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Date: 10 August 2022

Dear Member

**SCRUTINY COMMITTEE - THURSDAY, 18 AUGUST 2022**

Please find included the Consultation Report associated with Decision 22/00052. This is provided as a separate supplement document due to its size.

**Agenda Item No**

B1 **Decision 22/00052 - KCC Supported Bus Funding Review (Pages 1 - 110)**  
Appendix 4 – Consultation Report

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ben Watts', is positioned above the typed name.

Benjamin Watts  
General Counsel

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# KENT COUNTY COUNCIL BUS FUNDING CONSULTATION REPORT

PREPARED BY LAKE MARKET RESEARCH



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# BACKGROUND AND METHODOLOGY

## BACKGROUND

Since bus privatisation in 1985, operators in Kent run routes on a commercial basis, where there are enough passengers to fund the service. Around 90% of journeys in Kent run in this way – with around 40 operators providing over 500 services – without any funding from Kent County Council (KCC). On these services, KCC have no say over routes, timetables, or fares.

For the last 30 years, KCC has funded some routes which, while not cost effective (commercially viable), have been considered important to the needs of the communities and passengers they serve and provide transport links to key services that could not otherwise be accessed. KCC currently spends about £6m per year to contract services which are not profitable for transport companies. These are often the services running in more rural areas, in the evenings and at weekends and includes our Kent Karrier (Dial-a-Ride) services and the Gravesend to Tilbury Ferry. As a Local Transport Authority, KCC has a duty to consider funding bus services that are not provided commercially. However, authorities are not required to provide these services and can choose which services to support and can elect not to spend any money on this activity.

Whilst KCC have worked hard to protect this funding, the financial pressures placed on the budget mean that the Council faces an intensely challenging period ahead. To meet the financial challenge being posed by this year's budget, KCC's Public Transport team has been asked to reduce planned spending on this funding by £2.2m from 2022/23. However, because the team have also had to provide extra funding for buses during the pandemic, in order to retain spending within the reduced budget, KCC need to reduce what they spend on supporting bus services by about £3m. To achieve a £3m saving the existing subsidised bus network would need to be reduced and some contracts would need to be withdrawn completely. 48 subsidised bus contracts have been identified for potential withdrawal based on criteria in place to prioritise KCC's ongoing support. The KCC Public Transport team have used these criteria to help determine which contracts should be proposed for withdrawal and feedback should be sought on within this consultation exercise. Services are ranked in order of priority (1 being the highest) taking account of a combination of when the service operates and the cost of providing it. Because of the level of saving required, the services proposed for withdrawal include some in all of the priority categories.

## CONSULTATION PROCESS

On the 24 February 2022 an eight-week consultation was launched and ran until the 20 April. The consultation invited residents and other stakeholders to provide views on how the proposed bus withdrawals could impact them. Feedback was captured via a consultation questionnaire which was available on the KCC engagement website ([www.kent.gov.uk/bussavings](http://www.kent.gov.uk/bussavings)). Hard copies of the consultation document, including questionnaire were also available on request.

To raise awareness of the consultation and encourage participation, the following was undertaken:

- Hard copies of the consultation document and questionnaire and Easy Read versions available in libraries, gateways, on request and posted to Kent Karrier members
- Easy Read and Large Print versions available from the webpage and in hard copy on request
- KCC's Community Warden service asked to engage on behalf of the service with their communities, raising awareness and supporting participation (hard copies provided)
- Freepost address was included for any hard copy returns

- Provision of phone numbers and email addresses for queries and requests for hard copies and alternative formats on consultation and promotional material
- A range of communication activity carried out to ensure that individuals who do not have access to online channels would hear about the consultation and be able to take part.

Promotional activities for the consultation included:

- Letters to Kent Karrier members with hard copy of the consultation document and questionnaire
- Emails to Kent Travel Saver and stakeholder list (including District and Parish Councils, representative groups, bus operators, Kent MPs, Healthwatch Kent and equality organisations)
- Media release – coverage included Cabinet Member interviews on BBC Politics Southeast programme and BBC Radio Kent (at start and towards end of consultation), Kent Online, Kent Live and KM newspapers
- KM newspaper adverts – 10 appearances between 9 and 10 March and 23 and 24 March
- Posters displayed on buses/stations
- Postcards and posters displayed in libraries and gateways and a feature on library computer welcome screens
- Invite sent to 5,759 [Let's talk Kent](#) registered users who have expressed an interest in transport and roads and general interest
- Organic social media posts on KCC Facebook, Twitter, and Nextdoor accounts and two weeks of paid Facebook adverts
- Promoted on Kent.gov homepage and service pages and through KCC staff channels KNet and KMail
- Briefing provided to all KCC Members and promotional material left in pigeonholes.
- Articles in KCC e-residents' newsletter, Kelsi Schools e-bulletin and KALC newsletter

A summary of interaction and supply of consultation material can be found below:

- 24,241 unique visitors to the consultation webpage during the consultation period (a total of 30,847 visits overall)
- Over 11k document downloads
- Printed 2,180 consultation documents with the questionnaire, 11,000 postcards, 1,620 posters and 150 Easy Read versions. Materials were distributed to Kent Karrier members, libraries, gateways, community wardens, bus operators, KCC Members and on request.

A consultation stage Equality Impact Assessment (EqIA) was carried out to assess the impact the proposed service withdrawals could have on those with protected characteristics. The EqIA was available as one of the consultation documents and the questionnaire invited consultees to comment on the assessment that had been carried out. The EqIA has subsequently been updated to take account of the further intelligence and understanding gained through the consultation. An analysis of response to this question can be found with the overall findings sections of this report.

## CONSULTATION RESPONSE

- 2,562 responses received to the consultation questionnaire; 2,231 were submitted online and 331 were submitted on paper / hard copy.
- 2,396 responses received from Kent residents; 1,869 of these are residents / relatives of residents who travel on the proposed services for withdrawal.
- 58 responses from parish / town / borough / district councils.
- 54 responses from parish / town / borough / district councillors.
- 19 responses from VCS organisation representatives.
- 15 responses from local community groups / residents' associations.
- 6 responses from education establishments.
- 5 responses from bus operators.
- 4 responses from businesses.
- An additional 55 emails / letters were received by the Public Transport team.
- Feedback was also received in the form of the following:
  - 3 resident petitions / groups of signatures for service 208 (237 signatures), service 59 (515 signatures), service 541/542/544 (53 signatures).
  - 160 responses to a short survey designed and managed independently by Kent Karrier. A summary of response can be found in the appendix of this report.
  - 40 responses to a short survey designed and managed independently by Borough Green Parish Council. A summary of response can be found in the appendix of this report.

## POINTS TO NOTE

- Consultees were given the choice of which of the proposed service withdrawals they responded / commented on and were able to provide feedback on more than one of the proposed schemes for withdrawal. The number of consultees providing an answer to each question is shown on each chart / data table featured in this report.
- Letters and emails providing feedback have been analysed and considered alongside responses to the consultation questionnaire.
- Please note that participation in consultations is self-selecting and this needs to be considered when interpreting responses.
- Responses to consultations do not wholly represent the wider Kent population and is reliant on awareness and propensity to take part based on the topic and interest.
- Whilst this consultation was open to all Kent residents and stakeholders to participate, consultation communication asked to hear views on 'how the proposed bus service withdrawals could impact you'. The majority of consultees responding to the consultation are therefore those that currently use the proposed services for withdrawal or are friends / relative of individuals who use the proposed services for withdrawal.
- Kent County Council were responsible for the design, promotion and collection of the consultation responses. Lake Market Research were appointed to conduct an independent analysis of feedback.

## EXECUTIVE SUMMARY

- A good response to the consultation with over 2,500 responses (2,562) received to the consultation questionnaire and an additional 55 emails / letters to the Public Transport team.
- The majority of those responding to the consultation are Kent residents (93%). Whilst the consultation was open to all Kent residents to participate, the majority of residents responding indicated they are current users of the proposed services for withdrawal (78%). Please bear this in mind when reviewing results.
- Services are currently used for a variety of purposes with leisure (58% of service users), essential food shopping (57%), healthcare (54%) and education (52%) the most common. There are significant differences in use by age with a higher proportion of residents aged 65 & over using them for essential food shopping and healthcare.
- Significant proportion indicated they don't have an alternative for at least one service they currently use (41%). 27% claim they have no alternative across any services they use. Reliance on taxis or not travelling for the reasons they currently do is higher than the average for service users (22%) aged 65 & over (34%) and residents with a disability (30%).
- When asked openly, the main areas of impact are children accessing school / college (30% of consultees) and groups of the population not being able to access transport alternatives (21%) for reasons such as shopping (16%), healthcare (15%) and social contact (14%).
- Consideration of services as a lifeline and a route to independence is higher than the average for service users (20%) aged 75 & over (36%) and residents with a disability (37%). Fears of isolation and impact on mental wellbeing are key concerns.
- Equality Impact Assessment feedback focuses on how proposals adversely affect specific demographic groups - the elderly, those with disabilities, children and young people, those who do not drive and low income households.
- Saving suggestions put forward vary. However, the most common are prioritising scale backs instead of full withdrawal of specific services, using smaller buses as alternatives and exploring whether council spend could be reduced in other areas.
- Significant response from district / borough / parish council representatives and councillors; emphasising service users concerns for specific population groups and requests for engagement at a local level to discuss possible solutions / alternatives to the proposed service withdrawals.



## OVERALL FINDINGS – KENT RESIDENTS

This section of the report summarises response from Kent residents to the consultation; those consultees who identified as current users of the proposed services for withdrawal and those who do not currently use the proposed services for withdrawal. This represents 93% of those responding to the consultation.

It is important to note that the majority of consultees responding are residents who use the proposed services for withdrawal (78%). Please bear this in mind when reviewing results.

### DEMOGRAPHIC PROFILE

The tables below show the demographic profile of consultees who identified as current users of the proposed services for withdrawal (1,869 in total, details were provided themselves or by a friend/relative completing the questionnaire on their behalf) and Kent residents who do not currently use the proposed services for withdrawal (527 in total). The proportion who left these questions blank or indicated they did not want to disclose this information has been included as applicable.

Response spans a mix of ages but highest proportion are those aged 65+ (41%). Whilst over a third did not disclose their gender, a higher proportion of female residents responded to the consultation. 18% indicated they have a disability. Cross analysis reveals this spans age groups.

<b>GENDER</b>	<b>Current users of proposed services for withdrawal, %</b>	<b>Kent residents, non-users of proportion services for withdrawal %</b>
Male	20%	31%
Female	45%	38%
Prefer not to say	35%	31%

<b>AGE</b>	<b>Current users of proposed services for withdrawal, %</b>	<b>Kent residents, non-users of proportion services for withdrawal %</b>
0-15	3%	1%
16-24	3%	1%
25-34	3%	3%
35-49	13%	14%
50-59	9%	14%
60-64	4%	9%
65-74	13%	18%
75 & over	28%	10%
Prefer not to say	34%	30%

<b>DISTRICT</b>	<b>Current users of proposed services for withdrawal, %</b>	<b>Kent residents, non-users of proportion services for withdrawal %</b>
Live in Ashford	12%	10%
Live in Canterbury	7%	8%
Live in Dartford	9%	5%
Live in Dover	7%	6%
Live in Folkestone & Hythe	1%	6%
Live in Gravesham	2%	3%
Live in Maidstone	9%	14%
Live in Sevenoaks	8%	10%
Live in Swale	17%	15%
Live in Thanet	2%	6%
Live in Tonbridge & Malling	17%	11%
Live in Tunbridge Wells	8%	3%
Prefer not to say	3%	3%

<b>WORKING STATUS</b>	<b>Current users of proposed services for withdrawal, %</b>	<b>Kent residents, non-users of proportion services for withdrawal %</b>
Working	24%	32%
Not working	6%	6%
Student	4%	1%
Retired	31%	29%
Prefer not to say	33%	32%

<b>DISABILITY</b>	<b>Current users of proposed services for withdrawal, %</b>	<b>Kent residents, non-users of proportion services for withdrawal %</b>
Yes	18%	13%
No	44%	56%
Prefer not to say	38%	31%

<b>CARER</b>	<b>Current users of proposed services for withdrawal, %</b>	<b>Kent residents, non-users of proportion services for withdrawal %</b>
Yes	10%	7%
No	53%	60%
Prefer not to say	37%	33%

## SERVICES CURRENTLY USED

All of the 54 services listed in the consultation document received responses from consultees. There is variation in the number of consultees indicating their use of each service and the table below displays the number of consultees who indicated they use each of the proposed services in descending order:

PROPOSED SERVICES FOR WITHDRAWAL	Number of users
343 / 4 / 5 - Newnham, Doddington, Lynsted, Teynham, Bapchild and Conyer to Sittingbourne	164
208 - East Peckham, Tonbridge to Pembury	161
474 / 475 Bluewater to Longfield	157
17 - Folkestone to Canterbury	134
6 - East Peckham to Tunbridge Wells	128
123 - Biddenden to Ashford	112
489 - New Ash Green, Southfleet, Longfield, Gravesend	114
58 - Addington, Ryarsh, Trottiscliffe, Birling to Maidstone	111
X1 / X2 - Kings Hill to Maidstone	113
433 - Bluewater, Longfield, Hartley to New Ash Green	107
222 - Wrotham, Ightham, Borough Green, Shipbourne to Tonbridge	105
541 / 542 / 544 Dover, Deal, Sandwich to Canterbury	91
502 - West Malling to Wrotham School	89
9 - Sittingbourne Town service	80
5 - Maidstone to Sandhurst	70
8 - Sittingbourne to Kenilworth Court / Conyer	59
59 - Grafty Green, Ulcombe, Kingswood, Chart Sutton to Maidstone	55
70 - Borough Green, Platt, Offham to Larkfield	56
296 - Paddock Wood to Tunbridge Wells	49
277 - Henwood Green to Tunbridge Wells	44
88 - Maidstone to Kings Hill	43
HS7 / HS8 - Charing to Homewood School	42
111 - Ashford to Folkestone	37
255 - Benenden to Tunbridge Wells	35
61 / 61A - Aycliffe, Dover Town Centre, River to Whitfield	35
293 - Tunbridge Wells to Rye	35
662 - Teynham to Faversham schools	29
90 / 61 / 61A - Aycliffe, Dover Town Centre, River to Whitfield	33
954 - Birchington to Sandwich schools	33

<b>PROPOSED SERVICES FOR WITHDRAWAL</b>	<b>Number of users</b>
E1 - Edenbridge Town Service	31
666 - Faversham to Sheldwich School	26
360 - Leysdown to Sheerness and Queenborough	26
6 / 645 - Herne and Broomfield in to Hillborough School	23
292 / 299 - Tenterden to Sandhurst and Tonbridge to Tenterden	24
13 - Hollingbourne to Maidstone	21
Sandwich Connect - Staple, Sandwich, Northbourne	20
24 - Sandhurst to Maidstone	18
S4 - Edenbridge to Ide Hill	19
TW9 - Langton Green to Tunbridge Wells	16
Detling Shopper - Detling to Maidstone	16
Tenterden Hopper Service - Tenterden Village service	14
332 - Stockbury, Yelsted to Sittingbourne schools	12
664 - Conyer to Lynstead Primary School	12
HC3 - Dunton Green to Hugh Christie	12
266 - Kilndown to Maidstone	5
634 - Studd Hill to Beltinge	4

282 consultees indicated they use at least one of the eight Kent Karrier services.

<b>PROPOSED SERVICES FOR WITHDRAWAL</b>	<b>Number of responses</b>
Any Kent Karrier (net)	282
Ashford Kent Karrier - Ashford District	61
Maidstone Kent Karrier - Maidstone District	35
North West Kent Karrier - Dartford and Gravesham Districts	23
Sevenoaks Kent Karrier - Sevenoaks District	25
South East Kent Karrier - Canterbury, Dover, & Folkestone & Hythe Districts	85
Swale Kent Karrier - Swale District	49
Tonbridge and Malling Kent Karrier - Tonbridge and Malling District	33
Tunbridge Wells Kent Karrier - Tunbridge Wells District	37

## USE OF BUS PASSES

Over two thirds (68%) of service users responding to the consultation indicated they use bus passes. The most common are the Older Persons (English National Concessionary Travel Scheme) at 34% of services users and the KCC Travel Saver at 18% of service users.

<b>% SELECTED</b>	<b>%, (Number of users)</b>
Older Persons (English National Concessionary Travel Scheme)	34%, (620)
KCC Travel Saver	18%, (323)
KCC 16+ Travel Saver	8%, (148)
KCC Free School Bus Pass	5%, (91)
Mobility Impairment (English National Concessionary Travel Scheme)	4%, (75)
Companion (English National Concessionary Travel Scheme)	3%, (51)
Do not use any bus passes	32%, (584)

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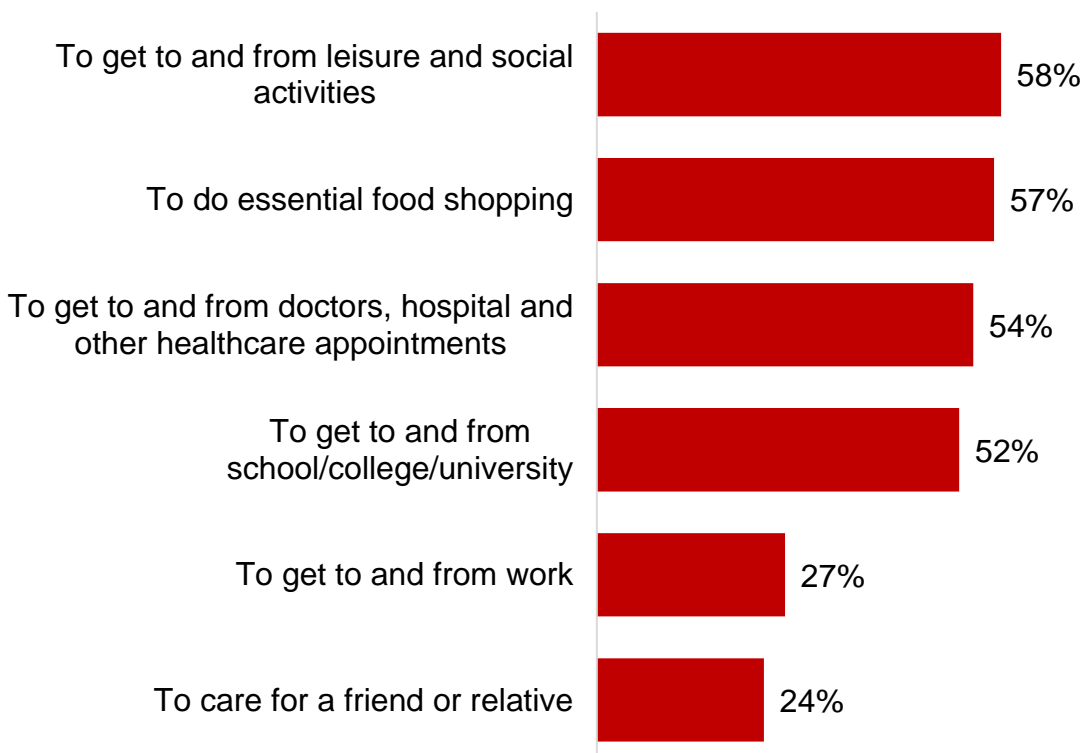
## CURRENT USE OF PROPOSED SERVICE WITHDRAWALS

Consultees were asked to indicate how often they use each of the proposed services for specific purposes, namely:

- To get to and from school / college / university
- To get to and from work
- To do essential food shopping
- To get to and from doctors, hospital and other healthcare appointments
- To get to and from leisure and social activities
- To care for a friend or relative

The responses submitted across all services used have been combined to identify the number / proportion of users who use the services for each purpose. 58% of users indicated they use services to get to and from leisure and social activities (1,004 users). In addition to leisure and social activities, it is clear that a significant proportion of users use services for essential matters; to do essential food shopping (57%, 976 users), to get to and from doctors, hospital and other healthcare appointments (54%, 926 users) and to get to and from school / college / university (52%, 903 users). 27% use the services to get to and from work (464 users) and 24% use the services to care for a friend or relative (409 users).

**How often you make this journey on this route for?** Base: all providing a response (1,721)



<b>SUPPORTING DATA TABLE</b>	<b>%</b>	<b>Number of responses</b>
To get to and from leisure and social activities	58%	1,004
To do essential food shopping	57%	976
To get to and from doctors, hospital and other healthcare appointments	54%	926
To get to and from school / college / university	52%	903
To get to and from work	27%	464
To care for a friend or relative	24%	409

There are significant variations in use of services by age as well as residents with a disability and residents who identified themselves as a carer:

- As expected, a significantly higher proportion of service users aged 0-15 use services to get to and from school / college / university (98% of age group).
- In addition, a significantly higher proportion of service users aged 35-49 use services to get to and from school / college / university (85%); a significant proportion of this age group are parents / guardians of children who use services for education purposes).
- Multi-purpose use is high amongst service users aged 16-24 with a significantly higher proportion of this age group using services for all prompted purposes (86% to get to and from school / college / university, 84% to get to and from leisure and social activities, 62% to get to and from work, 58% to get to and from doctors, hospital and other healthcare appointments, 52% to do essential food shopping and 42% to care for a friend or relative).
- A significantly higher proportion of service users aged 65 & over use services to do essential food shopping (78%) and to get to and from doctors, hospital and other healthcare appointments (65%).
- A significantly higher proportion of service users who indicated they have a disability use services to do essential food shopping (81%) and to get to and from doctors, hospital and other healthcare appointments (72%). Please consider that response from residents with a disability spans ages and is not confined to a particular age group.
- A significantly higher proportion of services users who indicated they are a carer use services to do essential shopping (81%), to get to and from doctors, hospital and other healthcare appointments (70%) and to care for a friend or relative (45%).

There are also significant variations in use of services when comparing those who use the 8 Kent Karrier services proposed for withdrawal and those who use the 46 subsidised services also proposed for withdrawal:

- A significantly higher proportion of Kent Karrier users use the services to do essential food shopping (81% of user group).
- A significantly higher proportion of those who use the 46 subsidised services do so to get to and from leisure and social activities (61%) and to get to and from school / college / university (56%).
- It is worth noting that a significant proportion of both user groups use services to get to and from doctors, hospital and other healthcare appointments (Kent Karrier – 56%, 46 subsidised services (55%).

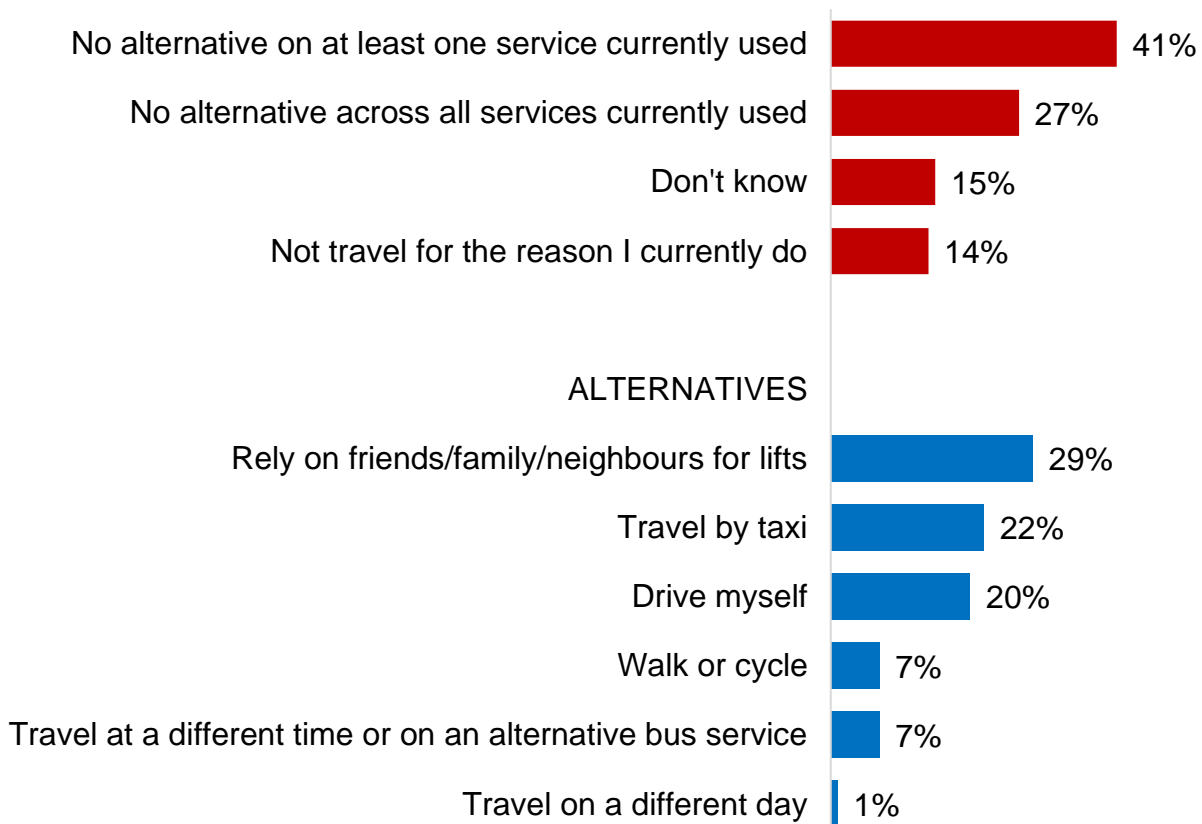
## ALTERNATIVE MEANS OF TRAVEL

Consultees were asked to indicate the alternative way(s) they would have to travel for the reasons they had identified if the proposed service withdrawals went ahead. The responses submitted across all services used have been combined to identify the impact to users across the services they have submitted a response for. Please note service users had the option to choose more than one of the response codes from those presented to them. In addition, a significant proportion of service users (34%) indicated they use one or more of the proposed services for withdrawal. As a result the percentages in the bar chart presented will exceed the sum of one hundred percent.

A significant proportion of users (41%) indicated they would not have an alternative way of travel for at least one of the services they currently use (730 users). Just over a quarter (27%, 475 users) indicated they would not have an alternative way of travel across all of the services they currently use. 15% indicated they are unsure of the alternative ways they would travel (270 users) and 14% indicated they would not travel for the reason they currently do (245 users).

Of the alternatives put forward to service users, reliance on friends / family / neighbours for lifts is high at 29% (512 users), followed by travel by taxi (22%, 391 users) and driving themselves instead (20%, 355 users). 7% indicated they would walk or cycle instead (133 users) and 7% indicated they would travel at a different time or on an alternative bus service (120 users).

***If the service(s) you currently use were to stop, what alternative way(s) do you have to travel for the reason you have identified?*** Base: all providing a response (1,787)





<b>SUPPORTING DATA TABLE</b>	<b>%</b>	<b>Number of responses</b>
No alternative on at least one service currently used	41%	730
No alternative across all services currently used	27%	475
Don't know	15%	270
<u>ALTERNATIVES</u>		
Rely on friends / family / neighbours for lifts	29%	512
Travel by taxi	22%	391
Drive myself	20%	355
Not travel for the reason I currently do	14%	245
Walk or cycle	7%	133
Travel at a different time or an alternative bus service	7%	120
Travel on a different day	1%	16

There are significant variations in likely alternative(s) available by age as well as residents with a disability:

- A significantly higher proportion of service users aged 0-15 indicated they have no alternative ways of travel across all of the services they currently use (34%) or would need to rely on friends / family / neighbours for lifts (40%).
- Following on from the multi-purpose use of service users aged 16-24, reliance on friends / family / neighbours for lifts amongst this age group is high at 43%.
- A significantly higher proportion of service users aged 35-49 indicated they have no alternative ways of travel across all of the services they currently use (35%) or they are unsure of the alternative ways they would travel (20%). 19% indicated they would need to drive themselves as an alternative.
- A significantly higher proportion of services users aged 65 & over indicated they would not travel for the reason they currently do (20%) or would be reliant on travel by taxi (34%) or driving themselves.
- A significantly higher proportion of service users who indicated they have a disability indicated they have no alternative ways of travel across all of the services they currently use (31%) or would not travel for the reason they currently do (14%). A significant proportion indicated they would be reliant on travel by taxi (30%).

Perceptions on alternative means of travel are broadly consistent when comparing those who use the 8 Kent Karrier services proposed for withdrawal and those who use the 46 subsidised services also proposed for withdrawal.

## IMPACT OF PROPOSED SERVICE WITHDRAWALS

Consultees were asked to detail how the proposed service withdrawals would affect them or the person / group they represent in their own words. For the purpose of reporting, we have reviewed the comments made and have grouped common responses together into themes. These are reported in the table below. Please note service users' comments often cover more than one theme. As a result the percentages in the data table presented will exceed the sum of one hundred percent.

The main impacts to consultees are children accessing school / college and the effect this has on parent's work schedules / requirements (30%, 690 users) and groups of the population not being able to access transport alternatives (21%, 496 users). 20% of consultees indicated they rely on these services and consider them a lifeline. Consultees commented on the service withdrawals preventing them from accessing shop / banks / post offices (16%, 383 users), medical appointment / hospitals / GPs / pharmacies (15%, 347 users) and social contact (14%, 324 users). Consultees also commented on the service withdrawals having a detrimental impact on the elderly / pensioners / retirees (13%, 306 users) and those with a disability / ill health / vulnerable (12%, 275).

13% believe the proposed service withdrawals will lead to rural isolation / isolation of communities / social exclusion (306 users) and 12% indicated they will be unable to go anywhere / the proposed withdrawals will cut them off / they will lose their independence (289 users).

### ***How could the proposed service withdrawals affect you or the person / group you represent?***

Themes with a minimum of 100 mentions reported below. Base: all consultees providing a response (2,322)

<b>% SELECTED</b>	<b>%</b>	<b>Number of responses</b>
Children cannot get to school / college / rely on bus / affect parents' work	30%	690
No access to car / can't drive / can't access trains / too far to walk	21%	496
Rely on buses / can't survive without them / lifeline / no alternative	20%	474
Prevent access to shops / banks / post offices	16%	383
Unable to get to / from medical appointments / hospital / GP / pharmacy	15%	347
Prevent socialising / visiting others / leisure activities	14%	324
Detrimental to the elderly / pensioners / retirees	13%	306
Rural isolation / isolate communities / social exclusion	13%	306
Won't be able to get to / from the nearest town / town name specified	12%	289
Unable to go anywhere / cut me off / lose independence	12%	289
Detrimental to disabled / ill health / vulnerable	12%	275
Cars will be added to roads / increasing pollution / traffic / congestion	12%	268
Expensive alternatives / can't afford - taxis / car running costs / parking / fares	11%	258
Won't be able to get to / from place of work	10%	222
Cutting only service / no service at all / no other buses on this route	8%	177
Feel isolated / affect mental health	6%	136
Affect children's / young people's activities (not school related)	5%	119
Won't be able to get to / from train station / for onward travel	5%	110
Restricts weekend / evening activities	5%	104

<b>% SELECTED</b>	<b>%</b>	<b>Number of responses</b>
Alternatives have time consuming journey times	4%	72
Would have to use the car	4%	68
Would have to use a taxi	4%	65
Travel options will be limited / less flexibility / less convenient	3%	47
Unable to access other locations / destinations	3%	45

Example comments supporting these themes can be found below:

**“Some of the more rural services are people’s only way of getting to work and removing them would impact not only the individual but the village as well.”**

**“As a parent with children beginning to reach an age of independence the withdrawal of the services will impact on them in their ability to participate in wider society independently. Being totally reliant on others. The impact on wellbeing not just on them, but others that depend on the bus services for support will face impact in line with that of Covid isolation.”**

**“As an elderly widow with no driving licence I will be totally house bound in the village as have no alternative transport. No family locally and no village amenities available for food, no post office/banking and no health service or dentist so I am totally dependent on the local bus. The taxi service is current £60 return approximately so is unaffordable on a pension.”**

**“I believe a degradation of local bus services severely impacts the local residents in a ageing population and will also have commercial consequences for local towns shops as people are forced to move to online shopping.”**

**“As a nation are being told to leave our cars and use public transport yet you now wish to cut bus services which forces us to use cars. I am a non-driving pensioner and rely on public buses to get around. If services are cut I have to stay in. I have a 96 year old mother I need to get to see and without buses she cannot be dealt with easily.”**

Consistent with service use patterns, there are significant differences in the perceived impact(s) of the proposed service withdrawals across the demographic groups responding to the consultation. The tables overleaf detail consultees response to the impact of the proposed withdrawals by the following groups:

- Consultees aged 0-15
- Consultees aged 35-49
- Consultees aged 65 & over
- Consultees aged 75 & over
- Consultees with a disability
- Consultees identifying as a carer
- Kent Karrier service users

Please note service users' comments often cover more than one theme. As a result the percentages in the data tables presented will exceed the sum of one hundred percent.

### **Consultees aged 0-15 only**

As expected, the main impact on consultees aged 0-15 is being able to get to school / college and the consequences of this on parents' work / circumstances and the viable alternatives to them (87%).

### ***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees aged 0-15 providing a response (47)

<b>% SELECTED</b>	<b>%</b>
Children cannot get to school / college / rely on bus / affect parents' work	87%
Affect children's / young people's activities (not school related)	15%
No access to car / can't drive / can't access trains / too far to walk	13%
Rely on buses / can't survive without them / lifeline / no alternative	13%
Prevent socialising / visiting others / leisure activities	13%
Rural isolation / isolate communities / social exclusion	13%
Cutting only service / no service at all / no other buses on this route	13%
Alternatives have time consuming journey times	11%
Won't be able to get to / from the nearest town / town name specified	9%
Cars will be added to roads / increasing pollution / traffic / congestion	9%
Prevent access to shops / banks / post offices	4%
Unable to get to / from medical appointments / hospital / GP / pharmacy	4%
Detrimental to the elderly / pensioners / retirees	4%
Unable to go anywhere / cut me off / lose independence	4%

Example comments summarising response from this age group can be found below:

**“It’s totally unacceptable for the bus from West Malling / Kings Hill to Wrotham School to be retracted as a majority of the local primary school students after leaving year 6, enrol at this school. The bus is packed full with students and most parents have work commitments, so own transport is not an option. This potential issue was never a consideration to parents as the bus which is currently in operation has been a secure & reliable way for students to travel to the school.”**

**“The proposed charges will be detrimental to children's welfare as they will force parents to reduce expenditure elsewhere at a time when there is tremendous pressure on family budgets. I also believe that these measures are contrary to equality principles adopted by KCC as some children and their families will be penalised and disadvantaged whilst others will be unaffected.”**

**Consultees aged 35-49 only**

Children being able to get to school / college is also the primary concern amongst consultees aged 35-49 (70%). For some access to car / alternatives (21%) and getting to work could also be an issue (16%).

***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees aged 35-49 providing a response (243)

<b>% SELECTED</b>	<b>%</b>
Children cannot get to school / college / rely on bus / affect parents' work	70%
No access to car / can't drive / can't access trains / too far to walk	21%
Won't be able to get to / from place of work	16%
Prevent socialising / visiting others / leisure activities	12%
Rely on buses / can't survive without them / lifeline / no alternative	11%
Cars will be added to roads / increasing pollution / traffic / congestion	11%
Unable to go anywhere / cut me off / lose independence	9%
Won't be able to get to / from the nearest town / town name specified	9%
Rural isolation / isolate communities / social exclusion	8%
Cutting only service / no service at all / no other buses on this route	8%
Unable to get to / from medical appointments / hospital / GP / pharmacy	8%
Alternatives have time consuming journey times	7%
Prevent access to shops / banks / post offices	7%
Detrimental to the elderly / pensioners / retirees	7%
Affect children's / young people's activities (not school related)	6%

Example comments summarising response from this age group can be found below:

**“There is a lot of young people in our area who are unable to drive and the only way for us to travel is by the 123 in Egerton we have no other forms of public transport and for me who doesn’t drive it is extremely hard to get anywhere unless the bus stays.”**

**“My child will not be able to get to school unless I drive him. If I drive him I will be very late for work. I work in the opposite direction to the school, nearly 50 miles away. This could cost me my job. He can’t walk, it’s too far and the country roads are dangerous to walk on. The alternative is that he is dropped to Faversham very early and roams the streets for an hour before school. Even then he won’t be able to get home until I get home from work, leaving him to roam Faversham for at least 3.5 hours after school.”**

**“I have both my children using the bus route. There is no other way they can get to school without the bus service HS8. I have a life-threatening condition which means I cannot drive them to Tenterden school every day. There are no spaces in the other local school. I won’t know what to do without the HS8 bus service. My children love going to school and the bus us the only means they can get there. Please don't axe this route!”**

### **Consultees aged 65 & over only**

29% of consultees aged 65 & over rely on the bus service and consider it a lifeline. Proposed withdrawals will prevent access to shops / banks / post offices (33%), medical appointments / hospitals / GPs / pharmacies (25%) and social contact (18%). 18% indicated they will be unable to go anywhere and they will lose their independence.

#### ***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees aged 65 & over providing a response (548)

<b>% SELECTED</b>	<b>%</b>
Prevent access to shops / banks / post offices	33%
Rely on buses / can't survive without them / lifeline / no alternative	29%
Unable to get to / from medical appointments / hospital / GP / pharmacy	25%
No access to car / can't drive / can't access trains / too far to walk	22%
Prevent socialising / visiting others / leisure activities	18%
Unable to go anywhere / cut me off / lose independence	18%
Won't be able to get to / from the nearest town / town name specified	16%
Detrimental to the elderly / pensioners / retirees	15%
Detrimental to disabled / ill health / vulnerable	15%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	12%
Feel isolated / affect mental health	10%
Rural isolation / isolate communities / social exclusion	9%
Cutting the only service / no service at all / no other buses on this route	7%

Example comments summarising response from this age group can be found below:

**“Without this service it will cause great difficulty particularly for the elderly, of which I represent over one hundred, and those without other transport to get to the town and subsequently any appointments to doctors and hospitals. The cancellation of the 285 bus service is contrary to the government guidelines to reduce traffic on the roads the bus service is essential to meet this.”**

**“652 & 667 services are essential for all those of us living in Chilham. Now we have no doctors' surgery, these provide the only means for people without a car to access medical care or timely access to prescription medicines. They are also the only way to access supermarkets, as these are miles from Canterbury or Ashford railway stations and shopping is too heavy to carry very far. Please remember our rural villages have a predominantly elderly population who aren't all computer literate and who stand to be forced to drive cars when they are definitely not safe to do so, as you are removing their only other option.”**

**“Withdrawal of the service will affect me badly. I get to meet others and support myself to live independently. The older I get the more isolated I become.”**

### **Consultees aged 75 & over only**

The proportion who consider the service a lifeline increases to 36% of those aged 75 & over. Proposed withdrawals will prevent access to shops / banks / post offices (39%) and medical appointments / hospitals / GPs / pharmacies (23%). 19% indicated they will be unable to go anywhere and they will lose their independence.

#### ***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees aged 75 & over providing a response (312)

<b>% SELECTED</b>	<b>%</b>
Prevent access to shops / banks / post offices	39%
Rely on buses / can't survive without them / lifeline / no alternative	36%
Unable to get to / from medical appointments / hospital / GP / pharmacy	23%
No access to car / can't drive / can't access trains / too far to walk	19%
Unable to go anywhere / cut me off / lose independence	19%
Detrimental to disabled / ill health / vulnerable	17%
Detrimental to the elderly / pensioners / retirees	15%
Prevent socialising / visiting others / leisure activities	14%
Won't be able to get to / from the nearest town / town name specified	13%
Feel isolated / affect mental health	12%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	10%
Rural isolation / isolate communities / social exclusion	8%
Cutting the only service / no service at all / no other buses on this route	4%

Example comments summarising response from this age group can be found below:

**“I live on a retirement estate, we all need these bus services to get to Darent Valley hospital, If they stop many more old people will need hospital transport. The non-driving residents of New Ash Green will be cut off....mental health will suffer.”**

**“This is my only form of transport and as an OAP it is my lifeline I rely on this for my physical and mental wellbeing.”**

**“I am so upset and worried as to how I will be able to exist if the axing is implemented as I totally dependent on this bus service. There are no shops in the vicinity so I have to get the bus to get food. I am an 87 year old vulnerable widow and this service is essential for me and others like me to live an independent life.”**

**“My mum has no access to a car and lost her husband so the only way she can get out the village for shopping and doctor’s appointments is in the local bus. Family do not live locally so she is very isolated.”**

**“This will completely cut me off from the village of Tunbridge Wells and Tonbridge. I am nearly 80 and do not drive. I will not be able to get to the doctors, dentist or hospital.”**

**Consultees with a disability only**

The proportion who consider the service a lifeline is high amongst consultees with a disability at 37% (please note – response from residents with a disability spans ages). Proposed withdrawals will prevent access to shops / banks / post offices (36%) and medical appointments / hospitals / GPs / pharmacies (27%). 30% consider proposals are detrimental to those with a disability / ill health / vulnerable.

***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees with a disability providing a response (304)

<b>% SELECTED</b>	<b>%</b>
Rely on buses / can't survive without them / lifeline / no alternative	37%
Prevent access to shops / banks / post offices	36%
Detrimental to disabled / ill health / vulnerable	30%
Unable to get to / from medical appointments / hospital / GP / pharmacy	27%
No access to car / can't drive / can't access trains / too far to walk	24%
Unable to go anywhere / cut me off / lose independence	20%
Prevent socialising / visiting others / leisure activities	19%
Feel isolated / affect mental health	16%
Won't be able to get to / from the nearest town / town name specified	13%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	13%
Detrimental to the elderly / pensioners / retirees	12%
Rural isolation / isolate communities / social exclusion	11%
Cutting the only service / no service at all / no other buses on this route	5%

Example comments summarising response from this demographic group can be found below:

**“I do not drive and have relied on these buses ever since my husband died. If you stop it, myself and my children will be completely cut off from the outside world. I am disabled and have special needs children. It is unfair to take away a service that provides us a basic human right to have access to medical help and shopping needs. Cut it down to 3 buses a day, yes. Don't take them away completely. Many other people in my village also rely on the buses.”**

**“Both my daughters have a visual impairment and therefore cannot drive to work and need the transport for getting to work (the other for getting to school) these services are crucial for their independence being able to attend places of work and school.”**

**“The loss of the 474/5 service would be an absolute disaster for me personally and the people who need to use this service. I live in New Barn, am a carer and I'm disabled by arthritis. I rely on this bus to get to Longfield, as do many people living here - for the shops, dentist, doctor, library, train station. I also use it to go to Bluewater for shopping and to meet friends. Bluewater is a major transport hub too, and I use it for onward travel to Darent Valley Hospital, to Dartford, Bexleyheath, etc. New Barn is an area with many elderly people and many of them have no access to a car, so if they have no bus, they will be unable to go anywhere.”**



### **Consultees identifying as a carer only**

27% of consultees who identified as a carer rely on the bus service and consider it a lifeline. Proposed withdrawals will prevent access to medical appointments / hospital / GPs / pharmacies (28%) and shops / banks / post offices (24%). 24% consider proposals detrimental to residents who are disabled / of ill health / vulnerable.

### ***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees identifying as a carer providing a response (173)

<b>% SELECTED</b>	<b>%</b>
Unable to get to / from medical appointments / hospital / GP / pharmacy	28%
Children cannot get to school / college / rely on bus / affect parents' work	27%
Rely on buses / can't survive without them / lifeline / no alternative	27%
No access to car / can't drive / can't access trains / too far to walk	25%
Prevent access to shops / banks / post offices	24%
Detrimental to disabled / ill health / vulnerable	24%
Detrimental to the elderly / pensioners / retirees	20%
Unable to go anywhere / cut me off / lose independence	20%
Prevent socialising / visiting others / leisure activities	19%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	19%
Feel isolated / affect mental health	15%
Won't be able to get to / from the nearest town / town name specified	12%
Won't be able to get to / from place of work	12%

Example comments summarising response from this demographic group can be found below:

**“I use the 208 to connect with Tonbridge BR station for all longer distance travel to London, Redhill and Canterbury. I care for my husband who had a serious stroke in 2020. He has regular medical appointments in various places including London. I take him using the bus to the station or local appointments. 296/255 service takes me again from my end of the village to Tunbridge Wells, again for shopping and medical appointments for me and my husband. If the 6A does not turn up these services are a fall back on certain days. These are even more essential if the 6A is to be withdrawn by Arriva (which will isolate us at this end of the village even more).”**

**“I'd have to give up my job in Tonbridge or move. I care for my sister in Tunbridge Wells and already compromise how often I see her. Without the bus Service, I would never see her. I am a cancer patient and moving to and from the hospitals without the service would mean expensive taxi services I cannot afford.”**

### **Consultees using Kent Karrier services only**

Consideration of the service being a lifeline is highest amongst Kent Karrier users responding (40%). A key impact is accessing shops / banks / post offices at 39%. 19% indicated they will be unable to go anywhere and they will lose their independence.

### ***How could the proposed service withdrawals affect you or the person / group you represent?***

Base: all consultees with a disability providing a response (284)

<b>% SELECTED</b>	<b>%</b>
Rely on buses / can't survive without them / lifeline / no alternative	40%
Prevent access to shops / banks / post offices	39%
Detrimental to disabled / ill health / vulnerable	20%
Unable to go anywhere / cut me off / lose independence	19%
Prevent socialising / visiting others / leisure activities	18%
No access to car / can't drive / can't access trains / too far to walk	18%
Unable to get to / from medical appointments / hospital / GP / pharmacy	16%
Detrimental to the elderly / pensioners / retirees	15%
Rural isolation / isolate communities / social exclusion	13%
Feel isolated / affect mental health	12%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	11%
Won't be able to get to / from the nearest town / town name specified	8%
Cutting the only service / no service at all / no other buses on this route	3%

Example comments summarising response from this user group can be found below:

**“I write in relation to South East Kent Karrier, as a 91 year old lady, living independently I rely heavily on this service form my essential shopping trips, it allows me to continue living independently even though I am registered severely sight impaired, it also allows me to meet people and have a small amount of socialising due to living alone.”**

**“There needs to be understanding that a withdrawal of the Kent Karrier service would result in many more people being socially isolated and relying on adult social care support to live independently. There may seem to be savings in the short term, but the long term impact will be far greater than the sum of the savings.”**

**“By withdrawing Kent Karrier Compaid service disabled people like myself will be isolated. I will be unable to go shopping as I cannot use taxis due to my legs. The thought of having no transport makes me very depressed and sad.”**

## RESPONSE TO EQUALITY IMPACT ASSESSMENT

Consultees were asked to provide the views on Kent County Council's (KCC) equality analysis and if there was anything else they thought KCC should be considering in relation to equality and diversity in their own words. For the purpose of reporting, we have reviewed the comments made and have grouped common responses together into themes. These are reported in the table below.

38% of consultees provided a response to this question. This is higher than the average response normally seen for equality analysis questions in KCC consultation exercises.

Feedback amongst those providing a response to the question focuses on how proposals adversely affect specific demographic groups - the elderly (38%), those with disabilities / ill health / limited mobility (30%), children and young people (25%), those who do not drive and low income households / cannot afford alternatives (19%).

***We welcome your views on our equality analysis and if you think there is anything else we should consider relating to equality and diversity?*** Responses with a minimum of 20 mentions reported below. Base: all consultees providing a response (973)

<b>% SELECTED</b>	<b>%</b>	<b>Number of responses</b>
Adversely affects the elderly	38%	372
Adversely affects those with disabilities / ill health / limited mobility	30%	288
Adversely affects children / young people / those accessing education	25%	245
Adversely affects those who can't / don't drive	21%	204
Adversely affects low income households / can't afford alternatives	19%	185
Lose independence / become isolated / lifeline	14%	141
Rely on buses / only means of transport	14%	137
Adversely affects those who live rurally / in villages / rural isolation	10%	94
Adversely affects women / mothers	5%	52
Adversely affects the vulnerable	5%	51
Adversely affects working parents / families	5%	44
Don't cut services / need public transport	5%	44
Equality for all / affects everyone using the services	4%	43
Equality analysis is unnecessary	3%	40
Environmental impact / driving people to cars / increased traffic / pollution	2%	23
Adversely affects carers	2%	22

Example comments from consultees that highlight the depth of feeling behind the high ranking themes can be found below:

**“This will adversely impact the elderly and result in additional social care costs associated with isolation.”**

**“If you're removing these services, how will vulnerable people (disabled, those without a car etc) be able to move around freely? Kent isn't set up for walking and cycling. cycle lanes are non-existent and if they are there, then they're not fit for purpose. A lot of new estates are being built without pedestrian paths and if they have them, not wide enough for buggies/wheelchairs going one way and walkers etc going the other.”**

**“These proposals adversely impact on lower income families and people with disabilities who may not have access to a car. The proposals will also have a detrimental impact on the environment.”**

**“Please consider those who cannot afford a car or taxi, people who live out of the major town for economic and social reasons who with the cancellation of some services completely would become isolated which at this time is counterproductive to the health and wellbeing.”**

**“This will disproportionately affect the older age group who have access to free bus passes but don't drive. It also affects lower socio economic groups who don't have access to private car use. Lastly, it disproportionately affects young people / school children / students who cannot yet drive but need buses to take them to and from school and social activities. You NEED buses in a village.”**

**“I would consider that the service would most likely impact the young (children use the service in order to get to and from school) and the elderly/disabled who are unable to drive. I feel it would be discriminatory to remove this service which is so heavily relied on within the community.”**

**“You are isolating people who are poor and can't afford a car, who cannot drive, working parents who cannot drive their kids to school, elderly who rely on the bus to get into town. This is targeting the most vulnerable of the population.”**

**“Parents with babies and children particularly single parents, this tends to be more so women who are impacted and can't always rely on others or afford other transport options, young, elderly, low income & disabled people who need safe transport to doctors, work, school, family and friends & leisure when's it's cold, late & dark or long journeys.”**

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## FEEDBACK ON APPROACH AND SUGGESTIONS FOR PUBLIC TRANSPORT SAVINGS

Consultees were asked in their own words to provide feedback on KCC's approach and/or suggestions for how else KCC could make savings to their public transport budget. For the purpose of reporting, we have reviewed the comments made and have grouped common responses together into themes. These are reported in the table below. 51% of consultees provided a response to this question.

The table below summarises the saving suggestions put forward by consultees at this question. Suggestions put forward vary but the most common are prioritising a reduction in the current frequency / scaling back instead of a full withdrawal of specific services (17%), using smaller buses as alternatives (14%) and reducing council spend in other areas (10%).

***Do you have any feedback on our approach and/or suggestions on how else we could make savings to our public transport budget?*** Themes with a minimum of 30 mentions reported below. Base: all consultees providing a response (1,321)

<b>% SAVING SUGGESTIONS PUT FORWARD</b>	<b>%</b>	<b>Number of responses</b>
Reduce current frequency / scale back rather than outright withdrawal / keep peak services at least	17%	224
Use smaller buses / vehicles instead	14%	180
Reduce spending in other areas i.e. council staff / unnecessary road schemes	10%	134
Combine routes / extra stops / extend routes	7%	88
Encourage a contribution from passengers / increase to fares / membership fees	6%	86
Improve reliability / bus routes / links with trains - more people might use	6%	84
Review passengers numbers / review routes / use appropriately sized vehicle / prevent empty buses	5%	62
Use electric buses / more efficient vehicles	4%	54
Raise funds by other means i.e. increase council tax	4%	49
Suggestions for alternative bus service - on demand / park & ride	3%	46
Nationalise bus service / ask for more government funding	3%	46
Decrease frequency on main / town routes to facilitate other routes under threat	3%	43
Increase frequency including evenings / weekends	3%	37

Example comments from consultees behind the most common themes can be found below:

***“I understand this service runs daily and since Covid has not been used as often as it was before the virus. If the service was kept but reduced to a once or twice a week service, even increasing the amount the passengers pay for their ticket, this would help reduce KCC's costs but still allow for a vital lifeline for those such as my mother to leave their house and be independent for a short period of time.”***

***“I am a budget manager for a local authority and am acutely aware of the need to make savings. However, rather than completely cutting services where there is no alternative perhaps more consideration could be given to reducing the frequency of other services such as those that run multiple times per hour. Alternatively, consider utilising smaller, more efficient vehicles such as minibuses during the non-busy service times.”***

The table below summarises consultees feedback on the approach to public transport savings summarised in the consultation document. Feedback on the approach to funding reductions reiterated the desire to maintain current service provision and encourage use of public transport. 13% commented that proposals contradict the green agenda / climate emergency and will drive more people into cars / increase traffic pollution and 9% believe KCC need to encourage people to use buses / promote them as a viable alternative to cars / promote services to increase income.

***Do you have any feedback on our approach and/or suggestions on how else we could make savings to our public transport budget?*** Themes with a minimum of 30 mentions reported below. Base: all consultees providing a response (1,321)

<b>% FEEDBACK ON APPROACH USED</b>	<b>%</b>	<b>Number of responses</b>
Don't cull services / essential / lifeline / isolate communities / cut people off / only means of transport	15%	205
Maintain school services / buses are full / no other way to get to school / affects children	13%	170
Contradicts green agenda / climate emergency / drives more people into cars / increases traffic pollution	13%	133
Need to encourage people to use buses / viable alternative to cars / increase usage / promote services to increase income	9%	126
Disproportionately affects certain groups - elderly / disabled / vulnerable / low income	7%	96
Criticism of consultation / lack of advertising / used passenger numbers during pandemic for evidence	6%	74
Should be investing in public transport not cutting it	5%	72
Wider cost implications to consider - NHS / social services / town centres / road repairs	3%	41

Example comments that support these themes and clearly articulate consultees desire to protect services can be found below:

***“I feel that the bus services are vital to the local communities. Many people would be isolated without them and it will hugely impact their independence.”***

***“The bus service is the lifeline for our community, including our young and aged people, and by withdrawing this service, it leads to the demise of an area as the only option people have is to use their own cars.”***

***“I’m not sure how all the secondary school children from the villages will be able to get their children to school. A lot of the parents like me work full time. A lot like me are single parents and some don’t have cars. This is really stressful as the only option I can see is to move my son to another school.”***

## OVERALL FINDINGS – STAKEHOLDERS

This section of the report summarises response from other stakeholders. The consultation received a significant response **from district / borough / parish council representatives, councillors and local MPs**. Responses were submitted through a combination of consultation questionnaire feedback and emails / letters to the Public Transport team.

The analysis below considers the comments submitted, highlights the key themes amongst responses and includes example comments made:

Residents' limited / no access to cars / can't drive / can't access trains / too far to walk to destinations:

**“Residents do not have alternative ways to get to Ashford other than in the car or via more expensive routes and with the cost of living rocketing budgets of residents are severely hampered.”**

**“The 123 service is three times a day Monday to Friday to Ashford and is the only public transport service available to the village. The nearest stations are 3 ½ to 5 ½ miles away. The closure of the Egerton village shop over two years ago means that the nearest shop is over 2 miles away. Should the service be withdrawn the people who will lose out are the most vulnerable in our community, with no car. If our bus service is removed altogether than any local residents unable to use a car will be forced to move away from the village.”**

Residents' reliance on buses / can't survive without them / lifeline / no alternative:

**“I cannot support changes that isolate communities. I recognise that there is some argument that rural areas may need to be considered for a reduction in service levels but where possible some service to rural communities should remain during the week. Whether these means reducing an hourly service to a two hourly service or concluding services earlier in the evening is something that should be considered before suspending entire routes. I fear that it will be the most vulnerable in our society who suffer disproportionately if the changes in their current form go ahead. The impact assessment on the 474/5 notes that around half the users of this service are holders of an ENCTS pass, highlighting the adverse impact that the withdrawal.”**

**“Service 5 from Canterbury through Tyler Hill. Tyler Hill has no shop, doctor's surgery, post office. The nearest local shop is more than a mile away with no bus service. The elderly, vulnerable and those without a car rely on this bus service to access vital services in Canterbury. This service is unreliable during road closures and does not run in the evenings. Any cuts would be devastating to this community which has a large percentage of older people.”**



Preventing resident access to shops / banks / medical appointments:

**“The 11/11a/11b service provides the only public transport link from New Romney/Lydd to Ashford including the associated public transport links to the William Harvey hospital. Local residents currently pay up to £100 for a return taxi service from New Romney to William Harvey and back. Romney Marsh does not want to become more socially isolated than it already is, due to the reduction in the bus services over the last ten years. New Romney has a high proportion of elderly residents that rely on the service to Ashford as many are unable to drive.”**

**“The 58 is a vital service for rural villages on the western side of Maidstone, enabling residents to connect to local services at West Malling and Larkfield. Importantly, removal of the service would result in passengers needing to get to Maidstone hospital having to take a convoluted journey via other services into Maidstone and out again. For many users it is an absolute lifeline.”**

**“As your consultation points out, one of the criteria for subsidising a route is that it ‘provides transport links to key services that could not otherwise be accessed’ with these services defined as those for work, learning, healthcare and food shopping. I am concerned about the effect of these proposals on the lives of people without cars who are reliant on these bus services for doing essential shopping.”**

Rural isolation / social exclusion / concern residents will not be able to go anywhere / lose independence:

**“Our rural buses are vitally important and are essential to combat social exclusion. Buses enable non-drivers to access jobs, shops, education, training and services, all of which have been centralised and rural facilities closed. A section of our local residents will face the possibility of being cut off completely and the detrimental effects on mental health from isolation caused by the pandemic has brought these issues to the forefront. The increased risk of isolation for our local residents if they lose their bus service will only exacerbate mental health issues for the elderly and more vulnerable members of the parish.”**

**“The cumulative effect of the proposed cuts to services in the east of the borough from Sandhurst will be significant. In relation to the 292 and 299 in particular; the proposed withdrawals will reduce access to Tonbridge and Tenterden for some of our rural residents. For the elderly in our rural communities (24.4% of residents are 65+) the removal of this service could leave them isolated if they do not have access to private transport.”**

Residents unable to get to / from medical appointments / hospital / GP / pharmacy:

**“The 11/11a/11b service provides the only public transport link from New Romney/Lydd to Ashford including the associated public transport links to the William Harvey hospital. Local residents currently pay up to £100 for a return taxi service from New Romney to William Harvey and back. Romney Marsh does not want to become more socially isolated than it already is, due to the reduction in the bus services over the last**

**ten years. New Romney has a high proportion of elderly residents that rely on the service to Ashford as many are unable to drive.”**

**“The 58 is a vital service for rural villages on the western side of Maidstone, enabling residents to connect to local services at West Malling and Larkfield. Importantly, removal of the service would result in passengers needing to get to Maidstone hospital having to take a convoluted journey via other services into Maidstone and out again. For many users it is an absolute lifeline.”**

Detrimental to the elderly / pensioners / retirees:

**“Whilst buses are used by all age groups, one group particularly depending upon public transport is the elderly. Kent Karrier is said to provide a lifeline to those who are aged over 80. For some elderly residents, it is their only means of getting to the shops, bank and doctors. The driver may be the only person they see during the week. If there were to order a taxi the cost of travel will rise, leaving some isolated at home without any alternative affordable travel options. This would inevitably have an adverse impact on their physical and mental health. KCC will be aware of the impact bus reductions are likely to have on older residents and that this will place greater demands upon KCC social services. It would be reassuring to know KCC has assessed the likely increase in demand for support for social services and that this additional cost has been accounted for when calculating the financial benefits of reducing supported services.”**

**“Nonington Parish has an ageing demographic population which relies heavily on public transport for survival, such as Hospital and doctor’s appointments, food shopping and visiting friends. The wellbeing and mental health of the elderly will be severely affected.”**

Detrimental to the disabled / ill health / vulnerable:

**“The Equality Impact Assessment suggests KCC intends to work with community transport providers to help mitigate the effect of the cuts but there is currently no community transport provision in our parish. Although a minibus service is an ambition, at present there is not indication whether sufficient finance, a body who could manage the service and sufficient qualified volunteer drivers would be available in the near future. The proposed mitigation for the cuts to the regular and Kent Karrier services would be completely ineffective in our parish. This would appear to conflict with KCC’s public sector equality duty as regards disabled residents of our parish.”**

**“Overall, the withdrawal of these services will disadvantage a number of communities in the Borough, with some of the proposed service cuts resulting in the demise of the only public transport serving geographically large areas of rural population. This will impact on access to employment and skills opportunities, leisure and essential services, with a disproportionate impact on some of the most vulnerable, through reductions to scheduled services and particularly through the removal of the Kent Karrier service. The elderly, the disabled and carers are identified in the impact assessment for this proposed decision and if there is no access to a car, these proposed**

**cuts will impact on access to service hubs in the borough, which include essential services such as shops, hospitals, GPs, and pharmacies.”**

Concerns proposals contradict green agenda / climate emergency / will drive more people into cars / increase traffic pollution:

**“Buses can help combat the significant rise in rural traffic. Country lanes are ill-placed to cope with any increase in traffic. Good rural bus services can offer an alternative to car use, cutting both traffic and carbon emissions. It should surely be argued that with the rising fuel prices and the requirements for strong action on climate change, bus services need to be invested in, not cut.”**

**“The proposals have the potential to have a detrimental effect on air quality by encouraging more residents to use their cars to travel around Swale and Kent. The Department of Health and Social Care has recognised that air pollution can have a negative impact on the health of the local community. The changes would therefore make it more difficult for us to achieve the aims of our Air Quality Management Plans, and potentially lead to worse health outcomes for residents, as well as impacting on our efforts to work towards being carbon neutral.”**

Concern regarding the impact on local economies / town centres:

**“Reducing public transport between communities and our main service centres also impacts on the council’s efforts to revitalise our town centres. Making local towns as accessible as possible is an important determinant in being able to encourage footfall and additional spend, as well as providing residents access to key services. The services proposed to be cut serve large areas of rural population and the 360 service in particular links the large number of visitors to Leysdown and eastern Sheppey to Sheerness on a Sunday. This is often when the numbers of visitors are at their highest. Conversely, we would also wish to see more visitors to popular destinations such as Leysdown making use of public transport, with bus services linking with rail services to the Isle of Sheppey or those coming from further away.”**

Concern about impact on other bus routes / commercial routes:

**“There are fears in Hadlow over the routes 7 and 77 now rumoured to be under threat. Whilst these latter two routes do not appear on the list of subsidised routes under review, they are important to Hadlow. It does seem that public confidence in the future of bus services is reducing.”**

Requests for consultation / discussion with local councils:

**“I would ask that you discuss with parish councils whether there is any scope for local solutions to help those residents who are dependent upon public transport to get out of the village for shopping, socialising and accessing healthcare, for example direct services. These might be more cost-effective than subsidising taxi journeys and could offer a reliable bus service.”**

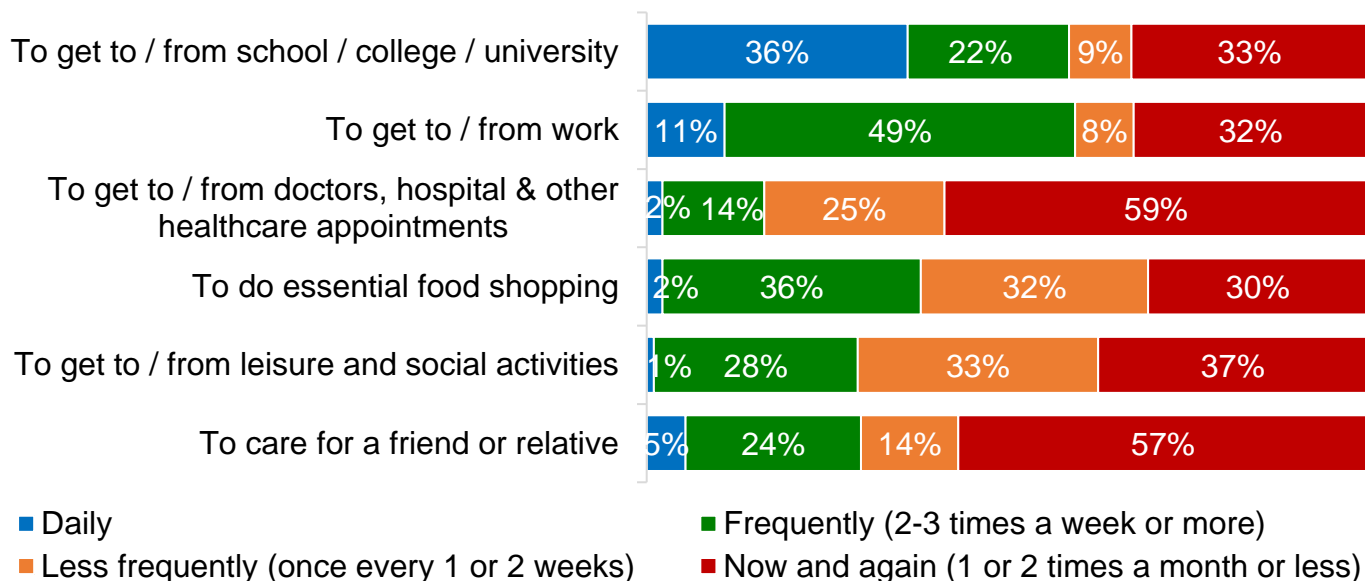
**“The parish council understands that council taxpayers cannot continue to subsidise unviable bus routes but we do feel more engagement is necessary especially with communities who are more adversely affected by the funding cuts than others. The bus services are vital to residents who have no other means of transportation.”**

This section of the report details:

- **A ONE PAGE RESPONSE SUMMARY OF EACH OF THE 54 PROPOSED SERVICE FOR WITHDRAWAL, INCLUDING FREQUENCY OF USE AND THE PERCEIVED IMPACT OF THEIR WITHDRAWAL**
- **A SUMMARY OF FEEDBACK FROM AN INDEPENDENT KENT KARRIER SURVEY**
- **A SUMMARY OF FEEDBACK FROM AN INDEPENDENT BOROUGH GREEN PARISH COUNCIL SURVEY**
- **THE FINER DETAIL OF PROPOSED SERVICES FOR WITHDRAWAL IN THE CONSULTATION DOCUMENTATION**
- **THE CONSULTATION QUESTIONNAIRE**

# 343 / 4 / 5 - NEWNHAM, DODDINGTON, LYNSTED, TEYNHAM, BAPCHILD AND CONYER TO SITTINGBOURNE

**How often do you make this journey?** Base: all providing a response (164)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	36%	22%	9%	33%
To get to / from work	11%	49%	8%	32%
To get to / from doctors, hospital and other healthcare appointments	2%	14%	25%	59%
To do essential food shopping	2%	36%	32%	30%
To get to / from leisure and social activities	1%	28%	33%	37%
To care for a friend or relative	5%	24%	14%	57%

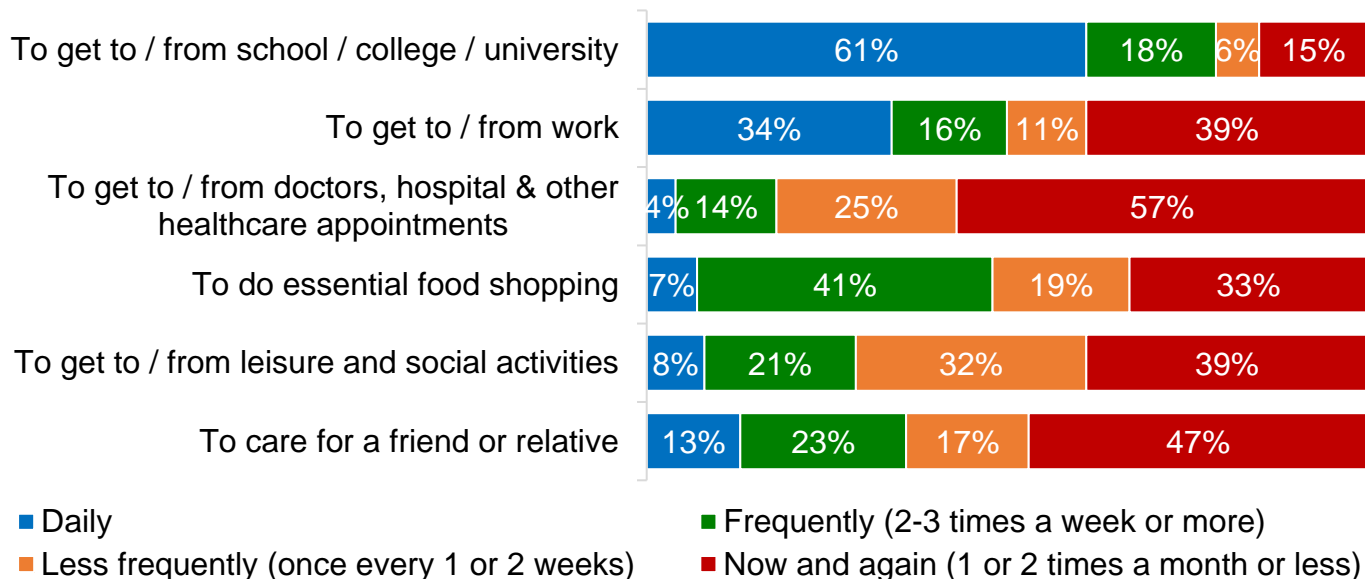
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (158)

<b>% SELECTED</b>	
Children won't be able to get to school / college / rely on bus / affect parents' work	29%
No access to car / can't drive / can't access trains / too far to walk	24%
Prevent access to shops / banks / post offices	23%
Unable to go anywhere / cut me off / lose independence	21%
Rely on buses / can't survive without them / essential / lifeline / no alternative	19%
Prevent socialising / visiting others / leisure activities	18%
Unable to get to / from medical appointments / hospital / GP / pharmacy	16%
Detrimental to the elderly / pensioners / retirees	14%
Rural isolation / isolate communities / social exclusion	14%
Won't be able to get to / from the nearest town / town name specified	14%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	14%

## 208 – EAST PECKHAM, TONBRIDGE TO PEMBURY

**How often do you make this journey?** Base: all providing a response (161)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	61%	18%	6%	15%
To get to / from work	34%	16%	11%	39%
To get to / from doctors, hospital and other healthcare appointments	4%	14%	25%	57%
To do essential food shopping	7%	41%	19%	33%
To get to / from leisure and social activities	8%	21%	32%	39%
To care for a friend or relative	13%	23%	17%	47%

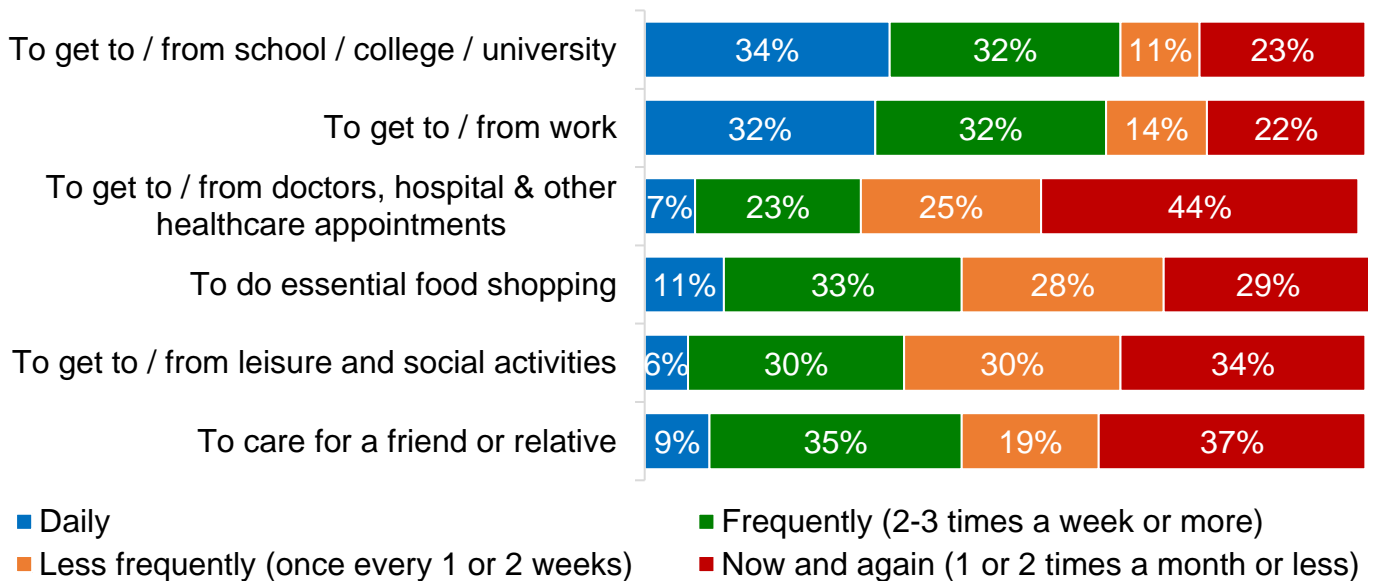
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (148)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	36%
No access to car / can't drive / can't access trains / too far to walk	29%
Prevent socialising / visiting others / leisure activities	18%
Rely on buses / can't survive without them / essential / lifeline / no alternative	17%
Unable to get to / from medical appointments / hospital / GP / pharmacy	17%
Won't be able to get to / from the nearest town / town name specified	16%
Won't be able to get to / from place of work	14%
Unable to go anywhere / cut me off / lose independence	14%
Cars will be added to roads / increasing pollution / traffic / congestion	13%
Detrimental to the elderly / pensioners / retirees	12%
Prevent access to shops / banks / post offices	11%
Detrimental to disabled / ill health / vulnerable	10%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	10%

## 474 / 475 BLUEWATER TO LONGFIELD

**How often do you make this journey?** Base: all providing a response (157)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	34%	32%	11%	23%
To get to / from work	32%	32%	14%	22%
To get to / from doctors, hospital and other healthcare appointments	7%	23%	25%	44%
To do essential food shopping	11%	33%	28%	29%
To get to / from leisure and social activities	6%	30%	30%	34%
To care for a friend or relative	9%	35%	19%	37%

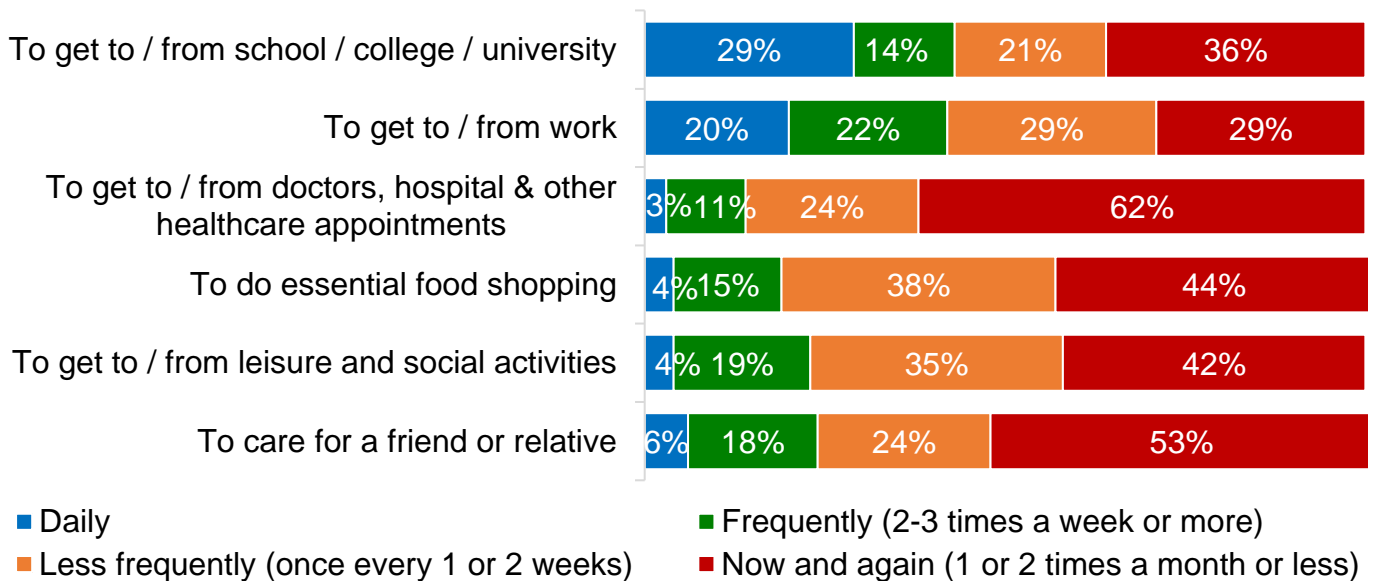
**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (148)

% SELECTED	
Prevent access to shops / banks / post offices	29%
No access to car / can't drive / can't access trains / too far to walk	26%
Unable to get to / from medical appointments / hospital / GP / pharmacy	26%
Prevent socialising / visiting others / leisure activities	21%
Children won't be able to get to school / college / rely on bus / affect parents' work	20%
Won't be able to get to / from place of work	18%
Cutting the only service / no service at all / no other buses on this route (excl school)	17%
Rely on buses / can't survive without them / essential / lifeline / no alternative	16%
Unable to go anywhere / cut me off / lose independence	16%
Rural isolation / isolate communities / social exclusion	14%
Detrimental to the elderly / pensioners / retirees	14%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	12%



## 17 – FOLKESTONE TO CANTERBURY

**How often do you make this journey?** Base: all providing a response (134)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	29%	14%	21%	36%
To get to / from work	20%	22%	29%	29%
To get to / from doctors, hospital and other healthcare appointments	3%	11%	24%	62%
To do essential food shopping	4%	15%	38%	44%
To get to / from leisure and social activities	4%	19%	35%	42%
To care for a friend or relative	6%	18%	24%	53%

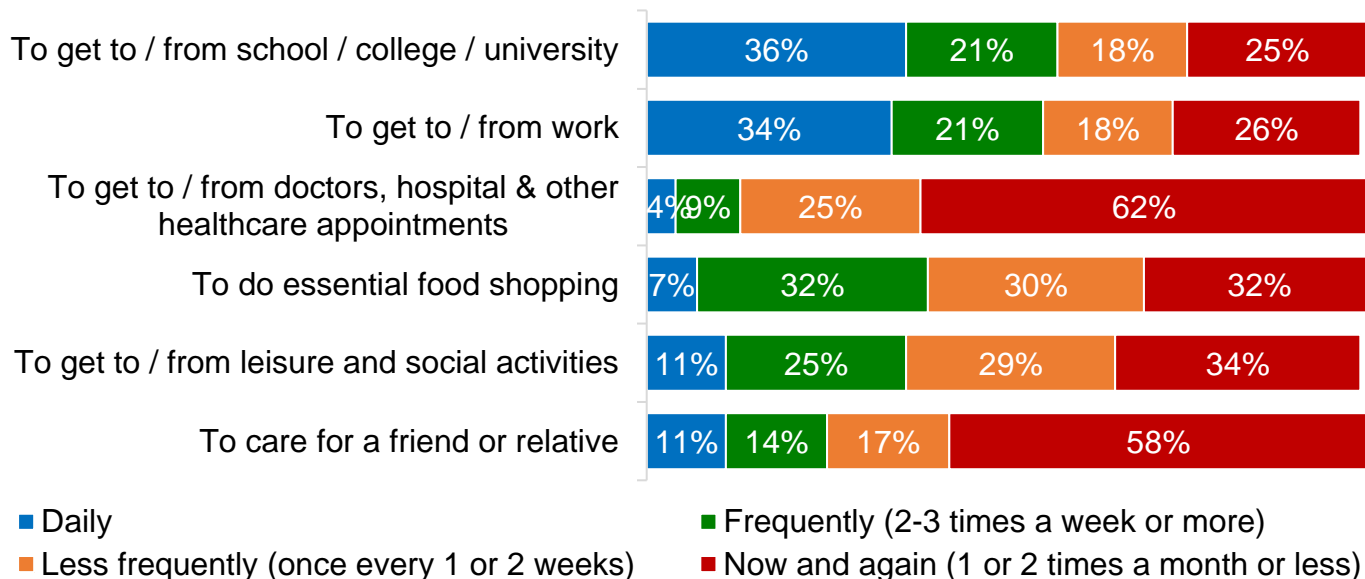
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (125)

% SELECTED	
Won't be able to get to / from the nearest town / town name specified	23%
Prevent socialising / visiting others / leisure activities	22%
Restricts weekend / evening activities	19%
No access to car / can't drive / can't access trains / too far to walk	18%
Rely on buses / can't survive without them / essential / lifeline / no alternative	14%
Won't be able to get to / from place of work	13%
Unable to go anywhere / cut me off / lose independence	13%
Cars will be added to roads / increasing pollution / traffic / congestion	12%
Detrimental to the elderly / pensioners / retirees	10%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	10%
Rural isolation / isolate communities / social exclusion	9%

## 6 – EAST PECKHAM TO TUNBRIDGE WELLS

**How often do you make this journey?** Base: all providing a response (128)



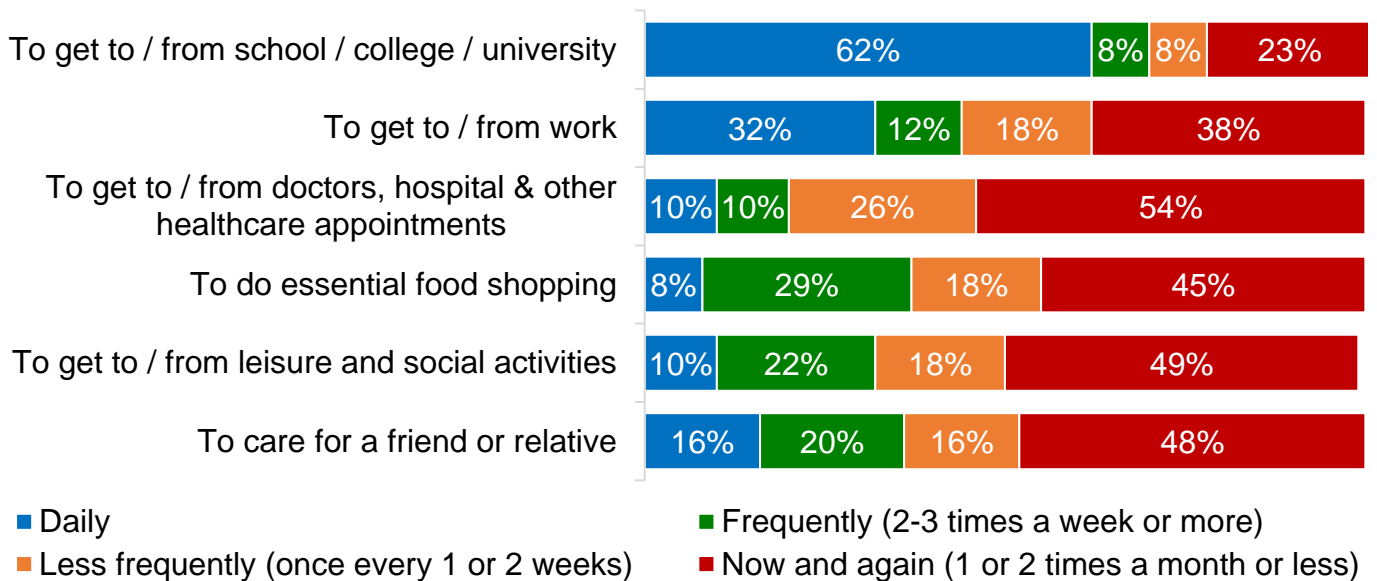
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	36%	21%	18%	25%
To get to / from work	34%	21%	18%	26%
To get to / from doctors, hospital and other healthcare appointments	4%	9%	25%	62%
To do essential food shopping	7%	32%	30%	32%
To get to / from leisure and social activities	11%	25%	29%	34%
To care for a friend or relative	11%	14%	17%	58%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (118)

% SELECTED	
27%	No access to car / can't drive / can't access trains / too far to walk
25%	Children won't be able to get to school / college / rely on bus / affect parents' work
24%	Prevent socialising / visiting others / leisure activities
21%	Won't be able to get to / from place of work
18%	Rely on buses / can't survive without them / essential / lifeline / no alternative
18%	Cars will be added to roads / increasing pollution / traffic / congestion
15%	Unable to go anywhere / cut me off / lose independence
15%	Unable to get to / from medical appointments / hospital / GP / pharmacy
14%	Won't be able to get to / from the nearest town / town name specified
14%	Detrimental to the elderly / pensioners / retirees
14%	Prevent access to shops / banks / post offices
12%	Detrimental to disabled / ill health / vulnerable

## 123 – BIDDENDEN TO ASHFORD

**How often do you make this journey?** Base: all providing a response (112)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	62%	8%	8%	23%
To get to / from work	32%	12%	18%	38%
To get to / from doctors, hospital and other healthcare appointments	10%	10%	26%	54%
To do essential food shopping	8%	29%	18%	45%
To get to / from leisure and social activities	10%	22%	18%	49%
To care for a friend or relative	16%	20%	16%	48%

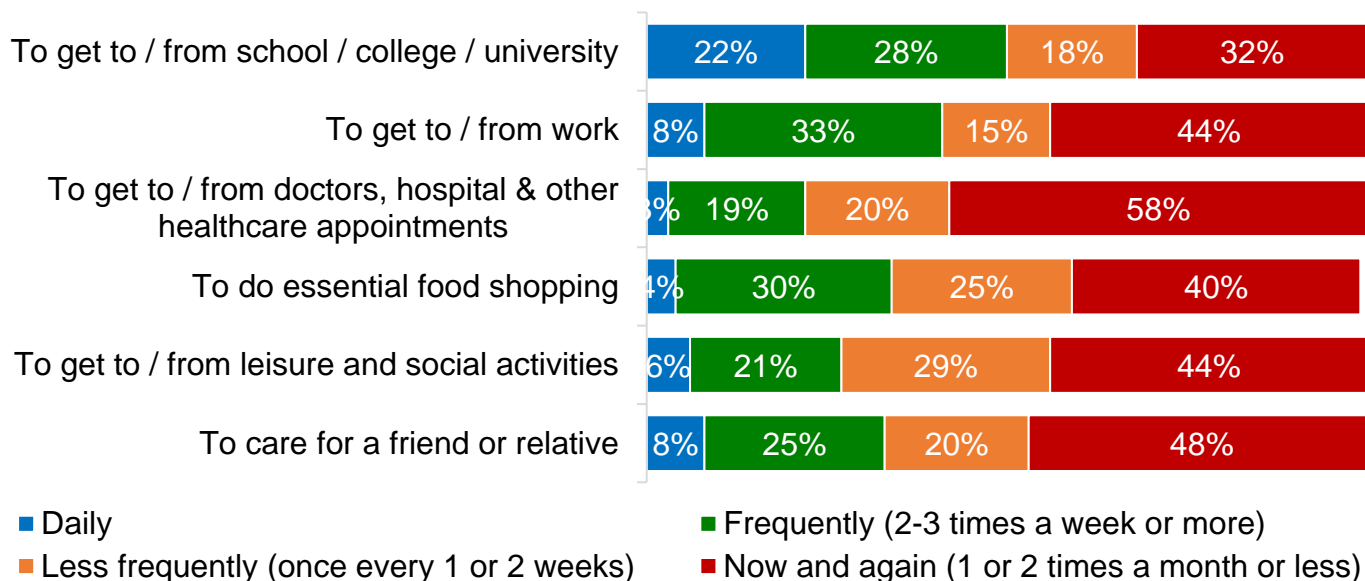
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (111)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	43%
No access to car / can't drive / can't access trains / too far to walk	24%
Won't be able to get to / from the nearest town / town name specified	23%
Prevent socialising / visiting others / leisure activities	23%
Prevent access to shops / banks / post offices	22%
Rely on buses / can't survive without them / essential / lifeline / no alternative	21%
Rural isolation / isolate communities / social exclusion	20%
Unable to go anywhere / cut me off / lose independence	18%
Unable to get to / from medical appointments / hospital / GP / pharmacy	14%
Cars will be added to roads / increasing pollution / traffic / congestion	13%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	12%

# 489 – NEW ASH GREEN, SOUTHFLEET, LONGFIELD, GRAVESEND

**How often do you make this journey?** Base: all providing a response (114)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	22%	28%	18%	32%
To get to / from work	8%	33%	15%	44%
To get to / from doctors, hospital and other healthcare appointments	3%	19%	20%	58%
To do essential food shopping	4%	30%	25%	40%
To get to / from leisure and social activities	6%	21%	29%	44%
To care for a friend or relative	8%	25%	20%	48%

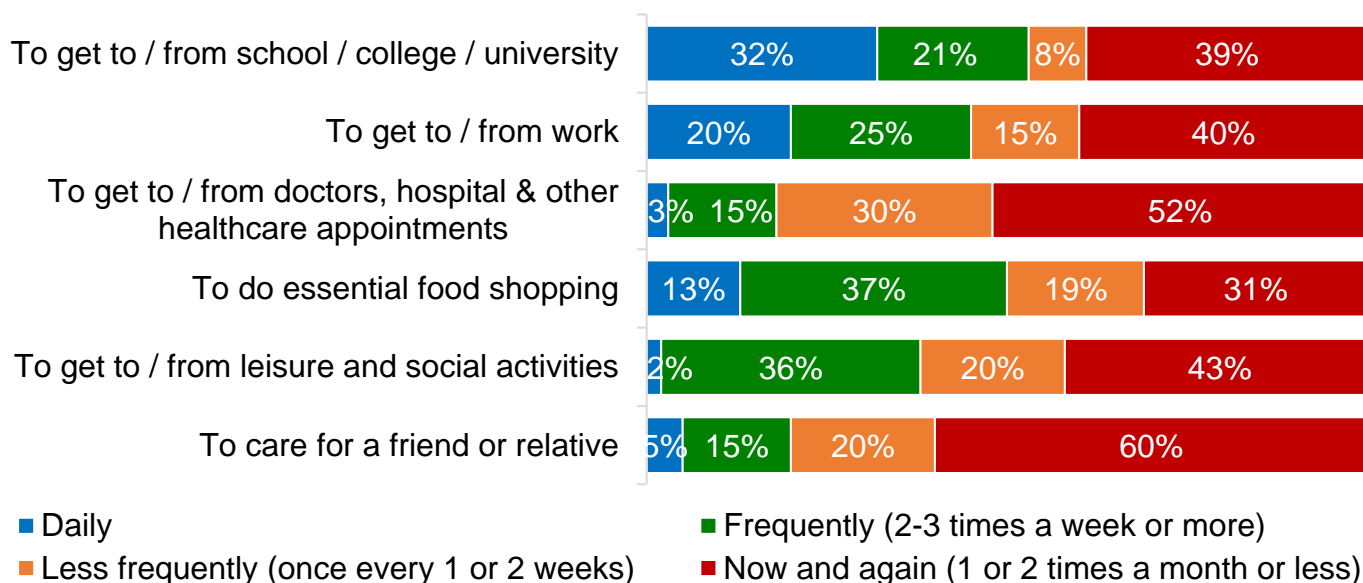
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (105)

<b>% SELECTED</b>	
No access to car / can't drive / can't access trains / too far to walk	23%
Prevent socialising / visiting others / leisure activities	23%
Prevent access to shops / banks / post offices	23%
Children won't be able to get to school / college / rely on bus / affect parents' work	21%
Unable to get to / from medical appointments / hospital / GP / pharmacy	21%
Won't be able to get to / from place of work	18%
Rely on buses / can't survive without them / essential / lifeline / no alternative	15%
Unable to go anywhere / cut me off / lose independence	15%
Detrimental to the elderly / pensioners / retirees	13%
Detrimental to disabled / ill health / vulnerable	13%
Rural isolation / isolate communities / social exclusion	12%

## 58 - ADDINGTON, RYARSH, TROTTISCLIFFE, BIRLING TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (111)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	32%	21%	8%	39%
To get to / from work	20%	25%	15%	40%
To get to / from doctors, hospital and other healthcare appointments	3%	15%	30%	52%
To do essential food shopping	13%	37%	19%	31%
To get to / from leisure and social activities	2%	36%	20%	43%
To care for a friend or relative	5%	15%	20%	60%

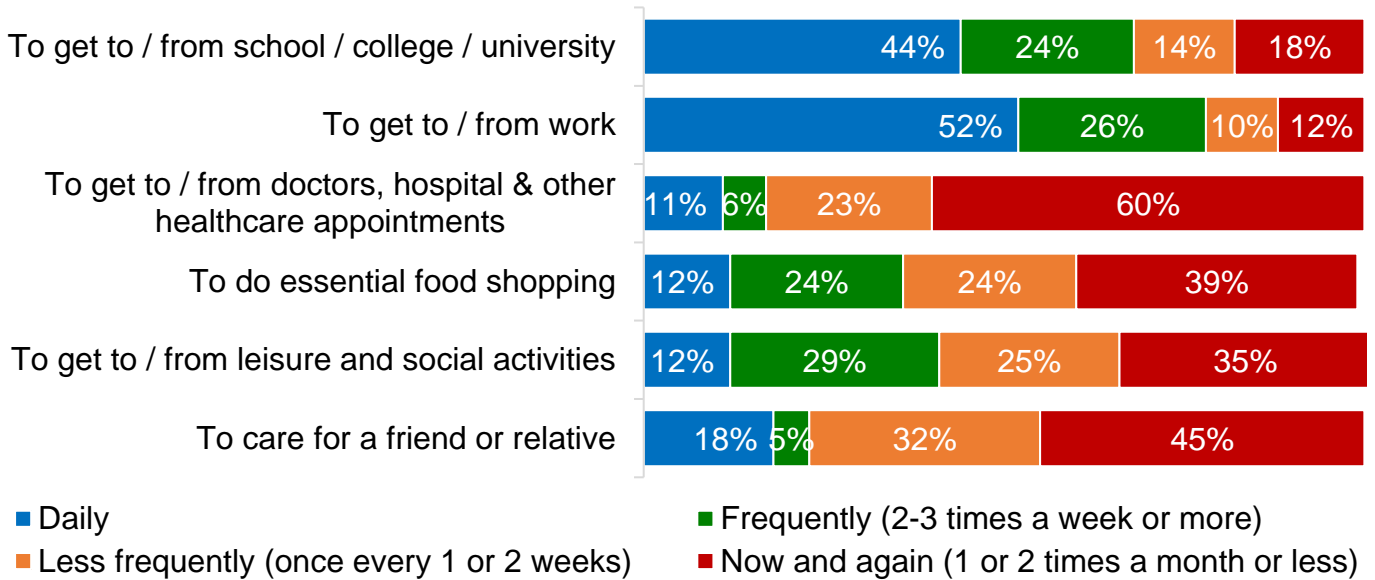
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (109)

<b>% SELECTED</b>	
Unable to get to / from medical appointments / hospital / GP / pharmacy	61%
No access to car / can't drive / can't access trains / too far to walk	31%
Rely on buses / can't survive without them / essential / lifeline / no alternative	30%
Prevent access to shops / banks / post offices	23%
Cutting the only service / no service at all / no other buses on this route (excl schools)	17%
Detrimental to the elderly / pensioners / retirees	16%
Detrimental to disabled / ill health / vulnerable	16%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	16%
Prevent socialising / visiting others / leisure activities	13%
Children won't be able to get to school / college / rely on bus / affect parents' work	13%
Rural isolation / isolate communities / social exclusion	11%

# X1 / X2 KINGS HILL TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (113)



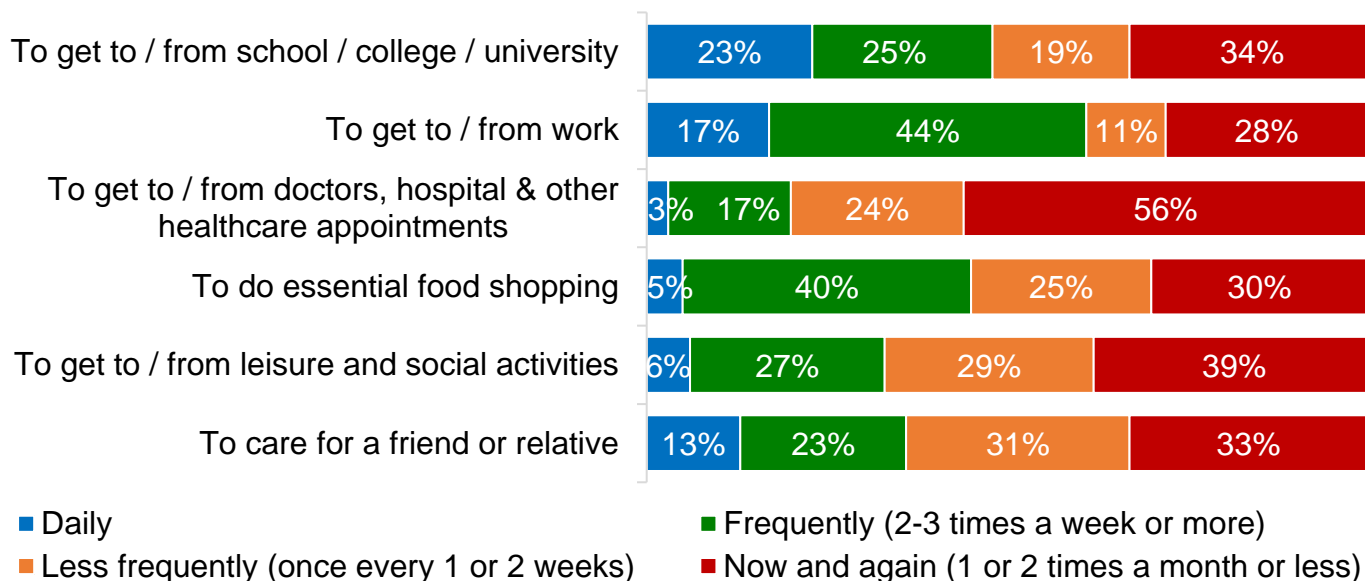
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	44%	24%	14%	18%
To get to / from work	52%	26%	10%	12%
To get to / from doctors, hospital and other healthcare appointments	11%	6%	23%	60%
To do essential food shopping	12%	24%	24%	39%
To get to / from leisure and social activities	12%	29%	25%	35%
To care for a friend or relative	18%	5%	32%	45%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (106)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	35%
Won't be able to get to / from train station / for onward travel	24%
No access to car / can't drive / can't access trains / too far to walk	23%
Won't be able to get to / from place of work	22%
Rely on buses / can't survive without them / essential / lifeline / no alternative	15%
Cars will be added to roads / increasing pollution / traffic / congestion	11%
Unable to get to / from medical appointments / hospital / GP / pharmacy	10%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	10%
Would have to use the car	8%
Won't be able to get to / from the nearest town / town name specified	8%
Prevent socialising / visiting others / leisure activities	8%

# 433 - BLUEWATER, LONGFIELD, HARTLEY TO NEW ASH GREEN

**How often do you make this journey?** Base: all providing a response (107)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	23%	25%	19%	34%
To get to / from work	17%	44%	11%	28%
To get to / from doctors, hospital and other healthcare appointments	3%	17%	24%	56%
To do essential food shopping	5%	40%	25%	30%
To get to / from leisure and social activities	6%	27%	29%	39%
To care for a friend or relative	13%	23%	31%	33%

**How could the proposed service withdrawals affect you or the person / group you represent?**

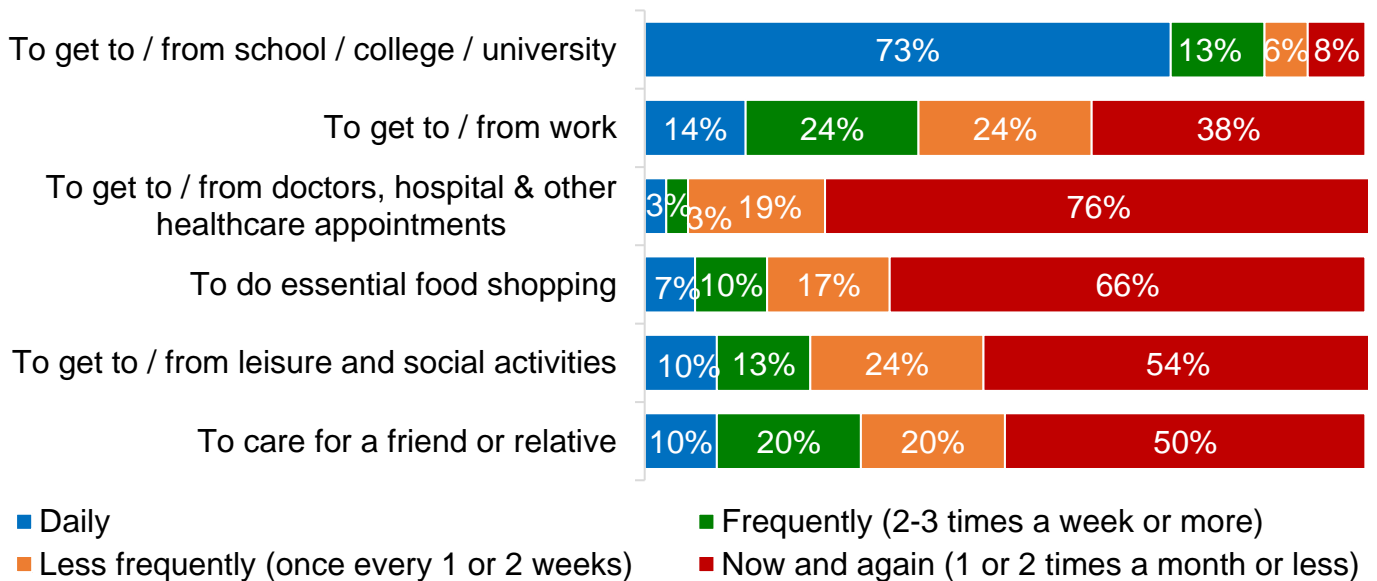
Base: all providing a response (102)

<b>% SELECTED</b>	
No access to car / can't drive / can't access trains / too far to walk	25%
Prevent socialising / visiting others / leisure activities	25%
Children won't be able to get to school / college / rely on bus / affect parents' work	22%
Unable to get to / from medical appointments / hospital / GP / pharmacy	21%
Won't be able to get to / from place of work	19%
Rely on buses / can't survive without them / essential / lifeline / no alternative	19%
Prevent access to shops / banks / post offices	19%
Unable to go anywhere / cut me off / lose independence	17%
Rural isolation / isolate communities / social exclusion	16%
Detrimental to disabled / ill health / vulnerable	15%
Detrimental to the elderly / pensioners / retirees	13%
Affect children's / young people's activities (Pages 45 - 45 school related)	11%



## 222 - WROTHAM, IGHAM, BOROUGH GREEN, SHIPBOURNE TO TONBRIDGE

**How often do you make this journey?** Base: all providing a response (105)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	73%	13%	6%	8%
To get to / from work	14%	24%	24%	38%
To get to / from doctors, hospital and other healthcare appointments	3%	3%	19%	76%
To do essential food shopping	7%	10%	17%	66%
To get to / from leisure and social activities	10%	13%	24%	54%
To care for a friend or relative	10%	20%	20%	50%

**How could the proposed service withdrawals affect you or the person / group you represent?**

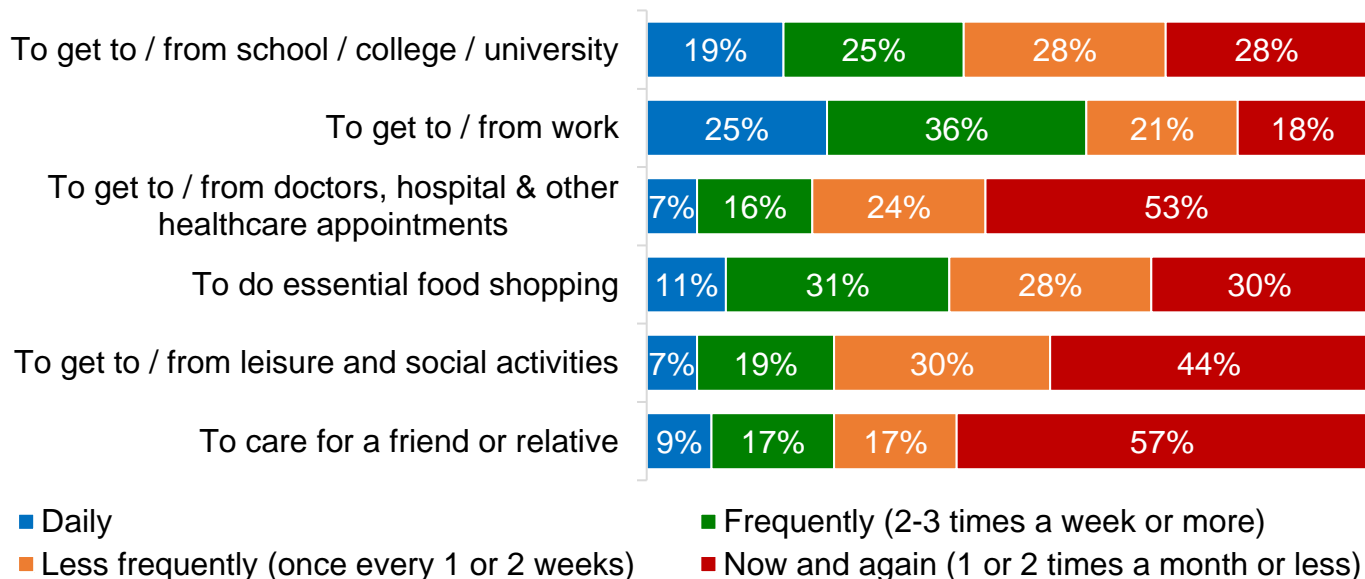
Base: all providing a response (93)

<b>% SELECTED</b>	
Children won't be able to get to school / college / rely on bus / affect parents' work	48%
No access to car / can't drive / can't access trains / too far to walk	31%
Prevent socialising / visiting others / leisure activities	29%
Won't be able to get to / from the nearest town / town name specified	22%
Rely on buses / can't survive without them / essential / lifeline / no alternative	17%
Rural isolation / isolate communities / social exclusion	17%
Affect children's / young people's activities (not school related)	17%
Cars will be added to roads / increasing pollution / traffic / congestion	15%
Unable to get to / from medical appointments / hospital / GP / pharmacy	13%
Won't be able to get to / from place of work	13%
Prevent access to shops / banks / post offices	12%



## 541 / 542 / 544 DOVER, DEAL, SANDWICH TO CANTERBURY

**How often do you make this journey?** Base: all providing a response (91)



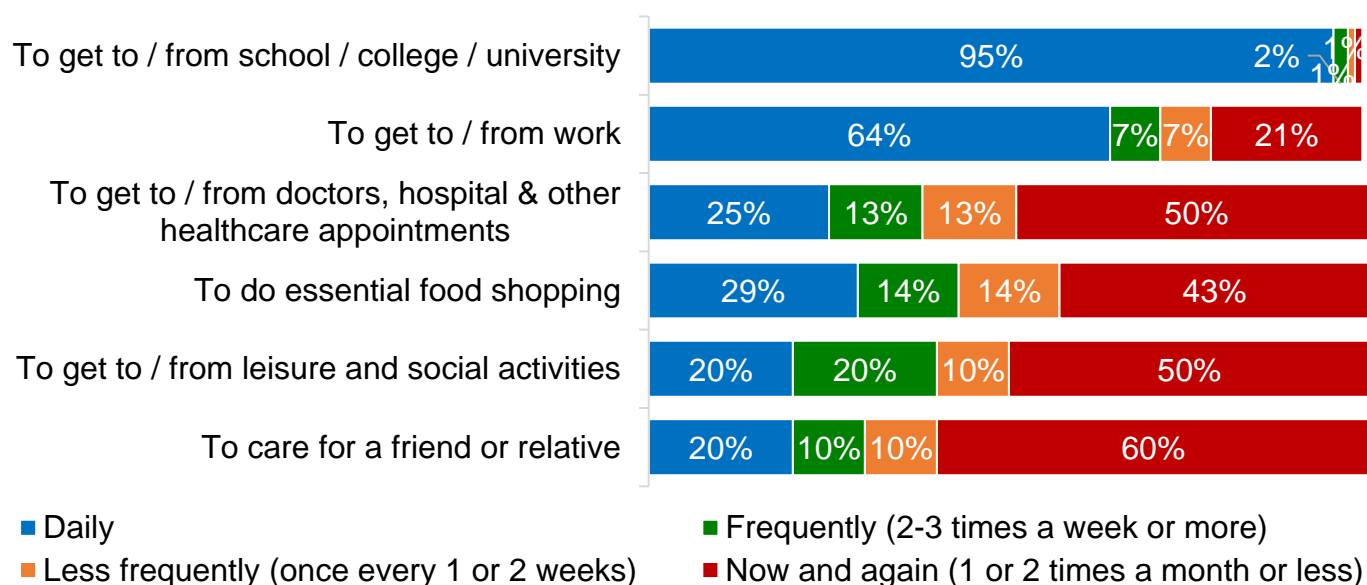
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	19%	25%	28%	28%
To get to / from work	25%	36%	21%	18%
To get to / from doctors, hospital and other healthcare appointments	7%	16%	24%	53%
To do essential food shopping	11%	31%	28%	30%
To get to / from leisure and social activities	7%	19%	30%	44%
To care for a friend or relative	9%	17%	17%	57%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (79)

% SELECTED	
No access to car / can't drive / can't access trains / too far to walk	27%
Prevent socialising / visiting others / leisure activities	22%
Rely on buses / can't survive without them / essential / lifeline / no alternative	19%
Prevent access to shops / banks / post offices	18%
Won't be able to get to / from the nearest town / town name specified	16%
Unable to go anywhere / cut me off / lose independence	15%
Unable to get to / from medical appointments / hospital / GP / pharmacy	14%
Detrimental to disabled / ill health / vulnerable	11%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	11%
Rural isolation / isolate communities / social exclusion	10%
Won't be able to get to / from place of work	9%

## 502 - WEST MALLING TO WROTHAM SCHOOL

**How often do you make this journey?** Base: all providing a response (89)



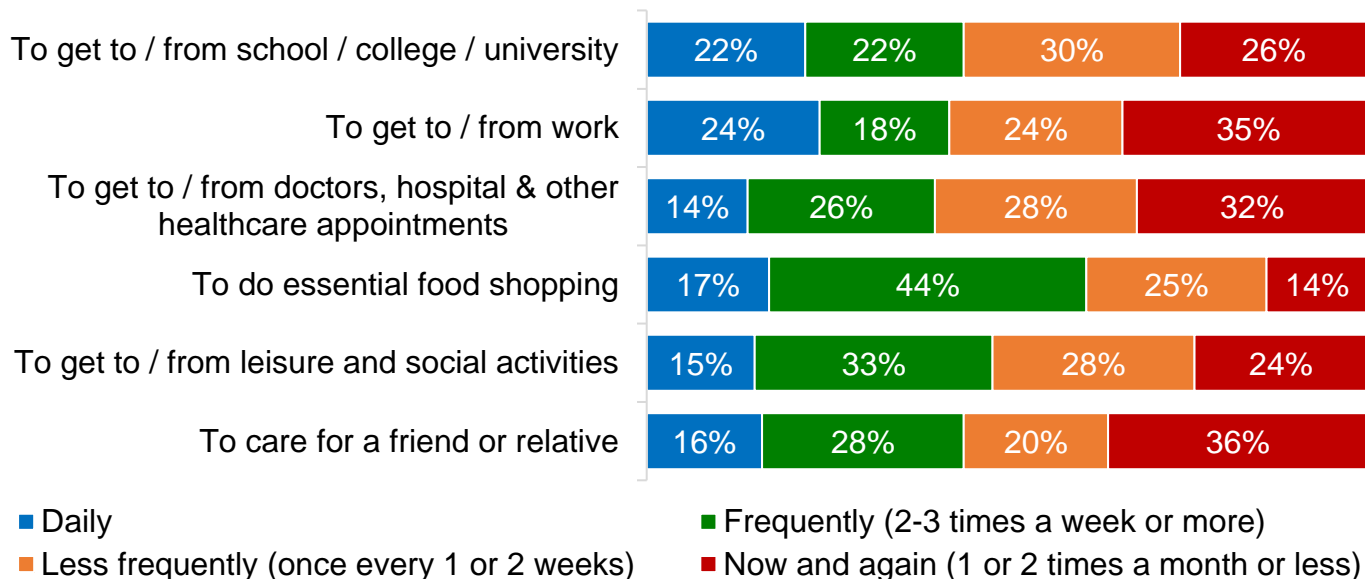
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	95%	2%	1%	1%
To get to / from work	64%	7%	7%	21%
To get to / from doctors, hospital and other healthcare appointments	25%	13%	13%	50%
To do essential food shopping	29%	14%	14%	43%
To get to / from leisure and social activities	20%	20%	10%	50%
To care for a friend or relative	20%	10%	10%	60%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (85)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	91%
Cars will be added to roads / increasing pollution / traffic / congestion	7%
Alternatives have time consuming journey times	6%
No access to car / can't drive / can't access trains / too far to walk	5%
Rely on buses / can't survive without them / essential / lifeline / no alternative	5%
Unable to get to / from medical appointments / hospital / GP / pharmacy	4%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	4%
Would have to use the car	4%
Won't be able to get to / from train station / for onward travel	4%

## 9 - SITTINGBOURNE TOWN SERVICE

**How often do you make this journey?** Base: all providing a response (80)



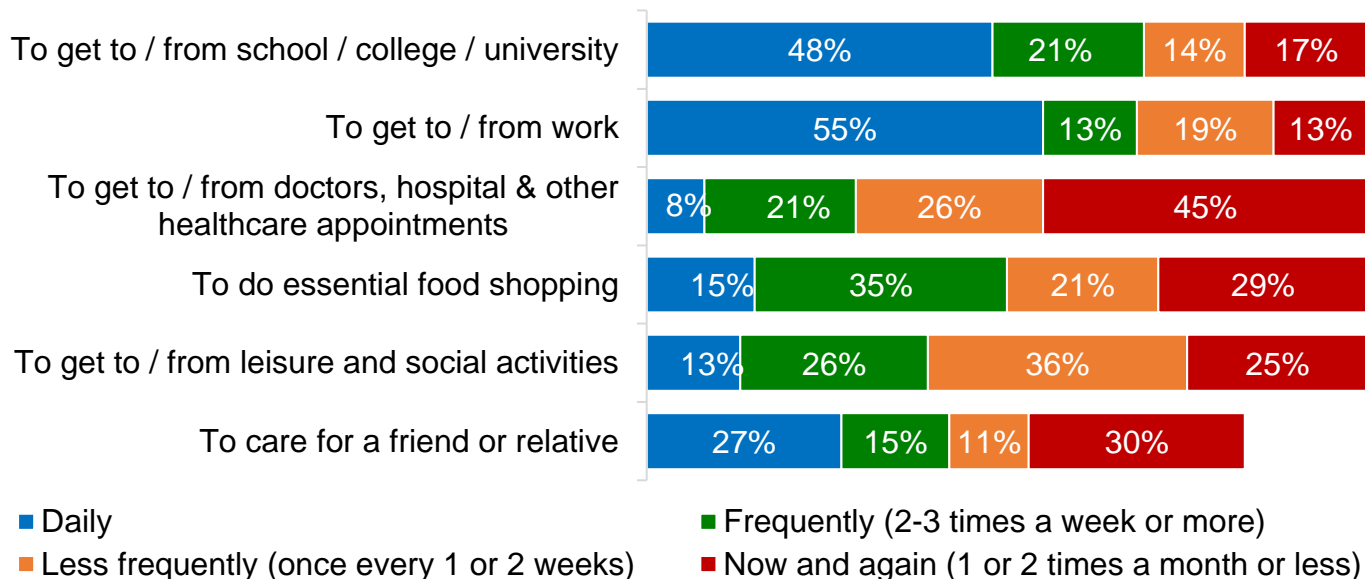
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	22%	22%	30%	26%
To get to / from work	24%	18%	24%	35%
To get to / from doctors, hospital and other healthcare appointments	14%	26%	28%	32%
To do essential food shopping	17%	44%	25%	14%
To get to / from leisure and social activities	15%	33%	28%	24%
To care for a friend or relative	16%	28%	20%	36%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (75)

% SELECTED	
35%	No access to car / can't drive / can't access trains / too far to walk
35%	Unable to get to / from medical appointments / hospital / GP / pharmacy
35%	Won't be able to get to / from the nearest town / town name specified
32%	Prevent access to shops / banks / post offices
29%	Rely on buses / can't survive without them / essential / lifeline / no alternative
25%	Alternatives are expensive / can't afford - taxis / car running costs / parking / fares
24%	Unable to go anywhere / cut me off / lose independence
21%	Detrimental to disabled / ill health / vulnerable
20%	Prevent socialising / visiting others / leisure activities
16%	Detrimental to the elderly / pensioners / retirees
12%	Rural isolation / isolate communities / social exclusion

## 5 – MAIDSTONE TO SANDHURST

**How often do you make this journey?** Base: all providing a response (70)



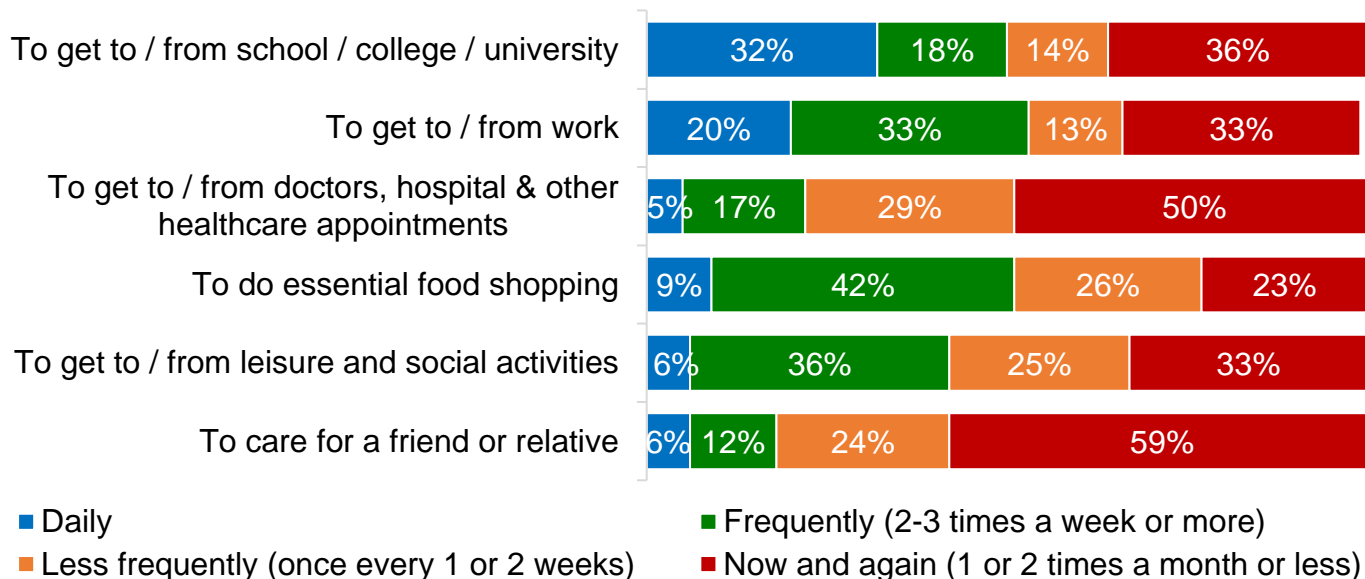
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	48%	21%	14%	17%
To get to / from work	55%	13%	19%	13%
To get to / from doctors, hospital and other healthcare appointments	8%	21%	26%	45%
To do essential food shopping	15%	35%	21%	29%
To get to / from leisure and social activities	13%	26%	36%	25%
To care for a friend or relative	27%	15%	11%	30%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (70)

% SELECTED	
Prevent socialising / visiting others / leisure activities	34%
Restricts weekend / evening activities	30%
Won't be able to get to / from place of work	29%
No access to car / can't drive / can't access trains / too far to walk	21%
Rural isolation / isolate communities / social exclusion	21%
Children won't be able to get to school / college / rely on bus / affect parents' work	21%
Won't be able to get to / from the nearest town / town name specified	20%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	16%
Cars will be added to roads / increasing pollution / traffic / congestion	16%
Affect children's / young people's activities (not school related)	14%
Detrimental to disabled / ill health / vulnerable	11%
Rely on buses / can't survive without them / essential / lifeline / no alternative	10%

## 8 - SITTINGBOURNE TO KENILWORTH COURT / CONYER

**How often do you make this journey?** Base: all providing a response (59)



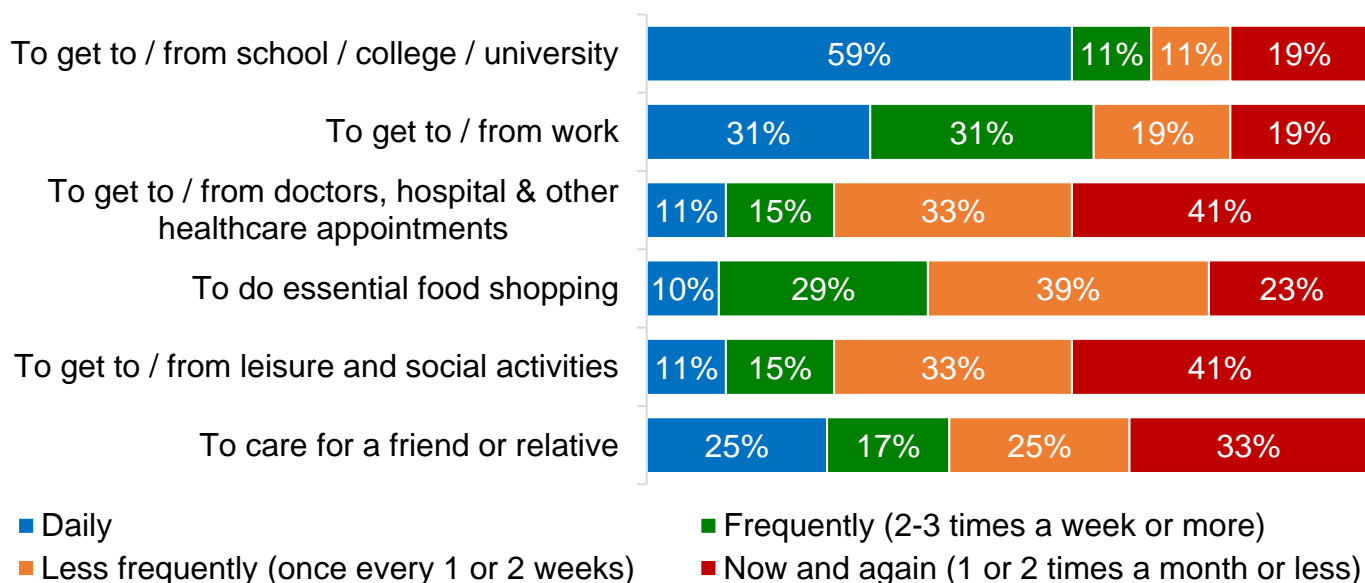
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	32%	18%	14%	36%
To get to / from work	20%	33%	13%	33%
To get to / from doctors, hospital and other healthcare appointments	5%	17%	29%	50%
To do essential food shopping	9%	42%	26%	23%
To get to / from leisure and social activities	6%	36%	25%	33%
To care for a friend or relative	6%	12%	24%	59%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (54)

% SELECTED	
31%	No access to car / can't drive / can't access trains / too far to walk
30%	Unable to go anywhere / cut me off / lose independence
28%	Rely on buses / can't survive without them / essential / lifeline / no alternative
28%	Prevent access to shops / banks / post offices
28%	Unable to get to / from medical appointments / hospital / GP / pharmacy
26%	Won't be able to get to / from the nearest town / town name specified
20%	Prevent socialising / visiting others / leisure activities
20%	Detrimental to disabled / ill health / vulnerable
17%	Detrimental to the elderly / pensioners / retirees
13%	Alternatives are expensive / can't afford - taxis / car running costs / parking / fares
11%	Children won't be able to get to school / college / rely on bus / affect parents' work

# 59 - GRAFTY GREEN, ULCOMBE, KINGSWOOD, CHART SUTTON TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (55)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	59%	11%	11%	19%
To get to / from work	31%	31%	19%	19%
To get to / from doctors, hospital and other healthcare appointments	11%	15%	33%	41%
To do essential food shopping	10%	29%	39%	23%
To get to / from leisure and social activities	11%	15%	33%	41%
To care for a friend or relative	25%	17%	25%	33%

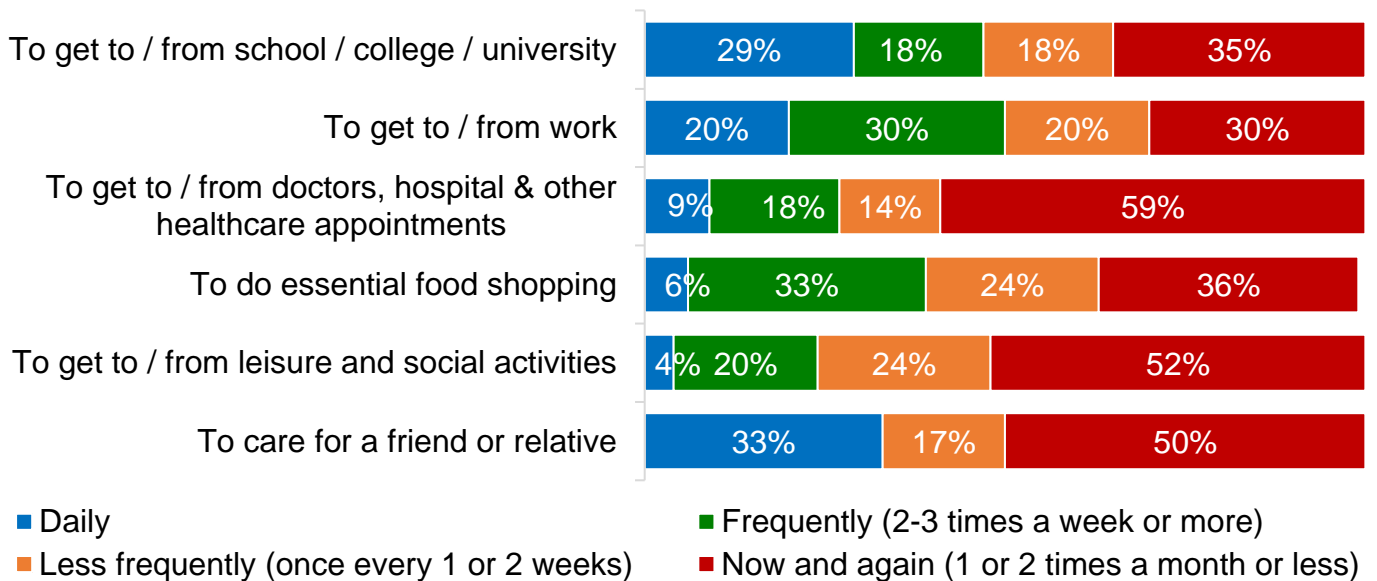
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (55)

<b>% SELECTED</b>	
Children won't be able to get to school / college / rely on bus / affect parents' work	29%
Prevent access to shops / banks / post offices	27%
Prevent socialising / visiting others / leisure activities	25%
No access to car / can't drive / can't access trains / too far to walk	24%
Rely on buses / can't survive without them / essential / lifeline / no alternative	22%
Unable to go anywhere / cut me off / lose independence	16%
Unable to get to / from medical appointments / hospital / GP / pharmacy	16%
Won't be able to get to / from the nearest town / town name specified	16%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	15%
Rural isolation / isolate communities / social exclusion	13%
Detrimental to disabled / ill health / vulnerable	11%

## 70 - BOROUGH GREEN, PLATT, OFFHAM TO LARKFIELD

**How often do you make this journey?** Base: all providing a response (56)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	29%	18%	18%	35%
To get to / from work	20%	30%	20%	30%
To get to / from doctors, hospital and other healthcare appointments	9%	18%	14%	59%
To do essential food shopping	6%	33%	24%	36%
To get to / from leisure and social activities	4%	20%	24%	52%
To care for a friend or relative	33%	0%	17%	50%

**How could the proposed service withdrawals affect you or the person / group you represent?**

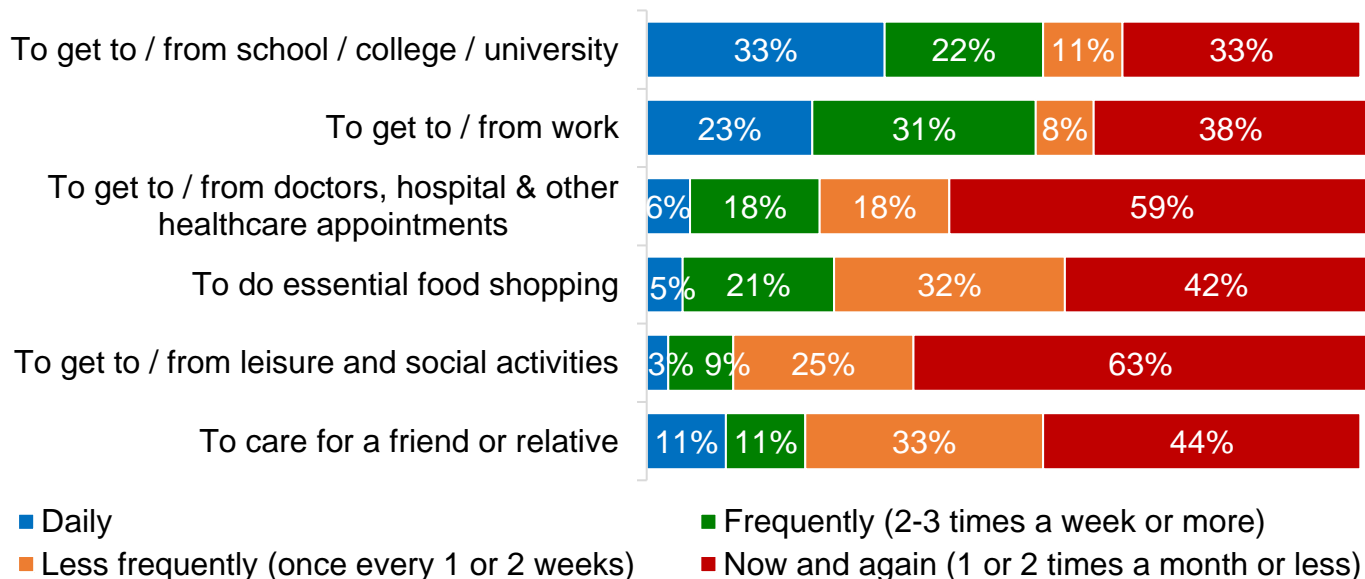
Base: all providing a response (50)

% SELECTED	
Unable to get to / from medical appointments / hospital / GP / pharmacy	36%
No access to car / can't drive / can't access trains / too far to walk	34%
Prevent access to shops / banks / post offices	24%
Rural isolation / isolate communities / social exclusion	18%
Detrimental to the elderly / pensioners / retirees	18%
Cars will be added to roads / increasing pollution / traffic / congestion	18%
Rely on buses / can't survive without them / essential / lifeline / no alternative	16%
Children won't be able to get to school / college / rely on bus / affect parents' work	12%
Prevent socialising / visiting others / leisure activities	10%
Cutting the only service / no service at all / no other buses on this route (excl schools)	10%



## 296 - PADDOCK WOOD TO TUNBRIDGE WELLS

**How often do you make this journey?** Base: all providing a response (49)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	33%	22%	11%	33%
To get to / from work	23%	31%	8%	38%
To get to / from doctors, hospital and other healthcare appointments	6%	18%	18%	59%
To do essential food shopping	5%	21%	32%	42%
To get to / from leisure and social activities	3%	9%	25%	63%
To care for a friend or relative	11%	11%	33%	44%

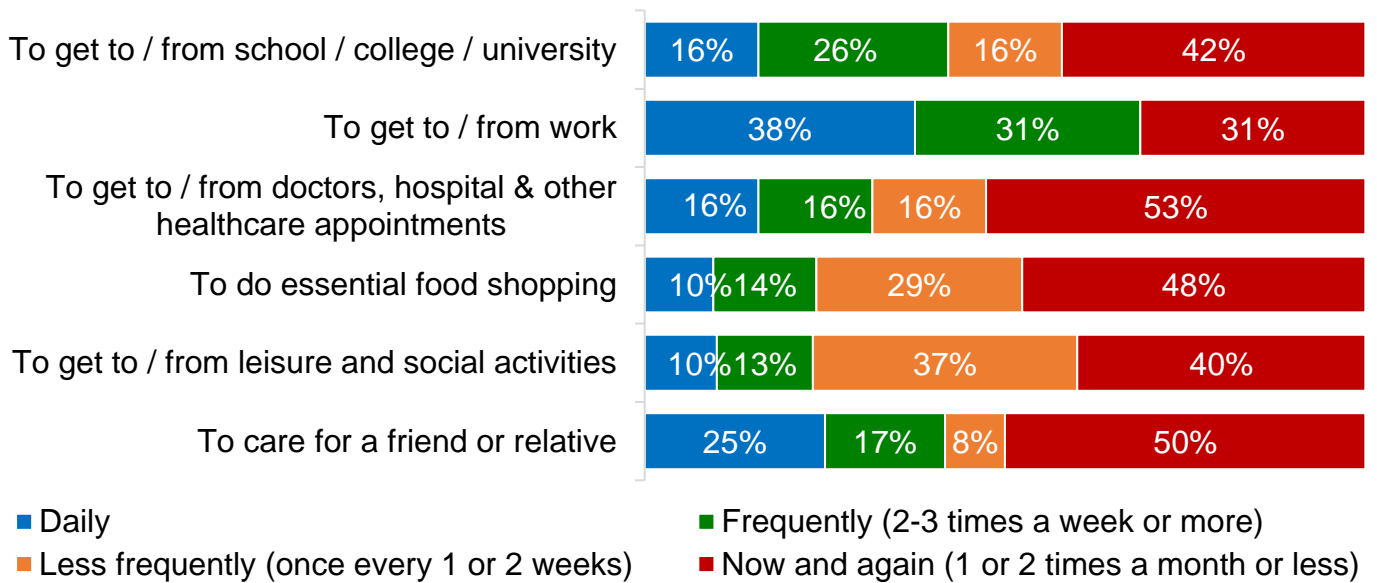
**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (44)

% SELECTED	
No access to car / can't drive / can't access trains / too far to walk	34%
Prevent socialising / visiting others / leisure activities	25%
Unable to get to / from medical appointments / hospital / GP / pharmacy	23%
Prevent access to shops / banks / post offices	23%
Cars will be added to roads / increasing pollution / traffic / congestion	23%
Rely on buses / can't survive without them / essential / lifeline / no alternative	20%
Rural isolation / isolate communities / social exclusion	16%
Children won't be able to get to school / college / rely on bus / affect parents' work	16%
Won't be able to get to / from place of work	16%
Detrimental to the elderly / pensioners / retirees	14%
Unable to go anywhere / cut me off / lose independence	14%



## 277 - HENWOOD GREEN TO TUNBRIDGE WELLS

**How often do you make this journey?** Base: all providing a response (44)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	16%	26%	16%	42%
To get to / from work	38%	31%	0%	31%
To get to / from doctors, hospital and other healthcare appointments	16%	16%	16%	53%
To do essential food shopping	10%	14%	29%	48%
To get to / from leisure and social activities	10%	13%	37%	40%
To care for a friend or relative	25%	17%	8%	50%

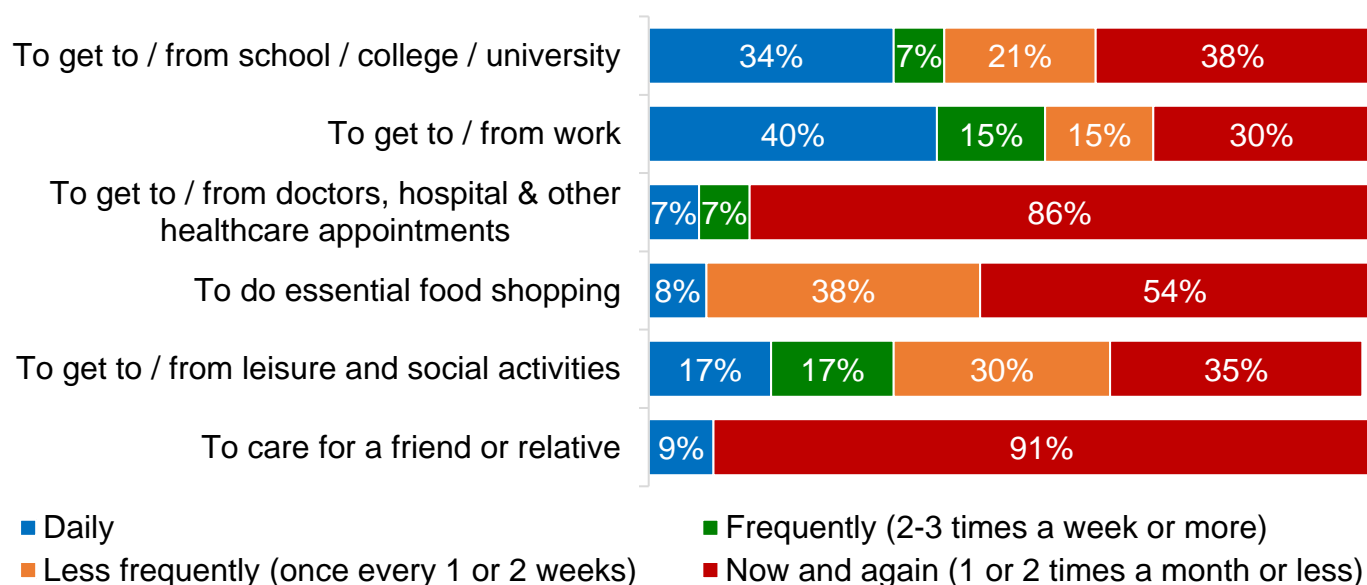
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (37)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	38%
Prevent socialising / visiting others / leisure activities	30%
Won't be able to get to / from place of work	30%
No access to car / can't drive / can't access trains / too far to walk	24%
Prevent access to shops / banks / post offices	24%
Detrimental to the elderly / pensioners / retirees	22%
Rely on buses / can't survive without them / essential / lifeline / no alternative	19%
Unable to go anywhere / cut me off / lose independence	19%
Cars will be added to roads / increasing pollution / traffic / congestion	16%
Unable to get to / from medical appointments / hospital / GP / pharmacy	14%
Detrimental to disabled / ill health / vulnerable	14%

## 88 - MAIDSTONE TO KINGS HILL

**How often do you make this journey?** Base: all providing a response (43)



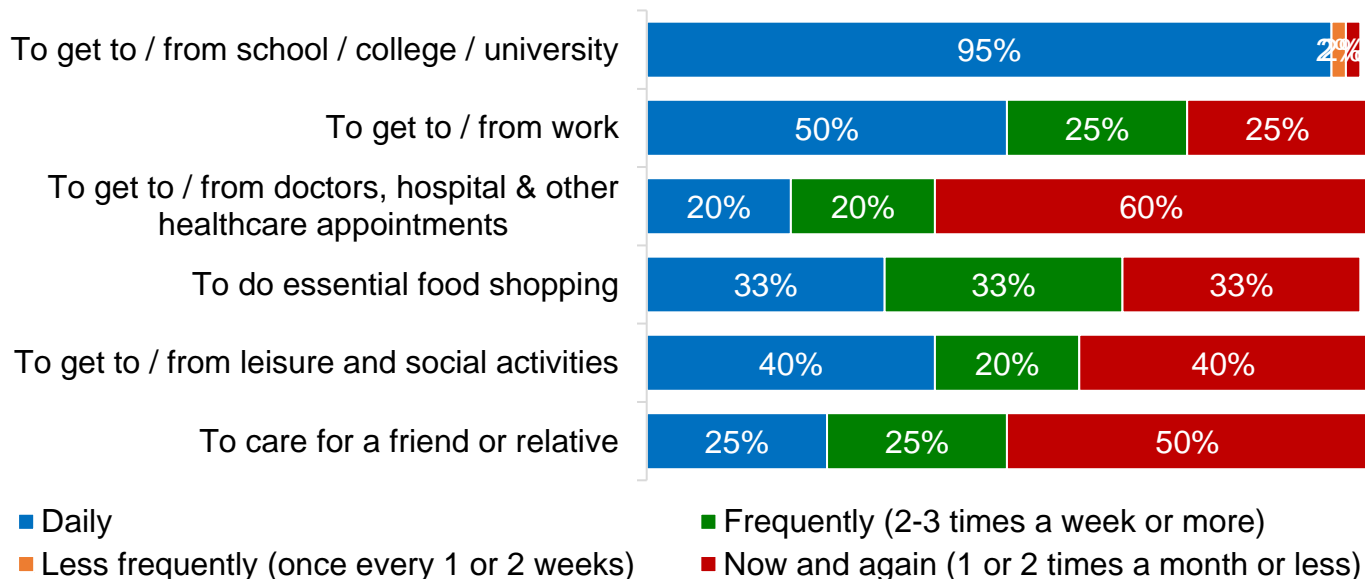
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	34%	7%	21%	38%
To get to / from work	40%	15%	15%	30%
To get to / from doctors, hospital and other healthcare appointments	7%	7%	0%	86%
To do essential food shopping	8%	0%	38%	54%
To get to / from leisure and social activities	17%	17%	30%	35%
To care for a friend or relative	9%	0%	0%	91%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (38)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	26%
Won't be able to get to / from place of work	26%
No access to car / can't drive / can't access trains / too far to walk	26%
Rely on buses / can't survive without them / essential / lifeline / no alternative	24%
Cars will be added to roads / increasing pollution / traffic / congestion	16%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	13%
Prevent socialising / visiting others / leisure activities	11%
Prevent access to shops / banks / post offices	11%
Unable to get to / from medical appointments / hospital / GP / pharmacy	11%
Detrimental to disabled / ill health / vulnerable	11%
Won't be able to get to / from train station / for onward travel	11%

## HS7 / HS8 - CHARING TO HOMEWOOD SCHOOL

**How often do you make this journey?** Base: all providing a response (42)



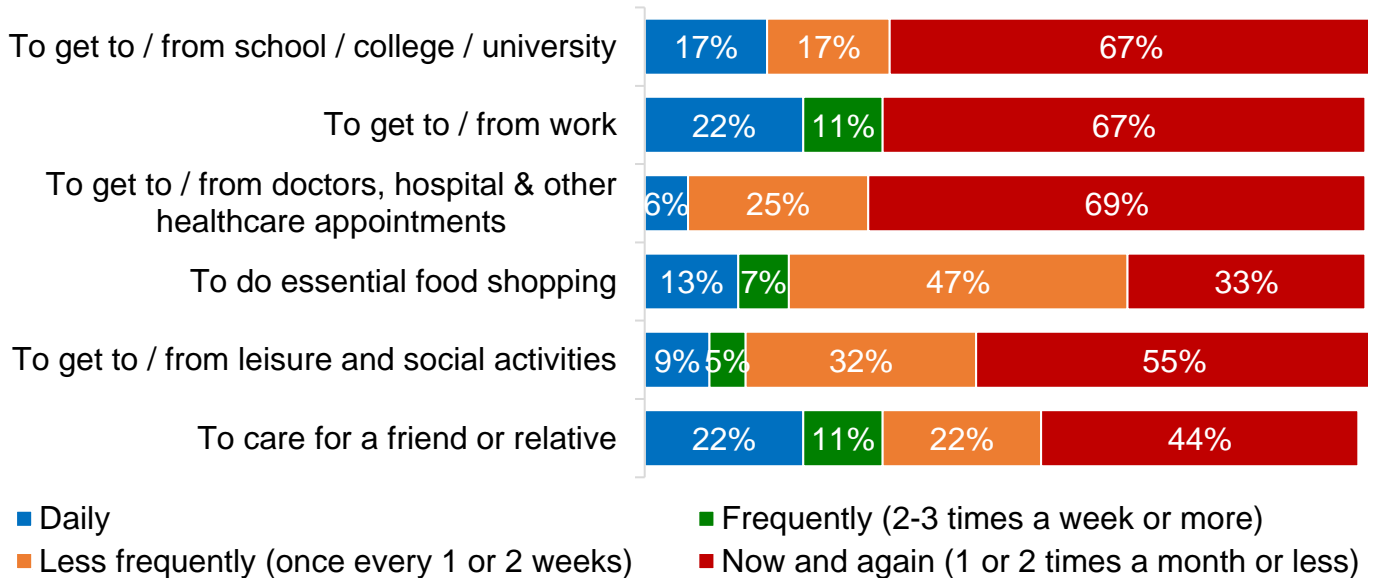
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	95%	0%	2%	2%
To get to / from work	50%	25%	0%	25%
To get to / from doctors, hospital and other healthcare appointments	20%	20%	0%	60%
To do essential food shopping	33%	33%	0%	33%
To get to / from leisure and social activities	40%	20%	0%	40%
To care for a friend or relative	25%	25%	0%	50%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (41)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	90%
Cars will be added to roads / increasing pollution / traffic / congestion	15%
Alternatives have time consuming journey times	12%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	7%
Prevent socialising / visiting others / leisure activities	7%
Won't be able to get to / from the nearest town / town name specified	7%
Rural isolation / isolate communities / social exclusion	7%
Cutting the only service / no service at all / no other buses on this route (excl schools)	7%
No access to car / can't drive / can't access trains / too far to walk	5%
Prevent access to shops / banks / post offices	5%
Unable to go anywhere / cut me off / lose independence	5%

# 111 - ASHFORD TO FOLKESTONE

**How often do you make this journey?** Base: all providing a response (37)



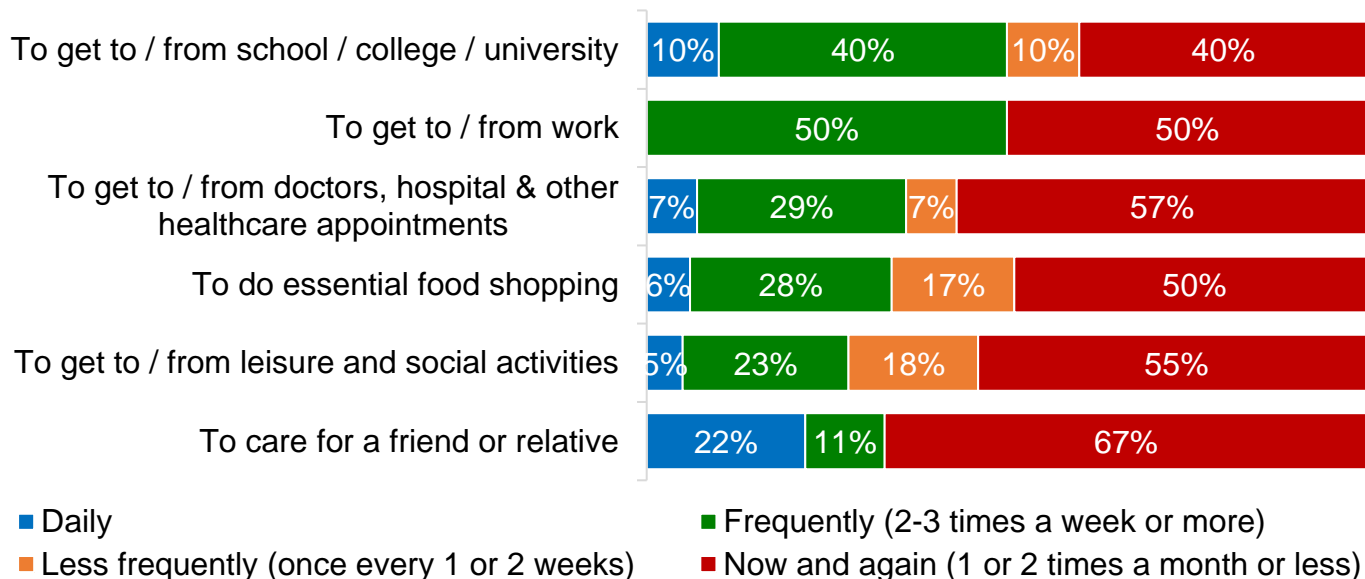
<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	17%	0%	17%	67%
To get to / from work	22%	11%	0%	67%
To get to / from doctors, hospital and other healthcare appointments	6%	0%	25%	69%
To do essential food shopping	13%	7%	47%	33%
To get to / from leisure and social activities	9%	5%	32%	55%
To care for a friend or relative	22%	11%	22%	44%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (34)

<b>% SELECTED</b>	
Unable to go anywhere / cut me off / lose independence	24%
Rely on buses / can't survive without them / essential / lifeline / no alternative	24%
Unable to get to / from medical appointments / hospital / GP / pharmacy	24%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	15%
Prevent socialising / visiting others / leisure activities	15%
Prevent access to shops / banks / post offices	15%
Detrimental to disabled / ill health / vulnerable	15%
Won't be able to get to / from place of work	15%
Cars will be added to roads / increasing pollution / traffic / congestion	9%
Alternatives have time consuming journey times	9%
Won't be able to get to / from the nearest town / town name specified	9%

## 255 - BENENDEN TO TUNBRIDGE WELLS

**How often do you make this journey?** Base: all providing a response (35)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	10%	40%	10%	40%
To get to / from work	0%	50%	0%	50%
To get to / from doctors, hospital and other healthcare appointments	7%	29%	7%	57%
To do essential food shopping	6%	28%	17%	50%
To get to / from leisure and social activities	5%	23%	18%	55%
To care for a friend or relative	22%	11%	0%	67%

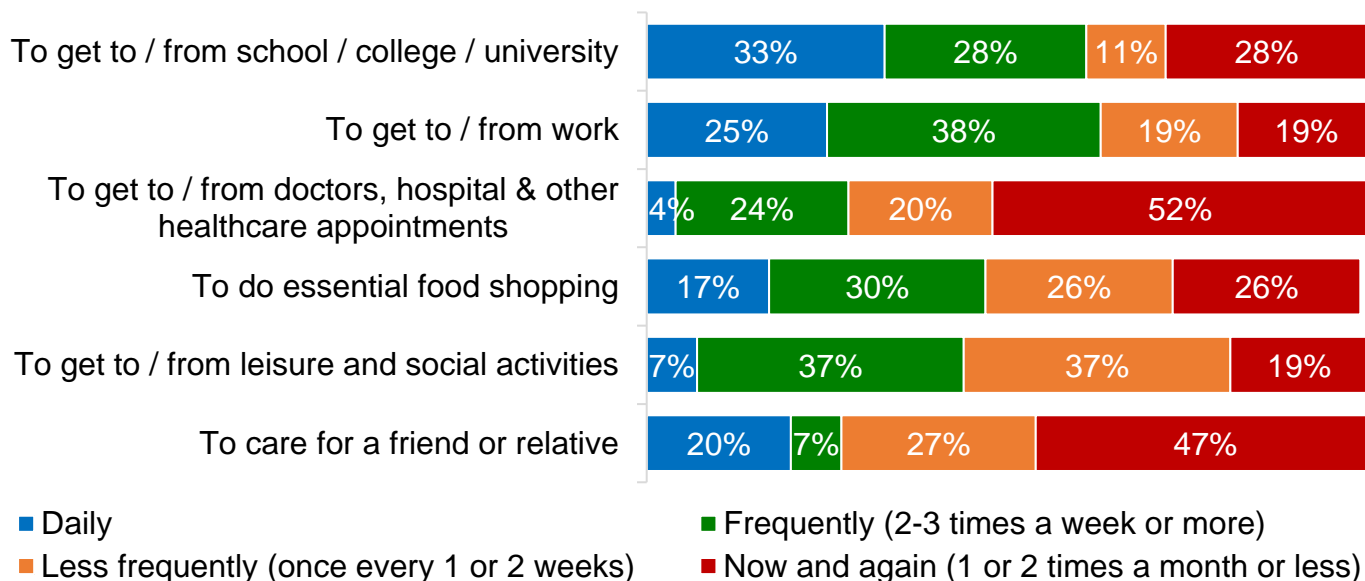
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (31)

% SELECTED	
Prevent socialising / visiting others / leisure activities	39%
Unable to go anywhere / cut me off / lose independence	26%
Prevent access to shops / banks / post offices	26%
Cars will be added to roads / increasing pollution / traffic / congestion	23%
Won't be able to get to / from the nearest town / town name specified	23%
No access to car / can't drive / can't access trains / too far to walk	19%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	16%
Children won't be able to get to school / college / rely on bus / affect parents' work	16%
Rely on buses / can't survive without them / essential / lifeline / no alternative	13%
Feel isolated / affect mental health	13%
Rural isolation / isolate communities / social exclusion	13%

# 61 / 61A - AYCLIFFE, DOVER TOWN CENTRE, RIVER TO WHITFIELD

**How often do you make this journey?** Base: all providing a response (35)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	33%	28%	11%	28%
To get to / from work	25%	38%	19%	19%
To get to / from doctors, hospital and other healthcare appointments	4%	24%	20%	52%
To do essential food shopping	17%	30%	26%	26%
To get to / from leisure and social activities	7%	37%	37%	19%
To care for a friend or relative	20%	7%	27%	47%

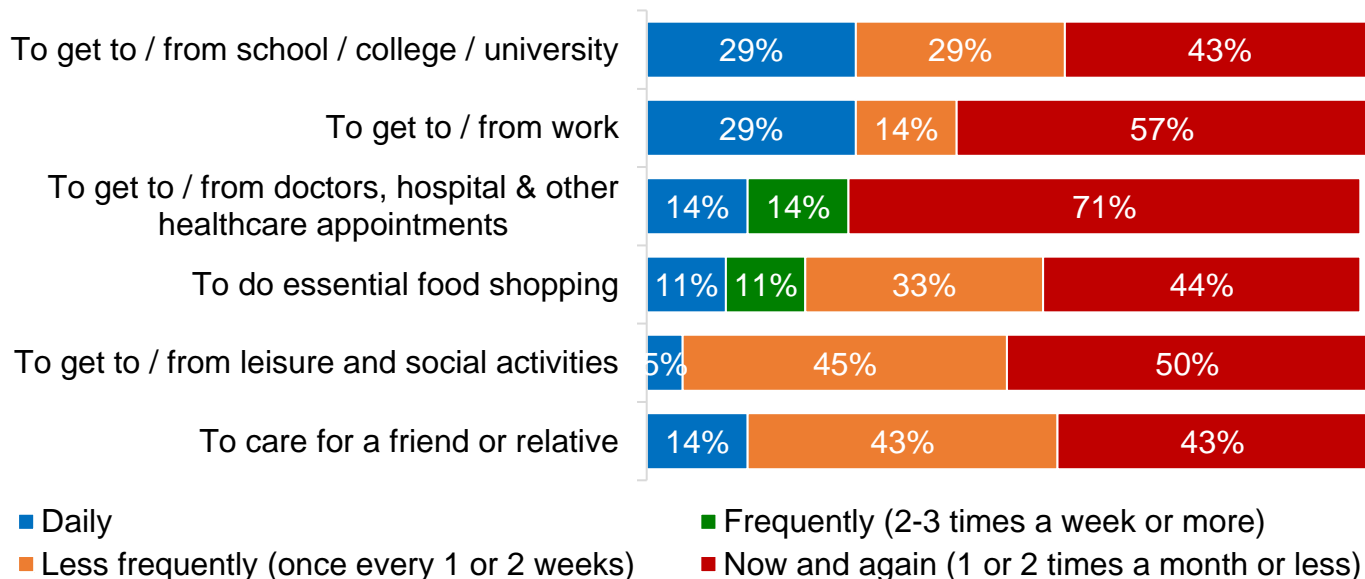
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (26)

<b>% SELECTED</b>	
Prevent socialising / visiting others / leisure activities	27%
Won't be able to get to / from place of work	27%
Rely on buses / can't survive without them / essential / lifeline / no alternative	23%
No access to car / can't drive / can't access trains / too far to walk	19%
Detrimental to disabled / ill health / vulnerable	19%
Restricts weekend / evening activities	19%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	15%
Unable to go anywhere / cut me off / lose independence	12%
Affect children's / young people's activities (not school related)	12%
Would have to use a taxi	12%

## 293 - TUNBRIDGE WELLS TO RYE

**How often do you make this journey?** Base: all providing a response (35)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	29%	0%	29%	43%
To get to / from work	29%	0%	14%	57%
To get to / from doctors, hospital and other healthcare appointments	14%	14%	0%	71%
To do essential food shopping	11%	11%	33%	44%
To get to / from leisure and social activities	5%	0%	45%	50%
To care for a friend or relative	14%	0%	43%	43%

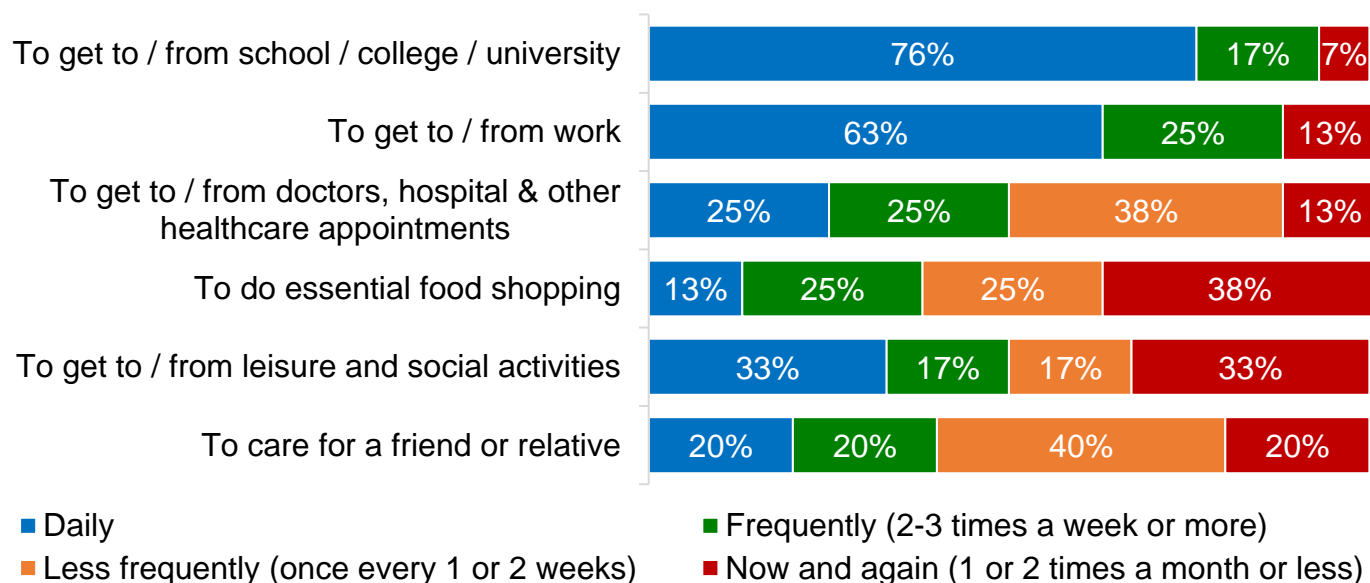
**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (30)

<b>% SELECTED</b>	
Prevent socialising / visiting others / leisure activities	47%
Prevent access to shops / banks / post offices	37%
No access to car / can't drive / can't access trains / too far to walk	27%
Rely on buses / can't survive without them / essential / lifeline / no alternative	23%
Cars will be added to roads / increasing pollution / traffic / congestion	20%
Rural isolation / isolate communities / social exclusion	20%
Detrimental to the elderly / pensioners / retirees	20%
Unable to get to / from medical appointments / hospital / GP / pharmacy	17%
Detrimental to disabled / ill health / vulnerable	13%
Unable to go anywhere / cut me off / lose independence	13%
Won't be able to get to / from the nearest town / town name specified	13%



## 662 - TEYNHAM TO FAVERSHAM SCHOOLS

**How often do you make this journey?** Base: all providing a response (29)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	76%	17%	0%	7%
To get to / from work	63%	25%	0%	13%
To get to / from doctors, hospital and other healthcare appointments	25%	25%	38%	13%
To do essential food shopping	13%	25%	25%	38%
To get to / from leisure and social activities	33%	17%	17%	33%
To care for a friend or relative	20%	20%	40%	20%

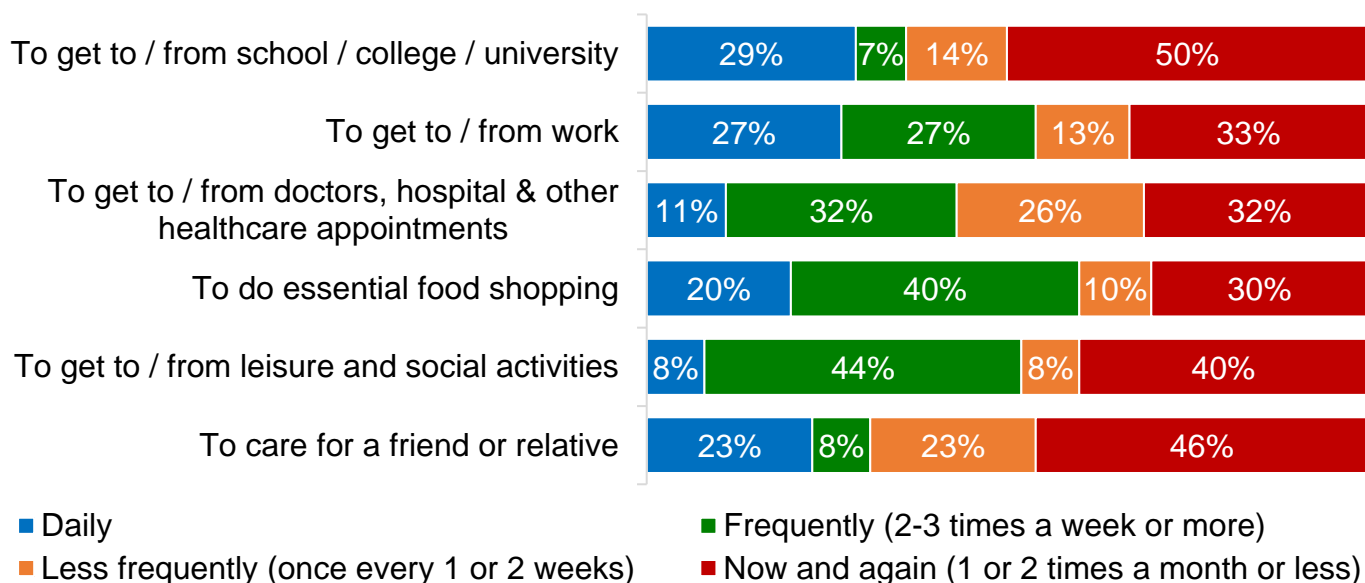
**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (31)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	71%
Cars will be added to roads / increasing pollution / traffic / congestion	26%
Prevent socialising / visiting others / leisure activities	16%
No access to car / can't drive / can't access trains / too far to walk	16%
Won't be able to get to / from the nearest town / town name specified	16%
Prevent access to shops / banks / post offices	13%
Rely on buses / can't survive without them / essential / lifeline / no alternative	10%
Unable to get to / from medical appointments / hospital / GP / pharmacy	10%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	10%
Rural isolation / isolate communities / social exclusion	6%
Detrimental to the elderly / pensioners / retirees	6%



# 90 / 61 / 61A - AYCLIFFE, DOVER TOWN CENTRE, RIVER TO WHITFIELD

**How often do you make this journey?** Base: all providing a response (33)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	29%	7%	14%	50%
To get to / from work	27%	27%	13%	33%
To get to / from doctors, hospital and other healthcare appointments	11%	32%	26%	32%
To do essential food shopping	20%	40%	10%	30%
To get to / from leisure and social activities	8%	44%	8%	40%
To care for a friend or relative	23%	8%	23%	46%

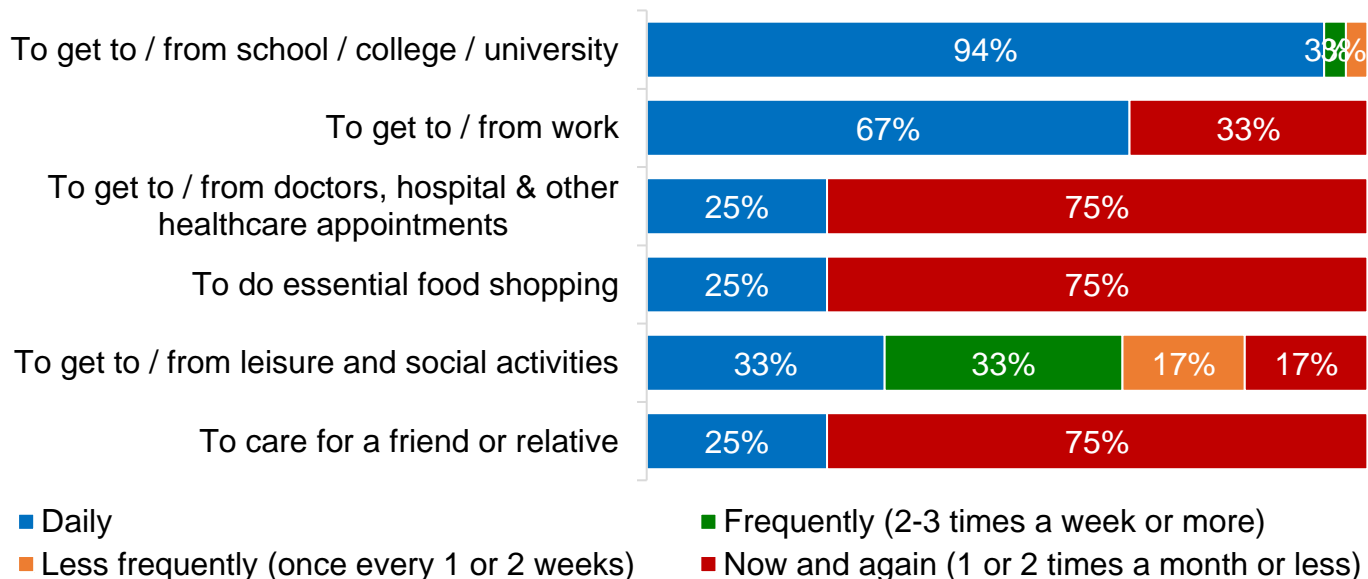
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (27)

<b>% SELECTED</b>	
Prevent socialising / visiting others / leisure activities	26%
Rely on buses / can't survive without them / essential / lifeline / no alternative	19%
Detrimental to disabled / ill health / vulnerable	19%
Restricts weekend / evening activities	19%
No access to car / can't drive / can't access trains / too far to walk	15%
Prevent access to shops / banks / post offices	15%
Cars will be added to roads / increasing pollution / traffic / congestion	11%
Won't be able to get to / from the nearest town / town name specified	11%
Won't be able to get to / from place of work	11%
Unable to go anywhere / cut me off / lose independence	11%

## 954 - BIRCHINGTON TO SANDWICH SCHOOLS

**How often do you make this journey?** Base: all providing a response (33)



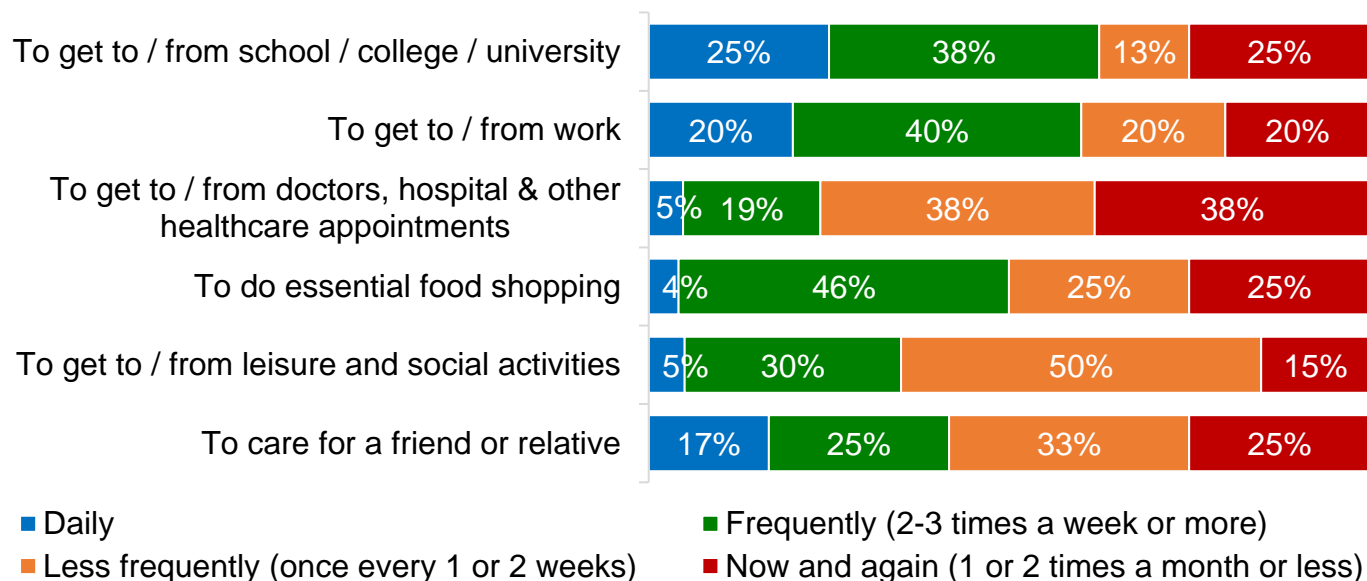
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	94%	3%	3%	0%
To get to / from work	67%	0%	0%	33%
To get to / from doctors, hospital and other healthcare appointments	25%	0%	0%	75%
To do essential food shopping	25%	0%	0%	75%
To get to / from leisure and social activities	33%	33%	17%	17%
To care for a friend or relative	25%	0%	0%	75%

**How could the proposed service withdrawals affect you or the person / group you represent?**  
Base: all providing a response (33)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	94%
No access to car / can't drive / can't access trains / too far to walk	12%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	9%
Cutting the only service / no service at all / no other buses on this route (excl schools)	6%
Prevent socialising / visiting others / leisure activities	3%
Prevent access to shops / banks / post offices	3%
Cars will be added to roads / increasing pollution / traffic / congestion	3%
Rural isolation / isolate communities / social exclusion	3%
No cuts should be made / find alternative ways to save money	3%
Alternatives have time consuming journey times	3%
Travel options will be limited / less flexibility / less convenient	3%

## E1 - EDENBRIDGE TOWN SERVICE

**How often do you make this journey?** Base: all providing a response (31)



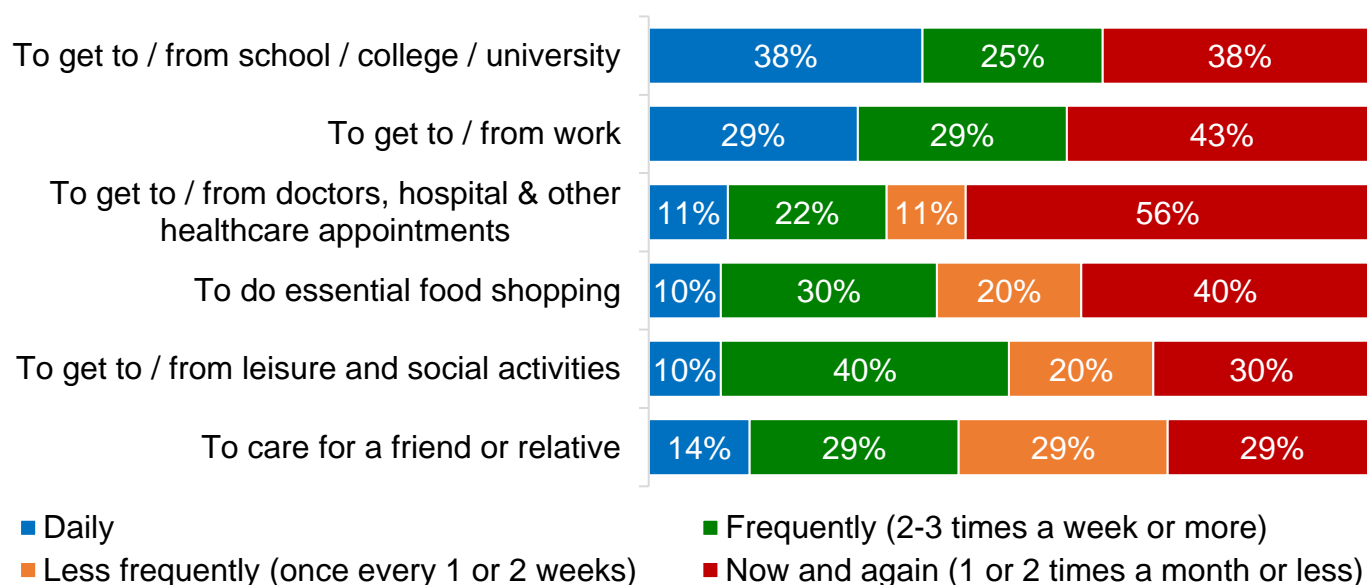
<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	25%	38%	13%	25%
To get to / from work	20%	40%	20%	20%
To get to / from doctors, hospital and other healthcare appointments	5%	19%	38%	38%
To do essential food shopping	4%	46%	25%	25%
To get to / from leisure and social activities	5%	30%	50%	15%
To care for a friend or relative	17%	25%	33%	25%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (31)

<b>% SELECTED</b>	
	Rely on buses / can't survive without them / essential / lifeline / no alternative
35%	
	Prevent access to shops / banks / post offices
32%	
	Prevent socialising / visiting others / leisure activities
23%	
	Rural isolation / isolate communities / social exclusion
19%	
	No access to car / can't drive / can't access trains / too far to walk
16%	
	Won't be able to get to / from the nearest town / town name specified
16%	
	Detrimental to the elderly / pensioners / retirees
16%	
	Unable to go anywhere / cut me off / lose independence
13%	
	Unable to get to / from medical appointments / hospital / GP / pharmacy
13%	
	Would have to use a taxi
10%	

## 666 - FAVERSHAM TO SHELDWICH SCHOOL

**How often do you make this journey?** Base: all providing a response (26)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	38%	25%	0%	38%
To get to / from work	29%	29%	0%	43%
To get to / from doctors, hospital and other healthcare appointments	11%	22%	11%	56%
To do essential food shopping	10%	30%	20%	40%
To get to / from leisure and social activities	10%	40%	20%	30%
To care for a friend or relative	14%	29%	29%	29%

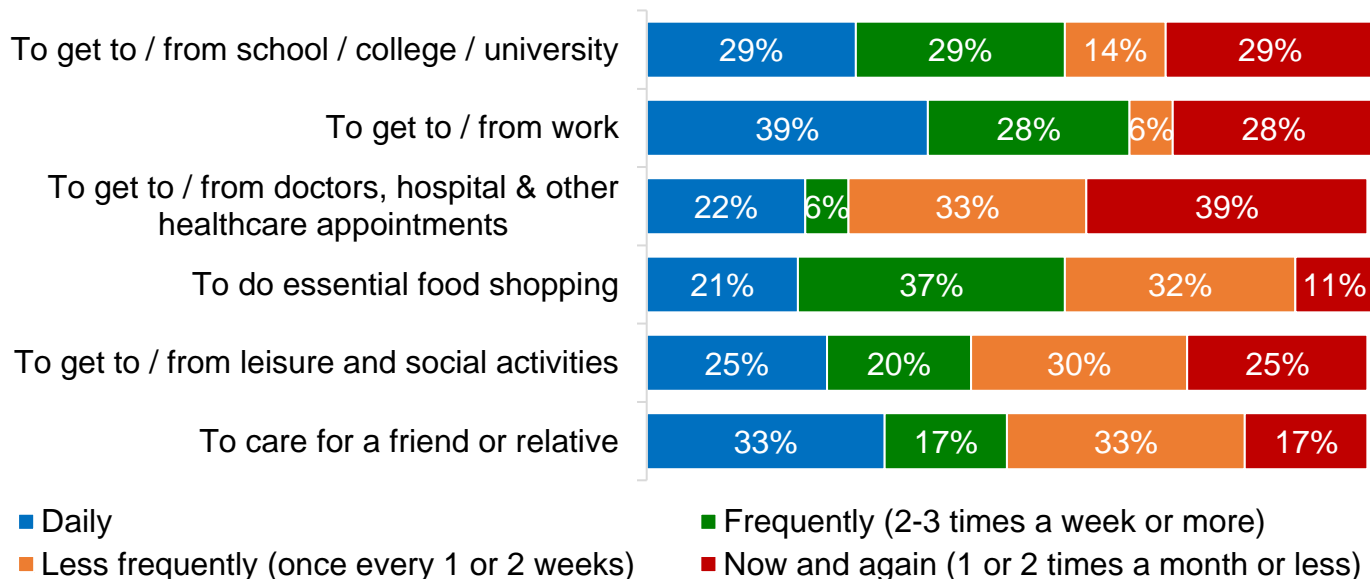
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (26)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	38%
Prevent socialising / visiting others / leisure activities	19%
Rely on buses / can't survive without them / essential / lifeline / no alternative	15%
Prevent access to shops / banks / post offices	15%
No access to car / can't drive / can't access trains / too far to walk	15%
Won't be able to get to / from the nearest town / town name specified	15%
Rural isolation / isolate communities / social exclusion	12%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	12%
Cars will be added to roads / increasing pollution / traffic / congestion	12%
Detrimental to disabled / ill health / vulnerable	8%
Won't be able to get to / from place of work	8%

## 360 - LEYSDOWN TO SHEERNESS AND QUEENBOROUGH

**How often do you make this journey?** Base: all providing a response (26)



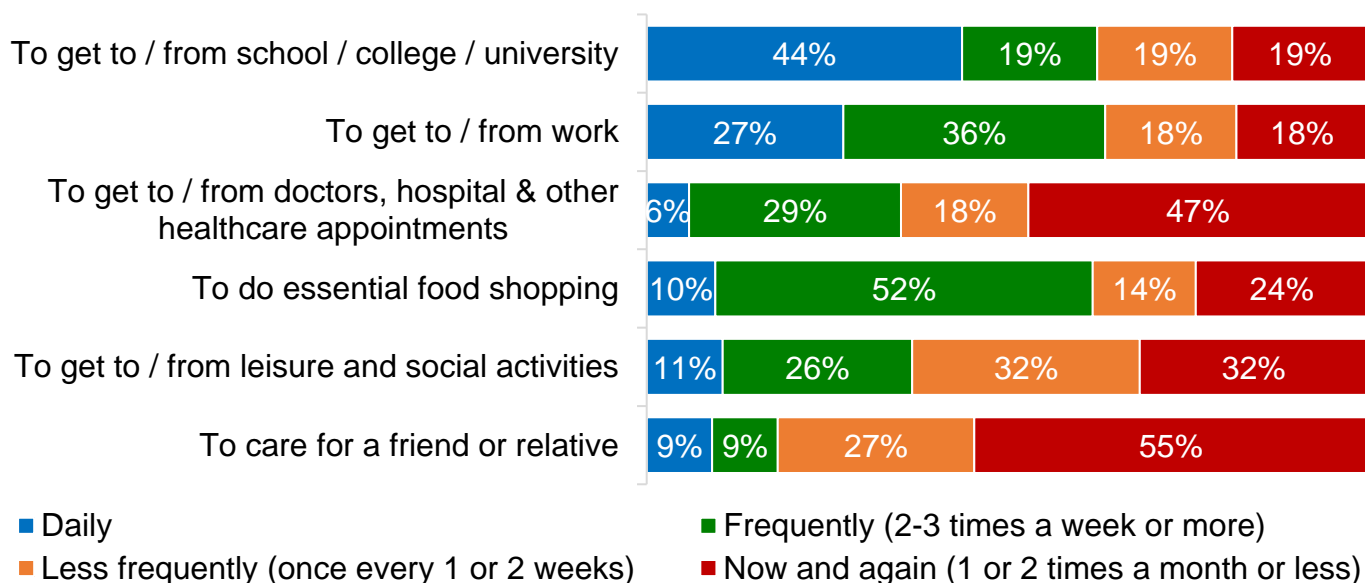
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	29%	29%	14%	29%
To get to / from work	39%	28%	6%	28%
To get to / from doctors, hospital and other healthcare appointments	22%	6%	33%	39%
To do essential food shopping	21%	37%	32%	11%
To get to / from leisure and social activities	25%	20%	30%	25%
To care for a friend or relative	33%	17%	33%	17%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (24)

% SELECTED	
38%	Rely on buses / can't survive without them / essential / lifeline / no alternative
29%	Unable to go anywhere / cut me off / lose independence
25%	No access to car / can't drive / can't access trains / too far to walk
21%	Restricts weekend / evening activities
21%	Unable to get to / from medical appointments / hospital / GP / pharmacy
17%	Prevent access to shops / banks / post offices
17%	Rural isolation / isolate communities / social exclusion
17%	Cutting the only service / no service at all / no other buses on this route (excl schools)
13%	Alternatives are expensive / can't afford - taxis / car running costs / parking / fares
13%	Detrimental to the elderly / pensioners / retirees
8%	Children won't be able to get to school / college / rely on bus / affect parents' work
8%	Prevent socialising / visiting others / leisure activities

# 6 / 645 - HERNE AND BROOMFIELD IN TO HILLBOROUGH SCHOOL

**How often do you make this journey?** Base: all providing a response (23)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	44%	19%	19%	19%
To get to / from work	27%	36%	18%	18%
To get to / from doctors, hospital and other healthcare appointments	6%	29%	18%	47%
To do essential food shopping	10%	52%	14%	24%
To get to / from leisure and social activities	11%	26%	32%	32%
To care for a friend or relative	9%	9%	27%	55%

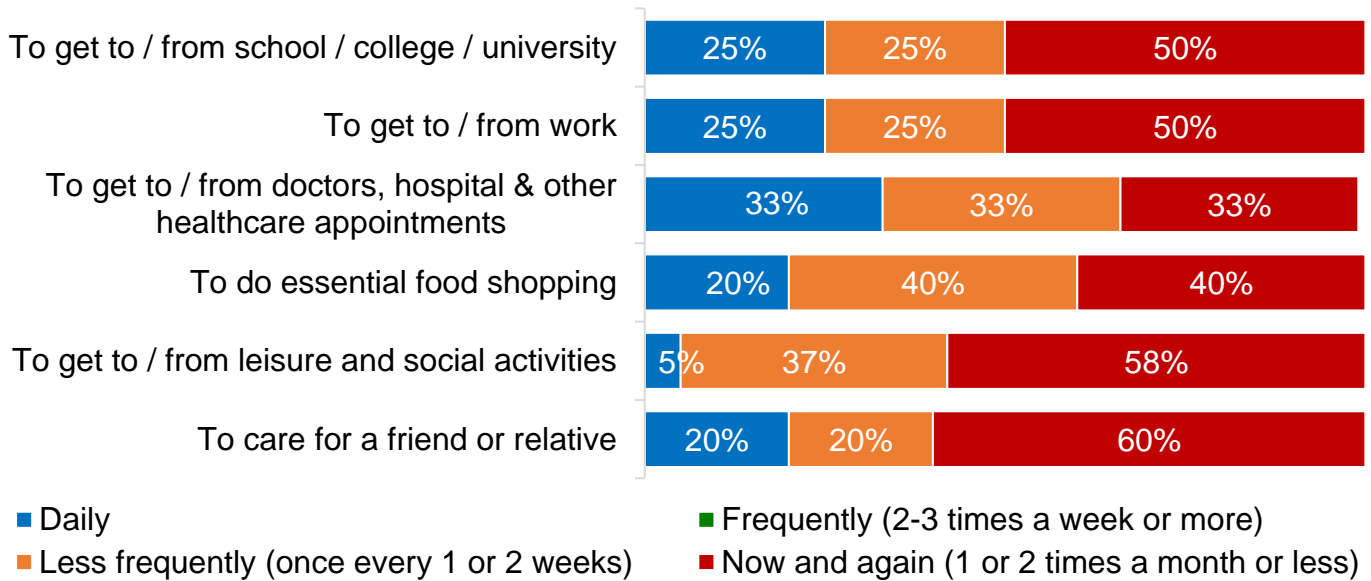
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (20)

<b>% SELECTED</b>	
Rely on buses / can't survive without them / essential / lifeline / no alternative	30%
Children won't be able to get to school / college / rely on bus / affect parents' work	25%
No access to car / can't drive / can't access trains / too far to walk	25%
Unable to go anywhere / cut me off / lose independence	20%
Won't be able to get to / from the nearest town / town name specified	20%
Prevent access to shops / banks / post offices	15%
Prevent socialising / visiting others / leisure activities	15%
Detrimental to the elderly / pensioners / retirees	15%
Rural isolation / isolate communities / social exclusion	15%
Detrimental to disabled / ill health / vulnerable	15%
Won't be able to get to / from place of work	15%

# 292 / 299 - TENTERDEN TO SANDHURST AND TONBRIDGE TO TENTERDEN

**How often do you make this journey?** Base: all providing a response (24)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	25%	0%	25%	50%
To get to / from work	25%	0%	25%	50%
To get to / from doctors, hospital and other healthcare appointments	33%	0%	33%	33%
To do essential food shopping	20%	0%	40%	40%
To get to / from leisure and social activities	5%	0%	37%	58%
To care for a friend or relative	20%	0%	20%	60%

**How could the proposed service withdrawals affect you or the person / group you represent?**

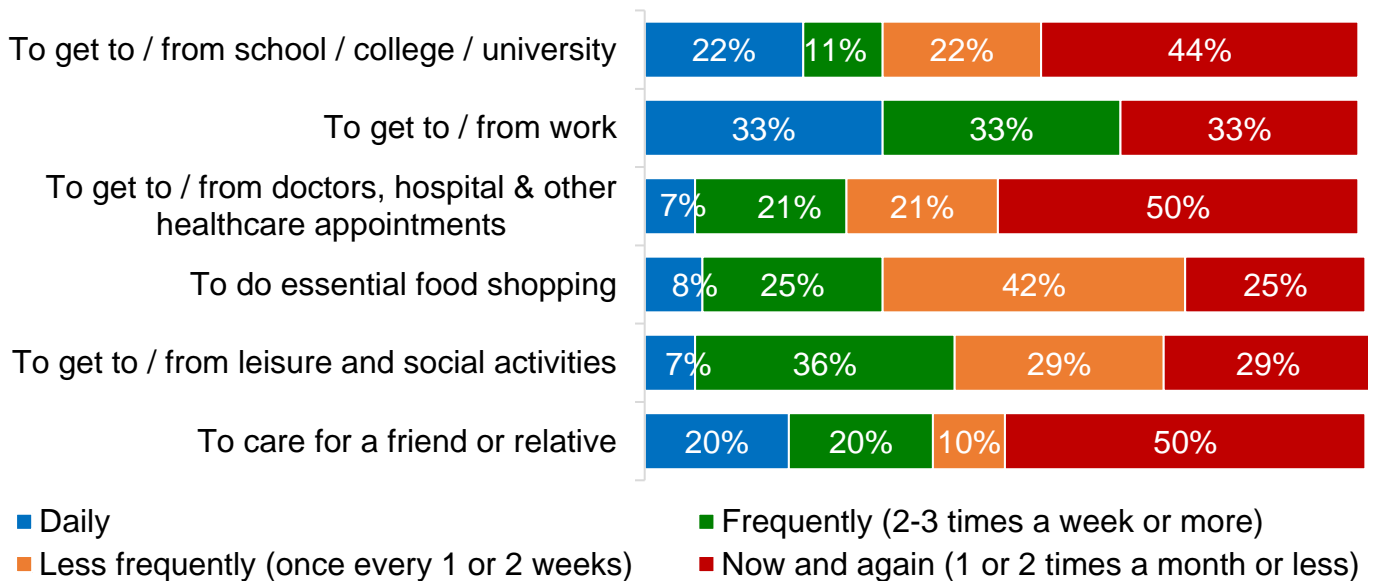
Base: all providing a response (19)

<b>% SELECTED</b>	
Prevent socialising / visiting others / leisure activities	53%
Prevent access to shops / banks / post offices	32%
No access to car / can't drive / can't access trains / too far to walk	26%
Cars will be added to roads / increasing pollution / traffic / congestion	26%
Won't be able to get to / from the nearest town / town name specified	26%
Rely on buses / can't survive without them / essential / lifeline / no alternative	21%
Detrimental to the elderly / pensioners / retirees	21%
Unable to get to / from medical appointments / hospital / GP / pharmacy	16%
Detrimental to disabled / ill health / vulnerable	16%
Feel isolated / affect mental health	16%
More buses / services not less / encourage people to use public transport	16%



## 13 - HOLLINGBOURNE TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (21)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	22%	11%	22%	44%
To get to / from work	33%	33%	0%	33%
To get to / from doctors, hospital and other healthcare appointments	7%	21%	21%	50%
To do essential food shopping	8%	25%	42%	25%
To get to / from leisure and social activities	7%	36%	29%	29%
To care for a friend or relative	20%	20%	10%	50%

**How could the proposed service withdrawals affect you or the person / group you represent?**

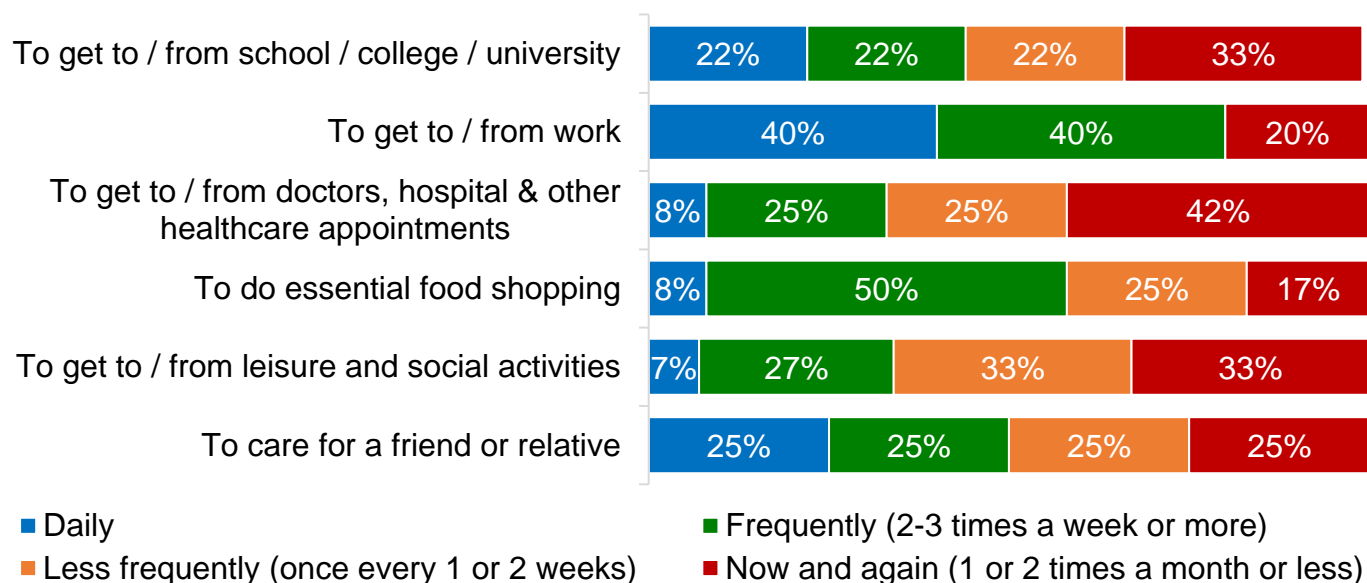
Base: all providing a response (17)

% SELECTED	
Won't be able to get to / from place of work	35%
Prevent socialising / visiting others / leisure activities	24%
Prevent access to shops / banks / post offices	24%
Rely on buses / can't survive without them / essential / lifeline / no alternative	24%
Won't be able to get to / from the nearest town / town name specified	18%
Unable to get to / from medical appointments / hospital / GP / pharmacy	18%
Detrimental to disabled / ill health / vulnerable	18%
Rural isolation / isolate communities / social exclusion	18%
No access to car / can't drive / can't access trains / too far to walk	12%
Cars will be added to roads / increasing pollution / traffic / congestion	12%
Affect children's / young people's activities (not school related)	12%



# SANDWICH CONNECT - STAPLE, SANDWICH, NORTHBOURNE

**How often do you make this journey?** Base: all providing a response (20)



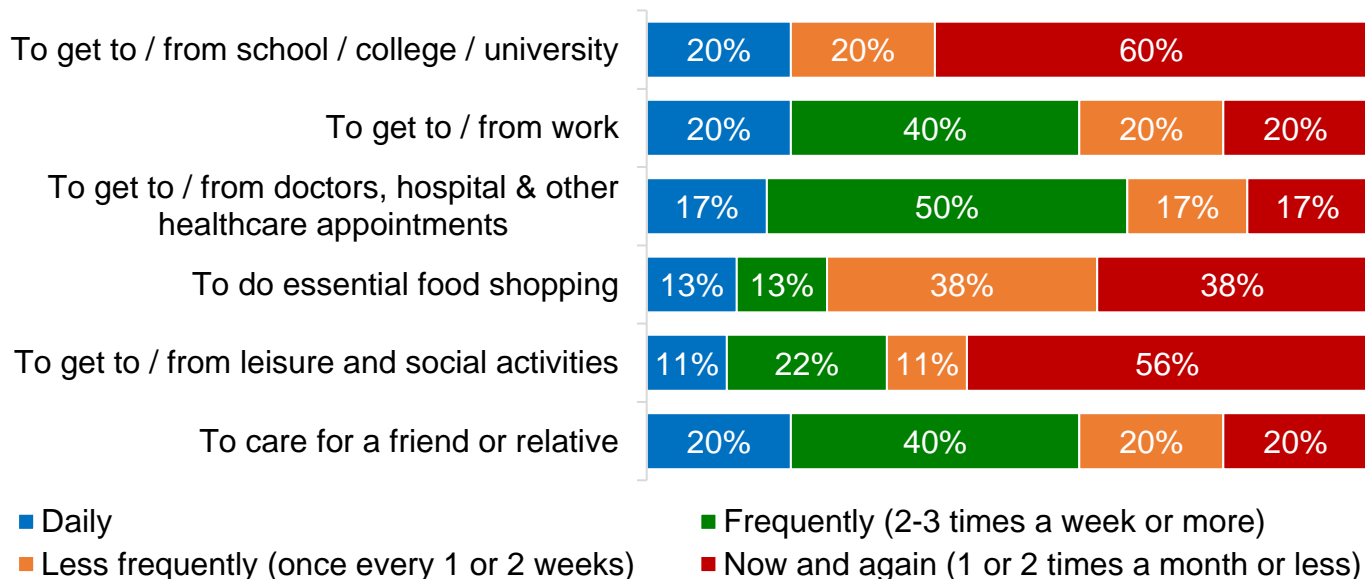
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	22%	22%	22%	33%
To get to / from work	40%	40%	0%	20%
To get to / from doctors, hospital and other healthcare appointments	8%	25%	25%	42%
To do essential food shopping	8%	50%	25%	17%
To get to / from leisure and social activities	7%	27%	33%	33%
To care for a friend or relative	25%	25%	25%	25%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (17)

% SELECTED	
Prevent socialising / visiting others / leisure activities	29%
Prevent access to shops / banks / post offices	24%
No access to car / can't drive / can't access trains / too far to walk	24%
Unable to go anywhere / cut me off / lose independence	24%
Detrimental to disabled / ill health / vulnerable	18%
Rely on buses / can't survive without them / essential / lifeline / no alternative	12%
Would have to use the car	12%
Unable to get to / from medical appointments / hospital / GP / pharmacy	12%
Rural isolation / isolate communities / social exclusion	12%
Feel isolated / affect mental health	12%
Won't be able to get to / from the nearest town / town name specified	12%

## 24 - SANDHURST TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (18)



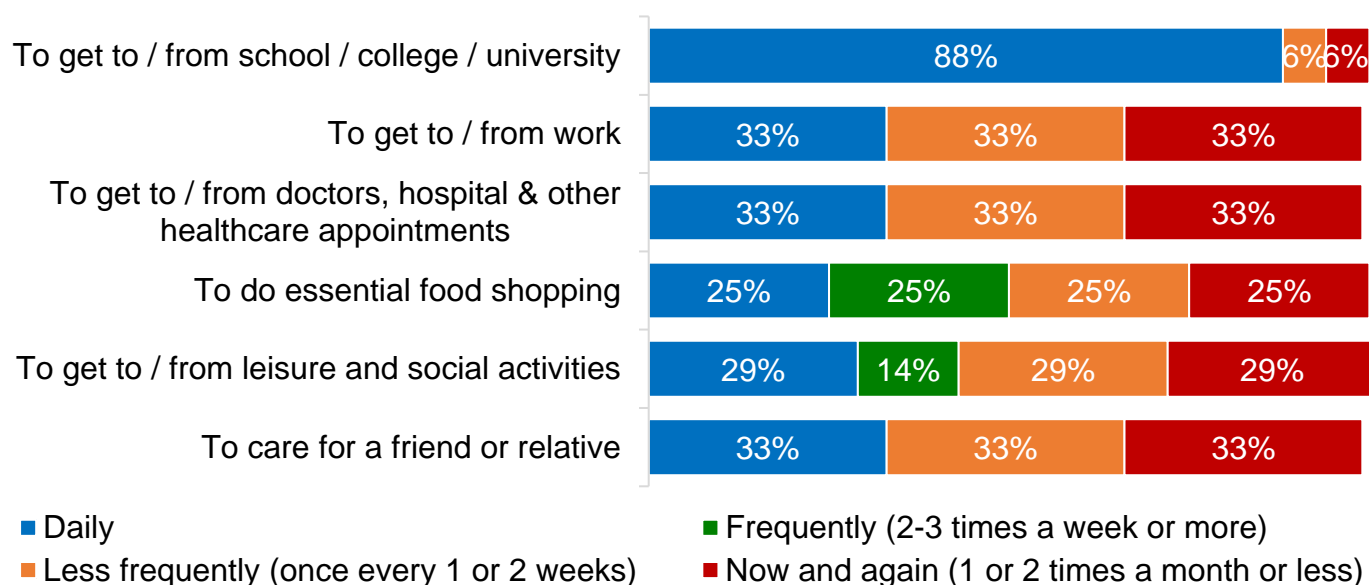
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	20%	0%	20%	60%
To get to / from work	20%	40%	20%	20%
To get to / from doctors, hospital and other healthcare appointments	17%	50%	17%	17%
To do essential food shopping	13%	13%	38%	38%
To get to / from leisure and social activities	11%	22%	11%	56%
To care for a friend or relative	20%	40%	20%	20%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (17)

% SELECTED	
Prevent socialising / visiting others / leisure activities	35%
Prevent access to shops / banks / post offices	24%
No access to car / can't drive / can't access trains / too far to walk	24%
Unable to go anywhere / cut me off / lose independence	24%
Rely on buses / can't survive without them / essential / lifeline / no alternative	18%
Detrimental to disabled / ill health / vulnerable	18%
Affect children's / young people's activities (not school related)	18%
Would have to use the car	18%
Unable to get to / from medical appointments / hospital / GP / pharmacy	12%
Rural isolation / isolate communities / social exclusion	12%
Cars will be added to roads / increasing pollution / traffic / congestion	12%

## S4 - EDENBRIDGE TO IDE HILL

**How often do you make this journey?** Base: all providing a response (19)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	88%	0%	6%	6%
To get to / from work	33%	0%	33%	33%
To get to / from doctors, hospital and other healthcare appointments	33%	0%	33%	33%
To do essential food shopping	25%	25%	25%	25%
To get to / from leisure and social activities	29%	14%	29%	29%
To care for a friend or relative	33%	0%	33%	33%

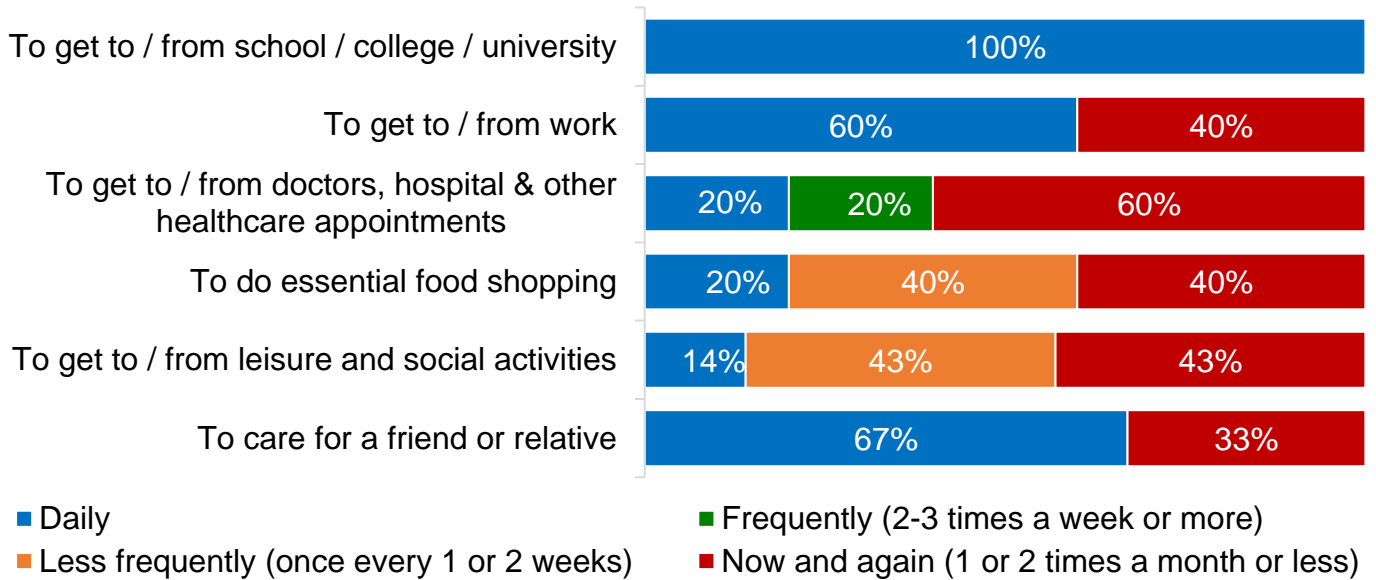
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (17)

% SELECTED	
59%	Children won't be able to get to school / college / rely on bus / affect parents' work
24%	Prevent socialising / visiting others / leisure activities
18%	Prevent access to shops / banks / post offices
18%	No access to car / can't drive / can't access trains / too far to walk
18%	Alternatives are expensive / can't afford - taxis / car running costs / parking / fares
12%	Rely on buses / can't survive without them / essential / lifeline / no alternative
12%	Rural isolation / isolate communities / social exclusion
12%	Won't be able to get to / from place of work
6%	Unable to go anywhere / cut me off / lose independence
6%	Detrimental to disabled / ill health / vulnerable
6%	Feel isolated / affect mental health
6%	Won't be able to get to / from the nearest town / town name specified
6%	Detrimental to the elderly / pensioners / retirees

## TW9 - LANGTON GREEN TO TUNBRIDGE WELLS

**How often do you make this journey?** Base: all providing a response (16)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	100%	0%	0%	0%
To get to / from work	60%	0%	0%	40%
To get to / from doctors, hospital and other healthcare appointments	20%	20%	0%	60%
To do essential food shopping	20%	0%	40%	40%
To get to / from leisure and social activities	14%	0%	43%	43%
To care for a friend or relative	67%	0%	0%	33%

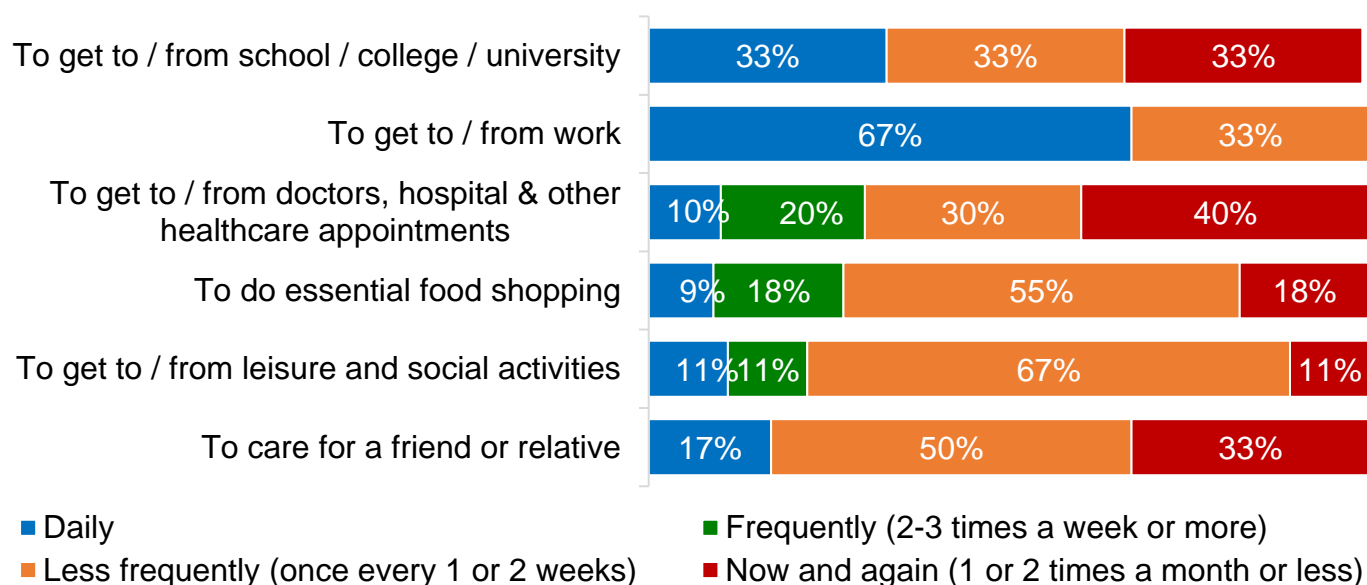
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (14)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	57%
Prevent socialising / visiting others / leisure activities	14%
Prevent access to shops / banks / post offices	14%
No access to car / can't drive / can't access trains / too far to walk	14%
Cars will be added to roads / increasing pollution / traffic / congestion	14%
Rural isolation / isolate communities / social exclusion	7%
Detrimental to disabled / ill health / vulnerable	7%
Won't be able to get to / from the nearest town / town name specified	7%
Detrimental to the elderly / pensioners / retirees	7%
Would have to use the car	7%
No cuts should be made / find alternative ways to save money	7%

## DETLING SHOPPER - DETLING TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (16)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	33%	0%	33%	33%
To get to / from work	67%	0%	33%	0%
To get to / from doctors, hospital and other healthcare appointments	10%	20%	30%	40%
To do essential food shopping	9%	18%	55%	18%
To get to / from leisure and social activities	11%	11%	67%	11%
To care for a friend or relative	17%	0%	50%	33%

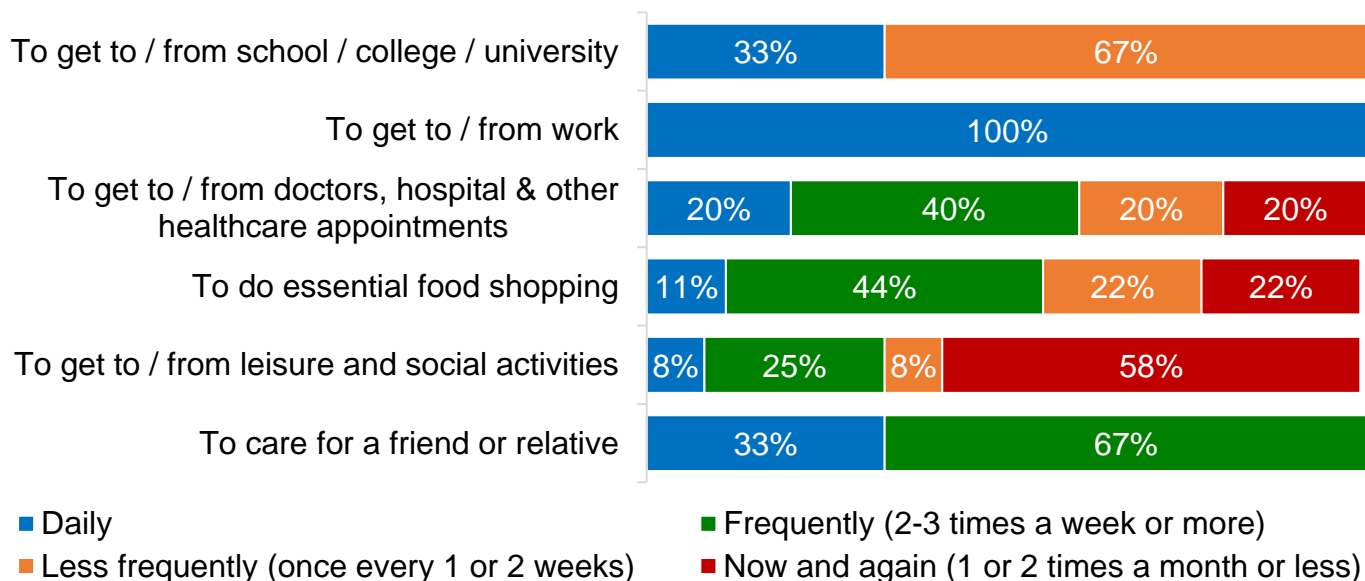
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (15)

% SELECTED	
Rural isolation / isolate communities / social exclusion	53%
Detrimental to disabled / ill health / vulnerable	40%
No access to car / can't drive / can't access trains / too far to walk	33%
Rely on buses / can't survive without them / essential / lifeline / no alternative	33%
Prevent access to shops / banks / post offices	27%
Detrimental to the elderly / pensioners / retirees	27%
Unable to go anywhere / cut me off / lose independence	27%
Feel isolated / affect mental health	27%
Prevent socialising / visiting others / leisure activities	20%
Cutting the only service / no service at all / no other buses on this route (excl schools)	20%
Cars will be added to roads / increasing pollution / traffic / congestion	13%

# TENTERDEN HOPPER SERVICE - TENTERDEN VILLAGE SERVICE

**How often do you make this journey?** Base: all providing a response (14)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	33%	0%	67%	0%
To get to / from work	100%	0%	0%	0%
To get to / from doctors, hospital and other healthcare appointments	20%	40%	20%	20%
To do essential food shopping	11%	44%	22%	22%
To get to / from leisure and social activities	8%	25%	8%	58%
To care for a friend or relative	33%	67%	0%	0%

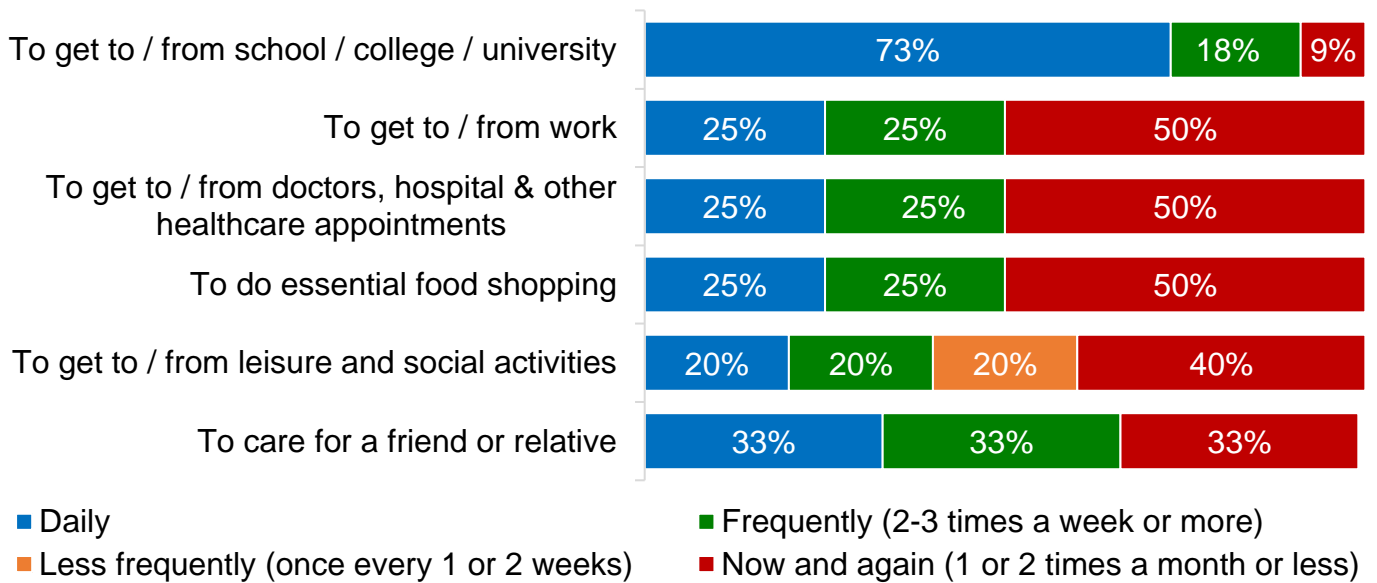
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (13)

% SELECTED	
Prevent access to shops / banks / post offices	54%
Prevent socialising / visiting others / leisure activities	46%
No access to car / can't drive / can't access trains / too far to walk	38%
Rely on buses / can't survive without them / essential / lifeline / no alternative	31%
Won't be able to get to / from the nearest town / town name specified	23%
Rural isolation / isolate communities / social exclusion	15%
Unable to go anywhere / cut me off / lose independence	15%
Unable to get to / from medical appointments / hospital / GP / pharmacy	15%
Detrimental to disabled / ill health / vulnerable	8%
Feel isolated / affect mental health	8%
Cutting the only service / no service at all / no other buses on this route (excl schools)	8%

## 332 - STOCKBURY, YELSTED TO SITTINGBOURNE SCHOOLS

**How often do you make this journey?** Base: all providing a response (12)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	73%	18%	0%	9%
To get to / from work	25%	25%	0%	50%
To get to / from doctors, hospital and other healthcare appointments	25%	25%	0%	50%
To do essential food shopping	25%	25%	0%	50%
To get to / from leisure and social activities	20%	20%	20%	40%
To care for a friend or relative	33%	33%	0%	33%

**How could the proposed service withdrawals affect you or the person / group you represent?**

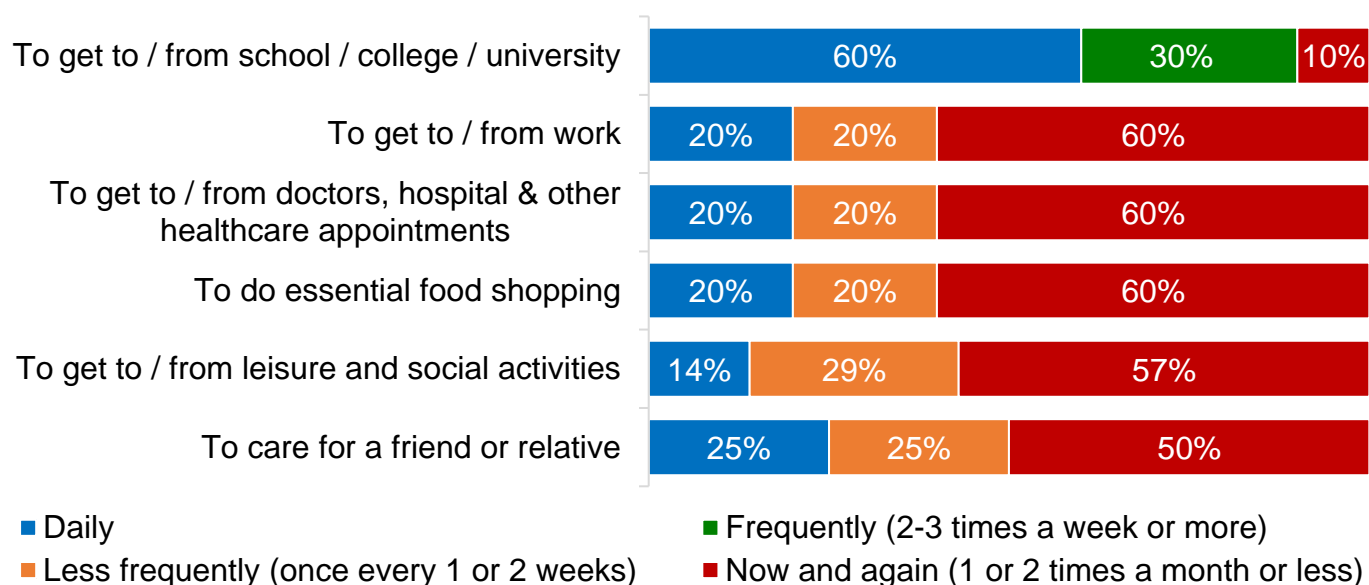
Base: all providing a response (9)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	89%
Prevent access to shops / banks / post offices	11%
Prevent socialising / visiting others / leisure activities	11%
Detrimental to disabled / ill health / vulnerable	11%
Cutting the only service / no service at all / no other buses on this route (excl schools)	11%
Cars will be added to roads / increasing pollution / traffic / congestion	11%



## 664 - CONYER TO LYNSTEAD PRIMARY SCHOOL

**How often do you make this journey?** Base: all providing a response (12)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	60%	30%	0%	10%
To get to / from work	20%	0%	20%	60%
To get to / from doctors, hospital and other healthcare appointments	20%	0%	20%	60%
To do essential food shopping	20%	0%	20%	60%
To get to / from leisure and social activities	14%	0%	29%	57%
To care for a friend or relative	25%	0%	25%	50%

**How could the proposed service withdrawals affect you or the person / group you represent?**

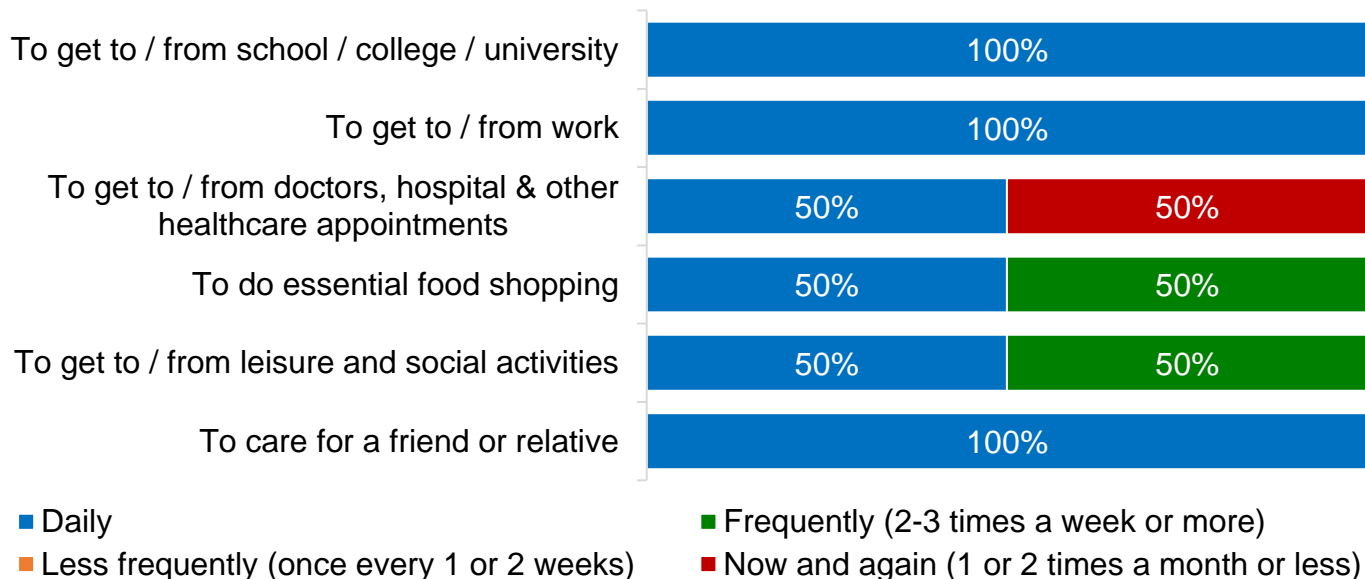
Base: all providing a response (10)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	80%
No access to car / can't drive / can't access trains / too far to walk	30%
Rural isolation / isolate communities / social exclusion	20%
Feel isolated / affect mental health	20%
Prevent access to shops / banks / post offices	10%
Prevent socialising / visiting others / leisure activities	10%
Detrimental to disabled / ill health / vulnerable	10%
Rely on buses / can't survive without them / essential / lifeline / no alternative	10%
Affect children's / young people's activities (not school related)	10%
Unable to access other locations / destinations	10%
Detrimental to the elderly / pensioners / retirees	10%



## HC3 - DUNTON GREEN TO HUGH CHRISTIE

**How often do you make this journey?** Base: all providing a response (12)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	100%	0%	0%	0%
To get to / from work	100%	0%	0%	0%
To get to / from doctors, hospital and other healthcare appointments	50%	0%	0%	50%
To do essential food shopping	50%	50%	0%	0%
To get to / from leisure and social activities	50%	50%	0%	0%
To care for a friend or relative	100%	0%	0%	0%

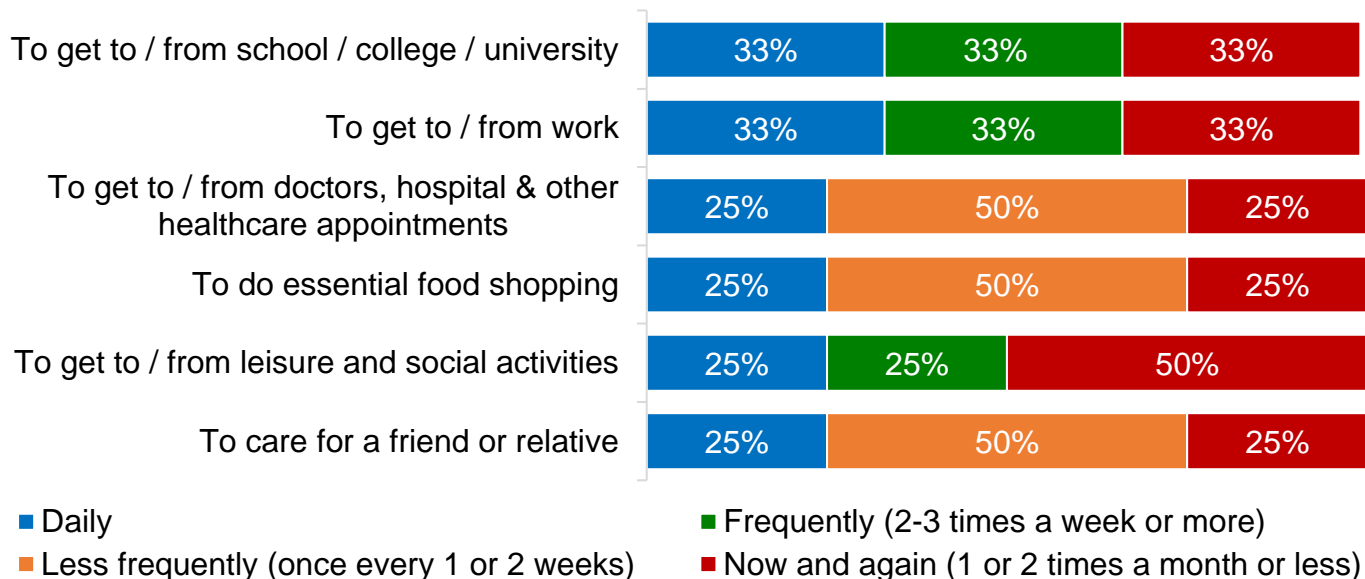
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (12)

% SELECTED	
Children won't be able to get to school / college / rely on bus / affect parents' work	75%
No access to car / can't drive / can't access trains / too far to walk	17%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	17%
Feel isolated / affect mental health	8%
Prevent access to shops / banks / post offices	8%
Prevent socialising / visiting others / leisure activities	8%
Detrimental to disabled / ill health / vulnerable	8%
Alternatives have time consuming journey times	8%
No cuts should be made / find alternative ways to save money	8%

## 266 - KILNDOWN TO MAIDSTONE

**How often do you make this journey?** Base: all providing a response (5)



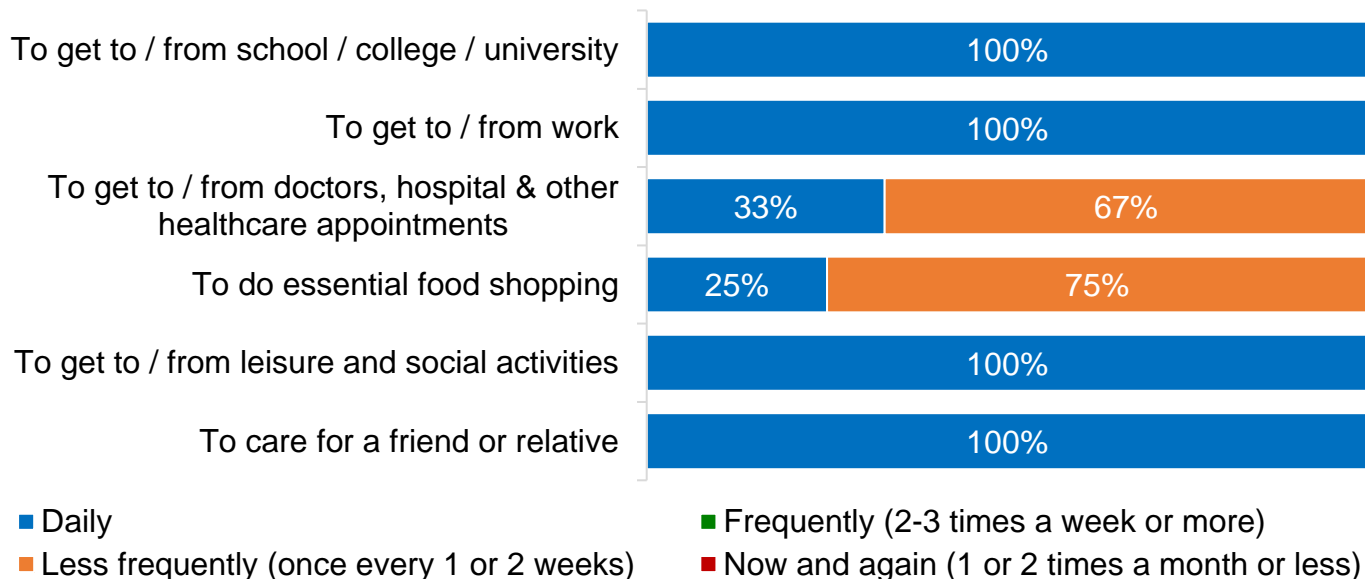
<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	33%	33%	0%	33%
To get to / from work	33%	33%	0%	33%
To get to / from doctors, hospital and other healthcare appointments	25%	0%	50%	25%
To do essential food shopping	25%	0%	50%	25%
To get to / from leisure and social activities	25%	25%	0%	50%
To care for a friend or relative	25%	0%	50%	25%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (4)

<b>% SELECTED</b>	
Prevent socialising / visiting others / leisure activities	50%
No access to car / can't drive / can't access trains / too far to walk	25%
Prevent access to shops / banks / post offices	25%
Rural isolation / isolate communities / social exclusion	25%
Affect children's / young people's activities (not school related)	25%
Unable to access other locations / destinations	25%
Won't be able to get to / from place of work	25%

## 634 - STUDD HILL TO BELTINGE

**How often do you make this journey?** Base: all providing a response (4)



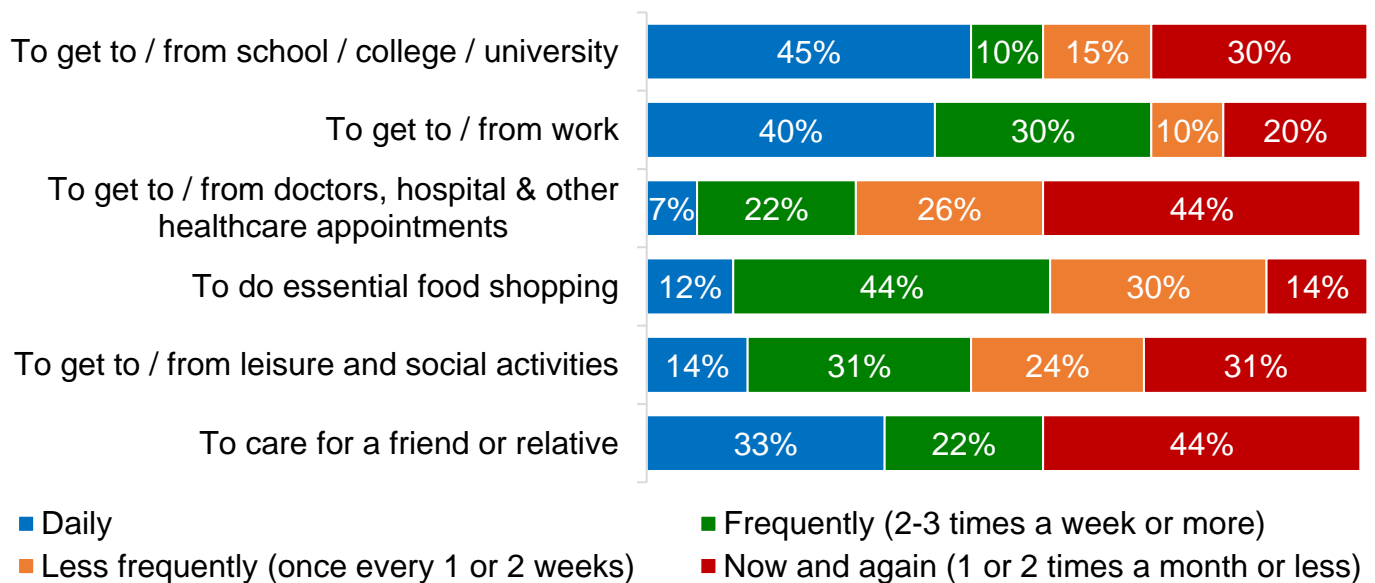
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	100%	0%	0%	0%
To get to / from work	100%	0%	0%	0%
To get to / from doctors, hospital and other healthcare appointments	33%	0%	67%	0%
To do essential food shopping	25%	0%	75%	0%
To get to / from leisure and social activities	100%	0%	0%	0%
To care for a friend or relative	100%	0%	0%	0%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (3)

% SELECTED	
Prevent access to shops / banks / post offices	67%
Prevent socialising / visiting others / leisure activities	33%
Unable to access other locations / destinations	33%
Rely on buses / can't survive without them / essential / lifeline / no alternative	33%
Travel options will be limited / less flexibility / less convenient	33%

# SOUTH EAST KENT KARRIER - CANTERBURY, DOVER, & FOLKESTONE & HYTHE DISTRICTS

**How often do you make this journey?** Base: all providing a response (80)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	45%	10%	15%	30%
To get to / from work	40%	30%	10%	20%
To get to / from doctors, hospital and other healthcare appointments	7%	22%	26%	44%
To do essential food shopping	12%	44%	30%	14%
To get to / from leisure and social activities	14%	31%	24%	31%
To care for a friend or relative	33%	22%	0%	44%

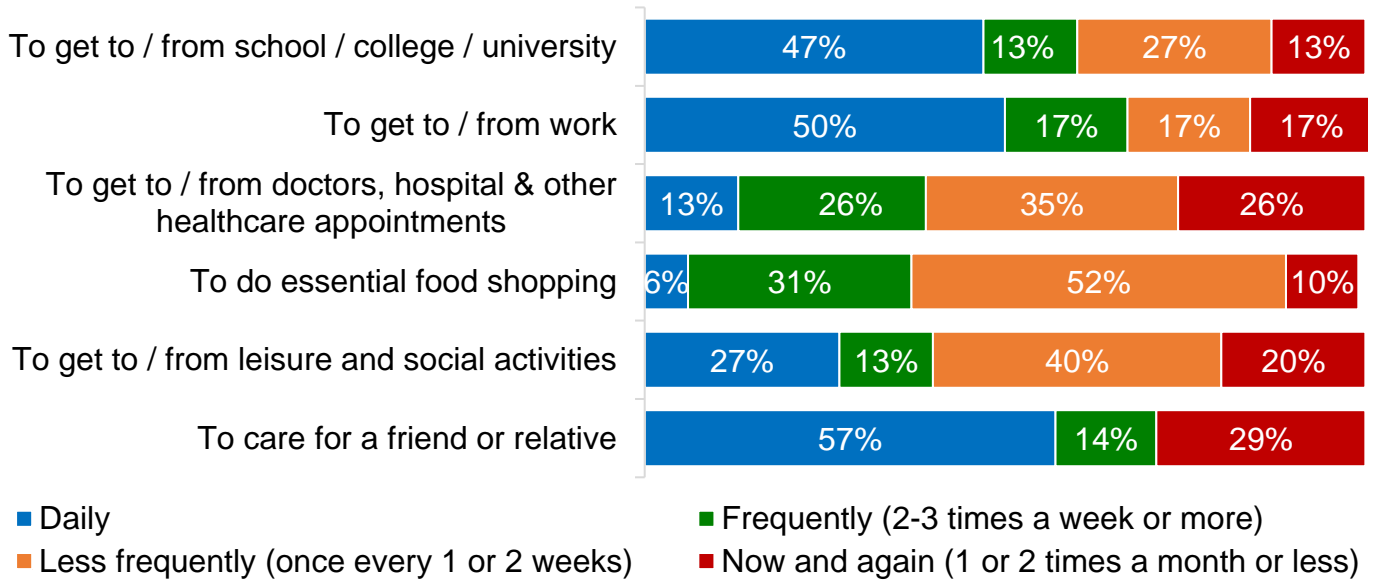
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (78)

<b>% SELECTED</b>	
Prevent access to shops / banks / post offices	38%
Rely on buses / can't survive without them / essential / lifeline / no alternative	38%
No access to car / can't drive / can't access trains / too far to walk	26%
Prevent socialising / visiting others / leisure activities	23%
Detrimental to disabled / ill health / vulnerable	21%
Unable to go anywhere / cut me off / lose independence	19%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	17%
Feel isolated / affect mental health	17%
Detrimental to the elderly / pensioners / retirees	14%
Unable to get to / from medical appointments / hospital / GP / pharmacy	14%
Children won't be able to get to school / college / rely on bus / affect parents' work	13%

# ASHFORD KENT KARRIER - ASHFORD DISTRICT

**How often do you make this journey?** Base: all providing a response (57)



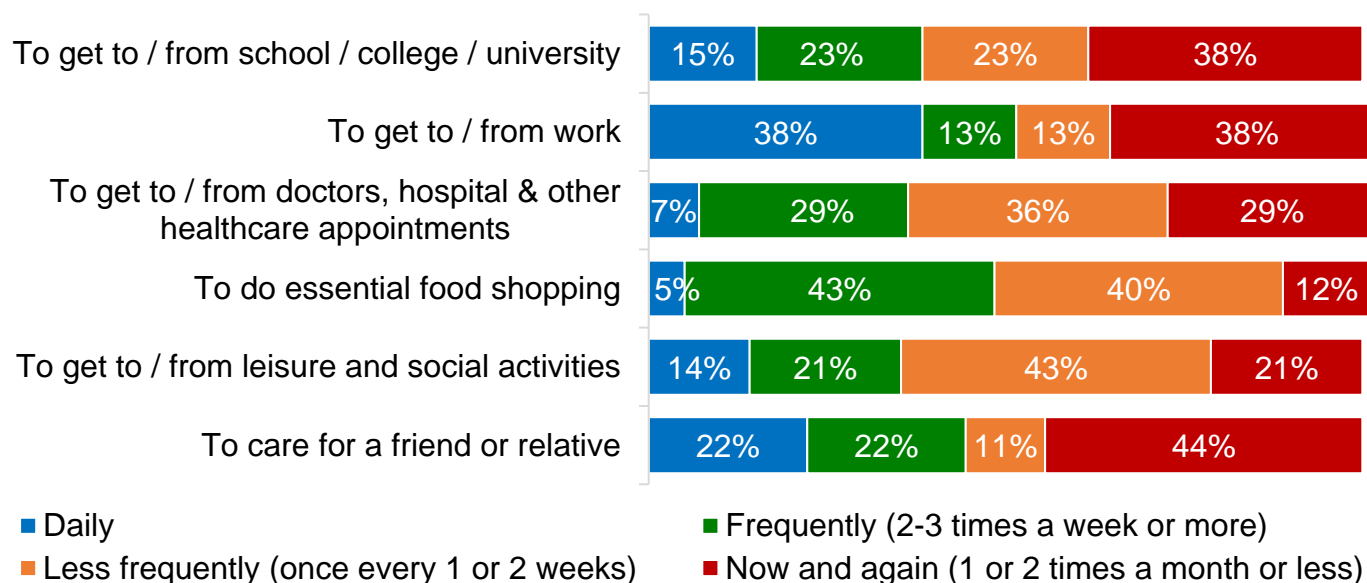
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	47%	13%	27%	13%
To get to / from work	50%	17%	17%	17%
To get to / from doctors, hospital and other healthcare appointments	13%	26%	35%	26%
To do essential food shopping	6%	31%	52%	10%
To get to / from leisure and social activities	27%	13%	40%	20%
To care for a friend or relative	57%	14%	0%	29%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (56)

% SELECTED	
Prevent access to shops / banks / post offices	54%
Rely on buses / can't survive without them / essential / lifeline / no alternative	45%
No access to car / can't drive / can't access trains / too far to walk	20%
Unable to go anywhere / cut me off / lose independence	16%
Prevent socialising / visiting others / leisure activities	14%
Detrimental to disabled / ill health / vulnerable	14%
Unable to get to / from medical appointments / hospital / GP / pharmacy	14%
Rural isolation / isolate communities / social exclusion	13%
Children won't be able to get to school / college / rely on bus / affect parents' work	11%

# SWALE KENT KARRIER - SWALE DISTRICT

**How often do you make this journey?** Base: all providing a response (46)



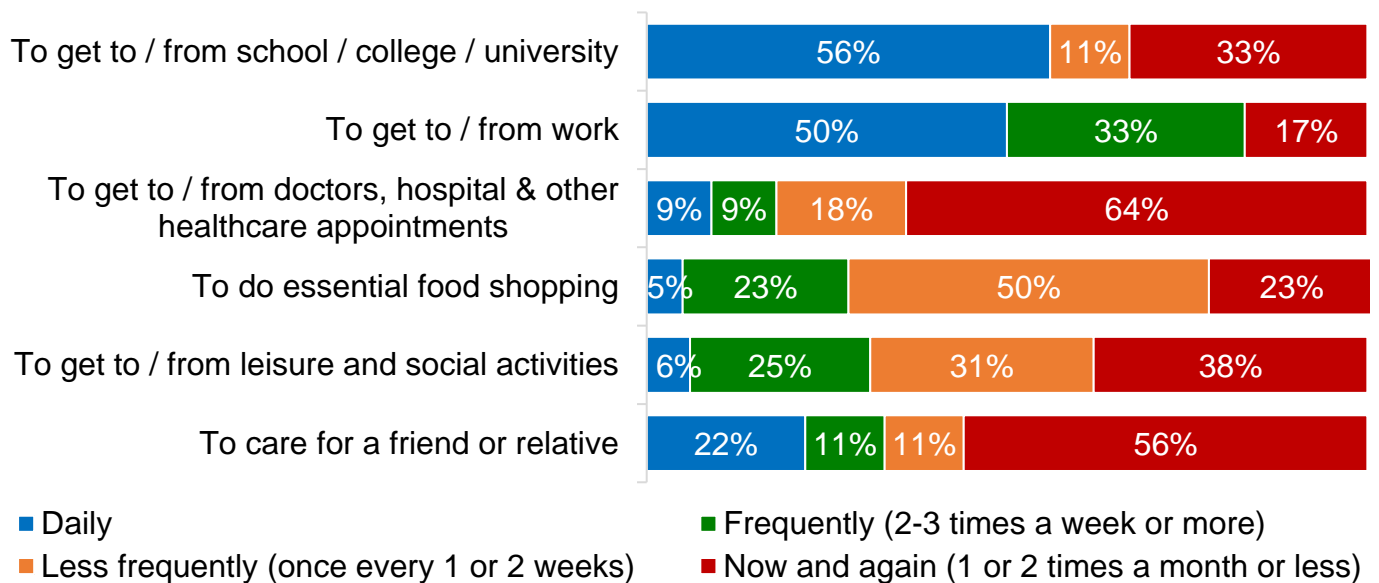
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	15%	23%	23%	38%
To get to / from work	38%	13%	13%	38%
To get to / from doctors, hospital and other healthcare appointments	7%	29%	36%	29%
To do essential food shopping	5%	43%	40%	12%
To get to / from leisure and social activities	14%	21%	43%	21%
To care for a friend or relative	22%	22%	11%	44%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (40)

% SELECTED	
55%	Rely on buses / can't survive without them / essential / lifeline / no alternative
40%	Prevent access to shops / banks / post offices
25%	Unable to go anywhere / cut me off / lose independence
25%	Prevent socialising / visiting others / leisure activities
25%	Rural isolation / isolate communities / social exclusion
23%	Detrimental to the elderly / pensioners / retirees
20%	No access to car / can't drive / can't access trains / too far to walk
20%	Detrimental to disabled / ill health / vulnerable
18%	Unable to get to / from medical appointments / hospital / GP / pharmacy
13%	Alternatives are expensive / can't afford - taxis / car running costs / parking / fares
13%	Would have to use a taxi
10%	Won't be able to get to / from the nearest town / town name specified

# TUNBRIDGE WELLS KENT KARRIER - TUNBRIDGE WELLS DISTRICT

**How often do you make this journey?** Base: all providing a response (35)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	56%	0%	11%	33%
To get to / from work	50%	33%	0%	17%
To get to / from doctors, hospital and other healthcare appointments	9%	9%	18%	64%
To do essential food shopping	5%	23%	50%	23%
To get to / from leisure and social activities	6%	25%	31%	38%
To care for a friend or relative	22%	11%	11%	56%

**How could the proposed service withdrawals affect you or the person / group you represent?**

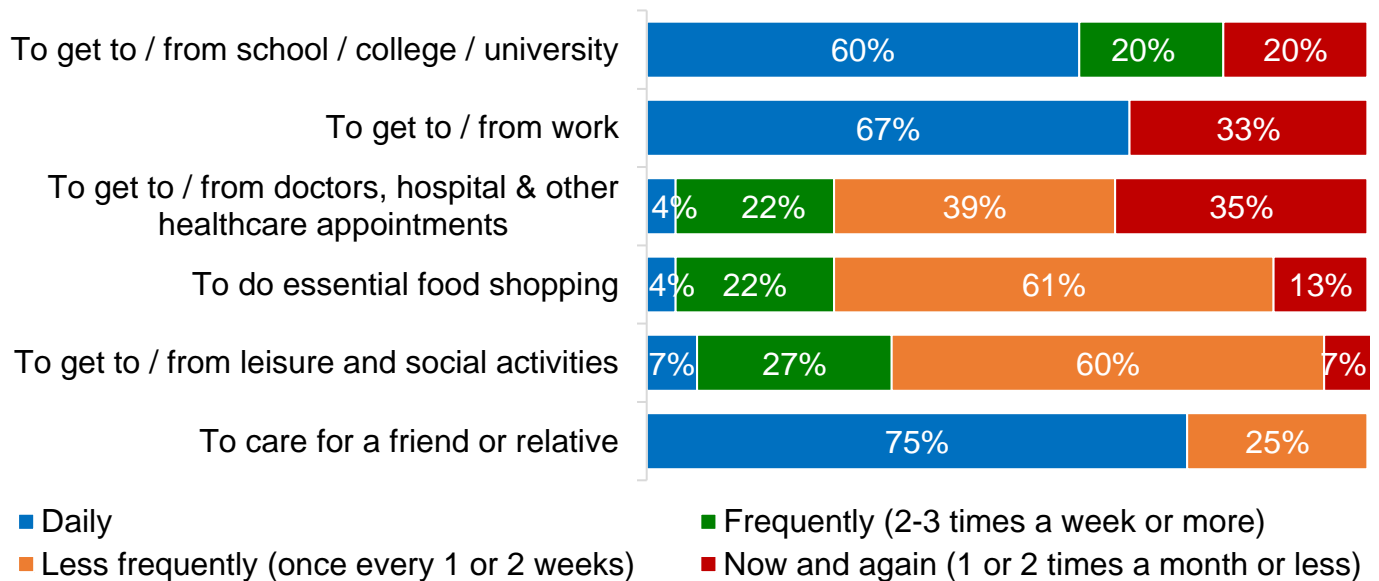
Base: all providing a response (31)

% SELECTED	
Prevent access to shops / banks / post offices	42%
Rely on buses / can't survive without them / essential / lifeline / no alternative	32%
Detrimental to the elderly / pensioners / retirees	26%
Rural isolation / isolate communities / social exclusion	23%
Detrimental to disabled / ill health / vulnerable	23%
Prevent socialising / visiting others / leisure activities	19%
No access to car / can't drive / can't access trains / too far to walk	19%
Unable to go anywhere / cut me off / lose independence	16%
Unable to get to / from medical appointments / hospital / GP / pharmacy	16%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	16%
Won't be able to get to / from the nearest town / town name specified	16%



# MAIDSTONE KENT KARRIER - MAIDSTONE DISTRICT

**How often do you make this journey?** Base: all providing a response (34)



SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	60%	20%	0%	20%
To get to / from work	67%	0%	0%	33%
To get to / from doctors, hospital and other healthcare appointments	4%	22%	39%	35%
To do essential food shopping	4%	22%	61%	13%
To get to / from leisure and social activities	7%	27%	60%	7%
To care for a friend or relative	75%	0%	25%	0%

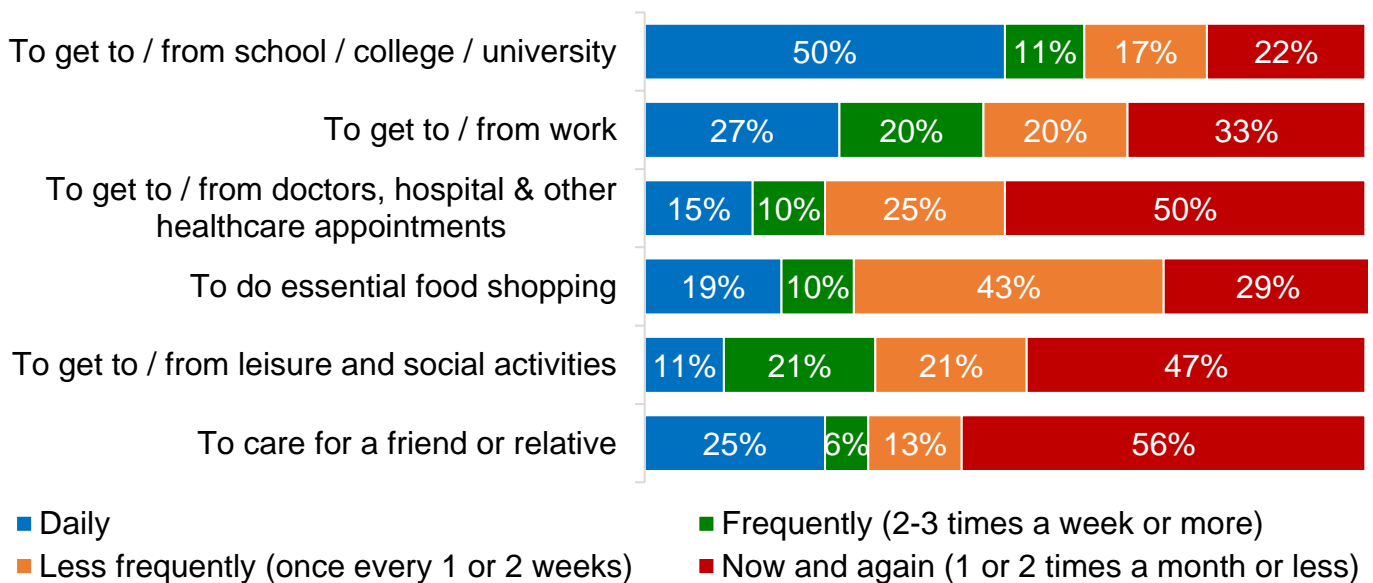
**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (31)

% SELECTED	
41%	Rely on buses / can't survive without them / essential / lifeline / no alternative
41%	Detrimental to disabled / ill health / vulnerable
29%	Unable to get to / from medical appointments / hospital / GP / pharmacy
24%	Prevent access to shops / banks / post offices
24%	Rural isolation / isolate communities / social exclusion
24%	Unable to go anywhere / cut me off / lose independence
21%	Detrimental to the elderly / pensioners / retirees
21%	Feel isolated / affect mental health
18%	Prevent socialising / visiting others / leisure activities
15%	Alternatives are expensive / can't afford - taxis / car running costs / parking / fares
12%	No access to car / can't drive / can't access trains / too far to walk
12%	Won't be able to get to / from the nearest town / town name specified



# TONBRIDGE AND MALLING KENT KARRIER - TONBRIDGE AND MALLING DISTRICT

**How often do you make this journey?** Base: all providing a response (33)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	50%	11%	17%	22%
To get to / from work	27%	20%	20%	33%
To get to / from doctors, hospital and other healthcare appointments	15%	10%	25%	50%
To do essential food shopping	19%	10%	43%	29%
To get to / from leisure and social activities	11%	21%	21%	47%
To care for a friend or relative	25%	6%	13%	56%

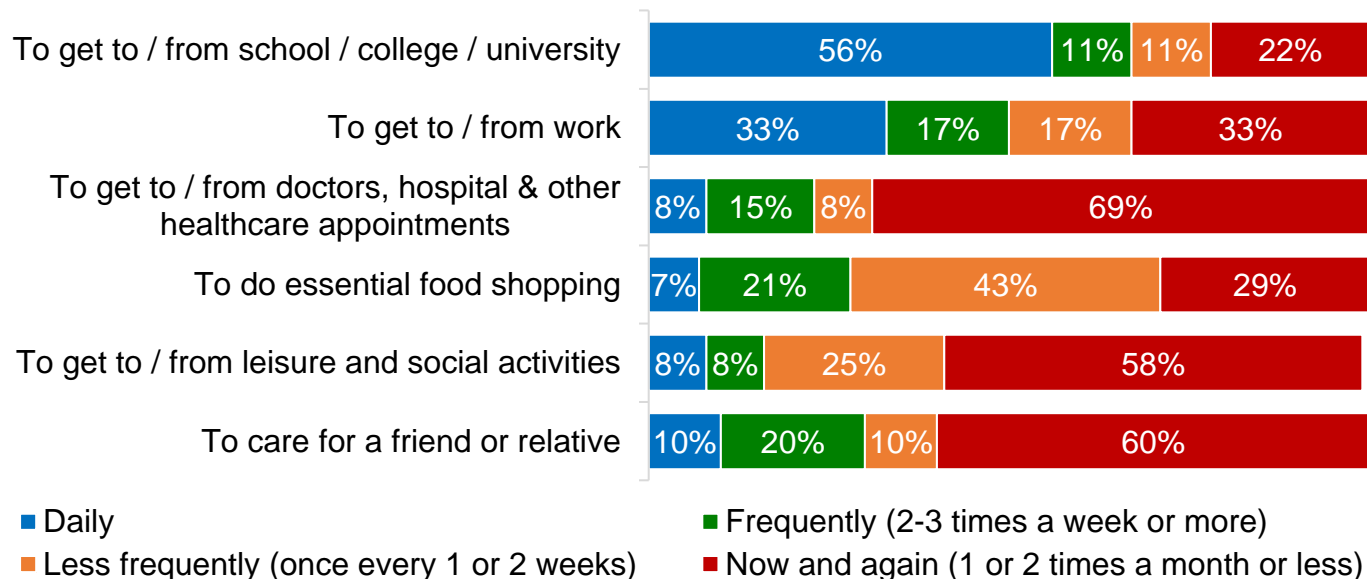
**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (28)

<b>% SELECTED</b>	
Detrimental to the elderly / pensioners / retirees	29%
Prevent socialising / visiting others / leisure activities	25%
Rely on buses / can't survive without them / essential / lifeline / no alternative	21%
Detrimental to disabled / ill health / vulnerable	21%
No access to car / can't drive / can't access trains / too far to walk	21%
Prevent access to shops / banks / post offices	18%
Rural isolation / isolate communities / social exclusion	18%
Children won't be able to get to school / college / rely on bus / affect parents' work	18%
Unable to get to / from medical appointments / hospital / GP / pharmacy	14%
Won't be able to get to / from the nearest town / town name specified	14%
Unable to go anywhere / cut me off / lose independence	11%
Feel isolated / affect mental health	11%

# SEVENOAKS KENT KARRIER - SEVENOAKS DISTRICT

**How often do you make this journey?** Base: all providing a response (25)



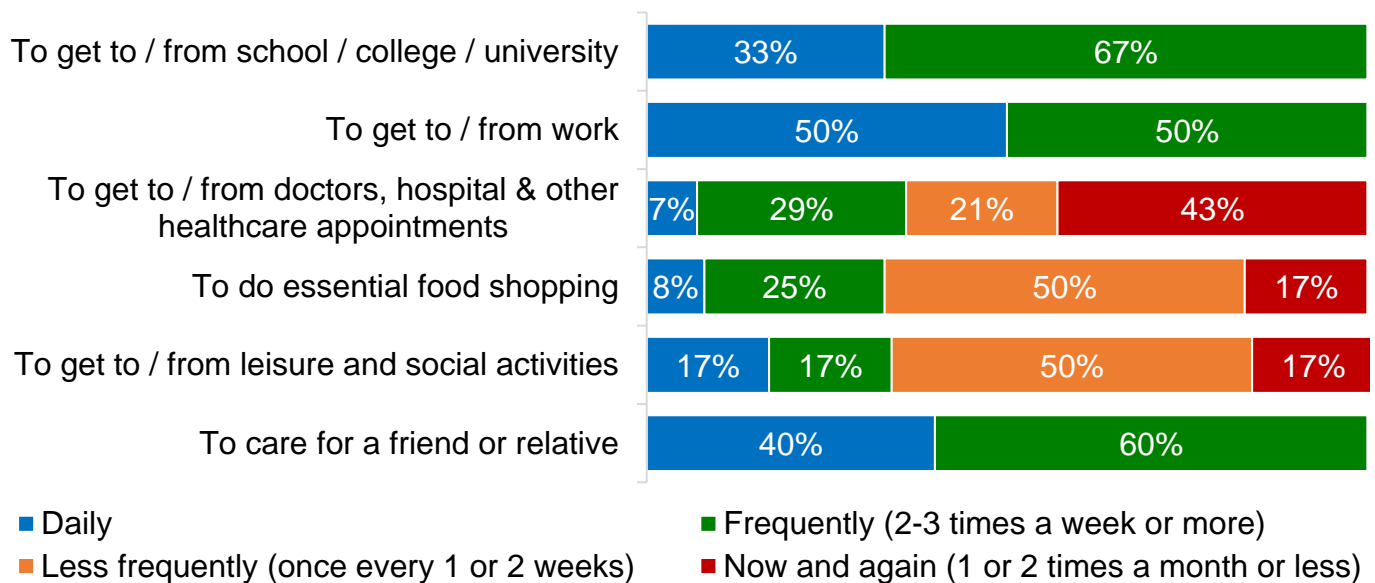
SUPPORTING DATA TABLE	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	56%	11%	11%	22%
To get to / from work	33%	17%	17%	33%
To get to / from doctors, hospital and other healthcare appointments	8%	15%	8%	69%
To do essential food shopping	7%	21%	43%	29%
To get to / from leisure and social activities	8%	8%	25%	58%
To care for a friend or relative	10%	20%	10%	60%

**How could the proposed service withdrawals affect you or the person / group you represent?** Base: all providing a response (20)

% SELECTED	
Rural isolation / isolate communities / social exclusion	40%
Detrimental to the elderly / pensioners / retirees	30%
Prevent socialising / visiting others / leisure activities	25%
Rely on buses / can't survive without them / essential / lifeline / no alternative	25%
No access to car / can't drive / can't access trains / too far to walk	25%
Prevent access to shops / banks / post offices	25%
Alternatives are expensive / can't afford - taxis / car running costs / parking / fares	25%
Detrimental to disabled / ill health / vulnerable	20%
Unable to get to / from medical appointments / hospital / GP / pharmacy	20%
Unable to go anywhere / cut me off / lose independence	20%
Children won't be able to get to school / college / rely on bus / affect parents' work	15%
Feel isolated / affect mental health	15%

# NORTH WEST KENT KARRIER - DARTFORD AND GRAVESHAM DISTRICTS

**How often do you make this journey?** Base: all providing a response (22)



<b>SUPPORTING DATA TABLE</b>	Daily	Frequently	Less frequently	Now and again
To get to / from school / college / university	33%	67%	0%	0%
To get to / from work	50%	50%	0%	0%
To get to / from doctors, hospital and other healthcare appointments	7%	29%	21%	43%
To do essential food shopping	8%	25%	50%	17%
To get to / from leisure and social activities	17%	17%	50%	17%
To care for a friend or relative	40%	60%	0%	0%

**How could the proposed service withdrawals affect you or the person / group you represent?**

Base: all providing a response (19)

<b>% SELECTED</b>	
	Rely on buses / can't survive without them / essential / lifeline / no alternative
63%	
	Prevent access to shops / banks / post offices
47%	
	Prevent socialising / visiting others / leisure activities
42%	
	Unable to get to / from medical appointments / hospital / GP / pharmacy
42%	
	Detrimental to disabled / ill health / vulnerable
37%	
	Detrimental to the elderly / pensioners / retirees
32%	
	Feel isolated / affect mental health
26%	
	Rural isolation / isolate communities / social exclusion
21%	
	No access to car / can't drive / can't access trains / too far to walk
21%	
	Unable to go anywhere / cut me off / lose independence
21%	
	Won't be able to get to / from place of work
16%	

# A SUMMARY OF FEEDBACK FROM THE INDEPENDENT KENT KARRIER SURVEY

A short survey was designed and managed independently by Compaid Trust and Britannia Coaches, with the results below delivered to KCC for consideration against the consultation exercise. 160 submissions were made by passengers of these Kent Karrier services.

## COMPAID KENT KARRIER

***Which Kent Karrier Service do you normally use?*** Base: all responding (93)

<b>% SELECTED</b>	
Tunbridge Wells Shopping Bus	19%
Maidstone Shopping Bus	23%
Tonbridge and Malling Shopping Bus	3%
North West Kent Shopping Bus	12%
Ashford Shopping Bus	16%
Maidstone Dial a Ride	10%
Sevenoaks Dial a Ride	2%
Swale Dial a Ride	15%

***What benefits do you get from the Kent Karrier?*** Base: all responding (93)

<b>% SELECTED</b>	
I feel less isolated	66%
I feel more independent	78%
I feel safe and secure	68%
I feel more confident	70%
I make and meet friends	67%
I get to local shops	83%
I feel happier	70%
I feel healthier	53%

***What impact would Kent Karrier being terminated have on you?*** Base: all responding (93)

<b>% SELECTED</b>	
I would feel more isolated	83%
I would feel depressed	61%
My health would get worse	48%
I would need Social Care support	37%
I would feel lonely	70%
I would feel scared	33%
I would miss my friends	67%

## **BRITANNIA KENT KARRIER**

***Which Kent Karrier Service do you normally use?*** Base: all responding (67)

<b>% SELECTED</b>	
Canterbury	76%
Dover	15%
Shepway	9%

***What benefits do you get from the Kent Karrier?*** Base: all responding (67)

<b>% SELECTED</b>	
I feel less isolated	93%
I feel more independent	88%
I feel safe and secure	78%
I feel more confident	79%
I make and meet friends	94%
I get to local shops	90%
I feel happier	91%
I feel healthier	75%

***What impact would Kent Karrier being terminated have on you?*** Base: all responding (67)

<b>% SELECTED</b>	
I would feel more isolated	100%
I would feel depressed	64%
My health would get worse	63%
I would need Social Care support	60%
I would feel lonely	87%
I would feel scared	52%
I would miss my friends	93%

# A SUMMARY OF FEEDBACK FROM THE INDEPENDENT BOROUGH GREEN PARISH SURVEY

A short survey was designed and managed independently by Borough Green Parish Council, with the results below delivered to KCC for consideration against the consultation exercise. 40 submissions were made.

**Which service do you use?** Base: all responding (40)

% SELECTED	
70	35%
222	88%
S4	0%
502	3%
58	3%

**How often?** Base: all responding (40); question asked as an open question but the table below summarises feedback into themes.

% SELECTED	
Frequently (e.g. daily, regularly, more than once a week)	53%
Less frequently (e.g. once a week, occasionally)	33%
Now and again (e.g. now and then, periodically)	14%

**What impact would this have on you?** Base: all responding (40); question asked as an open question but the table below summarises feedback into themes.

% SELECTED	
Significant impact (e.g. considerable, a lot, huge)	30%
Isolation / feel isolated / stuck at home	35%
Prevent access to shops and healthcare	25%
Reduced contact with family / friends / socialising	10%
Some impact (e.g. inconvenient, cost)	18%
No impact	4%
No answer	4%

**How would you travel without access to a bus?** Base: all responding (40); question asked as an open question but the table below summarises feedback into themes

% SELECTED	
Couldn't travel / no other means	75%
Rely on lifts	10%
Rely on taxis	20%
Drive myself / car	23%
Walk	10%
Train	1%
With difficulty	10%
No answer	8%

## THE FINER DETAIL OF PROPOSED SERVICES FOR WITHDRAWAL

Timetables for the journeys that are affected, and a full list of all subsidised services were available from the consultation webpage or on request.

Service No.	Operator	Route	Summary of contract / service and impact of withdrawing subsidy	Estimated saving
5	Arriva	Maidstone to Sandhurst	Withdrawal of Monday to Saturday evening service between Maidstone and Sandhurst. The 18:44 from Sandhurst and all later journeys would be cancelled. Day time services are not covered by this contract.	£59,601
6	Arriva	East Peckham to Tunbridge Wells	This contract provides for the diversion of the Sunday 6 service through Pembury, the remainder of the service operates on a commercial basis.	£11,700
6/645	Stagecoach	Herne and Broomfield in to Hillborough School	The 08:19 journey from Herne to Hillborough School via Broomfield and the return journey in the afternoon would be withdrawn.	£27,659
8	Chalkwell	Sittingbourne to Kenilworth Court / Conyer	Withdrawal of six off peak journeys, Monday to Friday operating between Sittingbourne, Borden, Kenilworth Court, Bapchild and Teynham plus the 15:20 from Sittingbourne Community College to Teynham.	£313,698
9	Chalkwell	Sittingbourne Town service	Withdrawal of the whole service, which operates on Mondays to Saturdays for Kenilworth Court, Bell Road and Northwood Avenue.	Included above
343/344/345	Chalkwell	Newnham, Doddington, Lynsted, Teynham, Bapchild and Conyer to Sittingbourne	Withdrawal of all three services in their entirety. The service operates Monday to Saturday providing the only public transport for rural parts of Sittingbourne including journeys for schoolchildren.	Included above

<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
13	Nu-Venture	Hollingbourne to Maidstone	Withdrawal of the current Saturday service operating between Hollingbourne and Park Wood (for connections to Maidstone) via Leeds and Langley. Monday to Friday service continues unchanged.	£25,391
17	Stagecoach	Folkestone to Canterbury	Withdrawal of four journeys operating Monday to Saturday evening between Folkestone and Canterbury starting with the 19:40 from Folkestone. Daytime services not covered by this contract.	£46,613
24	Autocar	Sandhurst to Maidstone	Withdrawal of Tuesday only 09:30 journey from Sandhurst to Maidstone and the return journey at 13:20 from Maidstone.	£15,469
58	Nu-Venture	Addington, Ryarsh, Trottiscliffe, Birling to Maidstone (Mondays to Saturdays)	Withdrawal of the whole Monday to Saturday service which provides the only public transport for villages to the west of West Malling, including journeys for schoolchildren.	£84,915
59	Nu-Venture	Grafty Green, Ulcombe, Kingswood, Chart Sutton to Maidstone	Withdrawal of the whole service which operates Monday to Saturday between Grafty Green and Park Wood (for connections to Maidstone). Service 89 School journeys from the same area are not covered by this contract.	£126,000
61/61A	Stagecoach	Aycliffe, Dover Town Centre, River to Whitfield	Withdrawal of three Monday to Saturday evening journeys starting with the 18:18 from Whitfield. Daytime service not included as part of this contract.	£33,477
70	Nu-Venture	Borough Green, Platt, Offham to Larkfield	Withdrawal of all journeys on service 70 which provides eight off peak journeys for Borough Green, Platt and Offham.	£61,851



<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
502	Nu-Venture	West Malling to Wrotham School	Withdrawal of the 502 service from West Malling to Wrotham School.	Included above
88	Nu-Venture	Maidstone to Kings Hill	Withdrawal of the commuter service operating Monday to Friday from Maidstone to Kings Hill via Barming and Watlington providing one journey in the morning and two journeys in the afternoon.	£30,444
90/61/61A	Stagecoach	Aycliffe, Dover Town Centre, River to Whitfield	Withdrawal of Sunday evening service including the 18:28 journey from Aycliffe and all later journeys. The rest of this service before this time and other days of the week is not covered by this contract.	£10,296
111	Stagecoach	Ashford to Folkestone	Withdrawal of Thursday only service also operating via Mersham, Aldington, Lympne, West Hythe and Burmarsh.	£13,007
123	Stagecoach	Biddenden to Ashford	Withdrawal of the whole service operating Monday to Friday to Ashford from Smarden, Pluckley, Egerton and Hothfield, including journeys to and from Ashford schools.	£85,627
208	Go-Coach	East Peckham, Tonbridge to Pembury	Withdrawal of all Monday to Saturday Go Coach journeys on the 208 service. However, a parallel 208 service on this route will continue to be provided by Autocar.	£182,767

<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
222	Autocar	Wrotham, Ightham, Borough Green, Shipbourne to Tonbridge	Withdrawal of four journeys Monday to Friday and all Saturday journeys. Other Monday to Friday journeys, including those at school times will continue.	£40,500
255	Autocar	Benenden to Tunbridge Wells	Withdrawal of three day a week (Wednesday, Friday and Saturday) service between Benenden and Tunbridge Wells via Hawkhurst, Flimwell and Lamberhurst.	£23,034
266	Autocar	Kilndown to Maidstone	Withdrawal of Tuesday only service between Kilndown and Maidstone via Horsemonden, Claygate, Laddingford and Nettlestead.	£11,115
277	Arriva	Henwood Green to Tunbridge Wells	Withdrawal of one early morning journey operating Monday to Friday leaving Stone Court Lane at 06:37.	£6,281
292/299	Autocar	Tenterden to Sandhurst and Tonbridge to Tenterden	Withdrawal of the 292 Tenterden to Sandhurst and 299 Tonbridge to Tenterden services which provide one return journey each operating on Fridays only.	£14,498
293	Autocar	Tunbridge Wells to Rye	Withdrawal of Thursday only bus service to Rye operating via; Lamberhurst, Kilndown, Flimwell, Hawkhurst, Benenden, Rolvenden and Appledore.	£15,498
296	Autocar	Paddock Wood to Tunbridge Wells	Withdrawal of the 296 service which operates on Monday, Thursday and Saturday between Paddock Wood and Tunbridge Wells via Horsmonden, Brenchley and Kippings Cross.	£25,720

<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
332	Chalkwell	Stockbury, Yelsted to Sittingbourne schools	Withdrawal of school day only service to Sittingbourne schools.	£43,055
360	Chalkwell	Leysdown to Sheerness and Queenborough	Withdrawal of the whole Sunday service operating between Leysdown and Sheerness. The Monday to Saturday service is not covered by this contract.	£31,779
433	Arriva	Bluewater, Longfield, Hartley to New Ash Green	Withdrawal of the whole Sunday service. The Monday to Saturday service is not covered by this contract.	£34,005
489	Arriva	New Ash Green, Southfleet, Longfield, Gravesend	Withdrawal of the whole Sunday service. The Monday to Saturday service is not covered by this contract.	Included above
474/5	Go Coach	Bluewater to Longfield	Withdrawal of the whole service which runs Monday to Saturday, operating a circular service between Bluewater and Longfield via Bean, Betsham, Southfleet and New Barn.	£114,847
541/542/544	Regent's Coaches	Dover, Deal, Sandwich to Canterbury	Withdrawal of all 541, 542 and 544 journeys which operate on different days from Monday to Saturday for these rural parts of Dover. This includes the cancellation of the 541 journey to Adisham Primary School.	£81,270
662	Chalkwell	Teynham to Faversham schools	Withdrawal of school day only service.	£62,069
664	Chalkwell	Conyer to Lynstead Primary School	Withdrawal of school day only service.	Included above

<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
666	Chalkwell	Faversham to Sheldwich School	Withdrawal of school day only service.	Included above
634	Regents Coaches	Studd Hill to Beltinge	Withdrawal of shopper service which operates between Studd Hill and Beltinge on a Thursday only.	£14,281
954	Regents Coaches	Birchington to Sandwich schools	Withdrawal of school day only service.	£47,500
Detling Shopper	Compaid	Detling to Maidstone	Withdrawal of Monday to Friday shopper bus from Detling Village to Maidstone.	£37,469
E1	Go Coach	Edenbridge Town Service	Withdrawal of the whole Monday to Friday circular service around Edenbridge.	£141,363
HC3	Clarkes Minibuses	Dunton Green to Hugh Christie	Withdrawal of school day only service.	£43,700
HS7/HS8	Chalkwell	Charing to Homewood School	Withdrawal of school services from Charing, Pluckley, Smarden and Biddenden into Homewood School.	£121,450
Sandwich Connect	Britannia	Staple, Sandwich, Northbourne	Withdrawal of the Sandwich Connect service which operates Monday to Friday to Sandwich from Northbourne, Staple and Ash.	£51,657
S4	Go Coach	Edenbridge to Ide Hill	Withdrawal of school day only service.	£81,686

<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
Tenterden Hopper Service	Tenterden Social Hub	Tenterden Village service	Withdrawal of the Tenterden Hopper Service which operates Monday to Friday and on four different routes to various villages just outside of Tenterden.	£50,934
TW9	Go Coach	Langton Green to Tunbridge Wells	Withdrawal of school day only service.	£38,170
X1/X2	Arriva	Kings Hill to Maidstone	Withdrawal of the whole Monday to Friday service linking Kings Hill with Maidstone and West Malling Station including an express link for students attending Maidstone schools.	£207,721
Ashford Kent Karrier	Compaid	Kent Karrier for the Ashford District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£59,138
Maidstone Kent Karrier	Compaid	Kent Karrier for the Maidstone District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£83,853
North West Kent Karrier	Compaid	Kent Karrier for Dartford and Gravesham Districts	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£64,439

<b>Service No.</b>	<b>Operator</b>	<b>Route</b>	<b>Summary of contract / service and impact of withdrawing subsidy</b>	<b>Estimated saving</b>
Sevenoaks Kent Karrier	Compaid	Kent Karrier for the Sevenoaks District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£39,045
South East Kent Karrier	Britannia	Kent Karrier for the Canterbury, Dover, and Folkestone and Hythe Districts	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£184,964
Swale Kent Karrier	Compaid	Kent Karrier for the Swale District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£81,220
Tonbridge and Malling Kent Karrier	Compaid	Kent Karrier for the Tonbridge and Malling District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£26,524
Tunbridge Wells Kent Karrier	Compaid	Kent Karrier for the Tunbridge Wells District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£28,818

# CONSULTATION QUESTIONNAIRE

## Section 1 – About You

### Q1. Are you responding as...?

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

<input type="checkbox"/>	Yourself (as an individual)
<input type="checkbox"/>	A friend, relative or carer – please answer all the questions in this questionnaire using their details and not your own.
<input type="checkbox"/>	A bus operator
<input type="checkbox"/>	A representative of a local community group or residents' association
<input type="checkbox"/>	An educational establishment, such as a school or college
<input type="checkbox"/>	On behalf of a Parish/Town/Borough/District Council in an official capacity
<input type="checkbox"/>	A Parish/Town/Borough/District/County Councillor
<input type="checkbox"/>	On behalf of a business
<input type="checkbox"/>	On behalf of a charity, voluntary or community sector organisation (VCS)
<input type="checkbox"/>	Other, please specify: <input type="text"/>

**Q1a. If you are responding on behalf of an organisation (bus operator, community group, council, business or VCS), please tell us the name of the organisation. Write in below:**

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

Please do not reveal your whole postcode. If you are responding on behalf of someone else, provide their postcode. If you are responding on behalf of an organisation, use your organisation's postcode. We use this to help us to analyse our data. It will not be used to identify who you are.

**Q3. Do you or the person you are responding on behalf of travel on any of the services that have been identified for potential withdrawal in this consultation?**

Please select **one** option. See pages 6 to 13 for a list of services/journeys.

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Yes  |
| <input type="checkbox"/> | No   |
| <input type="checkbox"/> | Not applicable / responding on behalf of an organisation |

If you have answered 'No' or are responding on behalf of an organisation, please go to Q7.

If you are responding as an individual or on behalf of someone who travels on a service impacted by this consultation, please continue to Q4.

If you are responding on behalf of someone else, please remember to answer all of these questions using their details.

**Q4. Do you travel using any of the following bus passes? Please select all that apply.**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Companion (English National Concessionary Travel Scheme)           |
| <input type="checkbox"/> | KCC 16+ Travel Saver   |
| <input type="checkbox"/> | KCC Free School Bus Pass   |
| <input type="checkbox"/> | KCC Travel Saver   |
| <input type="checkbox"/> | Mobility Impairment (English National Concessionary Travel Scheme) |
| <input type="checkbox"/> | Older Persons (English National Concessionary Travel Scheme)       |
| <input type="checkbox"/> | No, I do not use any bus passes                                    |
| <input type="checkbox"/> | Other, please specify: <input type="text"/>                        |



## Section 2 – Our Proposals

This document provides details of all the services that have been identified for proposed withdrawal (see pages 6 to 13). Timetables for the journeys that are affected, and a full list of all subsidised services are available from the consultation webpage or on request.

**Q5. Of the services identified in this document, please tell us which service(s) you travel on?**  
Please select **all** that apply.

5		88		433		X1/X2	
6		90/61/61A		489		541/542/544	
6/645		111		474/475		Detling Shopper	
8		123		662		Sandwich Connect	
9		208		664		Tenterden Hopper Service	
343/344 /345		222		666		Ashford Kent Karrier	
13		255		634		Maidstone Kent Karrier	
17		266		954		North West Kent Karrier	
24		277		E1		Sevenoaks Kent Karrier	
58		292/299		HC3		South East Kent Karrier	
59		293		HS7/HS8		Swale Kent Karrier	
61/61A		296		S4		Tonbridge and Mailing Kent Karrier	
70		332		TW9		Tunbridge Wells Kent Karrier	
502		360					

**Q6. For each of the services you travel on, please tell us the usual reason for your journey and how often you make this journey.** If you use more than one of the services identified in this consultation, please add in the service number.

<b>Reason/purpose of your journey</b>	<b>Service number</b>	<b>Daily</b>	<b>Frequently (2-3 times a week or more)</b>	<b>Less frequently (once every 1 or 2 weeks)</b>	<b>Now and again (1 or 2 times a month or less)</b>
To get to and from school/college/university					
To get to and from work					
To get to and from doctors, hospital and other healthcare appointments					
To do essential food shopping					
To get to and from leisure and social activities					
To care for a friend or relative					
Other reason to travel, please specify here:					

**Q7. Please tell us how the proposed service withdrawals could affect you or the person/group you represent.** If you are referring to a particular service, please clearly identify in your response below the service number for each journey/service you are commenting on.

**Q8. If the service(s) you currently use were to stop, what alternative way(s) do you have to travel for the reason you have identified?** Please select **all** that apply. If you are responding on behalf on an organisation please skip this question.

<input type="checkbox"/>	Drive myself
<input type="checkbox"/>	Rely on friends/family/neighbours for lifts
<input type="checkbox"/>	Travel at a different time or on an alternative bus service
<input type="checkbox"/>	Travel by taxi
<input type="checkbox"/>	Travel on a different day
<input type="checkbox"/>	Walk or cycle
<input type="checkbox"/>	Not travel for the reason I currently do
<input type="checkbox"/>	No alternative
<input type="checkbox"/>	Don't know
<input type="checkbox"/>	Other, please specify:

**We have completed a consultation stage Equality Impact Assessment (EqIA) on the service reductions being proposed in this consultation.**

An EqIA is a tool to assess the impact any service change, policy or strategy would have on age, sex, gender identity, disability, race, religion or belief, sexual orientation, pregnancy or maternity, marriage and civil partnership and carer's responsibilities.

The EqIA is available online at [kent.gov.uk/bussavings](http://kent.gov.uk/bussavings) or in hard copy on request.

**Q9. We welcome your views on our equality analysis and if you think there is anything else we should consider relating to equality and diversity. Please add any comments below:**

**Q10. Do you have any feedback on our approach and/or suggestions on how else we could make savings to our public transport budget?** Please see page 3 for information on how we subsidise Kent's bus network.

### Section 3 – More About You

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we are asking you these questions. We'll use it only to help us make decisions and improve our services.

If you would rather not answer any of these questions, you don't have to.

It is not necessary to answer these questions if you are responding on behalf of an organisation.

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

- Male
- Female
- I prefer not to say

**Q12. Which of the following best describes your working status?** Please select **one** option.

- Working full time
- Working part time
- On a zero-hours or similar casual contract
- Temporarily laid off
- Freelance/self employed
- Unemployed
- Not working due to a disability or health condition
- Carer
- Homemaker
- Retired
- Student
- Other, please specify:

**Q13. Which of these age groups applies to you?** Please select **one** option.

0-15	<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-49	<input type="checkbox"/>	50-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>	65-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>	85+ over	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>

The Equality Act 2010 describes a person as disabled if they have a long standing physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

**Q14. Do you consider yourself to be disabled as set out in the Equality Act 2010?** Please select **one** option.

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

**Q14a. If you answered 'Yes' to Q14, please tell us the type of impairment that applies to you.**

You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.

<input type="checkbox"/>	Physical impairment
<input type="checkbox"/>	Sensory impairment (hearing, sight or both)
<input type="checkbox"/>	Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
<input type="checkbox"/>	Mental health condition
<input type="checkbox"/>	Learning disability
<input type="checkbox"/>	I prefer not to say
<input type="checkbox"/>	Other, please specify: <input type="text"/>

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

**Q15. Are you a Carer?** Please select **one** option.

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

**Q16. To which of these ethnic groups do you feel you belong?** Please select **one** option.  
(Source 2011 Census)

White English	<input type="checkbox"/>	Mixed White & Black Caribbean	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Mixed White & Black African	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Mixed White & Asian	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	Mixed Other*	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
White Gypsy/Roma	<input type="checkbox"/>	Black or Black British African	<input type="checkbox"/>
White Irish Traveller	<input type="checkbox"/>	Black or Black British Other*	<input type="checkbox"/>
White Other*	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>
Asian or Asian British Bangladeshi	<input type="checkbox"/>		
Asian or Asian British Other*	<input type="checkbox"/>		

\*Other - If your ethnic group is not specified on the list, please describe it here:

