



Dear Member

SCRUTINY COMMITTEE - WEDNESDAY, 8 MAY 2019

Please see below papers related to the Item C2 – KCC Supported Bus Services in Sevenoaks, which have been published previously for Cabinet Committee consideration and decision reporting.

Agenda Item No

C2 KCC Supported Bus Services in Sevenoaks (Pages 3 - 66)

Yours sincerely

A handwritten signature in black ink, appearing to read 'B. Watts', is written over a faint, circular official stamp.

Benjamin Watts
General Counsel

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KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TAKEN BY

Mike Whiting

Cabinet Member for

Planning, Highways, Transport and Waste

DECISION NO:

18/00072

For publication
Key decision

Yes

Subject: : Thanet and Sevenoaks Bus Service changes

Decision:

As Cabinet Member for Planning, Highways, Transport and Waste, I agree to the implementation of changes to selected bus services in Thanet and Sevenoaks effective from April 2019

Reason(s) for decision:

Within the MTFP, there is a proposed reduction to the budget for Socially Necessary Bus Services (SNBS) of £455k.

Whilst there is a statutory requirement on Local Authorities to consider the provision of funding for SNBS, there is no statutory requirement to provide the funding. KCC has historically and continues to provide funding for SNBS.

This support amounts to 3% of the total bus mileage in Kent; the remaining 97% is commercially operated.

Following constructive dialogue with bus operators, proposals were received for changes to services in Thanet and Sevenoaks which will deliver savings with minimal impact to service users through changes to commercial bus provision already in place or a revised service offer.

Cabinet Committee recommendations and other consultation:

On 11 March 2016, a paper was presented to the E&T Cabinet Committee outlining the need to go to public consultation on changes to three KCC funded bus services in Thanet and two in Sevenoaks

A public consultation on the proposals was carried out between 22 November to 19 December.

The proposals were taken to the Environment and Transport Cabinet Committee. It was **RESOLVED** that the comments and concerns raised by Members be noted and that the proposed decision (18/00072) to be taken by the Cabinet Member for Planning, Highways, Transport and Waste to implement the changes to selected bus services in Thanet and Sevenoaks effective from April 2019, be endorsed.

(Mr B Lewis asked for his vote against this decision to be recorded).

Any alternatives considered:

Service 39,42,56 in Thanet and service 404/405 in Sevenoaks were highlighted as services which could be accommodated by commercial service changes by their respective operators, when KCC Public Transport were investigating the delivery of a £455K reduction in the budget for supported bus services, for 2018/19.

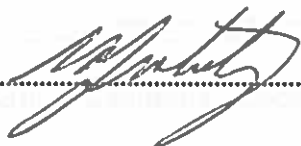
KCC Public Transport invited ideas which would deliver the required budget saving, without the need to revert to the KCC supported bus funding criteria, which potentially could see 10+ contracts withdrawn to achieve the same level of saving, many of which would have been that communities only service. The proposed service withdrawals are covered by commercial changes, which provide similar journey opportunities or there are existing alternative services.

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

None

signed

Name:



date

28/1/19

From: Simon Jones, Director of Highways Transportation and Waste

To: Mike Whiting, Cabinet Member for Planning, Highways, Transport and Waste

Subject: **Thanet and Sevenoaks Bus Service changes - Report into Public Consultation and Recommended Action**

Key decision: 18/00072

Classification: **Unrestricted**

Past Pathway of Paper: Environment and Transport Cabinet Committee – 20 March 2018

Future Pathway of Paper: For Decision by Cabinet Member for Planning, Highways, Transport & Waste

Electoral Division: Thanet and Sevenoaks Districts

Summary:

This paper confirms the result of the public consultation on proposed changes to Thanet and Sevenoaks.

Within the MTFP, there is a proposed reduction to the budget for Socially Necessary Bus Services (SNBS) of £455k.

Whilst there is a statutory requirement on Local Authorities to consider the provision of funding for SNBS, there is no statutory requirement to provide the funding. KCC has historically and continues to provide funding for SNBS.

This support amounts to 3% of the total bus mileage in Kent; the remaining 97% is commercially operated.

Following constructive dialogue with bus operators, proposals were received for changes to services in Thanet and Sevenoaks which will deliver savings with minimal impact to service users through changes to commercial bus provision already in place or a revised service offer.

A public consultation on the proposals was carried out between 22 November to 19 December. The proposed changes will deliver approximately £410k savings per year (£360k from the Thanet proposals and £50k from the Sevenoaks proposals).

145 responses have been received across both consultations; (108 relating to the Thanet changes and 37 for those in Sevenoaks). The responses have been analysed and form the basis of the more detailed reports attached as an appendix to this report.

Recommendation:

The Cabinet Member for Planning, Highways, Transport and Waste is asked to agree to the implementation of changes to selected bus services in Thanet and Sevenoaks effective from April 2019.

1. Introduction

- 1.1 The support by local authorities of bus services that cannot be provided by the commercial market, but which are deemed to be socially necessary was included in the 1985 Transport Act, when bus services were de-regulated.
- 1.2 A local authority is required by law to give due consideration to provision of funding for such services, however having given consideration does not have to provide such funding. Therefore, the provision of funding for supported bus services is discretionary.
- 1.3 Within the MTFP, there is a proposed saving of £455k in the SNBS budget. The budget reduction was planned to be delivered through focused service changes/reductions and operational efficiency. This would limit the impact on users and ensure that isolated communities did not lose their only service.
- 1.4 In order to deliver the approved savings and following engagement with bus operators, proposals have been developed amending services in Thanet and Sevenoaks which deliver circa £410k discretionary funding savings.
- 1.5 This report sets out the detail of the proposed changes, the consultation outcomes and recommendations for changes that are provisionally planned for implementation from 1 April 2019.

2. Summary of proposals

2.1 On 11 March 2016, a paper was presented to the E&T Cabinet Committee outlining the need to go to public consultation on changes to three KCC funded bus services in Thanet and two in Sevenoaks. The changes are designed to save KCC approximately £410k through the commercialisation of those in Thanet (with some associated changes) and some reductions to service 404 / 5 in Sevenoaks.

2.2 A summary of the proposed changes and of their respective impacts is provided below.

Summary of Sevenoaks changes

Go-coach have proposed revisions to service 404 from Edenbridge to Sevenoaks/Plaxtol to Borough Green. The proposal refocuses the current service 404 on Edenbridge to Sevenoaks, dropping Plaxtol to Borough Green, which is already covered by another service and withdrawing the 'Wednesdays only' 405, which also has other service provision and will benefit from a Big Conversation pilot scheme that will serve East Hill and West Kingsdown.

Page 7

| Service No. | Operator | Route | Summary of proposed changes | Estimated saving |
|-------------|----------|--|---|------------------|
| 404/405 | Go-coach | 404 Edenbridge – Ide hill – Sevenoaks – Shipbourne – Plaxtol Monday to Friday (full week day and peak service between Edenbridge and Sevenoaks) 405 Sevenoaks – Otford – West Kingsdown Wednesday | Reduction in the overall number of journeys, removal of the Plaxtol to Borough Green section and the withdrawal of the Wednesday only 405 service. The introduction of a new commercial bus service for the school day only journeys together with off peak Edenbridge to Igtham Mote service via Sevenoaks. Service 222 will continue to offer a link to Borough Green and Tonbridge whilst service 429 provides West Kingsdown with a link to Dartford and Swanley. | £50,237 |

| | | | | |
|--|--|--|--|--|
| | | | In addition, a new Taxi Bus service is being introduced as a Big Conversation pilot scheme and this will provide new journeys linking West Kingsdown, Fairseat, Otford, Stansted and East Hill with Sevenoaks. | |
|--|--|--|--|--|

Summary of impacts if proposed changes went ahead

| | |
|-------------|--|
| Service 404 | <ul style="list-style-type: none"> Villagers in Shipbourne, Dunk's Green and Plaxtol will lose their off-peak service to and from Sevenoaks. Residents will continue to have the option of using the 222 service which provides a good link to Borough Green, Tonbridge and Tunbridge Wells. Reduction in the number of off-peak journeys (from five to three) to and from Sevenoaks for all villages served by the 404 service. Loss of all journeys operating after the afternoon school peak (the service will finish from 16:30). |
| Service 405 | <ul style="list-style-type: none"> Route 405 (Wednesday only) would be withdrawn completely resulting in the loss of a Sevenoaks link for residents of West Kingsdown and Otford but from June, KCC is introducing a new 'Taxi Bus' service as a pilot scheme resulting from the 'Big Conversation' consultation. This will provide more regular off-peak journeys from these areas to Sevenoaks. |

Summary of Thanet changes

Stagecoach has agreed to amend its current commercial network in the area to provide similar journey opportunities to the services identified below. Although they may operate less frequently, at different times and in some instances require passengers to walk to mainline bus routes. Route maps and timetables showing proposed changes are available in the Appendices from page 10.

| Service No. | Operator | Route | Summary of proposed changes | Estimated saving |
|-------------|------------|---|---|------------------|
| 39/39A | Stagecoach | Dumpton – St Peters Monday to Saturdays (day time and peak) | Withdrawal of existing service 39/39A. There are alternative commercial services along most sections of route including the Stagecoach LOOP and service 34. A new service 48 would be introduced serving Sherwood Gardens and Dumpton. | £70,551 |
| 42/42A | Stagecoach | Monkton – Minster – Ramsgate – Westwood Cross – Margate Monday to Saturday | Withdrawal of existing service 42/42A. Service 9 would be diverted via Monkton and Minster providing hourly services to Ramsgate and Broadstairs as well as services to Canterbury in the opposite direction. Stagecoach service 11 will continue to provide a service from Monkton and Minister to Westwood Cross. Cliffsend would have access to service 34 on the Sandwich Road and service 34 would also serve the Nethercourt Estate. | £102,186 |
| 56 | Stagecoach | St. Peters- Ramsgate - Dumpton Monday to Saturdays (off peak) | Withdrawal of existing service 56. Minor adjustments to the commercial network and other subsidised services to mitigate. In addition, a new service 37 would replace most of the route from Broadstairs via St Peters, Westwood Cross and Queen Elizabeth The Queen Mother Hospital (QEQM) to Margate. | £139,767 |

Summary of impacts if proposed changes went ahead

| | |
|------------|--|
| Service 39 | <ul style="list-style-type: none"> • Nixon Avenue will no longer be served. Passengers can access LOOP services on Margate Road or service 34 on Allenby Road. In most instances this would mean no more than a 5-minute walk. • Newington Road (between Margate Road and Bush Avenue) will no longer be served. Passengers can access service 34 in Bush Avenue/Stirling Way or the LOOP on Margate Road. In most instances this would mean no more than a 5-minute walk. • Northwood Road (between The Silvers and A256) will no longer be served. Passengers can access service 9 from The Silvers or service 34 on A256. In most instances this would mean no more than a 2-minute walk. • Dumpton Sherwood Gardens direct links to Westwood Cross are lost however LOOP services are available along Ramsgate Road and there are connections service 48 connects to the LOOP on Ramsgate Road and at Ramsgate Station. • 39A school journey will not be provided. Students will be required to make use of alternative service 933 |
| Service 42 | <ul style="list-style-type: none"> • Cliffsend will no longer receive a direct service through the centre of the village. • Service 9 can be accessed on Canterbury Road West (10-minute walk) and service 43 on Sandwich Road (5-minute walk). • 42A school journey will no longer operate and students will be required to make use of services 38A, 43, 942, 943. |
| Service 56 | <ul style="list-style-type: none"> • East Kent Retail Park will no longer be served directly but can be accessed from Westwood Cross Bus Hub. This would mean no more than a 5-10 minutes' walk. • College Road between the College Road roundabout and Milmead Road will not be served. Passengers can access service 34 and new service 37 on the A255 St Peters Road or service 32 on Milmead Road. This would mean no more than a 5 minutes' walk. • Devonshire Gardens will no longer be served. Passengers can access service 8 and LOOP on Northdown Road or revised service 38 on Eastern Esplanade. This would mean no more than a 5 minute's walk. |

3. Summary of consultation

3.1 Both consultations ran separately for four-weeks from 22 November until 19 December 2018. The consultation outlined the detail of the proposals and invited comments on the proposals and any equalities or other impacts on service users and residents.

3.2 A range of promotional activities supported both consultations including;

- direct communications to KCC Members, Parish Councils, associated stakeholders and others registered on the KCC consultation directory;
- social media promotion;
- posters on buses;
- public events and
- the use of bus inspectors travelling on affected services and engaging with users.

3.3 108 responses were received for in respect of the proposed changes to services in Thanet and 37 were received in respect of changes proposed in Sevenoaks.

3.4 The following themes were identified in both proposals :

- The majority of responses were submitted by individuals, but a small number responded as an organisation including four from Parish Councils.
- Around 65% of responders were from individuals aged 65 and over.
- The majority of responses; approximately 60% across both consultations, were submitted by women.
- Around 65% of responses did not agree with the proposed approach to making the savings although
 - 17% of responses to the Sevenoaks changes agreed with the approach
 - In Thanet 28% of responders agreed with the proposed approach reflecting the fact that for this scheme, some areas are better served as a result of the proposals.

3.5 The consultation reports are attached. A summary of the findings is provided below.

3.6 Sevenoaks

- 3 responses were received from; Seal, Plaxtol and Ightham & Shipbourne Parish Councils objecting to the impact of the changes.
- The 5 most highlighted themes from the open responses were:
 - Impact on the elderly

- The lack of alternative services for the areas served
- New development and Social Housing in the area
- Social isolation
- Access to work

No other significant equalities impacts were noted.

3.7 Thanet

- Thanet has one of the most comprehensive commercial bus networks in Kent, linking most parts of the district and includes the Loop service, which operates on a frequency of every 8 minutes.
- The changes proposed in the Thanet are on the basis that the current commercial network is revised to provide similar journey opportunities.
- Objections were received from Cliffsend Parish Council and the Bethesda Medical Centre raising particular concern about the impact on their communities.
-
- The concerns of residents in Cliffsend have been recognised by Stagecoach/KCC and a route amendment option is being developed to address these concerns.
- In respect of Bethesda Medical Centre, there remains a 'dial-a-ride' scheme operated by Thanet Community Transport which provides access to medical services.
- For a number of current users of services 39,42 and 56 there is no change in service provision. Alternative services remain available.
- Users of service 42 and 56 make up around 71% of responses.
- The 5 most prominent themes of the open responses were:
 - Access to healthcare
 - Negative impact on the elderly
 - The loss of service 56
 - Comments on particular journey times and loss of frequencies
 - Support for the changes
- 27% of responders reported having some form of disability.

4. Financial Implications

- 4.1 The £410k savings provided by these service changes will support a balanced budget.

5. Legal implications

- 5.1 The Transport Act 1985 requires that Local Transport Authorities consider socially necessary bus services. Expenditure in this area remains discretionary activity with LTAs having no obligation to subsidise these services.
- 5.2 Services carrying children with a statutory entitlement to free transport to school under the education act are unaffected by these proposals.
- 5.3 Failure to take due consideration of the implications carries a possible risk of decisions being subject to judicial review. This consultation and provided EqlA mitigates this risk.
- 5.4 Public Transport Team has sought advice from other authorities and is satisfied that the proposed consultation and related EqlA is consistent.

6. Equalities implications

- 6.1 Both public consultation were supported by an EqlA.
- 6.2 Following the public consultation the EqlA have been updated based on the consultation responses.
- 6.3 The EqlA process identified that there would be a greater impact on the elderly, disabled persons and disabled carers. The planned service changes have sought to mitigate this impact.

7. Implementation

- 7.1 The proposed timetable for the implementation of service changes is;
 - 17/01/19 Key Decision Report to E&T Cabinet Committee
 - 28/01/19 Registration of service changes by Bus Operators
 - 01/04/19 Service changes introduced (this may be revised due to Brexit)

Detailed timetables will be produced.

- 7.2 Implementation of the service changes will be managed by the Public Transport Team in conjunction with the operators, to ensure that appropriate service communication is undertaken.
- 8.3 Communication to users would be through the KCC website, the operator websites, liaison with local Parishes, posters and flyers on service buses. In addition, Traveline South East will be updated accordingly.

8. Conclusions

- 8.1 The responses for the changes proposed in Thanet have attracted a high level of support as for a number of locations/users the proposals represent an improvement on current service levels.

- 8.2 The changes proposed for Sevenoaks removes an underused service. The response rate recognises the low number of affected passengers.
- 8.3 Whilst there is a negative impact for some areas/users the services that remain will satisfy the basic social need.
- 8.4 work remains ongoing with the operators to mitigate the most acute impacts and themes identified particularly those with Equalities implications.

9. Recommendation(s):

- 9.1 The Cabinet Member for Planning, Highways, Transport and Waste is asked to agree to the implementation of changes to selected bus services in Thanet and Sevenoaks effective from April 2019.

10. Background Documents and appendices

- Appendix A Proposed Record of Decision
- Consultation reports - 'Thanet Bus Changes' and 'Sevenoaks Bus Changes'
- EqlA Screening Assessment
- EqlA detailed Assessment

11. Contact details

| | |
|--|---|
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|--|---|

Bus Service 404/5 Changes Consultation Report January 2019



Page 15

Public Consultation:
22 November - 19 December 2018



kent.gov.uk/404busserviceconsultation

Consultation closes 19 December 2018

For a hard copy of the consultation document or any alternative format
please email: alternativeformats@kent.gov.uk or call 03000 421553
This number goes to an answer machine, which is monitored during office hours.



Alternative Formats

This document can be made available in other formats or languages, please email alternativeformats@kent.gov.uk or telephone 03000 421553 (text relay service 18001 03000 421553). This number goes to an answer machine, which is monitored during office hours.

Contents

| | |
|---|-----------|
| 1. Introduction | 4 |
| 1.1. Background | 4 |
| 1.2. Purpose of the Consultation | 5 |
| 1.3. Purpose of this Report..... | 5 |
| 2. Consultation Process | 6 |
| 2.1. Promoting the Consultation | 7 |
| 2.2 Pre-consultation Engagement Activities | 7 |
| 2.3 During Consultation Activities..... | 8 |
| 3. Response Profile..... | 9 |
| 3.1. Respondent Groups | 9 |
| 4. Equality, Accessibility and Demographics..... | 10 |
| 4.1 Respondent Demographics | 11 |
| 4.1.1 Age..... | 11 |
| 4.1.2 Gender | 12 |
| 4.1.3 Disability..... | 12 |
| 4.1.4 Carer responsibilities | 13 |
| 4.1.5 Other Equality Impacts..... | 13 |
| 4.2 EQIA Conclusion | 13 |

| | |
|--|-----------|
| 5. Consultation Results | 14 |
| 5.1 Q4. Please tell us, if any, which service(s) you travel on? | 14 |
| 5.2 Q5. To what extent do you agree or disagree with the approach we have taken to making these savings? | 15 |
| 5.3 Agreement / Disagreement toward the proposals. | 16 |
| 5.3.1 Question 5 - Service Breakdown. | 16 |
| 5.3.2 Question 5 – Age breakdown. | 17 |
| 5.3.3 Question 5 - Disabled status breakdown. | 18 |
| 5.3.4 Question 5 - Carer Status breakdown. | 18 |
| 5.4 Q5a. Please add any comments on our approach to support your answer to question 5 and on any other Equalities implications in response to question 6. | 18 |
| 6. Next Steps | 21 |

1. Introduction

1.1. Background

Over the summer of 2018, we held a Big Conversation consultation with communities and transport providers to consider how we provide rural transport in the future. This has resulted in a series of pilot schemes that might help shape future provision. In the meantime, we need to make some savings.

Following engagement with bus operators, they have presented KCC with proposals that will enable us to reduce spend, whilst being able to protect school services and ensure those communities currently served still have access to transport.

Two proposals; from Stagecoach (services 42/42A, 56 and 39/39A) in Thanet and from Go-coach (services 404 and 405) in Sevenoaks have been consulted on. These would save KCC approximately £410k per year (£360k from Thanet proposals and £50k from Sevenoaks proposals).

From 22 November to 19 December 2018, Kent County Council (KCC) consulted on changes to bus services in the Sevenoaks area. **This document focuses on proposals and the consultation responses for the changes to service 404/5 in Sevenoaks.**

1.2. Purpose of the Consultation

The purpose of the public consultation was to inform the public and stakeholder organisations about the detail of the changes proposed and provide them with the opportunity to 'Have their say' and to help gain feedback on any impacts. The consultation gave the opportunity to:

- Understand why changes to service 404/5 are proposed.
- Consider the possible impacts and benefits of the changes proposed.
- Ask us questions and provide views on the proposals.
- Advise the Council of any equality impacts that the changes could cause.

1.3. Purpose of this Report

This report presents the analysis and findings of the responses to the public consultation on the proposals. In addition, the report summarises the consultation process and the promotional activities that took place. The report also states how the feedback will be used to progress the proposal and identifies the next steps.

This report will be published and presented to KCC's Environment and Transport Committee which is made up of elected members from KCC, who will make a recommendation on the proposals to KCC's Cabinet Member for Planning, Highways, Transport & Waste. The Cabinet Member will then make a final decision on whether or not to proceed with the changes.

2. Consultation Process

This chapter outlines the process followed to deliver the consultation and details the activities developed to support the delivery of the consultation. The consultation was divided into the five stages shown in Figure 2.1.

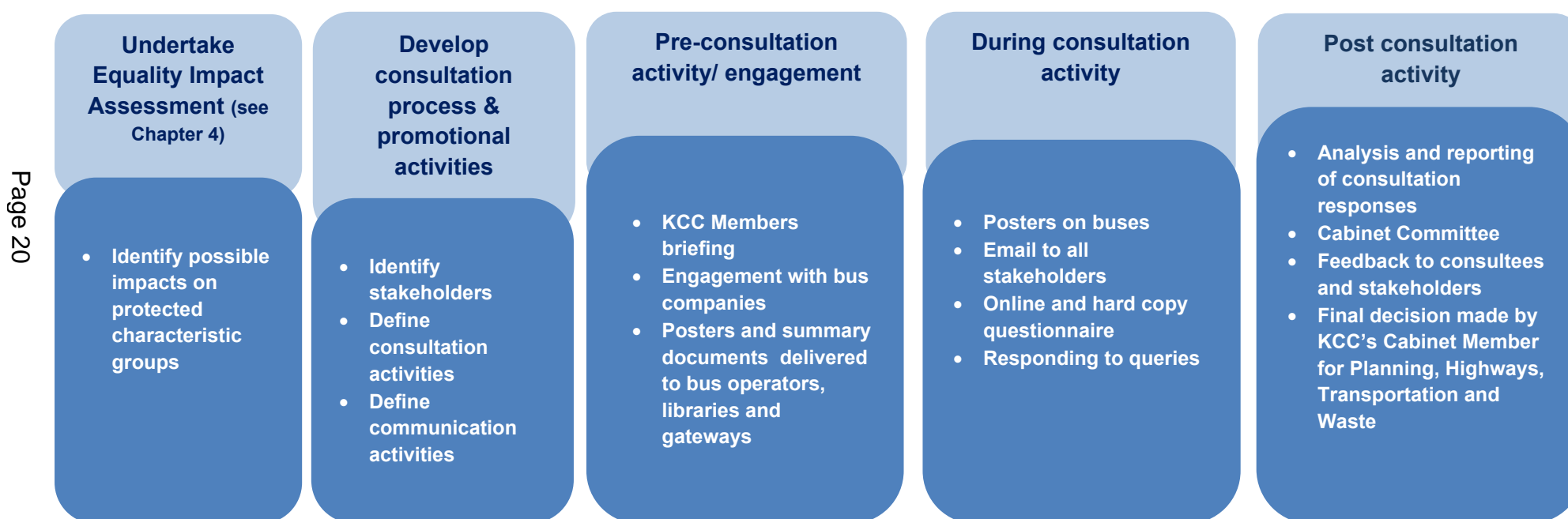


Figure 2.1: The consultation process

2.1. Promoting the Consultation

The consultation process was developed with the aim of enabling local bus users, residents, community groups and interested parties to understand the detail of the proposal, to feedback on the approach adopted and to tell us of any particular impacts (positive or negative) presented by the proposed changes to bus services.

The following promotional activities were undertaken to support the delivery of the public consultation:

- Email and summary document provided to all known stakeholders, including District and Parish Councils and an invite sent to all registered users on KCC's Consultation Directory who have asked to be kept informed of consultations regarding transport in Sevenoaks.
- Posters and summary documents placed on affected buses.
- Posters and summary documents displayed at local libraries and gateways.
- KCC Public Transport Inspectors travelled on affected services promoting the consultation and answering questions.
- Page on KCC's Consultation Directory on Kent.gov.uk.

Please note: materials are available for reference at www.kent.gov.uk/404buserviceconsultation

2.2 Pre-consultation Engagement Activities

- KCC officers engaged with Go Coach to develop the proposal and understand potential impacts.
- An Equality Impact Assessment was developed.
- A report was taken to the Environment and Transport Cabinet Committee to present the proposals and plans for public consultation.



2.3 During Consultation Activities

A number of activities were undertaken during the consultation period.

Consultation material

A full consultation booklet was created and available to read from the Consultation webpage www.kent.gov.uk/404busserviceconsultation. An executive summary of this outlining the detail of the proposals was created and distributed on buses, through KCC's local Public Transport Inspector and made available at local libraries and gateways. All documents could be provided in the post on request.

The below table shows the number of times each document was downloaded from the consultation webpage.

| Document | Downloads |
|---|---|
| Full consultation document | 175 (Word version 72 and PDF version 103 times) |
| Consultation Stage Equality Impact Assessment | 16 (Word version 7 and PDF version 9 times) |
| EqlA Appendix A: Detailed assessment of service change impact | 23 (Word version 5 and PDF version 18 times) |
| Word version of consultation questionnaire | 23 |
| Consultation poster | 17 |

Feedback mechanism

Consultees were asked to provide feedback via a consultation questionnaire, which was available online and in a paper version. The paper version was available through libraries and gateways, was distributed by KCC's Public Transport Inspector and was made available on request via telephone or email.

Face to face engagement

During the consultation period, the local KCC Public Transport Inspector travelled on affected services, distributing summary documents and responding to any questions of detail about the nature of the changes and the reasons for them.

3. Response Profile

This chapter summarises the number of consultation responses received and who responded to the consultation.

There were a total of **37** respondents to the consultation:

- Of the 37 responses to the consultation questionnaire, all were received online.
- There were **3** emails or letters written to KCC. These have been added to the questionnaire responses and included in this report.
- These included representations from Seal, Plaxtol and Ightham & Shipbourne Parish Councils expressing particular concern on the impacts to their communities.

3.1. Respondent Groups

The 37 questionnaire responses were analysed together to give an overall picture of the attitude towards the proposals. No additional weighting has been given dependent on whether responses were on behalf of an organisation over an individual. All responses have been collated and shown as part of a summary of overall responses in section 5.

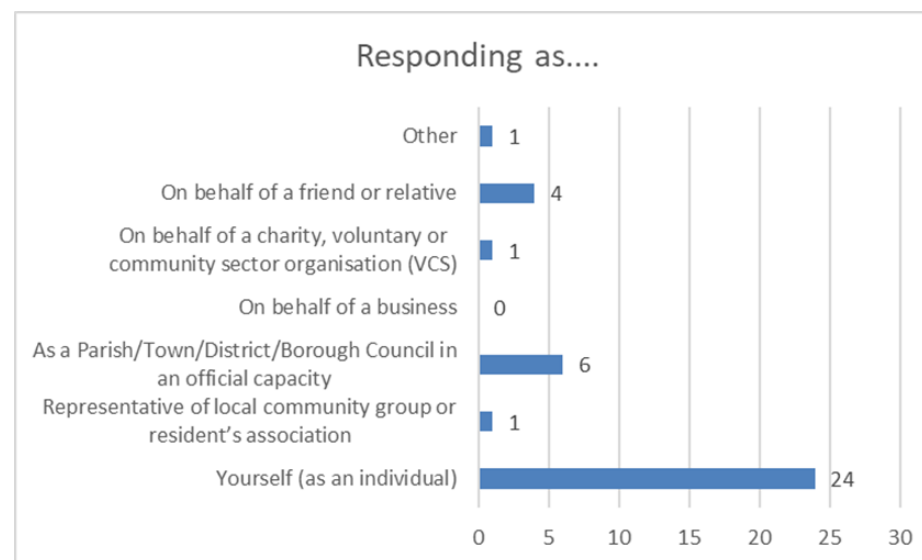


Table 3.1: Respondent Groups: Please tell us in what capacity you are completing this questionnaire:

4. Equality, Accessibility and Demographics

An Equality Impact Assessment (EqIA) provides a process to help us understand how the proposals may affect people based on their protected characteristics (age, disability, gender, gender identity, race, religion / belief or none, sexual orientation, pregnancy and maternity, marriage and civil partnership and carer's responsibilities).

We carried out an initial Equality Impact Assessment (EqIA) on the proposals to identify how people may be impacted and made it available as part of the consultation. The EqIA is available to view at kent.gov.uk/404busserviceconsultation.

We will use the feedback gathered from the consultation to update the EqIA.

The following steps were taken to ensure the consultation was accessible:

- In addition to the consultation being available online, hard copies of the consultation summary and questionnaire were available in libraries and gateways, made available on affected bus services and on request.

- KCC's local Public Transport Inspector travelled on the services distributing material, explaining the changes proposed and answering questions.
- All publicity material included a phone number and email address for people to request hard copies and alternative formats of the consultation material.
- Word versions of the consultation booklet, EqIA and questionnaire were provided to ensure accessibility of documentation to consultees using audio transcription software.

Of the protected characteristics identified within Equalities legislation, our Equality Impact Assessments identified; Age, Disability and those with Carer responsibilities as being more adversely affected by changes to bus services than other (non-protected) groups.

As such, analysis of the demographics of the responses focus on these areas.

4.1 Respondent Demographics

The following section documents the demographics of the respondents. This data was collated using the 'About You' questions in the questionnaire.

Not all respondents choose to answer these questions.

4.1.1 Age

Figure 4.1 shows the distribution of respondents' age. Approximately 65% were over 65 years old.

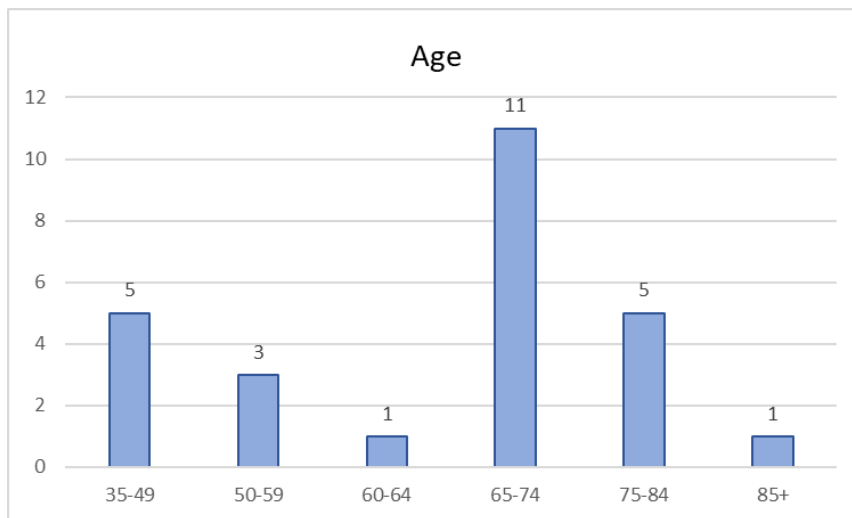


Figure 4.1: Respondents by age

4.1.2 Gender

- 58% of respondents were women
- 38% of respondents were men
- 12 respondents preferred not to state their gender

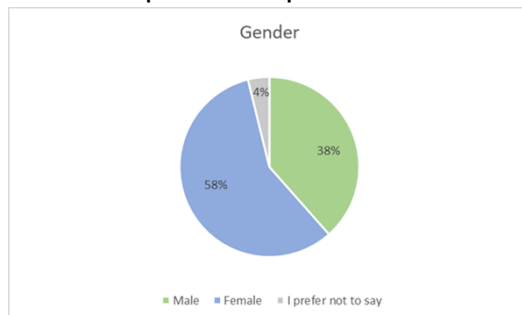


Figure 4.2: Respondents by gender

4.1.3 Disability

- 3 respondents considered themselves to be disabled.
- Of those that stated they considered themselves having a disability, the impairments that affected each respondent are shown in Figure 4.2.

| | |
|---|---|
| Physical impairment | 1 |
| Longstanding illness or health condition, or epilepsy | 2 |
| I prefer not to say | 1 |

Table 4.3: 'Disability impairments'

4.1.4 Carer responsibilities

No responders identified themselves as having carer responsibilities.

4.1.5 Other Equality Impacts

Respondents were invited to provide comments on our consultation stage Equality Impact Assessment completed and of any particular impacts from an equality and diversity perspective. The comments received are summarised below.

| Theme | No. of comments |
|-----------------------------|-----------------|
| Greater impact for elderly | 4 |
| Greater impact for disabled | 1 |
| Other | 5 |

Table 4.4: 'Other Equalities comments'

4.2 EQIA Conclusion

Analysis of responders by age identifies that over 65% were over the age of 65 confirming the held view that the majority user of the services were more elderly in nature and therefore more reliant on the bus service.

Section 5.3 (below) seeks to analyse the extent to which respondents view varied dependent on whether they formed part of one of the protected groups of age, disability or carer. However, the combination of the consistency of these responses with the general tone of response and in some instance limited representation means that no particular conclusions can be drawn.

Consideration of some of the open comments provided does not draw any specific issues created for these protected groups by the changes proposed and as such it is problematic to identify particular tweaks that could be made to limit impact if accepting that the savings have to be made and therefore that fundamentally the service has to reduce. Full copies of updated Equality Impact Assessments are attached as an appendix.

5. Consultation Results

5.1 Q4. Please tell us, if any, which service(s) you travel on?

There were 37 responses given to this question

A summary of the services is provided below and summarised in figure 5.1.

| | |
|---|----|
| 404: Edenbridge – Sevenoaks – Shipbourne - Plaxtol | 26 |
| 405: West Kingsdown – Otford – Sevenoaks (Wednesday only) | 3 |
| None of these routes | 8 |

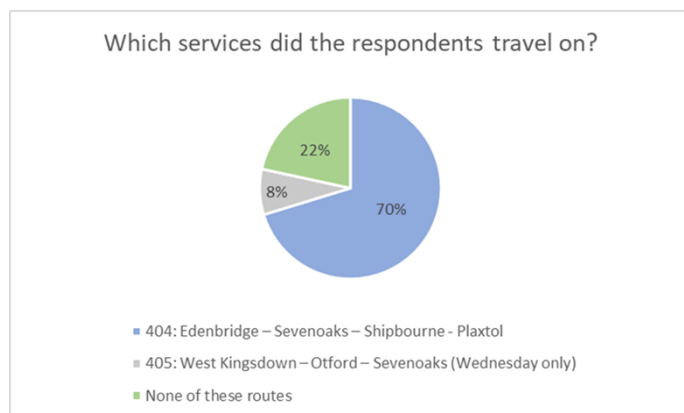


Figure 5.1: Respondents answers to Q4

5.2 Q5. To what extent do you agree or disagree with the approach we have taken to making these savings?

There were 35 responses to this question

66% of respondents disagreed with the approach.

17% of respondents agreed

17% of respondents did not agree or disagree or did not know.

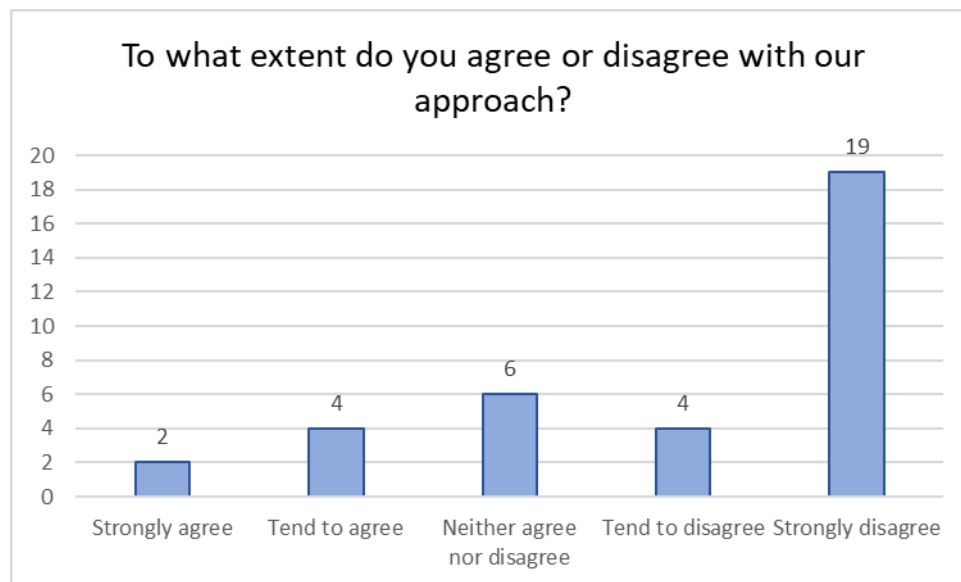


Figure 5.2: Respondents answers to Q5

5.3 Agreement / Disagreement toward the proposals.

To further our understanding of the reasoning behind why respondents agreed or disagreed with the approach adopted, we completed some analysis looking at whether the service used, or respondents age, disabled status or carer status affected their view of the proposal.

5.3.1 Question 5 - Service Breakdown.

The figure below identifies the responses provided to question 5 broken down by service used. This suggests a consistent view, with the opinion of respondents not particularly affected by the service used if one of the services at all.

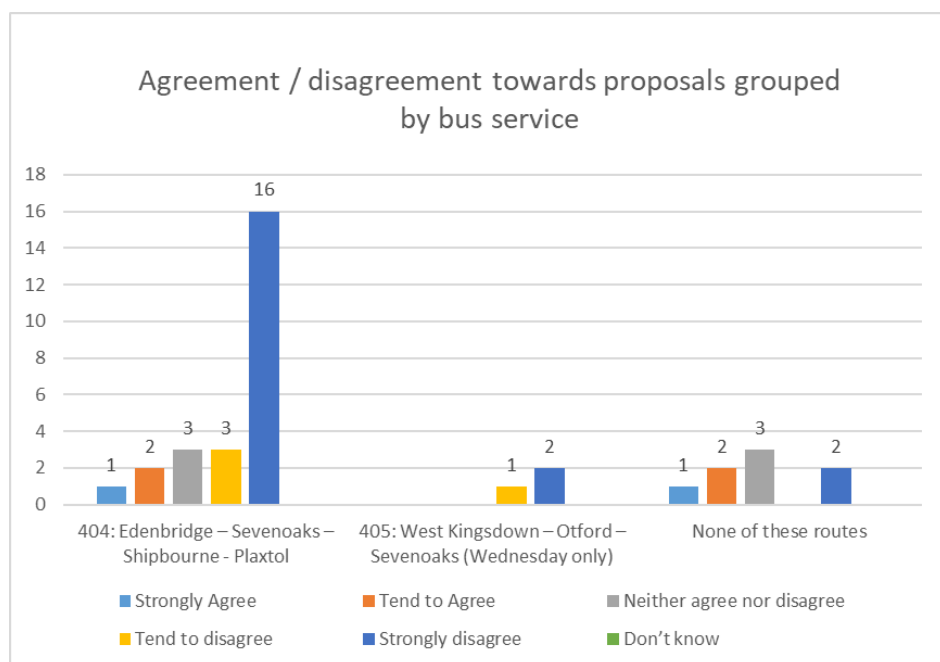


Figure 5.3: Respondents answers to Q5 by service

5.3.2 Question 5 – Age breakdown.

The vast majority of responders come from categories 65 and over, making representation from other (younger) groups very small by comparison. However, analysis of the table below identifies that the extent to which respondents agreed or disagreed was not significantly affected by their age.

| | Strongly Agree | Tend to Agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|---------------------|----------------|---------------|----------------------------|------------------|-------------------|------------|
| 0-15 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16-24 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25-34 | 0 | 0 | 0 | 0 | 0 | 0 |
| 35-49 | 0 | 0 | 0 | 1 | 4 | 0 |
| 50-59 | 0 | 1 | 0 | 0 | 2 | 0 |
| 60-64 | 0 | 0 | 0 | 0 | 1 | 0 |
| 65-74 | 1 | 3 | 1 | 1 | 4 | 0 |
| 75-84 | 0 | 0 | 3 | 1 | 1 | 0 |
| 85+ | 0 | 0 | 0 | 0 | 1 | 0 |
| I prefer not to say | 0 | 0 | 0 | 0 | 0 | 0 |

Figure 5.4: Respondents answers to Q5 by age

5.3.3 Question 5 - Disabled status breakdown.

Only two of the respondents identified considered themselves to be disabled. One disagreed and one strongly disagreed with the approach adopted to making the savings. Whilst this is broadly consistent with the majority of responses, the limited representation from this group makes it hard to draw any real conclusions.

5.3.4 Question 5 - Carer Status breakdown.

No respondents identified themselves as a carer and as such it is not possible to complete any analysis of this group.

5.4 Q5a. Please add any comments on our approach to support your answer to question 5 and on any other Equalities implications in response to question 6.

Respondents were invited to provide comments as free text in response to question 5 (relating to the approach) and in response to question 6 (in relation to Equalities impacts). The responses were very similar and, in many instances, completely duplicated. Therefore, for the purposes of representing this information, the questions have been combined.

The table below identifies the themes of responses provided against questions 5a. and 6

| Theme | No. of Comments | What they said... |
|-------------------|-----------------|--|
| Impact on Elderly | 8 | <p><i>"This will leave already isolated older people without the means to travel out of their villages into the local town"</i></p> <p><i>"To reduce the number of buses for Bitchet Green/Stone Street at this time will impact on the elderly and those who are unable to drive"</i></p> |

| | | |
|--|---|---|
| No Alternatives (either direct or from certain areas) | 7 | <p><i>"The 429 service is not available to residents at East Hill. Knatts Valley residents would only be able to access the service if they walked for miles or had lifts to West Kingsdown to reach a bus stop there."</i></p> <p><i>"The 222 does not provide direct access to Sevenoaks so these residents will be cut off from Sevenoaks unless they make a very long journey via Tonbridge."</i></p> |
| New Developments/Social Housing | 7 | <i>"We have a new development planned of 15 properties located opposite the bus stop in Stone Street of which 6 homes are for social housing and this transport link will be most important to these occupants."</i> |
| Access to Healthcare | 3 | <i>"I rely on the 404 service to take me to my medical appointments in Sevenoaks"</i> |
| Social Isolation | 6 | <p><i>"We know that older people are often isolated and lonely which has been the focus of Government Reports, this will add to the problem in Kent"</i></p> <p><i>"With a reduction of buses and the withdrawal of a part route, this will leave already isolated older people without the mean to travel out of their villages into the towns"</i></p> |
| Access to Work | 5 | <p><i>"This is my only mode of transport to my job in Sevenoaks as I do not drive, and my low wages don't allow me to travel by train"</i></p> <p><i>"People need to be able to get into and out of work, without a bus service it may deter them from moving to Bitchet Green/Stone Street"</i></p> |
| Journey Times/Frequency of Services | 4 | <i>"The proposed changes will reduce my journey options considerably and I'll probably be forced to use the car hence reducing bus passenger numbers even further, no doubt resulting in further cuts, and so on...."</i> |
| Congestion and Pollution | 4 | <p><i>"It is essential that public transport continues to be available to minimise environmental damage and stop unnecessary car journeys"</i></p> <p><i>"Statutory bodies should be doing all they can to help reduce traffic congestion"</i></p> |

| | | |
|--|---|---|
| | | <i>and pollution on the roads, reducing the bus service only compounds the issue”</i> |
| Accessing onward or connecting services | 4 | <p><i>“Private traffic clogs Sevenoaks and surrounding roads including the A25. The 404 is a great service into town for shopping, bank, PO and the railway station and bus station for onward journeys”</i></p> <p><i>I use the 404 service once or twice a month to get to the rail station and for onward journeys to London”</i></p> |
| Access to Shops | 3 | <p><i>“The 404 bus service provides a life line to numerous residents of our village, both elderly and young. To lose the bus service would severely impact the lives of people who have lived here for years and who rely on the service”</i></p> <p><i>“This will isolate rural communities in Shipbourne, Dunks Green and Ivy Hatch where there is no village shop or post office”</i></p> |
| Promoting/Improving services to increase usage | 3 | <p><i>“Improving services with more advertising might encourage more use. Reducing the service will make it less attractive and so usage will become worse and worse”</i></p> <p><i>“There should be more of a campaign to increase the usage like a use it or lose it campaign as local residents have indicated that they would use it if it was more regular”</i></p> |
| Opportunities for school children to undertake extra-curricular activities | 2 | <p><i>“Later service enables students to take part in after-school activities. Sustainability of the community is essential, and with pupils having to travel outside the town for their education, it's important for them to have the opportunity to participate in after-school activities”</i></p> <p><i>“The evening bus from Hever provides very little opportunity for school children to engage in extra curriculum activities”</i></p> |

6. Next Steps

On 17 January, this report will be considered by the Environment and Transport Cabinet Committee who will make a recommendation about whether to progress with the changes proposed. The report, EqlA and this recommendation will be considered by the Cabinet Member for Highways, Transportation and Waste who will ultimately make the decision on whether or not to proceed.

This decision and this report will be communicated via our website; www.kent.gov.uk/404busserviceconsultation and we will send a notification to those who have provided contact details throughout the process, including stakeholder organisations.

If the decision is taken to proceed then changes to the services themselves would likely take effect from Monday 1st April and in advance of this notices would be placed on all affected bus services notifying passengers of the change.

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EqlA: Detailed assessment of service change impact

**** Updated 08.01.19 following analysis of consultation ****

Service 42/42A: Monkton – Minster – Ramsgate – (Westwood Cross – Margate) (Monday to Saturday)

Service 42/42A provides a day time and peak service between the rural villages of Minster, Monkton and Cliffsend into Ramsgate and Margate on Monday to Saturday. KCC support the whole service.

Mondays to Fridays

| Service | 42 | 42 | 42 | 42 | 42 | 42A | 42A | 42 |
|---|------|------|------|------|------|------|------|------|
| Service Restrictions | | | | | | 1 | 2 | |
| Notes | | | | | | SDO | SHOL | |
| Margate, Cecil Street Council Offices (Stop K) | — | — | — | — | 1406 | — | — | — |
| Margate, QEOM Hospital Main Entrance (Stop B) | — | — | — | — | 1414 | — | — | — |
| Westwood Cross, Shopping Centre (Stop A) | — | — | — | — | 1420 | — | 1541 | — |
| Westwood, opp Bus Garage | — | — | — | — | 1422 | — | 1543 | — |
| St Peter's, adj Dane Court School | — | — | — | — | — | 1530 | — | — |
| Northwood, at Royal Harbour Academy Newlands Lane | — | — | — | — | — | 1537 | — | — |
| Newington, adj Newington Road Post Office | — | — | — | — | 1428 | 1546 | 1549 | — |
| St Lawrence, opp Ellington Infant School | — | — | — | — | 1432 | 1553 | 1553 | — |
| Ramsgate, before Grange Road Roundabout | — | — | — | — | 1435 | 1556 | 1556 | — |
| Ramsgate, Leopold Street (Stop C) | 0940 | 1055 | 1210 | 1325 | 1440 | 1600 | 1600 | 1718 |
| St Lawrence, opp Eskdale Avenue | 0948 | 1103 | 1218 | 1333 | 1448 | 1609 | 1609 | 1727 |
| Cliffs End, o/s Post Office | 0953 | 1108 | 1223 | 1338 | 1453 | — | — | 1732 |
| Manna Hutte, Cliff View Road (N-bound) | — | — | — | — | — | 1617 | 1617 | — |
| Monkton, adj Parsonage Fields | 1008 | 1123 | 1238 | 1353 | 1508 | 1634 | 1634 | 1747 |

Saturdays

| Service | 42 | 42 | 42 | 42 | 42 |
|---|------|------|------|------|------|
| Westwood Cross, Shopping Centre (Stop A) | — | — | — | — | 1420 |
| Westwood, opp Bus Garage | — | — | — | — | 1422 |
| Newington, adj Newington Road Post Office | — | — | — | — | 1428 |
| St Lawrence, opp Ellington Infant School | — | — | — | — | 1432 |
| Ramsgate, before Grange Road Roundabout | — | — | — | — | 1435 |
| Ramsgate, Leopold Street (Stop C) | 0940 | 1055 | 1210 | 1325 | 1440 |
| St Lawrence, opp Eskdale Avenue | 0948 | 1103 | 1218 | 1333 | 1448 |
| Cliffs End, o/s Post Office | 0953 | 1108 | 1223 | 1338 | 1453 |
| Monkton, adj Parsonage Fields | 1008 | 1123 | 1238 | 1353 | 1508 |

Mondays to Fridays

| Service | 42A | 42A | 42 | 42 | 42 | 42 | 42 | 42 |
|---|------|------|------|------|------|------|------|------|
| Service Restrictions | 1 | 2 | | | | | | |
| Notes | SDO | SHOL | | | | | | |
| Monkton, adj Parsonage Fields | 0727 | 0727 | 0900 | 1015 | 1130 | 1245 | 1400 | 1640 |
| Cliffs End, opp Post Office | | | 0917 | 1032 | 1147 | 1302 | 1417 | 1657 |
| Minster, adj Church | 0737 | 0737 | | | | | | |
| Manna Hutte, Cliff View Road (S-bound) | 0747 | 0747 | | | | | | |
| St Lawrence, opp Eskdale Avenue | 0756 | 0756 | 0927 | 1042 | 1157 | 1312 | 1427 | 1707 |
| Ramsgate, Leopold Street (Stop C) | 0806 | 0806 | 0936 | 1051 | 1206 | 1321 | 1436 | 1716 |
| Ramsgate, after Grange Road Roundabout | 0809 | — | — | 1055 | — | — | — | — |
| St Lawrence, adj Ellington Infant School | 0812 | — | — | 1058 | — | — | — | — |
| Newington, opp Newington Road Post Office | 0817 | — | — | 1102 | — | — | — | — |
| St Peter's, o/s St George's School | 0826 | — | — | — | — | — | — | — |
| Broadstairs, adj Fairfield Park | 0831 | — | — | — | — | — | — | — |
| Northwood, at Royal Harbour Academy Newlands Lane | 0834 | — | — | — | — | — | — | — |
| Westwood, adj Bus Garage | — | — | — | 1110 | — | — | — | — |
| Westwood Cross, Shopping Centre (Stop B) | — | — | — | 1112 | — | — | — | — |
| Margate, QEOM Hospital Main Entrance (Stop A) | — | — | — | 1117 | — | — | — | — |
| Margate, Cecil Square (Stop J) | — | — | — | 1125 | — | — | — | — |

Saturdays

| Service | 42 | 42 | 42 | 42 | 42 |
|---|------|------|------|------|------|
| Monkton, adj Parsonage Fields | 0900 | 1015 | 1130 | 1245 | 1400 |
| Cliffs End, opp Post Office | 0917 | 1032 | 1147 | 1302 | 1417 |
| St Lawrence, opp Eskdale Avenue | 0927 | 1042 | 1157 | 1312 | 1427 |
| Ramsgate, Leopold Street (Stop C) | 0936 | 1051 | 1206 | 1321 | 1436 |
| Ramsgate, after Grange Road Roundabout | — | 1055 | — | — | — |
| St Lawrence, adj Ellington Infant School | — | 1058 | — | — | — |
| Newington, opp Newington Road Post Office | — | 1102 | — | — | — |
| Westwood, adj Bus Garage | — | 1110 | — | — | — |
| Westwood Cross, Shopping Centre (Stop B) | — | 1112 | — | — | — |

The service has been identified as carrying elderly persons, Carers and those with a mobility impairment who travel using an English National Concessionary Travel Pass. These persons therefore form part of the **Age, Disability and Carer** protected groups. In addition, the consultation has highlighted that a high percentage of responders were female, and this may indicate that there is a greater impact depending on **Gender** which is also defined as a protected group.

These protected groups have been identified as potentially being more reliant on public transport than other groups of society and for whom the impact of its withdrawal might be greater.

The estimated annual number of passengers using these journeys is 44 599 per annum including 8 502 YPTP pass holders and 21 729 ENCTS pass holders.

The Proposal is to withdraw service 42/42A in its entirety. It will be replaced by alterations to commercial services such as service 9, which currently operates along the Canterbury Road. This service would be diverted via Monkton and Minster providing hourly services to Ramsgate and Broadstairs as well as services to Canterbury in the opposite direction. Cliffsend would no longer receive a service directly through the village, however we are currently exploring alternative route options for service 9 with Stagecoach. The Nethercourt Estate would be served by service 43 which would be renumbered 34.

Adverse Impacts

We have identified that there will be an adverse impact on four protected groups namely; Elderly Persons, Disabled persons, Gender and persons with Carer responsibilities all of whom have also been identified as user groups on the service identified.

This service represents the only bus service for many areas where currently no other forms of public transport exist. If these proposals were implemented Cliffsend would lose a service through the village centre and passengers would be required to access services on the Canterbury Road to the North (service 9) and the Sandwich Road to the South (service 43).

Cliffsend is a retirement area with a large elderly population many of whom are less mobile. It is unlikely these residents would be able to make the walk to Canterbury Road or Sandwich Road as it is a significant distance without footpaths and insufficient lighting. This may result in increase social isolation in this area.

It should be noted that Cliffsend has no doctor's surgery or pharmacy and has a limited general store. Residents are registered at Minster Surgery and do essential food shopping in the village. The current 42 also provides a direct link from Cliffsend to the QEQM hospital and Westwood Cross which would be lost. Overall access to healthcare and essential food shopping would be severely impacted particularly for those that don't drive or own a car and therefore have no alternative.

Positive Impacts

Ultimately there will be no positive impact for the Nethercourt Estate or Cliffsend Village if the proposals are implemented.

However, the introduction of service 9 to Monkton and Minster would provide a more than adequate service to these villages and create new journey opportunities for the local communities as well as a more frequent service.

The introduction of service 43 (renumbered 34) to Nethercourt Estate would maintain a service to Ramsgate but would also provide new journey opportunities to Westwood Cross, QEQM hospital and Margate.

Service 56: Broadstairs – Westwood Cross – Margate (Monday to Saturdays)

This contract provides an off-peak service Monday to Saturday between Broadstairs and Margate via Westwood Cross, St. Peters and Broadstairs. There is no school flow on this service.

Mondays to Fridays

| | | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|------|
| Broadstairs, adj Lindenthorpe Road | — | 0932 | 1032 | 1132 | 1232 | 1332 | 1432 | — | 1632 | 1742 |
| Broadstairs, adj The Royal Albion Hotel | — | 0938 | 1038 | 1138 | 1238 | 1338 | 1438 | — | 1638 | 1748 |
| Broadstairs, adj Pierremont Hall | — | 0942 | 1042 | 1142 | 1242 | 1342 | 1442 | — | 1642 | 1752 |
| St Peter's, o/s Surgery | — | 0947 | 1047 | 1147 | 1247 | 1347 | 1447 | — | 1647 | 1757 |
| Broadstairs, adj Fairfield Park | 0849 | 0949 | 1049 | 1149 | 1249 | 1349 | 1449 | — | 1649 | 1759 |
| Rumfields, opp The Hawthorns | 0852 | 0952 | 1052 | 1152 | 1252 | 1352 | 1452 | — | 1652 | 1802 |
| Westwood, adj Bus Garage | 0858 | 0958 | 1058 | 1158 | 1258 | 1358 | 1458 | — | 1658 | 1808 |
| Westwood Cross, Shopping Centre (Stop A) | 0900 | 1000 | 1100 | 1200 | 1300 | 1400 | 1500 | — | 1700 | 1810 |
| Westwood, opp Tesco | 0902 | 1002 | 1102 | 1202 | 1302 | 1402 | 1502 | — | 1702 | — |
| Westwood, Retail Park (W-bound) | 0904 | 1004 | 1104 | 1204 | 1304 | 1404 | 1504 | — | 1704 | — |
| St Peter's, opp Asda | 0908 | 1008 | 1108 | 1208 | 1308 | 1408 | 1508 | 1620 | 1708 | — |
| Margate, adj QEOM Hospital St Peters Road Wing | 0916 | 1016 | 1116 | 1216 | 1316 | 1416 | 1516 | 1626 | 1716 | — |
| Dane Valley, opp Western Road | 0919 | 1019 | 1119 | 1219 | 1319 | 1419 | 1519 | 1629 | 1719 | — |
| Cliftonville, Eastern Esplanade (W-bound) | 0925 | 1025 | 1125 | 1225 | 1325 | 1425 | — | 1635 | 1725 | — |
| Margate, opp Winter Gardens | 0927 | 1027 | 1127 | 1227 | 1327 | 1427 | — | 1637 | 1727 | — |
| Margate, Cecil Square (Stop F) | 0931 | 1031 | 1131 | 1231 | 1331 | 1431 | — | 1641 | 1731 | — |

Saturdays

| | | | | | |
|--|------|-----------------------------------|------|------------|------|
| Broadstairs, adj Lindenthorpe Road | 0832 | 32 | 1432 | 1532 | |
| Broadstairs, adj The Royal Albion Hotel | 0838 | 38 | 1438 | 1538 | |
| Broadstairs, adj Pierremont Hall | 0842 | 42 | 1442 | 1542 | |
| St Peter's, o/s Surgery | 0847 | 47 | 1447 | 1547 | |
| Broadstairs, adj Fairfield Park | 0849 | 49 | 1449 | 1549 | |
| Rumfields, opp The Hawthorns | 0852 | then at these mins past each hour | 52 | 1452 | 1552 |
| Westwood, adj Bus Garage | 0858 | | 58 | 1458 | 1558 |
| Westwood Cross, Shopping Centre (Stop A) | 0900 | | 00 | 1500 | 1600 |
| Westwood, opp Tesco | 0902 | | 02 | until 1502 | — |
| Westwood, Retail Park (W-bound) | 0904 | | 04 | 1504 | — |
| St Peter's, opp Asda | 0908 | | 08 | 1508 | — |
| Margate, adj QEOM Hospital St Peters Road Wing | 0916 | | 16 | 1516 | — |
| Dane Valley, opp Western Road | 0919 | | 19 | 1519 | — |
| Cliftonville, Eastern Esplanade (W-bound) | 0925 | | 25 | 1525 | — |
| Margate, opp Winter Gardens | 0927 | | 27 | 1527 | — |
| Margate, Cecil Square (Stop F) | 0931 | | 31 | 1531 | — |

Mondays to Fridays

| | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|
| Margate, Cecil Square (Stop F) | — | 0935 | 1035 | 1135 | 1235 | 1335 | 1435 | — | 1645 |
| Margate, Zion Place (N-bound) | — | 0938 | 1038 | 1138 | 1238 | 1338 | 1438 | — | 1648 |
| Cliftonville, opp Surrey Road | — | 0940 | 1040 | 1140 | 1240 | 1340 | 1440 | — | 1650 |
| Dane Valley, adj Western Road | — | 0945 | 1045 | 1145 | 1245 | 1345 | 1445 | — | 1655 |
| Margate, opp QEOM Hospital St Peters Road Wing | — | 0948 | 1048 | 1148 | 1248 | 1348 | 1448 | — | 1658 |
| St Peter's, adj Asda | 0847 | 0954 | 1054 | 1154 | 1254 | 1354 | 1454 | — | 1704 |
| Westwood, Retail Park (W-bound) | 0850 | 0957 | 1057 | 1157 | 1257 | 1357 | 1457 | — | 1707 |
| Westwood, adj Tesco | 0852 | 0959 | 1059 | 1159 | 1259 | 1359 | 1459 | — | 1709 |
| Westwood Cross, Shopping Centre (Stop A) | 0854 | 1001 | 1101 | 1201 | 1301 | 1401 | 1501 | — | 1711 |
| Westwood, opp Bus Garage | 0856 | 1003 | 1103 | 1203 | 1303 | 1403 | 1503 | — | 1713 |
| Rumfields, opp Holly Close | 0903 | 1010 | 1110 | 1210 | 1310 | 1410 | 1510 | — | 1720 |
| Broadstairs, opp Fairfield Park | 0906 | 1013 | 1113 | 1213 | 1313 | 1413 | 1513 | — | 1723 |
| St Peter's, o/s Surgery | 0908 | 1015 | 1115 | 1215 | 1315 | 1415 | 1515 | — | 1725 |
| Broadstairs, opp Pierremont Hall | 0913 | 1020 | 1120 | 1220 | 1320 | 1420 | 1520 | 1620 | 1730 |
| Broadstairs, opp The Royal Albion Hotel | 0917 | 1024 | 1124 | 1224 | 1324 | 1424 | — | 1624 | 1734 |
| Broadstairs, adj Lindenthorpe Road | 0923 | 1030 | 1130 | 1230 | 1330 | 1430 | — | 1630 | 1740 |

Saturdays

| | | | | | |
|--|------|------|-----------------------------------|------|------------|
| Margate, Cecil Square (Stop F) | — | 0935 | 35 | 1435 | |
| Margate, Zion Place (N-bound) | — | 0938 | 38 | 1438 | |
| Cliftonville, opp Surrey Road | — | 0940 | 40 | 1440 | |
| Dane Valley, adj Western Road | — | 0945 | 45 | 1445 | |
| Margate, opp QEOM Hospital St Peters Road Wing | — | 0948 | 48 | 1448 | |
| St Peter's, adj Asda | 0847 | 0954 | then at these mins past each hour | 54 | 1454 |
| Westwood, Retail Park (W-bound) | 0850 | 0957 | | 57 | 1457 |
| Westwood, adj Tesco | 0852 | 0959 | | 59 | 1459 |
| Westwood Cross, Shopping Centre (Stop A) | 0854 | 1001 | | 01 | until 1501 |
| Westwood, opp Bus Garage | 0856 | 1003 | | 03 | 1503 |
| Rumfields, opp Holly Close | 0903 | 1010 | | 10 | 1510 |
| Broadstairs, opp Fairfield Park | 0906 | 1013 | | 13 | 1513 |
| St Peter's, o/s Surgery | 0908 | 1015 | | 15 | 1515 |
| Broadstairs, opp Pierremont Hall | 0913 | 1020 | | 20 | 1520 |
| Broadstairs, opp The Royal Albion Hotel | 0917 | 1024 | | 24 | 1524 |
| Broadstairs, adj Lindenthorpe Road | 0923 | 1030 | | 30 | 1530 |

The service has been identified as carrying elderly persons, Carers and those with a mobility impairment who travel using an English National Concessionary Travel Pass. These persons therefore form part of the **Age, Disability and Carer** protected groups. In addition, the consultation has highlighted that a high percentage of responders were female, and this may indicate that there is a greater impact depending on **Gender** which is also defined as a protected group.

These protected groups have been identified as potentially being more reliant on public transport than other groups of society and for whom the impact of its withdrawal might be greater.

The estimated annual number of passengers using this service is 94 033, which includes 69 035 ENCTS pass holders.

The proposals would see the withdrawal of service 56 in its entirety. In most instances' passengers will have access to alternative commercial services and where this is not the case the Council has worked with Stagecoach to develop changes to other services that help to provide alternatives and minimise the impact.

The majority of the 56 service between Broadstairs, St Peters, Westwood Cross and Margate would be replaced by a new service 37. Milmead and Dane Valley would have service 32, Northdown Road service 8 and Eastern Esplanade an extended service 38. Those in Devonshire Gardens would be required to walk to Eastern Esplanade or Northdown Road.

Adverse Impact

We have identified a potential impact on four protected groups namely; Elderly Persons, Disabled persons, Gender and persons with Carer responsibilities all of whom have also been identified as user groups on service 56.

In most instances, alternative services will be provided either through alterations to the commercial network or from the introduction of new services. However bespoke journeys may be lost, and passengers may be required to travel at alternative times or their journey may require a change of bus service at key interchange points. In addition, new service 37 is limited in its frequency and times of operation and this may have implications for users who wish to access afternoon appointments at their surgery or at the QEQM hospital.

It was also highlighted in the consultation that Northdown Surgery will soon be merged with Bethesda Surgery and that removing this service will have implications for those living in Devonshire Gardens, Milmead and Northdown Road who will likely be transferred to an enlarged Bethesda Surgery and would no longer have direct access. There would no longer be direct link from these areas to QEQM hospital and Westwood Cross.

Positive Impact

Ultimately there will be no positive impact for users of services / journeys subject to reduction or withdrawal. However, the impact has been minimised as far as possible with the introduction of a new service 37 and alterations to the commercial network.

Service 39/39A: St Peters – Ramsgate - Dumpton (Monday to Saturdays)

Service 39/39A provides a day time and peak service between St Peters, Ramsgate and Dumpton on Monday to Saturday. KCC support the whole service.

Mondays to Fridays

| Service | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 |
|--|------|------|------|------|------|------|------|------|------|
| Service Restrictions | | | | | | | 1 | 2 | |
| Notes | | | | | | | SHOL | SDO | |
| St Peter's, o/s Surgery | 0900 | — | — | — | — | — | — | — | — |
| St Peter's, adj Asda | 0904 | 1004 | 1104 | 1204 | 1304 | 1404 | — | — | 1619 |
| Newington, o/s Royal Harbour Academy Marlowe Way | — | — | — | — | — | — | — | 1526 | — |
| Newington, opp Gwyn Road North | 0911 | 1011 | 1111 | 1211 | 1311 | 1411 | 1531 | 1531 | 1626 |
| Ramsgate, opp Broad Street | 0919 | 1019 | 1119 | 1219 | 1319 | 1419 | 1539 | 1539 | 1634 |
| Dumpton, Sherwood Gardens (W-bound) | 0929 | 1029 | 1129 | 1229 | 1329 | 1429 | 1549 | 1549 | 1644 |

Saturdays

| Service | 39 | 39 | 39 | 39 | 39 |
|-------------------------------------|------|------|------|------|------|
| St Peter's, adj Asda | 0904 | 1004 | 1104 | 1204 | 1304 |
| Newington, opp Gwyn Road North | 0911 | 1011 | 1111 | 1211 | 1311 |
| Ramsgate, opp Broad Street | 0919 | 1019 | 1119 | 1219 | 1319 |
| Dumpton, Sherwood Gardens (W-bound) | 0929 | 1029 | 1129 | 1229 | 1329 |

Mondays to Fridays

| Service | 39A | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 |
|--|------|------|------|------|------|------|------|------|------|
| Dumpton, Sherwood Gardens (W-bound) | 0753 | 0929 | 1029 | 1129 | 1229 | 1329 | 1429 | 1549 | 1644 |
| Dumpton, adj Brown Jug | 0756 | 0932 | 1032 | 1132 | 1232 | 1332 | 1432 | 1552 | 1647 |
| Ramsgate, Harbour (Stop E) | 0805 | — | — | — | — | — | — | — | — |
| Ramsgate, adj Ramsgate Railway Station | 0813 | — | — | — | — | — | — | — | — |
| Dumpton, adj Winterstoke Way | — | 0935 | 1035 | 1135 | 1235 | 1335 | 1435 | 1555 | 1650 |
| Ramsgate, opp Broad Street | — | 0941 | 1041 | 1141 | 1241 | 1341 | 1441 | 1601 | 1656 |
| Newington, The Centre (W-bound) | 0823 | — | — | — | — | — | — | — | — |
| Newington, adj Gwyn Road North | — | 0948 | 1048 | 1148 | 1248 | 1348 | 1448 | 1608 | 1703 |
| St Peter's, adj Asda | — | 0955 | 1055 | 1155 | 1255 | 1355 | — | 1615 | — |
| St Peter's, opp Asda | 0836 | — | — | — | — | — | — | — | — |
| St Peter's, o/s Surgery | 0840 | — | — | — | — | — | — | — | — |

Saturdays

| Service | 39 | 39 | 39 | 39 | 39 | 39 |
|-------------------------------------|------|------|------|------|------|------|
| Dumpton, Sherwood Gardens (W-bound) | 0829 | 0929 | 1029 | 1129 | 1229 | 1329 |
| Dumpton, adj Brown Jug | 0832 | 0932 | 1032 | 1132 | 1232 | 1332 |
| Dumpton, adj Winterstoke Way | 0835 | 0935 | 1035 | 1135 | 1235 | 1335 |
| Ramsgate, opp Broad Street | 0841 | 0941 | 1041 | 1141 | 1241 | 1341 |
| Newington, adj Gwyn Road North | 0848 | 0948 | 1048 | 1148 | 1248 | 1348 |
| St Peter's, adj Asda | 0855 | 0955 | 1055 | 1155 | 1255 | — |

The service has been identified as carrying elderly persons, Carers and those with a mobility impairment who travel using an English National Concessionary Travel Pass. These persons therefore form part of the **Age, Disability and Carer** protected groups. In addition, the consultation has highlighted that a high percentage of responders were female, this may indicate that there is a greater impact depending on **Gender** which is also defined as a protected group.

These protected groups have been identified as potentially being more reliant on public transport than other groups of society and for whom the impact of its withdrawal might be greater.

The estimated annual number of passengers using these journeys is 43 201 per annum including 27 151 ENCTS pass holders and a small number 659 YPTP/16+ holders.

The proposals would see the withdrawal of service 39/39A in its entirety. A replacement service will be provided to Dumpton and Sherwood Gardens to Ramsgate providing connections for onward journeys and a direct link to the Montefiore Medical Centre would be maintained. It has been determined that users elsewhere on the route will be able to access alternative commercial services operating to greater frequencies. This may in some instances require a short walk to the nearest bus stop served.

Adverse Impact

We have identified that there will be an adverse impact on four protected groups namely; Elderly Persons, Disabled persons, Gender and persons with Carer responsibilities all of whom have also been identified as user groups on service 39/39A.

Route 39/39A is duplicated by several commercial services along much of its route. In most instances alternative services are available although these alternatives may operate at different times and may require a change of service at key interchange points. Direct links to shops such as ASDA would be lost, and it is possible other bespoke journeys may also be affected.

Positive Impacts

Ultimately there will be no positive impact for users of services as it is proposed to withdraw this service.

Services 404: Edenbridge - Ide Hill – Sevenoaks – Shipbourne - Plaxtol and Service 405: Sevenoaks – Otford – West Kingsdown

This contract provides a full weekday 404 service between Ide Hill and Sevenoaks together with a peak timed service between Edenbridge and Sevenoaks.

This contract also funds a Wednesday only 405 service between West Kingsdown and Sevenoaks via Otford. The majority of the areas served do have access to alternative service 429 but the impact of the withdrawal will also be further mitigated by the implementation of a new 'Taxi Bus' Service to Sevenoaks.

Current Timetables

| Edenbridge - Ide Hill - Sevenoaks - Igham Mote - Shipbourne - Plaxtol 404 | | | | | | | | | | |
|---|------|-----|------|------|------|------|------|------|------|------|
| Mondays to Fridays | SHOL | SDO | | | | | | | NW | W |
| Edenbridge, o/s Post Office | 725 | 725 | ~ | ~ | ~ | ~ | ~ | ~ | 1640 | 1640 |
| Edenbridge, opp Farmstead Drive | 728 | 728 | ~ | ~ | ~ | ~ | ~ | ~ | 1643 | 1643 |
| Marpit Hill, Ridgeway Estate (E-bound) | 730 | 730 | ~ | ~ | ~ | ~ | ~ | ~ | 1645 | |
| Four Elms, opp Brookfield | 734 | 734 | ~ | ~ | ~ | ~ | ~ | ~ | 1650 | |
| Crockham Hill, adj Royal Oak | | | ~ | ~ | ~ | ~ | ~ | ~ | | 1649 |
| Westerham, o/s Chartwell | | | ~ | ~ | ~ | ~ | ~ | ~ | | 1654 |
| Four Elms, Four Elms Crossroads (NE-bound) | 735 | 735 | ~ | ~ | ~ | ~ | ~ | ~ | | 1700 |
| Ide Hill, adj The Cock | 745 | 745 | ~ | 1045 | ~ | 1355 | ~ | ~ | 1700 | 1710 |
| Bayleys Hill, Crossroads (NE-bound) | 751 | 751 | ~ | 1051 | ~ | 1401 | ~ | ~ | 1706 | 1716 |
| Sevenoaks, adj Julians Close | 756 | 756 | ~ | 1056 | ~ | 1406 | ~ | ~ | 1711 | 1721 |
| Sevenoaks, Bus Station (Stop A) arr | 801 | 801 | ~ | 1101 | ~ | 1411 | ~ | ~ | 1716 | 1726 |
| Sevenoaks, Bus Station (Stop A) dep | 801 | 801 | 919 | ~ | 1225 | 1415 | 1526 | 1549 | 1735 | 1735 |
| Sevenoaks, adj Sevenoaks Railway Station | 805 | 805 | 923 | ~ | 1229 | 1419 | 1530 | 1553 | 1739 | 1739 |
| Sevenoaks, adj Blair Drive | ~ | 807 | 925 | ~ | 1231 | 1421 | | 1555 | 1741 | 1741 |
| St John's, Bayham Road (SE-bound) | ~ | 810 | 927 | ~ | 1233 | 1423 | | 1557 | 1743 | 1743 |
| Greatness, o/s Trinity School | ~ | 814 | | ~ | | | | | | |
| Sevenoaks, o/s Knole Academy | ~ | 833 | | ~ | | | 1538 | | | |
| Greatness, o/s Trinity School | ~ | ~ | | ~ | | | 1548 | | | |
| Godden Green, opp Bucks Head | ~ | ~ | 931 | ~ | 1237 | 1427 | 1555 | 1601 | 1747 | 1747 |
| Fawke Common, adj Fawke Farm House | ~ | ~ | 933 | ~ | 1239 | 1429 | 1557 | 1603 | 1749 | 1749 |
| Bitchet Green, adj The Coppice | ~ | ~ | 935 | ~ | 1241 | 1431 | 1559 | 1605 | 1751 | 1751 |
| Stone Street, opp The Snail | ~ | ~ | 937 | ~ | 1243 | 1433 | 1601 | 1607 | 1753 | 1753 |
| Ivy Hatch, adj The Plough | ~ | ~ | 941 | ~ | 1247 | 1437 | 1605 | 1611 | 1757 | 1757 |
| Ivy Hatch, o/s Igham Mote | ~ | ~ | 944 | ~ | 1250 | | | | | |
| Shipbourne, Church (E-bound) arr | ~ | ~ | 952 | ~ | 1258 | 1442 | 1616 | 1616 | 1802 | 1802 |
| Shipbourne, Church (E-bound) dep | ~ | ~ | 953 | ~ | 1300 | 1443 | 1617 | 1617 | 1802 | 1802 |
| Dunk's Green, adj Old Post Office | ~ | ~ | 956 | ~ | 1303 | 1446 | 1620 | 1620 | 1805 | 1805 |
| Plaxtol, opp Church | ~ | ~ | 1000 | ~ | 1307 | 1450 | 1624 | 1624 | 1809 | 1809 |
| Plaxtol - Shipbourne - Igham Mote - Sevenoaks - Ide Hill - Edenbridge 404 | | | | | | | | | | |
| | SHOL | SDO | | | | SHOL | SDO | | | |
| Shipbourne, Church (E-bound) | 740 | 740 | 953 | 1300 | 1443 | ~ | ~ | 1617 | ~ | |
| Dunk's Green, adj Old Post Office | 743 | 743 | 956 | 1303 | 1446 | ~ | ~ | 1620 | ~ | |
| Plaxtol, opp Church | 747 | 747 | 1000 | 1307 | 1450 | ~ | ~ | 1624 | ~ | |
| Ivy Hatch, o/s Igham Mote | | | | | 1458 | ~ | ~ | 1632 | ~ | |
| Ivy Hatch, opp The Plough | 752 | 752 | 1005 | 1312 | 1501 | ~ | ~ | 1635 | ~ | |
| Stone Street, adj Pond Lane | 756 | 756 | 1009 | 1316 | 1505 | ~ | ~ | 1639 | ~ | |
| Bitchet Green, opp The Coppice | 758 | 758 | 1011 | 1318 | 1507 | ~ | ~ | 1641 | ~ | |
| Fawke Common, opp Fawke Farm House | 801 | 801 | 1013 | 1320 | 1509 | ~ | ~ | 1643 | ~ | |
| Godden Green, adj Bucks Head | 804 | 804 | 1015 | 1322 | 1511 | ~ | ~ | 1645 | ~ | |
| Sevenoaks, o/s Knole Academy | | | | | | ~ | 1535 | | ~ | |
| Greatness, o/s Trinity School | | 812 | | | | ~ | 1545 | | ~ | |
| Sevenoaks, o/s Knole Academy | | 822 | | | | ~ | | | ~ | |
| St John's, Bayham Road (NW-bound) | 808 | | 1019 | 1326 | 1515 | 1547 | 1547 | 1649 | ~ | |
| Sevenoaks, opp Sevenoaks Railway Station | 811 | 830 | 1023 | 1330 | 1519 | 1551 | 1551 | 1653 | 1800 | |
| Sevenoaks, Bus Station (Stop A) | 815 | 834 | 1027 | 1334 | 1523 | 1555 | 1555 | 1657 | 1804 | |
| Sevenoaks, opp Julians Close | ~ | ~ | 1032 | 1339 | ~ | 1600 | 1600 | ~ | 1809 | |
| Bayleys Hill, Crossroads (SW-bound) | ~ | ~ | 1037 | 1344 | ~ | 1605 | 1605 | ~ | 1814 | |
| Ide Hill, opp The Cock | ~ | ~ | 1043 | 1350 | ~ | 1611 | 1611 | ~ | 1820 | |
| Four Elms, adj Brookfield | ~ | ~ | ~ | ~ | ~ | 1621 | 1621 | ~ | 1830 | |
| Marpit Hill, Ridgeway Estate (W-bound) | ~ | ~ | ~ | ~ | ~ | 1626 | 1626 | ~ | 1835 | |
| Edenbridge, adj Farmstead Drive | ~ | ~ | ~ | ~ | ~ | 1628 | 1628 | ~ | 1837 | |
| Edenbridge, opp Post Office | ~ | ~ | ~ | ~ | ~ | 1631 | 1631 | ~ | 1840 | |

| Sevenoaks - Otford - West Kingsdown | | 405 |
|---|------|------|
| Wednesdays only | | |
| Sevenoaks, Bus Station (Stop A) | 905 | 1230 |
| St John's, Bayham Road (NW-bound) | | 1235 |
| St John's, Hillingdon Rise (NE-bound) | | 1238 |
| Bat & Ball, opp St Johns Hill Hospital | 910 | 1240 |
| Otford, nr Pond | 913 | 1243 |
| Otford, Railway Station (Stop B) | 914 | 1244 |
| West Kingsdown, o/s East Hill Farm Park | | 1254 |
| West Kingsdown, opp Woodlands Village Golf Club | 924 | 1259 |
| West Kingsdown, opp Portobello Inn | 932 | 1307 |
| West Kingsdown, adj Hever Road Shops | 934 | 1309 |
| | | |
| West Kingsdown Otford - Sevenoaks | | 405 |
| Wednesdays only | | |
| West Kingsdown, adj Hever Road Shops | 935 | 1315 |
| West Kingsdown, o/s Portobello Inn | 938 | 1318 |
| West Kingsdown, adj Woodlands Village Golf Club | 946 | 1326 |
| West Kingsdown, o/s East Hill Farm Park | 951 | |
| Otford, Railway Station (Stop A) | 1001 | 1334 |
| Otford, opp Pond | 1002 | 1340 |
| Bat & Ball, opp The Castle | 1007 | 1343 |
| St John's, Hillingdon Rise (NE-bound) | 1009 | |
| St John's, Bayham Road (SE-bound) | 1012 | |
| Sevenoaks, Bus Station (Stop A) | 1017 | 1345 |

We have identified these services regularly carry elderly persons and those with mobility impairment and companions who travel using an English National Concessionary Travel Pass. In addition, the consultation showed a high percentage of responders were female, and where the respondent was writing on their own behalf, that there is a greater impact on gender which is also defined as a protected group.

The estimated annual number of passengers using these journeys is 26,500 including 5,500 ENCTS pass holders and 13,700 students including 23 students who are entitled to free travel to Knole Academy and Trinity School.

The proposal would see a reduction in the overall number of journeys and a shortening of the off-peak route, no longer serving Shipbourne, Dunks Green and Plaxtol.

The well-used school journeys will continue as now but operate on a commercial basis with no financial support.

Proposed Timetables

| Edenbridge to Sevenoaks and Ightham Mote | | | | | | | |
|--|-----|------|------|------|------|------|------|
| | SDO | SHOL | | | | | |
| Edenbridge, Post Office | 725 | 725 | 935 | 1200 | ~ | 1455 | ~ |
| Edenbridge, Fircroft Way | 728 | 728 | 938 | 1203 | ~ | 1458 | ~ |
| Marlpit Hill, Ridgeway Estate | 730 | 730 | 942 | 1207 | ~ | 1502 | ~ |
| Four Elms, opp Brookfield | 735 | 735 | 947 | 1212 | ~ | 1507 | ~ |
| Ide Hill, The Cock | 745 | 745 | 957 | 1222 | ~ | 1517 | ~ |
| Bayleys Hill, Crossroads | 751 | 751 | 1003 | 1228 | ~ | 1523 | ~ |
| Sevenoaks, adj Julians Close | 756 | 756 | 1009 | 1234 | ~ | 1529 | ~ |
| Sevenoaks, Bus Station | 801 | 801 | 1015 | 1240 | 1310 | 1535 | 1540 |
| Sevenoaks, Railway Station | 805 | 805 | 1019 | | 1314 | ~ | 1544 |
| Sevenoaks, Blair Drive | 807 | ~ | 1021 | ~ | 1316 | ~ | |
| St John's, Bayham Road | 810 | ~ | 1024 | ~ | 1319 | ~ | |
| Greatness, Trinity School | 814 | ~ | | ~ | | ~ | |
| Sevenoaks, Knole Academy | 834 | ~ | | ~ | | ~ | 1552 |
| Greatness, Trinity School | ~ | ~ | | ~ | | ~ | 1602 |
| Godden Green | ~ | ~ | 1028 | | 1323 | ~ | 1609 |
| Fawke Common | ~ | ~ | 1030 | ~ | 1325 | ~ | 1611 |
| Bitchet Green | ~ | ~ | 1033 | | 1328 | ~ | 1613 |
| Stone Street | ~ | ~ | 1035 | ~ | 1330 | ~ | 1615 |
| Ivy Hatch | ~ | | 1039 | | 1334 | ~ | 1619 |
| Ightham Mote | ~ | ~ | 1043 | ~ | 1338 | ~ | |
| Shipbourne, Church | ~ | ~ | ~ | ~ | ~ | ~ | 1630 |
| Dunk's Green | ~ | ~ | ~ | ~ | ~ | ~ | 1633 |
| Plaxtol, Church | ~ | ~ | ~ | ~ | ~ | ~ | 1637 |

| Ightham Mote to Sevenoaks and Edenbridge | | | | | |
|--|-----|------|------|------|------|
| | SDO | | | SDO | SHOL |
| Shipbourne, Church | 740 | ~ | ~ | ~ | ~ |
| Dunk's Green | 743 | ~ | ~ | ~ | ~ |
| Plaxtol, Church | 747 | ~ | ~ | ~ | ~ |
| Ightham Mote | | 1045 | 1340 | ~ | ~ |
| Ivy Hatch | 752 | 1049 | 1344 | ~ | ~ |
| Stone Street | 756 | 1053 | 1348 | ~ | ~ |
| Bitchet Green | 758 | 1055 | 1350 | ~ | ~ |
| Fawke Common | 801 | 1058 | 1353 | ~ | ~ |
| Godden Green | 804 | 1101 | 1356 | ~ | ~ |
| Greatness, Trinity School | 812 | | | ~ | ~ |
| Sevenoaks, Knole Academy | 822 | | | 1535 | ~ |
| Greatness, Trinity School | | | | 1545 | ~ |
| St John's, Bayham Road | | 1105 | 1400 | 1547 | ~ |
| Sevenoaks, Railway Station | 830 | 1110 | 1405 | 1551 | 1551 |
| Sevenoaks, Bus Station | 845 | 1114 | 1409 | 1555 | 1555 |
| Sevenoaks, adj Julians Close | 850 | 1119 | 1413 | 1600 | 1600 |
| Bayleys Hill, Crossroads | 900 | 1129 | 1423 | 1605 | 1605 |
| Ide Hill, The Cock | 904 | 1133 | 1427 | 1611 | 1611 |
| Four Elms, opp Brookfield | 914 | 1143 | 1437 | 1621 | 1621 |
| Marlpit Hill, Ridgeway Estate | 919 | 1148 | 1442 | 1626 | 1626 |
| Edenbridge, Fircroft Way | 923 | 1152 | 1446 | 1628 | 1628 |
| Edenbridge, Tesco | 927 | 1156 | 1450 | 1631 | 1631 |

Negative Impacts

Route 405 (Wednesday only) would be withdrawn completely. It is there to serve East Hill Farm but no more than 2 passengers use it weekly. This section of route will be served by a new 'Taxi Bus' service being provided by KCC as a Pilot scheme for the 'Big Conversation'.

Route 404 (Wednesday only) would be withdrawn completely from serving Chartwell House. This is not used by anyone.

Route 404, Shipbourne, Dunk's Green and Plaxtol will not have a service during the day. Bus users have access to the KCC supported 222 which links all these villages to Tonbridge and Borough Green. We therefore believe there is no requirement for a natural link to Sevenoaks. Instead the bus will terminate at Ightham Mote. Evening journeys will be withdrawn as they are very poorly used which may have an impact for any workers relying on later journeys returning to Shipbourne, Dunks Green and Plaxtol.

It is already been identified that concerns felt by older bus users that the reduction in service will isolate those without access to a car and especially those without the financial means to afford taxi fares.

The revised route will impact upon those passengers, especially those travelling on a concessionary pass for age or mobility reasons, who still wish to travel to Sevenoaks but will have a less convenient journey. Following the change these passengers would now have to consider walking to the new route, albeit not a long distance but one that goes along unlit country lanes.

Positive Impacts

The benefits significantly outweigh the impacts. There will be a daytime service from Edenbridge through to Sevenoaks and on to Ightham Mote. This will for the first time, provide a link to Sevenoaks District's second largest concentration of social housing at Edenbridge with their administrative centre at Sevenoaks. Also there will be an improved shopping service from the outlying villages to Sevenoaks. Schools are not affected as students from Plaxtol will be carried as present and students from Edenbridge will be accommodated on the new commercial service.

The 404 service will in future offer a consistent service throughout the week. The existing timetable is outdated and confusing. The impact here is minimal as many of the journeys are local to Sevenoaks where there are alternative options.

Residents of West Kingsdown who use the Wednesday 405 service would lose the link to Sevenoaks but would continue to have a bus link (service 429) to Swanley or Dartford.

KCC - Growth, Environment and Transport Directorate (GET).

Equality Analysis / Impact Assessment (EqIA) template

Thanet Bus Network and Sevenoaks Service 404/405 revisions 2018 / 19

Name of decision, policy, procedure, project or service:

Thanet Bus Network and Sevenoaks Service 404/405 revisions 2018 / 19

Brief description of policy, procedure, project or service

Since deregulation of the bus industry in 1985, local transport authorities have had a duty to consider funding public bus services that are not commercially viable for bus operators to run but the authority considers to be important for residents and users as without them they would not be able to access essential services such as education, employment, healthcare and food shopping.

Although there is a statutory requirement to consider funding this activity, the actual provision of these services is discretionary and local transport authorities can conclude not to financially support them. Kent County Council (KCC) has a tradition of providing funding for these bus services which operate in rural areas or at times of the day or on days of the week where usage is low and today spends around £5.7m per annum subsidising 116 bus services or journeys that would otherwise not operate.

Aims and Objectives

In order to meet the financial challenge being posed by reducing funding from central government, KCC's Medium Term Financial Plan (MTFP) had previously identified a reduction in what we spend on buses of £4m over the 2018/19 and 2019 / 20 financial years.

The process to prepare and plan a program to materialise this saving raised significant public concern about the impact of this level of reduction which in turn raised concern among KCCs elected Members about the extent to which this level of cuts would effect some Kent residents. Meanwhile a better than anticipated financial settlement from Central Government enabled the Council to significantly reduce the savings target from £4m to £0.45m.

The Council is needing to make this £0.45m saving by the start of the 2019/20 financial year and is committing to doing so in the fairest way possible, having taken account of equality factors. It is proposed to achieve this through an approach which is more intelligent than simply applying the Councils criteria for funding buses and cancelling contracts which in turn would likely result in bus services ceasing to operate completely.

Instead, officers have engaged with all operators of subsidised services to invite ideas for savings where similar replacement services might carry on unchanged or where alternative services could provide slightly reduced levels of service or journeys running at different times or from slightly different locations, all without impacting on the ability of children to get from home to school.

A number of proposals have been received but some, for example those which relate to the use of demand responsive transport, are considered too sensitive or radical for progression without further thought and engagement with stakeholders and the wider public.

Two proposals; one from Stagecoach in respect of services running in Thanet and one from Goach in respect of services running in Sevenoaks were received and are intended to be progressed following local consultation. The proposals will save KCC a total of £410k per annum.

The services affected are identified below along with a summary of the changes that may be applied.

Thanet changes

- 39: *Sherwood Gardens loop, Dumpton and Nixon Avenue*
- 42: *Windermere Avenue/Rydal Avenue, Nethercourt*
- 56: *St Peter's Road/Vicarage Street, St Peter's and Stone Road/Lanthorne Road/Knights Avenue, Broadstairs*

Stagecoach has undertaken to amend its current commercial network in the area to provide similar journey opportunities to the services identified albeit they may operate less frequently, at different times and in some instances require passengers to walk to mainline bus routes – whilst this will mean that most areas continue to have access to reasonable alternatives a loss of journey choice and some particular difficulties for disabled or elderly passengers unable to undertake the walk distances concerned may be experienced.

Sevenoaks Changes

- 404: *Edenbridge – Sevenoaks – Plaxtol*
- 405: *Sevenoaks – Otford – West Kingsdown*

Go Coach have proposed revisions to service 404 from Edenbridge to Sevenoaks/Plaxtol to Borough Green. The proposal has two elements, the first is to take a current coach contract carrying children entitled to free mainstream home to school transport from Edenbridge and other outlying areas served to Sevenoaks School and convert it to a school-focused commercial bus service. The second element is the refocusing of the current service 404 on Edenbridge to Sevenoaks, dropping Plaxtol to Borough Green which is already covered by another service which offers more regular journeys but to Borough Green and Tonbridge as opposed to Sevenoaks. Similarly, the withdrawal of 'Wednesdays only' 405 is mitigated for most areas served by the presence of alternative service (429) from this area operating hourly to Dartford and Swanley.

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3

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The EQIA and the more detailed assessment of the services and current service users will consider the impact of the changes and on service users in protected groups. It will be updated on an ongoing basis, notably following completion of local consultation which will be used to help inform us of the implications for all bus passengers but particularly those protected under The Equality Act 2010.

JUDGEMENT

Initial Screening : Continue the policy

The approach being proposed to materialising the saving has been specifically identified to protect Kent residents and service users from the very acute impact of complete service withdrawals without alternative solutions.

Three protected groups (relating to age, disability and those with carer responsibilities) have been identified as being more reliant on public transport than other bus users and also being represented on one or more of the services identified for potential subsidy withdrawal. Understanding of the full impact on these groups and of any unique impacts on others protected groups will be informed through the consultation process. This will be used to update the EQIA which in turn will feature as part of the final decision making process.

I have found the Adverse Equality Impact Rating to be High

GET Document Control

Revision History

| Version | Date | Authors | Comment |
|---------|----------|-----------|---|
| V1 | 13.03.18 | Steve Pay | Initial Screening; first draft of EQIA document provided to the director for signing. This will be supported by the more detailed service analysis which is being worked on separately will be included an appendix to this document. |
| V2 | 15.05.18 | Steve Pay | Second Draft updated to take account of completion of detailed appendix and associated detail. |
| V3 | 03.10.18 | Steve Pay | Third draft to take account of update to detailed impact assessment by service in respect of Thanet changes and pending progression towards consultation. |
| V4 | 21.11.18 | Steve Pay | Final draft taking account of further comments from the Equalities team. |
| V5 | 08.01.19 | Steve Pay | Further screening taking account of anysis of consultation responses. |

Document Sign-Off (this must be both the relevant Head of Service and the relevant Director)

Attestation

I have read and paid due regard to the Equality Analysis/Impact Assessment. I agree with the actions to mitigate any adverse impact(s) that has /have been identified.

| Name | Signature | Title | Date of Issue |
|-----------------|-----------|-----------------|---------------|
| Phil Lightowler | | Head of Service | 08.01.19 |
| Simon Jones | | Director | 08.01.19 |

Part 1 - Screening

Regarding the decision, policy, procedure, project or service under consideration,

Could this policy, procedure, project or service, or any proposed changes to it, affect any Protected Group (listed below) less favourably (negatively) than others in Kent?

Could this policy, procedure, project or service promote equal opportunities for this group?

Please note that there is no justification for direct discrimination; and indirect discrimination will need to be justified according to the legal requirements

| Protected Group | You <i>MUST</i> provide a brief commentary as to your findings, or this EqIA will be returned to you unsigned | | | |
|-----------------|---|------------------------|---------------------|-----------------------------------|
| | High Negative Impact | Medium Negative Impact | Low Negative Impact | High/Medium/Low Favourable Impact |
| Age | It has been identified that older persons are potentially more reliant on the public transport network than other protected groups or members of the wider public. Some services proposed for withdrawal have been identified as carrying passengers from this group and the impact of the withdrawal of transport will be significant particularly if this represents the only available transport for a given area. | | | |

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7

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| | | | | |
|--|--|--|--|--|
| Disability | It has been identified that disabled persons are potentially more reliant on the public transport network than other protected groups or members of the wider public. Some services proposed for withdrawal have been identified as carrying passengers from this group and the impact of the withdrawal of transport will be significant particularly if this represents the only available transport for a given area. | | | |
| Gender | | | | |
| Gender identity/ Transgender | | | | |
| Race | | | | |
| Religion and Belief | | | | |
| Sexual Orientation | | | | |
| Pregnancy and Maternity | | | | |
| Marriage and Civil Partnerships | | | | |
| Carer's | It has been identified that | | | |

| | | | | |
|-------------------------|---|--|--|--|
| Responsibilities | persons with carer responsibilities are potentially more reliant on the public transport network than other protected groups or members of the wider public. Some services proposed for withdrawal have been identified as carrying passengers from this group and the impact of the withdrawal of transport will be significant particularly if this represents the only available transport for a given area. | | | |
|-------------------------|---|--|--|--|

Part 2 - Full Equality Analysis /Impact Assessment

From the screening grid, identify the Protected Groups impacted

Any user of one of the services potentially included within the savings measures will be adversely affected by any reduction or withdrawal of service. However, of the protected groups covered by Equality legislation, it is considered that those within the protected groups of; Age, Disability and those with Carer responsibilities are likely to be more reliant on public transport and have been identified as being user groups of one or more of the services included for potential reduction or withdrawal.

Information and Data used to carry out your assessment

The overall EqIA and more individual service analysis will be informed by a range of intelligence including;

- Passenger and ticketing information provided to the Council by operators throughout the life of the contract. This will inform the initial screening and enables the Council to identify some passenger groups through ticket types.
- Data held by the Council, held on its concessionary travel database, in relation to concessionary travel journeys, analysed by service.
- On bus inspections that will complement the passenger data and will seek to identify particular user groups (such as the older persons and persons with mobility impairments) and particular travel habits and journey purpose (i.e. day / time critical journeys not achievable on other, remaining public transport).
- Existing knowledge of contract managers and other officers of the Council regarding service and user characteristics.
- Local consultation that will invite information from users about their journey purpose and the impact of the proposed changes.
- Bus operator, passenger and wider resident engagement

Who will you involved consulted and engaged with?

The following parties will be engaged through the public consultation process;

- Bus operators
- Bus Service Users
- Bus Users
- Parish Councils
- Specialist Groups (Aged UK, Kent Association for the Blind, Mobility and Access Groups etc.)
- Wider Public (through local consultation)
- KCC elected members

Analysis

Initial screening (03/01/2018):

Initial screening has identified that of all protected groups, those falling within the following groups; Age, Disability and those with Carer responsibilities are likely to be more reliant on public transport and have been identified as being user groups of one or more of the services included for potential reduction or withdrawal. As such there is the potential for a clear and adverse impact on these groups in the event that the proposal to make the changes identified progresses.

Whilst it is likely that other users will also fall within other protected groups, these are not considered to be more adversely impacted by these changes than any other bus user.

The full extent of the impact on the effected groups and of anyn impact on any other protected groups will be further informed by the outcome of public consultaion and will be used to inform final decisions.

Final findings: (to be informed by inspections, public engagement and consultation)

Adverse Impact,

Initial screening (13/03/2018):

At this stage, it is possible to identify that there will be adverse impact on three protected groups namely; Elderly Persons, Disabled persons and persons with Carer responsibilities all of whom have also been identified as user groups on one or more of the services identified. However, the precise extent of this impact will remain unknown until completion of the local consultation and following more detailed analysis of the services and users.

Final findings: (to be informed by inspections, public engagement and consultation)

Positive Impact:

Ultimately there will be no positive impact for users of services / journeys subject to reduction or withdrawal.

JUDGEMENT

Continue the policy

Although every effort will be made to mitigate the impact of decisions, as identified through the action plan (as in section 3), ultimately, the Council is needing to materialise savings against current levels of spend on Socially Necessary Public Bus Services and this is not achievable without reductions or withdrawal to services which will have an adverse impact on some protected groups.

Three protected groups have been identified as being more reliant on public transport than other bus users and also being represented on one or more of the services identified for potential subsidy withdrawal. Understanding of the full impact on these groups and of any unique impacts on others protected groups will be informed through the public consultation process. This will be used to update the EQIA which in turn will feature as part of the final decision making process.

However, short of deferring the entire saving, it is implausible to consider that there can be changes or mitigation developed through the action plan that can completely remove any impact on protected EQIA groups any more than there can be for any other

Date Document Updated 28/01/2019

12

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ser of the service. For this reason, a continuation of the 'policy' to materialise savings is identified as the judgement but with a commitment to develop an action plan and mitigation to limit impacts wherever possible.

Analysis

Further screening following analysis of consultation results (08/01/2019):

Initial screening identified that of all protected groups, those falling within the following groups; Age, Disability and those with Carer responsibilities were likely to be more reliant on public transport and had been identified as being user groups of one or more of the services included for potential reduction or withdrawal.

Analysis of the demographics of responders confirm this where;

- over 65% of responders were aged over 65
- 29 respondents to the Thanet changes and 2 to the Sevenoaks changes identified themselves as disabled
- 11 respondents to the Thanet changes identified themselves as having responsibility as a carer.

From this we can conclude that all of these groups, previously identified as being adversely affected by changes to bus services, are heavily represented within the wider respondent cohort. Elderly users in particular can be identified as the biggest single user type of the service and therefore the protected group most affected by the changes.

In addition, the consultation responses also identified a majority of responses from female respondents. 62% of respondents to the Thanet consultation and 58% of respondents to the Sevenoaks consultation were identified as female. As such, it is also necessary to conclude that, similar to the other protected groups previously identified, Gender is also a consideration from an equalities perspective where Women represent a larger proportion of users than male. The conclusion might be that elderly females are more reliant on the bus perhaps owing a spouse previously being the sole driver in the household. Either way, this is a new protected group that needs to be considered.

The results of the consultation confirm this view in respect of all of these groups being represented

Whilst it is likely that other users will also fall within other protected groups, these are not considered to be more adversely impacted by these changes than any other bus user.

The full extent of the impact on the effected groups and of anyn impact on any other protected groups will be further informed by the outcome of public consultaion and will be used to inform final decisions.

Final findings: (to be informed by inspections, public engagement and consultation)

Adverse Impact

Further screening following analysis of consultation results (08/01/2019):

In addition to the protected groups of; Age, Disability and Carers it has also been identieid that Gender (specifically Females) represent a more significant proportion of the wider user group and therefore could be more reliant on the bus asa form of transport and therefore more adversely affected by service changes.

At this stage, it is possible to identify that there will be adverse impact on three protected groups namely; Elderly Persons, Disabled persons and persons with Carer responsibilities all of whom have also been identified as user groups on one or more of the services identified. However, the precise extent of this impact will remain inknown until completion of the local consultation and following more detailed anlysis of the services and users.

Some further analysis of the extent to which respondents agree or disagree with the approach adopted has been completed to see if views vary depending on age, disability and carer status. This analysis identifies that the a greater level of responses from those identifying themselves as having a disability and those with a carer responsibility disagree with the approach to the savings, This could in trun suggest that this is owing to a amore adverse impact on these groups. The responses provided to the same question did not particular;y vary depending on age.

Positive Impact:

Ultimately there will be no positive impact for users of services / journeys subject to reduction or withdrawal. However, it is noted that some users / areas served benefit from service improvement as part of the package of changes in Thanet and this is rerepresented through greater levels of support for the changes from these areas identified by plotting these results based on poastcode.

JUDGEMENT

Continue the policy

Every effort will be made to mitigate the impact of decisions, as identified through the action plan (as in section 3), ultimately, the Council is needing to materialise savings against current levels of spend on Socially Necessary Public Bus Services and this is not achievable without reductions or withdrawal to services which will have an adverse impact on some proptected groups.

Four protected groups have been identified as being more reliant on public transport than other bus users and also being represented on one or more of the services identified for potential subsidy withdrawal. This has been reinforced by the consultation proves which also hoighlighted an adverse impact on Gender (Females) in addition to the previously identified protected groups.

Detail provided as free text in response to questions asking for further information about impacts is perhaos most useful in identifying very particular impacts introduced by the changes proposed. Where these relate to particular locations, times or joiurney opportunities then these can be hoighlighted to operators to explore any scope to amend the proposals in a way that mitigates any of these more individual issues.

However, short of deferring the entire saving, it is implausible to consider that there can be changes or mitigation developed through the action plan that can completely remove any impact on protected EQIA groups any more than there can be for any other user of the service. For this reason, a continuation of the 'policy' to materialise savings is identified as the judgement but with a commitment to develop an action plan and mitigation to limit impacts wherever possible.

Part 3 - Action Plan

| Protected Characteristic | Issues identified | Action to be taken | Expected outcomes | Owner | Timescale | Cost implications |
|--------------------------|---|---|--|---|---|--|
| Age – older persons | Greater reliance on bus services heightens the impact of any service withdrawal or reduction on this user group. | Approach identified will seek to work with bus operators to develop their proposals to mitigate impact and / or reduce the value of savings required. | To, where possible, protect amend the proposals in a way that limits particular impacts on this group. | Steve Pay, Public Transport Planning and Operations Manager | Decisions to be made for implementation in the April 2019 | £0.45m per annum if not materialising the savings required. |
| Disabled | Greater reliance on bus services heightens the impact of any service withdrawal or reduction on this user group. Access to information about the consultation and any subsequent service changes which could be compromised by disability, most notably visual impairment. | Approach identified will seek to work with bus operators to develop their proposals to mitigate impact and / or reduce the value of savings required. | To, where possible, protect amend the proposals in a way that limits particular impacts on this group. | Steve Pay, Public Transport Planning and Operations Manager | Decisions to be made for implementation in the April 2019 | £0.45m per annum if not materialising the measures required. |
| Carer | Greater reliance on | Approach identified | To, where possible, | Steve Pay, | Decisions to be | £0.45m per annum if |

Date Document Updated 28/01/2019

16

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| | | | | | | |
|-----------------------|--|---|--|---|---|--|
| | bus services heightens the impact of any service withdrawal or reduction on this user group. | will seek to work with bus operators to develop their proposals to mitigate impact and / or reduce the value of savings required. | protect amend the proposals in a way that limits particular impacts on this group. | Public Transport Planning and Operations Manager | made for implementation in April 2019 | not materialising the measures required. |
| Gender – Female users | Greater reliance on bus services heightens the impact of any service withdrawal or reduction on this user group. | Approach identified will seek to work with bus operators to develop their proposals to mitigate impact and / or reduce the value of savings required. | To, where possible, protect amend the proposals in a way that limits particular impacts on this group. | Steve Pay, Public Transport Planning and Operations Manager | Decisions to be made for implementation in the April 2019 | £0.45m per annum if not materialising the measures required. |

Have the actions been included in your business/ service plan?

Individual actions identified and will be monitored through HT&W's Divisional and Service Level Business Plan bi-monthly review meetings.

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