

# KCC Bus Funding Reduction

Consultation document  
and questionnaire



## Have your say!

We are proposing to make savings by reducing the money we spend on providing some bus services in Kent. Find out more and tell us how this could affect you.

[kent.gov.uk/bussavings](https://kent.gov.uk/bussavings)

Consultation closes 20 April 2022



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## 1. Introduction

Bus services in Kent fall into two categories:

- commercially (profit-making) operated services
- subsidised (part-Kent County Council funded) services which includes our Kent Karrier (Dial-a-Ride) services.

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

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

KCC currently spends about £6m per year to contract services which are not profitable for transport companies but which the Council thinks are important. These are often the services running in more rural areas, in the evenings and at weekends and includes our Kent Karrier (Dial-a-Ride) services and the Gravesend to Tilbury Ferry.

We have worked hard to protect this funding, but the financial pressures placed on KCC's budget mean that the Council faces an intensely challenging period ahead, where tough decisions will need to be taken. The impact of this does unfortunately mean that the Council is having to consider savings measures across a whole range of services.

To meet the financial challenge being posed by this year's budget, KCC's Public Transport team has been asked to reduce planned spending on this funding by £2.2m from 2022/23. To achieve this reduction, we would need to end 48 contracts with a total value of £3m which would affect around 55 supported bus services from Summer 2022.

The selection of services is based on the existing supported bus criteria (see Section 3), which is based upon a combination of how important the service is for its users and value for money.

This consultation provides details on the proposed changes to services and the opportunity for service users, and other interested parties, to tell us how these changes could impact them. This information will be used to review and update our Equality Impact Assessment (EqIA) and will be considered before any decisions are taken.

This document may contain some terms that you might be unfamiliar with, so a glossary has been provided from page 15 to give further explanation.

## **2. Background**

### **Supporting non-commercial routes**

As a Local Transport Authority, KCC has 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. In recent years, many other authorities have stopped funding buses completely to enable them to protect statutory services, such as children's safeguarding and social care and adult social care.

The Covid-19 pandemic has had a significant impact on local councils and government finances and has also resulted in less use of bus services across the UK.

KCC uses set criteria to guide decision making around which bus services to fund and ranks services based on how much they cost to run, the number of passengers and journey purpose.

### **Kent County Council's support for public transport**

KCC invests over £35m each year into the bus network in Kent both directly through subsidies for bus services, and indirectly through subsidies to passholders and paying bus operators for accepting our tickets. In addition to conventional buses, the Council also pays to provide our Kent Karrier (Dial-a-Ride) services and the Gravesend to Tilbury Ferry Service. The table on page 3 summarises KCC's financial support of public transport in Kent.

We work very closely with our local bus operators and in partnership with them have been working to meet the requirements of the government's new National Bus Strategy. This will see us enter into new Enhanced Partnership Schemes with bus operators, which will set the standards for all bus services running in the county and will cover all bus services in Kent from April 2022.

These activities have helped sustain a comprehensive network of buses in Kent on which over 50 million journeys a year were made before the Covid-19 pandemic. Of these, around 3.7 million journeys were made on services paid for by KCC. During the pandemic, the number of journeys made on buses in Kent was less than 20 million and currently the use of buses is only about 70% of the pre-pandemic levels.

## At a glance

### 2019/20 (pre-pandemic)

Number of bus journeys in Kent: 53 million

Number of bus journeys made on KCC funded routes: 3.7 million

Percentage of bus journeys funded by KCC: approximately 3%

Number of KCC funded contracts: 119

KCC funding: £6.1m

### 2020/21 (most recent full year figures)

Number of bus journeys in Kent: over 18 million

Number of bus journeys made on KCC funded routes: 1 million

Percentage of bus journeys funded by KCC: approximately 10%

Number of KCC funded contracts: 129

KCC funding: £6.1m

## KCC's financial support of public transport in Kent

<b>Statutory spend</b> (Services that we have a legal duty to provide)	<b>Discretionary spend</b> (Services we can choose to provide)
English National Concessionary Travel Scheme: £16m	Service subsidies, including the Kent Karrier: £6.1m
Buying season tickets for school children: £2m	KCC Travel Saver Schemes: £10m
Infrastructure (timetable displays, bus stop flags and poles etc): £100k	Disabled Plus Companion Pass: £500k
	Capital investment (vehicles, bus stops etc.): £430k
	Grants for community transport: £180k

### 3. Our proposals

KCC is dealing with significant rises in the cost of services in the face of highly uncertain financial circumstances, and the funding we receive does not cover these cost increases.

As a council, we are seeing increased additional demands on services (like social care), the impacts of the Covid-19 pandemic and other increased costs such as inflation. These spending increases have been partly met by some additional funding from government and Council Tax. However, these income sources are not enough, and we need to find approximately £38m next year (£100m over 3 years) from savings to balance the books. This comes on top of over £750m of savings that have had to be made over the last 11 years.

KCC's Public Transport team has been asked to find savings of £3.2million. One of the ways we are proposing to do this is by reducing the budget that pays for our subsidised bus services by £2.2m. However, because we have also had to provide extra funding for buses during the pandemic, in order to retain our spending within the reduced budget, we actually need to reduce what we spend on supporting bus services by about £3m.

To achieve a £3m saving the existing subsidised bus network would need to be reduced and some contracts would need to be withdrawn completely. These changes would be implemented from Summer 2022.

KCC only provides financial support for services where they cannot be provided by operators for the bus fares alone and where there is an identified need for a service that provides:

- access to work
- access to learning
- access to healthcare
- access to food shopping.

Once contracts for services are established, KCC has criteria in place to prioritise our ongoing support. We have used these criteria to help determine which contracts should be proposed for withdrawal.

Our services are ranked in order of priority (1 being the highest) taking account of a combination of when the service operates and the cost of providing it. Because of the level of saving required, the services potentially affected include some in all of the priority categories.

The pound per passenger journey shows how much it costs KCC to support a journey made by a passenger. It is calculated by dividing the amount KCC has to pay to subsidise a service by the number of journeys made by passengers. So, if KCC pays £100k a year for a bus service and there are 100,000 journeys made, the cost per passenger journey would be £1 and it would be a priority 1 service.

Priority	Days of operation	£ per passenger journey
1	Any day of the week	Less than £3
2	Monday to Friday	Over £3
3	Monday to Friday	Over £5
4	Saturday	Over £3
5	Sunday and evening	Over £3
6	Saturday, Sunday & evening	Over £5
7	Any day	Over £7
8	Poorly performing contracts or those with very limited implications	Regardless of cost

KCC has used these criteria to identify the poorest performing contracts, with lowest priority up to the required saving. We have also considered some instances where the withdrawal of a service may not have a serious impact for bus users, for example where other services are available.

### Equality analysis

An Equality Impact Assessment (EqIA) has been carried out to assess the potential impacts of the proposals being put forward in this consultation.

The scale of the savings needed are simply not possible without withdrawing completely a number of contracts, including our Kent Karrier services. Unfortunately, this means that there would be an adverse impact on some protected groups.

Four groups, the elderly, females, the disabled, and those with Carer's responsibilities have been identified as being more impacted by these changes and also being represented on one or more of the services identified for proposed withdrawal.

The consultation will be used to update the EqIA, which is a key part of the final decision-making process.

The full EqIA including our analysis of the individual service impacts is available to view online at [kent.gov.uk/bussavings](http://kent.gov.uk/bussavings) or in hard copy on request.

## Summary of services proposed to be withdrawn

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

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

13	Nu-Venture	Hollingbourne to Maidstone	Withdrawal of the current Saturday service operating between Hollingbourne and Park Wood (for connections to Maidstone) via Leeds and Langley. Monday to Friday service continues unchanged.	£25,391
17	Stagecoach	Folkestone to Canterbury	Withdrawal of four journeys operating Monday to Saturday evening between Folkestone and Canterbury starting with the 19:40 from Folkestone. Daytime services not covered by this contract.	£46,613
24	Autocar	Sandhurst to Maidstone	Withdrawal of Tuesday only 09:30 journey from Sandhurst to Maidstone and the return journey at 13:20 from Maidstone.	£15,469
58	Nu-Venture	Addington, Ryarsh, Trottiscliffe, Birling to Maidstone (Mondays to Saturdays)	Withdrawal of the whole Monday to Saturday service which provides the only public transport for villages to the west of West Malling, including journeys for schoolchildren.	£84,915
59	Nu-Venture	Grafty Green, Ulcombe, Kingswood, Chart Sutton to Maidstone	Withdrawal of the whole service which operates Monday to Saturday between Grafty Green and Park Wood (for connections to Maidstone). Service 89 School journeys from the same area are not covered by this contract.	£126,000
61/61A	Stagecoach	Aycliffe, Dover Town Centre, River to Whitfield	Withdrawal of three Monday to Saturday evening journeys starting with the 18:18 from Whitfield. Daytime service not included as part of this contract.	£33,477
70	Nu-Venture	Borough Green, Platt, Offham to Larkfield	Withdrawal of all journeys on service 70 which provides eight off peak journeys for Borough Green, Platt and Offham.	£61,851

502	Nu-Venture	West Malling to Wrotham School	Withdrawal of the 502 service from West Malling to Wrotham School.	Included above
88	Nu-Venture	Maidstone to Kings Hill	Withdrawal of the commuter service operating Monday to Friday from Maidstone to Kings Hill via Barming and Watlingbury providing one journey in the morning and two journeys in the afternoon.	£30,444
90/61/61A	Stagecoach	Aycliffe, Dover Town Centre, River to Whitfield	Withdrawal of Sunday evening service including the 18:28 journey from Aycliffe and all later journeys. The rest of this service before this time and other days of the week is not covered by this contract.	£10,296
111	Stagecoach	Ashford to Folkestone	Withdrawal of Thursday only service also operating via Mersham, Aldington, Lympe, West Hythe and Burmarsh.	£13,007
123	Stagecoach	Biddenden to Ashford	Withdrawal of the whole service operating Monday to Friday to Ashford from Smarden, Pluckley, Egerton and Hothfield, including journeys to and from Ashford schools.	£85,627
208	Go-Coach	East Peckham, Tonbridge to Pembury	Withdrawal of all Monday to Saturday Go Coach journeys on the 208 service. However, a parallel 208 service on this route will continue to be provided by Autocar.	£182,767
222	Autocar	Wrotham, Ightham, Borough Green, Shipbourne to Tonbridge	Withdrawal of four journeys Monday to Friday and all Saturday journeys. Other Monday to Friday journeys, including those at school times will continue.	£40,500
255	Autocar	Benenden to Tunbridge Wells	Withdrawal of three day a week (Wednesday, Friday and Saturday) service between Benenden and Tunbridge Wells via Hawkhurst, Flimwell and Lamberhurst.	£23,034

266	Autocar	Kilndown to Maidstone	Withdrawal of Tuesday only service between Kilndown and Maidstone via Horsemonden, Claygate, Laddingford and Nettlestead.	£11,115
277	Arriva	Henwood Green to Tunbridge Wells	Withdrawal of one early morning journey operating Monday to Friday leaving Stone Court Lane at 06:37.	£6,281
292/299	Autocar	Tenterden to Sandhurst and Tonbridge to Tenterden	Withdrawal of the 292 Tenterden to Sandhurst and 299 Tonbridge to Tenterden services which provide one return journey each operating on Fridays only.	£14,498
293	Autocar	Tunbridge Wells to Rye	Withdrawal of Thursday only bus service to Rye operating via; Lamberhurst, Kilndown, Flimwell, Hawkhurst, Benenden, Rolvenden and Appledore.	£15,498
296	Autocar	Paddock Wood to Tunbridge Wells	Withdrawal of the 296 service which operates on Monday, Thursday and Saturday between Paddock Wood and Tunbridge Wells via Horsmonden, Brenchley and Kippings Cross.	£25,720
332	Chalkwell	Stockbury, Yelsted to Sittingbourne schools	Withdrawal of school day only service to Sittingbourne schools.	£43,055
360	Chalkwell	Leysdown to Sheerness and Queenborough	Withdrawal of the whole Sunday service operating between Leysdown and Sheerness. The Monday to Saturday service is not covered by this contract.	£31,779
433	Arriva	Bluewater, Longfield, Hartley to New Ash Green	Withdrawal of the whole Sunday service. The Monday to Saturday service is not covered by this contract.	£34,005
489	Arriva	New Ash Green, Southfleet, Longfield, Gravesend	Withdrawal of the whole Sunday service. The Monday to Saturday service is not covered by this contract.	Included above

474/5	Go Coach	Bluewater to Longfield	Withdrawal of the whole service which runs Monday to Saturday, operating a circular service between Bluewater and Longfield via Bean, Betsham, Southfleet and New Barn.	£114,847
541/542/544	Regent's Coaches	Dover, Deal, Sandwich to Canterbury	Withdrawal of all 541, 542 and 544 journeys which operate on different days from Monday to Saturday for these rural parts of Dover. This includes the cancellation of the 541 journey to Adisham Primary School.	£81,270
662	Chalkwell	Teynham to Faversham schools	Withdrawal of school day only service.	£62,069
664	Chalkwell	Conyer to Lynstead Primary School	Withdrawal of school day only service.	Included above
666	Chalkwell	Faversham to Sheldwich School	Withdrawal of school day only service.	Included above
634	Regents Coaches	Studd Hill to Beltinge	Withdrawal of shopper service which operates between Studd Hill and Beltinge on a Thursday only.	£14,281
954	Regents Coaches	Birchington to Sandwich schools	Withdrawal of school day only service.	£47,500
Detling Shopper	Compaid	Detling to Maidstone	Withdrawal of Monday to Friday shopper bus from Detling Village to Maidstone.	£37,469
E1	Go Coach	Edenbridge Town Service	Withdrawal of the whole Monday to Friday circular service around Edenbridge.	£141,363
HC3	Clarkes Minibuses	Dunton Green to Hugh Christie	Withdrawal of school day only service.	£43,700

HS7/HS8	Chalkwell	Charing to Homewood School	Withdrawal of school services from Charing, Pluckley, Smarden and Biddenden into Homewood School.	£121,450
Sandwich Connect	Britannia	Staple, Sandwich, Northbourne	Withdrawal of the Sandwich Connect service which operates Monday to Friday to Sandwich from Northbourne, Staple and Ash.	£51,657
S4	Go Coach	Edenbridge to Ide Hill	Withdrawal of school day only service.	£81,686
Tenterden Hopper Service	Tenterden Social Hub	Tenterden Village service	Withdrawal of the Tenterden Hopper Service which operates Monday to Friday and on four different routes to various villages just outside of Tenterden.	£50,934
TW9	Go Coach	Langton Green to Tunbridge Wells	Withdrawal of school day only service.	£38,170
X1/X2	Arriva	Kings Hill to Maidstone	Withdrawal of the whole Monday to Friday service linking Kings Hill with Maidstone and West Malling Station including an express link for students attending Maidstone schools.	£207,721
Ashford Kent Karrier	Compaid	Kent Karrier for the Ashford District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£59,138
Maidstone Kent Karrier	Compaid	Kent Karrier for the Maidstone District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£83,853

North West Kent Karrier	Compaid	Kent Karrier for Dartford and Gravesham Districts	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£64,439
Sevenoaks Kent Karrier	Compaid	Kent Karrier for the Sevenoaks District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£39,045
South East Kent Karrier	Britannia	Kent Karrier for the Canterbury, Dover, and Folkestone and Hythe Districts	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£184,964
Swale Kent Karrier	Compaid	Kent Karrier for the Swale District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£81,220
Tonbridge and Mailing Kent Karrier	Compaid	Kent Karrier for the Tonbridge and Malling District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£26,524
Tunbridge Wells Kent Karrier	Compaid	Kent Karrier for the Tunbridge Wells District	Withdrawal of Kent Karrier. It is a membership-based dial-a-ride service offering transport for those in isolated rural areas or who because of age or disability cannot use buses and trains.	£28,818

## 4. How to have your say

Before any decisions are made, we want to hear your views on:

- how the proposed bus service withdrawals could impact you
- the assumptions we have made in the draft Equality Impact Assessment (EqIA)
- any additional information that you think we need to consider about our approach and the proposals identified in this document.

Please let us know your views by visiting [kent.gov.uk/bussavings](https://kent.gov.uk/bussavings) and completing the online questionnaire.

Alternatively, complete the questionnaire starting on page 16 of this document and return to: **Freepost BUS SAVINGS**. Please ensure that the address is written in capitals.

**This consultation will run for eight weeks from 24 February until 20 April 2022.**

If you would like to request paper copies of the consultation material, or if you have any questions about this consultation, please contact us:

**Email:** [bussavings@kent.gov.uk](mailto:bussavings@kent.gov.uk)

**Telephone:** 03000 42 14 37 (this number goes to an answer machine which is monitored during office hours).

Easy Read and Large Print versions of this document are available from our website or on request.

If you need any of the consultation material in an alternative format or language, please email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or telephone on 03000 42 15 53 (text relay service 18001 03000 421553). This number goes to an answer machine, which is monitored during office hours.

### **What happens next?**

The responses to the consultation will be analysed and presented in a consultation report. This report will be published and presented, along with an updated EqIA, to KCC Members of the Environment and Transport Cabinet Committee in May following which we will publish the decision.

Any changes to bus routes resulting from decisions made by Council Members would most likely take effect in Summer 2022.

## 5. Glossary of terms

**Commercially viable:** a commercially viable service is one where the use of the bus and the fares that are generated are enough to cover the costs of operation without the need for further subsidy from the Council.

**Community transport:** Transport run by local community groups such as scouts, parishes, churches, charities and other non-profit-making organisations. Many are door to door services for people with mobility needs, while others may be shopper buses in areas not served by commercial services.

**Council Members:** KCC's elected politicians / councillors, in this instance represented through those Members forming part of the relevant Cabinet Committee.

**Criteria for bus service support:** 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.

**Discretionary service:** a service that the Council chooses to provide but does not legally have to.

**English National Concessionary Travel Scheme:** the older and disabled persons' bus pass. KCC has to pay operators for each journey made by the passholder.

**Equality Impact Assessment (EqIA):** the assessments carried out by Council officers to help understand the impact of proposed changes on the protected characteristics. These are: age, disability, sex, gender identity, race, religion / belief or none, sexual orientation, pregnancy and maternity, and marriage and civil partnership. KCC has also added carers' responsibilities.

**KCC Travel Saver Schemes:** KCC schemes that provide reduced cost bus travel for students. KCC has to pay operators for each journey made by passholders.

**Kent Karrier:** KCC's bookable transport service that can be used by members who do not have access or cannot use other public transport because of their age or a disability.

**Local Transport Authority (LTA):** a Council with responsibility for local transport matters (roads, drainage, public transport etc.). KCC is the LTA for Kent.

**National Bus Strategy:** the national strategy published by government in March 2021 setting out a plan for Local Authorities and Bus Operators to work together to recover from the pandemic and then to improve bus services.

**Statutory obligation:** something that the Council has to do or provide because the government regulations say that all Councils must do. For example, KCC must provide free school transport to certain children, but we do not have to subsidise buses.

**Subsidy:** payments made by the Council to bus operators to help them operate services that are not commercially viable because of low passenger usage.

## 6. Questionnaire

This questionnaire can be completed online at [www.kent.gov.uk/bussavings](http://www.kent.gov.uk/bussavings). Alternatively, fill in this paper form and return it to: **Freepost BUS SAVINGS**

Please ensure that the address is written in capitals and that your response reaches us by the **20 April 2022**.

**Privacy:** Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the United Kingdom General Data Protection Regulation and Data Protection Act 2018. Read the full Privacy Notice at the end of this document.

### Section 1 – About You

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

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

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

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

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

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

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

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

  
  

Yes

No

Not applicable / responding on behalf of an organisation

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

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

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

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

  
  
  
  
  
  
  

Companion (English National Concessionary Travel Scheme)

KCC 16+ Travel Saver

KCC Free School Bus Pass

KCC Travel Saver

Mobility Impairment (English National Concessionary Travel Scheme)

Older Persons (English National Concessionary Travel Scheme)

No, I do not use any bus passes

Other, please specify:

## Section 2 – Our Proposals

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

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

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

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

Reason/purpose of your journey	Service number	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)
To get to and from school/college/university					
To get to and from work					
To get to and from doctors, hospital and other healthcare appointments					
To do essential food shopping					
To get to and from leisure and social activities					
To care for a friend or relative					
Other reason to travel, please specify here:					

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

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

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

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

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

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

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

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

### Section 3 – More About You

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

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

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

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

- Male
- Female
- I prefer not to say

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# Consultation Privacy Notice

Last updated: 30 December 2021

## Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we've created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. We are responsible as 'controller' of that personal information for the purposes of those laws. Our Data Protection Officer is Benjamin Watts.

## The personal information we collect and use

### Information collected by us

In the course of responding to consultations published by Kent County Council we collect the following personal information when you provide it to us:

- responses to questionnaire/consultation
- equalities data collected through questionnaire response - age, sex, gender identity, ethnicity, religion or belief, sexuality, disability, pregnancy or maternity or if you are a Carer
- employment and education details
- postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode information if you do not want to. KCC is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you do give will be used to see if there are any differences in views for different groups of people, and to check if services are being delivered in a fair and reasonable way.

We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process response data and will not be used in producing reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is shared with external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

### How we use your personal information

We collect and use this information in order to:

- understand your views about a particular topic or KCC activity

- analyse consultation and engagement activity
- inform KCC's future strategy, policy, service design and budget planning
- undertake equality monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

We may use your postcode to carry out a type of profiling to estimate which one of a number of lifestyle groups you are most likely to fall into. We do this using geodemographic segmentation tools. We do not make any decisions about individual service users based solely on automated processing, including profiling.

### How long your personal data will be kept

We will hold any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e): 'processing is necessary for the performance of a task carried out in the public interest' and Article 6(1)(c) 'for compliance with a legal obligation to which the controller is subject' as our lawful basis.

We rely on Article 9(2)(g) 'processing is necessary for reasons of substantial public interest' (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained.) It is necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained. You can read [KCC's Equality Policy on our website](#) or on request.

### Who we share your personal information with

We may share your personal data and feedback with those listed below:

- services within the Council who are responsible for the management of the engagement or consultation activity
- a third-party supplier who has been contracted to independently analyse the consultation responses
- organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
- district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Bang the Table Pty Ltd.

## Your rights

Under UK GDPR you have a number of rights which you can access free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways.

We will always seek to comply with your request, however, we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk).

## Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## Who to contact

Please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk) to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, at [dpo@kent.gov.uk](mailto:dpo@kent.gov.uk). Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone, Kent, ME14 1XQ.

The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>.

For queries or to request hard copies of the consultation material contact us at [bussavings@kent.gov.uk](mailto:bussavings@kent.gov.uk) or **03000 421437**.

For alternative formats or languages, please email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call: **03000 421553** (text relay service **18001 03000 421553**). Both phone numbers go to answer machines, which are monitored during office hours.

