

Dover Gateway

Consultation Document and Questionnaire

Have your say
Consultation on the future of KCC
services within Dover Gateway

Consultation period:
21 March 2016 to 12 June 2016

www.kent.gov.uk/dovergateway

An 'Easy-Read' version of this document is also available from our website or upon request. For any other formats or languages please email ***alternativeformats@kent.gov.uk*** or call: ***03000 421553*** or text relay service number: ***18001 03000 421553***. This number goes to an answer machine which monitored during office hours.

1. Introduction

In June 2009, Dover Gateway opened in Castle Street, Dover.

Now, 7 years on, it is time to consider whether this is the right location from which to provide KCC services. While the services that Kent County Council provides will not change, it is possible that they could be accessed from the Dover Discovery Centre in the future.

The following pages outline the services currently available in the Gateway, and the reasons why we are considering relocating some of these to the Dover Discovery Centre. We'd like to hear your opinions on our proposals. Details of how to tell us what you think can be found on page 11.

Tell us what you think: Go to p11 to complete the consultation questionnaire
or visit ***kent.gov.uk/dovergateway***

2. Background

What is Dover Gateway?

Dover Gateway is a physical location where local residents can access a range of services, including those provided by Kent County Council (KCC), Dover District Council (DDC) and a number of Voluntary and Community Sector organisations as listed on page 5.

The following KCC services are available from Dover Gateway at certain times:

Services run or funded by KCC:

- Health Trainer Service
- Life Choice Independent Living
- Occupational Therapist
- Kent Supported Employment
- Blue Badge Assessments
- Community Wardens
- Smoking Cessation
- Hi Kent
- KCC General Enquiries

In addition to the specific services above, which are available from the Gateway, the public can visit the Dover Gateway to ask general questions about other KCC or DDC services. The Gateway staff are able to signpost customers to the most appropriate service, helping them with their enquiries. Please see section 3 of this document for more information about all the services that are currently available from Dover Gateway.

Why move away from the Gateway?

We anticipate that KCC will be able to generate savings by putting our services in buildings which we own and we know have capacity. In a time where public funding is being considerably reduced, relocating these services to buildings which are owned by KCC is a sensible way of saving money whilst maintaining face to face services in a convenient location.

We know that customers visit Dover Gateway to access services provided by Dover District Council. However, they rarely use it to access KCC services.

Out of 37,859 recorded visits to the Gateway in 2015

- 84% were for Dover District Council services
- 5% were for other partner services
- 11% (3,929 visits) were for KCC services or those that we commission.

In 2009, KCC helped to establish the Dover Gateway by contributing £559,000 towards the cost of building the Gateway. In return Dover District Council has covered the annual property costs in full from 2009 to 2016. Should a decision be taken to retain KCC services in the Gateway, KCC will be required to pay a 50% contribution towards the property costs, which would be in the region of £32,410 a year. Given the low footfall for KCC services we believe this would not represent value for money.

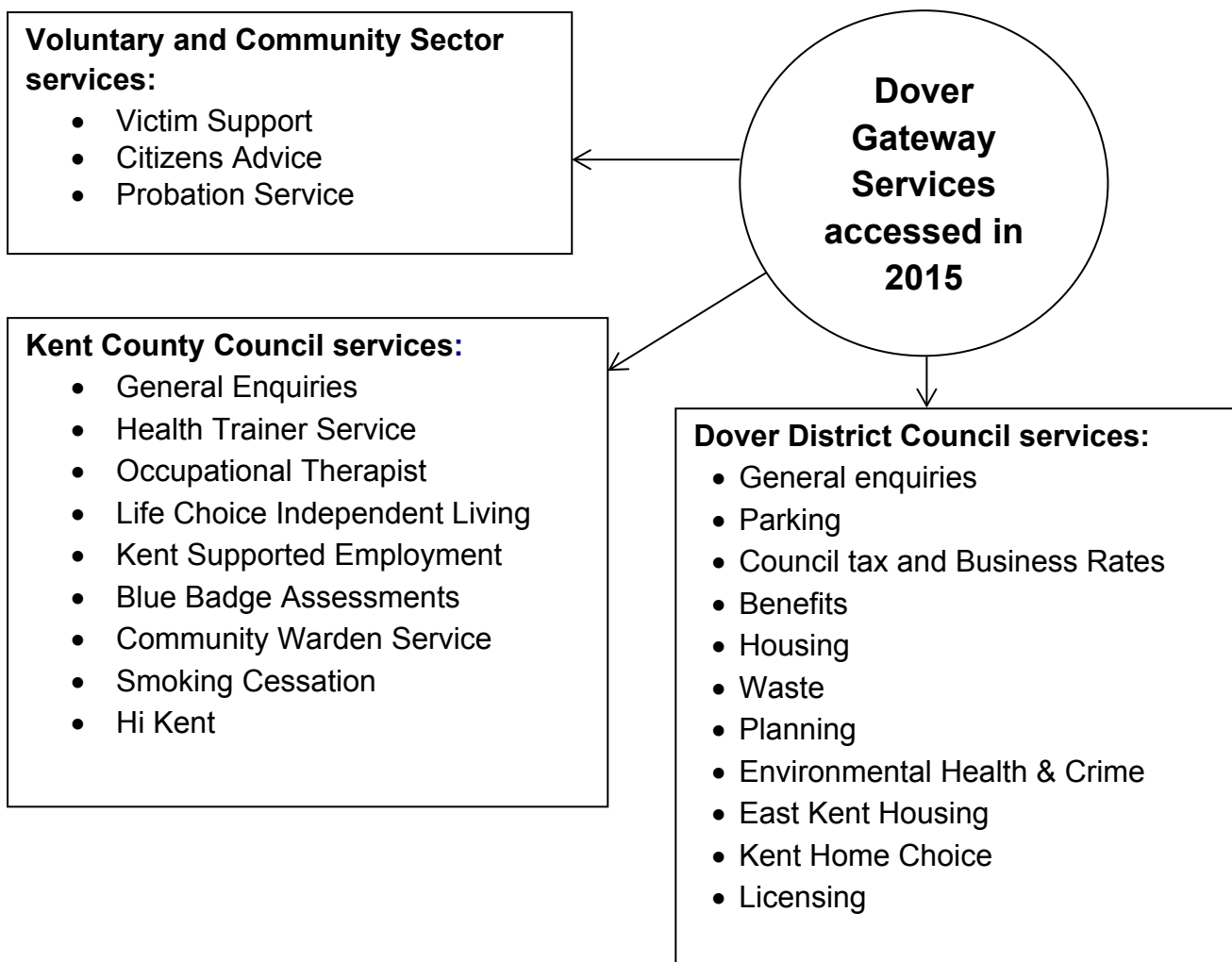
Dover Discovery Centre is situated opposite the Dover Gateway, and houses the Library, Dover Museum and the Adult Education Centre amongst other facilities. KCC owns the Dover Discovery Centre, and we believe that moving our Gateway services listed above to the Discovery Centre will help to make better use of the building and generate savings.

This consultation is not about changing or taking away the services we provide - we understand these are vital services to many people and are valued by our customers. Whether the decision is taken to keep these KCC services in the Gateway or move these to the Dover Discovery Centre in the future, following this consultation, customers will still be able to access these services face to face in the future.

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway

3. Current Services in Dover Gateway

Between January and December 2015, customers accessed a range of services from Dover Gateway. These are shown below:



This consultation is limited to the relocation of services provided or commissioned by KCC from the Gateway. These are the services shown within the Kent County Council Services box in the diagram above.

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway

A detailed look at KCC's Gateway services

Health Trainer Service

Every day of the week by appointment

A Health Trainer is in the Gateway on the above days for pre-arranged appointments. Health Trainers carry out health checks on all patients who have been referred to by their doctor.

Life Choice Independent Living

Mondays, Wednesdays and Fridays between 9am - 12pm

Life Choice Independent Living is a drop in service for adults with learning disabilities. They offer help with a number of services including applying for benefits, filling out forms, housing issues and signposting to other agencies.

Occupational Therapy Service

Tuesdays 9am - 5pm and Fridays 9am - 12pm

An Occupational Therapy service is available from the Gateway on the above days to help in maintaining and increasing the independence of our vulnerable customers. A room is available to trial specialist equipment with professional support.

Kent Supported Employment

Wednesdays 9.30am - 12.30pm

Kent Supported Employment help people who face additional barriers to employment. This service uses the Gateway to hold face to face clinics with customers.

Blue Badge Assessments

Fourth Tuesday of the month 9am - 4pm

Blue Badge assessments are undertaken face to face from the Gateway on the above day each month. The Blue Badge Scheme provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport.

Community Wardens

First and fourth Tuesday of the month between 10am - 1pm.

Community Wardens aim to help people live safely and independently in their neighbourhoods and communities. They are available at the Gateway on the above dates to discuss any concerns people may have about the area they live in.

Smoking Cessation

Mondays 11am – 5pm and Wednesdays 9am - 1pm

The smoking cessation service provides advice and support to help people stop smoking.

Hi Kent

Second Tuesday of the month between 11am – 12pm

Hi Kent is a charity dedicated to anyone who has hearing loss. They provide advice and support to help maximise the benefit of their aids and offer strategies to cope with hearing loss.

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.

4. Proposal - Relocating services to the Dover Discovery Centre

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway

We are considering relocating the services listed on page 6 to the Dover Discovery Centre.

To help you to comment on whether the Discovery Centre is a suitable location or not, the table below compares the facilities of the Dover Gateway and the Dover Discovery Centre.

If the decision is taken to relocate services, these changes will be made from July 2017. Where possible, the days and times for accessing the services will remain the same.

Current Location: Dover Gateway, Castle Street, Dover CT16 1PD

Accessibility	Accessible WC	Parking	Accessible parking	Reception	Computers/ Telephone
All facilities at the Gateway are located on one level to ensure accessibility.	Yes – Dover Gateway has a changing place, which not only accommodates an accessible WC, but has extra features and more space to meet the needs of people who use them.	The Gateway does not have a car park, but there is Pay & Display parking within walking distance of the site.	Yes, there are accessible parking spaces within the immediate vicinity of the Gateway for Blue Badge holders.	Yes	The Gateway has 6 computers, which the public are able to use for free. There are no time restrictions, subject to availability.

Proposed Location: Dover Discovery Centre, Market Square, Dover, Kent, CT16 1PH

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway

Accessibility	Accessible WC	Parking	Accessible parking	Reception	Computers/ Telephone
There are steps and ramped access in to the Discovery Centre. There is a lift to access all floors of the Discovery Centre.	Accessible WC facilities are available on the ground floor.	The Discovery Centre does not have a car park, but there is Pay & Display parking within walking distance of the site.	Yes, there are accessible parking spaces within the immediate vicinity of the Discovery Centre for Blue Badge holders.	Yes	There are a suite of computers available for library members only. They have to be pre-booked and there is a time-limit of 1 hour.

5. How to get involved

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway

We want to know what you think about our proposal. No decision has been taken yet and your views will be vital to help us make the final decision.

The consultation runs for 12 weeks from the 21 March to the 12 June 2016.

You can get involved by:

- Filling in the consultation questionnaire online at: ***kent.gov.uk/dovergateway***
- Or by completing the questionnaire on page 11 of this consultation document and placing it in the drop in box in Dover Gateway. The address is Dover Gateway, 69-71 Castle Street, Dover, Kent, CT16 1PD
- Visiting Dover Gateway during one of our five drop in sessions and speaking to us directly. **We will be in the Gateway to answer your questions on the following dates:**

Date	Time
Friday 1 April	10.30am to 12.30pm
Monday 18 April	2pm to 4pm
Tuesday 3 May	10.30am to 12.30pm
Wednesday 18 May	10.30am to 12.30pm
Thursday 2 June	2pm to 4pm

Easy Read and Word versions of this document and the questionnaire are available on our website: ***kent.gov.uk/dovergateway*** or on request at Dover Gateway.

If you require this or any of the consultation documents in another format please request these via email to ***alternativeformats@kent.gov.uk*** or by telephone on **03000 421553**. This number goes to an answer machine which monitored during office hours.

Equality Impact Assessment

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit ***kent.gov.uk/dovergateway***

We have also carried out an Equality Impact Assessment (EqIA), looking at the wider impact of our proposals on the protected characteristics (race, age, disability, gender, gender reassignment, sexual orientation, religion or belief and carer's responsibilities). The responses to the consultation will be used to review and update the EqIA.

You can read the Equality Impact Assessment online by visiting: **www.kent.gov.uk/dovergateway** or ask a member of staff at Dover Gateway for a copy.

Next steps

After the consultation closes, your feedback and the full Equality Impact Assessment will be used to inform our decision on KCC's future in Dover Gateway. A decision will be made in July 2016 and information will be made available online and in the Gateway.

If we decide to relocate the KCC services from the Gateway to Dover Discovery Centre, any changes will be in place from July 2017.

Questionnaire

Tell us what you think: Go to p11 to complete the consultation questionnaire or visit **kent.gov.uk/dovergateway**

This questionnaire can be completed online at: ***kent.gov.uk/dovergateway***.

Alternatively complete the questionnaire below and return to Dover Gateway (69-71Castle Street, Dover, Kent, CT16 1PD).

Please ensure your questionnaire is completed and submitted by 12th June 2016.

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. Are you completing this questionnaire on behalf of:

Please select **one** box.

- Yourself (as an individual)
- Yourself as a member of KCC or Gateway staff
- A friend or relative who uses the Gateway – Please answer all of the questions in this survey using their details and not your own.
- A Voluntary or Community Sector Organisation (VCS)*
- A Service partially or fully funded by KCC*
- A District/Town/Parish Council*
- A Business*
- Other, please specify: _____

***Q1a. If you are responding on behalf of a VCS organisation /Council/ Service/ Business, please tell us the name of the organisation:**

Q2. What is your postcode? _____

(If you are responding on behalf of a friend or relative please provide their postcode.)

If you are responding as an individual or on behalf of a friend or a relative, please continue to question 3.

If you are responding in any other capacity, please go to question 7.

If you are responding on behalf of a friend or relative please answer all of these questions using their details.

Q3. How often do you visit Dover Gateway?

Please select **one** box.

- More than once a week
- Weekly
- Once or twice a month
- More than once a year
- Once a year or less
- Never – please go to question 7

Q4. How do you usually get to Dover Gateway?

Please select **one** box

- On foot
- By car
- By car (with Blue Badge parking)
- By taxi
- By train
- By bus
- Other, please specify: _____

Q5. Which of these services do you use at Dover Gateway?

Please select **all boxes** that apply.

- KCC General Enquiries (including Blue Badge applications etc)
- Health Trainer Service
- Occupational Therapist
- Kent Supported Employment
- Blue Badge Assessments
- Life Choice Independent Living
- Community Warden Service
- Smoking Cessation
- Hi Kent
- Dover District Council Services (see page 5 for a list)
- Other, please specify: _____

Q6. What is your preferred way of accessing KCC services?

Please select **one** box

- Online
- Face to face
- Over the telephone
- Other, please specify _____

Q7. The Consultation Document outlines our proposals to relocate Kent County Council services from Dover Gateway to Dover Discovery Centre.

To what extent do you agree or disagree with this proposal?

Please select **one** box

Strongly
agree

Agree

Neither agree
nor disagree

Disagree

Strongly
disagree

Don't
know

Please tell us the reason for your answer here:

Q8. We have drafted an Equality Impact Assessment on our proposal. An EqIA is a tool to assess the impact any policies or strategies would have on race, age, disability, gender, gender reassignment, sexual orientation, religion or belief and carer's responsibilities. **We welcome your views.**

To view the document, go to ***kent.gov.uk/dovergateway*** or ask a member of staff at the Dover Gateway.

Please add comments below:

Q9. Do you have any other comments you would like to make on our proposals?

Please add comments below:

Future Engagement and Communication

If you would like to receive feedback on the outcome of the consultation please provide your contact details below.

Our preferred method of communication is by email, however if you do not have an email address then please provide your postal address.

Name: _____

Email: _____

Postal address: _____

It is not necessary to answer these questions if you are responding 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.

If you are responding to this questionnaire on behalf of someone else please answer these questions using their details and not your own.

Q10. Are you.....?

Please select **one** box.

- Male
- Female
- I prefer not to say

Q11. Which of these age groups applies to you?

Please select **one** box

- | | | | | |
|---------------------------------|--------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> 0 - 15 | <input type="checkbox"/> 25-34 | <input type="checkbox"/> 50-59 | <input type="checkbox"/> 65-74 | <input type="checkbox"/> 85 + over |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 35-49 | <input type="checkbox"/> 60-64 | <input type="checkbox"/> 75-84 | <input type="checkbox"/> I prefer not to say |

Q12. To which of these ethnic groups do you feel you belong? (Source: 2011 census)

Please select **one** box.

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

*If you ethnic groups 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.

Q13. 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

Q13a. If you answered Yes to Q13, 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 apply 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, please specify: _____

Q14. Are you a carer? A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

Please select **one** box.

- Yes
- No
- I prefer not to say

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