**Consultation Questionnaire**

Kent County Council (KCC) is seeking your views on spending priorities and the approach we should take to help us amend the 2020-21 Budget. Your responses will be considered by Members (Councillors) at the full County Council meeting on 10 September 2020.

To take part in this consultation, please visit our website [www.kent.gov.uk/budget](http://www.kent.gov.uk/budget) and **complete the online questionnaire**. We recommend you read the short Consultation Document available on the website before responding.

Completing the questionnaire online helps us to make the best use of our resources. However, if you are unable to take part online, please complete this version and return to:

Budget Consultation 2020-21

Kent County Council

Finance - Room 3.08

Sessions House

Maidstone ME14 1XQ

**Please ensure your response reaches us by Sunday 9 August 2020.**

**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.[Read the full Privacy Notice on kent.gov.uk](https://www.kent.gov.uk/about-the-council/contact-us/access-to-information/gdpr-privacy-notices/engagement%2C-organisation-design-and-development/consultations).

**Section 1 – About You**

**Q1. Please tell us in what capacity you are completing this questionnaire:**

*Please select the option that most closely represents how you will be responding to this consultation. Please select* ***one*** *option.*

|  |  |
| --- | --- |
|  | As a Kent resident  |
|  | As a KCC employee (Kent resident) |
|  | As a KCC employee (non-Kent resident) |
|  | As 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 |
|  | As a Parish, District or County Councillor |
|  | As a Kent business owner |
|  | On behalf of a charity, voluntary or community sector organisation (VCS) |
|  | As a resident from somewhere else, such as Medway  |
|  | Other, please specify:  |

**Q1a. If you are responding on behalf of an organisation** **(business, community group, residents’ association, council or any other organisation), please tell us the name of your organisation here:**

|  |
| --- |
|   |

|  |  |
| --- | --- |
| **Q2. Please tell us the first part of your postcode (this will be 3 or 4 characters):** |  |

*Please do not reveal your whole 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?** *Please select* ***all*** *that apply.*

|  |  |
| --- | --- |
|  | Facebook  |
|  | Twitter  |
|  | Instagram  |
|  | LinkedIn |
|  | From a friend or relative |
|  | Kent.gov.uk website |
|  | Local KCC County Councillor |
|  | District Council/Councillor  |
|  | Newspaper  |
|  | An email from KCC  |
|  | A Voluntary or Community sector organisation  |
|  | Other, please specify:  |

**Section 2 – Approach**

**Q4. What action do you think KCC should take to balance the 2020-21 budget in light of the additional spending and loss of income?** *Please select* ***all*** *that apply.*

|  |  |
| --- | --- |
|  | Increase other income sources, such as charging for some services, to cover the additional spending and loss of income  |
|  | Identify further savings in the budget, even if that means a reduction to service levels and/or loss of services |
|  | Use some of our general reserves (this is our ‘rainy day’ fund for emergencies and can only be used once). Any use of general reserves would need to be paid back in future years |
|  | Continue lobbying government to ask them to provide KCC with additional funds to cover the costs we have incurred and the income we have lost due to the impact of the pandemic |
|  | Continue lobbying government to allow councils to cover additional costs and loss of income by borrowing money |
|  | Other (please specify): |

**Section 3 – Budget priorities**

We are now going to ask you for your priorities for KCC services, first for our People based services and then our Community/Place based services.

**Q5. Imagine you are in charge of setting KCC's budget. Consider these major frontline spending areas for PEOPLE based services - pick your top three spending priorities.** *Please select* ***no more than three*** *options.*

|  |  |
| --- | --- |
|  | **Adult Social Care (18-64)** We support 12,900 adults to live independently at home and access services in their community, including helping people with learning disabilities, mental health, sensory (deaf/blind) and physical disability. We also provide placements in residential and nursing care homes for people with long term, complex needs.  |
|  | **Older People Social Care (65+)** We help 20,700 older people. This includes support to help older people live safely and independently at home (e.g. help with daily tasks) and provide day care services to help older people enjoy a good quality life. When people need more support or end of life care, we provide 5,300 placements in residential and nursing care homes. |
|  | **Social Support** We help people with issues such as homelessness, drugs and alcohol, domestic abuse or those going through a crisis. We provide advice for 152,000 carers to help families and carers find the support they need. We provide help to people who may feel lonely or isolated. We support people to do more for themselves at home, by learning or re-learning skills to make them feel safe, happy and live a fulfilled life. |
|  | **Children's Social Care** We support children and families in communities find the right fostering and adoption placements and currently look after 1,600 children in care. We help 1,700 care leavers find the right education, training and housing opportunities up to the age of 25. We help children with complex social care needs, such as physical and learning disabilities and mental health, with additional support to live at home, in their community or in residential placements.  |
|  | **Early Help** We have 84 children’s centres which are open to all children and families to access activities, support and advice (e.g. weigh clinics, parenting classes). We want to provide the right support for families at an early stage, to prevent problems getting worse and to stop children going into social care.  |
|  | **Educational and Youth Services** We support children to be ready for school, working with nurseries and pre-schools to provide quality childcare places. We work with 583 primary, secondary and special schools, so that all children can access a school place that meets their needs. We work with schools to ensure they deliver quality education and improve standards. We help children who need support with complex issues such as special educational needs and disability, emotional wellbeing, attendance and behaviour services and young offenders. We provide activities for young people including youth groups and youth workers. |
|  | **Public Protection** We work with partners such as District Councils and Kent Police on community safety issues (e.g. crime, gangs, domestic abuse). Our Community Wardens cover 128 communities, tackling antisocial behaviour and encouraging communities to work together. We also have responsibilities to support communities to be prepared for emergency and planned events such as disasters, floods and Brexit and Trading Standards work to tackle rogue traders, scams, promote trusted traders and keep goods safe. We also deliver the coroners’ services to investigate deaths and hold inquests. |

**Q5a. Tell us why you have picked those three as your top PEOPLE spending priorities.**

Help us understand why you have made those choices and what makes them so important.

|  |
| --- |
|  |

**Q6. Now consider these major frontline spending areas for COMMUNITY/PLACE based services - pick your top three spending priorities.** *Please select* ***no more than three*** *options.*

|  |  |
| --- | --- |
|  | **Environment Services** We enhance and protect Kent’s natural environment for everyone to enjoy. This includes our 9 Country Parks, over 6,000km of public rights of way, areas of outstanding natural beauty and natural habitats such as woodlands, coastline and wetlands. We also look to the future, tackling issues such as climate change, green energy opportunities and protecting heritage conservation. We deliver flood protection and defend coastal erosion. |
|  | **Highways** We manage over 8,500km of highways, 5,000km of pavements, 120,000 streetlights and maintain other assets like bridges, road signs and drains. We work with districts/parishes to manage grass, trees and weeds next to our highways. We fix potholes and deliver a winter service to keep roads gritted and safe in bad weather. We’re also responsible for road safety, working with partners to prevent accidents and deaths on Kent’s roads. We’re not responsible for motorways and major A roads which are the responsibility of Highways England. |
|  | **Regeneration and Economic Development** These services focus on regeneration of local areas and creating the right conditions for the economy to grow. We work with different types of businesses, colleges, universities and other partners to ensure we have the right skills, infrastructure and job opportunities for the future. We also promote apprenticeships to provide new training and work opportunities. We work with international, national and regional partners to attract funding to support key projects that will support growth, support our tourism sector as well as local food producers, provide loans for new businesses and tackle empty properties.  |
|  | **Waste Services** We are responsible for disposing of waste and providing the Household Waste Recycling Centres. District Councils are responsible for on-street collections. We work closely with districts on issues such as recycling, composting and fly tipping.  |
|  | **Community Services** We provide services which are important for the wellbeing of our communities and residents. Our culture, arts and sports services work with many schools, a range of providers including Turner Contemporary, local sports and arts groups and we support festivals and work with partners to bring major events to the county such as Open Golf in 2021. We deliver adult education, supporting people to develop new skills. Our Gateways and contact centres help people get in touch with the council, and work with other partners to provide advice or support to resolve queries or issues online, on the phone or face to face. |
|  | **Libraries, Registration and Archives** We have 99 libraries, a mobile library service and support for older and vulnerable people to access library services at home. In addition to reading and learning opportunities, libraries also provide community activities such as baby bounce and rhyme, dementia friendly libraries and summer reading challenges. We also host archives and history projects to protect Kent’s cultural heritage and deliver registration of births, deaths and marriages. |
|  | **Transport Services** These services are about travel, not physical roads and highways. We have responsibility for transport planning to ensure the right networks are there to support growing communities. This includes active travel options such as walking and cycling. We subsidise bus travel and concessionary fares (discount rates for older people and people who need support with travel costs) and maintain bus routes for isolated and rural communities which older, younger and vulnerable people may depend on. We assist young people to travel to school with the Kent Travel Saver card and help pupils with special educational needs to travel to and from school.  |

**Q6a. Tell us why you have picked those three as your top COMMUNITY/PLACE spending priorities.**

Help us understand why you have made those choices and what makes them so important.

|  |
| --- |
|  |

**If there was an extra £1 available, where would you spend it?**

**Q7. In questions 5 and 6 we asked you to pick up to six spending priorities (3 for each question). From the priorities you identified, tell us your top spending priority. Where would you spend your £1?**

*Please only select* ***one*** *service area or your answer cannot be included*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Adult Social Care**  |  |  | **Environment Services**  |
|  | **Older People Social Care**  |  |  | **Highways**  |
|  | **Social Support**  |  |  | **Regeneration and Economic Development**  |
|  | **Children's Social Care**  |  |  | **Waste Services**  |
|  | **Early Help**  |  |  | **Community Services**  |
|  | **Educational and Youth Services**  |  |  | **Libraries, Registration and Archives**  |
|  | **Public Protection**  |  |  | **Transport Services**  |

**Q8. Did you find this questionnaire easy to understand?**  *Please select* ***one*** *option.*

|  |  |
| --- | --- |
|  | Yes  |
|  | Partly  |
|  | No  |

**Q8a. If you have answered ‘Partly’ or ‘No’ to Q8, please tell us why:**

|  |
| --- |
|  |

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

**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 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.**

**Q9. Are you….?** *Please select* ***one*** *option.*

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

**Q10. Is your Gender the same as your birth?** *Please select* ***one*** *option.*

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

**Q11. Which of these age groups applies to you?** *Please select* ***one*** *option.*

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

**Q12. 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 |

**Q12a. If you answered ‘Yes’ to Q12, which of the following applies to you?** *Please select* ***one*** *option.*

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

If 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.

**Q13. 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 |

**Q13a. If you answered ‘Yes’ to Q13, 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, 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.

**Q14. Are you a Carer?** *Please select* ***one*** *option.*

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

**Q15**. **To which of these ethnic groups do you feel you belong?** *Please select* ***one*** *option.* (Source 2011 Census)

|  |  |  |  |
| --- | --- | --- | --- |
|  | White English |  | Mixed White and Black Caribbean |
|  | White Scottish |  | Mixed White and Black African |
|  | White Welsh |  | Mixed White and 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 ethnic group – if your ethnic group is not specified on the list, please describe it here:  |

**Q16. Are you….?** *Please select* ***one*** *option.*

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

If Other, please specify:

**Thank you for taking part in KCC’s Consultation on amendments to the Budget 2020-21, your feedback is important to us. If you would like to find out more about our services, or get in touch, please visit** [**kent.gov.uk**](http://www.kent.gov.uk/)

# **Consultation Privacy Notice**

Last updated: 2nd November 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 and 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 specific consultation
* Feedback on the consultation
* Equalities Data - Ethnicity, Religion, Sexuality, 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 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 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, Kent, 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>