

Appendix A: Summary of Community Plan consultation responses

The purpose of this Appendix is to set out the key issues highlighted through the community plan consultation.

Community Plan Survey

The Community Plan survey was promoted widely by partners and Members and included a digital marketing strategy targeting the under 40s, who are traditionally, our hardest to reach group. A separate survey link was designed and for young people. The survey language was modified to ensure it was appropriate and promoted to years 11, 12 and 13 via two school assemblies at Knole Academy. Other secondary schools in the District did not respond to our requests to promote the survey within their schools.



Can I have my say on local services?

We're producing a new Community Plan to help improve life in the District by including your priorities for local services.

Share what's important to you by 24 October 2018 at www.sevenoaks.gov.uk/consultations

Complete our survey & win **£100** in shopping vouchers

Sevenoaks DISTRICT COUNCIL

- Ran from 13 September until 24 October;
- A total of 659 survey responses;
- Including 154 survey responses from young people in years 11,12 and 13 at Knole Academy, Sevenoaks)
- Digital marketing campaign targeting young people and people under 40 years of age. This resulted in 202 clicks through to the survey from targeted adverts. (See *Appendix A(i) for a copy of the Digital Marketing Report prepared by the Council Advertising Network*)

The initial consultation survey was timed to take place after the consultation on the emerging Local Plan had finished. However, there were still strong comments in survey responses related to the recent Local Plan consultation,

including comments relating to protection of the Green Belt and the need for supporting infrastructure to support new housing and affordable and social housing.

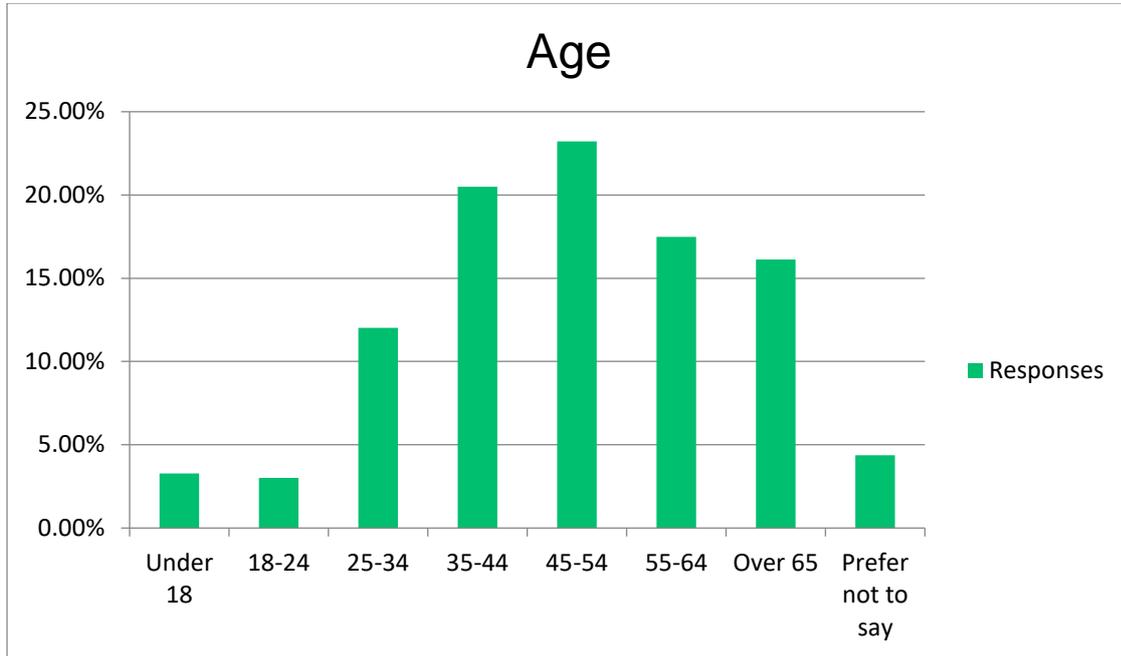
Respondents were given the existing community plan priorities and asked to rate whether they felt they were a high, medium or low priority. Respondents were also asked if they had any other issues that we needed to consider.

Where concerns expressed relate more appropriately within issues and actions addressed by another priority, this has been acknowledged.

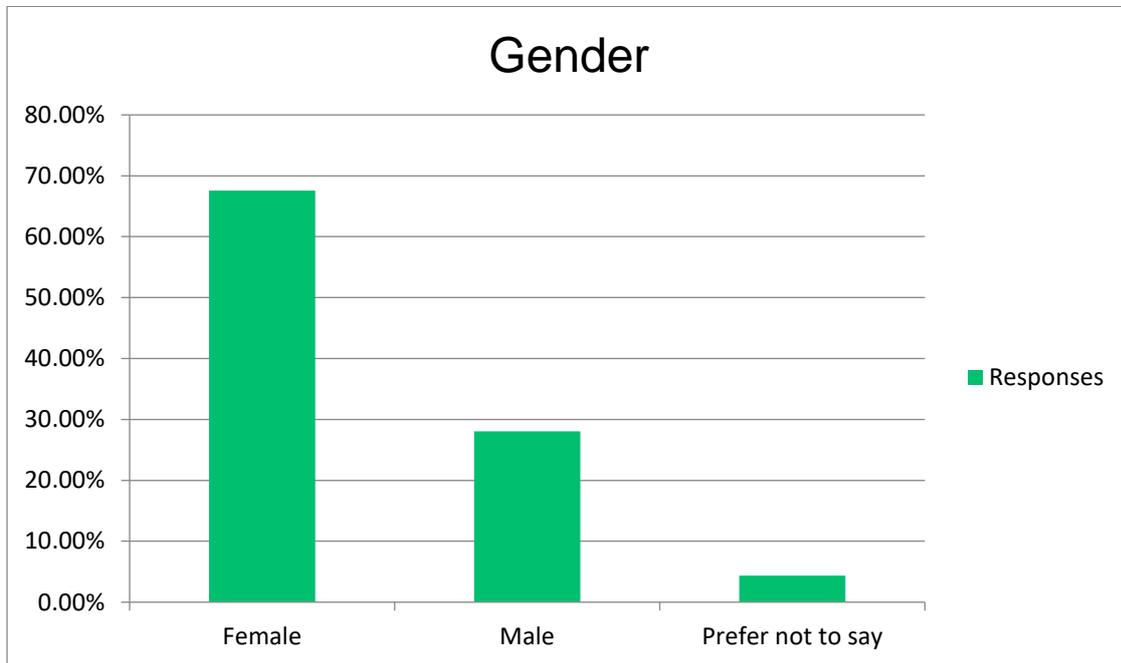
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Information about respondents to the survey (excluding Young People's Survey)

Age of respondents: 367/505 answered



Gender of respondents 367/505 answered



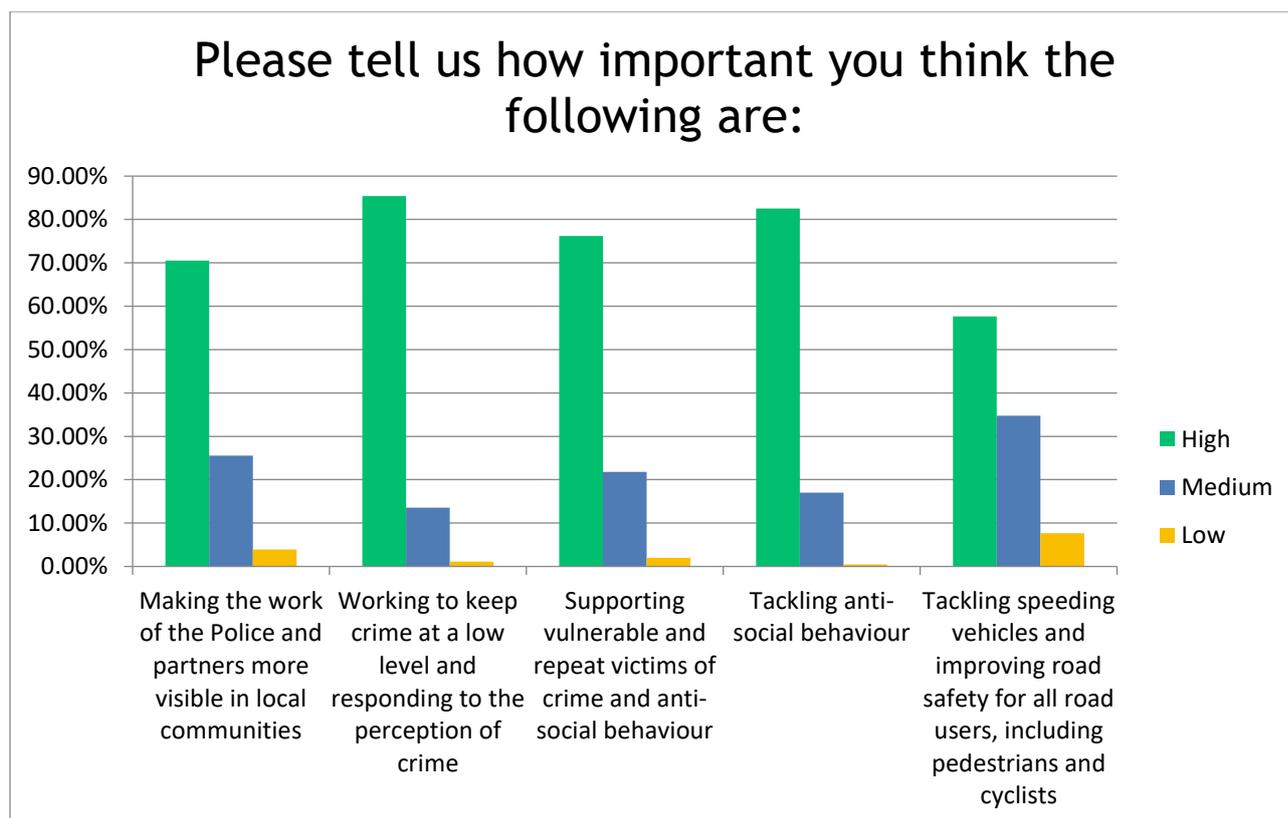
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Safe Communities

The results (Chart 1 and 2) show that there is strong endorsement for the existing priorities remaining either a high or medium priority.

Results from the main survey and the survey with young people at Knole Academy, showed that working to keep crime at a low level was the highest scoring issue with 85.37% of people in the main survey feeling it was a high priority and 70.78% of young people feeling it was a high priority.

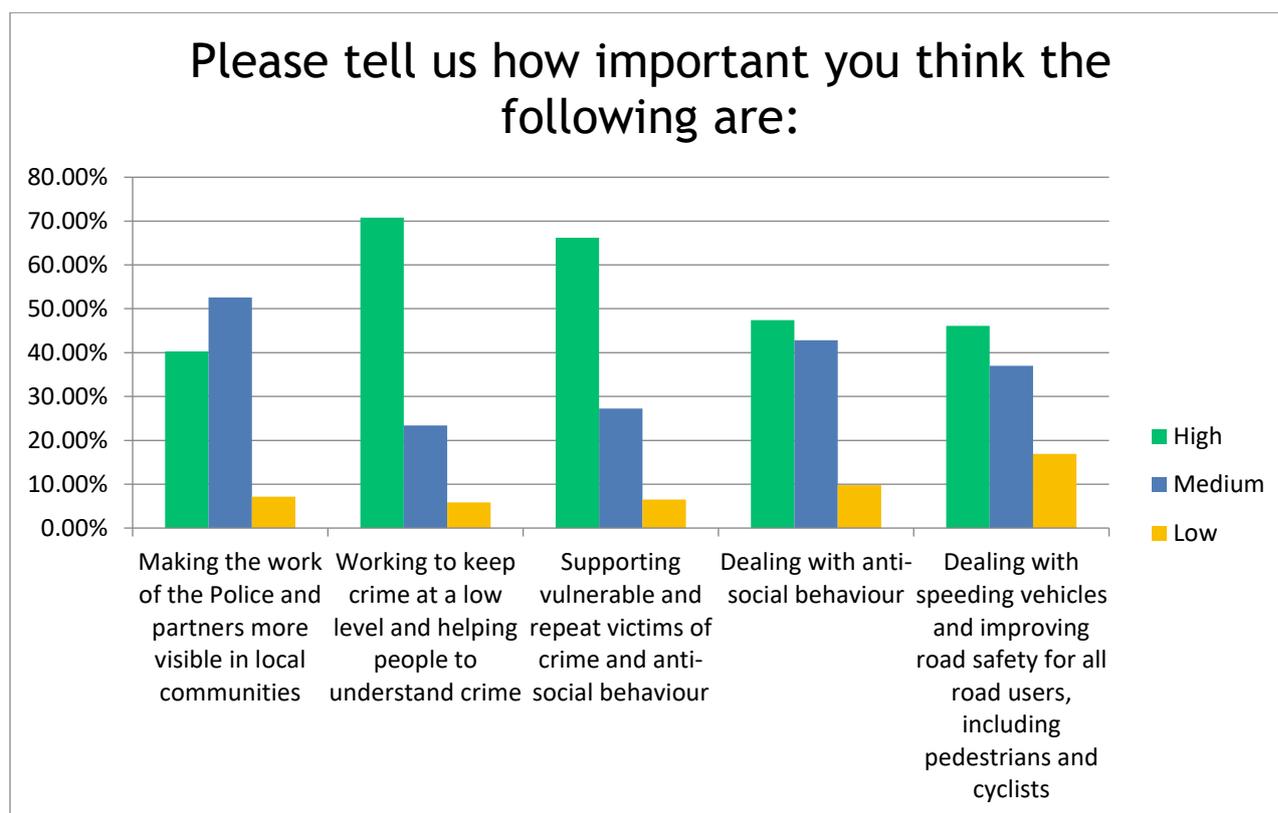
Chart 1: Safe Communities - main survey results (458 answered)



Please tell us how important you think the following are:	High		Medium		Low		Total
	Percentage	Count	Percentage	Count	Percentage	Count	
Making the work of the Police and partners more visible in local communities	70.52%	323	25.55%	117	3.93%	18	458
Working to keep crime at a low level and responding to the perception of crime	85.37%	391	13.54%	62	1.09%	5	458
Supporting vulnerable and repeat victims of crime and anti-social behaviour	76.20%	349	21.83%	100	1.97%	9	458
Tackling anti-social behaviour	82.53%	378	17.03%	78	0.44%	2	458
Tackling speeding vehicles and improving road safety for all road users, including pedestrians and cyclists	57.64%	264	34.72%	159	7.64%	35	458

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Chart 2: Safe Communities - Young People's Survey (154 answered)



	<i>High</i>		<i>Medium</i>		<i>Low</i>		<i>Total</i>
Making the work of the Police and partners more visible in local communities	40.26%	62	52.60%	81	7.14%	11	154
Working to keep crime at a low level and helping people to understand crime	70.78%	109	23.38%	36	5.84%	9	154
Supporting vulnerable and repeat victims of crime and anti-social behaviour	66.23%	102	27.27%	42	6.49%	10	154
Dealing with anti-social behaviour	47.40%	73	42.86%	66	9.74%	15	154
Dealing with speeding vehicles and improving road safety for all road users, including pedestrians and cyclists	46.10%	71	37.01%	57	16.88%	26	154

Respondents were asked to tell us if there are any other issues to we needed to consider to help make Sevenoaks District a safer place to live, work or visit. The key issues highlighted are set out below:

- 27/132 (20.45%) responses related to needing a more visible police presence in the District;
- 24/132 (18.18%) responses related to issues related to road safety and speeding vehicles;
- 15/132 (11.36%) responses related to issues related to parked cars, with comments including concerning restricted access with cars parking on pavements;

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- 9/132 (6.81%) responses related to concerns about street lighting
- 7/132 (5.30%) responses related to concerns about fly tipping and litter

Respondents to the Young People's Survey were asked the same question. 17 young people responded. The key issues raised included those related to police presence, road condition and some concerns expressed about drugs in the local community.

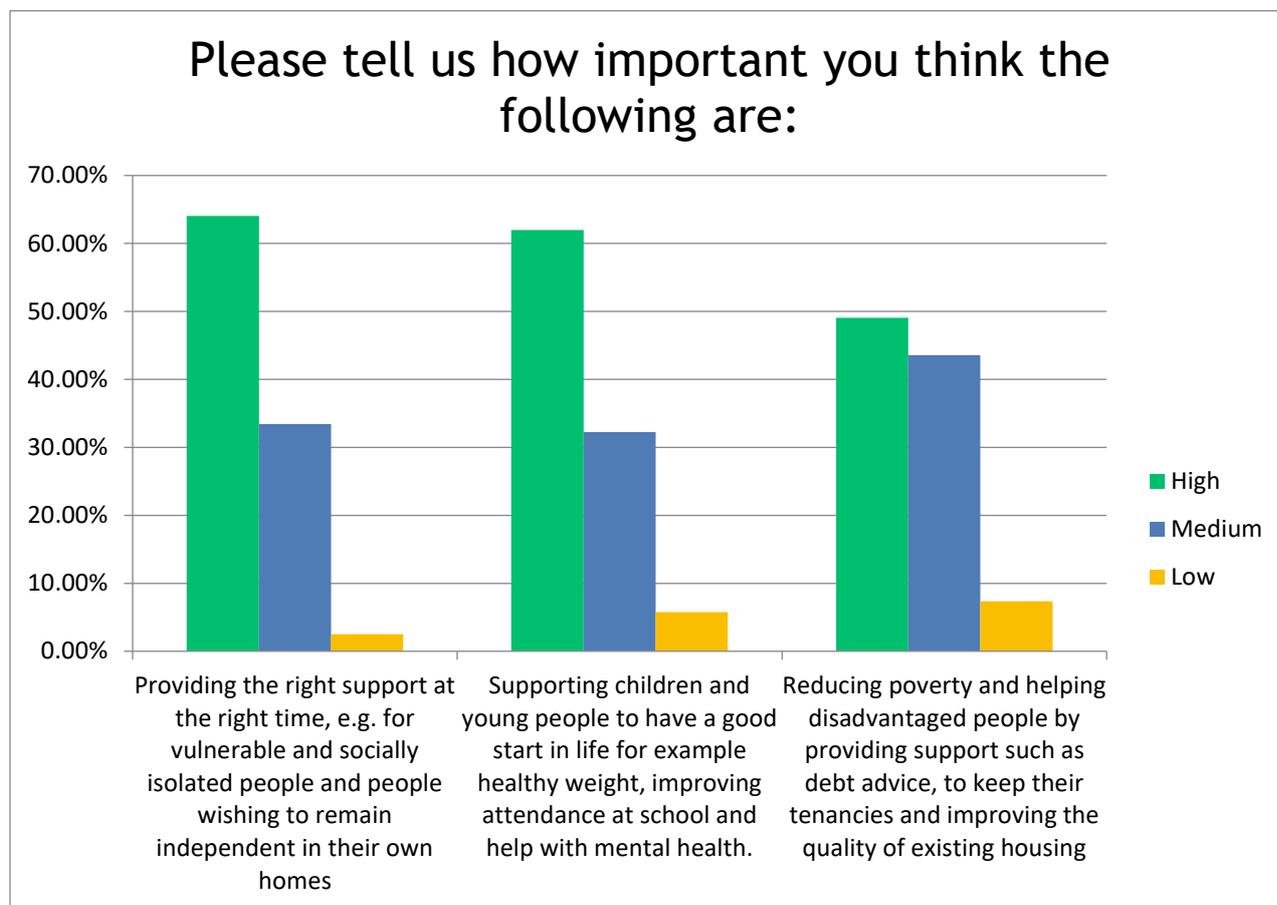
Caring Communities

The charts (charts 3 and 4) show that there is strong endorsement for the existing priorities remaining either a high or medium priority.

Results from the main survey and the survey with young people at Knole Academy, showed that young people rated reducing poverty and helping disadvantaged people more highly (59%) than those who responded to the main survey (49%).

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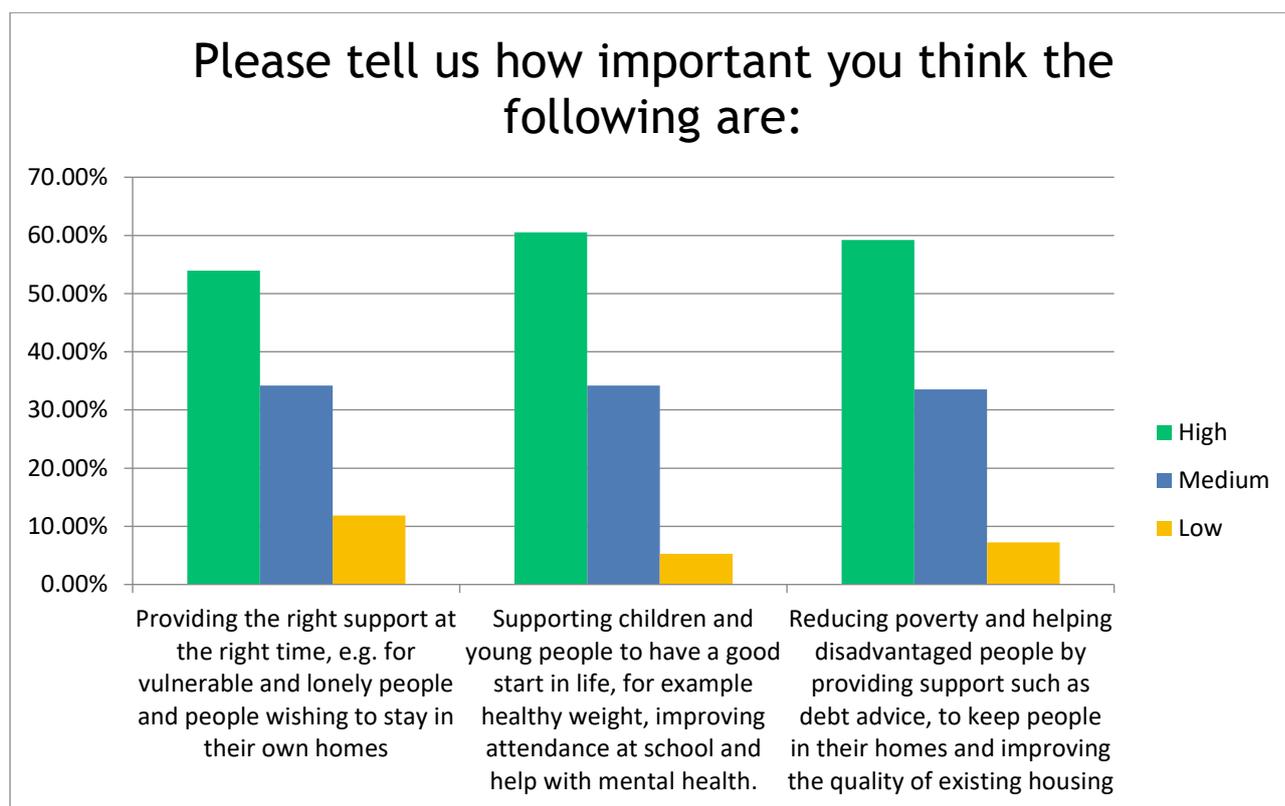
Chart 3: Caring Communities - main survey (434 answered)



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Providing the right support at the right time, e.g. for vulnerable and socially isolated people and people wishing to remain independent in their own homes	64.06%	278	33.41%	145	2.53%	11	434
Supporting children and young people to have a good start in life for example healthy weight, improving attendance at school and help with mental health.	61.98%	269	32.26%	140	5.76%	25	434
Reducing poverty and helping disadvantaged people by providing support such as debt advice, to keep their tenancies and improving the quality of existing housing	49.08%	213	43.55%	189	7.37%	32	434

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Chart 4: Caring Communities - Young People's Survey (152 answered)



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Providing the right support at the right time, e.g. for vulnerable and lonely people and people wishing to stay in their own homes	53.95%	82	34.21%	52	11.84%	18	152
Supporting children and young people to have a good start in life, for example healthy weight, improving attendance at school and help with mental health.	60.53%	92	34.21%	52	5.26%	8	152
Reducing poverty and helping disadvantaged people by providing support such as debt advice, to keep people in their homes and improving the quality of existing housing	59.21%	90	33.55%	51	7.24%	11	152

Respondents were asked to tell us if there are any other issues we needed to consider that will support people to lead independent and fulfilling lives, and that will give children and young people the best start in life.. The key issues highlighted are set out below:

- 16/87 (18.39%) responses related to issues around supporting vulnerable people, including health and social care needs for young people, early help for parents and young mothers.

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- 12/87 (13.79%) responses related to affordable and social housing. *These issues are addressed within the Sustainable Economy section of the Community Plan.*
- 11/87 (12.64%) responses related to support for the voluntary sector and for activities for vulnerable groups and young people.

Respondents to the Young People's Survey were asked the same question. 12 young people responded. The issues raised included those related to improving education in school on drugs and peer pressure and mental health support in school.

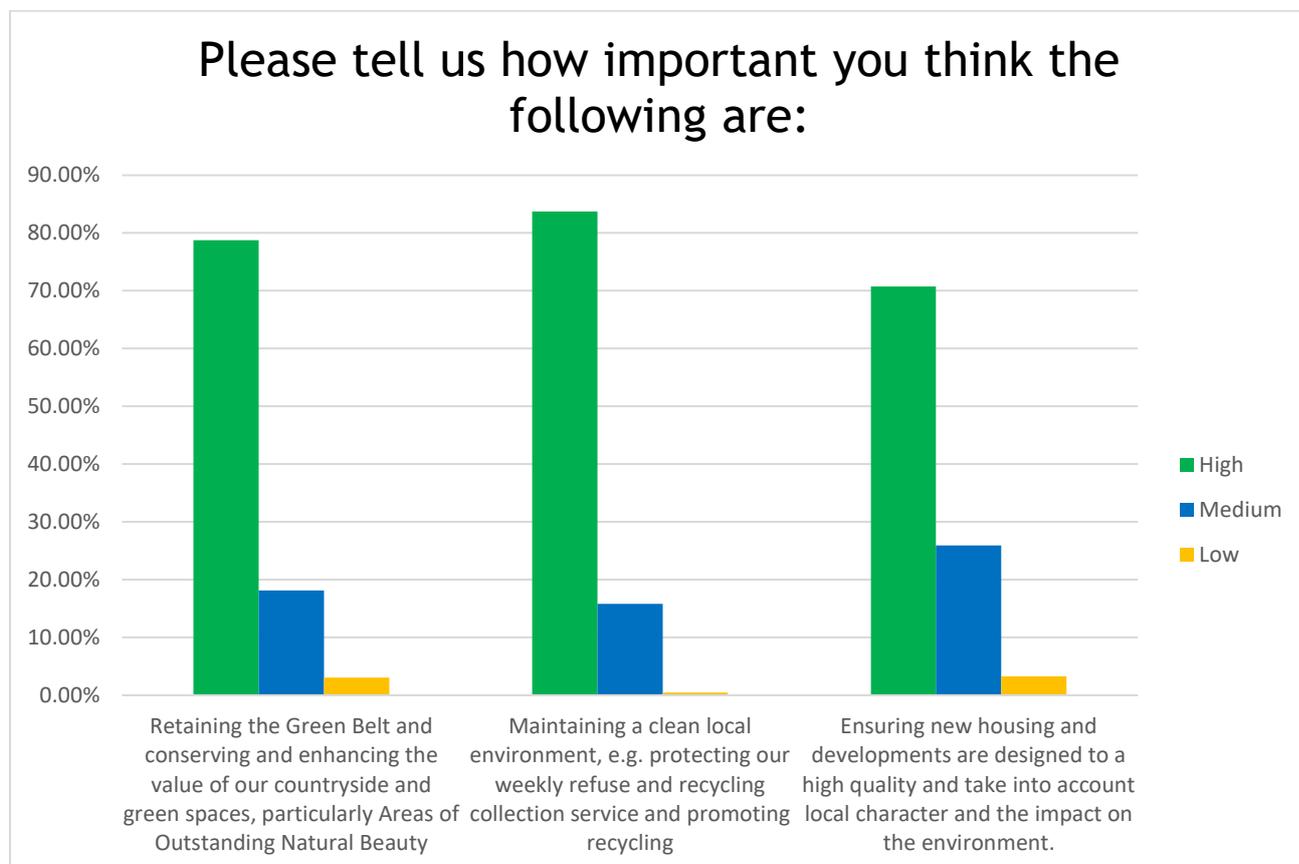
Green Environment

The results (charts 5 and 6) show that there is strong endorsement for the existing priorities.

Results from the survey showed that maintaining a clean local environment was the most important issue to young people at Knole Academy with 55.92% rating this highly, compared to protecting the Green Belt 49% and protecting the character of the local area (40%). Respondents to the main survey rated all of the existing priorities highly (between 70% and 84%).

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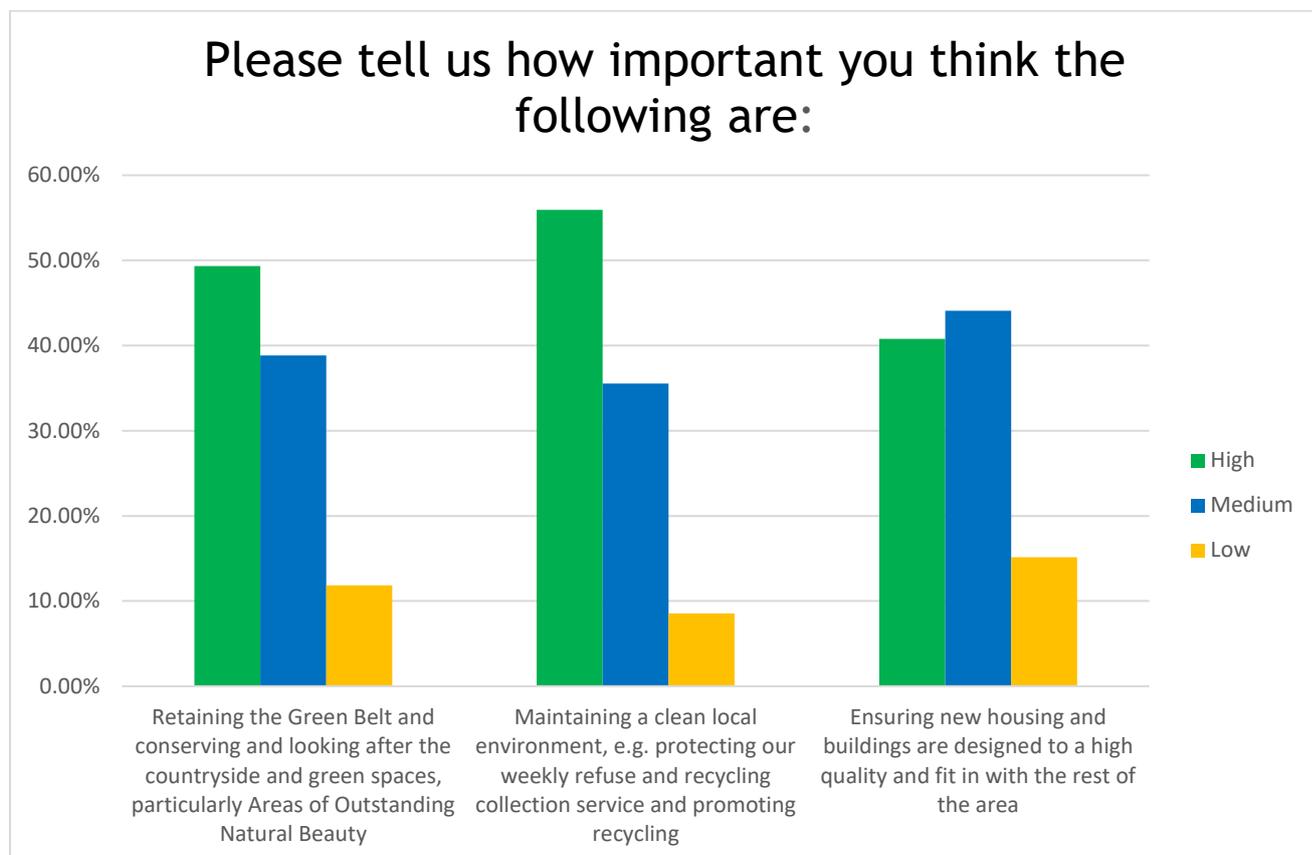
Chart 5: Green Environment - main survey (424 answered)



	High		Medium		Low		Total
Retaining the Green Belt and conserving and enhancing the value of our countryside and green spaces, particularly Areas of Outstanding Natural Beauty	78.77%	334	18.16%	77	3.07%	13	424
Maintaining a clean local environment, e.g. protecting our weekly refuse and recycling collection service and promoting recycling	83.73%	355	15.80%	67	0.47%	2	424
Ensuring new housing and developments are designed to a high quality and take into account local character and the impact on the environment.	70.75%	300	25.94%	110	3.30%	14	424

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Chart 6: Green Environment - Young People's Survey 152152 answered)



	High		Medium		Low		Total
Retaining the Green Belt and conserving and looking after the countryside and green spaces, particularly Areas of Outstanding Natural Beauty	49.34%	75	38.82%	59	11.84%	18	152
Maintaining a clean local environment, e.g. protecting our weekly refuse and recycling collection service and promoting recycling	55.92%	85	35.53%	54	8.55%	13	152
Ensuring new housing and buildings are designed to a high quality and fit in with the rest of the area	40.79%	62	44.08%	67	15.13%	23	152

Respondents were asked to tell us if there are any other issues we needed to consider, to help people enjoy the high-quality urban and rural environment that our District has to offer. The key issues highlighted are set out below:

- 49/136 (36.02%) of responses related to issues related to protecting the Green Belt;

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- 46/132 (33.82%) of responses related to comments that appeared closely related to the emerging Local Plan, including considering infrastructure needs for new development proposals and access to services, housing mix requirements and protecting the rural environments;
- 15/132 (11.02%) of responses related to issues related to litter, waste and recycling.

Respondents to the Young People's Survey were asked the same question. Nine young people responded. The issues raised included promotion of recycling, building on brownfield sites and protecting the environment.

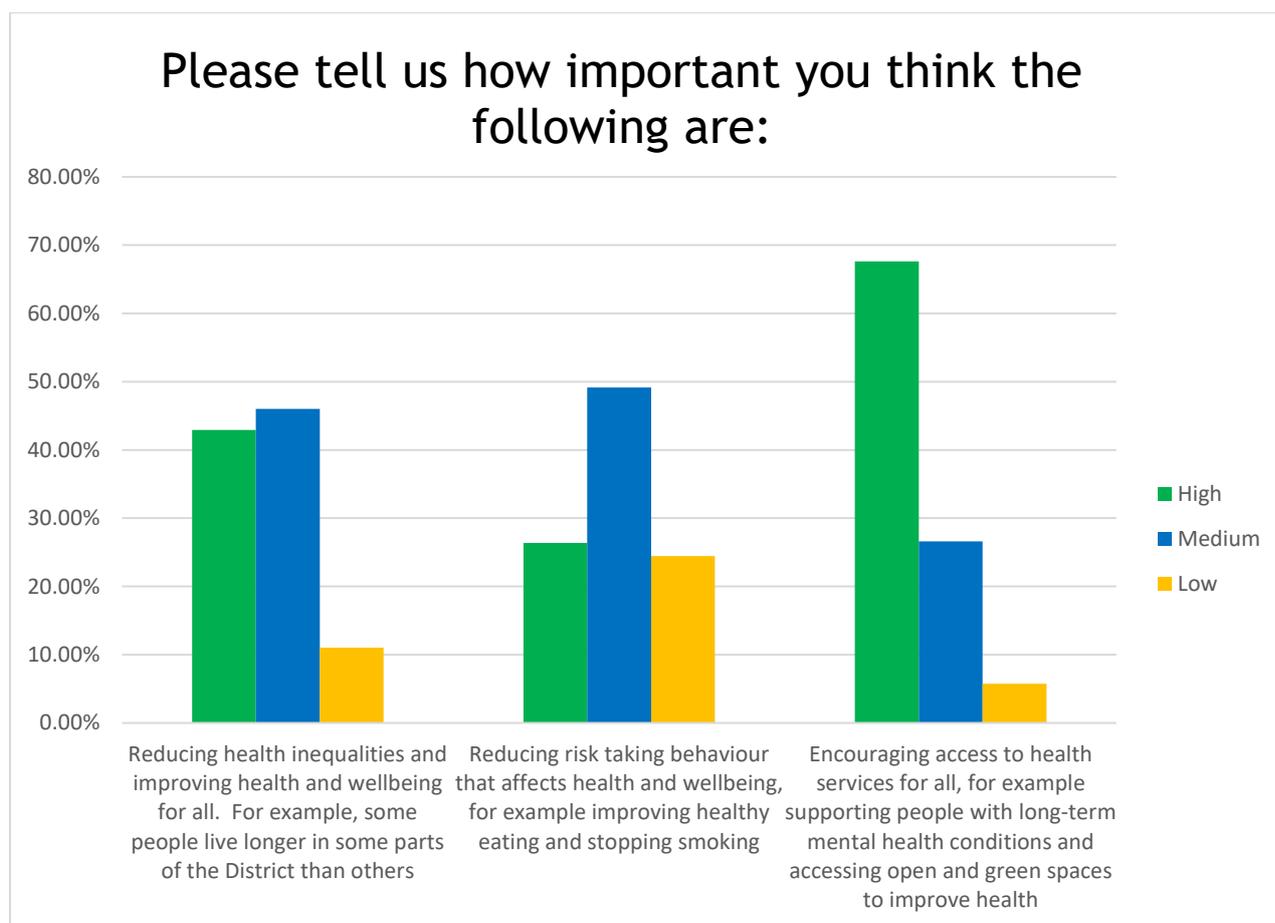
Healthy Environment

Respondents, both to the main survey (68%) and to the Young People's Survey (64%), rated access to health services as the issue of highest concern. Both surveys also demonstrated that there was high and medium level of support for the priority of reducing health inequalities, however, young people rated this as a higher priority (52%) compared to 43% of people who responded to the main survey.

It is notable that the priority that respondents identified with the least, was reducing risk-taking behaviour, with 42% of young people rating as a high priority and only 26% of respondents to the main survey rating this as high priority. Given the refocusing of services around the individual and the Council's focus on the housing causes of ill health, there is an opportunity to set a new priority around this area to address the housing related causes of ill health.

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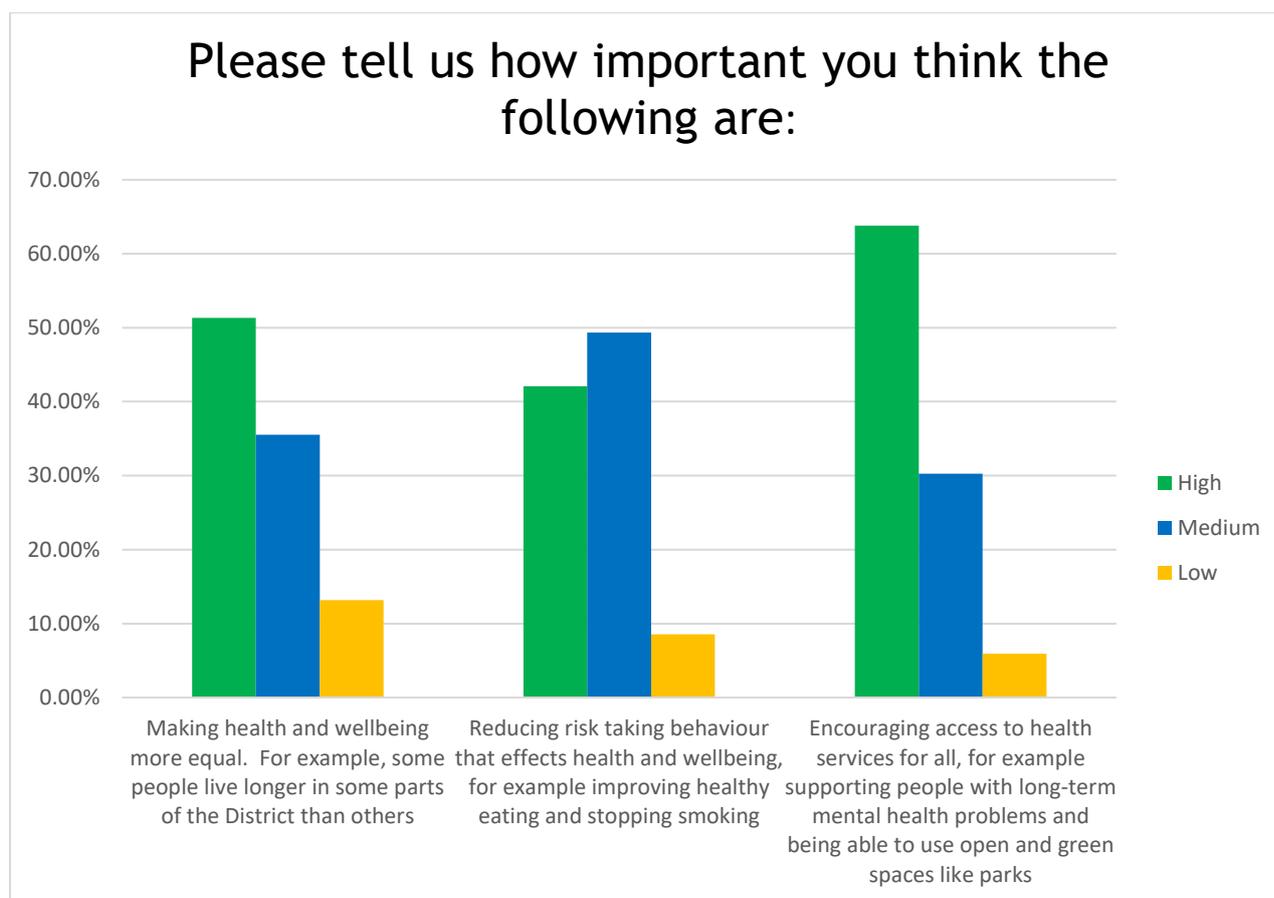
Chart 7 - Healthy Environment - main survey 417 answered)



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Reducing health inequalities and improving health and wellbeing for all. For example, some people live longer in some parts of the District than others	42.93%	179	46.04%	192	11.03%	46	417
Reducing risk taking behaviour that affects health and wellbeing, for example improving healthy eating and stopping smoking	26.38%	110	49.16%	205	24.46%	102	417
Encouraging access to health services for all, for example supporting people with long-term mental health conditions and accessing open and green spaces to improve health	67.63%	282	26.62%	111	5.76%	24	417

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Chart 8 - Healthy Environment - Young People's Survey 152 answered)



Please tell us how important you think the following are:

	High		Medium		Low		Total
Making health and wellbeing equal. For example, some people live longer in some parts of the District than others	51.32%	78	35.53%	54	13.16%	20	152
Reducing risk taking behaviour that effects health and wellbeing, for example improving healthy eating and stopping smoking	42.11%	64	49.34%	75	8.55%	13	152
Encouraging access to health services for all, for example supporting people with long-term mental health problems and being able to use open and green spaces like parks	63.82%	97	30.26%	46	5.92%	9	152

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Respondents were asked to tell us if there are any other issues we needed to consider to help people follow healthier lifestyles and reduce health inequality across the District. The key issues highlighted are set out below:

- 31/82 (31.70%) of responses related to issues related access to health services;
- 21/82 (25.60%) of responses related to promotion of healthy lifestyles including healthy eating;
- 15/82 (11.02%) of responses related to issues related to litter, waste and recycling;
- 10/82 (12.19%) of responses related to issues relating to improving leisure services and leisure infrastructure within the District;
- 7/82 (8.53%) of responses related to issues relating to the accessibility of green and open spaces within the District.

Respondents to the Young People's Survey were asked the same question. Six young people responded. The issues raised including improving awareness of mental health issues and waiting lists for counselling and facilities for the young and old.

Dynamic Economy

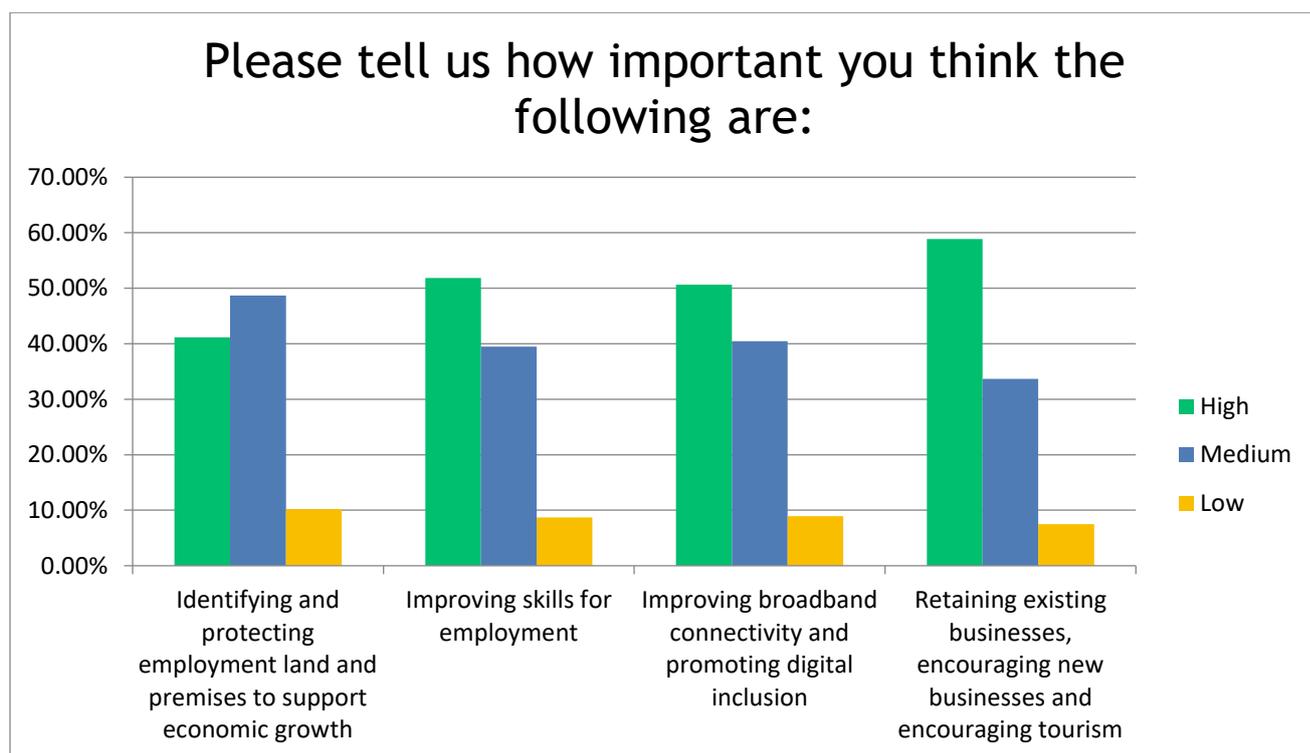
Respondents to the main survey and to the Young People's Survey showed that most people rated existing priorities as a high or medium priority. Young people's highest priority was improving skills for employment (51%) while respondents to the main survey felt keeping existing businesses, encouraging new businesses and encouraging tourism was their highest priority (58%).

Identifying and protecting land was identified as a priority with 90% of respondents to the main survey and 88% of young people who responded to the survey identifying this as a high or medium priority.

However, more respondents to the main survey rated identifying and protecting employment land to support economic growth as medium priority (49%) compared to 41% who rated it as a high priority. This suggests that this priority could benefit from being simplified and brought into line with the emerging Economic Development Strategy, to promote economic growth and investment.

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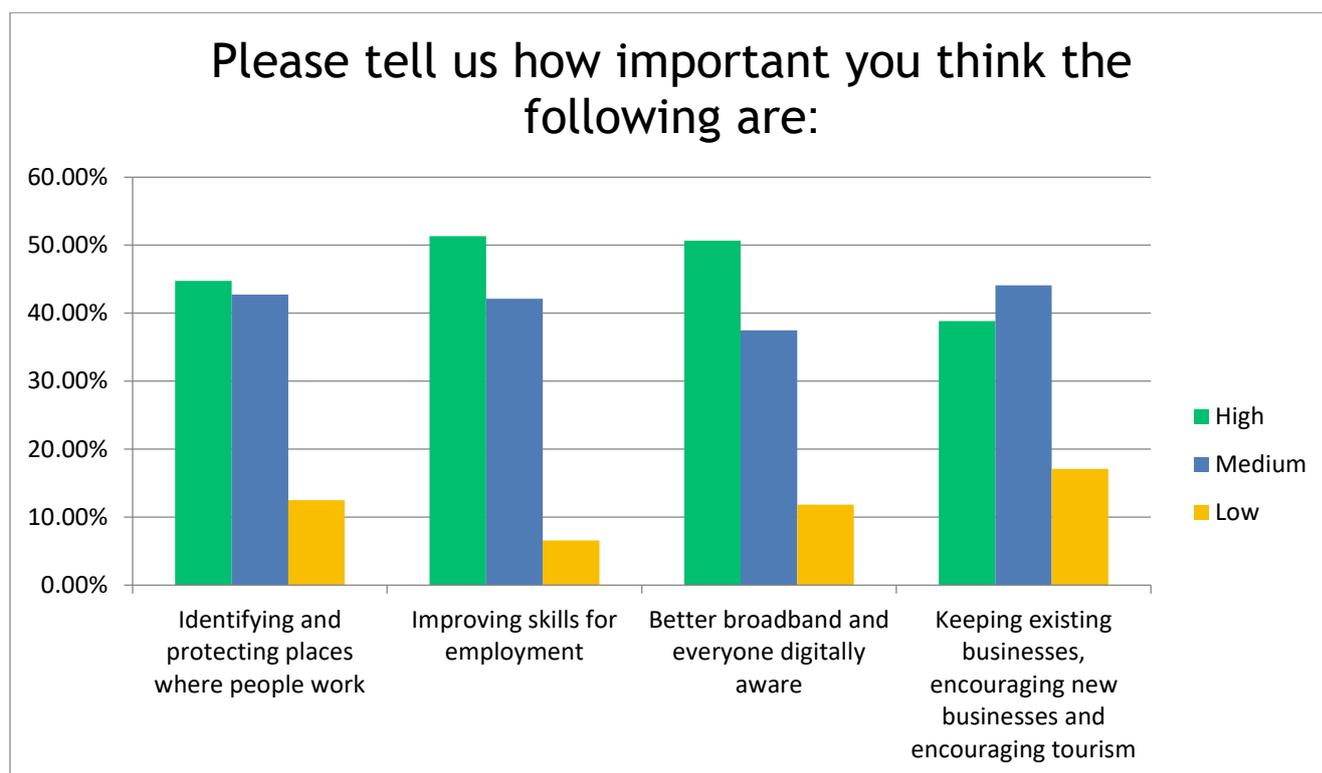
Chart 9: Dynamic Economy - 413 answered



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Identifying and protecting employment land and premises to support economic growth	41.16%	170	48.67%	201	10.17%	42	413
Improving skills for employment	51.82%	214	39.47%	163	8.72%	36	413
Improving broadband connectivity and promoting digital inclusion	50.61%	209	40.44%	167	8.96%	37	413
Retaining existing businesses, encouraging new businesses and encouraging tourism	58.84%	243	33.66%	139	7.51%	31	413

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Chart 10: Dynamic Economy - 152 answered



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Identifying and protecting places where people work	44.74%	68	42.76%	65	12.50%	19	152
Improving skills for employment	51.32%	78	42.11%	64	6.58%	10	152
Better broadband and everyone digitally aware	50.66%	77	37.50%	57	11.84%	18	152
Keeping existing businesses, encouraging new businesses and encouraging tourism	38.82%	59	44.08%	67	17.11%	26	152

Respondents were asked to tell us if there are any other issues we needed to consider to encourage a thriving local economy, where businesses flourish and people have skills. The key issues highlighted are set out below:

- 20/90 (22.22%) of responses were issues related to public transport, sustainable transport and transport infrastructure. This issue is addressed within the Sustainable Economy theme;
- 18/90 (20%) of responses related to concerns about business rates and support for businesses;
- 11/90 (12.22%) of responses related to issues related to employment support and apprenticeships;
- 9/90 (10%) of responses related to encouraging trade and opportunities for businesses.

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Respondents to the Young People's Survey were asked the same question. Nine young people responded. The issues raised included concerns about the need for businesses to offer more apprenticeship opportunities, support for homeless people into employment and broadband.

Sustainable Economy

The consultation results has shown that in all survey areas, there has been a general theme of comments relating to transport, transport infrastructure, and the need for more housing to take into account infrastructure needs.

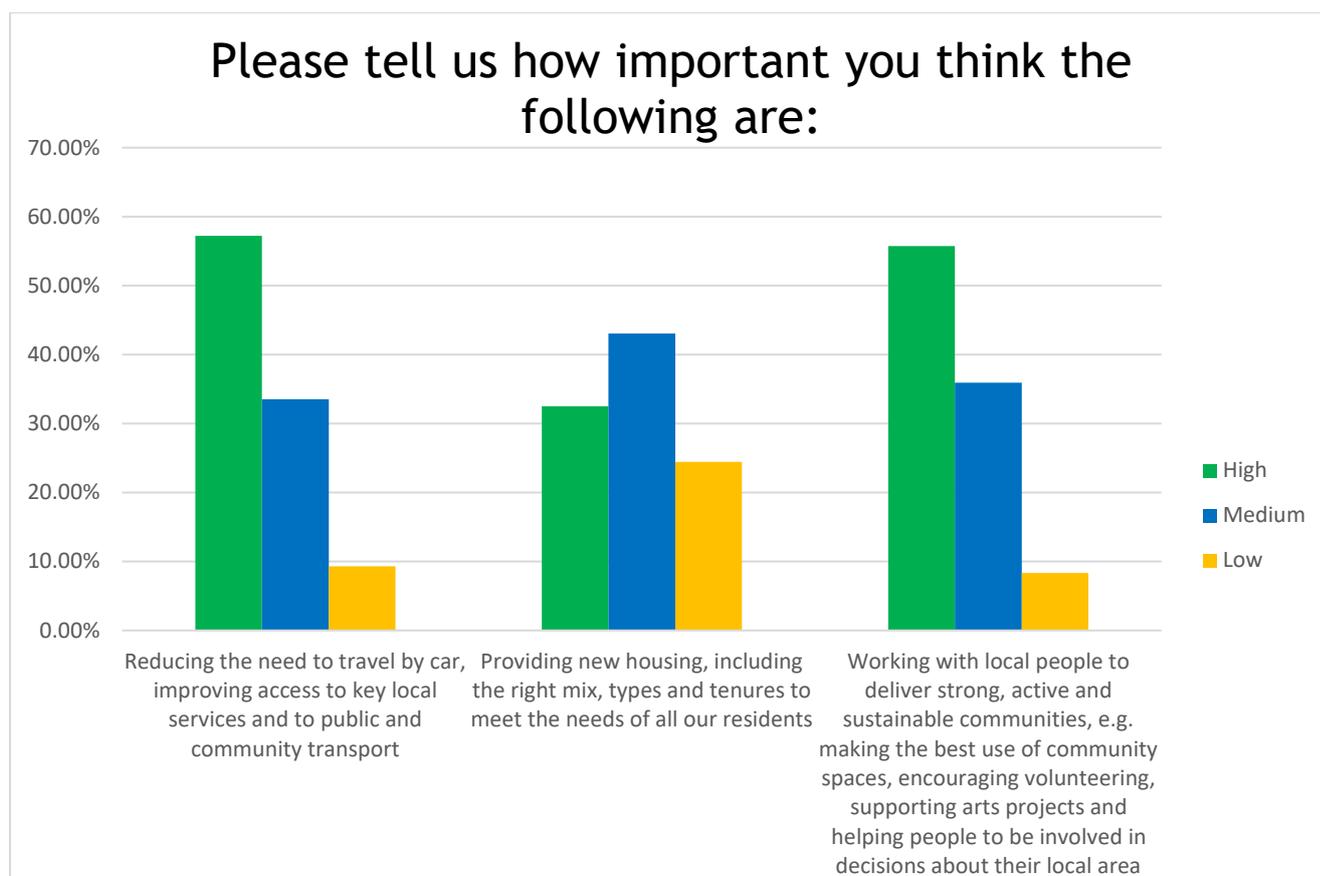
There was strong support for the transport related priority of reducing the need to travel by car and improving access to services. Both respondents to the main survey (57%) and to the Young People's Survey (46%) rated these issues as their highest priority.

It also appears that both groups rated providing new housing to meet residents' needs as their lowest priority. However, the following factors should be taken into account:

- Although the lowest priority, combined high and medium priority rating of 84.11% in the Young People's Survey and 75.55% of respondents in the main survey indicate a strong support for this priority overall;
- Both survey's had a wide range of comments about housing issues throughout all sections of the survey;
- That the Community Plan needs to take into account the extensive Housing needs survey.

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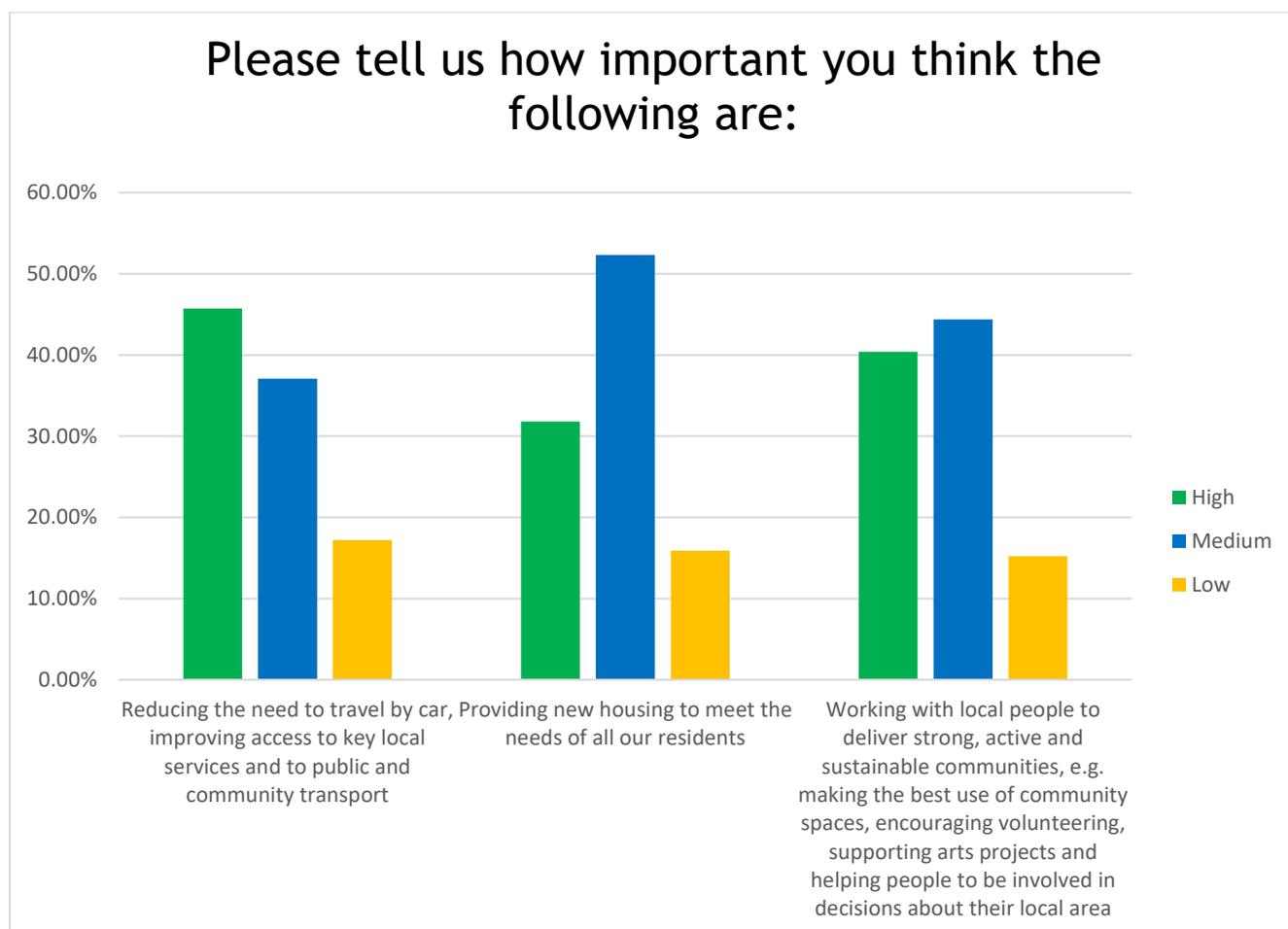
Chart 11: Sustainable Economy - 409 answered



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Reducing the need to travel by car, improving access to key local services and to public and community transport	57.21%	234	33.50%	137	9.29%	38	409
Providing new housing, including the right mix, types and tenures to meet the needs of all our residents	32.52%	133	43.03%	176	24.45%	100	409
Working with local people to deliver strong, active and sustainable communities, e.g. making the best use of community spaces, encouraging volunteering, supporting arts projects and helping people to be involved in decisions about their local area	55.75%	228	35.94%	147	8.31%	34	409

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Chart 12: Sustainable Economy - 151 answered



Please tell us how important you think the following are:							
	High		Medium		Low		Total
Reducing the need to travel by car, improving access to key local services and to public and community transport	45.70%	69	37.09%	56	17.22%	26	151
Providing new housing to meet the needs of all our residents	31.79%	48	52.32%	79	15.89%	24	151
Working with local people to deliver strong, active and sustainable communities, e.g. making the best use of community spaces, encouraging volunteering, supporting arts projects and helping people to be involved in decisions about their local area	40.40%	61	44.37%	67	15.23%	23	151

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Respondents were asked to tell if there are any other issues we needed to consider to help people live, work and travel more easily and to allow people to shape their local communities. The key issues highlighted are set out below:

- 63/117 (53.84%) of responses were issues concerning public transport, sustainable transport and transport infrastructure and access to services;
- 13/117 (11.11%) of responses related to housing related concerns about housing mix, affordable and social housing and housing issues related to the emerging Local Plan;
- 9/117 (7.69%) of responses related to issues of community infrastructure. However, it should be noted that infrastructure comments have featured strongly within other themes in the community plan survey.

Respondents to the Young People's Survey were asked the same question. Nine young people responded. The issues raised all related to public transport and affordability of public transport.

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Key themes and issues arising from stakeholder workshops and other groups:

Sevenoaks District Local Strategic Partnership (LSP)

- Frailty, vulnerability and loneliness and isolation and the impact on health and social care issues;
- Coordination of care navigator and related social prescribing services;
- Focus services around the needs of the individual;
- How technology can support self-care;
- A need to focus on partnership work, shared resources and coordination of services, particularly given increasingly complex cases and presenting needs;
- Strategic changes in the health care and the Strategic Transformation Plan and a focus on prevention and reaching people before they get to crisis points in their lives;
- Stronger links between housing and health and the housing related causes of ill health;
- Retaining and attracting care staff;
- Place-shaping and the emerging Local Plan;
- Continued focus on early help services;
- Improving communication about what services we offer;
- Reconnecting people, particularly young people to the landscape;
- Transport and community and health infrastructure to support service delivery: transport remains a serious barrier to accessing services;
- Designing safe and healthy new towns with health infrastructure to support residents' needs;
- More effective signposting at points of contact with customers;
- Impact of Brexit and the impact on the economy, services and infrastructure;
- Meeting housing needs in the District and addressing the shrinking pool of private sector rented housing;
- Attracting quality jobs to the area and supporting young people into employment and training opportunities;

Sevenoaks District LSP Health and Social Care Group and Patient and Public Involvement Forums

- Transform the health and social care workforce by promoting independence and self-care (Esther Model);
- Dealing with General Practitioner (GP) services that are under pressure;

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- Focus on prevention;
- Loneliness, isolation and frailty;
- Social prescribing and care navigation;
- Wrapping services around the needs of the individual;
- Supporting people to adapt their properties and remain independent in their own homes;
- Reduce the number of people attending Accident and Emergency appointments;
- Build accommodation that is flexible to meet people's needs as they get older;
- Continue to focus on partnership working, particularly when services are under increased pressure and funding is reducing;
- Supporting people to self-care and better communication around minor illnesses;
- New buildings for health and social care to be able to host range of partner organisations;
- Support volunteering.

Sevenoaks District LSP Supporting People into Employment Group

- Continued focus on partnership fairs and information sharing;
- Look at the impact of transport and access to services;
- Supporting vulnerable groups into employment, including people with a learning disability;
- Continued focus on upskilling, apprenticeships and supporting unemployed and long-term unemployed into routes into employment and training.

Members of Sevenoaks District Council

- More visible policing;
- Continued focus on anti-social behaviour and speeding vehicles;
- Improving communication with the local communication about community safety issues;
- Dealing with parking on pavements and limits to accessibility;
- Dealing with fraud, scams and distraction crime;
- Support victims of domestic abuse;
- Improve public transport, particular in rural areas;
- Housing that is designed to meet people's needs for life;
- Continuing to focus on supporting the elderly, frail and isolated to remain more independent in their own homes;

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- Better communication with the voluntary sector;
- Outreach services for physically and socially isolated residents;
- Maintaining weekly refuse collection services;
- Deal with fly-tipping;
- Look at noise and light pollution issues and the impact of major development outside the District, including Gatwick;
- Maintenance of public footpaths and bridleways;
- Promoting parks and open spaces;
- Look at how we deliver key information to residents, including use of partners services;
- High quality development and improving the local environment;
- Looking at leisure infrastructure and access to open and green spaces;
- Preserving the Green Belt;
- Promoting dementia friendly communities;
- Promoting active travel and improve access to services;
- Regeneration of New Ash Green, Swanley and Edenbridge;
- Re-imagining the high street (taking into account the impact of changing shopping habits - online shopping);
- Promote apprenticeships;
- High quality serviced business offices;
- Encourage new businesses, business start-ups and help facilitate new business;
- Support mobile phone connectivity;
- Support rural diversification;
- Creating a business hub and developing business centres;
- Support tourism and increase opportunities for overnight stays;
- Look at opportunities for informal accommodation for overnight stays;
- Do more to encourage and support older people back into work opportunities;
- Looking at alternative solutions and rural communities for internet connections;
- Electric car infrastructure;
- Affordable housing;
- Support community transport;
- Education infrastructure - some of our schools need help and support;
- Take into account changing modes of travel;
- Encourage and promote volunteering;
- Creating better links to voluntary services and Parish Councils' across the District.

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Sevenoaks District Access Group

- Loneliness and isolation;
- Improving transport access to medical appointments;
- Dealing with people parking on pavements as it affects accessibility;
- Be smarter about consultation and joining up consultations, using evidence from other consultations before starting new ones;
- Need for housing in rural areas;
- Transformation in health and social care based around the Esther Model and integrated care;
- Develop single points of access to services.

Sevenoaks District Community Safety Partnership

- Protecting most vulnerable;
- Safeguarding;
- Victim focussed work;
- Focus on alcohol;
- Fly tipping;
- Prevention work around gangs and grooming.

Voluntary and community sector group

- Brexit and the impact of losing European funding and support with funding;
- Promoting volunteering;
- Transport and access to services remains an issue;
- Mental health is a huge challenge with some voluntary and community organisations not feeling equipped to deal with the challenge;
- More visible services;
- Statutory partners to offer training to voluntary and community organisations;
- Coordination of opportunities for the voluntary and community sector to meet and discuss key issues;
- Better coordination of services around the needs of the individual.

Sevenoaks District Local Children's Partnership

- Mental Health support within school and delivery of the new mental health support services through the North East London Foundation Trust (NELFT)
- Continued focus on attendance within schools;
- Work to reduce obesity levels in schools;

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Sevenoaks District Senior Action Forum

- Loneliness and isolation;
- More effectively utilise the talent in our local community;
- Support for downsizing and helping older people moving into purpose built accommodation;
- Housing sharing schemes between younger people and older people;
- Improving transport for older people in rural areas;
- Transport to medical appointments;
- Promote and publicise services that are already available;
- Review services offer to older people and develop services to appeal to older men and women;
- Support for social prescribing and a means to tackling loneliness and isolation;
- Supporting older people to live alone with dignity;
- Expand services that reach out of rural and isolated communities.

Town and Parish Councils

- Town and Parish Councils' were invited to comment through the survey.