

Review of KCC Funded Bus Services

Consultation document
and questionnaire

Have your say

Kent County Council subsidises around 3% of bus journeys in Kent. Find out why we need to reduce our funding, and tell us how this could affect you.

kent.gov.uk/busreview
Consultation closes 15th May 2016

Contents

1.	Introduction	2
2.	Bus services in Kent	4
3.	Why do we need to change?	6
4.	How do bus subsidies work?	7
5.	Our approach to savings	8
6.	Services that might be affected	9
7.	How will we make a final decision?	14
8.	Our scoring approach in detail	15
9.	In summary	17
10.	How to get involved and have your say	18
11.	Glossary of terms	19
12.	Consultation questionnaire	21

1. Introduction

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. Kent County Council (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 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 over £1m.

Further budget cuts mean that we have to do more.

During the 2016/17 financial year, we need to save another £800k 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 may have an adverse impact on existing bus passengers and we need you to tell us how the proposed changes will affect you.

Your views matter

We would like to hear your views 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 July 2016.

We want to hear your views on:

- How the proposed changes could impact you
- 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

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 21st March until 15th 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, please email alternativeformats@kent.gov.uk or telephone on 03000 421553.

2. 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 Kent County Council (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.

KCC has a long tradition of supporting public transport in Kent and invests around £50m of public 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 50 million journeys are made each year. Of these, around 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 bus services without change or reduction. In 2015/16 we spent £6.4m supporting around 150 services that would otherwise not operate.

At a glance

2015/16

Number of bus journeys in Kent: over 50 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

KCC 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.)

3. Why do we need to change?

Over the past five years Council budgets have come under increasing pressure as Central Government has reduced its funding year on year. KCC has already had to reduce its revenue expenditure by £433m since the start of 2011-12 and the budget for 2016-17 requires a further £80.8m 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 over £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 around £500k 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 may 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.

4. 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

5. 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 14)
- 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 us 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 £500k 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.

6. 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.

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 may change or reduce in some way.

The bus timetables for these services, showing the journeys currently funded by KCC, are available at www.kent.gov.uk/busreview or on request.

Summary of services for review:

Service No.	Operator	Route	What KCC pays for	Summary of proposed changes	Estimated saving
2	Stagecoach	Ashford to Rolvenden	Evening journeys Monday to Saturday	The 22:05 Ashford to Rolvenden and 22:49 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.	£33,710
89	Arriva	Maidstone to Coxheath	Evening journeys Monday to Saturday	Evening journeys 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.	£23,677
5	Arriva	Maidstone to Hawkhurst	Evening journeys Monday to Saturday	This service will divert via Coxheath in the evenings to provide a replacement to cover the withdrawal of service 89 (above).	(included above)
89	Stagecoach	Dover to Folkestone	Evening journeys Monday to Saturday	The 19:43 and 21:57 from Dover and 22:27 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.	£66,391

Service No.	Operator	Route	What KCC pays for	Summary of proposed changes	Estimated saving
102	Stagecoach	Dover to Lydd	Evening journeys Monday to Saturday	The 20:35 journey from Dover will run as far as New Romney. The current 22:06 from Lydd will start from New Romney at 21:48. The 21:06 journey from Lydd will terminate at Folkestone. The 22:40 and 23:35 journeys from Dover to Folkestone will be replaced by a journey at 23:05. The 22:05 and 23:05 journeys from Folkestone to Dover will be replaced by a journey at 22:35.	(included above)
123	Nu-Venture	Kings Hill to West Malling Station	All journeys Monday to Friday	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, which alongside other existing services will provide similar links.	£77,748
203	Autocar	Benover to Paddock Wood	Monday and Wednesday Shopper Bus	The service will no longer run on Mondays. The Wednesday service would continue unchanged.	£10,616
204	Autocar	Tonbridge to Underriver	Two round trips on Monday to Friday	The service will no longer run on Wednesdays. The rest of the service continues unchanged on all other days.	(included above)

Service No.	Operator	Route	What KCC pays for	Summary of proposed change	Estimated saving
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.	£20,286
402	Arriva	Tonbridge to Hildenborough	The 17:03 journey on a Saturday.	This journey will be withdrawn.	(included above)
217	Arriva	Trench Wood to Ramslye via Tonbridge and Tunbridge Wells	Evening journeys Monday to Saturday	The Tunbridge Wells to Ramslye section will be withdrawn but will be covered with existing service 28. Other journeys will not be funded by KCC but will continue to be operated by Arriva without subsidy.	£42,797
477	Arriva	Swanley to Dartford	Early morning and evening journeys Monday to Saturday	The morning journey and some evening services will continue to operate without subsidy but the evening service will finish at 21:00 on Mondays to Fridays and 22:00 on Saturdays. The evening service from Swanley to Orpington will stop entirely.	£41,299
12RL	Clarkes	Tenterden to Headcorn Railway Station	Monday to Friday commuter service	This service will be withdrawn. KCC are arranging for Arriva to make changes to the timetable for the existing number 12 service, which will provide cover for some 12RL journeys.	£26,580

Service No.	Operator	Route	What KCC pays for	Summary of proposed change	Estimated saving
14A	Stagecoach	Canterbury to Deal	Evening journeys Monday to Saturday	The existing 22:00 journey from Canterbury will run at 22:35. The 22:50 from Canterbury and 23:30 from Sandwich will no longer run. Other journeys will continue to be operated by Stagecoach without subsidy.	£21,122
15 / 15A	Stagecoach	Dover to Sandown	Evening journeys Monday to Saturday	The 17:47 and 18:56 from Deal to Sandown and the 17:54 and 19:03 from Sandown as far as Deal will stop entirely and will not extend to Sandown after 16:55. Other journeys will continue to be operated by Stagecoach.	£19,023
3 / 3B	Stagecoach	Canterbury to Faversham	Evening journeys Monday to Saturday	The service will continue to be operated by Stagecoach without subsidy but will finish after 21:00.	£33,004
541 / 542 / 544	Regents Coaches	Elvington to Dover, Walmer to Sandwich, Walmer to Canterbury	Off peak shoppers services on Monday to Saturdays	The service will be reduced to operate on Tuesdays, Wednesdays and Thursdays only.	£20,000

7. 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 to view 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).

8. 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 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. If you would like more information on this please visit www.kent.gov.uk/busreview.

Applying KCC's criteria

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

- 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 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 types of passenger (for example, older people or disabled passengers) or for certain journey purposes.

Our initial EqIA has identified that bus passengers falling into the categories of Age (older people), 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 older or disabled passengers and those with caring responsibilities 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 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.

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.

Example scoring table

Service xx	
Impact Rating (12 unless unique circumstances are identified)	12
Evidence of Older 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

9. In summary

1.

- **Through KCC's standard Risk Matrix Assessment**
- Services will be given an initial Impact Assessment Score based upon the likely impact.

2.

- **Through applying KCC's criteria**
- 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.

3.

- **Through the initial Equality Impact Assessment (EqIA)**
- If, an older, or disabled or carer passenger is identified as using the service then a further point(s) would be added to the Impact Score.

4.

- **The EqIAs and the Impact Assessment Scores will be updated throughout the process**
- This will allow us to take account of what we learn about the services and their users. This will take account of all sources of information, but specifically the consultation responses and the inspections that we make.

5.

- **Compilation of data to inform our understanding of impact**
- Once the consultation is over we will use the responses and all of the other information we have gathered to update the EqIAs and Impact Assessment Score for each service. If a change has a 'High' Impact Score then we will consider if there are other solutions or ways of making the saving.

6.

- **Final decision in July**
- All of the information gathered will be used to inform the final decisions made by our Members. Any changes will happen in August.

10. How to get involved and have your say

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

Please let us know your views by visiting www.kent.gov.uk/busreview and completing the questionnaire.

Alternatively, complete the questionnaire at the end of this document and return to: Freepost, KENT COUNTY COUNCIL BUS FUNDING REVIEW.

If you require any further information about the proposed changes before responding to the consultation please contact us at public.transport@kent.gov.uk.

Easy read and Microsoft Word versions of this document and the questionnaire are available on our website or upon request.

If you require this or any of the consultation documents in another format 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 the 15th May 2016.

What happens next?

Your responses, along with the final Equality Impact Assessments, will be presented to KCC Members in July following which we will publish our results.

Any changes to bus routes resulting from decisions made by Council Members would most likely take effect in August 2016.

11. 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 through 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 take 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 person's bus pass. KCC has to pay operators for each journey made by the pass holder.*

Equality Impact Assessment: *means the assessments carried out by Council officers to understand the impact of proposed changes on existing bus users based on their protected characteristics. These are: age, disability, gender, gender identity, race, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership and carers' responsibilities.*

Equality Impact Legislation: *means the national legislation and the rules that govern sensitive decisions to protect identified groups (such as older people, 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 provide door to door transport for older people 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 collaboration 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 pays 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 holders.*

12. Consultation questionnaire

This questionnaire can be completed online at www.kent.gov.uk/busreview. Alternatively, fill in this paper form and return it to: **Freepost, KENT COUNTY COUNCIL BUS FUNDING REVIEW**

Please ensure your response reaches us by the 15th 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 questionnaire 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 17 of the consultation document.

Select one box.

Strongly
agree

Agree

Neither
agree nor
disagree

Disagree

Strongly
disagree

Don't
know

Q3a. Please add any comments you have on the scoring method:

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

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.

A summary table of the services identified for review can be found on pages 10 to 13 of the consultation document.

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

*If 'No' please go to question 6. If 'Yes' 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"/>	Four or more days a week
<input type="checkbox"/>	One to three days a week
<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"/>	

Q5e. 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"/>	

Q5f. If this service were to stop running what would you be most likely to 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"/>	Walk or cycle
<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:
<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.*

Four or more days a week

One to three days a week

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 be most likely to 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"/>	Walk or cycle
<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:
<input type="text"/>	

*If you travel on more than two of the bus services identified for review please continue 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"/>	Four or more days a week
<input type="checkbox"/>	One to three days a week
<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"/>	

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"/>	

If this service were to stop running what would you be most likely to 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"/>	Walk or cycle
<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:
<input type="text"/>	

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

If you have provided details for more than one service in question 5, please clearly identify in your response below the service number for each journey / route you are commenting on.

A large, empty rectangular box with a black border, intended for the respondent to provide their answer to question 6. The box is currently blank.

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.*

- Yes
- No, I was not aware of the scheme but may be eligible
- No, I am not eligible for this scheme

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

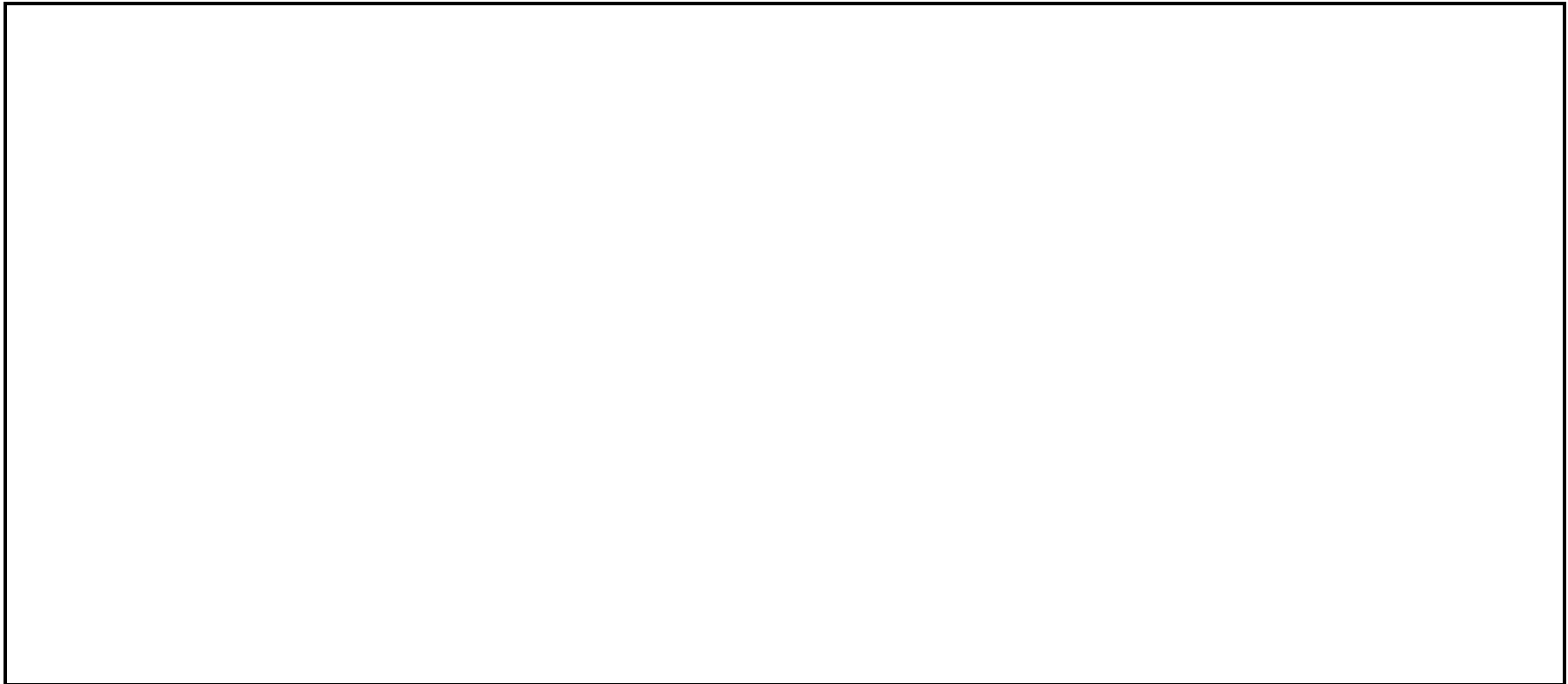
Select **all** that apply. *If you are responding on behalf of a friend or relative please answer using their details.*

- Older Persons (English National Concessionary Travel Scheme)
- Mobility Impairment (English National Concessionary Travel Scheme)
- Companion (English National Concessionary Travel Scheme)
- Young Persons Travel Card
- Kent 16+ Travel Card
- No, I do not use any bus passes
- Other, please specify:

Q9. We have completed initial 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.

Please write any comments here:

A large, empty rectangular box with a black border, intended for users to write their comments on the Equality Impact Assessments.

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

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. 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.....? Select *one* box.

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	I prefer not to say

Q12. Which of these age groups applies to you? Select *one* box.

<input type="checkbox"/>	15 or under	<input type="checkbox"/>	19-24	<input type="checkbox"/>	35-49	<input type="checkbox"/>	60-64	<input type="checkbox"/>	75-84
<input type="checkbox"/>	16-18	<input type="checkbox"/>	25-34	<input type="checkbox"/>	50-59	<input type="checkbox"/>	65-74	<input type="checkbox"/>	85 + over
<input type="checkbox"/>	I prefer not to say								

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

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

*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? *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.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

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? *Select one box*

Yes No I prefer not to say

Q16. Do you regard yourself as belonging to any particular religion or belief? *Select one box.*

Yes No I prefer not to say

Q16a. If you answered 'Yes' to Q16, which one applies to you? *Select one box.*

<input type="checkbox"/>	Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Any other religion, please specify below:
<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Sikh	<input type="text"/>	

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.

An 'easy read' version of this document is also available from our website or upon request. 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.