

### Consultation Questionnaire

We recommend that you read the draft adult social care strategy before answering the questions.

To take part in the consultation please go to [www.kent.gov.uk/adultsocialcarestrategy](http://www.kent.gov.uk/adultsocialcarestrategy) to complete the online questionnaire. Alternatively, fill in a paper form and return it by email: [makingadifference@kent.gov.uk](mailto:makingadifference@kent.gov.uk) or you can send it to: KCC Adult Social Care and Health, Stakeholder Engagement Team, Business Delivery Unit, 3rd Floor, Invicta House, County Hall, Maidstone, Kent, ME14 1XQ.

Following closure of the consultation we will take all responses into consideration before a final version of the strategy goes to the Adult Social Care Cabinet Committee to be approved.

If you have any questions, please contact us on [makingadifference@kent.gov.uk](mailto:makingadifference@kent.gov.uk) or telephone us on 03000 416127.

**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.

**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.

### Section 1 – About you

**Q1. Please tell us in what capacity you are completing this questionnaire:**

*Please select the option that most closely represents how you will be responding to this consultation. Please select one option.*

	As a Kent resident
	As a representative of a local community group or residents' association
	On behalf of an educational establishment, such as a school or college
	On behalf of a Parish / Town / Borough / District Council in an official capacity
	As a Parish, District or County Councillor
	As a Kent business owner or representative
	On behalf of a charity, voluntary or community sector organisation (VCS)
	As a KCC employee (Kent resident)
	As a KCC employee (non-Kent resident)
	As resident from somewhere else, such as Medway
	Other, please specify:

**Q1a. If you are responding on behalf of an organisation, please tell us the name of your organisation. Please write in *below*.**

**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 an organisation, please use your organisation's postcode. We use this to help us to analyse our data. It will not be used to identify who you are.*

**Q3. How did you find out about this consultation? Select *one* option**

	Facebook
	Twitter
	From a friend or relative
	Kent.gov.uk website
	Your Voice network (adult social care)
	Local KCC County Councillor
	District Council/Councillor
	Newspaper
	An email from KCC
	From another organisation
	Other, please specify:

## Section 2 – The strategy

**Q4. How easy or difficult was the draft strategy wording to understand?**

*Please select **one** option.*

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

**Q4b. If you found the wording in the draft strategy quite difficult or very difficult to understand, please tell us why.**

**Q5. How easy or difficult was it to understand the diagrams and pictures in the strategy?**

*Please select **one** option.*

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

**Q5b. If you found the diagrams and pictures quite difficult or very difficult to understand, please tell us why.**

**Our draft vision is: “Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices.”**

**Q6. To what extent do you agree or disagree with our draft vision?**

*Please select **one** option.*

- |                          |                            |
|--------------------------|----------------------------|
| <input type="checkbox"/> | Strongly agree             |
| <input type="checkbox"/> | Mostly agree               |
| <input type="checkbox"/> | Neither agree nor disagree |
| <input type="checkbox"/> | Mostly disagree            |
| <input type="checkbox"/> | Strongly disagree          |
| <input type="checkbox"/> | Don't know                 |

**Q6b. If you mostly disagree or strongly disagree with our draft vision, please tell us your comments and suggestions below.**

**Q7. Please tell us if you have any comments about our three core principles:**

**Putting the person first** - and always starting our conversation with the voice of the person, focusing on what the person can do and keeping them at the heart of everything we do; developing working relationships people can trust and helping them to achieve outcomes that are important to them.

**Improving all the time** - finding innovative ways of helping people and making sure that any support offer is tailored to the individual; learning from feedback from the people we support and building continuous improvements together.

**Measuring what matters** - understanding how we are making a difference to the life of the person we support by working with them, our staff and partners.

**Q8. Please tell us if you have any comments about the proposed outcomes from this Strategy ? The outcomes are listed below and will help us to monitor our progress over the next five years.**

### **1. Putting the person first**

- Making a difference to the lives of the people we support and to carers.
- The people we support feel listened to and able to shape what we do and how we do it.
- People at risk of abuse or harm are protected at the right time.

### **2. Improving all the time**

- There is proof that we are learning all the time.
- Innovation is part of the day-to-day approach of what we do.
- Digital and technology changes are used to improve how we work with the people we support.

### **3. Measuring what matters**

- Feedback from the people we support, carers, staff, providers, and partners is a key part of improving what we do.
- How well we are doing to support people compares positively with other local authorities.
- There is good quality information and evidence of the cycle of continuous improvement.

**Q9. Please tell us about anything else you feel may need to be included or emphasised in the strategy.**

**To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an initial Equality Impact Assessment (EqIA) on the strategy.** 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/adultsocialcarestrategy](http://www.kent.gov.uk/adultsocialcarestrategy) or on request.

**Q10. 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 your comments below.**



### Section 3 – More 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.**

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

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

**Q12. Is your gender the same as your birth? Please select *one* option.**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

**Q13. 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"/>

**Q14. Do you regard yourself as belonging to a particular religion or holding a belief? Please select *one* option.**

- Yes
- No
- I prefer not to say

**Q14a. If you answered 'Yes' to Q14, 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.

**Q15. 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

**Q15a. If you answered 'Yes' to Q15, 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, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other

Other, please specify:

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

**Q16. Are you a Carer?** Please select **one** option.

- Yes
- No
- I prefer not to say

**Q17. Are you ...?** Please select **one** option.

- Heterosexual/Straight
- Bi/Bisexual
- Gay man
- Gay woman/Lesbian
- I prefer not to say
- Other

Other, please specify:

**Q18. 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.

**Closing date for responses: 24 October 2021**

## Consultation Privacy Notice

Last updated: 24 May 2021

### Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we've created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. 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:

- responses to questionnaire / consultation
- equalities data collected through questionnaire response - age, sex, ethnicity, religion, sexuality, disability, pregnancy or maternity or if you are a Carer
- employment and education details
- postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode 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.

We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process

response data and will not be used in producing reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is shared with other teams in KCC or to external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

### How we use your personal information

We collect and use this information in order to:

- understand your views about a particular topic or KCC activity
- analyse consultation and engagement activity
- inform KCC's future strategy, policy, service design and budget planning
- undertake equalities monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

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 any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e): *'processing is necessary for the performance of a task carried out in the public interest'* and Article 6(1)(c) *'for compliance with a legal obligation to which the controller is subject'* as our lawful basis.

We rely on Article 9(2)(g) *'processing is necessary for reasons of substantial public interest'* (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when 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.) It is necessary for

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](#) or on request.

### Who we share your personal information with

We may share your personal data and feedback with those listed below:

- services within the Council who are responsible for the management of the engagement or consultation activity
- a third-party supplier who has been contracted to independently analyse the consultation responses
- organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
- district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Bang the Table Pty Ltd.

### Your rights

Under UK 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 Commissioner's 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.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

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 United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with 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>