Why is KCC thinking of withdrawing from Dover Gateway?
To make sure every pound spent in Kent is delivering better outcomes for our customers, communities and businesses, we need to ensure our Gateways are delivering their services in the most effective and efficient way for everyone.

We anticipate that KCC will be able to generate savings by putting our services in buildings which we own and we know have capacity. Should KCC continue to operate its services from the Gateway post 2016, we 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 that 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.

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

What is the purpose of the public consultation?
To identify how new/existing customers and Gateway partners could be impacted, should KCC decide to re-locate our services from Dover Gateway. The consultation offers a proposal for our services and we welcome feedback on this. The consultation will include KCC services and those that we provide some funding to or commission to deliver services on our behalf.

Is KCC planning to close the Gateway?
No. We are consulting on the future of KCC and our commissioned services within the Gateway, rather than the future of the Gateway itself.

How will I/my customers be able to access KCC services in the future?
If you currently use Dover Gateway to access a face to face KCC service (such as Life Choice Independent Living), you would still be able to access this service in the future, just from another location in Dover. Our proposed location, which we are consulting on, is the Dover Discovery Centre.

What if the public consultation indicates a likely negative impact from KCC leaving the Gateway?
We will use the consultation to understand and identify the impact of re-locating our services, from Dover Gateway. Based on the information collected during the consultation, we will carry out an impact assessment of the proposals. The outcome of the public consultation and impact assessment will be discussed at KCC Policy and Resources Committee in July.
2016, which is webcast. Following this, the Cabinet Member for Commercial and Traded Services will make a decision on KCC’s future in Dover Gateway.

What will happen about the other Gateways?
We have already consulted on relocating KCC services from both Maidstone and Tonbridge Gateways. A decision was made in January 2016 in favour of the relocation of services from Maidstone and the decision for Tonbridge is expected in March 2016. We will shortly be commencing the pre-consultation process for Tunbridge Wells Gateway and continue to look at the options for re-locating our services from Gravesham Gateway. We have a presence in a number of other Gateways throughout Kent, but are not looking to move our services from these buildings.