Maidstone Gateway consultation
21 September to 13 December 2015

Easier to read version September 2015
kent.gov.uk/maidstonegateway
Hello

We (Kent County Council) would like to tell you about changes that may happen to the services at Maidstone Gateway in King Street.

We would like you to read our plans and then tell us what you think. This is called a consultation.

You can do this by filling in the form at the end of this booklet document or on our website at: kent.gov.uk/maidstonegateway

You can do this from 21 September to 13 December 2015.
What is the Maidstone Gateway?

Maidstone Gateway is in King Street. You can go there to use services from Maidstone Borough Council, some Kent County Council services, and services from some voluntary organisations.

It is the place you can go for Kent County Council Services and those we help fund. These are:

- Kent Supported Employment clinics
- Health Trainer service
- Age UK helpdesk
- Deaf Services drop in clinic
- Asking other questions that you might have about other KCC services including Blue Badge applications, Highways services, and Kent Support and Assistance services
What changes are planned?

Very few people are going to Maidstone Gateway to use these services or to find out about them.

In 2014, only 4% of visitors to Maidstone Gateway went there to use KCC services.

Kent County Council pays a lot of money for its space at Maidstone Gateway.

If we moved these services to different buildings we would save money.

The services would not change. You would just need to go to a different building.
These are the buildings that you can use instead of Maidstone Gateway if you have questions about KCC services.

Sessions House, County Hall

Kent History and Library Centre (you can also visit your local Library to ask about KCC services)

These are the buildings that we could use instead of Maidstone Gateway to offer KCC services:

Kent History and Library Centre

Maidstone Adult Education Centre

Coxheath Library

Allington Library
Invicta House, County Hall (for Kent Supported Employment clinics)

Age UK offices in Maidstone (for Age UK help desk only)

Hi-Kent offices in Maidstone (for Deaf Services British Sign Language drop in clinic only)

We will make sure that all venues are accessible.

You can find more detailed information about these options on our website: kent.gov.uk/maidstonegateway

Or by talking to us about them at our drop in sessions (see dates on page 6).
What will this mean for you?

If we move out of Maidstone Gateway you will no longer go there to use our services.

You will need to go to one of our other buildings.

If we go ahead with this plan we will tell you about the changes in good time.
What should you do now?

We haven’t made any decisions yet.

We want to know what you think about this plan.

Please fill in the questionnaire at the back of this booklet. Put it in the drop in box in Maidstone Gateway.

You can also post it to us using this address: Maidstone Gateway, King Street, Maidstone, ME15 6JQ.

If it is easier, you can fill in the questionnaire on our website: kent.gov.uk/maidstonegateway

Let us know what you think of this plan from the 21 September to 13 December, 2015.
This is an easier to read version of the plan. If you would like more information please ask.

Come along to the Maidstone Gateway and talk to us about the changes on these dates:

Monday 21 September 9am - 12pm

Tuesday 6 October 1pm - 4pm

Wednesday 21 October 9am - 12pm

Thursday 5 November 1pm - 4pm

Friday 20 November 9am - 12pm

Monday 7 December 1pm - 4pm
What happens next?

We will read your comments and consider them when making the final plan.

Kent County Council’s Members will make a decision on the plan in early 2016.

If we decide to move Maidstone Gateway services to new buildings, these changes will be made by October 2016.

If we go ahead with this plan we will tell you about the changes in good time.
Tell us what you think about the proposal

Tick the answer that is right for you.

Please note: Kent County Council complies with the Data Protection Act 1998.

Questions

Question 1. Are you completing this questionnaire for:

Please select one box.

☐ For Yourself (you)

☐ For Yourself (you) as a member of KCC staff or Gateway staff

☐ Voluntary or Community Sector Organisation*

☐ A service partially or fully funded by KCC *
Question 1a. If you ticked any of the boxes marked with a *, please tell us the name of the organisation:

________________________________________

If you are responding as an individual or as a member of KCC staff, please continue to answer questions 2, 3 and 4. If you are responding on behalf of an organisation please go straight to question 5.

Question 2. What is your postcode?

________________________________________
Question 3. How often do you visit Maidstone Gateway?

Please tick one box.

☐ More than once a week
☐ Weekly
☐ Once or twice a month
☐ More than once a year
☐ Once a year or less
☐ Never

Question 4. Which of these Kent County Council services do you use at Maidstone Gateway?

Please tick as many boxes as needed.

☐ General Enquiries (including Blue Badge applications, Highways services, and Kent Support and Assistance services)
☐ Kent Deaf Services helpdesk
☐ Kent Supported Employment clinic
☐ Age UK helpdesk
☐ Health Trainer service
☐ Other (please tell us which services):

_________________________________________________________________
Question 5. What do you think about plans to move these services to other buildings?
Question 6. We have completed a draft Equality Impact Assessment. This means we have looked very carefully to see if anyone will be unfairly disadvantaged by this.

You can read it on our website at kent.gov.uk/maidstonegateway or ask a member of staff in the Gateway.

Is there anything you would like to add?
Question 7. Would you like to make any further comments on the plans?
These questions are about you.

You do not have to fill them in if you do not want to.

We want to make sure that everyone is treated fairly and equally, and that no one gets left out.

That’s why we are 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.

Question 8. Are you…?

☐ Male

☐ Female

☐ I prefer not to say

Question 9. How old are you?

☐ I prefer not to say
Question 10. What ethnic groups do you belong to? (Your ethnic group is about lots of things, such as where your family comes from and the language you speak).

Question 11. Do you have a disability? (A disability is if you have a problem or an illness to do with your mind or body, and it makes it hard for you to do everyday things)

- Yes
- No
- I prefer not to say

Question 12. If you have answered Yes to the question above, please tell us the disability or the impairment you have. You can tick more than one box.

- Learning disability
- Mental health condition
- Physical impairment
Question 13. Do you belong to a religion or belief?

☐ Yes
☐ No
☐ I prefer not to say

Question 14. If you have answered Yes to the question above, which religion or belief is it?

☐ Heterosexual
☐ Gay/Lesbian
☐ Bisexual
☐ I prefer not to say
Find out more

If you would like us to tell you the results of this consultation, please write your contact details below.

You do not have to give us this information.

We like to use email. If you have an email address write it here:

If you do not have an email address, please write your postal address here:

Thank you for taking the time to give us your views.

What do I do with this form?

You can fill in the questionnaire online at kent.gov.uk/maidstonegateway

Or you can fill in this form and give it to a member of staff at Maidstone Gateway

You can also post it to us using this address: Maidstone Gateway, King Street, Maidstone, ME15 6JQ.

All documents can be made available in alternative formats upon request. Call 03000 421553. This number is monitored during office hours and there is an answering machine at other times.