

Vision Zero: The Road Safety Strategy for Kent 2021-2026

Public consultation 26 January to 15 March 2021

Consultation Questionnaire

We are keen to hear your thoughts on our draft Vision Zero Road Safety Strategy for Kent as we further develop it during formal consultation. We have provided this feedback questionnaire for you to give your comments.

What information do you need before completing the questionnaire?

We recommend that you view the draft strategy online at www.kent.gov.uk/visionzero before responding to this questionnaire.

If you have any questions regarding these proposals or require hard copies of the strategy and/or questionnaire, please email visionzero@kent.gov.uk.

This questionnaire can be completed online at www.kent.gov.uk/visionzero

Alternatively, fill in this paper form and return to: Casualty Reduction Team, Kent County Council, Invicta House, Maidstone ME14 1XX.

Please ensure your response reaches us by midnight on 15 March 2021.

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 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 or call: 03000 42 15 53 (text relay

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service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

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Section One – 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
- Yourself in your professional capacity
- A parish, town, borough, district or county councillor
- A local authority or council, such as a parish, town, district or borough council
- An educational establishment, such as a school, college or university
- A health organisation, such as a CCG, Hospital Trust or GP Practice
- A business
- A charity, voluntary or community sector organisation (VCS)
- A motoring group
- Other, please specify:

Q1a. If you are responding in your professional capacity, please tell us what it is:

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Q1b. If you are responding on behalf of an organisation (business, community group, residents' association, council, motoring group or any other organisation), please tell us the name of your organisation. *Please write in below.*

Q2. Please tell us the first 5 characters of your postcode:

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.

If you are responding on behalf of an organisation, please skip questions 3 and 4 and move onto question 5.

Q3. Thinking about your normal travel habits prior to the Covid-19 pandemic, on average how often did you use the following methods of transport when travelling in your local area? Please select **one** option for each method of transport.

	Regular, daily use	A couple of times a week	Less frequently	Never use
Drive a car				
Passenger in a car				
Drive a van (light goods 3.5-7.5 tonnes)				
Drive an HGV (over 7.5 tonnes)				

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Drive a taxi/private hire				
Ride a moped/motorcycle				
Walk				
Ride a bicycle				
Other, please specify:				

Q4. Thinking about your normal travel habits prior to the Covid-19 pandemic, on average how often did you use the following methods of transport for longer journeys (those outside your local area)? Please select **one option for each method of transport.**

	Regular, daily use	A couple of times a week	Less frequently	Not applicable (e.g. never travel in this way/responding on behalf of an organisation)
Drive a car				
Passenger in a car				

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Drive a van (light goods 3.5-7.5 tonnes)				
Drive an HGV (over 7.5 tonnes)				
Drive a taxi/private hire				
Ride a moped/motorcycle				
Walk				
Ride a bicycle				
Other, please specify:				

Q5. How did you find out about this consultation?

Please select **all** that apply.

- Email from Kent County Council
- Newspaper article
- From my Parish / Town / Borough / District Council
- From a friend or relative
- Social Media (Facebook, Twitter, LinkedIn or Instagram)
- Kent.gov.uk website

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From a local business

Other, please specify:

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Section Two – The Strategy

Q6. Was the draft Vision Zero Road Safety Strategy easy to understand?
*Please select **one** option.*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

Q6a. Please add any comments in the box below.
We ask you not to identify yourself within your response.

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The strategy is formed of eight chapters. You can provide feedback on all or as many of the chapters as you like. If you would rather not provide feedback on any chapter, just move on to the next set of questions.

Chapter One – Introduction	<u>Page 8</u>
Chapter Two – Data and Risk	<u>Page 14</u>
Chapter Three – Safer Roads and Streets	<u>Page 16</u>
Chapter Four - Safer Speed	<u>Page 19</u>
Chapter Five - Safer Behaviours	<u>Page 22</u>
Chapter Six - Safer Vehicles	<u>Page 25</u>
Chapter Seven - Collision Response	<u>Page 28</u>
Chapter Eight - Governance and Monitoring	<u>Page 30</u>

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Chapter One - Introduction

1.1 Vision Zero 2050

Vision Zero is KCC's vision to reduce fatalities on the roads and streets of Kent to zero (or as close to zero as possible) by 2050. Whilst achieving a year where nobody in Kent is killed in traffic related crashes may not be possible, KCC sees zero as the only justifiable target to have but recognises that there is much work to be done in the next 30 years, to get as close as possible to zero deaths.

The above is a summary of the vision. See page 6 of the strategy for more information.

Q7. To what extent do you agree or disagree with Vision Zero?

Please select **one** option.

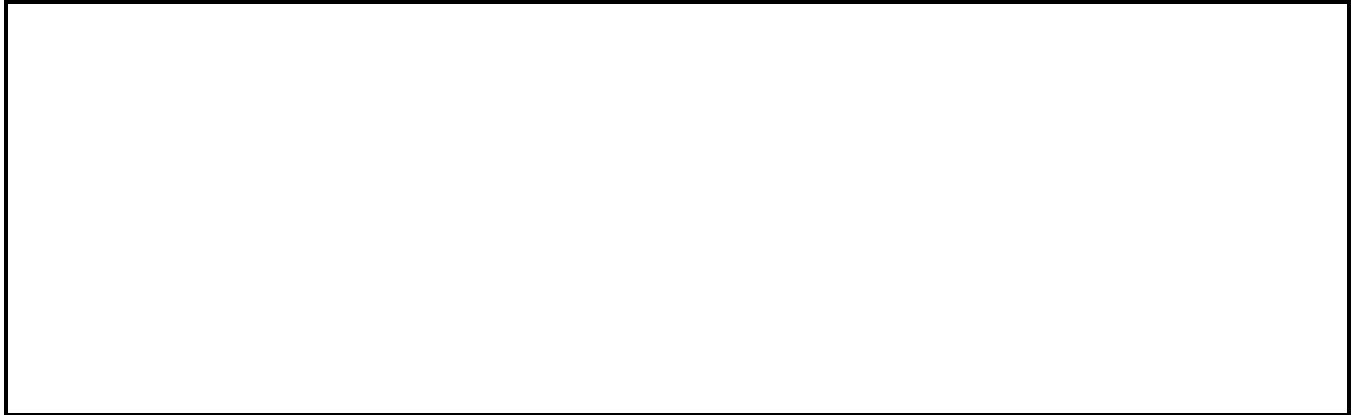
<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know

Q7a. Please provide any comments on Vision Zero in the box below.

We ask you not to identify yourself within your response.

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1.2 Our approach – Safe Systems

The Safe Systems approach is a proactive methodology to achieve zero deaths. This approach comprises the following themes:

- Safe roads and streets – designing our highway network to reduce the chances and consequences of collisions.
- Safe speeds – designing roads and enforcing speed limits appropriate to the usage and environment.
- Safe behaviours – road safety education, training, campaigns, engineering, enforcement, and technology to improve the way people use Kent’s roads and streets.
- Safe vehicles – ensure the vehicles on the Kent network are as safe as they can be by promoting safer technology for car and goods vehicle fleets.
- Post collision response – react as quickly as possible to crashes, study the causes of the most serious collisions, and provide support for the victims of road crashes.

See pages 5 to 6 in the strategy for more information.

Q8. To what extent do you agree or disagree that the Safe Systems approach is important to achieving better road safety outcomes for Kent?

*Please select **one** option.*

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree

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Don't know

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Q8a. Please provide any comments on the Safe Systems approach in the box below.

We ask you not to identify yourself within your response.

1.3 Community Circle

Proactive community engagement is at the heart of this strategy. If Vision Zero is to succeed it will depend on Kent's residents and road users sharing KCC's ambition. Community Circle is our approach to involving communities to help achieve Vision Zero in Kent. It includes:

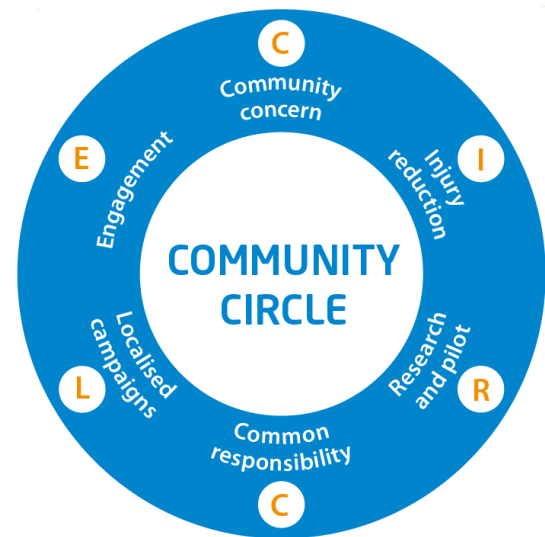
- **Community concerns aligned with injury collision data such as concerns about speed, air quality and noise would strengthen the case for intervention.**

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- Injury reduction remains the priority but feeling safe and quality of life are also important.
- Research and pilot new approaches including average speed camera corridors and other initiatives.
- Common responsibility for safety including road users, local community and highway authority.
- Localise campaigns to focus on casualty cluster sites.
- Engagement with community at cluster sites to discuss solutions together.

See pages 7 to 8 in the strategy for more information.



Q9. To what extent do you agree or disagree with the Community Circle approach? Please select *one* option.

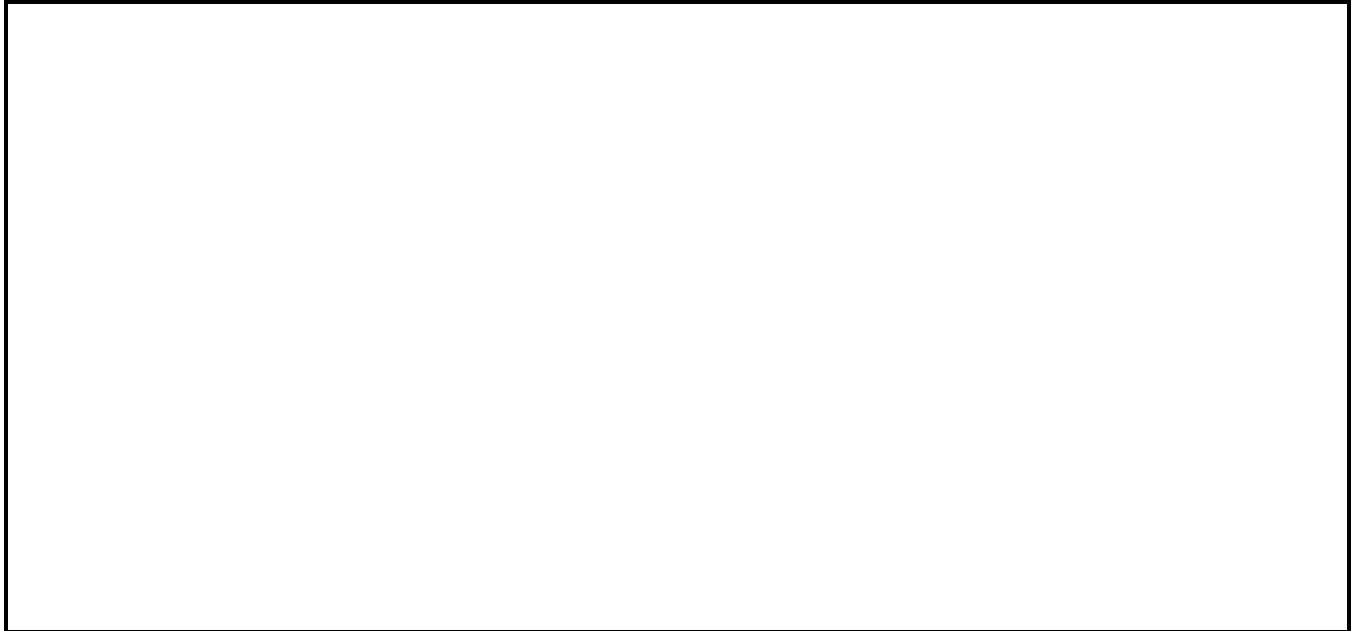
<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know

Q9a. Please provide any comments on the Community Circle approach in the box below.

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Q10. To what extent do you agree or disagree with the actions for Chapter One?

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

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
1. Promote 'Vision Zero' objectives to stakeholders and the public.						
2. Collaborate with Highways, Transport and Waste, Public Health, Active Travel, Fleet, Education and other teams within KCC where road safety can help deliver objectives.						

Q10a. Please provide any comments on the actions for Chapter One in the box below:

We ask you not to identify yourself within your response.

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Q11. Is there anything else you would like to tell us about Chapter One?

We ask you not to identify yourself within your response.

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Public consultation 26 January to 15 March 2021 Chapter Two - Data and Risk

Over the next five years the strategy sets out how we will analyse and use traffic data (collision statistics, traffic speeds, volumes etc.) to reduce collisions. We will use the data to develop risk scores and identify Kent's riskiest roads and streets. These can then be targeted with direct investment to make improvements.

See pages 11 to 12 in the strategy for more information.

Q12. To what extent do you agree or disagree with the Data and Risk actions?

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

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
3. Formulate a 'risk score' for Kent's highway network based on number of personal injury collisions, length of road and traffic volumes.						
4. Align this risk score with factors such as community concerns on speed, air quality and noise to strengthen the case for carrying out an intervention.						
5. Create a 'data store platform' and dashboard for ease of interpretation.						

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Q12a. Please provide any comments on the actions for Data and Risk in the box below.

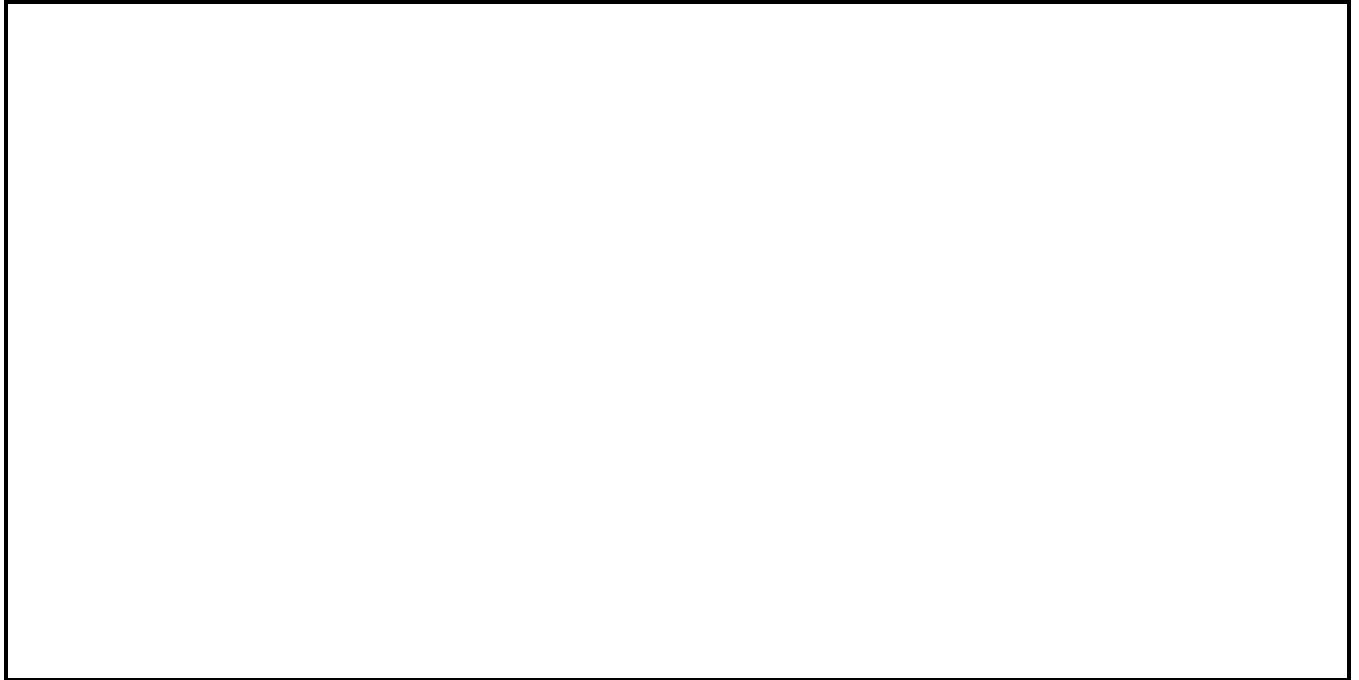
We ask you not to identify yourself within your response.

Q13. Is there anything else you would like to tell us about Chapter Two?

We ask you not to identify yourself within your response.

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To achieve Vision Zero by 2050, we will need to explore ways of more effectively designing in safety across our road network. The ideal road system is one where the human tolerance for Kinetic Energy (the force released in a crash) is not exceeded. We recognise that people sometimes make mistakes. Our aim is to design a forgiving network where making a mistake is not fatal.

See pages 13 to 16 in the strategy for more information.

Q14. To what extent do you agree or disagree with the Safer Roads and Streets actions? *Please select **one** option for **each** row.*

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
6. Review criteria for cluster sites where there have been high incidences of collisions and fatalities. Research the viability of a route-based approach.						
7. Develop a Safer Junctions Programme for Kent's urban area.						
8. Develop a Safe Rural Network Programme (roads & villages).						
9. Develop a Safer Powered Two-wheeler Programme.						

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10. Develop a Safer Walking and Cycling Programme.						
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Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
11. Develop a Safer Young People Programme, e.g. School Streets, Safe Routes to School.						
12. Establish processes so Highways teams can better incorporate road safety and walking and cycling measures into maintenance programmes at low cost.						
13. Engagement with communities at cluster sites where there are concentrations of traffic accidents and fatalities to improve compliance and support for Vision Zero.						

Q14a. Please provide any comments on the actions for Safer Roads and Streets in the box below:

We ask you not to identify yourself within your response.

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Q15. Is there anything else you would like to tell us about Chapter Three?

We ask you not to identify yourself within your response.

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Appropriate speed is at the heart of the Vision Zero approach. Our objective is to create a network where fewer mistakes occur, and to ensure that mistakes will not lead to a death. Improving compliance to speed limits, appropriate speeds for a location and in some instances reducing speed limits will be central to achieving this objective.

See pages 18 to 20 in the strategy for more information.

Q16. To what extent do you agree or disagree with the Safer Speed actions?

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

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
14. Research the criteria for installing new safety camera systems to include community demand, so cameras can be used where the community feels speeding is an issue, rather than just reacting to collisions that cause injury. We will pilot an average speed camera corridor along a stretch of road for evaluation.						
15. Evaluate and learn from the pilot 20mph speed limit towns (Faversham and Tonbridge) and analyse						

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impacts and success of measures to improve compliance.						
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Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
16. Research impacts of reducing the 60mph national speed limit. We will engage with rural communities, survey attitudes and evaluate impact on collisions and journey times. Findings to be presented to central Government to review potential of lowering national speed limit.						
17. Research and pilot measures to slow traffic around schools where traffic speed is a reported problem.						
18. Work with Kent Police to enhance the 'visible presence' of enforcement at crash hotspots.						
19. Support Kent Police enforcement activities with						

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<p>campaigns that target the highest risk areas and motorists.</p>						
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Q16a. Please provide any comments on the actions for Safer Speed in the box below:

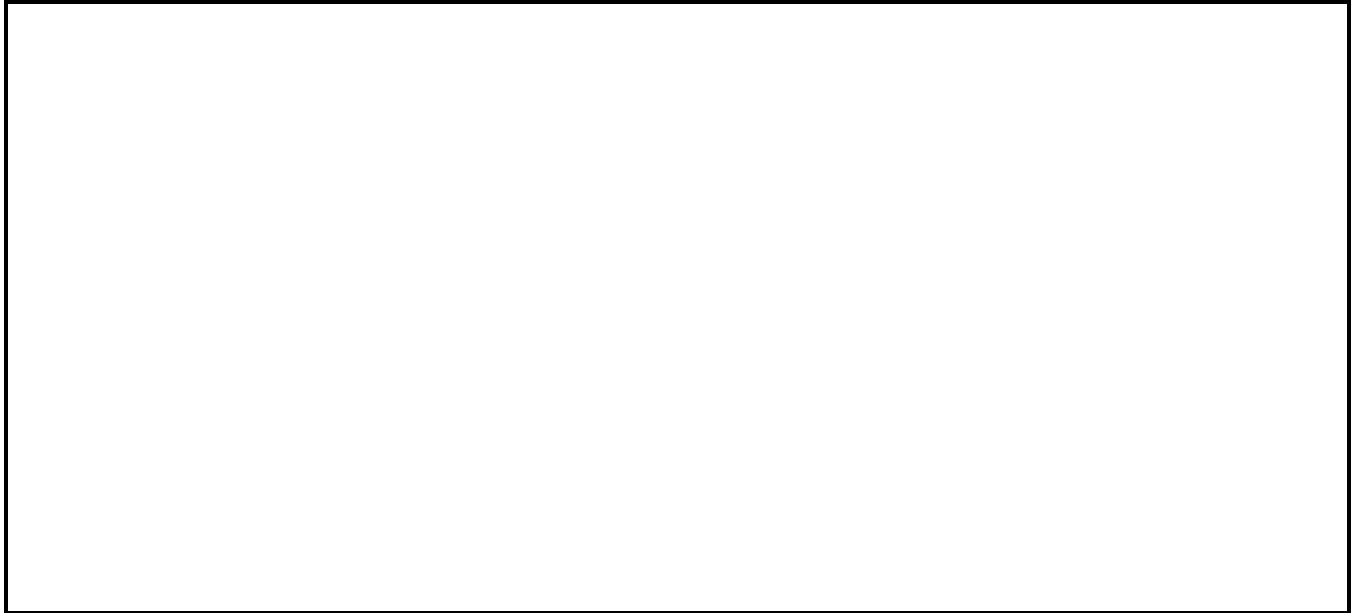
We ask you not to identify yourself within your response.

Q17. Is there anything else you would like to tell us about Chapter Four?

We ask you not to identify yourself within your response.

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To achieve Vision Zero (zero road deaths by 2050), it is essential that all road users and stakeholders including schools, town/parish councils, employers work together to reduce risky behaviours.

See pages 21 to 23 in the strategy for more information.

Q18. To what extent do you agree or disagree with the Safer Behaviours actions?

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

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
20. Create a 30-year communications plan to increase support for Vision Zero objectives.						
21. Produce a five-year behaviour change delivery plan aligned with walking, cycling and public health requirements and responsibilities.						
22. Produce a promotional process for use when new engineering schemes (such as a new pedestrian crossing) are introduced to tell people what and why it is being done, and how to use it.						

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23. Develop a support forum for those who have been affected by crashes.						
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Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
24. Support teenagers and older people with training and education designed to maintain safe mobility. Include alternatives to driving, as well as driver training.						
25. Research and test the impact of new road infrastructure, including electronic road signs (variable message signage) and flashing light studs on driver behaviour.						

Q18a. Please provide any comments on the actions for Safer Behaviours in the box below:

We ask you not to identify yourself within your response.

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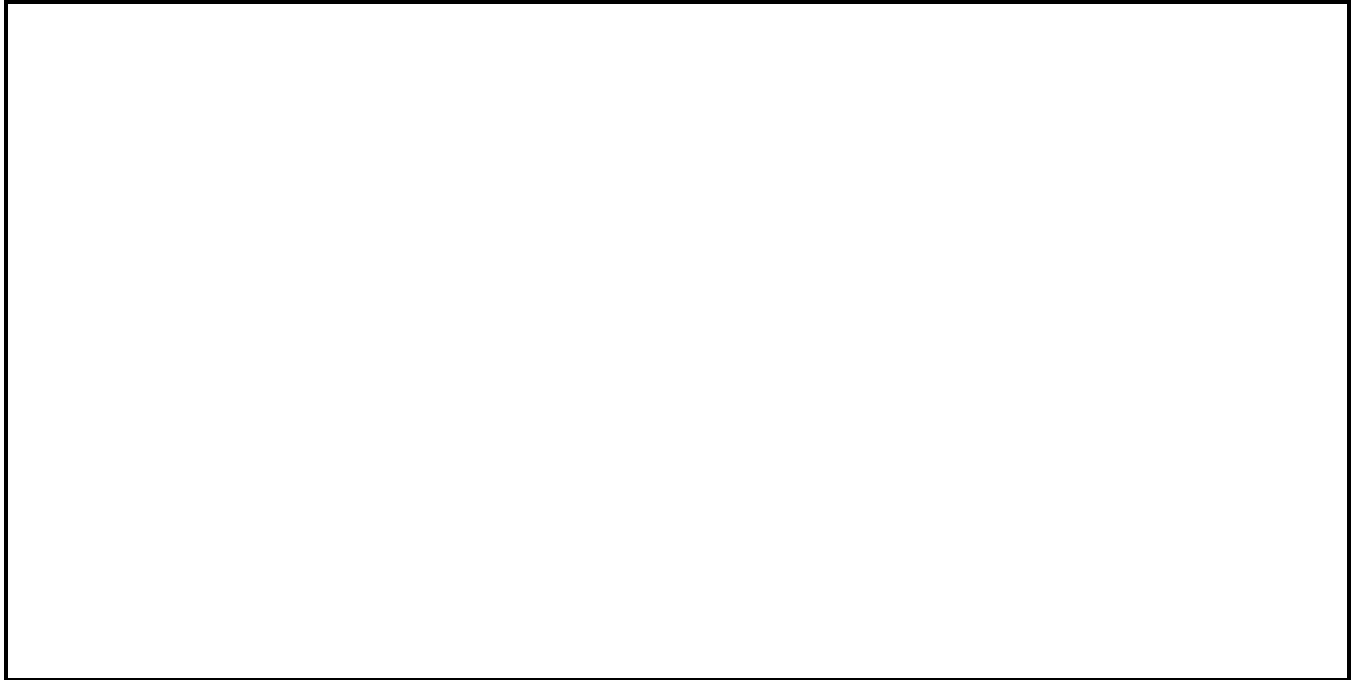
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Q19. Is there anything else you would like to tell us about Chapter Five?

We ask you not to identify yourself within your response.

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This part of the strategy will initially focus on KCCs fleets of vehicles, followed by partner organisation fleets and then other organisations around the county such as freight, construction, parcel delivery and taxi companies.

See pages 24 to 27 in the strategy for more information.

Q20. To what extent do you agree or disagree with the Safer Vehicles actions?

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

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
26. Develop driver policy that encompasses rules, procedures, training and driver assessment for all KCC drivers.						
27. Research likely impact of Intelligent Speed Assistance (ISA) and other new driving technologies on road safety and driver behaviours.						
28. Implement Fleet Operator Recognition Scheme (FORS) or equivalent which stipulates minimum driver training and vehicle safety						

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features for goods vehicles for KCC's fleet and research opportunity for FORS or equivalent for all new contracts where deliveries are made to KCC.						
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Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
29. Research opportunities to implement Construction Logistics and Community Safety (CLOCs) standards, or equivalent, that stipulates construction logistics plans and minimum vehicle safety standards for KCC led construction projects.						
30. Develop a rewards and training programme, using telematics to monitor the council's Highways, Transport and Waste drivers and research opportunities to extend vehicle telematics						

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to other KCC drivers and teams.						
31. Work with Highways England's Driving for Better Business to promote the safest vehicles and safest driving techniques to all fleet managers in Kent and promote Euro New Car Assessment Programme (NCAP) safer car information to fleet managers and to the public.						

Q20a. Please provide any comments on the actions for Safer Vehicles in the box below:

We ask you not to identify yourself within your response.

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Q21. Is there anything else you would like to tell us about Chapter Six?

We ask you not to identify yourself within your response.

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Chapter Seven – Collision Response

When a fatal or serious collision occurs, we need to make sure that the emergency services are able to get to it quickly. We must also ensure that we review the causes that may have contributed to the collision and support victims.

See page 28 in the strategy for more information.

Q22. To what extent do you agree or disagree with the Collision Response actions? *Please select **one** option for **each** row.*

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
32. Work with the CRP Casualty Reduction Partnership (Kent Police, Ambulance, Fire & Rescue Services) to support swift post-collision response process.						
33. Work with CRP partners to improve our post KSI (Killed or Serious Injury) auditing process by assessing behaviours, enforcement, and road layout to prevent further casualties.						

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34. Work with partners to ensure victims of road collisions get support.						
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Q22a. Please provide any comments on the actions for Collision Response in the box below:

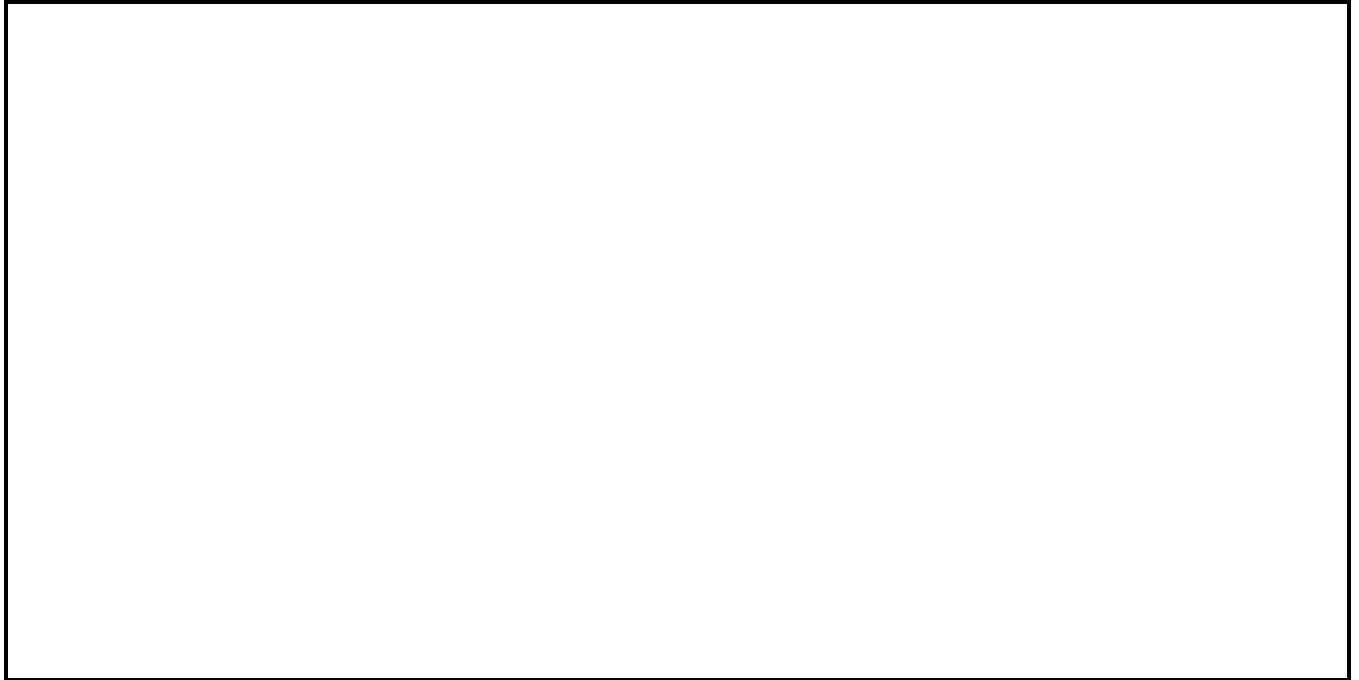
We ask you not to identify yourself within your response.

Q23. Is there anything else you would like to tell us about Chapter Seven?

We ask you not to identify yourself within your response.

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To review the effective delivery of the objectives in the strategy we propose the following governance and monitoring processes.

See pages 29 to 30 in the strategy for more information.

Q24. To what extent do you agree or disagree with the Governance and Monitoring actions? *Please select **one** option for **each** row.*

Actions	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
35. Organise a national, high-profile launch event and form an expert steering group to advise on delivery and best practice.						
36. Annual reviews to update action plans and monitor KPIs (key performance indicators)						
37. Work within the Casualty Reduction Partnership (CRP) framework.						
38. Expand the remit of the Safer Camera Partnership (KMSCP) to include community speed watch. KMSCP will report						

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to the Casualty Reduction Partnership.						
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Q24a. Please provide any comments on the actions for Governance and Monitoring in the box below.

We ask you not to identify yourself within your response.

Q25. Is there anything else you would like to tell us about Chapter Eight?

We ask you not to identify yourself within your response.

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Q26. Finally, do you have any other comments to make on the draft strategy and Vision Zero?

We ask you not to identify yourself within your response.

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To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an initial Equality Impact Assessment (EqIA) for the proposals put forward in this consultation.

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

Q27. 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.

We ask you not to identify yourself within your response.

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

Q28. Are you....? *Please select **one** option.*

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

Q29. Which of these age groups applies to you? *Please select **one** option.*

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

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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.

Q30. 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

Q30a. If you answered 'Yes' to Q30, 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

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Other

Other, please specify:

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 proposals.

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: 15 March 2020

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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 (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 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.

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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.

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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>

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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.

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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>