Consultation Questionnaire

We would like to hear your views on our new emerging Local Transport Plan. Your feedback will help us to understand the transport challenges faced in Kent and ensure our ambition for the future of Kent’s transport network is stretching but realistic, focusing on the right outcomes and objectives to make journeys better within our county whilst supporting the delivery of net zero by 2050.

Your feedback will also help us to develop proposals for how and where in Kent we should focus on improving transport. The proposals we develop will be set out in a full draft Local Transport Plan, which will be consulted on next year.

Until the full Local Transport Plan 5 is adopted by the Council no final decisions have been made concerning its content and proposals. It is important we hear your feedback at this stage. This questionnaire can be completed online at [www.kent.gov.uk/ltp5](http://www.kent.gov.uk/ltp5)

Alternatively, if you are unable to complete the questionnaire online, please complete this Word/paper form and return to:

**Email:** [ltp5@kent.gov.uk](mailto:ltp5@kent.gov.uk)

**Address:** Local Transport Plan

Kent County Council

Invicta House

Maidstone

ME14 1XX

**Please ensure your response reaches us by midnight 18 September 2023.**

**What information do you need before completing the questionnaire?**

We recommend that you view the consultation material online at [www.kent.gov.uk/ltp5](http://www.kent.gov.uk/ltp5) before responding to this questionnaire.

You can answer all or as many of the questions as you like. If you would rather not provide feedback on a section or question, just move on to the next one.

If you need any help taking part in this consultation or have any questions, please contact us at [ltp5@kent.gov.uk](mailto:ltp5@kent.gov.uk) or telephone us and leave a voice message at 03000 416 595.

**Privacy:** Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the United Kingdom General Data Protection Regulation and Data Protection Act 2018. Read the full Privacy Notice at the end of this document.

**Alternative formats:** If you require any of the consultation material in an alternative format or language, please email: [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call: 03000 42 15 53 (text relay service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

# Section 1 – About you

**Q1. Are you responding...?**

Please select the option from the list below that most closely represents how you will be responding to this consultation.

*Please select* ***one*** *option.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | As a Kent resident | | |
|  | As a resident from somewhere else, such as Medway | | |
|  | In a professional capacity, please specify: | |  |
|  | On behalf of a Charity or a Voluntary, Community or Social Enterprise organisation (VCSE) | | |
|  | On behalf of a business | | |
| X | On behalf of a District / Borough / Town / Parish Council in an official capacity | | |
|  | As a Parish / Town / Borough / District / County Councillor | | |
|  | Other, please specify: |  | |

**Q1a. If you are responding on behalf of an organisation****, please tell us the name of your organisation.** *Please write in* ***below****.*

|  |
| --- |
| Faversham Town Council |

|  |  |
| --- | --- |
| **Q2. Please tell us the first 5 characters of your postcode:** | ME13 7AE |

Please do not reveal your whole postcode. If you are responding on behalf of an organisation, please use your organisation’s postcode. We use this to help us to analyse our data. It will not be used to identify who you are.

**Q3. How did you find out about this consultation?**

*Select* ***all*** *that apply.*

|  |  |  |
| --- | --- | --- |
| X | Email from KCC’s Transport Strategy team | |
|  | Email from Let’s talk Kent / KCC’s Engagement and Consultation team | |
|  | KCC County Councillor | |
|  | From my Parish / Town / Borough / District Council | |
|  | From a friend or relative | |
|  | Poster | |
|  | Social media | |
|  | Kent.gov.uk website | |
|  | Newspaper | |
|  | From another organisation, please specify: |  |
|  | Other, please specify: |  |

# Section 2 – Local Transport Plan

**Our emerging draft Local Transport Plan sets out the following new ambition for the Council.**

We want to improve the health, wellbeing, and economic prosperity of lives in Kent by delivering a safe, reliable, efficient and affordable transport network across the county, and as an international gateway. We will plan for growth in Kent in a way that enables us to combat climate change and preserve Kent’s environment.

We will do this by delivering emission-free travel by getting effective dedicated infrastructure for electric vehicles, increase public transport use, and make walking and cycling more attractive. This will be enabled by maintaining our highways network and delivering our [Vision Zero Road Safety Strategy](https://www.kent.gov.uk/roads-and-travel/road-safety/road-casualty-reduction-strategy). These priorities will ensure our networks are future-proof, resilient and meet user needs.

**Q4. Do you support our new ambition?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
| X | Yes |
|  | Partly |
|  | No |
|  | Don’t know |

**Q4a. Please tell us the reason for your answer in the box below:**

|  |
| --- |
| **Combating Climate Change and preserving Kent’s environment will require tough choices at all levels of government, particularly at county level where highways are managed.**  **Increasing the use of public transport will need both KCC and service providers to grow public confidence in the reliability and consistancy of any and all services.**  **To make walking and cycling more attractive the county must make both walkers and cyclists feel safer on Kent roads.**  **1 – set the default speed limit at 20mph (rather than 30mph) across Kent.**  **2 – fully support and promote the “hierachy of road users” as per the highway code 30th January 2022.** |

**Q5. Our emerging draft Local Transport Plan describes nine challenges concerning transport in Kent that we intend to address. Please tell us if you agree or disagree with us focusing on these challenges.**

*Select* ***one*** *option per challenge/row.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Challenges** | Agree | Disagree | Don’t know |
| **1.** Our highways assets are in a phase of managed decline which in turn makes them less resilient to new pressures. | X |  |  |
| **2.** Following a decline in the number of injuries and fatalities on Kent’s roads, these levels have risen in 2021. | X |  |  |
| **3.** Traffic is causing congestion, poor air quality and impacting Kent’s economy. | X |  |  |
| **4.** Transport challenges in Kent arise from how the existing population of 1.6 million people and 70,000 businesses in the county choose to travel, as well as traffic generated by new developments being built. | X |  |  |
| **5.** Some indicators of public health, such as obesity and life expectancy, are worsening. | X |  |  |
| **6.** The financial viability of the public transport service has declined due to cost pressures and changes in passenger demand. |  | X |  |
| **7.** Kent’s international gateways need government leadership – the impacts which arise and affect our local communities and the national economy cannot be resolved entirely by ourselves. | X |  |  |
| **8.** Carbon dioxide (CO2e) emission reductions from management and use of the road network are forecast to go off-track, compared to the levels of reduction needed to contribute towards reducing the worst effects of climate change. | X |  |  |
| **9.** We need more funding and need to know what funding we will have over the next few years so we can improve transport in Kent. | X |  |  |

**Q5a. If you would like to make any comments on the challenges or would like to suggest any others that we should consider, please tell us in the box below:**

*If your comment relates to a specific challenge, please make that clear in your answer.*

|  |
| --- |
| **1 – currently the poor condition of Kent’s roads has a negative effect on “Vision Zero” and it is not clear that KCC could manage the highways assets due to depleted reserves.**  **2 - we believe due to reduced investment in Kent’s roads and the 30mph default speed limit.**  **3 – Better public transport required, more EV charging points required.**  **4 – New developments do not discourage the use of the car, nor encourage alternatives.**  **5 – If more people can be encouraged to walk this issue can be reduced.**  **6 – We believe that public transport services can be run viably and believe that public transport providers must be encouraged to better provide the services that passengers need. Also bus companies are not responding quickly enough when passenger demand evolves and changes.**  **7 – Join the Customs Union and Single Market thereby removing the major cause of disruption at our international gateways, plus KCC and central government must work much more closely with EuroStar to regain international train services from Ebbsfleet and Ashford.**  **8 – KCC should work with central government, energy providers and all haulage companies to work towards elimination of fossel fuel powered vehicles. Provide suitable alternative refuelling stations.**  **9 – Agree, central government leadership is absent.** |

**As part of our Local Transport Plan, KCC is required to present the level of carbon emissions generated by transport use on the Kent network and demonstrate how we think that will change in the future if we do not take any new actions.**

**Q6. To what extent is lowering the carbon emissions of travel and helping to reduce the severity of climate change, important to you?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
| X | Very important |
|  | Slightly important |
|  | Neutral |
|  | Low importance |
|  | Not at all important |
|  | Don’t know |

**There are a range of actions that could be taken to help reduce the carbon emissions from journeys. Please note that we are not proposing any of these actions as part of our new Local Transport Plan at this stage – they are based on ideas which have been tried elsewhere and which could be considered for areas of Kent in the future.**

**Q7. Please select from the list below those actions that you think we should consider taking if funding were available.**

*Select* ***all*** *that apply.*

|  |  |
| --- | --- |
| X | Provide on-street electric vehicle charging points in residential areas and town centres. |
| X | Provide rapid charging hubs to help with using electric cars or vans for longer distance journeys in Kent. |
| X | Provide access to more car club vehicles that are electric and zero emission. |
| X | Run more events like Maidstone Cycle Fest, to help people experience walking, cycling, and taking public transport around town |
| X | Provide more choice by introducing hubs at bus and rail stations and around community facilities that provide access to shared transport such as bicycles for hire, car club vehicles. |
| X | Provide one single digital service on smart phones and computers, to book and pay for whole journeys in one go across all forms of transport used. |
| X | A scheme to scrap vehicles in return for travel vouchers that can be used on the bus, trains, car clubs and other shared transport available. |
| X | Reduce speed limits in towns to make roads safer to help people walk and cycle and help cars journeys produce less emissions. |
| X | Reduce traffic around schools where appropriate to make walking and cycling more popular, safer, and easier. |
| X | Reduce air pollution and emissions from deliveries in urban areas by supporting deliveries by electric cargo bikes. |
|  | No actions should be taken. |
| X | Other, write your suggestions in box below:  Instigate cross county highways interventions that strictly recognise the “Hierachy of Road Users” as stated in the Highway Code 2022 edition. So creating much more pedestrian friendly streets and safer streets for pedestrians and cyclists. For example more pedestrian crossings, informal or formal, kerb build outs and junction narrowing. All of which will reduce the speed of traffic and assist in the Vision Zero Strategy. |

**In response to the transport challenges we face, and to help us deliver our overall ambition for transport in Kent, we have identified nine proposed Policy Outcomes that we want to achieve in Kent.**

**Q8. Do you support or oppose each proposed Policy Outcome?**

*Select* ***one*** *option for each policy outcome/row.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Policy Outcomes** | Support | Oppose | Don’t know |
| **1.** The condition of our managed transport network is kept to satisfactory levels, helping to maintain safe and accessible travel and trade. |  |  | X |
| **2.** Deliver our Vision Zero Road Safety Strategy through all the work we do. | X |  |  |
| **3.** International travel becomes a positive part of Kent’s economy, facilitated by the county’s transport network, with the negative effects of international haulage traffic decreased. | X |  |  |
| **4.** International rail travel returns to Kent and there are improved public transport connections to international hubs. | X |  |  |
| **5.** Deliver a transport network that is quick to recover from disruptions and future-proofed for growth and innovation, aiming for an infrastructure-first approach to reduce the risk of highways and public transport congestion due to development. | X |  |  |
| **6.** Journeys to access and experience Kent’s historic and natural environments are improved. | X |  |  |
| **7.** Road-side air quality improves as decarbonisation of travel accelerates, contributing towards the pursuit of carbon budget targets and net zero in 2050. | X |  |  |
| **8.** A growing public transport system supported by dedicated infrastructure to attract increased ridership, helping operators to invest in and provide better services. | X |  |  |
| **9.** Transport makes a positive contribution to public health due to increasing numbers of people using a growing cycling and pedestrian network with dedicated infrastructure and any increase in disturbance from aviation noise is avoided. | X |  |  |

**Q8a. If you would like to make any comments about the Policy Outcomes or would like to suggest any other outcomes we should consider, please tell us in the box below:**

*If your comment relates to a specific outcome, please make that clear in your answer.*

|  |
| --- |
| **1 – you have not clearly stated what is meant by “satisfactory”?**  **2 – this requires more resources plus a tenacious and ambitious leadership team that are prepared to introduce successful new ideas from across the UK that will support the Hierarchy of Road Users and promote more walking and cycling. Subsequently thorough staff awareness and education, plus a consistent management of this priority.**  **3 – bold action by central government required.**  **5 – this will require changes to the NPPF by central government.**  **8 – totally agree**  **9 – totally agree** |

**Q9. We would like to know which of our proposed Policy Outcomes are most important to you. Please select the three most important** **from the list below.**

|  |  |
| --- | --- |
|  | **1.** The condition of our managed transport network is kept to satisfactory levels, helping to maintain safe and accessible travel and trade. |
| X | **2.** Deliver our Vision Zero road safety strategy through all the work we do. |
|  | **3.** International travel becomes a positive part of Kent’s economy, facilitated by the county’s transport network, with the negative effects of international haulage traffic decreased. |
|  | **4.** International rail travel returns to Kent and there are improved public transport connections to international hubs. |
|  | **5.** Deliver a transport network that is quick to recover from disruptions and future-proofed for growth and innovation, aiming for an infrastructure-first approach to reduce the risk of highways and public transport congestion due to development. |
|  | **6.** Journeys to access and experience Kent’s historic and natural environments are improved. |
|  | **7.** Road-side air quality improves as decarbonisation of travel accelerates, contributing towards the pursuit of carbon budget targets and net zero in 2050. |
| X | **8.** A growing public transport system supported by dedicated infrastructure to attract increased ridership, helping operators to invest in and provide better services. |
| X | **9.** Transport makes a positive contribution to public health due to increasing numbers of people using a growing cycling and pedestrian network with dedicated infrastructure and any increase in disturbance from aviation noise is avoided. |

**For each of the nine planned policy outcomes we have proposed Policy Objectives to help us target our work to improve transport. We will measure the proposals we develop for our full draft Local Transport Plan against these.**

**Q10. Do you support or oppose each of these proposed Policy Objectives?**

*Select* ***one*** *option for each policy objective/row.*

| **Policy Objectives** | Support | Oppose | Don’t know |
| --- | --- | --- | --- |
| 1A). Achieve the funding necessary to deliver a sustained fall in the value of the backlog of maintenance work over the life of our Local Transport Plan. | X |  |  |
| 2A). Achieve a fall over time in the volume of people killed or very seriously (life-changing) injured occurring on KCC’s managed road network, working towards the trajectory to reach zero by 2050. | X |  |  |
| 3A). Increase resilience of the road network serving the Port of Dover and Eurotunnel crossing, by adding holding capacity for HGV parking across the southeast region equivalent in capacity to Operation Brock, to reduce reliance on these disruptive schemes and the burdens and impacts they create on the transport network and affected communities in Kent. |  | X |  |
| 3B). Increase resilience of the road network servicing the Port of Dover through delivery of the KCC bifurcation strategy including improvements to the M2 / A2 road corridor and its links to the M20 and a new Lower Thames Crossing for traffic towards the north. |  |  | X |
| 4A). International rail travel returns to Ashford International and Ebbsfleet International stations, supported by the infrastructure investment needed at Kent’s stations wherever necessary. | X |  |  |
| 4B). A fall in the time it takes by public transport to reach international travel hubs compared to conditions in 2023. | X |  |  |
| 5A). Strengthen delivery of our Network Management Duty to deliver the expeditious movement of traffic by using our new moving traffic enforcement powers and keeping on-street parking enforcement, delegated to the Districts, under review. | X |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Policy Objectives** | Support | Oppose | Don’t know |
| 5B). Reduce the amount of forecast future congestion and crowding on highways and public transport that is associated with demand from development by securing funding and delivery of our Local Transport Plan. | X |  |  |
| 5C). The prospects for the future of transport increase across the whole county, with new innovations in transport services having a clear pathway to trial or delivery in Kent. |  |  | X |
| 6A). Proposals in our Local Transport Plan are clearly evidenced in terms of their contribution in providing new, faster, or more inclusive access to historic and natural environment destinations in the county, with proposals targeting access to such locations where appropriate. | X |  |  |
| 7A). Reduce the volume of carbon dioxide equivalent emissions entering the atmosphere associated with surface transport activity on the KCC managed highway network by an amount greater than our forecast “business as usual” scenario. This means achieving a greater fall than those currently forecast of 9% by 2027, 19% by 2032 and 29% by 2037. | X |  |  |
| 7B). No area in Kent is left behind by the revolution in electric motoring, with charging infrastructure deployed close to residential areas, reducing barriers to adoption. | X |  |  |
| 7C). Proposals are clearly evidenced in terms of their contribution in providing lower emissions from transport in Air Quality Management Areas in the county. | X |  |  |
| 8A). We will aim to obtain the further funding to deliver the outcomes our Bus Service Improvement Plan (or its replacement) beyond its current horizon of 2024/25. We will ensure that our Local Transport Plan proposals are clearly evidenced in terms of their contribution towards achieving our Bus Service Improvement Plan. | X |  |  |
| 8B). We will identify and support industry delivery of priority railway stations for accessibility improvements and route improvements to reduce journey times and improve reliability. | X |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Policy Objectives** | Support | Oppose | Don’t know |
| 9A). We will aim to deliver walking and cycling improvements at prioritised locations in Kent to deliver increased levels of activity towards the Active Travel England target and support Kent’s diverse economy, presented in a Kent Walking and Cycling Infrastructure Plan. | X |  |  |
| 9B). Represent and protect Kent residents from the impact of noise disturbance arising from new and expanded airports including maintaining our opposition to a second runway at Gatwick and the need for a reduction in night flights. | X |  |  |

**Q11. If you have any comments on the Policy Objectives or would like to suggest any more objectives, please tell us in the box below:**

*If your comment relates to a specific objective, please make that clear in your answer.*

|  |
| --- |
| **3A – we would support this if it’s funded by Highways England, NOT KCC**  **3B – We would much prefer freight to be transported by rail rather than expanding the roads capacity and would support some improvements to the M2 and A2 that would ease pressure on local traffic, but not the Lower Thames Crossing as this will simply draw more HGV traffic to the M2 and A2.**  **4A – a great way in increase tourist footfall.**  **5B – requires major updates to the NPPF to make this a development priority.**  **5C – unsure what is being proposed here?**  **7A – requires central government legislation.**  **7B – requires updates to, and the strict enforcement of the updated NPPF by planning inspectors.**  **8A – it is vital that central government supports highways authorities in working with bus service providers.** |

**Q12. If you have any other comments or suggestions on the emerging draft Local Transport Plan or its evidence base, please tell us in the box below:**

*Please note comments that do not address the content of the plan or evidence base will not be considered. If your suggestion relates to a specific section/page please provide details.*

|  |
| --- |
| Suggest that policies need to be developed to manage potential NEW transportation methods such as e-scooters and self drive cars.  Need to improve and develop closer and better working relationships with the parish and town council level of government, as new schemes and traffic interventions should be led by local community engagement and parish councils are in an ideal position to assist with this. |

# Section 3 – Equality and health analysis

**To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an Equality Impact Assessment (EqIA) on our emerging Local Transport Plan.**

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, sex, gender identity, sexual orientation, race, religion or belief, and carer’s responsibilities. The EqIA is available online at [www.kent.gov.uk/ltp5](http://www.kent.gov.uk/ltp5) or in hard copy on request.

**Q13. We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below:**

*Please do not include any personal information that could identify you within your response.*

|  |
| --- |
| * There has been no consultation with stakeholders which seems like a missed opportunity to properly engage those with specialist knowledge that could strengthen the policy before consultation stage * There are no details on impacts on age or mitigations noted (noted as incomplete) * There are no details on impacts on residents with disabilities or with caring responsibilities or mitigations noted and no responsible officer named (noted as incomplete) This seems fairly difficult to believe. * There are no details on impacts for Sex or mitigations noted (noted as incomplete). There has been a lot of evidence in recent years that men and women use transport very differently. There does not appear to be any information to address this in the report or any comment about what KCC intends to do to make sure that suitable thought has gone into this. * There are no details on impacts on pregnancy or maternity – Pregnant people need to travel throughout their pregnancies, increasingly so now that cuts to local service provisions mean extra distances travelled. There is no mitigation mentioned. |

**We are required to develop a Health Impact Assessment (HIA) as part of a Strategic Environmental Assessment to support the full final plan. We have prepared a HIA on our emerging Local Transport Plan.**

The HIA is used to identify the health and wellbeing impacts of the proposed plan to help us with our planning. The HIA is available online at [www.kent.gov.uk/ltp5](http://www.kent.gov.uk/ltp5) or in hard copy on request.

**Q14. We welcome your views on our Health Impact Assessment and if you think there is anything we should consider relating to health and wellbeing, please add any comments below:**

*Please do not include any personal information that could identify you within your response.*

|  |
| --- |
|  |

# Section 4 – More 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 are asking you these questions. 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.**

**It is not necessary to answer these questions if you are responding on behalf of an organisation.**

If you are responding **on behalf of someone else**, please answer using their details.

**Q15. Which of the following best describes your working status?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Working full time |
|  | Working part time |
|  | On a zero-hours or similar casual contract |
|  | Temporarily laid off |
|  | Freelance/self employed |
|  | Unemployed |
|  | Not working due to a disability or health condition |
|  | Carer |
|  | Homemaker |
|  | Retired |
|  | Student |
|  | Other, please specify: |

**Q16. Are you…?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Male |
|  | Female |
|  | I prefer not to say |

**Q17. Is your gender the same as your birth?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | I prefer not to say |

**Q18. Which of these age groups applies to you?**

*Please select* ***one*** *option.*

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

**Q19. Do you regard yourself as belonging to a particular religion or holding a belief?**

*Please select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | I prefer not to say |

**Q19a. If you answered ‘Yes’ to Q19, which of the following applies to you?**

*Please select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Christian |
|  | Buddhist |
|  | Hindu |
|  | Jewish |
|  | Muslim |
|  | Sikh |
|  | Other |
|  | I prefer not to say |

If you selected Other, please specify:

The Equality Act 2010 describes a person as disabled if they have a long standing 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.

**Q20. Do you consider yourself to be disabled as set out in the Equality Act 2010?** *Please select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | I prefer not to say |

**Q20a. If you answered ‘Yes’ to Q20, 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 applies to you, please select ‘Other’ and give brief details of the impairment you have.*

|  |  |
| --- | --- |
|  | Physical impairment |
|  | Sensory impairment (hearing, sight or both) |
|  | Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy |
|  | Mental health condition |
|  | Learning disability |
|  | I prefer not to say |
|  | Other |

Other, please specify:

A Carer is anyone who provides unpaid care 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.

**Q21. Are you a Carer?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | I prefer not to say |

**Q22. Are you …?**

*Select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Heterosexual/Straight |
|  | Bi/Bisexual |
|  | Gay man |
|  | Gay woman/Lesbian |
|  | Other |
|  | I prefer not to say |

**Q23**. **To which of these ethnic groups do you feel you belong?**

S*elect* ***one*** *option.* (Source 2011 Census)

|  |  |  |  |
| --- | --- | --- | --- |
| White English |  | Mixed White & Black Caribbean |  |
| White Scottish |  | Mixed White & Black African |  |
| White Welsh |  | Mixed White & Asian |  |
| White Northern Irish |  | Mixed Other\* |  |
| White Irish |  | Black or Black British Caribbean |  |
| White Gypsy/Roma |  | Black or Black British African |  |
| White Irish Traveller |  | Black or Black British Other\* |  |
| White Other\* |  | Arab |  |
| Asian or Asian British Indian |  | Chinese |  |
| Asian or Asian British Pakistani |  | I prefer not to say |  |
| Asian or Asian British Bangladeshi |  |  |  |
| Asian or Asian British Other\* |  |  |  |

**\***Other - If your ethnic group is not specified on the list, please describe it here:

**Thank you for taking the time to complete this questionnaire; your feedback is important to us. All feedback received will be reviewed and considered in the development of our emerging Local Transport Plan.**

**We will report back on the feedback we receive, but details of individual responses will remain anonymous, and we will keep your personal details confidential.**

**Closing date for responses: 18September 2023.**

**Consultation Privacy Notice**

Last updated: 30 April 2023

Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we’ve created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. We are responsible as ‘controller’ of that personal information for the purposes of those laws. Our Data Protection Officer is Benjamin Watts.

The personal information we collect and use

Information collected by us

In the course of responding to consultations published by Kent County Council we collect the following personal information when you provide it to us:

* responses to questionnaire / consultation
* equalities data collected through questionnaire response - age, sex, gender identity, ethnicity, religion or belief, sexuality, disability, pregnancy or maternity or if you are a Carer
* employment and education details
* postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode information if you do not want to. KCC is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you do give will be used to see if there are any differences in views for different groups of people, and to check if services are being delivered in a fair and reasonable way.

We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process response data and will not be used in producing reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is shared with external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

How we use your personal information

We collect and use this information in order to:

* understand your views about a particular topic or KCC activity
* analyse consultation and engagement activity
* inform KCC’s future strategy, policy, service design and budget planning
* undertake equality monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

We may use your postcode to carry out a type of profiling to estimate which one of a number of lifestyle groups you are most likely to fall into. We do this using geodemographic segmentation tools. We do not make any decisions about individual service users based solely on automated processing, including profiling.

How long your personal data will be kept

We will hold any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e):‘processing is necessary for the performance of a task carried out in the public interest' and Article 6(1)(c) ‘for compliance with a legal obligation to which the controller is subject’as our lawful basis.

We rely on Article 9(2)(g) ‘processing is necessary for reasons of substantial public interest’ (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained.) It is necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained. You can read [KCC’s Equality Policy on our website](http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/equality-and-diversity) or on request.

Who we share your personal information with

We may share your personal data with those listed below:

* services within the Council who are responsible for the management of the engagement or consultation activity
* a third-party supplier who has been contracted to independently analyse the consultation responses
* organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
* district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Granicus.

Your rights

Under UK GDPR you have a number of rights which you can access free of charge which allow you to:

* know what we are doing with your information and why we are doing it
* ask to see what information we hold about you
* ask us to correct any mistakes in the information we hold about you
* object to direct marketing
* make a complaint to the Information Commissioner’s Office.

Depending on our reason for using your information you may also be entitled to:

* ask us to delete information we hold about you
* have your information transferred electronically to yourself or to another organisation
* object to decisions being made that significantly affect you
* object to how we are using your information
* stop us using your information in certain ways.

We will always seek to comply with your request, however, we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner’s Office (ICO)](https://ico.org.uk/) on individuals’ rights under UK GDPR.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk).

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to contact

Please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk) to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, at [dpo@kent.gov.uk](mailto:dpo@kent.gov.uk). Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone, Kent, ME14 1XQ.

The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>.