

KENT COUNTY COUNCIL –RECORD OF DECISION

DECISION TO BE TAKEN BY:

B Sweetland Cabinet Member for Commercial and Traded Services

DECISION NO:

15/00107

For publication

Key decision*

Affects more than 2 Electoral Divisions

Subject: Re-location of KCC Services from Maidstone Gateway

Decision:

As Cabinet Member for Commercial and Traded Services I agree to the relocation of KCC Services and KCC commissioned services from the Maidstone Gateway to other properties in Maidstone. In addition I agree to explore the opportunity of commissioning a third party to provide a KCC general enquiries function from Maidstone Gateway.

Reason(s) for decision:

To generate annual savings of £162,000 by exercising the break clause in in the current partnership and leasing agreements

Cabinet Committee recommendations and other consultation:

A 12-week public consultation ending on 13 December 2015 was held.

The Policy and Resources Cabinet Committee considered and endorsed the proposed decision at its meeting on the 15th January 2016.

Any alternatives considered:

No alternatives were considered.

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

During the Policy and Resources Cabinet Committee Members commented that;

- Customer satisfaction was lower for the Gateway than for the Contact Centre
- It was premature to ask the Cabinet Committee to endorse the proposed decision without having information about the costs of alternative provision
- The public preferred to access services on-line or over the phone
- There was no call for Gateways from residents who lived in areas without them.

These comments were considered prior to endorsement of the proposal to relocate KCC services to other buildings within Maidstone.


Signed

03.02.2016.
Date