



# COMMUNITY Services Consultation Design Handbook

Folkestone & Hythe  
Locality



# COMMUNITY Services Consultation

## Design Handbook



**Alternative Formats:** If you need this document in an alternative format, please email [alternativeformats@kent.gov.uk](mailto: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)



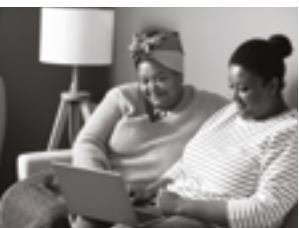
**Children's Centres and Youth Hubs**  
(Open Access services)



**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

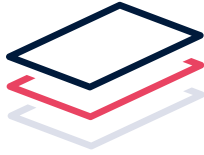
We are committed to providing effective support to residents in need of our services, so this is at the forefront of any proposals for change.

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.	✓	✓	✓	✓

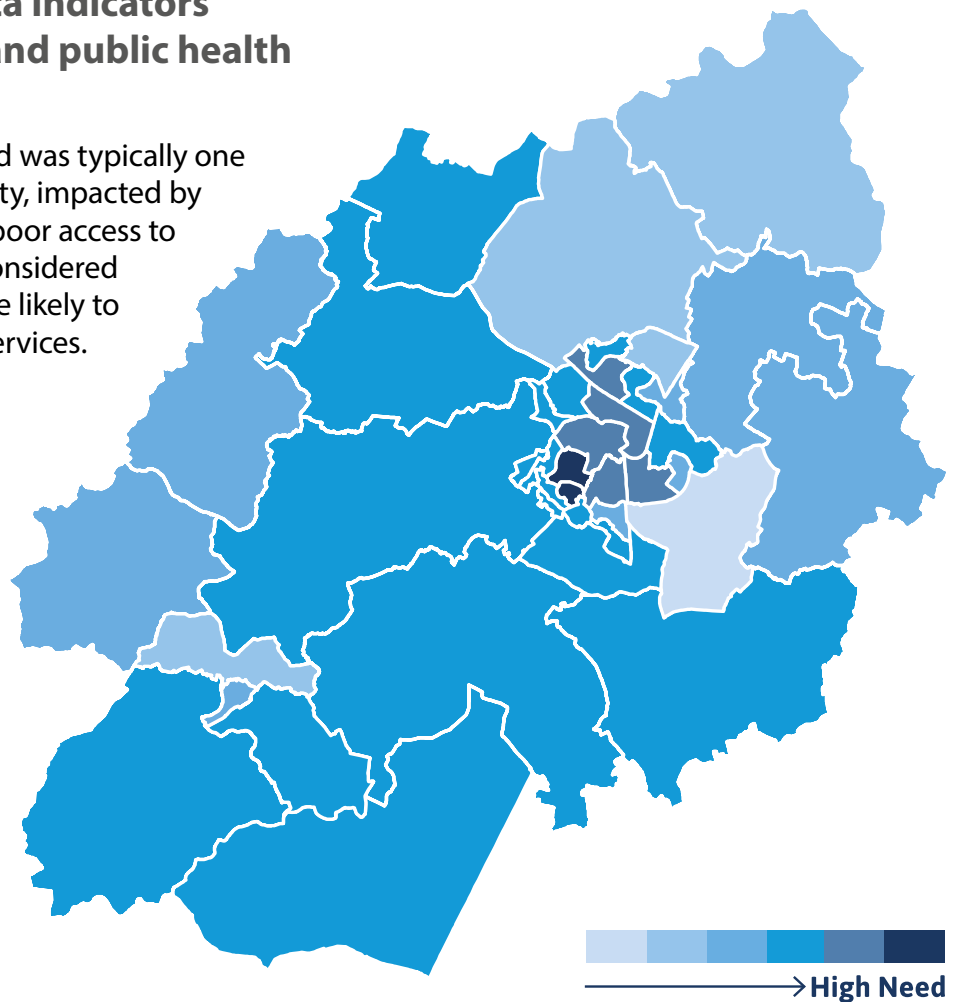


# Data

**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.

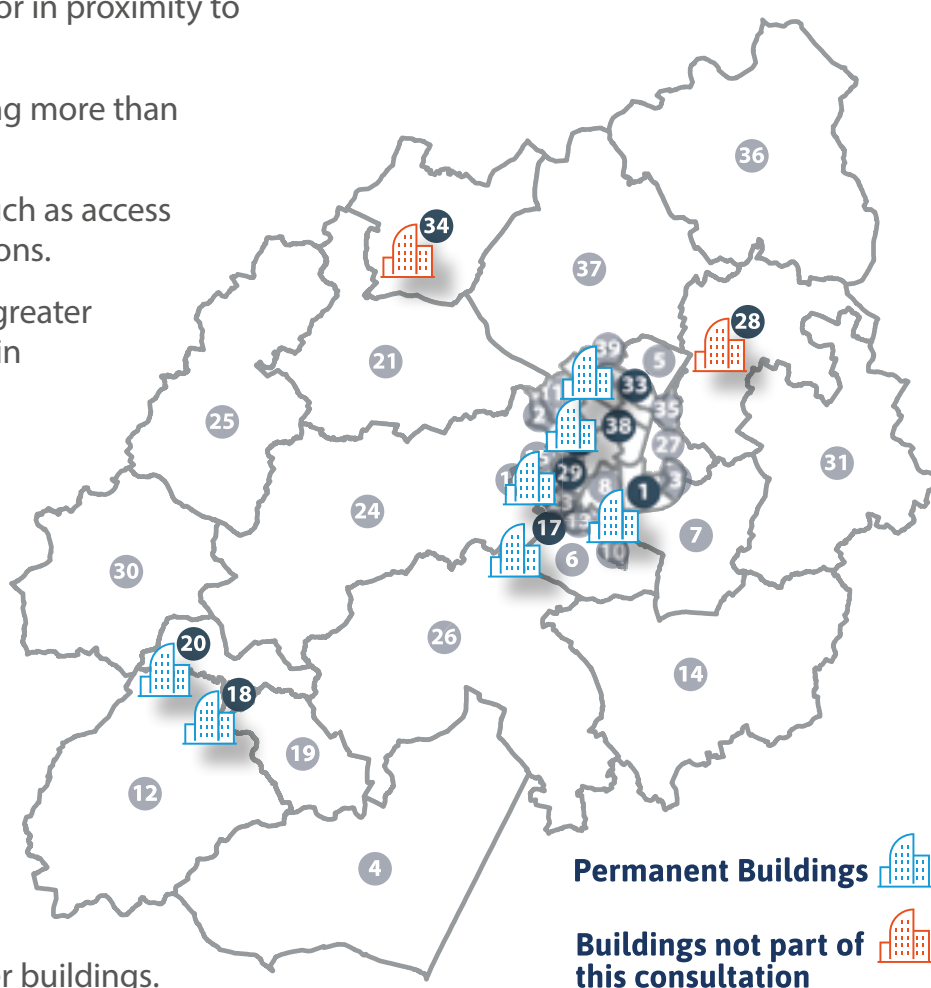


# Using the framework

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.



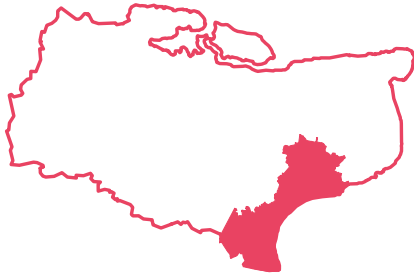
# Folkestone & Hythe



Locality Design



# Folkestone & Hythe



● **Folkestone & Hythe** is mainly urban classification. A third of wards are within a rural and fringe setting, which means there is mixed accessibility. **Folkestone Central and East Folkestone wards are areas of high density. Cheriton and Folkestone Central wards have seen the highest population growth** for the District.



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



● **97.5% of households** in Folkestone and Hythe are currently **within 30 mins of one of our buildings** on public transport.



● **17% of Folkestone & Hythe's population is aged 0-15 years** of age. 32% of the population is aged 60 and over. **Romney Marsh and Hythe have the highest proportion of over 60's** but the lowest proportion of children.

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

**Folkestone & Hythe** has a **population of 109,757** according to the 2021 census with estimations of this **increasing to around 134,000 by 2040.**



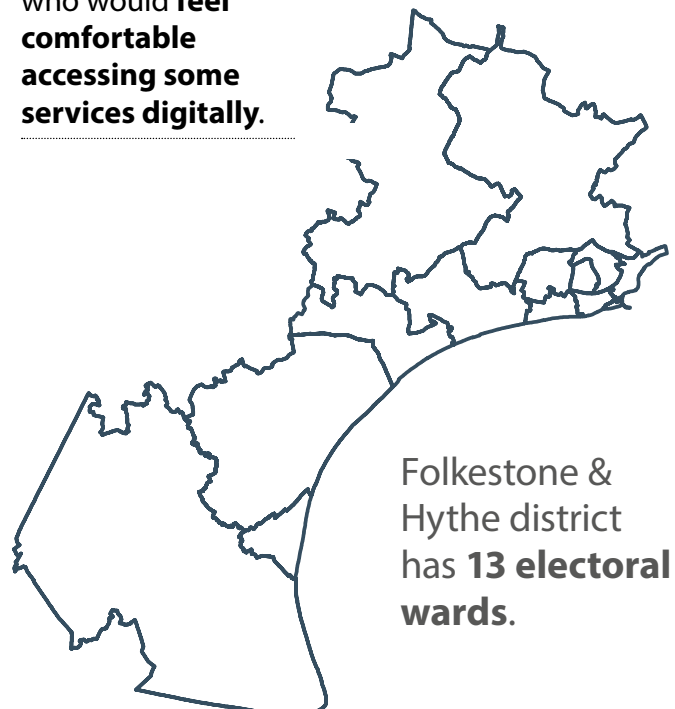
● **Broadmead, East Folkestone, Folkestone Central, Folkestone Harbour, Hythe, Romney Marsh and Walland & Denge Marsh** wards are all measured as having areas of **high deprivation. East Folkestone, Folkestone Central and Folkestone Harbour** wards have high levels of long term unemployment with the **Folkestone & Hythe** District above the long-term unemployment national average.



● In the 2018/19 Academic year, **58% of Folkestone & Hythe pupils** achieved a standard **pass in Maths and English at GCSE** compared to 66% in Kent.



● **28% of residents** in Folkestone and Hythe are low level users, however, **30% of residents** are identified as those who would **feel comfortable accessing some services digitally.**



Folkestone & Hythe district has **13 electoral wards.**

# Folkestone & Hythe

## by ward

Folkestone & Hythe district has **13 electoral wards**.

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**1** Broadmead

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**2** Cheriton

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**3** East Folkestone

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**4** Folkestone Central

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**5** Folkestone Harbour

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**6** Hythe

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**7** Hythe Rural

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**8** New Romney

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**9** North Downs East

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**10** North Downs West

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**11** Romney Marsh

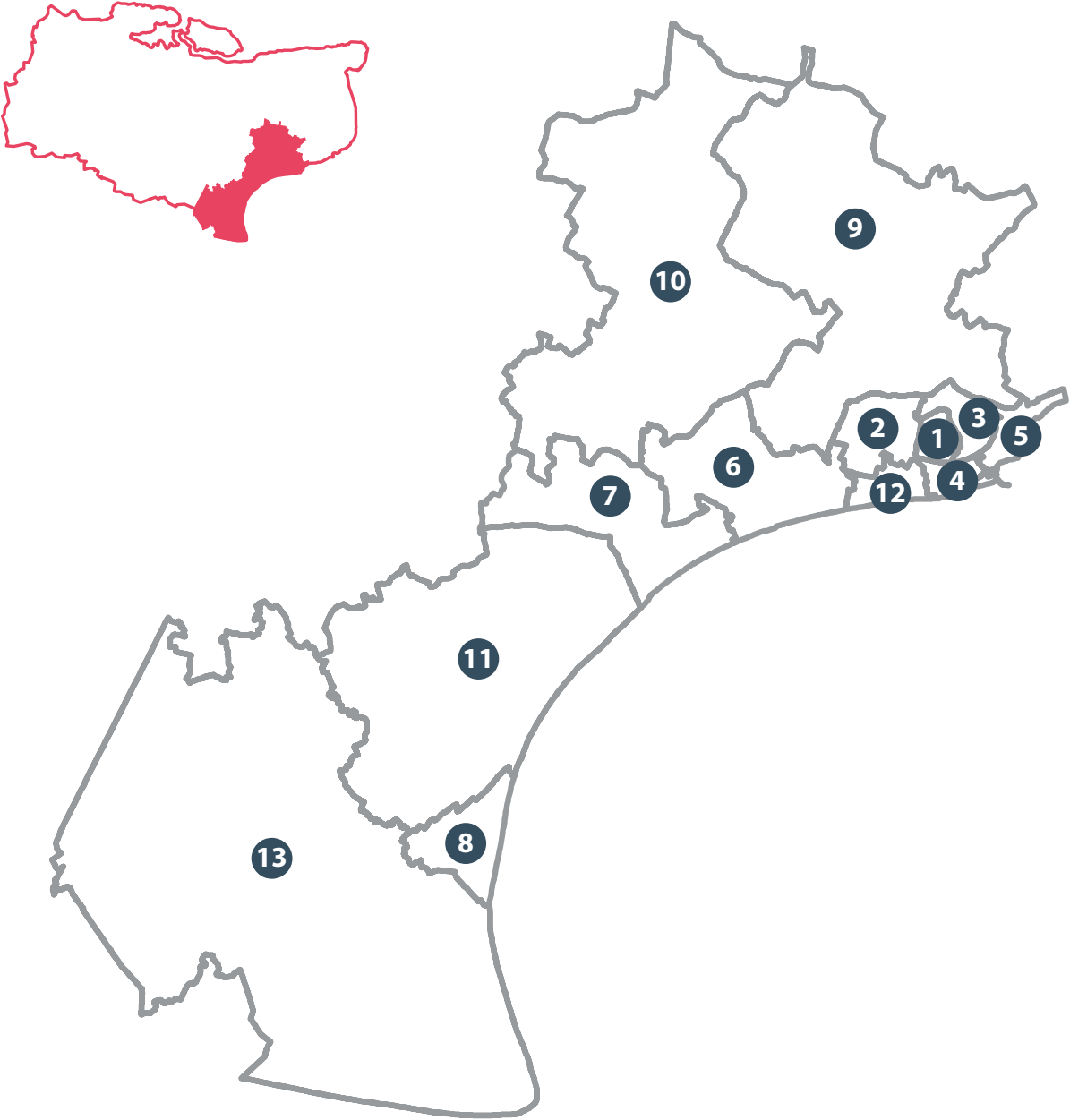
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**12** Sandgate & West Folkestone

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**13** Walland & Denge Marsh

# Folkestone & Hythe



# Buildings we are proposing to deliver services from in Folkestone & Hythe

Ward.	Building.
<b>Family Hubs</b>	
<b>2 Cheriton.</b>	Caterpillars Children’s Centre.
<b>3 East Folkestone.</b>	The Village Children’s Centre.
<b>4 Folkestone Central.</b>	Folkestone Early Years Centre.
<b>8 New Romney.</b>	New Romney Children’s Centre.

## Community Services for Adults with Learning Disabilities

<b>6 Hythe.</b>	Bridge Resource Centre.
<b>8 New Romney.</b>	Phase II.

## Community, Learning & Skills

<b>4 Folkestone Central.</b>	The Cube. The Pottery.
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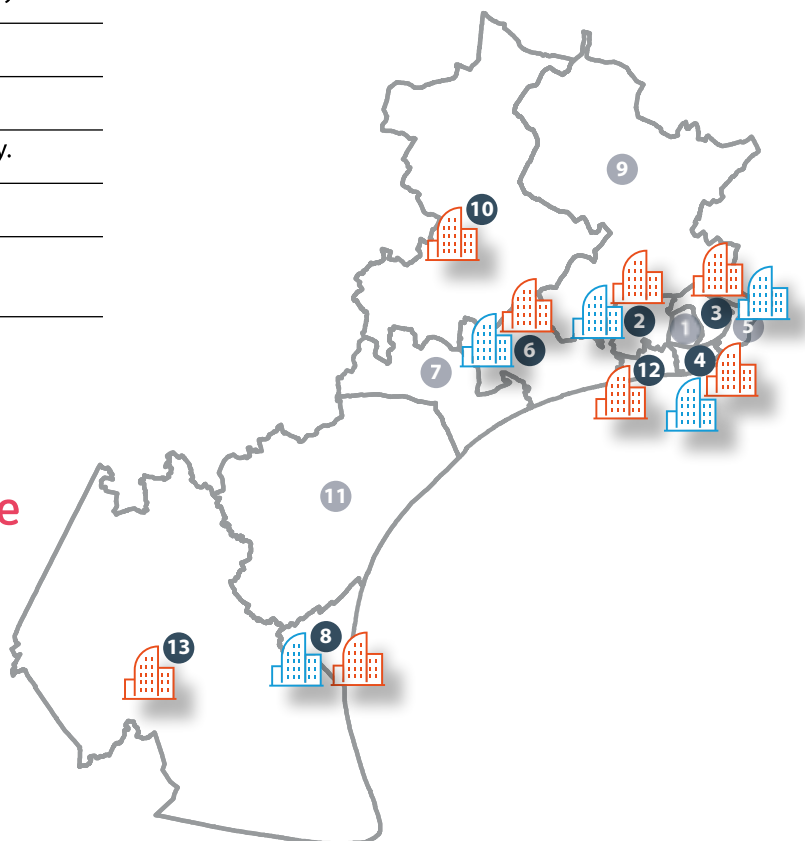
## Libraries

<b>2 Cheriton.</b>	Cheriton Library.
<b>3 East Folkestone.</b>	Wood Avenue Library.
<b>4 Folkestone Central.</b>	Folkestone Library.
<b>6 Hythe.</b>	Hythe Library.
<b>8 New Romney.</b>	New Romney Library.
<b>10 North Downs West.</b>	Lyminge Library.
<b>12 Sandgate &amp; West Folkestone.</b>	Sandgate Library.
<b>13 Walland &amp; Denge Marsh.</b>	Lydd Library.

## Folkestone & Hythe district by ward

Permanent Buildings 

Buildings not part of this consultation 

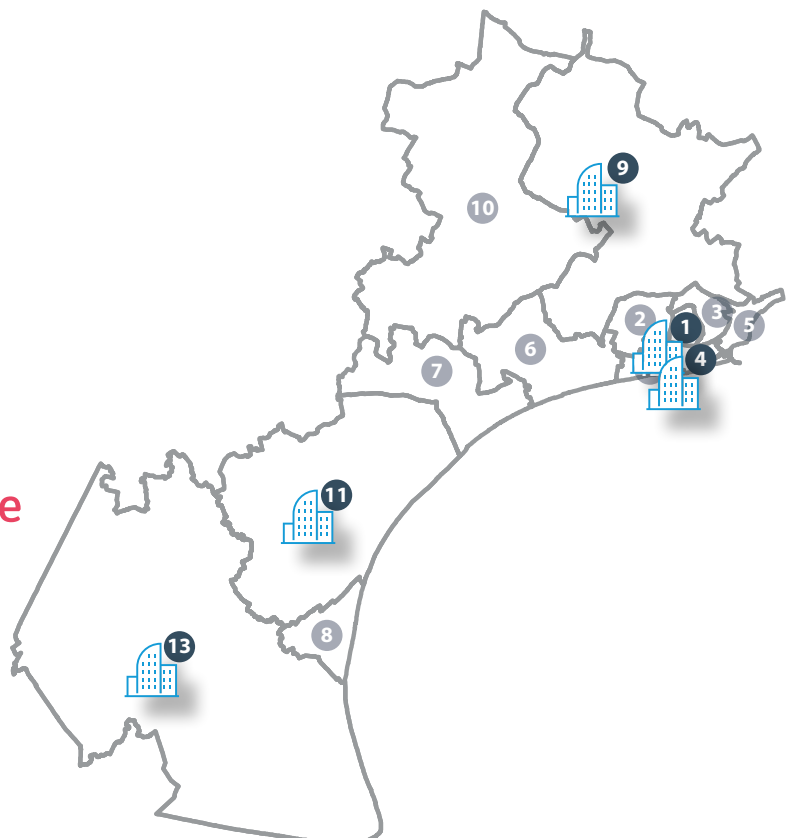


# Buildings we are proposing to leave in Folkestone & Hythe

Ward.	Building.	Potential Outcome.	Nearest alternative.	Distance Miles.
<b>Childrens Centres and Youth Hubs</b>				
<b>4 Folkestone Central.</b>	Five (Shepway Youth Hub).	Moving in to Folkestone Early Years Children's Centre.		1.0
			Caterpillars Children's Centre.	2.1
<b>9 North Downs East.</b>	Hawkinge Childrens Centre.		The Village Children's Centre.	2.7
			Folkestone Early Years Children's Centre.	2.8
			Caterpillars Children's Centre.	3.0
<b>11 Romney Marsh.</b>	Dymchurch Children's Centre.		New Romney Children's Centre.	3.9
<b>13 Walland and Denge Marsh.</b>	Lyddle Stars Childrens Centre.		New Romney Children's Centre.	4.2
<b>Community Services for Adults with Learning Disabilities</b>				
<b>1 Broadmead.</b>	Folkestone Sports Centre.		Phase II.	14

Folkestone & Hythe district by ward

Permanent Buildings 



# How need has informed the design in Folkestone & Hythe

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



**1 Folkestone Central** is a densely populated area with **complex needs**. We would retain our **permanent buildings** for use by multiple services including a **Gateway**.



**2 East Folkestone, Folkestone Central** have a high concentration of **children impacted by deprivation**. **Family Hubs** would operate from **permanent buildings** in these wards as well as in areas experiencing **low pupil attainment** coupled with **digital exclusion and poor Broadband connectivity** such as **New Romney**.



**3 Walland and Denge Marsh** has several areas of need surrounding **child health, deprivation and poverty**, as well as **poor transport links and slow Broadband speeds**. This area would benefit from **outreach from Family Hubs for parenting support, and infant feeding**.



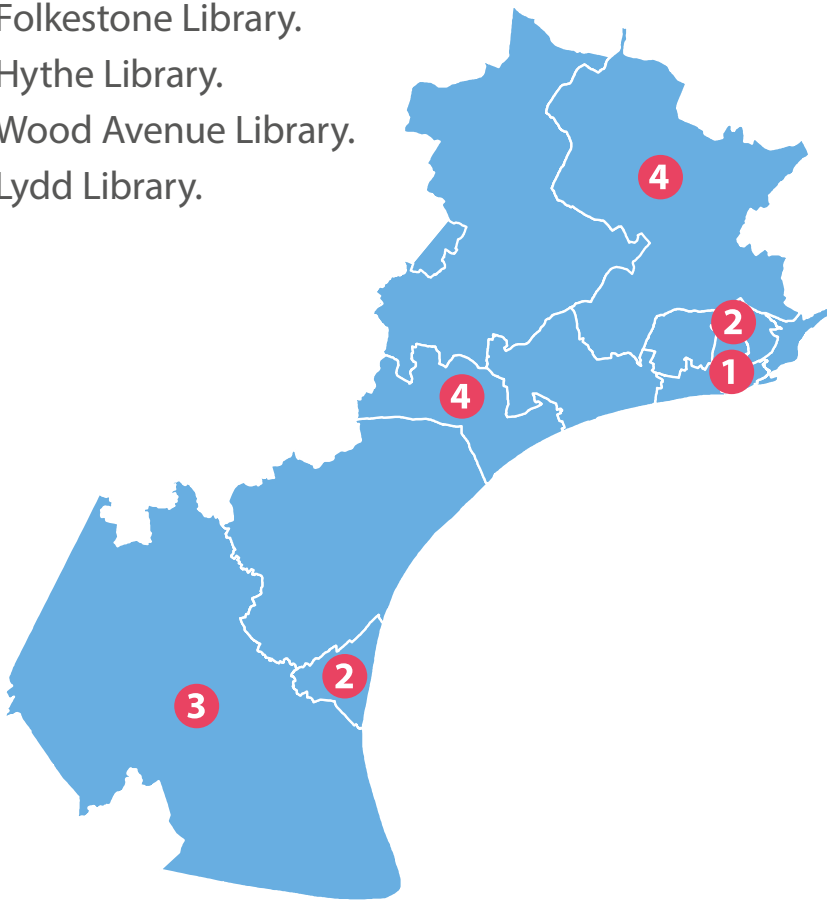
**4** Residents with lower levels of need, or those in rural areas such as **North Downs East or Hythe**, can **engage with services through digital offers**.





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

- Folkestone Early Years Centre.
- New Romney Children's Centre.
- New Romney Library.
- Folkestone Library.
- Hythe Library.
- Wood Avenue Library.
- Lydd 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 Folkestone & Hythe**.

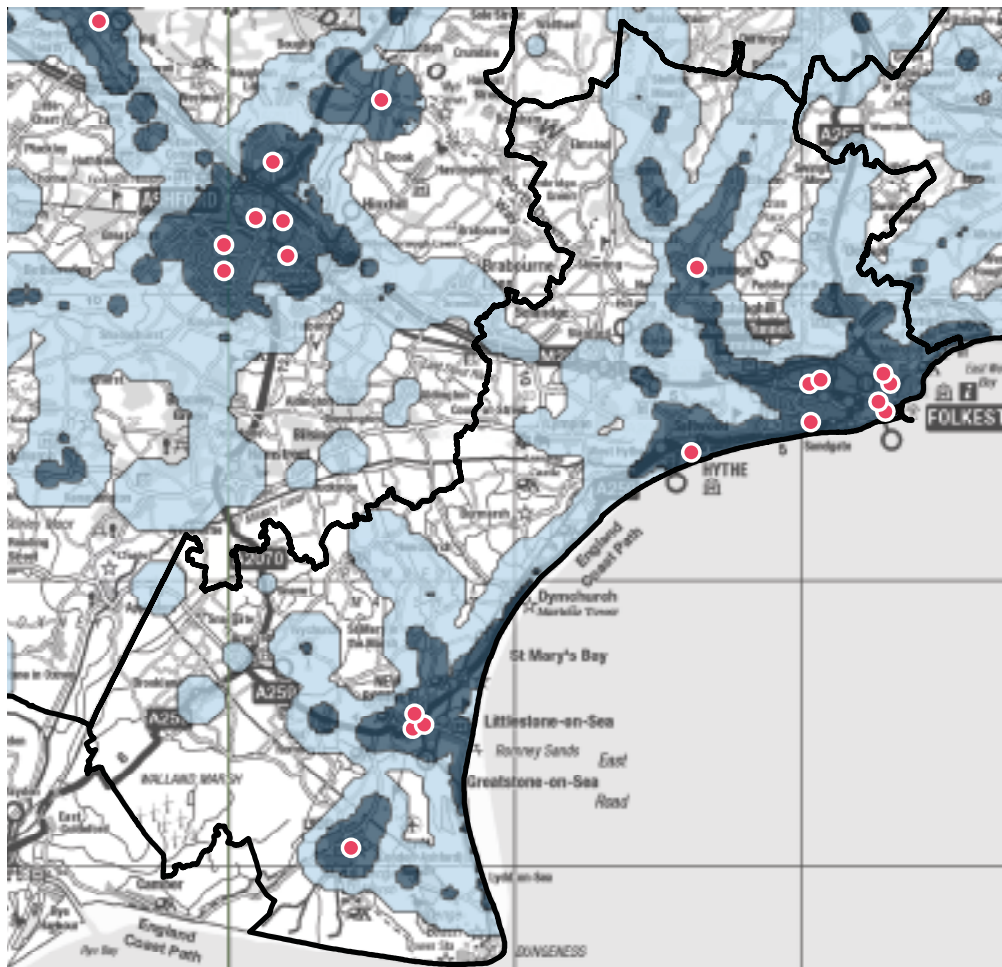


In the future, Folkestone & Hythe would have:

- 4** Family Hubs, **8** Libraries, **1** Community Learning and Skills building,
- 2** Centres for Community Services for Adults with Learning Disabilities.

## Access to a community building

<b>Total Folkestone &amp; Hythe Households.</b>	<b>50,284</b>
% of Folkestone & Hythe Households in 30 Minute Public Transport Catchment of a community services building.	97.5%
Folkestone & Hythe Households within 30 Minute Public Transport Catchment of a community services building.	49,006
Folkestone & Hythe Households Outside 30 Minute Public Transport Catchment of a community services building.	1,278



**Building**

**0-15 minutes travel on public transport**

**15-30 minutes travel on public transport**



## How could services be delivered in Folkestone & Hythe?

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 Folkestone & Hythe:

To reach families who may not be able to access our centres we run activities like **Bug Hunt Bonanza at Mundella Playing Field**.

We know that **young people** can't always get to a designated youth hub in the evenings so we offer **detached youth work** like our **gaming bus** which travels round the district to places like **Lydd and New Romney** reaching more young people.

**Public health** services use space in **Hythe** and propose to use **Lydd** for Health Visiting Services such as **Child Health Clinics and Infant Feeding support**.

**Community Learning and Skills** use 10 outreach locations including **Lympne Church of England Primary School** to deliver Family Programmes and **Hawkinge Village Hall** Languages and Communication courses where demand is outside of permanent buildings.

**Community Services for Adults with Learning Disabilities** have nearly 50 clients across the District offering services such as Gardening Sessions at **Romney Marsh Community Hub** and **Hythe Library** for art exhibitions.

*Ben lives in rural Hythe but travels to Folkestone for work. He only really uses technology for his social networks, gaming and some limited online shopping. He would benefit from an app he can use in a more social way to access services, such as community learning services.*



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

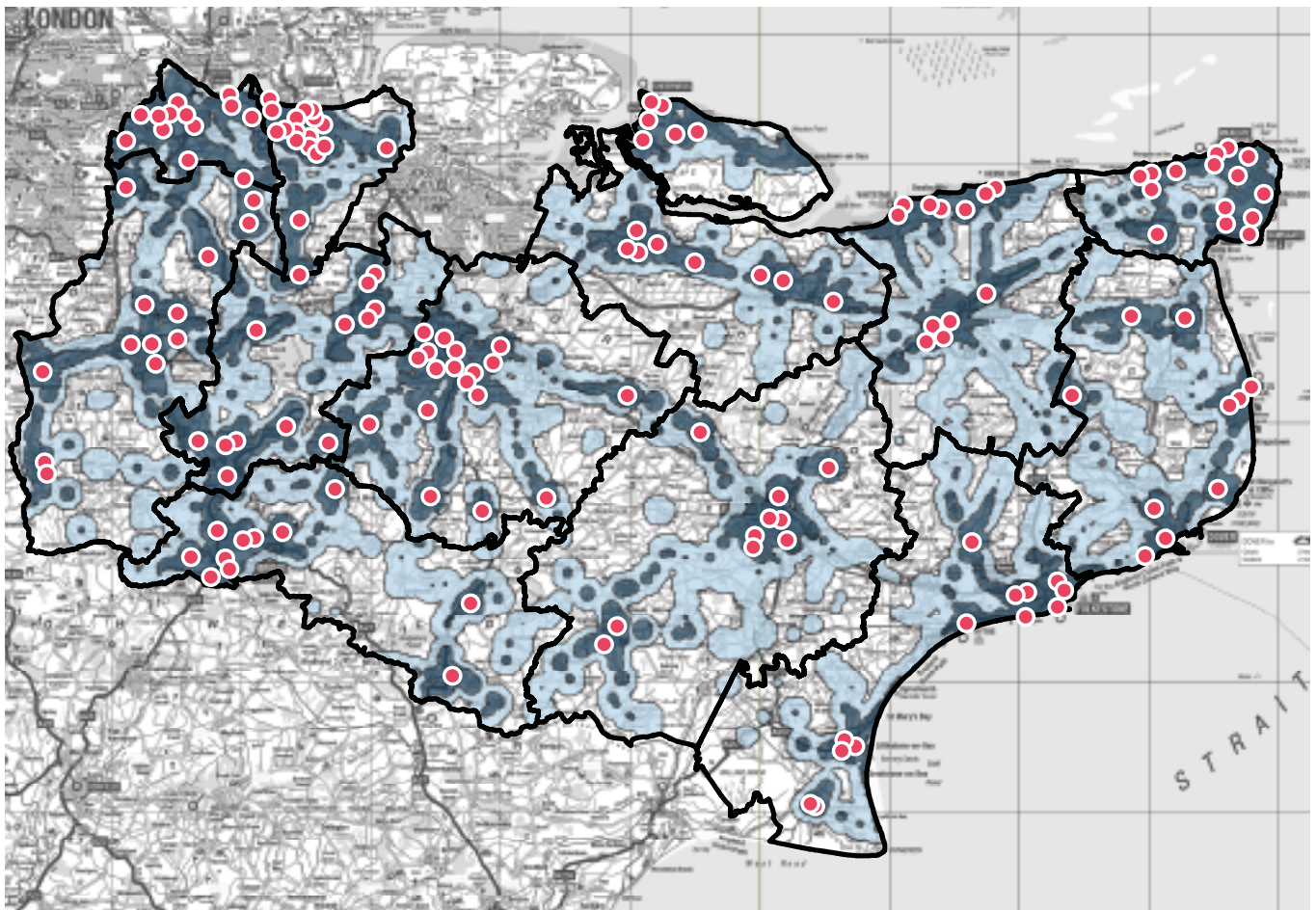
**Kent  
wide**



## 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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