Dover Gateway
Consultation document and questionnaire

Have your say
Consultation on the future location of KCC services currently accessed from Dover Gateway.

kent.gov.uk/dovergateway
Consultation period:
21 March to 12 June 2016
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 phone 03000 421553 Text Relay: 18001 03000 421553. This number goes to an answer machine which is monitored during office hours.

Tell us what you think: Go to p12 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway
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 10.
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 (listed on page 6).

The following KCC services are available from Dover Gateway:

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 DDC services
• 5% were for other services
• 11% (3,929) 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, customers will still be able to access these services face to face in the future.
3. Current Services in Dover Gateway

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

**Voluntary and Community Sector services:**
- Victim Support
- Citizens Advice
- Probation Service

**Kent County Council services:**
- General Enquiries
- Health Trainer Service
- Occupational Therapist
- Life Choice Independent Living
- Kent Supported Employment
- Blue Badge Assessments
- Community Warden Service
- Smoking Cessation
- Hi Kent

**Dover District Council services:**
- General Enquiries
- Parking
- Council Tax and Business Rates
- Benefits
- Housing
- Waste
- Planning
- Environmental Health & Crime
- East Kent Housing
- Kent Home Choice
- Licensing

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 p12 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.

Tell us what you think: Go to p12 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway
4. Proposal - Relocating services to the Dover Discovery Centre

We are considering relocating the services listed on page 7 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..

<table>
<thead>
<tr>
<th>CURRENT LOCATION: Dover Gateway</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> Castle Street, Dover CT16 1PD</td>
</tr>
<tr>
<td><strong>Accessibility</strong></td>
</tr>
<tr>
<td>All facilities at the Gateway are located on one level to ensure accessibility.</td>
</tr>
</tbody>
</table>
**PROPOSED LOCATION: Dover Discovery Centre**

**Address:** Market Square, Dover, Kent, CT16 1PH

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>Accessible WC</th>
<th>Parking</th>
<th>Accessible parking</th>
<th>Reception</th>
<th>Computers/Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are steps and ramped access in to the Discovery Centre. There is a lift to access all floors of the Discovery Centre.</td>
<td>Accessible WC facilities are available on the ground floor.</td>
<td>The Discovery Centre does not have a car park, but there is Pay &amp; Display parking within walking distance of the site.</td>
<td>Yes, there are accessible parking spaces within the immediate vicinity of the Discovery Centre for Blue Badge holders.</td>
<td>Yes</td>
<td>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.</td>
</tr>
</tbody>
</table>
5. How to get involved

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](http://kent.gov.uk/dovergateway)
- Or by completing the questionnaire on page 12 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:
  - 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](http://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
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

This questionnaire can be completed online at: kent.gov.uk/dovergateway
Alternatively complete the questionnaire below and return to Dover Gateway
(69-71 Castle 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.

If you require more space to respond please use the additional page provided at
the end of the document.
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 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 6 for a list)
- Voluntary and Community Sector services (see page 6 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 the below ‘About You’ 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

Tell us what you think: Go to p12 to complete the consultation questionnaire or visit kent.gov.uk/dovergateway
Q11. Which of these age groups applies to you?
Please select one box

- [ ] 0 - 15
- [ ] 16 - 24
- [ ] 25 - 34
- [ ] 35 - 49
- [ ] 50 - 59
- [ ] 60 - 64
- [ ] 65 - 74
- [ ] 75 - 84
- [ ] 85 + over
- [ ] I prefer not to say

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

- [ ] White English
- [ ] White Scottish
- [ ] White Welsh
- [ ] White Northern Irish
- [ ] White Irish
- [ ] White Gypsy/Roma
- [ ] White Irish Traveller
- [ ] White other*
- [ ] Mixed White and Black Caribbean
- [ ] Mixed White and Black African
- [ ] Mixed White and Asian
- [ ] Mixed other*
- [ ] Other ethnic group*
- [ ] Asian or Asian British Indian
- [ ] Asian or Asian British Pakistani
- [ ] Asian or Asian British Bangladeshi
- [ ] Asian or Asian British other*
- [ ] Black or Black British Caribbean
- [ ] Black or Black British African
- [ ] Black or Black British other*
- [ ] Arab
- [ ] Chinese
- [ ] I prefer not to say

*If your ethnic group 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  ☐ Mental health condition
☐ Sensory impairment (hearing, sight or both)  ☐ Learning disability
☐ Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy  ☐ Other, please specify:
☐ I prefer not to say
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.