



KENT COUNTY COUNCIL

FUTURE OF GRAVESEND TO TILBURY FERRY SERVICE

CONSULTATION REPORT

PREPARED BY LAKE MARKET RESEARCH



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BACKGROUND AND METHODOLOGY

BACKGROUND

Over 100,000 passenger journeys per year are made in total by users of the ferry service i.e. a service user travelling from Kent to Thurrock and back again counts as two journeys (five service users would be ten journeys etc). Passengers travel from Kent, Thurrock and further afield and the service enables a convenient way to travel to work, school or to access Gravesend and Tilbury towns and onward destinations.

Since 2000, the service has operated with financial support from Kent County Council and Thurrock Council who became involved when the operator at the time cancelled the service. The service requires subsidy as the revenue from passenger fares alone is not sufficient to cover the costs of providing the service. In October 2023, Thurrock Council advised us that they could not afford an increase to the contract cost and may struggle to commit to funding for the service in the longer term. Kent County Council have supported the continuation of the service in the immediate term and are currently meeting the cost of the subsidy in full, without a contribution from Thurrock.

However, it is uncertain whether KCC could commit to cover all subsidy costs in the longer term and the funding that can be made available would not be enough to support the service without Thurrock's contribution. This means there is a doubt about the future of the service beyond the current contract which expires at the end of March 2024.

CONSULTATION PROCESS

On the 8 January 2024 a four-week consultation was launched and ran until the 4 February 2024. The consultation invited residents and other stakeholders to provide views on the future of the passenger boat service operating on the River Thames between Gravesend in Kent and Tilbury in Thurrock. Feedback was captured via a consultation questionnaire which was available on the KCC engagement website (www.kent.gov.uk/ferryconsultation). Hard copies of the consultation document and questionnaire were also available on request. Consultation material included details of how people could request alternative formats. A Word version of the questionnaire was available on the website (and on request) for those that did not wish to complete the online form.

A consultation stage Equality Impact Assessment (EqIA) was carried out to assess the impact the proposed service changes 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. An analysis of response to this question can be found with the overall findings sections of this report. The Equality Impact Assessment will be updated to account for the understanding of impacts identified through the consultation process.

To raise awareness of the consultation and encourage participation, the following was undertaken by Kent County Council:

- Media release: <https://news.kent.gov.uk/articles/consultation-launches-on-subsidy-for-the-gravesend-to-tilbury-ferry>
- Promotional information sent to Thurrock Council for onward promotion to their residents
- Emails to stakeholder list including local councils, and relevant schools
- Display of posters and distribution of postcards on the ferries (undertaken by the operator). Additional postcards were delivered when the initial stock became low
- Posters and postcards to local Kent libraries and tourist information centres

- Social Media via KCC’s corporate channels: Facebook, X, Nextdoor
- Article in KCC’s residents’ e-newsletter
- Invite to 1,196 registered users of KCC’s online engagement platform, Let’s talk Kent, who have expressed an interest in being kept informed of consultations regarding Transport

A summary of engagement with the consultation webpage and material can be found below:

- 10,103 visits to the consultation webpage by 9,424 visitors.
- Organic posts had a reach of 20,857 on Facebook. There were 33,743 impressions generated by posts across LinkedIn, Instagram, X and Nextdoor. Reach refers to the number of people who saw a post at least once and impressions are the number of times the post is displayed on someone’s screen. The posts generated 2,202 clicks through to the consultation webpage. (Not all social media platforms report the same statistics.)

The number of document downloads are show in the table below:

Document name	Downloads / Views
Consultation document	1,232
Equality Impact Assessment	99
Word version of the questionnaire (for those that didn’t want to fill in the online form)	146

CONSULTATION RESPONSE

- 890 responses received to the consultation questionnaire; 883 were submitted online and 7 were submitted on paper / hard copy.
- 847 responses received from residents; 20 of these were completed on behalf of a friend or relative.
- 14 responses from businesses.
- 5 responses from parish / town / borough / district councils or parish / town / borough / district councillors.
- 5 responses from local community groups / residents’ associations.
- 3 responses from VCS organisation representatives.
- 2 responses from education establishments.
- An additional 9 emails / letters were received by the Public Transport team and sent to Lake Market Research to review in their analysis of consultation responses.

POINTS TO NOTE

- Consultees were given the choice of which questions to answer / provide a comment for. The number of consultees providing an answer to each question is shown on each chart / data table featured in this report.
 - Letters and emails submitted to the Public Transport team 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 local resident population or current service users and is reliant on awareness and propensity to take part based on the topic and interest.
 - We do not have a full record of how Thurrock Council cascaded the promotional information they were provided.
 - Whilst this consultation was open to residents and stakeholders to participate, consultation communication asked to hear views on 'what the loss of the service could mean for you'. The majority of consultees responding to the consultation are therefore those that currently use the Gravesend to Tilbury Ferry Service or are friends / relative of individuals who use the Gravesend to Tilbury Ferry Service.
 - 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.
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EXECUTIVE SUMMARY

890 responses received to the consultation questionnaire. An additional 9 emails / letters were received by the Public Transport team and sent to Lake Market Research to review in the analysis of consultation responses.

Both Kent residents / stakeholders and Thurrock residents / stakeholders responded to the consultation questionnaire. 58% of consultees answering are Kent residents or a Kent-based stakeholders. 25% of consultees answering are Thurrock residents or Thurrock-based stakeholders. 17% indicated they are neither of these and are primarily based in other areas of Essex (such as Basildon, Castle Point, Southend and Brentwood).

The majority (91%) taking part in the consultation indicated they, or the person they are responding on behalf of, use the Gravesend to Tilbury Ferry Service. At an overall level, the most common reason for using the service is to get to and from leisure and social activities (70% of consultees responding to consultation), followed by getting to and from school / college / university (59% of consultees responding to consultation). 35% of consultees responding to the consultation use the service to get to and from work.

When filtering usage frequency amongst consultees answering the questions each purpose category question (i.e. users for each purpose). The largest group that will see an impact daily are those that use the service to get to and from work (46% of consultees who use the service for work use it daily or frequently (2-3 times a week or more). 25% of consultees who use the service to get to and from school / college / university use it daily or frequently (2-3 times a week or more).

Just over a third (35%) indicated they would have no alternative way to travel if the Gravesend to Tilbury Ferry Service were to stop. An additional 12% are unsure. Of the alternatives posed, consultees are most likely to drive themselves instead (35%), use alternative public transport (23%) or rely on friends/family/neighbours for lifts (12%). 5% indicated they would travel by taxi.

A range of potential impacts were expressed by consultees when asked how the service stopping would affect them. The most common fell into three key concerns - impact on journeys, socialising and reaching specific destinations:

- Journeys – would take longer (26% of consultees commenting), roads would be busier / already congested around Dartford Tunnel (20%), journey would cost more (17%)
- Socialising – would impact social life / visiting family and friends (23%), would impact use for leisure / day trips / visiting attractions (18%)
- Reaching specific destinations – wouldn't be able to visit Gravesend / restrict access – 22%, would not be able to get to work / would have to change jobs / could lose job – 18%, wouldn't be able to get to school / children attend Gravesend Grammar school (7%)

Outside of the consultation platform, KCC have also received representations from; Gravesham Borough Council, Adam Holloway MP, Port of London Authority, the Chartered Institute for Logistics and Transport, KCC and District Members, the Thames Crossing Action Group and the Port of Tilbury all of whom have raised concerns about the impact of the service ceasing and urging KCC to find a way to maintain it.

Equality Impact Assessment feedback focuses on how loss of the service adversely affects specific groups:

- Those who don't own a car / don't drive (23%)
- The elderly (17%)

- Residents with a disability, limited mobility and wheelchair users (17%)
 - People on low incomes who can't afford other modes of transport (15%)
 - School children getting to schools (12%)
 - Workers (12%)
-

CONSULTATION RESPONSE PROFILE AND USE OF SERVICE

RESPONSE PROFILE

The tables below show the profile of individual consultees who responded to the consultation themselves / an individual responded for them. The proportion who left these questions blank or indicated they did not want to disclose this information has been included as applicable.

Amongst those providing the information, broadly equal proportions of male (32%) and female (34%) individuals took part in the consultation. Just under half of consultees (45%) are aged 50 and over.

GENDER	Number of responses	Percentage
Male	272	32%
Female	285	34%
Prefer not to say / blank	290	34%

AGE	Number of responses	Percentage
0-15	6	1%
16-24	19	2%
25-34	31	4%
35-49	123	15%
50-59	124	15%
60-64	72	9%
65-74	131	15%
75-84	46	5%
85 and over	7	1%
Prefer not to say / blank	288	34%

WORKING STATUS	Number of responses	Percentage
Working full time	214	25%
Working part time	66	8%
On a zero hours or similar casual contract	2	0.2%
Temporary laid off	1	0.1%
Freelance/self employed	29	3%
Unemployed	5	1%
Not working due to a disability or health condition	21	2%
Carer	7	1%
Homemaker	8	1%

WORKING STATUS	Number of responses	Percentage
Retired	193	23%
Student	13	2%
Other	7	1%
Prefer not to say / blank	281	33%

DISABILITY	Number of responses	Percentage
Yes	75	9%
- Physical impairment	34	4%
- Sensory impairment	14	2%
- Long standing illness or health condition	27	3%
- Mental health condition	17	2%
- Learning disability	9	1%
- Other	4	0.5%
No	459	54%
Prefer not to say / blank	313	37%

RELIGION	Number of responses	Percentage
Yes	201	24%
- Christian	182	21%
- Hindu	5	1%
- Jewish	2	0.2%
- Muslim	2	0.2%
- Sikh	4	0.5%
- Other	3	0.4%
No	317	37%
Prefer not to say / blank	329	39%

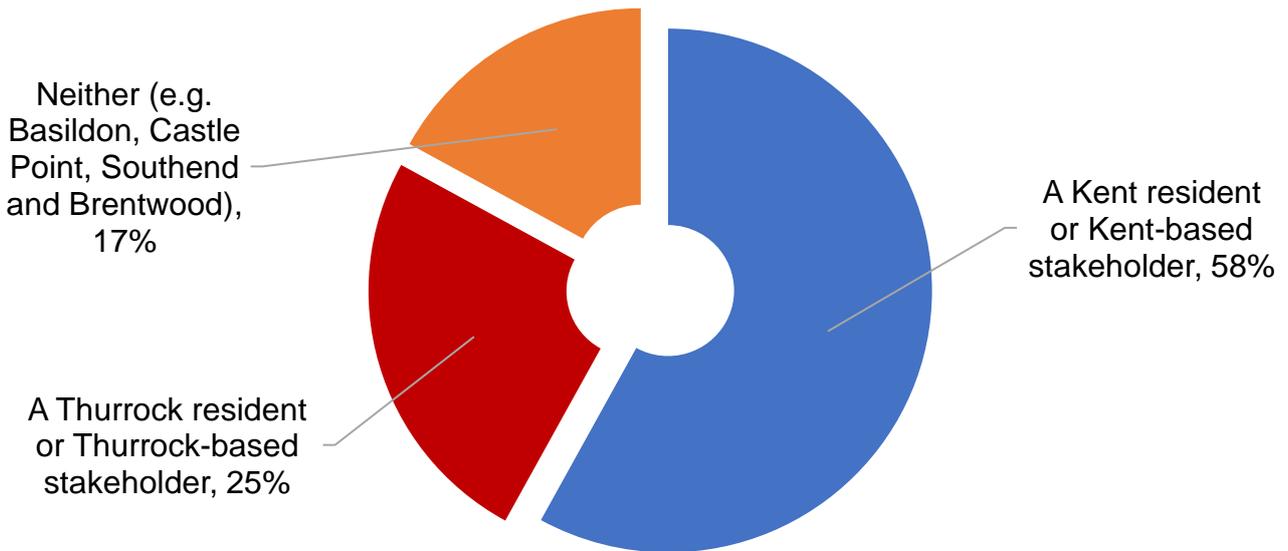
CARER	Number of responses	Percentage
Yes	77	9%
No	470	55%
Prefer not to say / blank	300	35%

GEOGRAPHIC LOCATION OF CONSULTEES TAKING PART

58% of consultees answering indicated they are a Kent resident or a Kent-based stakeholder. 25% of consultees answering indicated they are Thurrock resident or Thurrock-based stakeholder. 17% indicated they are neither of these and are primarily based in other areas of Essex (such as Basildon, Castle Point, Southend and Brentwood).

Are you or the person/organisation you are responding on behalf of...?

Base: all providing a response (881)

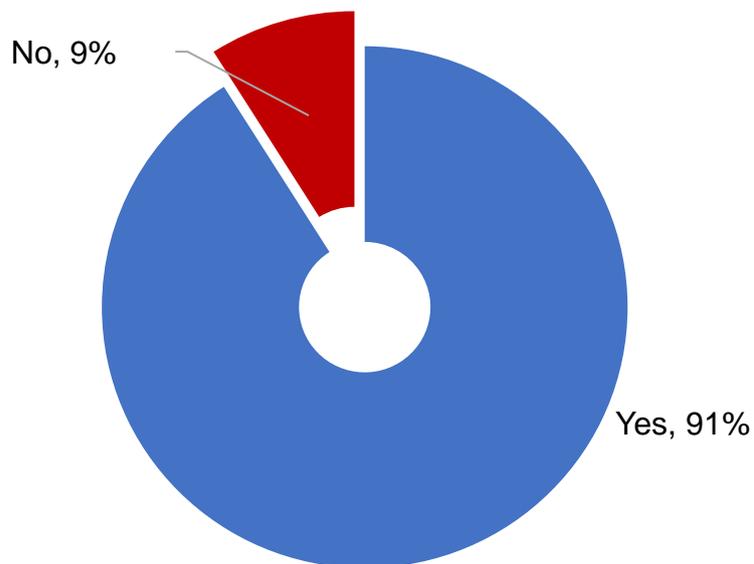


SUPPORTING DATA TABLE	Number of responses	Percentage
A Kent resident or Kent-based stakeholder	510	58%
A Thurrock resident or Thurrock-based stakeholder	217	25%
Neither (e.g. Basildon, Castle Point, Southend and Brentwood)	154	17%

USE OF GRAVESEND TO TILBURY FERRY SERVICE

The majority of consultees (91%) taking part in the consultation indicated they or the person they are responding on behalf of use the Gravesend to Tilbury Ferry Service.

Do you or the person you are responding on behalf of use the Gravesend to Tilbury Ferry Service? Base: all providing a response (857)



SUPPORTING DATA TABLE	Number of responses	Percentage
Yes	782	91%
No	75	9%

REASONS FOR USING SERVICE

Consultees were asked to indicate how often they use the service for specific purposes, namely:

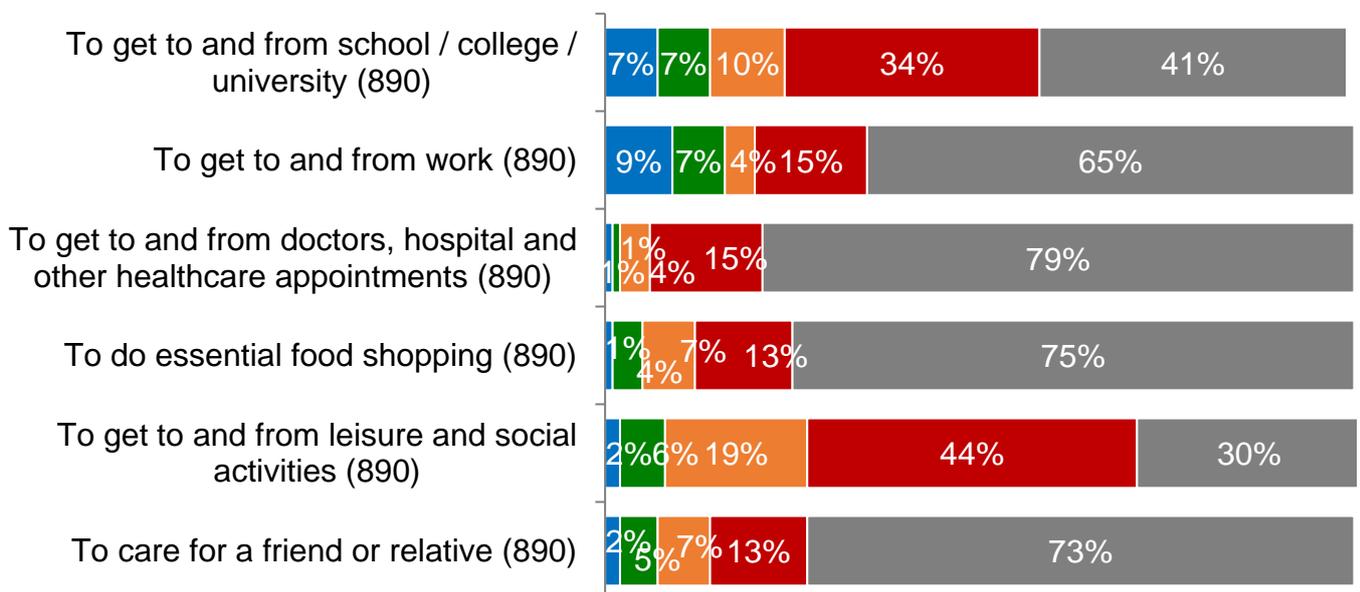
- To get to and from school / college / university
- To get to and from work
- To get to and from doctors, hospital and other healthcare appointments
- To do essential food shopping
- To get to and from leisure and social activities
- To care for a friend or relative

The graph below shows the proportion of consultees who selected a frequency for each purpose as well as the proportion who didn't answer the question / assumed the service is not used for each purpose.

At an overall level, the most common reason for using the service is to get to and from leisure and social activities (70% of consultees responding to consultation), followed by getting to and from school / college / university (59% of consultees responding to consultation). 35% of consultees responding to the consultation use the service to get to and from work.

All consultees taking part in consultation

Please tell us the usual reason for your journey and how often you make this journey. Please complete all rows that apply. Base: all providing a response (base in chart labels)



- Daily
- Frequently (2-3 times a week or more)
- Less frequently (once every 1 or 2 weeks)
- Now and again (1 or 2 times a month or less)
- Not answered question / not used for this purpose

SUPPORTING DATA TABLE (the sum of individual percentages may not sum 100% due to rounding)	Daily	Frequently	Less frequently	Now and again	Not answered question / not used for this purpose
To get to and from school / college / university	7%	7%	10%	34%	41%
To get to and from work	9%	7%	4%	15%	65%
To get to and from doctors, hospital and other healthcare appointments	1%	1%	4%	15%	79%
To do essential food shopping	1%	4%	7%	13%	75%
To get to and from leisure and social activities	2%	6%	19%	44%	30%
To care for a friend or relative	2%	5%	7%	13%	73%

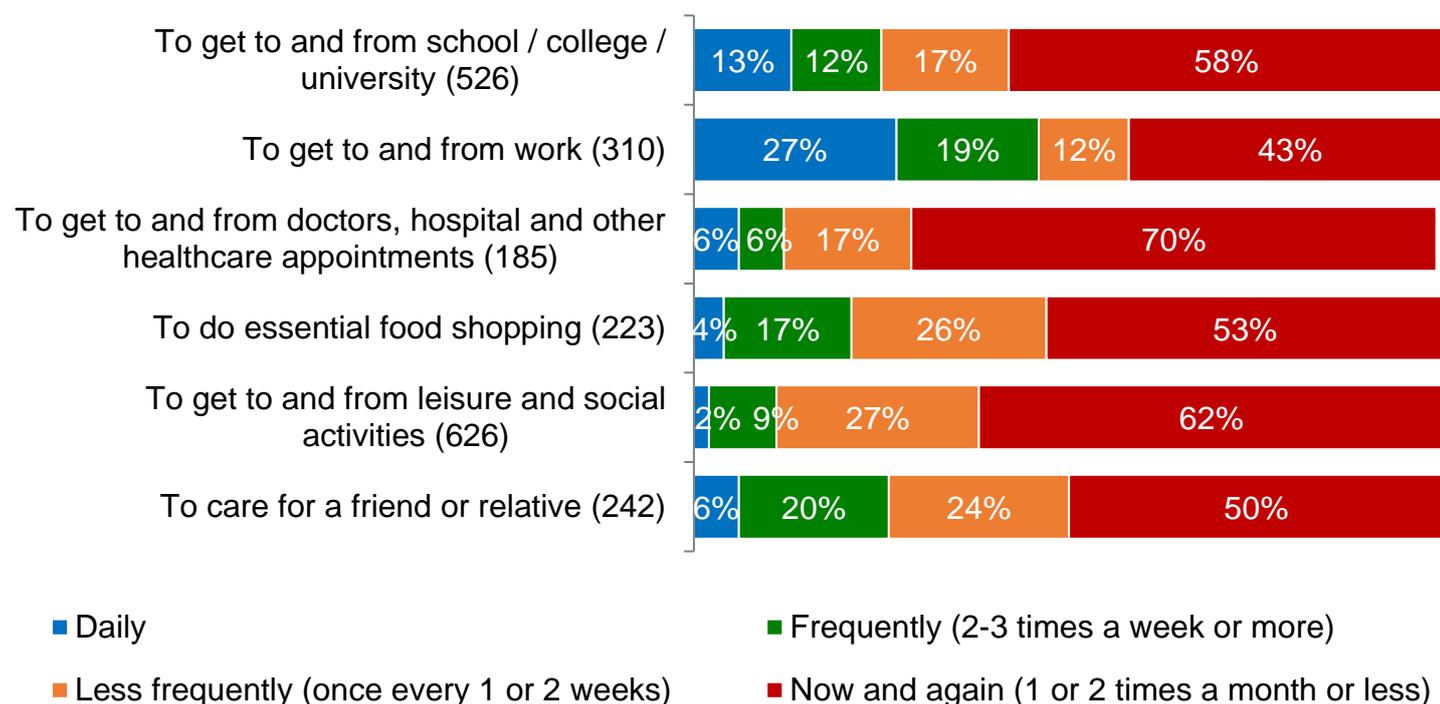
There are significant variations in the proportion of consultees using the service for each purpose for any frequency by the geographic location of residents / stakeholders. A comparably lower proportion of Kent residents / Kent-based stakeholders indicated they use the service for most purposes compared to Thurrock residents / Thurrock based stakeholders (but most notably to get to and from school / college / university and to do essential food shopping).

% use service for a purpose (any frequency) (the sum of individual percentages may not sum 100% due to rounding)	Kent residents / Kent-based stakeholder	Thurrock residents / Thurrock-based stakeholder	Resident / stakeholder outside Kent / Thurrock
To get to and from school / college / university	52%	72%	64%
To get to and from work	31%	41%	39%
To get to and from doctors, hospital and other healthcare appointments	17%	28%	23%
To do essential food shopping	18%	40%	27%
To get to and from leisure and social activities	68%	78%	66%
To care for a friend or relative	25%	30%	29%

When filtering usage frequency amongst consultees answering the questions only (i.e. users of the service for each purpose category). The largest group that will see an impact daily are those that use the service to get to and from work. 46% of consultees who use the service for work use it daily or frequently (2-3 times a week or more). 25% of consultees who use the service to get to and from school / college / university use it daily or frequently (2-3 times a week or more). Comparably frequency of use is lower for those using the service for healthcare reasons, leisure / social activities and caring responsibilities.

All consultees answering questions only

Please tell us the usual reason for your journey and how often you make this journey. Please complete all rows that apply. Base: all providing a response (base in chart labels)



SUPPORTING DATA TABLE (the sum of individual percentages may not sum 100% due to rounding)	Daily	Frequently	Less frequently	Now and again
To get to and from school / college / university	13%	12%	17%	58%
To get to and from work	27%	19%	12%	43%
To get to and from doctors, hospital and other healthcare appointments	6%	6%	17%	70%
To do essential food shopping	4%	17%	26%	53%
To get to and from leisure and social activities	2%	9%	27%	62%
To care for a friend or relative	6%	20%	24%	50%

There are significant variations in the proportion of consultees using the service daily / frequently (2-3 times per week or more) by the geographic location of residents / stakeholders. A comparably lower proportion of Kent residents / Kent-based stakeholders indicated they use the service daily / frequently (2-3 times a week or more) to get to and from school / college / university compared to Thurrock residents / Thurrock based stakeholders.

% daily / frequently (2-3 times a week or more) (the sum of individual percentages may not sum 100% due to rounding)	Kent residents / Kent-based stakeholder	Thurrock residents / Thurrock-based stakeholder	Resident / stakeholder outside Kent / Thurrock
To get to and from school / college / university	18%	34%	29%
To get to and from work	41%	44%	62%
To get to and from doctors, hospital and other healthcare appointments	14%	17%	3%
To do essential food shopping	18%	29%	12%
To get to and from leisure and social activities	8%	17%	13%
To care for a friend or relative	29%	27%	18%

TYPE OF FARE / PASS USED WHEN TRAVELLING ON SERVICE

Consultees that indicated they use the Gravesend to Tilbury Ferry Service were asked to indicate which of the following they, or the person they are responding on behalf of, use when travelling on the service:

- Pay a fare
- Travel using an Older Persons English National Concessionary Pass
- Travel using a Disabled Persons English National Concessionary Travel Pass

Just under three quarters of consultees (73%) who use the service pay a fare when travelling. 23% of consultees that use the service travel using an Older Persons English National Concessionary Pass and 3% travel using a Disabled Persons English National Concessionary Pass.

When travelling do you or the person you are responding on behalf of...?

Base: all providing a response (772)



SUPPORTING DATA TABLE	Number of responses	Percentage
Pay a fare	565	73%
Travel using an Older Persons English National Concessionary Pass	178	23%
Travel using a Disabled Persons English National Concessionary Travel Pass	25	3%
Don't know	4	1%

There are significant variations in the fare / pass used by the geographic location of residents / stakeholders. Whilst still in the majority, a comparably lower proportion of Kent residents / Kent-based stakeholders pay a fare when they travel (70%) compared to Thurrock residents / Thurrock based stakeholders.

% selecting (the sum of individual percentages may not sum 100% due to rounding)	Kent residents / Kent-based stakeholder	Thurrock residents / Thurrock-based stakeholder	Resident / stakeholder outside Kent / Thurrock
Pay a fare	70%	79%	76%
Travel using an Older Persons English National Concessionary Pass	27%	16%	22%
Travel using a Disabled Persons English National Concessionary Travel Pass	3%	5%	2%
Don't know	1%	0%	1%

IMPACT OF CONSULTATION PROPOSALS

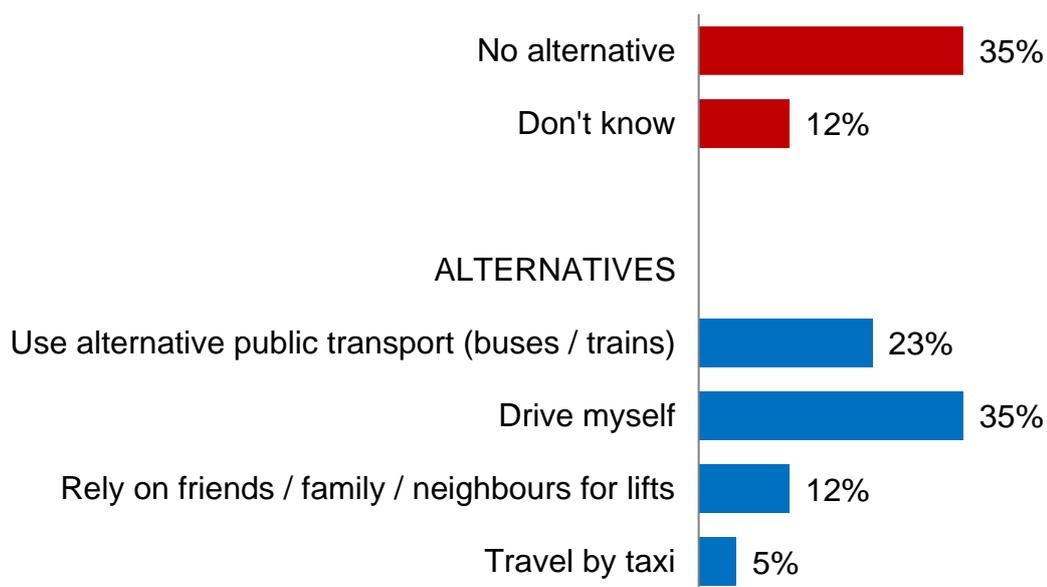
ALTERNATIVE MEANS OF TRAVEL

Consultees were asked to indicate the alternative way(s) they would have to travel for the reasons they had identified if the service was to stop. The percentages below represent the number of consultees selecting each option. Please note service users had the option to choose more than one of response from those presented to them. A proportion of consultees selected more than one alternative and a proportion of consultees selected an alternative as well as don't know. As a result, the percentages in the bar chart below will exceed the sum of one hundred percent.

Just over a third (35% of consultees answering) indicated they would have no alternative way to travel if the Gravesend to Tilbury Ferry Service were to stop. An additional 12% of consultees answering are unsure. Of the alternatives posed, consultees are most likely to drive themselves (35%), use alternative public transport (23%) or rely on friends/family/neighbours for lifts (12%). 5% indicated they would travel by taxi.

If the service were to stop, what alternative way(s) do you or the person you are responding on behalf of have to travel for the reason(s) you / they have identified?

Base: all providing a response (773), the sum of individual percentages will exceed 100% as consultees could select more than one response code)



SUPPORTING DATA TABLE	Number of responses	Percentage
No alternative	269	35%
Don't know	91	12%
ALTERNATIVES		
Use alternative public transport (buses / trains)	177	23%
Drive myself	273	35%
Rely on friends / family / neighbours for lifts	94	12%
Travel by taxi	36	5%

There are significant variations in likely alternative(s) available by the geographic location of residents / stakeholders. A significantly higher proportion of Thurrock residents / Thurrock based stakeholders indicated they do not have an alternative (45%) compared to Kent residents / Kent-based stakeholders (31%). A significantly higher proportion of Kent residents / Kent-based residents indicated they would use alternative public transport (25%) compared to Thurrock residents / Thurrock-based stakeholders.

% selecting (the sum of individual percentages will exceed 100% as question is multi-response)	Kent residents / Kent-based stakeholder	Thurrock residents / Thurrock-based stakeholder	Resident / stakeholder outside Kent / Thurrock
No alternative	31%	45%	32%
Don't know	10%	11%	18%
<u>ALTERNATIVES</u>			
Use alternative public transport (buses / trains)	25%	17%	22%
Drive myself	36%	32%	36%
Rely on friends / family / neighbours for lifts	12%	12%	13%
Travel by taxi	7%	1%	3%

There are also significant variations in likely alternative(s) available by frequency of using the Gravesend to Tilbury service. A higher proportion of consultees who use the service daily or frequently for at least one of the six previously prompted purposes (e.g. school, work, leisure) indicated they do not have an alternative (40%) compared to those who use the service less frequently (33%) In addition, a significantly higher proportion of consultees who use the service daily or frequently are unsure what they would do.

% selecting (the sum of individual percentages will exceed 100% as question is multi-response)	Use the service daily or frequently for at least one of the six prompted purposes	Use the service but not daily or frequently for any of the six prompted purposes
No alternative	40%	33%
Don't know	17%	10%
<u>ALTERNATIVES</u>		
Use alternative public transport (buses / trains)	26%	22%
Drive myself	28%	38%
Rely on friends / family / neighbours for lifts	14%	12%
Travel by taxi	8%	3%

There are also significant variations in likely alternative(s) available by those who use the service daily / frequently for specific purposes. A higher proportion of residents who use the service daily or frequently indicated there is no alternative for their travel for doctors, hospital and other healthcare (61%), essential food shopping (63%), social activities (64%) or caring for a friend / relative (59%). 44% of residents who use the service daily or frequently indicated there is no alternative for travel to school / college / university.

30% of consultees who use the service daily or frequently for school / college / university indicated they would use alternative public transport (buses / trains) and 26% indicated they would drive. 26% of consultees who use the service daily or frequently for work indicated they would use alternative public transport (buses / trains) and 37% indicated they would drive.

% selecting (the sum of individual percentages will exceed 100% as question is multi-response)	Use service daily or frequently for school / college / university	Use service daily or frequently for work	Use service daily or frequently for doctors, hospital and other healthcare *
No alternative	44%	33%	61%
Don't know	20%	16%	6%
<u>ALTERNATIVES</u>			
Use alternative public transport (buses / trains)	30%	26%	26%
Drive myself	26%	37%	9%
Rely on friends / family / neighbours for lifts	14%	16%	17%
Travel by taxi	9%	8%	4%

* Please note the base size for daily / frequent travel for doctors, hospital and other healthcare is low (23)

% selecting (the sum of individual percentages will exceed 100% as question is multi-response)	Use service daily or frequently for essential food shopping	Use service daily or frequently for social activities	Use service daily or frequently to care for friend / relative
No alternative	63%	64%	59%
Don't know	24%	16%	25%
<u>ALTERNATIVES</u>			
Use alternative public transport (buses / trains)	22%	26%	17%
Drive myself	2%	9%	13%
Rely on friends / family / neighbours for lifts	13%	14%	10%
Travel by taxi	7%	12%	6%

There are also significant variations in likely alternative(s) available when comparing the response of consultees who consider themselves disabled and those that do not. A higher proportion of consultees who consider themselves disabled indicated they do not have an alternative (48%) or would rely on friends / family / neighbours (20%) compared to those who do not (34% and 9% respectively).

% selecting (the sum of individual percentages will exceed 100% as question is multi-response)	Consider themselves disabled	Do not consider themselves disabled
No alternative	48%	34%
Don't know	6%	13%
<u>ALTERNATIVES</u>		
Use alternative public transport (buses / trains)	16%	24%
Drive myself	22%	36%
Rely on friends / family / neighbours for lifts	20%	9%
Travel by taxi	6%	4%

IMPACT OF PROPOSED SERVICE WITHDRAWALS

Consultees were asked to detail in their own words how they or the person/group they were representing could be affected if the Gravesend to Tilbury Ferry were to no longer operate. 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.

The percentages below represent the number of consultees commenting on each theme. Please note 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.

A range of potential impacts were made but a high proportion of comments highlight concerns with regards to impact on journeys, socialising and reaching specific destinations:

- Journeys – would take longer (26% of consultees commenting), roads would be busier / already congested around Dartford Tunnel (20%), journey would cost more (17%)
- Socialising – would impact social life / visiting family and friends (23%), would impact use for leisure / day trips / visiting attractions (18%)
- Reaching specific destinations – wouldn't be able to visit Gravesend / restrict access – 22%, would be able to get to work / would have to change jobs / could lose job – 18%, wouldn't be able to get to school / children attend Gravesend Grammar school (7%)

Please tell us how you or the person/group you represent could be affected if Gravesend to Tilbury Ferry were no longer to operate? Base: all consultees providing a response (840)

% SELECTED	Number of responses	Percentage
Journeys would take longer	216	26%
Would impact social life / visiting family / friends (vice versa)	195	23%
Wouldn't be able to visit Gravesend / Tilbury etc / restrict access / no alternative / don't drive	184	22%
Roads would be busier / already congested around Dartford Tunnel	165	20%
Wouldn't be able to get to work / would have to change jobs / could lose my job	151	18%
Would impact use for leisure / day trips / visiting attractions / Tilbury Fort / World's End / football ground / river walks / parks / historic sites	150	18%
Journeys would cost more (incl. cost of toll / Gravesend residents do not get toll subsidy)	140	17%
Would add to pollution / environmental impact	89	11%
Important / vital community amenity	87	10%
Public transport inadequate / expensive	83	10%
Would affect footfall / business in town / Gravesend / impact high street	74	9%
Inconvenient / have to rely on others	71	8%

% SELECTED	Number of responses	Percentage
Wouldn't be able to get to school / children attend grammar school in Gravesend / special setting school (child has autism)	59	7%
Wouldn't be able to do my shopping in Gravesend	58	7%
No alternative for cyclists / foot passengers	55	7%
Would impact elderly / people in need / vulnerable / disabled: their ability to travel or family / carers to visit them	53	6%
Do not stop operating the service / inconceivable / do not agree	53	6%
Been using it for years / regular user	41	5%
Alternatives would be stressful / impact mental health	41	5%
Part of Gravesend heritage / historic amenity	36	4%
We / the kids / grandchildren enjoy using the ferry	25	3%
Impact tourism / cruise liner passengers use the ferry	23	3%
Wouldn't be able to go on cruises - only access	20	2%
The ferry is a safe travel option	10	1%
The ferry feels safe for people with autism or anxiety	7	1%

Example comments supporting these themes can be found below:

“Travelling to work would be so much more difficult, expensive and time consuming. The Dartford Crossing always has delays so travelling times would increase significantly. This in turn would lead to higher stress levels and have an adversely effect on people’s mental health.”

“The ferry is the only way I can get across the river to Gravesend. I’ve been using the ferry regularly since I was a child. Now I’ve retired it’s my only couple of days to shop at my leisure. I also visit an elderly old neighbour who doesn’t see anyone else all week. I’m her only visitor.”

“It would be a total disaster for me. I travelled by ferry for more than 10 years for work, I have no other ways of getting to the other side of the river. I did have alternatives to get to work my friend used to give me lift but unfortunately, he has now left the company. When the ferry brakes down I had to use my bike to get to the bridge and use its shuttle van to get over. but that alternative is well over an hour and a half to get to work. I cannot do that why should I swap a 20min journey for an hour and a half journey? There is no logic in it! it would make a major attack on my mental health. I can’t get another job because the pay I am on with this job is good for my family whereas other places of work with their starter pay is a massive pay cut and would be a total disaster especially in this cost of living crisis. On behalf of everyone, you just can’t take away our ferry there are so many people who rely on this service. it would wreck so many lives.”

“The ferry provides easy access to Essex from Kent. It is useful for both local economies as it allows people to be employed either side of the Thames, in both counties. If the route no longer ran, then this would mean there may be an impact on company workforce.”

“The ferry is essential to my daughter’s travel to Rochester Grammar School. If this were to be closed it would cause a massive change in her travel arrangements. Unfortunately, I cannot drive her to school as I work in London, and it will cause me to be late for work because it means I have to drive instead of taking the train. If my daughter was to use alternative transport, this journey will be completed in like 3 hours not forgetting QE2 bridge’s constant disruptions. This will mean my daughter will be constantly late and constantly tired. That is not ideal for both physical and mental wellbeing meaning she will definitely struggle in class.”

“I use the ferry service for leisure reasons. Losing the ferry would prevent me from doing riverside walks, hikes and bird watching on the Essex bank. The ferry also provides a convenient link to cruises departing from Tilbury. The public transport links via the Dartford crossing are complex, lengthy and inconvenient. Cutting the ferry would only push more cars on to the roads, exacerbating the current congestion problems and contributing to air pollution and climate damaging emissions.”

Some example comments from emails / letters sent to the public transport team from stakeholders can be found below:

“It provides a vital service for school children from Tilbury attending schools in Gravesend, commuting to/from the communities and job opportunities on both sides of the River Thames, tourism (Thames Path connection, cycling, linking the Forts), access to social, leisure and retail facilities in Gravesend from Tilbury. The alternative public transport route involves using 3 different buses, one of which is only hourly, and takes at least 1:50 at an additional cost compared with the Ferry, which only takes 5 minutes. Driving takes at least 30 minutes (depending on how well the Dartford Crossing is operating) and is not relevant to user groups that cannot drive or do not have access to a motor vehicle.”

“The communities of Gravesend and Tilbury have higher than average economic deprivation, with higher unemployment rates amongst young people than other towns in the region. As both sides of the river actively pursue economic regeneration through the Thames Freeport, Thames Estuary Growth Board and other major growth opportunities, removing the opportunity for people – particularly young people – to access existing and new employment opportunities appears to be a self-sabotaging step. For a relatively low overall cost, the ferry service provides a regular and reliable connection for businesses, students and families. This connection has not and cannot be substituted by the Dartford Crossing which – even if people have access to a car - adds many miles, hours and pounds to people’s regular journeys between the heart of Gravesend and the town and port of Tilbury.”

“Many people use this service daily for jobs and for getting to school. As the strategic public transport authority this service is vital for facilitating people to travel not by car. There has been a ferry service since Roman times! A ferry service that is well used with over 100,000 trips every year should be protected.”

“If the county council is required to provide this public service requirement, the alternative to the ferry might require a service using four buses. At a rate of £500 to £1,000 per bus per day, an alternative bus service might cost £1,000,000 per year. The total ferry subsidy has been quoted as being about £200,000. Consequently, the ferry service appears to provide excellent value for money. The consultation does not compare the subsidy per passenger

with other public transport subsidies provided by Kent County Council. Therefore, it has not been possible to compare the ferry with other public transport services and requirements. This is not a typical public transport service in Kent, where alternative options can take the same route as public transport. In the case of the ferry route, a huge diversion would be required. The suggested alternative route in the consultation requires a train and two bus services to connect.”

“Longer term considerations that could affect the future of the service are plans for the Lower Thames Crossing as well as the potential Kenex cross-Thames tram link plus developments such as the Ebbsfleet theme park and the Freeport and other plans to regenerate the Thames riverside economy for which a comprehensive public transport network is vitally important. We therefore recommend that all possible attempts are made to retain the Gravesend to Tilbury ferry link, at least over the short- and medium-term dependent on longer term developments in the area, including working with partners and commercial stakeholders north and south of the river to ensure that operational costs are shared equitably.”

Impact perceptions by subgroups of consultees

Consistent with service use patterns, there are significant differences in the perceived impact(s) of the service withdrawal by the geographic location of residents / stakeholders. The tables overleaf detail consultees' response to the impact of the proposed withdrawals by the following groups:

- Kent residents / Kent-based stakeholders, Thurrock residents / Thurrock-based stakeholders, Residents / stakeholders outside these areas
- Varying frequencies of using the Gravesend to Tilbury Ferry Service

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.

Kent residents / Kent-based stakeholders, Thurrock residents / Thurrock-based stakeholders, Residents / stakeholders outside these areas

Please tell us how you or the person/group you represent could be affected if Gravesend to Tilbury Ferry were no longer to operate?

% SELECTED	Kent residents / Kent-based stakeholder	Thurrock residents / Thurrock-based stakeholder	Resident / stakeholder outside Kent / Thurrock
Journeys would take longer	26%	23%	29%
Would impact social life / visiting family / friends (vice versa)	22%	30%	20%
Wouldn't be able to visit Gravesend / Tilbury etc / restrict access / no alternative / don't drive	22%	25%	18%
Roads would be busier / already congested around Dartford Tunnel	21%	16%	19%
Wouldn't be able to get to work / would have to change jobs / could lose my job	16%	20%	19%
Would impact use for leisure / day trips / visiting attractions / Tilbury Fort / World's End / football ground / river walks / parks / historic sites	17%	19%	18%
Journeys would cost more (incl. cost of toll / Gravesend residents do not get toll subsidy)	16%	16%	18%
Would add to pollution / environmental impact	12%	7%	12%
Important / vital community amenity	11%	10%	8%
Public transport inadequate / expensive	10%	9%	11%
Would affect footfall / business in town / Gravesend / impact high street	8%	10%	9%
Inconvenient / have to rely on others	9%	8%	8%

% SELECTED	Kent residents / Kent-based stakeholder	Thurrock residents / Thurrock-based stakeholder	Resident / stakeholder outside Kent / Thurrock
Wouldn't be able to get to school / children attend grammar school in Gravesend / special setting school (child has autism)	5%	12%	7%
Wouldn't be able to do my shopping in Gravesend	2%	18%	7%
No alternative for cyclists / foot passengers	8%	2%	8%
Would impact elderly / people in need / vulnerable / disabled: their ability to travel or family / carers to visit them	6%	6%	6%
Do not stop operating the service / inconceivable / do not agree	7%	4%	6%
Been using it for years / regular user	3%	8%	6%
Alternatives would be stressful / impact mental health	3%	10%	5%
Part of Gravesend heritage / historic amenity	6%	1%	2%
We / the kids / grandchildren enjoy using the ferry	3%	3%	1%
Impact tourism / cruise liner passengers use the ferry	4%	1%	0%
Wouldn't be able to go on cruises - only access	4%	0%	1%
The ferry is a safe travel option	1%	1%	1%
The ferry feels safe for people with autism or anxiety	1%	1%	1%

Impact by varying frequencies of using the Gravesend to Tilbury Ferry Service

Please tell us how you or the person/group you represent could be affected if Gravesend to Tilbury Ferry were no longer to operate?

% SELECTED	Use the service daily or frequently for at least one of the six prompted purposes	Use the service but not daily or frequently for any of the six prompted purposes
Journeys would take longer	31%	26%
Would impact social life / visiting family / friends (vice versa)	23%	27%
Wouldn't be able to visit Gravesend / Tilbury etc / restrict access / no alternative / don't drive	18%	26%
Roads would be busier / already congested around Dartford Tunnel	21%	20%
Wouldn't be able to get to work / would have to change jobs / could lose my job	38%	8%
Would impact use for leisure / day trips / visiting attractions / Tilbury Fort / World's End / football ground / river walks / parks / historic sites	7%	22%
Journeys would cost more (incl. cost of toll / Gravesend residents do not get toll subsidy)	21%	17%
Would add to pollution / environmental impact	9%	11%
Important / vital community amenity	7%	9%
Public transport inadequate / expensive	7%	12%
Would affect footfall / business in town / Gravesend / impact high street	3%	9%
Inconvenient / have to rely on others	11%	9%
Wouldn't be able to get to school / children attend grammar school in Gravesend / special setting school (child has autism)	16%	3%
Wouldn't be able to do my shopping in Gravesend	8%	7%
No alternative for cyclists / foot passengers	1%	8%
Would impact elderly / people in need / vulnerable / disabled: their ability to travel or family / carers to visit them	11%	5%
Do not stop operating the service / inconceivable / do not agree	4%	6%
Been using it for years / regular user	5%	5%

% SELECTED	Use the service daily or frequently for at least one of the six prompted purposes	Use the service but not daily or frequently for any of the six prompted purposes
Alternatives would be stressful / impact mental health	9%	4%
Part of Gravesend heritage / historic amenity	0%	4%
We / the kids / grandchildren enjoy using the ferry	1%	4%
Impact tourism / cruise liner passengers use the ferry	1%	2%
Wouldn't be able to go on cruises - only access	0%	3%
The ferry is a safe travel option	1%	1%
The ferry feels safe for people with autism or anxiety	1%	1%

RESPONSE TO EQUALITY IMPACT ASSESSMENT

Consultees were asked to provide their views in their own words on Kent County Council's (KCC) equality analysis on the future of the ferry service. 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. 24% of consultees provided a response to this question.

A range of comments were made in reference to potential considerations but the most common are perceived impacts on the following groups:

- Those who don't own a car / don't drive (23%)
- The elderly (17%)
- Residents with a disability, limited mobility and wheelchair users (17%)
- People on low incomes who can't afford other modes of transport (15%)
- School children getting to schools (12%)
- Workers (12%)

We welcome your views on our equality analysis and if you think there is anything else we should consider relating to equality and diversity? Base: all consultees providing a response, 2% mentions and above reported below (217)

% SELECTED	Number of responses	Percentage
Would impact those who don't own a car / don't drive	50	23%
Would impact the elderly	37	17%
Would impact residents with a disability, limited mobility and wheelchair users	37	17%
Would impact people on low incomes who can't afford other modes of transport	33	15%
Would impact school children getting to schools, including the grammar schools	26	12%
Would impact workers and could mean people become unemployed	25	12%
The ferry is a vital service used by many	23	11%
Equality is irrelevant; all users are affected regardless of who they are	21	10%
Would impact those who can't afford to use alternative transport methods, public transport would be too expensive	20	9%
Would impact those who can't use alternative public transport, it is not sufficient and would make travel impractical	20	9%
The ferry is convenient and easy access	19	9%
The ferry is used by shoppers	15	7%
The ferry keeps families and friends connected, people could become isolated and unable to see one another	14	6%

% SELECTED	Number of responses	Percentage
Please do not stop the ferry service	13	6%
The ferry is used for days out, visiting the attractions	10	5%
The ferry is used by pedestrians and cyclists, who would be discriminated against	10	5%
Would impact those with anxiety issues, neurodiverse people and those with Aspergers syndrome or autism	9	4%
The loss of the ferry would impact on social lives	9	4%
The loss of the ferry would impact on mental health and well-being	9	4%
There would be more cars on the roads, adding to the traffic and pollution	8	4%
Would impact carers' responsibilities	7	3%
The ferry keeps communities and towns connected, allowing access to other towns	7	3%
The ferry is used by tourists, cruise ship passengers	6	3%
The ferry has been operating for years, it's part of our heritage	5	2%
Would impact ethnic minorities	4	2%
The ferry ride itself is an enjoyable social experience for many	4	2%

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

“To get rid of this service affects those, like me, who cannot drive for health reasons and who need to visit Thurrock to access their network of support. It affects physically and mentally disabled individuals, and those on low income like myself who cannot afford all of the connecting journeys. I have tried these in the past and it is incredibly challenging.”

“I imagine the people most reliant on the ferry services are of less flexible socio-economic groups. Those least likely to own private transportation. By removing the service you'll be absolutely knackered them. How are they supposed to cross the river?”

“Whilst the statistics may not show a significant number of passengers each day, those that do use the ferry crossing rely on it as an affordable, social, quick and efficient route across the Thames that doesn't involve a long, expensive trip across the bridge. We are talking about the elderly, the disabled, those on low incomes. If KCC pulls out, it will impact some of the most needy in our society and that would be a huge mistake. It would be a huge loss to both Kent and Thurrock in terms of community connections. Residents tell me of family support networks that will be devastated, carers and childminders using the ferry to visit customers that will no longer be able to and grandparents that will no longer be able to sit for grandchildren whilst their parents are at work. A number of parents lives will be

turned upside down as their family support network is cut off and alternatives are few and far between given the huge costs of childcare.”

“At the moment anybody with special needs or mobility problems can pop across to Tilbury Fort with relative ease. Take away the ferry and the journey is not so appealing.”

“The Equality Impact Report makes it clear that for most categories there is a negative impact and nothing that can be done to mitigate them. For example, the English National Concessionary Travel Scheme pass is valid on the ferry service, and about 11% of all passenger journeys use passes based on disability (and can manage the pontoon’s). The same passes will work on the alternatives, but the multiple changes and time required mean that they are not an effective replacement.”

“Nearly all protected characteristics will be affected by this policy change and only some mitigation at greater inconvenience is offered according to the EQIA.”

FEEDBACK ON CONSULTATION INCLUDING SUGGESTIONS FOR ALTERNATIVE PROPOSALS

Consultees were asked in their own words to provide other comments in response to the consultation, including suggestions for alternative proposals. For the purpose of reporting, we have reviewed the comments made and have grouped common responses together into themes. 53% of consultees provided a response to this question.

The table below presents the alternative suggestions put forward in consultees' comments in this question. The most common alternatives suggest reviewing the service to potentially make it grow in usage and become more sustainable:

- Review pricing, e.g. increase price / tiered charging / paid in full by users (16%)
- Sponsorship / funding from those who rely on / benefit from the ferry service (12%)
- Review operating hours, e.g. more weekend services / longer hours / peak hours (11%)
- Contribution from other councils of service users – 7%
- Promote the service, attract groups, offer additional services – 6%

Do you have any further comments that you would like to make in response to this consultation, including any suggestions for alternative proposals?

Base: all consultees providing a response (468)

% ALTERNATIVE SUGGESTIONS PUT FORWARD	Number of responses	Percentage
Review pricing: e.g. increase the price / tiered charging / regular / non regular users / paid in full / no subsidies	73	16%
Sponsorship / funding from those who rely on / benefit from the ferry service (e.g. dock owners / ports / Ambassador Cruises / Gravesend Pier / English Heritage / Landmark Trust), includes mentions of funding (crowd funding and lottery funding)	56	12%
Review operating hours e.g. more weekend services / longer hours / peak hours / hourly / not half hourly	53	11%
Other councils should contribute / their residents use the service as well	34	7%
Promote the service, attract groups, offer additional services, tourist trips / heritage trips	27	6%
Lobby the government, the government should be funding the service	22	5%
Better ways to save money / rethink Essex/Kent tunnel / sell assets / reduce allowances	17	4%
Invest in the ferry - more reliable, bigger boats, better	13	3%
Partner with Uber boats / other boat services	12	2%
Find another operator	7	1%
Develop the area into more of a tourist area, cash in on the potential, riverside community area, bars, cafes	6	1%
Bring back the car ferry	3	1%

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

“I am able-bodied I would not mind an increase in ticket price, as long as people with disabilities or the like do not suffer from it. Equally, perhaps getting other nearby councils involved that may benefit from the ferry could be beneficial financially.”

“Extend the ferry service to include Sundays - so many events happen on a Sunday in Gravesend that I am sure there would be a demand. The fare is very cheap when compared to the price of petrol and toll when the journey is made by road.”

“I think it essential that the service is maintained at least until the Lower Thames Crossing is operational. Attempts should be made to seek sponsorship/support from commercial organisations affected and promotional/advertising opportunities. Political pressure should be brought to bear on Thurrock and Gravesham Councils and central government.”

“Has either council considered putting together a proposal to approach potential sponsors for the Ferry service - if the bid is successful, the sponsor should be allowed to display their company logo/livery on the vessels.”

“We would urge the Council to consider how a ferry service could continue to operate, and indeed to secure long-term investment into its future so as to provide a high quality, regular service. To that end: Has the Council fully explored alternative funding models, including asking for contributions from employers and business groups on both sides of the river? Would running a well-promoted procurement exercise encourage competition and innovative approaches to providing a ferry service? In order to attract private investment in both infrastructure and vessels, would the Council consider a longer-term concession, for example 15-25 years, with appropriate safeguards and performance standards? Could sustainability be put at the heart of any long-term solution?”

“There is massive potential associated with the London Tilbury Cruise Terminal and Ambassador Cruises who this year, from January 19 until the end of 2024 are scheduled to operate over thirty cruises from Tilbury. Cruise passengers from Kent and south of the River Thames without their own transport should be encouraged to use the Gravesend / Tilbury Ferry when embarking or disembarking from their trips. Not only that, crew members with a few hours 'freetime' should be encouraged to use the Ferry to visit and shop in Gravesend, boosting the local economy into the bargain. Those addressees who are also local councillors in Gravesham will already be aware of the space in front of the Town Pier at the bottom of the High Street in Gravesend which could be used by taxis or coaches as a drop off or pick up point. Local hoteliers could also be encouraged to advertise 'stopovers' in Gravesend to cruise passengers on the night before their trips. Gravesend occupies a fantastic location on the River Thames, why not fully exploit it.”

The table below summarises consultees' feedback in response to the consultation. The main comments received emphasise the importance of the service (17%) and not wanting the service to stop operating (13%). 12% raised concerns in relation to sponsorship / funding for organisations / individuals that rely on / benefit from the service.

Do you have any further comments that you would like to make in response to this consultation, including any suggestions for alternative proposals? Base: all consultees providing a response (468)

% FURTHER COMMENTS PUT FORWARD	Number of responses	Percentage
Important / essential community amenity	78	17%
Do not stop operating the service / inconceivable / do not agree	59	13%
Wouldn't be able to visit Gravesend / restrict access / no alternative	51	11%
Impacts people getting to work	51	11%
Part of Gravesend heritage / historic amenity / taking away another part of Gravesend identity	48	10%
Gravesend already becoming unattractive: Would affect footfall / business in Gravesend / impact high street / people shopping	46	10%
Roads would be busier / already congested around Dartford Tunnel	3	8%
Would add to pollution / environmental impact/ should be encouraging public transport use	36	8%
Impacts people getting to school	35	7%
Comments around council wasting money / poorly run / penalising residents	32	7%
Would impact use for leisure / day trips / visiting attractions / Tilbury Fort / World's End / football ground / kids' days out	21	4%
Journeys would take longer on other routes	21	4%
Improve public transport / alternative options	20	4%
Journeys would cost more (incl. cost of toll / Gravesend residents do not get toll subsidy)	17	4%
Would impact social life / visiting family / friends (vice versa)	15	3%
Impact tourism / cruise liner passengers use the ferry	14	3%
The ferry is a lifeline to many / elderly / people living alone	13	3%
Impacts on disabled / no alternatives	9	2%
Impact on / alternatives for bike users / cyclists / walkers	7	1%
Comments around purpose of consultation / dubious	7	1%
Been using it for years / regular user	6	1%

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

“Please do not stop this vital service . It is an important service for residents in the Kent area. I have worked with people who travel on this service to work in Gravesend. I know of plenty of children who also use this service to attend my son’s school in Gravesend. Lots of Kent residents also use this service for social and leisure too. If this service is costly then consider putting price up slightly to be able to keep it in place?”

“Apart from myself, consideration should also be given to the many students who travel from Thurrock to study in the Gravesham district along with many who travel to Thurrock in order to work. This ferry has operated for hundreds of years, and it would be a travesty were it to stop. It's an institution. Many others travel both ways. Cyclists for example use the route throughout the year. Closure would impact so many people.”

“So many people rely on the ferry, especially children who use it to travel to and from school. Parents may not have the funds or resources to take their children to school and train fares are expensive. School children may be forced to attend another school if they are unable to get there.”

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. Select **one** option.

- Yourself (as an individual)
- On behalf of a friend or relative – please answer all the questions in this questionnaire using their details and not your own.
- A representative of a local community group or residents' association
- An educational establishment, such as a school or college
- On behalf of a Parish/Town/Borough/District Council in an official capacity
- A Parish/District or County Councillor
- On behalf of a business
- On behalf of a charity, voluntary, community or social enterprise organisation (VCSE)
- Other, please specify:

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

Q2. Are you or the person/organisation you are responding on behalf of...?

Please select **one** option.

- | | |
|--------------------------|---|
| <input type="checkbox"/> | A Kent resident or Kent-based stakeholder |
| <input type="checkbox"/> | A Thurrock resident or Thurrock-based stakeholder |
| <input type="checkbox"/> | Neither |

Q2a. Please tell us the first five characters of your postcode:

Please do not reveal your whole postcode. If you are responding on behalf of a friend or relative, 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.

If you are responding as an organisation, please go to Section 2, question 7.

If you are responding as an individual or on behalf of a friend or relative, please continue to question 3.

If you are responding on behalf of a friend or relative, please answer these questions using their details.

Q3. Do you or the person you are responding on behalf of use the Gravesend to Tilbury Ferry Service?

Please select **one** option.

- | | |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No |

If 'Yes', please complete questions 4 and 5. If 'No', please go to question 7.

Q4. Please tell us the usual reason for your journey and how often you make this journey. Please complete **all** rows that apply. If you are responding on behalf of someone else, please respond using their journey information.

Reason/purpose of your journey	Daily	Frequently (2-3 times per week or more)	Less frequently (once every 1 or 2 weeks)	Now and again (1 or 2 times per month or less)
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:				

Q5. When travelling do you or the person you are responding on behalf of...

Please select **one** option.

- Pay a fare
- Travel using an Older Persons English National Concessionary Pass
- Travel using a Disabled Persons English National Concessionary Travel Pass
- Don't know

Q6. If the service were to stop, what alternative way(s) do you or the person you are responding on behalf of have to travel for the reason(s) you/they have identified? Please select all that apply.

- Drive myself
- Rely on friends/family/neighbours/colleagues for lifts
- Use alternative public transport (buses and trains)
- Travel by taxi
- No alternative
- Don't know
- Other, please specify below:

Section 2 – Our Proposal

The consultation document provides detail of the current position and the possible outcomes.

Q7. Please tell us how you or the person/group you represent could be affected if Gravesend to Tilbury ferry were no longer to operate.

We have completed a consultation stage Equality Impact Assessment (EqIA) on the future of the ferry service.

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/ferryconsultation or in paper copy on request.

Q8. We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below:

Q9. Do you have any further comments that you would like to make in response to this consultation, including any suggestions for alternative proposals?

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 will 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.

If you are responding **on behalf of someone else**, please answer using their details.

Q10. 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 below:

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

- Male Female I prefer not to say

We use the terms "transgender" and "trans" as inclusive umbrella terms for a diverse range of people who find their gender identity differs in some way from the sex they were originally assumed to be at birth.

Q12. Have you ever identified or do you identify as a transgender or trans person? Select one option.

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

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

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

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

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	I prefer not to say
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Q14a. If you answered 'Yes' to Q14, which of the following applies to you? Please select one option.

<input type="checkbox"/>	Christian
<input type="checkbox"/>	Buddhist
<input type="checkbox"/>	Hindu
<input type="checkbox"/>	Jewish
<input type="checkbox"/>	Muslim
<input type="checkbox"/>	Sikh
<input type="checkbox"/>	Other
<input type="checkbox"/>	I prefer not to say

If you selected Other, please specify:

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

Q15. Do you consider yourself to be disabled as set out in the Equality Act 2010? Please select **one** option.

- Yes
- No
- I prefer not to say

Q15a. If you answered 'Yes' to Q15, please tell us the type of impairment that applies to you.

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

- Physical impairment
- Sensory impairment (hearing, sight or both)
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other

Other, please specify:

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

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

- Yes
- No
- I prefer not to say

Q17. Are you ...? Select *one* option.

- | | |
|--------------------------|-----------------------|
| <input type="checkbox"/> | Heterosexual/Straight |
| <input type="checkbox"/> | Bi/Bisexual |
| <input type="checkbox"/> | Gay man |
| <input type="checkbox"/> | Gay woman/Lesbian |
| <input type="checkbox"/> | Other |
| <input type="checkbox"/> | I prefer not to say |

Q18. To which of these ethnic groups do you feel you belong? Please select *one* option.
(Source 2011 Census)

- | | | | |
|--------------------------|------------------------------------|--------------------------|----------------------------------|
| <input type="checkbox"/> | 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* | | |

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

Thank you for taking the time to complete this questionnaire, your feedback is important to us.

