

Tonbridge Gateway

Consultation document and questionnaire



Have your say

Consultation on the future of KCC
services within Tonbridge Gateway

kent.gov.uk/tonbridgegateway
Consultation closes 21 February 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.

1. Introduction

In 2009, Tonbridge Gateway opened in Castle Street, Tonbridge.

Now, nearly seven years on, it is time to consider whether this is the right location from which to provide Kent County Council (KCC) services. While the services that KCC provides will not change, it is possible that they could be accessed from another site in the future. This would cut costs, and help towards offsetting the unprecedented financial challenge that the Council faces.

The following pages outline the services in the Gateway, and the reasons why we are considering relocating some of these. We would like to hear your opinions on our proposals. Details of how to tell us what you think can be found on page 12.

2. Background

What is Tonbridge Gateway?

Tonbridge Gateway is a building where local residents can access a range of services, including those provided by Kent County Council and Tonbridge and Malling Borough Council (TMBC).

KCC provides or commissions the following services from Tonbridge Gateway.

Services run or funded by KCC:

- Kent Supported Employment
- Carers First
- Life Choice Independent Living
- Smoking Cessation
- Sexual Health

In addition to the specific services above which are available from the Gateway at certain times, the public can visit the Tonbridge Gateway to ask general questions about other KCC or TMBC services. KCC general enquiries can include blue badges, concessionary travel, social services and highways. 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 the services that are currently available from Tonbridge Gateway, including a full list of TMBC and partner services.

Why move away from the Gateway?

We anticipate that KCC will be able to make savings by putting our services in buildings which we own and we know have capacity. Each year we contribute £46,000 towards the property costs of Tonbridge Gateway. In a time where public funding is being considerably reduced, we believe 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 frequently visit Tonbridge Gateway to access services provided by Tonbridge and Malling Borough Council. However, they rarely use it to access KCC services.

Out of 49,260 recorded visits to the Gateway in 2014:

- 95% were for Tonbridge and Malling Borough Council services
- 1% were for Hi Kent (Voluntary and Community Sector) services
- 4% (1,946 visits) were for KCC services or those that we commission

Every year KCC pays 50% towards the annual property costs of Tonbridge Gateway which amounts to £46,000. We believe that keeping KCC services in Tonbridge Gateway no longer represents value for money.

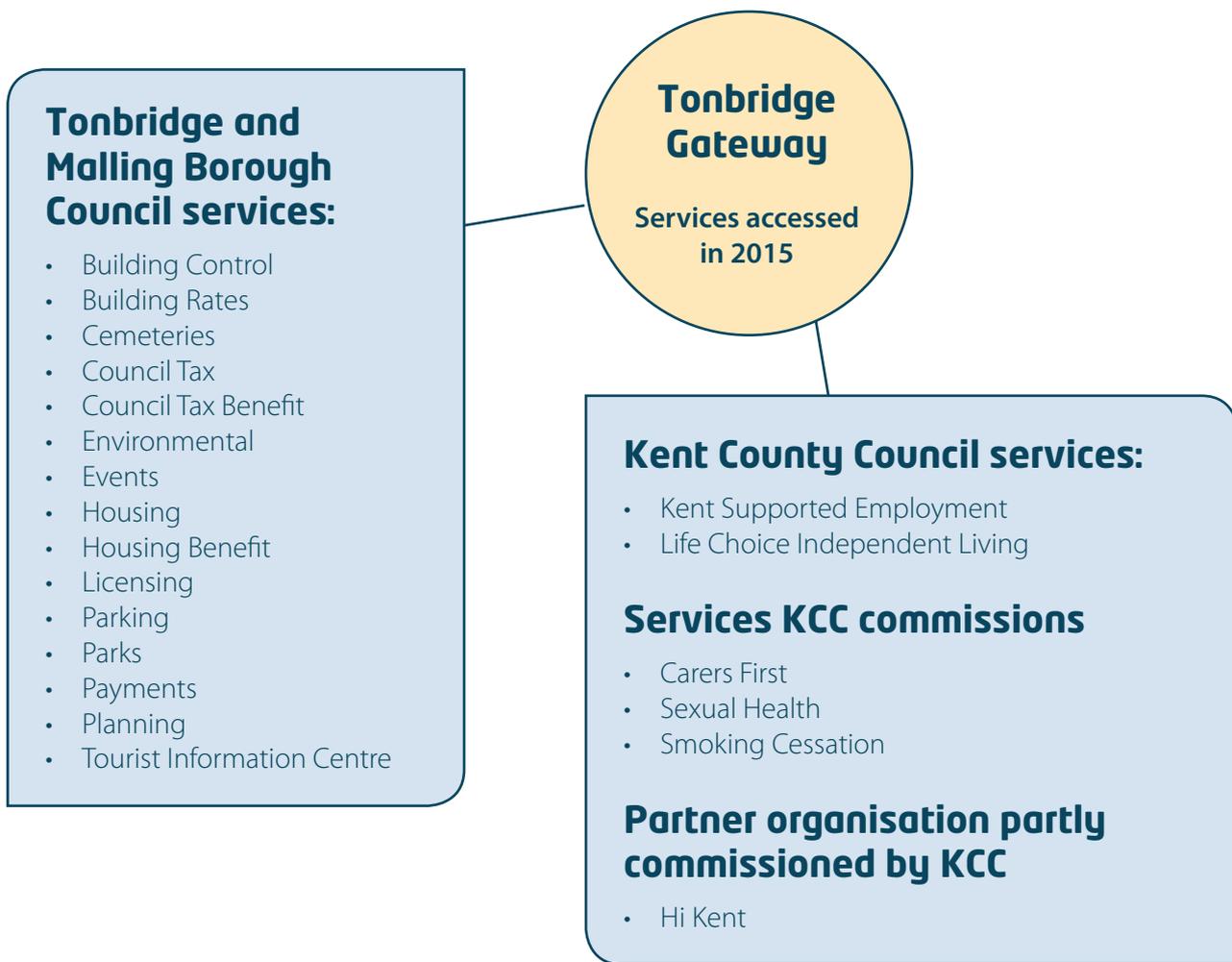
KCC has a Library and Adult Education site near Tonbridge Railway Station. Many of our services are currently available from the Library, including Smoking Cessation clinics. The Adult Education centre already delivers a broad range of KCC services from the same site.

In considering the possible location of our services, we have chosen a site which is close to local high street amenities, such as supermarkets and banks, in addition to a railway station and bus stops.

This consultation is not about changing or taking away the services we provide in Tonbridge – we understand these are important services to many people and are valued by our customers. Whether we choose to keep these KCC services in the Gateway or move these to the Tonbridge Library and Adult Education site in the future customers will still be able to access these services face to face.

3. Current services in Tonbridge Gateway

Between January and December 2014, customers accessed a range of services from Tonbridge 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.

If KCC decides to relocate services and funding from Tonbridge Gateway this will have financial implications for TMBC services but any changes relating to this will be communicated by TMBC in the future.

A detailed look at KCC's Gateway services

Kent Supported Employment

Wednesdays 9am- 1pm, Fridays 2pm – 4.30pm

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

Carers First

Tuesdays¹ 9am – 1pm

Carers First run a "Carer's Surgery" from the Gateway which provides personalised support for carers. This ranges from completing a carer's assessment, to signposting about the services available to them. The Carers First team are commissioned by KCC and use a helpdesk in the Gateway.

Life Choice Independent Living

Mondays 9.30am – 4pm

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.

Smoking Cessation

Tuesdays 9 - 12pm

The Smoking Cessation service provides advice and support to people to stop smoking.

Sexual Health

Mondays and Thursdays 2 - 5pm

The Sexual Health service offers advice and support on matters relating to sexual health.

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.

¹ Every Tuesday EXCEPT the third Tuesday of the month.

4. Preferred Option - Relocating services to the Tonbridge Library and Adult Education site

We are considering relocating the services listed on page 7 to the Tonbridge Library and Adult Education site.

To help you to comment on whether the Tonbridge Library and Adult Education site is a suitable alternative location or not, the table below compares the facilities of the Tonbridge Gateway and the Tonbridge Library and Adult Education site.

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: Tonbridge Gateway					
Address: Tonbridge Castle, Castle Street, Tonbridge, Kent TN9 1BG					
Accessibility	Accessible toilet	Parking	Accessible parking	Reception	Computers
There is lift and stair access to the Gateway. All services are located on the ground floor to ensure accessibility.	Yes – Tonbridge Gateway has an accessible toilet	The Gateway has a car park outside it, with parking limited to 30 minutes. Customers parking for over 30 minutes must collect a temporary pass for the upper car park.	Yes, there are accessible parking bays outside the Gateway	Yes	The Gateway has 3 computers which the public are able to use for free. There are no time restrictions, subject to availability."

There is also a fully equipped changing space in the Tonbridge Gateway.

OUR PROPOSED LOCATION SITE: Tonbridge Library

Address: 1 Avebury Avenue, Tonbridge, Kent TN9 1TG

Accessibility	Accessible toilet	Parking	Accessible parking	Reception	Computers
There is ramped access to the front and rear of the library and a lift to the first floor.	No WC facilities – however customers can use accessible toilet in Adult Education centre which is located on the same site.	Nearest pay and display parking is available behind the Library on River Lawn Rd. The Tonbridge station car park is located nearby, in addition to a number of pay and display car parks.	River Lawn Rd parking is free for 23 hours for Blue Badge holders	Yes	The Library has 20 computers which the public are able to use for free for one hour.

OUR PROPOSED LOCATION SITE: Tonbridge Adult Education Centre

Address: 1A Avebury Avenue, Tonbridge, Kent TN9 1TG

Accessibility	Accessible toilet	Parking	Accessible parking	Reception
The Adult Education Centre consists of a number of blocks with multiple entrances. Ramped access to the main entrances.	There are accessible WCs are in block B and A of the Adult Education Centre, where the reception and main meeting rooms are located.	Nearest pay and display parking is available behind the Library on River Lawn Rd. The Tonbridge station car park is located nearby, in addition to a number of pay and display car parks.	River Lawn Rd parking is free for 23 hours for Blue Badge holders	Yes, reception is located in A Block and is signposted

Discounted Option

Tonbridge Children's Centre

KCC occupies small amount of space available in Tonbridge Children's Centre. As a result, it is an unsuitable future location of the current KCC services in Tonbridge Gateway.

Tell us what you think: Go to p12 to complete the consultation questionnaire or visit kent.gov.uk/tonbridgegateway

5. How to get involved

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

The consultation runs for **6 weeks from 11 January to 21 February 2016.**

You can get involved by:

- Filling in the consultation questionnaire online at:
kent.gov.uk/tonbridgegateway
- By completing the questionnaire on page 12 of this consultation document and placing it in the drop in box in Tonbridge Gateway. The address for Tonbridge is Tonbridge Castle, Castle Street, Tonbridge, Kent, TN9 1BG.
- Or by visiting Tonbridge Gateway during one of our three drop in sessions and speaking to us directly:
 - Wednesday 20th January 9am – 11am
 - Tuesday 2nd February 1pm – 3pm
 - Monday 15th February 9am – 11am

Easy Read and Word versions of this document and the questionnaire are available on our website: **kent.gov.uk/tonbridgegateway** or by request via e-mail to **alternativeformats@kent.gov.uk** or at Tonbridge Gateway. If you require this or any of the consultation documents in any other formats please request these via email to alternativeformats@kent.gov.uk or by telephone on 03000 421553. This number goes to an answer machine which is monitored during office hours.

Equality Impact Assessment

We have also carried out an Equality Impact Assessment, looking at the wider impact of our proposals. We will review and update this during and after the consultation period.

You can read the Equality Impact Assessment online by visiting: kent.gov.uk/tonbridgegateway or ask a member of staff at Tonbridge Gateway.

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 Tonbridge Gateway. A decision will be made in March 2016 and information will be made available online and in the Gateway.

If following the consultation, we decide to relocate KCC services from the Tonbridge Gateway, any changes will be in place from July 2017.



Questionnaire

This questionnaire can be completed online at: kent.gov.uk/tonbridgegateway
Alternatively complete the questionnaire below and return to Tonbridge Gateway
(Tonbridge Castle, Castle Street, Tonbridge, Kent, TN9 1BG).

**Please ensure your questionnaire is completed and submitted by
21st February 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
- 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:

If you are responding as an individual or on behalf of a friend or relative, please go to the next question.

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

Tell us what you think: Go to p12 to complete the consultation questionnaire or visit kent.gov.uk/tonbridgegateway

Q2. What is your postcode?

Q3. How often do you visit Tonbridge 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 the Tonbridge 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 Tonbridge Gateway?

Please select **all boxes** that apply

- General Enquiries (including Blue Badge applications etc.)
- Kent Supported Employment
- Carers First
- Life Choice Independent Living
- Sexual Health clinics
- Smoking Cessation
- Hi Kent
- Tonbridge and Malling Borough Council 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 the KCC services from Tonbridge Gateway to the Tonbridge Library and Adult Education site.

To what extent do you agree or disagree with our proposal to relocate the Gateway services to the Tonbridge Library and Adult Education site?

*Please select **one** box*

Strongly agree

Agree

Neither agree or 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/tonbridgegateway or ask a member of staff at the Tonbridge 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 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.

Q10. Are you.....?

Please select **one** box

Male

Female

I prefer not to say

Q11. Is your gender the same now as it was at your birth?

Please select **one** box

Yes

No

I prefer not to say

Q12. Which of these age groups applies to you?

Please select **one** box

0 - 15

25 - 34

50 - 59

65 - 74

85 + over

16 - 24

35 - 49

60 - 64

75 - 84

I prefer not to say

Q13. To which of these ethnic groups do you feel you belong? (Source: 2011 census)

- | | |
|----------------------------------------------------------|-------------------------------------------------------------|
| <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 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.

Q14. 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

Tell us what you think: Go to p12 to complete the consultation questionnaire or visit kent.gov.uk/tonbridgegateway

Q14a. If you answered Yes to Q14, 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

Q15. 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

Q16. Do you regard yourself to belonging to any particular religion or belief?

Please select **one** box

- Yes
- No
- I prefer not to say

Q16a. If you answered Yes to Q16, which one applies to you?

Please select **one** box

- | | | | |
|------------------------------------|---------------------------------|---------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Hindu | <input type="checkbox"/> Muslim | <input type="checkbox"/> Any other religion, please specify: |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh | <input type="text"/> |

Q17. Are you...?

Please select **one** box

- | | | |
|------------------------------------------------|--------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Heterosexual/Straight | <input type="checkbox"/> Gay woman/Lesbian | <input type="checkbox"/> Other |
| <input type="checkbox"/> Bi/Bisexual | <input type="checkbox"/> Gay man | <input type="checkbox"/> I prefer not to say |

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

