**Consultation Questionnaire**

Kent County Council (KCC) is potentially facing the biggest financial challenge next year, bigger than anything we have seen over the last 10 years. It is vital that we take account of as many people’s views as possible to inform the very difficult decisions we may have to make. We are seeking your views on potential areas of spending reductions and the level of Council Tax to help us shape and balance our 2021-22 Budget. Your responses will be considered by Members (Councillors) at their Cabinet Committee meetings taking place throughout January 2021 before the budget is debated and approved by County Council in February 2021.

To take part in this consultation, please visit our website [www.kent.gov.uk/budget](http://www.kent.gov.uk/budget) and read the Consultation Document, then **complete the online questionnaire**.

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

Budget Consultation 2021-22

Kent County Council

Finance - Room 3.08

Sessions House

Maidstone ME14 1XQ

**Please ensure your response reaches us by Tuesday 24 November 2020.**

**Alternative Formats**: If you need this questionnaire or any of the consultation documents in an alternative format, please email [alternativeformats@kent.gov.uk](mailto: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,-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 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 KCC employee (Kent resident) |
|  | As a KCC employee (non-Kent resident) |
|  | As a Kent business owner or representative |
|  | On behalf of a charity, voluntary or community sector organisation (VCS) |
|  | As 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?** *Select* ***one*** *option*

|  |  |
| --- | --- |
|  | 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 – Tell us your views about spending reductions to service areas**

We are likely to have make some really difficult decisions so we want to understand and be informed by what is important to you. We are now going to ask you for your views on whether you would be comfortable or not with spending reductions in service areas.

**Q4. Imagine you are in charge of setting KCC's budget. Consider these major frontline service areas – for each of the 14 service areas below, please indicate whether you would be comfortable or not with a reduction in spending.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service area** | **Comfortable** | **Partly comfortable** | **Not comfortable** | **Don’t know / no opinion** |
| **Adult Social Care (18-64)** Services for people to live independently at home, access community services, or residential/nursing homes for those with long-term complex needs. |  |  |  |  |
| **Children's Social Care** Support for vulnerable children, young people and families, and children in care to make sure they are protected. Fostering and adoption places and support for care leavers to find education, training and housing. |  |  |  |  |
| **Community Services** Helping people get in touch with us (Contact Centre, Gateways) and access advice and support. Arts/physical activity services work with schools and local groups. Adult Education helps people develop new skills. We help bring big events to Kent. |  |  |  |  |
| **Early Help** Support for children, young people and families with complex needs through targeted help (e.g. parenting support), and open access to children’s centres and youth hub services. Support for young people involved in or at risk of becoming involved in crime or antisocial behaviour. |  |  |  |  |
| **Education Services** Supporting nurseries, pre-school and childcare settings to ensure quality childcare places so children are ready for school. Working with schools so all children can access a suitable place. Support for children’s needs including special education needs, disabilities, emotional wellbeing, and behaviour. |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service area** | **Comfortable** | **Partly comfortable** | **Not comfortable** | **Don’t know / no opinion** |
| **Environment Services** Enhancing and protecting Kent’s natural environment (Country Parks, Public Rights of Way and Areas of Outstanding Natural Beauty). Tackling issues like climate change, enabling green energy and the protection of our heritage and supporting flood protection. |  |  |  |  |
| **Highways** Inspecting, repairing and maintaining roads and footways which includes soft landscaping (grass/trees). Responding to highway emergencies, managing winter gritting and severe weather responses. Developing new roads and active travel options to encourage walking and cycling. Responsible for road safety, working with partners to prevent accidents. |  |  |  |  |
| **Libraries, Registration and Archives** Libraries, archives, mobile library service, support for the vulnerable to access services at home, and archive and history projects promoting Kent’s cultural heritage. Access to internet, business support, community activities, and dementia-friendly libraries. Registration of births, deaths and marriages, and citizenship ceremonies. |  |  |  |  |
| **Older People Social Care (65+)** Supporting older people to live safely and independently at home (e.g. help with daily tasks) and providing day care services to help them enjoy a good quality of life. Placements in residential and nursing care homes for people needing more support or end of life care. |  |  |  |  |
| **Public Protection** Services include Trading Standards (tackling scams / promoting trusted traders) and Community Wardens (supporting residents and tackling antisocial behaviour).Helping communities prepare for emergencies like severe weather. Delivering the coroners’ services to investigate unexpected deaths. |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service area** | **Comfortable** | **Partly comfortable** | **Not comfortable** | **Don’t know / no opinion** |
| **Regeneration and Economic Development** Helping the economy grow. Working with businesses/education to ensure the right skills and jobs for the future including promoting apprenticeships. Supporting projects that will help growth, our tourism sector and local food producers, and providing loans for new businesses and tackling empty properties. |  |  |  |  |
| **Social Support** Supporting carers so families find the help they need. Help for people with issues like homelessness, drug/alcohol misuse, domestic abuse, those going through a crisis or loneliness. Supporting people at home to learn skills to make them feel safe and happy. |  |  |  |  |
| **Transport Services** This includes subsidised bus travel across Kent (e.g. Kent Karrier) and the Kent Travel Saver for school children. We run the scheme providing free travel off-peak for senior citizens and disabled people. Keeping travel information up to date, maintaining bus stops and delivering school transport for special educational needs pupils. |  |  |  |  |
| **Waste Services** Recycling and treating waste and providing Household Waste Recycling Centres. District Councils are responsible for on-street collections and we are responsible for its disposal. Providing ways to increase recycling, composting and generating energy, improving environmental outcomes. |  |  |  |  |

**Q4a. If you would like to tell us the reasons for your responses to Q4, please use the box below.**

Help us understand why you would not be comfortable and what impact you think reductions could have. (Please use an extra sheet if you need to).

|  |
| --- |
|  |

The financial challenge we face in 2021-22 is significant and means we will need to make some difficult decisions in February 2021 if we do not get sufficient Government funding. It is important to understand what you would do in our situation, so we are asking you to consider your relative priorities in terms of the services we fund.

**Q5. If you had to remove £1 from one of the services areas, please tell us where you would remove your £1 from?**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Adult Social Care (18-64)** |  |  | **Libraries, Registration and Archives** |
|  | **Children’s Social Care** |  |  | **Older People Social Care (65+)** |
|  | **Community Services** |  |  | **Public Protection** |
|  | **Early Help** |  |  | **Regeneration and Economic Development** |
|  | **Education Services** |  |  | **Social Support** |
|  | **Environment Services** |  |  | **Transport Services** |
|  | **Highways** |  |  | **Waste Services** |

**Section 3 – The Council Tax we ask you to pay for services**

Council Tax currently funds almost half (46%) of our total budget (excluding schools) so it’s a significant funding source for the services we provide. By contrast, the grant (Revenue Support Grant) provided by government has reduced significantly since 2013 and now funds less than 1%. Government expects councils to fund more of their services from local taxation and therefore your Council Tax has seen modest increases in recent years.

To help fund the services you value the most, we suggest raising Council Tax by no more than the level Government expects us to set before a county-wide referendum is required. The limit is currently assumed to be just under 2% but if the limit is changed, we will need the flexibility to consider setting at a different percentage. This would partly help meet rising costs and demand for our services but will not be enough to fully cover the rising costs we have for 2021-22. Even with an increase in Council Tax, savings will still be needed to balance our budget.

**Q6. Please tell us if you agree or disagree with us raising Council Tax up to (but not exceeding) the referendum limit.**

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

|  |  |
| --- | --- |
|  | Agree |
|  | Disagree |
|  | Don’t know |

Each 1% increase in Council Tax adds 23p per week (£12 per year) to a typical band C property and increases our income by approximately £7 million. Any increase in Council Tax income will mean fewer reductions would need to be made across services.

**Q7. If no referendum limit is set, please select one of the following options to tell us your preference for Council Tax:**

|  |  |
| --- | --- |
|  | I support an increase of between 0% and 1% |
|  | I support an increase of between 1% and 2% |
|  | I support an increase of between 2% and 4% |
|  | I support an increase of between 4% and 6% |
|  | I support an increase above 6% |
|  | I do not support an increase |
|  | Don’t know / no opinion |

**Q7a. Please tell us why you have selected this preference for Q7.**

|  |
| --- |
|  |

The Adult Social Care Levy was introduced by government as a way of funding social care in light of a growing national funding shortfall due to rising costs and demand and reduced government grant funding. Councils like us, that are responsible for adult social care, may be allowed to raise an additional 2% in Council Tax (as has been allowed in previous years), provided this is spent directly on the care of the most vulnerable adults and older people.

**Q8. Please select one of the following options to tell us your preference about the Adult Social Care Levy:**

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

|  |  |
| --- | --- |
|  | **I support** the Council raising an additional Adult Social Care Levy on Council Tax. If this continues to be set at 2% this would increase the band C charge by a further 46p per week, or £24 per year. This would raise an additional £14.4m towards the rising costs and demands for adult social care. |
|  | **I do not support** the Council raisingthe additional Adult Social Care Levy on Council Tax. This would require KCC to reduce planned spending on social care and/or other services by £14.4m. |
|  | Don’t know / no opinion |

**Section 4 – doing things differently**

We are looking into how we might do things differently in the future to make some savings and have shown three examples in the question below. However, any savings from these would not solve the budget challenge.

**Q9. Please tell us whether you agree or disagree with these?**

*Please select* ***one*** *option for each row.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Agree** | **Neither agree nor disagree** | **Disagree** | **Don’t know** |
| **Reducing our number of buildings** |  |  |  |  |
| **Delivering more than one service from our buildings** |  |  |  |  |
| **Delivering more services using online technology** |  |  |  |  |

**Q10. If you have any other comments about the budget or how we might do things differently, please tell us below.**

|  |
| --- |
|  |

**Section 5 – More About You**

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

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 additional 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. **This information really helps us to understand how different people could be affected by the budget, but if you would rather not answer any of these questions, you don't have to.**

**Q11. Are you….?** *Please select* ***one*** *option.*

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

**Q12. 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 |  |

**Q13. 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 |

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

**Q14. 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 |

**Q14a. If you answered ‘Yes’ to Q14, 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 |

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.

**Q15. Are you a Carer?** *Please select* ***one*** *option.*

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

**Q16**. **To which of these ethnic groups do you feel you belong?** *Please select* ***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 part in KCC’s 2021-22 budget consultation. 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](mailto: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>