

**KENT COUNTY COUNCIL  
EQUALITY ANALYSIS / IMPACT ASSESSMENT (EqIA)**

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**Directorate: Strategic and Corporate Services**

**Name of policy, procedure, project or service**

Implementation of Gateway service review outcomes (for Tonbridge Gateway)

**What is being assessed?**

Re-locating the KCC services from Tonbridge Gateway

**Responsible Owner/ Senior Officer**

Rebecca Spore

**Date of Initial Screening**

November 2015

**Date of Full EqIA:**

January 2016

| <b>Version</b> | <b>Author</b>    | <b>Date</b> | <b>Comment</b>  |
|----------------|------------------|-------------|---|
| 0.1            | Catherine Murphy | 24.09.2015  | Initial draft   |
| 0.2            | Catherine Murphy | 30.11.2015  | Amends following development and approval of property options |
| 0.3            | Catherine Murphy | 08.12.2015  | Update to include feedback from Anne Wynde                    |
| 0.4            | Jodie Rose       | 06.01.2016  | Amends following feedback from Diversity Info                 |
| 0.5            | Jodie Rose       | 01.03.2016  | Final EqIA following consultatio feedback                     |

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Screening Grid

| Characteristic | Could this policy, procedure, project or service, or any proposed changes to it, affect this group less favourably than others in Kent? YES/NO<br>If yes how?  | Assessment of potential impact<br><b>HIGH/ MEDIUM</b><br><b>LOW/ NONE</b><br>UNKNOWN |                                    | Provide details:<br>a) Is internal action required? If yes what?<br>b) Is further assessment required? If yes, why?  | Could this policy, procedure, project or service promote equal opportunities for this group?<br>YES/NO - Explain how good practice can promote equal opportunities<br>If yes you must provide detail   |
|----------------|--|--|------------------------------------|--|--|
|                |  | Positive   | Negative                           | Internal action must be included in Action Plan  |  |
| <b>Age</b>     | <p><b>YES</b></p> <p>1)<br/>The following KCC services (including commissioned services) are delivered from Tonbridge Gateway and directly apply to the Age characteristic:</p> <p>Older users</p> <ul style="list-style-type: none"> <li>- Carers First (½ day per week)</li> </ul> <p>Younger users</p> <ul style="list-style-type: none"> <li>- Kent Supported Employment (2 * ½ days per week)</li> </ul> <p>2)<br/>In addition Tonbridge Gateway represents an outlet for face-to-face general enquiries, where the staff can help users to fill out forms, such as the Blue Badge application form, if needed. It is possible that, if KCC relocates its services elsewhere, some older customers may be affected by needing to make separate journey – one to another site to access KCC services, and one to the Gateway site for TMBC services.</p> | Unknown  | Low – with correct action in place | <p>a) YES<br/>Ensure that face to face services directly applicable to the Age characteristic can be re-provided from other buildings within Kent.</p> <p>Work with service leads to understand the requirements of these user groups, and ensure that suitable arrangements are in place to reflect the needs of the locality.</p> <p>Confirm that staff in the Library and Adult Education Centre are able to help service users to complete forms if needed.</p> <p>b) YES<br/>Consult with service users on property options for services, and any wider impacts which have not been picked up, such as the suitability of locations for service users within the Age Characteristic. Proposed site is near to town centre, amenities and on local bus routes.</p> | <p>Yes</p> <p>The proposed relocation is to the Tonbridge Library and Adult Education site – from which a number of KCC services are already delivered. It is possible that older/ younger customers who utilise these services such as adult education) will benefit from a reduced number of journeys by having KCC services located nearby/ together.</p> <p>Providing a range of options for re-locating KCC services will allow service users to offer feedback on the proposed future location of KCC services. It is possible that the Library and Adult Education site might be more suitable or convenient for service users as this is near to local amenities such as supermarkets and banks, and is by bus routes and a train station.</p> |

|                          |  |                |   |  |  |
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| <p><b>Disability</b></p> | <p><b>YES</b></p> <p>1)<br/>The following KCC services (including commissioned services) are delivered from Tonbridge Gateway and apply to the disability characteristic:</p> <p>Services for adult with learning disabilities:<br/>- Life Choice Independent Living (1 day per week)</p> <p>Services for other user groups, but frequently used by disabled customers:<br/>- Kent Supported Employment (2 * ½ days per week)</p> <p>Services for the deaf or hard of hearing;<br/>- Hi Kent (1 day per month)</p> <p>2)<br/>In addition Tonbridge Gateway represents an outlet for face-to-face general enquiries, where the staff can help users to fill out forms, such as the Blue Badge application form, if needed. It is possible that, if KCC relocates its services elsewhere, some disabled customers may be affected by needing to make separate journey – one to another site to access KCC services, and one to the Gateway site for TMBC services.</p> <p>There is currently a disabled changing space in Tonbridge Gateway and the building is wheelchair accessible. As the building backs on to a carpark there are disabled parking spaces directly behind the Gateway. There is no hearing loop in the Gateway.</p> | <p>Unknown</p> | <p>Low – with correct action in place</p> | <p>a) YES<br/>Ensure that face to face services directly applicable to the Disability characteristic can be re-provided from other buildings within Kent.</p> <p>Work with service leads to understand the requirements of these user groups, and ensure that suitable arrangements are in place to reflect the needs of the locality. Ensure that wheelchair accessible property options are included in consultation. Look at scope to increase nearby disabled parking of proposed sites and potential to include hearing loops for deaf service users.</p> <p>Confirm that staff in the Library and Adult Education Centre are able to help service users to complete forms if needed.</p> <p>Continue to work internally to KCC to understand the possibility/ feasibility of a disabled changing space on the Library and Adult Education site.</p> <p>b) YES<br/>Consult with service users on property options for services, and any wider impacts which have not been picked up, such as the suitability of locations for service users within the disability characteristic. Proposed site is near to town centre and on local bus routes.</p> | <p>Yes</p> <p>The proposed relocation is to the Tonbridge Library and Adult Education site – where a number of KCC services are already delivered from. It is possible that disabled customers who utilise these services (such as adult education) will benefit from a reduced number of journeys by having KCC services located nearby/ together.</p> <p>Providing a range of options for re-locating KCC services will allow service users to offer feedback on the proposed future location on KCC services. It is possible that the Library and Adult Education site might be more suitable or convenient for service users as this is near to local amenities such as supermarkets and banks, and is by bus routes and a train station.</p> <p>There is currently no hearing loop in the Gateway. When looking at the options for re-locating the services currently provided from the Gateway, we are considering the possibility of installing hearing loops where this is not already provided in buildings. We are also considering quieter spaces/ rooms in the Library for re-locating specific services too. For the selected options, we will consider the suitability of buildings for people with other impairments.</p> |
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|                           |                  |         |     |  |  |
| <b>Gender</b>             | None identified. | Unknown | Low | a) Needs to be picked up as part of consultation     | Yes<br><br>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. |
| <b>Gender identity</b>    | None identified. | Unknown | Low | a) Needs to be picked up as part of the consultation | Yes<br><br>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. |
| <b>Race</b>               | None identified  | Unknown | Low | a) Needs to be picked up as part of the consultation | Yes<br><br>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. |
| <b>Religion or belief</b> | None identified. | Unknown | Low | a) Needs to be picked up as part of the consultation | Yes<br><br>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. |
| <b>Sexual orientation</b> | None identified. | Unknown | Low | a) Needs to be picked up as part of the consultation | Yes<br><br>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. |

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|   |   |                |   |   |  |
|---|---|----------------|---|---|--|
| <p><b>Pregnancy and maternity</b></p>         | <p>YES<br/>There are baby changing facilities located in the Gateway.</p>   | <p>Unknown</p> | <p>Low with correct action in place</p> | <p>YES<br/>a) Use consultation questionnaire to identify and capture the pregnancy and maternity characteristic. Consider the demand for and feasibility to equip additional locations with baby changing facilities.</p>   | <p>Yes<br/>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. Look at scope to equip proposed location with baby changing facilities. We are not looking at re-locating any services which are directly applicable to pregnancy/ maternity, however the consultation questionnaire will look to capture this characteristic and identify any needs which haven't been identified.</p> |
| <p><b>Marriage and Civil Partnerships</b></p> | <p>None identified</p>  | <p>Unknown</p> | <p>Low</p>                              | <p>a) Needs to be picked up as part of the consultation.</p>  | <p>Yes<br/>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>   |
| <p><b>Carer's responsibilities</b></p>        | <p>YES<br/>1)<br/>The following KCC services (including commissioned services) are delivered from Tonbridge Gateway and apply to the carers responsibilities characteristic:<br/><br/>- Carers First (1/2 day per week)</p> | <p>Unknown</p> | <p>Low</p>                              | <p>YES<br/>a) Ensure that face to face services directly applicable to the Carer's Responsibilities characteristic can be re-provided from other buildings within Kent.<br/><br/>Work with service leads to understand the requirements of these user groups, and ensure that suitable arrangements are in place to reflect the needs of the locality.<br/><br/>b) YES<br/>Consult with service users on property options for services, and any wider impacts which have not been picked up, such as the suitability of</p> | <p>Yes<br/>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>   |

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|--|--|--|--|---|--|
|  |  |  |  | locations for service users within the Carers Responsibilities Characteristic |  |
|--|--|--|--|---|--|

**Part 1: INITIAL SCREENING**

**Proportionality** - Based on the answers in the above screening grid what weighting would you ascribe to this function – see Risk Matrix

| <b>Low</b>  | <b>Medium</b>  | <b>High</b>  |
|---|--|--|
| Low relevance or Insufficient information/evidence to make a judgement. | Medium relevance or Insufficient information/evidence to make a Judgement. | High relevance to equality, /likely to have adverse impact on protected groups |

**Medium**

Tonbridge Gateway provides a face to face outlet for 5 KCC service or commissioned service drop in clinics: Kent Supported Employment, Carers First, Life Choice Independent Living, Smoking Cessation and Sexual Health (along with a number of Tonbridge and Malling Borough Council services and a Hi Kent clinic which is partially commissioned by KCC).

Whilst considerable effort has been taken to understand the needs and requirements of the user groups listed above, and KCC has endeavoured to suggest a proposed site which meets these needs, this exercise alone does not provide sufficient information to make a decision. As there is no data recorded on the breakdown of these service users by protected characteristics, it is possible that re-locating the services listed above will have impacts on the protected characteristics which have not been identified.

In addition, customers can access general information about KCC services from Tonbridge Gateway by speaking to the meet and greet staff. Again there is no data recorded on the breakdown of general enquiry transactions by protected characteristics. We could have used mosaic modelling to estimate the likely composition of KCC customers who access our services face to face, and cross reference this against the demographics of Tonbridge and Malling, however this would be subject to some degree of generalisation and inaccuracy. In addition, there may be some specific attractions of Tonbridge Gateway to people with protected characteristics, which cannot be captured by generalised modelling. Whilst the Tonbridge Library and Adult Education site is located near to the Tonbridge Gateway, and Library staff already field a number of KCC enquiries, KCC will consult with the public to understand if there is any impact of this change or any accommodations which need be put in place.

To ensure customers are not negatively affected the following internal action is required;

- KCC service leads to distribute consultation documentation to service users
- Hold 6 week public consultation on options to re-locate KCC services
- Provide customers, potential customers and stakeholders the opportunity to feedback on the proposals.
- Engage directly with KCC part commissioned partner in the Gateway (Hi Kent) to understand any unidentified impacts on their service users

## **Context**

In 2009, Tonbridge Gateway opened in Castle Street, Tonbridge. The purpose of the Gateway is to offer public sector services in a town centre location. Some of these services can be accessed by customers through face to face clinics. The Gateway staff can also signpost customers to the most appropriate services that could help them with their enquiry regardless of where they are based.

The purpose of the Gateway is to create a more efficient approach to responding to the complex needs of customers. By bringing district and county services together physically, the Gateway aims to offer customers a range of services under one roof, enabling customers to see a number of different but related services at the same time.

Now, seven years on, it is time to consider whether this is the right location from which to provide KCC services. While the services that KCC provides will not change, it is possible that they could be accessed from the Tonbridge and Library Adult Education site in the future. This would cut costs, and help towards offsetting the unprecedented financial challenge that the Council faces. We also believe customers may benefit from the Tonbridge Library and Adult Education site being located near to local high street amenities, such as supermarkets and banks, in addition to bus stops and a railway station.

## **Aims and Objectives**

Our mission is to improve lives by ensuring every pound spent in Kent is delivering better outcomes for Kent's residents, communities and businesses. This has meant reviewing the services we provide, and where we provide them from to achieve the best value for KCC's customers.

We believe that keeping KCC services in Tonbridge Gateway doesn't represent best value for money for KCC and our customers (please see 'Information and Data' section). Should we decide to re-locate our services from the Gateway following this consultation, we would deliver our face to face services from the Tonbridge Library and Adult Education site. This would ensure that anyone who uses the Gateway to meet with our staff for specific services and clinics (such as Kent Supported Employment) will still be able to access these services face to face in the future. We will look at the best ways of communicating any changes to customers.

The public consultation will consider our proposals for re-locating the KCC services and commissioned services currently delivered from Tonbridge Gateway. This will run for 6 weeks from 11<sup>th</sup> January – 21<sup>st</sup> February 2016.

## **Beneficiaries**

The main beneficiaries are:

- Kent County Council customers

We will consult with customers to understand, whether the alternative locations are suitable for them, in addition to any negative impacts from our proposals.



## Information and Data

KCC has used the transactional data from Tonbridge Gateway which dictates the number of enquiries by service each year. This data shows a breakdown of each partner's services which are provided from Tonbridge Gateway, and the number of enquiries that were logged for each service each year.

The data showed that:

- Out of 49,260 recorded visits to the Gateway between January and December 2014, 95% of these were for TMBC services and 1% was for other partner services.
- However, during this period only 4% of transactions – 1,946 visits - were to access KCC services or those services which we commission or partly fund. The reason for the low number of transactions is currently unknown, but it is anticipated that this will be identified during the consultation process.

The Gateway services are as follows:

| Service (KCC or commissioned by KCC)   |                                   |
|--|-----------------------------------|
| General Enquiry  | KCC General Enquiry (unspecified) |
| Non-intensive, re-direction by reception staff to other buildings, staff phone numbers or website address  | Kent Highways                     |
|  | Kent Support and Assistance       |
| Collecting and completing Blue Badge Application Form. Reception staff can help with completion of forms if needed; currently no presence of Blue Badge assessments/ services in Gateway | Blue Badge Applications           |
| Service specific helpdesk in Gateway, run by service representatives   | Carers First                      |
|  | Life Choice Independent Living    |
| Pre-booked clinic and /or drop in sessions run by service representatives  | Sexual Health                     |
|  | Kent Supported Employment         |
|  | Smoking Cessation                 |
|  | Hi Kent                           |

The number of enquiries for each service provided from KCC is not recorded, and this data does not include statistics against protected characteristics as statistics for this are also not recorded.

We will look to capture the demographics for the population of the service users of Tonbridge Gateway during the public consultation. We will achieve this through issuing a questionnaire with the consultation document. This will include known service users and those participating in the consultation. This will be taken into consideration when making the decision on whether to re-locate KCC services from Tonbridge Gateway.

## Involvement and Engagement

- Public consultation on Tonbridge Gateway is due to start of 11<sup>th</sup> January 2016. This is scheduled to run for 6 weeks from 11<sup>th</sup> January to 21<sup>st</sup> February 2016.
- Public consultation information to include proposals for re-locating KCC services and commissioned services currently delivered from Tonbridge Gateway, and any potential implications arising from this.
- Questionnaire to be issued with consultation material
- Public consultation material to be displayed in Tonbridge Gateway, along with exhibition banner
- Service leads to be issued consultation material to distribute to service users
- Public consultation will include 3 drop in sessions where KCC staff will be in the Gateway to answer questions on the following dates:

Wednesday 20<sup>th</sup> January 9am – 11am

Tuesday 2<sup>nd</sup> February 1pm – 3pm

Monday 15<sup>th</sup> February 9am - 11am

- All information to be included on Consultation Directory
- The Equality Impact Assessment to be shared as part of the consultation documentation
- The Equality Impact Assessment to be amended and reviewed following the consultation, to show actions arising from feedback
- Easy Read version of consultation document and questionnaire available.
- Consultation documentation available in other formats or languages on request
- Microsoft Word versions of consultation material available to ensure that documentation is accessible to consultees using audio transcription software
- Engagement sessions with TMBC and partly commissioned partners in the Gateway in advance of the public consultation.

## Potential Impact

The results of the initial screening/ full impact analysis indicate that there are potential positive and adverse impacts from the proposals. Therefore a 6 week consultation will be undertaken to fully understand the potential impact and help to understand how to mitigate any adverse impact.

### Adverse Impact:

Without mitigating action, it is possible that there could be adverse impacts with regards to age, disability and those with caring responsibilities as there are a number of services delivered from Tonbridge Gateway which may be directly applicable to, or utilised by, these groups. These services include Carers First, Life Choice Independent Living and Kent Supported Employment. The proposals for re-location will be outlined in the consultation document and we welcome feedback from customers on the suitability of this.

In addition it is possible that, if KCC relocates its services elsewhere, customers may be affected by needing to make separate journey – one to another site to access KCC services, and one to the Gateway site for TMBC services. This may adversely impact older or disabled customers.

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Any additional potential adverse impacts on other protected characteristics should be picked up during the consultation process.

Any adverse impact on the third sector organisations working in the Gateway and their service users is likely to be low. There is currently only one third sector partner in the Gateway, Hi Kent who are partially commissioned by KCC. Their usage is low – 1 hour per month – and as a KCC part commissioned service, they would be offered accommodation if KCC were to relocate elsewhere. Hi Kent have been fully engaged and will continue to be throughout the consultation process.

### **Positive Impact:**

The proposed relocation is to the Tonbridge Library and Adult Education site – where a number of KCC services are already delivered from. It is possible that customers who utilise these services (such as adult education) will benefit from a reduced number of journeys by having KCC services located nearby/ together. In addition, it is possible that the Library and Adult Education site might be more suitable or convenient for service users as this is near to local amenities such as supermarkets and banks, and is by bus routes and a train station.

## **JUDGEMENT**

**Option 1 – Screening Sufficient** **NO**

**Justification:** Further work needs to be undertaken to consult with customers who will be affected by these changes.

**Option 2 – Internal Action Required** **YES**

We will be consulting with customers, partners and staff to understand which particular customer groups may be adversely impacted by the changes. This will inform the final decision.

**Option 3 – Full Impact Assessment** **YES**

A full impact assessment will need to be undertaken as the policy has a potential to affect residents with particular protected characteristics.

This will be done after the consultation and prior to a Key Decision being made.

We want to ensure that the re-locating of our services from Tonbridge Gateway, would not adversely impact any groups which have protected characteristics.

We have begun to populate the Action Plan below; this document will remain a live and will be added to as it is shared with partners, staff and members of the public.

The full impact assessment will be completed once more is known about the possible impact to protected characteristics.

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## Action Plan

Please see the action plan on the following page for details of how the issues raised in the judgement above will be dealt with.

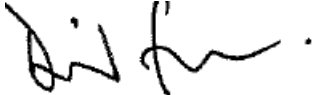
## Monitoring and Review

The action plan demonstrates how the issues identified will be undertaken. This document will be monitored and reviewed throughout the public consultation and afterwards. This assessment will be updated to reflect unidentified issues arising from the proposals.

## Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

### Senior Officer

Signed:  Name: J. FETTES.

Job Title: *Head of Property Ops* Date: 12/11/16,

### DMT Member

Signed:  Name: REBECCA SPARE

Job Title: *Director of Infrastructure* Date 12/11/16.

## Equality Impact Assessment Action Plan

What to happen to find out the impact on people identified (e.g. protected characteristics. Find out impact on third sector partners.)  
not many transactions online

| Protected Characteristic | Issues identified   | Action to be taken  | Expected outcomes  | Owner      | Timescale                    | Cost implications   |
|--------------------------|---|---|--|------------|------------------------------|---|
| <b>Age</b>               | <p>1) 17 % of respondents indicated their age was 65 and over</p> <p>2) A number of services in the Gateway are directly applicable to older or younger users.</p> <p>3) Users with the Age Characteristic may be more likely to need or ask for help in completing Blue Badge application forms.</p> <p>4) Some customers who utilise TMBC Gateway services and KCC services may be affected by needing to make separate journeys to different sites if KCC relocates.</p> | <p>1) Use consultation questionnaire to capture number of customers accessing services with protected characteristics</p> <p>2) Work with service leads to understand re-location requirements of service users. Work with property colleagues to identify re-location options to meet specified requirements (inc. close to public transport routes and local amenities)</p> <p>3) Confirm that staff in another location can assist service users in completing Blue Badge Application forms if needed and confirm that there is the facility to assist in the completion of blue badge applications within the service users home</p> <p>4) Hold public consultation with proposals for future service re-location<br/>- KCC staff to hold drop in sessions in Gateway to answer any questions</p> | <p>1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics</p> <p>2) Property re-location options proposed which meet identified needs of service users as advised by service leads and are close to local amenities/ public transport routes.<br/>Consultation feedback on property options and engagement with non-KCC partner organisations in Gateway to capture any unidentified issues.</p> <p>3) Confirmation that reception staff in Library or Adult Ed site can and do currently assist customers to complete Blue Badge Applications forms (in addition to assisting with general enquiries /</p> | Jodie Rose | October 2015 – February 2016 | <p>1) Included in consultation costs circa. £2,000</p> <p>2) Staff time in identifying property options. Possible cost of necessary adaptations if identified as part of consultation (currently unknown)</p> <p>3) Possible cost to Library Reception Staff Time in assisting with completing Blue Badge Applications if needed, however only small number of enquiries in 2014. Likely that this will be absorbed by normal capacity.</p> |

|                   |   |  |   |            |                         |  |
|-------------------|---|--|---|------------|-------------------------|--|
|                   |   | and note any concerns.<br><br>- Engage with KCC part commissioned voluntary partner organisation in Gateway, Hi Kent, to identify any potential issues on their service users within the Age characteristic.   | signposting) and that there is the facility to assist with completion of blue badge applications at service users homes   |            |                         |  |
| <b>Disability</b> | <p>1) 24 % of respondents indicated that they had a disability. Of the respondents who said they had a disability no one reported to have a physical disability, 25% had a sensory impairment, whilst the remainder had another type of disability</p> <p>2) A number of services in the Gateway are directly applicable to users with disability characteristic.</p> <p>3) Requirement of property re-location options being accessible</p> <p>4) Possible</p> | <p>1) Use consultation questionnaire to capture number of customers accessing services with protected characteristics</p> <p>2) Work with service leads to understand re-location requirements of service users. Work with property colleagues to identify re-location options to meet specified requirements and ensure services continue.</p> <p>3) Look accessibility reports of buildings and confirm accessibility of potential future service locations prior to starting public consultation<br/>- Hold public consultation with proposal for future service re-location<br/>- Include EQIA question as part of consultation to pick up any additional accessibility concerns / feedback.<br/>- KCC staff to hold drop in sessions in</p> | <p>1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics</p> <p>2) Property re-location options proposed which meet identified needs of service users as advised by service leads. Consultation feedback on property options to capture any unidentified issues.</p> <p>3) Accessible buildings proposed in service re-location options as part of consultation.</p> <p>4) Confirmation that reception staff in Tonbridge Library can and do currently assist customers to complete Blue Badge Applications forms (in</p> | Jodie Rose | October 2015 – May 2016 | <p>1) Included in consultation costs circa. £2,000</p> <p>2) Staff time in identifying property options.</p> <p>3) Possible cost of necessary adaptations if identified as part of consultation (currently unknown)</p> <p>4) Possible cost to Library Reception Staff Time in assisting with completing Blue Badge Applications if needed, however only small number of enquiries in 2014. Likely that this will be absorbed by normal capacity.</p> <p>5) Possible cost of</p> |

|  |  |  |   |  |  |  |
|--|--|--|---|--|--|--|
|  | <p>requirement for additional disabled parking spaces needed</p> <p>5) Users with disability characteristic may be more likely to need or ask for help in completing Blue Badge application forms.</p> <p>6) Service users with disabled characteristic may face barriers in completing usual consultation documentation.</p> <p>7) There is currently a changing space in the Gateway</p> | <p>Gateway to answer any questions and note any concerns.</p> <p>- Engage with Hi Kent, KCC part commissioned partner organisations in Gateway to identify any potential issues on their service users within the disabled characteristic.</p> <p>4) Include question in consultation asking service users how they get to Gateway – to capture whether additional Blue Badge parking spaces are needed in proposed location.</p> <p>5) Confirm that staff in proposed location can assist service users in completing Blue Badge Application forms if needed needed and confirm that there is the facility to assist in the completion of blue badge applications within the service users home</p> <p>6).Produce easy read version of consultation document.<br/>         -Provide contact address and phone number for alternative formats of consultation material<br/>         -Brief Gateways staff (KCC and MBC) in advance of consultation to provide support in completing consultation</p> | <p>addition to assisting with general enquiries / signposting) and that there is the facility to assist with completion of blue badge applications at service users homes</p> <p>5) Idea of Blue Badge requirements at alternative site understood</p> <p>6) Reduced barriers to participating in consultation.</p> |  |  | <p>parking additional Blue Badge spaces if required</p> <p>6) Staff time in assessing feasibility of changing place if KCC relocates from Gateway, plus any implementation costs if approved</p> |
|--|--|--|---|--|--|--|

|                              |  |   |   |            |                              |  |
|------------------------------|--|---|---|------------|------------------------------|--|
|                              |  | material<br><br>7) Look at feasibility to introduce changing space onto proposed site if KCC relocates from the Gateway |   |            |                              |  |
| <b>Pregnancy / Maternity</b> | 1) Whilst not noted as part of consultation, there are baby changing facilities in Tonbridge Gateway | 1) Look at scope to introduce/ upgrade baby changing facilities into proposed site if KCC relocates from the Gateway    | 1) Reduced impact on pregnancy/ maternity characteristic of relocation of KCC Gateway services to alternative locations | Jodie Rose | October 2015 – May 2016      | 1) Included in consultation costs circa. £2,000<br>2) Included in consultation costs circa. £2,000<br>3) Staff time in assessing feasibility of baby changing if KCC relocates |
| <b>Race</b>                  | 1) 74% of respondents classified themselves as White English, there were no other responses.         | N/A   | N/A   | Jodie Rose | October 2015 – February 2016 | 1) Included in consultation costs circa. £2,000<br>2) Included in consultation costs circa. £2,000   |
| <b>Gender Identity</b>       | 1) 33% of respondents identified themselves as male, whilst 67% were female                          | N/A   | N/A   | Jodie Rose | October 2015 – February 2016 | 1) Included in consultation costs circa. £2,000<br>2) Included in consultation costs circa. £2,000   |



|                           |   |     |     |            |                              |  |
|---------------------------|---|-----|-----|------------|------------------------------|--|
| <b>Religion</b>           | 1) 83% of respondents indicated that they were religious. Of the respondents who said they belonged to a religion or belief, 58% were Christians with 5% identifying with other religions. No other responses were received | N/A | N/A | Jodie Rose | October 2015 – February 2016 | 1) Included in consultation costs circa. £2,000<br>2) Included in consultation costs circa. £2,000 |
| <b>Sexual Orientation</b> | 1) 82% of respondents described themselves as heterosexual/straight and 18% preferred not to say.   | N/A | N/A | Jodie Rose | October 2015 – February 2016 | 1) Included in consultation costs circa. £2,000<br>2) Included in consultation costs circa. £2,000 |
| <b>Carers</b>             | N/A   | N/A | N/A | Jodie Rose | October 2015 – February 2016 | 1) Included in consultation costs circa. £2,000<br>2) Included in consultation costs circa. £2,000 |