

Motion: Closure of Swale Borough Council's Faversham District Office

Proposed by: Cllr Rob Crayford

Faversham Town Council notes that Swale Borough Council's Policy & Resources Committee is being asked to approve the closure of the Faversham District Office (FDO) and the withdrawal of routine face-to-face customer services from that location.

The Town Council notes that Swale Borough Council intends to provide alternative access to its services, including telephone support, online services, postal fulfilment for parking vouchers and signposting residents who require face-to-face support to alternative access points, with Faversham Library identified as one possible location. The Town Council recognises that the closure represents a significant change in how Faversham residents access Borough Council services and that some residents, particularly those who are digitally excluded or require additional support, may be more affected by the change.

This Council therefore resolves to:

Work with Swale council to publicise the proposed closure and, should the decision be approved, ensure residents are clearly informed about when the Faversham District Office will close and the alternative ways they can access Swale Borough Council services.

1. Ask the Town Clerk to engage with Swale Borough Council to understand the detailed alternative arrangements being put in place for Faversham residents.
2. Work constructively with Swale Borough Council and relevant local organisations to identify and promote appropriate alternative access points within Faversham, particularly for residents who need face-to-face or assisted-digital support.
3. Ask Swale Borough Council to provide clear information for residents on telephone, online and face-to-face alternatives before the Faversham District Office closes.
4. Keep the impact of the closure on Faversham residents under review and raise any significant access issues with Swale Borough Council.