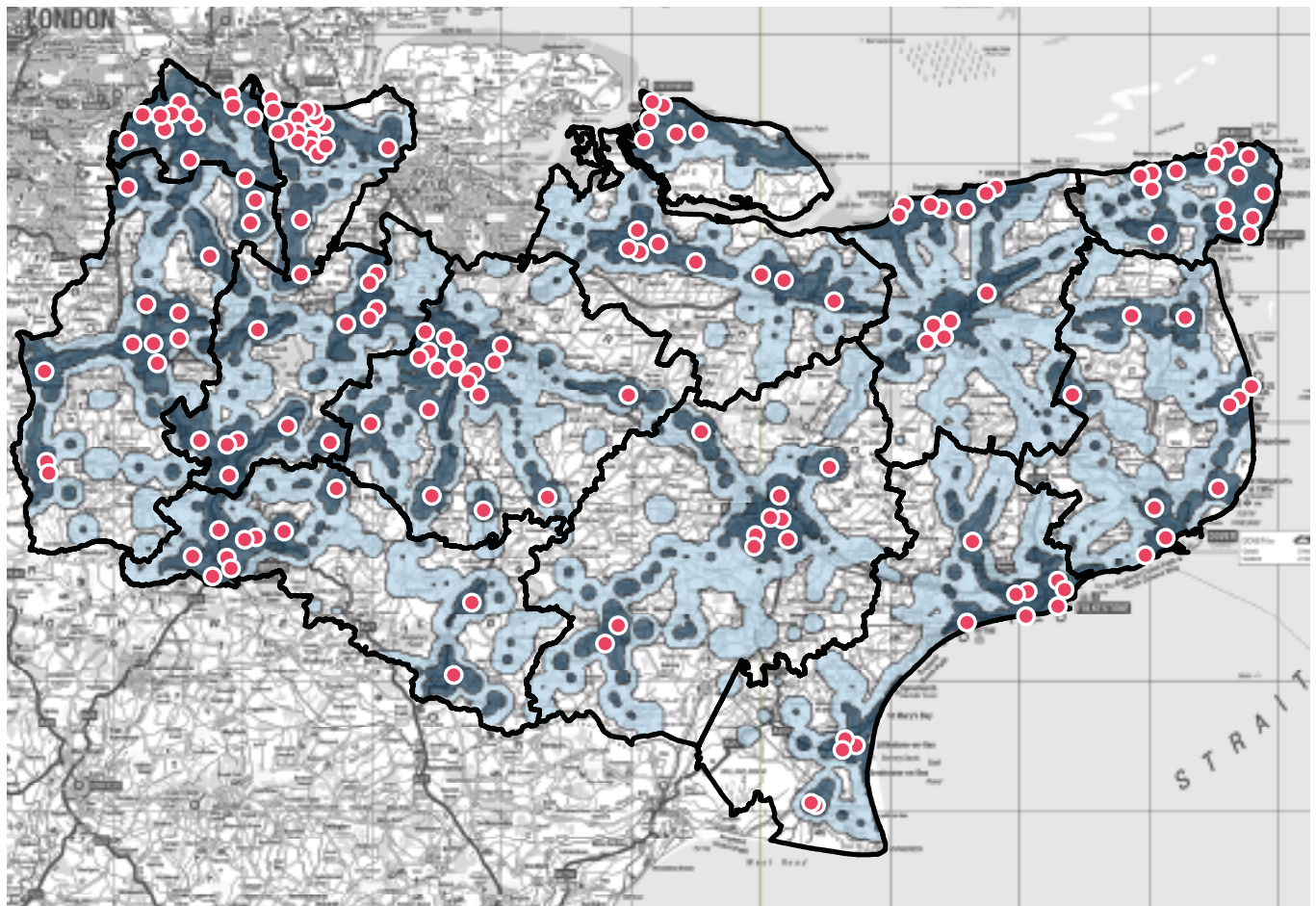
Kent wide



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 



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