

Appendix B

Tonbridge Gateway Public Consultation Report

Contents

- 1. Acknowledgements
- 2. Executive Summary
- 3. Introduction
- 4. Background
- 5. Consultation Process and Activities
- 6. Equality and Accessibility Considerations
- 7. Consultation Responses
- 8. Main Consultation Response Themes
- 9. Equality Impact Assessment Summary
- 10. Next Steps



1. Acknowledgement

1.1 On behalf of Kent County Council (KCC), we would like to say thank you to all those that went above and beyond to promote the consultation in Tonbridge Gateway and encouraged service users and potential customers to take part. Their input has been invaluable and their efforts have been greatly appreciated.

2. Executive summary

- 2.1 A six week public consultation on the proposed relocation of KCC services from Tonbridge Gateway ran from 11th January to 21st February 2016. An Equalities Impact Assessment (EqIA) was conducted prior to the development and delivery of the public consultation. This has been updated and finalised taking into account the feedback received during the consultation (Appendix B).
- 2.1. The EqIA helped to shape the engagement and participation action plan; identifying protected characteristics which had the potential to be negatively or positively impacted by the proposals.
- 2.3 The consultation consisted of a consultation document and questionnaire (Appendix A), which was also produced in an Easy Read version and available in electronic and paper formats. Three drop in sessions were held at the Gateway where KCC staff were available to answer questions.
- 2.4 A variety of communication methods were used to promote the consultation, they included:
 - A consultation page on the KCC website and link from the Gateway Service page
 - Emailed consultation documentation to KCC Gateway service leads to distribute to service users
 - Press release sent to Tonbridge and Malling Newspapers
 - Consultation pull up banner, promotional postcards and consultation document displayed in the Tonbridge Gateway
 - Promotional postcards and consultation documents displayed in other KCC buildings in Tonbridge including the Library, Adult Education Centre and Children's Centres
 - Briefing of Gateway staff to direct customers to consultation material
 - Briefing of KCC Tonbridge Members and Cabinet Member for Commercial and Traded Services
 - Engagement with Parish Councils
 - Direct email to relevant VCS organisations including; Kent Association of the Blind, Imago Community, Kent Wheelchair Users Group and Centre of Independent Living Kent (CILK)
 - Promoted by KCC's Community Liaison Officer at Tonbridge Town Forum on 8th February and Parish Partnership Forum on the 18th February
 - Promotional material supplied to Tonbridge officers of Citizens Advice and Age UK



- 2.2. In addition, all KCC services and commissioned services were invited to attend pre consultation engagement sessions run by KCC and Tonbridge and Malling Borough Council (TMBC) officers. These were attended by Life Choice Independent Living, Carer's First, Smoking Cessation, Kent Supported Employment and Hi Kent with the others preferring email communication
- 2.3. 23 consultation responses were received.
- 2.4. This report sets out the background of the consultation, the consultation process, equality and accessibility considerations, and discusses the consultation responses and key themes.



3. Introduction

- 3.1. Since Tonbridge Gateway opened in Castle Street, Tonbridge, people have visited the Gateway to access a range of Kent County Council (KCC), Tonbridge and Malling Borough Council (TMBC) and partner services. To make sure every pound spent in Kent is delivering better outcomes for our customers, communities and businesses, we must review the services we provide and where we provide them from to ensure we are getting value for money.
- 3.2. We are now considering whether the Tonbridge Gateway is the right location from which to provide KCC services. We know that customers frequently visit Tonbridge Gateway to access services provided by Tonbridge and Malling Borough Council. However, data collected over recent years has shown that customers rarely use Tonbridge Gateway to access KCC services.
- 3.3. Out of 47,256 recorded visits to the Gateway in 2015:
- 93% were for Tonbridge and Malling Borough Council services
- 7% (3,097 of visits) were for KCC services (or those that we commission or partly fund)

At the same time, KCC contributes 50% of running costs of the Gateway each year, which is £46,000 in property costs alone. This amounts to an average cost to KCC of just over £113 per customer transaction in the Gateway. Whilst we would never had expected that the KCC services would account for 50% of the transactions, in the current economic climate we have a responsibility to review our service offer to ensure that we are effectively using the resources that we have available.

Between 11th January and 21st February 2016, a public consultation was held on the future location of these KCC services currently accessed in Tonbridge Gateway.

3.4 The consultation focussed on identifying how customers and services operating from Tonbridge Gateway would be impacted if KCC decided to relocate services in March 2017. The consultation proposed like for like service provision and a number of options were given as to the possible locations in Tonbridge. An Equality Impact Assessment (EqIA) was carried out to assess the potential impact of the proposals on our customers with identified protected characteristics.

3.5 The consultation aimed to:

- Identify how stakeholders (including: all service users, potential service users and service providers) could be impacted if KCC decides to withdraw from the Gateway.
- Present possible options for the re-provision of KCC services and those commissioned by us and welcome feedback on their suitability.

The responses to the consultation have been used to review and update the EqIA, which will be considered along with the consultation responses before any final decision is made.



3.6 Following discussion of the feedback received and recommendations from Members of the Policy and Resources Committee, a decision will be taken by the Leader. If the decision is taken to withdraw, a delegated decision taken by a KCC officer is required on the enactment of the break clause to withdraw from the Gateway.

4. Background

4.1 Current Service Provision

KCC provides or commissions the following services from the Tonbridge Gateway:

4.1.1 Kent Supported Employment clinics - 2 days per week

Kent Supported Employment help people who face additional barriers to employment. This service uses the Gateway to hold pre-booked face-to-face clinics with customers. These take place in the Gateway every Wednesday and Friday.

4.1.2 Carers First - 1 day per week

Carers First run a "Carers Surgery" from the Gateway, which provides personalised support for carers. Customers can visit the services' desk in Tonbridge Gateway every Tuesday from 9am - 1pm.

4.1.3 Life Choice Independent Living - 1 day per week

Life Choice Independent Living is a drop in service for adults with learning disabilities. The service is available from the Gateway every Monday from 9.30am - 4pm.

4.1.4 Smoking Cessation - 1 day per week

The Smoking Cessation service provides advice and support for people to stop smoking. The service is available from the Gateway every Tuesday from 9am - 12pm.

4.1.5 Sexual Health - 2 days per week

The Sexual Health service offers advice and support on matters relating to sexual health. Customers can visit the service's desk every Monday and Thursdays between 2pm - 5pm.

4.1.6 KCC General Enquiries - during Gateway opening hours

The Gateway staff can help customers with general enquiries on a range of KCC services including blue badges, concessionary travel, social services and highways. In addition Gateway staff can help by signposting to the right team or member of KCC staff.



4.1.7 The breakdown of KCC customer transactions within the Gateway is shown below;

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	Carers First			
service representatives	Life Choice Independent Living			
Pre-booked clinic and /or drop in sessions run	Sexual Health			
by service representatives	Kent Supported Employment			
	Smoking Cessation			
	Hi Kent			

5. Consultation Process and Activities

5.1 Stakeholder groups

- 5.1.1 The proposals outlined in the consultation had the potential to affect a number of different stakeholders. It was therefore important to devise engagement mechanisms to provide the opportunity for participation across stakeholder groups, being mindful of communication preferences and accessibility of information.
- 5.1.2 The following stakeholder groups were identified and targeted as part of the consultation:
 - Carers First service users
 - Life Choice Independent Living Services users
 - Kent Supported Employment service users
 - Smoking Cessation service users
 - Sexual Health advice service users
 - KCC Gateway meet and greet customers
 - All Gateway customers
 - KCC and Tonbridge and Malling Members
 - Member for Commercial and Traded Services, KCC
 - Parish Councils
 - Gateway staff
 - Potential future Gateway customers living in the Tonbridge and Malling area
 - Tonbridge and Malling residents



All other KCC staff members

5.2 Consultation and engagement activities

- 5.2.1 All KCC services and commissioned services were invited to attend pre-consultation engagement sessions prior to the public consultation. These were jointly held by KCC and TMBC officers with the aim to engage and update on KCC's proposals. The sessions also explored how to maintain partnership working going forwards regardless of whether a decision is taken to relocate from Tonbridge Gateway.
- 5.2.2 Consultation and engagement activities included the following:
 - A consultation document setting out the proposals accompanied by a consultation questionnaire to capture feedback.
 - The consultation document and questionnaire was available on our website and in hard copy.
 - Easy Read and Word versions of the consultation document and questionnaire were also produced and available online and in hard copy.
 - Three drop in sessions were held at the Gateway with KCC staff available to answer questions.
 - Verbal feedback from service leads and customers during the consultation.
- 5.2.3 The consultation document was downloaded from the website 180 times (PDF version 135 times and Word version 45). The Easy Read consultation document was downloaded 54 times. The Equality Impact Assessment was downloaded 61 times and the General Questions & Answers paper 75 times.

5.3 Promotional activities

- 5.3.1 Promotional activity for this consultation was targeted at those who are potentially most impacted by the proposals, including KCC customers who access our services via Tonbridge Gateway and Tonbridge and Malling residents.
- 5.3.2 Promotional activities included the following:
 - Consultation page on KCC website and link from Gateway Service page
 - Hard copies of the consultation document, pull up banner and promotional postcards displayed in the Tonbridge Gateway.
 - Promotional postcards and consultation documents displayed in other KCC buildings in Tonbridge including the Library and Adult Education Centre
 - Consultation promotion uploaded to television screens in the Gateway
 - KCC Community Liaison Officers and Community Wardens asked to promote the consultation to their Tonbridge and Malling contacts and at local meetings they attend during the consultation.
 - Briefing email to KCC Tonbridge Members and Cabinet Member for Commercial and Traded Services.



- Consultation documentation emailed to all KCC Gateway service leads and distributed to customers and staff
- Press statements sent to Tonbridge and Malling Newspapers
- Engagement with Parish Councils
- Promotion of the consultation at local GP Surgeries, Children Centres and Age UK
- 5.3.3 A timeline of the consultation and engagement activities and the promotional activities is shown on the next page.



	Briefing email to KCC Tonbridge & Malling Members and Cabinet Member for Commercial and Traded Services	and banne uploaded t notification	on opens. consultation do r up in Gateway to consultation n sent to KCC se isations and Par	directory. Email ervice leads, partn rish Councils		21 st Fe	tion timeline bruary. litation closed.
Briefing of Gateway front			First public drop in		Second	Third	
desk staff and			session	Second	public drop in session	public drop in session	
KCC Gateway service leads			held in Gateway	round of promotion	held in Gateway	held in Gateway	
December	Ja	nuary		Fe	bruary		March

2015 2016

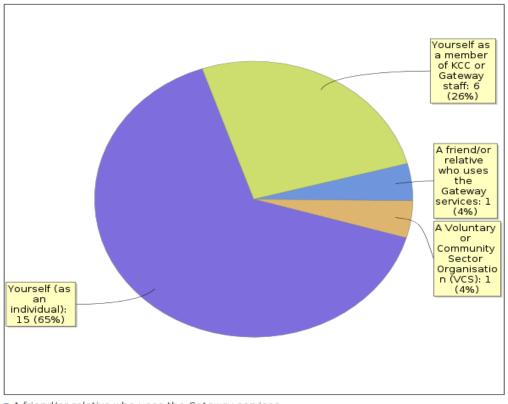
6. Equality and accessibility considerations

Equality and accessibility considerations relating to the consultation process were as follows:

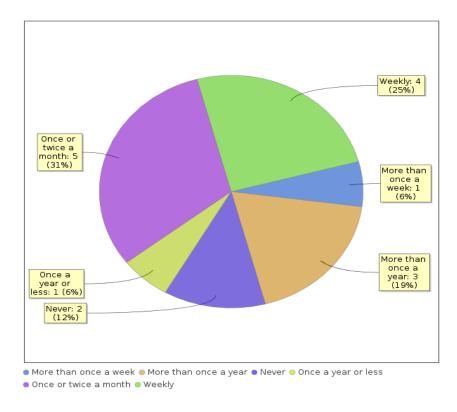
- 6.1 Produced Easy Read versions of consultation document in addition to standard versions of the consultation document. Tonbridge and Malling Gateway staff and KCC service leads used the Easy Read version when discussing the consultation with customers with learning disabilities over the course of the 6 weeks and helped them to fill in the questionnaire when necessary.
- 6.2 Provided Microsoft Word versions of consultation material to ensure that documentation is accessible to customers using audio transcription software.
- 6.3 Uploaded consultation document onto kent.gov website, in addition to displaying hard copies in Gateway. Both the Easy Read version of the consultation document and the standard format were made available online and in hard copy versions to improve accessibility of the consultation.
- 6.4 Alternative formats and languages could be requested. It was stated in the consultation document that alternative formats could be requested through either an email or telephone number.
- 6.5 Holding face to face engagement sessions. The consultation process also included three drop in sessions where KCC representatives would be present in the Gateway to answer any questions customers have. The aim of these sessions were to improve accessibility for people to participate in the consultation, raise concerns or ask questions during the consultation process in a face to face environment.
- 6.6 Capture information on protected characteristics. As part of the consultation process the questionnaire included KCC's standard 'About You' questions to collect information to identify issues raised by customers who have recognised protected characteristics and ensure any additional equalities issues raised could be taken into consideration.

7. Consultation responses

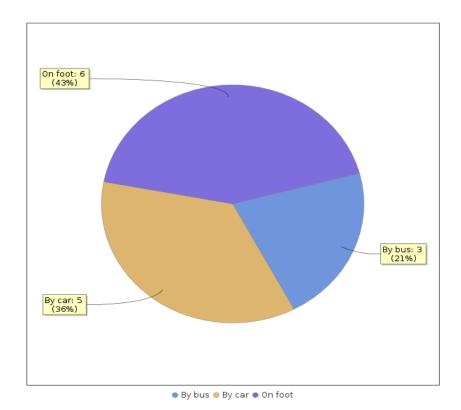
- 7.1 A total of 23 consultation responses were received to the consultation, consisting of 7 hard copy responses and 16 online responses.
- 7.2 Question one of the consultation questionnaire asked whether respondents were giving feedback on behalf of themselves, as a member of KCC or Gateway staff, a friend or relative or another as a representative from another organisation; such as a District Council, Voluntary Sector Organisation or Business. A pie chart setting out the breakdown of responses is shown below. The largest respondent group were completing the questionnaire on behalf of themselves.



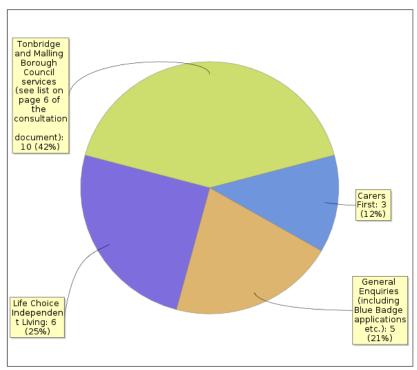
- A friend/or relative who uses the Gateway services
- A Voluntary or Community Sector Organisation (VCS)
 Yourself (as an individual)
- o Yourself as a member of KCC or Gateway staff
- 7.3 Question two of the consultation questionnaire asked respondents for their postcode. 9 responses to this question were received, 8 of which indicated that the respondents live in Tonbridge and Malling and one response indicating that they live in Maidstone. 14 people did not respond to this question.
- 7.4 Question three of the consultation questionnaire asked 'How often do you visit the Tonbridge Gateway?' A graph showing the breakdown of responses is shown on the next page. If each of the respondents shown in the table is multipled by their reported frequency of visiting the Gateway, this equates to approximately 300 visits in a year (equivalent to just under 10% of all KCC visits recorded in 2015.) The largest respondent group on Q3 uses the Gateway 'once or twice a month'. It was recognised that 3 of the 5 respondents to this question were opposed to the relocation of KCC services from the Gateway.



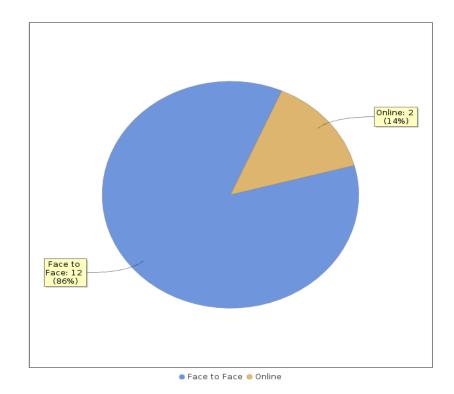
7.5 Question four of the consultation questionnaire asked 'How do you get to Tonbridge Gateway?' A pie chart showing the breakdown of responses is shown below.



7.6 Question five of the consulation questionnaire asked 'which services do you use at Tonbridge Gateway?' The largest number of respondents to this question reported that their main purpose for visiting the Gateway was to access Tonbridge and Malling Borough Council services with only minimal access to the KCC services operating from the Gateway.



- Carers First
 General Enquiries (including Blue Badge applications etc.)
- Life Choice Independent Living
- Tonbridge and Malling Borough Council services (see list on page 6 of the consultation docur
- 7.7 In line with the data on KCC service users, the largest group of respondents to question four reported that they visit the Tonbridge Gateway mainly for 'General enquiries about KCC Services' and 'Tonbridge and Malling Services' but not the specific KCC Services that operate from the Gateway.
- 7.8 Question six of the consultation questionnaire asked 'what is your preferred way of accessing KCC services?' 86% of the respondents preferred to access KCC services face to face rather than by phone or online; reinforcing the need to maintain a face to face provision of service.



7.9 Question seven was split into two parts, the first part asked the respondent on what level did they agree with the proposal to relocate KCC services from strongly agree to strongly disagree. A majority of 35% (8 responses) were 'strongly' in favour of the relocation with 22% (5 responses) in further agreement. The second part of the question stated that the consultation document outlines proposals to relocate the KCC services from Tonbridge Gateway to the Tonbridge Library and Adult Education site, and asked the question 'To what extent do you agree or disagree with our proposal to relocate the Gateway services to the Tonbridge Library and Adult Education site?' A number of detailed responses to this question were received with some respondents raising a number of issues in their comments. These have been split and put under the relevant themes, which means that there are more comments counted than respondents to the questionnaire. These responses have been analysed and grouped into the themes shown on the next page.

Table 1: Themes of responses to open consultation questions, ranked by frequency.

Theme of comments	Number of online comments	Number of paper comments	Most popular comments ranked
Location feedback (accessibility of the proposed sites)	11	6	1 st
Benefits of co-location	10	1	2 nd
Economic benefits of using other KCC buildings	6	2	3 rd
Parking concerns at proposed locations	3	4	4 th
Protection of the Library	2	0	5 th =
Financial burden on the Borough Council	2	0	5 th =

8. Main consultation response themes

8.1 Theme 1 – Location feedback (accessibility of the proposed sites)

Example Comments

Positive:

"It would still be in an accessible building in Tonbridge town and would keep the Library / Education centre going as multi purpose sites."

"The new sites might be perceived as more accessible as nearer shops and amenities than the Castle."

Neutral:

"Making services more accessible to people visiting a venue for more than one purpose saves them individual visits here and there."

Negative:

"While I agree with the need to save money I would much prefer that KCC looks for other locations to withdraw from in order to support the aims of the Gateway."

"It is easier to get here (Tonbridge Gateway)"

"The Gateway is a more accessible building"

- 8.1.1 A key trend from the responses received was the accessibility of the proposed alternative locations. These responses were mainly submitted by individuals, with three comments from members of Gateway staff and one comment from a County Councillor for Tonbridge. The accessibility issues for each location are considered below:
- 8.1.2 Tonbridge Library and Adult Education Centre

 There is a bus stop for routes 77, 147 and 217 situated at the end of Avebury Road
 and left onto the High Street. These buses go directly from the Tonbridge Gateway to

and left onto the High Street. These buses go directly from the Tonbridge Gateway to the Library and Adult Education Centre. The proposed sites are a 0.1 mile walk from Tonbridge Gateway.

8.2 Theme 2 – Benefits of co-location

Example Comments

Positive:

"Making services more accessible to people visiting a venue for more than one purpose saves them individual visits here and there." (reference to the library and adult education site)

"The library is in a good location and already has a lot of information, makes sense to combine the functions so long as there is space there."

"Because I use the library for other things."

"Because I use the library and could combine both activities."

Negative:

"The Library finds it difficult to operate next to the Youth Service as the users of the two services have very different attitudes to peace and quiet."

"Also when a customer currently has 2 or 3 issues to resolve it is easier under one roof than having to trot along to the Library."

- 8.2.1 The second most frequent response theme discussed focussed on the benefits of having a number of KCC, TMBC and other services collocating in the same physical building.
- 8.2.2 These comments were mostly submitted by individuals with one comment received from a County Councillor for Tonbridge.

- 8.2.3 In order to fully address the consultation feedback on cross-referrals and the benefits of co-location of KCC services with TMBC services, it is useful to reiterate how the current KCC services operate within the Gateway
- 8.2.4 Each of the identified KCC service helpdesks or clinics which are in the scope of this consultation are only in the Gateway on a part time basis. Kent Supported Employment, Smoking Cessation and Sexual Health operate pre-booked clinics run by service representatives. Customers are usually referred through the KCC Contact Point or from a GP respectively. This means it is less likely that customers who visit the Gateway for other services (for example housing or council tax payments) would be offered same day cross-referrals for Kent Supported Employment (KSE), Smoking Cessation or a Sexual Health advisor.
- 8.2.5 However, customers who do visit the Gateway for pre-booked visits with KSE, Smoking Cessation or Sexual Health may be referred from these advisors to other partner services. If KCC decides to relocate its services from the Gateway, it will be important to look at how to maintain these service links going forward and ensure customer journeys do not get fragmented.
- 8.2.6 The other two KCC services in the Tonbridge Gateway; Carers First and Life Choice Independent Living, operate on a drop-in basis and are both in the Gateway for half a day each week. If customers do come to the Gateway at other times and request these services face to face, they would be advised to return during the times of the above drop in sessions.
- 8.2.7 As noted above, customers who visit the Gateway for the Carers First or Life Choice Independent Living helpdesks, may benefit from being cross-referred to TMBC or other services which are present or being assisted with carrying out these transactions.
- 8.2.8 KCC service provision in Tonbridge Gateway is low, and as a result, opportunities for customers to engage directly with KCC staff at the time of their visit is limited. However, those who visit the Tonbridge Gateway for KCC services do benefit from having TMBC services located in the same building.

8.3 Theme 3 – Economic sense of using other KCC buildings

Example Comments

Positive

"As a library user I may look at what they could do for me as opposed to going and finding them which is more effort and needs a specific purpose. Would save KCC money as well."

"The services could help safeguard the library from potential closure, using the library would save significant property funds."

"Would save money."

"I also feel the money KCC would save by this move would be better spent on adult social care."

"It make economic sense to use current KCC buildings"

Negative

"While I agree with the need to save money I would much prefer that KCC looks for other locations to withdraw from in order to support the aims of the Gateway".

"Gateway is a really pleasant place to be situated. Parking is so easy specially for someone like me who lives in North Tonbridge. Why change? I suspect the answer is financial. Alas."

"Presumably the Council office in Castle (and have been there for over 100 years) will be sold off for executive flats - the Council would save £49,000 per year in rent, but would lose a lot more in money"

"This exercise seems to be 'robbing Peter to pay Paul'. The County Council saves money by moving out but the Borough Council loses money as a consequence. To the local resident it is all from the same Council Tax."

- 8.3.1 The above consultation feedback notes the financial concerns and comments associated with Kent County Council relocating KCC services from Tonbridge Gateway to the Tonbridge Library and Adult Education Centre.
- 8.3.2 This feedback was received mainly by individuals, with one comment submitted by a County Councillor for Tonbridge.

8.4 Theme 4 – Parking Concerns

Example Comments

Negative:

"There is limited parking at the library especially for families with disabilities."

"It is easier to get here (Gateway) and good if you have a disability and good parking"

"Gateway is a really pleasant place to be situated. Parking is so easy specially for someone like me who lives in North Tonbridge"

"The Gateway is a more accessible building with parking and close to the town. Moving to the Library may disadvantage people that use the Gateway."

8.4.1 We recognise that the Tonbridge Gateway benefits from having a car park with 30 minutes of free parking for Gateway customers and take on board the feedback about this. The feedback was mainly received by individuals with one response on behalf of a friend/ relative. It is understood that there is limited parking at each of the suggested locations, but a review of the parking could be considered should a decision be taken to relocate KCC services.

8.5 Theme 5 – Protection of the Library

Example Comments

Positive

"It would still be in an accessible building in Tonbridge town and would keep the library/ education centre going as multipurpose sites."

"The services could help safeguard the library from potential closure, using the library would save significant property funds."

- 8.5.1 The fifth theme discussed protection of the library should KCC services be relocated there. It is recognised that there is a concern over the future of libraries and customers feel that relocating KCC services to the library, would offer protection of this facility.
- 8.5.2 These comments were all submitted by individuals.

8.6 Theme 6 – Financial Burden on the Borough Council

Example Comments

Negative:

"If KCC withdraws I do not see that there will be any saving to the public sector as a whole. Instead the whole cost will fall to the Borough Council, our partners in this joint enterprise."

"This exercise seems to be 'robbing Peter to pay Paul'. The County Council saves money by moving out but the Borough Council loses money as a consequence. To the local resident it is all from the same Council Tax."

- 8.6.1 Consultation feedback has raised the issue of cost and who will be responsible for the outstanding 50% contribution to Tonbridge Gateway should KCC relocate to other buildings. It is recognised that this annual contribution will no longer exist and there are concerns that the cost will fall to Tonbridge and Malling Borough Council.
- 8.6.2 The comments made in relation to this theme were received from an individual and a County Councillor for Tonbridge.

9. Equality Impact Assessment Summary

- 9.1 Table 4 of the full EqIA (Appendix B) shows a summary of the consultation responses according to the protected characteristics. This takes into account both feedback from the questionnaire "About You" closed questions, and any additional equalities feedback received in the open questions and is shown below.
- 9.2 There was also an open question inviting customers to add comments to the Equality Impact Assessment. One customer reported that they use the Changing Place facility at the Gateway and questioned whether this would be available from the Library should KCC relocate.
- 9.3 The second equality implication which has been noted from the consultation responses is that staff should receive deaf awareness training, which Hi Kent can provide, to ensure that the needs of the one in six people who are deaf or hard of hearing are fully met. If a decision is made to relocate KCC services to other buildings in Tonbridge, all comments will require due consideration.
- 9.4 Table 5 of the EqIA sets out an action plan relating to the identified issues. The key actions are as follows:
 - Ensure all locations are accessible

- Ensure that staff in alternative locations can assist service users in completing Blue Badge applications
- Look at the feasibility of introducing hearing loops to alternative locations
- Look a the feasibility of introducing baby changing facilities to alternative locations
- Look at the feasibility of introducing a Changing Space to alternative locations
- Raise awareness of transport routes to alternative locations
- Consideration of disabled parking at alternative locations

10. Next Steps

The consultation report and full EqIA will be used to inform the decision on whether to relocate KCC services from Tonbridge Gateway. A decision will be made following recommendations made at Policy and Resources Cabinet Committee and information will be made available online and in the Gateway.

If KCC decides to relocate the KCC services in the Gateway, any changes will be in place from March 2017.

Details of Individuals Responding	Consultation response and potential impact
Age	- 17% of respondents who completed this question indicated their age was 65 and over (4 people).
	- Older people may be more reliant on face to face service provision and less able to use the internet
	- Older people may be disadvantaged services are relocated to buildings which are not on bus routes or near to the town centre
	- Older people may be disadvantaged from having to make more than one trip to access council services if KCC services relocate from the Gateway
Disability	- 24 % of respondents who completed this question said they had a disability (4 people). 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.
	- Wheelchair users may be disadvantaged if proposed locations are not fully accessible
	- As there is a hearing loop in the Gateway, it will be beneficial if alternative locations could be hearing loop equipped to promote inclusiveness to deaf people.
	- Disabled people may be disadvantaged if there are insufficient numbers of disabled parking bays near to proposed locations
Pregnancy/ Maternity	- N/A
Race	- 74% of respondents (17 people) classified themselves as White English, there were no other responses to this question.
Gender	- 21 responses were received to this question. Of those 33% were male and 67% were female.
Gender Identity	- N/A
Religion	- 83% of respondents who completed this question indicated that they were religious (19 people). 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.
Sexual Orientation	- 17 responses were received to this question. Of those, 82% (14 people) described themselves as Heterosexual/ Straight and 18 %

Details of Individuals Responding	Consultation response and potential impact
	preferred not to say.
Carers	- N/A