

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

Consultation Questionnaire

KCC's current Rail Action Plan for Kent (RAPK) was published in 2011. It set out KCC's principal objectives to ensure that the franchise, which was due to commence in April 2014, delivered a rail service that met the needs of the county's residents and visitors. KCC's new Kent Rail Strategy 2021 will inform the new contract or concession that follows the existing franchise.

We are keen to hear your thoughts as we further develop this draft 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 consultation material online at kent.gov.uk/kentrailstrategy2021 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 kentrailstrategy2021@kent.gov.uk.

This questionnaire can be completed online at kent.gov.uk/kentrailstrategy2021

Alternatively, fill in this paper form and return to Transport Strategy Team, Kent County Council, Invicta House, Maidstone ME14 1XX

Please ensure your response reaches us by 17 November 2020.

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 service number:

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

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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.*

- As a Kent resident
- As a resident from somewhere else, such as Medway, East Sussex, Surrey or Greater London
- On behalf of a rail industry organisation
- 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 Kent business owner or representative
- As a Parish / Town / Borough / District or County Councillor
- On behalf of a charity, voluntary or community sector organisation (VCS)
- Other, please specify:

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

*Please write in **below**.*

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

Please do not reveal your whole postcode. If you are responding on behalf of a friend or relative, please provide their postcode. We use this to help us to analyse our data. It will not be used to identify who you are.

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The draft Kent Rail Strategy 2021 sets out the following ambitions for the next South Eastern agreement:

- To determine the required passenger service levels in each sector of the network: High Speed, Mainline and Metro
- To set out the requirements for rail infrastructure enhancements to facilitate these levels of service
- To establish the requirements for new fleets of rolling-stock in each sector to enable these service levels to be realised
- To improve the provision of passenger station facilities and communications.

Q3. To what extent do you agree or disagree with the ambitions for the next South Eastern agreement as set out in the draft Kent Rail Strategy?

*Please select **one** option.*

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

Q3a. Please tell us the reason for your answer to Q3 in the box below.

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Q4. To what extent do you agree or disagree with the recommended actions for the Rail Policy in the Strategy? (See page 59 in the draft Strategy)

*Please select **one** option.*

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

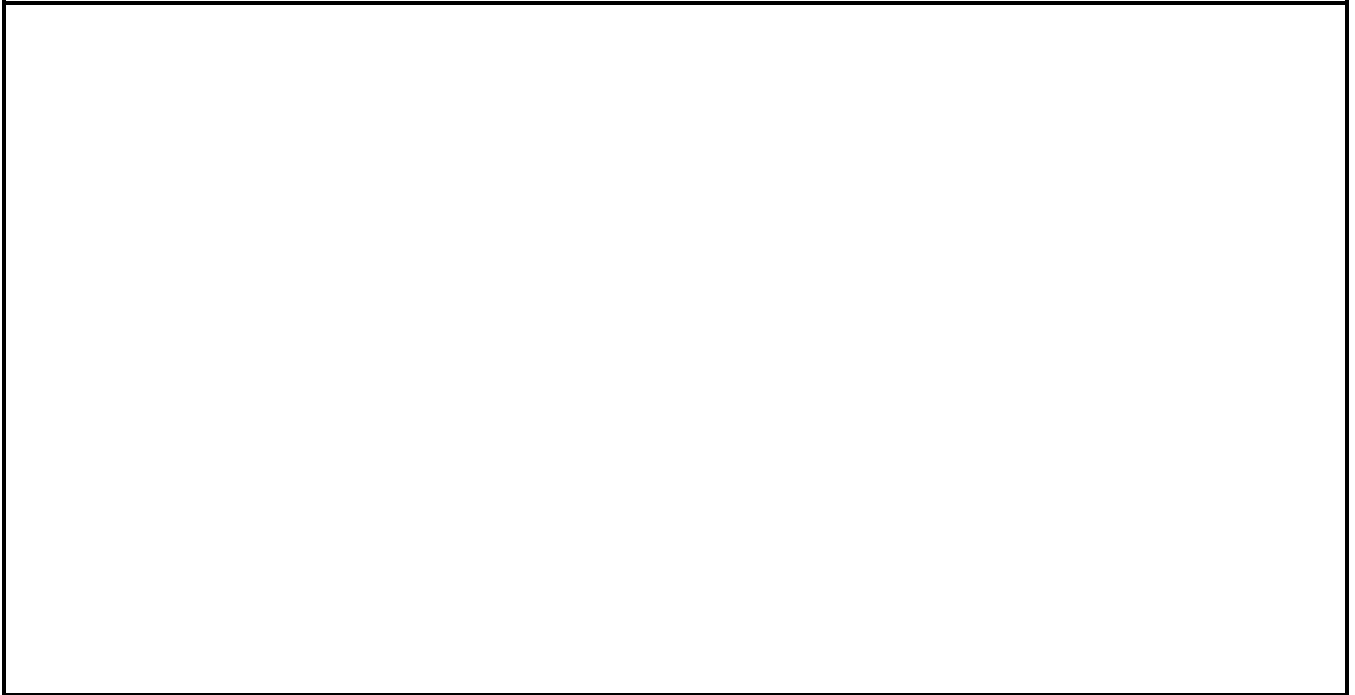
Don't know

Q4a. Please tell us the reason for your answer to Q4 in the box below.

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Q5. To what extent do you agree or disagree with the recommended actions for the Fares Policy in the Strategy? (See page 59 in the draft Strategy)

Please select **one** option.

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q5a. Please tell us the reason for your answer to Q5 in the box below.

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Q6. To what extent do you agree or disagree with the recommended actions for the Rail Infrastructure Enhancements in the Strategy? (See page 60 in the draft Strategy)

*Please select **one** option.*

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q6a. Please tell us the reason for your answer to Q6 in the box below.

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Q7. To what extent do you agree or disagree with the recommended actions for the Rolling-Stock Improvements in the Strategy? (See page 60 in the draft Strategy)

Please select **one** option.

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q7a. Please tell us the reason for your answer to Q7 in the box below.

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Q8. To what extent do you agree or disagree with the recommended actions for Passenger Services in the Strategy? (See pages 60-61 in the draft Strategy)

Please select **one** option.

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q8a. Please tell us the reason for your answer to Q8 in the box below.

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Q9. To what extent do you agree or disagree with the recommended actions for Community Rail Partnerships in the Strategy? (See page 61 in the draft Strategy)

Please select **one** option.

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q9a. Please tell us the reason for your answer to Q9 in the box below.

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Q10. To what extent do you agree or disagree with the recommended actions for the Rail Freight Provision in the Strategy? (See page 61 in the draft Strategy)

Please select **one** option.

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q10a. Please tell us the reason for your answer to Q10 in the box below.

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Q11. To what extent do you agree or disagree with the recommended actions for International Rail Services in the Strategy? (See page 62 in the draft Strategy)

Please select **one** option.

Strongly
agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't know

Q11a. Please tell us the reason for your answer to Q11 in the box below.

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Q12. Do you have any other comments on the draft Kent Rail Strategy? Please write in below.

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 kent.gov.uk/kentrailstrategy2021 or on request.

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

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Q14. How did you find out about this consultation? Please select *all* that apply.

- An email from KCC
- An email from another organisation
- Rail summit
- From a friend or relative
- Social Media (Facebook or Twitter)
- Kent.gov.uk website
- Newspaper
- Local television or radio
- Saw a poster
- Other, please specify:

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About You

In this section we would like to ask you some equality and diversity questions 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.

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

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

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

Q16. 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 |

Q17. 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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Q17a. If you answered 'Yes' to Q17, which of the following applies to you? Please select *one* option.

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

If you selected Other, please specify:

The Equality Act 2010 describes a person as disabled if they have a long standing physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q18. 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

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Q18a. If you answered 'Yes' to Q18, 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 |
| <input type="checkbox"/> | Sensory impairment (hearing, sight or both) |
| <input type="checkbox"/> | Longstanding illness or health condition, or epilepsy |
| <input type="checkbox"/> | Mental health condition |
| <input type="checkbox"/> | Learning disability |
| <input type="checkbox"/> | I prefer not to say |
| <input type="checkbox"/> | 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.

Q19. Are you a Carer?

Please select one option.

- | | |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No |

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I prefer not to say

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Q20. 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 - If your ethnic group is not specified on the list, please describe it here:

Thank you for taking the time to complete this questionnaire, your feedback is important to us. All feedback received will be reviewed and considered in the development of our Strategy.

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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: 17 November 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.

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.

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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.

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.

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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>