

Booking to visit a Household Waste Recycling Centre

Consultation Document

Household Waste & Recycling Centre



Have your say!

We are keen to hear your views on the future use of a booking system to access KCC Household Waste Recycling Centres.

kent.gov.uk/wasteconsultation
19 August to 30 September 2021



To request a hard copy of the consultation booklet or questionnaire, or for any alternative formats, please email **alternativeformats@kent.gov.uk** or call **03000 421553** (text relay service number 18001 03000 421553). This number goes to an answering machine, which is monitored during office hours.

Contents

1. Introduction	1
2. Context	1
3. Feedback on and improvements to the booking system	2
4. Advantages and disadvantages of the booking system	4
5. Financial Implications	5
6. Equality Analysis	5
7. What are other councils doing?	5
8. Further Considerations	6
Cross-border use	6
Later opening hours	6
9. Have Your Say	7
What happens next?	7
Consultation Questionnaire	8
Section 1: About You	8
Section 2: Your Feedback on the Booking System	12
Section 3: Further Opportunities	16
Section 4: Equality Analysis	17
Section 5: More About You	18
Consultation Privacy Notice	22

1. Introduction

In March 2020, when the country entered the first lockdown due to the Covid-19 pandemic, KCC temporarily closed its 18 Household Waste Recycling Centres (HWRCs, sometimes known as the 'tip') to ensure the government's 'stay at home' message was adhered to.

When government guidelines changed, this allowed KCC to re-open the HWRCs on 15 May 2020, employing the use of a booking system to help manage the demand on the Centres in response to social distancing and revised workplace rules.

Whilst the booking system was developed in response to the Covid-19 pandemic, it has provided some additional benefits including:

- less queuing
- less traffic at and around the Centres because customers are bringing their waste in bulk and visiting less often
- improved and targeted communications with customers
- less disruption to customers as site maintenance can be planned in line with customer demand

We are keen to hear views on the future use of a booking system for customers to access our HWRCs. The consultation opens on 19 August and closes on 30 September 2021.

We are also taking this opportunity to get feedback on potentially charging for non-Kent residents to use our HWRCs and on extending opening hours.

Please read this document to find out more, including how you can have your say.

2. Context

KCC operates 18 HWRCs for residents, providing facilities for the recycling and safe disposal of more than 30 different types of waste. In a normal year, this HWRC network receives approximately 185,000 tonnes of waste and 3.3 million visits, at a cost of approximately £10m. More than 99% of Kent's household waste is recycled, treated or recovered to produce energy, with less than 1% sent to landfill.

Kent Household Waste Recycling Centres (HWRCs):

Ashford	Margate
Canterbury	New Romney
Dartford	Pepperhill
Deal	Richborough
Dover	Sevenoaks
Faversham	Sheerness
Folkestone	Sittingbourne
Herne Bay	Swanley
Maidstone	Tunbridge Wells

The booking system is available on the [KCC website¹](#) where customers can book visits at any of the 18 HWRCs. Slots are now scheduled every half an hour and the system allows customers to make as many bookings as they need. For customers that do not have internet access and/or an email address, bookings can be made by calling KCC's contact centre.

Since the government's announcement for the lifting of restrictions from 19 July 21, KCC have removed the requirement for social distancing at the HWRCs. Access to the Centres is continuing to be made through the booking system until such time as this public consultation has been undertaken to obtain views on its future use.

3. Feedback on and improvements to the booking system

During the operation of the booking system, KCC has carried out two surveys to understand more about customers' experiences using it. The first survey was undertaken when most national restrictions were in place, whereas the second was undertaken when restrictions had eased. However, both surveys took place during a time of social restriction, which means the booking system had not operated to its fullest potential. The table below shows the results from two waves of surveys, showing high levels of satisfaction.

	Survey 1 <i>(Dec 20 – Jan 21)</i>	Survey 2 <i>(June 21)</i>
No. of respondents	8,507	5,866
How did you find making the booking online? Extremely or quite easy responses	97.5%	94.9%
Overall, how satisfied were you with the booking experience? Satisfied or extremely satisfied	96.1%	90.4%
How positive or negative would you feel about using the booking system in the future? Extremely or quite positive	93.5%	84.9%

¹ <https://www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling/household-waste-recycling-centres/visiting-a-hwrc-during-coronavirus>

The survey results identified that a significant majority of customers consider the booking system to be a positive development. Whilst survey 2 showed a drop in positivity, this was expected, as it was undertaken when restrictions were starting to lift and with many customers wanting access to the Centres to be 'back to normal'.

We have also received feedback through other channels such as social media comments, via HWRC site staff, and emails from customers. Many of the issues or concerns raised have helped us to improve the booking system, as detailed in the table below. We are interested to hear more feedback through this consultation on any other improvements that could be made.

'You Said'	'We did'
Increase number of appointments available so I have more chance of a date/time I prefer	Number of appointments increased from 20,000 to 65,000
Make bookings available more than a week in advance	Bookings available a month in advance
Offer an evening opening at least once a week	13 of the 18 HWRCs now offer later evening appointments on a Wednesday
Make time slots shorter/allows for more slots available/same day bookings	Time slots changed from 1.5 hours to half hourly Opening hours extended to pre-Covid times Next day booking available Potential for on the day bookings being explored
Allow bookings to be cancelled or amended	Bookings now able to be cancelled or amended
Allow more trips in one time slot	Time slots reduced to half hourly, multiple bookings per day allowed
Remove the four visits per month limit	Four visits per month limit removed

4. Advantages and disadvantages of the booking system

Feedback since we started using the booking system suggests that many customers have found it convenient and useful but that some would still prefer to just “turn up and go”.

From the feedback we have received so far, the advantages of the booking system include:

- reduced traffic queueing at the busiest of HWRCs, particularly at the Centres where there have been complaints from Kent Police, bus operators, local residents and customers queueing to use the service
- certainty that customers will be able to access the Centres has reduced wasted car journeys
- customers are bringing their waste in bulk, therefore visiting less frequently, which reduces traffic movements
- reduced queueing, traffic movements and wasted journeys benefit the environment and local air quality
- customers have been able to plan their leisure time more effectively with certainty of a booking
- centre maintenance can be planned in line with customer demand, rather than disrupting the service at times that customers are accessing the Centre
- communications with customers are improved, for example, informing directly of any potential service issues
- site staff can spend more time supporting customers rather managing traffic queues

The feedback has also told us that disadvantages of the booking system include:

- customers cannot make spontaneous decisions about visiting a Centre without using the booking system
- customers with larger volumes of household waste may have to estimate how many trips are needed rather than making multiple spontaneous visits
- in the early days of the booking system, customers were limited by the frequency and availability of slots. We have made changes since then which seem to have resolved this issue

5. Financial implications

It is not expected that future use of a booking system will deliver any financial savings for KCC. It is anticipated that the same volume of waste will be brought to the HWRCs; if customer behaviour continues as experience shows us, fewer visits may be made but with the same levels of overall domestic waste.

The cost of operating a booking system is in the region of £22,000 per year. However, when this cost is divided by the number of appointments available per year, this equates to less than 1p per visit. As such, the benefits of having a system in place outweigh the cost of operating it.

6. Equality Analysis

To help ensure that we are meeting our obligations under the Equality Act 2010, we have undertaken an Equality Impact Assessment (EqIA) on the booking system. This is to assess the impact the booking system could have on people due to their protected characteristics (age, sex, gender identity, disability, race, religion or belief, sexual orientation, pregnancy or maternity, marriage and civil partnership and carer's responsibilities). The EqIA is available to view at kent.gov.uk/wasteconsultation or on request.

Age, disability, and race have been identified as having potential for a low negative impact. We recognise that some people may find it difficult to use the booking system. We want to make sure there are no barriers to accessing our Centres. We have made sure that the system is compliant with digital accessibility standards so that customers using screen readers or with low vision can use the website. For those who cannot access the internet, bookings can be made through KCC's contact centre. All documents are available in alternative languages. The EqIA will be updated after the consultation to consider any relevant information we receive.

7. What are other councils doing?

We have looked at how other councils across the country are approaching how customers access HWRCs. It is clear that many see the benefits of using a booking system and wish to continue operating one or consider the introduction of one in the future.

8. Further considerations

Whilst this consultation focuses on the HWRC booking system, we would welcome early feedback on some further considerations regarding the HWRC service.

Cross-border use

KCC allows the use of its HWRC's by residents who live outside of the KCC administrative area. Just over 2% of customers to KCC's HWRCs are cross-border residents from places like Medway, Bexley, East Sussex and Surrey. This figure was slightly higher before the introduction of charges for the disposal of certain types of non-household waste in 2019.

The cost of accepting and disposing of waste from those living outside of our administrative boundary costs in the region of £100k per year. Additionally, this leads to increased demand at the HWRCs and places further pressures on capacity and Centre infrastructure.

Conversations with neighbouring councils suggest that there are instances where residents living in the KCC administrative area choose to use Centres outside of Kent too.

There would be some costs associated with delivering a cross-border scheme but these would need to be explored further.

KCC wish to understand your views on whether access to our Centres by non-Kent residents should cease or alternatively allow them to use the Centres for a charge (as is already the case at Dartford HWRC²) or continue to allow open use.

Later opening hours

KCC's core HWRC operating hours are:

- Monday to Saturday: 8am to 4.30pm
- Sunday and bank holidays: 9am to 4pm

During the summer months, the majority of HWRCs open until 6pm on a Wednesday, however, this later opening is not consistently used by customers at all HWRCs.

KCC wish to understand your views on which day(s) of the week it would be most beneficial for customers to have longer opening hours, to encourage maximum use and an improved service offer.

² www.kent.gov.uk/dartfordhwrc

To visit the Dartford HWRC, customers must either display a permit (Dartford residents), show proof of address (Kent residents) or pay £10 for access (non-Kent residents)

9. Have your say

Given the positive customer experience feedback and additional benefits, KCC are considering keeping the booking system on a permanent basis, but before this is considered by KCC's Environment and Transport Cabinet Committee we want to hear the views of Kent residents and other stakeholders.

Please, tell us what you think by **completing the online questionnaire**, which can be found at www.kent.gov.uk/wasteconsultation, along with Frequently Asked Questions (FAQs) and the Equality Impact Assessment.

Alternatively, complete a paper copy of the questionnaire and return it to: 'FREEPOST RTSK-YBYT-EUYS, KCC Waste Management, Invicta House, Maidstone, Kent. ME14 1XX. You will not be required to pay postage costs. Please ensure the address is written as shown above.

Please ensure your response reaches us by midnight on 30 September 2021.

Easy Read and Large Print versions of this document are available on our website www.kent.gov.uk/wasteconsultation or upon request.

If you require any of the consultation documents in any other formats, please request these via email to alternativeformats@kent.gov.uk or by telephone on 03000 421553 (text relay service 18001 03000 421553). This number goes to an answer machine, which is monitored during office hours.

If you have any questions about the proposal or require paper copies of any of the supporting documents, please contact: wastedisposalstrategy@kent.gov.uk or 03000 41 73 73.

What happens next?

After the consultation closes on 30 September 2021, feedback from the consultation, alongside the Equality Impact Assessment, will be presented to the Cabinet Committee on 11 November 2021 before a decision is made by the Cabinet Member for Environment and Waste.

We will publish a consultation report, summarising the consultation responses, on our website at www.kent.gov.uk/wasteconsultation.

KCC values all feedback and views provided. By completing the questionnaire, you will be helping us to ensure this service meets the needs of Kent residents.

Consultation Questionnaire

Section 1: About You

Q1. How did you hear about this consultation? Select **all** that apply.

- Kent.gov.uk website
- Received an email from KCC
- Social media (Facebook, Twitter, Instagram)
- At a Household Waste Recycling Centre
- At a Library
- Poster or postcard
- Press article
- Word of mouth
- Other, please specify:

Q2. Are you responding as...?

Please select the option from the list below that most closely represents how you will be responding to this consultation.

Select **one** option.

- A Kent resident
- A resident from somewhere else, including Medway
- On behalf of someone else, e.g., friend, carer or relative – please answer all questions using their details and not your own
- A County / District / Borough / Parish / Town Councillor
- On behalf of a District / Borough / Parish / Town Council in an official capacity
- A business owner or representative
- A Charity, Voluntary or Community Sector organisation (VCS)
- A KCC employee (Kent resident)
- A KCC employee (non-Kent resident)
- Other, please specify:

Q2a. If you are responding on behalf of a council, business, VCS or any other organisation, please tell us the name of your organisation here:

If you are responding on behalf an organisation, please go straight to Q9.

Q3. Which Household Waste Recycling Centre (HWRC) do you normally visit?

Please select **all** that apply.

Ashford	<input type="checkbox"/>	Canterbury	<input type="checkbox"/>
Dartford	<input type="checkbox"/>	Deal	<input type="checkbox"/>
Dover	<input type="checkbox"/>	Faversham	<input type="checkbox"/>
Folkestone	<input type="checkbox"/>	Herne Bay	<input type="checkbox"/>
Maidstone	<input type="checkbox"/>	Margate	<input type="checkbox"/>
New Romney	<input type="checkbox"/>	Pepperhill	<input type="checkbox"/>
Richborough	<input type="checkbox"/>	Sevenoaks	<input type="checkbox"/>
Sheerness	<input type="checkbox"/>	Sittingbourne	<input type="checkbox"/>
Swanley	<input type="checkbox"/>	Tunbridge Wells	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	I don't visit an HWRC	<input type="checkbox"/>

Other, please specify:

Q4. How frequently do you visit the HWRC(s)?

Select **one** option.

Weekly	<input type="checkbox"/>	Once every 6 months	<input type="checkbox"/>
2-3 times a month	<input type="checkbox"/>	Every 6-12 months	<input type="checkbox"/>
Once a month	<input type="checkbox"/>	Less often than 12 months	<input type="checkbox"/>
Once every 3 months	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

Q5. What is the main reason for your use of the HWRC(s)?

Select **one** option.

<input type="checkbox"/>	To dispose of waste following a sort/clear out
<input type="checkbox"/>	It is part of my regular routine/I enjoy visiting
<input type="checkbox"/>	To dispose of waste/recycling on behalf of a friend/relative/neighbour
<input type="checkbox"/>	Undertaking home improvements
<input type="checkbox"/>	I prefer to dispose of my waste more frequently than my kerbside collection allows
<input type="checkbox"/>	Don't know
<input type="checkbox"/>	Other, please specify:

Q6. Have you used the HWRC booking system since it was introduced in May 2020? (During the Covid-19 pandemic) Select one option.

Yes, booked online	<input type="checkbox"/>
Yes, booked by telephone (via KCC's contact centre)	<input type="checkbox"/>
Yes, booked online and by telephone	<input type="checkbox"/>
No, go to Q8	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q8. If you answered 'no' to question 6, what prevented you from making a booking? Select one option.

I haven't needed to visit an HWRC

I have used an alternative means of disposal e.g., skip hire, district council bulky waste collection, private contractor, reuse

I have stored my waste to dispose of in the future

I didn't/do not want to visit an HWRC during the Covid-19 pandemic

I didn't/do not want to have to make a booking

I could not find an appointment at a date/time to suit my requirements

I don't know

Other, please specify:

--

Q9. How positive or negative would you feel about using a booking system to access the HWRCs in the future? Select one option.

Extremely positive

Quite positive

Neither positive nor negative

Quite negative

Extremely negative

Don't know

Q9a. If you answered that you felt 'extremely' or 'quite negative' about using a booking system to access the HWRCs, what is your main reason for this?

Select **one** option.

It is an inconvenience to have to book

I want to go on the day

The requirement to book does not fit with my work/life patterns

I do not find the booking system easy to use

Other, please specify in the box below:

--

Q10. If you could make one improvement to the booking system, what would it be? Select **one option.**

Allow 'on the day' bookings

Longer or different opening hours (please provide details below)

Increase number of slots available

I wouldn't make any improvements

Another improvement (please provide details below)

If 'longer or different opening hours' please provide details:

--

If 'another improvement', please specify:

--

Q11. If you have any further comments you wish to make on the future use of a booking system, please provide them here:

--

Section 3: Further considerations

Q12. Do you think that residents from outside of Kent should be able to dispose of their waste at KCC HWRCs? Select one option.

Yes, for a charge	<input type="checkbox"/>
Yes, free of charge	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q13. If the opening hours of the HWRCs were to be extended for one day per week, which day(s) of the week would you be most likely to visit during the extended hours? Select all that apply.

None, I am happy with current opening hours	<input type="checkbox"/>
Monday	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input type="checkbox"/>
Friday	<input type="checkbox"/>
Saturday	<input type="checkbox"/>
Sunday	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Section 4 – Equality Analysis

To help ensure that we are meeting our obligations under the Equality Act 2010 we have completed an initial Equality Impact Assessment (EqIAs) on the booking system.

An EqIA is a tool to assess the impact any service change, policy or strategy would have on age, gender, gender identity, disability, race, religion or belief, sexual orientation, pregnancy or maternity, marriage and civil partnership and carer's responsibilities. The EqIA is available online at www.kent.gov.uk/wasteconsultation or on request.

Q14. 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:

Section 5: 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'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. Please tell us the first 5 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.

Q16. 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"/>

The Equality Act 2010 describes a person as disabled if they have a longstanding 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.

Q17. Do you consider yourself to be disabled as set out in the Equality Act 2010? Please select one option.

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

Q17a. If you answered 'Yes' to Q17, 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.

Q18. Are you a Carer? Please select one option.

- Yes
- No
- I prefer not to say

Q19. 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 consultation response; your feedback is important to us. All feedback received will be reviewed and considered.

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.

Please return it to:

FREEPOST RTSK-YBYT-EUYS

KCC Waste Management, Invicta House, Maidstone, Kent. ME14 1XX

You will not be required to pay postage costs. Please ensure the address is written as shown above.

Closing date for responses: 30 September 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.

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 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>