

Review of Kent County Council Funded Bus Services

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Foreword

Bus services across the UK were privatised (deregulated) in 1985. Since then, many routes in Kent have been run by commercial bus companies, such as Arriva or Stagecoach. KCC has no involvement with these services which are licensed by the Department for Transport.

But not all of Kent's bus services are run on a purely commercial basis. For the last 30 years Kent County Council (KCC) has subsidised some routes which, while not commercially viable, have been considered important to the needs of the communities and passengers they serve.

We've worked hard to protect these subsidies, but as central government funds have been reduced we've had to make savings, changing the way we work and spending less. We've worked hard to do this without any noticeable impacts for bus passengers, and have already saved £1m.

Further budget cuts mean that we have to do more.

During the next financial year, we need to save another £750k from this budget and this will mean that we will need to stop the subsidies for some services.

This is not something we want to do and we continue to work hard to find new solutions. We have explored budget saving options with bus operators to ensure that, wherever possible, services will continue to operate or alternative services can be provided. Recent work with bus operators has indicated that they can help us save a further £250k without any noticeable impact on the passengers but we still have a shortfall of around £500k that we need to find. To do so, we have identified services with operators where we can stop or reduce the subsidy but where some alternative service can be provided. However, it is clear that some services will change or the level of service will have to reduce and for this reason we are inviting your comments to ensure that we understand the impact of these changes on you.

No final decisions have been made. All subsidised services have been assessed using our approved criteria (detailed later in this document) and with bus operators, we have identified a list of services where they can potentially help us to continue to provide some service with less subsidy. While our approach seeks to protect those bus services where the impact on passengers is greatest, we do

understand that any changes will have an adverse impact on existing bus passengers and we need you to tell us how the proposed changes will be affect you.

Your opinions matter

We would like to hear your opinions as they will be essential to help us make final decisions. Council Members will take them into account alongside bus surveys and Equality Impact Assessments when making a final decision in May 2016.

We want to hear your views on:

- Our approach
- The assumptions we have made in the draft Equality Impact Assessments
- Any additional information that you think we need to consider about the potentially affected routes
- How the proposed changes could impact you

You can give your opinion by completing the questionnaire online at www.kent.gov.uk/busreview. Alternatively you can complete the questionnaire at the end of this document and return it to Freepost KENT COUNTY COUNCIL BUS FUNDING REVIEW.

This consultation will run for 8 weeks from 7th March until 1st May 2016 (inclusive).

An easy read version of this document and the questionnaire is available on our website www.kent.gov.uk/busreview or upon request.

To request hard copies of any of the consultation documents or for any other formats or languages, please email alternativeformats@kent.gov.uk or telephone on 03000 421553 (text relay service 18001 03000 421553). This number goes to an answer machine, which is monitored during office hours.

Bus services in Kent

Bus services in Kent fall into two categories:

- Commercially operated services
- Subsidised services

Since bus deregulation in 1985, bus operators in Kent such as Arriva and Stagecoach have been able to choose to run routes on a commercial basis, where there are enough passengers to fund the service. Around 97% of services in Kent are run in this way, without any funding from KCC. That means that we have no say over routes, timetables or fares. More than 600 services are provided on this basis by over 50 operators.

Supporting non-commercial routes

Local Authorities can choose to subsidise operators to run other (non-commercially viable) services if they believe they are needed by the communities and passengers they serve.

Kent County Council (KCC) has a long tradition of supporting public transport in Kent and invests around £50m of tax payer's money into the county's bus network each year. We also work closely with bus operators through our Quality Bus Partnerships, helping them to improve services.

These activities have helped sustain a comprehensive network of buses in Kent on which over 40 million journeys are made each year. Of these less than 4 million journeys are made on services paid for by KCC and they are highly valued by the bus users.

Despite significant financial pressures, our commitment to bus travel has meant that until recently we have been able to protect our bus subsidy budget. This has enabled us to continue to provide the majority of our buses without change or reduction. In 2015/16 we will spend £6.4m supporting around 150 services that would otherwise not operate.

Official (Protect)

At a glance

2015/16

Number of bus journeys in Kent: over 40 million

Number of bus journeys made on subsidised routes: 4.1m

% of bus journeys subsidised by KCC: approximately 2.3%

Number of KCC subsidised contracts: 150

Cost of subsidy: £6.4m

How do we subsidise Kent's bus network?

Directly

Route subsidies

Buying season tickets

Indirectly

English National Concessionary Travel Scheme

Young Person's Travel Pass

Kent 16+ Travel Card

Capital Investment (vehicles, bus stops etc)

Why do we need to change?

Over the past five years local authority budgets have come under pressure as central government has reduced funding by more than 40%. KCC has already had to reduce its revenue expenditure by £433m since the start of 2011-12 and the draft budget for 2016-17 proposes a further £94m of savings

Savings made to date have focussed on how we work and on reducing spending across services provided by KCC. We have reduced these budgets as much as we can in many instances. As a consequence, to meet our further savings targets, we can no longer fully protect our bus subsidy budget.

We have already made £1m of savings by working with bus operators to re-plan routes and through a greater use of Community Transport operators. We have made these changes without any noticeable impact on bus passengers. Also, we have recently identified a further £250k worth of savings but we still need to reduce our spending by a further £400k in the next financial year.

We will continue to work with bus operators to explore more imaginative options for service provision and look for new sources of funding, but it is likely that some services and journeys at certain times and on certain days will change or have to be reduced.

We understand that this is a very sensitive area and that any loss of a bus service will have a real and negative impact on its users. The pages that follow explain the approach that we have developed to help us ensure that we make decisions based on a full understanding of the impact on our residents.

How do bus subsidies work?

All local transport authorities have a duty to consider funding bus services that are not provided commercially. These are services which:

- Are considered important to the communities and passengers they serve
- Provide transport links to key services that could not otherwise be accessed

Authorities are not required to provide these services and can choose which services to support.

What currently happens in Kent?

We use a set of criteria to guide our decision making. The criteria has been approved by County Council Members and ranks services based on cost, usage, journey purpose and the availability of other forms of transport (such as the rail network).

Using these criteria we will consider supporting a non-commercial bus service if its main purpose meets one or more of the following journey activities:

- Access to work
- Access to learning
- Access to healthcare
- Access to food shopping

Next, services are ranked in priority order based on the times and days of the week on which they operate and the cost per passenger journey (the cost of the contract divided by the number of journeys made on it). The table below shows how we prioritise services in this way.

Priority	Days of operation	£ Per Passenger Journey (KCC subsidy)
1	Any day of the week	Less than £3
2	Monday to Friday	£3 to £5
3	Monday to Friday	Over £5
4	Saturday	£3 to £5
5	Sunday and evening	£3 to £5
6	Saturday, Sunday & evening	£5 to £7
7	Any day	Over £7
8	Poorly performing contracts with very limited implications	Regardless of cost

Our approach to savings

The Council is very aware that any change or withdrawal to a bus service will have a negative impact on users who in many instances will have made personal arrangements around it. Our approach seeks to minimise these impacts as far as possible by taking account of:

- The Council's criteria for supporting bus services (detailed on [page 7](#))
- Equality legislation (the Equality Act 2010) (detailed on [page 11](#))
- Feedback from the public received through this consultation

Why do we need these additional steps?

If used alone, our normal criteria-led approach would allow officers to simply rank services in accordance with the eight priority groups (see table on [page 7](#)). We would be able to identify contracts to the value of the £400k required saving, working from the bottom up. This would place greater prominence on the financial and statistical performance of contracts, regardless of the impact on the passengers.

In many instances, this would result in the removal of services providing for vulnerable groups, workers, scholars and services that represent the only public transport for a number of rural villages. We do not favour this approach and have instead developed an alternative way of reducing our expenditure which will have a less significant impact on Kent residents.

A thorough approach

Our approach seeks to protect the most vulnerable groups of society and the services that are most needed.

We want to protect services where their withdrawal would leave users with no other public transport, or where they are meeting a particular need, or serving a vulnerable group of society. Where we have identified that services and journeys are the only bus for rural villages, cater for school runs, or that enable the only means of people getting to work etc we have tried to protect them from change. We will also take account of Equalities legislation and consider the impact on identified groups who could be more adversely affected by changes to bus services.

Our Kent Karrier services, which provide limited transport for the elderly, the mobility impaired and for very rural areas would also be unaffected.

Services that might be affected

No final decisions have been made. We have identified the services for possible subsidy withdrawal having understood what operators might be able to run instead. But we understand that this will mean changes and reductions and want to take account of your comments (through this consultation) and of the further information we gather through our ongoing bus inspections before we reach any final decisions.

Therefore our initial focus will be on the reduction and withdrawal of journeys and services where, if the funding for these is withdrawn, there will still be bus services operating at different times or on alternative days of the week.

The need to protect the most valued services means that we are proposing to focus potential savings on those bus services which fall into the following three main categories:

- Services where the areas served have other bus services available
- Services where it may be possible to change or reduce the level of service rather than withdraw it completely
- Early morning and evening services (where there would still be services earlier or later in the day or on other days of the week)

If these services stopped running there would still be other services or journeys on other days of the week or at different times of the day.

A summary table of the services identified for subsidy reduction is shown below. This does not mean that these services are going to stop; it means that they will change or reduce in some way.

Service No.	Operator	Route	What we pay for	Summary of proposed change
2	Stagecoach	Ashford to Rolvended	Evening journeys Mon to Sat	The 2205 Ashford to Rolvenden and 2249 Rolvenden to Ashford journeys will no longer run. The other journeys will not be funded by KCC but will continue to be provided by Stagecoach without subsidy.
5	Arriva	Maidstone to Hawkhurst	Evening journeys Mon to Sat	This service would not be funded by KCC but the journeys will continue to be provided by Arriva without subsidy. There will be some minor changes to the route and journey times.
89	Stagecoach	Dover to Folkestone	Evening journeys Mon to Sat	The 1943 and 2157 from Dover and 2227 from Elvington will no longer run. The other journeys will not be funded by KCC but will continue to be provided by Stagecoach without subsidy..
89	Arriva	Maidstone to Coxheath	Evening journeys Mon to Sat	Evening journeys on service 89 will be withdrawn. The route will be replaced by evening journeys on service 5 which will divert to serve Coxheath providing a similar level of service.
102	Stagecoach	Dover to Lydd	Evening journeys Mon to Sat	The 2240 from Pencester Road will no longer run. The other journeys will not be funded by KCC but will be provided by Stagecoach with some other minor changes to timetable.
123	Nu-Venture	Kings Hill to West Malling Station	All journeys Mon to Fri	Service 123 will be withdrawn. Instead a new X1 service will be introduced which will operate between Kings Hill and Maidstone via West Malling Station.
203	Autocar	Benover to Paddock Wood	Mon and Wed Shopper Bus	The service will no longer run on Mondays. The Wednesday service would continue unchanged.
204	Autocar	Tonbridge to Underriver	Two round trips on Mon to Fri	The service will no longer run on Wednesdays. The rest of the service continues unchanged on all other days.
205	Arriva	Tonbridge to Paddock Wood	Saturday service	KCC will no longer fund this service. Autocar will provide a reduced level of service without subsidy from KCC.

217	Arriva	Trench Wood to Ramslye via Tonbridge and Tunbridge Wells	Evening journeys Mon to Sat	The Tunbridge Wells to Ramslye section will be withdrawn but this section covered with existing service 28. Other journeys will not be funded by KCC but will continue to be operated by Arriva without subsidy.
402	Arriva	Tonbridge to Hildenborough	One journey on a Saturday	This journey will be withdrawn.
477	Arriva	Swanley to Dartford	Early morning and evening journeys Mon to Sat	These journeys will no longer be funded by KCC. The morning journey and some evening services will continue to operate without subsidy but the evening service will finish earlier. Evening service on Swanley to Oppington ceases entirely
12RL	Clarks	Tenterden to Headcorn Railway Station	Mon to Fri commuter service	This service will be withdrawn. KCC are arranging for Arriva to make changes to the timeable for service 12 which will provide alternative options for some current 12RL journeys.
14A	Stagecoach	Canterbury to Deal	Two evening journeys Mon to Sat	These journeys will no longer be funded by KCC. The 2250 from Canterbury will stop. Other journeys will continue to be operated by Stagecoach without subsidy.
15 / 15A	Stagecoach	Dover to Sandown	Early morning and evening journeys Mon to Sat	These journeys will no longer be funded by KCC. The 1747 and 1856 from Deal and the return journeys would stop and the service will not extend to Sandown after 1655. Other journeys will continue to be operated by Stagecoach without subsidy.
3 / 3B	Stagecoach	Canterbury to Faversham	Evening journeys Mon to Sat	These journeys will no longer be funded by KCC. The service will continue to be operated by Stagecoach without subsidy but will finish after 2100.
541	Regents Coaches	Elvington to Dover, Walmer to Sandwich, Walmer to Canterbury	Off peak shoppers services on Mon to Fri	The service will be reduced to operate on 3 days per week instead of 5.

How will we make a final decision?

We will score the service changes proposed based on an overall 'Impact Assessment' which takes account of Equality Impact Assessments, your comments and the council's criteria. Although we need to make the saving, if a service scores highly then this will alert us to the fact that there might be a particularly high impact and we will consider if there are alternative solutions or ways of making the saving.

Why (and how) do we use Equality Impact Assessments (EqIA)?

KCC carries out Equality Impact Assessments on proposed service changes, new services, and changes to policies. They help ensure that our services/policies are accessible and fair, and try to ensure that they do not cause any direct or indirect negative impacts on protected groups. They also help us to make informed decisions and meet our statutory obligations under the Public Sector Equality Duty / Equality Act 2010.

An EqIA focusses on ten core areas:

- Age
- Disability
- Gender
- Gender identity
- Race
- Religion / belief or none
- Sexual orientation
- Pregnancy and maternity
- Marriage and civil partnership
- Carer's responsibilities

By carrying out an EqIA for each service we can understand which of the groups listed above will be most affected by the proposed changes. This helps us to put in place measures to protect those groups and also to identify those services and journeys that are meeting the most valuable social need.

Equality Impact Assessments for each of the services identified for change are available for review online at www.kent.gov.uk/busreview or upon request. Please read these assessments and tell us if we have made the right assumptions by completing the consultation questionnaire online or at the end of this document.

We have also carried out an EqIA on the council's scoring approach, which is also available to view online (hard copies are available on request).

Our scoring approach in detail

We have started by assessing the impact of any bus withdrawal in the knowledge that this will always have a negative effect for anyone that uses the service. Against a standard Risk Matrix (see Appendix 1) we have determined that any bus service withdrawal would have an Impact Score of 12 mainly because of the 'likely' and 'significant' impact on the users of the service.

Applying KCC's criteria

KCC's criteria for the support of socially necessary bus services identifies that financial support will be prioritised to bus service and journeys that provide the only access to one or more of:

- Education
- Employment
- Healthcare (hospital appointments, doctors, dentists etc.)
- Essential (food) shopping

Using responses to this consultation, our inspections, and other engagement and information, we will identify the services and journeys being used for these purposes. We will clarify where these activities could not be completed if those services or journeys were withdrawn.

An additional point will be added to the overall Impact Assessment Score of those services or journeys that meet this criteria.

Examples

In making these assessments, the Council will take account of the availability of other bus services and journeys possibly available at different times or on different days of the week. For example, if an early morning journey is taking workers to start a specific shift time then a later journey might not be usable in which case the additional point would be added to the overall impact score.

However, if a Sunday service is being used to complete food shopping and this could be completed on the remaining Monday to Saturday service, then it would be assumed that there is little impact on this respect and no points would be added.

Understanding how equality impacts our scoring approach

We will then use what we know about the service and statistical information to identify if the service is used by particular type of passenger (for example elderly or disabled passengers) or for certain journey purposes.

Our initial EqIA has identified that bus passengers falling into the categories of Age (the elderly), Disability or those with Caring responsibilities could be more adversely affected by bus service changes. This is because they might have a greater reliance on bus services than other groups. Where services are identified as carrying elderly or disabled passengers we will add points to the overall impact score.

Although members of other groups identified (Gender, Race etc.) will be adversely affected by any service change, it is not considered that this impact is any greater than any other bus passengers and therefore similar priority is unlikely to be given, unless there are specific circumstances applying to a particular user or group of users.

EqIAs will be updated as we continue throughout the process. We will use your consultation responses and our own inspections to update our information and the impact score for a service on an ongoing basis.

In summary

1. Through KCC's standard Risk Matrix Assessment

Services will be given an initial Impact Assessment Score based upon the likely impact. In many instances this will be a score of 12.

2. Through the initial Equality Impact Assessment

If, an elderly, or disabled or carer passenger is identified as using the service then a further point(s) would be applied to the Impact Assessment score to take into account of results of the EqlAs.

3. Through applying KCC's criteria for the support of socially necessary bus services

If a change is identified as affecting a journey that would be considered a priority against our criteria (such as journey to work) then a further point would be added to the impact score.

4. The EqlAs and the Impact Assessment scores will be updated throughout the process

This will allow us to take account of what we learn about the service and its users. This will take account of every available source of information, but specifically the responses to the consultation that we receive and the inspections that we make of the affected services.

5. The scores for each service will be recorded as part of the EqIA which will include a table that calculates the score as in the example below.

Service xx	
Impact Rating (12 unless unique circumstances are identified)	12
Evidence of Elderly passengers (2 points if identified)	2
Evidence of Disabled Passengers (2 points if identified)	0
Evidence of Passenger travelling as a 'Carer' (1 point if identified)	0
Does the service provide the only means of accessing employment for any passenger? (1 point if identified)	0
Does the service provide the only means of accessing education? (1 point if identified)	0
Does the service provide the only means of accessing healthcare? (1 point if identified)	0
Does the service provide the only means of accessing essential shopping? (1 point if identified)	1
TOTAL	15

6. Compilation of all data

Once the consultation is over and all of our inspections have been undertaken, the full and final EqIAs will be completed and the Impact Assessment score will be updated to take account of all new information.

7. Scores will be used to identify the services with higher impacts

In particular, services that have impact scores of 16 or more would be classed as having a 'High' impact and in these instances the Council would consider if there are other solutions or ways of making the saving that should be considered. Services with lower impact scores will be identified for change or reduction.

How to get involved and have your say

By responding to the consultation, you will help us make the right decisions. No decisions have been taken and your views will be instrumental in the final decision taken by County Council Members.

It's important that you tell us what you think so that your comments can help inform the final outcome. Please let us know by visiting www.kent.gov.uk/busreview and completing the online consultation questionnaire.

Alternatively, complete the consultation questionnaire on pages **XX** and return to: Freepost, KENT COUNTY COUNCIL BUS FUNDING REVIEW

Easy read and Microsoft Word versions of this document and the questionnaire are available on our website www.kent.gov.uk/busreview or upon request

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

Please complete your questionnaire and return it to us by 1st May 2016.

What happens next?

We will be consulting on this proposal from 7th March to 1st May 2016. Your responses, along with the final Equality Impact Assessments, will be presented to Kent County Council Members in May following which we will publish our results.

Changes to bus services require a minimum of 56 days' notice so any changes to bus routes resulting from decisions made by Council Members would most likely take effect in August 2016.

Glossary of Terms

Community Transport Operators: *means non-commercial operators who have a different license to the likes of Arriva and Stagecoach. These operators are typically more voluntary in their nature and can often provide transport services for the Council at a lesser cost.*

Council Members: *means KCC's elected politicians in this instance represented though those members forming part of relevant Cabinet Committees.*

Criteria for bus service support: *means the KCC Member approved way of ranking existing and new bus services to identify if they will or won't be paid for by KCC. The criteria takes account of value for money and journey purpose.*

Deregulated: *means privatised and outside of the control of KCC. In this context, bus operators run the majority of routes without needing any permission from the Council who have no contractual relationship or control over them. Bus operators and the services that they run are managed by the Department for Transport who grant licenses to operators themselves and the routes that they chose to run.*

English National Concessionary Travel Scheme: *means the older persons bus pass. KCC has to pay operators for each journey made by pass holder.*

Equality Impact Assessment: *means the assessments carried out by Council officers to understand the impact of proposed changes on existing bus users of each bus service affected.*

Equality Impact legislation: *means the national legislation and the rules that govern sensitive decisions to protect identified groups (such as the elderly, disabled, religious groups, ethnic minorities etc) from a more adverse impact on them when compared to other members of society.*

Kent Karrier: *means the KCC dial-a-ride services which provides door to door transport for elderly and disabled members and for rural communities that do not have a bus or train service.*

Local Transport Authority: means the local government organisation with responsibility for local transport (roads, drainage, public transport etc) matters. In this instance, this means Kent County Council.

Public Bus Service: means a conventional public bus service which is available to any passenger wishing to pay a fare or carrying a valid pass. This does not include 'Hired' services used specifically to carry particular groups such as school coaches and minibuses.

Quality Bus Partnership: means a voluntary arrangement between KCC, the local District Council and bus operators. The partners work in cooperation with each other to improve bus services in the area.

Socially Necessary Bus Service: means a service which is not commercially viable to bus operators because of limited journeys made but which KCC pay for because it is considered important to bus users.

Statutory Obligation: means something that the Council has to do or provide because the Government regulations say that all Councils must do.

Subsidy: means payments made by the Council to bus operators to help them operate services that are not commercially viable because of low passenger usage but that the Council wants to see operated because they are important for bus passengers.

Young Person's Travel Pass: means KCC's scheme that provides reduced cost bus travel for secondary aged school children. KCC has to pay operators for each journey made by pass holder.

Appendix A – KCC’s Risk Matrix

The Risk Matrix takes into account the possible impacts of service withdrawal or change in respect of: people, financial, legal and reputational impact.

Likelihood	Very likely	5	5 Low	10 Medium	15 Medium	20 High	25 High
	Likely	4	4 Low	8 Medium	12 Medium	16 High	20 High
	Possible	3	3 Low	6 Low	9 Medium	12 Medium	15 Medium
	Unlikely	2	2 Low	4 Low	6 Low	8 Medium	10 Medium
	Very Unlikely	1	1 Low	2 Low	3 Low	4 Low	5 Low
RISK RATING MATRIX			1	2	3	4	5
			Minor	Moderate	Significant	Serious	Major
			Impact				

Consultation Questionnaire

This questionnaire can be completed online at www.kent.gov.uk/busreview or by completing the following questionnaire and returning it to: **Freepost, KENT COUNTY COUNCIL BUS FUNDING REVIEW**

If you require more space to respond please continue your answers on an additional piece of paper.

Please ensure your response reaches us by 1st May 2016.

Q1. Are you completing this questionnaire on behalf of:

Select **one** box.

- Yourself (as an individual)
- A friend or relative – Please answer all of the questions in this survey using their details and not your own.
- A District/Town/Parish Council
- A Voluntary or Community Sector Organisation (VCS)
- A Business
- Other, please specify:

Q1a. If you are responding on behalf of a Council/Business/VCS Organisation, please tell us the name of the organisation:

Q2. Please tell us your postcode: _____

(If you are responding on behalf of a friend or relative please provide their postcode.)

Q3. To what extent do you agree or disagree with the scoring method we are using to assess the overall impact of these changes?

This is summarised on **page 20** of the consultation document.

Select **one** box.

Strongly
agree

Agree

Neither
agree or
disagree

Disagree

Strongly
disagree

Don't
know

Q2a. Any comments:

If you are responding on behalf of an organisation please go to question 6.

A summary table of the services identified for review can be found on pages 11 and 12 of the consultation document.

Q4. Do you, or the person you are responding on behalf of, travel on any of the bus services identified for review?

Select *one* box.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

*If 'No' please go to question 6. If 'Yes' or 'Don't know' please tell us about your journey by continuing to question 5.
If you are responding on behalf of a friend or relative please answer all of these questions using their details.
If you use more than one service please use the extra response boxes provided.*

Q5. Using the following questions please tell us about your journey:

Q5a. What is the number of the bus service:

Q5b. Where does your journey start?

Q5c. Where does your journey end?

Q5d. How often do you use this service? *Select one box.*

<input type="checkbox"/>	Monday to Friday
<input type="checkbox"/>	Once a week or more
<input type="checkbox"/>	Once or twice a month
<input type="checkbox"/>	Once or twice a year
<input type="checkbox"/>	Other, please specify below:
<input type="text"/>	

Q5d. What is the purpose of your journey? *Select all that apply.*

<input type="checkbox"/>	To get to and from school/college/university
<input type="checkbox"/>	To get to and from work
<input type="checkbox"/>	To get to and from doctors, hospital and other healthcare appointments
<input type="checkbox"/>	To do essential food shopping
<input type="checkbox"/>	To get to and from leisure and social activities
<input type="checkbox"/>	To care for a friend or relative
<input type="checkbox"/>	Other, please specify below:
<input type="text"/>	

Q5e. If this service were to stop running what would you do instead? *Select one box.*

<input type="checkbox"/>	Rely on friends / family / neighbours for lifts
<input type="checkbox"/>	Drive myself
<input type="checkbox"/>	Travel by taxi
<input type="checkbox"/>	Travel at a different time
<input type="checkbox"/>	Travel on a different day
<input type="checkbox"/>	Not travel for the reason I currently do
<input type="checkbox"/>	I don't know
<input type="checkbox"/>	Other, please specify:
<input type="text"/>	

*If you travel on more than one of the bus services identified for review please use the additional boxes below.
If not, please go to question 6.*

What is the number of the bus service:

Where does your journey start?

Where does your journey end?

How often do you use this service? *Select one box.*

<input type="checkbox"/>	Monday to Friday
<input type="checkbox"/>	Once a week or more
<input type="checkbox"/>	Once or twice a month
<input type="checkbox"/>	Once or twice a year
<input type="checkbox"/>	Other, please specify below:

What is the purpose of your journey? *Select all that apply.*

<input type="checkbox"/>	To get to and from school/college/university
<input type="checkbox"/>	To get to and from work
<input type="checkbox"/>	To get to and from doctors, hospital and other healthcare appointments
<input type="checkbox"/>	To do essential food shopping
<input type="checkbox"/>	To get to and from leisure and social activities
<input type="checkbox"/>	To care for a friend or relative
<input type="checkbox"/>	Other, please specify below:

If this service were to stop running what would you do instead? *Select one box.*

<input type="checkbox"/>	Rely on friends / family / neighbours for lifts
<input type="checkbox"/>	Drive myself
<input type="checkbox"/>	Travel by taxi
<input type="checkbox"/>	Travel at a different time
<input type="checkbox"/>	Travel on a different day

<input type="checkbox"/>	Not travel for the reason I currently do
<input type="checkbox"/>	I don't know
<input type="checkbox"/>	Other, please specify below:

If you travel on more than two of the bus services identified for review please continue to next page. If not go to question 6.

What is the number of the bus service:

Where does your journey start?

Where does your journey end?

How often do you use this service? *Select one box.*

Monday to Friday

Once a week or more

Once or twice a month

Once or twice a year

Other, please specify below:

What is the purpose of your journey? *Select all that apply.*

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, please specify below:

If this service were to stop running what would you do instead? *Select one box.*

Rely on friends / family / neighbours for lifts

Drive myself

Travel by taxi

Travel at a different time

Travel on a different day

Not travel for the reason I currently do

I don't know

Other, please specify below:

Q6. Please tell us how the proposed changes could affect you or the person / group you represent?



Official (Protect)

If you are responding on behalf of an organisation please go to question 9.

If you are responding as an individual or on behalf of a friend or relative please continue to question 7.

Kent Karrier is a dial-a-ride service. It can take you from your home to set locations, such as the nearest town centre or supermarket. You are eligible to join if you have a medical condition that makes travelling on public transport difficult, you live in a rural area more than 500 metres from a bus route or railway station or are aged 85 or over.

Q7. Are you a member of the Kent Karrier scheme?

*Select **one** box. If you are responding on behalf of a friend or relative please answer using their details.*

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No, I was not aware of the scheme but maybe eligible |
| <input type="checkbox"/> | No, I am not eligible for this scheme |

Q8. Do you travel using any of the following bus passes?

*Select **one** box. If you are responding on behalf of a friend or relative please answer using their details.*

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

Q9. We have completed Equality Impact Assessments (EqIA) on our scoring approach and for each of the service routes identified for review. An EqIA is a tool to assess the impact any service change, policy or strategies would have on age, disability, gender, gender identity, race, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership and carers responsibilities. **We welcome your views.**

The EqIAs are available online at www.kent.gov.uk/busreview or on request (see page 26 for contact details).

Please write any comments here:

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Future Engagement and Communication

Q10. If you would like to receive feedback on this consultation please provide your contact details below.

Our preferred method of communication is by email, however if you do not have an email address then please provide your postal address.

Name:

Email address:

Postal address:

*You only need to answer these questions if you have responded as an individual or on behalf of a friend or relative.
It is not necessary to answer these questions if you are responding on behalf of an organisation.*

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're asking you these questions. **If you are responding to this questionnaire on behalf of someone else please answer these questions using their details and not your own.**

We won't share the information you give us with anyone else. We'll use it only to help us make decisions, and improve our services.

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

Q11. Are you.....? Please select one box.

- Male Female I prefer not to say

Q12. Which of these age groups applies to you? Please select one box.

- 15 or under 19-24 35-49 60-64 75-84
 16-18 25-34 50-59 65-74 85 + over
 I prefer not to say

Q13. To which of these ethnic groups do you feel you belong? (Source: 2011 census)

Please select one box.

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

*If your ethnic group is not specified in the list, please describe it here:

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

Q14. Do you consider yourself to be disabled as set out in the Equality Act 2010?

Please select one box.

Yes

No

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.

Physical impairment.

Sensory impairment (hearing, sight or both).

Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy.

Mental health condition.

Learning disability.

I prefer not to say.

Other, please specify:

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

Q15. Are you a Carer?

Please select one box.

Yes

No

I prefer not to say

Q16. Do you regard yourself as belonging to any particular religion or belief?

Please select one box.

Yes

No

I prefer not to say

Q16a. If you answered 'Yes' to Q16, which one applies to you? Please select one box.

Christian

Hindu

Muslim

Any other religion, please specify:

Buddhist

Jewish

Sikh

Thank you for taking the time to complete this questionnaire.

Privacy

Kent County Council collects and processes personal information in order to provide a range of public services. Kent County Council respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the Data Protection Act 1998.