

## Consultation Questionnaire

An Experimental Traffic Regulation Order has been made to introduce a Tonbridge town-wide 20mph speed limit. The consultation runs until **Wednesday 3 March 2021** after which time responses will be reviewed alongside other monitoring and evaluation data. A decision will then be made on whether to make the Order permanent.

The questionnaire for this consultation is in two parts:

- **Part one** – Mandatory questions for the Experimental Traffic Regulation Order. In this section you will be asked if you support or oppose the town-wide 20mph speed limit and asked to give your reason(s).
- **Part two** – Optional questions to help us better understand your views on the scheme.

**What information do you need before completing the questionnaire?** We recommend that you read the full [Public Notice](#) and other information on the scheme available from our website [kent.gov.uk/Tonbridge20mph](http://kent.gov.uk/Tonbridge20mph) before responding to this questionnaire.

If you have any questions regarding this scheme and/ or questionnaire please email [tro@kent.gov.uk](mailto:tro@kent.gov.uk) or call 03000 41 81 81. Please use the reference 'TRO/Experimental/Tonbridge20MPHZone' to identify the scheme.

**Please complete this questionnaire online via the 'Give us your feedback' tab on our website [kent.gov.uk/Tonbridge20mph](http://kent.gov.uk/Tonbridge20mph).** If you cannot complete it online, please fill in this paper form and return to: Schemes Planning & Delivery Team, Kent County Council, Ashford Highway Depot, Javelin Way, Henwood Industrial Estate, Ashford, Kent, TN24 8AD

**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 Regulations.

### Alternative formats

If you require any of the consultation material in an alternative format or language, please email: [alternativeformats@kent.gov.uk](mailto: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.

## Part One – Response to Experimental Traffic Regulation Order Consultation

**Q1. Please tell us if you wish to support or object to this Experimental Traffic Regulation Order for a town-wide 20mph speed limit in Tonbridge.**

*Please select **one** option. You must provide an answer to this question.*

<input type="checkbox"/>	Support
<input type="checkbox"/>	Object

**Q1a. Please tell us, in the box below, the reason for your support or objection.**

*You must provide an answer to this question. We ask you not to identify yourself within your response.*

**Q2. How did you find out about this consultation?**

*Please select **all** that apply*

- Newspaper
- Leaflet delivered to my home or business
- Street notice / public notice / poster
- Facebook

- Twitter
- An email
- From my town council
- From a friend or relative
- Kent.gov.uk website
- Other, please specify:

**Thank you for completing the questions for the Experimental Traffic Regulation Order.**

**We would now like to ask you some questions to gather more detail on how you feel about the scheme. If you are happy to continue please go onto the next page.**

## Part Two

### Q3. 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.

- A Tonbridge resident
- A resident of somewhere else in Kent or further afield
- 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 local business
- On behalf of a charity, voluntary or community sector organisation (VCS)
- Other, please specify:

**Q3a. If you are responding on behalf of an organisation (business, community group, residents' association or any other organisation), please tell us the name of your organisation.**

Please write in **below**.

**Q4. Please tell us the first five 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.*

**Q5. How do you usually travel in and around Tonbridge?**

*Please select **all** that apply.*

- Bicycle
- Bus
- Car - as a driver
- Car - as a passenger
- Foot / walking
- Motorcycle
- Other, please specify:

**Q6. To what extent do you agree or disagree that a 20mph town-wide speed limit in Tonbridge helps it to become...**

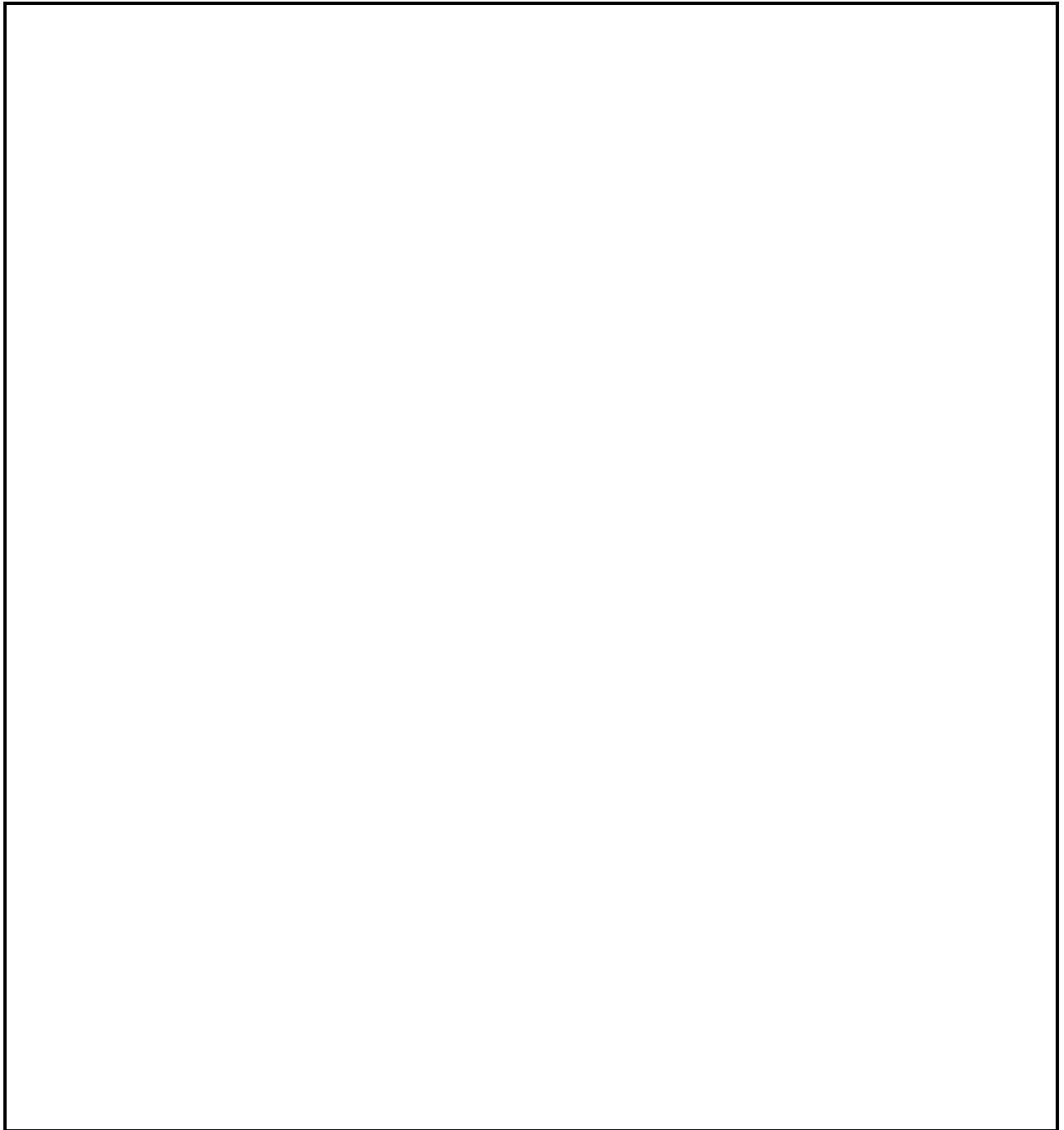
*Please select **one** option per statement (row).*

	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither agree nor disagree</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
<b>A healthier place to live, work and visit</b>						

<b>A safer place to walk and cycle</b>						
<b>A cleaner place to live, work and visit</b>						



**Q7. Do you have any other ideas to improve walking and cycling in Tonbridge?**  
*Please write in below. We ask you not to identify yourself within your response.*



**Q8. Are you a parent or guardian of a child or young person living in your household in any of the following age groups?**

*Please select **all** that apply*

<input type="checkbox"/>	Yes, aged 0-3
<input type="checkbox"/>	Yes, aged 4-11
<input type="checkbox"/>	Yes, aged 12-17
<input type="checkbox"/>	Yes, aged over 18 and living in household
<input type="checkbox"/>	Yes, aged over 18 and not living in household
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

**Q9. Do you work or study in Tonbridge?**

*Please select **all** that apply*

<input type="checkbox"/>	Yes, I work
<input type="checkbox"/>	Yes, I study
<input type="checkbox"/>	No, I commute to London
<input type="checkbox"/>	No, I work in Kent outside of Tonbridge
<input type="checkbox"/>	I do not currently work

I prefer not to say

Other, please specify:

**Q10. Are you....?**

Please select **one** option.


Male

Female

I prefer not to say

**Q11. 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

Thank you for taking the time to complete this questionnaire; your feedback is important to us. All feedback received will be reviewed and considered alongside other monitoring and evaluation data. A decision will then be made on whether to make the Order permanent.

We will report back on the feedback we receive, but details of individual responses will be anonymous, and we will keep your personal details confidential.

**Closing date for responses: noon on 3 March 2021**

## Consultation Privacy Notice

Last updated: 13 January 2020

### 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.

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**

Kent County Council will share your details with services within the Council who are responsible for management of this consultation. Responses will be shared with a third-party supplier who has been contracted to independently analyse the consultation responses. Any information given will not be used to identify you. We ask you not to identify yourself within your consultation response.

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](mailto: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](mailto: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>