

Big Conversation: Rural Transport

13 June to 8 August 2018

Consultation Questionnaire

Kent County Council's Big Conversation aims to find potential new opportunities in providing rural transport services. Your feedback is really important. It will be used along with feedback from bus, community transport and taxi operators and our equality analysis to develop potential pilots that will be presented at a Bus Summit in October 2018.

What information do you need before completing the questionnaire?

Join us at your local public meeting to find out more or view the consultation material online at www.kent.gov.uk/bigconversation before responding to this questionnaire. There will be 11 public meetings between 7pm and 9pm:

Public meeting venue	Date
Dover Town Hall The Maison Dieu, Biggin Street, Dover CT16 1DL	Tuesday 19 June
Margate Football Club Hartsdown Park, Hartsdown Road, Margate CT9 5QZ	Thursday 21 June
Elite Venue Centre Dunkirk Close, Gravesend DA12 5ND	Tuesday 26 June
Stag Community Arts Centre London Road, Sevenoaks TN13 1ZZ	Wednesday 4 July
Borough Green Village Hall Borough Green TN15 8DG	Thursday 5 July
University of Kent Darwin Conference Suite, Canterbury CT2 7NZ	Tuesday 10 July
The High Weald Academy Angley Road, Cranbrook TN17 2PJ	Wednesday 11 July
St Mary's Bay Village Hall Romney Marsh TN29 0SW	Thursday 12 July
Homewood School & Sixth Form Centre Ashford Road, Tenterden TN30 6LT	Tuesday 17 July
UK P Leisure Avenue of Remembrance, Sittingbourne ME10 4DE	Wednesday 18 July
Sessions House Lecture Theatre, County Hall, Maidstone ME14 1XQ	Thursday 19 July

This questionnaire can be completed online at: www.kent.gov.uk/bigconversation.
Alternatively, fill in this paper form and return to: FREEPOST BIG CONVERSATION

Please ensure your response reaches us by 8 August 2018.



Alternative Formats: If you need this questionnaire or any of the consultation documents in an alternative format, please email alternativeformats@kent.gov.uk or call 03000 421553 (text relay service number: 18001 03000 421553). This number goes to an answering machine, which is monitored during office hours.

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 General Data Protection Regulation. Please see page 20 to view the full Privacy Notice. You can also go online for more information:
<https://consultations.kent.gov.uk/consult.ti/PrivacyNotices>

Section 1 – About You

Q1. Are you responding as...?

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

*Please select **one** option.*

- Yourself (as an individual)
- A friend or relative – **please answer all the questions in this questionnaire using the details of the person you're responding on behalf of and not your own.**
- A bus operator
- A representative of a local community group or residents' association
- On behalf of an educational establishment, such as a school or college
- On behalf of a Parish / Town / Borough / District Council in an official capacity
- A Parish / District or County Councillor
- A business owner
- On behalf of a charity, voluntary or community sector organisation (VCS)
- Other, please specify:

Q1a. If you are responding on behalf of an organisation (bus operator, local community group or residents' association, Council, local business owner or charity, VCS), please tell us the name of the organisation.

*Please write in **below**.*

Q2. Please tell us your postcode:

We use this to help us to analyse our data. It will not be used to identify who you are.

If you are responding as an organisation, please go to Section 2.

If you are responding as an individual or on behalf of a friend or relative, please continue to Q3.

Q3. How often do you use the following types of transport in your local area?

*Select only **one** option for each row.*

	Once a day or more	At least once a week	At least once a fortnight	Less often	Never
Buses					
Trains					
Community Transport e.g. access to a minibus or car service if you can't access public transport (Kent Karrier)					
Taxis					
Own car					
Someone else's car, e.g. family, friend, neighbour					
Hospital arranged transport (excluding emergency services)					
Other, please specify:					

Q3a. Please select from the list below the reason for using these type(s) of transport:
*Select **all** that apply.*

Reasons for your journey	Modes of transport							
	Buses	Trains	Community Transport	Taxis	Own car	Someone else's car	Hospital arranged transport	Other
To get to and from school/college/university								
To get to and from work								
To get to and from doctors, hospital or healthcare appointments								
To do food shopping								
To get to and from leisure and social activities								
To care for a friend or relative								
Visiting friends and family								
Other, please specify the <u>reason</u> for your journey and the <u>mode</u> of transport used:								

Q4. Does the availability of public transport where you live restrict the places that you go?

*Please select **one** option.*

- Yes
- No

Q4a. If you have responded ‘Yes’ to Q4, please select from the list below the reasons for not being able to travel to where you want to go?

Please note train services operate on fixed timetables and the operation of those services is not included in the scope of this consultation.

Select **all** that apply.

Barriers	Please tick all that apply
No public transport available near me	
Long walk to bus stop or train station	
Journeys not direct / too many changes	
Journeys take too long	
Buses / trains are too infrequent	
Buses / trains don't run early or late enough	
Buses don't run on Sundays / Bank Holidays	
Restricted times with travel passes	
Public transport is too expensive	
Lack of disabled accessible transport	
Cannot get to or access my nearest bus stop / train station	
Do not feel safe waiting at bus stop	
Other reasons or comments on the above:	

Section 2 – Feedback on potential ideas for the future

The consultation document highlights three initial ideas for delivering public transport to rural communities in the future. We want to understand what is most important to you or the groups you represent to help us develop these ideas.

Q5. Please select from the list below up to three most and least important features for a rural transport service.

*Please select up to **three** features in each column.*

Features	Most important	Least important
Go <u>where</u> you want to go (stops where you need it to stop and is not limited to bus stops)		
Goes <u>when</u> you want to go		
You could book within 1 hour's notice		
Timetabled service		
Tickets cover the whole journey		
Seats can be booked in advance		
There are multiple ways of <u>booking</u> e.g. by phone or online		
Anyone could book and travel if registered		
Is linked to a wider bus and train network		
There are multiple ways of <u>paying</u> e.g. by phone or online		
The price is cheaper than a one-off taxi journey		
Provision for disabled access		

Please answer the following questions on each of the three initial ideas for delivering public transport in rural communities in the future.

If you are responding as an organisation, please answer questions 6a, 7a, 8a, 10 and 11.

Q6. Based on the information provided in the consultation booklet, how likely would you or anyone in your household be to use 'Idea 1 - Feeder services' if it was available?

*Please select **one** option.*

- | | |
|--------------------------|----------------------|
| <input type="checkbox"/> | Very likely |
| <input type="checkbox"/> | Quite likely |
| <input type="checkbox"/> | Quite unlikely |
| <input type="checkbox"/> | Very unlikely |
| <input type="checkbox"/> | Don't know |
| <input type="checkbox"/> | Not applicable to me |

Q6a. Please add any comments you have on 'Idea 1 - Feeder services' in the text box provided below.

Q7. Based on the information provided in the consultation booklet, how likely would you or anyone in your household be to use 'Idea 2 - Bookable flexible bus services' if it was available?

*Please select **one** option.*

- Very likely
- Quite likely
- Quite unlikely
- Very unlikely
- Don't know
- Not applicable to me

Q7a. Please add any comments you have on 'Idea 2 - Bookable flexible bus services' in the text box provided below.

Q8. Based on the information provided in the consultation booklet, how likely would you or anyone in your household be to use 'Idea 3 - Use of taxi-bus style services' if it was available?

*Please select **one** option.*

- Very likely
- Quite likely
- Quite unlikely
- Very unlikely
- Don't know
- Not applicable to me

Q8a. Please add any comments you have on 'Idea 3 - Use of taxi-bus style services' in the text box provided below.

Q9. Do you travel using any of the following bus passes?

Select **all** that apply.

It is not necessary to answer this question if you are responding on behalf of an organisation.

<input type="checkbox"/>	Older person's bus pass (English National Concessionary Travel Scheme)
<input type="checkbox"/>	Mobility impairment bus pass (English National Concessionary Travel Scheme)
<input type="checkbox"/>	Companion bus pass (English National Concessionary Travel Scheme)
<input type="checkbox"/>	Young Person's travel pass
<input type="checkbox"/>	Kent 16+ travel card
<input type="checkbox"/>	KCC Free School Bus Pass/KCC entitled scholars pass
<input type="checkbox"/>	No, I do not use any bus passes
<input type="checkbox"/>	Other, please specify: <input type="text"/>

Q9a. If you travel using any of the passes above (excluding those entitled to receive free Home to School Transport) would you be prepared to pay extra for your journey if it provided an improved service compared to your current provision?

Select **one** option.

It is not necessary to answer this question if you are responding on behalf of an organisation.

<input type="checkbox"/>	Yes - up to £2
<input type="checkbox"/>	Yes - up to £4
<input type="checkbox"/>	No
<input type="checkbox"/>	Not applicable
<input type="checkbox"/>	Don't know

Q10. We have completed an initial Equality Impact Assessment (EqIA) for the potential pilots.

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, gender, gender reassignment, sexual orientation, race, religion, and carer's responsibilities. The EqIA is available at www.kent.gov.uk/bigconversation or in hard copy on request.

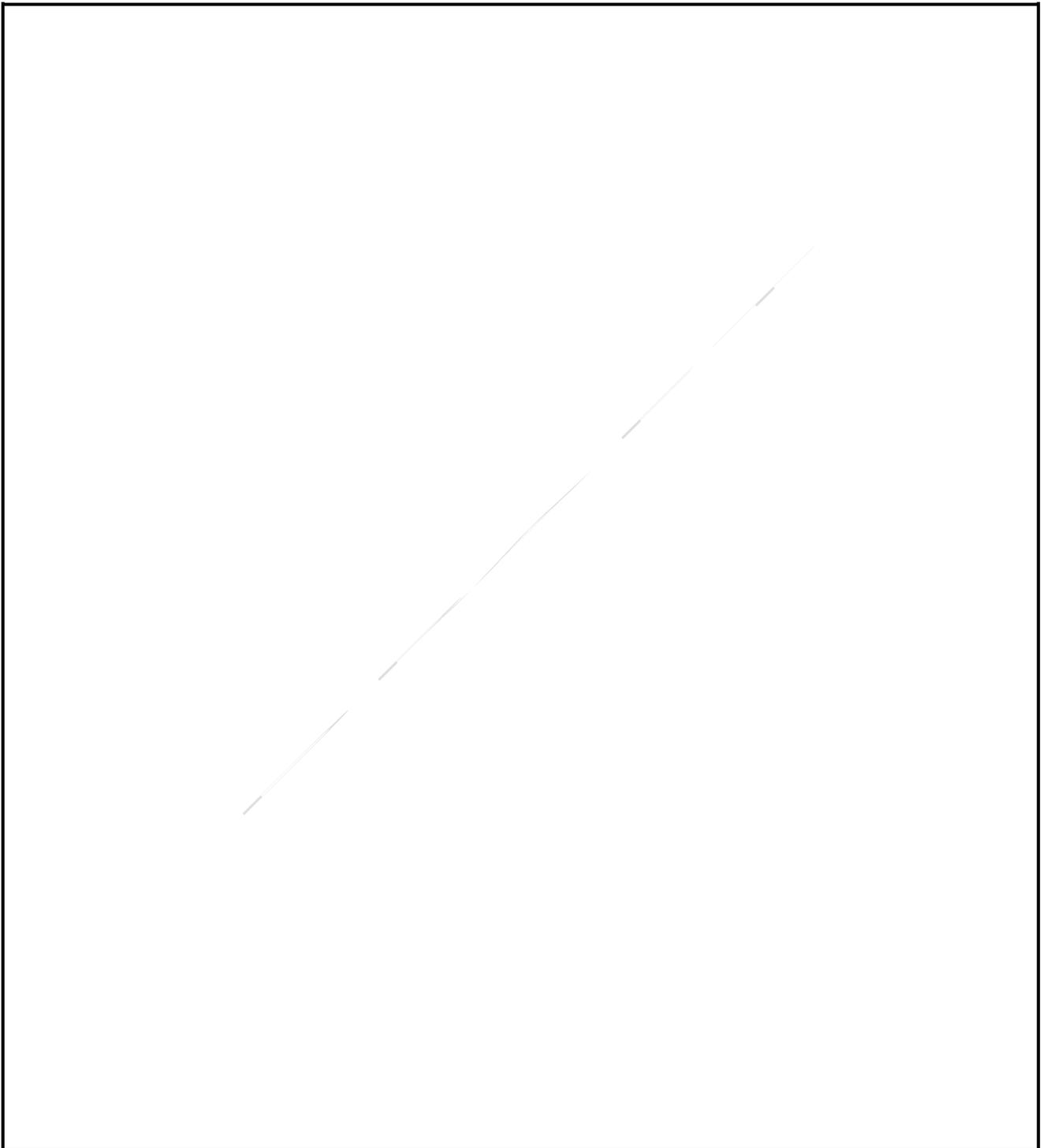
If you have any comments about the Equality Impact Assessment, please provide them here.



Section 3 – Any other comments

Q11. Thank you for taking part in the Big Conversation – your feedback will help us to shape the future of rural transport in Kent.

If you have any further comments or other ideas, we would like you to share them with us below.

A large, empty rectangular box with a black border, intended for the respondent to provide their comments or ideas.

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.

This information will be kept anonymous and 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.

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

Q12. Which of the following options best describes what you are doing at present? *Please select one option.*

<input type="checkbox"/>	Working - in full-time job (30+ hours per week)
<input type="checkbox"/>	Working - in part-time job (under 30 hours per week)
<input type="checkbox"/>	On a government supported training programme (e.g. Modern Apprenticeship, Training for Work)
<input type="checkbox"/>	Full time education at school, college or university
<input type="checkbox"/>	Unemployed and available for work
<input type="checkbox"/>	Permanently sick/disabled
<input type="checkbox"/>	Wholly retired from work
<input type="checkbox"/>	Looking after the home
<input type="checkbox"/>	I prefer not to say
<input type="checkbox"/>	Other, please provide details: <input data-bbox="716 1630 1422 1720" type="text"/>

Q13. Are you.....? *Please select **one** option.*

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	I prefer not to say

Q14. Is your Gender the same as your birth? *Please select **one** option.*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

Q15. Which of these age groups applies to you? *Please select **one** option.*

<input type="checkbox"/>	0-15	<input type="checkbox"/>	25-34	<input type="checkbox"/>	50-59	<input type="checkbox"/>	65-74	<input type="checkbox"/>	85 + over
<input type="checkbox"/>	16-24	<input type="checkbox"/>	35-49	<input type="checkbox"/>	60-64	<input type="checkbox"/>	75-84	<input type="checkbox"/>	I prefer not to say

Q16. Do you regard yourself as belonging to a particular religion or holding a belief?
*Please select **one** option.*

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	I prefer not to say
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Q16a. If you answered 'Yes' to Q16, which of the following applies to you?
*Please select **one** option.*

<input type="checkbox"/>	Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	I prefer not to say
<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Sikh	<input type="checkbox"/>	Other <i>Please write in below</i>

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.

Q17. 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

Q17a. If you answered ‘Yes’ to Q17, 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.*

<input type="checkbox"/>

Physical impairment

Sensory impairment (hearing, sight or both)

Longstanding illness or health condition, or epilepsy

Mental health condition

Learning disability

I prefer not to say

Other (please specify)

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.

Q18. Are you a Carer?

*Please select **one** option.*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

Q19. To which of these ethnic groups do you feel you belong?

*Please select **one** option.* (Source: 2011 Census)

White English	<input type="checkbox"/>	Mixed White & Black Caribbean	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Mixed White & Black African	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Mixed White & Asian	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	Mixed 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"/>
Asian or Asian British Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>
Asian or Asian British Bangladeshi	<input type="checkbox"/>		
Asian or Asian British Other*	<input type="checkbox"/>		

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

Q20. Are you...?

*Please select **one** option.*

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

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

Consultation Privacy Notice

Last Updated: 22nd May 2018

Who are we?

Kent County Council collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and 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:

- Postcode
- Email address if you want updates on a consultation
- Feedback on the consultation
- Equalities Data - Ethnicity, Religion, Sexuality, Gender Reassignment, Disability or if you are a Carer
- Cookies – we use three types of cookies when you use our website. For more information about the cookies and how they are used please visit <https://kahootz.deskpro.com/kb/articles/kahootz-cookie-information-ci>

We use cookies to remember who you are and a few of your preferences whilst you use the website.

We do not use cookies to collect personally identifiable information about you, track your behaviour or share information with 3rd parties.

Our cookies do not contain any of your personal information and only take up about one-thousandth of the space of a single image from a typical digital camera.

All of the cookies we set are strictly necessary in order for us to provide the online service to you.

You do not need to submit any equalities 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. No personal information which can identify you, such as your name or address, will be used in producing equality reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before sent to other teams.

How we use your personal information

We use your personal information to inform you of the outcome of the consultation, if you have requested updates.

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 your personal information for up to 6 years following the closure of a consultation.

Reasons we can collect and use your personal information

We rely on *'processing is necessary for the performance of a task carried out in the public interest'*

And *'processing is necessary for compliance with a legal obligation to which the controller is subject.'*

The provision of contact details, including name, address or email address is required from you to enable us to respond to your feedback on consultations.

We rely on *processing is necessary for reasons of substantial public interest* as the lawful basis on which we collect and use your special category data for the purpose of equalities monitoring.

Further, the processing is necessary for the purposes of 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>

Who we share your personal information with

We may share your personal data and feedback with those listed below who may need to help us respond to your feedback. In some cases that may include your name and contact details.

We may share your personal data with;

- Services within the Council who are responsible for carrying out analysis of consultation responses.

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

We use a system to log your feedback, which is provided by a third-party supplier.

Your Rights

Under the GDPR you have a number of rights which you can access free of charge which allows 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 Commissioners 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. Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at 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 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. Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone ME14 1XQ.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is 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>

