

SOUTHBOROUGH HUB CONSULTATION

Prepared by Lake Market Research for Kent County Council

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This report complies with ISO: 20252 standards and other relevant forms of conduct



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1. RESEARCH CONTEXT

1.1 BACKGROUND

It has been a long standing aspiration of Southborough Town Council (STC), Tunbridge Wells Borough Council (TWBC) and Kent County Council (KCC) to provide improved community facilities for residents and businesses in Southborough and High Brooms.

The redevelopment of the Southborough Hub site provides a significant opportunity to consider how the Royal Victoria Hall (RVH), Town Council Offices, Library, Football Pavilion and related services could be provided in the future.

The proposals presented include a refurbished or new community hall / theatre space, Town Council Offices, Library and a Café. In addition, it was proposed that a new building for a Medical Centre and separate Football Pavilion be provided, as well as housing.

Initial options for development were shared formally with the local community in 2013. Over the past 2 years, partners have spent time refining the development proposals. Following the commission of specialist technical advice the whole scheme has been developed including looking at the constraints and opportunities afforded by the site. Key to the development has been working with local stakeholders to clarify their needs and requirements.

Project decisions are taken by the Project Board. The Board has been formed by the Memorandum of Understanding and includes one elected representative from each partner authority, with each partner having one equal vote. The Board members are:

- Chairman of STC, Cllr Glenn Lester
- TWBC Cabinet Member for Communities and Wellbeing, Cllr Lynne Weatherly
- KCC Cabinet Member for Community Services, Cllr Mike Hill.

1.2 CONSULTATION PROCESS AND ACTIVITIES

On the 30th November 2015 an eight week consultation was launched and ran until the 24th January 2016. The consultation provided the opportunity for residents and other stakeholders to:

- see more detailed information on the proposals being put forward for the Southborough Hub site;
- consider the layout, designs and facilities being proposed and their impacts and benefits;

- and feedback on the two different schemes being presented for the Community Hub and the wider Masterplan.

The two schemes presented in the consultation were:

- Option 1 New Build – This would include the demolition of the Royal Victoria Hall and existing Council Offices, to be replaced by new buildings.
- Option 2 Part Retain – This would include the retention of the Royal Victoria Hall main hall and stage area only. These would be substantially refurbished and supported by new build to provide accommodation for the other proposed uses.

As well as being asked which of the two schemes they preferred and why, Consultees were also asked to provide feedback on the community facilities being proposed as well as the wider Masterplan for the Southborough Hub site.

Key stakeholders for the consultation included:

- Local residents
- Current service users
- Potential service users
- Local community groups
- Local businesses
- Stakeholder organisations, including:
 - Christ Church / St Peter's / St Matthews – Team Ministry
 - Church of St Thomas
 - Church of St Dunstan's
 - Crendon Park Residents Association
 - Friends of Royal Victoria Hall
 - New Life Church
 - Ridgeway Football Club
 - Southborough C of E Primary School
 - Southborough Conservative Group
 - Southborough High School
 - Southborough Labour Group
 - Southborough Liberal Democrat Group
 - Southborough Methodist Church
 - Southborough Society
 - St Andrew's Medical Centre
 - St Matthew's Primary School
 - Town and Country Housing Group

The proposals were presented via 24 exhibition boards, which were available to download from the consultation website www.kent.gov.uk/southboroughhub. The boards were supported by a summary leaflet, Frequently Asked Questions and the following technical documents, which were also available on the website:

- Acoustics Options Appraisal
- Ecological Appraisal
- Flood Risk Assessment
- Options Study
- Tree Quality and Constraints Report
- 2015 Engagement Questionnaire Report

Feedback was captured via a questionnaire (see Appendix) which was available on the website and in hard copy at the consultation events, Southborough Library and Town Council Offices.

A Word version of the exhibition boards, questionnaire and summary leaflet were also produced to ensure the consultation was accessible to individuals using audio transcription software and one to one meetings were held with individuals with special requirements.

The consultation material included details of how people could request any of the documents in an alternative format or languages. This included an email address and telephone number.

Nine consultation events were held during the period to provide consultees with the opportunity to view the consultation exhibition boards and ask the team questions. They were held in three different locations, on different days of the week and times of the day. An email address was also provided for anyone who couldn't attend the events but wanted to ask the project team a question.

Consultation event venue	Date	Time	Attendees
Southborough C of E Primary School Broomhill Park Road, Southborough, TN4 0JY	5/12/15	10:00 – 16:00	62
Southborough Library Yew Tree Road, Southborough, TN4 0BA	7/12/15	9:00 – 13:00	52
Southborough Library	9/12/15	15:00 – 18:00	39
Southborough Library	14/12/15	9:00 – 13:00	40
Southborough Library	16/12/15	15:00 – 18:00	54
St Matthew's Church Centre High Brooms Road, Tunbridge Wells, TN4 9BW	12/01/16	15:00 – 19:00	57
Southborough C of E Primary School	16/01/16	10:00 – 16:00	87
Southborough Library	18/01/16	9:00 – 13:00	84
Southborough Library	20/01/16	15:00 – 18:00	47

522 people attended the consultation events and the exhibition boards were downloaded from the consultation website 972 times.

A supermarket style token box was also available at the three larger consultation events (Southborough C of E Primary School and St Matthew's Church Centre, High Brooms). The box had three compartments, one for each of the options (New Build or Part Retain) and the third for No Preference. Please note that it was not compulsory to provide a vote. In total 126 tokens were deposited:

- New Build: 103 tokens
- Part Retain: 23 tokens
- No preference: 0 tokens



A Consultation Stage Equality Impact Assessment (EqIA) was carried out to assess the impact this development could have on the protected characteristics (race, age, disability, gender, gender reassignment, sexual orientation, religion or belief and carer's responsibilities). The EqIA was available as one of the consultation documents and the questionnaire invited respondents to comment on the assessment that had been carried out. The responses to the consultation will be used to review and update the EqIA, which will be considered along with the consultation responses before any final decision is made on which scheme to progress.

1.3 CONSULTATION REACH

To raise awareness of the consultation and encourage participation from the local community a thorough promotional campaign was carried out, this included:

- Distribution of promotional postcards to 5,000 households in Southborough and High Brooms on the 16th and 17th November. The postcards provided details of the consultation period, the public exhibitions and consultation website.

Public exhibition
Find out about the project and tell us what you think at one of our exhibitions:

Consultation event venue	date	time
Southborough C of E Primary School Broomhill Park Road, Southborough, TN4 0JY	05/12/15	10:00 – 16:00
Southborough Library		
Yew Tree Road, Southborough, TN4 0BA	07/12/15	09:00 – 13:00
Southborough Library	09/12/15	15:00 – 18:00
Southborough Library	14/12/15	09:00 – 13:00
Southborough Library	16/12/15	15:00 – 18:00
St Matthew's Church Centre		
High Brooms Road, Tunbridge Wells, TN4 9BW	12/01/16	15:00 – 19:00
Southborough C of E Primary School	16/01/16	10:00 – 16:00
Southborough Library	18/01/16	09:00 – 13:00
Southborough Library	20/01/16	15:00 – 18:00

Visit kent.gov.uk/southboroughhub to view the exhibition online and complete the consultation questionnaire.

The project team can also be contacted via email at southboroughhub@kent.gov.uk.

visit kent.gov.uk/southboroughhub
Have your say!

visit kent.gov.uk/southboroughhub
Have your say!

- Two press releases, one at the launch of the consultation and a second in early January following the Christmas holiday fortnight. Coverage included The Kent and Sussex Courier on both occasions.
- A large vinyl banner and A1 posters displayed outside the Royal Victoria Hall and Council offices.
- Pull up banners at Southborough Library and High Brooms railway station.
- Emails to local Voluntary and Community Sector organisations, local community groups, current users of facilities to be housed in the Hub and other key stakeholders.
- E-mail to 155 people who signed up to project mailing list through previous engagement activities.
- Entry on KCC's Consultation Directory and featured on Southborough Town Council's website.
- Questionnaire hand delivered to local business and posters displayed by local businesses.
- Promoted via Southborough Forum Facebook page.

1.4 NEXT STEPS

This report and updated EqIA will be presented to Southborough Town Council (STC) on the 25th February and will be publically available from STC's website and the KCC consultation webpage www.kent.gov.uk/southboroughhub. The report will be sent to all of those who requested to be kept informed of the project.

The responses to the consultation and EqIA will also be presented to the Project Board and will be used to inform their final decision on which of the schemes to take forward.

It is hoped that following the final decision a planning application will be submitted to Tunbridge Wells Borough Council in 2016.

1.5 ANALYSIS AND INTERPRETING THE DATA

It should be noted that a proportion of Southborough or High Brooms residents participated in this Consultation rather than all residents of the area; and the results are therefore subject to sampling error, which means that not all differences are statistically significant.

No weighting has been applied to the data received and all open questions were reviewed and coded into "themes" to provide quantitative analysis in this report, alongside residents free text comments.

1.6 ACKNOWLEDGEMENTS

We would like to thank all those who took the time to complete the Consultation Questionnaire.

2. EXECUTIVE SUMMARY

2.1 CONSULTATION RESPONSE PROFILE

The majority of Consultees are residents of Southborough or High Brooms (78%). There is representation from other interest groups including: 4% are representatives of local community groups or residents associations, 7% are employees working in Southborough or High Brooms, 5% are Southborough or High Broom business owners, 6% are visitors to Southborough, 12% are residents from somewhere else in Kent.

A range of age groupings and both gender groups are represented in the Southborough or High Brooms residents responding. Whilst the Consultation is self selecting in nature, a gender and age comparison of the Southborough or High Brooms Consultation profile and 2011 Census statistics for the area has been made. Whilst similar in terms of gender, the Consultation profile is under-represented in terms of 16-34 year olds and 35-49 year olds (although this is common in Consultation profiles in general).

2.2 AGREEMENT WITH THE DEVELOPMENT OF THE SOUTHBOROUGH HUB SITE

The majority agree with the development of the Southborough Hub site at 82%. Focusing on residents of Southborough or High Brooms specifically, overall agreement is also high at 85%.

Open responses were grouped into common themes and summarised by those who agreed with the development and disagreed with the development. The majority of those who agreed with the development are 'in favour of the Hub / consider it is needed and provides a focus for the area'. A proportion of this group (35%) also raise some concerns, notably regarding 'keeping Royal Victoria Hall' (11%) and perceptions of an 'inadequate infrastructure due to perceptions of traffic volume and increased pollution' (10%).

Amongst those who disagreed with the development, the wish to 'keep the Royal Victoria Hall' is stronger and there is a request to refurbish or renovate it as it is. Just under a third also 'object to building on playing fields'.

2.3 DEVELOPMENT OPTION PREFERENCE

58% indicated they preferred Option 1 New Build and 27% of Consultees indicated they preferred Option 2 Part Retain. Focusing on residents of Southborough or High Brooms specifically, 63% indicated they preferred Option 1 New Build.

Those supporting Option 1 New Build believe it made sense to 'start from scratch and have a purpose built development'. There were also positive mentions in terms of design and

utilising space, it being an attractive and modern design and there being a state of the art theatre / hall / social space.

Those supporting Option 2 Part Retain raised the fact that they wanted to keep the theatre due to historical value and the existing Royal Victoria Hall needing a refurbishment only.

2.4 COMMUNITY FACILITIES PROPOSED

Just over four in ten Consultees indicated they are in agreement with the proposed facilities (44%). Amongst those who prefer Option 1 New Build the proportion indicating they are in agreement with the proposed facilities is higher at 59%. Amongst those who prefer Option 2 Part Retain, 26% indicated they are in agreement with the proposed facilities.

2.5 WIDER MASTERPLAN FEEDBACK

Significant proportions of Consultees did not provide any feedback to the sub question posed in this section (between 40-60% depending on the sub question). As a result, this should be considered when interpreting the responses given.

In terms of design principles, the most common concern at 27% of those answering is that it is 'too modern / it must be in keeping with the area'.

In terms of the proposed site layout, 18% of those answering are concerned that 'improved road access is needed' and / or there is 'insufficient parking'. 16% also have 'increased traffic / pollution concerns'.

In terms of sports facilities, the most common concern at 31% of those answering is they 'object to building on playing fields / there is no further use of green space'.

In terms of new housing (residential), 24% 'welcome new housing / believe new housing is needed' but some have concerns over its build – 19% of those answering believe it will cause 'additional traffic / noise / pollution' and 15% of those answering believe there are 'too many properties proposed'. 22% of those answering noted that it 'must be affordable / low rent / make local people the priority'.

In terms of public space, 25% are in favour of the development in this regard. 18% of those answering, however, 'object to building on playing fields / there is no further use of green space'. There are also some concerns over how the green areas are designed and maintained.

In terms of the environment, a number of concerns are noted including 'increased air / light and noise pollution' (32%), 'additional traffic' (27%), 'objecting to building on playing fields' (21%) and requests for 'additional shrubbery and trees' (20%).

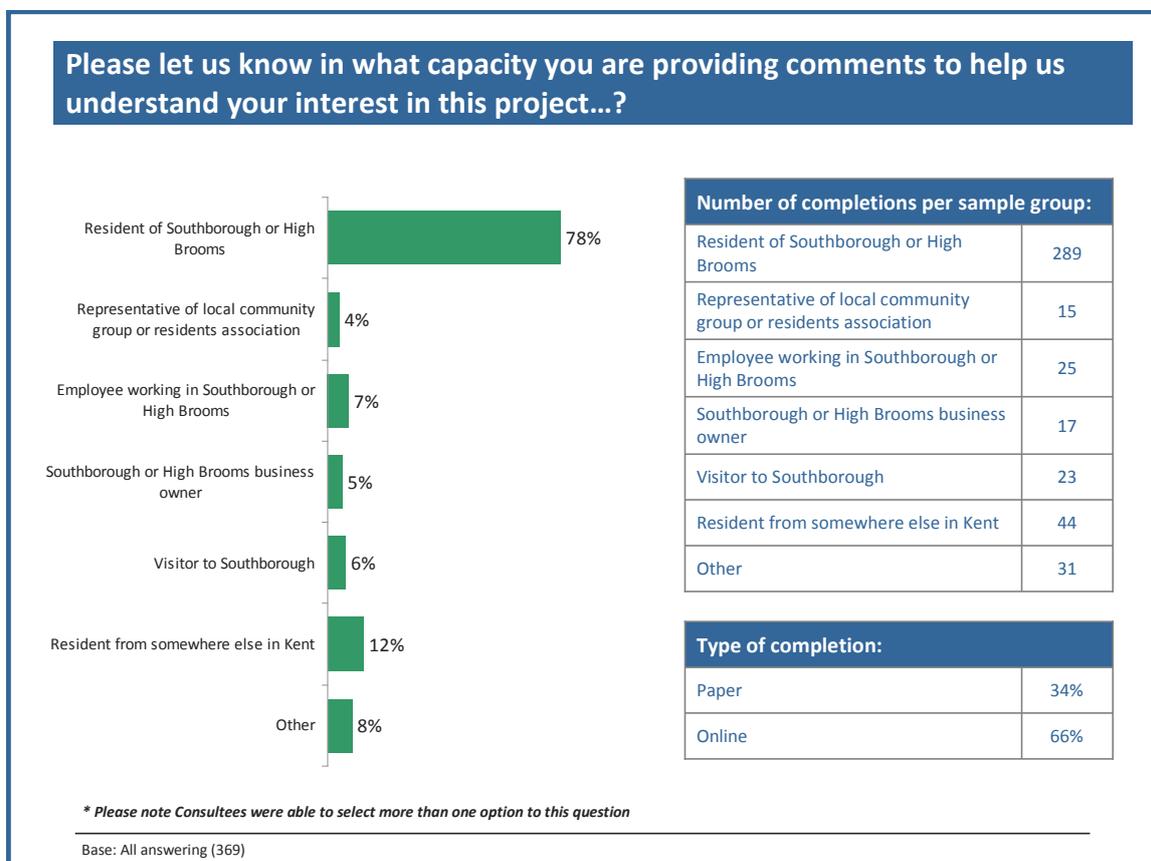
In terms of transport, the most common concerns are a perceived 'increase in the volume of traffic / congestion' (41%), 'insufficient parking' (37%) and 'particular problems with Yew Tree Road / London Road A26 and The Ridgeway' (25%).

In terms of architecture, views are mixed with some concerns highlighted, but the majority of comments note 'conditions' – the most common of which is that the architecture 'must be in keeping with Southborough'.

3. CONSULTATION RESPONSE PROFILE

In total 369 people completed either the paper or online consultation questionnaire (243 online, 126 paper). The majority of Consultees are residents of Southborough or High Brooms at 78%. There is also representation from other interest groups:

- 4% are representatives of local community groups or residents associations
- 7% are employees working in Southborough or High Brooms
- 5% are Southborough or High Broom business owners
- 6% are visitors to Southborough
- 12% are residents from somewhere else in Kent
- 8% classified themselves as Other (some of these responses overlapped with other categories selected). Examples of the Consultees in this category include previous residents of Southborough or High Brooms, councillors / representatives from political parties and local theatre / amateur groups.



Focusing specifically on the profile of residents of Southborough or High Brooms completing the Consultation, we can see that a range of age groups are represented as well as both gender groups. 51% of Southborough or High Brooms residents are male and 44% are female (5% did not disclose this information). 9% of Southborough or High Brooms residents are aged 34 and under, 21% are aged 35-49, 19% are aged 50-59 and 46% are 60 and over (5% did not disclose this information).

6% of Southborough or High Brooms residents indicated they are disabled as set out in the Equality Act 2010. 44% of those who indicated they are disabled have a physical impairment and / or long standing illness or health condition; 17% have a sensory impairment and 6% have a mental health condition.

The majority of Southborough or High Brooms residents indicated they are White British or White Welsh (85% and 2% respectively). 3% indicated they are of BME origin and 7% preferred not to disclose this information. 48% indicated they belong to a particular religion belief, 37% indicated they did not and 15% preferred not to disclose this information.

Please let us know in what capacity you are providing comments to help us understand your interest in this project...?

Residents of Southborough or High Brooms only

Gender	
Male	51%
Female	44%
Prefer not to say / not answered	5%

Disabled as set out in Equality Act 2010	
Yes	6%
No	84%
Prefer not to say / not answered	10%

Age	
24 and under	6%
25 – 34	3%
35 – 49	21%
50 – 59	19%
60 – 64	10%
65 and over	36%
Prefer not to say / not answered	5%

Type of impairment applies for those answering yes *	
Physical impairment	44%
Long standing illness or health condition	44%
Sensory impairment	17%
Mental health condition	6%
Learning disability	0%
Other	6%
Prefer to not say / not answered	6%

* Please note that people could select more than one type of impairment

Please let us know in what capacity you are providing comments to help us understand your interest in this project...?

Residents of Southborough or High Brooms only

Ethnicity	
White English	85%
White Scottish	0.3%
White Welsh	2%
BME	3%
White Irish	0.3%
White Other	1%
Mixed White & Asian	0.3%
Asian / Asian British – Pakistani	0.3%
Asian / Asian British – Bangladeshi	0.3%
Black / Black British – Other	0.3%
Prefer not to say / not answered	7%

Belong to a particular religion	
Yes	48%
No	37%
Prefer not to say / not answered	15%

Religious beliefs applies for those answering yes	
Christian	97%
Buddhist	1%
Jewish	1%
Muslim	1%

* Black Minority Ethnic (BME) population is defined as all ethnic groups excluding White English, White Scottish and White Welsh

Whilst this Consultation is self selecting in nature (i.e. people were not approached and invited to take part in a survey), we have made a gender and age comparison of the Southborough or High Brooms Consultation profile to 2011 Census statistics. Whilst similar in terms of gender, the Consultation profile is under-represented in terms of 16-34 year olds and 35-49 year olds (this is common in Consultation profiles in general).

Profile of Southborough or High Brooms residents completing versus 2011 Census statistics

	2011 Census Population statistics *1	Profile of Consultation response *2
GENDER		
Male	49%	54%
Female	51%	46%
AGE		
24 and under	14%	6%
25 – 34	18%	3%
35 – 49	31%	22%
50 – 59	15%	20%
60 – 64	6%	11%
65 and over	16%	38%

*1 Source: 2011 Census Statistics as published on Kent County Council's website. 24 and under figures reference 15-24 year olds

*2 Please note Consultation response percentages have been recalculated to exclude non response

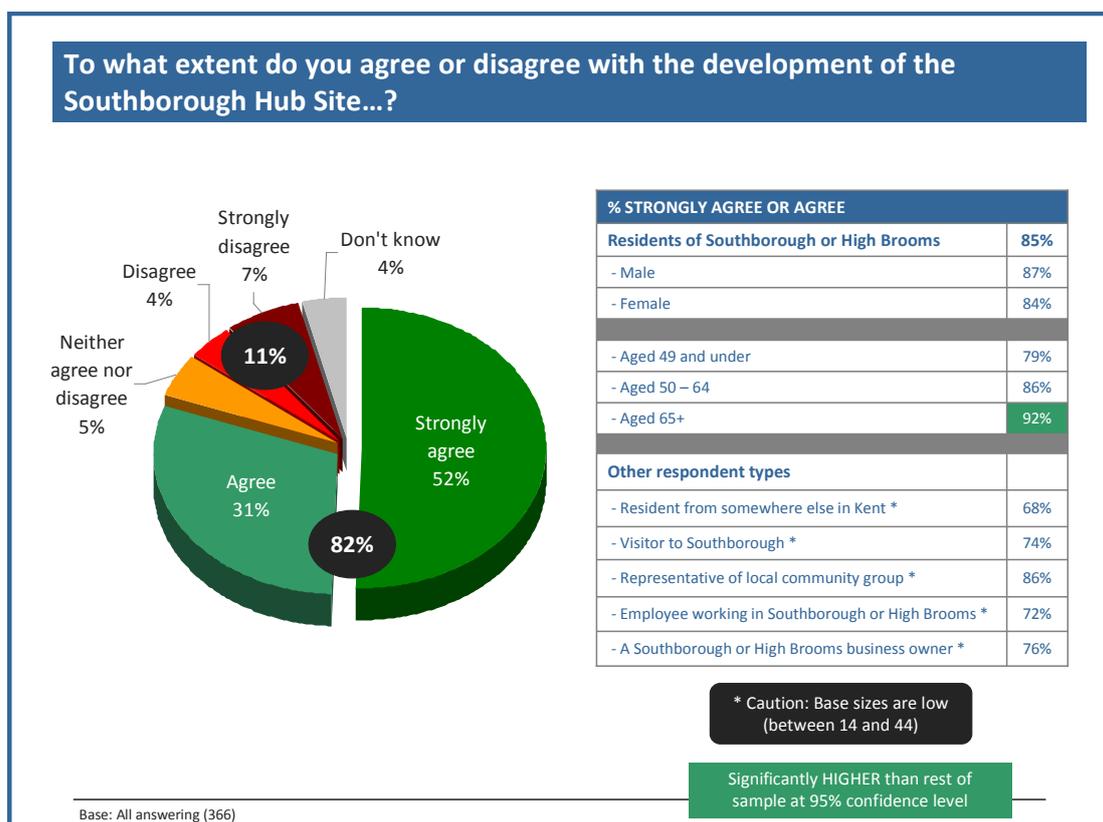
4. AGREEMENT WITH THE DEVELOPMENT OF THE SOUTHBOROUGH HUB SITE

Further to their review of the Consultation document, Consultees were first asked to indicate whether they agree or disagree with the development of the Southborough Hub Site. The majority indicated they agreed with the development at 82%; 52% strongly agreed and 31% agreed. 11% indicated they either disagreed or strongly disagreed.

Focusing specifically on the residents of Southborough or High Brooms, overall agreement is high at 85%. There are no significant differences by gender with 87% of males agreeing and 84% of females agreeing. Whilst agreement is high amongst all age groups, there are significant differences with a significantly higher proportion of residents aged 65 and over agreeing with the development (92% compared to 79% of residents aged 49 and under and 86% of residents aged 50 - 64 years old).

Whilst base sizes are low for the other interest groups taking part in the Consultation, we have included their responses in the table below. In summary:

- Compared to residents of Southborough or High Brooms, agreement is lower amongst residents from somewhere else in Kent (68% - base size 44), visitors to Southborough (74% - base size 23), employees working in Southborough or High Brooms (72% - base size 25) and Southborough or High Brooms business owners (76% - base size 17)
- Agreement is comparable to the residents of Southborough or High Brooms amongst representatives of local community groups (86% - base size 14).



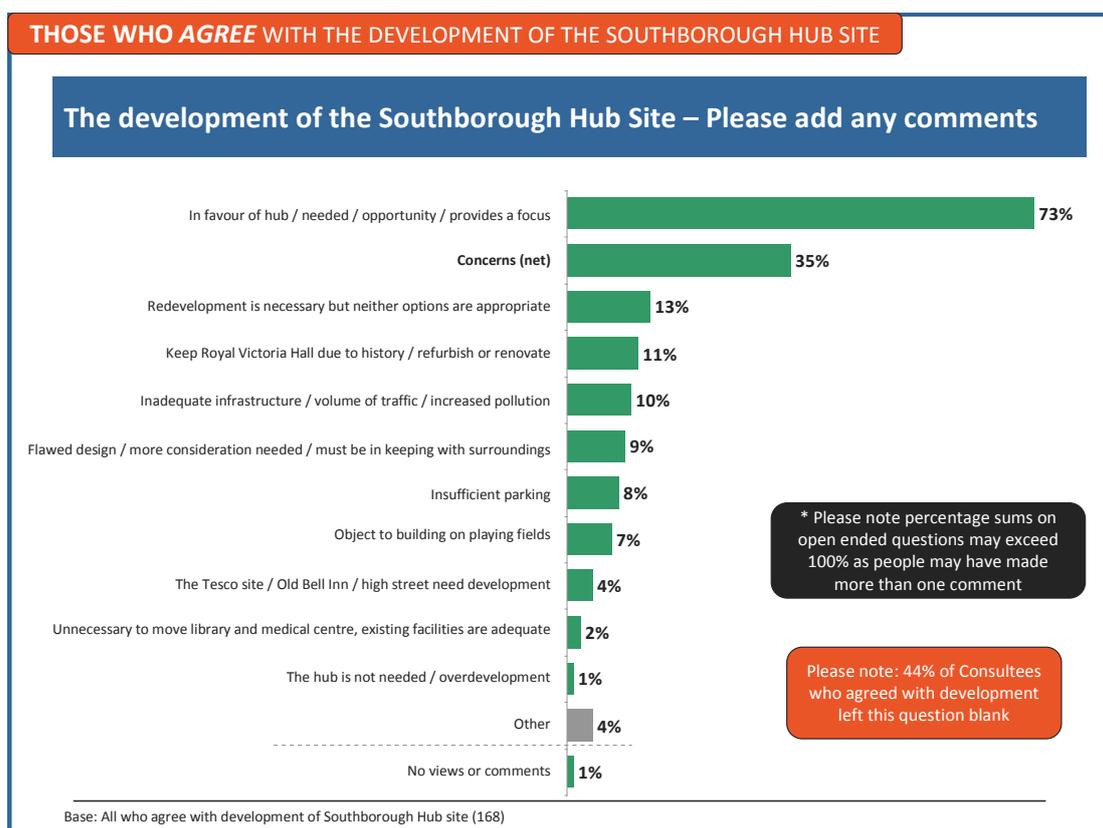
Consultees were then asked to note any comments they had in their own words concerning the development of the Southborough Hub site. For the purpose of reporting, we have reviewed Consultees comments and have grouped common responses together into themes. These are reported in the next two charts. The first chart summarises the comments provided from those who indicated they **agreed with the development of the Southborough Hub site**.

It is worth noting when viewing the responses that a significant proportion of Consultees (44%) who indicated they agreed with the development did not provide a response. This should be considered when interpreting the proportions indicating themes below.

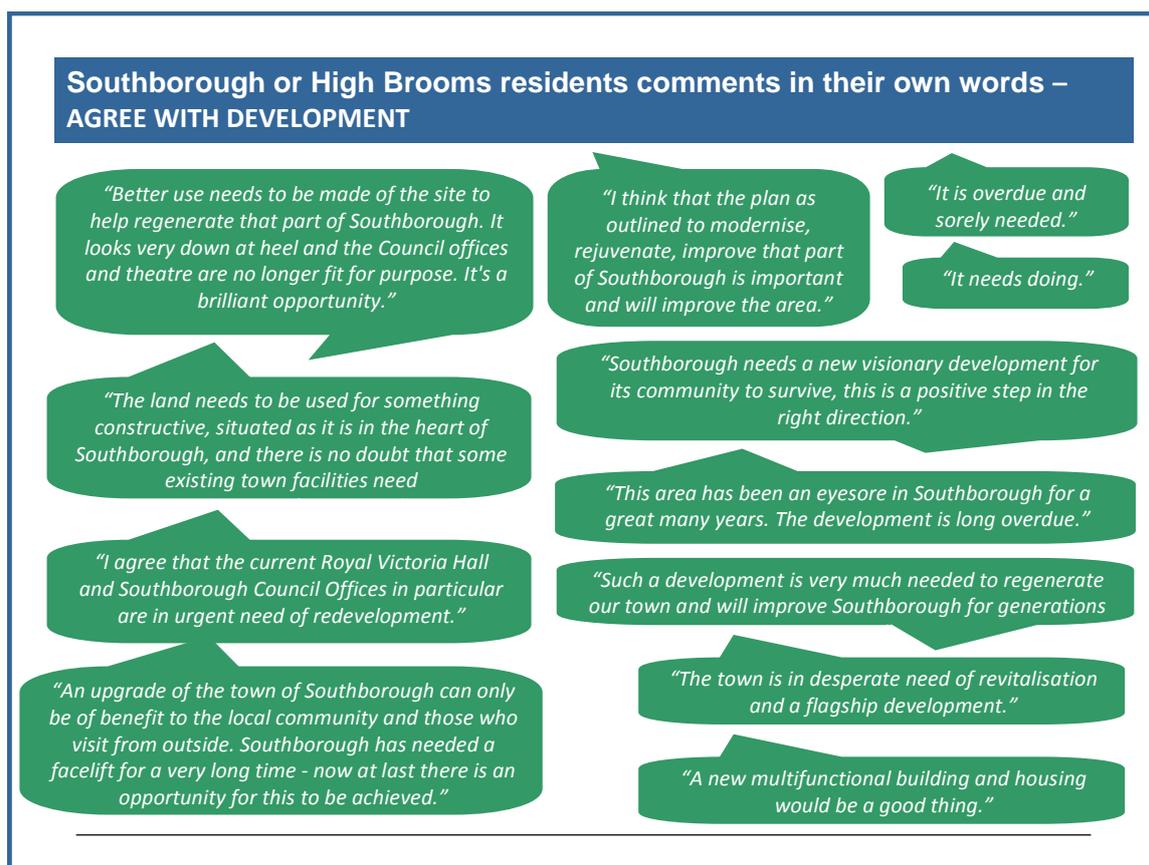
The most common response provided concerned being 'in favour of the Hub / believing it is needed and provides a focus for the town' (73% of those making a comment agree with the development of the Southborough Hub site).

The remaining themes are mixed in nature. Two themes support the idea of development but believe the current options would not work: 13% indicated 'redevelopment is necessary but neither option is appropriate' and 9% indicated it is a 'flawed design / more consideration is needed and must be in keeping with surroundings'.

Other themes noted Consultees concerns with the development of the Southborough Hub site and these include: 11% indicated the 'Royal Victoria Hall should be kept due to history / should be refurbished / renovated', 10% indicated 'the infrastructure is inadequate concerning traffic volume and increased pollution', 8% indicated there would be 'insufficient parking' and 7% indicated they 'objected to building on playing fields'.



Some example comments to support these themes are displayed below:



The chart below summarises the comments provided from those who indicated they **disagreed with the development of the Southborough Hub site**. A number of concerns are highlighted by this group (although it should be noted that these are in the minority and based on 42 Consultees answering across all interest groups including Southborough or High Brooms residents).

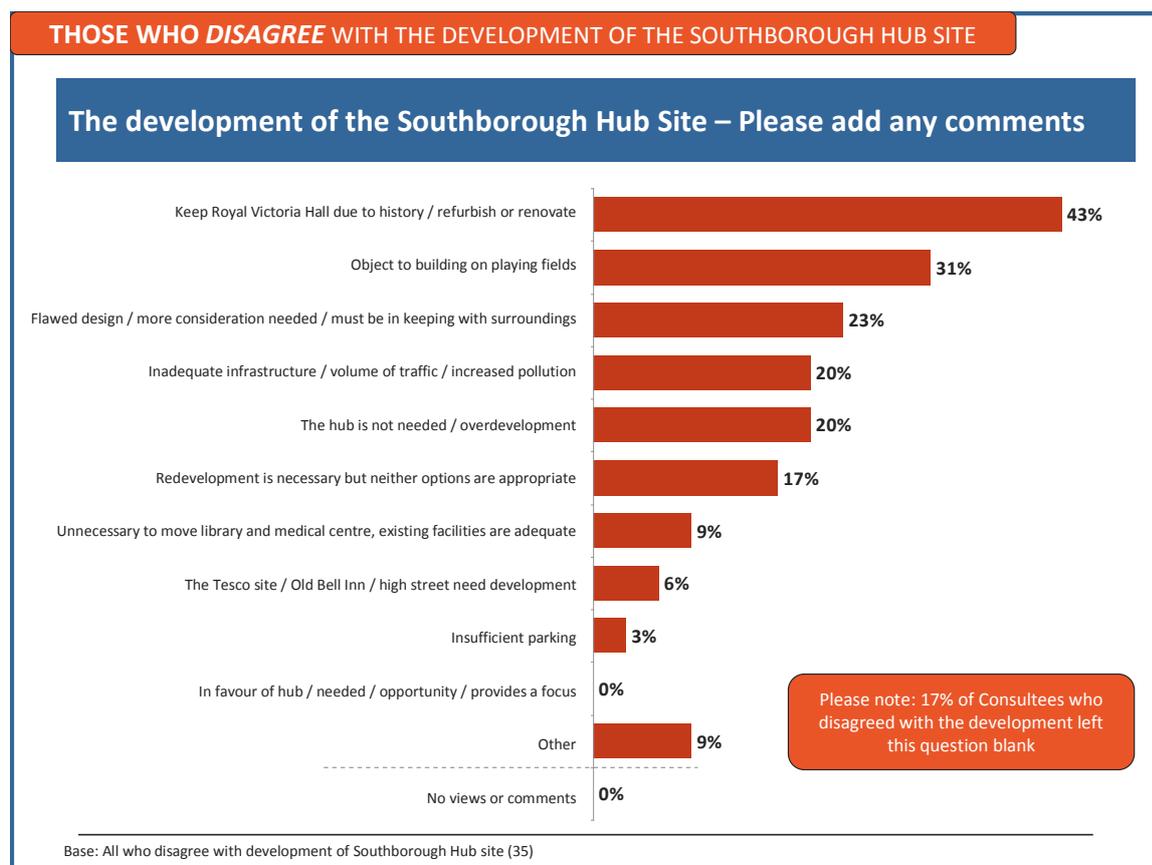
17% of Consultees who indicated they disagreed with the development did not provide a response to this question.

The most common concerns highlighted include the wish to 'keep the Royal Victoria Hall as it is due to history / refurbish or renovate it as it stands' at 43% of those who disagreed with the development and 'objecting to building on playing fields' at 31% of those who disagreed with the development.

Other concerns include perceptions of 'a flawed design / more consideration is needed / must be in keeping with surroundings' at 23% of those disagreeing and perceptions of 'inadequate infrastructure concerning traffic volume and increase pollution' at 20% of those disagreeing.

20% indicated that 'the Hub is not needed and is an overdevelopment' and 17% indicated that 'redevelopment is necessary but neither of the options presented are appropriate'. 9%

indicated it was 'unnecessary to move the library and medical centre and existing facilities are adequate'.



Some example comments to support these themes are displayed below:

Southborough or High Brooms residents comments in their own words – DISAGREE WITH DEVELOPMENT

"Many of the ideas are good in principle. Almost every element of it, however, is being done badly."

"I don't think it is necessary to have a hub site. All these facilities could be provided on existing sites."

"Southborough is undoubtedly in need of regeneration but this project is not suited to an area that is already over congested with traffic and cannot afford to lose any more of its open space. Yes certain areas need redeveloping but to build on the fields, particularly as they are so well patronised by the community is criminal. This is just pure greed by the councils involved."

"I strongly disagree because there are only two options for the Royal Victoria Hall site and not an option to restore it fully for which many campaigned and signed a petition. This petition has been ignored."

"Stealing very limited recreational land from the community to build housing is not acceptable. There is no requirement for a theatre in Southborough. This is not financially viable. Stealing land from the children of Southborough for a vanity project is not acceptable."

"Everything in Southborough is working. We have a good medical centre, a well attended library, outside space for the children's sport and plenty of community halls of various sizes. We don't need a hub, but we do need a sympathetic restoration of the theatre, the only heritage civic building in the town and part of our identity."

"The proposed plans will over develop the land and area. The proposed entrance is onto roads that can't cope with existing traffic flow let alone new traffic. There hasn't been a traffic survey undertaken to establish the consequences of the development."

"Taking green space for houses, taking a theatre that has served us for years, traffic congestion in Southborough and it will be worse in the Ridgewaye and Yew Tree Road with this proposal."

"I disagree with building on playing fields."

5. DEVELOPMENT OPTION PREFERENCE

Consultees were then asked to indicate which of the two options for the Southborough Community Hub they preferred - Option 1 New Build or Option 2 Part Retain. In addition to the two options, Consultees were also given the option to indicate they 'had no preference', 'other and provide a comment' or they were 'unsure'.

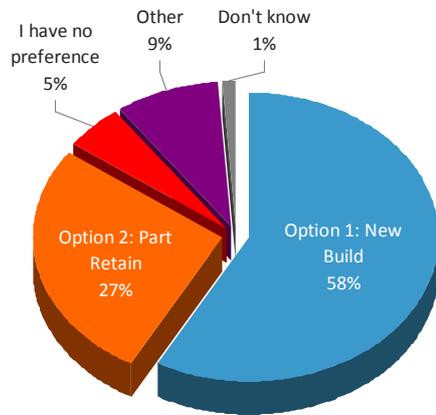
Just under six in ten Consultees (58%) indicated they preferred Option 1 New Build and just under three in ten Consultees (27%) indicated they preferred Option 2 Part Retain. 5% indicated they had no preference and 1% indicated they were unsure. 9% selected other – the comments made in this response code broadly fell into two themes: 1) those who preferred an alternative / amended version to Option 1 or Option 2 and 2) those who are against any type of development.

Focusing specifically on the residents of Southborough or High Brooms, 63% indicated they preferred Option 1 New Build. There are no significant differences by gender with 65% of males agreeing and 61% of females preferring Option 1 New Build. Preference varies by age with a significantly higher proportion of residents aged 65 and over indicating they prefer Option 1 New Build (72% compared to 58% of residents aged 49 and under and 61% of residents aged 50 - 64 years old).

Whilst base sizes are low for the other interest groups taking part in the Consultation, we have included their responses in the table below. Preference for Option 1 New Build is generally lower amongst the other interest groups. Amongst these groups, views are split between selecting Option 2 Part Retain or Other:

- Representatives of local community groups or residents associations – 53% Option 1 New Build, 33% Option 2 Part Retain, 7% Other (Base size – 15)
- Employees working in Southborough or High Brooms – 48% Option 1 New Build, 32% Option 2 Part Retain, 20% Other (Base size – 25)
- Southborough or High Broom business owners – 35% Option 1 New Build, 35% Option 2 Part Retain, 29% Other (Base size – 17)
- Visitors to Southborough – 48% Option 1 New Build, 35% Option 2 Part Retain, 13% Other (Base size – 23)
- Residents from somewhere else in Kent – 43% Option 1 New Build, 34% Option 2 Part Retain, 16% Other (Base size – 44)
- Other – 32% Option 1 New Build, 52% Option 2 Part Retain, 6% Other (Base size – 31)

Which of the two options for the Southborough Community Hub do you prefer...?



% OPTION 1: NEW BUILD

Residents of Southborough or High Brooms	63%
- Male	65%
- Female	61%
Age	
- Aged 49 and under	58%
- Aged 50 – 64	61%
- Aged 65+	72%
Other respondent types	
- Resident from somewhere else in Kent *	43%
- Visitor to Southborough *	48%
- Representative of local community group *	53%
- Employee working in Southborough or High Brooms *	48%
- A Southborough or High Brooms business owner *	35%

* Caution: Base sizes are low (between 15 and 40)

Significantly HIGHER than rest of sample at 95% confidence level

Base: All answering (367)

Consultees were then asked to note any comments they had in their own words concerning the development of the Southborough Hub site. For the purpose of reporting, we have reviewed Consultees comments and have grouped common responses together into themes. These are reported in the next two charts. The first chart summarises the comments provided from those who indicated they **preferred Option 1 New Build**.

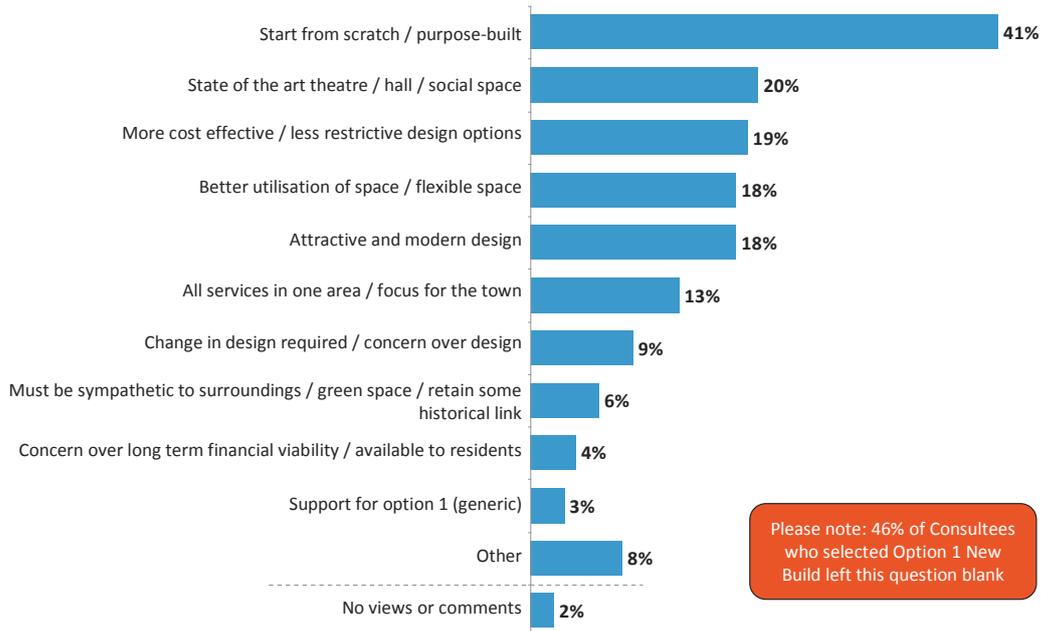
It is worth noting when viewing the responses that a significant proportion of Consultees (46%) who indicated they preferred Option 1 New Build did not provide a response to this question. This should be considered when interpreting the proportions indicating themes below.

Just over four in ten (41%) of those answering the question indicated they thought it made sense to 'start from scratch and have a purpose built development'. There are also positive mentions in terms of design with 18% indicating it was a 'better utilisation of space / flexible space', 18% indicating it was an 'attractive and modern design'. A fifth (20%) noted it would be a 'state of the art theatre / hall / social space' and 19% noted it was 'more cost effective / had less restrictive design options'. For 13%, it appeals that 'all services are in one area / provides a focus for the town'.

There were a couple of cautionary conditions made from the minority of those preferring Option 1 New Build – these are that the build 'must be sympathetic to surroundings / green space / retain historical link' at 6% and some 'concern over its long term financial viability / availability to residents'.

THOSE WHO SELECTED OPTION 1 – NEW BUILD

Which of the two options do you prefer – Please add any comments



Base: All who selected Option 1 New Build (116)

Some example comments to support these themes are displayed below:

Southborough or High Brooms residents comments in their own words – SELECTED OPTION 1 NEW BUILD

"The new build option allows for better use of the site and provides a larger theatre / community hall space."

"The new build is the best as it makes all of the services contained in one area. Your idea of making the library the

"From the main road, it looks more attractive and we need a NEW theatre!"

"If we are to have this new development, I strongly believe we should have the opportunity to have something completely new where the design can be made from scratch."

"It cannot possibly be cost effective to make an old building that has been neglected comply with current regulations especially those concerning energy use and conservation."

"Sad as it is the library option looks much better in new build and the original facade to the theatre is long gone. A hard choice but ultimately we need to move on with clean slate."

"I think this is the best way of seeing something that should last another 100 years whilst providing facilities that everyone can use as well as a theatre with modern facilities which would act as a destination in its own right."

"So little of the old theatre remains it serves no useful purpose to retain part of the old structure."

"I think a new build will be more cost effective and less prohibitive with regards to design plans"

"Although the facade of the RVH is well known site in the area, everybody also knows that the state of repair is dire. Comprehensive redevelopment to ensure full access for disabled is highly welcome and will be an asset going forwards."

"The design and connectivity of the new build will work in a more effective manner. Retaining the RVH will only cause more problems. Southborough needs reinventing."

The chart below summarises the comments provided from those who indicated they preferred **Option 2 Part Retain**. A number of concerns are highlighted by this group (although it should be noted that these are in the minority and based on 63 Consultees answering across all interest groups including Southborough or High Brooms residents).

It is worth noting when viewing the responses that a significant proportion of Consultees (37%) who indicated they preferred Option 2 Part Retain did not provide a response to this question. This should be considered when interpreting the proportions indicating themes below.

The most common concerns by those answering the question focus on the wish to retain certain aspects of the site including 'keeping the theatre due to historical value' at 56% of those who selected Option 2 Part Retain and 'the existing Royal Victoria Hall needing a refurbishment only' at 41% of those who selected Option 2 Part Retain.

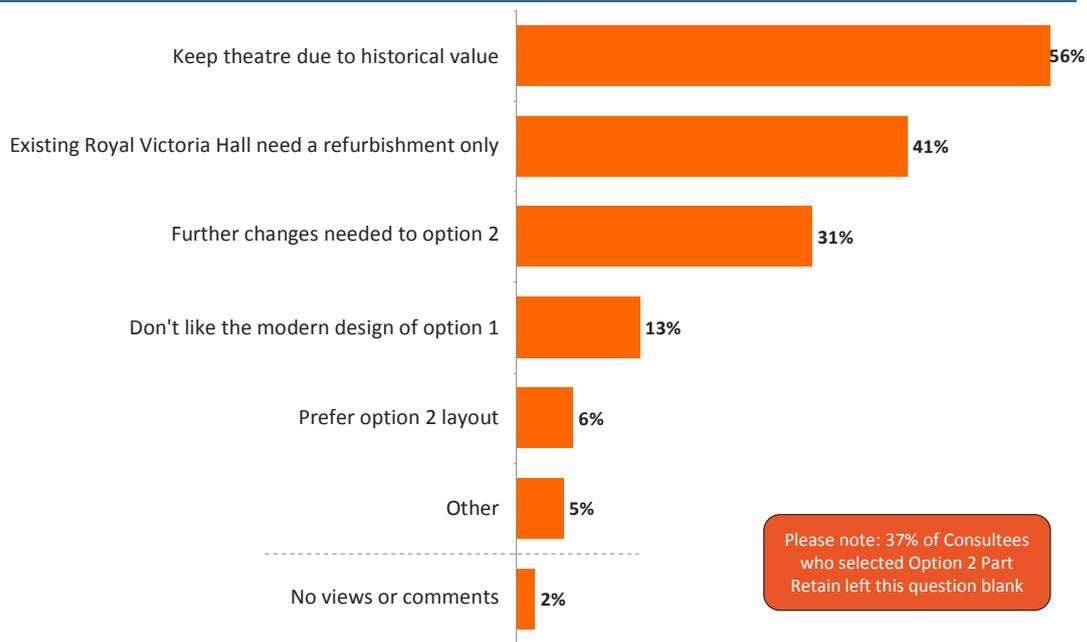
Just under a third (31%) indicated that they believe 'further changes are needed to Option 2'. Examples of these changes include:



There were also mentions concerning the layout and design of Option 2 compared to Option 1: 13% indicated they 'don't like the modern design' and 6% indicated they 'prefer Option 2's layout'.

THOSE WHO SELECTED OPTION 2 – PART RETAIN

The development of the Southborough Hub Site – Please add any comments



Base: All who selected Option 2 Part Retain (63)

Some example comments to support these themes are displayed below:

Southborough or High Brooms residents comments in their own words – SELECTED OPTION 2 PART RETAIN

"I am strongly in favour of maintaining the auditorium and stage of Royal Victoria Hall and incorporating it into the hub development. Its part of our heritage and certainly is still better suited to offer community events and theatre than any of the new proposed halls."

"If this is the only way to save this theatre form demolition, you are giving me no alternative but to vote this way."

"I think that the main hall should be retained. A waste of money to completely rebuild."

"The Royal Victoria Hall has an important heritage and locals have a lot of affection for it. It would be really sad to demolish it when with minor investment it could be a central point of the new development."

"It is very easy to say that the building is ugly and yes it is from the outside, but not on the inside and it is important to save our heritage. It may well be easier for you as designers to do a new build, but it shows strength of ability to be able to work around what is existing."

"Why knock down a beautiful and well designed theatre which was given to the people of Southborough and replace it with what???"

"The RVH is an important part of our history and heritage. In an ideal world where money was no object, I would have liked to see a totally refurbished RVH to be fully retained within the whole scheme. As this has been ruled out, the Part Retain option at least goes some way towards this. I would like to see the spirit of the old Hall to be included as much as possible - e.g. some version of the old frontage or stylistic echoes of this."

"Again, this does not reflect what people actually want. A fully refurbished RVH at the heart of a 'complementary' new development. Not a soulless structure of glass and steel."

"Keep our theatre no matter what - we don't want a new build that looks modern our town isn't modern and this new build will look out of place and stupid. Keep our theatre."

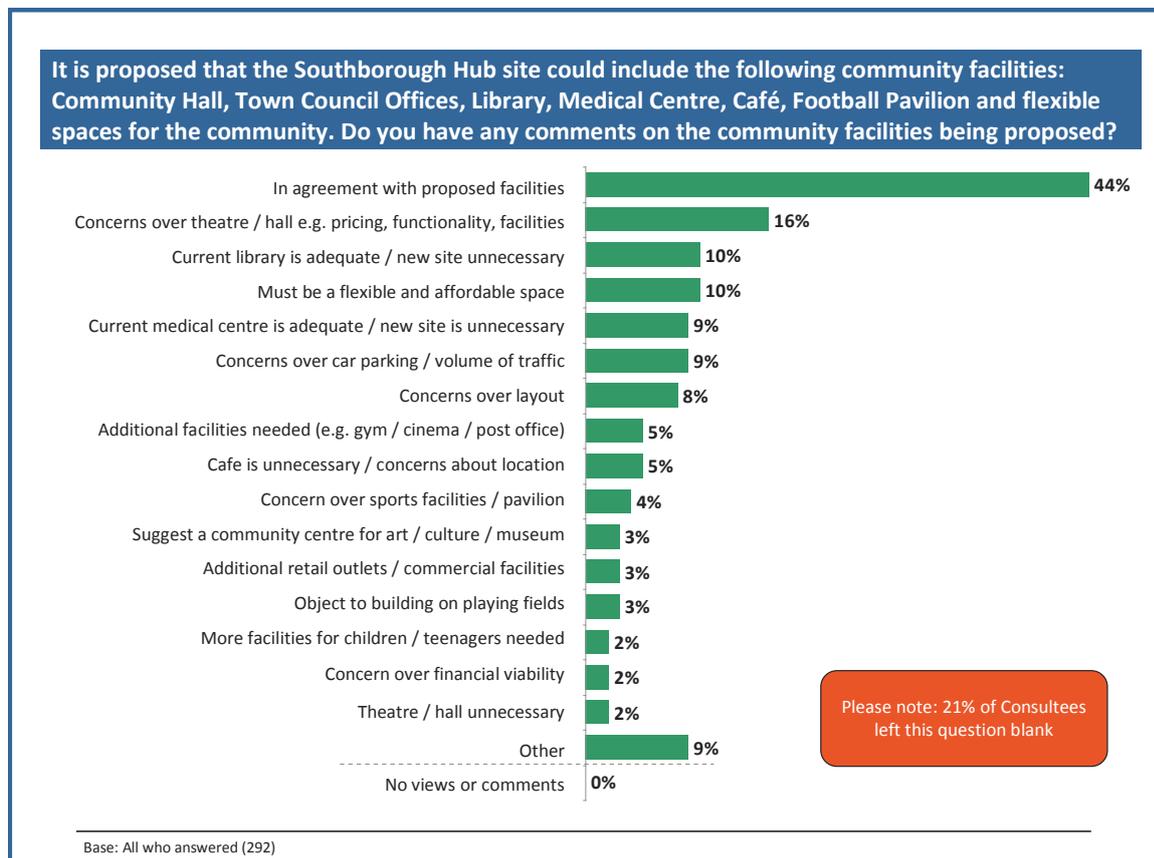
6. COMMUNITY FACILITIES PROPOSED

Consultees were then asked to note any comments they had in their own words concerning the community facilities being proposed: Community Hall, Town Council Offices, Library, Medical Centre, Café, Football Pavillion and flexible spaces for the community. For the purpose of reporting, we have reviewed Consultees' comments and have grouped common responses together into themes. These are reported in the next three charts. The first chart summarises the comments provided from all Consultees responding to the question.

It is worth noting when viewing the responses that just over a fifth of Consultees (21%) did not provide a response to this question. This should be considered when interpreting the proportions indicating themes below.

Just over four in ten Consultees indicated they are in agreement with the proposed facilities at 44%. A minority reported that that the 'current library is adequate / a new site is unnecessary' (10%) and the 'current medical centre is adequate / a new site is unnecessary' (10%). 16% indicated they have 'concerns over the theatre / hall in terms of pricing, functionality and facilities'.

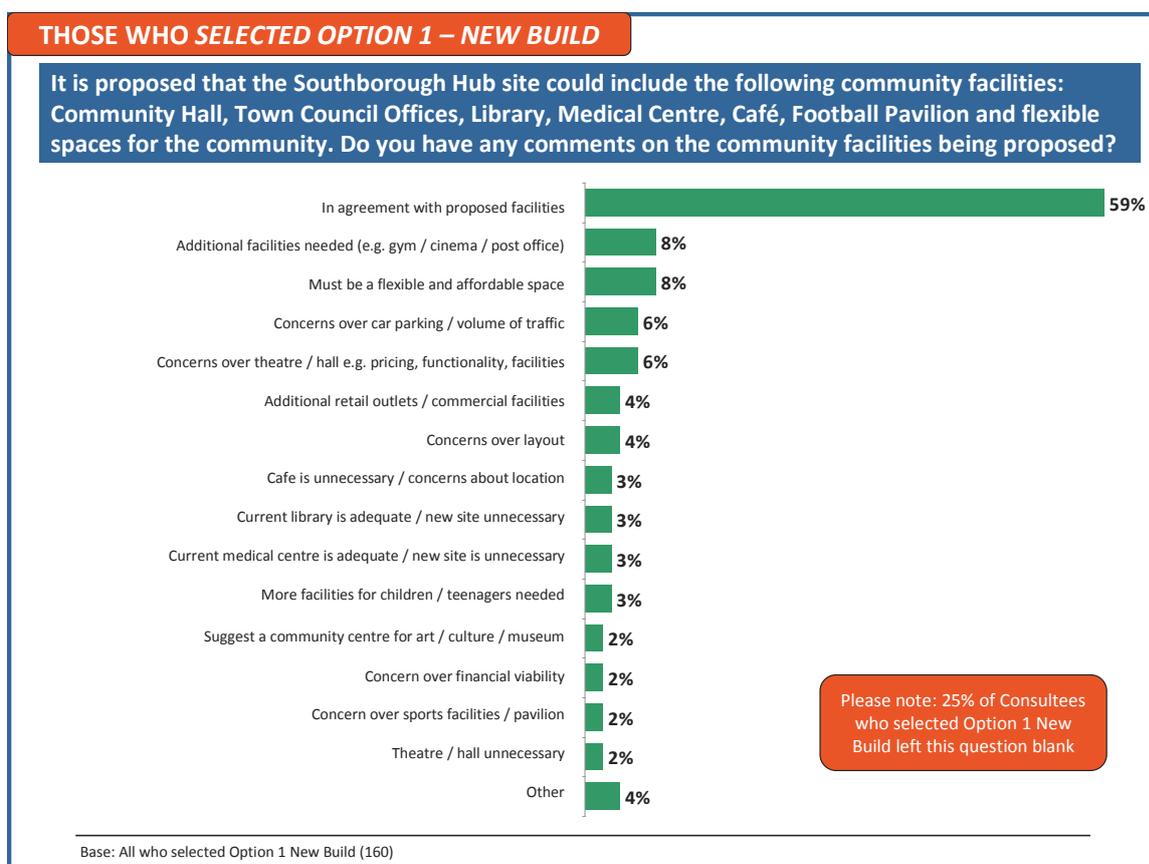
The remaining themes vary in nature and concern that it should be a 'flexible and affordable space' (10%), 'concerns over car parking / volume of traffic' (9%) and 'concerns over layout' (8%).



Focusing specifically on the comments provided from those who indicated they **preferred Option 1 New Build**.

It is worth noting when viewing the responses that a quarter (25%) of Consultees who indicated they preferred Option 1 New Build did not provide a response to this question. This should be considered when interpreting the proportions indicating themes below.

The proportion indicating they are in agreement with the proposed facilities is higher at 59%. Likewise the proportion indicating any concerns are lower: ‘additional facilities needed (e.g. gym / cinema / post office) (8%), ‘must be a flexible and affordable space’ (8%), ‘concerns over car parking / volume of traffic’ (6%) and ‘concerns over theatre / hall (e.g. pricing, functionality, facilities) (6%).



Some example comments to support these themes are displayed below:

**Southborough or High Brooms residents comments in their own words –
SELECTED OPTION 1 NEW BUILD**

"All of the above would be good, but if a children's play area and a couple of small shops could be included it would be even better!"

"A medical centre is definitely needed. Any flexible spaces that can be easily accessible to the public and local businesses will

"I think the combination of facilities is critical for its success."

"The facilities seem sensible but raise concerns about traffic, parking and access."

"The area needs this. Existing facilities such as they are, are isolated and substandard. This is an opportunity to bring the community together in an integrated way, providing a functional and exciting "hub" of facilities."

"I think the proposal is an excellent one, and will greatly benefit life in Southborough. The high street at the moment is fairly dire."

"These facilities are vital. The present STC hall is not fit for purpose and denies access to people with mobility issues."

"I fully support the proposal to provide an integrated community hub with adjacent facilities for sports and parking, etc."

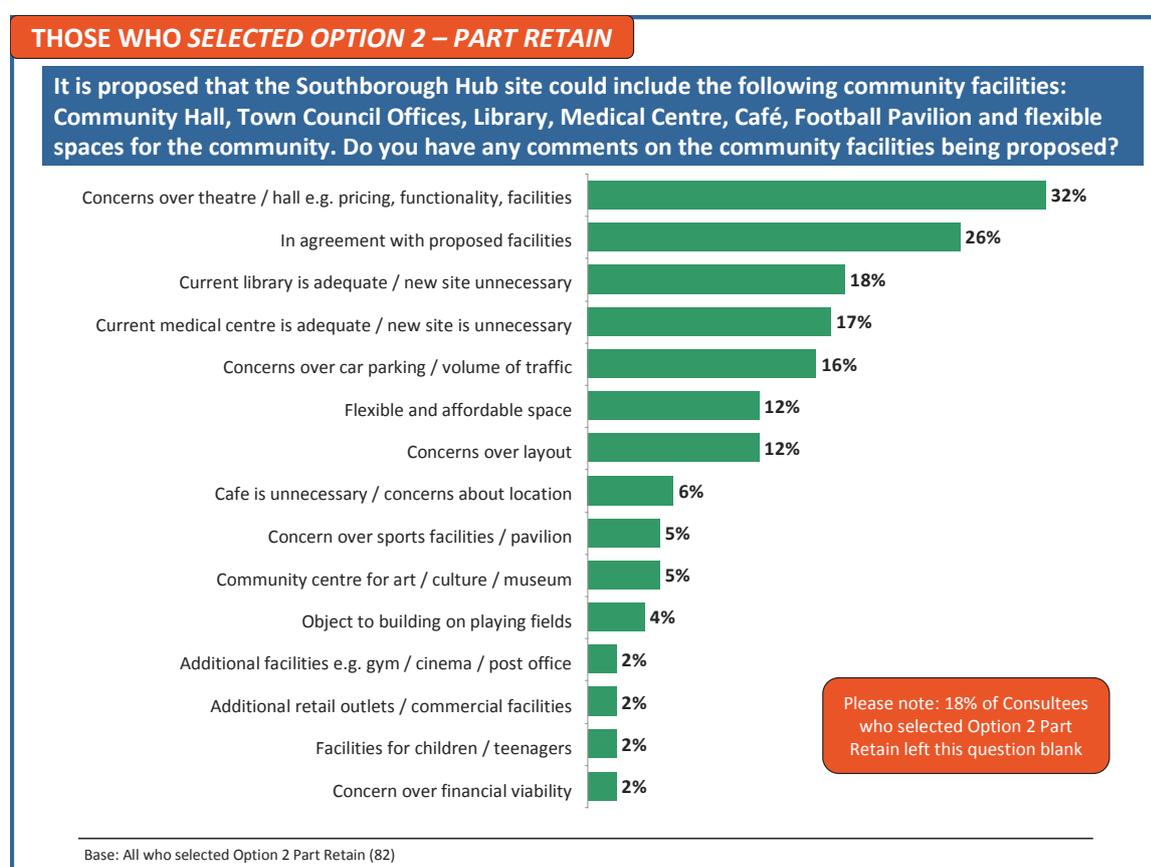
"Pleased to see a range of facilities being included, especially keeping the library and improving medical facilities in the area."

"These are all very useful facilities that would be well used. Space for a farmers' market would also be good."

Focusing specifically on the comments provided from those who indicated they **preferred Option 2 Part Retain**.

18% of Consultees who indicated they preferred Option 2 Part Retain did not provide a response to this question. This should be considered when interpreting the proportions indicating themes below.

26% indicated they are in agreement with the proposed facilities. The most common issue is ‘concerns over the theatre / hall e.g. pricing, functionality, facilities’ at 32% of those providing a comment. This is followed by perceptions of the ‘current library is adequate / new site is unnecessary’ at 18% and the ‘current medical centre is adequate / new site is unnecessary’ at 17%. There are also ‘concerns over car parking / volume of traffic’ at 16%.



Some example comments to support these themes are displayed below:

**Southborough or High Brooms residents comments in their own words –
SELECTED OPTION 2 PART RETAIN**

"I don't think the medical centre and entertainment/leisure/library go well together. I would prefer the doctors to remain where it is."

"The library already has a site and there is a medical centre close at hand. Neither has to be moved onsite. The development could be more modest."

"I feel that all of the above would be beneficial to Southborough."

"The present medical centre, library are both fulfilling their functions well and I wonder if their relocation justifies the cost and disruption of moving them into a new centre. Also traffic increased to a new location will cause extra pollution and traffic problems."

"I agree these, providing that the emphasis on local people using the facilities and on them being able to walk or cycle to the site. Anything which increases car traffic in the area is not desirable."

"It should (not could) include them. If the new housing is built but all these community facilities are not built then we will have been cheated and deceived."

"We have a library, we have a medical centre, we have a theatre and town council offices. What we don't have is something for the children of the town a skate park, soft play area for smaller children. The Victoria Hall can the part of this."

"Fully agree with all proposed facilities. (Would be interested if any thought has been given to what will happen to the old library site; this award winning building!)."

"I would prefer the library left where it is. The council does not need to supply a cafe - we have Cafe Bliss which is a great resource, which might struggle with the competition. We already have a perfectly adequate medical centre."

"I think the café should be a local run business, preferably with an interest in the local community such as Bliss. It would be a great shame for a purely commercial outfit, e.g. Starbucks, etc., to be given a tenure."

7. WIDER MASTERPLAN FEEDBACK

Consultees were then asked to note any comments they had in their own words concerning the wider Masterplan for the Southborough Hub site. This was broken down into several categories: Design principles, Proposed site layout, Sports facilities, New housing (residential), Public space, Environment, Transport, Architecture as well as Other (for any other comments Consultees wished to add). For the purpose of reporting, we have reviewed Consultees' comments and have grouped common responses together into themes. Please note charts are presented based on all answering the question as significant proportions of Consultees did not provide a response to these questions. The first chart summarises the comments provided from all Consultees regarding **'Design principles'**.

Just over half of Consultees (51%) did not provide a response to this question (non response is broadly consistent amongst those who selected Option 1 New Build and Option 2 Part Retain). This should be considered when interpreting the proportions indicating themes below.

38% of Consultees answering gave a positive comment. Three in ten (30%) indicated they 'liked the design / new build and considered it modern'. 8% believe it 'makes good use of the land / having facilities in one place' and 4% consider it to be 'eco-friendly / environmentally sustainable'. A couple of example comments to support these themes are displayed below:

- *"The design looks very attractive and would be an asset."*
- *"It would fit into the area, but with a subtle contemporary edge that would work well."*

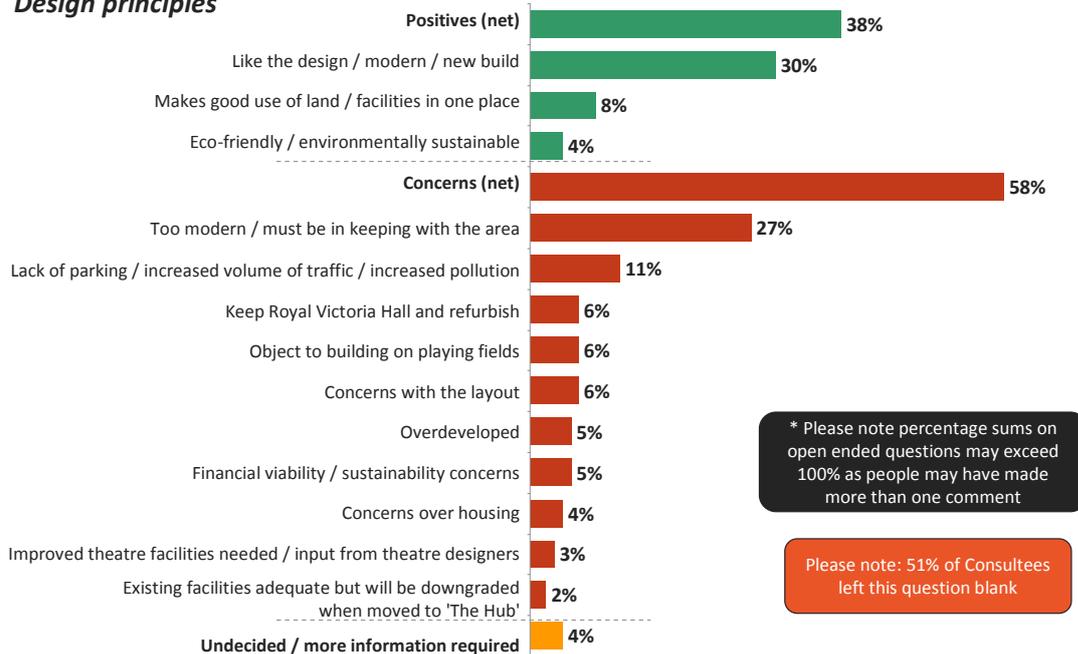
58% of Consultees answering noted at least one concern. Just over a quarter (27%) believe it is 'too modern / must be in keeping with the area'. 11% believe there is a 'lack of parking / increased pollution for a likely increase in the volume of traffic'. 6% indicated they have 'concerns with the layout'. A couple of example comments to support these themes are displayed below:

- *"I do not think this looks anything like Southborough."*
- *"No modern rubbish please. Let's have traditional buildings which match the buildings nearby."*

Other concerns highlighted focus less on the 'design principles' themselves but on areas Consultees would like to protect, i.e. 'keeping the Royal Victoria Hall and refurbish it instead' (6%), 'objecting to building on playing fields' (6%), the site 'being overdeveloped' (5%) and 'concerns over housing' (4%).

Do you have any comments on the wider Masterplan for the Southborough Hub site?

Design principles



Base: All answering (180)

The chart below summarises the comments provided from all Consultees regarding **'Proposed site layout'**.

Just over half of Consultees (55%) did not provide a response to this question (non response is broadly consistent amongst those who selected Option 1 New Build and Option 2 Part Retain). This should be considered when interpreting the proportions indicating themes below.

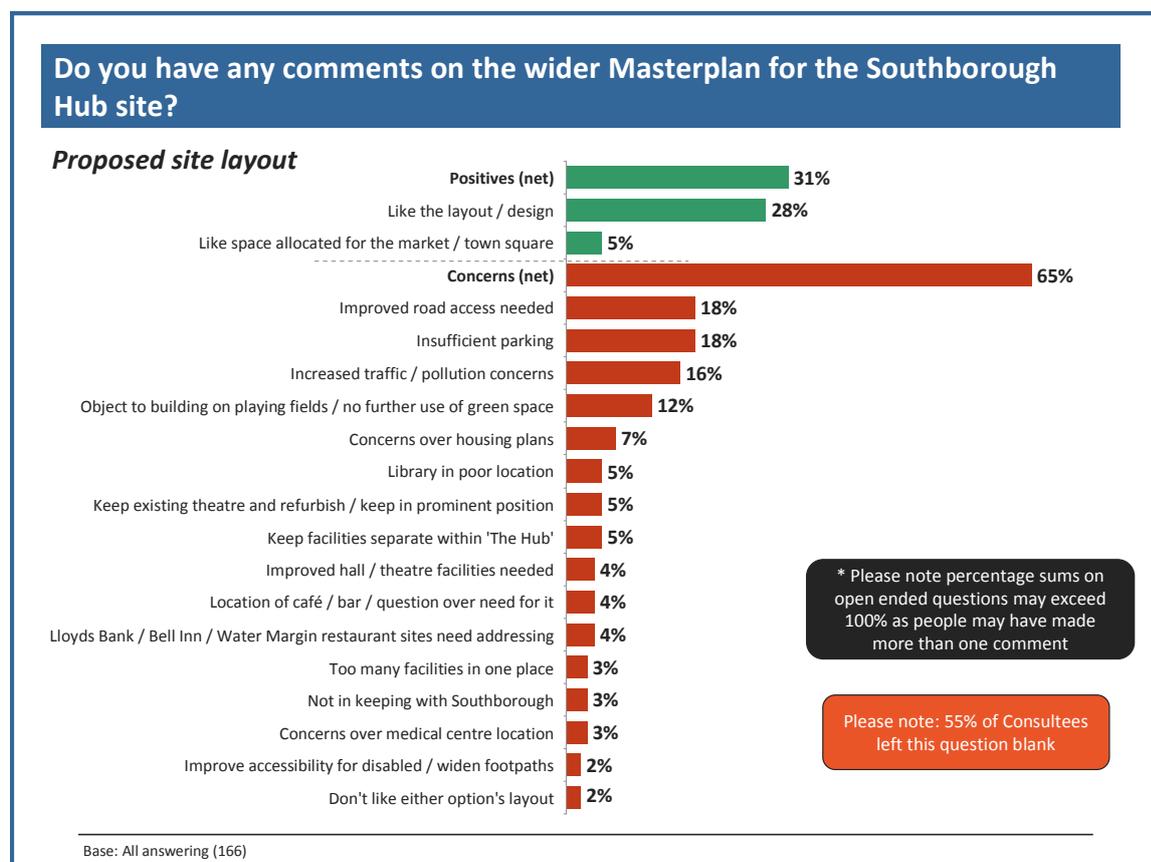
31% of Consultees answering gave a positive comment. Just under three in ten (28%) indicated they 'liked the layout / design'. 5% 'like the space allocated for the market / town square'.

65% of Consultees answering noted at least one concern (although a number of these are in the minority at under 5% of those answering). Just under a fifth (18%) believe 'improved road access is needed' and / or there is 'insufficient parking'. 16% have 'increased traffic / pollution concerns'. 5% believe the 'library is in a poor location'. A couple of example comments to support these themes are displayed below:

- "A lot more work needs to be done to look at access to the proposed site as well parking and how the new access roads will cope with the increased volume of traffic."
- "More thought needs to be given to road access / exit points."

- “Vehicle access and parking are inadequate in the designs currently being shown.”
- “I think it’s OK but not enough parking for visitors.”
- “My major concern is the extra traffic that this will create (from visitors to the hub’s facilities and from the new residents). I want to be assured that the traffic aspect has been thoroughly considered and modelled and that the impact will be minimal.”
- “Traffic will increase, pollution will increase.”

Other concerns highlighted focus less on the ‘proposed site layout’ themselves but on areas Consultees would like to protect, i.e. ‘objecting to building on playing fields’ (12%), ‘concerns over housing’ (7%) and ‘keeping the existing theatre and refurbish’ (5%).



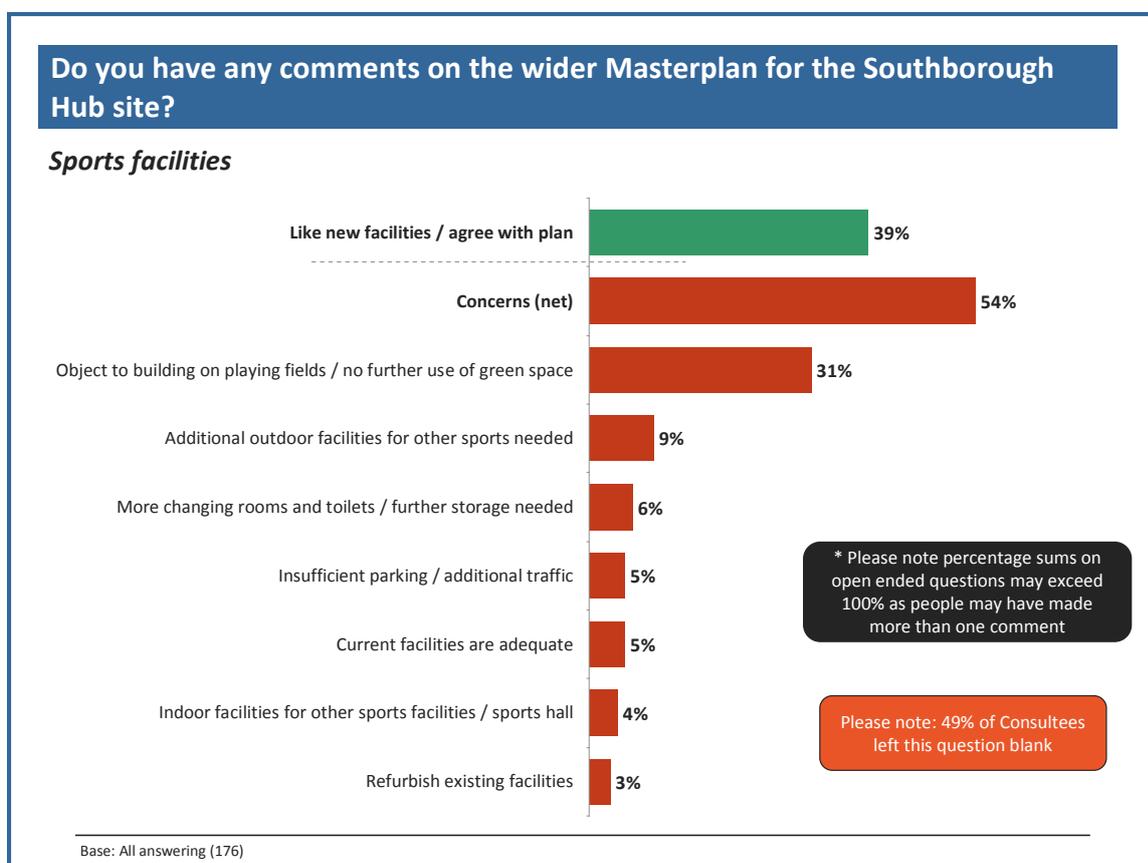
The chart below summarises the comments provided from all Consultees regarding ‘**Sports facilities**’.

Just under half of Consultees (49%) did not provide a response to this question (non response is broadly consistent amongst those who selected Option 1 New Build and Option 2 Part Retain). This should be considered when interpreting the proportions indicating themes below.

39% of Consultees answering gave a positive comment and indicated that they ‘like the new facilities / agree with the plan’.

54% of Consultees answering noted at least one concern. The most dominant concern is an ‘objection to building on playing fields / no further use of green space’ at 31%. 9% indicated that there are ‘additional outdoor facilities for other sports needed’ – these include tennis courts, a running track, cricket facilities and an all weather pitch. A couple of example comments to support these themes are displayed below:

- *“Whilst I am in favour a sports pavilion I do not agree with the loss of sports fields.”*
- *“It is essential that the amount of space allocated to sport and recreation is maintained.”*



The chart below summarises the comments provided from all Consultees regarding **'New housing (residential)'**.

Half of Consultees (50%) did not provide a response to this question (non response is broadly consistent amongst those who selected Option 1 New Build and Option 2 Part Retain). This should be considered when interpreting the proportions indicating themes below.

24% of Consultees answering gave a positive comment and would 'welcome new housing / believe new housing is needed'. A couple of example comments to support these themes are displayed below:

- *"I have no problem with the housing."*
- *"I accept that residential development is necessary."*

58% of Consultees answering noted at least one concern. Just under a fifth (19%) believe there would be 'additional traffic / noise / pollution/ impact on infrastructure'. 15% believe there are 'too many properties proposed'. There are also concerns of the impact of the proposed additional housing - 11% believe there is 'insufficient parking provision' in the plans, 8% believe 'additional access routes would be needed', 8% believe 'there would be an impact on services such as schools and GPs'. A couple of example comments to support these themes are displayed below:

- *"Concerned about the infrastructure of Southborough – Doctors, schools, amenities. More residents will put more pressure on these."*
- *"There is concern that new housing will contribute to a traffic problem / increase."*
- *"55 new residential units seems an awful lot on a small space."*
- *"There are too many houses and flats here in these plans."*

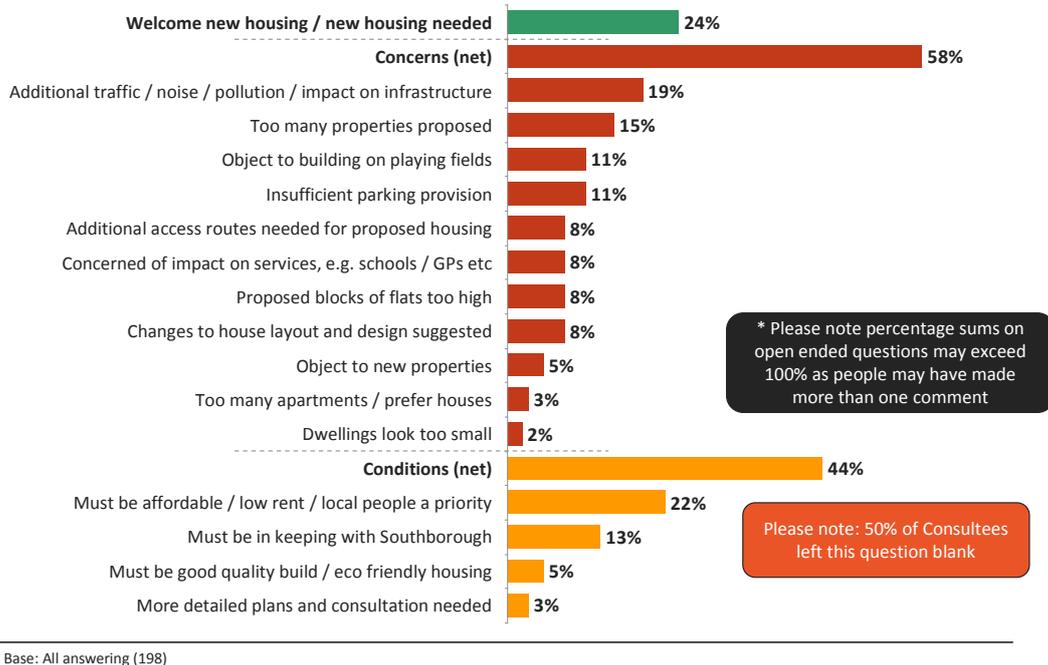
Other concerns highlighted focus on the design of the housing itself, i.e. 'proposed blocks of flats are too high' (8%), 'changes to the house layout and design are required' (8%) and there are 'too many apartments / prefer houses' (3%).

44% of Consultees answering noted a 'condition' to their comments. 22% commented that the new housing 'must be affordable / low rent and local people are given a priority'. 13% commented that it 'must be in keeping with Southborough'. A couple of example comments to support these themes are displayed below:

- *"Will they be affordable? That's what is needed."*
- *"Important to have affordable housing - Southborough is now very expensive."*
- *"New housing should be in keeping with the local area."*
- *"Will the new builds fit in with the older buildings in this area? If too modern, they will ruin the look of the area."*

Do you have any comments on the wider Masterplan for the Southborough Hub site?

New housing (residential)



The chart below summarises the comments provided from all Consultees regarding **‘Public space’**.

Six in ten Consultees (60%) did not provide a response to this question (non response is higher amongst those who selected Option 2 Part Retain compared to Option 1 New Build). This should be considered when interpreting the proportions indicating themes below.

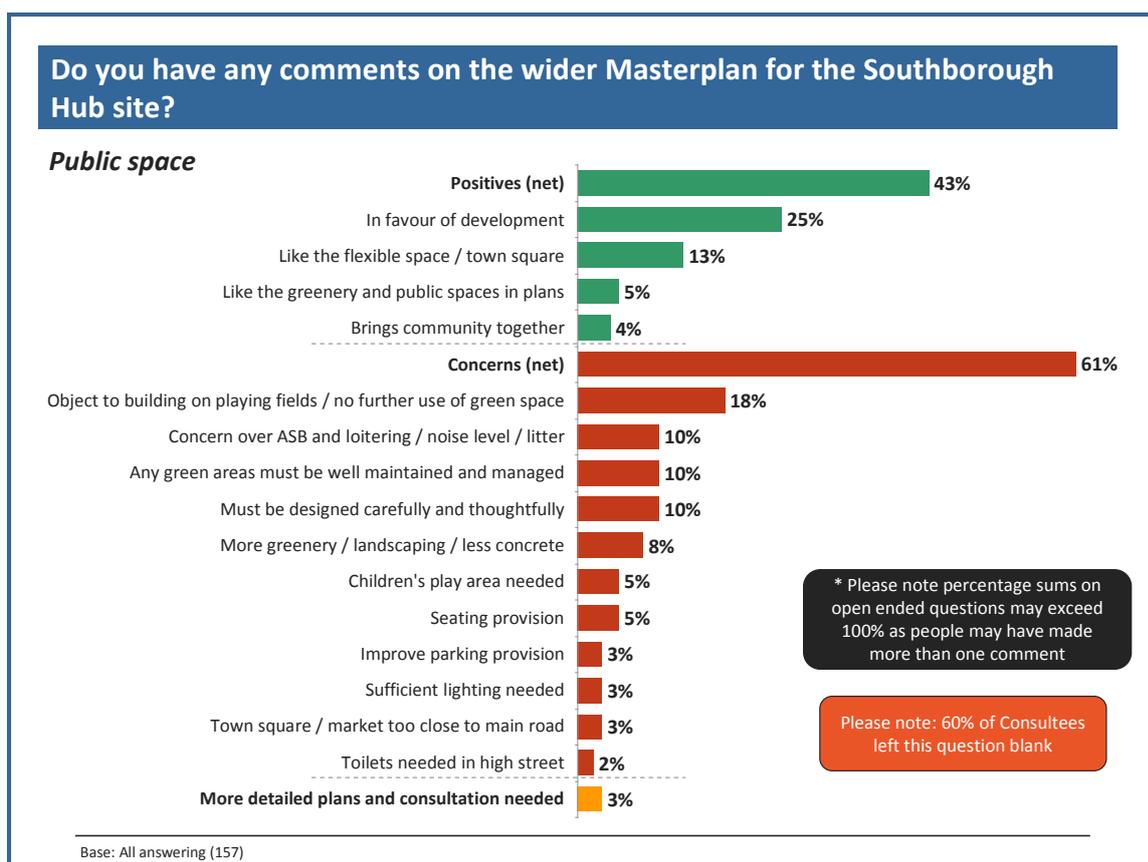
43% of Consultees answering gave a positive comment. A quarter (25%) indicated they were ‘in favour of the development’. 13% indicated they ‘like the flexible space / town square’. 5% indicated they ‘like the greenery and public spaces in the plans’ and 4% believe it ‘brings the community together’. A couple of example comments to support these themes are displayed below:

- *“The idea of having public space for markets, etc. is a good idea.”*
- *“All the public spaces look good, spacious and airy. I particularly like the town square.”*

61% of Consultees answering noted at least one concern (although a few of these are in the minority at fewer than 5% of those answering). Just under a fifth (18%) ‘object to building on playing fields / no further use of green space’. 8% believe there should be ‘more greenery / landscaping / less concrete’ and 5% believe there should be ‘seating provision’ and / or a ‘children’s play area’. A couple of example comments to support these themes are displayed below:

- “Loss of green space - Southborough has one of the lowest ratios of green space in the area - so why use this field?”
- “I would like to think the playing fields that remain will be protected from any future development.”

Other concerns highlighted focus on the approach to designing and managing the public space, i.e. ‘any green areas must be well maintained and managed’ (10%) and public space ‘must be designed carefully and thoughtfully’ (10%).



The chart below summarises the comments provided from all Consultees regarding ‘Environment’.

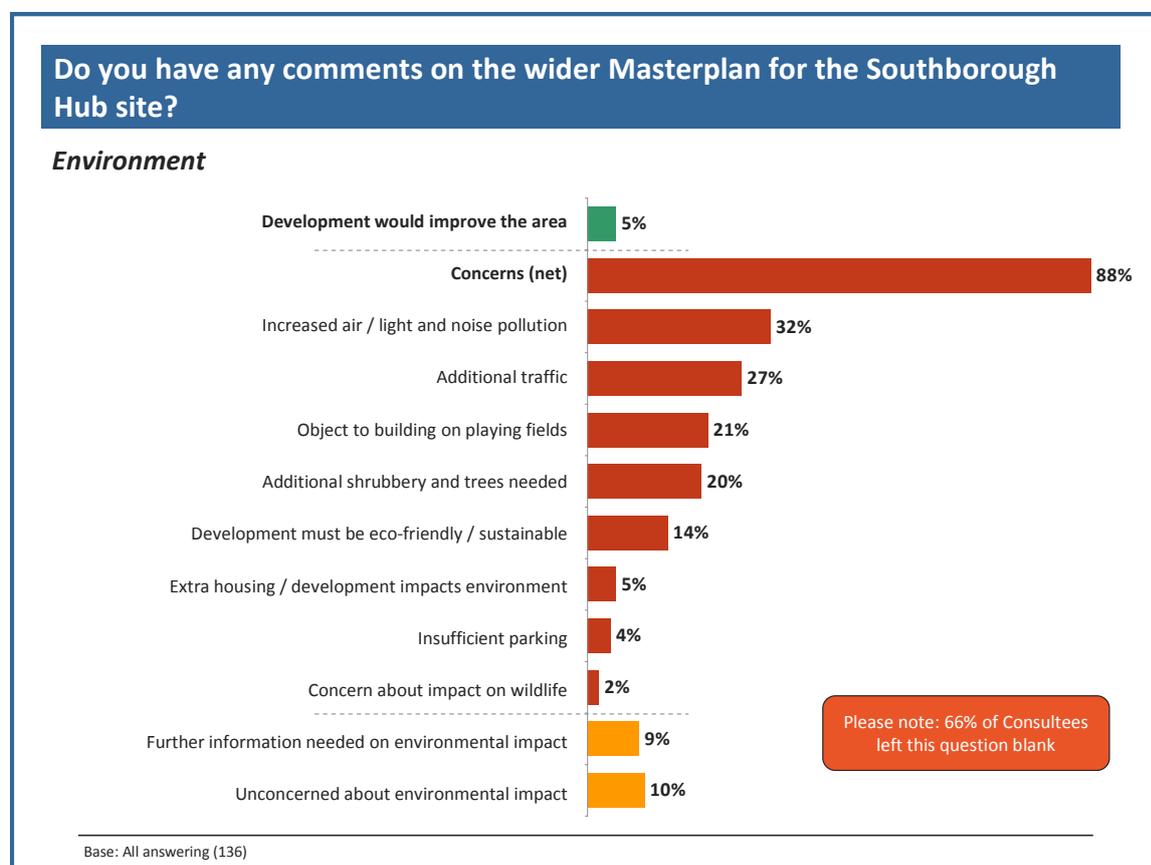
Two thirds of Consultees (66%) did not provide a response to this question (non response is higher amongst those who selected Option 2 Part Retain compared to Option 1 New Build). This should be considered when interpreting the proportions indicating themes below.

Only 5% indicated that ‘development would improve the area’.

88% of Consultees answering noted at least one concern. The most dominant concerns are ‘increased air / light and noise pollution’ at 32% and ‘additional traffic’ at 27%. A fifth (20%) indicated that ‘additional shrubbery and trees are needed’. 21% indicated that they ‘object

to building on the playing fields'. 14% indicated that the 'development must be eco-friendly / sustainable'. Example comments to support these themes are displayed below:

- *"It is incomplete without an Environment Impact Assessment."*
- *"Losing playing fields will not help the environment, the air pollution is dire."*
- *"I'm very concerned about air quality."*
- *"The project will certainly generate more traffic."*
- *"I am concerned by the extra traffic that will be attracted to the area causing worse traffic jams and more pollution."*
- *"Plant as many trees as possible."*
- *"Anything that will enhance our environment, trees, flower beds, etc., are welcome."*



The chart overleaf summarises the comments provided from all Consultees regarding **'Transport'**.

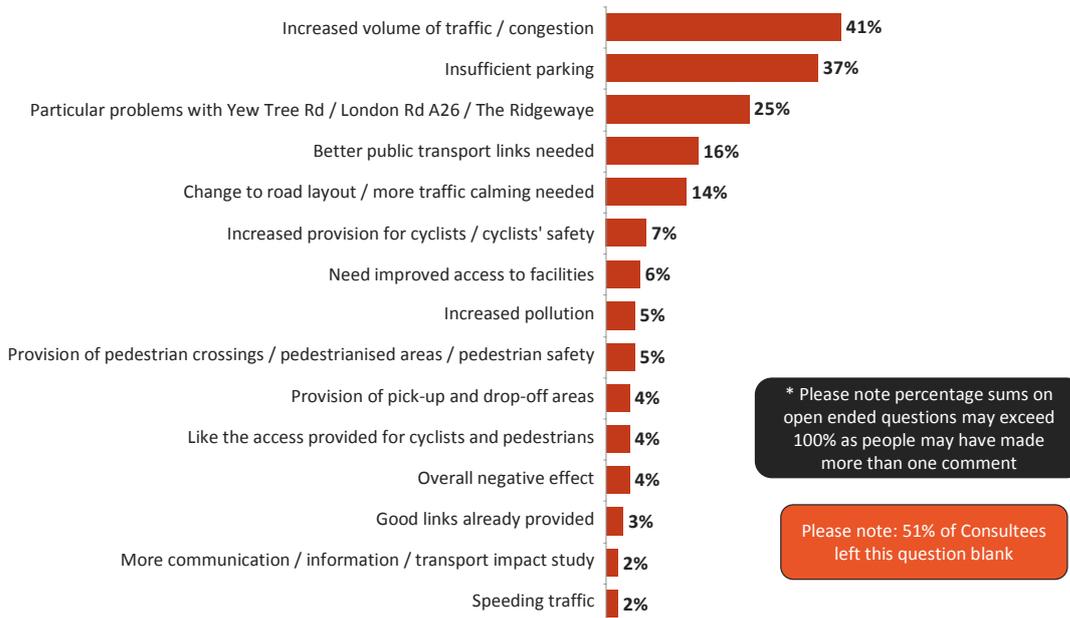
Just over half of Consultees (51%) did not provide a response to this question (non response is higher amongst those who selected Option 2 Part Retain compared to Option 1 New Build). This should be considered when interpreting the proportions indicating themes below.

All responses given for this element were concerns. The most dominant concerns are 'increased volume of traffic / congestion' at 41% and 'insufficient parking' at 37%. A quarter (25%) indicated that there could be 'particular problems with Yew Tree Road / London Road A26 / The Ridgeway'. Example comments to support these themes are displayed below:

- *"Southborough is already very congested and far too many lorries drive through residential roads."*
- *"A slight worry with additional traffic, 60 new houses means 100 extra cars."*
- *"It is evident that when the hub is at full capacity there will not be sufficient parking and this will drive parking onto nearby roads, impacting local residents."*
- *"What happens when there is a sporting event at the pavilion, a performance at the theatre? There will be simply not enough parking in the area to cope."*
- *"Junctions of A26/ Yew Tree and Yew Tree/Ridgeway critical in view of greatly increased traffic."*
- *"Traffic flow issues in London Road and at the Yew Tree Road/Speldhurst Road junctions have to be satisfactorily resolved."*
- *"It is a nightmare travelling up Yew Tree Road to get onto London Road and at worst it can take anything up to 15 minutes to get out onto the A26."*
- *"Over-stretched public transport, poor local infrastructure."*
- *"More buses would be great!"*

Do you have any comments on the wider Masterplan for the Southborough Hub site?

Transport



Base: All answering (166)

The chart below summarises the comments provided from all Consultees regarding **'Architecture'**.

Just over half of Consultees (51%) did not provide a response to this question (non response is broadly consistent amongst those who selected Option 1 New Build and Option 2 Part Retain). This should be considered when interpreting the proportions indicating themes below.

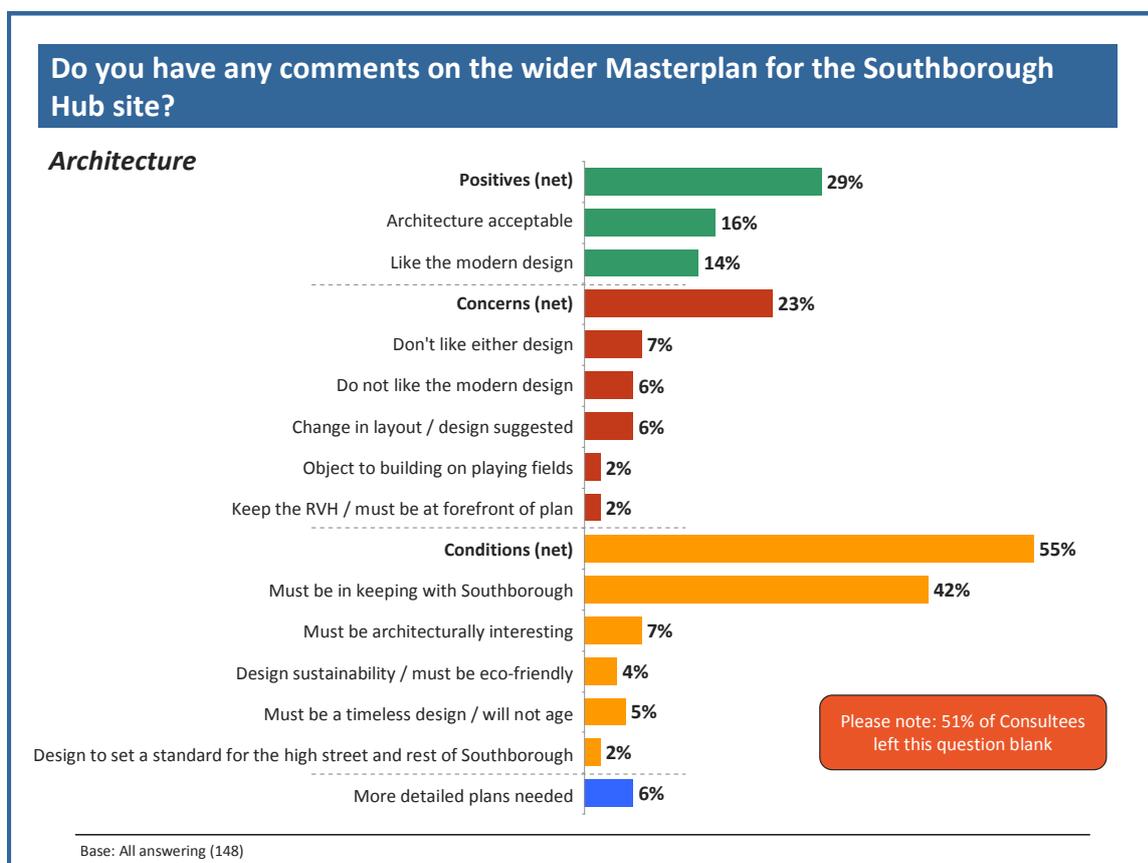
29% of Consultees answering gave a positive comment. 16% indicated that the 'architecture was acceptable' and 14% indicated they 'liked the modern design'. Example comments to support these themes are displayed below:

- *"No specific comments but the outline proposals seem fine."*
- *"It will be nice to see modern architecture in Southborough."*
- *"Keep it modern and forward looking. Please no old fashioned materials or look."*

Fewer Consultees noted a concern compared to other areas – 23% of those answering noted a concern. 13% either 'don't like either of the designs' or 'do not like the modern design'. 6% believe 'the layout / design suggested should change'.

55% of Consultees answering noted a 'condition' to their comments. The most dominant comment noted was it 'must be in keeping with Southborough' at 42%. Example comments to support these themes are displayed below:

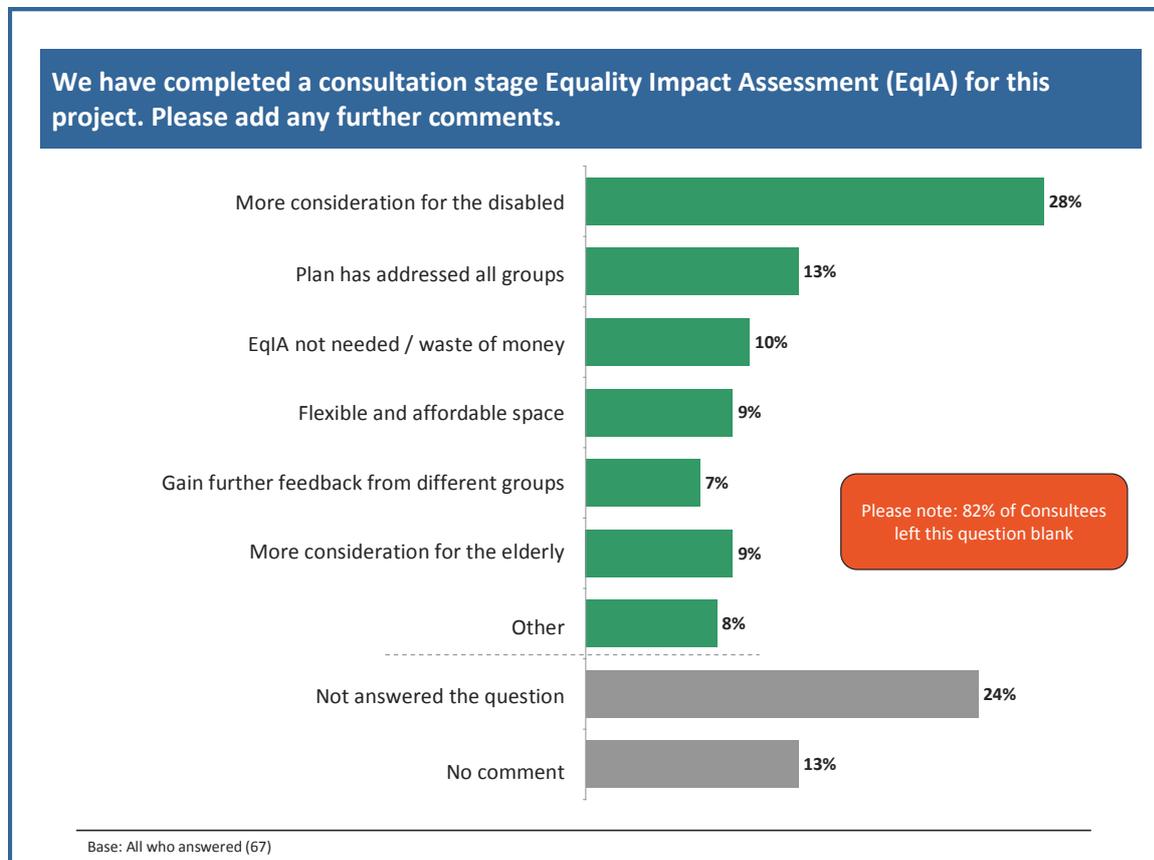
- *“The architects mention “both complementing and contrasting” the current landscape of the main road. Their computer generated design shows only contrast, which in my opinion jars with rather than enhances the small town of Southborough.”*
- *“Unless there is some sympathetic approach to local buildings and period architecture it could be an eyesore.”*
- *“I want architecture that blends in with the town.”*



8. EQUALITY IMPACT ASSESSMENT

Kent County Council completed an Equality Impact Assessment to see if the development could affect anyone unfairly. The Consultation questionnaire invited Consultees to note their views on the assumptions that had been made and the conclusions drawn. The Consultation document provided a link to the Assessment conducted.

82% of Consultees left this question blank so only 67 Consultees provided a comment. 13% noted that they had nothing to add and 24% referenced earlier comments made and therefore comments did not relate to the Equality Impact Assessment. Of those that responded, the most common concern was that there should be 'more consideration for the disabled' at 28% of those answering (19 Consultees).



9. APPENDIX – CONSULTATION QUESTIONNAIRE

A copy of the Consultation questionnaire can be found below:



Southborough Hub Consultation Feedback Questionnaire

We would like to hear your views and comments on the development proposals for the Southborough Hub site, and have provided this feedback questionnaire for you to give your comments.

This questionnaire can be completed online at www.kent.gov.uk/southboroughhub. Alternately a hard copy can be completed and returned to us at one of the consultation exhibitions or to Southborough Town Council's offices; 137 London Road, Southborough, TN4 0ND.

What information do you need before completing the questionnaire?

We recommend that you visit one of the consultation events or view the consultation material online www.kent.gov.uk/southboroughhub before responding to this questionnaire.

Please drop in and talk to our team at any of the following events:

Consultation event venue	Date	Time
Southborough C of E Primary School Broomhill Park Road, Southborough, TN4 0JY	5/12/15	10:00 – 16:00
Southborough Library Yew Tree Road, Southborough, TN4 0BA	7/12/15	9:00 – 13:00
Southborough Library	9/12/15	15:00 – 18:00
Southborough Library	14/12/15	9:00 – 13:00
Southborough Library	16/12/15	15:00 – 18:00
St Matthew's Church Centre High Brooms Road, Tunbridge Wells, TN4 9BW	12/01/16	15:00 – 19:00
Southborough C of E Primary School	16/01/16	10:00 – 16:00
Southborough Library	18/01/16	9:00 – 13:00
Southborough Library	20/01/15	15:00 – 18:00

Please ensure your response reaches us by **Sunday 24th January 2016**.

The Southborough Hub development

This project has been a long standing aspiration of Southborough Town Council and is being progressed in partnership with Tunbridge Wells Borough Council and Kent County Council. The aspiration is to deliver enhanced community facilities for the benefit of local residents and businesses, whilst helping to regenerate part of the town centre.

Proposals include a refurbished or new community hall (theatre), Town Council Offices, Library and a Café. In addition it is proposed that a new building for a Medical Centre and separate Football Pavilion are provided, as well as housing.

Whilst we are seeking your views on all aspects of the project, we are specifically seeking feedback regarding the proposed community facilities. At this stage the Masterplan includes two options for the community facilities that could be delivered.

- **New Build** – This would include the demolition of the Royal Victoria Hall and existing Council Offices, to be replaced by new buildings.
- **Retain and Renew** – This would include the retention of the Royal Victoria Hall main hall and stage area only. These would be substantially refurbished and supported by new build to provide accommodation for the other proposed uses of the Town Council Offices, Library, Café and Medical Centre.

Before completing the questionnaire please provide the following details:

Name:

Address:

Postcode:

Email Address:

Tick here if you would like to receive updates about this project.

Privacy

Kent County Council collects and processes personal information in order to provide a range of public services. Kent County Council respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the Data Protection Act 1998.

Q1. Please let us know in what capacity you are providing comments to help us understand your interest in this project:

*Please select **all** boxes that apply to you.*

- As a resident of Southborough or High Brooms
- A representative of a local community group or residents association
- An employee working in Southborough or High Brooms
- A Southborough or High Brooms business owner
- A visitor to Southborough
- As a resident from somewhere else in Kent
- Other, please specify: _____

Q1a. If you are responding on behalf of an organisation (a business, a community group, resident association or any other organisation), please tell us the name of your organisation:

Q2. To what extent do you agree or disagree with the development of the Southborough Hub site?

*Please select **one** box.*

- | | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q2a. Please add any comments here:

Q3. Which of the two options for the Southborough Community Hub do you prefer?

*Please select **one** box.*

- Option 1: New Build - This would include the demolition of the Royal Victoria Hall and existing Council Offices, to be replaced by new buildings.
- Option 2: Part Retain - This would include the retention of the Royal Victoria Hall main hall and stage area only. These would be substantially refurbished and supported by new build to provide accommodation for the other proposed uses.
- I have no preference
- Other, please provide more information in the text box below
- Don't know

Q3a. Please add any comments here:

Q4. It is proposed that the Southborough Hub site could include the following community facilities: Community Hall (Theatre), Town Council Offices, Library, Medical Centre, Café, Football Pavilion and flexible spaces for the community.

Do you have any comments on the community facilities being proposed?

Q5. Do you have any comments on the wider Masterplan for the Southborough Hub site?

Design principles

Proposed site layout

Sports facilities

New housing (outline residential)

Public space

Environment

Transport

Architecture

Other, please specify:

Q6. We have completed a consultation stage Equality Impact Assessment (EqIA) for this project.

An EqIA is a tool to assess the impact any policies, strategies and capital projects would have on the protected characteristics (race, age, disability, gender, gender reassignment, sexual orientation, religion or belief and carer's responsibilities).

We welcome your views.

The EqIA can be accessed online www.kent.gov.uk/southboroughhub or on request from southboroughhub@kent.gov.uk.

Please add any comments here:

You do not need answer these questions if you have responded on behalf of an Organisation.

About You

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we're asking you these questions. We won't share the information you give us with anyone else. We'll use it only to help us make decisions, and improve our services. If you would rather not answer any of these questions, you don't have to.

Q7. Are you.....? Please select *one* box.

- Male Female I prefer not to say

Q8. Which of these age groups applies to you? Please select *one* box.

- 0 - 15 25-34 50-59 65-74 85 + over
 16-24 35-49 60-64 75-84 I prefer not to say

Q9. To which of these ethnic groups do you feel you belong? (Source: 2011 census)

*Please select **one** box.*

White	Mixed	Asian or Asian British	Black or Black British
<input type="checkbox"/> English	<input type="checkbox"/> White & Black	<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean
<input type="checkbox"/> Scottish	<input type="checkbox"/> White & Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> African
<input type="checkbox"/> Welsh	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Other*
<input type="checkbox"/> Northern Irish	<input type="checkbox"/> Other*	<input type="checkbox"/> Other*	
<input type="checkbox"/> Irish	<input type="checkbox"/> Arab	<input type="checkbox"/> Chinese	<input type="checkbox"/> I prefer not to say
<input type="checkbox"/> Gypsy/Roma			
<input type="checkbox"/> Irish Traveller			
<input type="checkbox"/> Other*			

***Other Ethnic Group** - if your ethnic group is not specified in the list, please describe it here:

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q10. Do you consider yourself to be disabled as set out in the Equality Act 2010?

*Please select **one** box.*

- Yes No I prefer not to say

Q10a. If you answered 'Yes' to Q10, please tell us the type of impairment that applies to you. You may have more than one type of impairment, so please select **all** that apply. If none of these applies to you, please select Other, and give brief details of the impairment you have.

- Physical impairment.
- Sensory impairment (hearing, sight or both).
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy.
- Mental health condition.
- Learning disability.
- I prefer not to say.
- Other*

*If **Other**, please specify:

Q11. Do you regard yourself as belonging to any particular religion or belief?

*Please select **one** box.*

- Yes No I prefer not to say

Q11a. If you answered 'Yes' to Q11, which one applies to you? Please select **one box.**

- Christian Hindu Muslim Any other religion, please specify:
 Buddhist Jewish Sikh

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

If you require this or any of the consultation documents in any other formats please request these via the Alternative Formats email alternativeformats@kent.gov.uk or telephone on 03000 421553 (this number goes to an answer machine, which is monitored during office hours).