

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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**.*

Tonbridge & Malling Borough Council

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

ME19 4

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.

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
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

TMBC agrees with these ambitions, however we are mindful notwithstanding the financial implications of the pandemic for the rail sector, that partners must be ambitious for the future of rail services, especially so if future contractual arrangements will be set over a longer term and we are to achieve targets for carbon neutrality.

We therefore suggest adding a fifth ambition which directly links a recovery/revolution in rail travel and patronage, with achieving mode shift towards rail, this could explicitly reference the county council's carbon reduction ambitions.

- To bring about a revolution in low carbon travel, through better integration of buses, walking and cycling facilities with stations, to provide passengers with viable, flexible and integrated transport choices.

At present for too many residents and those who work in Kent, rail does not provide a competitive and realistic option for their journey vs using the private car. This must be addressed through a greater focus on orbital connectivity across the county and wider region, as advocated in the TfSE Transport Strategy (Reading-Gatwick-Ashford). TMBC supports this proposal, and also considers that the Medway Valley Line should have an enhanced role in supporting growth, mode shift towards rail and sustainable inter-urban travel between towns and communities in Kent.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

All proposed actions are suitable.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

All proposed actions are suitable. Regarding the extension of fare zones, we are mindful that in February 2019 the DfT published the 'Pay-as-you-go on rail consultation – Moving Britain Ahead'. This provided further detail as to how government may seek to make smart ticketing widely available across the South East rail network.

A suggested PAYG area was published with this consultation, which was proposed as a step towards full rollout across the network. This covered all stations within Tonbridge and Malling borough which was welcomed, but not the whole of Kent. TMBC would support ongoing work between rail partners to resolve this long overdue matter.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

TMBC supports the operation of high speed services that call at Snodland and Maidstone West. The Medway Valley is a location of substantial housing and employment growth. With 2000 homes under construction at Holborough Lakes and Peters Village, with a further 1500 proposed at Eccles.

We therefore support the improvement of stations to accommodate 12 car high speed trains as identified in the Network Rail, Kent Area Route Study. Whilst Snodland is identified for selective door opening, going forwards we would like this station to be considered for platform lengthening.

TMBC would also like to see an increase in the number of high speed services serving Snodland at peak periods, if not throughout the day. The availability of additional rolling stock on the high speed network could help to facilitate this. A viable business case could be prepared to support service enhancement and the borough council would be willing to assist with this.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

All proposed actions are suitable. In addition TMBC would support the enhancement of capacity on Medway Valley services (train lengthening as demand required). This line has a significant role to play in supporting cross county connectivity and providing links to London and other regional destinations.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

The proposed actions reflect TMBC's service priorities for the borough, particularly regarding a Gatwick service via Redhill to Tonbridge.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

In practice the aspirations of the CRPs for their respective lines are more detailed. This section should be restructured to summarise the key priorities for each line which CRPs will be delivering.

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

TMBC supports maximising the use of the rail network for freight and logistics, this is however challenging to achieve in practice beyond the distribution of aggregates and containers. At the present time rail does not provide sufficient flexibility across the country for many hauliers and logistics businesses, without points of interchange with the strategic highway network. Rail freight interchange facilities are potentially large and have a history of being highly contentious in planning terms.

TMBC supports the proposed gauge clearance works on Mainline routes through Kent, to maximise their use for freight. Network Rail should continue to work with the logistics sector (Freight Transport Association and Road Haulage Association) as well as landowners, to secure the use of available rail heads, stations or depots that can meet the needs of business.

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
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

These actions are appropriate and reflect longstanding priorities for KCC and ABC.

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

TMBC has no further comments.

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:

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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:

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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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Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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.

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

Draft Kent Rail Strategy 2021

Public consultation
23 September to 17 November 2020
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.

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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.

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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.

Draft Kent Rail Strategy 2021

Public consultation

23 September to 17 November 2020

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>